



PLG
ProductLifeGroup



**Corporate Social
Responsibility CHARTER**

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In today's environment, the need for responsible business practices is more critical than ever.

We believe that Corporate Social Responsibility delivers added value to our clients, employees, shareholders, business partners & the communities in which we operate and the environment.

Our employees represent PLG's life force and are a key part of this process. PLG can only make its commitments through them and with them.

To achieve this, we aim to foster diversity and respect for difference in the workplace.

We believe that a caring work environment creates a better culture of excellence. In this way, we can all move forward together towards our common goal of building a better working world.

Core Values

At PLG, the way we lead, work and behave is driven by our core purpose: improve human health by delivering regulatory compliance services for the safe and effective use of medical solutions.



This purpose influences the way we meet client needs while respecting the regulatory requirements of each country in which we operate.

The values we promote are: **Teamwork & Diversity - Entrepreneurship mindset – Customer oriented & Learn to learn – Continuous improvement**

Business Ethics

PLG is committed to being an ethical business. Business ethics build trust with our clients, shareholders, team members, suppliers and other stakeholders. They provide the right environment and act as a business enabler to support our clients' ambition and growth.

PLG is committed to comply with all applicable competition and antitrust laws and regulations and rejects any form of bribery and corruption. In April 2020, PLG has issued, promoted and supported a Code of Business Ethics. As part of this program, every employee receives the Code of Business Ethics and is expected to comply with it and follow specific trainings.



PLG supports and adheres to:

- The principles of the 1948 Universal Declaration of Human Rights and refuses the use of forced labor and child labor;
- The principles of the fundamental conventions on labor standards of the International Labour Organization;
- The OECD guidelines for Multinational Enterprises;
- The principles of the UN Global Compact Program and has signed on to the UN Global Compact "Caring for Climate".

What does engagement mean at PLG?

Helping all our employees to grow, in a meaningful work environment conducive to individual self-fulfillment.

Our HR challenges require the implementation of individual development plan, fostered by the creation of a new Performance Management called The Meaningful Conversations. Its main aims are to analyze our talent management performance and to identify ways of making the necessary changes.



Our employees and partners are working to minimize our footprint, even though it is small because we are a services company. In November 2020, PLG joined the United Nations Global Compact committed to advancing on the Ten Principles and achieving the Sustainable Development Goals (SDGs):

- Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights;
- Principle 2:** Make sure that they are not complicit in human rights abuses.
- Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4:** The elimination of all forms of forced and compulsory labor;
- Principle 5:** The effective abolition of child labor;
- Principle 6:** The elimination of discrimination in respect of employment and occupation.
- Principle 7:** Businesses should support a precautionary approach to environmental challenges;
- Principle 8:** Undertake initiatives to promote greater environmental responsibility
- Principle 9:** Encourage the development and diffusion of environmentally friendly technologies.
- Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

Environmental Sustainability



As a services provider, PLG is consuming less energy in daily facility operations and with less control over consumption than compared to other industries such as manufacturing. By reducing energy consumption, we can help to reduce the environmental impacts associated with CO2 and other greenhouse gas (GHG) emissions.



Facilities

We are taking action to reduce the impact that our facilities have on the environment throughout their lifespan, by:

Active monitoring of power consumption to identify opportunities to reduce usage;

Introducing advanced energy-saving measures such as high efficiency lighting and HVAC (heating, ventilation and air-conditioning) systems.

usage of "green energy schemes" where possible (i.e. electricity provider that delivers only power from regenerative sources)

Business Travel

Business travel is a particular issue for the services industry. While recognizing the critical importance of face-to-face time spent with our clients, we continue to take pragmatic steps to reduce our travel-related impacts:

- Video-conferencing and other tools to enable remote and global collaboration;
- Encouraging the use of public transport and rail passes and avoiding using plane considering distance and security;
- Encouraging commuting to environmentally friendly transportation means
- Providing virtual working and flexible working hours to enable employees to work remotely and travel outside peak periods.

Waste Management

PLG uses the 'reduce, recycle, reuse' principle to drive our approach to waste management, encouraging recycling initiatives and individual responsibility while implementing ways to reduce non-renewable resource usage.

We have introduced schemes to:

- Provide recycling facilities for paper, cardboard, glass, aluminum, printer toners, plastics and reduce electronic waste depending on available local facilities;
- Accelerate digital transformation to reduce waste creation of paper, cardboard, plastics in combination with paperless office strategy.
- Reduce electronic waste creation by applying advanced recycling policies in accordance with local legislation
- Continuous investment on green certified IT equipment & technology,
- Discourage unnecessary printing and encourage double-sided and black and white printing and photocopying when essential;
- Ensure that all electronic equipment is recycled in accordance with local legislation.

Procurement

We expect our suppliers and business partners to fully comply with all applicable legislation for the services they provide, and to respect appropriate ethical policies and human rights. Our contracts with our suppliers reflect this approach. Should a supplier fail to respect these sustainable procurement and ethical guidelines, PLG is then entitled to terminate the contract.

In our purchasing activities, we pay attention to social impacts and human rights, supplier diversity, environmental impacts, anti-bribery and corruption. Activities throughout our business are predicated on the ten key principles of the United Nations Global Compact



Challenges and Outlook

Challenges

- 1- **Alignment with clients objectives:** Balancing client expectations and stakeholders interests while promoting sustainable practices.
- 2- **Measurement and Reporting:** Establishing robust framework that would capture our social and environmental impact.
- 3- **Evolving regulatory landscape:** Keeping up with changing guidelines and regulations.
- 4- **Data management and privacy:** Ensuring compliance with data protection regulations and implementing robust data management systems.
- 5- **Globalization:** Managing and ensure our employees' wellbeing in all our different locations.

Outlook

ESG integration: Enhancing our knowledge of ESG frameworks, reporting standards and sustainability practices.

Stakeholder engagement: Developing engagement frameworks and fostering collaboration among stakeholders.

Positive work environment: Ensuring our employees wellbeing by fostering diversity, equality and inclusion and establishing a good work-life balance.

Training and competence: Providing professional development opportunities for our employees.



Our SDG approach

Our SDG's approach focuses on a sustainable and inclusive growth that fosters diversity and equality and reduce our impact on the planet.

An inclusive and balanced work life



Our employees wellbeing represent a focal point at ProductLife Group. To ensure a constant support our company implemented the meaningful conversation system to ensure effective communication between managers and employees, through this system employees benefit from the support needed to ensure their wellbeing within our structure. Formal initiatives were launched to encourage career mobility and set up individual career plans for all employees. An internal platform, ProductLife Academy was developed

to facilitate talent development and knowledge exchange.

ProductLife Group employee wellbeing is measured through a yearly survey.

Gender equality is central to ProductLife Group strategy and in 2022 our company accounted for 61.9% of women in its managerial staff.



While our offices are present in all continents, we strive to build an inclusive environment based on communication, cohesion and exchange, to this end as part of ProductLife Group 30th anniversary, 50 winners from all the offices around the world will be invited to the company HQ in Paris to take part in the celebrations.

Sustainability and emission reduction as a priority



Starting 2021, in a bid to assess and address our environmental impact, we partnered with a French start-up Greenly to calculate our CO2 emissions.

After taking into account our environmental impact, we took concrete steps to reduce it.

Product Life group being a service providing company, the majority of our emissions are part of scope 3.

As part of our CO2 emissions reduction, we enable our employees to work remotely and travel outside peak periods. ProductLife group offices are also equipped with recycling facilities and our IT purchase strategy focuses on green certified equipment.

ProductLife Group is committed to reduce waste creation within its offices by adopting and implementing a paperless office strategy.





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