

# VALUE | 20 REPORT | 20



**ntc**

Novelty. Technology. Care.



**ntc**

Novelty. Technology. Care.

We focus on Novelty, Technology and we Care of our partners, customers, patients and of our people.

The following information is intended for healthcare professionals only

NTC is an international R&D-driven pharmaceutical company headquartered in Milan, Italy.

NTC stands for **Novelty, Technology, Care**.

As a global player in the area of B2B, we are present in almost 100 countries and work with around 200 partner companies. In addition, we carry out direct commercial activities (B2C) in the field of Ophthalmology in Italy and Spain.

Specialized in Ophthalmology, we manage an ample portfolio that also includes products in Gynaecology, Gastroenterology and Paediatrics.

Most of our R&D work concerns the field of Ophthalmology, where our Eye Health clinical development programme ranks among the most extensive conducted in Europe over the past 10 years and involves several thousand patients in controlled clinical trials. We recently completed two successful and ground-breaking clinical trials to support one of our products for post-cataract surgery, the results of which have been published in major international scientific journals. The product itself is licensed to selected international partners in over 70 countries and it is in a launch phase.

In 2019, we enhanced both our portfolio and our product pipeline with the development of antibiotics with improved documentation that embraces a smarter and better-informed use, as well as a line of innovative antiseptics in Ophthalmology. We also diversified our product pipeline to encompass three new areas: Gynaecology, for which we have developed a new line of antimicrobial products; Gastroenterology, for which we have developed pioneering formulations that promote gastro-intestinal wellbeing and transit; and Paediatrics.

Our B2C organizations in Italy and Spain have enabled us to optimize several of the many products of the NTC development pipeline. Thanks to our direct commercial presence and our good relations with key opinion leaders, we have been able to capture additional insights beneficial to improve the products and services we offer to our partners.

Technology is a key part of our strategy. By working in partnership with qualified CMOs/CDMOs who are primarily located in the EU, we access and leverage many different technologies.

NTC is a quality-driven company that audits its suppliers and partners to ensure they continue to conform to international standards and guidelines (ISO 13485, GMP, GCP and ICH).

Dedicated to creating sustainable value, NTC has integrated social and environmental considerations into its business operations and into its dealings with stakeholders. As part of its commitment to Corporate Social Responsibility, NTC has embedded international guidelines and procedures in its processes and practices.

For example, during the COVID-19 emergency, NTC continued producing and distributing innovative therapeutic solutions that minimize the risk of infection, fulfilling its corporate mission of care by supporting communities and partners.

Our goal is to become the go-to company and standard-setter in the field of Ophthalmology and a leading B2B partner in the fields of Gynaecology, Gastroenterology and Paediatrics. Our clinical and technological research is geared towards developing ever-better therapies for sufferers of eye pathologies, as well as for patients in the other medical fields in which we operate.

In terms of financial performance, we have consistently achieved, year after year, double-digit top- and bottom-line growth in recent past, and, together with our business partners, we look forward to accelerate our pace of growth by rolling out new products.

NTC is controlled by the Italian private equity fund, Wise SGR since 2015.



**Riccardo Carbucicchio**  
Chief Executive Officer



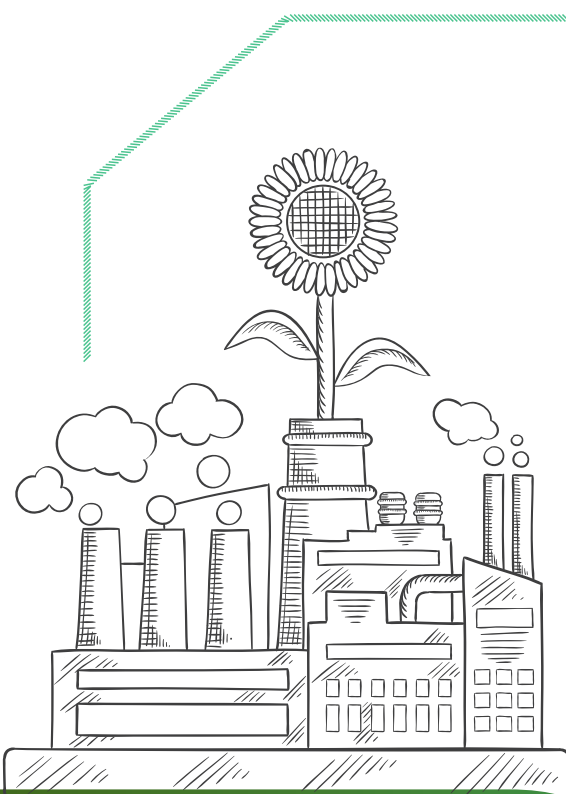


# OUR VISION

Our goal is to become the go-to company and standard-setter in the field of Ophthalmology and a leading B2B partner in the fields of Gynaecology, Gastroenterology and Paediatrics. Our clinical and technological research is geared towards developing ever-better therapies for sufferers of eye pathologies, as well as for patients in the other medical fields in which we operate.

Our R&D goal is:

- To fight antibiotic misuse and help reduce the spread of bacterial resistance, building on the advice of international scientific societies and the World Health Organization.
- To find ways for improving patient compliance.
- To take care of patients and their needs, demands and desires.



## OUR GREEN VISION

NTC strives to use natural resources responsibly and to minimize the environmental impact of its activities by optimizing energy efficiency and using sustainable packaging and adopting eco-friendly solutions across its product line. At NTC we conduct "Green Surveys" to audit the awareness of our CMO partners, checking about the environmental impact of their activities.

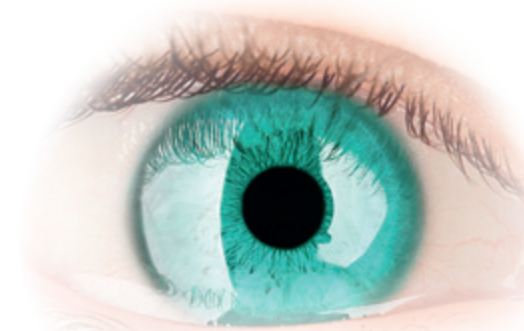
NTC promotes waste recycling and waste reduction and encourages its employees to make use of local recycling schemes wherever available. Employees are asked to consider the environment before printing emails, attachments and other documents.

Employees are expected to reduce the size of the environmental footprint of their working activities.

NTC favours efficiency in the use of water and encourages its employees to be mindful of water consumption in the workplace.

Health, Safety and Environment (HSE) are everyone's business, which is why it is embedded in our annual target and Code of Conduct.

## Ophthalmology



Sight is one of the basic human senses. NTC holds a strong portfolio and a promising pipeline to treat eyes diseases.



## Paediatrics

Meeting the needs of paediatricians by providing child-friendly products that are easy to take and administer, and thus striking an improved balance between efficacy and compliance.



## Gastro - Metabolism

Various digestive system disorders. Conceptualizing innovative solutions supported by scientific research to restore the gastrointestinal biome. Colonoscopy preparations are also an area of focus.



## Gynaecology

The different phases of a woman's life are accompanied by different needs. We designed a wide range of products to maintain wellness and improve the quality of life.

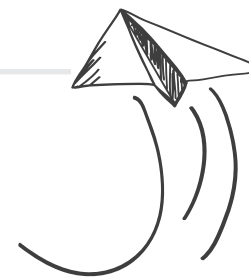
## EXECUTION IS THE STRATEGY

Execution is the strategy: this is NTC's guiding principle for 2020 and for the years to come:

- Entering into new and important partnerships and licensing deals to unleash the full potential of pioneering NTC products.
- Supporting our partners with crisp and compelling marketing communication that abound in a wealth of evidence-based data.
- Continuing with key R&D projects and large-scale clinical trials with the close cooperation of the scientific community.
- Reinforcing the sense of pride felt by NTC employees and partners for their participation in an exciting journey, fostering their potential, and encouraging them to be independent, open to learning and ready to embrace change.

# OUR VALUES

NTC is conscious that continuous improvement begins with a commitment to change. Our insight not only derives from our experience with and feedback from our target markets but also stems from our conviction that people are the real engines of change.



## Trust and Transparency

Trust exists when one party can confidently rely on another party to act with integrity. Trust flows from transparency, which is sustained through the observance of several best practices, chief among which is a commitment to clear, consistent, and continuous communication.

## Passion

Sustained by an energy that comes from within, we develop and provide products and services that our clients do not even know they need yet. It is our enthusiasm and passion that keep our standards so high.

## Accountability

Accountability means taking ownership of our actions, which is a necessary prerequisite for achieving the desired results. Accountability means seeing, owning and solving challenges by taking action. Accountability means making promises and sticking to them.

## People

We recognize, appreciate, and nurture the talent and contributions of all our people to ensure that everybody feels part of a great team.

## A sense of urgency

We never lose sight of the need to keep changing and evolving so that we may continue to respond with urgency and speed to shifting circumstances. Sense of urgency is a mindset.



## CORPORATE SOCIAL RESPONSIBILITY

NTC abides by ethical principles that contribute to the strong sense of integrity that is characteristic of the Company, both in its internal and in its external relationships.

To build lasting value, NTC has made sustainable development an integral part of its business model, which seeks to have a positive social, economic, and environmental impact.

Mindful of the importance of corporate social responsibility to its customers, suppliers, employees and stakeholders, NTC has dedicated itself to the realization of environmental goals (its "Green Project"), contributes to charities and local community programmes (such as, for example, the Asilo Mariuccia Foundation), and ensures ethical labour practices.



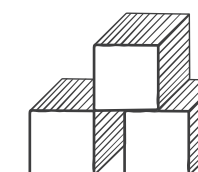
FONDAZIONE  
ASILO MARIUCCIA

## ASILO MARIUCCIA INITIATIVE

In 2019, NTC devoted considerable effort into meeting its corporate social responsibilities (CSR), which have come to play a major role in its dialogue with stakeholders.

Last year's "NTC for prevention" campaign started with an initiative with Asilo Mariuccia Foundation, a Milan-based organization that provides support to mothers and children. Asilo Mariuccia is a structure that accommodates 32 school-aged children, who receive daily educational assistance. NTC provides eye tests for the children and looks for anomalies or alterations that might affect the neuromuscular system.

Good CSR should dovetail with the values and mission of a company, and NTC has done reasonable efforts in keeping all three tightly aligned.

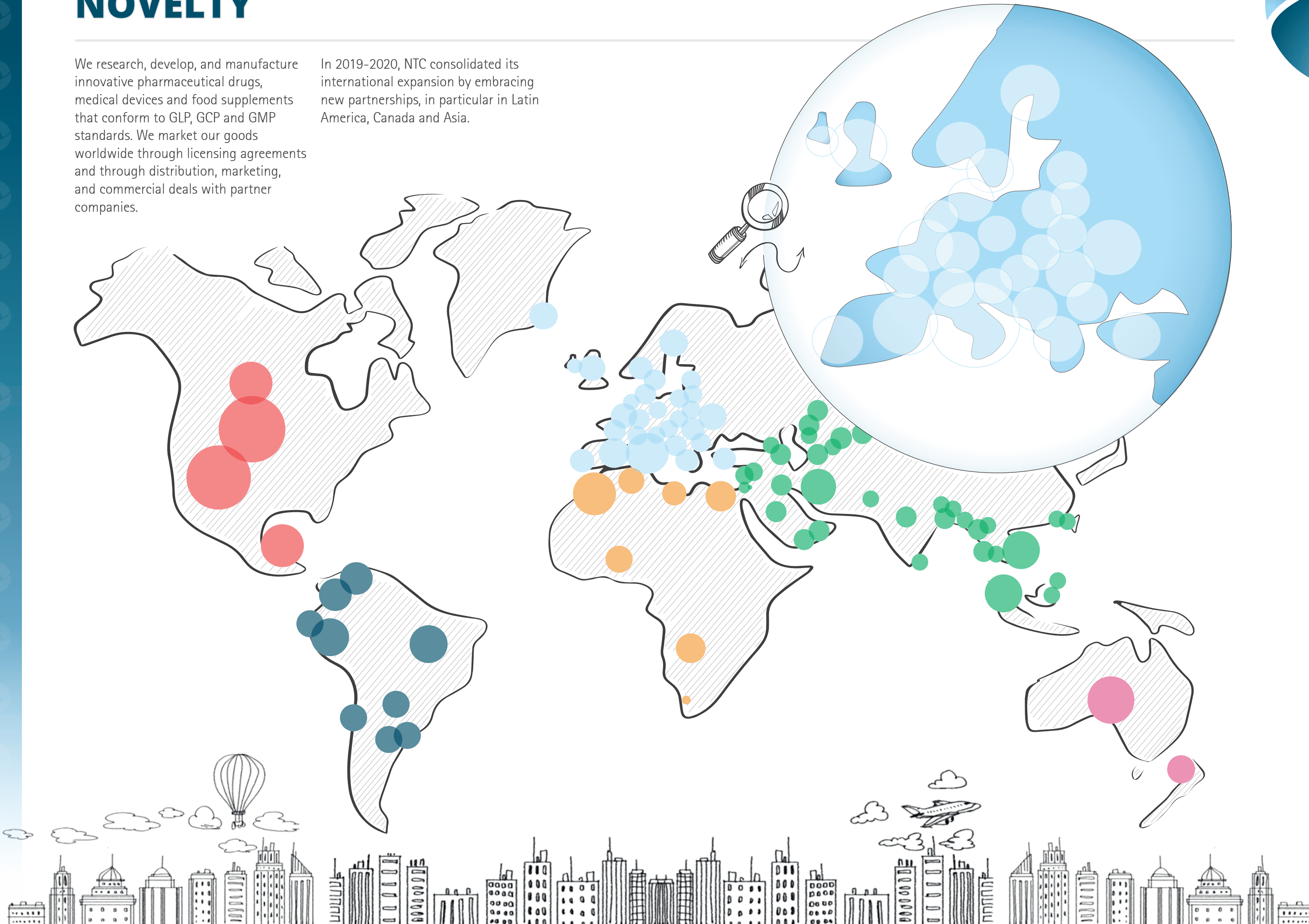




# NOVELTY

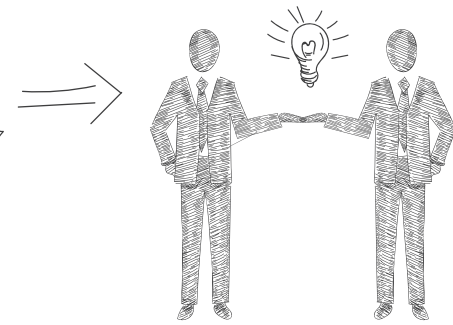
We research, develop, and manufacture innovative pharmaceutical drugs, medical devices and food supplements that conform to GLP, GCP and GMP standards. We market our goods worldwide through licensing agreements and through distribution, marketing, and commercial deals with partner companies.

In 2019-2020, NTC consolidated its international expansion by embracing new partnerships, in particular in Latin America, Canada and Asia.



## A JOURNEY BASED ON PARTNERSHIP

Alliance management is central in the NTC organization model. We nurture long-term business partnerships with an active management of business alliances.



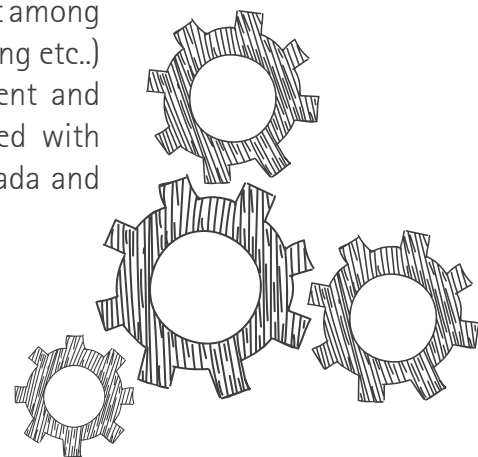
In the past two years, more than 95% of NTC's business alliances have been confirmed, renewed or expanded. This is a KPI of the success of our strategy.

The NTC Alliance Management Team is in charge of forging and maintaining alliances with clients and suppliers as part of a win-win strategy to ensure their success going forward.

The NTC Alliance Management Team oversees commercial and contractual relations, tracks the performance of each partnership, ensures that the key terms and conditions of the partnership deals are being met, and, in the event of any shortcomings, works with the partners on possible solutions. The NTC Alliance Management Team is also in charge of supply-side forecasting through the collection and analysis of data, and thus provides a key input for the Finance and Supply-Chain Functions.

A notably successful partnership is with Rafarm, a fully integrated pharmaceutical company that among its diversified activities (Development, Licensing etc..) includes operating as a contract development and manufacturing organization (CDMO) certified with EU GMP, US FDA, TGA Australia, Health Canada and the Russian authorities.

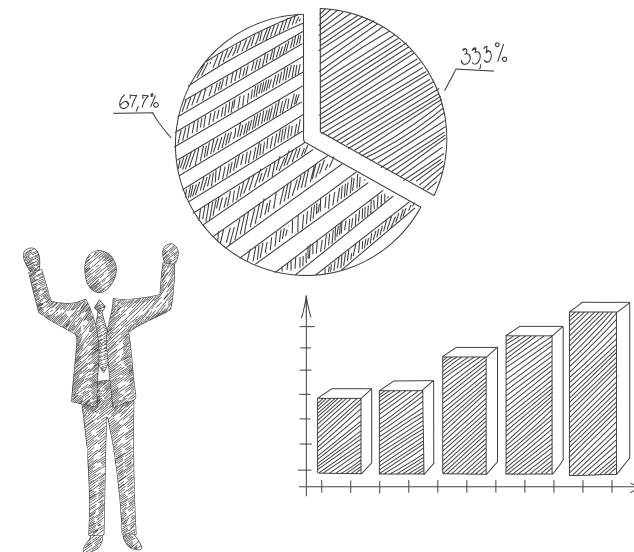
## ALLIANCE



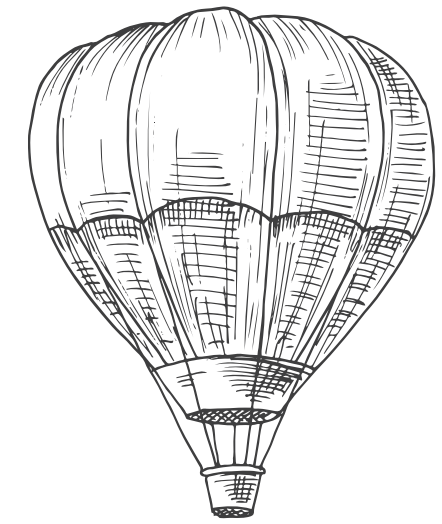
## PERFORMANCE TEAMWORK



Rafarm and NTC have been partners for more than 10 years. The partnership began in 2007 when NTC acquired sub-licensing rights on a number of pharmaceutical products developed by Rafarm including certain sterile ophthalmic products. Since then, Rafarm has grown in importance for NTC and now accounts for more than 15% of total NTC supplies. The two companies are now leveraging their reciprocal capacities to develop an innovative NTC pharmaceutical product. NTC's enduring relationship with Rafarm is underpinned by its recognition that Rafarm, which has recently received FDA approval, is a reliable manufacturer that adheres to good medical practices (GMP). It also appreciates how Rafarm



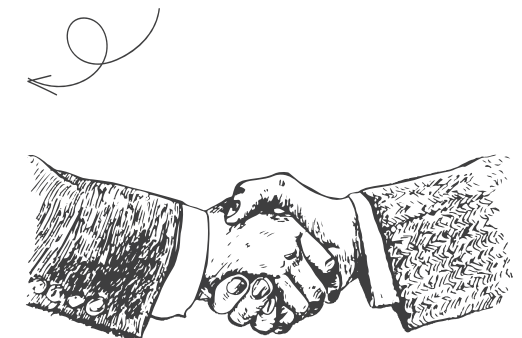
and gastro-metabolic products. The two companies are working in tandem on one of the most innovative drug development programmes in the field of Ophthalmology, which they expect to launch on the market in the near future and thus galvanize their mutual success.



## A SUCCESSFUL JOURNEY

shareholders are ready and willing to invest resources and time in developing new products that are congruent with NTC's ambition and vision. For its part, Rafarm has recognized the significant market breakthrough achieved by NTC in recent years and has embraced NTC's development plans as showing great potential.

The shared goals of the two companies, both of which are at a similar stage of business growth, created the momentum for them to establish a significant strategic alliance. The partnership refers to seven NTC ophthalmological





# TECHNOLOGY

## THE THREE AREAS OF TECHNOLOGY

NTC develops products and selects new advanced technologies to improve both the experience and the levels of compliance of patients.

The three areas in which NTC continues to invest are: devices, therapeutic solutions and eco-sustainability.

In the area of devices, for example, one of the key NTC treatments for semi-chronic and chronic pathologies relies on a technology that permits the administration of multidose preservative-free solutions. Preservatives often cause ocular toxicity, resulting in discomfort, blurred vision, and non-compliance. Most patients prefer the convenience of a bottle to single-dose vials, which are often opened and then re-used, which poses contamination risk.

It is easier, safer and more environmentally friendly to use multidose preservative-free bottles. Patients appreciate the cost

savings and convenience provided by bottled solutions, which, because they can be used down to the last drop, reduce the amount of wastage.

NTC's new preservative-free spray technologies offer a modern and comfortable option for patients, especially those who are bedridden. The sprays are intuitively easy to use and administer and can therefore be applied whether the patient is in a horizontal or vertical position.

Last but not least, NTC has embraced new therapeutic approaches that exploit **innovative formulations** such as its patented TiAB & SiAB molecules, which are silver-based complexes with potent and broad-spectrum antimicrobial action. TiAB & SiAB-based products create a protective barrier against external irritants and promote normal healing and recovery.

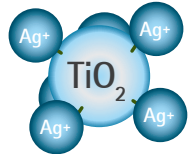
## TIAB & SIAB: PATENTED INVENTION

TiAB & SiAB are silver-based complexes, exploiting a patented technology, with potent and broad-spectrum antimicrobial activity

Silver particles kill bacteria binding electron donor receptors within the cell membrane

### MICROSIZED PARTICLES

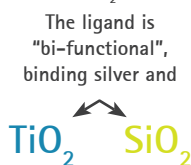
TiAB is a complex of Ag<sup>+</sup>, covalently bonded to a Titanium Dioxide (TiO<sub>2</sub>) support



Silver is stabilized in its active ionic form (Ag<sup>+</sup>) without being absorbable

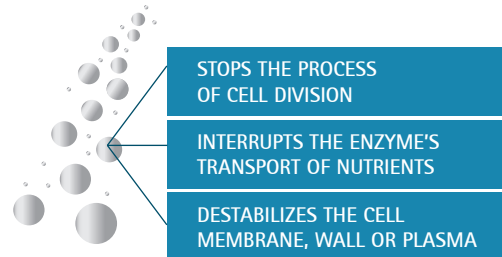
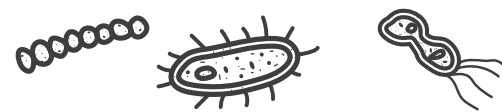


SiAB is a complex of Ag<sup>+</sup>, covalently bonded to a Silica dioxide (SiO<sub>2</sub>) support



TIAB & SIAB FORMULAS CREATE A PROTECTIVE BARRIER FROM EXTERNAL IRRITANTS AND PROMOTE NORMAL HEALING AND RECOVERY

### BACTERIA CELLS

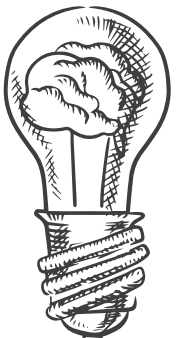


MEMBRANE DAMAGE RESULTS IN CELL DEATH

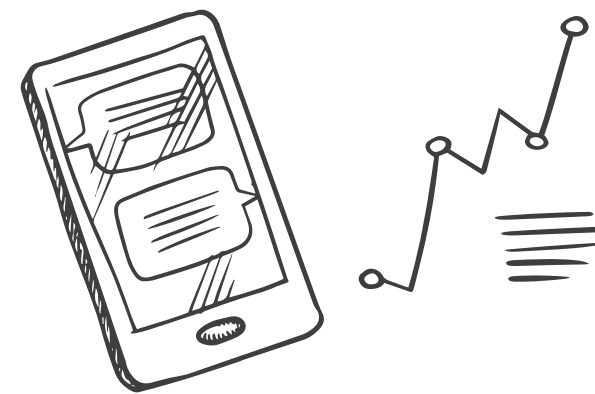
## ECO-SUSTAINABILITY

NTC is reconceptualizing the development and manufacture of most of its products with a view to reduce plastic use as much as possible and eliminate carbon from all steps of the value chain:

1. It has developed **GREEN FORMULATIONS** to create products that contain no preservatives, dyes or ingredients that may have impact on the environment at the end of their shelf life.
2. It is committed to **sustainable manufacturing** that uses non-toxic materials and avoids ozone-depleting substances.
3. It is making use of **recycled and recyclable materials** (such as bio-based plastic or FSC-certified paper for packaging).
4. It is cutting down on the use of **excessive packaging**.
5. It is **designing reusable** rather than throwaway products.



## TECHNOLOGY IN R&D: A NEW FRONTIER

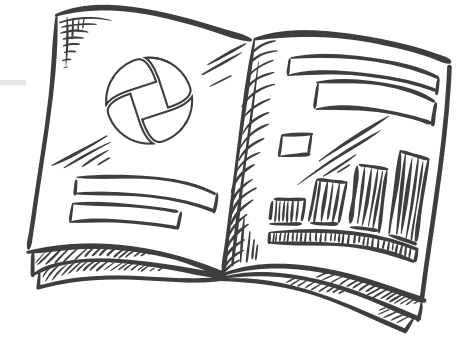


Big-data analytics is a new frontier of R&D. NTC is leveraging big data to improve the design of its clinical trials and to gather more revealing insights into the experience of patients and people under treatment. Big-data analytics generate high-quality

information from real-life situations and provide practical understanding of how physicians operate. For example, gaining knowledge about the most frequent clinical treatments and outcomes of patients with suspected ocular infections, or gathering statistical evidence showing the percentage of patients with a microbiologically confirmed ocular bacterial infection are both sources of valuable information.

Better understanding means better designed clinical trials. NTC is also developing and validating APP technologies to allow the remote monitoring of patients recruited in clinical trials so that their health data can be remotely checked and tracked.

# ALLERGIX FREE A STORY OF SUCCESS



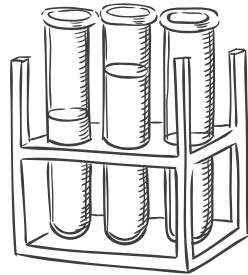
1

Perilla frutescens is a culinary herb used in many Far East countries. But it is also a traditional Chinese medicinal plant.



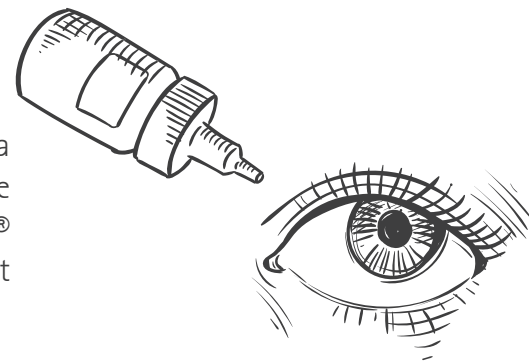
2

Many researchers have shown that the dry seeds of Perilla frutescens, which are particularly rich in polyphenolic substances such as rosmarinic acid, luteolin, caffeic acid and apigenin, are, in their extracted form, an effective co-adjuvant for the inhibition of histamine release.



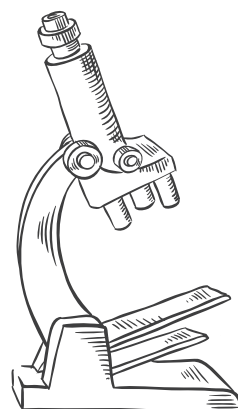
3

Perilla frutescens extract (as PER-LIP® Perilla combined with liposomes) is one of the active ingredients in the NTC proprietary Lertal® spray, a topical eye solution for the treatment of dry eye and allergic conjunctivitis.



4

In view of the efficacy of Perilla frutescens and attentive to the needs of child and elderly patients, the NTC R&D department created **Allergix free Spray**, an innovative, sterile, preservative-free dispensing device, extremely user friendly.



5

Allergix Free Spray contains Hyaluronic acid, Liposomes (from soy lecithin) and Perilla frutescens extract (as PER-LIP® Perilla combined with liposomes). It combines lenitive and anti-allergic properties (thanks to the refreshing action and the dilution of environmental contaminants including allergens) with antioxidants that counter the release of free radicals. The spray works perfectly both in horizontal and vertical position, which greatly eases the task of administering it to patients with diverse needs and situations.

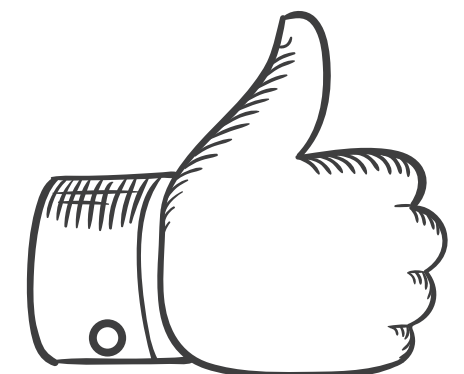
## CHOOSE THE SPRAY

Thanks to the innovative spray technology and formulation, an eye spray device can be aimed directly at the area to be treated, which makes the treatment both safe and easy to administer, reducing discomfort and enhancing the cooling effect.

The ability to administer a treatment without touching the eyes or the periocular space with one's fingers is a particularly important benefit, especially in times of Covid-19.

### KEY FEATURES:

- Unrivalled microbiological safety.
- Convenient and intuitive handling.
- Low actuation force needed.
- Pouch system allows for 360° use.





“NTC makes every effort to operate responsibly as it builds a business with long-term sustainability that is consistent with the Company’s commitments to pioneering innovation, technology and care of patients, partners, customers, and associates.

NTC implements all measures necessary to protect the health and physical integrity of its employees, applying corporate organizational models looking to constantly improve workplace safety, implement good health, and environmental practices.”

(NTC’s Code of Conduct)

## NTC during Covid-19 emergency: Supporting communities and raising awareness.

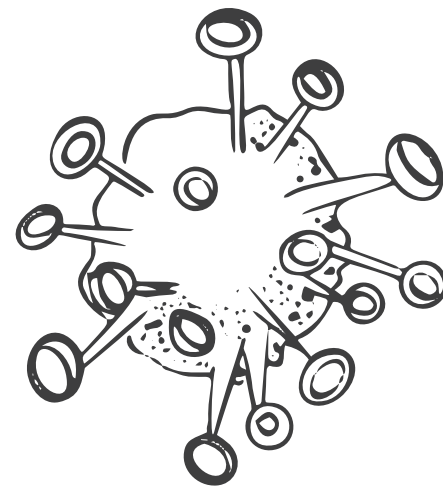
On February 23, 2020 all NTC employees received an email from the CEO announcing that the Company was committed to do all in its power to safeguard the health and well-being of employees to guarantee that everyone would be enabled for remote working within a week. And that is exactly what happened.

The Covid-19 emergency was in its early stages and no-one knew precisely what was really happening or how long it would last.

NTC workers were offered the opportunity to continue pursuing clear objectives and business goals while working from home. A bi-weekly newsletter kept everyone abreast of external developments and of NTC’s response to the situation, while

also providing regular business updates. Everyone at NTC knew exactly what was going on, what to do, and where to focus their energies. NTC management acted as one in implementing and maintaining good health and safety and looking after the mental wellbeing of workers.

As the Covid-19 emergency unfolded, NTC was able to provide patients and partners with professional expertise, while a consolidated network of qualified manufacturers (mostly Italian CMOs) worked with the company on overcoming the challenging situation.



PRESERVE HEALTH AND WELL-BEING

NTC focused its attention on the livelihood and health of the wider community while also keeping its employees healthy and safe as it continued to conduct its business.

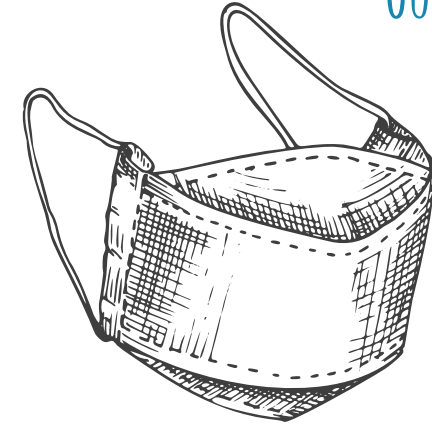
Throughout the emergency, NTC stuck to its mission of delivering innovative yet tangible and pragmatic healthcare solutions. Its hygiene precautions and safety measures prevented the spread of the disease by minimizing the risk of infection.

**HYGIENE PRECAUTIONS** consist of good practices that promote and protect health. Covid-19 is most easily contracted through the nose, mouth and eyes, so NTC developed two high-quality products for eye and hand cleansing.

TIABLO is a single-use cotton wipe soaked in a patented suspension that forms a humid barrier protecting the whole periorcular region, which may prevent and fight bacterial and viral infections.

TIABLO HAND GEL is a hydroalcoholic solution for hand cleansing with a high percentage of alcohol with a sanitizing action.

## PREVENT COVID-19’S OUTBREAK

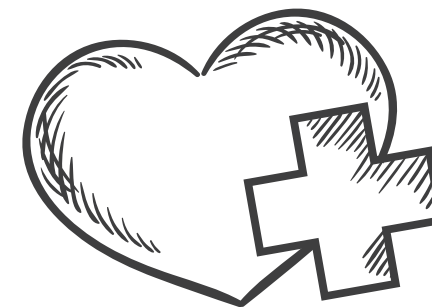


**SAFE CARE, SWITCH TO SPRAY.** Patients need to be wary of touching their eyes and the periorcular area with their fingers. An eye spray is therefore an ideal technological solution for obviating infection risk.

NTC has an innovative range of spray devices for the eye. Thanks to the new spray technology and the special formulation of the solution, the treatment can be aimed directly at the affected area. Users thus enjoy the benefits of safe and easy administration that creates less discomfort and has a soothing and cooling effect.

The solutions are made from hyaluronic acid (sodium hyaluronate) combined with selected ingredients to treat the symptoms of dry-eye and allergic conjunctivitis while minimizing the risk of external microbial aggression.

## DELIVERING NOVELTIES



FIGHT INFECTIONS

The end result of NTC innovation is the delivery of care.

All NTC departments are committed to furthering the Company's R&D strategy, and work in tandem with one another so that all the steps and processes are in place to bring our products efficiently to the market and our partners.

## CARE, AS RESULT OF A SINERGY



## In 2020 NTC achieved a key objective by publishing two major clinical papers: the iPERME and LEADER-7 trials.



**iPERME** is the name of a trial, details of which have been published in the *European Journal of Clinical Pharmacology*. Its object was to evaluate the penetration of levofloxacin and dexamethasone into the aqueous humour (AH) in combination and as single molecules and to measure the potential pharmacodynamic activity of the substances when used after cataract surgery.

The results confirmed that no interaction is evident on the corneal penetration of levofloxacin and dexamethasone, which reach pharmacologically active concentrations when delivered as fixed combination eye drops to patients undergoing cataract surgery.

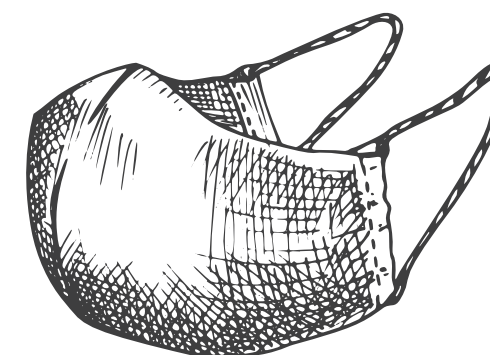
The landmark achievement of 2020 was the publication of the results of the largest international trial in Ophthalmology in recent years, **LEADER-7**. The paper was published recently in *EYE*, the official journal of the Royal College of Ophthalmologists. The project, which was coordinated by R&D department, involved more than 50 clinical European centres. It paves the way for new paradigms of care in Ophthalmology, having demonstrated the non-inferiority of a new short pharmacological strategy: one week of levofloxacin/dexamethasone prevents infection, ensures complete control of inflammation in almost all patients, and may curb antibiotic resistance.



## The Covid-19 emergency.

The implementation by everyone of certain safety measures, such as social distancing, personal hygiene and the use of protective equipment, has been decisive in preventing a Covid-19 outbreak and has enabled us to get on with our social lives in safety.

Tiablo hand gel was created and developed in record time. Already by mid-April 2020 we had an effective



## STRONG INNOVATION PROCESSES



hand-cleanser that does not dehydrate the skin with alcohol.

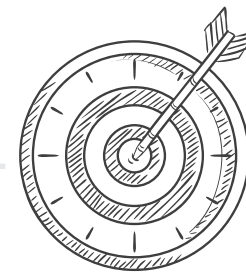
NTC's R&D, Regulatory Affairs and Artwork functions acted with the sense of urgency that is a core value of our company. We worked around the clock on developing a therapeutic solution for one of the most important hygienic challenges for the community, namely the precautionary cleansing of hands.

In the space of just a few weeks, Tiablo hand gel was ready for market.

The NTC watchwords of urgency, accountability and passion, as well as the Company's awareness of the emergency, its willingness to embrace change and its determination to achieve its goals without delay proved to be crucial to its success.



# OUR B2C ORGANIZATIONS



## NTC ITALIA



NTC Italia started operations in mid-2017 when it began offering a selection of NTC products to the Ophthalmology community in Italy. NTC Italia achieved excellent year-on-year growth (CAGR > 30%) and is now accelerating its rate of expansion.

We listen to our customers because we are keen to hear and learn from what they say about their unmet medical needs. Through constant collaboration with a large group of ophthalmologists, NTC Italia has added insights into the field and developed new products (in Italy and globally). Our science is supported by articles, papers, and published clinical trials.

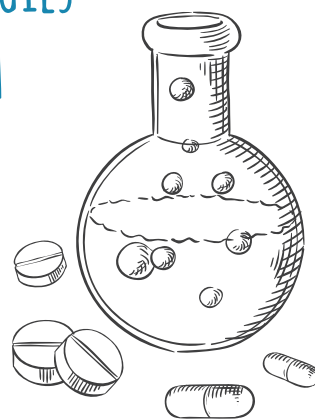
NTC Italia invests much time and energy in consolidating a robust scientific reputation. We listen to and learn from ophthalmologists, whose needs and expectations we strive to fulfil.

The NTC corporate development plan enhanced our credibility and standing with the Ophthalmology community.



MEASURING  
AND TRACKING  
PERFORMANCE

COMMITTED  
TO DELIVERING  
NEW PRODUCTS, BRANDS,  
AND TECHNOLOGIES  
AROUND WHICH  
TO BUILD  
A COMMON  
VALUE.



The insights and experience of patients and the customers we invite to participate in our work have, we believe, done much to assure the success of many of our products.

Discussing patients' journeys, for example, help us to fine-tune our inclusion and exclusion criteria and enable us to weigh the importance of certain therapeutic indications with respect to others.

The success of the LEADER-7 Study on our NTC 010 development project was certainly enhanced by these discussions. Our diligent and science-based approach enhanced the Company's credibility and laid the groundwork for building a great future.

SCIENCE, AS A KEY PRIORITY

## OUR DIRECT OPERATIONS IN OPHTHALMOLOGY

Our "Execution is the strategy" programme maps out the path that we shall be following in 2020.

Our organization and structure have been shaped by:

- our commitment to measuring and tracking performance, which is our daily bread and butter and is embedded in our corporate culture.
- our training of our sales force, which has clear instructions to put

patients' and customers' needs first. Their task is to identify which of our wide range of products best serve our customers and their patients.

- our smart partnering models, which raise the profile of the Company and give it the critical mass it needs to compete.

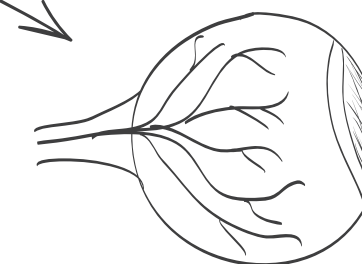
NTC Italia is on an exciting path to growth, and we aim to accelerate our pace of progress in the coming years.

## NTC ESPANA



NTC España was created after the acquisition of 5 renowned ophthalmic brands from Novartis.

Building on the goodwill of these brands, NTC España started its operations in early 2019 in Spain. We launched several OTC ophthalmologic products in Spain in a bid to expand the range of NTC antibiotic/antiseptic treatments available in the Spanish market. We rolled out a range of innovative dry-eye treatments catering to the hitherto unmet medical



needs of the Spanish Ophthalmology community.

The Italian and Spanish subsidiaries are both committed to directly offer new products, brands, and technologies around which to build a common value.

NTC remains pledged to prioritize science as the route to therapeutic success. We are planning numerous new studies with the active involvement of many Spanish centres as part of our drive to consolidate the clinical evidence that will back our global innovation plans going forward.



WE HELP OUR  
CUSTOMERS FIND THE  
BEST TREATMENTS FOR  
THEIR PATIENTS

A CLEAR FOCUS ON PATIENTS AND CUSTOMER

# TEAM OPERATIONS: GETTING THINGS DONE

The Operations group provides leadership and direction to all our business activities and works very closely with the other departments at managing the products through a coordinated and integrated chain of production that enables us to bring our products to market with the appropriate regulatory and quality requirements. In short, the Operations group is responsible for getting things done.

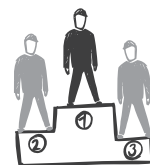
## The primary responsibilities and roles of the operations group include:

- Our **Customer Service (CS) Team**, which manages the sequencing of activities from customer to supplier and vice versa so that each product is delivered on time to the final customers. The CS team supervises a mutually beneficial relationship with customers that goes beyond the initial purchase and includes a 24/7 service through our proprietary NTC4You platform.



- The **Artwork Team**, whose essential task is to ease the distribution and diffusion of our products by managing about 600 SKUs in around 50 different languages. Artwork and labelling functions help NTC to differentiate its packaging as necessary with a view to reducing time-to-market, swiftly delivering the right product mix, and promptly adapting products to the specific demands of each market.

- Our **Quality Assurance Team**, which is responsible for establishing and enforcing practices that maintain the high quality of our products. The Team makes sure that during the research, development, manufacturing, and sales phases, every element that might affect product quality remains aligned to the highest industry standards.



- The **Technical Operations Team**, which helps shape the company's products and services. It sees to the continuous improvement of our products, works with our partners in the search for new technologies and solutions, and ensures the concrete and effective realization of new products. The Team then oversees the essential process of technology transfer, the aim of which is not only to find the right contract manufacturing partner but also to follow the entire process of transferring the manufacturing procedures and analytical methods to a new production site.

Proactivity and passion, a great sense of urgency and attention to problem solving are the core skills of the Operations



**THE "GROWING TOGETHER" MEETING IN FLORENCE: AN INITIATIVE TO GET TO KNOW OUR CMOS BETTER, ESTABLISH COMPETENCIES, BUILD TRUST AND GALVANIZE PARTNERSHIPS.**

## Execution is GREEN

NTC's strategy comprises a new approach that is becoming a key trend in every business and in our daily lives.

We intend to add value for our customers by focusing on how our products are manufactured, by making the entire NTC portfolio more sustainable, and by reducing carbon emissions at every stage of the value chain.

The starting point is to formulate products that are GREEN. Around 60% of new NTC products are green, in the sense that they are free of preservatives, colouring, and chelating agents.

Our Artwork team has likewise been focused on ways of promoting the use of sustainable primary and secondary packaging.

GREEN (sustainable) packaging means using raw materials from certified forests, guaranteeing recycling, not mixing different materials in the packaging so as to facilitate its proper disposal, and ensuring that the paints and varnishes used have a low environmental impact.

We are adding detailed disposal instructions on our secondary packaging, using recycled paper for the outer packaging, applying more sustainable varnishes, and adopting FSC-certified paper. We are also printing the appropriate instruction symbols on packaging to encourage proper disposal.

In the long run, our attention will focus on the primary packaging. The biggest difficulty here relates to the complications of using eco-friendly materials that can maintain the product in a stable state and prevent deterioration. Changing the primary packaging will also require making significant amendments to the registration documentation.

Big changes are coming, and we need to stay up to date with them as they happen. For example, we are already making significant changes to the type of primary packaging used for our range of food supplements.

We believe that a sustainable approach depends on and starts from the people themselves at NTC, and we are therefore strongly encouraging our employees to adopt a more environmentally conscious mindset.



**Paperless is better!**  
Print only if necessary



**Use a reusable bottle or biodegradable glasses**



**Use your mug or biodegradable mugs**



**Pay attention to the proper waste management**



**Turn off the lights and use natural light if possible**



**PCs: Set your computer to enter stand-by mode after 2 minutes to reduce electricity usage**



**Green up the office: bring in plants to help filter the air and produce oxygen**



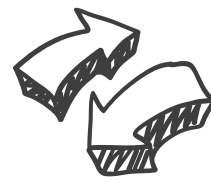
**Smart working reduce your environmental impact**



**REDUCE, REUSE, RECYCLE**



# R&D: OUR PIPELINE & AVAILABLE PRODUCTS



We believe that investing in R&D is the key to growth. We believe that R&D should combine individual clinical research projects with programmes of cooperation with specialists and other organizations.

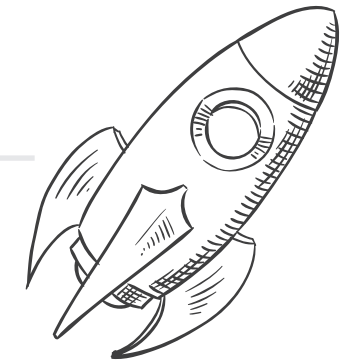
## Pipeline

CODE	TARGET THERAPEUTIC INDICATION	BEFORE GALENIC FORMULATION	POST GALENIC FORMULATION/ PHASE II	PHASE III	REG/ LAUNCH
NTC011 Quinolone + steroid	ACUTE OTITIS MEDIA WITH STMP				
NTC012 Quinolone slow release	OCULAR INFECTIONS				
NTC013 Steroid high dose	OCULAR INFLAMMATION				
NTC014 Quinolone+ NSAID	BACTERIAL CONJUNCTIVITIS				
NTC015 Osmotic laxative	COLONOSCOPY PREPARATION				
NTC040 Antihypertensive	GLAUCOMA				
NTC041 Quinolone + steroid preservative free	POST CATARACT SURGERY				



OTHER DRUGS, MEDICAL DEVICES & FOOD SUPPLEMENTS

VARIOUS INDICATIONS, MORE THAN 20 PROJECTS ONGOING



## Available products

### OPHTHALMOLOGY

- NTC 010 Levofloxacin + dexamethasone sodium phosphate (post cataract surgery)
- NTC 017 BIGUANIL, HA + perilla + PHMB eye spray (dry eye, eye allergy)
- NTC018 TiABLO, antiseptic eye wipe (various indication)
- NTC 020 WATERFALL, HA drop gel hypotonic biotransformer (moderate-severe dry eye)
- NTC 021 PROTECTORIAL, HA ointment isotonic (moderate-severe dry eye, lagophthalmos)
- NTC 022 EDENIGHT, HA ointment hypertonic (corneal oedema)
- NTC 023 EDEDAY, HA eye drops hypertonic (corneal oedema)
- NTC 024 SORGYVA, HA L-lis, L-leuc MDPF (mild to moderate dry eye)
- NTC 027 Dexamethasone MDPF (inflammation)
- NTC 028 Cloramphenicol MD (antibiotic)
- NTC 029 Cloramphenicol SDV (antibiotic)
- NTC 030 ZGEL PLUS, carbomer + dexpanthenol gel (dry eye)
- NTC 031 GLK (potassium restorer)

### GYNAECOLOGY

- NTC 050 TIAHEM, TiAB proctologic gel (hemorrhoids)
- NTC 052 GENIGEL, TiAB + genistein (vaginal infections / atrophy)
- NTC 053 GELFEMME, ectoine + HA gel (vaginal atrophy)
- NTC 054 BIOVAGINIL, NTCVA04 Lb crispatus (restoring vaginal bioma)
- NTC 055 TIAFEMME, TiAB wipes (vaginal / vulvar infactions)

### GASTRO - METABOLISM

- NTC 060 FRICOL, manna extracted from fraxinus ornus, mannitol (ISB-C)
- NTC 062 STIPSIKING, Bifidobacterium animalis ssp. lactis (BLC1), psyllium (ISB-C)
- NTC 065 ACTISIM, simethicone + active carbon (dyspepsia)

### PAEDIATRICS

- NTC 025 ISTAMUNIL, vitamin D3, quercetin, dry extract of perilla (allergy)
- NTC 026 ALLERGIX FREE, HA + perilla PF eye spray PF (dry eye, eye allergy)
- NTC 061 FRICOLKID, manna extracted from fraxinus ornus, mannitol, (ISB-C)
- NTC 063 STIPSIKID, Bifidobacterium lactis (BLC1), psyllium (IBS-C)
- NTC 066 ACTISIM, simethicone, drops in olive-oil, vitamin A and E, Co10Q (dyspepsia)

### OTHERS

- NTC 051 TIAHEAL, TiAB powder, powder spray, cream gel (wound healing)
- NTC 064 BOKILASE, NTCFIT017 Lb gasseri, glucomannan, inulin (weight management)
- NTC 070 HITCH OFF, filagrinol, sensamone P5, koko ML plus, evermild PGA (skin pruritus)
- NTC 071 ZGEL PLUS nasal gel, dexpanthenol, carbomer (skin regeneration and reparation)

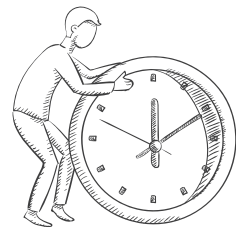
# HR: PEOPLE MAKE THE DIFFERENCE

Working at NTC means being part of a team where everyone can make the difference.

NTC strongly believes in meritocracy and has created a challenging and stimulating work environment with a focus on transparency, listening culture and excellent employee benefits, resulting in outstanding employee performance and deep engagement.

NTC focuses on building a productive environment where accountability and mutual respect thrive and combine to build a great place to work, while enabling the organization better to serve and communicate with our customers.

**Diversity** is embedded in our history. We are involved in sustaining local communities, promoting diversity, and respecting our employees.

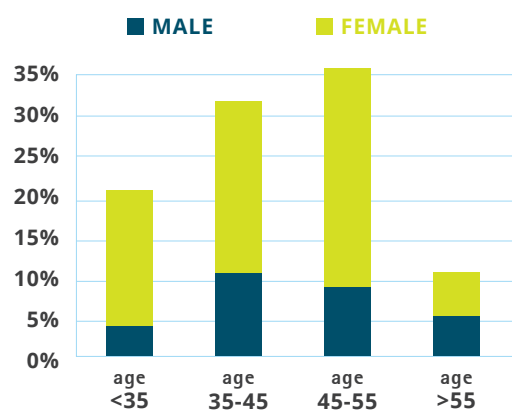


## WELFARE EMPLOYEE SERVICES and WORKING TIME FLEXIBILITY

**Training** initiatives aim to foster a Company culture that is conducive to the building of a common language and tools, retaining talents and allowing them to realize their potential. We encourage an independent frame of mind among our workers by granting them autonomy of action and offering them opportunities to learn, change and thereby help the Company as a whole to elevate its standards. We stuck to this commitment during the Covid-19 emergency by offering our workers counselling and providing them with e-learning opportunities.

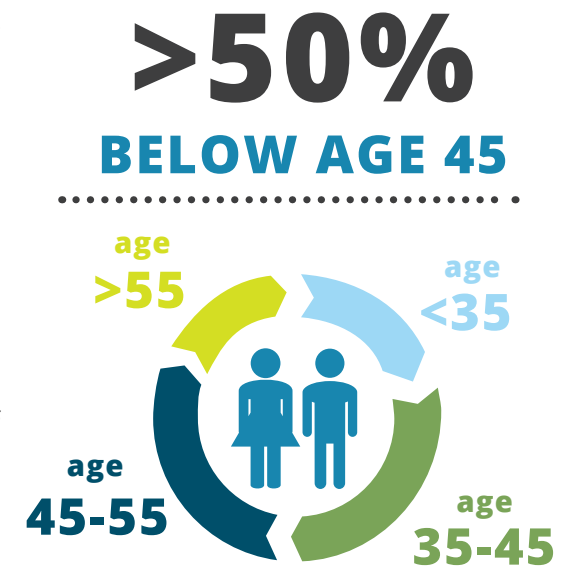
**Welfare & Wellbeing** is an area of growing strategic importance. Since the last Climate Survey, the HR team has been running health and wellbeing initiatives (Pilates; safe driving; welfare programmes) to enhance the culture of wellbeing in the Company, to secure the engagement of employees and to demonstrate that wellbeing in NTC is more than a mere aspiration.

## GENDER DISTRIBUTION by AGE



**Digital innovation** is changing the way we work by enabling new organizational models. Digital technologies supporting smart working that were rolled out during the Covid-19 pandemic have enabled the Company to acquire and build fundamental competencies and reshape HR processes.

The NTC Corporate Social Responsibility plan was drafted on the basis of dialogue and the exchange of ideas with NTC stakeholders, and the result is a carefully considered document capable of motivating engagement and action.



## AVERAGE HOURS of TRAINING PER EMPLOYEE

**75 H. YEAR**

LANGUAGE MANAGEMENT  
BEHAVIOURAL SKILLS  
TECHNICAL ABILITIES



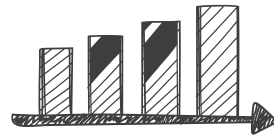
The Asilo Mariuccia initiative speaks to the human spirit of the Company and its managers. NTC intends to make social and environmental concerns an integral part of its business operations and interactions with stakeholders, and is planning a set of procedural guidelines for process management that will also lay out suggestions on how the Company and its workers can incorporate CSR into their conduct and behaviour.



# FACTS AND FIGURES

NTC's strategy is B2B-driven.  
The company's diversification into B2C in Italy and Spain has:

- Accelerated top-line growth
- Increased earnings (EBITDA)

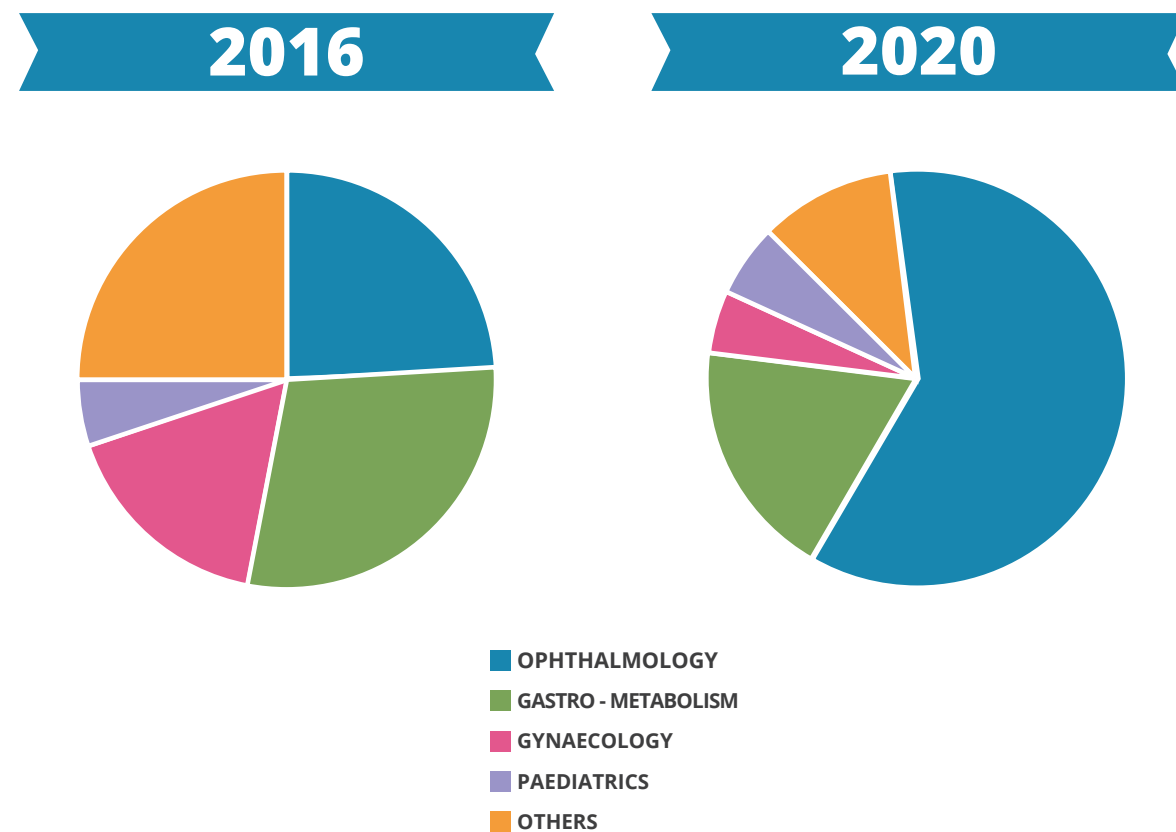


Our R&D efforts are driven by Ophthalmology.

We invest selectively in Gynaecology, Gastroenterology and Paediatrics to create innovative therapeutic solutions.

We are transforming our business into revenues that are largely protected by IP rights and patents, in our interest and to the benefit of our partners.

## Sales Evolution



From 2016 to 2020, the NTC top and bottom lines tracked double-digit growth, with CAGR rising by more than 10%.

Looking forward from 2020 to 2026, we expect continued double-digit growth in our top and bottom line, and a CAGR significantly higher than 10%.

NTC aims to become one of the leading pharmaceutical companies in Ophthalmology and a major B2B partner in the fields of Gynaecology, Gastroenterology and Paediatrics.

AROUND

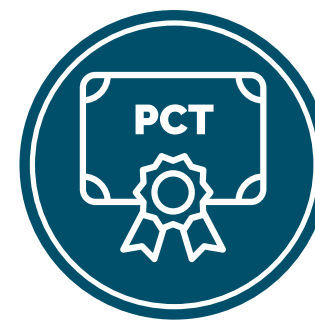
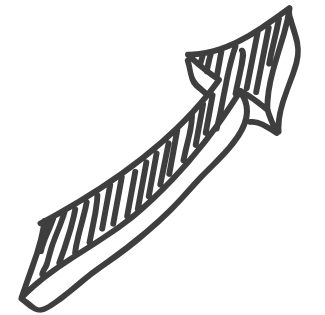
**€ 50 MILLION**

INVESTED IN

**R&D**

BY

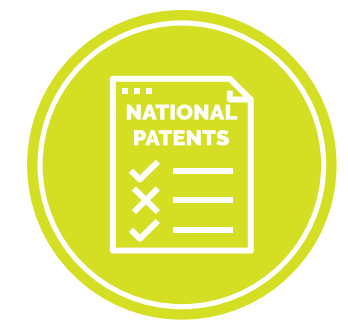
**2026**



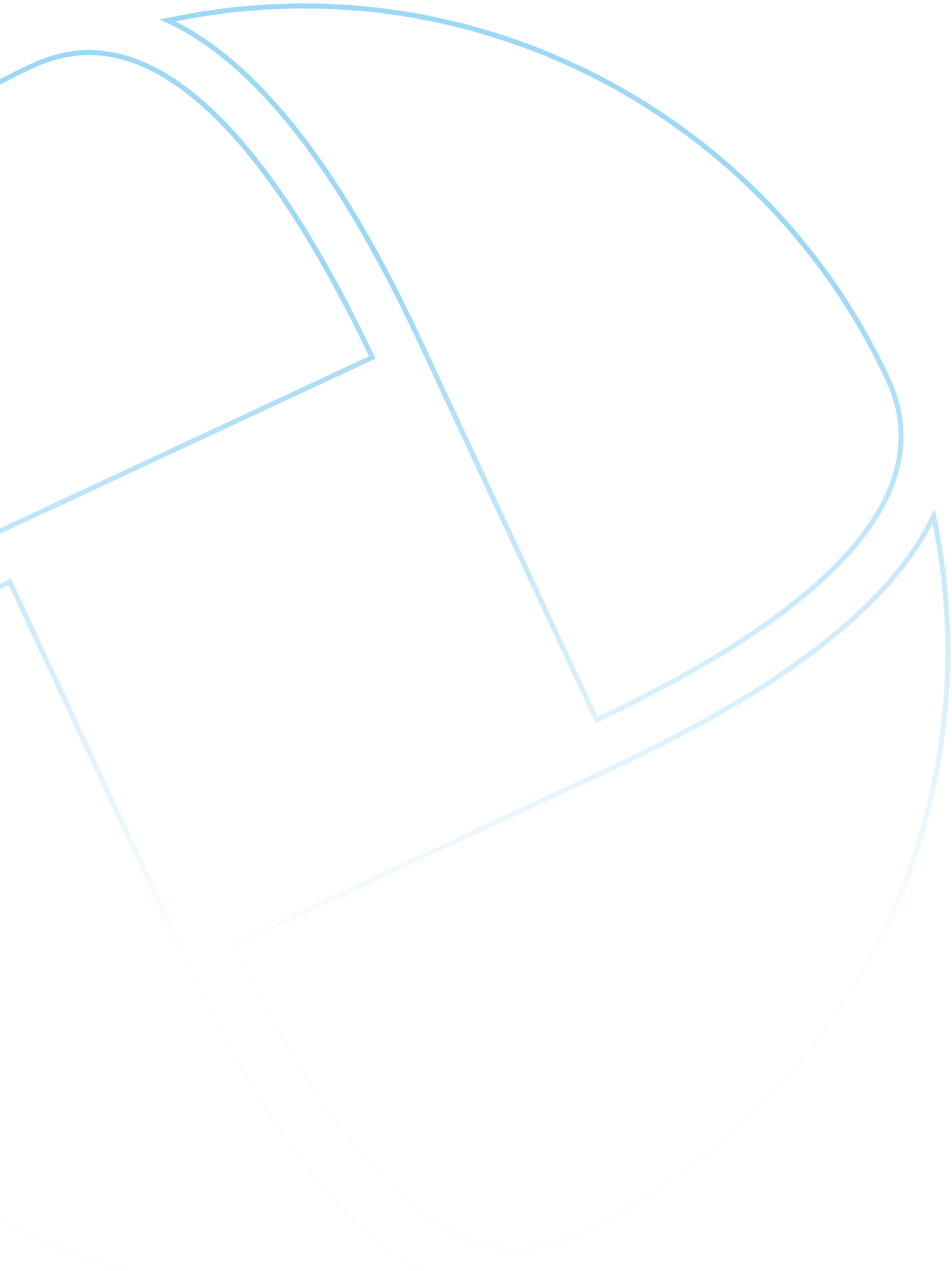
**PATENT COOPERATION TREATY**



**EU DATA PROTECTION**



**NATIONAL PATENTS**







For more details visit  
[www.ntcpharma.com](http://www.ntcpharma.com)

