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Pharmaceutical Safety and Responsible Marketing

The safe management of medicine lies at the heart of national safety and health care, and is the first step of Hanmi Pharm's sustainable management. Hanmi Pharm, as an R&D-centered pharmaceutical company, is leading the growth of the Korean pharmaceutical industry throughout the product lifecycle from the development of medicines to clinical trials and production and distribution. With Hanmi Pharm's management principles of "Respect for Humanity" and "Value Creation" as its main goals, we are operating an advanced quality control system to continuously supply quality-certified finished drugs to the market. Also, because Hanmi Pharm's products are directly related to life and death, we must deliver accurate information to healthcare workers. Hanmi Pharm makes concerted efforts to deliver evidence-based information accurately and appropriately, while taking extra precautions so as not to glamorize or distort any information.

5 Main Quality Policies for High Product Quality

1. **High Quality** : Guarantee that medicines are manufactured, managed, and supplied according to an advanced, highlevel quality system.
2. **Compliance** : Systems and procedures are operated in compliance with the GMP regulations and guidelines distributed by international regulatory agencies.
3. **Integrity** : The accuracy and integrity of data generated from the manufacturing and management of medicines is guaranteed.
4. **Innovation** : Encouragement and support are provided to ensure constant innovation throughout the GMP area.
5. **Partnership** : Amicable partnerships are maintained with domestic/overseas partners to expand business areas.

Manufacturing preparation	Medicine manufacturing	Quality assurance & management	Storage management & distribution
▸ Warehouse all raw materials. ▸ Test and check the quality of raw materials ▸ Prepare systems and procedures for manufacturing.	▸ Manufacturing and packaging ▸ Manage and monitor quality through the intermediate process test.	▸ Test products. ▸ Check quality and approve shipping. ▸ Monitor quality through product quality assessment.	▸ Manage the storage and distribution of products through the automation system.

To supply medicines with proven efficacy, safety, and quality, Hanmi Pharm has established and maintains a quality management system that satisfies the cGMP requirements, relevant laws, and conditions required by the regulatory authorities and ISO standards throughout the entire process of medicine production.
In addition, based on know-how obtained from undergoing audits and cooperating with numerous domestic/foreign regulatory authorities and partners for many years, our quality management system is capable of satisfying not only domestic requirements but also the requirements of the Global Standard Quality System (US FDA's "six system" / EMA). To take a leap toward becoming a first-rank global pharmaceutical company based on production and distribution technologies at the global level and high quality system, we are doing our best based on the five virtues.

Under the management goal of providing safe and reliable medicines to our customers, Hanmi Pharm manages all finished drugs produced, stored and manufactured from the development stage to the warehousing of related raw materials, testing, shipping, manufacturing of semi-finished products/finished products, IPC (In-Process Control), product testing, labeling and packaging, storage, shipping, and distribution within its quality system. We manage the entire life cycle of distributed medicines strictly and thoroughly by continuously monitoring them for safety and effectiveness even after their distribution.

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Performance and Development Plan of Quality Management System

Hanmi Pharm's quality management system includes each element of a quality system and the responsibilities of top management, and requires the efficacy and safety of medicines, achievement and maintenance of the required quality control level, and continuous improvements.

Accordingly, Hanmi Pharm has set its quality target based on the management objective, and periodically reports the performance to the top management via the board of directors. To continuously supply high-quality medicines, top management reviews and supports essential facility investments, employee recruitment, improvements to software, and the introduction of computing systems. By doing so, we are doing our best to maintain the production and supply of high-quality medicines.

To guarantee the integrity of data generated from the efficient operation of the quality system, development, manufacturing, and quality control of medicines, we have introduced computing systems in various areas, such as ERP (Enterprise Resource Planning), EDMS (Electronic document management system), MES (Manufacturing Execution system), LIMS (Laboratory Information Management System), etc.

Additionally, deploying data integrity experts to each area makes it easy to guarantee the integrity of data generated from the overall medicine manufacturing, track related issues, and take measures for matters requiring remediation in good time.

Our company also conducts periodic risk assessments for each area of GMP to continuously strengthen the level of data integrity, and continuously develops the quality management system based on this.

Regulatory Organization and Partner's Audit History

Hanmi Pharm has been certified for the effectiveness and suitability of the quality management system we operate through audits by regulatory organizations, such as MFDS (Korea), US FDA (US), EMA (Europe), PMDA (Japan), and MITRF (Russia). We receive periodic audits from customers of various countries to confirm that our manufacturing facilities and quality system are appropriately maintained.

In the last six years, we have undergone 74 audits by domestic/overseas regulatory/certification organizations and partners, and have successfully received all audits from organizations such as ANVISA (Brazil) and MITRF (Russia), which produced the result 'No observations.'

History of receiving Audits from Major Regulatory Organizations for the Past 6 years

No	Period	Country/Regulatory organization	Details
1	Jan. 29-Feb. 01, 2018	US / USFDA (CDRH)	Medical device PMA audit: SYNOJOYNT (Pre-market approval application)
2	Sep. 04-06, 2018	Russia / Ministry of Industry and Trade of the Russian Federation (MITRF)	Regular GMP audits & pre-GMP monitoring
3	Oct. 15-19, 2018	China / National Medical Products Administration (NMPA)	Pre-GMP monitoring: Ambcol Respiratory Solution
4	Jul. 23-26, 2019	Korea / Ministry of Food and Drug Safety (MFDS)	Regular GMP audit (biologics)
5	Aug. 5-7, 2019	Korea / SGS	ISO 13485 renewal audit
6	Sep. 19-20, 2019	Korea / SGS	ISO 13485 unannounced audit
7	Sep. 23-27, 2019	Brazil / Agencia Nacional de Vigilancia Sanitaria (ANVISA)	Pre-GMP monitoring: Rosuzet
8	Oct. 22-25, 2019	Korea / Ministry of Food and Drug Safety (MFDS)	Regular GMP audit
9	Nov. 26-29, 2019	Japan / Pharmaceuticals and Medical Devices Agency (PMDA)	Pre-GMP monitoring: Tadalafil Tab
10	Jul. 27-31, 2020	Korea / Ministry of Food and Drug Safety (MFDS)	Product licensing audit: Rolontis
11	Dec. 10, 2020	Korea / SGS	ISO 13485 post-certification audit
12	Oct. 18, 2021	Korea / SGS	ISO 13485 post-certification audit
13	Apr. 11-14, 2022	Russia / Ministry of Industry and Trade of the Russian Federation (MITRF)	Regular GMP audit 1) Amlodipine + Losartan Tab. 2) Amlodipine + Losartan + Rosuvastatin Tab
14	May 9-13, 2022	Korea / Ministry of Food and Drug Safety (MFDS)	Regular GMP audit (biologics)
15	Jun. 27-Jul. 5, 2022	US / USFDA (CDER)	Pharmaceutical PLI: Rolvedon (Pre-License Inspection)
16	Jul. 11-15, 2022	Korea / Ministry of Food and Drug Safety (MFDS)	Regular GMP audit
17	Oct. 17-20, 2022	Europe / NSF Health Sciences Limited	QP Audit: HM43239 20mg & 80mg Tab. (EU CT number issued)
18	Sep. 26-28, 2022	Korea / SGS	ISO 13485 renewal audit
19	Apr. 11-14, 2023	Korea / Ministry of Food and Drug Safety (MFDS)	CMO audit
20	Nov. 9, 2023	Korea / SGS	ISO 13485 post-certification audit

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Systematic Quality Assurance System based on Employee Participation

Document Control

Hanmi Pharm documents all GMP-related requirements operated by the quality system by stage, and operates an advanced quality management system by appropriately reflecting cGMP obligations and other applicable mandatory regulations according to the following documents.

1. **Quality Manual**
   - A document defining the quality policy, goal, and program of Hanmi Pharm's business sites.
2. **Policy**
   - A superior regulation document that must be complied with when manufacturing Hanmi Pharm's medicines and controlling quality.
3. **SOP**
   - A document that prescribes the specific procedures and responsibilities of related workers regarding overall GMP practices.
4. **Work Instruction**
   - A document that is prepared to deliver information required to perform the procedures prescribed in an SOP.
5. **Supporting Document (Form, Record and report, etc.)**
   - A document that has standardized and regulated specific matters to be executed according to the flow of work in order to allow workers to perform their work instructions properly and appropriately. A document, form, or report that records the results related to manufacturing and quality control, and which proves that each task has been carried out in line with the designated procedures.

Education and Training

Hanmi Pharm is managing GMP training through LMS (Learning Management System), an electronic education management system. All employees working at our business sites are assigned duties after completing the appropriate training for each job, including on-the-job training. By periodically conducting basic training related to GMP, the system is operated so that employees can recognize the importance of the major concepts of the quality system and the quality control of medicines.

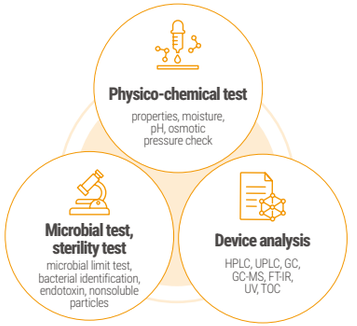
Furthermore, we support employees in their efforts to complete external training operated by pharmaceutical organizations, universities, the Ministry of Food and Drug Safety, and overseas regulatory organizations according to the required subjects, in addition to in-house training. By conducting knowledge delivery training for required personnel when necessary, we are operating appropriate secondary training.

Classification	2021	2022	2023
Total no. of GMP training	5,817	5,987	6,777

Enhanced Quality Control Systems

Hanmi Pharm's quality control group collects and analyzes samples of the raw materials used in manufacturing medicines, semi-finished products and final products in order to maintain the safety, stability, and overall quality of raw materials/final drugs manufactured and distributed, and assesses the overall development stage, including shipping and stability testing of medicines manufactured according to the product characteristic analysis required by the relevant authorities, the verified analysis method, and the approved specifications.

Quality Control Test



Hanmi Pharm conducts tests of all raw materials related to the manufactured medicines, IPC, medicine shipment tests, and stability tests to guarantee that the quality of all medicines due to be distributed is maintained throughout the product lifespan. In addition, the development and transfer of test methods is possible according to ICH Q2 (R1) guidelines. We also conduct the test method verifications required by domestic and overseas regulatory agencies. We have established a management system so that only finished drugs, whose quality is confirmed by shipment tests, are shipped and distributed, while the employees responsible for performing quality control are subject to periodic verification of their qualifications through job training and evaluation.

Stability Program

Hanmi Pharm guarantees that the quality of its medicines will be stable for the duration of their lifespan. Generally, we operate a stability room/chamber under long-term and acceleration conditions according to the product storage conditions, and we have prepared a facility in which stability tests can be conducted according to other specific requirements in order to collect physical/mechanical stability data on our medicines. The progressing stability data are monitored in real time, and if significant changes or non-conformities are detected in the quality of the medicine, the necessary corrective measures are taken immediately based on an impact assessment according to the related procedures, and the matter is reported to the relevant regulatory organizations.

Environment & Clean Utility Monitoring

Hanmi Pharm designs all the areas in which its medicines are manufactured, packaged, and stored to ensure that they are suitable for work, maintenance, and location. The walls are made of clean panels to facilitate cleaning and maintenance, while floor surfaces are coated with epoxy to prevent contamination in the manufacturing environment and facilitate cleaning. Furthermore, environmental monitoring is carried out by classifying areas by cleanliness. Samples of the water used for manufacturing or injection, and compressed air are periodically tested for quality. Tests are conducted for each cleanliness grade on falling bacteria, airborne bacteria, surface bacteria, and airborne particles when performing environmental monitoring. As regards the monitoring of water, we test its properties, total organic carbon content, electrical conductivity, nitrate content, pH value, and endotoxin content. All air compressors are oil-free compressors that supply air after passing compressed air through a 0.2 μm filter.

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System for Ongoing Monitoring throughout the Lifecycle of Shipped Medicines

Medicine Theft and Counterfeit Monitoring System

Hanmi Pharm has established a system for preventing counterfeit medicines and managing safety from the manufacturing stage to the final distribution stage of finished drugs by using an ERP (Enterprise Resource Planning) system and its unique recognition device, RFID (Radio-Frequency Identification) Tags. If the head office sales representative enters the order information from a customer in the ERP system, the relevant information is automatically sent to the shipping team via the system, and the shipping information of the ordered product can be checked in real time.

All finished drugs manufactured and shipped from Hanmi Pharm support serialization using RFID Tags and tracking technology, which serve to strengthen supply chain security. We have established and are managing a system suitable for the distribution and management policy of the related countries to which our products are exported, including Korea. Detailed information (date of manufacture, batch number, date of shipment, customer information) on all finished drugs that are shipped and distributed is recorded in the in-company system, which makes it easy to track and take countermeasures promptly in the event of a report of counterfeit medicine.

In addition, upon receiving a customer complaint, we review whether the complaint could have an impact on product quality by promptly investigating the matter according to our internal quality guarantee procedure, and then prepare improvement measures and ensure that they are taken immediately.

Furthermore, to reduce the risk of potential counterfeit products, we communicate with our customers at all times through our company website, HMP Mall, and marketing channels. Thus far, no counterfeit products have been identified, and we are doing our best to put customer safety first.

ERP Management

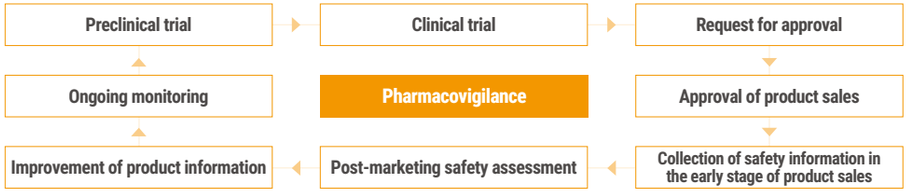
Real-time checking of shipping information via the ERP.

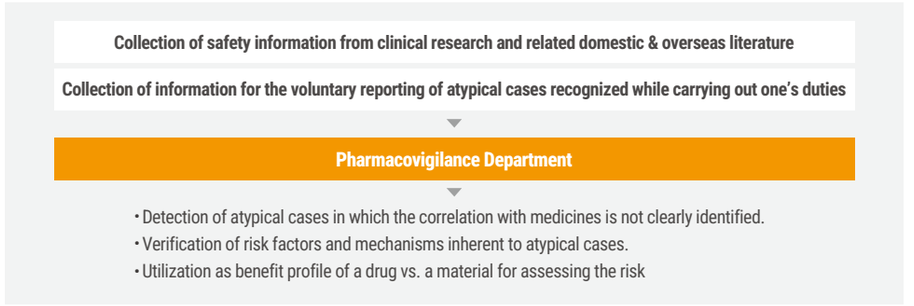
RFID Encoding

Serialization and tracking of medicines via RFID Tags.

Pharmacovigilance System

"Pharmacovigilance" refers to a scientific activity involving the detection, evaluation, analysis, and prevention of abnormalities or safety issues with medicines. Pharmacovigilance is applied throughout the entire drug development cycle from the collection of stability information on drugs to risk management. In Korea, the pharmacovigilance system has been supplemented and developed to include a drug re-evaluation system, a system for voluntarily reporting side effects, a secondary review system for new drugs, and recommendations on the proper use of medicines, as well as introducing and strengthening the medicine damage relief charge system and the risk evaluation and mitigation strategy, etc. To contribute to the strengthening of pharmaceutical safety, Hanmi Pharm has established and operates an independent pharmacovigilance system, and collects and analyzes information on the safety of its medicines via various channels.





Pharmacovigilance Training

Every year, Hanmi Pharm conducts pharmacovigilance training for all its employees. Through regular pharmacovigilance training, we train all our employees to mandatorily report information on any atypical cases they come across while carrying out their duties and to contribute to strengthening the safe management of medicines.

Classification	2021	2022	2023
Employees subject to training (persons)[1)]	2,325	2,350	2,315
Training completion (%)	99.4	99.7	98.9

1) Includes retired employees and employees on leaves of absence.

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Customer Health & Safety

Because all the products produced by Hanmi Pharm are directly related to human health and life, we are working hard to secure customer trust by constantly strengthening and monitoring our capability to ensure the safety of our products. Hanmi Pharm discloses product information transparently so that customers can rest assured when taking our products, and we take the health and safety of our customers into account from the development stage. In addition, we collect and manage customer suggestions related to our products according to the regulations of the Ministry of Food and Drug Safety (MFDS).

Medicine Recall Status

Classification	2021		2022		2023	
	No. of recalls	Recalled amount (tons)	No. of recalls	Recalled amount (tons)	No. of recalls	Recalled amount (tons)
Class Ⅰ	0	0	0	0	0	0
Class Ⅱ	29	43.7	1	9.99	2	2.77
Class Ⅲ	0	0	2		1	0.08

Examples of Administrative Measures Taken

As of 2023

Product	Details	Action taken
Hyalu Mini eye drops 0.1%, 0.15% (disposable) Diquafol eyedrops 3% (disposable)	Did not receive the expected Pre-GMP audit when changing the aseptic processing area.	Suspension of manufacturing for 3 months.
Eyeporin eye drops 0.05% (disposable)	The necessary materials were not submitted within the deadline for re-evaluation of pharmaceutical equivalence.	Suspension of sales for 2 months.
Speedpain Soft Capsule 200mg	The consignee was not thoroughly managed or supervised sufficiently.	Suspension of manufacturing for 3 months.
Titibe ointment 0.25%	Consignee was not managed or supervised sufficiently thoroughly.	Suspension of manufacturing for 3 months.

Group Integrated Call Center

Hanmi Pharm set up the Group's integrated call center in 2014 and is doing its best to listen to the voices of its customers. We manage the collected issues and, based on this, eliminate the factors that cause customer inconvenience, with the focus on products for which we frequently receive questions about how they are used. This not only enhances customer convenience but is also a part of Hanmi Pharm's efforts to practice customer satisfaction management.

Classification	2021	2022	2023
No. of customer interactions (cases)	64,250	73,181	66,890

Major Customer Claims and Follow-up Actions in 2023

Product	Customer claims	Follow-up Action
Medilac DS enteric capsule Medilac S enteric capsule	Damaged capsule	Minimized heat transfer of the product when sealing with supplementing sealing equipment, which prevented the possibility of product damage during sealing.
Vildaglemet tablet	Damaged tablet	Added buffer vinyl within the bottle and reduced the possibility of damage to tablets.
Titibe ointment	Layer separation and leakage	Improved layer separation by changing the cooling conditions, and lowered the possibility of leakage. Improved leakage by adding coating to materials.
Hanmi Cefradine capsule	Lid could not be opened	Made various improvements and corrected the mold of its material so that the lid opens more easily than before.
Dapalon Duo SR tablet	Deformation of properties	Deformation of properties was identified under high temperature and high humidity conditions due to the nature of the main ingredients. Added a 'Caution' notice to the label to draw attention when providing prescriptions and storing the product. Improvement of the coating agent is currently being considered.

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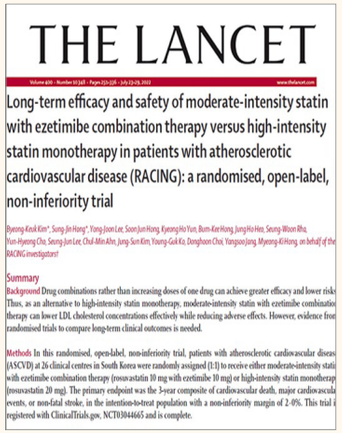
Evidence-based Marketing


THE LANCET

Long-term efficacy and safety of moderate-intensity statin with ezetimibe combination therapy versus high-intensity statin monotherapy in patients with atherosclerotic cardiovascular disease (RACING): a randomised, open-label, non-inferiority trial

Summary

'Rosuzet,' Hanmi Pharm's fixed-dose combination medicine for dyslipidemia, now No.1 in the Korean prescription drug market, has been receiving worldwide attention since its listing in international academic journals. Since its release, fifteen theses on the research findings regarding Rosuzet for Korean patients have been listed in SCI-level international academic journals. Among these, seven cases of subanalysis results of RACING research (The Lancet, IF 168.9), which became a Hot Issue after they were published in July 2022, were listed in 2023, having proven their effectiveness and safety in various domestic patient groups. The RACING research on Rosuzet became the world's first research to prove the Long-term CV Outcome of a fixed-dose combination medicine made of Rosuvastatin and Ezetimibe. This research included a comparative analysis of cardiovascular-related deaths or major cardiovascular events, and non-fatal stroke incidence, after randomly assigning a Rosuzet 10/10mg group (moderate-intensity combination therapy of statin and Ezetimibe, 1,894 persons) and a Rosuvastatin 10/10mg group (high-dose statin monotherapy, 1,886 persons) for of a total of 3,780 Korean patients with ASCVD (arteriosclerotic cardiovascular diseases), such as myocardial infarction, stroke, and peripheral arterial disease, and then administering the medication to them for 3 years at 26 general hospitals in Korea.
According to the research findings, there was no difference between the two groups, i.e. Rosuzet 10/10mg (9.1%) and Rosuvastatin 20mg (9.9%), in terms of the incidence of composite cardiovascular events. In addition, the group administered with Rosuzet 10/10mg presented a superior outcome regarding the target LDL-C (<70mg/dL) achievement rate at 3 years after administration. In particular, the percentage of patients who discontinued medication or reduced their dose due to side effects or intolerance was 4.8% in the group administered with Rosuzet 10/10mg tablets, confirming that it has higher drug tolerance than the group administered with Rosuvastatin 20mg (8.2%). These RACING research findings were directly reflected in raising the recommendation class of Ezetimibe (Class Ⅱa → Class Ⅰ, B) in the 5th edition of the domestic dyslipidemia medical guidelines. (Nov. 18, 2022)
Furthermore, in RACING's subanalysis, an analysis was conducted according to the patients' underlying conditions (diabetes, PCI procedures, and target syndrome) and underlying state (advanced age, high-risk group, gender, underlying LDL-C). The results of the subanalysis confirmed that the research findings were identical to those of RACING. As such, this is a case in which Rosuzet's excellence was proven once again with various patient groups. A total of seven subanalysis results were listed in the European Journal of Preventive Cardiology (EHJ, IF 39.3), the Journal of the American College of Cardiology (JACC, IF 24.0), and the Journal of the American Medical Association (JAMA Cardiology, IF 24.0), etc.

Evidence-based Sales & Marketing Activities by Major Products

Product name	Details
Rosuzet	• Strengthened evidence-based marketing towards domestic patients with dyslipidemia due to the listing of seven theses in the RACING Trial subanalysis. • Promotion of the latest domestic guidelines for dyslipidemia to medical professionals and improved awareness of the treatment effects of Rosuzet through "Under the C" campaign activities. • Strengthened originality through the Satellite symposium via major domestic academic societies such as the Korean Society of Lipid and Atherosclerosis and the Korean Endocrine Society, etc. [20 times, 18 societies]
Amosartan Family	• Phase 3 research findings on Amosartan Q listed in the American Journal of Cardiovascular Drugs [May 2023, SCI; IF 3.29], and utilized in the production of detailed materials. • Phase 4 research findings on Amosartan listed in the American Journal of Cardiovascular Drugs [Dec. 2023, SCI; IF 5.099], and utilized in the production detailed materials. • Focus on product demonstration event to differentiate Chlothalidone and emphasize "Adherence" for cardiology and circulatory physicians. • Strengthened originality of the Amosartan Family via domestic academic societies such as the Korean Society of Cardiology, etc. [19 times, 16 societies].
Esomezol	• Detailed Campaign through the use of results of a large-scale observational study (with the aim of easing concerns about the interaction of Clopidogrel & PPI through the incidence of major cardiovascular events according to the administration schedule). • Carried out activities to spread Esomezol's clinical usefulness and product history through activities commemorating the 15th anniversary of its release.
Hanmi Tams	• Korea's only company to possess Tamsulosin in all doses/formulations, proving the effectiveness and safety of Tamsulosin 0.4mg for the first time in Korea. • Result of Phase 4 clinical trial of Hanmi Tams 0.4mg listed in a SCI-level international academic journal (Prostate International)(Dec. 2023).

Product name	Details
Naxozol	• Strengthened evidence-based marketing towards domestic patients with dyslipidemia due to the listing of seven theses in the RACING Trial subanalysis. • Promotion of the latest domestic guidelines for dyslipidemia to medical professionals and improved awareness of the treatment effects of Rosuzet through "Under the C" campaign activities. • Strengthened originality through the Satellite symposium via major domestic academic societies such as the Korean Society of Lipid and Atherosclerosis and the Korean Endocrine Society, etc. [20 times, 18 societies]
Hyalu Mini	• Joint publication of Fact Sheet under an MOU with the Korean Ophthalmological Society → Ophthalmic analysis of domestic dry eye patients, prescription ingredients, and amounts used, etc. based on Big Data from the National Health Insurance Service for the first time in Korea.
Pidogul	• Held a symposium with the emphasis on the clinical benefits of Pidogul through HOST-EXAM, which is a representative research, and extended the study (23 times offline). • Utilized new literature emphasizing its clinical effectiveness (5 cases of phase 4 clinical trial results), differentiation (pharmaceutical safety) and economic effectiveness (25% ↓ vs. high-end products).
Monterizine	• Delivered a presentation on the results of an observational study on Monterizine at the Satellite Symposium of the KAAACI International Congress 2023. • Differentiated material in contrast to generic medicines. (Minimized interactions of the composite ingredients of the Polycap formulation technology, and listed the results of the observational study on domestic patients in a SCIE-level international academic journal.)
Rovelito	• Strengthened originality by emphasizing the clinical benefits in commemoration of the 10th anniversary of the release of Rovelito [Detail Material, one paper on 'The smaller the better,' HMP event, etc.] • Utilized materials emphasizing the advantages of grounds on primary prevention and drug compliance based on the results of domestic phase 3 and 4 clinical trials.

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Digital Marketing

HMP, a portal designed exclusively for medical professionals

The live symposium provided by HMP, Hanmi Pharm's portal site for healthcare professionals, provides high-quality lectures on diverse topics by well-known speakers from Korea. Since the first lecture in 2013, there have been a total of 3,988 lecture sessions on 122 topics, attended by a cumulative figure of 2,503,014 people, as of the end of 2023. In HMP, we try to showcase
fresh topics to satisfy the gradually rising level of viewers and to present live symposiums, breaking away from the conventional method.
Following last year, HMP conducted a series of lectures by noted doctors up to the first half of 2023. We provided a series of 24 lectures on geriatric illnesses in 6 areas and arranged a means of sharing in-depth information about diverse illnesses. Notably, the lectures on ultrasonic waves, conducted for the first time, achieved a high level of satisfaction among practicing physicians. In addition, we have continued with our activities to transmit expertise and know-how on how to host HMP online seminars, and helped small and mid-size societies to overcome the difficulties of digital transition by hosting online conferences for various societies.
As a result, Medi Gate, a portal site for doctors, gave a highly positive evaluation of Hanmi Pharm's HMP in the 2023 Doctors' Online Utilization and Digital Marketing Survey, with Hanmi Pharm ranking No.1 in terms of recognition and subscription rate, as 'a pharmaceutical company recognized by doctors for its effective digital marketing' for four consecutive years.

No. of lectures delivered via Live Symposium	3,988times
Cumulative no. of participants in Live Symposiums	2,503,014persons
Cumulative no. of speakers at Live Symposiums	1,511persons
No. of items covered at Live Symposiums	122products

"i-Hanmi," a Video Detailed Service

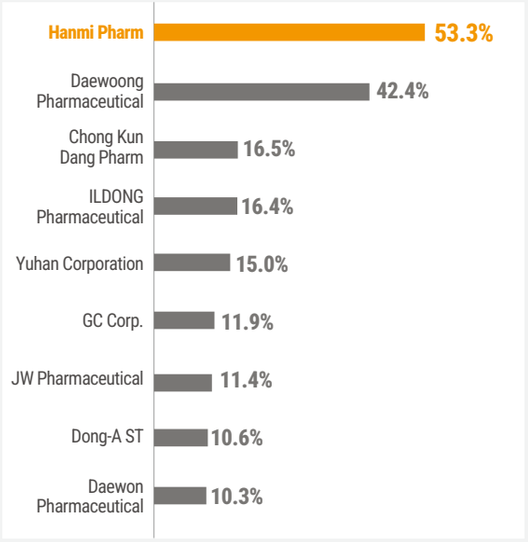
Customers can receive useful information on the latest products and diseases at their desired time and location through i-Hanmi, a one-to-one video detailed service that delivers key information on a product or a disease in 5 minutes." This one-to-one detailed service delivers not only information on products and diseases, but also the latest evidence-based medical information, such as domestic and overseas guidelines, reimbursement criteria, and overseas prescription trends.
We have provided approximately 49,000 accumulated one-to-one video detail services since 2016, equaling approximately 7,300 cases per year as of 2023, while a cumulative total of 6,000 participating customers have used the service. During the COVID-19 pandemic, we actively carried out contact-free marketing to such an extent that over 10,000 detail services were conducted each year.

'Doctor in My Ear,' a disease-related video campaign

The "Doctor in My Ear" YouTube channel, a "disease information" video channel, is helping people to prevent, treat and manage diseases by sharing doctor's know-how and information on major diseases. Thanks to its enduring popularity, the channel has attracted 17,425 subscribers and recorded 3,601,245 cumulative views, and we are now creating more practical contents such as home-based remedies that patients can follow in everyday life, and information about specific diseases. In addition, we are engaging in social contribution activities by donating any profits from the YouTube channel to patients.

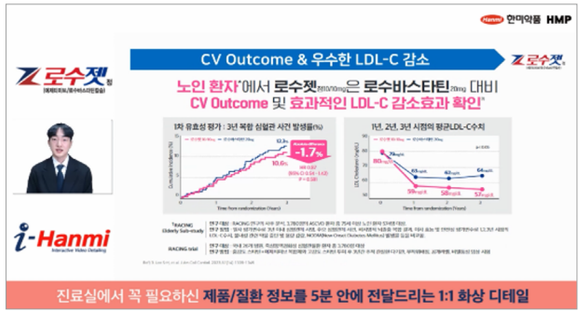
Hanmi Pharm was ranked the No.1 pharmaceutical company in Korea in recognition of its effective digital marketing' for a fourth consecutive year.

Hanmi pharm was evaluated by doctors as the domestic pharmaceutical company with the "most outstanding" digital marketing campaign, accounting for 53.3%, and ranking No.1 for four consecutive years.



*Source: Which pharmaceutical company has outstanding digital marketing? ... Foreign 'Pfizer' and Domestic 'Hanmi Pharm'. (the Yakup /Oct. 12, 2023)

HMP, a portal designed exclusively for medical professionals



"i-Hanmi," a Video Detailed Service

OUR COMPANY +
SPECIAL TOPIC +
ESG MANAGEMENT +
ENVIRONMENT +
SOCIAL -
Human Rights Management
Human Capital Management
Welfare & Culture
Health & Safety
Sustainable Supply Chain Management
Pharmaceutical Safety and Responsible Marketing
Personal Information Protection & Security
Social Contributions
GOVERNANCE +
ESG FACT BOOK +
APPENDIX +
ESG POLICIES +

Ethical Marketing

Hanmi Pharm engages in ethical marketing based on related laws and guidelines, such as the Act on the Advertisement and Promotion of Pharmaceuticals, and the guidelines provided by the Ministry of Food and Drug Safety, etc. The most important virtue of a pharmaceutical company is to deliver the latest medical information, accurate information on side effects, and the risks for health care professionals. As such, Hanmi Pharm carries out our marketing and sales activities in an ethical and appropriate manner. Furthermore, to promote fair competition, we prohibit illegal marketing activities such as false advertising or unreasonable price increases.

Management of Pharmaceutical Promotional Materials

All marketing related materials produced by Hanmi Pharm are strictly managed through the compliance regulations as well as our own internal 'Pharmaceutical Promotion Material Review Regulations'. We approve promotional materials only after subjecting them to through reviews by medical pharmacists to ensure that they are produced based on licenses and medical evidence.

Pharmaceutical Promotional Material Review Process

Request for pharmaceutical promotion materials ▸ Medical Review ▸ PM Review ▸ Production & Distribution

Medical Review	Review according to an independently-produced checklist based on licenses, quoted theses, safety data, etc.
PM Review	Review of the general principles of matters related to the status of compliance with the Pharmaceutical Affairs Act, consistency with permission, reliability, fairness, objectivity, and clarity with licenses, and recency of information.

Management of Accurate Product Information and Labeling

As prescription drugs are the major product line of Hanmi Pharm, PR and the promotion of prescription drugs to patients is strictly prohibited according to current Korean law. Hence, Hanmi Pharm is working hard to deliver accurate information about prescription drugs based on the types of information that can be disclosed. Hanmi Pharm complies with related laws and regulations in delivering information on all our products, and takes extra precautions to ensure that all such information is based on hard facts and that it contains no exaggerations, errors, or false statements.
In addition, Hanmi Pharm discloses the superior efficacy of our technologies and products at conferences for healthcare professionals; furthermore, when we engage in marketing and PR activities, we review whether there is any likelihood of our product information falling into the wrong hands or being distorted as it is passed on.

① Explanation of how to use high-risk products

The product labeling of Hanmi Pharm is an indicator that provides information on the main ingredients of a medicine. Thus, the inclusion of accurate information on every product label is very important. Because prescription drugs are provided to healthcare professionals, Hanmi Pharm's labeling focuses on delivering essential information[1] without omission. For some high-risk products, we submit a Risk Management Plan (RMP) to the MFDS. Products accompanied by an RMP come with a user manual designed for patients who have to obtain prescriptions for the relevant medicines and who use them personally. It is recommended that the manual be made available in hospitals and pharmacies. Furthermore, we provide information on the medicines consumers need, indicating their efficacy, usage and dosage, and precautions for use.

1) Essential information: Product name, amount of raw pharmaceutical materials, description, efficacy/effect, usage/dose, precautions upon use, methods of storage, packaging unit, customer service center, product expiry date, etc.

② Labeling Review & Violation

Hanmi Pharm makes thorough efforts to review whether its products fully comply with the laws and regulations; aims to prevent exaggerations and misleading advertisements by ensuring that all our products are labeled accurately; and conducts evidence-based marketing.

Labeling & Advertising Violations in 2023

Product	Details	Action taken
Dapalone Tablet, Dapalone Duo ER Tablet	Advertisement of details other than approved efficacy.	Suspension of advertising for 3 months.