



**CORPORATE
RESPONSIBILITY
REPORT
2009**



CORPORATE RESPONSIBILITY REPORT 2009

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My Dear Bilim Family, Friends and Fellows,

Bilim Pharmaceuticals, which the foundation was laid in a pharmacy in Konya, has today become one of the leading pharmaceutical companies in the sector. Bilim Pharmaceuticals isn't only a company with strategic importance in the pharmaceutical sector of Turkey but also in surrounding regions with its 100% Turkish capital enabling it to be privileged. In a market where the leading big companies in the global pharmaceutical industry compete Bilim Pharmaceuticals has been protecting its place at the top of the list for many years with great determination.

As a result of the increase in the population of elderly in the world in the last years, the development of individual drugs, the widening reach and popularisation of social security organisations, the increase and popularisation in biological and bio-technological products the pharmaceutical industry of the world has gone into a fast-paced growth process. In our country, which hosts the position of the 17th biggest economy of the world and the 6th in Europe, the pharmaceutical industry portrays great growth. In reports published by independent research companies it has been stated that in 2020 1 in 5 drug sales on the entire planet will be actualised by Brasil, China, India, Indonesia, Mexico, Russia and Turkey. Again, in the same reports it has been stated that in 2020 Turkey will be the 10th largest buyer of medicines in the world.

Bilim Pharmaceuticals has always paid attention to the 'Quality of Management' as well as investing in a level that can compete with its global competitors. It is a company that gives place to independent members in its board of managers, conducts its internal controls and independent external audits properly and one which has assimilated the principles of transparency, fair management, accountability and responsibility.

Parallel to the growth in the world markets I have shared with you, the pharmaceutical industry in Turkey is also growing at a great speed which makes it one of the most invested sectors. Our sector has reached a level which can compete with EU countries. When we consider the quality of employment Turkey is one of the top countries in Europe. Our internationally approved processing facilities, the ability of our employees' qualifications to compete with the international human resources of our industry, the importance we place on our research and development investments enables our company to be among the preferred companies in respect of production among the most important players of the world market at all times. The 4,500 m² laboratory in our Bilim Gebze factory which has come under our management last year is one of the biggest research and development centres in the Turkish pharmaceutical sector. There are 110 Bilim employees working at the laboratory which was established with 15 million dollars investment.

Our Values Are A Solid Bridge That Carries Us Into the Future

Our most trustworthy guide in our journey to the future, carrying Bilim Pharmaceuticals to success, is our values. Our corporate values which have been unified with our individual values has enabled Bilim Pharmaceuticals to be one of the fastest growing companies in the sector. It is for this reason that our values constitute the spine of our company's reputation and the awareness that our reputation is our greatest asset.

Bilim Pharmaceuticals sees sustainable development as one of the main constituents of its business model. Far from seeing its responsibilities regarding ecological and social environments as 'charity work' but as a part of corporate responsibility and enforces it in that manner.

First and foremost, we manage projects that can reach children and young people, namely those who are our future, through Bilim Pharmaceuticals' Community Volunteers. From 653 Bilim Pharmaceutical employees to the Chairman of the Board who attends the activities personally, we help build a better future with the support of our customers and families.

Everyone who makes an effort in projects focusing on volunteer work endeavours for a happier and better future. I am proud of our employees and projects that you will find details of in the report. This report is of great importance in sharing our commitments for the future and our current undertakings with you.

Yours respectfully,

Bülent Karaağaç
Chairman of the Board



My Dear Bilim Family, Business Partners and Customers,

On these days that the effects of the global crisis can still be felt since the last quarter of 2008 the dynamics of the domestic market continue to change with great speed alongside external developments. Bilim Pharmaceuticals, one of the top players of one of the most critical sectors in our country's economy, provides a heart-felt contribution to society as it also continues to contribute to the economy of the country.

The priority of the founder of our company Pharmacist Adil Karaa?aç when establishing the foundations of Bilim Pharmaceuticals in 1953 was easing society's access to medicine. Growing through as a result of this humanistic approach, Bilim Pharmaceuticals continues to fulfil its responsibilities towards society through its corporate values and employees.

Bilim Pharmaceuticals is a leading Turkish company that has incorporated sustainable development in its business model. The universally accepted principles of sustainable development is protected within the corporate values of Bilim Pharmaceuticals with precision as well as being integrated with policies and processes.



Bilim Pharmaceuticals that started operating as Bilim Laboratory in 1953 has been established with 100% Turkish capital with regard to the production and marketing of medicines with strategic significance. Bilim Pharmaceuticals took 4th place with 4,7 % share in the Turkish pharmaceutical market which reached 14,8 billion TL in 2009. Bilim Pharmaceuticals which sees research and development as key to change and development and hence owning one of the biggest research and development centres, produces 178 types of licensed medicines. In 2009 Bilim Pharmaceuticals exported a total of 23 million dollars worth of pharmaceutical products to 42 countries.

We create 'value' through our values. Our understanding of a unified 'us' has been reflected onto our practices we have actualised for the development and betterment of society as well as adding value to the lives of future generations. Our values on 'human happiness', 'respect of future generations', our 'ethical management concept', 'change' and our 'passion for success' have been our beacons. Our company culture which internalised these values and aims to unify its own values with international principles has shown its dedication to this approach by signing the United Nations Global Compact.

I would like to emphasise that we aim to reach children and young people through our Community Volunteers Platform established in 2005. Our volunteer platform which started off with seven people have currently reached 20 teams in 11 regions with 653 members. The 128 activities they have actualised to brighten the futures of over 13,000 children and young people have been inspirational. Yet we still have a long way to go and thousands of children and young people to shed light on.

In 2010 one of the biggest targets of our establishment, which received the National Grand Prize in 2006, is to receive the European Foundation for Quality Management award that has never been received by any other Turkish company before, though Bilim Pharmaceutical had earned its place among the finalists in the year before.

Bilim Pharmaceuticals will never swerve from its efforts to leave a better future while managing its business and production processes through its awareness and responsibility of 'being a corporate citizen'.

We are making progress on our path with assurance and determination paying heed to the requirements of economic, social and environmental activities. I take pride in sharing this Report on our Corporate Responsibilities of which is the product of every single Bilim Pharmaceutical employee, their professional accretion, efforts and very valuable contributions.

Yours Faithfully,
Dr. Erhan Baş
CEO

About the Report

We have prepared this report with the intention of sharing our performance on social, environmental, economic and ethical responsibilities and our future targets with all our stakeholders in a transparent manner. This report is the first report we have ever published on corporate responsibility.

Targetting its country and society to reach universal life standards Bilim Pharmaceuticals has mobilised all its endeavours, time and intellectual accretion in order to achieve this great ideal. We have aimed to share our active corporate responsibility projects begun in 2007 through universally accepted principles, with this first report.

The report has been prepared as a summary of our performance until December 2009 and our commitments for the future. The report presents the undertakings of Bilim Pharmaceuticals' on corporate responsibility and related areas for improvement. Therefore, we see the report as an opportunity to develop ourselves.

The report reflects upon the corporate management approach of Bilim Pharmaceuticals, its economic performance indicators as well as its social and environmental practices.

As it has been made evident in this report **our priorities are health and safety at work, product responsibility, societal investment and environmental practices.**

The data in this report has been provided by the Sustainability Board Members and by our stakeholders. We have also tried to incorporate sources of data as much as possible; with regard to our primary subjects which we identify as indicators of sustainability.

While preparing this report we have attempted to match the criteria of GRI however, in reports that will be following this main report we will be taking the GRI indexes as basis.

Our report is published on our website. You can reach our report on www.bilimilac.com. Moreover, we also share it with our stakeholders in CD format.

We hope that the feedback we receive from our stakeholders and the experiences that we will gain while attempting to achieve our goals will enrich our second report further.

Your opinions on our report are valuable for us. You can send your feedback to our Corporate Communication Executive on esra.cakir@bilimilac.com.tr to Mrs. Esra Çakır who is responsible for the preparation of the report, so we can develop ourselves as needed.

About Bilim Pharmaceuticals

The foundation of Bilim Pharmaceuticals, which has been existent in all stages of the development of Turkish pharmaceutical sector and continues to do so, was laid by Adil Karaağaç coetaneous with the Republic of Turkey in 1953.

As Bilim Pharmaceuticals, we are a company with 100% Turkish capital operating in the subject area of medicine production and marketing, holding strategic significance in pharmaceuticals; which started operating in 1953 under the name of Bilim Laboratory.

We began our path with the vision of being one of the top three companies in the Turkish pharmaceutical market and becoming the domestic producer of medicines that exports the most pharmaceutical products by the end of 2014.

We compete in global markets with the quality and characteristics of our products. We export to 42 countries ranging from Asia, Europe and Africa to the Far East and South America with a total of 23 million USD in exports.

Our company which was registered under the name Bilim Medical Pharmaceutical Preparation Laboratory Ltd. in 1961, changed its name to Bilim Pharmaceutical Trading and Retail Inc. in 1968. As a result of the re-structuring in 1974

the company began resuming its activities under BILFAR Holdings.

In 2009 we took 4th place with 4,7 % share in the Turkish pharmaceutical market which reached 14,8 billion TL. If the market is assessed from the viewpoint of the number of medicine boxes sold we completed the year as 3rd with the sale of 102,4 million boxes.

Being the 3rd preference of physicians on the same year, as Bilim Pharmaceuticals, we had taken place to a total of 6,4 in every 100 prescriptions written. In 3 of the top 5 segments (medicines for the respiratory system, muscle and skeletal medicines and antibiotics) where most sales are actualised, specifically in our country, we have become one of the top 5 companies with the highest sale ratio. Currently, we produce 178 licensed medicines in the pharmaceutical market relating to the following segments: cardiovascular, the central nervous system, diabetes, the respiratory system, the gastrointestinal system, analgesic-anti-inflammatory, dermatological, antibiotics (beta-lactam), vitamins, anti-parasitic, muscle relaxants and anti-flu medicines.



Our Field of Work

An equivalent drug is a product that is the therapeutic equivalent of a reference pharmaceutical product that has reached the expiration date of its patent. The products contain the same active substances in essence in similar products and therefore can switch places with reference products.

It has been proved through scientific studies that equivalent drugs have the same pharmacological effects as reference drugs and provide the patient with the same treatment.

As it is in many EU countries equivalent drugs are seen as an effective and alternative version of reference drugs and are prescribed widely in Turkey in accordance with the active treatment programmes.

Reference drugs are products that provide safety, effect and quality proved scientifically with regard to the active substances and are provided in the market for the first time globally. There aren't any therapeutic differences between equivalent drugs and reference drugs.

All the stages that an equivalent drug goes through from production to sale are the same as the stages that a reference drug goes through. The only difference is that the pre-clinical experiments on living beings made on them by pharmaceutical producers and further clinical experiments done for reference drugs are not repeated in the production of equivalent drugs.

Today all countries agree on the fact that clinical experiments made on living test subjects conducted by reference drug producers which prove the rate of success pose to be both unethical and damaging for public health if they are repeated by equivalent drug producers.

During the production of equivalent drugs all inspections and research required by health authorities is completed fully and the competence of the equivalent drug is scientifically proved to be the same as the reference drug in providing the same treatment.

Licensing Requirements	Reference	Equivalent
General Information on Company	√	√
Product Features (prospectus, labelling and package)	√	√
Expert Report	√	√
Composition of the medicine	√	√
Good Management Practices	√	√
Control of Raw Materials	√	√
Control of end-product	√	√
Stability tests (active substance and end-product)	√	√
The comparison of the equivalent drug with the reference drug		√
Pre-clinical study	√	
Clinical study	√	
Bioequivalence	√	√

As it can be seen on the table above the requirements for the stages of developing and licensing reference drugs and equivalent drugs are the same except pre-clinical and clinical studies.

Equivalent drugs are just as safe as reference drugs. Equivalent drugs contain the same active substances with reference drugs and have the same pharmacological effect. The benefits and risks of an equivalent drug which has been proved for bioequivalence are the same with the reference drug.

The scientific meaning of bioequivalence is that when a reference drug and an equivalent drug is used in the same dosage the substance of the product shows the similar bioavailability at the same speed.

The key factor in developing an equivalent drug is to implement bioequivalence. Before a health authority is approached with a file in CTD format it has to be proved that the reference drug and the equivalent drug are bioequivalent.

When the world wide tendency in the pharmaceutical market is observed it is seen that the equivalent drug market is growing at a faster pace than the total drug market.

While in the US the refunds for drugs are made through private insurance companies, in Europe and the rest of the world the refunds are usually made through insurance companies owned by the government.

Although equivalent drugs have the same effects and offer the same quality they help reduce the pharmaceutical cost of medicines paid during the treatment because their costs are lower than reference products.

As a result of this, without swerving on the quality of health services a significant disposal is achieved in the national health expenditure.

The monetary value of the disposal achieved through the usage of equivalent drugs has been 885 million TL since 2008. The disposal that can be achieved by increasing the market share of equivalent drugs by 1,0% is 16 million TL.



Our Processing Facilities

We execute our production in two different facilities, designed in compliance with current good manufacturing practices, of which one is in Çerkezköy and the other in Gebze.

We have been actively working in our processing facility encompassing a 9,250 m² indoor area, Çerkezköy Beta-lactamic, approved by the German Ministry of Health since 1998.

Our processing facility which has been located in Ayazağa-Istanbul under the name of Bilim Pharmaceuticals operating since 1975 moved to its 60,000 m² property at GOSB (an industrial estate) in order to meet its increasing production levels and actualise its high export targets.

With its 51,500 m² indoor area Bilim Gebze is one of the biggest drug processing facilities in respect of Turkish processing standards and has costed 120 million Euros.

Bilim Gebze has the capacity of producing 250 million boxes of medicine and has the power to produce 17% of Turkey's medicines is among the biggest facilities in Europe and has been designed and built in compliance with the American Food and Administration laws.

As Bilim Pharmaceuticals we process products with the approval of the British Ministry of Health's Medicines and Healthcare Products Regulatory Agency (MHRA), considered to be one of the most important approvals. In June 2009 we received the export visa approved by MHRA which enables us to export easily to EU countries (one of the regulated markets) following a 2,5 day audit by British Ministry of Health's representatives .

Bilim Pharmaceuticals Research and Development Centre is one of the biggest research and development centres in the Turkish pharmaceutical sector with its 4,500 m² laboratory.

We resume our projects in our 4,500 m² Research and Development Centre equipped with the latest technologies, including high-tech and sensitive equipment, laboratory information automation, a pilot processing area designed in compliance with current good manufacturing practices.

The Research and Development Centre established with a 15 million dollar investment has one of the biggest research and development centres available in the Turkish pharmaceutical industry.

We are working on developing providing the market with equivalent drugs for reference drugs that have had their basic molecular patent protection expire in the centre where 110 employees work. The high-tech Research and Development centre has been equipped with 220 machines, appliances and necessary equipments. In the last three years, we have actualised a 275% increase in the budget for research and development .

Our Management Concept

Our Vision

Being among the top three companies in the Turkish pharmaceutical market and becoming the domestic producer of medicines that achieves the highest export rate by the end of 2014.

Our Mission

Bilim Pharmaceuticals develop drugs that maintain human health and provide treatment. Produces these drugs in its modern and high-tech facilities at international standards.

Actualises the publicity and marketing of its drugs in domestic and foreign markets with focus on the client and enables availability of medicines along with customer satisfaction at the highest level.

It achieves fertile, profitable and sustainable growth through the experience it gained from adopting the idea of quality of life as a life philosophy and the value it places on people and human life, its collaborations maintained through development and its dedication to change.

It ensures the highest possible level is attained in employee commitment and satisfaction through innovative human resources systems and an organisational structure open to learning with the awareness that competent employees will be a driving force in competition. It protects natural resources and the environment with its awareness of social responsibility, places importance on ethical values, and contributes to the social and economic development of society.

Human happiness
adds value to us!



Our Values

- Human Happiness
- Respect for the future generations
- Ethical Management
- Change
- A passion for success.

Respect for the future generations
adds value to us!



A passion for success
adds value to us!



Ethical management
adds value to us!



Change adds value
to us!

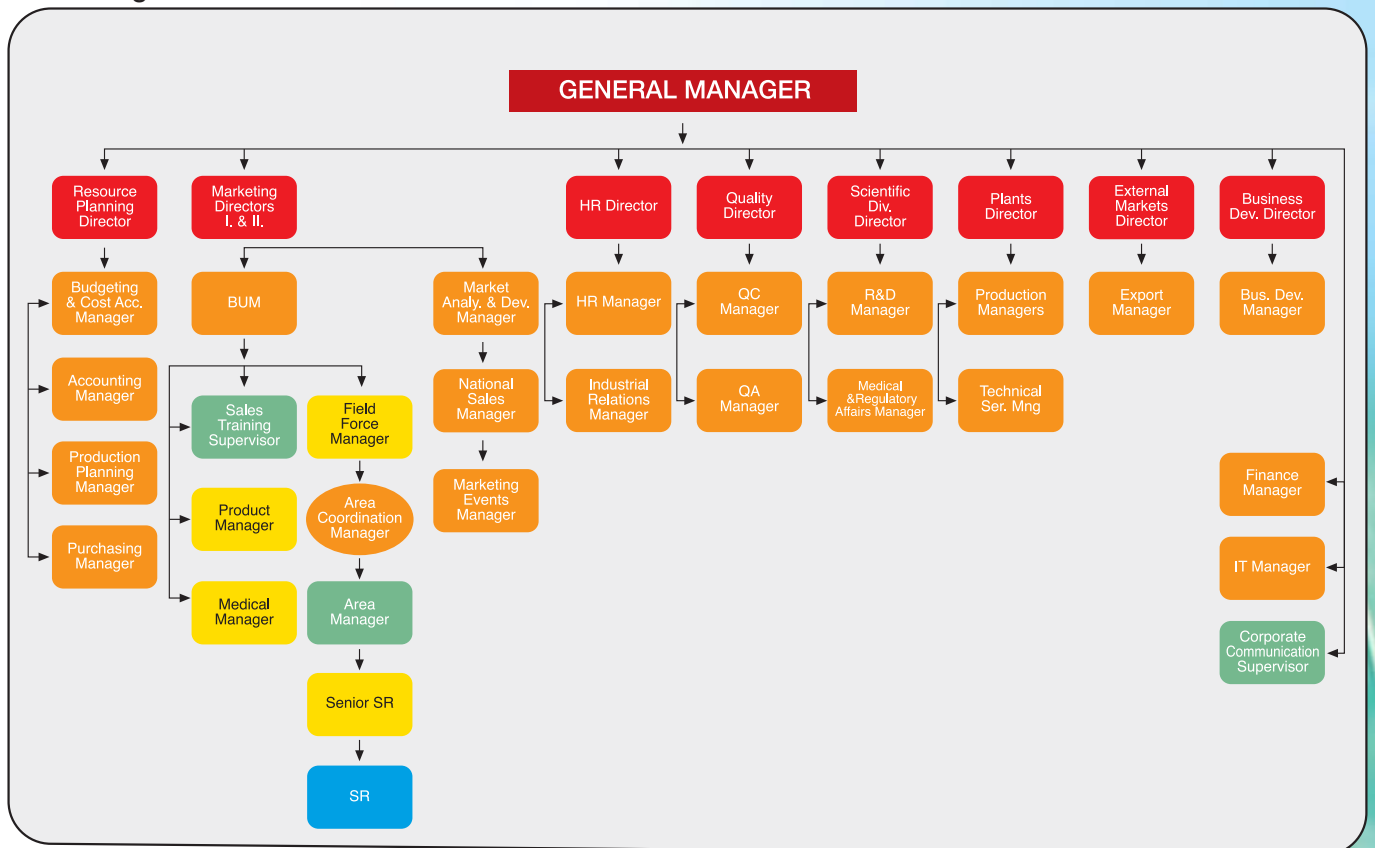
Our Organisational Structure

Under the scope of The Management Systems Project enforced from 2000 our company has completed its undertakings in Updating the Organisation with the support of a consultancy firm by utilising a comparative approach in 2002.

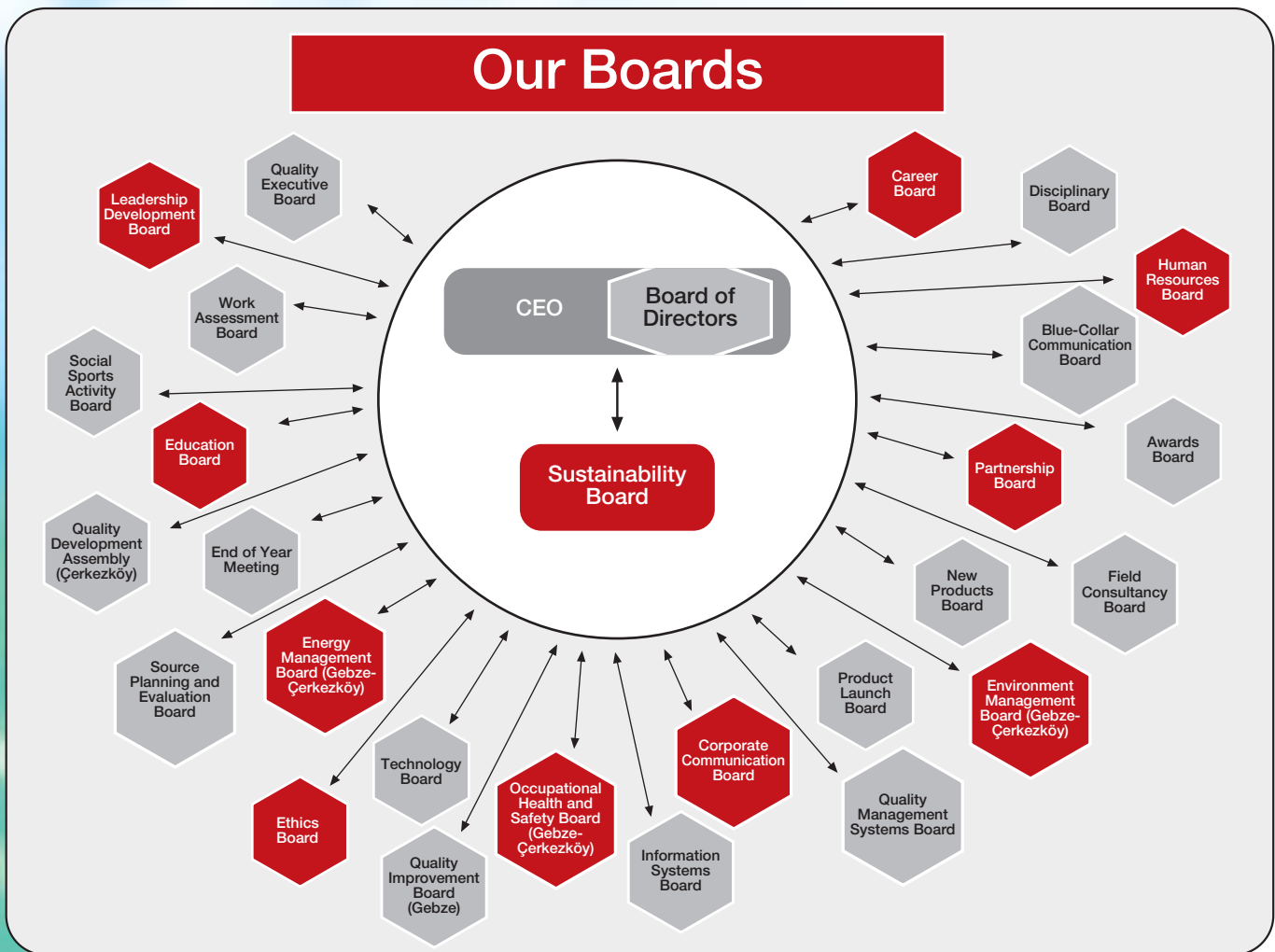
The organisational structure which functions in integration with the business procedures of Bilim Pharmaceuticals has been designed in a simple matrix that supports the company's business targets based on a family business model.

The new organisational structure is reviewed every year. Specific competency and responsibility levels have been identified in order to assure the effective management of decision making processes during the project of updating the organisation. Positions that allow for flexibility in the reporting system and career development have been layered up to a maximum of 6 layers.

Our Organisational Structure



Our Boards



Our Quality Management

As Bilim Pharmaceuticals we envision 'the human, the quality and the future' as crucial factors. We place importance on the following points when considering the drugs we make available to clients and make sure to take all precautions to assure that:

- The drugs are compliant with an identified quality standard.
- The drugs are used safely.
- The drugs are evident to be effective.

Our management and all our employees help us reach these targets with an awareness and responsibility of providing competent services in view of human health.

The quality system utilised in our corporation are based on international standards and have been established on current regulations and guidelines (Good Management Practices- Good Manufacturing Practices, Good Laboratory Practices, Good Clinical Practices, etc) as well as current Quality Management Systems (ISO 9001).

The main constituents of our Quality Management Systems have been explained in the 'Quality Policies' document published by our company.

Moreover, due to the importance that our corporation places on the environment, health and continuous development as a result of its approach towards contemporary quality standards and customer-oriented it undertakes the following actions:

The adoption of the principles of Total Quality under the EFQM Excellence Model since 1998.

Compliance with ISO 9001 Quality Management Systems standards since 2004.

Compliance with 14001 Environmental Management Systems standards since 2004.

OHSAS 18001 Health and Safety at Work Management Systems standards since 2004.

All Quality and Management Systems applied in our corporation are audited and reviewed regularly, which allows for competency, suitability and effectiveness to be continuously assessed and improved. We work in order to exceed all our clients' expectations with the high-quality products we produce under the warranty of Quality Systems.

Our Quality Policies

We continue on our journey towards excellence with determination by adopting and popularising the EFQM Excellence Model, identifying approaches and targets in this sense and develop by reviewing at all times. We utilise ISO 9001 Quality Management Systems, ISO 14001 Environmental Management Systems and OHSAS 18001 Health and Safety at Work Management Systems as a result of our principles of continuous development and our customer-oriented approach in managing processes.

As a matter of course, we ensure continuous compatibility with all Ministry of Health laws and regulations and all current Good Management Practices in relation to the development, production and presentation of products. We improve our system continuously and apply the principles of Quality Assurance Systems in order to produce products that are as specified by their licensing and for their purpose of use as well as taking precautions to abandon all risk that could occur with relation to quality and effectiveness. We see it as a responsibility of the management to reach this target and ensure that all our employees and suppliers comply with the systems. We understand the expectations of our customers clearly to provide them with satisfaction and make efforts to exceed these expectations and make sure that they feel valuable. We conduct frequent and planned training sessions to ensure that our Quality Policies are adopted by all our employees and that they understand the concepts and principles of our Quality Systems to be best possible extent.

Our Journey of Excellence

Being positioned in a difficult and sensitive sector directly related to human health our company has held customer happiness and quality as priorities and has internalised these into the company philosophy since the day it was established. Bilim Pharmaceuticals that has laid down the foundations of its Total Quality philosophy through the re-structuring projects it has been undertaking since 1998 began many projects focused on the current management within the frame of EFQM Excellence Model. This application is an indicator of the determination in relation to the practices that have been resumed for a long time at Bilim Pharmaceuticals.

The devotion, faith and the feeling of appropriation for their work portrayed by our employees during this journey is the most important point that emphasises the integrity of Bilim Pharmaceuticals as a family. Bilim Pharmaceuticals is aware that whatever may happen during the journey that their efforts will not be for nothing, that the results will always be positive.

Our spurting and fast growing company is continuing its journey of excellence. As Bilim Pharmaceuticals we want to spread this positive feeling through development, be a benchmark company, take the responsibility of a being a guide, hence meeting its mission. Moreover, we are committed to showing all our stakeholders that we are an excellent corporation and that we will continue this endless journey with firm intention.

The stages of EFQM Excellence Model as follows: Determination in Excellence, Competency in Excellence, National Quality Award Finalist, National Quality Success Award, National Quality Grand Prize and Continuity in Excellence. Bilim Pharmaceuticals have been awarded the Competency in Excellence Award in 2004, and National Quality Grand Prize in 2006.

In 2010 we have been awarded the the Continuity in Excellence Award. Bilim ?laç has applied for the European Quality Award granted by the European Foundation for Quality Management in 2009. Bilim Pharmaceuticals has taken its place as a finalist of the EFQM European Quality Awards which has not been received by any pharmaceutical company yet. Our aim in 2010 is crowning our management systems by receiving the European Quality Award.

We Are A Leader on the Journey for Quality
We have been seen as worthy for the 'National Quality Grand Prize awarded by TUSIAD and Kalder for the first time.

We applied for the European Quality Award awarded by the European Foundation for Quality Management (EFQM) in 2009. We were among the finalists of the EFQM European Quality Award, which has not been achieved by any other pharmaceutical company before. Our aim in 2010 is crowning our management systems by receiving the European Quality Award.

Our Model of Reputation Management

Corporate Reputation isn't just an important issue for Bilim Pharmaceuticals but also a general issue for the entire pharmaceutical industry. The stakeholder research conducted also supports this fact. As Bilim Pharmaceuticals, we manage corporate reputation effectively among all sectors and give place to the goal of being pointed out as a benchmark company in our business model.

Our company has created its vision on the basis of adapting all policies and processes because we identify our corporate values through our corporate reputation which is our 'most valuable asset'. Our company has put together a long-term action plan which will embrace all its stakeholders and turn corporate reputation into trust between societal susceptibilities and Bilim Pharmaceuticals.

Whatever the duty or the status of our employees we are aware that they represent the company in their social environments. Hence, our first step has been to design a project to increase the awareness of all our employees with regard to the governance of corporate reputation.

Through this aim, just as it is with our external stakeholders, all our internal employees have been separated into internal stakeholders and a specific programme on awareness for each and every stakeholder has been developed and applied. 'Add Value In Layers' has been created as a platform that helps increase awareness on corporate reputation for all employees of Bilim Pharmaceuticals.



Metin Topsakal
Reputation Ambassador
Medical Support and
Licensing Manager.

When most of us ponder about the meaning of 'advantage' we tend to associate it with 'superiority'. However, even though these two ideas are similar I think 'advantage' has another meaning too: gain. Also in situations where we are individual members of a family or a company the basic aim is financial and moral gains. Think that you are preparing a resume and think about what you'd be writing. You would be writing about your gains. Information such as where you went to school, the people you have worked with, your achievements and the courses you attended would all be written down there. You write all these down to show that you are competent in these areas. Then you add your references, people who can confirm that you have done what you said you did. By placing your references on your resume, what you are actually doing is referring the receiver of your information to people who can tell them you have been truthful about the subjects you laid out. Through all stages of our lives we need someone to see as more gainful over someone else. People other than us have to trust us. This is the same for a 'group of living beings with mutual aims', (companies). Doing what you do best and getting others to trust you. In our century all companies are after producing products with better advantages. Sometimes this advantage is identified as the price, sometimes quality and sometimes after-sale support,

etc. However, unless we have a reason we always reach out to the company that we believe in, question and therefore trust because we know what these companies will be doing in the future, we can anticipate it. Nowadays people are at much more ease about following and questioning developments. This is also applicable for companies. The behaviour (attitude) of a company in solving problems shape the way their customers, suppliers and stakeholders view them. In other words, this affects the future, the life-span and the status of the company. Just as individuals, companies also live with their reputation.

In my opinion, every member of a company is also a member of its reputation and they have to be. All the constituents of the company, living or lifeless, unite to form the totality of the company. The only difference I might have from my colleagues is that perhaps I understand the company culture better as a Reputation Ambassador. Hence, my mission is also hidden in there. Supporting our young friends.

If we are working in the same environment and running towards the same goals then we have to think about the consequences of our actions and behave accordingly in order to decrease the risks. Proactive behaviour is almost inevitable. We certainly do not have the chance of wiping out reputation risks completely. However, we must not forget that what we have managed correctly before will always affect what we do next. In my opinion a durable company should have a supplementary philosophy: Ethical approaches, quality products and reputation.

Add Value In Layers

The Goals of Add Value in Layers

- Contributing to the reputation of employees and Bilim Pharmaceuticals.
- Creating an awareness on individual reputation and corporate reputation in employees and help them understand that reputation can be managed.
- Informing every employee about the importance of corporate reputation and what is demanded of them with regard to this subject and increase susceptibility.
- Ensuring that each and every employee is a 'Reputation Ambassador'.
- Actualising sustainable projects by utilising employees' views on the management of reputation which has a structure that supports processes rather than results.

Who Is a Reputation Ambassador?

A person who increases the reputation of the corporation they work for in their work and social environments and who is also sensitive about their own reputation. A stakeholder representative on behalf of the company, and of all the ethical values accepted by society and the stakeholders of the corporation. The reputation ambassador is the voice of the corporation, and whom can represent the company they work for as well the other employees they work parallel to company principles and goals and can contribute to all the improvement/restructuring undertakings with their knowledge and experience.

The Strategy for Add Value In Layers

As Bilim Pharmaceuticals, we have designed Add Value in Layers as a platform where employees can share their projects and ideas on increasing corporate reputation and have their voices be heard, as a vehicle of internalising reputation in our employees.

As we see our company's corporate values as the backbone of reputation we have set for the association of all applications with our values as a main constituent.

As a result of this, we have also seen this project as a significant tool in managing 'Internal Corporate Communications' strategically.

The Reward for Add Value In Layers

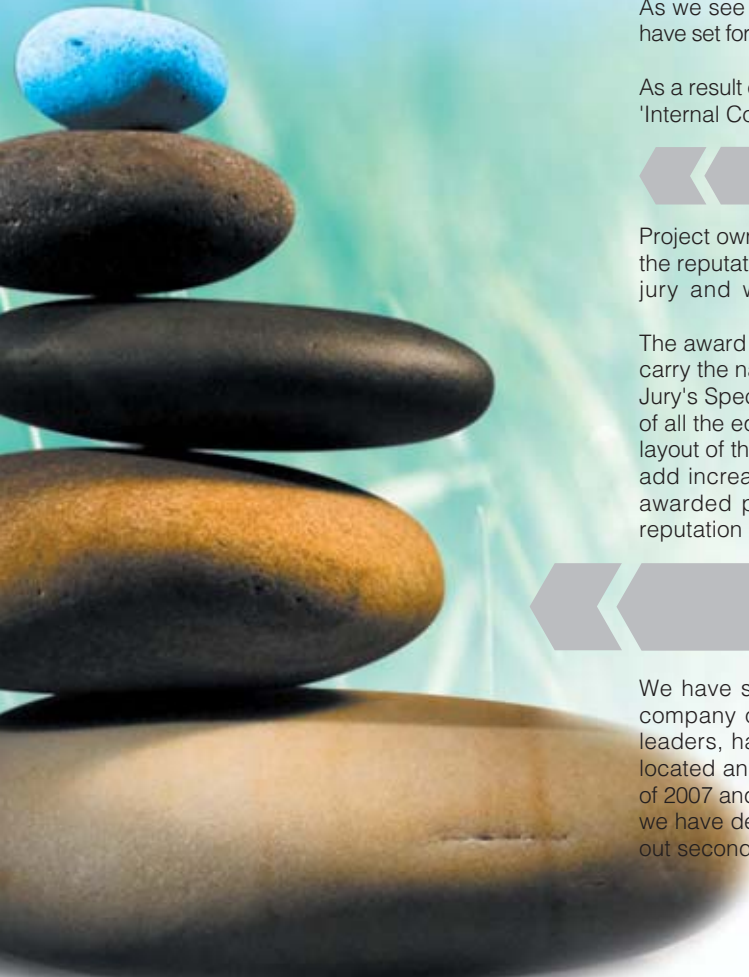
Project owners who presented the top three projects with regard to increasing the reputation of Bilim Pharmaceuticals would be assessed by members of the jury and we promised them an award that would last for generations.

The award was a building a library/computer lab in a village school that would carry the names of the top three applicants and the project which received the Jury's Special Prize. In this way, their names would live forever. The installation of all the equipment for the library and the computer labs including the general layout of the classroom will be taken on board by Community Volunteers whom add increasing value to Bilim Pharmaceuticals' reputation. The fact that the awarded projects would be applied and the value they would add to the reputation of Bilim Pharmaceuticals' also added an extra value to the project.

Corporate Reputation and Research on Perception

We have started getting research conducted by an independent research company on physicians, pharmacists, medical storage units, local opinion leaders, habitants of environments where our facilities and Headquarters is located and members of the press. The first research conducted was in view of 2007 and because perceptions on reputation do not change with great speed we have decided to conduct this research every two years. We will be starting out second research in 2010 to assess the perceptions on reputation for 2009.

Add value in layers!





Our Business Ethics

Our Work Ethics summarise the values which we will be protecting in all areas we operate and our responsibilities towards our stakeholders.

1 Being Honest and True.

2 Ensuring The Privacy of Documents.

3 Avoiding Conflict of Interest

4 Carrying Out Our Responsibilities Towards Our Stakeholders.

Our Legal Responsibilities

Our Responsibilities Towards Our Employees

Our Responsibilities Towards Our Clients

Our Responsibilities Towards Our Shareholders

Our Responsibilities Towards Our Suppliers and Collaborations

Our Responsibilities Towards Our Competitors

Our Responsibilities Towards Society, Environment and Humanity

Our Responsibilities That Root from Representing Bilim Pharmaceuticals

Our Ethical Management

One of our most important values that assert our attitude in business ethical management.

Our ethical management approach is based on our corporate values and business principles while we have been resuming our activities successfully for many years. Our Work Ethic Principles not only protects our employees but also serves as a guide that helps us see the way in the light of all our decisions and activities beyond laws, regulations and procedures.

Our Work Ethics Principles constitute to 2 parts, as Work Ethics Guidelines and Principles. These rules play an important role in protecting and strengthening the trust relationship between our corporation and the stakeholders and the third parties it works with.

Our Work Ethic Principles

In this part all our principles consisting of all our employees responsibilities towards the company is stated clearly.

1 Creating Circumstances for Fair Competition

2 Respecting the Privacy of Company Information

3 Guarding the Balance of Interests

Not taking part in relationships of interest

Utilising duties and authority correctly

Using corporate sources correctly

Establishing correct relationships with stakeholders

Being conscientious in press relationships

Representing the corporation correctly

4 Creating a Contemporary and Fair Environment of Business

5 Gift Giving and Accepting Principles

Ethics Board

Our understanding of Ethical Management includes all members of management and all employees as well as members of the Board of Directors. All members of management are responsible for ensuring suitability to work ethic guidelines and principles. The Ethics Board is organised in order to ensure the healthy application of work ethics by the Chairman of the Board. Problems faced by employees regarding ethical guidelines in day to day business, all information and complaints delivered by employees, suppliers and clients on ethical issues are shared with the Ethics Board. The Ethics Board reports all its decisions after considering Work Ethics Guidelines and Principles, laws, societal values and corporate values, to the Chairman of the Board. The decisions are then applied after the Chairman of the Board has approved them.

Our Journey of Sustainability

- 1998 EFQM Excellence Model began to be applied.
- 1998 Occupational Health and Safety Board was created.
- 2003 Survey on Corporate Reputation and Society's Perceptions was conducted.
- 2003 Environment Management Board and Energy Management Board was created.
- 2005 Corporate Social Responsibility Board was created.
- 2005 Bilim Pharmaceuticals' Community Volunteers Platform was created.
- 2006 Reputation Management was integrated into the strategic planning.
- 2007 Reputation Ambassadors' Platform was created
- 2007 The reputation model of Bilim Pharmaceuticals was identified following a Reputation Management Workshop and sustainability was added into the model.
- 2007 Corporate Communication Board was created.
- 2007 Subjects that could raise risks for company reputation were identified through a Crisis Communications Workshop with Reputation Ambassadors. This workshop takes place every year.
- 2008 Became a member of the Sustainable Development Association of Turkey.
- 2008 Became a member of Corporate Governance Association of Turkey.
- 2008 Corporate values were revised in view of all employees in the Corporate Values Workshop. The concept of sustainability was placed into our values under the title of 'Respect for Future Generations'.
- 2009 Corporate Social Responsibility Board was restructured as Sustainability Board. Moreover, work undertaken by Occupational Health and Safety Board, Environment Management Board, Energy Management Board, Ethics Board, Training and Development Board, Career Board and Corporate Communication Board began to be assessed in this board.
- 2009 Add Value In Layers Project Competition was organised.



Engin GÜVENÇ

Sustainable Development
Association of Turkey

Bilim Pharmaceuticals has been a member of Business World and Sustainable Development Association since 2008 with its corporate identity. It started taking an active role in many activities and projects of the foundation from the first days of its membership to the foundation. Bilim Pharmaceuticals CEO, Mr. Erhan Ba? is the permanent representative of the company as well as taking an active role as a permanent member of our Management Board.

Bilim Pharmaceuticals places importance on volunteer contributions from all levels and the complete involvement of all its employees in many of the projects it actualises. As a result of this, it carries the awareness and active participation of all its employees to a high level and helps employees habituate in this subject; which makes this work important for all levels of the company. It is seen as crucial that the work undertaken in reaching success with the chosen projects through internal awareness. The priority in stakeholder communication, of which the basis is sustainability projects, is always placed on internal stakeholders. While taking projects on the importance of the health sector and the sustainability of society created by the sector, they also have a vision aimed at developing environmental sustainability as well as their own sustainability. The Millennium Development Goals (MDG) to which the whole world is responsible for contributing in also lays down important missions for the health industry in this matter. The serious work undertaken by Bilim Pharmaceuticals with MDG on the subject area of health and other issues showing how much importance they place on subjects of sustainability can be

enough on its own to portray as the sole evidence. When we look at it from the outside, we can see clearly that the corporate structure of Bilim Pharmaceuticals focuses on increasing the quality of life, protecting human rights and contributing to the social and economic development of society.

Bilim Pharmaceuticals receives the expertise and support of many civil society organisations in view of sustainability. Specifically, Bilim Pharmaceuticals' Community Volunteers Platform is being managed actively since 2005 is a platform of corporate responsibility where they can practice their undertakings. This platform bears many projects and enforces the sustainability of all these activities with an awareness of sustainable development. It shows sensitivity towards society and the environment by organising informative meetings on 'Global Climate Change and Its Effects on Health'. All these projects are an indicator that we will be able to carry our susceptibilities with regard to sustainability further with the mutual work of our foundation in the near future.

Our Policies on Sustainability

It is our basic principle to manage the activities of our company with regard to society and other stakeholders, without discriminating against religion, language, race and sex. As well as adapting to all laws, regulations and formal directorates we see policies that can help us be a benchmark company as a part of our corporate culture. We will not sign off or undertake any work we cannot account for. Ethical, transparent and accountable behaviours and attitudes constitute to our basic day to day life practices ensuring our position as a benchmark company.

Following the footsteps of these basic guidelines in our activities, we:

- Believe in the absolute dominance of laws.
- Undertake commercial activities without swerving from our ethical values.
- Work with all our domestic and foreign stakeholders in accord and encourage their participation.
- Try to add value and become an example for society, clients and employees (our privileged stakeholders).
- See it as our duty to protect and enhance the health and safety of our employees and clients.
- Are aware of the environmental effects we cause and aim to minimise them. We initiate innovative applications in this matter.
- Undertake our responsibility for the development of society with our investments in the areas of informing society, the development of children and young people, health, the environment and cultural activities.
- Ensure the active participation of our employees who have a high sense of responsibility, lead for change, voice societal susceptibilities.
- Take volunteer work as basis for a better society and a better environment.
- Portray a protective attitude with regard to the traditions and culture of society.
- Organise and achieve continuity by being in touch with other civil society organisations.

We think that practices on corporate responsibility are very important in creating a sustainable world that we can hand over to future generations, especially in these times that our responsibilities have increased in view of our individual and corporate responsibilities in order to increase the quality of life in our country and the world.

We continue our work with the belief and awareness that we are responsible for stakeholders (employees, clients, society, business partners and shareholders) who can be affected by our business decisions and activities. We shape our activities around the idea of being a corporation that 'creates value' and contributes to the development of our stakeholders and our country.

We strive to create sustainable development at world standards through the knowledge of the fact that the attention we dedicate to society's expectations and problems and the contribution we make in society through our economic or social activities enable happier employees, clients, business partners and shareholders. We are aware that our existence as a company is possible through people and believe that the way forward goes through the prosperity of all our stakeholders.

While we are striving to improve ourselves in this matter, we endeavour to disseminate concepts of corporate responsibility and sustainable development in our country and our social stakeholders. We will not give up on our endeavour of actualising all our social, environmental and economic responsibilities as we have done until now, and carrying our employees, clients and the society we are a part of, our business partners and shareholders to a sustainable quality of life. One of the most important strategies of our corporation is to conduct work 'for a sustainable future'. We have started to transform our prior understanding of corporate social responsibility from 1953 to today in a dimension of sustainable development and corporate responsibility since 2008. In this purview we created our Sustainability Board in 2009. Along with our Sustainability Board we started actualising activities in view of our strategy of 'creating projects for a sustainable future'.

We have dedicated ourselves to keeping up with the new 'responsible' business models of the business world and overcoming our shortcomings by conducting projects for a sustainable future.

We manage all our activities in respect of corporate responsibility and observe our social, economic and environmental impacts. We are also aware that our most important responsibility for a sustainable future is doing our job right. We are aware that we need to invest in sustainable solutions for environmental, social and ethical issues in order to meet the expectations of all our stakeholders. Our vision, values and policies have all been created to serve this aim in all stages and to ensure the sustainability of our work. Our understanding of management doesn't only cover economic relationships but extends to cover all other areas such as ethical, social and environmental partnerships.

Nowadays investing in the environment is no longer a trend, but an exigence. As Bilim Pharmaceuticals not only do we apply and develop environmental standards in our work on corporate responsibilities but also in our area of business. We are sensitive about the protection of natural resources and their efficient use in a efficient way. We act towards reducing waste at the source and regaining in a compatible manner with national and international regulations.

We are a part of society, if we do not contribute to its development then we cannot develop. It is for this reason that we invest in society; by striving to increase the quality of life in society and to actualise our responsibilities towards our employees, their families and other stakeholders.

We place importance on research and development and innovation, because these lead to change and provide advantages in competition while also carrying society into the future. The investments our corporation makes in regard of new products and solution producing research and development projects and innovative activities propound great significance. The developments caused by these projects also increase the competitive edge of our country. 2,5% of our annual turnover is spent on research and development with the aim of increasing the added-value to our country. As a corporation with a strong sense of society in the Turkish business world, we develop many investment programmes for society with our corporate citizenship awareness. We take care to make sure that the projects we create to support a better Turkey for future generations are long-lasting, that they enable societal benefits and provide permanent good. We invest in meaningful initiatives in the areas of education, culture and arts and healthcare that can be bequeathed to society. Our army of volunteers that has reached 653 individuals at the end of 2009 supports local developments through Bilim Pharmaceuticals' Community Volunteers Platform. Our employees participate in projects voluntarily in order to find solutions to the problems of local communities. We think that the spirit of volunteer work created in our employees and corporation adds value to our company.

We believe that all these approaches and projects have great contributions to our company reputation. With this belief, we review all our work in view of corporate reputation management model applied since 2006 and determine our place in the opinions of stakeholders through the 'Corporate Reputation and Society's Perceptions' survey conducted every two years and initiate amendments accordingly.

An important duty of our Sustainability Board, managing projects for a sustainable future, is to report on our work in corporate responsibility. We hope that sharing our understanding of corporate responsibility with our business partners and stakeholders and making our targets available for their observations will provide as evidence for the sincerity of our the work we undertake.

Our Awards

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- 1999 Ministry of Environment- Certificate for Good Environmental Practices
 - 2000 Istanbul Chamber of Industry- Sectoral Environmental Initiative Award
 - 2003 Çerkezköy Chamber of Industry and Commerce- Environmental Award
 - 2004 OHSAS 18001 Health and Safety at Work Management Systems Certification
 - 2004 ISO 14001 Environmental Management Systems Certification
 - 2004 ISO 9001 Quality Management Systems Certification
 - 2004 A first in the pharmaceutical sector- EFQM Competency in Excellence Approval
 - 2006 A first in the pharmaceutical sector- National Quality Grand Prize
 - 2006 Standard of Excellence Award received from Web Marketing Association's International Web Award competition, in the category for the pharmaceutical sector
 - 2007 Çerkezköy Chamber of Industry and Commerce Special Prize
 - 2007 Çerkezköy Industrial Zone Directorship '500 Big Companies' Thank You Placard
 - 2007 Çerkezköy Industrial Zone Directorship Special Prize
 - 2007 Respect for Humans Award received from Kariyer.net for the pharmaceutical sector category
 - 2008 Private Sector Volunteers Foundation and PERYÖN Awards from the Heart PERYÖN Special Prize.
 - 2008 PERYÖN Human Management Awards- 'Training and Development/ Talent Management' award and 'Applications that Make a Difference' award
 - 2008 Respect for Humans Award received from Kariyer.net for the pharmaceutical sector category
 - 2009 British Ministry of Health Drug Assessment Foundation (MHRA) Approval
 - 2009 Finalist in EFQM European Quality Award
 - 2009 Grand Prize for Bilim Pharmaceuticals' Community Volunteers in the event 'Marketplace for Solutions on Corporate Social Responsibility in Turkey organised by Corporate Social Responsibility Foundation in Turkey and CSR Europe.
 - 2009 The Most Successful Volunteer Programme' award from the 'Awards from the Heart' organised by Private Sector Volunteer Foundation for Bilim Pharmaceuticals Community Volunteers Platform in 2009.

Due to the fact that this report has been produced for the first time information on awards from past to present have been stated as above.



 **ebilim**
PHARMACEUTICALS





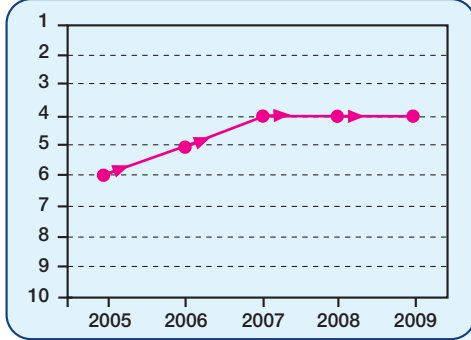
Our
Economic
Responsibility

CORPORATE
RESPONSIBILITY 2009
REPORT

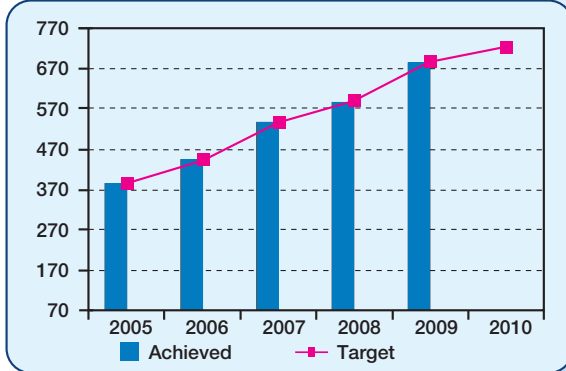
Operational and Financial Information

According to the information provided by IMS Bilim Pharmaceuticals is the fastest-growing pharmaceutical company in the last five years. In 2002, while Bilim Pharmaceuticals took 9th place in TL, in 2003 it took 7th place, in 2005 6th, in 2007 and 2008 4th, in 2009 completed the year as 4th.

Growth



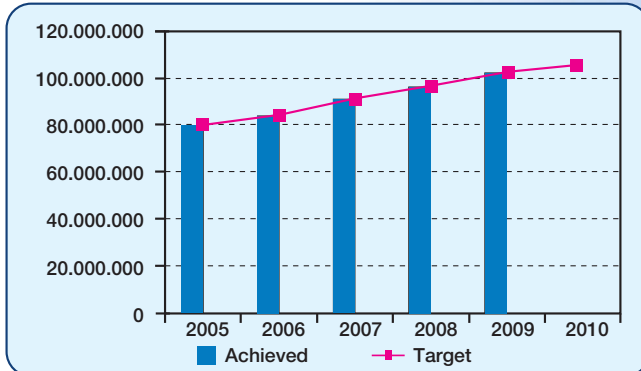
Our IMS Sales (TL)



(000 TL)	2005	2006	2007	2008	2009	2010
Achieved	385.348	447.950	536.170	573.870	700.080	
Target	382.000	445.000	532.000	570.000	694.000	705.000

Our corporation has increased its turnover from 382 million TL in 2005 to 694 TL in 2009 and has become the company with the highest market share development in the top ten. In the list of biggest companies of Turkey with regard to turnover Bilim Pharmaceuticals reached 4th place from being at the 8th place and aims to land on 3rd place in 2010.

Our IMS Sales (Boxes)

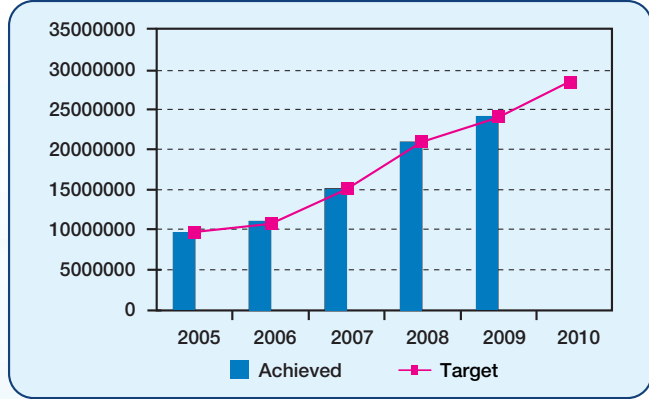


(Number of boxes)	2005	2006	2007	2008	2009	2010
Achieved	79.317.657	84.907.948	96.348.520	97.919.638	102.411.325	
Target	78.500.000	84.200.000	95.800.000	96.800.000	100.300.000	103.700.000

With over 100 million boxes produced Bilim Pharmaceuticals is the 3rd biggest producer in Turkey.

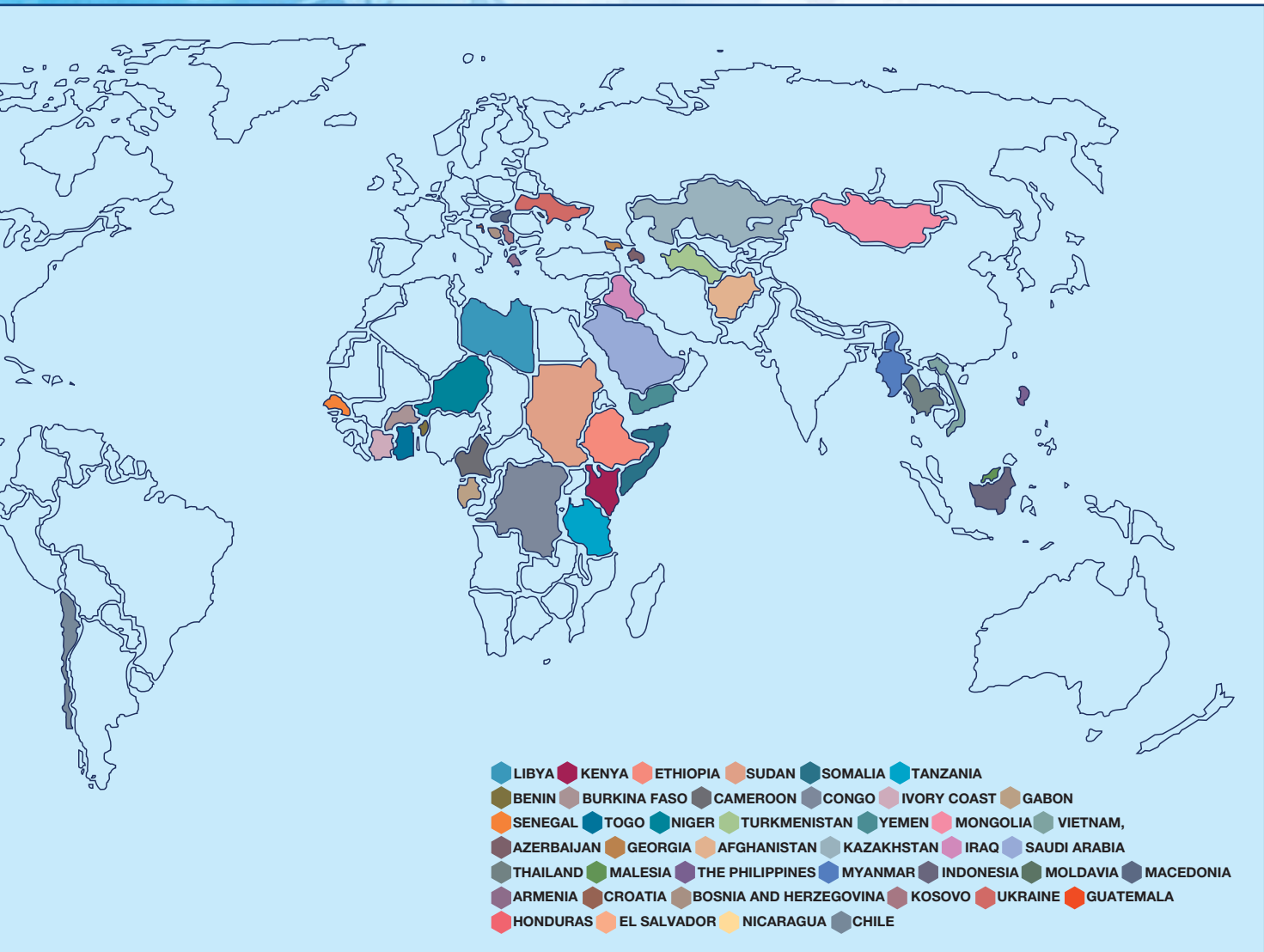


Our Exports (USD)



USD	2005	2006	2007	2008	2009	2010
Achieved	8.926.264	11.935.266	15.055.571	19.433.681	22.962.741	
Target	9.121.875	11.565.210	14.980.450	19.568.750	24.480.831	29.249.301

Parallel to the growth strategy of our corporation, opportunities in countries other than Turkey are also utilised. Firstly, non-regulated markets geographically close to Turkey have been targeted. In scope of our dispersal strategy we have been conducting analyses in regard of markets close to these countries on top of the countries we have been working actively with since 2002. The export turnover is increased with stability through agreements made with new partners in related countries.



Our Investments

As a result of the importance we place on change we took a massive step in 2009. We built the Gebze Processing Facility which is a completely new gain for the Turkish pharmaceutical sector as it is also for the world. Located in Gebze's Industrial Zone, our 51,500 m² indoor processing facility placed in a 60,000 m² parcel is the biggest drug production facility in Turkey in view of product groups. Our facility which has the capacity of producing 250 million boxes of drugs has the power to match 17% of the Turkish pharmaceutical sectors package volume.

Our Processing Facility in Gebze pre-approved by American Food and Drug Administration during the stages of construction has proved what 100% Turkish capital and its power can achieve to the whole world. This facility has been entitled to receive the certificate of British Ministry of Health's Drug Auditing Foundation, one of the most important documents that can be received in the pharmaceutical sector, thus the suitability of the quality of production in international standards has been officially registered.

Our Gebze facility was constructed in compliance with ISO 14001 Environmental Management Systems, was built with the concept of 'green buildings'. It has been equipped with environment-friendly applications since the early stages of project planning.

In our facility where cutting-edge technology is a standard, the Building Management System creates the infrastructure of security. The infrastructure managed by computerised systems, complete building automation that achieves the characteristic of 'intelligent building', its information technology systems incorporating the latest technologies are exclusive to this facility. Change is enabled by the pursuance of the continuously changing technologies in our Bilim Pharmaceuticals Gebze Processing Facility. Thus, products and the quality of products are checked throughout 365 days, 24 hours a day.

One of the most striking sections of our facility in Gebze is its medicine storage unit. The fully-automatic medicine storage unit (38 metres in height) with its capacity of 11,400 boxes is controlled entirely by computers and robots; which can only be seen in just a few distinguished facilities in the entire world. The meaning of technology is completely re-defined in this storage unit.

We are exemplary Research and Development management in the pharmaceutical industry, due to the importance we place on the future. As a result, we are a leader in the Turkish market with over 150 products that we have developed and acquired licenses for in our Research and Development laboratory. Through our great determination in developing medicines, As Bilim Pharmaceuticals, we have one of the biggest Research and Development Centres of the Turkish pharmaceutical sector with our 4,500 m² laboratory space. Over 200 high-tech machines and equipments work for a better future under the management of competent Bilim employees in our Research and Development Centre.

In our Çerkezköy facility we have built a 2000 m² additional building in view of our project to widen storage units and laboratory areas in 2007. With this new storage unit we have managed to increase our shelf capacity by 1600 palettes.

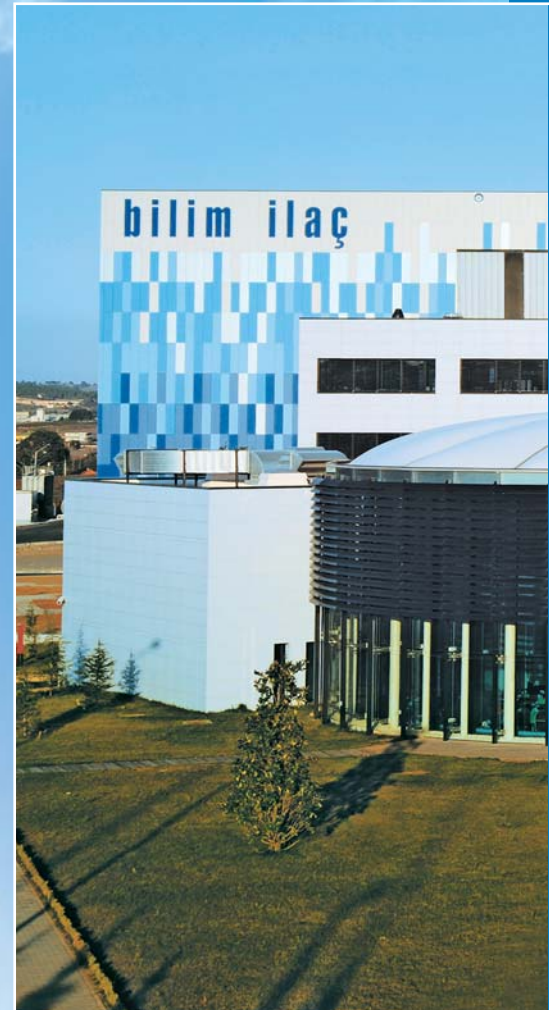
Created Added-Value

The added-value that an organisation provides to the national economy, is measured through the research conducted as mentioned in a survey titled '500 Big Industrial Corporations' by Istanbul Chamber of Industry.

	2005	2006	2007	2008
Bilim	68.229	84.031	100.541	129.519

According to the results of the research conducted by Capital magazine in 2006, our company is among the top 20 companies that has managed to stay profitable in the last 20 years. In 2007 Bilim Pharmaceuticals was awarded as one of the biggest top 500 companies by Konya Chamber of Industry and Çerkezköy Industrial Zone.

According to the top companies list put together by Capital magazine, Bilim Pharmaceuticals was identified as 222nd in 1000 private companies in 2007. In 2008, our corporation rose up to 206th place.



All payments and cutbacks are made according to the terms specified by laws and are paid to related corporations on time. Payments in increasing amounts over years have been made to the Social Insurance Institution and Unemployment Insurance, as can be seen below. The increase in Social Insurance Institution payments are caused by the increase in our workforce and the increase in the basic earning of social security contributions throughout the years.

Tax Paid

(000 TL)	2005	2006	2007	2008	2009
Bilim	15.459	19.720	20.620	18.518	23.265

Payments Made to the Social Insurance Institution

(000 TL)	2005	2006	2007	2008	2009
Bilim	7.529	9.496	11.532	11.796	11.401

Bilim Gebze



Bilim Çerkezköy



Our Work on Research and Development

The planned research and development projects and strategies, an inseparable part of the national and international health sector, have been portrayed in a corporate manner since the day our corporation was established. Acting upon these determined strategies, a well organised environment of research and development; with a self-consistent understanding on management, scientific logic, cooperative, contemporary, encouraging and answering the needs of society as well as asserting technical approaches, research and development, has been created. Developing continuously through this understanding 90% of over 150 licensed medicines of Bilim Pharmaceuticals has been developed in its Research and Development Centres. When evaluated from this stance, our corporation is the biggest local equivalent drug producer in the national pharmaceutical markets' genuine drug sales. In order to protect our position we continue to focus our attention increasingly on Research and Development projects.

We have drawn a national road map that portrays reachable targets and can provide scientists, the industry and management in this area with a new horizon by outlining the steps that have to be taken in our country's technological developments until 2023, which is the 100th year of our Republic. In order to speed up and characterise Research and Development activities in Turkey, the Republic of Turkey's Ministry of Industry rewards Research and Development departments with over 50 employees who produce Research and Development activities in international standards with the title of 'Centre for Research and Development' following a specific phase of analysis and auditing. In scope of these determined national policies our facility has set out its mid and long-term targets and strategies and has gained the right to receive the certificate of 'Centre for Research and Development'.

Our Research and Development Centre as Bilim Pharmaceuticals has been equipped with 220 high-tech machines, apparatus and equipments. Our Research and Development team consists of 110 people of scientific competency as of 2009.

Our Research and Development Centre consists of: analytical development laboratories (instrumental analysis, hydro-chemical assessments), formulation laboratory, pilot production area, library, meeting and social utility areas. Our Research and Development Centre continues its research and development activities that it aims to actualise in phases together with its competent pharmaceutical chemistry experts, pharmaceutical technology experts, patent agents, pharmacologists, analytical chemistry experts, mechanists and technicians to increase their contributions to our national development.

In our Research and Development centre, patent scanning and evaluation studies, active substance assessment, analysis and works, formulation and analytical method development, laboratory and small scale pilot productions, process and analytical method validations, clinical studies, product improvement studies, new product stability studies and the preparation of authorisation files in CTD format are managed with the concept of Quality By Design.



The micro economic contributions of products reached through genuine studies have long term and clear cut values. Along with this, the research and development studies and technological studies that we produce will lead to a decrease on our dependence on external scientific and economic which will in return create a macro-economic added-value is our main and only target as a national company.

Due to our respect for sustainable development, the environment and the future generations, through the studies we have undertaken regarding the removal of organic solvents from production processes the usage of 71 tonnes of organic solvents has been eliminated. Hence, production free of these solvents (which can be harmful for the environment and people in many ways) has been enabled.

Mutual Research and Development projects have been developed with scientific research institutions and international pharmaceutical producers with the aim of activating our product development activities. These mutual projects are specifically designed to carry out research and development studies with patent holding businesses. The total percentage of these projects in our total work is 4%.

The endeavour of creating new products through authentic studies conducted in our facilities are resumed nominally. As well as acquiring support for entry to regulated markets through our partnerships with EU companies, the popularisation of the logic of research and development and the enhancement of new information provides benefits to the acceleration of the dynamics of research and development processes.

The development work undertaken in this scope enables our products produced in our Research and Development laboratories to be licensed in EU countries. The products we export to over 42 countries are all authentic products produced by our company.

While the Research and Development expenditure in Turkey was 0,53% in comparison with the GDP in 2002, it rose up to 0,71 % in 2007. This ratio places our country as the 35th in the world listing. In Europe this ratio is 1,76%. The outlet for the increase in our sales targets as Bilim Pharmaceuticals is placing great importance on our studies on Research and Development and the increase in the value of the budget we dedicate to it. Our Research and Development expenditures which are still at 2,5% are aimed to rise up to 3,0% with ratio increase in 2010.



TÜBİTAK Projects

TÜBİTAK - Department of Technology and Innovation Support Programmes has been established with the aim of speeding up the process of turning technology into societal benefit and supporting the research- technology, development and innovation activities of industrial corporations in our country. Thus, the target is to increase the skills of out country's corporations in research and technology and the increase of innovative culture and the competitive capacity. Department of Technology and Innovation Support Programmes designs and manages support programmes in view of the aforementioned.

We have completed six projects with the Department of Technology and Innovative Support Programmes and are still working on another 4 projects. With these 10 projects, over 15 million USD research and development volume has been achieved.

Intellectual Industrial And Commercial Copyrights

Patents; one of the most important characteristics of Intellectual Industrial and Commercial Copyrights, are tools that provide legal protection for inventions developed by companies and individuals. In order to encourage inventions and to enable technical, economic and social developments in the application of inventions into industry the protection of inventions through patents and useful model certifications has been taken under protection in our country under 'Law 551 ' Legislative Decree About The Protection of Patent Rights'.

As Bilim Pharmaceuticals we stay true to our values in view of these laws and act lawfully in respect of industrial property rights protected by laws. We assess patents for the medicines to be able to be provided in the markets in Turkey and abroad, ensure the transport of medicines into the markets without violating patents and follow legal procedures and necessary processes.

We make applications for newly developed ideas within the scope of research and development projects and follow up on their status.

We collaborate with the Patent Institute of Turkey and universities to continue our work with ethical principles. For new inventions to be created information and technology have to be renewed/improved and shared. One of the most important steps in achieving this is patenting. Patenting documents are written products where information on research and development is provided, identifying the technology of industrial products or methods that require parent protection, and explain them in detail while being the criteria for Research and Development projects. Our corporation knows the importance of patenting and therefore has established a department for patenting as a first step. For other intellectual and industrial rights our corporation also acquires external support.

We make patent applications in order to develop formulations to protect the information gathered as we are a company that produces new information.

We also observe the intellectual and industrial property rights of companies that we work with as business partners.



Compliance With Laws And Fair Competition

We comply with all the legal obligations set out by our government and make all our engagements clearly available.

We pay our tax on time and in full contributing to the economy of our country.



The medicines first have to be licensed before its provided in the markets of many countries and in Turkey. Then if desired they have to be made a part of the refunding system.

The formal authority for licensing medicines in Turkey is the General Directorate for Pharmaceuticals and Pharmacy managed by the Ministry of Health.

We get licenses for all our products in Turkey and abroad in compliance with related laws and regulations. After licensing we make sure to conduct all follow-up stages.

We manage all our relationships with universities and all formal health institutions such as government hospitals, community health centres and private health institutions, pharmacies as well as our relationships with doctors, dentists and pharmacists working in the aforementioned environments or independently according to the regulations and ethical principles of the Ministry of Health and the IEIS which we are a member of.

We carry out all our legal responsibilities fully and within the time frame given and manage correspondences and communication environments according to our company mission, vision and values while considering the expectations of all our stakeholders and in concordance with all state institutions' and organisations' laws, decree, regulations and declarations.



bilim
PHARMACEUTICALS





Our
Susceptibility To
Ecological
Environment

CORPORATE
RESPONSIBILITY 2009
REPORT

Protecting the Environment and Reducing The Usage of Natural Resources

Our Environmental Management

We start our activities from the design stage with the idea of protecting the ecological environment. We extend this line of thought throughout the stages of acquisitions production and the recycling of the waste from products. We handle these issues with the environmental dimension and the impacts they have on the environment, hence in a manner that allows us to observe the protection of natural resources. In this context, we take care to use materials with low environmental effects. We organise routine training sessions on the environment in our corporation to help the protection of ecological environments and to inform our employees frequently.

We have structured our Environment Management System on the basis of 'Environment-Dimension- Effect Evaluation' and Bilim Pharmaceuticals Environmental Policy and in compliance with ISO 14001 standards encompassed by Integral Management Systems. Our activities within the scope of 'Environment-Dimension-Effect Evaluation' are always assessed according to their environmental dimensions and effects. We have also put together a Yearly Environment Management Action and Management Plan to be able to reduce environmental effects to a minimum and to control them.

We have put together important procedures and directives with direction from the results of 'Environment-Dimension-Effect Evaluation' to keep environmental effects under control. We take 'Waste Management Procedures' and 'Energy Management Procedures' as a guide in activities we undertake on the sustainability of ecological environments. The expansion and application activities are assessed and reviewed through the last 'Environment-Dimension-Effect Evaluation', internal and external auditing findings, incidence reporting and the feedback of employees.

We identify the environmental dimensions and effects of our activities and products, their legal and local requirements, the ins and outs of every procedure, their routine and exceptional management circumstances and emergency situations by assessment with our ISO 14001 work teams. Even though there may not be any changes in management circumstances that are altered every year we evaluate and review environmental dimensions based on functions that pay heed to feedback from partnerships and suppliers, employees, altering and precaution activities, internal and external auditing findings and changes in regulations. The demolishment of our products that have been decided to be demolished as waste under the procedure of 'Refusal and Demolishment'.

Exemplary Environment-Dimension-Effect Evaluation

Environment Dimension and Impact Evaluation Form																
Area: Liquid and Pomade Production								Date of Activity:								
Basic Activity: Production								Activity No:								
Prepared By				Volume Manager				Management Rep/ Assistant								
Ayhan DEMIREL / Adnan KAYABAŞLI				Adnan KAYABAŞLI				Cengizhan NAS / Bülent EROL								
Dimension No	Sub Activity	Dimension	Effect	Environmental Impact Criteria						Level of Importance	Existence of Existing Related Procedure	Legal Implications	DF / OF Possible Activity	DF / OF No		
				A	B	C	D	E	F						Total Effect Point	
1	Cleaning Project	Waste Water	Soil and water pollution	4	1	1	1	1	1	2	24	IV	Waste Management Procedure	Regulations for Waste Management General Rules, Regulations for the Control of Hazardous Waste, Regulation for Water Pollution Control, Regulation for Soil Pollution Control		
2	Cleaning Project	Water Usage	Reduction /pollution of natural resources	4	2	3	1	1	1	1	24	IV	Waste Management Procedure	Regulations for Waste Management General Rules,		
3	Cleaning Project	Detergent Packaging Waste	Soil and water pollution	3	2	2	1	1	1	2	30	IV	Waste Management Procedure	Regulations for the Control of Hazardous Waste,		
4	Cleaning Project	Contaminated Waste	Soil and water pollution	4	2	2	1	1	1	2	40	IV	Waste Management Procedure	Regulations for the Control of Hazardous Waste,		
5	Cleaning Project	Product Waste	Soil and water pollution	4	2	2	1	1	1	2	40	IV	Waste Management Procedure	Regulations for the Control of Hazardous Waste,		
6	Liquid and Pomade Production	Contaminated Cloth	Soil and water pollution	4	2	2	1	1	1	2	40	IV	Waste Management Procedure	Regulations for the Control of Hazardous Waste,		

We actualise the follow-ups for legal adjustments in the direction of 'Occupational Health and Safety, Environmental Legislations and Coherence with Other Requirements', taking 'Coherence Assessment Table' as a basis.

We assess and review the legal approvals, permissions and licensing documents under the same procedure by taking the permissions and approvals supplied supplementary to the procedure at least once a year. We have not been legally penalised or received any warnings with regard to Environmental Legislations.



Our Policies on the Environment

We use suitable technologies in order to minimise and control the important impacts caused by our corporations' activities on environmental dimensions, the environment and human health.

- We adapt to the laws and regulations of the Ministry of Health required by pharmaceutical production sector and rules of Good Management Practices as well as Environmental Legislations and local requirements.
- We predicate our actions for a sustainable environment through the minimisation of loss in the ratio of raw materials, the efficient use of energy, the absolute minimisation of waste products and the increase in support of recycling.
- We organise training events for our corporations' and subcontractors' employees with the aim of raising awareness about protecting the environment. We assess and control our suppliers and contract manufacturers in view of their effects on the environment.

We ensure the continuity of ISO 14001 Environment Management Systems and improve them through set targets and review. In this manner, we commit to preventing environmental pollution.

We share our Environmental Policies, throughout our corporation with our stakeholders, at points of availability within our firm, on our website, on Bilim Portal, in annual internal training sessions and in other written documents.

Environmental Management Board

Our Environmental Management Board consists of our departmental managers and executives. They meet twice a year to assess and review the following agenda.

- Environmental Policies
- Environmental Management Programme and Environmental Targets
- Internal and external auditing findings, activities related to amending and preventing the environment.
- Improvement Plans

Environmental Management Programme and Targets for 2010

Hedef	Related Environmental Dimension	Activities
Draw the hazardous waste leaving the facility down to 0.9 gr. per box	Hazardous Waste	Separating the non-hazardous chemicals packaging by classifying them and ensuring they are recyclable at the source. Evaluating waste such as sorbitol, starch and sugar (assessed as hazardous waste though not really hazardous waste) as industrial waste with the condition of analysing them.
		Preparing a risk map for chemical spills. Providing these areas with chemical spill vehicles. Actualising a chemical spill drill.
		Utilising new equipments such as UPLC and 'Short Column' that carry out more analysis in a short period of time using less solvents.
	The Utilisation of Natural Resources	Decreasing the solvent use rate by 50% in 2009.
Decreasing the loss of materials in production by 1,31 %	Hazardous Waste	Quality Improvement Projects and The Creation of Quality Circle Projects
Decreasing the usage of electrical energy to 0,1590 kWh per box	The Utilisation of Natural Resources	Continuing work on energy efficiency in respect of the Energy Board. Ensuring that the decisions made by Gebze Industrial Zone are applied.
Organising adequately to be able to directly decharge to the central purifier to be provided by the Gebze Industrial Zone in the 3rd quarter of 2010.	Water Pollution	-Mounting coarse screens to the entries of retention ponds to ensure the efficiency of the lift pump. - Ensuring the homogenised distribution of waste into water by integrating mixers into the concrete retention ponds. - Mounting vaseline and oil separators before the mouths of tanks.
To provide at least 4 hours of training a year to our employees about ISO 14001 Environment Management Systems	The Utilisation of Natural Resources	Continuing our work for a sustainable future under the values of projects such as 'Bilim Pharmaceuticals' Community Volunteers and 'Add Value In Layers' and 'Respecting Future Generations'. (Seeds to Sapplings, Sapplings to Trees, Give Life to Nature) Providing Vocational School students who participate in the activities of the Gebze Industrial Zone with awareness seminars on 'What Should We Do As Individuals for a Sustainable Future?'
		Training all Sales Representatives of Bilim Pharmaceuticals in Turkey for at least one hour a year on the subject area of environment.
		Participating in the training for Environment Attendants in compliance with Environmental Laws.
		Ensuring the usage of 'SAP Environmental Module' as a vehicle for the management of Environmental Activities

* The sectoral comparative ratio for hazardous waste is 1,8 gr per box.



Environmental Work Teams

Environmental Work Teams consist of managers and experts determined by our departmental directorships. In scope of Energy Management Systems, these teams come together once a month or more often when needed, to review environmental dimensions and their effects every year and to review, popularise and to increase the efficiency of the application of procedures and directives in the direction of experience gained and current legislations, while also to ensure waste management in areas where they are responsible, evaluating environmental feedback and preparing/managing action plans for areas of improvement.



Energy Management Board

The Energy Management Board consists of the representatives in departments responsible for the procurement, distribution and consumption of energy and our Energy Manager. Our Energy Management Board meets twice yearly, identifies disposal and development projects that ensure the efficient and effective usage of energy, in a way that will support the policies and strategies of the energy sources and infrastructure of our corporation. It also assesses and reviews the advancement of projects with the permission to be applied and the specific energy consumption per box.



Increasing The Environmental Awareness of Stakeholders

We produce projects that raise environmental awareness and popularise them among stakeholders through Bilim Pharmaceuticals' Community Volunteers. For example, projects such as 'Seeds to Saplings and Saplings To Trees' and 'Add Value In Layers' are among the top four projects in the project group of 'Give Life to Nature'. Moreover, we ensure that a sapling is planted on behalf of every single employee and their families every year on their birthdays, through our co-operation with civil society organisations in order to raise awareness on the environment and the importance of protecting the environment.

On the other hand, we do not only appraise the efficiency projects related to Environment and Energy Work Teams organised in collaboration with institutions and corporations in Pharmaceutical Industry's Employer's Union and Industrial Zones, which we are members of, but we also assess opportunities benefiting from recyclable energy within the scope of sustainability and the development of the awareness on the environment.

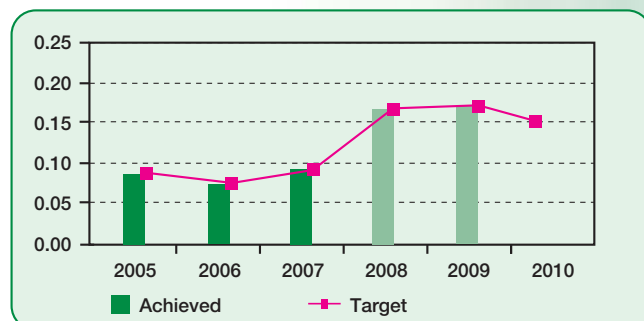
In scope of yearly auditing we organise visits to companies we collaborate with and assess their activities compliance with the standards of ISO 14001. During these visits, we share our knowledge and experiences with our collaborators in order to popularise and develop awareness on the environment. We encourage our collaborators to acquire the ISO 14001 Environment Management Systems and pay heed to this in our choices. We evaluate the environmental awards we have received as an indicator of our approaches and our efficiency with regard to our other stakeholders and society in general.

Reducing Energy Consumption

In our corporation, we undertake systematic activities in order to reduce the utilisation of natural resources in the direction of our Environmental Policy. We monitor the consumption of electricity, gas and water per box produced within the scope of Main Performance Indicators every month. We manage all our projects in compliance with our strategy to reduce the utilisation of natural resources and to protect nature and hence, reduce the utilisation of natural resources in manufacturing each box. As a result of this, we have acquired a trend where the usage of natural resources (electricity, gas and water) are reduced every year. We have transferred our manufacturing activities at our Ayazağa facility to our Gebze facility which is 5,5 times bigger in 2008. As a result of the enlarging production and action areas in our Gebze facility the utilisation of natural resources in 2008 has been greater than 2007. The energy consumption reduction projects we have undertaken and the actualisation of rates in 2009 are below the consumption level in 2008. Following this trend, the targets for natural resources consumption in 2010 have been determined as lower than 2009. As a corporation, we support activities that focus on the usage of recyclable energy sources and the way in which they are used within the scope of Energy and Environment Work Teams in the Industrial Zone, which we are a member of. The investments we have made with regard to environmental protection and the reduction of consumption of energy in the last 5 years totals to 2 million Euros.

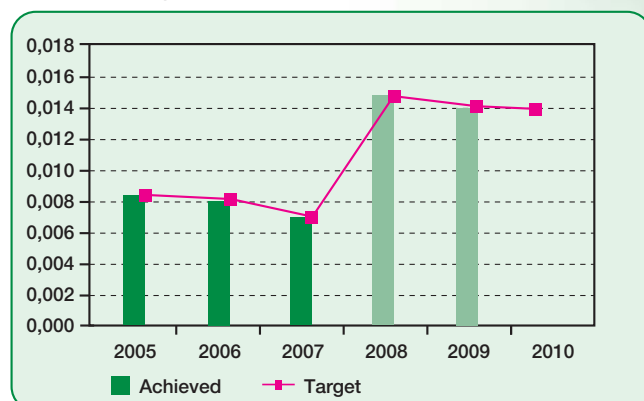
The tables below convey the details of our environmental applications and the targets for 2010.

Electricity Consumption Per Box



Kwh / Per Box	2005	2006	2007	2008	2009	2010
Achieved	0.0890	0.0829	0.0833	0.1683	0.1664	
Target	0.0960	0.0845	0.0819	0.1987	0.1835	0.1590

Gas Consumption Per Box



m ³ / Per Box	2005	2006	2007	2008	2009	2010
Achieved	0.0085	0.0081	0.0077	0.0146	0.0144	
Target	0.0101	0.0085	0.0079	0.0162	0.0145	0.0140

Reducing Waste

The Waste Management procedure written through taking all legislations and other requirements published by the Ministry of Environment and Forestry as reference, identifies all the requirements and processes with regard to the separation, storage, transportation, removal or recycling of all waste products at their source. We follow the application technique of the systematic identified under the scope of the procedure with the amount of waste produced per box, as shown below.

We observe and control the environmental impacts of all our hazardous waste continuously, that is created throughout the manufacturing process. We ensure that the waste produced per box is compliant with our yearly targets through the application of our planned improvement projects. We increase the level of recyclable waste to reduce the amount of hazardous waste and ensure the separation of types of waste at the source by training our employees. In view of the product transfer caused by the move to our Gebze facility, we have set the rate for 2008 above that of 2007. As a result of all the product transfers meeting the target we have reduced the amount of hazardous waste produced per box significantly in 2009 compared to that of 2008. Following the trend, we have set the rates for 2010 much below the rates in 2009.

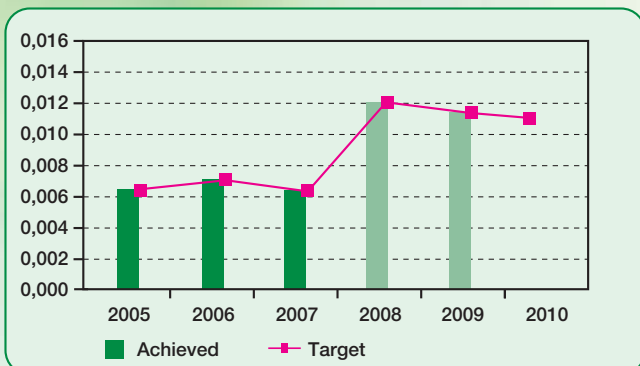
We monitor wastage rates as a performance indicator of the reduction of our waste at the source and to ensure that the level of waste doesn't increase. We reduce the wastage rates through projects such as Quality Improvement Project and Circle of Quality.

We provide our employees at our facilities with at least 4 hours of training on environment per year by supporting work undertaken on the reduction of waste at the source and the protection of natural resources. We raise and popularise awareness on the reduction of waste and ensure its continuity. Supplementary to our internal training sessions we undertake projects in collaboration with institutions and civil society organisations that act on the subject of environment in order to raise awareness in primary school students.

After purifying the waste water caused by our manufacturing activities in our industrial and domestic water purifying facilities we send it to receivers who accept it under the levels specified by water pollution control regulations. We handle waste water bulk and the reduction of waste water together with activities of reducing the consumption of water. In 2009 the amount of water re-used was distinguished as 3, 23%.

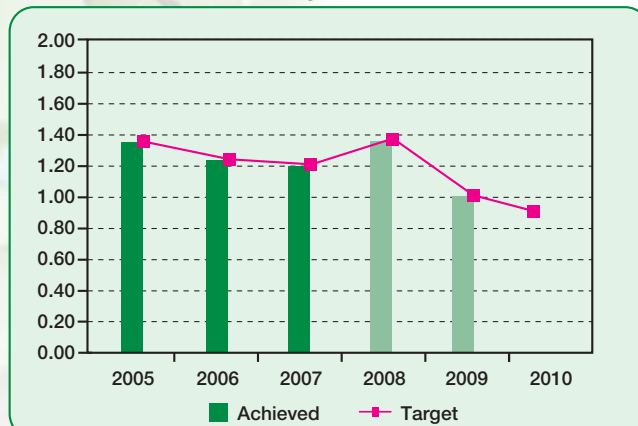
The garden irrigation system takes up a significant part of water consumption, especially in the summer months. Nearly 30% of the garden irrigation water is supplied by the domestically purified water in our Gebze facility.

Water Consumption Per Box, m³/ Per Box



	2005	2006	2007	2008	2009	2010
Achieved	0.00067	0.00069	0.00062	0.00119	0.00114	
Target	0.00070	0.00061	0.00067	0.00134	0.00115	0.00111

Hazardous Waste Per Box, gr/ Per Box



	2005	2006	2007	2008	2009	2010
Achieved	1.370	1.344	1.280	1.340	1.076	
Target	1.375	1.325	1.275	1.350	1.100	0.900

Recyclable Waste

The Regulation of the Control of Packaging Waste in scope of the Law on Environment and in the direction of our Sustainability and Environmental Policy we ensure that the packaging waste we introduce into the market with the aim of protecting resources are collected over a certain quota. We also work in collaboration with ÇEVKO, the authorised body in the recycling of waste products, since 2005.

The packaging waste that has been regained through our collaboration with ÇEVKO in 2009 is stated below.

Plastic: 189,840 kg.
Paper-Cardboard: 2,955,158 kg.

With the same approach, we separate the recyclable waste caused by our activities at the source in scope of the Waste Management Procedure, and regain them through collaboration with accredited firms licensed by the Ministry of Environment and Forestry.

The amount of regained packaging waste caused by the activities in our facilities in 2009 are as stated below:

Plastic: 39,186 kg.
Paper- Cardboard: 277,679 kg.
Glass: 3,150 kg.
Intact Palette Recycling: 4,018 kg.
Waste Palette: 59,050 kg.

The amount of re-gainable waste caused by our processes has been determined as 13,05 gr/per box in 2009.



Reducing Emission Gases

By means of heating with high thermal efficiency and steam boilers and de-duster systems we have acquired, the waste gas and process air emissions caused by our activities are much below the legal limitations provided by the 'Regulation on Air Pollution Controls Caused by Industry' .

Emission Values in Our Facilities

2008		2009		2010	
Target	Achieved	Target	Achieved	Target	
Carbon Monoxide (mg/Nm³)					
<100	10,3	<100	10,40	<100	Çerkezköy
<100	27,09	<100	-	<100	Gebze + Ayazağa
Sulphure Dioxide (mg/Nm³)					
<100	0	<100	0	<100	Çerkezköy
<100	0	<100	-	<100	Gebze + Ayazağa
Dust (mg/m³%3Ref.O₂)					
<10	0	<10	0	<10	Çerkezköy
<10	0,73	<10	0,37	<10	Gebze + Ayazağa

We determine our emission targets under the limits determined by regulations. We monitor the emissions from our steam boilers to the air through exhaust gas analysis conducted by approved companies yearly. As a result of these measurements we observe that the emission measurement results are much below the legal limits in both of our facilities.

Reducing Carbon Monoxide Emission

Some of the improvement work we undertake to reduce our emissions are as follows;

- We have reduced our Sulphure Dioxide emissions by using natural gas instead of fuel oil in our Çerkezköy facility.
- We have invested in emission reducers/ cooling equipment for gases that are emitted into the atmosphere and economisers for our steam boilers and heaters.

We use dust gathering units for dust, which is filtrated before they are emitted through an exhaust fan, that's created during the filling of capsules and tablets in the manufacturing equipment cabins. The last stage filtration of these units are equipped with H13 HEPA filters and the efficiency of these filters are 99,99%.

Greenhouse Emission Rates	2009	2010
Facilities (c02 kg/ Per Box)	0,027	0,025
Vehicles (c02 kg/ Per Box)	0,051	0,046



 **bilim**
PHARMACEUTICALS



4

Our
Social
Performance

CORPORATE
RESPONSIBILITY 2009
REPORT

Our Stakeholder Approach

Individuals, groups or else institutions which affect our activities and which are indirectly or directly influenced by our activities are our stakeholders. Bilim Pharmaceuticals' stakeholders also include our employees, shareholders, partners, suppliers, customers, state-run institutions and establishments, local opinion leaders, N.G.O, universities, society as well as the media. Our priority stakeholders are our employees, customers, society and shareholders.

We believe in the importance of ensuring the participation of our stakeholders and establishing effective communication for a sustainable future. By informing our employees on the matter of company objectives, we are supporting their personal and occupation progress with training and development programs, thus ensuring their participation in the processes.

We try to understand our stakeholders' expectations, reflect their expectations upon our business strategies, and shape our activities in order to provide mutual benefit.

We establish open, transparent and trustworthy relations with all our stakeholders in order to provide ethical principled management and our esteemed values towards future generations.

The following chart shows all our stakeholders, the context of establishing effective communications with them as well as the manners in which they participate in our job processes.



Our Stakeholders	Channels of Communication	Objectives
Our Employees	Bulletin Boards, Bilim Portal, e-mail, Quality Day, GM Briefings, Open Door Meetings, Introduction Cocktail Events, Welcome Aboard Dinners, Special Agenda Conferences, Social-Sportive Events, BilimAilem Activities, Bilim Ailem Magazine, Quarterly Meetings, HR Regional Visits, Employee Satisfaction Surveys, Communication Surveys, Subject-Based Surveys, Focus Group Discussions, Individual Suggestion System, Boards, Guest of the Month, Departmental Meetings, Bilim Portal E-bulletin, Reputation Management E-bulletin, Motivation Applications, Marketing-HR Co-ordination Meeting, Employee Clubs, Quality Circle and Quality Improvement Projects.	To increase the competency of our employees, to ensure contributions towards their development, to ensure their participation in the job processes, to maintain their motivation and dependency at high levels.
Our Customers	Factory Visits, Customer Visits, Scientific Conferences, Congresses / Panels, Medical Promotions Manager Visits, Customer Satisfaction Surveys, Customer Focus Group Research, Pharmacy Advisory Board, Doctor Advisory Board, Foreign Market Partner Meetings	To properly ascertain the expectations and needs of our customers by setting up bi-lateral, sustainable and quality channels of communication thus applying our processes in this direction
Our Suppliers and Collaborations	Factory Visits, Supplier Visits, Supplier Satisfaction Survey, Supplier Evaluation Survey, Business Partners Summit, Supplier Inspections	To conduct ethical trade with our suppliers and collaborators and to establish awareness on sustainability
Our Shareholders	Board of Directors' Meetings, Annual Reports, Annual Plan Budget Meetings, Strategic Plan Meetings	To reinforce their levels of satisfaction and investment motivation
State-run Institutions and Establishments, Trade-Related Associations	Project Partnerships, Memberships, Meeting Participation, Comparative Studies	To notify and report viewpoints regarding new legislative drafts which comply completely with laws and legislation to contribute towards trade-related progress.
N.G.O.s	Project Partnerships, Memberships	To ensure contributions towards the progress of NGOs and to benefit from their expertise as well as to improve their processes
The Media	Press Conferences, Press Releases, Interviews, Factory Excursions, Corporate Reputation and Perception Research	Corporate reputation and transparency and to inform society
Society	Awareness Studies, Factory Field Days for Students, Corporate Reputation and Perception Research, Bilim Pharmaceuticals' Community Volunteers Platform	To show respect and sensitivity towards the needs of society and respond mutually and to contribute towards the social and cultural progress

Our Work and Labour Practices

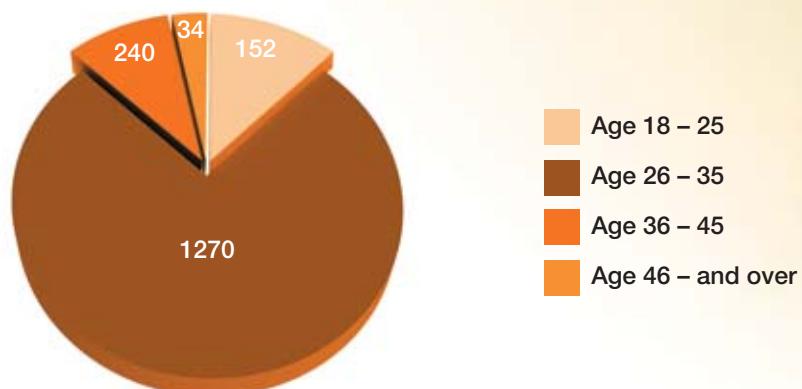
As a priority, we consider the value of our employees and stakeholders to be priceless whereby amongst our most important responsibilities are ensuring their loyalty, contributing towards their personal and professional development, presenting them with equal opportunities, improving their work environments, as well as increasing their levels of satisfaction.



Demographic Data of our Employees

	Median age	Median years of service	No. of employees	%	Top-level executives	%	Blue-collar	%
Women	30	4	326	19,2%	1	10%	17	6%
Men	32	4	1370	80,8%	9	90%	253	94%
Total			1696	100%	10	100%	270	100%

Age Group Breakdown of our Employees



Education % Breakdown of our Employees

Education	No. of Employees	% Ratio
Post-Graduate	94	5,5%
University	1092	64,9%
Vocational College	152	9,0%
Vocational High-School	186	11,0%
High-School	133	7,8%
Elementary School	39	2,3%
Total Personnel	1696	

As the above chart shows, we have a young and dynamic workforce. This workforce is developing the training & development and career processes of our establishment, thus ensuring that we benefit fully from subsequent creativity and innovation, as well as keeping abreast of the rapidly changing dynamics of the industry.

The Gender Breakdown of our Employees

	2007	2008	2009	2010
Female	18	29	20	22
Male	82	71	80	78

We aim to increase the proportion of our female employees on an annual basis, whereby our target for 2010 is 22%. Moreover, information regarding the proportion of female applicants has been shared in the 'Hiring Practices' section.

In 2008, we hired a high number of female workers at our Gebze facility, especially in our Quality and R & D division, hence the noticeable rise in the percentage of women hired during that particular year.

Female - Male Breakdown at Managerial Level

	Ayazağa			Çerkezköy			Gebze			Field			Overall Total	% of Total Female Employees
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total		
General Manager	1	-	1	-	-	-	-	-	-	-	-	-	1	%0
Director	3	1	4	-	-	-	3	-	3	-	-	-	7	%14
Manager	24	4	28	3	-	3	2	3	5	9	-	9	45	%16
Administrator	46	25	71	6	2	8	17	13	30	73	4	77	186	%24
Toplam	74	30	104	9	2	11	22	16	38	82	4	86	239	%22

Our Human Resources Policies

The Human Resources management is one of our most important processes in order for us to achieve our vision and carry out our mission. In this context, our defined HR policy acts as a guide in all our workforce practices.

With the purpose of creating a corporate culture that relies on our values, that aim at maintaining the loyalty and happiness of our employees at the highest level possible and implementing innovative human resources systems and to ensure that our establishment's targets based on strategic planning are reached,

We hire workers that have the potential to shape our future¹

We uphold the principle of equal opportunities in hiring job candidates who are focused on team spirit and values, and who are competent, possess accumulated knowledge and development potential to carry our establishment into the future

We prepare opportunities for training and development ²

We ensure that current and future competency requirements of our establishment are met by preparing opportunities for improvement that will develop the competencies of our employees by means of our concepts regarding constant training, innovation and improvement.

We consider all our employees to be skilled³

We consider each of our employees to be a skilled leader of her/his job, whereby we formulate a participative work environment that will reveal and develop their potential by means of preparing opportunities for their individual development.

We encourage our employees to exhibit their finest performance⁴

While we encourage our employees to exhibit higher levels of performance, we evaluate their performance fairly and objectively, and ensure that their personal goals are in line with those of our company.

We encourage participation and communication and celebrate the contributions of our employees in unison.⁵

We encourage our employees to get involved in all types of innovative, creative undertakings as well as having them make contribution in studies based on individual and team improvement. Moreover, we organize in-house corporate communications activities in order to foster dialogue between our company and our employees as well as honouring contributions in unison.

We get strength from our families⁶

We consider our families to be as much an inseparable part of our organization as our employees who are the determining factor in successfully achieving our company's targets.

Our Responsibilities Towards Our Employees

We determine and practice the most appropriate and effective human resources policies in order to take our rightful place amongst "The Most Desirable Firms To Work For." While Bilim Pharmaceuticals regards its "Employees to be the Most Valuable Asset," it presents its employees with a healthy, dependable and productive working environment. In this regard;

- It commits to carry out its legal obligations towards all of its employees
- It practices scientific methods such as qualities, competency and performance when dealing with human resources work procedures regarding hiring, promotion and assignment changes by observing the principles of equal opportunity
- As for its human resources practices regarding its employees, the company does not discriminate on the basis of religion, language, gender, race, physical disabilities or age.
- Confidential or non-confidential information held in character files belonging to employees is kept concealed whereas the company does not interfere in the private lives of its employees.
- The company organizes training and self-improvement activities on matters that ensure the occupational and personal development of its employees as well as preparing the environment to assist their career planning.
- The company ensures the practice of balances and fair salary and benefits rights by taking pains to develop the quality and standards of its employees' lifestyles in correlation to the firm's possibilities.
- The company takes the necessary measures in order to protect job safety and the health of its employees.

① Clarified in detail in the Hiring chapter

② Clarified in detail in the Training Development chapter

③ Clarified in detail in the Skills chapter

④ Clarified in detail in the Performance Management chapter

⑤ This matter is touched upon in several places in this report

⑥ Clarified in detail in the BilimAilem Chapter

Our Principles on Employees' Rights

The principle of treating our employees with fairness and respect is the fundamental reason for our company's high standing in the industry. This principle is assured with our Employees' Rights Principles.

In this context, our principles we consider as our primary principles are;

- No forced labour
- No child labour
- No discrimination
- Providing job safety and security
- Ensuring proper working conditions that comply with legislation
- Ensuring proper working hours and wages

The company complies fully with these principles. .

A call centre is to become operational during 2010 in order to process employee feedback and complaints in a more convenient manner.

Moreover, queries and complaints submitted by our employees who believe there are discrepancies between the laws and practices they encounter in the workplace and our policies and principles can be notified to the Top-Level Management, Directors, Human Resources Division and the Board of Ethics without being pressured and a sense of assuring themselves.

Our Recruitment Procedures

As it was emphasized in our HR policy, non-discrimination and equal-opportunities for job candidates form the basis of our hiring and selection process. Qualifications and competency are the basic vehicles of this process. With these vehicles, the job candidate selection process is conducted with the principle of equal opportunity without discriminating against schools, regions, gender, religion, language, race, etc.

The reason for the low proportion of the women workforce seen in the aforementioned worker breakdown chart is the heavy travel schedule experienced in working the field as well as the wideness of the geographical dispersion. The job description is defined in detail in our advertisement below.

The percentage of female applicants for job positions available in the field is much lower than male applicants (30% female – 70% male)¹.

The accumulated knowledge and competence of our employees bears great importance from the standpoint of the characteristics of our industry. The dynamic pharmaceutical industry requires the effective practice of systems will ensure continual development of the employees and hire competent staff members who have high potential.

We benefit from the Qualities – Competencies Catalogue, which is comprised separately of each position in the description of the employee profile which shall provide the organizational structure pertaining to the requirements of our company, that is, its values, its mission, its vision and strategies. Candidates who comply to the Qualities catalogue are subject to a pre-interview with our HR department, whereby those who are deemed positive are directed to the pertinent department chiefs. In these evaluations, an oral interview based on pertinent competencies related to the open job positions in a manner described in detail in the Competencies Catalogue is conducted as well as skills tests, personality inventory, information tests and evaluation centre applications are used.

Prior to the job offer, candidates who successfully pass these applications go through a reference check as per the job application information. Candidates who are not included in the job hiring process or are not positively evaluated are notified via the career portal, e-mail or a telephone call. As Bilim Pharmaceuticals has hired the great majority of its job applicants coming from outside the company through the human resources internet referral website www.kariyer.net's "Respect for People" Award for the past two years. This award is presented as a consequence of evaluations submitted by our job candidates. Newly-hired personnel participate in an Orientation Program and are introduced to the values required to become a part of the Bilim Family. Employees are initiated through the HR Orientation Training, followed by a Department Orientation Program, which lasts between 2 and 12 weeks. A separate, "Management Orientation" Program, which creates the opportunity to get acquainted with their colleagues and one-to-one meetings, is applied for those employees who are starting their jobs in management and executive positions. Besides this formal process, newly-hired employees are assigned 'Buddies' who facilitate the creation of a faster social atmosphere within the company and who convey the unwritten, informal dimensions of our corporate culture. 'Buddies' work in the same departments as the newly-hired employees and are the last staff members who started work in a department and have completed the orientation process.

① HR Department Data



Hasan BAHÇIVAN
'Buddy'
Waste Management
Technician

Being a 'Buddy' helps our newly joined employees' adjustment to the work they are undertaking. Ensuring the follow up on work, the introduction of communication departments and executives and helping them adapt to their

colleagues quickly gets them to work in harmony.

The added value of the Buddy system is that it helps me be self-confident. To feel that the company cares about us, helps us develop our leadership skills and to know that I am trusted by my colleagues and managers is one of the greatest feelings ever.

Our Performance Management System

With the purpose of facilitating adaptation amongst the requirements of our establishment and our employees' knowledge accumulation and competences, the qualities and competencies determined for every position are measured by utilizing evaluation centre applications in the hiring processes, and development centre applications in the training & development and career management systems. During each performance evaluation period, a comparison is made between the existing qualities/competencies and the targeted qualities/competencies, whereas the areas deemed necessary for improvement are determined whereby a basis for training needs analysis studies is implemented.

Our employees are evaluated according to the performance they exhibit every year. During the performance evaluation process, we ensure that our employees conduct a one-to-one meeting with top-level administrators, whereas we measure to what extent and how the targets, which are defined during the New Year period, are to be envisaged. We evaluate employee success from several different aspects by taking into account the competencies which are needed at the pertinent positions. At the end of the evaluation process, we determine the development programs needed for the aspects of the employee which are open to development, whereas during the following year, the employee participates in these programs, which are planned for themselves.



With this system, we will have ensured a working environment which encourages every one of our employees to be able to exhibit their best possible performance and achieve success. Sub-evaluations are conducted during the year. Targets and programs may be revised whenever deemed necessary in accordance with changing conditions.

While our employees who exhibit high performances are evaluated within the Skills Management System, we plan development activities with the scope of our performance improvement pool application for those employees who turn in sub-par performances.

The legal notification process and conditions are taken into account in cases of job contractual annulments which stem from reasons such as sub-par performance, behavioural disorders, absenteeism and deficiencies exhibited during the trial period.

Our Skills Management System

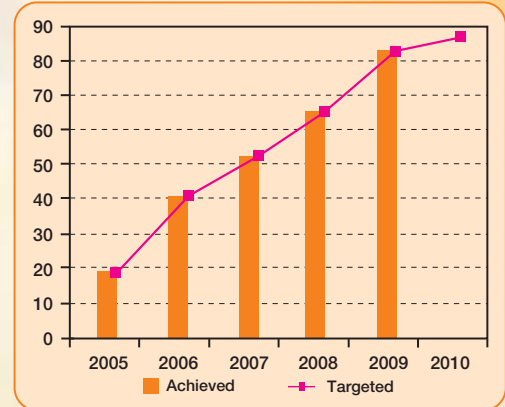
While our approach, which regards every one of employees as skilled, evaluates them according to their potential and performance levels whereas we encourage their career progress by means of various mediums geared at their various development needs.

"Career Paths" have been defined within the scope of our career management system which has been put together in order to form leader teams what will achieve this goal and the training of human resources deemed necessary in order for our establishment to achieve its targets, vision and mission. This system has been introduced at briefings conducted by the HR Department whereas the career paths of the positions in which they work have been conveyed to our employees. With the orientation program, newly hired employees are provided in written form the career path and description of the tasks they have been assigned the day they begin work. The necessary transfer to a variety of horizontal and vertical positions within the scope of the Career Management System has been defined for every position. The required criteria have been announced to the employees whereby feedback is provided to employees who want it by the HR Department.

The most important mediums we utilize in the career development process are evaluation and development central applications potential evaluation meetings, performance evaluation and backup planning.

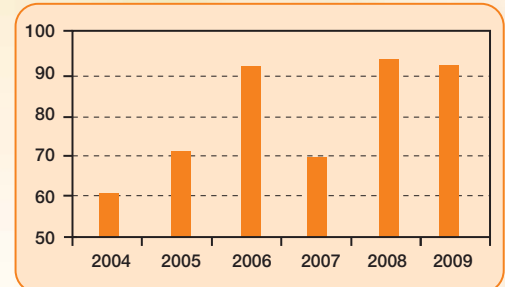
The in-house promotion method is utilized effectively with the goal of ensuring sustainability of the organization in this manner and to create equal career opportunities for our successful employees. Within the scope of the intra advertisement systematic, the opportunity to progress and advance has also been created for existing employees through the means of announcing vacant positions within the company in necessary positions in parallel or prior to the process of hiring from outside. The promotion proportion within the company was 90% during the year 2009.

The Proportion of Employees participating in Leadership Progress Programme



	2005	2006	2007	2008	2009	2010
Achieved	17,2	40,7	51,6	65,3	82	
Targeted		40	50	60	70	85

In House Promotion Percentage



	2004	2005	2006	2007	2008	2009
Achieved	62,1	74,2	90,4	74,1	90,6	90,1

Training and Development

We are constantly developing and preparing our training planning by observing the personal and professional development of our employees. Our Standard Occupational Development Plans have been specially planned for the positions our employees are liable from the first day they start work, and are essentially an occupational development guidebook for both employees and management.

Our goal is to expand training fields that will contribute towards the personal development of our employees in the upcoming period. Amongst the planned training programs are 'Human Rights,' Responsible Citizenship, 'Disabled Adaptation.'

Having identified with the corporate culture and exhibited successful performance at the position they are in, our potential management candidates are collected into a group called the 'Stars Team,' with the 'Blues' (first group), the 'Greens' (mid-level) and the 'Reds', (top-level). They are taken into this group to apply career development programs aimed at occupational and personal development needs.

We promote our in-house candidates who meet competency requirements by evaluating them for positions they are candidates with development centre applications members of the 'Stars Team' who complete their leadership development programmes. Our employees who participate in training outside the company structure organize information sharing training sessions with the goal of enhancing interactivity amongst employees, in order for the sharing to become a part of the corporate culture, as well as to have the training that our employees participated in become commonplace within the company.

Amongst these are 'Guest of the Month,' the 'Coaching System,' 'Work Simulations,' 'Development Programs and Development Consultancy,' 'Field Coaching System,' 'Seminars and Conferences,' 'Post-Graduate Training' and 'Virtual Learning.' While the goal for 2009 was to have 50 hours of training per employee, we achieved 52 hours per employee. Our goal for the year 2010 is 52 hours per employee.

In addition to training, a number of mediums and concepts have been developed with the goal of formulating learning at the individual level, at the team level and as an overall establishment.

The percentage breakdown regarding our training development fields is;

Personal Development Training: 39.6%
Occupational Development Training: 27.7%
Training Management System Training: 32.7%

While Bilim Pharmaceuticals has played a pioneering role in the subject of providing its employees with training opportunities, it has been observed that its training-manpower-hours ratio is relatively higher than other companies in the industry.¹

Training Catalogue Main Groups

Integrated Management Systems Training, Personal Development Training, Occupational Development Training, Orientation Training		
Main Group	Sub Groups	Training Titles
Integrated Management Systems (sample structure)	GMP	Training Titles
		Adapting to Regulations
	Job Health and Safety	Inspection Preparation
		Safe Driving Techniques
Personal Development Training (sample structure)	Management	Ergonomics
		Practical Leadership
	Skills Development	Effective Human Management
		Individual Leadership
Occupational Development Training (sample structure)	Marketing	Teams that Overcome Obstacles
		Innovative Product Development
		Marketing Management
	Sales	Product Marketing in the Pharmaceutical Industry Training
		Personal Behaviour models
		Electronic Regional Management System
	Human Resources	Going From Objections to Sales
Competency-Based Oral Interview Techniques		

¹ Based on Industry data.

Wage Management System

We have a fair and transparent wage policy at Bilim Pharmaceuticals, which is not affected by age, gender and criteria that encompasses other discrimination. While determining our salary policy, we have benefited from the salary research conducted by the accredited HAY Job Evaluation and Grading Systematic as well as Poyraz Consultancy, Mercer Human Resources Consulting and Watson Wyatt.

Beyond the legal requirements aimed at raising employee satisfaction and dependency and going beyond these necessities, we have planned and are currently being implementing non-salary supplementary possibilities, resources and services.

In taking into account salary research, legal increases and economic indicators, our Performance Management System conducts salary raise practices every year.

Our grades within the scope of our Wage Management System are not only based on salary, whereas we also utilize fringe benefits other than base salaries. Special fringe benefits have been defined for grade-based positions.

Because we take into account the balance of salary, fringe benefits and perks, there is no discrimination whatsoever between our male and female employees.¹.

Support Practices Our Company Provides It Employees	Start-up Year	Coverage
Overtime Pay to All Employees	Since its Foundation	Legal Rights
Fuel, Maternity, Death, Religious Holiday, Annual Leave and Matrimony Assistance to All Employees		
Transport Opportunities for Overtime Workers		Non-Salary Supplementary Possibilities
Vehicle Allocation For Company Top-Level Management and Field Employees		
Shuttle Fleet Service For Employees Working at Ayazağa, Çerkezköy and Gebze		
Bi-Annual Clothing Allowance For Field Employees		
Bonus System For Field Employees		
Quarterly Premium For All Employees		
Evening Meal For Overtime Employees		
Lunch		
Per Diem Payment For Employees Working Outside Their Normal Province		
Individual Accident Insurance For All Employees	2001	
Allocation of GSM line and Notebook Computer to Marketing Dept./Field	2001 / 2005	
Advance Payment to Employees in Need	2003	
Credit Card Allocation to Field Employees	2005	
Morning Breakfast Delivery Service	2005	
Private Health Insurance For all White-Collar Staff	2004 / 2006	

The fact that our establishment has never been subject to penalties during inspections pertaining to job legislation which has been conducted by legal institutions and corporations is a direct result of the sensitivity we show in carrying out our commitment to legal requirements.

¹ HR Private Reports

Motivation and Promotional Events

In addition to the supplementary possibilities provided to our employees, we also realize employee support applications within the scope of motivation and promotional events.

Support Applications Our Establishment Provides It Employees

	Start -Up Year	Coverage
Workplace Physician Periodic Check-ups	From its Foundation	Support applications For employees
Bilim Gebze Social Wellness Areas (Fitness Centre, Library, Bilim Café, Internet Room, Dry-Cleaning Services, etc.)	2008	
Psychological Consultancy Centre	2005	
BilimAilem Applications	2005	
Legal Consultancy Unit	2009	

BilimAilem (BilimFamily) Platform

BilimAilem Because we honour the concept that we are a great big team which is comprised not only of our employees, but of their families as well, we have taken up the title of 'Our Families' within our Human Resources policy. In this context, we have implemented the BilimAilem Platform (2005) as well as the Bilim Children's World Project (2006) with the purpose of contributing towards the personal and social development of our employees' families, of getting our employees and families familiar with each other, of maintaining cordial communications within the company, as well as bringing employee happiness and loyalty to the highest possible level. Entitled BilimAilem Magazine, we publish a magazine pertaining to news about our employees and their families within the framework of the BilimAilem Platform.



Employee Satisfaction Survey

Conducted annually by an outside institution, we have been holding ESS and topic-based surveys since the year 2000. We consider this to be our most important medium aimed at acquiring feedback from our employees in order to improve our Human Resources-based policies, strategies and plans. The survey form we use for the ESS has been prepared by our HR Department and the consultancy company and complies with international standards and the Excellency Model, whereas ESS participation by our employees who wish to objectively reflect their opinions is on a voluntary basis.

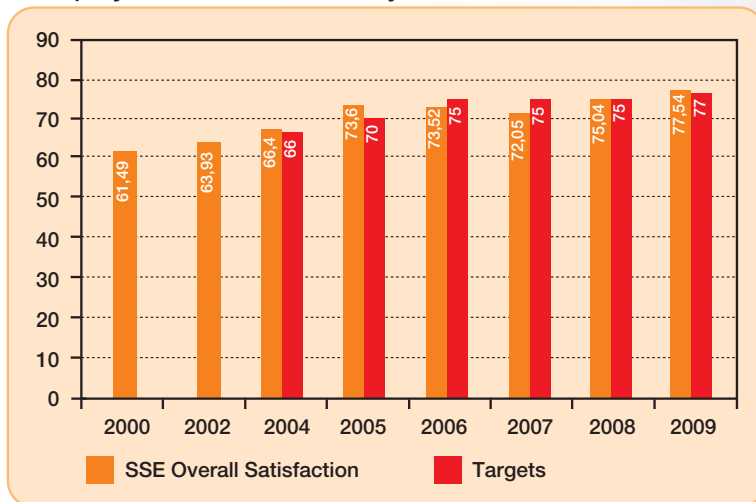
The annual SSE application is one of the mediums we use as a basis for identifying and developing areas in our company which are open for improvement. Every year, we implement activities by preparing improvement plans together with employee representatives which are geared at building up areas open to improvement.

According to comparisons conducted with corporations that have received the National Quality Award, the employees of Bilim Pharmaceuticals indicate parallel levels of satisfaction whereas we obtained higher results compared with our rivals on themes such as participation, recognition – appreciation, communications, leadership and equal opportunity.

With the SSE improvement plans, we implement studies geared towards areas open to improvement by taking into account employee feedback.



Employee Satisfaction Survey Results



Tuğba KAVAK
Human Resources
Manager

For me, Bilim Pharmaceuticals quickly became a Bilim Family shortly after I joined the firm in 2009. I found it not only to be an honest, cordial and amiable working environment, but being a part of a bonding team that bands together to reach our goals, that rejoices in unison, that grieves in unison has become an incredible factor of motivation for me as well. Before, while I only thought of Human Resources as purchasing, performance, etc. these days, Bilim Pharmaceuticals has gone beyond all that, to include social organizations and the successful formation of a family culture. Perhaps one of the most effective methods of achieving success are activities that ensure all the employees come together to leave the daily stress aside and have a great time. In particular, I don't think I'll ever be able to forget the fun I had in the Kitchen Workshop I recently attended. In our company where I have always felt the employee-oriented approach of the management since my first day at work, I can say that Bilim Pharmaceuticals' Community Volunteers have become a very big family through the participation of our families in our corporate responsibility projects, which have come to constitute our company culture. Along with this, I would like to take this moment to say that as an employee of Bilim, I was very proud of the "Most Successful Readiness Program of 2009" award, which is the crowning achievement of this success.

Examples of SSE Improvement Applications

EXAMPLES OF SSE IMPROVEMENT PLANS ON A YEARLY BASIS							
2002	2003	2004	2005	2006	2007	2008	2009
Implementation of Individual Recommendation System	Job Descriptions Updated	Catering company changed	Ayazağa Psychological Consultancy Centre	Guest of the Month	Çerkezköy Psychological Consultancy Centre	Gebze Psychological Consultancy Centre	Food & Beverage Vending machines
Conducting, notification and application of improvement plan	Career Management System	Open-door meetings	Performance System for Blue-Collar workers	Widespread use of Intra-Advert systematic	Çerkezköy Focus Group studies	iMotivation Practices Systematici	Body Mass Index measurement
New shuttle bus company agreement in Çerkezköy	360 Leadership Abilities Survey for Management Staff	Vacant position in-house advert	Intra-company internal trainer pool formed	Performance Evaluation results incorporated in training	Document Management System	Café Mola, training halls, Car park, Meeting rooms all organized at the Ayazağa facility	The Shuttle and Catering films changed at Çerkezköy
Industry Price Research Conducted	Honor and Reward System	Private Health Insurance	Priority given to candidates on the Stars Team	Stars Team Selection Criteria determined	Widespread Usage of Bilim Portal	Several social and sportive areas at Bilim Gebze facility	Internet Room at Gebze
Structuring of recreation areas	Quality rungs and improvement teams at Ayazağa and Çerkezköy	G.M. Briefings	HR Development Center applied	Survey conducted regarding hygiene added to the Improvement Plan	Dining Survey held and added to the Improvement Plan	All Management given coaching and feedback training to increase effectiveness of Performance Evaluation Meetings	White-Collar Technician & engineer Appointment Criteria
	All employees covered by Individual Accident Insurance	SOSAK teams were set up	Coaching system applied		Shuttle Bus Survey added to Improvement Plan	Personal Development Plans for Leaders according to results of the 360 Competency Evaluation System	Development centre for recommended candidates for Stars Team implemented.
	Every Friday is casual attire day					Gebze Library	Survey organized regarding Workplace health services.
						Potential Evaluation Meetings	Standard Occupational Development Plans prepared.
						Evaluation and Development Centre for positions open for appointment and Hiring made commonplace	
						Communication requirements identified by applying Corporate internal communications survey	

Internal Communications

We are scrutinizing expectations regarding new communications mediums and the effectiveness of existing communications mediums in the communications survey content which is the most important feedback resources we utilize in order to identify the communication requirements in our company. We are conducting focus group studies in the Corporate Reputation Management and HR in order to acquire their evaluations regarding the communications mediums and methods of our employees who work at different levels and functions. We are reflecting this information, which is obtained in order to be utilized and formulated in 'top-to-bottom', 'bottom-to-top' and 'horizontal' communications channels, in a manner suitable to our policies and plans.

One of the most important mediums for our internal communications is **BilimPortal**, which was prepared in the year 2006 and is our online information sharing environment. We share the most update information regarding our company at BilimPortal, which is accessed by all our employees using their own computers or via our internet rooms, which are geared for those in our company who don't have their own computers.

Comprised of selected employee representatives from different levels and departments and brought together in order to increase the effectiveness of our internal and external communication, the **Esteem Envoys** are tasked with studies geared at developing our corporate reputation. They are responsible for informing other employees about issues such as sustainability within the scope of the Reputation Management Model.

Various boards and teams are conducting activities with the purpose of drawing attention and introducing diversity and cultural differences through the means of organizing social and cultural events and activities. **SOSAK** (Social Sports Activity Board) is comprised of our employee representatives. The boards draw up activities and events, insert them into the Human Resources annual plan, whereby these are realized within pre-determined budgets and organized during the course of the year. Examples of these activities and events are backgammon, ping-pong, billiards and soccer tournaments, participation in inter-corporate Olympiads, concerts, field trips, stage theatre nights and photography clubs.

Volunteering

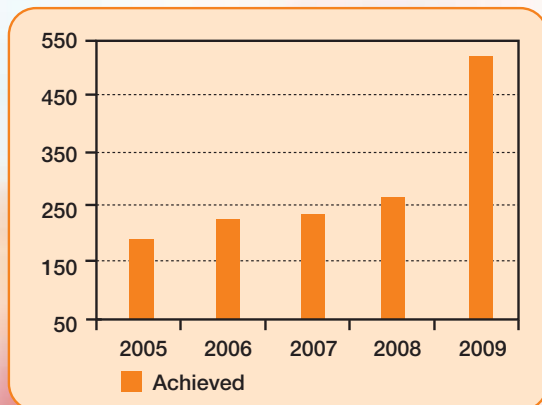
Volunteering is one of the important mediums which increases the motivation and loyalty of our employees. We have provided detailed information about Bilim Pharmaceutical's Readiness Management in this report's 'Community Investment Programs' section.

Geared towards developing the leadership capabilities of our star employees within the scope of the skills management development program which the Stars Team is participating in 2010, volunteering projects are being envisaged and play a role in important projects.

One of the unique practices at Bilim Pharmaceuticals is that permission is granted for employees to conduct their volunteer work during normal business hours, within the framework of Human Resources applications.

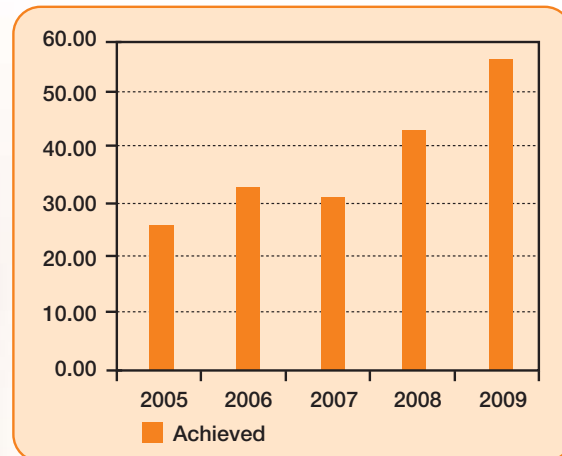
We have come up with various concepts shown below which foster the encouragement and stimulation of participation by our employees to be recognized either individually or on teams.

Number of Projects Put Forward by Employees



Number	2005	2006	2007	2008	2009
Achieved	183	220	236	261	527

% of Employees Participating in Team Studies



%	2005	2006	2007	2008	2009
Achieved	25,60	33,42	31,63	43,14	56,31

The occupational safety and health of our employees is very important to us. Since 2008, we have been organizing a slogan contest on April 28th, "World Job Health & Safety Day" with the theme "Come Up With A Slogan And You Shall Have Occupational Health & Safety." This activity is geared at creating occupational health and safety awareness amongst our employees.

We evaluate the viewpoints regarding suggestions for improvements which are submitted throughout the year by our blue-collar employees, within the framework of the Individual Recommendation System, with the purpose of creating opportunities which encourage innovative and creative enterprise.

We carry out our evaluations by taking into account matters such as Good Management Practices requirements, increasing productivity, improving quality, reducing costs, improving the work environment, contribute towards job health and safety, customer satisfaction, fostering community relations, environmental impact, contributing towards employee satisfaction, etc.[] A number of our employees also have positions on boards, which are sanctioned with the purpose of encouraging team work and having employees take an active part in the managerial decision-making process. Some of the boards that our working representatives participate in are; Occupational Health and Safety, Corporate Communications, (SOSAK) Social Sports Activity Board, Human Resources, Job Evaluation and Career Board.

Occupational Health and Safety (OHS)

We, at Bilim Pharmaceuticals, apply the IMS (Integrated Management System) which arranged the Quality, Environment, Job Health and Safety standards within a single framework. Our system is based on the cGMP, ISO 9001 Quality Management System, ISO 14001 Environment Management System as well as the OHSAS 18001 Job Health and Safety Management System standards.

Our Çerkezköy Production Facility has had IMS Certification since 2004. Our goal is to have our Gebze Production Facility to be certified once the same standards are implemented during 2010.

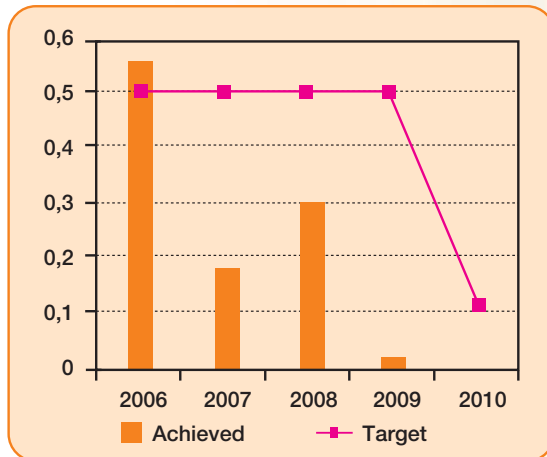
The Occupational Health and Safety Management System has been structured in Bilim Pharmaceuticals' OHS policy and risk analysis foundation. Risk analysis studies are repeated annually by the OHSAS 18001 Study Teams in departments throughout the corporation. Hazards stemming from our activities within the study content, as well as risks are ascertained by evaluating the possibility of their occurrence and severity. A business plan is formulated by taking the degree of risk into account. The business plan is administered and executed within the scope of the OHS targets and OHS Management Programs.

Natural disasters which may adversely affect business continuity and operational emergencies are also regarded as part of the risk analysis. We conduct emergency drills with emergency crews and the participation of all our employees at our operations twice a year. We also provide training covering ergonomics and workplace first-aid with the purpose of increasing employee compatibility in their working environments.

Taking a look at the proportion of weight rate of job-related accidents at Bilim Pharmaceuticals;

While the weight rate of job-related injuries covers accidents which result in the loss of more than three working days, it indicates how many hours were lost in correlation to every 100 hours of actual working time during a calendar year.

Weight Rate of Job-Related Accidents



(%)	2006	2007	2008	2009	2010
Achieved	0,57	0,18	0,3	0,02	
Target	0,5	0,5	0,5	0,5	0,12

The OHS procedure has formulated instruction and action plans with the goal of keeping risks under control that emerge from risk analysis. Dissemination and application effectiveness is evaluated and revised in the light of feedback such 'close call' accidents, internal and external inspection findings and employee accident risk, personal exposure level measurements, occupational illness risks, accidents and incidents, as well as final risk analysis results. We take up the 'procedure and instruction revisions' of areas open to improvement, 'application methods and inspection,' 'working environment and facilities' and 'training' courses.



With the unmanned warehouse with an 11,400 pallet capacity that we designed with the proactive approach at our Gebze facility and put into service, we have eliminated to a major degree the risks of accident and occupational illness occurrences which stem from carrying, lifting and stacking which are the areas that experience the most job-related accidents in operations.

Our Occupational Health and Safety Policy

- We utilize the most appropriate technology and take protective and preventative measures in order to reduce the hazards that can be exposed as a result of operations of our company and stakeholders.
- In addition to the current GMP (Good Management Practices) standards with the Ministry of Health's laws and regulations of activities executed in our company, we also ensure adaptation to the valid Job Law Legislation and local requirements.
- Risks pertaining to Job Health and Safety hazards which originate from the activities of our company are identified whereas we keep these risks under control by bringing them down to acceptable levels.
- We organize training activities deemed necessary for the dissemination of our Job Health and Safety Management System by the employees of our company and our sub-contractors.
- OHSAS 18001 ensures the continuation of the Occupational Health and Safety Management System, continually improves it by means of revisions and periodically defined targets, whereas we are committed to prevent job-related injuries and illnesses.

The OHS Board

In addition to the members who are defined in regards to the requirements of the Job Health and Boards' Regulations, it is also comprised of department representative at the management and specialist level. The board convenes at least once a month and conducts an Evaluation and Revision with the following agenda.

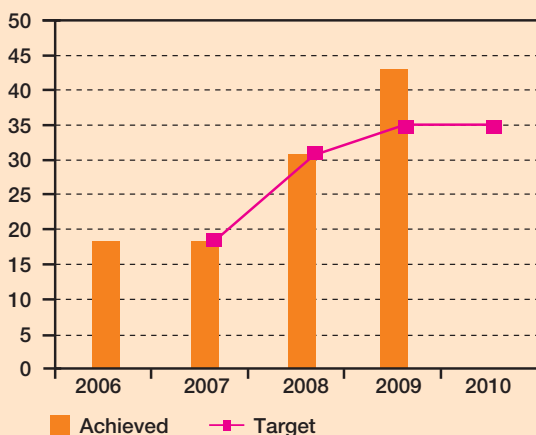
- IOHS Policy
- Risk Analysis Results, OHS Targets, OHS annual Business Plan and Management Programme
- Internal and External Inspection Findings, Corrective and Preventative Activities and Improvement Plans
- Following Up Legal Amendments
- Findings and Recommendations Presented by Employee Representatives and Other Board Members
- Job Accidents, Accident Risk, 'Close Call' Accident and Occupational Sickness Bulletins
- Training Activities
- Preparations for Natural Disasters and Emergency Situations

OHS Study Teams

The teams are comprised of managers and specialists determined by the Department Managements. The essential purpose of these teams is to continually increase the dissemination and application effectiveness. They meet on a monthly basis and more often, if deemed necessary, to conduct risk analysis within the Training Management Systems context, to conduct revisions in accordance with experiences gleaned from the practice of OHS, SOP and instructions, to ensure compliance with safe job rules in the departments they represent, to participate in internal inspection activities, to evaluate OHS bulletins, as well as to plan and execute activities for IAA's.

Some of the performance indicators of that our corporation takes as basis to evaluate Occupational Health and Safety are training sessions provided under Occupational Health and Safety. In view of these trainings, we conduct at least 4 Occupational Health and Safety training sessions per year, per person. At Bilim Pharmaceuticals we apply the Integrated Management Systems which organises Quality, Environment, Occupational Health and Safety systems in a single frame. Our system takes cGMP, ISO 9001 Quality Management Systems, ISO 14001 Environmental Management Systems, OHSAS 18001 Occupational Health and Safety standards as basis.

OHS-related training given (Number)



	2006	2007	2008	2009	2010
Achieved	18	18	31	43	
Target	-	18	31	35	35

OHS Management Programme and 2010 Targets

2010 Target	Related Hazard	Activities	
To reduce the number of people exposed to sound levels at our Gebze facility of 87dBA and above to two. To reduce the noise value of the solid packaging bottle washing machine at Çerkezköy from 93 dBA to 85 dBA or lower.	Noise	Implementation of a programme to protect hearing health.	
To decrease a job accident weight rate to under 0.45	Job Accidents	-To minimize possibilities which can cause accidents by conducting risk analysis To formulate a 'Point-Based Training and Have it Applied.' To Prepare a 'Behaviour-Focused Safety Management Program'	
	<ul style="list-style-type: none"> • Hazards stemming from tasks conducted manually • Hazards regarding equipment with monitors • Ergonomic Hazards 	To Formulate an Ergonomics Programs	
	Emergency Situations	Patlamadan Korunma Dokümanı Oluşturulması	
	Job Equipment-related hazards	To Conduct Machinery Risk Evaluations Within the Context of New Regulations	
	Chemical material-related Hazards	Chemical Management and Hazard Communications	
	Hazards stemming from tasks conducted manually	To conduct a hand accident-related campaign	
	Electrical hazards	To formulate a Labelling – Locking System	
	To provide at least four hours per person to our the employees of the company and its subcontractors so they may identify with the Occupational Health and Safety Management System.	Job Accidents – emergency situations	OHS Training Production unique to the firm The realization of planned training
		Occupational Sickneses	Organization of health supervision and workplace health services
To increase the effectiveness of the OHSAS 18001 Occupational Health and Safety Management System	To increase effectiveness of OHSAS 18001 Occupational Health and Safety Management System	To ensure the utilization of OHS Activities as a 'SAP' OHS Module medium for Management	
To drop the natural gas input system's ground-plate measurement value from 0.5 ohm to 0.30 ohm (facility)	Job Accidents – emergency situations	Improve the ground-plate line connections.	
To not make any critical and major infractions and to commit a no more than five minor infractions in external inspections	Continuity of OHSAS 18001 Occupational Health and Safety Management System	Current follow-up on OHS-related matters	
To realize at least 18 'close-call' card notices with the purpose of anticipating and preventing possible job accidents (Çerkezköy plant)	Job Accidents	Providing training regarding Close-call card	
To have our employees to take preventive measures in emergencies and to conduct emergency drills at least twice a year in line with legislation The ensure that the number on the emergency intervention teams is at least 90 members	Emergency Situations	To increase effectiveness of 'Emergency Situation Management and Fire Safety' Activities	

Product Responsibility

Our company produces, markets and sells 90 different health-care products in 207 forms. Our responsibilities during the processes from the moment the product is produced until it reaches the end consumer can be categorized under two titles.

- Development, production, storage, delivery: the product we are going to produce is developed by our R & D department in accordance with GMP norms and equivalent pharmaceutical rules & regulations, the raw materials are procured from suppliers in compliance with GMP norms and international standards, high-standard practices that comply with BMP norms defined by the Ministry of Health are put in place from production until the time it reaches the drug warehouse,
- Doctor and pharmacy promotion: Our basic service areas in this section are; to promote the product with proven scientific information, of its effectiveness and usage in indications approved by the Ministry of Health, as well as to inform our customers about pricing, sales conditions and refunds. The most important of these services is the customer visit, which is conducted on a regular basis by our field employees. At this stage, the scientific information used in promoting our products to physicians and pharmacies is checked for accuracy by a separate department other than that which interprets this information. Consequently, we thoroughly oversee our responsibility of ensuring that the information that reaches our customers is proven as scientific information.

Our Customers

The end users of our products are patients. However, the industry cannot influence the drug patients shall take according to its properties. Moreover, according to regulations, pharmaceutical companies are not permitted to make contact with patients, nor are they permitted to promote their products through advertising or other similar mediums. As a result, because it is the doctor rather than the patient who decides on the drug of preference, doctors are considered to be our true customers.

The patient who takes the prescription from the doctor takes it to the pharmacy. The patient acquires the drug from the pharmacy according to the refund principles determined by the social security association that he/she belongs to. While conforming to the refund principles of the pertinent association, pharmacists have the right to change the legally defined drugs written on the prescriptions with a lower-priced equivalent. For this reason, because they are in the position which directly affects purchasing decisions, pharmacists comprise of our second customer group.

Although doctors and pharmacists are in our customer group that makes the purchasing decision, direct sales are not conducted with either of these two customer groups. According to regulations, our products are sold to drug warehouses, from where they are subsequently delivered to the pharmacies. As pharmaceutical warehouses comprise the group of which we conduct direct sales with, they are regarded as both our customers as well as our distribution channel.

As of 2009, there were more than 100,000 doctors and around 24,000 pharmacies throughout Turkey. Nearly 900 of our field employees conduct visits to 15,000 doctors and 3,500 pharmacies on a daily basis.



Doğan OKSAY
Selçuk Drug Warehouse

I first became acquainted with Bilim Pharmaceuticals when I first started working with the Selçuk Pharmaceutical Warehouse firm back in 1982. Over the past 28 years, I have followed the firm's visionary and technological progress with total respect and admiration.

I believe that Bilim Pharmaceuticals is a proud achievement of our country, as it was established with 100% local capital, it has a wide-ranging product line-up, as well as production facilities equipped with state-of-the-art technology and the highest standards, aspects rarely seen anywhere else in the world. While this firm has overcome numerous periods of economic crises in our country, it has continually backed its commitment as a pioneering problem solver as it reinforces its trust and reliability amongst the pharmacies and distribution channels it does business with.



Yusufhan SÜOĞLU
Ph. D.

From a professional standpoint, I can summarize the issues I consider to be important for the reputation of Bilim Pharmaceuticals; the trust imparted upon its products, the fact their products are well-known, effective and current drugs amongst the choice of treatments, that the company has invested heavily in the national pharmaceutical industry, that it comes up with resources to conduct proper research and development as well as its ethical and principled management style in its marketing and promotional affairs.

As both a professional and a normal citizen of this country, the fact that it is national, its commitment towards the economy and investment endeavours and the great strides it has taken in all these matters is something to be truly appreciated.

Patient Health and Safety

Unwanted side effects suspected to come about through the use of our authorized products by health-care officials with the purpose of the consumer's health and safety are tracked within the context of pharmacovigilance. Pharmacovigilance is a structure which is committed to having the necessary measures taken in order to reduce harmful side effects which may occur from the use of these products to the lowest possible level. In the course of its systematic follow-up procedures, it collects, records, evaluates, archives information, as well as establishes contact with both official and unofficial persons and establishments both in Turkey and abroad in its commitment to ensure the safe and proper use of our human health-care products. Our employees, and especially our field teams, who are authorized to establish contact with our customers or consumers for any reason, are subject to the appropriate training (as well as refresher training whenever deemed necessary) courses.

Marketing Communications

Information regarding the rational pharmaceutical use which is conveyed to our customers, i.e., doctors, dental physicians and pharmacists, is checked whether it meets ethical values by scientific services in compliance with both the IEIS Promotion Principles, of which we are a member, as well as the Health Ministry's Human Medical Products Promotion Regulations.

Customer Satisfaction

While customer complaints are an important feedback medium, every complaint is regarded as an opportunity for improvement whereas we consider complaints a crucial means of communications in order to understand our customers' perceptions towards our products and services. An important concept we use in order to learn about the expectations and perceptions of our customers is the Customer Satisfaction Survey. We have incorporated the use of our CSS with the assistance of an external establishment with doctors since 2001 as well as with pharmacies since 2004. We have targeted the management of pharmaceutical warehouses, who communicate with our firm, whereas we have been conducting our survey with a group of 150 people every year since 2004.

The questionnaire forms used in this survey are prepared in accordance with international standards and the EFQM Model of Excellency, together with PD employees and the support of the external establishment. We update the questions on the survey in light of the current demands and expectations of our customers. The questionnaire forms consist of three sections, the first of which covers expectations, the second examines their perceptions, whereas the third section helps us learn the customers' other suggestions and needs through the aid of a series of open-ended questions. We use the 'GAP Analysis' in analysing the measurements and results of the level of satisfaction. This is a method to measure satisfaction according to the degree of expectations we encounter. In addition to the CSS, another medium we use to learn the expectations, perceptions and needs of our customers is the activity surveys we conduct at conventions we participate in as well as at scientific meetings that we organize.

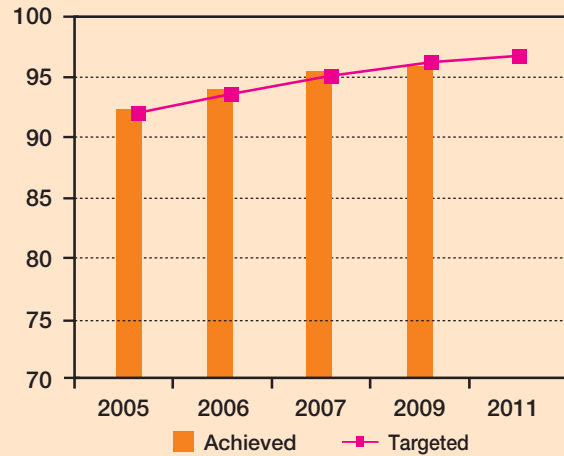
The information obtained from the aforementioned methods with the goal of both enriching our services in accordance with our customers' future needs and expectations as well as to meet the needs of the current market is evaluated in various platforms, whereby we anticipate and define those improvement studies which need to be carried out. Due to the regulations in the pharmaceutical industry, there are no innovator firms in Turkey. In essence, developing a new product in the generic pharmaceutical sector implies closely following trends taking place the marketplace as well as the recommendations put forward by international physician unions on the subject of treating illnesses. In parallel, the product line-up of our establishment is comprised of generic products, whereas we are developing new products which are either generic or licensed. For this reason, the customer needs and expectations gathered using the aforementioned methods contain feedback pertaining more to existing and future services rather than our products.

One of our goals for 2010 is to open a Customer Hotline for our customers to reach our firm in a more expedient manner.

We have incorporated the use of the CSS with the assistance of an external establishment with doctors since 2001 as well as with pharmacies since 2004. The survey forms consist of three sections, the first of which covers expectations, the second examines their perceptions, whereas the third section helps us learn the customers' other suggestions and needs through the aid of a series of open-ended questions. The chart to the right shows the level of overall satisfaction rate (doctors + pharmacists + pharmaceutical warehouses) As is seen in the comparison chart, the CSS overall satisfaction rate is on a rising trend.

	2005	2006	2007	2009	2011
Achieved	93,4	94,3	95,7	96,3	
Targeted	92,2	93,7	94,5	96	96,5

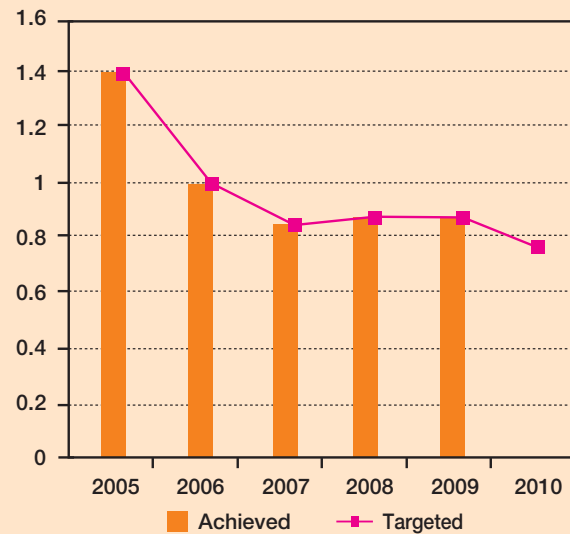
CSS Total Satisfaction (%)



The root of the problems and their variance with regard to the product or manufacturing complaints are examined. If there is an IAA located we organize an amendatory and interceptive activity to amend the situation.

	2005	2006	2007	2008	2009	2010
Achieved	1,4	1,0	0,8	0,9	0,9	
Targeted	1,5	1,2	1,0	0,9	0,9	0,8

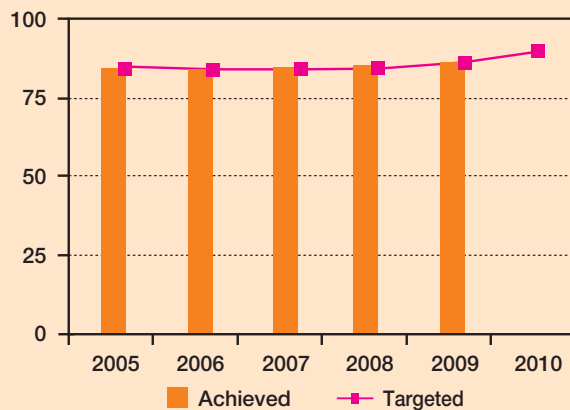
Rate of Customer Complaints (%)



The evaluation process of customer complaints, which are another important form of customer feedback, is taken up on a monthly basis whereas they are dealt with once they have been classified as 'critical', 'major' or 'minor.' GNP complaints (product-related) are evaluated from both the numerical and content aspect.

	2005	2006	2007	2008	2009	2010
Achieved	87,0	88,0	88,0	89,0	90,0	
Targeted	85,0	87,0	89,0	90,0	91,0	92,0

Rate of Solved Customer Complaints (%)



Our Suppliers and Collaborators

Our Collaboration Policy

We establish and foster trustful relations that address continuity with various establishments that assure mutual success in order to create added value for our customers and other stakeholders.

We act with the awareness that collaboration depends on working together in the long term and sustainable value augmentation. While defining our strategic and operational collaboration, we base them on corporate and strategic needs, as well as each other's complimentary strong aspects and skills.

In order to achieve common goals and acquire mutual benefits with our collaborative establishments, we put together and develop structures that support each other from the standpoint of accumulative knowledge, resources and specialization.

We establish sustainable relations with our collaborative establishments that are based on mutual trust, respect and openness. We execute our relationships within a framework of ethic principles and manage them in accordance to the laws and regulations within the scope of consistency and integrity.

While conducting activities with our collaborative establishments, we expect them to abide by matters dealing with human rights and working conditions that are defined in global principle agreements.

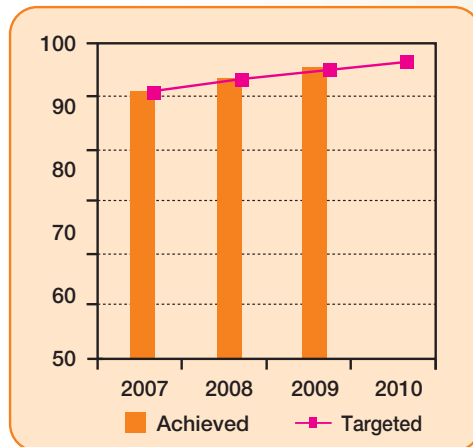
We formulate approaches with our collaborative establishments so that they may partake in innovation and brainstorming activities.

While we develop processes aimed at measuring and assessing the performance of collaborative relationships, we get a clear picture as to the short- and long-term expectations and manage the perceptions of or collaborating establishments.

Supplier Satisfaction

Perceptions pertaining to the expectations of our suppliers as well as how to meet those expectations are measured with Supplier Satisfaction Research and at meetings held periodically, whereas we develop and apply improvement plans aimed at improving the defined IAA's.

Supplier Satisfaction



%	2007	2008	2009	2010
Achieved	90,3	93	94,9	
Targeted		92,5	94,5	96

Our Community Investment

A

Social Awareness

The pharmaceutical industry has its own unique dynamics. Moreover, there exists a negative perception in society created by the merging of drugs (health) and profitability. It is possible to alter this perception through communication based on trust. Pharmaceutical companies are doing their utmost by means of projects they have developed. Numerous firms are attempting to raise public awareness by implementing social responsibility studies. Thanks to communication activities carried out by pharmaceutical companies, many people are becoming more aware of issues such as illnesses, proper drug usage, family medicine, etc. In this context, we can say that while the task of raising public awareness which public opinion should be doing is taken up mainly by pharmaceutical companies in an open and transparent manner. Of course, national and international pharmaceutical companies put their best foot forward in conducting these studies within the extent of the law with the mission of people first and social health.

As a corporation that conveys and provides information regarding sensitive issues such as human health, we are open to transparency and communication. Ignorance and information clutter run rampant in places where there are no communications, that is, enlightenment. At Bilim Pharmaceuticals, we take our place within an accessible cooperation which provides information to the press in timely fashion and which ensures a turnaround under all conditions. We consider the media to be a priority source for dependable information.

B

Our Volunteering Management: Bilim Pharmaceuticals Community Volunteers

A special platform has been implemented for our employees who feel responsive in the effort to solve social problems whereas they are able to set aside time even during working hours to act as volunteers. In turn, the awareness that Bilim Pharmaceuticals supports these studies has bolstered employee loyalty and has reinforced our corporate culture.

As Bilim Pharmaceutical employees with a high level of social awareness and sensitivity, we ask ourselves "What kind of contribution can we make to the community we are a part of, and to the world we live in?", as we strive to become a part of the solution. While the foundations of Bilim Pharmaceuticals Community Volunteers were laid in 2004, it became a platform comprised of our volunteer employees who have shared their individual talents, their time, their labour and experience with people in need "in order to become a part of the solution" in 2005. It is managed in a very professional manner. The manner in which the volunteer platform is managed can be seen in the chart below. As of 2010, it operates with 20 teams comprised of 653 active members who are able to reach every province in Turkey from 11 provinces.



Every year, our volunteers prepare projects in line with "Bilim Pharmaceuticals Community Volunteers – Our Mission and our Principles," which are sponsored by Bilim Pharmaceuticals. Projects that are approved by the supreme board, which is comprised of team leaders, are then implemented through the voluntary support of our families and stakeholders.

We have a platform that has a brand name regarding volunteering. It's called, "Bilim Pharmaceuticals Community Volunteers." We have a great regard for volunteering. Our management backs the volunteering activities of our employees to its fullest extent. In taking into account the proportion of employees in our country, our company is amongst those with the highest number of volunteers on its payroll.

Our greatest capital is our knowledge, ability, time and experience, our greatest supporter is our company BILIM PHARMACEUTICALS, which provides a budget for our logistical needs and gives us the necessary time during business hours.



Kadir GÖKBAKAN
Bilim Pharmaceuticals
Regional Manager for
Samsun
Community Volunteer

As a Bilim Pharmaceuticals Community Volunteer, Mr. Gökbakan is someone who has utilized his leadership studies, his labor, his time, his accumulative knowledge, his intellectual capital as well as the opportunities provided by our company in the name of increasing social awareness, regardless of any material gain. He is a person who has used and continues to put his talents and competencies to work in making a very positive difference in the personal development of our children, who are the guarantee of our future, as well as our disabled citizens, our employees and our families.

I've been a Bilim Pharmaceutical Community Volunteer since December 25th, 2005. My becoming a Community Volunteer has provided me with a better outlook in regards to my business and social life in a society in which I'm an individual.

At first, I considered myself an individual in my business and social circles. Later on, I began to realize more and more that we as a society are living for a better tomorrow and in order to leave a better world behind us, we need to raise the next generation in a more conscious and enlightened manner. With the opportunities offered by my company, I served in a number of volunteer projects, and was given the chance to be the leader of a few of them. The training I received throughout the course of my involvement in volunteer work has contributed greatly to my personal development.

For instance, thanks to the photography course I attended at AFSAD (Ankara Photographic Artists' Association) as part of the Serçe and Bilim Pharmaceuticals Community Volunteer Photograph Exhibit, I've since become quite fond of photography, and it's become my favorite hobby.

The stage theater training I received from a professional director as part of our 'Bilim Brothers on Stage' Project, (proper stance, control and effective use of mimicry, effective use of the diaphragm, listening to your voice) has since become one of the greatest achievements of my professional life. When it comes to voluntary work, Bilim Pharmaceuticals has made countless short- and long-term direct and indirect contributions in the country's socio-economic arena by taking a pioneering role in raising a generation that is intellectual, highly aware of its responsibilities, highly sensitive, and looks hopefully towards the future. Through its volunteer activities, it has contributed towards raising social awareness in education and environmental issues. In addition, with the impact it has created, Bilim Pharmaceuticals has become one of the country's pioneering establishments which has been exemplary in the ethics and principled values of society.

- 1.Peryön Volunteerism Award
- 2.Turkey Corporate Social Responsibility Association (KSSD) Grand prize



Başak GÜÇLÜ
Private Sector
Volunteer Association

Collaboration between PSVA and Bilim Pharmaceuticals began when the latter requested to get involved in volunteer projects in 2006. The Bilim Pharmaceutical Volunteers, who started out with the idea of making a difference in private sector volunteer work, made the decision to become a member of PSVA to collaborate with us in order to expand their efforts with their projects through the experience of PSVA.

The accomplishments gleaned through Bilim Pharmaceuticals' quality process have also clearly reflected in issues regarding the development and investment undertakings in social projects. By including its employees in its social investment studies which are carried out at the corporate level, the effort expended in raising social awareness shows that it has taken up the issue of social investment as a whole.

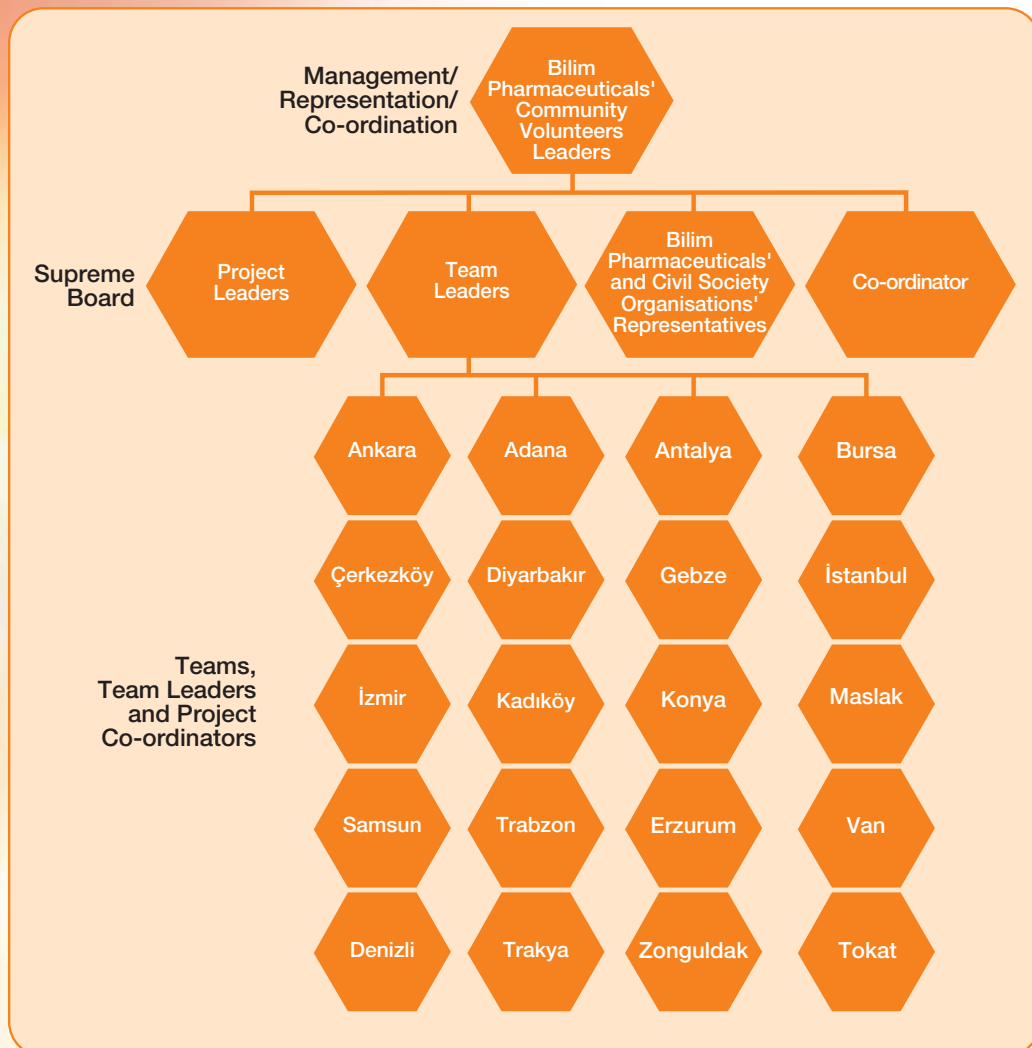
Bilim Pharmaceuticals is one of the members of PSVA which has successfully achieved its mission of conveying the knowledge and accumulation of its employees to the community through voluntary involvement. The importance placed upon voluntary work that the Bilim Pharmaceutical Team has realized since 2006 is clearly reflected in the increased value and quality created in these projects. The corporate identity that has been created for the

Volunteer Program, the continual encouragement of all levels of management as well as the support which has come from the Corporate Communications and Human Resources Departments has ensured a steady increase in the number of volunteers at Bilim Pharmaceuticals. The value that Bilim Pharmaceuticals has instilled upon its volunteer studies has been magnified once again with the "Most Successful Volunteer Program" at the 2009 Volunteer Awards.

Our Volunteers whom have been identified in the Bilim Pharmaceuticals' Community Volunteers organisation chart, organisational structure and whose processes have all been determined, work within the compass of scope and project plans they have ascertained at the supreme board and share their performance indicators via the briefing meeting of our CEO with all our employees. We have reached over 13,000 children and young people through 128 activities and 7 sustainable projects. The aim of Bilim Pharmaceuticals Community Volunteers from now on is to popularise volunteer work outside the company and to become a part of the solution by planning sustainable projects. Bringing creative, sustainable and effective projects into action is important in actualising this aim.

They have the means to planning during working hours and economic and logistic support while taking part in these projects. Our CEO and our HR Director are among our volunteers who represent Bilim Pharmaceuticals. Our supreme board (which consists of 20 team leaders) meets every year to plan, apply, review projects as well as making improvements in the direction of 'Volunteering Principles'. Project results are shared with all our employees, stakeholders and families by utilising all internal communication channels and special activity films.

Bilim Pharmaceuticals' Community Volunteers Organisational Chart



Our employees can work in two ways within the Bilim Pharmaceuticals' Community Volunteers Platform; as active volunteers or passive volunteers.

Active Volunteers: This is what we call volunteers who spare time for projects out of their working hours and convey their information, skills, experience and time working actively in projects. The number of these volunteers are monitored as a performance indicator.

Passive Volunteers: Projects such as 'Save Lives' and 'Seeds to Saplings, Saplings to Trees' (see below) are projects which our employers and their families can participate in without having to spare time specifically. In this form of participation they become more aware during the project they attend and it is sufficient for them to complete the individual tasks they are given at the end of the project. We call these participations where continuous volunteering is not necessary and to which passive participation is sufficient, 'passive volunteering'.

You can view the numerical data gathered from our projects that have been actualised with volunteer attendance in scope of our Societal Investment Programmes.

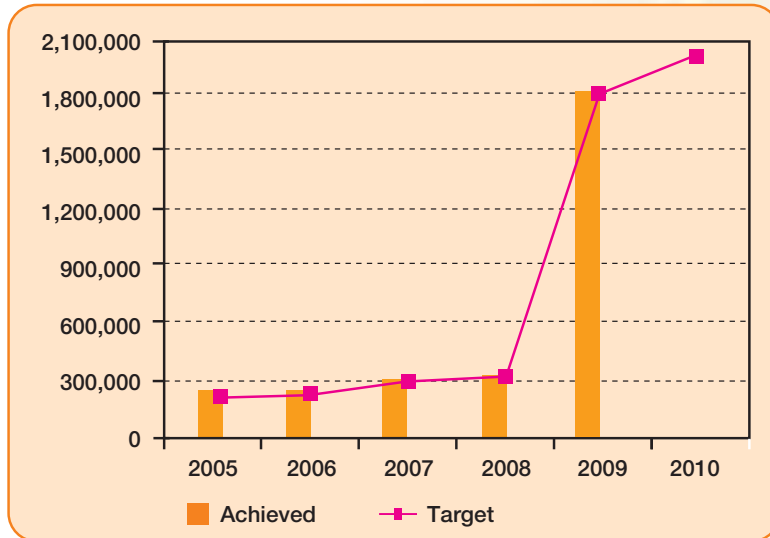
The Principles of Bilim Pharmaceuticals' Community Volunteers.



		2005	2006	2007	2008	2009	2010
Number of Projects	T	1	1	2	7	7	8
	A	1	2	2	7	7	
Number of Activities	T	8	15	17	20	40	50
	A	8	15	18	40	47	
Number of Members	T	7		200	300	450	700
	A	7	126	206	333	668	
Volunteering Hours per person	T						
	A	102	2056	2140	3355	5883	
Number of People who Volunteer.	T		2000	2100	2500	3500	5500
	A	102	2056	2140	3355	5362	

T: Target A: Achieved

The Budget We Spare for Community Investment Programmes.



(000 TL)	2005	2006	2007	2008	2009	2010
Achieved	213,600	225,000	340,057	343,188	1,835,275	
Target	200,000	215,000	300,000	350,000	1,750,000	1,900,000

C

Our Community Investment Programmes

1

Healthcare

If we consider that our country isn't deliberative of drug use, as Bilim Pharmaceuticals we think that raising awareness in patients and their next of kins is crucial and while conducting this we are attentive to creating platforms that bring together all stakeholders.

1.1

Unmask the Truth Project

The project titled 'Unmask the Truth' which the company has been working on the treatment area of the central nervous system since 2007, drawing attention to schizophrenia. The aim is to enable the work in the area of supporting patients and their kins to become a tradition and serve as an exemplary to the entire society.

Schizophrenia is an illness which the patient can pursue his/her life with ease when its treated with medication and rehabilitation. With sufficient attention and treatment the illness can be controlled and a quality of life close to that of someone who doesn't suffer from the illness can be attained.

- The rehabilitation activities applied to patients, will not only help them come together with the 'external world' but also help to show what they can achieve to themselves and their environments.
- As a result of the concentration impairment observed frequently in patients of schizophrenia it is seen that reading regularly poses difficulty. Despite all these, it can be seen that they are highly developed in writing and painting.
- The necessity of creating a project has risen out of the need to transmit all information about schizophrenia patients and their relatives and to alter/change misinformation. We have brought this project to life acting upon our social responsibility awareness and our desire to become differentiated as Bilim Pharmaceuticals.

Aims

- Providing moral support to schizophrenia patients and their relatives.
- Creating an opportunity for communication through strong contents to have the opportunity to raise awareness in society.
- Creating a positive foundation for the perception of schizophrenia patients with a long-term project.
- Building the project like an umbrella and to support it with many side projects carrying the same aim.
- Exhibiting a sustainable project that can become a tradition.

Project Partner: The Schizophrenia Associations Federation.



Haldun SOYGÜR
President of the
Schizophrenia
Associations Federation

The 'Short-Story Competition for Schizophrenia Patients', organised by the Federation and Bilim Pharmaceuticals, has been actualised successfully for the last two years. As well as exhibiting the prolificacy and creativity of schizophrenia patients, a tangible struggle has been portrayed against the ostracism and discrimination of schizophrenia all around Turkey.

Firstly, the existence of such support increased the confidence the country feels for its own potential. It constitutes a beautiful and inspirational example. Patients and their close relatives find support in their endeavour of institutionalising and popularising carried out by constricted opportunities. We are thankful. We hope for continuity and collaborations in other areas.

Unmask the Truth Voices, Faces and Stories from Where Fire Has Fallen Short-Story Competition

We have organised a short-story competition for patients of schizophrenia in scope of Unmask the Truth project begun in 2008, titled Voices, Faces and Stories from Where the Fire Has Fallen.

The jury of the competition comprised of: Writer, Mario Levy, Associate Professor Dr., Haldun Soygür from Schizophrenia Associations Federation, Actor Tuncel Kurtiz, Thespian Payidar Tüfekçioğlu, Yapı Kredi Publications Editor Murat Yalçın and Bilim Pharmaceuticals CEO Dr. Erhan Baş.

Unmask The Truth Life is Offering me Its Hand Book Project

The short-stories of the top nine entries from the 'Voices, Faces and Stories from Where Fire Has Fallen' competition have been put together into book form by Doğan Publishing with the support of Bilim Pharmaceuticals under the title f 'Life is Offering me Its Hand'.

Unmask The Truth Writing Workshops

As a result of the attention dedicated to writing as an instrument of rehabilitation, we have established writing workshops under the leadership of Mario Levy in many hospitals that work to treat neurological disorders in many regions of Turkey. This helps us support the rehabilitation of patients and allows for better stories to be entered in the competition that we intend to develop as a traditional project of Bilim Pharmaceuticals that is organised every year.

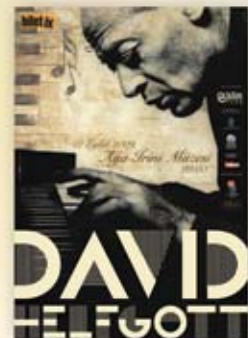
Unmask The Truth Mask Making Training

Another one of the activities we carry out is the 'Mask Making Training' to contribute to the rehabilitation process of patients. In the Mask Making Workshop organised with the support of Bilim Pharmaceuticals at the Akdeniz University's Psychiatry Department called Gündüz Hospital hundreds of masks have been painted, allowing for hundreds of inner worlds' to be portrayed. With the training support of Fatoş Öztürk who is an authorised instructor from the Konyaaltı Public Education Centre under Antalya Provincial Directorate for National Education we have created an opportunity for patients who have difficulty in expressing their inner worlds to achieve this by means of art with the aim of supporting them in their rehabilitation process. Another successful example of these undertakings is still continued in Community Psychological Health Centre managed under the Bolu Neurological Disorders Hospital.

Unmask The Truth David Helfgott Concerts

In view of this project, world-renowned pianist David Helfgott who is a patient of schizophrenia has been invited to Turkey. The life of David Helfgott as portrayed in the film titled 'Shine' ,and which shows what can be achieved by patients of schizophrenia, by Geoffrey Rush had won him the Oscar for best male actor.

The artist who came to give a concert in Turkey has also actualised his second performance upon high-demand. The project and the concert, supported by Istanbul 2010 European Capital of Culture Agency, has reached many people through the concert and the press.



Target Audience: Drivers and pedestrians

Aim: To ensure that life saving precautions are taken through conducting training and awareness work on how to prevent accidents, first-aid and safe driving.

Bilim Pharmaceuticals' Community Volunteers have started the 'Save Lives' project in the memory of their colleagues they have lost in traffic accidents or their colleagues who had to give up working for a while after the accident. The project which is in compliance with European Highways Safety Agreement,

Has been accepted as a project of the European Union. The most important characteristic of the project was sustainability. The target, is to spread the project all throughout the world, with Bilim Family as a pioneer in the project in view of Turkey.

All our employees and stakeholders who have an interest volunteer passively in the project. Throughout the project, our employees, their families and our stakeholders participate in accident prevention, traffic, first-aid and disaster management training and awareness workshops.

First-aid ambassadors who are active volunteers comprised of our employees and stakeholders infuse new generations in primary schools with this awareness.

E- First Aid Training

In view of this project, Bilim Pharmaceuticals' Community Volunteers, provide online first aid training. Our e-first aid training which aims to prevent accidents, and eliminate risks is a special training session directed to everyone who wants to be informed on first-aid. In this way, everyone who receives the training will be informed on the methods of first-aid and prevent the deterioration of the health status of the patient/ injured person by eliminating wrong intervention.

In 2010, 20 emergency squads in 11 provinces will be created and their training will be completed with certificates.

There aren't any funds received from the EU in view of this project, though we do receive material and expert support. All the work is undertaken by volunteers and the logistics is supplied by Bilim Pharmaceuticals.



Alzheimer Call Centre Project

1.3

As Bilim Pharmaceuticals, we pay heed to the quality of life of the kins of Alzheimer patients effects on them. We led the way together with Alzheimer Association and Alzheimer Foundation. We have actualised an 'Alzheimer Call Centre' project, a first in Turkey, with the aim of providing psychological support to the kins of Alzheimer patients.

With 350 thousand patients in Turkey and over 25 million patients around the world, Alzheimer disease is seen as the most frequent health problem observed in the elderly.

Our CEO, Dr. Erhan Bař, provides information as follows: ' There is a direct relationship between the longevity of life in Turkey and the increase in Alzheimer disease. We want to raise society's awareness in the subject of Alzheimer which is the most frequent cause of dementia. We have realised that we have to take action now, because the number of whom has Alzheimer today is 25 million and in the next few years the rate of Alzheimer disease will be rising exponentially. It is anticipated that countries like India and Turkey whom have the youngest population will in the future be countries with the highest rate of elderly citizens.

The next of kins of Alzheimer patients can receive support from the Alzheimer Call Centre by dialling 0800 261 78 40 from an expert psychologist free of charge.

The Alzheimer Call Centre established as a pilot study with the contributions of Alzheimer Association and Alzheimer Foundation on 15th June 2009, has extended to the whole of Turkey as of 30 September, with the aim of increasing the quality of life for patients' kins and to direct them correctly.

Therefore the risk of acquiring Alzheimer is high in people of 65 or over years of age for both countries. (8 in 100 people suffer from Alzheimer's). Bilim Pharmaceuticals who has taken this information as basis, wants to keep the subject area in the current agenda, conduct awareness projects on Alzheimer and to help eliminate the risk of acquiring the disease. Our aim in realising our Alzheimer Call Centre is to increase the quality of life for patients' kins. The attention dedicated to our pilot study on this project has given us hope to popularise the project.'

Expert psychologists provide service every week day between 09:00-17:00 at the Alzheimer Call Centre. Expert psychologists check-up on the patients' kins every month and when needed the physician of the patient is contacted for an update on the phases.

The two countries where there is the risk of increase in the ratio of Alzheimer patients is India and Turkey.



1.4

Osteoporosis Project from the Past to Today

Osteoporosis is a systemic illness of the skeletal system caused by low bone density and bone structures weakening micro architecture leading to bone brittleness.

Creating communication opportunities to increase awareness on the illness and in this manner, gathering the chance to inform society has been enabled through organising the project as an umbrella, allowing it to be supported by many side projects has enabled contribution to preparing the osteoporosis introductory film to be filmed.

The osteoporosis introductory film we have worked on with Prof. Dr. Özlen Peker (Lecturer at 9 Eylül University, Physical Therapy and Rehabilitation Department) can be found on the Osteoporosis Patient Association, which is very active in Turkey, website <http://www.ohd.org.tr> and the National Osteoporosis Associations website, <http://www.iofbonehealth.org>, which is an international website to which osteoporosis associations all around the world are a member of.

1.5

Diabetes Screening in Turkey

Diabetes is an illness that is spreading exponentially all around the world and one which has life threatening complications. It has been identified as the most lethal illness after AIDS by the World Health Organisation. The diabetes prevalence in Turkey is also rising exponentially. The research conducted alongside this, shows that there are nearly 5 million diabetes patients in Turkey. More importantly, there are nearly 4 million patients who have glucose intolerance and who are waiting to be diagnosed with diabetes. When we realise that diabetes is caused by life style choices and environmental factors raising awareness on diabetes and getting candidates of diabetes to make urgent life style changes and if necessary the application of treatment is absolutely crucial.

Aims

- Creating communication opportunities to increase illness awareness and to gather the opportunity to raise awareness in society.
- Reaching patients who do not receive any diabetes treatment through multi-centred screening in Turkey.
- Delaying or preventing symptoms of diabetes through required briefings.

Applications

- Diabetes screening in 18 provinces of Turkey.
- Diabetes training in 21 provinces of Turkey.
- Number of individuals reached: 14.000
- Number of people diagnosed with diabetes: 2,300.

1.6

**Endocrinology and Metabolism Association of Turkey
'Science Awards'**

We provide funding to three scientists under the name of 'Science Awards' under the structure of National Endocrinology Congress organised by the Turkish Endocrinology and Metabolism Association every year, in order to contribute to new approaches with regard to diabetes treatments at an international platform and to the scientific development of endocrinologists who have a very important place in the treatment of diabetes in Turkey.

The Environment

2

Global Climate Change Project

2.1

The Bilim Pharmaceuticals' Respiration Team, which sets off from the idea that there is a direct relationship between global climate change and respiratory system illnesses, actualises projects with our awareness and understanding of corporate responsibility. In this context, it prepares briefings on the subject area of Global Climate Change (one of the most important issues of our day) and exhibits support in activities on the subject area of global climate change. Bilim Respiration provides support for WWF projects organised in Turkey with the aim of briefing on global climate change and the prevention of it. The Bilim Respiration team prefers using environment-friendly recyclable substances in promotional materials they prepare for physicians. Moreover, all the printed materials exhibit the WWF logo next to the Bilim Respiration logo, to popularise the awareness of physicians on the WWF. The Bilim Respiration team, actualises briefing work on 'Global Climate Change'. In this scope, 5000 physicians have been reached from different areas of expertise in 2009 through the briefings which was attended by Prof. Dr. Mikdat Kadıo?lu (Istanbul Technical University, Head of Meteorology and Disaster Expert). They plan to reach at least 5000 more physicians in 2010 and to actualise briefings on global climate change.

'Seeds to Saplings, Saplings to Trees' Project

2.2

Seeds to Saplings, Saplings to Trees for a Sustainable Life

Target Audience: Bilim Pharmaceuticals' employees and their families, children and the whole community

Aim: One of the aims is to show children how difficult it is to raise a sapling from a seed and to supply them with love for nature through the sapling they have raised. Another aim is to, emphasise the importance of protecting nature and afforesting. The outlet for the project developed by Bilim Pharmaceuticals' Community Volunteers in 2008 was the project developed by Önder Mumcuo?lu (Product Manager) under the scope of Stars Team MT Development Plan. Volunteers inspired by this project conveyed the 'Magical Tablet' to all employees and their families through the 6th edition of the BilimAilem magazine. With these magical tablets we would raise saplings from seeds and trees from saplings with our families and children plant our trees with festivals we would organise together. Alongside the opportunity to plant trees, the aim of the volunteers was to show children how difficult it is to raise a tree and how easy it is to cut one down. We also ascertained carbon footprints of our employees and their families in scope of the project and calculated how many trees we needed to plant in order to pay our debt back to nature. The remainder of our debt will be paid by raising awareness in primary school students and raising magical tablets with them. While Bilim Pharmaceuticals' Community Volunteers attempt to actualise their responsibilities towards nature, they also aim to enure this awareness to all strata of society. Starting with their closest they work to spread it to the community. They think about today and tomorrow. As a result of this, this project is a long-term endeavour. The project begun in 2008 will be continued with greater contributions.



Projects for Raising Environmental Awareness in our Stakeholders

2.3

We plant trees on the special days of our company employees, to raise environmental awareness in them and in their families. We give them certificates of ÇEKÜL.

Number of Planted Trees

	2007	2008	2009
Units	1708	1911	1932

We gifted ÇEKÜL cards to the physicians in our Bilim Central Nervous System department with the intention of raising environmental awareness. Moreover, since 2005 10,000 pine saplings have been delivered to our physicians. In 2010 we plan to deliver 20,000 pine saplings.

3

The Personal and Professional Development of Young People

We think that academic development plays an important role in the development of our country. As a result of this, we think it important to be in close relationships with faculties of medicine, pharmacology, chemistry and biology in our country.

3.1

Factory Visits for University Students

In total 400 students have attended the factory visits we have organised in view of students from different disciplines in Turkey getting to know our corporation, the business processes of Bilim Pharmaceuticals and to be informed on the hiring and work experience opportunities. We aim to support the career choices of young people by informing them on the sector through these factory visits.

3.2

Work Experience Programme

We place importance on the efficient and active organisation of work experience programmes which apply to high-school and university students. We have also adopted a system of 'Hiring After Work Experience' in order to get students to turn the theoretical knowledge they have acquired in the education system into practice, to help them learn business life, and to meet the requirements for a qualified work force with the collaboration of universities and the industry and to provide a standard of life after their work experience, for those students who have been assessed positively. Since 2005, 362 interns have completed work experience in our corporation.

We establish and resume university- industry collaborations especially in our Research and Development stages conducted at Bilim Pharmaceuticals. In this context, the post-graduate and phd studies of 12 of our employees have been supported by our corporation. This support will be continued exponentially in the future years.

3.3

'My Career Is In My Hands' Project

Target Audience: University Students

Aims: Specifically helping university students in eastern provinces prepare their career plans, develop their knowledge and skills, create their visions and get them to start their careers from a step ahead.

The aims of volunteers who work in the project (My Career Is In My Hands) founded in 2007 and begun to be applied in 2008, is to help university students prepare their career plans, develop their knowledge and skills, create their visions and to bring them together with professional instructors of Turkey in their own areas.

“ Think that you are receiving basic skills training, which have a great role in our success in the private sector and which we receive from professionals in our professional lives, in your university years!”

Through Bilim Pharmaceuticals' Community Volunteers project we organise congresses where the instructors of private sector professionals meet with the university students in Anatolia. Until now, we have shared important information that can shape the careers of young people by visiting two universities, Erzurum Atatürk University and Eskişehir Anadolu University.



Development Plans for Children

4

Bilim's Fellowship

4.1

Target Audience: Primary School Students

Aim: Supporting the personal development of primary school students and supporting them to get the necessary equipments and materials in their educational environments.

In the context of this project, there are two other projects such as Book Reading and Teeth-Friendly, that support personal development and to which all teams attend. Moreover, in scope of these projects we gift stationary products, books, toys, educational materials, clothes, social and sports activity materials according to need. By examining the educational atmosphere of the school, we also undertake work to paint and apply modifications to the buildings.

The project that was begun in 2005 has completed 36 activities until now. The aim of the project is to support the personal development of primary school students in the schools we have designated and to provide material support to their educations. You can examine the examples of activities we have undertaken according to the needs of schools and their students, below. The tables shown below have been put together from the studies we have conducted from examination and evaluation works we have undertaken as Bilim Pharmaceuticals' Volunteers within working hours.



Year	Project	Activity	Number of Hours Spent	Number of Volunteers	Daily Dedication /Hours	Collaborating Establishment	Number of Individuals/ Children Reached
2005	Bilim's Fellowship	Gift Campaign for Children in Need 'Every Bit of Help is Light, Turn On the Lights for the Future. '	7	14	98	Aktif Dağıtım	350
2006	Bilim's Fellowship	The renovation of Fatih Yunus Emre Primary School with ÇYDD	17	7	119	ÇYDD	-
2006	Bilim's Fellowship	2 Stationary Campaigns with all teams all around Turkey	2	126	252	ÇYDD	2561
2007	Bilim's Fellowship	Festival for the delivery of educational materials, stationary and clothing for Yakacık Orphanage.	5	4	20	Yakacık Orphanage	81
2007	Bilim's Fellowship	The establishing of a library for Diyarbakır Primary School.	4	4	16	Directorate of National Education	245
2007	Bilim's Fellowship	Clothing for Hakkari U?ru A?an Primary School	5	5	25	Turkish Armed Forces	102
2007	Bilim's Fellowship	Campaign for material help, and the painting of Karde? Schools with the Antalya tea	28	9	252	Directorate of National Education	105
2008	Bilim's Fellowship	Theatre organisation for Antalya Orphanage	8	5	40	Private Sector Volunteers Association	75
2008	Bilim's Fellowship	Coat Campaign for all around Turkey with all teams	1	315	315	Private Sector Volunteers Association	739
2009	Bilim's Fellowship	23 April Festival for the Village of Zorova in Diyarbakır	9	5	45	Directorate of National Education	65
2009	Bilim's Fellowship	School painting for the village of Zorova in Diyarbakır	9	5	45	Directorate of National Education	65

Target Audience: Primary School Students

Project Partner: Private Sector Volunteers Association and Modern Drama Association

Aim: Getting children to love reading books, in our country where the rate of book reading is far behind compared to the developed countries of the world. Developing their expression and presentation skills, imaginations, creative and social skills by way of utilising games taken from books through drama while getting children to love reading.

“ We know that the path to children's imagination goes through the lines in books. We think that every book they finish reading will bring new beginnings to them and change their perspective on life.”



We intend to maximise the project to 14 schools which we have already actualised in 2 schools until now. 240 volunteers participate in the project we manage together with Private Sector Volunteers Association and Modern Drama Association. With the Book Reading and Teeth-Friendly projects we organise we are preparing new generations for the future. The aim of our book-friendly project is to develop the expression and presentation skills of children, their imaginations along with their creative and social skills. As volunteers who have attended a special training from the Drama Association before the project we aim to contribute to the love children have for books and to help their development through many activities and games.

Year	Project	Activity	Number of Hours Spent	Number of Volunteers	Daily Dedication /Hours	Collaborating Establishment	Number of Individuals/ Children Reached
2007	Book Reading	Book Reading Project The application of training on Curious Books and Creative Reading	2	8	16	Private Sector Volunteers Association and Modern Drama Association	-
2008	Book Reading	Book Reading Project for 8 weeks (2 hours per week) with the team at Çerkezköy facility at Gazi Primary School	2	9	18	Private Sector Volunteers Association and Modern Drama Association	150
2009	Book Reading	Book Reading Project for 8 weeks (2 hours per week) with the team at Çerkezköy facility at Gazi Primary School	2	16	32	Private Sector Volunteers Association	150
2010	Book Reading	Book Reading Project The application of training on Curious Books and Creative Reading (All teams, 14 primary schools)	9	240	216	Private Sector Volunteers Association	1736

School Friendly/ Teeth-Friendly Project

4.3

Target Audience: Primary School Students

Aim: Educating children on the subject of dental health and to raise generations with healthy, decay-free teeth.

We infuse our children with self-confidence and health through our Teeth-Friendly project. Their dental health will supply them with a gleaming future.



We know that we will need their smiles in the future. We visit the schools we go to, to conduct our Book Reading project, once a month to strengthen our communication with children and to increase the effectiveness of projects.

Year	Project	Activity	Number of Hours Spent	Number of Volunteers	Daily Dedication /Hours	Collaborating Establishment	Number of Individuals/ Children Reached
2007	Teeth Friendly	The application of training for the Teeth Friendly Project	2	26	52	Teeth Friendly Association Private Sector Volunteers Association	-
2008	Teeth Friendly	Ba?durak Primary School, Health Starts In The Mouth, Trabzon.	7	9	63	Turkish Dental Association	245
2008	Teeth Friendly	Veliköy Primary School, 1 hour per month, teeth-care training and material gifts, by the team at the Çerkezköy facility.	9	9	81	Teeth Friendly Association Private Sector Volunteers Association	120
2009	Teeth Friendly	Gazi Primary School, 1 day, Teeth Friendly Project by the team at the Çerkezköy facility	9	9	81	Teeth Friendly Association Private Sector Volunteers Association	120
2010	Teeth Friendly	The application of training for the Teeth Friendly Project (All teams- 14 primary schools)	9	115	1035	Teeth Friendly Association Private Sector Volunteers Association	1736

Target Audience: Disabled Individuals and their families

Aims: Creating social environments for disabled children where there are no obstacles.

“ We realised that we couldn't see the 7 million disabled people (statistically 1 disabled person in every 10 people) whom are a part of our society in our environments. It's no wonder why we couldn't see them, because the life outside isn't designed for their needs. They do not have sufficient environments and opportunities to leave their homes. In that case, we thought that we could at least actualise one thing they want to do the most in their lives.”



Project Start Date: This project has been going on since 2005.

Year	Project	Activity	Number of Hours Spent	Number of Volunteers	Daily Dedication /Hours	Collaborating Establishment	Number of Individuals/ Children Reached
2005	Remove the Obstacles	Establishing Sports Hall for Edirne School for the Mentally Handicapped	8	7	56	Foundation for the Training and Protection of Mentally Handicapped Children	102
2006	Remove the Obstacles	International Day for People with Disabilities 'Remove the Obstacles' Festival	4	9	36	District National Education Directorate	67
2007	Remove the Obstacles	International Day for People with Disabilities 'Remove the Obstacles' Festival	4	9	36	District National Education Directorate	67
2007	Remove the Obstacles	1st Antalya (Rehabilitation Centre) Healthy Life Festival	24	7	168	Private Sector Volunteers Association	92
2008	Remove the Obstacles	2nd Antalya (Rehabilitation Centre) Healthy Life Festival	24	7	168	Private Sector Volunteers Association	92
2008	Remove the Obstacles	1st Bilim Pharmaceuticals Community Volunteers SERÇEV Photography Exhibition	8	21	168	SERÇEV	30
2008	Remove the Obstacles	International Day for People with Disabilities 'Remove the Obstacles' Festival, Çerkezköy	4	9	36	District National Education Directorate	67
2009	Remove the Obstacles	2nd Bilim Pharmaceuticals Community Volunteers SERÇEV Photography Exhibition	9	82	738	SERÇEV	750
2009	Remove the Obstacles	Volunteer support and sponsorship for the 23rd April Ball and Cortege walk	3	82	246	SERÇEV	750
2009	Remove the Obstacles	Obstacle Free Football Match?	6	82	492	SERÇEV	750
2009	Remove the Obstacles	International Day for People with Disabilities 'Remove the Obstacles' Festival, Çerkezköy	4	9	36	District National Education Directorate	67

Monitoring And Evaluating

D

We manage monitoring and evaluating work in our volunteer projects.

While determining our performance indicators related to corporate social responsibility we take management models which we apply with the vision of Bilim Pharmaceuticals as basis. The 8th criteria of the EFQM Excellence Model explains which kinds of results we have to follow-up on in relation to society.

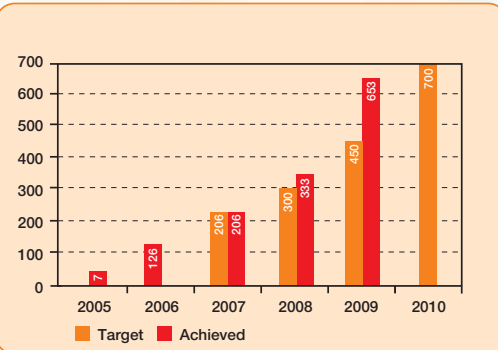
In this direction we have defined our indicators in two dimensions:

1. Perception Indicators
2. Performance Indicators

In the perception indicators we measure and evaluate society's evaluation of our corporations' social responsibility projects, communication with society, the effective usage of resources through surveys. With regard to performance indicators, we exhibit our performance through projects on subjects such as, social responsibility projects, charity, artistic and sports activities, the utilisation of natural resources and waste management, throughout years. All our hired employees receive EFQM Model training during orientation and use business excellence approaches within their business processes. We also apply this quality of management approach gained from EFQM in our own systems, as Bilim Pharmaceuticals Community Volunteers. We follow-up and report on the results of all our applications yearly, through performance indicators.

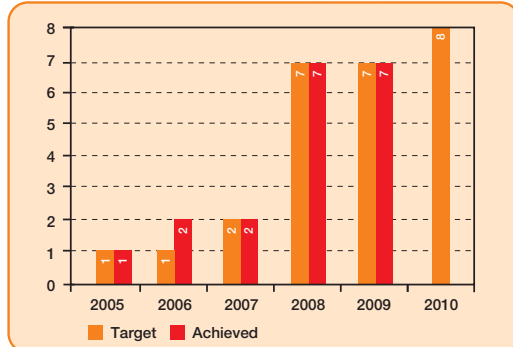
The graphs below, have been put together from the monitoring and evaluating data that we have been gathered from projects we have carried out as Bilim Pharmaceuticals' Volunteers.

Number of Active Volunteers

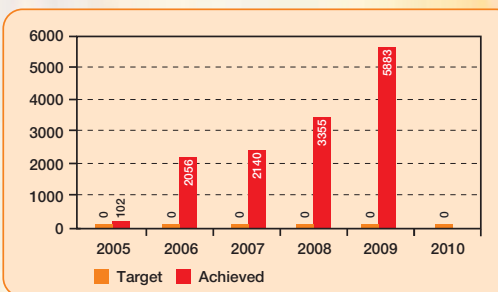


In this table the number of Bilim Pharmaceuticals' employees who dedicate time from their working hours and act as active volunteers can be seen. Although projects such as Seeds to Saplings, Saplings to Trees and Save Lives which embrace passive volunteers (constituting of our employees and their families) this graph only shows active volunteers.

Number of Projects

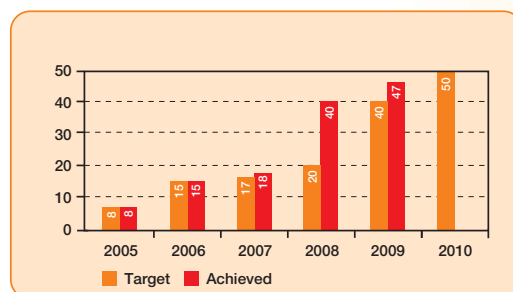


Time Dedicated from Working Hours



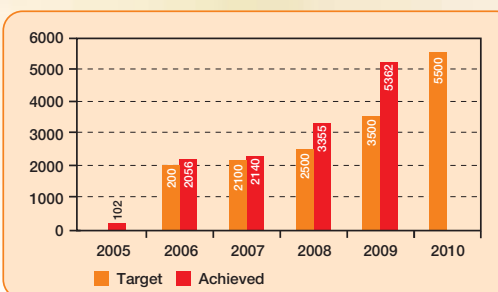
There are no targets in this performance indicator. The planning is based on the number of volunteers needed by each project and the time it requires. We monitor the 2 hours per week which can be dedicated to volunteer activities from working hours, granted by our company so that we can volunteer in projects.

Number of Activities



Volunteer works comprises of different projects that according to the desires, interest and competencies of our employees. The variety and number of projects are important in reaching as many volunteers as possible, therefore, we set targets and monitor their development. The number of activities actualised shows the success level of the project.

Number of People Reached



Our target audience comprises of primary school students and university students. This graph includes numbers of people reached during the time of a natural disaster as well as primary school students and university students.

Monitoring-Evaluation

All the performance data and the information we have gathered from learning activities are brought together in self-evaluation study and we identify areas for improvement through our continuous improvement philosophy. This way we obtain improvement and continuity in our business processes. We also use this approach within our volunteer platform. We identify areas for improvement under the direction of our HR department and transmit these to the supreme board via the Bilim Pharmaceuticals' Community Volunteers Leader, while monitoring improvements.

We evaluate and review our approaches, systems and processes yearly. While undertaking this work we evaluate our performance indicators and identify areas with performance problems, first. Along with this, we compile trainings, meetings, comparative visits we have actualised, and the information we have received from civil society organisations we collaborate with. For example, in 2006 we have participated in the Corporate Social Responsibility comparison project organised under the leadership of KalDer. We actualise our evaluation and reviewing activities in our supreme board. Moreover, all the activity reports prepared at the completion of each project is transferred by our Human Resources department into the SAP system which allows us to monitor our performance indicators.

E

Sustainability

We encourage the volunteer participation of our employees and the values, sustainability policy, social responsibility activities of our company and target its continuity and frequency.

As Bilim Pharmaceuticals' Community Volunteers we take our principle of sustainability into account with all its dimensions and evaluate all our projects from the viewpoint of sustainability while identifying our activities and targets. In complying with our principle of sustainability we are directed by the Social Responsibility Policies and Environmental Policies identified by our company.

We give place to the targets of our volunteers in our HR yearly business plans in order to ensure the continuity of Bilim Pharmaceuticals' Community Volunteers Platform. We monitor and support these targets via our HR department. For the first time in 2006, 'the actualisation of social responsibilities of employees' was entered as a strategy into the HR Corporate Social Responsibility targets.

We have defined our 'Responsibilities Towards Society, The Environment and Humanity' under the title 'On Our Responsibilities Towards Our Stakeholders' which are among our Business Ethics at Bilim Pharmaceuticals. In view of these responsibilities obtaining continuity in our volunteers platform is both crucial and indispensable. The development projects we have applied under the scope of Stars Teams Leadership Development Plan in 2010 has been applied as a volunteer projects. The Bilim Pharmaceuticals' Leaders of the future, learn volunteering, find the opportunity to apply what they have learnt in the development platform and support volunteering in our management by allowing them to leading volunteer projects. In our management model we take the EFQM Excellence Model as a basis. The EFQM Excellence Model also adopts principles of continuity and continuous improvement. We obtain continuous improvement and continuity with our volunteers whom have adopted this model.

F

Popularising Volunteer Work

With the support provided by upper management, another aim of the works explained in other sections such as ; creating agendas for general and private meetings, remaining on the agenda by utilising internal communication tools heavily within the company, sharing of all our projects through our website and Bilim Portal with all our stakeholders (**n.b. www.bilimlactoplumgonulluleri.com**), is to popularise volunteering.

As Bilim Pharmaceuticals' Community Volunteers, one our the fundamental aims of our leadership principle is to popularise and promote volunteer work.

We use this platform intensively with the aim of developing competencies such as leadership, target-orientation, result-orientation and team work in scope of the management system and advise it to our employees who want to develop their competencies as a development platform. We place importance on volunteer work on potential evaluation meetings. We inform our executives of our employees needs to develop their competencies stated above and explain how employees should be supported if they choose to volunteer in this platform. These evaluations are transmitted to our employees in feedback meetings by our executives and their participation is encouraged. Moreover, with Private Sector Volunteers Association as mediator we share our volunteering applications, structure, projects and their results with companies who want to start conducting volunteer work and in volunteer ambassadors meetings, externally to the company. We meet the comparison demands made to our company and share all our information on volunteering applications.

United Nations Global Compact

As Bilim Pharmaceuticals we will be signing the Global Compact; announced by Kofi Annan in 1999 and that which aims to bring the private sector together to work for a 'better world', in the first quarter of 2010. As Bilim Pharmaceuticals we aim to unify our own values with international principles by internalising values such as 'human happiness', 'respect for future generations', 'ethical management', 'change' and 'a passion for success'.

The Global Compact enforces important obligations to the private sector, with regard to human rights, working standards and struggle against environmental hazards and corruption.

10 Fundamental Universal Principles

Human Rights

- 1 Businesses should support and respect the protection of internationally proclaimed human rights; and
- 2 Make sure that they are not complicit in human rights abuses.

Labour Standards

- 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4 The elimination of all forms of forced and compulsory labour;
- 5 The effective abolition of child labour; and
- 6 The elimination of discrimination in respect of employment and occupation.

Environment

- 7 Businesses should support a precautionary approach to environmental challenges;
- 8 Undertake initiatives to promote greater environmental responsibility; and
- 9 Encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

- 10 Businesses should work against corruption in all its forms, including extortion and bribery.



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