

Our ESG report

November 2022 to October 2023



Summary

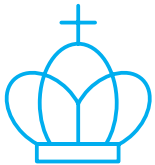
Our mission is to help our clients to bring evidence-based treatments to patients in areas of unmet medical need.

We are an independent, global HealthScience communications consultancy, partnering with our clients to provide strategic consultancy and services in the areas of medical communications, medical affairs, market access and value demonstration, health economics and outcomes research, publications, patient engagement, learning design, artificial intelligence and data science, and more.

We are ...



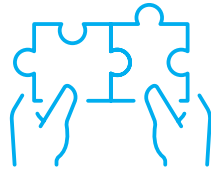
> 500 employees



Proud recipients of the King's Award 2023 for Enterprise to recognize our success in international trade

25

Celebrating 25 years of HealthScience communications



Supporting the success of life-changing products for 16 of the world's top 20 global biopharmaceutical companies



Officially recognized by our colleagues as a Great Place To Work®

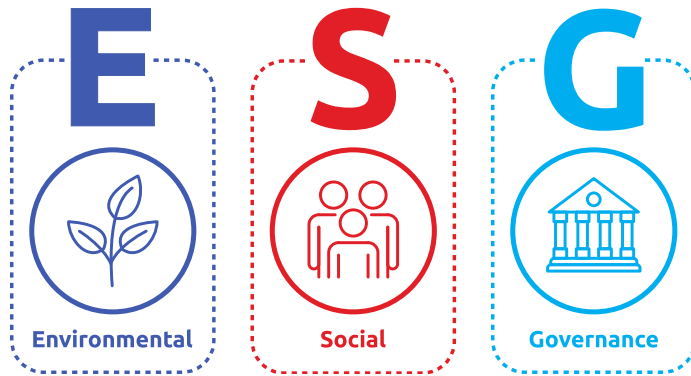


Building long-term relationships based on quality of content and client service, having partnered with 7 major clients for more than 10 years

2023 awards



Our ESG framework



At Oxford PharmaGenesis, we approach ESG in alignment with our mission and company philosophy – to make a difference for patients and aim for a sustainable future.

Environmental highlights

- EcoVadis Silver sustainability rating
- EV charging points
- Environmental management system
- Environmental awareness training

Social highlights

- Award-winning company culture
- Equality, diversity and inclusion
- Menopause friendly
- Charitable giving

Governance highlights

- Business ethics
- Cyber security
- Women in senior roles
- Best IT practice



OUR PHILOSOPHY

To do consistently great work,
we look after our people,
our teams, our clients
and our company



Environmental highlights



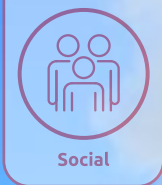
Silver medal for sustainability awarded by EcoVadis



We have installed electric vehicle charging points at our Oxford Barns site

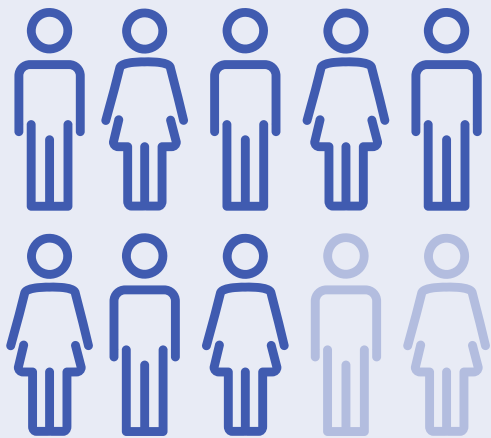


We have installed an environmental management system (EMS) aligned with international standard ISO 14001



“With a passion for the natural world, I’m proud to represent the Board as a member of our ESG team, which is developing our strategy and engaging with our employees, clients and other stakeholders to drive continuous improvement in our environmental credentials.”

Paul Farrow
Executive Director



Our new environmental awareness training has been completed by

80%

of employees



Achieving our environmental aims



In 2022, the Board put in place a strong and passionate ESG team to formalize our work on environmental sustainability.

This year, the ESG team has gathered insights and baseline data to inform the development of structures and processes that can drive us towards our environmental aims.



EcoVadis

We are one of more than 100 000 companies across 175 countries and more than 200 industries that submitted evidence to the sustainability ratings platform EcoVadis this year.

After receiving a bronze medal on first submission in 2021, we were proud to have improved our rating to a silver medal in February 2023, indicating that we are in the highest-performing 25% of companies assessed.

Science Based Targets initiative

The Science Based Targets initiative (SBTi) provides companies with a clearly defined path to reduce greenhouse gas emissions in line with the goals of the Paris Agreement to limit global warming to 1.5°C above pre-industrial levels.

In January 2023, we committed with the SBTi to set near-term company-wide emission reduction targets in line with climate science. We will have submitted our near-term targets for validation by SBTi by the end of 2023.

Streamlined Energy and Carbon Reporting

We continue to engage with Streamlined Energy and Carbon Reporting (SECR) to understand our energy consumption and carbon emissions and identify areas where both can be reduced.

Carbon Disclosure Project

In July, we responded to the Carbon Disclosure Project (CDP) Climate Change 2023 Questionnaire.

CDP is a global support organization whose framework helps companies to make their environmental impact transparent to stakeholders, understand better how they can reduce their impact and act to become environmental leaders.

We await the response, but with our recent work, we hope to improve on our 2022 C grade.





Environmental awareness training

This year, we have updated our educational resources and training on environmental sustainability, and 80% of our workforce completed our CPD Accredited and IOSH Approved iHASCO Environmental Awareness training. This covers global change, how workplaces are affecting the environment and how individuals can improve their own carbon footprint.



IT infrastructure

We are continuously working to reduce the environmental impact of our IT infrastructure. Therefore, we have removed our on-site servers this year and migrated to Microsoft Azure Cloud servers.



Environmental management system



® Working with our management consultants and using the framework provided by ISO 14001, we have installed our environmental management system (EMS) this year. The EMS will enable us to measure and improve our environmental credentials.

We have engaged a global certification body to audit our EMS to ISO 14001 standards and our greenhouse gas data to ISO 14064-1 standards over the coming months.



Our internal environmental processes



92 trees planted

This year, we have planted 74 trees for new employees and 18 trees for employees who have reached significant career milestones with us.



Our Melbourne office has been certified this year as a carbon-neutral workspace.



Waste management

We continue to provide and update training and resources to raise awareness of waste management, including the waste hierarchy and steps that can be taken to minimize contamination of recycling in our offices.

Purchasing processes

We are committed to ensuring integrated sustainability in our internal purchasing processes whenever possible. These purchases include recycled paper for our notebooks and printers.

Computer recycling

Our older laptops and other devices are donated to local charities for reuse in our local communities, and we are pleased to have donated 88 laptops to local communities this year.

In the UK, we donate to Aspire Oxfordshire Community Enterprise, who help people in our local community to get online. In the USA, we donate to Philadelphia Children's Foundation, who support local families in need. In Australia, we

donate to PC for Kids who provide computers free of charge to eligible children and youths under 18 years of age.

We dispose of other redundant IT equipment in accordance with the Waste Electrical and Electronic Equipment (WEEE) regulations 2013 (UK) and the equivalent local regulations in other countries in which we operate.



Supporting our local environments

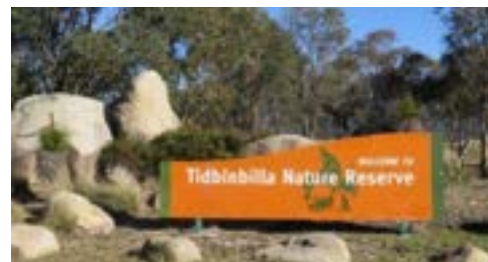


World Conservation Day

In July, we ran a global competition to find out what eco-friendly initiatives our employees are involved with in their spare time. Entries varied from allotments and wild gardens to litter picking and volunteering with the wildlife ambulance services!

Save the Koala month

In September, our Melbourne team helped to raise awareness of koalas and the threats to their habitat. Activities included visits to a koala sanctuary and the Tidbinbilla Nature Reserve in Canberra and raising funds for the Australian Koala Foundation and the Koala Clancy Foundation.



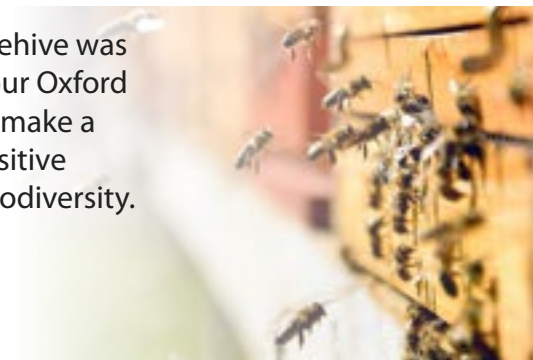
Investing in wildlife

In October, we joined the Berkshire, Buckinghamshire and Oxfordshire Wildlife Trust (BBOWT), becoming an Investor in Wildlife. BBOWT creates havens for wildlife across the three counties, safeguarding the biodiversity of the local ecosystem.

As well as providing financial support, a team of employees has helped with conservation tasks at Dry Sandford Pit Nature Reserve in Oxfordshire, UK.



In April, a beehive was installed at our Oxford Barns site to make a small but positive impact on biodiversity.



Industry leadership



Sustainable Medicines Partnership

In January, we were proud to become a stakeholder of the Sustainable Medicines Partnership (SMP) – a multistakeholder collaboration of 48 organizations, executing a 4-year programme that aims to build science-based, scalable solutions to help to reduce the waste of medicines, and waste from medicines.

Our focus is on increasing accessibility to high-quality, peer-reviewed scientific research by anyone who needs it. This is foundational to delivering the aims of the SMP and increasing health equity globally.

University of Oxford

In early 2023, we published peer-reviewed research in collaboration with the University of Oxford, collating the climate change targets of the 20 leading global pharmaceutical companies and highlighting how they are reporting on and reducing their greenhouse gas emissions.

“As a 500-strong HealthScience communications consultancy serving the pharmaceutical industry, we wanted to increase understanding of the commitments that companies are making and the actions they need from suppliers like us to meet their goals.”

Chris Winchester
Chief Executive Officer

This research was shared via industry conferences and the Sustainable Healthcare Podcast, and is now being built on by others to support sustainability in the pharmaceutical industry.

Booth A et al. *Int J Environ Res Public Health* 2023;20:3206.

EMWA

We believe in education and collaboration with our clients, peers and suppliers to address ESG challenges. This year, we published an article in the journal of the European Medical Writers Association (EMWA), presenting views for our sector on the impact of environmental considerations and providing practical guidance on implementing sustainability measures.

Abstract

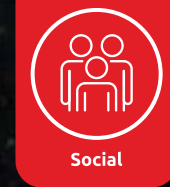
Rising to the challenge of sustainability in healthcare communications

Climate change is among the greatest global challenges facing humanity, and although progress on tackling the issue is slow, the pharmaceutical industry is taking it seriously. This article explores what pharmaceutical companies are doing to be more sustainable, how they are reducing carbon emissions, and what this means for the healthcare communications sector.

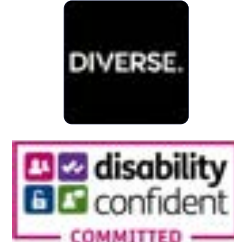
Tisdale P. *Medical Writing* 2023;32:107–10.



Social highlights



£52 000
donated to **34**
charities



**We have arranged
hub days across the
UK to bring remote
employees together
regularly**



We hold awards for **Great Place to Work®**, **Best Workplaces™ for Wellbeing** and **Best Workplaces™ for Women**.



"I am proud of our caring and nurturing culture. This hasn't happened by accident. We are constantly listening so that employees can engage in meaningful activities and be provided with supportive resources to engender a strong sense of belonging."

Sharon Frost
Global HR Director



Charity



Our charity work raises funds for initiatives that work towards the betterment of health, people and/or society.

A charity team in each of our offices coordinates fundraising events at the local as well as the global level.

In addition, our matched funding scheme supports employees in their activities by matching their fundraising achievements.

In this way, our fundraising is driven by our employees and supported by a company budget.

Additionally we are delighted to continue to support a funded DPhil studentship in Translational Health Sciences in collaboration with Green Templeton College at the University of Oxford, UK. This studentship is examining the importance of diversity in dermatology, particularly when applying emerging techniques in artificial intelligence and machine learning.

2023 | **34** causes



Equality, diversity and inclusion



We are committed to preserving and promoting equality of opportunity in all aspects of our business.

By using fair, objective and innovative employment practices, we aim to ensure that all employees and potential employees are always treated fairly and with respect so everyone has an equal chance to achieve their potential.

In 2020, we worked with an external consultant to initiate listening exercises with our employees, which we have been building upon ever since to promote equality, diversity and inclusion, both within our company and across our sector.

This year saw our intranet page highlighting a particular theme each month, ranging from inclusive language and neurodiversity to religion and belief.

We also launched our **'5 challenges, 5 minutes, 5 days to change the world'** initiative this year, in which employees are asked to spend 5 minutes each day to self-reflect and commit to action that will drive change.

Disability awareness and inclusion course

Our new disability awareness and inclusion course informs our employees about:

- how disabilities, either visible or invisible, may affect someone's working life
- how we can ensure that people with disabilities are given equal opportunities.

This year, we have contributed to two initiatives led by the Centre for Information and Study on Clinical Research Participation (CISCRP).

In November, we supported a campaign to raise awareness and understanding of clinical research among underserved minority communities.

In June, we collaborated with CISCRP and several other conscientious companies in our sector to sponsor a full-page advertorial (print and digital) explaining the importance of diversity in clinical studies.





Menopause Friendly Accreditation UK



As a majority female employer, we were delighted this year to achieve Menopause Friendly Employer accreditation.

The accreditation was determined by an independent panel and recognizes high standards and proven practices in the workplace that embrace menopause across six key areas: culture, policies and practices, training, engagement, facilities and evaluation.

We strive to achieve open and all-encompassing communication to break biases and encourage people to discuss their personal circumstances for a more tailored approach in their work life. We also seek to attract senior women in an inclusive manner.

We are proud to partner with DIVERSE.

DIVERSE. is a careers community supporting students from black and ethnic minority and low-income backgrounds into employment.

Three of our employees have participated in the DIVERSE. podcast series this year, to inform listeners about how we approach equality, diversity and inclusion, and to share experiences and advice.



Disability Confident Committed employer

We became a Disability Confident Committed employer in April. This is a UK government scheme designed to encourage employers to recruit and retain disabled people and those with health conditions.

By signing up to the scheme, we are committed to providing:

- inclusive and accessible recruitment
- an interview for disabled candidates who meet the essential criteria of the role
- reasonable adjustments
- support to existing employees.



Learning and development

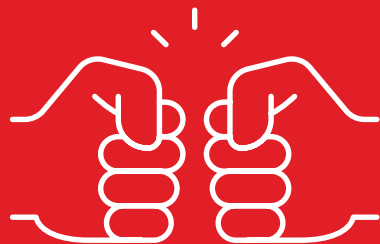
We aim to foster a culture of continuous learning throughout the company, enabling employees to take responsibility for their own development. All employees are encouraged to take advantage of the many learning opportunities.

Professional and personal development

We provide a huge range of learning aimed at supporting personal growth as well as developing professional technical skills. These are developed and updated by our experienced Learning and Development team and are easily accessible via our new Learning Management System launched in June.

In addition, our employees have received more than 6000 hours of instructor-led learning this year.

By coming together in small groups for focused learning, our employees are able to share insights across the company.



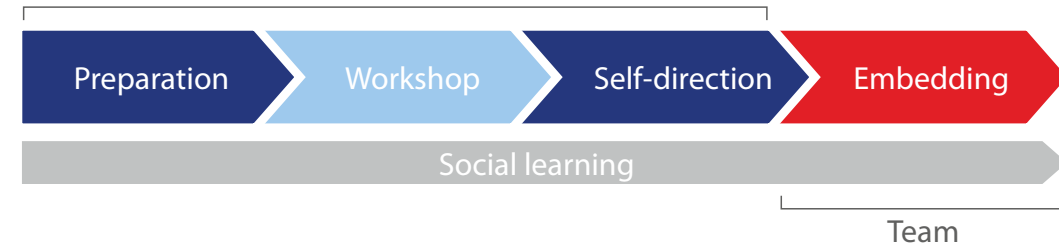
To support on-the-job learning from more experienced colleagues, our mentoring programme draws upon the expertise in a particular area of the mentor, to help the mentee to achieve their goals. This year we matched 43 mentees with mentors across the company.



Genesis programme

The year 2023 saw the first cohort of Associate Medical Writers through our newly launched 12-week 'Genesis' programme. This is an entry-level course for writers who are new to the pharmaceutical industry.

Time commitment = 11 hours per week



In May in the UK, we celebrate Learning at Work Week with a wide range of activities, which gives employees the opportunity to boost their skills further.

Learning at Work Week



Our award-winning culture

Great Place to Work®

In February, we secured Great Place to Work® certification for the third year running (UK) and seventh year running (US).

Considered to be the 'gold standard' of employer awards, Great Place to Work® accreditation is based solely on the views of employees. It considers the employee experience and the leadership and HR practices that create an organization's workplace culture.

Across our offices, 90% of employees who responded to the Great Place to Work® survey agreed with the statement "Taking everything into account, I would say this is a great place to work".

Our workforce has grown 20% since the previous year's survey and we have maintained a fantastic response rate, which is a testament to our colleagues' positive feelings about working in our company.



Best Workplaces™ for Wellbeing

In March, we achieved a top 20 spot for Best Workplace for Wellbeing in the UK for the second consecutive year.

The award recognizes employers who consistently place employee well-being at the heart of their workplace culture, across areas such as people management, work-life balance and hybrid working, and financial support and security.



Best Workplaces™ for Women

In July, we became a top 10 Best Workplace for Women for the second consecutive year.

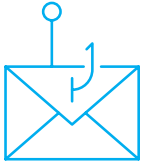
Our ranking is based on the responses of our female employees in the Great Place to Work® survey.

We were scored highly by women for the majority of statements, particularly including:

- "this is a physically safe place to work"
- "people here are treated fairly regardless of their sexual orientation"
- "people here are treated fairly regardless of their race"
- "when you join here you are made to feel welcome"



Governance highlights



Our phishing education campaign of more than 3000 simulation emails achieved an average reporting rate of

95%

33

GDPR audits
were completed
this year

More than **60**
global policies
reviewed annually
to ensure alignment
with relevant laws



We have achieved
Cyber Essentials Plus
certification for the fourth
consecutive year.



Women's leadership
Acting on employee feedback, we have set up the Senior Women in Leadership Group to promote and increase the visibility of women in senior positions in our company.



"We operate in one of the most highly regulated sectors in the world, so nothing is more important to us than a strong reputation and trusting relationships. Our commitment to the highest standards of governance and our ethical approach has built long-standing partnerships with our clients and collaborators."

Richard White
Chief Operating Officer



Disclosure and transparency

Statement from the Board

The Board is proud to have created a supportive, diverse and rewarding workplace that is recognized as a leader in our sector. Our core strategy is to grow and diversify through repeat business and personal recommendation, and we achieve this via our company philosophy of nurturing the growth of our people and our teams as well as our clients and our company.



The Board always takes an ethical approach for a sustainable future.

- ESG and climate-related issues are discussed as a standing agenda item at our quarterly Board meetings.
- If needed, ad hoc Board meetings are held to ensure that time-critical issues are handled appropriately.
- Our Chief Operating Officer, Global Finance Director and one of our Executive Directors are members of our ESG team, ensuring Board involvement in all ESG matters.

Disclosures

This year, we have committed to submitting data to the following disclosure or certification bodies.

- Carbon Disclosure Project
- CyberVadis
- EcoVadis
- Great Place to Work®
- Precursor
- Science Based Targets initiative
- Streamlined Energy and Carbon Reporting

Annual reporting of gender pay

Our annual Gender Pay Report has been shared internally and externally since 2020.



Women in leadership

After the publication of our 2022 Gender Pay Report and acting on feedback from a subsequent listening exercise, we set up the Senior Women in Leadership Group.

The group is made up of the women who are on our leadership teams, and its objective is to promote and increase the visibility of women in senior positions within the company.

The group also aims to engage other senior women in the business and will shortly be commencing an #Iamremarkable campaign.



Business ethics



Employee forums

Our employee forums are important in fostering communication, collaboration and a sense of community within our company.

They are the voice of our employees, providing a channel for employees to raise concerns, share ideas, ask questions and collaborate on projects and initiatives.

This year, consultation with our employee forums resulted in:

- environmental enhancements to our Oxford Barns site, including installation of electric vehicle charging points and exploration of the potential for solar panels
- support for local wildlife charities including BBOWT in Oxfordshire, UK and the Koala Clancy Foundation and Australian Koala Foundation in Australia
- a drive towards more eco-friendly company events, including our UK Summer Social and King's Award celebration
- an update to our global promotions process
- improvements to our IT infrastructure and office spaces
- improvements to onboarding and training of new employees.



Compliance training

Our employees receive all relevant compliance training related to their role, notably the following.

- Anti-bribery and corruption (ABAC): Our ABAC policy is mandatory reading for all employees and we also offer online training.
- Good Publication Practice (GPP): We provide introductory videos on the background to compliance in our industry and how to apply the principles of GPP in our everyday work.
- Association of the British Pharmaceutical Industry (ABPI), European Federation of Pharmaceutical Industries and Associations (EFPIA) guidelines: We provide online training on ABPI principles for all new employees; after this, we offer regular update sessions on the latest code cases and learnings from them.
- Prescription Medicines Code of Practice Authority (PMCPA): We provide online training about the PMCPA guidance for social media usage.

We ensure that our compliance training is reviewed annually.

Our global policies are reviewed on an annual basis and aligned with relevant laws, including:

- *UK Bribery Act*
- *The Foreign Corrupt Practices Act of the USA*



Cyber security



Our dedicated IT security team regularly reviews our policies, including IT security, cookies and GDPR metrics, and works with our IT services partner to manage security across our environment.

- Our IT services partner completes annual penetration tests and logs any subsequent findings for ongoing management and/or mitigation.
- Industry-leading security software is configured to monitor adverse security behaviours and protect against ransomware.
- A Managed Threat Response team monitors and manages security on a 24/7/365 basis, including endpoint detection and response.

We provide internal security training to all employees.

- All new employees complete mandatory cyber security and GDPR awareness training.
- Every year, existing employees must read key IT security information and are required to refresh their cyber security knowledge.
- Phishing simulation emails are sent to all employees every month and are followed up with additional training if required. This year, we have sent more than 3000 phishing simulation emails, and the average success rate for reporting the emails was 95%.
- All employees have a global unique identifier for logon to our systems, and access to Office 365 accounts and our virtual private network (VPN) are further secured with two-factor authentication.



Cyber Essentials Plus certification

We are delighted to have achieved Cyber Essentials Plus certification for the past 4 years. Cyber Essentials Plus is the highest level of certification offered under the Cyber Essentials scheme and was awarded after rigorous testing of our cyber security systems and our protection against basic hacking and phishing attacks.



Data privacy

We are committed to protecting the confidentiality, integrity and availability of personal data, and meet our GDPR obligations by managing personal information in a secure and consistent manner.

- We employ a comprehensive information security programme for people, process and technology which is overseen by our Data Protection Officer and external legal counsel.
- For projects involving data processing, we enforce a rigorous Data Protection Impact Assessment programme process.

We continually assess our security against disclosure, loss, misuse, unauthorized access or alteration of personal information using appropriate measures, which include:

- using encryption to help to protect the transmission of personal information, when appropriate
- protecting the security of sensitive data
- ensuring that our employees, contractors and agents comply with our IT security policies.

General Data Protection Regulation (GDPR)

This year, we have completed 33 internal GDPR audits across the global business, which are aimed at identifying any gaps in processing or training.

All new employees are provided with GDPR awareness training as part of their induction, which covers awareness of the legislation, its implications and individuals' responsibilities in safeguarding personal data.

Existing employees are required to refresh GDPR awareness training every 2 years.

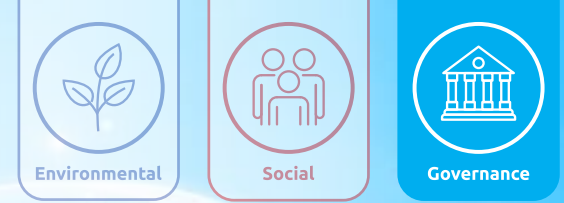


Quality and best practice

Within our sector

We communicate best practices in our sector by engaging closely with industry bodies.

- International Society for Medical Publication Professionals (ISMPP)
 - Our Chief Executive Officer is a previous Chair, and our Director of Innovation has been appointed Chair-Elect for 2024.
 - We have been involved in the co-creation of best practice documents (e.g. Accurate Consensus Reporting Document (ACCORD), patient lay summary guidelines, statement on value of medical writing).
- Medical Affairs Professional Society
 - Members of the Executive Partner Circle Subcommittee and Focus Area Working Group Engagement
- Communiqué Awards
 - Our Chief Operating Officer is a member of the steering committee
- European Medical Writers Association (EMWA)
 - Our Chief Executive Officer is a member of the EMWA Medical Communications Special Interest Group
- PMSociety
 - Our Client Partnerships Director sits on the Industry and Agency Relationships Group and the Careers Interest Group
- Healthcare Communications Association (HCA)



Within our company

We support our employees to gain industry-relevant accreditations, including:

- Certified Medical Publication Professional certification for medical communications specialists
- Chartered Institute of Personnel and Development for human resources and learning and development specialists
- Association of Chartered Certified Accountants (ACCA) for finance specialists.

Should accreditation be required on a course that is not offered, employees may review external options with the company.



Thank you

“At Oxford PharmaGenesis, our mission and philosophy are to make a positive difference to patients and in the wider world. This, our first published annual report on ESG, documents our commitments and highlights our achievements over the last 12 months. None of this would be possible without the support of our employees, clients, suppliers and collaborators, to whom we extend our sincere thanks. There is much more to do to achieve our goals, and we look forward to providing updates on our progress over the coming years.”

Chris Winchester, *Chief Executive Officer*



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