



# Environment, social and governance report

\\ Annual report \\ January 2023 – December 2023

# Foreword from the Board

At AMICULUM, we believe that our commitment to Environmental, Social, and Governance (ESG) principles is fundamental to our long-term success and sustainability.

As we navigate an ever-changing global landscape, we are committed to ensuring that we continue to act responsibly in line with our company culture and values. Over the past year, we have made significant strides in our ESG initiatives.

Our environmental activities have focused on reducing energy consumption, reducing waste, and raising awareness of sustainability issues across our locations. Specifically, we have:

- Put in place mandatory training on our environmental sustainability and sustainable procurement policies; 90% of our team has completed this
- Successfully worked with landlords of our offices to move to 'green' tariffs, where 100% of electricity supplied is from a renewable source
- Had a proposal accepted to hold a roundtable event at International Society for Medical Publications Professionals (ISMPP), to raise awareness of and discuss environmental issues facing our industry
- Improved our EcoVadis score and medal from Bronze in 2022 to Silver in 2023

On the social front, we have continued to invest in our team and ensure that we maintain our high staff retention, as well as placing emphasis on career development, and contributing to a sustainable future talent pipeline for our industry through collaboration with academic institutions such as the University of Dundee. Our diversity and inclusion programmes have been expanded and we have launched new initiatives to support employee wellbeing and development.

Governance is a critical component in our business approach since we operate in a highly regulated sector with considerable emphasis on compliance and ethical behaviour. The key areas that we are focusing on are compliance with industry guidelines and regulations, data and technology security, and supplier diversity. Our Board of Directors has been actively involved in overseeing our ESG efforts, ensuring that we remain on track to achieve our goals.

Looking ahead, we are committed to building on our achievements and driving further progress. We recognize that there is still much work to be done, and are dedicated to continuous improvement. Our ESG strategy is integral to our vision for the future.

## Our people make the difference

We have a team of over 300 people worldwide and they are at the heart of our partnerships. They bring diverse capabilities and a united motivation to drive change. Through their strategic thinking and operational excellence, they challenge expectations and deliver for our clients.

Jane SMITH



Europe, USA and Asia lead, Board member

# Our ESG framework

Framework

Environmental

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

Environmental

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 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

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In the last year we have:



Put in place mandatory training on our environmental sustainability and sustainable procurement policies; around 90% of our team have completed this



Successfully worked with landlords of our offices to move to 'green' tariffs, where 100% of electricity supplied is from a renewable source



Had a proposal accepted to host a roundtable event at ISMPP to raise awareness of and discuss environmental issues facing our industry



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Our continued commitment to Science Based Targets Initiative (SBTi) and carbon emission disclosure

- AMICULUM has a long-term commitment to the SBTi and has a near-term target of 1.5°C by 2030
- As part of this commitment, AMICULUM continues to disclose its carbon emissions annually via CDP
- For our 2023 submission, we maintained our score of 'C', which aligns with the average performance score of other companies in our sector
- Our score is publicly available via the CDP website

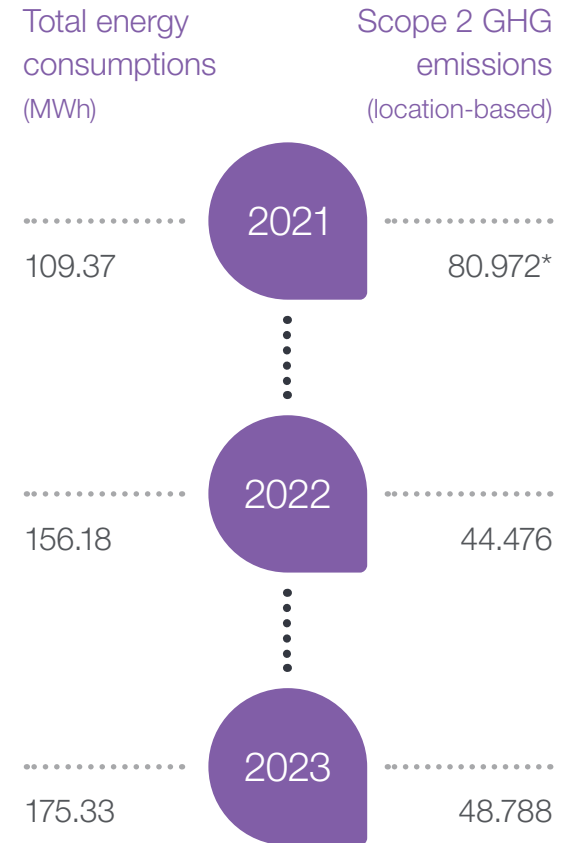
..... AMICULUM's CPD score .....

Name	Response	Year	Status	Score
AMICULUM Limited	Climate Change 2023	2023	Submitted	C

Reduce energy consumption

- Post-pandemic, many of our team members have adopted a hybrid way of working, meaning that fewer individuals are attending our offices each day
- In 2021, when AMICULUM started reporting its greenhouse gas (GHG) emissions, home-working was still high; however, in 2023 we saw more people come into the office
- During 2023, AMICULUM closed its office in Shanghai, but moved to a new office in Manchester
- Overall, these changes resulted in us reporting higher total fuel consumption and higher scope 1 and 2 GHG emissions in 2023 than the previous year
- During 2024, we aim to reduce further our office footprint and expect to see a reduction in energy consumption and GHG emissions next year
- We continue to work with our office landlords to introduce 'green tariffs' for our energy, which will also help reduce our GHG emissions

..... Scope 2 emissions .....



\* Errors made in the scope 2 GHG emissions calculations in 2021 leading to an overestimate

# Environment overview

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## Improve waste management

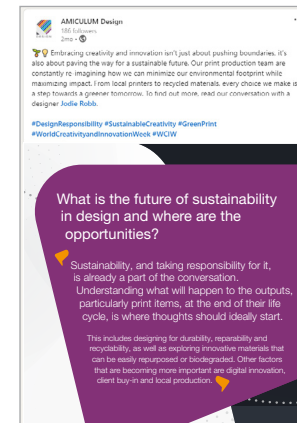
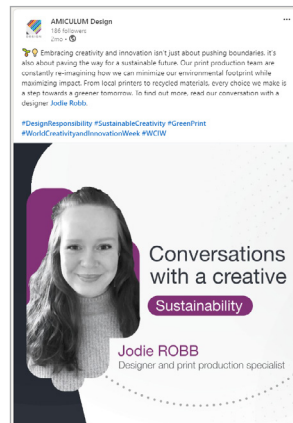
- Limiting the impact that AMICULUM and its operations have on the environment is at the centre of our environmental strategy
- In all of our offices, we ensured there is provision of appropriate recycling facilities
- All of our outdated IT equipment is disposed of in accordance with the Environmental Protection Act and the Waste from Electrical and Electronic Equipment (WEEE) directive and any other applicable UK legislation. In other countries where we have operations, we follow local guidance and regulations for IT disposal
- Using our social media presence and influence, we encourage our clients to think about the downstream impact of printed items, for example, congress materials. We work with them to suggest items that have longevity and impact

## Social media promotions



## Work with sustainable suppliers

- We expect our suppliers to aspire to and achieve the same standards in their business operations as us
- Last year, we finalized and released our own Supplier Code of Conduct
- We ask all suppliers to follow our Code of Conduct, which is available on our website
- As part of a new onboarding process, AMICULUM carries out detailed due diligence on its new suppliers, ensuring that they have similarly aligned environmental strategies that are consistent with the type of industry in which they operate



# Environment overview

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## Raise awareness of sustainability issues

At AMICULUM:

- Our environmental and sustainable procurement policies ensure that team members are aware of, understand, and follow our guidance regarding key sustainability issues
- 89% and 90% of our teams have attested to adhere to our environmental and sustainable procurement policies this year
- Our dedicated Viva Engage community provides a forum for sharing of ideas on sustainability issues at both global and local levels

Within our industry:

- In 2023, AMICULUM submitted a successful proposal to host a round table event at the annual meeting of ISMPP. Involving meeting organizers and client stakeholders, delegates will discuss environmental issues facing our industry and pledge actions to make a difference. In particular, there will be a focus on conferences and events, and how teams can collaborate to optimize delegates' experience without negatively impacting the environment



..... International Society for Medical Publication Professionals .....

**A design and print request came in for the 'eNMD symposium 2023' located in Germany**

For eNMD: Instead of creating two separate pull-up banners, AMICULUM produced a double-ended pull-up banner with a considered design.

We were able to work with design and produce front cards, letters and table dressing and pull-up banners.

This meant we produced less waste material; additionally, they were easier to carry and reuse.

Following our AMICULUM sustainability goals, we did not use our 'usual' regional print consultants.

Alternately, we researched and found a local Berlin based printer that had their own delivery service.

580g CO2 emissions saved

30g Additional emissions saved

€200 Money saved

The lifecycle of the request saw a noticeable decrease in communication from emails to paperwork created.

Print sustainability

A Medical Communications perspective

**2024 European Meeting of ISMPP**

Novotel London West

Jan 23 - 24, 2024

**ISMPP** International Society for Medical Publication Professionals™

# Social overview



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In the last year we have:



Focused on health and wellbeing, with new resources, the launch of Mental Health First-aiders programme, and social hub days



Launched our third online diversity discussion forum for team members



As industry sponsor, supported our first intake of students into the MSc in Science and Health Communication in collaboration with the University of Dundee



# Social overview

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## Develop and retain engaged team members

At AMICULUM, we foster team member development through a learning ethos, promoting growth and career progression. Our feedback, recognition, and team-centred approach create a sense of belonging. By investing in our team and future talent, we aim to ensure a sustainable and successful future for AMICULUM and the medcomms industry

- In 2023, we completed our first full year of our continuous performance development and feedback approach, enhancing our annual reviews and goal-setting processes. This ensures regular feedback is provided, celebrates successes, identifies development needs, and guides future career discussions
- We expanded our learning ecosystem, Curriculum, to provide easier access to development support, covering essential soft skills and technical training. This included partnering with external specialists for line management, industry codes, and communication and negotiation training
- We launched our learning advocates initiative, a network of representatives focused on building engagement in all areas of learning and development, piloting new approaches and ensuring team members' needs are central to our learning agenda
- In 2023, our close partnership with the University of Dundee to develop and co-deliver a Master's course in Science and Health Communication was launched, with the aim of raising awareness of the importance of scientific communications as a key component of healthcare and preparing graduates for career options within the industry

..... Partnership with the University of Dundee .....

**MSc Science and Health Communication**

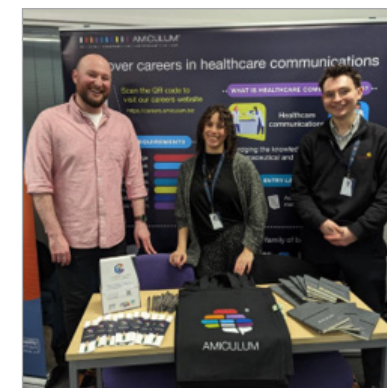
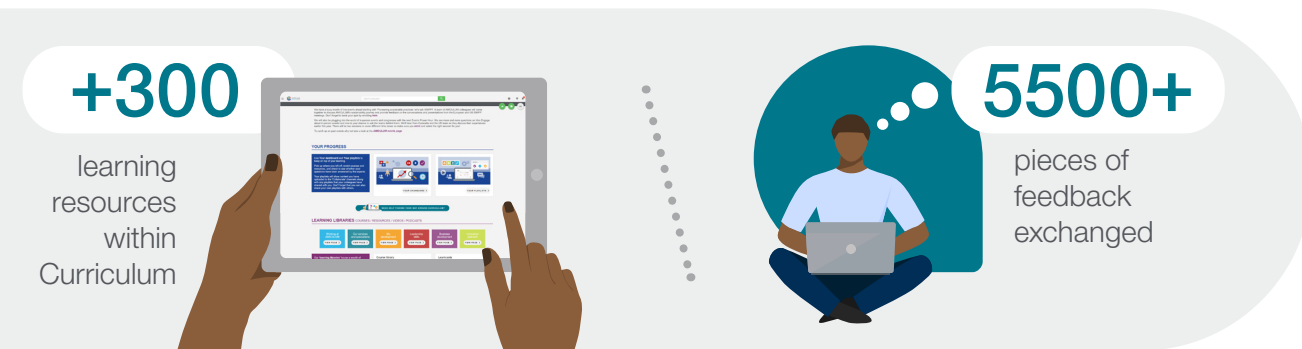
Train for a career in a growing international workforce within world-leading companies in the science and healthcare communication industries.

Science communication skills can be used to help communicate science content and research to a wide range of audiences, including public audiences, clients, and policy makers. Health communication, which includes medical writing, involves applied communication of medicinal and other health-related content, and is often associated with specialist work with, or for, pharmaceutical companies.

What you will learn	On this postgraduate course you can learn about:
The course was conceived and designed as a collaboration between the University of Dundee and AMICULUM, a leading global health communications consultancy. This collaboration, our consultations with other industry partners, and the placement opportunities on offer, enables us to provide a valuable industry-focused experience that will enhance your employability.	<ul style="list-style-type: none"> <li>+ theories of science communication</li> <li>+ content design and persuasive communication</li> <li>+ audience segmentation and profiling</li> <li>+ critical analysis and appraisal of scientific papers and clinical trial results</li> </ul>
You will also gain experience in visual and written communication, graphic design, communication strategy and evaluation.	<ul style="list-style-type: none"> <li>+ the evaluation of effective engagement</li> </ul>

**University of Dundee**

..... Career development events .....



We played an active part in events aimed at supporting career development and growth of the healthcare communications industry, including networking events and careers events with universities across the country

# Social overview

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## Ensure fair and equitable workplace practices

We provide supportive working conditions and comprehensive benefits, recognizing our team members' performance and contributions to our long-term success

- Our 'Ways of working' model allows team members to balance work and personal responsibilities with flexible locations (office or home) and work patterns around core hours, meeting both team member and business needs
- We continue to focus on employment benefits that support financial stability, including the introduction of private medical insurance to team members in the UK, pensions workshops, and completing our annual review of salaries, ensuring these are always above Real Living Wage rates
- We celebrated our 2023 success with annual profit share bonuses. Payments are not linked to salary, which means those on lower salaries receive the greatest proportionate benefit. This is one of two bonus schemes all team members benefit from

**'GLASSDOOR'**

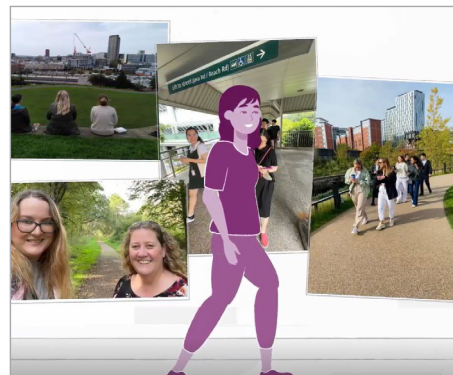
4.5 stars

## Value team member health, safety and wellbeing

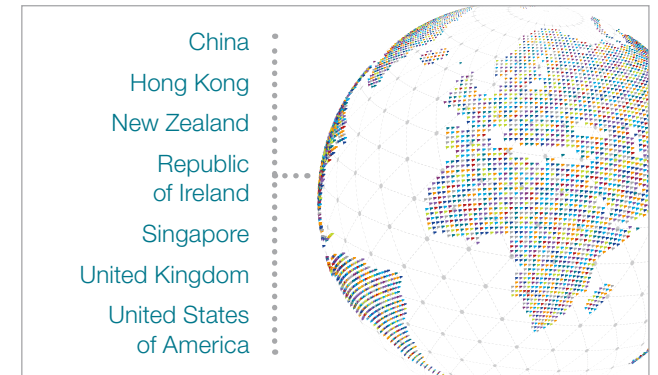
Through our wellbeing programme we are committed to ensuring our work environment doesn't create or amplify physical or mental health challenges. We develop supportive managers and enable team members to engage in proactive wellbeing initiatives for better health

- Dedicated manager mental health awareness training sessions continued into 2023 and we started the roll-out of awareness sessions to all team members. We also launched our Mental Health First-aiders, and the fully trained team now provides mental health first-aid coverage across all our time zones
- We completed the implementation of our employee assistance programme (EAP) in Singapore, meaning more of our team members have 24/7 access to impartial confidential support whenever it is needed
- We launched a wellbeing hub and a global calendar of events to promote positive health. Seven AMICULUM locations and local 'hubs' hosted 'Movement for mental health' walks on World Mental Health Day 2023. Team members also participated in 'Time to talk day' tea breaks, ergonomic health webinars and stress awareness month activities
- We also continued to offer team members free access to their annual flu vaccination in the autumn months, with over a third of our employees taking up the offer

..... Movement for mental health day .....



..... Locations covered by an EAP .....



# Social overview

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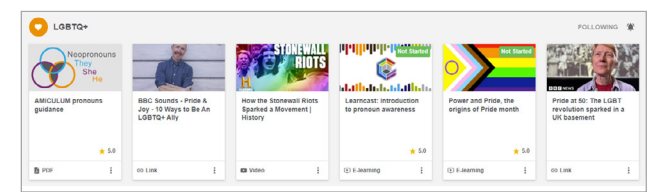
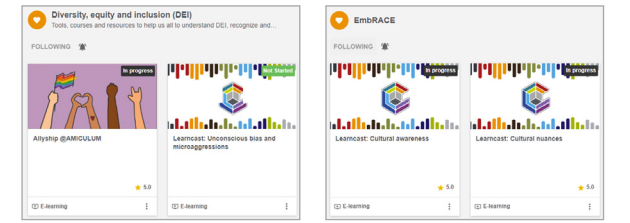
Governance

## Nurture a diverse and inclusive workplace culture

AMICULUM values and respects each of our team members, recognizing the strength that comes from diversity while creating a culture in which everyone has a strong sense of belonging and feels valued for their contributions

- We started work to generate a more neurodiversity inclusive workplace. Recognizing neurodiversity at AMICULUM (RNA) launched in 2023 as our third team member discussion forum. It joins our PRIDE and EMBRACE forums, that focus on LGBTQ+ and race/ethnicity, respectively
- Team member learning resources became available through our new DE&I hub in our learning portal, encompassing online courses, podcasts and videos on the areas of allyship, unconscious bias, cultural awareness and Pride
- Due to the relatively high proportion of women employed in our business, we have focused on support and guidance for understanding women's health issues. This has included resources on menopause awareness and managing menstrual health conditions, including endometriosis. We have provided all managers access to a resource portal containing guidance and support tools on topics, including pregnancy, fertility and baby loss – helping all members of working families to feel supported

..... 3 network resource groups .....



10

Mental Health First-aiders trained



257

memberships of our online discussion forums

25

diversity awareness resources in our learning hub at launch

# Governance overview



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In the last year we have:



Launched our Global Social Responsibility Statement, bringing together our social, human rights and ethical conduct commitments



Issued the Company's Supplier Code of Conduct and developed a centralized in-house supplier database to improve our supplier procurement and management process



Established a programme of annual compliance awareness and education resources that ensures team members can operate in a safe and responsible way – encompassing anti-corruption practices, data and information security



Attained, with external third-party verification, a UK government-supported Cyber Essentials Plus certification for the third consecutive year



# Governance overview

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## Comply and champion industry requirements rules and regulations

AMICULUM remains dedicated to adhering to all relevant laws and regulations in the regions where it operates. During 2023, the company continued to build on its strong and positive security culture by implementing bespoke training, enhancing awareness and upskilling employees on important business ethics, data protection, data security and sustainability issues. Additionally, AMICULUM fosters an environment that is free from corruption, underpinned with a structure that enables team members to speak up without concern of victimization or reprisal

- We have facilitated industry specific accreditations for our employees, including ISMPP Certified Medical Publication Professional for our medical writers, ITIL (Information Technology Infrastructure Library) for our information and technology team, and CISSP (Certified Information Systems Security Professional) for those with a cybersecurity focus
- All employees now undergo mandatory annual training covering essential topics, such as data protection, cybersecurity, and health and safety. Additionally, we encourage employees to explore supplementary courses on subjects such as data protection, security, diversity and inclusion, discrimination and ethics

## Promote responsible data handling practices and maintain robust data security measures

- Our security strategy is founded on well-established principles, including defence in depth, least privilege, and reduction of attack surface area
- We have attained, with external third-party verification, a UK government-supported Cyber Essentials Plus certification for the third year running

..... Cyber Essentials Plus certification .....



An infographic element showing a green padlock icon with a white keyhole, set against a light green circular background. To the right of the padlock, the text "99%" is displayed in a large, bold, green font. Below the percentage, the text "team members completed security awareness proficiency assessment" is written in a smaller, grey font.

An infographic element featuring the year "2023" in a large, bold, green font. Below the year, the text "we issued our Supplier Code of Conduct" is written in a smaller, grey font. The background includes a stylized illustration of a laptop and a tablet displaying various icons and charts.

# Governance overview

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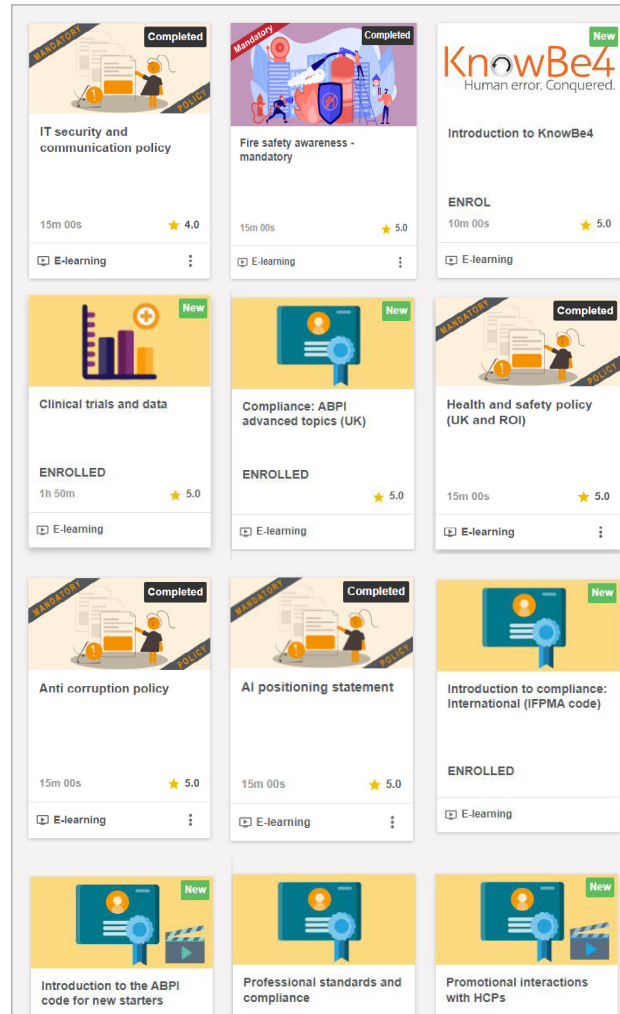
Promote responsible data handling practices and maintain robust data security measures *continued*

- We introduced a new learning environment KnowBe4, to provide individualized compliance training to all employees, aligning with their individual needs and risk profiles. The goal is to enhance security knowledge and foster a safety conscious work environment
- 99% and 82% of our team members have completed a security awareness proficiency assessment and security training this year

..... KnowBe4 certification .....



..... AMICULUM governance courses .....



Drive supplier diversity and efficient management practices

- To help us manage our supply chain more effectively, we developed a centralized system to house all of our suppliers' details. Not only does the new system allow us to ensure we have good supplier diversity, but we are able to better onboard new suppliers more quickly and efficiently
- In 2023, AMICULUM issued its Supplier Code of Conduct, which aims to ensure that its suppliers follow and adhere to key AMICULUM ways of working and policies. The document is sent to all new suppliers, as part of our onboarding process, and is available on our website
- AMICULUM developed a new risk identification process and register. Sponsored by members of the Board, all heads of departments meet every 6 months to review risks to the business and its clients, and put in place any necessary mitigatory action



If you need any further information,  
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