



Environment, social and governance report

\\ Annual report \\ January – December 2024

Foreword from the Board

SILVER | Top 15%

ecovadis

Sustainability Rating

OCT 2024

On behalf of the Board, I am delighted to share this summary report that highlights the significant strides AMICULUM has made in the areas of environment, social responsibility and governance during 2024.

We remain committed to sustainability and ethical working practices, and this report serves as a testament to our collective efforts and achievements.

In the **environment** domain, AMICULUM continues to make good progress in reducing its carbon footprint and promoting sustainable practices. The reduction in our greenhouse gas (GHG) emissions was achieved through the adoption of renewable energy tariffs for our office locations, as well as a reduction in our physical office footprint, with hybrid working being here to stay.

Our commitment to **social responsibility** is reflected in the numerous development, engagement, and wellbeing initiatives that we have undertaken with our team. In 2024, we had great success during Learning at Work Week, spotlighting the investment we make in learning and development opportunities for our team. We spent considerable time reviewing working practices, and, in addition, we enhanced a number of our policies and benefit offerings. We saw the second intake for the MSc Science and Health Communications that we have co-delivered with the University of Dundee and were delighted

with an increase in the number of students in this second cohort.

Strong **governance** remains at the core of AMICULUM's operations. We have continued to uphold the highest standards of transparency, accountability and ethical conduct. With continued investment in our IT and data security infrastructure, team member training and awareness, coupled with development of our AI policy, we closed 2024 with robust internal frameworks in place. Our focus was also on expanding our activities to support supplier diversity and strengthen our supply chain operations, building on the great work that began in 2023.

While we celebrate these achievements, we recognize that there is still work to be done. AMICULUM's journey regarding sustainability, social responsibility and governance is ongoing. We remain dedicated to continuous improvement and enterprise, striving to set new benchmarks in our industry. Our successes so far are a testament to the hard work and dedication of our team members, partners and stakeholders.

In October 2024, we underwent a reassessment with EcoVadis, a leading solution for monitoring sustainability in global supply chains.

For the third year running, we improved our overall score, increasing it by 12 points last year alone. Our score of 73/100 also meant that we maintained our silver award, placing us in the top 15% of assessed companies.

Jane SMITH



Europe, USA and Asia
lead, Board member

Our ESG framework

Framework

Environment

Social

Governance

- AMICULUM conducts its business in an ethical way, taking into account its impact economically, environmentally, socially and in terms of human rights
- Our ESG framework comprises a series of ambitious goals that align with our business strategy
- Our values align with our ESG framework
 - **Integrity**
Balancing the needs of our clients with compliance requirements
 - **Enterprise**
Embracing challenge and fresh perspectives to drive change
 - **Collaboration**
Partnering with and supporting all stakeholders to achieve optimum outcomes
 - **Fairness**
Championing inclusivity and opportunities for all
 - **Individuals**
Enabling everyone to realize their potential

Our framework supports eight of the SDGs



Environment



Social



Governance



Our ESG strategic goals

Framework

Environment

Social

Governance

Environment

- Reduce energy consumption
- Improve waste management
- Raise awareness of sustainability issues



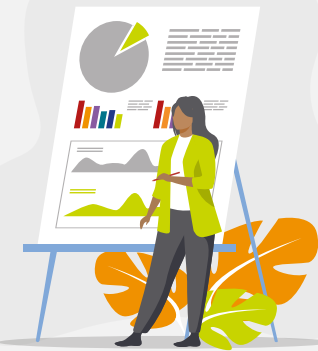
Social

- Develop and retain engaged team members
- Ensure fair and equitable workplace practices
- Value team member health, safety, and wellbeing
- Nurture a diverse and inclusive workplace culture



Governance

- Comply with and champion industry requirements, rules and regulations
- Promote responsible data handling practices and maintain robust data security measures
- Drive supplier diversity and efficient management practices



Environment overview



Framework

Environment

Social

Governance

Reduce energy consumption

As a service-based company, our Scope 1 and 2 emissions are based on our office use; however, given that most of our teams work remotely, it has been a challenge to reduce our GHG emissions significantly. That said, any reduction that we do achieve moves us closer to our Science-based Targets Initiative (SBTi) commitment and we have worked hard to make meaningful progress.

- Since committing to the SBTi in 2021, we have been working towards reducing our emissions by 38%, from a baseline in 2021, by 2030
- At AMICULUM, purchased electricity for our office space is the main contributor to our scope 2 emissions, so we are focused on reducing electricity use, and therefore energy consumption, to lower our emissions
- In 2024, we downsized our office space in the US, opting for flexible space in Chicago and Princeton, rather than maintaining a fixed space with low occupancy
- Additionally, at one of our UK sites, we reduced our office space due to decreased occupancy demand following the continued hybrid working patterns that we offer our team
- Our investment in IT infrastructure included installing new equipment in our Manchester office, which needs to be maintained in an air-conditioned space. As a result, we saw an increase in electricity use from May 2024 onwards in our Manchester office following the installation of this new equipment
- Table 1 shows that while our energy use remained at a similar level between 2023 and 2024, explained by the change of use described above, the associated GHG emissions have decreased. This is likely due to the increased use of renewable energy provided by the grids in the countries where we have offices; namely, the UK, New Zealand, the US and Singapore. We have also switched to a 'REGO' tariff, which offers reduced emissions in Manchester

..... Table 1. Energy consumption and GHG emissions from 2022 to 2024

	2022	2023	2024
Total energy consumption (MWh)	156.18	175.33	174.15
Scope 2 GHG emissions (location-based, tCO ₂ e)	44.476	48.788	41.654
Scope 1 and 2 GHG emissions (location-based, tCO ₂ e)	53.439	59.820	50.716

Environment overview

Framework

Environment

Social

Governance

AMICULUM’s ongoing commitment to reducing its GHG emissions means that we submitted our GHG data to the Carbon Disclosure Project (CDP) again. Following the submission of our data for 2024 via the Climate Change questionnaire, we were delighted to increase our score from ‘C’ to ‘B’ – the highest score possible for a small-to-medium sized enterprise business such as ours.



Improve waste management

In addition to providing good facilities in our offices for recycling, during 2024 we took steps to increase our efforts to reuse marketing materials at multiple congresses rather than producing new materials for each event.

- We developed a booth frame that could be reused at multiple meetings and created magnetized printed panels for use at different events. This avoided producing and shipping whole booth materials for each meeting
- Pull-up banners with bamboo frames have also been trialled at a number of meetings – they are more sustainable and can be reused at subsequent meetings rather than purchasing new frames (and discarding old ones)

..... • Booth frame



..... • Pull-up banners



Environment overview

Framework

Environment

Social

Governance

Reduce printing

- The implementation of our policy to reduce printing, combined with updated print software, means that AMICULUM is now able to better track and address unnecessary printing
- Double-sided printing is now the default setting for in-office printing, and although we do not print vast amounts, there is still work we can do to reduce our printing

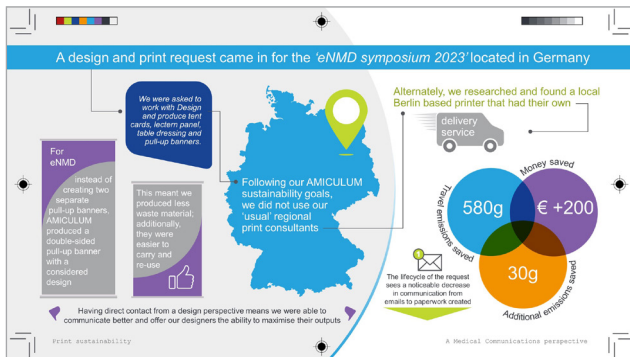
Raise awareness of sustainability issues

- AMICULUM kicked off the year in earnest as it hosted a roundtable event at the International Society for Medical Publication Professionals, held in London in January
- Team members who were local to the event location – thereby reducing transport emissions – invited industry representatives and congress organizers to discuss how to limit the environmental impact of holding large, annual medical conferences. Attendees were asked to make a pledge on what they would do to make conferences more sustainable

..... Attendee pledges



..... International Society for Medical Publication Professionals



Social overview



Framework

Environment

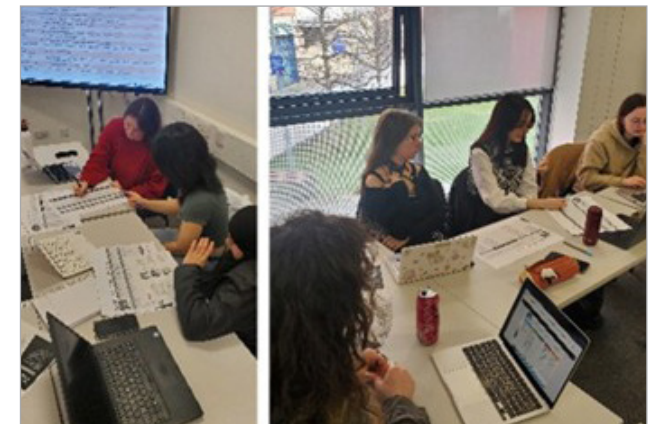
Social

Governance

Develop and retain engaged team members

- For Learning at Work Week 2024, we delivered sessions for our team members spotlighting:
 - Wellbeing and creativity
 - Innovation techniques and enterprise initiatives
 - Collaboration between market access experts and teams
 - AI developments and case studies
- Sessions included practical activities, confidence-building in techniques, generative AI tools practice, and our guest speaker discussed diversity, equity and inclusion in clinical trials
- We began a period of change in 2024, bringing our global team together under one united AMICULUM brand. Regular updates were provided through all-company business briefings, newsletters and hosting live Q&A sessions with our management team. Central to the change agenda has been our Culture scan programme, with surveys and suggestion gathering from our team members to ensure we can maintain the important elements of our company culture and build on what makes us a great employer
- Our enterprising culture empowers team members to be creative, innovative, and take risks to deliver the best outcomes for clients and transform healthcare. We launched our Enterprise portal for sharing ideas and collaborating with business leaders. In 2024, we implemented several suggestions, including:
 - Knowledge sharing and learning sessions
 - A speed networking event connecting team members across different teams, with plans to expand this format in 2025
- In September 2024, we welcomed the second intake of students to the University of Dundee’s Master’s course in Science and Health Communication, where we proudly serve as industry collaborators and sponsors – investing in this important talent pipeline for the industry. With a larger cohort of students in its second year, compared with the first year, we continued to co-deliver lectures and workshops in partnership with the University faculty. Our contributions included numerous lectures and workshops on topics such as writing for different audiences, communication challenges related to various molecular types of medicine, and omnichannel communication

..... Science and Health Communication



Highly recommended



We received a ‘Highly commended’ award at the Learning at Work Week Impact Awards

Social overview

Framework

Environment

Social

Governance

Ensure fair and equitable workplace practices

- We extended the circumstances in which paid compassionate leave will be provided to our team members should they face upsetting or difficult circumstances in their lives, recognizing that restricting leave to traditional ‘family roles’ does not always reflect the nature of relationships our team members have with their loved ones
- We rolled out a new global Fertility Treatment Policy, which sets out the flexibility and support we will provide to a team member who is undergoing, or who is in a relationship with someone who is undergoing, fertility treatment
- Alongside changes in UK legislation, we introduced a new Carer’s Leave Policy. This policy addresses the leave entitlement our team members can access to provide care for their dependants if ever needed
- In December, we were proud to announce that our UK Private medical insurance coverage would extend to neurodiversity assessments and treatment plans, allowing for quick and efficient access to diagnostics and support from professionals for our team members (and any covered family members too). We saw this as an important step in enabling AMICULUM to become a more supportive and understanding employer, alongside embracing the strengths that our neurodivergent team members bring



Fertility policy

Fertility Treatment Policy, which sets out the flexibility and support we will provide to a team member

Carer’s policy

Carer’s Leave Policy addresses the leave entitlement our team members can access



Social overview

Framework

Environment

Social

Governance

Value team member health, safety and wellbeing

- Alongside our other policy improvements, we introduced a Pregnancy and Baby Loss Policy that sets out the support and recovery time we will provide in these very difficult circumstances, recognizing the profound impact such times can have on the wellbeing of our team members
- We embedded our team of Mental Health First-aiders who meet on a monthly basis to plan activities, share learning and discuss relevant issues. We onboarded a new Mental Health First-aider based in our Asia team, who completed the MHFA International accredited training in Singapore
- We shared a mental health podcast and continued our global calendar of events to promote positive health, including Mental Health Awareness week, Stress Awareness month, International Day of Happiness, and World Suicide Prevention day
- World Mental Health day was marked in AMICULUM offices across the globe, with support from our Mental Health First-aider team. Activities that brought our team members together included in-office yoga, group walks and coffee-and-cake sessions
- Our work to support health and wellbeing reaches beyond our own teams and in September 2024, AMICULUM provided pro bono consultancy and creative services partnering with Lung Cancer Europe (LuCE), a non-profit organization dedicated to raising awareness about lung cancer. After an introduction from Passion Partnership, AMICULUM was brought on board to support LuCE's 'Get Checked!' awareness campaign for Lung Cancer Awareness Month. Our work helped to maximize the campaign's reach and impact, and to date, it has generated a strong and positive response across 15 countries

..... World Mental Health Day 2024



..... Voices of AMICULUM podcast



..... Get Checked! campaign



Social overview

Framework

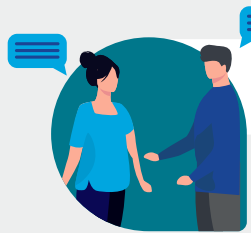
Environment

Social

Governance

Nurture a diverse and inclusive workplace culture

- To show our support and allyship with the LGBTQ+ community and help individuals feel safe and respected within the workplace, we released guidance for all team members on gender identity and the use of pronouns, shared alongside a 'Learncast' on pronoun awareness. Use of pronouns on email footers was also enabled to allow for self-identification
- Our fourth team member discussion forum that focuses on family and homelife-related topics was introduced in 2024, with the goal of building a community to stimulate conversation and share ideas and support tools for team members who balance multiple priorities alongside work



Identity
Gendered and gender-neutral terms introduced



SPACE
'SPACE – Supporting Parents And Carers, Everyone'

- AMICULUM was celebrated as one of the Top 200 Women-Powered Businesses in the UK by JP Morgan Private Bank and Beauhurst. With a workforce that is over 70% female and a management team consisting of 75% women, we were proud to receive recognition for the significant contributions women make to our company
- Work continued in our commitments to improve AMICULUM's neuro-inclusivity, with our Recognizing Neurodiversity at AMICULUM group covering topics such as dyslexia, dyspraxia, and dysgraphia, autism assessments, neurodiversity micro-aggressions, and Impostor syndrome, among other areas
- 'Proudly me' was our campaign for Pride month in 2024. In the spirit of the AMICULUM value of 'Individuals' and celebrating diversity and inclusion, we invited team members to share a little about their authentic selves through creating their 'Proudly me' profile. We also set up an AMICULUM Pride party playlist on Spotify, open for all team members to add their favourite tracks for the celebrations

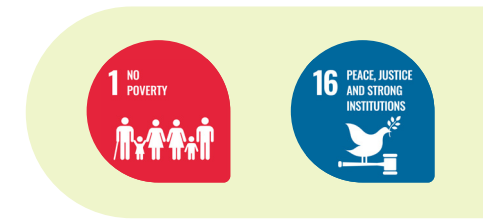
..... Top 200 Women-Powered Businesses



..... Proudly Me campaign



Governance overview



Framework

Environment

Social

Governance

Comply and champion industry requirements, rules and regulations

- We remain committed to fostering an environment free from corruption, supported by a structure that empowers team members to speak up without fear of victimization or reprisal. In 2024, we updated our Anti-corruption Policy to include comprehensive sections on anti-money laundering and fraud, further strengthening our commitment to ethical practices
- To maintain our commitment to excellence and ensure our team remains aligned with evolving industry standards, we continued to invest in professional development throughout 2024 with certifications in ISMPP, CISSP, CRISC and AWS Certified AI Practitioner. In addition, we supported our Technology and Data Security Lead who participated in a Chief Technology Officer (CTO) programme
- We are now in the second year of our mandatory compliance training regime on essential topics such as data protection, cybersecurity, and health and safety. Building on the foundation established last year, we have seen excellent engagement from team members, which is helping us in our commitment to ensure our workforce remains well informed and equipped to uphold our high standards of practice

Training about the guidelines from the Association of the British Pharmaceutical Industry:

- We offered online compliance training for new colleagues, followed by regular updates on recent code cases and lessons learned. We offered specialized training for our Design team, as well as in-depth training for new starters and refresher sessions for individuals who wanted them



Engagement with mandatory policy attestations is high across the company

>20 People policy reviews

This keeps us up to date on the latest best practice and legislation, and reflects our commitment to continuous improvement



Governance overview

Framework

Environment

Social

Governance

Promote responsible data handling practices and maintain robust data security measures

For the fourth consecutive year, we have attained the UK government-supported Cyber Essentials Plus certification, verified by an external third party. This achievement underscores our ongoing commitment to maintaining robust cybersecurity measures and protecting our digital infrastructure. The certification process involves rigorous testing of our systems to ensure they meet high standards of security, including protection against common cybersecurity threats such as malware, phishing and hacking attempts. In 2024, we launched phishing simulation tests to bolster our cybersecurity measures. These tests are designed to ensure our team members remain vigilant in recognizing and responding to phishing attempts, thereby enhancing our overall security posture.

..... Cyber Essentials Plus certification



As AMICULUM advances its AI strategy, we are committed to fostering knowledge and confidence in AI through various development activities. In 2024, these initiatives included:

- Maintenance and regular updates to our internal AI policies and communication to team members
- Central digital platform catalogue: A detailed record of all evaluated technologies and approved platforms, ensuring they are readily accessible for use across the business
- Online community space: A platform where team members share updates, insights and thoughts on the latest AI developments in our industry
- Hands-on workshops: Interactive sessions with generative AI tools, such as ChatGPT and Microsoft Copilot, enabling practical learning and application

- AI learning resources: Quick and easy-to-digest AI content available on our learning system, ensuring accessible and continuous learning
- Lunch-and-learn sessions: Informative sessions on AI-powered services we can offer our clients, promoting understanding and innovation

These efforts reflect our commitment to integrating AI responsibly and effectively into our operations, through careful assessment, controlled deployment, and continuous human oversight, enhancing both our capabilities and the value we deliver to our clients.

165 attendees

Attended AI workshops or skill sessions in 2024



Governance overview

Framework

Environment

Social

Governance

Drive supplier diversity and efficient management practices

Building on our efforts in 2023, where we developed a bespoke system for efficient supplier management and onboarding, we have made significant strides in 2024:

- We continued to strengthen our supplier due diligence processes in 2024, building on the foundations established in 2023. Our focus remained on key areas including environmental impact, ethical employment practices, governance standards and financial health. This continued effort enables us to manage risks proactively and advance sustainability across our supply chain
- In parallel, we expanded the number of suppliers who committed to our Supplier Code of Conduct, particularly those whose existing policies did not previously align with our standards. The Code, which covers labour rights, environmental responsibility and ethical business conduct, ensures our suppliers uphold the same high standards of integrity and accountability that we expect of ourselves
- We launched an initiative to gather information on the diversity of our suppliers, asking them to identify if they are a small or minority-, women- or veteran-owned business. Driven by client requests for greater Tier 1 and Tier 2 diverse supplier spend, we are setting clear Tier 1 benchmarks to respond efficiently and promote diversity across our supply chain

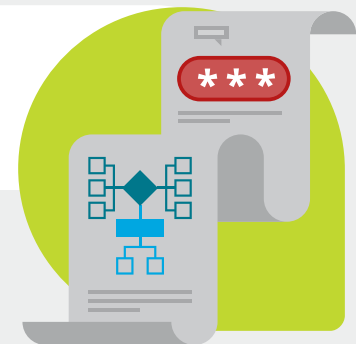


Supplier diversity

Setting clear Tier 1 benchmarks to respond efficiently and promote diversity across our supply chain

Strengthen processes

Building on the foundations established in 2023, our focus remains on key areas





For further information,
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