# VALUE 20 REPORT 21





# Letter from the CEO

NTC\* is an international R&D-driven pharmaceutical company headquartered in Milan, Italy. NTC stands for Novelty and Technology to best take Care of our customers, partners, patients, and employees.

We operate globally as a B2B company selling to around 250 partners in almost 100 countries. Our product portfolio is broad, mostly in Ophthalmology, but we have diversified into the fields of Gynecology, Gastroenterology and Pediatrics too.

In addition to our B2B model, we carry out direct commercial activities in Italy and Spain, with a field force that is entirely focused on Ophthalmology. Our B2C operations in Italy and Spain have the aim of maximizing some of the many products that we typically license to third parties.

Advanced scientific research and technology are the drivers of NTC's innovation in care practices. While research is the soul of NTC, improving experience of care is our vocation which translates into new and specific therapeutic gestures: simple and intuitive, sustainable, and technically advanced for empowering the patient.

Our R&D focuses mainly on Ophthalmology. Since 2017 we have published scientific papers involving more than 1,600 patients. More than 120 expert authors have added greatly to the store of scientific knowledge by contributing to the papers relating to NTC products. The main clinical studies have been published in international journals with significant impact factors. The quality of NTC's scientific evidence has facilitated a fast registration path of its products in many countries around the world. The scientific research methodology of NTC foresees positive Scientific Advices on the development programs provided by international regulatory authorities (over 10 scientific advice with European authorities in the last 3 years).

Since 2019 we have strengthened our portfolio and pipeline by developing antibiotics with improved documentation that is conducive to their proper use, as well as a series of innovative products with antiseptic properties, and we have expanded our range of ophthalmological products and treatments. Our core focus is on the development of eye treatments, and we have a broad portfolio of dry-eye and anti-inflammatory products.

Our R&D efforts are also diversified in Gynecology, Gastroenterology, and Pediatrics. In the field of Gynecology, we offer a range of innovative antibacterial products; in the field of Gastroenterology, we produce innovative formulations for the promotion of gastrointestinal well-being and transit, as well as a novel drug for colonoscopy preparation; in the field of Pediatrics, we offer several new therapeutic solutions and in particular, an innovative drug for the topical treatment of otitis media with spontaneous tympanic membrane perforation.

Our commitment to maintaining close relationship with the world of Medicine places us at the center of the therapeutic alliance between patient and doctor.

We foster Novelty in a never-ending effort to develop solutions for our customers to innovate the experience and the educational program of care.

Technology is a key element of our strategy. Working in partnership with around 40 qualified CMOs/ CDMOs, primarily in the EU, enables us to leverage many different technologies and solutions.

Clinical studies also incorporate Technology (global data, digital technology for remote diagnosis). We offer product solutions leveraging state-of the art temperature and preservative-free technologies ("Green Portfolio") to advance products intended for chronic and subacute patients, acute pathologies and prevention.

We also apply Technology for managing relationship with the market: in procurement services ("NTC4You" a platform that enables users to follow an order 24/7 from any time zone) and in sales services ("APP Italian Innovation"; Due Diligence and Q&A systems).

We are a quality-driven company: we audit our suppliers and partners to ensure conformance with ISO 13485/GMP/GCP/ICH guidelines.

To create sustainable value, NTC will take account of social and environmental issues in its business operations and in its dealings with stakeholders. NTC has prepared a set of guidelines and standard operating procedures to manage processes and suggest behavior oriented to Corporate Social Responsibility.

Our goal is to become the landmark pharmaceutical company in Ophthalmology. Our research aims to put pioneering new products within the reach of everyone and to optimize the performance of our products by analyzing the daily needs and habits of people undergoing treatment. We continue to invest in growing our business, and we plan to accelerate in the coming years.



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



**Riccardo Carbucicchio** Chief Executive Officer

# **OUR VISION**

# Novelty and Technology for Care

Advanced scientific research and technology drive our efforts to innovate care practices.

Our range of products attests to our historical vocation for innovation aimed at improving the experience of patients and healthcare practices.

An innovation aimed at discovering specific therapeutic gestures: simple and intuitive, sustainable, and technically advanced for empowering the patient.

Our research aims to put pioneering new products within the reach of everyone and to optimize the performance of our products by analyzing the daily needs and habits of people undergoing treatment.



### **OPHTHALMOLOGY**

The deployment of technologies and the application of evidence-backed studies on the administration of specific eye medications have simplified and halved the duration and frequency of treatments.



- **Simplification gestures** that facilitate taking medications by reducing the frequency and duration of therapy. This goal is made possible thanks to the research of new solutions, which improve and aid gestures of care.
- Sustainable gestures that lead to more ethical consumption and the adoption of
- **Balance gestures** that lead to new perceptual experiences, improving the immediate well-being effects of the treatment and allowing conditions of harmony and health to be maintained over time. Like our products that make eye care natural, increasing compliance over the course of treatment.
- Technological gestures that modify the administration of the product through intelligent and innovative solutions, reducing the burden of the repetitiveness. Like the new medical devices that use innovative and smart delivery solutions for administering the product.



### **GASTRO - METABOLISM**

New products for a smoother, lower doses and a perception of greater pleasant experience.

### **PEDIATRICS**

Smart innovations that make administration of medicines simpler, better, and more natural.





a healthcare praxis that prevents the overuse of drugs. Like our drugs that are designed to fight antibiotic resistance and the indiscriminate use of antihistamines.

### **GYNECOLOGY**

Therapies aimed at preventing aggressive and emergency care.



# **OUR VALUES**

For NTC, continuous improvement begins with a commitment to change. Our approach is based on our awareness of what the market demands and our conviction that people are the drivers of change.

### **Trust and Transparency**

I have invested time and energy to keep my commitment high, continuing to strengthen the trust in the people who work in my group. I do my utmost by trying to be present and helpful so that a relationship of mutual trust is nurtured.

Giovanni Mauri, Head of Alliance & Contract Management



### Passion

At the beginning it was not easy to involve suppliers and customers or understand the level of sensitivity and knowledge of green issues; we found a lot of inconsistency. Now awareness has grown, and we have entered into an effective partnership for the use of, for example, FSC paper. When you believe in a project, the results follow.

Monica Mian, Artwork Manager

People

GG To close deals we lend support to the work of our BD&L colleagues. The due diligence process involves everyone in the company because customers ask us questions and expect timely answers relating to medical, regulatory, quality, and contractual matters. We are a great team. Together we win.

Valeria Ruggerone, R&D Project Management Specialist

ßß

### **Accountability**

When you enter into a relationship with a customer, you sometimes struggle at first before feeling a change for the better. You notice an improvement as the initial relationship evolves and, if you have done your job right, a relationship of trust is born. You can feel when the customer has confidence in you and sees you as a point of reference! Monica Memeo, Supply Chain Specialist

### **Sense of urgency**

When we came up with the idea of developing TiABLO hand gel, we knew that it was not easy. It seemed an impossible mission to make it happen in just few weeks. At the beginning of the COVID-19 pandemic gel was one of the first products missing from the shelves of pharmacies, supermarkets; we made it. A high-quality product in record time. Nicola Carnesecchi, Technical Operations Specialist



# **Talent Academy**

NTC sees ESG (Environment, Social & Governance) as essential for the ethical, responsible, and transparent management of its business.

To build lasting value, NTC fosters:

- integration and synergy between its strategic business objectives and its sustainability goals;
- new processes and product innovation;
- diversity, training, and wellbeing initiatives.

Working at NTC means being part of a team where everyone can realize their talent.

The Talent Academy is a project for creating a stimulating work environment that is predicated on transparency and a culture of listening that results in outstanding employee performance.











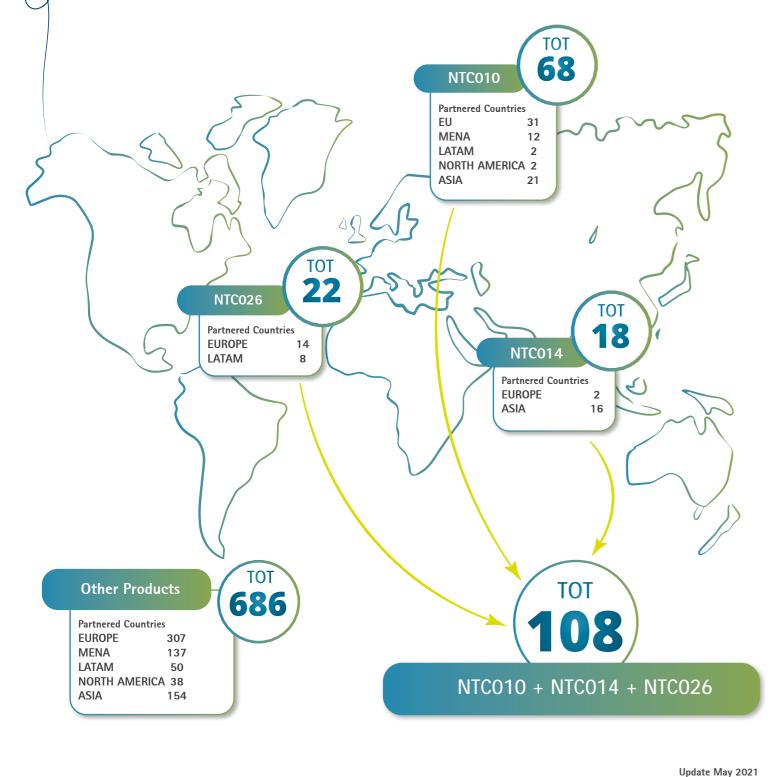


# NOVELTY

We research, develop and produce innovative drugs, medical devices and food supplements.

We market our products worldwide through licensing, distribution, marketing, and commercial deals with partner companies.

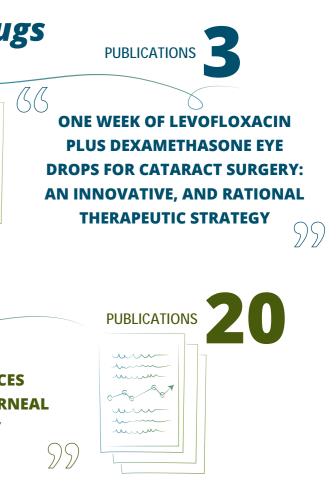
In 2020, NTC consolidated its leadership in its fields of specialization by expanding its partnership network into Europe and Asia.







# Quality R&D generates publications



### Food supplements

A POLYCENTRIC, RANDOMIZED, PARALLEL-GROUP, STUDY ON LERTAL®, A MULTICOMPONENT NUTRACEUTICAL, AS PREVENTIVE TREATMENT IN CHILDREN WITH ALLERGIC RHINOCONJUNCTIVITIS: PHASE II

LERTAL® tablet is also known as ISTAMUNIL

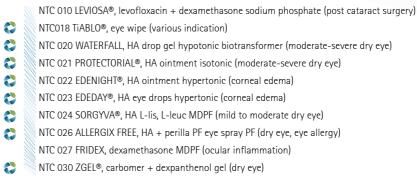
# Pipeline

We believe that investing in Research **& Development is the key to growth,** which is why we conduct exceptional clinical research projects and cooperate with specialists and other organizations.

CODE	TARGET THERAPEUTIC INDICATION	BEFORE GALENIC FORMULATION	Post Galenic Formulation/ Phase II	Phase III	REG/ LAUNCH
NTCO11 Quinolone + steroid	ACUTE OTITIS MEDIA WITH STMP				
NTCO12 Quinolone slow release	OCULAR INFECTIONS				
NTCO13 Steroid high dose	OCULAR INFLAMMATION				
NTCO14 Quinolone + NSAID	BACTERIAL CONJUNCTIVITIS				
NTCO15 Osmotic laxative	COLONOSCOPY PREPARATION				
<b>NTCO40</b> Antihypertensive	GLAUCOMA				
NTCO41 Quinolone + steroide preservative free	POST CATARACT SURGERY				

### **Available products**

### **Ophthalmology**



### <sub>O</sub> Gynecology

- NTC 050 TIAHEM, TiAB proctologic gel 6 NTC 052 GENIGEL, TiAB + genistein (adjuvant for vaginal infections) NTC 053 GELFEMME, ectoine + HA gel (adjuvant for vaginal atrophy)
- 0 NTC 055 TIAFEMME, TiAB wipes (adjuvant for vaginal / vulvar infections)

### Gastro-Metabolism

NTC 060 FRICOL, manna extracted from fraxinus ornus, mannitol (IBS-C) 2 NTC 062 STIPSIKING<sup>®</sup>, Bifidobacterium animalis ssp. lactis (BLC1), psyllium (IBS-C) NTC 065 ACTISIM, simethicone + active carbon (dyspepsia)

### • Pediatrics

0 

### **Q** Others

NTC 051 TIAHEAL TiAB, powder spray, cream gel (wound healing) 0 NTC 064 TURBOFER®, iron folic acid, vitamin B12 and C (iron deficency) NTC 070 ITCH OFF®, filagrinol, sensamone P5, Koko ML plus, evermild PGA (skin pruritus) NTC 071 ZGEL®, nasal gel, dexpanthenol, carbomer (helps the nose skin regeneration and reparation) NTC 072 RESPYAL, HA L-lis, L-leuc MDPF (help to idrate and repair mucosal surfaces)



NTC 054 BIOVAGINIL®, NTCVA04 Lb crispatus (restoring vaginal bioma)

NTC 017 LERTAL<sup>®</sup>, HA + perilla + PHMB eye spray (dry, irritated and red eyes) NTC 025 ISTAMUNIL, vitamin D3, querecetin, dry extract of perilla (enhaces body's natural defence) NTC 061 FRICOLKID, manna extracted from fraxinus ornus, mannitol, (IBS-C) NTC 063 STIPSIKID®, Bifidobacterium lactis (BLC1), psyllium (IBS-C) NTC 066 ACTISIM, simethicone drops in olive-oil, vitamin A and E, Co10Q (dyspepsia)

GREEN PRODUCTS



# **TECHNOLOGY**

# **Digitalization in** support of business

It all started four years ago when the need arose to structure a due diligence process to support our business. Specifically, we set up a flow and control dashboard to give our partners the necessary and useful information they needed to close a deal with us.

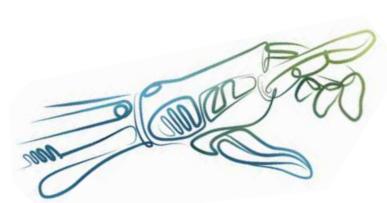
In NTC we have created reserved virtual areas and data rooms from which our partners or potential customers can carry out detailed examinations of the documentation relating to our products and, once they have made a positive evaluation, decide to close the deal with us.

This tool has become even more essential The enhancement of the due diligence and indispensable with the onset of the pandemic.

This is a strategic, decisive process that supports the commercial activity. It involves all the people in our organization because our interlocutors ask questions and expert timely answers regarding various company areas: innovation. medical, regulatory, or in-depth information We provide our partners with compelling on quality and contracts.

In 2020, many Due Diligence procedures were performed: Customers were granted access to their virtual data room and asked dozens of questions that were processed in patents, pricing, certifications and so on. This just a few working days.

The Due Diligence activity contributes greatly top the successful closing of deals. We estimate that, in 2020, 90% of our negotiations were concluded positively thanks also to the swiftness of the feedback we provided, our attentiveness to our customers' needs, and the quality of the information shared.



#### Q&A - excellence, quality, and clarity in the story of our products

procedures underscored the strategic importance of knowledge management.

Knowledge management underpins the vital organizational processes by which data processing capacities are combined with our workers' creativity and aptitude for

Q&A documents containing answers to the most frequently asked questions (typically about 40-50) about our products. The Q&A documents deal with CMCs, clinical issues, approach facilitates interaction and speeds up the process of negotiating new deals.

This methodology has made it facilitate the interaction between the parties and get faster to new deals.



# **Technology to** support clinical research

Scientific research is the heart of each NTC project: which also entails a methodology built around the systematic open dialogue with International regulatory authorities. Digital transformation is visible in the way we perform clinical research too: we are including validated tools to improve efficacy and efficiency in the way we run the trials. As an example, MIRAKLE is a multicenter, randomized, parallel-group, blindedassessor, phase II non-inferiority study that will be conducted in approximately 40 sites located in 4 countries.

**252 patients with clinical diagnosis of acute** regulatory dossier. bacterial conjunctivitis with moderate/

NTC has explored the world of Big Data using severe signs are to be enrolled in the study. a software that can carry out a retrospective In the Mirakle study, a new medical device study by analyzing the medical records of APP, the eyePRO.net, was used. This is a patients who arrived at hospital seeking treatment of bacterial conjunctivitis. The software system aimed at allowing a team of central evaluators and the experimenter software traces the patient's journey, useful for the purposes of setting out the logic of to remotely assess the progression of the ocular pathology through the evaluation the to support the rationale of the Mirakle of photographs acquired by the patient clinical study and provides a picture of caregiver at home every 12 hours and sent the treatment that the patients receive in via the APP ePRO. hospital.

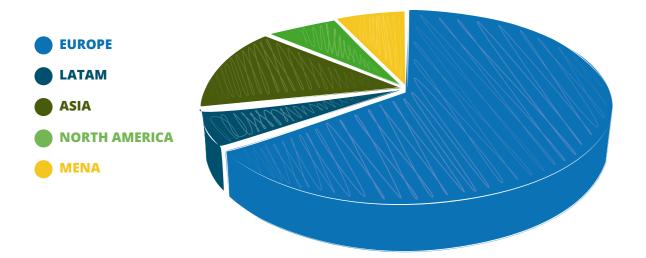


The 252 patients enrolled will upload from 4 to 8 photographs of the affected eye every day for 7/9 days: more than 18,000 photos to help understand the unfolding of bacterial conjunctivitis.



On a different topic, the use of Big Data makes it possible to cross-reference and analyze enormous volumes of data relating to thousands of patients. It is thus possible to carry out analyses that have never been done before, which is very useful for the purposes of setting out the logic of the clinical study and for the drafting of the

# Patents are a key asset for our future success



Intellectual property rights across the globe allow to NTC to offer protected medical inventions thus increasing the value of our products.



## **Our customer experience**

NTC offers multiple points of contact with journey by leveraging the skills of its customers: the commercial area (sales people and deploying new technologies. Its department), the contract management efforts in this respect have met with strong area (forecast, planning and pricing), the appreciation and its flagship NTC4You technical area (production processes and platform, which provides 24/7 support to quality standards), and the regulatory area all customers, is regarded as a real plus. (product registration). Speed and simplicity are the bywords Customer relationship management (front of the NTC4You platform, which now delivers services to 80% of our customers. office) is assigned to an internal Customer Service department that is responsible for It enables users to:

Customer relationship management (front office) is assigned to an internal Customer Service department that is responsible for dealing with contract performance and application, logistic issues (deliveries), product quality issues, and administrative matters (invoicing).

On a bi-annual basis starting in 2016, NTC has monitored customer satisfaction through the NTC4You platform, which it has continued to develop. It identifies and monitors the areas of success and those that can be improved, in the light of the company's ambition to have an excellent customer management system ("Joyful Customer Experience").

The main results of the 3rd edition of our customer satisfaction tracking are shown below. The survey was carried out in September and October 2020.

The 2020 Customer Service survey shows that the average level of satisfaction grew by 12%, from 7.3 to 8.2. The key strengths identified were reactivity, competence, and the reliability of the NTC Customer Service team. The results for redemption show an improvement with respect to previous surveys, while the level of appreciation for NTC compared to its competitors rose, with 83% of respondents reporting that NTC has a positive distinctiveness equal to or better than the competition.

NTC's mission is to promote a more comprehensive and positive customer



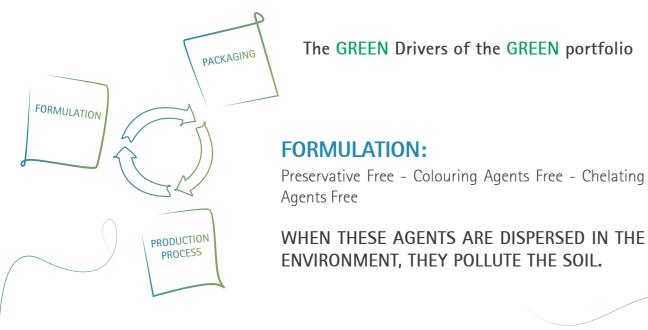
- place new orders;
- track order status at any time and from anywhere;
- access documents relating to orders and artworks;
- insert new forecasts.



# CARE

# NTC turns to GREEN

NTC has always been engaged in the development of pharmaceutical novelties through the application of creative thinking and new technologies, because we Care not only about people, but also about the planet. Now, the Novelty we are offering is a more sustainable packaging material that stands as a testament to our commitment to Care and as our contribution to the fight for a better world.



# NTC's continuous effort to become a GREEN company

NTC strives to use natural resources responsibly and to minimize the environmental impact of its activities by optimizing energy efficiency, using sustainable packaging, and adopting eco-friendly solutions across its product line.

NTC is reconceptualizing the development and manufacture of most of its products with a view to minimizing plastic use and eliminating carbon from all steps of the value chain. Regarding sustainable manufacturing, NTC recently evaluated its CMOs through a detailed questionnaire on sustainability and green manufacturing. Data shows how relevant the topic has become: more than half the CMOs have already implemented environmental monitoring systems, 50% have prepared action plans to reduce their environmental impact and 30% have plans to implement sustainability measures in the coming years.

Periodical assessment of active CMO certifications

### **SECONDARY PACKAGING:**

Greener paper specifications: our commitment to sustainability is evinced in our adoption of FSC-certified secondary packaging. FSC (the Forest Stewardship Council) is one of the world's most accredited and widely recognized certifying bodies.

Clear instructions for the disposal of our packaging helps lower its environmental impact. We also use eco-friendly high-quality vegetable inks on our packaging.

### **PRODUCTION PROCESS:**

Certified manufacturing sites.

Packaging specifications are not the only thing that has an impact on environmental sustainability. All the actions put in place at a manufacturing level also qualify our products as green, and we are careful to select manufacturing facilities that can guarantee high ecological standards.





Research of new manufacturing partners in line with green requirements

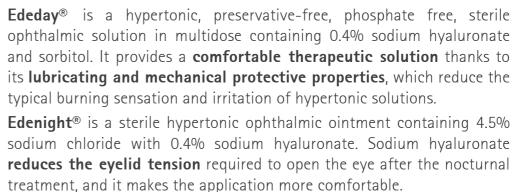
nte

Evaluating new packaging solutions to lower the environmental impact

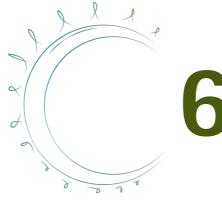
### A success story

Cataract surgery is one of the most common surgical procedures. Around 10 million cataract surgeries are performed worldwide each year. Yet despite the technological improvements, recoveries are sometimes delayed by immediate ocular surface alterations caused by the procedure itself. Dry-eye syndrome and transient corneal edema, one of the most common complications after cataract surgery, have been observed.

> Many factors are likely to affect the corneal endothelium during a cataract surgery procedure. A post-surgery corneal edema may occur due to endothelial pump failure, which may in turn result from mechanical injury, chemical injury, subsequent infection/inflammation, or concurrent/ pre-existing endothelial dysfunction.



Medical management includes the use of hypertonic agents, usually eye drops and ointments, that are able to create hypertonic tear film that draws water out of the edematous cornea. But most eye drops contain a preservative, and their use is associated with topical side-effects, especially in long-term treatment. Moreover, ointment application is followed by an unpleasant sticky feeling 8 hours after application, and patients complain about a gluey sensation on the eyelid.



As **corneal edema** could worsen in the morning, the application of **Edenight®** ointment at night to the conjunctival duct/sac can limit the buildup of the edema. The use of Ededay® drops during the day helps to eliminate some of this fluid accumulation.





### complete management of corneal edema and in post cataract surgery.



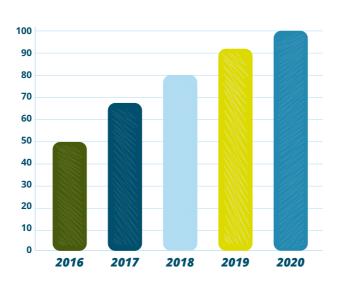
# Our most valuable resource

Working in NTC means being part of a company where each person can discover, develop and express their talent, where everyone can find a flexible, sustainable and transparent environment. An attitude to innovate is highly valued at NTC.

Our values are the very essence of feeling part of NTC and guide us in our day-today challenges.

**People are our greatest resource.** Only through teamwork can they attain the extraordinary. By fostering integrity, passion and accountability, we enable our people to express their full potential and be part of something greater.





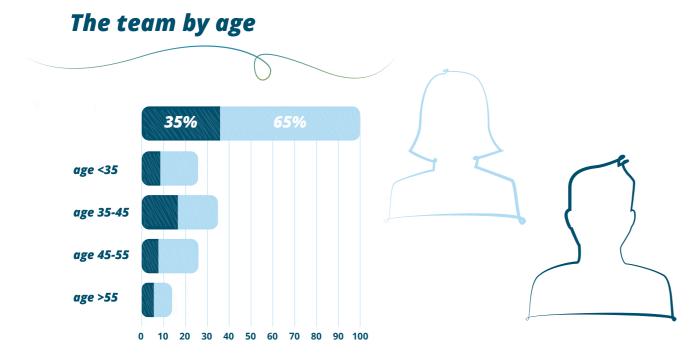
Despite the Covid-19 pandemic situation we confirmed a workforce growth trend during the last months.

**Diversity**: an exceptional mix of cultures is embedded in our history. We are involved in sustaining local communities, promoting diversity, and respecting our employees.

Thanks to the presence of a generation cohort, we can foster coaching and mentoring paths that reinforce employee engagement.

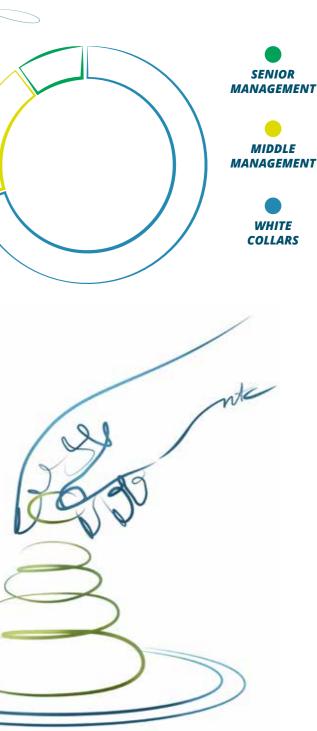
A Talent Academy: we invest in people on an ongoing basis, guaranteeing employment and opportunities for their future growth. We create career growth paths tailored both to everyone's characteristics and the company's goals, and back them up with substantial investment in training.

**Over 2,000 hours of training** have been delivered, especially through webinar sessions, over the last year.



18 NTC - Novelty Technology Care





### The team by type

# **OUR B2C ORGANISATIONS**

# **NTC Italia**

NTC Italia achieved excellent business growth in 2020 despite very difficult and declining market conditions caused by the pandemic. This growth has led to a strengthening of the organizational structure, visible in the hiring of new people and the creation of partnerships that will give the company greater coverage across the country.

"Between the end of 2020 and the beginning of 2021, NTC Italia launched four pioneering new products that are the result of the extensive innovation of the last 5 years," declared Marcello Selvaggio, General Manager of NTC Italia. These products are the result of a diligent approach to science, which we trust will contribute to providing new therapeutic tools for the medical profession and better Care of patients and will thus also

# *...result of the extensive innovation* of the last **5 years**"

enhance the reputation of NTC and lay and embrace the accelerating digital in the future.

stimulus for us to invest in ourselves evaluating individual performance).

the groundwork for a strong performance transformation that is changing how we do business (e.g., techniques and methods The external scenario has also been a of communication/interaction; criteria for

# new therapeutic tools, **better Care of patients**"

# we launched **4** pioneering **new products**"



## **NTC España**

Even in the face of the exceptional, social, and economic circumstances of a global pandemic, NTC España recorded promising growth in the ophthalmic segment.

"The most remarkable data is that we have had an average monthly growth rate of 20% from April 2020 to March 2021," said Pedro Zorita - General Manager of NTC España. COVID-19 accelerated the digital transformation and led to an unprecedented amount of change and innovation.

# *COVID-19 accelerated the* digital transformation"



we have had an average **monthly** growth rate of



# we organized live-session webinars"

NTC España embraced this change by reconfiguring the agenda of our field force. We focused on reaching out to Spanish ophthalmologists through multiple channels. Our aim has been to enable our clients to focus their attention on providing the best possible care to their patients while managing questions of distance and access in the most appropriate way. In addition, we

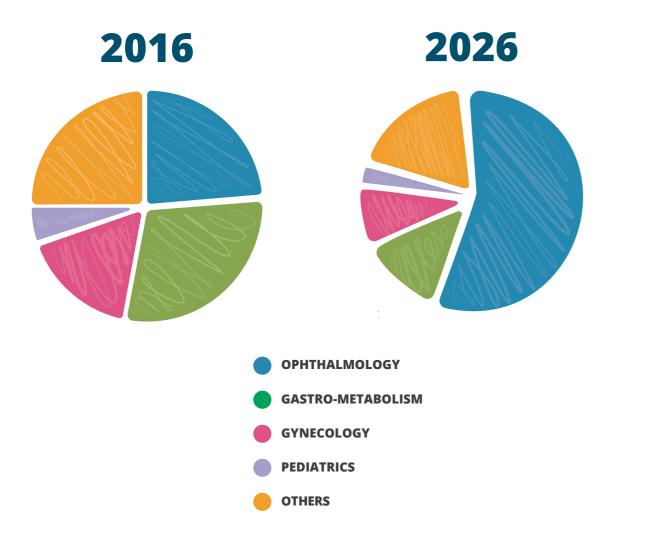
- organized live-session webinars on our products and their benefits.
- NTC España remains the go-to company for its broad range of antibiotics for ophthalmologists and is of unrivaled importance for many thousands of Spanish patients. We are also focused on involving numerous Spanish ophthalmologists in our innovative programs for developing ways of rationalizing antibiotic use.

# 20% from April 2020 to March 2021 "

# **FACTS AND FIGURES**

NTC's strategy is based on B2B worldwide and B2C operations in Italy and Spain. The Company's business focus is on:

- Maximizing the turnover of products in the short term.
- Maximizing the turnover of R&D pipeline products in the long term.



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

Looking forward to the period 2020-2026, we expect continued double-digit growth in our top and bottom lines, 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 Gynecology, Gastroenterology and Pediatrics.

Our R&D efforts are driven by Ophthalmology. We invest in Gynecology, Gastroenterology and Pediatrics to create innovative therapeutics solutions.

We are transforming our business in the interest of the company and our partners through revenues deriving from products that are largely protected by IP rights and patents.





8











Printed with plant vegetal oil based ink Varnished with food print FP190826 varnish



For more details visit **www.ntcpharma.com**