



# Our ESG report

**November 2024 to October 2025**



# From the Oxford PharmaGenesis Board

We are pleased to present our Environmental, Social and Governance (ESG) Report for 2024/2025. This report reflects our ongoing commitment to making a positive impact across our sector. The achievements and initiatives detailed in these pages demonstrate our dedication to sustainability, innovation and ethical leadership. We thank all our colleagues for their contributions in driving meaningful change and upholding the values at the heart of Oxford PharmaGenesis.



The Board

## 2024/2025 awards



<https://recognition.ecovadis.com/yG1Zm4wgIU6SuKncsS5o9w>



## OUR PHILOSOPHY

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



# Summary

## Our ESG team



**Richard White**  
Chief Operating Officer



**Emma Mackey**  
Executive Assistant



**James Tustian**  
Executive Director,  
Finance and HR



**Julia Cade**  
Financial Controller



**Paul Farrow**  
Executive Director,  
Growth and Innovation



**Emma Parmenter**  
Global Facilities  
Manager



**Paul Morrissey**  
Client Partnerships  
Director

### Environmental highlights

EcoVadis Silver medal again,  
with an increased score  
for Environment

Successful first independent  
audits of our emissions data  
reporting and environmental  
management system

Reduction in greenhouse  
gas emissions during  
2023/2024<sup>a</sup>

### Social highlights

25% of our colleagues are  
engaged in mentoring  
across the company

More than £40 000  
raised for charities

More flexible working  
measures to facilitate  
colleagues' well being

Open Pharma launch of  
AI Discussion Forum

### Governance highlights

Significant contributions to  
industry-specific bodies by  
many colleagues

Investment in developing  
novel AI tools

CyberVadis Essentials  
certification for the  
sixth year and our  
first CyberVadis Silver  
certification

“The strength of our collective commitment to responsible growth and positive impact has brought advances this year in all areas of ESG, and I am pleased to see these developments in our sustainable, responsible and forward-looking business.”

**Richard White**  
*Chief Operating Officer*

<sup>a</sup>See the appendix for details of our commitments with the Science Based Targets initiative.

# Environmental highlights



Globally, we are in the top **15%** of companies assessed by EcoVadis



Our emissions data reporting and our environmental system have been successfully independently audited



SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

We reduced our greenhouse gas emissions in 2023/2024<sup>a</sup>

“This year has seen significant progress in our environmental journey. We have continued to engage in sector-wide activities in environmental best practice, and our first independent environmental audits have demonstrated the integrity of our reporting.”

**James Tustian**  
*Executive Director, Finance and HR*

We actively contribute to multistakeholder global initiatives that are defining best practices in assessing and reducing environmental impacts in healthcare



<sup>a</sup>See the appendix for details of our commitments with the Science Based Targets initiative.



# Commitment to environmental sustainability



We are in the highest-performing 15% of more than 130 000 companies across 180 countries and more than 200 industries that submitted evidence to EcoVadis from March 2024 to February 2025.

We have scored 68 or more out of 100 in all sections of our application and are proud to have improved our Environment score this year from 70 to 82 out of 100.



SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

During 2023/2024:

- we reduced our Scope 1 and 2 greenhouse gas emissions compared with our base year of 2022/2023 by 53%
- 63% of our Scope 3 suppliers by emissions had science-based targets.

See the appendix for details of our commitments with the Science Based Targets initiative and our emissions data.



This year, our Chief Operating Officer, Richard White, was appointed to the Foresight Committee of the Healthcare Communications Association (HCA). Richard is also a lead of the HCA's Sustainability/ESG Workstream and was a panellist for its webinar 'Going Green, Meeting the Environmental Sustainability Challenge' in February.



We are delighted to have received our highest score to date for our Climate Change submission, including our first A grades in several categories. We were also pleased to receive a grade C for our second Water Security submission. We believe these results reflect our ongoing commitment to transparency and continuous improvement in environmental reporting.



Richard is a contributing member of the 1-year Economic Evaluation of Health Impacts of Climate Action (ECO-CHICA) consensus project to define appropriate methods to incorporate climate impacts into economic evaluations and assessments of health co-benefits.



In June, our Chief Executive Officer, Chris Winchester, was a panellist for the 'Greening the pharmaceutical sector: rhetoric or reality?' debate hosted by Green Templeton College, Oxford, UK, to discuss how the industry can drive change for planetary health.



Our first independent environmental audits confirmed that the requirements of the following ISO standards were met in 2022/2023 and 2023/2024:

- ISO 14001:2015 – Environmental Management Systems
- ISO 14064-1 – Greenhouse Gas Emissions Reporting



# Commitment to environmental sustainability



**Office infrastructure:** To reduce our office footprint in Melbourne at the end of office lease, we moved to premises with a 6-star Indoor Environment rating by the National Australian Built Environment Rating System. In addition, our US office is now fully remote.

**Efficiencies through AI use:** Our in-house implementation of AI tools optimizes efficiency and so minimizes environmental impact. We also recognize the environmental implications of AI and, therefore, integrate its impact into our broader sustainability assessments.

**Sustainable initiatives:** We are helping to reduce medicines waste through the Sustainable Medicines Partnership and to safeguard local biodiversity through the Berkshire, Buckinghamshire & Oxfordshire Wildlife Trust. We also plant a new tree every time a new employee joins us.

**IT infrastructure:** We store our data on cloud servers, and we continuously remove redundant on-site infrastructure. This year also marked the launch of our data strategy, with a key objective of minimizing data retention.



**Electronic recycling:** We donate all of our reusable old laptops to charities suggested by our colleagues. Over the past year, we have donated 103 used laptops to:

- Aspire Oxfordshire Community Enterprise (UK)
- Gwynedd Mercy University (USA)
- Marcham Primary School (UK)
- National Childbirth Trust (UK)

- PCs for Kids (Australia)
- Unicorn School (UK)
- West Berkshire Homeless (UK).

We dispose of other redundant IT equipment in accordance with the UK's 2023 Waste Electrical and Electronic Equipment regulations and the equivalent local regulations in the other countries in which we operate.

**Sustainable transport:** We provide electric vehicle charging points at our Oxford Barns site, a cycle-to-work scheme, an electric vehicle salary sacrifice scheme and rail season ticket loans.

**Environmental awareness training:** We assign accredited and approved environmental awareness training to our colleagues when they join us and every 2 years thereafter.

**Sustainable procurement:** Our global sustainable procurement policy aims to reduce any adverse

environmental, social and economic effects of goods and services supplied to us.

**Waste management:** We monitor our waste continually to reduce consumption, maximize recycling and minimize the contamination of recycling.



*We have installed two more beehives at our Oxford Barns site to support pollination of local wildflowers*



# Social highlights



Through our facilitation, Open Pharma launched an AI Discussion Forum for its Members and Supporters

**£44 215**  
donated to **23**  
charities

**95**  
mentees  
and  
**23**  
mentors

are taking part in our mentoring programmes

**35 UK hub days in 2024/2025 helped to bring remote colleagues together**



**Our new Idea Elevator programme fosters a culture of innovation**

**We supported our colleagues' well being by providing more flexible working and shorter summer/winter hours**

**In collaboration with Green Templeton College at the University of Oxford, we mentor students, support internships and fund a DPhil studentship**



"As the new Global HR Director, I am proud to have joined an organization that invests in developing its people. Our mentoring programme encompasses more than a quarter of our people, and our Idea Elevator programme is supporting our purpose-driven culture in which everyone can thrive."

**Sarah Connaughton**  
Global HR Director



# Industry leadership



We are proud to be the co-founder, co-funder and co-facilitator of Open Pharma, a multi-sponsor collaboration with the mission of reducing research waste through openness and transparency. This year, the membership grew to 18 pharmaceutical companies and two publishers.

## Our Open Pharma team



Vicky Sanders  
Communications  
Team Leader



Deborah Blain  
Senior Account  
Manager



Joanna Donnelly  
Communications  
Consultant



Sophie Nobes  
Senior Medical Writer



Swati Khare  
Senior Medical Writer

## Highlights from 2024/2025

- Launch of an AI Discussion Forum covering topics such as best practice for disclosing generative AI use and how incorporating AI into workflows can create efficiencies.
- Completion of statements for our vision, with tangible intermediate and ultimate goals to inform our strategy.
- Hybrid workshops in London, UK and Washington, DC, USA for Members and Supporters to discuss key vision topics.
- Collaboration with Healthcare Information For All (HIFA) to improve understanding of healthcare professionals' experiences and perceptions of open access publishing.
- Presentations, roundtable sessions and workshops at annual conferences of the International Society for Medical Publication Professionals (ISMPP), Researcher to Reader and the European Medical Writers Association (EMWA), and via ISMPP University. Topics include plain language summary guidance, readable research content and Creative Commons licences.
- Article in *Medical Writing* discussing the implementation of electronic product information to advance sustainability, inclusivity and patient care.<sup>1</sup>

1. Bahador B et al. *Medical Writing* 2025;34:21–5.

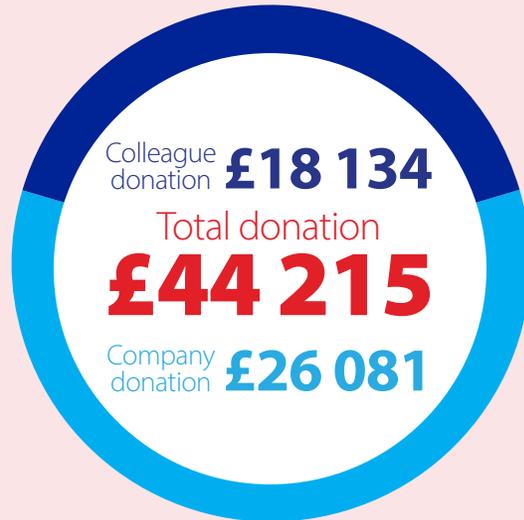


# Charity



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

2024/2025 | **23** causes



Our matched funding scheme supports colleagues in their activities by matching their fundraising achievements. In this way, our fundraising is driven by our colleagues and supported by a company budget.

In addition, some of our colleagues are trustees for charitable patient organizations.



*Our Melbourne colleagues raised AUS\$540 on Red Nose Day for research into sudden infant death syndrome*



*One of our colleagues was part of a 3-person relay team to swim the English Channel, which raised £6035 for the Oxfordshire hospice charity Sobell House*



*The Oxford PharmaGenesis Thames Trekkers completed the Thames Path Mighty Hike and raised £17 238 for Macmillan Cancer Support*



*Another of our colleagues joined the Rob Roy Mighty Hike in the Scottish Highlands and raised £858 for Macmillan Cancer Support*



# Commitment to developing our colleagues



## Idea Elevator

This year, we initiated our new Idea Elevator programme to foster a culture of innovation by enabling colleagues at all levels to develop transformative ideas. It gives colleagues the opportunity to pitch service, product and process innovations to internal 'investors', who then provide mentorship, time and funding to successful applicants. The programme empowers our people to shape the future of Oxford PharmaGenesis and deliver meaningful impact to our clients.

## Adoption of AI

We have built a community of 'Copilot Champions' to help colleagues to embrace generative AI with confidence. Champions support individuals in finding ways to work more efficiently and innovatively by sharing expertise and practical tips with their teams. This peer-led support is part of our commitment to ensure that everyone has access to opportunities for development.

## Mentoring programmes

One-to-one mentoring and growth mentoring programmes have been provided again this year to continue to strengthen our colleagues' knowledge and experience. The mentoring programmes are developing colleagues on topics chosen by the mentees, while also allowing our next-generation leaders to develop their mentoring skills further. The programmes are running with a collective total of 95 mentees and 23 mentors, so they are benefiting more than a quarter of the company.

## Colleagues' well being

Following our strong results with Great Place To Work® in recent years, we conducted an internal employee engagement survey this year to generate more insights. The results, alongside feedback from the Global Employee Forum, have been invaluable in highlighting successes and key areas for improvement.

Therefore, we have introduced more flexible working for an initial 6-month trial period to enable us to accommodate the individual needs of our colleagues, when possible, while maintaining our high standards in meeting client needs.

We have also reintroduced early finishes on Fridays during July and August, work permitting, to help colleagues with their personal commitments.

## Local conference attendance

We have enabled colleagues to attend local conferences to gain real-life experiences in meeting our clients and collaborators without the need for long-distance business travel.



# Governance highlights



We have achieved **Cyber Essentials Plus** certification for the sixth consecutive year



We have received our first **CyberVadis Silver** certificate for commitment to cyber security



Our phishing education campaign of more than 8000 simulation emails achieved an above-average reporting rate of

# 92%

Many of our colleagues are contributing time and expertise to important industry bodies, including **CHC, HCA and ISMPP**



Our Global AI & Technology and IT teams, alongside our Copilot Champions, ensure responsible integration of AI into our innovative solutions and day-to-day business practices



“We continue to adopt AI and other technologies, taking an ethical approach and maintaining a strong security culture. We are contributing expertise to important industry bodies: several colleagues are working across various ISMPP committees, leading development of best practices in our sector.”

**Paul Farrow**

*Global Director, Growth and Innovation*

# Commitment to business ethics



## Our company's 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 and two of our Executive Directors are members of our ESG team, ensuring Board involvement in all ESG matters.

## Compliance training

**Our colleagues receive all relevant compliance training related to their role, notably the following:**

- anti-bribery and corruption (ABAC)
- Good Publication Practice (GPP)
- Updates from the Association of the British Pharmaceutical Industry (ABPI) and the European Federation of Pharmaceutical Industries and Associations (EFPIA)
- Prescription Medicines Code of Practice Authority (PMCPA) social media use.

**We regularly review our global policies and conduct data protection audits to ensure alignment with laws in the countries in which we operate.**

## Our use of AI

As the use of AI becomes an integral part of day-to-day processes and internal innovation, we ensure responsible and effective use of AI through strong governance, including:

- training and support from our Global AI & Technology and IT teams and our Copilot Champions
- our global AI policy, which sets expectations for responsible use, quality control and accountability for all colleagues and suppliers
- an approval process for enterprise-grade solutions to ensure business separation and privacy controls
- investment in developing novel AI-based tools.

Colleagues are responsible for verifying AI outputs and ensuring transparency and compliance across all activities.



## Equity of gender pay

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

## Supplier code of conduct

Our supplier code of conduct requires all suppliers and their partners to uphold high standards in human rights, labour practices, environmental responsibility, sustainable procurement and anti-corruption while working with us.



# Cyber security and data privacy



## IT security

- 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.
- All colleagues have a global unique identifier for log-on to our systems, and access to Office 365 accounts and our virtual private network (VPN) are further secured with two-factor authentication.
- All our key applications use single sign-on and multi-factor authentication protocols to ensure enhanced security.

## Internal security training

- All new colleagues complete mandatory cyber security training.
- Every year, existing colleagues must read key IT security information and are required to refresh their cyber security knowledge.
- Phishing simulation emails are sent to all colleagues every month and are followed up with additional training if required. This year, we have sent more than 8000 phishing simulation emails and achieved a 92% reporting success rate, which is above average within our industry.
- Our IT security team simulated a cyber attack at this year's leadership summit to provide hands-on experience with our procedures for such events.



## CyberVadis certifications

- We have received Cyber Essentials Plus certification for the sixth consecutive year.
- In addition, this year CyberVadis has awarded us with our first Silver certificate to reflect our improved score of 816/1000 in 2025.
- Our achievements are founded on evidence-based assessments and indicate strong cyber maturity.

## Data protection

- We use 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 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 colleagues, contractors and agents comply with our IT security policies.
- All data protection audits are conducted across the global business as mandated by law, and we act on any gaps in processing or training that may be identified by the audits.
- All new colleagues are provided with data protection awareness training as part of their induction, and existing colleagues are required to refresh this training every 2 years.



# Supporting best practice



## Within our sector

### Coalition of Healthcare Communications (CHC)

- We are corporate members of the CHC, and our Chief Operating Officer sits on the Board.

### 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.

### Healthcare Communications Association (HCA)

- Our Chief Operating Officer is a member of the Foresight Committee and the Sustainability/ ESG Workstream.

### International Society for Medical Publication Professionals (ISMPP)

- Our Director of Innovation is currently the Immediate Past Chair.
- Seven of our colleagues are involved in ISMPP committees, including the following appointments for 2025/2026: Digital Engagement and Visual Communications, Publication Practices, Annual Meeting Program, and Publication Ethics and Standards.
- Our Chief Executive Officer is on the steering committee for the development and dissemination of the ACcurate CONsensus Reporting Document (ACCORD) guideline.

### Medical Affairs Professional Society (MAPS)

- Employees are members of the Executive Partner Circle Subcommittee and the Evidence Generation Focus Area Working Group.

### National Library of Medicine

- Our Chief Executive Officer is a Director of the Friends of the National Library of Medicine.

### PM Society

- Our Client Partnerships Director sits on the Industry and Agency Relationships and the Careers Interest groups.

## Within our company

We support our colleagues in engaging with relevant professional organizations, 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 for finance specialists
- Chartered Institute of Editing and Proofreading for editors.

If accreditation is required via a course that is not offered, colleagues suggest other external options.



# From our Chief Executive Officer

We are all immensely proud of the strong ethical foundation that underpins everything we do at Oxford PharmaGenesis. Our people practise the values that define us, whether through their leadership in shaping industry best practice or their dedication to treating clients, healthcare professionals and patients with care and consideration. The trust placed in us by our clients, partners and communities is something prized by us all. This year's ESG report demonstrates that, in a changing and challenging world, we are doing our bit, not least in our Mission to accelerate adoption of evidence-based innovations for patients in areas of unmet medical need.



**Chris Winchester**



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# Appendix



# Our environmental data

Our near-term targets for reducing greenhouse gas (GHG) emissions have been validated by the Science Based Targets initiative, as follows.

- We have committed to reducing absolute Scope 1 and 2 GHG emissions by 42% by 2030 from our 2022/2023 base year.
- Additionally, we have committed that 82% of our Scope 3 suppliers by emissions (covering purchased goods and services, capital goods and business travel) will have science-based targets by 2028.

Across all of our locations, a third party, NQA Certification Ltd, has performed independent surveillance audits of the following for the years 2022/2023 and 2023/2024:

- our GHG emissions inventory (ISO 14064-1)
- our environmental management system (ISO 14001:2015).

We made progress in both of our commitments with the Science Based Targets initiative during 2023/2024, compared with the base year,<sup>a</sup> as follows.

- Our absolute Scope 1 and 2 GHG emissions were reduced by 53.5%. We anticipate that this will be maintained or improved to 2030.
- 63% of our Scope 3 suppliers by emissions had science-based targets (base year: 64%). GHG emissions target setting is relatively new to some businesses and we are constantly seeking suppliers who have set science-based targets.

	2022/2023	2023/2024	Reduction in Scope 1 and 2 in 2023/2024 <sup>a</sup>
<b>GHG emissions, tonnes CO<sub>2</sub> equivalents</b>	<b>1443.31</b>	<b>1197.91</b>	
<b>Scope 1</b>	<b>108.38</b>	<b>78.42</b>	<b>53.5%</b>
<b>Scope 2, market-based</b>	<b>118.14</b>	<b>26.92</b>	
<b>Scope 3</b>	<b>1216.79</b>	<b>1092.57</b>	
1 Purchased goods and services	43.53	36.61	
2 Capital goods	22.81	17.61	
3 Fuel and energy related	24.49	16.17	
4 Upstream transportation and distribution	0	0	
5 Waste generated in operations	0.71	0.65	
6 Business travel	766.11	688.22	
7 Employee commuting	359.14	333.32	
8 Upstream leased assets	0	0	
9 Downstream transportation and distribution	0	0	
10 Processing of sold products	0	0	
11 Use of sold products	0	0	
12 End of life treatment of sold products	0	0	
13 Downstream leased assets	0	0	
14 Franchises	0	0	
15 Investments	0	0	

<sup>a</sup>Base year: 2022/2023.

