

The background of the entire page is a blue-tinted image of two hands gently cupping a small globe of the Earth. The hands are positioned as if supporting the planet, with fingers slightly curled around it. The globe shows continents and clouds, though the colors are muted due to the blue overlay. The overall composition is centered and evokes a sense of care, responsibility, and sustainability.

# Sustainability Report 2024



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# Introduction

"This report outlines ProductLife Group's (PLG) commitments on sustainability across our business. In 2024, we made progress across several areas and delivered on key goals set last year.

We earned a Great Place to Work certification in 12 countries, reflecting the ongoing effort to strengthen our workplace culture. Women now hold 58% of management positions, and we continue to invest in training, inclusion, and employee engagement across all regions.

We also launched a new encrypted global whistleblower system, meeting a key 2023 objective. The platform is publicly accessible and allows both internal and external stakeholders to report concerns securely and anonymously. This strengthens our ethical governance framework and reinforces our commitment to transparency.

In procurement, we integrated CSR criteria into the due diligence process for all new suppliers, providing a stronger foundation for responsible sourcing and supplier accountability in the future.

This report shows where we've advanced and identifies areas where gaps remain. Our job now is to stay focused, keep improving, and ensure our actions align with our commitments. We hope you will continue supporting us as we progress in this journey."



**Xavier Duburcq**  
Chief Executive Officer (CEO)

## At a Glance



PLG provides outsourcing and consulting services for life science companies around the world across the product development and marketing life cycle.

In 2024, PLG provided services and consulting to hundreds of companies globally.

This includes  
**80% out of the world's top 50**  
pharmaceutical companies

The group is headquartered in France, with a global footprint in over 150 countries.

PLG has grown organically and through acquisitions in key markets including  
**7 acquisitions in 2024**

Together these companies and our partners comprise a team of over  
**2000 collaborators worldwide**



# Our Sustainability Approach

PLG promotes long-term value creation while considering the Environmental, Social, and Governance (ESG) related impacts of our operations within the areas of human rights, labor rights, environment, and business ethics in accordance with the United Nations Global Compact (UNGC) principles.

## Overview of the UNGC Principles



## PLG's Commitments

- To conduct business in full compliance with all applicable laws
- To integrate UNGC principles and ESG issues into decision-making processes across our organization
- To engage with stakeholders, including employees, customers, suppliers, investors and local communities to understand, prioritize, and address their concerns related to ESG issues
- To implement a governance structure that provides the appropriate levels of oversight for ESG issues
- To transparently disclose material ESG issues and our progress towards upholding our commitments

## Alignment with the UN's Sustainable Development Goals (SDGs)





# PLG is proud to be a certified Great Place to Work in 12 Countries



**Candice Bosson**  
Chief HR Officer

“This achievement reflects the deep commitment, integrity, and collaborative spirit that our employees and leaders bring to our organization each day. It is a testament to the values that guide us — not only in how we operate, but in how we contribute to a more sustainable and equitable future.

As part of our broader sustainability strategy, we have carefully analyzed the feedback collected during this process and are implementing a targeted action plan to further enhance our workplace culture. This initiative supports our long-term goal of creating an environment where people thrive — one that prioritizes well-being, inclusivity, and continuous learning.”

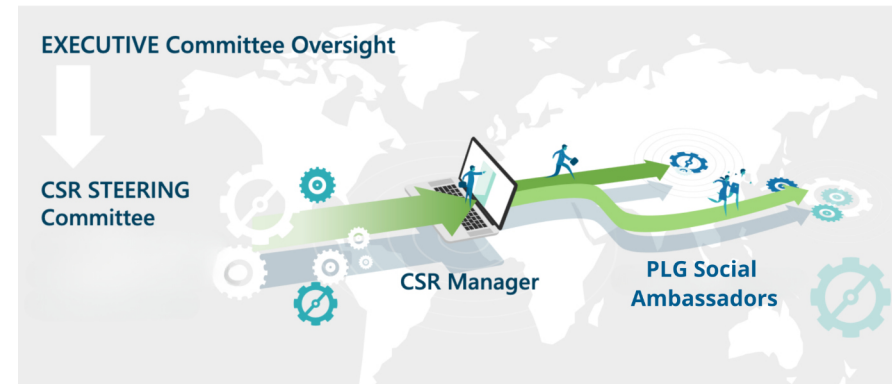


# CSR Governance and Leadership

PLG recognizes the importance of integrating sustainability into our corporate governance framework. We have done so through our dedicated CSR Manager, PLG Social Ambassadors, and dedicated CSR Steering Committee.

With oversight from PLG's Executive Committee, this group includes representatives from the highest level of management, employee representatives, and representatives from all key business units required to monitor and make progress towards our sustainability commitments.

This ensures our commitments are both stakeholder-centered, and backed by internal influence and decision-making power.



## CSR Manager

Sponsor: CHRO

- Facilitate and implement CSR governance
- Organize actions following PLG's CSR roadmap
- Report to internal and external stakeholders
- Monitor CSR objectives and implement new initiatives with the support of the departments involved
- Assist in ensuring targets and KPIs are met
- Propose strategic ideas to position PLG as an industry leader in CSR
- Lead the PLG Social Ambassadors program

## PLG Social Ambassadors (PLGSA)

Sponsor: CSR Manager

- Provide employee perspective on CSR & ESG issues
- Plan & Implement company-wide CSR initiatives
- Act as CSR ambassadors internally and externally

## CSR Steering Committee

Sponsor: CEO

Members: CSR Manager (facilitator), CHRO, HR Shared Services & People Analytics Director, VP of IT, CFO, Procurement Manager, Business Travel Lead

- Define group-level CSR objectives
- Validate proposals for actions and budget
- Ensure CSR Governance is followed
- Oversee the execution of approved projects, programs, and activities



# PLG Social Ambassadors (PLGSA)

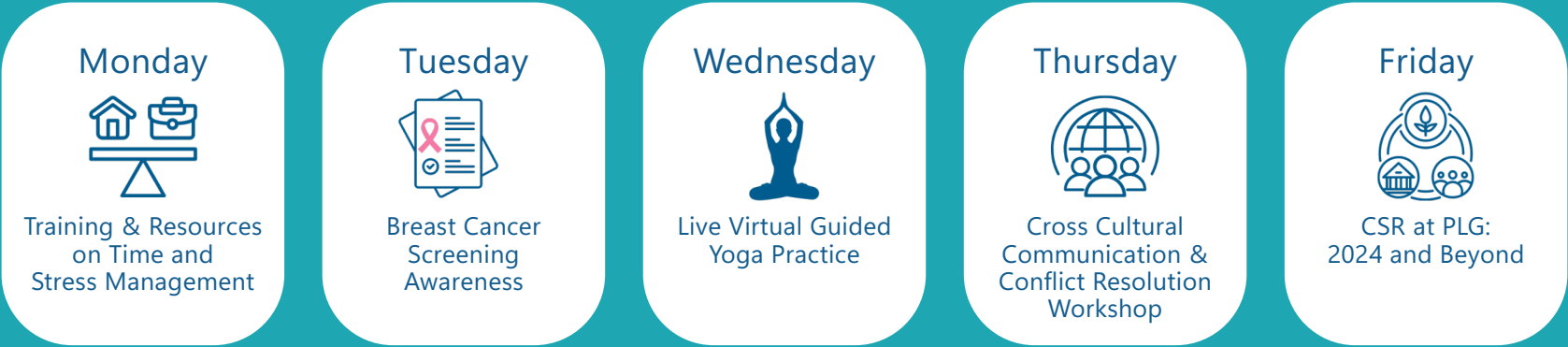
The PLGSA program is a volunteer initiative at PLG which aims to increase the sense of purpose and belonging amongst employees at PLG through engagement with CSR related issues. PLGSA members serve a one-year term, during which they assist in the ideation and execution of global CSR initiatives.

They also serve as both internal and external ambassadors for CSR work at PLG, bringing employee feedback to our CSR Steering Committee and disseminating information to their colleagues.

In 2024, PLGSA actions included CSR Week, Wellness Week, Zero Plastic Week, and PLG Week. All of these initiatives focused on various areas of CSR and engaged employees around the world. In 2024, our PLGSA representatives came from over a dozen countries across five continents.

## Case in Focus: CSR Week 2024

In October 2024, the PLGSA team hosted our Annual CSR Week. The program included a variety of topics and boasted hundreds of participants from around the globe. The schedule for the week of events is depicted below.





# Labor & Human Rights

In alignment with principles 1 through 5 of the UN Global Compact, as well as SDG 5, PLG is committed to ensuring no PLG entity is complicit in human rights abuses, eliminating all forms of forced labor (including child labor, eliminating discrimination across our organization, promoting gender equality across our operations, and upholding the freedom of association and collective bargaining for our employees.

## PLG Prioritizes the Health & Safety of Our Employees

We commit to providing all employees with a safe working environment by working collaboratively with employees to conduct frequent health and safety risk assessments.

### Working Conditions

PLG commits to providing all employees with good working conditions by ensuring that they have adequate wages, working hours, and benefits.

### Zero Tolerance for Child or Forced Labor

PLG prohibits the usage of child or forced labor across all stages of employment and maintains a zero-tolerance policy towards human trafficking and modern slavery.

### Respecting the Rights of Employees to Exercise their Freedom of Association, Expression, and Collective Bargaining

All PLG employees have the right to form, join, or refrain from joining labor unions or other organizations without fear of retaliation.

## Diversity, Equity, and Inclusion (DEI) at PLG

We are committed to providing an environment of equal treatment, fairness, and respect for all employees. This includes fostering a culture of inclusion and diversity, that is free from harassment and discrimination.

This includes monitoring progress and setting DEI-related targets. Our French headquarters tracks and monitors our Gender Equality Index score annually.

### Career Development & Training

PLG is committed to the continuous development of employee skills and capabilities. We provide comprehensive onboarding to familiarize new employees with available resources and opportunities.

Our PL Academy offers industry-leading digital training programs, including training on sustainability topics. We facilitate professional development through internal networks and knowledge-sharing.

PLG also supports additional external training to enhance employees' skills to best equip them to succeed in their roles as needed.



# Measuring Our Social Performance

To monitor our progress towards our social commitments, we report annually on the metrics below and have set several targets relating to Labor and human rights. The scope of data for the KPIs and targets for 2024 includes both PLG legacy entities whose data is tracked as part of PLG's Employee Relationship Management System, as well as entities acquired by Q4 2024.

| Indicator                                                               | 2022  | 2023   | 2024 <sup>2</sup> | Target (if applicable)                       |
|-------------------------------------------------------------------------|-------|--------|-------------------|----------------------------------------------|
| Number of Work-Related Accidents                                        | -     | 0      | 2                 | Report Beginning in 2023, Target of Zero     |
| Number of Work-Related Accidents Resulting in Death                     | -     | 0      | 0                 | Report Beginning in 2023, Target of Zero     |
| Percentage of Women in the Workforce                                    | 55.6% | 71%    | 70%               |                                              |
| Percentage of Women in Management <sup>1</sup>                          | 40%   | 48%    | 58%               | At least 45% women in management by 2029     |
| Gender Equality Index (ProductLife France)                              | 84    | 77     | 77                | Out of 100 - Improve Pay Gap Indicator Score |
| Unadjusted Gender Wage Gap                                              | -     | 32.35% | 25%               | Report Beginning in 2023                     |
| Employee Breakdown by Age                                               |       |        |                   |                                              |
| Under 30                                                                | 21%   | 25.33% | 24%               |                                              |
| Between 30 and 50                                                       | 68%   | 62.24% | 64%               |                                              |
| Over 50                                                                 | 11%   | 12.43% | 12%               |                                              |
| Attrition Rate                                                          | 18.1% | 15.66% | 15.88             | Reach and maintain 18% or less               |
| New Joiner Attrition Rate <sup>1</sup>                                  | 28.7% | 21%    | 21%               | Reach 15% or less by 2029                    |
| Average Training Hours Per Employee <sup>3</sup>                        | -     | 5.25   | 5.05              | Report Beginning in 2023, TBD                |
| Human Rights Related Violations Reported via PLG's Whistleblower Scheme | 0     | 0      | 0                 | Target of Zero                               |

1. BROADER SCOPE: Includes all legal entities part of PLG by end of year. PLG participates in an external audit of this KPI starting in 2023. In 2023 & 2024, the audit was carried out by Endrix (<https://www.endrix.com/en/>).

2. Data from 2024, besides where broader scope is indicated includes both PLG Legacy, as well as all acquired entities up to Q4 2024.

3. It should be noted this number only reflects training taken by PLG employees at fully integrated entities in our company's online learning management system, PL Academy. Data regarding training taken by employees externally, or as part of PLG's quality management system not included in this figure.



# Environment

In alignment with principles 7, 8, and 9 of the UN Global Compact, as well as SDG 13, PLG aims to minimize the environmental impact of our operations, as well as the operations of our suppliers. We are also committed to supporting our customers in their environmental efforts by aligning with their goals and providing services that increase efficiency & reduce paper consumption.

## Science Based Targets initiative (SBTi)

In 2023, PLG formalized our climate change mitigation efforts by committing to setting near-term emissions reductions targets in line with the 1.5 degree pathway as part of the SBTi. SBTi enables companies to set ambitious emission reduction targets in line with the latest climate science.

PLG must submit near-term emissions reduction targets to the SBTi for validation by November 2025.

## Resource Conservation & Waste Management

PLG is committed to cultivating a culture of environmental stewardship amongst our employees. We are committed to active monitoring of power and water consumption to identify opportunities to reduce usage. PLG uses green energy schemes and implements high-efficiency lighting & HVAC in our facilities where possible.

We are committed to reducing the waste generated by our operations through the implementation of paperless practices, employee engagement & training, and ensuring all of our facilities sort waste for recycling. In 2024, we also hosted a Zero Plastic Week, which included both training and concrete action. As part of the initiative, PLG also donated to three employee-selected environmental charities.

## Our Green IT Strategy

As a services provider and hybrid workplace, our actions regarding IT equipment procurement, use, and disposal are of key importance in minimizing our environmental impact.

Therefore, we have integrated the following into our environmental policy:

- A commitment to leveraging data centers that have committed to the Climate Neutral Data Centre Pact
- Prioritizing products and suppliers with green certifications and CSR commitments during IT procurement
- Migrating services and infrastructure to the cloud to reduce energy consumption associated with on-premise data centers
- Reduce e-waste by reselling, donating, or recycling IT equipment that is no longer in use

## Business Travel & Commute Emissions Reductions

Reducing business travel & employee commute are key levers in our emissions reduction strategy. We continue to promote remote work, have implemented a stricter business travel policy, and invested in a new corporate travel partner, Navan, to more accurately track our business travel emissions.



# Measuring Our Environmental Impact

To monitor our progress towards our environmental commitments, we report annually on the metrics below and have set several targets relating to this sustainability area. The scope of data for the Environmental KPIs and targets for 2024 is all entities that were part of PLG by the end of the 2024 calendar year.

Differences between the scope of 2024 and previous data are outlined on the following page. PLG saw a significant increase in absolute and relative emissions in 2024, driven by major acquisitions. As acquisitions remain a key feature of PLG's growth strategy, we must develop a thorough strategy to reach our ambitions.

As a start, we will be re-baselining our environmental KPIs and submitting science-based targets for validation in 2025, which will serve as the foundation for strategic investments in the years to come.

| Indicator                                           | 2022                     | 2023                      | 2024                    | Target (if applicable)                                                                         |
|-----------------------------------------------------|--------------------------|---------------------------|-------------------------|------------------------------------------------------------------------------------------------|
| GHG Emissions <sup>1</sup>                          | 3300 tCO <sub>2</sub> e  | 5784 tCO <sub>2</sub> e   | 9289 tCO <sub>2</sub> e | Reduce based on SBTi Near-Term Target with 2024 Baseline (target setting & validation pending) |
| GHG Intensity per Employee <sup>2</sup>             | 4.3 tCO <sub>2</sub> e   | 4.89 tCO <sub>2</sub> e   | 5.74 tCO <sub>2</sub> e | 5% Reduction of Year-Over-Year Emissions per Employee between 2023 and 2028                    |
| Emissions from Business Travel <sup>3</sup>         | 841.5 tCO <sub>2</sub> e | 612.48 tCO <sub>2</sub> e | 1885 tCO <sub>2</sub> e | 20% Reduction of Emissions from Business Travel by 2026 (with 2023 Baseline)                   |
| Total Facility Electricity Consumption <sup>4</sup> | -                        | 529266 kWh                | 734069 kWh              |                                                                                                |

1. The scope of this calculation includes both PLG Legacy and all entities acquired in 2024.

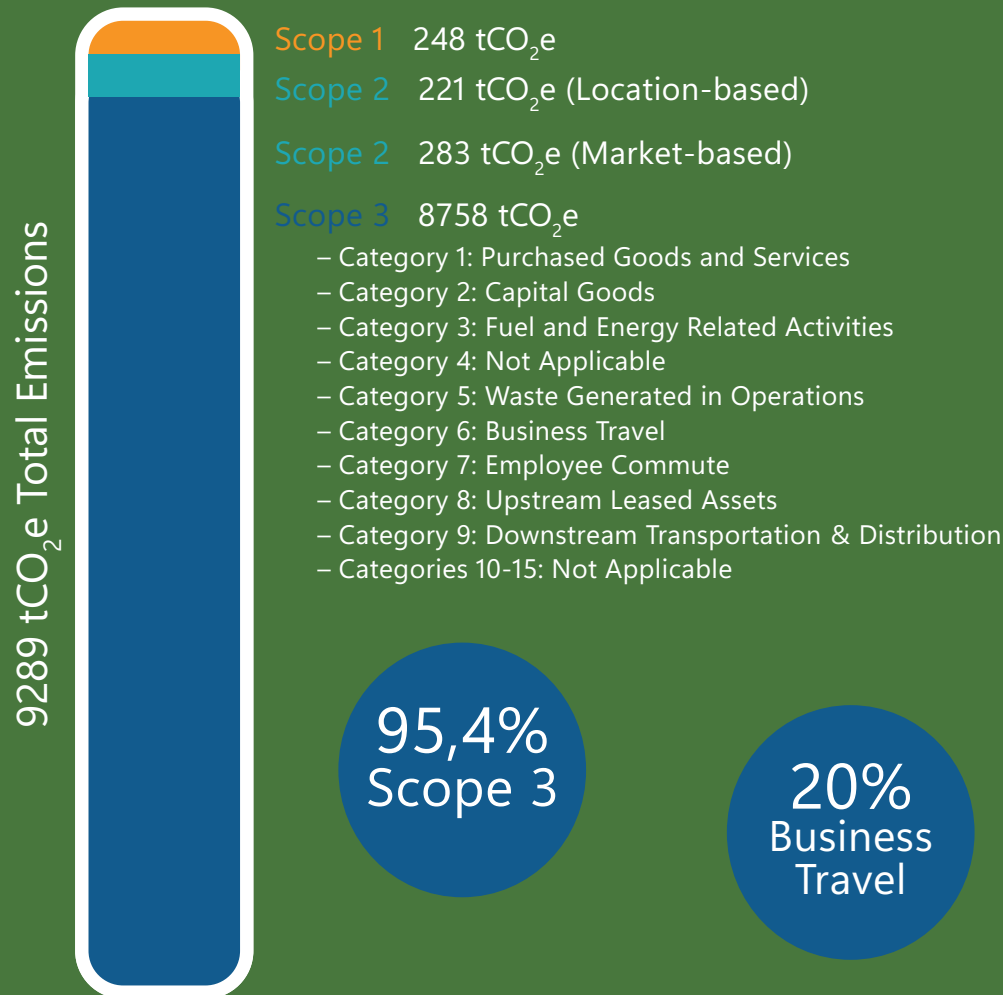
2. Calculated by dividing the total tCO<sub>2</sub>e by the average number of FTEs at PLG across the year. ProductLife Group's participates in an external audit of this KPI, which includes review of both the carbon footprint (location based) and the average FTEs across the year. In 2023 and 2024, the audit was carried out by Endrix (<https://www.endrix.com/en/>).

3. In 2022, Business Travel and Employee Commute were grouped together. In 2023 and 2024, in alignment with the GHG protocol they have been reported separately.

4. Reflects electricity consumption of PLG facilities.



# Overview of 2024 GHG Emissions



Note: PLG's Emissions are calculated annually, on a calendar year basis, in alignment on the Greenhouse Gas Protocol. In 2024, PLG partnered with Watershed to complete this calculation.

## Notes on Our 2024 Data

In 2024, PLG's environmental and GHG emissions reporting to cover all legal entities (including those purchased through acquisitions) by the end of the calendar year. PLG acquired seven new entities in 2024, who alongside PLG's legacy entities are represented in this disclosure.

Furthermore, our 2024 reporting of GHG emissions includes a broader and more accurate accounting of our emissions. This includes coverage of expenses from capital goods, activity based data or estimates for all office facilities' utilities and waste, and a more comprehensive reporting of emissions from employee commuting.

These acquisitions and reporting improvements are reflected in the increased emissions levels reported in 2024, in comparison to 2023.

Since the 2024 data most accurately reflects our operations and recent growth, it will serve as the baseline for the future targets detailed in this report.

Furthermore, PLG's GHG Intensity per employee was audited by an accredited external auditor in both 2023 and 2024.

We continue to work towards our GHG Intensity reduction targets, and are currently finalizing our near-term targets to send for validation as part of the Science Based Targets initiative.



# Sustainable Procurement

In alignment with SDG 12 and the SA8000 Standard, PLG aims to promote sustainable consumption and production patterns throughout our own operations and value chain through our sustainable procurement efforts and policies. This includes favorable consideration for suppliers with robust environmental, labor & human rights, and/or corruption risk management systems.

## Our Sustainable Procurement Policy

This policy outlines our commitment to social, ethical, and environmental responsibility in our procurement processes. It defines the principles, expectations, and responsibilities for our suppliers to ensure compliance and promote sustainability throughout the supply chain.

## Supplier Due Diligence & Rating Scheme

PLG’s procurement due diligence process includes a supplier questionnaire. The CSR portion of this questionnaire is reviewed by our CSR Manger who gives each supplier a rating. Suppliers who receive an F rating are not approved for collaboration, while others receive a grade from A to D. D-rated suppliers are provided a CSR improvement plan.

## Supplier Code of Conduct

Suppliers must comply with ProductLife Group Supplier's Code of Conduct and ensure the compliance of their subcontractors. Additional CSR requirements may be imposed based on specific project or customer requirements.

## Supplier Audits

To work with PLG, suppliers must agree to be audited at request. Audits based on CSR are completed by the quality team and the CSR Manager, and can be on-site or virtual.

## Procurement Team Training

In 2024, we introduced CSR training on Human Rights in the supply chain. PLG will continue expanding training of the procurement team on CSR issues in the coming years.

| Indicator <sup>1</sup>                                                    | 2023          | 2024          | Target (if applicable)        |
|---------------------------------------------------------------------------|---------------|---------------|-------------------------------|
| Management of New Supplier Due Diligence to Include CSR Provisions        | Not available | 100%          | Target of 100% by end of 2025 |
| Management of New Tier 1 Supplier Due Diligence to Include CSR Provisions | Not available | 100%          | Target of 100% by end of 2025 |
| Employees from Procurement Team Trained on CSR Issues                     | 0%            | 16%           | 90% by end of 2025            |
| Suppliers with Supplier Code of Conduct as Contract Clause                | Not available | Not available | Target of 100% by end of 2026 |

1. Scope of this data includes our centralized, legacy procurement activity and does not included non-integrated PLG subsidiaries.



# Ethical Business Practice

Our ethics and anti-corruption efforts extend beyond regulatory compliance. In alignment with Principle 10 of the UN Global Compact, PLG is committed to upholding high ethical business standards and combating corruption in all its forms, including extortion and bribery. Furthermore, PLG is committed to ensuring that our organization’s information security policies, processes, and safeguards ensure the protection of both our information as well as customer data.

## Ethics Commitments

We commit to the prevention of bribery, to avoid conflict of interest, to act in full transparency and condemn any illegal actions to gain an advantage, to never take part in any money laundering, to respect the rules and principles of fair competition, and to the responsible management of confidential information. We have updated our anti-corruption and ethics policy to include specific provisions regarding sensitive transactions, as well as concrete KPIs.

## PLG Group Code of Practice

Our Code of Conduct outlines our standards for all employees. Employees must sign this document to solidify their commitment to ensuring integrity, transparency, and respect remain at the forefront of our work.

## Whistleblowing System

PLG’s Whistleblower System is a dedicated channel where stakeholders may report violations without fear of retaliation and plays a key role in promoting transparency and accountability. Whistleblowers can report confidentially and/or anonymously on issues, including, but not limited to, corruption, information security concerns, fraud, harassment, breaches in environmental law, and more. The whistleblowing platform is now also publicly available on PLG’s website allowing both current and former employees, as well as broader PLG stakeholders, to submit reports via this [link](#), or by scanning the QR code to the right of this section.



## Information Security

PLG complies with all applicable privacy and data protection laws and is aligned with industry standards to ensure the protection, security, and lawful use of all information and personal data. We are also pursuing ISO27001 certification.

Measures taken to ensure information security at PLG include, but are not limited to:

- Employee awareness training to prevent information security breaches
- External audits of control procedures to prevent information security breaches
- Vulnerability scans and penetration testing conducted yearly for high-value internet exposed assets
- Incident response procedure (IRP) to manage breaches of confidential information in alignment with GDPR
- Implementation of a records retention schedule
- Measures to protect third-party data from unauthorized access or disclosure
- GDPR-aligned measures for gaining stakeholder consent regarding the processing, sharing, and retention of confidential information



# Our Ethics & Anti-Corruption Performance

To monitor our progress towards our ethics & anti-corruption commitments, we report annually on the metrics below and have set several targets relating to this sustainability area.

| Indicator                                                                                                | 2022 | 2023 | 2024 <sup>2</sup> | Target (if applicable)     |
|----------------------------------------------------------------------------------------------------------|------|------|-------------------|----------------------------|
| Percentage of Independent Board Members                                                                  | 25%  | 25%  | 0%                |                            |
| Percentage of Employees Who Have Signed the Code of Conduct <sup>1</sup>                                 | 100% | 100% | 100%              | Target of 100% by 2030     |
| Ethics Violations Reported via PLG's Whistleblower Scheme                                                | 0    | 0    | 0                 | Target of Zero Annually    |
| Human Rights Violations Reported via PLG's Whistleblower Scheme                                          | 0    | 0    | 0                 | Target of Zero Annually    |
| Percentage of Employees who have received training via Global IT Security Awareness Program <sup>3</sup> | N/A  | N/A  | 75%               | 70% for 2024, 80% for 2025 |
| Number of incidents of fraud or corruption in the last 5 years                                           | 0    | 0    | 0                 | Target of Zero Annually    |
| Number of successful cyberattacks experienced during reporting period                                    | 0    | 0    | 0                 | Target of Zero Annually    |

1. Non-integrated entities not included in this statistic. Signing the Employee Code of Conduct / Practice is an integrated part of our legacy organization's onboarding process.

2. Data from 2024, besides the data point of employees signing code of conduct, includes both PLG Legacy, as well as all acquired entities up to Q4 2024.

3. PLG's Global IT Security Awareness Program was launched in 2024.



# Looking Forward

"This report has outlined our progress in 2024. We've made strides across all sustainability areas and look forward to continuous improvement to address remaining challenges.

For example, while PLG's activities did not become inherently more carbon-intensive in the last year, the acquisition of several new companies throughout the year has increased our emissions profile and poses a challenge for long-term absolute emissions reductions. As acquisitions remain a key component of PLG's growth strategy, we must develop a thorough strategy to achieve our ambitions. As a start, we will be re-baselining our environmental KPIs and submitting science-based targets for validation which will serve as the foundation for strategic investments in the years to come.

As a people business, I am so proud that we achieved the status of a Great Place to Work in 12 countries. As we continue to expand our global footprint, we see the diversity of our staff as a key strength. Our achievement of over 50% women in management globally, as well as investment in capacity building activities like our Cross Cultural Communication Workshop further highlight this belief.

We also remain committed to ethical business practice. The launch of our new global Whistleblowing Platform, updated policies, and the pursuit of key certifications like ISO 27001 serve as concrete actions towards fulfilling this commitment.

Last year, we identified Sustainable Procurement as the area where the most progress was still needed. We are proud to have made concrete progress in this area, including the launch of sustainable procurement trainings and expansion of our supplier due diligence program.

Finally, we continue providing additional CSR training for our employees and leaders to ensure they remain equipped to rise to the occasion. This year, we launched an EcoVadis 101 training, and we continue to utilize the ProductLife Academy platform and the resources provided by the UN Global Compact Academy.



**Naomi Jade Kellogg**  
CSR Manager

For more information about ProductLife Group, scan the QR code below or visit: [www.productlifegroup.com](http://www.productlifegroup.com)



#### Credits

Written and Designed by: Naomi Jade Kellogg  
Reviewed by: Candice Bosson