



# Sustainability REPORT

## ProductLife Group

2022



# About this report

WE SUPPORT



ProductLife Group (PLG) sustainability report outlines our efforts, achievements and future goals in integrating sustainability into our operations.

We recognize the importance of Corporate and Social Responsibility, and we consider it as central to our future growth.

As a participant to the UN Global Compact initiative, ProductLife Group supports and integrate its principles in our policies and day to day operations.

This report outlines our sustainability approach, environmental initiatives, social initiatives, achievements and future goals. We strive to minimize our environmental impact, promote social responsivity and engage stakeholders to drive positive change.

Our sustainability strategy focuses on three pillars: governance and leadership, environmental stewardship and social responsibility.

## Table of Contents

Introduction	A word from our CEO	P. 3
	About PLG	P. 4
	PLG at a Glance	P. 4
Our Sustainability Approach	Governance and Leadership	P. 5
	Social responsibility	P. 7
	Environmental Stewardship	P. 10
Stakeholders' engagement	Materiality analysis	P. 13
Looking Forwards	Reporting	P. 14
	Environmental challenges	P. 15
Appendix		P. 16

# Introduction



## A word from our CEO

**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.

Xavier DUBURCQ – CEO ProductLife Group

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.



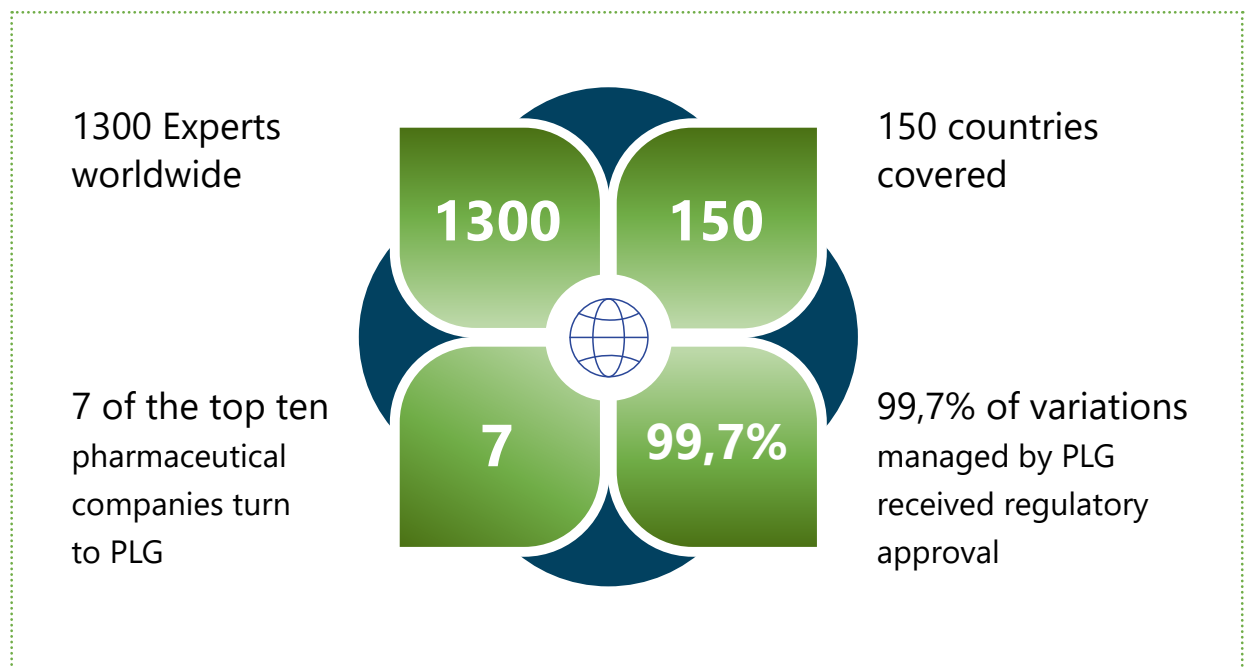
# Introduction

## About PLG

ProductLife Group is an outsourcing and consulting services company that supports the global life sciences industry across the product development and marketing life cycle by transforming the way organizations capture, monitor, manage, and use information.

The Group, with its global ambition, has grown by creating subsidiaries and acquisitions. Today, Product Life Group owns 11 subsidiaries and headquartered in France.

## PLG at a Glance



# Our sustainability approach



## Governance & Leadership

### ■ CSR Steering Committee

We uphold the highest standards of corporate governance and ethical practices, embedding them into our core values.

To that end, and as part of our CSR agenda, ProductLife Group has established a dedicated CSR steering Committee to oversee the company's sustainability initiatives, set targets and monitor progress. We recognize the urgent need to address sustainability and to this end we have integrated sustainability into our corporate governance framework. ProductLife Group's executive committee oversees the steering committee initiatives and actions.

The steering committee meets monthly and is composed of the head of each department in order to ensure a constant exchange of information between the PLG's different units.



# Our sustainability approach

## ■ Ethics and anti-corruption policy

ProductLife Group Code of Practice extends beyond the extensive laws and regulations which govern our industry. The ethics and anti-corruption policy signed by a 100% of the employees ensure that integrity, transparency and respect are put at the forefront of our daily activities.



## ■ Whistleblowing system

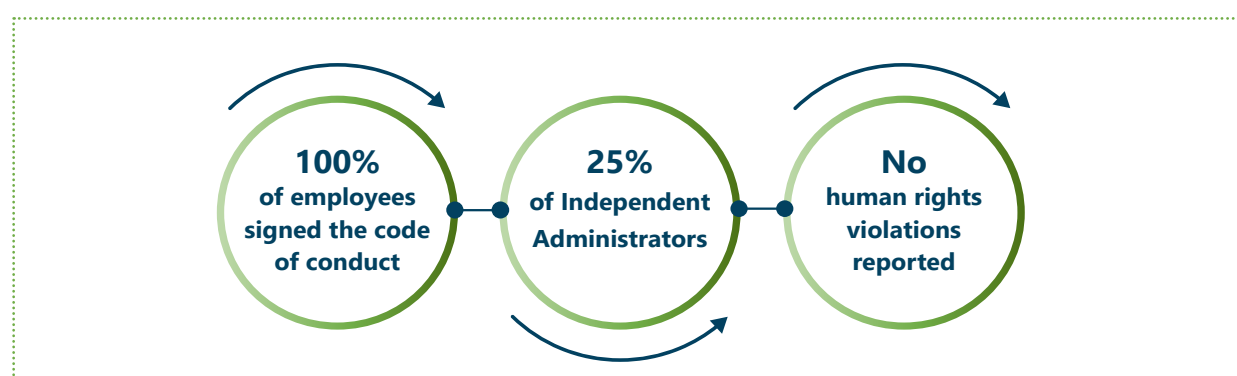
At ProductLife Group, the whistleblowing system plays a crucial role in promoting transparency, sustainability and accountability. Through this system we are able to address any violations or misconduct that might come to light.

With the whistleblowing system we provide a secure and confidential platform for employees to report concerns such as: committing a criminal offence; failing to comply with a legal obligation; a miscarriage of justice; endangering the health and safety of an individual; environmental damage and concealing any information relating to the above.

Via this system, we encourage individuals to come forward anonymously.

By engaging in a whistleblowing culture our goal is to ensure our commitments to a responsible business conduct and a sustainable work environment.

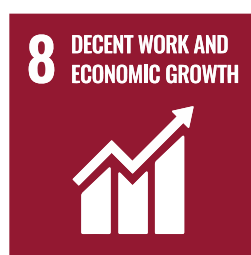
For the year 2022, our whistleblowing system did not report any human rights violations nor any issue that might fall under the system's scope.



# Our sustainability approach

## Social Responsibility

We consider our employees as the driving force behind our success. We prioritize their well-being and personal development through comprehensive training, ongoing support, and a safe working environment. We pride ourselves at fostering a culture of diversity and inclusion, and respect of different backgrounds, perspectives and experiences. We aim at cultivating an environment that encourages innovation, collaboration and respect.



### Diversity and inclusion

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.

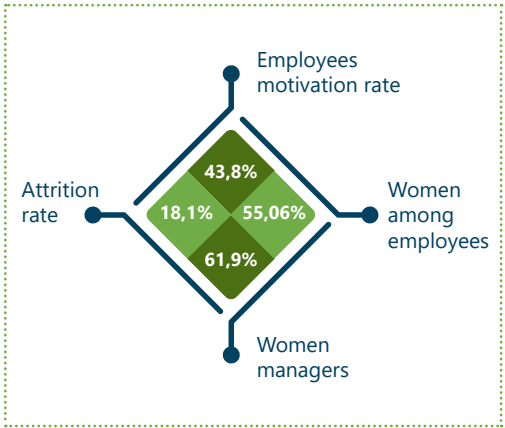
An internal platform, ProductLife Academy was developed to facilitate talent development and knowledge exchange.



# Our sustainability approach

## Gender equality

Gender equality is central to ProductLife Group strategy, our company believe in fostering an inclusive work environment that promotes equal opportunities for all. We actively work towards achieving a balanced representation at all levels of the organization In 2022 our company accounted for 55% of women among our employees and 61,9 % of managers.



Our company provides equal access to training and career development opportunities. Additionally, ProductLife group has implemented policies such as flexible work arrangement to support a work life balance among its employees.

Through these initiatives, we aim to foster a diverse and inclusive workplace culture that value every individual and contribute to the long term sustainability of our company.

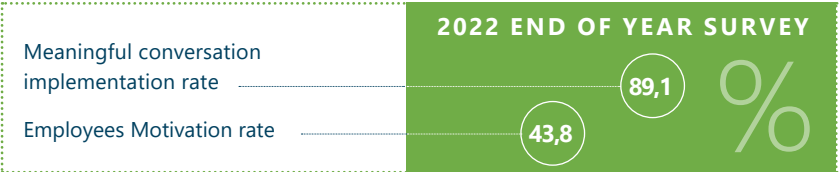
## Employees Wellbeing

Employees wellbeing is a paramount aspect of our sustainability initiative. We recognize that the happiness, health and satisfaction of our employees are essential for fostering a thriving work environment.

We offer a flexible work environment to promote a healthy work life balance, provide access to wellness resources and encourage regular breaks and exercises though online meditation workshops or tips to ensure facilitate remote working.



Our 2022 employees survey showed that 43.8% of our employees feels motivated by their work, PLG is committed to improve this number.





# Our sustainability approach

## ■ CSR Ambassadors

For PLG collaboration is the key of our sustainability policy, to ensure that a CSR ambassadors committee was established in 2021. The committee principal attributions are to brainstorm ideas and implement them.

The CSR ambassadors are PLG employees who view sustainability as principal component of the company's future and want to be participate in creating a more sustainable company.



Since its creation the CSR ambassadors committee proposed and implemented several actions:



**ADDIL**  
Bénin Togo

### PLG x ADDIL

In 2022, PLG partnered with ADDIL an NGO based in TOGO and

Benin that structures and support economic, social, educational and health development.

PLG established a partnership with ADDIL by providing computers that were no longer used by the company to school located in TOGO.

Additionally to the IT equipment, PLG provided the recipients with online training on how to use and maintain the computers.

The computers were provided in time for the beginning of the school year in October.

### Earth Day

Plant a tree campaign

As part of world earth day, PLG CSR committee initiated an action encouraging PLG employees to plant a tree



This action underlines the commitment of our company's and our employees to environmental issues



# Our sustainability approach

## Environmental Stewardship

We recognize the importance of environmental stewardship in mitigating climate change and protecting natural resources. While our operations have a limited direct environmental impact, we strive to minimize it further by implementing sustainable practices within our facilities. This includes reducing waste generation, increasing recycling efforts and optimizing energy consumption .

Starting 2021, in a bid to assess and address our environmental impact, we partnered with a French start-up Greenly to calculate our CO<sup>2</sup> emissions.

After taking into account our environmental impact and our main sector of emissions, we are taking concrete steps to reduce it.



### Green IT Policy



**40%** of printer reduction since 2021

Our company is committed to embracing a Green IT policy as an integral part of our sustainability strategy. We recognize the significant impact the IT can have on the environment and we are dedicated to reducing our carbon footprint in this sector.

PLG carried a few actions aimed to optimize our IT infrastructure such as the consolidation of datacenter, the removal of legacy server, the implementation of a serverless offices strategy in our offices in Belgium, the UK and Romania and the adoption of a green IT purchase policy.

Additionally, we encourage paperless practices when possible which will lead a reduction in paper consumption, to that end we reduced our printer capacity by 40% since 2021.

Implementing a green IT policy will help us reduce our environmental impact and improve our operational efficiency.

# Our sustainability approach

## ■ Remote Working

ProductLife Group promotes and facilitate remote working.



Through remote work, employees are able to reduce significantly their daily travel. With this reduction if commuting, traffic congestion and air pollution decrease creating a positive impact on local air quality.

Remote work also encourages a paperless and digital workflow that lead to the minimization of paper consumption.daily activities.

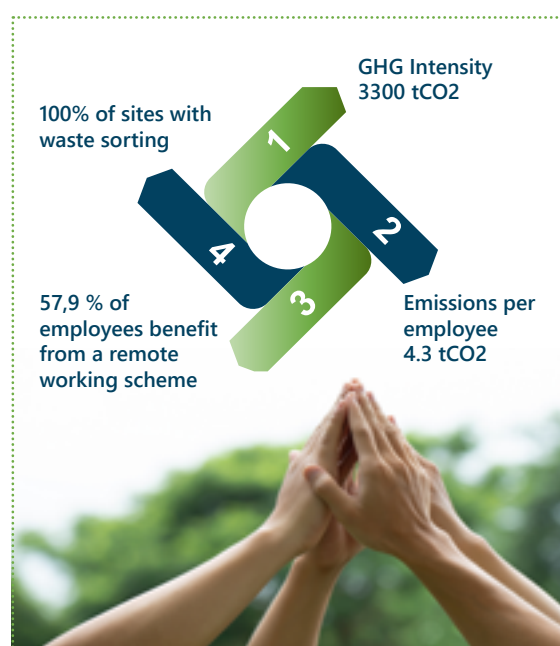
## ■ Value Chain

Our sustainability efforts extend across the entire value chain.

We adopt a comprehensive approach to value chain management that encompass every stage. We actively seek opportunities to collaborate with suppliers who share our commitment to sustainability.

By integrating sustainability principles into our value chain, we aim to create shared value, drive positive change ad contribute to a more sustainable and resilient future.

We encourage the adoption of sustainable practices among our business partners. All suppliers must respect our sustainable procurement policy that includes compliance with human rights regulations, an environmental commitment and an ethical responsibility. The compliance to our sustainable procurement policy is ensured by the provision of the adequate documentation.



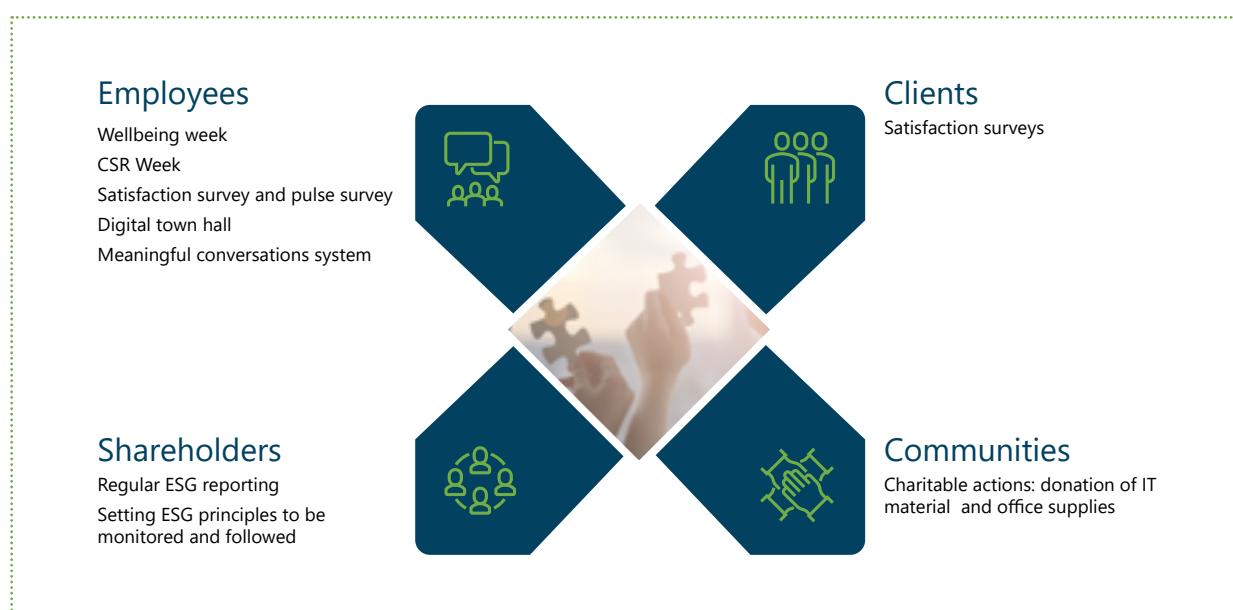
# Stakeholders Engagement



Stakeholders engagement lies at the heart of our sustainability approach as we recognize the role that stakeholders play in shaping our company's social, environment and economic impact.



Our stakeholder engagement practices encompass regular dialogue, open communication channels and active participation in relevant platforms such as the UN Global Compact initiative. We value the diverse perspectives, concerns and expectations of our stakeholders, seeking their input to inform our decision making processes. By engaging stakeholders throughout our operations, we aim to build trust, ensure accountability and drive positive change.





# Stakeholders Engagement

## Materiality analysis

The materiality matrix highlights the topics that are most relevant to our stakeholders and our industry in accordance with SASB standards. They represent our strategic sustainability priorities.



# Looking Forward



## Reporting

We are committed to measuring and reporting our sustainability performance transparently.

We track key performance indicators relevant to our sustainability goals, such as energy consumption, waste reduction and client impact. Regular reporting ensures accountability and provides a platform for stakeholders to assess our progress and offer feedback.

We intend to extend our indicators to ensure the exactitude of our data and to closely monitor our path towards sustainability.

To that end, our company will appoint a CSR manager in 2023 who will be tasked with the implementation and the monitoring of the actions discussed by the CSR steering committee.



# Looking Forward

## Environmental challenges

As we embark on our sustainability journey and release our inaugural sustainability report, we are well aware of the environmental challenges that lies ahead. We recognize that there is much work to be done.

Looking forward, we are dedicated to address urgent environmental issues. To that end, we are committed to reduce our GHG emissions and intends to have our targets validated by the SBTi.

Among our future goals and actions, we aim to invest in renewable energy sources, and play a part in the transition to a low carbon economy.

Our company is committed to ensure a sustainable value chain by tracking our service providers and strengthen our sustainable procurement policy.

Finally, as business travel represent one of our main sources of emissions, we are committed to reduce it by prioritizing video conference when possible and emphasizing on sustainable options when travel is mandatory.

Constant collaborations with our stakeholders and continuous improvement will be key to tackle these challenges.



# Appendix






## ■ Our policies and guiding principles

CSR Charter here:



## ■ Indicators and Objectives



Monitored KPI's		2022	2023 Objectives
 GOVERNANCE	Women in governance	29%	Maintain
	Employees who signed the code of conduct	100%	Maintain
	Independent administrators	25%	Maintain
	Nb of human rights violations	0	Maintain
	ESG manager	No	Yes
	Ethics policy	Yes	Yes
	GDPR policy	Yes	Yes
 SOCIAL	Women in the workforce	55,6%	Maintain
	Professional equality index (France)	84/100	Expand worldwide
	Employees motivation rate	43.8%	Improve
	Women manager	61.9%	Maintain
	Attrition rate	18.1%	18%
	Absenteeism rate	5.2 day/employee	Maintain
 ENVIRONMENTAL	Environmental policy	Yes	Yes
	GHG Intensity (Total emissions)	3300 tCO2e	Reduce according to SBTi targets
	Emissions per employee	4.3 tCO2/Employee	Reduce according to SBTi targets
	Percentage of site with waste sorting	100%	Maintain
<b>Supply Chain</b>	Responsible purchasing policy	Yes	Yes
	Follow up of suppliers' ESG strategy	No	Yes