

Pharma IT  
A ProductLifeGroup Company

# Sustainability Report 2023



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# Note from the CEO

“ Pharma IT has always aimed to do business responsibly. By the end of 2022, we began to formalize and increase our commitment to corporate social responsibility (CSR). From concrete policies to company-wide targets, our CSR journey has focused on continuous improvement and data-driven decision making.

*This report aims to provide our customers, employees, owners, and fellow community members with insight into our progress so far. This includes:*

- *An overview of commitments made, including relevant KPIs*
- *Status on progress towards our commitments*
- *Actions taken to improve current progress, where applicable*
- *Our plans for further action*

*While there are many points of progress to celebrate, the six that stand out are:*

1. *Earning an EcoVadis Silver Medal for our CSR efforts, placing us in the top 16% of companies rated by EcoVadis within our sector globally.*
2. *Our parent company, ProductLife Group made a commitment to set near-term science-based emissions reductions targets. As part of PLG, we will align our local targets to the group level targets once they have been validated by the Science Based Targets initiative (SBTi) team.*
3. *We submitted and published our first UN Global Compact Communication on Progress.*
4. *We achieved 48% representation of women in Management.*
5. *We improved the accuracy and breadth of scope on our GHG Inventory and are able to report our full Scope 1, 2 and 3 emissions for 2023.*
6. *Finally, 100% of our employees have been trained in Anti-Corruption & signed our updated Code of Conduct.*

*We hope that by being transparent about both our successes and shortcomings, we can demonstrate our commitment to continuous improvement over time. Thank you for joining us on this journey.”*



**Søren Winkel**  
Partner, CEO

# Our Sustainability Approach

Pharma IT began its journey towards formalizing and increasing our commitment to corporate social responsibility (CSR) in 2022. Since then, we have worked diligently to formalize our sustainability management systems.

We are committed to working alongside our customers and suppliers to reduce our environmental impact and ensure we are upholding the commitments outlined in the UN Global Compact (UNGC)'s 10 Principles and the UN Sustainable Development Goals (UN SDGs).

## Alignment with the UN SDGs



### GOOD HEALTH AND WELLBEING

We support our customers' efforts to improve health and well-being around the world. We are proud to provide services exclusively for the life sciences sectors.



### GENDER EQUALITY

We promote gender equality across all levels of our organization. This includes a specific focus on equal representation at the management level.



### RESPONSIBLE CONSUMPTION & PRODUCTION

We are committed to transparent corporate sustainability reporting, ethical business practice, sustainable consumption & procurement.



### CLIMATE ACTION

Our environmental efforts align with the UN's call for global greenhouse gas emissions reductions. We are proud to be a part of a global group committed to setting and pursuing science-based.



# Overarching Sustainability Commitments

- We conduct business in full compliance with all applicable laws
- We integrate the UNGC principles and material sustainability issues into decision making processes across our organization
- We engage with stakeholders, including employees, customers, and suppliers to understand, prioritize, and address their concerns related to sustainability
- We maintain a governance structure that provides the appropriate levels of oversight for sustainability issues
- We transparently disclose on material sustainability issues and our progress towards upholding our commitments, this includes an annual sustainability report and UNGC Communication on Progress (CoP) submission

## Pharma IT's 2023 CSR Team

With oversight from our Executive Team, our sustainability team monitors progress towards our commitments, maintains existing actions, implements new initiatives, and prepares our annual sustainability report.

During this report cycle, our CSR team included representatives from across the organization – including two members from the highest level of management.



Søren Winkel  
Partner, CEO



Jakob Juul Rasmussen  
Partner, CQO & CFO



Naomi Jade Kellogg  
Head of Communications & Culture, CSR Lead



Monika Hippová  
Marketing & Communications Associate



Thuy Nguyen  
Student Assistant

# Environment

In alignment with SDG 13 and UNGC Principles 7 and 8. Pharma IT is dedicated to minimizing its environmental impact across our operations.



## Our Commitments

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### Emissions Reductions & Commitment to the Science Based Targets initiative (SBTi)

As a member of ProductLife Group, Pharma IT is proud of PLG's 2023 commitment to set near-term science-based targets. Once these targets have been validated, Pharma IT will align our emissions reductions targets with the group level targets.

In the meantime, Pharma IT also commits to a 5% year-over-year reduction in carbon intensity per FTE between 2023 and 2029, in alignment with PLG's existing carbon intensity target. This KPI is externally audited each year.

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### Office Facilities

We commit to using green energy schemes, sourcing our electricity from regenerative providers whenever possible. All of our facilities have clearly labeled waste sorting bins to encourage recycling and minimize the amount of waste that goes to landfills.

We prioritize virtual working and flexible hours, allowing all our employees to work remotely or to avoid peak travel times. When employees do come to the office, we provide secure bike storage and select office locations within walking distance of public transportation to encourage less carbon-intensive commuting options.

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### Business Travel

We have adopted a "remote first" approach for both internal and external meetings, significantly limiting the need for business travel. However, when business travel is unavoidable, we choose less carbon-intensive transportation options whenever possible. This includes prioritizing travel by train over plane whenever possible.

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### Waste Management & Recycling

Pharma IT uses the 'reduce, recycle, reuse' principle to drive our approach to waste management. We have placed multiple recycling separation stations in our office facilities, that are labeled clearly, easy to use, and placed near entryways and exits for convenient drop-off. We have also accelerated our digital transformation efforts to reduce waste from paper, cardboard, and plastics.

We work to minimize printing whenever possible and using double-sided printing by default. Furthermore, through the Brother Print Cartridge recycling program, we ensure all possible portions of our ink cartridges are recycled.

# Environmental KPIs

	2022	2023	Target
GHG Emissions (tCO <sub>2</sub> e) <sup>1</sup>	291,92 tCO <sub>2</sub> e	375,16 tCO <sub>2</sub> e	TBD
Scope 1	0 tCO <sub>2</sub> e	0 tCO <sub>2</sub> e	
Scope 2	44,96 tCO <sub>2</sub> e	2,19 tCO <sub>2</sub> e	
Scope 3	246,96 tCO <sub>2</sub> e	372,97 tCO <sub>2</sub> e	
GHG Emissions per FTE (tCO <sub>2</sub> e) <sup>2</sup>	-	2,87 tCO <sub>2</sub> e	Reduce 5% year over year between 2023 and 2029
Emissions from Business Travel (tCO <sub>2</sub> e)	80,05 tCO <sub>2</sub> e	86,57 tCO <sub>2</sub> e	Reduce by 20% by 2026 from 2023 levels
Percentage Renewable Energy in Electricity Mix <sup>3</sup>	-	41,5%	100% by 2024
Waste (kg)	-	2.285,94 kg	TBD
Percentage of Office Facilities Sorting Waste	100%	100%	100% by 2024
Water Consumption (m <sup>3</sup> )	-	68 m <sup>3</sup>	TBD
Employees Trained in Environmental Sustainability Issues (%) <sup>4</sup>	0%	65%	100% by 2025

1. For details about our 2023 Reporting methodology and scope, see Section Measuring Emissions – Greenhouse Gas Accounting at Pharma IT

2. As part of ProductLife Group's yearly external audit of the group's emissions intensity per FTE, Pharma IT's carbon intensity per FTE is externally audited each year starting in 2023. In 2023, the audit was carried out by Endrix (<https://www.endrix.com/en/>).

3. In 2023, of the 6500 kWh used for electricity, 2701 kWh were from renewable energy sources. Pharma IT moved to a new office facility in August 2023. Our new facility is powered by 100% carbon neutral and renewable electricity. This change will be visible in our 2024 reporting.

4. Includes 83 attendees who participated in a training on waste sorting and recycling best practice during our September Pharma IT Brief, as well as one employee who attended an official training on ESG at the Copenhagen Business School in 2023. Employee headcount at end of 2023 (128) is used to calculate final percentage.

# Measuring Emissions

## Greenhouse Gas (GHG) Accounting at Pharma IT

All effective environmental sustainability strategies require an in-depth understanding of a company's GHG emissions. We understand that we cannot improve what we cannot measure.

As of 2023, Pharma IT reports greenhouse gas (GHG) emissions in partnership with Klappir Green Solutions hf (Klappir). Klappir's methodology adheres to the following guidance, frameworks, and EU directives:

- **2019 ISO 14064-1** "Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals",
- **GHG Protocol Global Standardized Frameworks** to measure and manage greenhouse gas (GHG) emissions from private and public sector operations, value chains and mitigation actions.
- **2019 "ESG Reporting Guide 2.0 - Nasdaq"**
- EU Corporate Sustainability Reporting Directive ("**CSRD**")
- European Sustainability Reporting Directive ("**ESRS**")

This enables our company to measure and manage GHG emissions within an internationally recognized frameworks. Pharma IT's approach is based in the following principles in alignment with the GHG Protocol Principles:

- **Relevance:** GHG sources, data and methodologies appropriate to the needs of the intended user are selected.
- **Completeness:** All relevant GHG emissions are included.
- **Consistency:** Meaningful comparisons in GHG-related information are enabled.
- **Accuracy:** Bias and uncertainties are reduced as far as is practical.
- **Transparency:** Sufficient and appropriate GHG-related information is disclosed to allow intended users to make decisions with reasonable confidence.

Emissions are reported on a calendar year basis (1 January to 31 December). Emissions are reported in carbon dioxide equivalents (tCO<sub>2</sub>e), which standardizes the climate effects of different GHGs.

Pharma IT utilizes a range of calculation methods for emissions reporting depending on data availability. Primary data is considered to be data provided by suppliers related to specific activities, such as activity data or supplier-specific emissions. Secondary data is not from specific activities and includes industry-average data.

As part of continuous improvement, we aim to increase the proportion of primary activity data used over time, as methods to do so become available.



It should be noted that Pharma IT's size, operational, or business models did not change dramatically between 2022 and 2023. Instead, **the breadth and accuracy of the data available for carbon accounting improved in 2023.**

- An example of increased scope: we were able to fully count our Category 1 Purchased Goods & Services emissions, using average spend-based methods, in 2023.
- An example of increased accuracy: in 2022, we used industry averages to estimate the Scope 2 emissions for heating and electricity at our facilities. In 2023, we were able to access activity-based primary data, which ended up showing a significantly lower emissions value than previously estimated.

**Below you can find a table that outlines the categories (based on the GHG Protocol) included in our inventory in 2022 and 2023.**

(✓) = Fully counted, (✓) = Partially counted, (x) = Not counted, (-) = Not applicable

	2022	2023	2023 Notes
<b>Scope 1</b>			
Mobile Fuel (Fleet Emissions)	(-)	(-)	Pharma IT does not lease or own any company vehicles
Fugitive Emissions	(✓)	(✓)	
<b>Scope 2 (location-based)</b>			
Heating	(✓)	(✓)	Activity-based data
Electricity	(✓)	(✓)	Activity-based data
Cooling	(✓)	(✓)	Activity-based data
Steam	(-)	(-)	
<b>Scope 3 Upstream Emissions</b>			
Category 1 Purchased Goods & Services	(✓)	(✓)	Average spend-based method
Category 2 Capital Goods	(x)	(✓)	Average spend-based method
Category 3 Fuel and energy related activities	(x)	(✓)	
Category 4 Upstream transportation and distribution	(x)	(✓)	Pharma IT uses common postal services to infrequently send mail and/or small packages to customers. If the exact mode of transportation used in these deliveries is unknown, emissions from postal services are included in Category 1 calculations.
Category 5 Waste Generated in operations	(✓)	(✓)	Activity-based data on waste produced at Pharma IT office facilities
Category 6 Business Travel	(✓)	(✓)	Data collected from employees directly and cross-referenced with financial reports
Category 7 Employee Commute	(✓)	(✓)	Based on employee survey
Category 8 Upstream Leased Assets	(-)	(-)	Emissions from leased assets accounted for in Scope 2 to more accurately reflect Pharma IT's business operations
<b>Scope 3 Downstream Emissions</b>			
Category 9 Downstream transportation and distribution	(-)	(-)	Pharma IT does not produce or sell tangible goods to be transported or distributed
Category 10 Processing of sold products	(-)	(-)	Pharma IT does not produce or sell tangible goods
Category 11 Use of sold products	(-)	(-)	Pharma IT does not produce or sell tangible goods
Category 12 End-of-life treatment of sold products	(-)	(-)	Pharma IT does not produce or sell tangible goods
Category 13 Downstream Leased Assets	(-)	(-)	Pharma IT does not lease assets downstream
Category 14 Franchises	(-)	(-)	Pharma IT does not have any franchises
Category 15 Investments	(-)	(-)	

# Actions Taken

## 01 Increased Environmental Data Accuracy and Coverage

Our 2023 environmental data is more accurate and covers a broader scope than our reporting in 2022. Our carbon footprint was also audited by an accredited external auditor as part of a group wide audit of carbon intensity per employee completed by our parent company, PLG.

## 02 Incorporation of Environmental Considerations in Event Planning

To lessen the environmental impact of company-wide events, we have chosen event venues close to public transportation, reduced the amount of red meat served, and provided electric powered shuttles.

## 03 Environmental Training

Our employees have been provided access to the UN Global Compact Academy training portal to learn more about environmental issues. Furthermore, nearly 100 of our team members took part in a 2-hour environmental training with a foundation in the UN's Sustainable Development Goals as part of our annual Summer Party.

## 04 Environmental Considerations at Pharma IT Office Facilities

Pharma IT moved into a new HQ in 2023. The following actions have already been taken with reduction of environmental impact in mind:

- Reduce electricity consumption by equipping the office overhead lighting with motion sensors, so that the lights shut off if no movement is detected after a certain amount of time
- Purchasing renewable energy (Klimacertifikat) to cover the entirety of our electricity usage
- Ensure employees know about the bike storage options and public transportation opportunities near the new facility
- Prioritize purchasing more environmentally sustainable office supplies whenever possible (for example Fair Trade Coffee, recycled printer paper, etc.)
- Purchasing a printer from a supplier with an existing ink cartridge recycling program to reduce the amount of waste produced from printing

# Labor & Human Rights

Pharma IT is committed to upholding the highest standards of labor and human rights. We strive to create a safe, equitable, and respectful workplace for all employees.

## Our Commitments

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### Employee Health & Safety

We ensure a safe, healthy, and productive work environment by complying with all applicable safety and health laws. We consult with employees and conduct health and safety risk assessments to address and remediate risks of accidents, injuries, and health impacts.

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### Wages, Working Hours, Holidays & Overtime

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

We adhere to local regulations on working hours and remunerate overtime. Employees are paid at least the minimum wage or the prevailing industry standard in the country, and we provide all legally mandated benefits, including paid overtime, sick leave, paid holidays, and parental leave.

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### Career Management & Training

We are committed to our employees' career development by providing continuous skill development, adequate training, and opportunities for internal mobility for our employees.

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### Zero Tolerance for the use of Child Labor, Forced Labor & Human Trafficking

We have zero tolerance for human trafficking, modern slavery, child labor, or forced labor in our operations.

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### Freedom of Association & Collective Bargaining for all Employees

We respect the rights of employees to freely associate, express themselves, and choose whether or not to join labor unions or other organizations of their choice without the fear of retribution.

# Labor & Human Rights KPIs

	2022	2023	Target
Annual Absenteeism Rate (days per employee) <sup>1</sup>	4,1	2,6	Maintain below 8,77 days per employee
Annual Attrition Rate <sup>2</sup>	11%	19%	Maintain 15% or less
Work Life Balance Satisfaction Rate from APV Survey <sup>3</sup>	94,28%	88%	Maintain at least 80%
Fatalities as a result of work-related injuries and ill health	0	0	Target of Zero
The number of severe human rights incidents connected to the undertaking's own workforce <sup>4</sup>	-	0	Target of Zero
Completion of Formal Health & Safety Risk Assessment <sup>5</sup>	-	Complete	Annual renewal
Human Rights related violations reported the company's Whistleblower Scheme	0	0	Target of Zero

1. Includes absenteeism due to work accidents, sickness leave, & strikes. Does not include absenteeism due to parental leave or paid vacation time. Target based on 2022 average days of absence due to own sickness for employees in the private sector in Denmark (SOURCE: <https://www.dst.dk/en/Statistik/emner/arbejde-og-indkomst/fravaer-og-arbejdskonflikter/fravaer-fra-arbejde>).

2. Calculated as number of Leavers over the year divided by total number of employees over the year. Leavers include all employees who left Pharma IT voluntarily, this does not include employees who were dismissed by Pharma IT.

3. Based on the annual APV Survey, which assesses the work environment at Pharma IT. Work Life Balance satisfaction rate is defined as the percentage of respondents that answered that they were satisfied or very satisfied with their work-life balance. Results are reviewed and acted upon by our internal Work Environment Council.

4. Pharma IT began tracking this metric in 2023.

5. While Danish law requires health and safety risk assessments to be completed at least every three years, Pharma IT began implementing an annual health and safety risk assessment in 2023.

# Actions Taken

## 01 Annual Employee Survey (APV)

As part of our risk assessment process (APV), Pharma IT surveys its employees annually. Questions cover work life balance, work task satisfaction, management support, compensation satisfaction, work environment satisfaction, physical work space assessment, technical equipment assessment, and satisfaction with Pharma IT facilities.

This survey not only informs our risk assessment process, but is a key opportunity for employees to anonymously raise concerns to be addressed by management.

## 02 Follow Up Actions Taken Based on Employee Health & Safety Risk Assessment

Based on the 2023 Employee Health & Safety Risk Assessment and Annual Employee Survey, our team identified and worked to mitigate several risks to our employees. The following actions were taken following the risk assessment:

- Additional first aid kit purchased
- Removal of heavy items on high shelves in office facilities & placing signage on all shelving units
- Placing informational signage regarding Ergonomics at each work station in our office facility to assist employees in properly adjusting office equipment to prevent injury
- Creation of English versions of all safety instructions
- Further incorporation of Emergency Processes in our employee onboarding process
- Updating fire-hazard signage to include information about electricity-related incidents
- Inspection & replacement of any damaged cords
- Creation and management of an updated employee Emergency Contact List

## 03 Influenza Prevention Measures

Pharma IT's management also decided to invest in influenza prevention measures. This includes covering the cost of on-site influenza vaccination for any Pharma IT employee who opts in to this preventative measure.



# Diversity, Equity & Inclusion (DEI)



We are committed to fostering a workplace where all employees feel valued and included. We are also committed to providing equal treatment, fairness and respect to all employees, whether temporary, part-time or full-time.

## Our Commitments

Eliminating  
Discrimination &  
Harassment

We support a diverse and inclusive workplace, free from discrimination and harassment. Employment and promotional decisions are based solely on lawful, non-discriminatory criteria. We protect employees from physical, verbal, sexual, or psychological harassment and bullying, ensuring a respectful work environment.

Reducing the  
Potential for Bias in  
Recruitment

We reduce bias and promote diversity by writing inclusive job ads, encouraging all candidates to apply, and anonymizing candidate profiles during initial screening on LinkedIn Recruiter.

DEI in Employee  
Onboarding

New employees learn about our Diversity & Inclusion Policy and Whistleblower Policy from day one to ensure they understand our company values and have the tools needed to report any inappropriate behavior as soon as possible.

Salary Transparency

We use a transparent salary model with an annual stepwise system to minimize wage inequities.

Accessible Office  
Facilities

Our office spaces are inclusive and accessible, with wheelchair access, gender-neutral restrooms, and height-adjustable desks. Managers at Pharma IT are also responsible for ensuring customer sites also meet accessibility needs for all employees.

Flexible Working  
Conditions

Every member of our team has conditions in which they thrive most. We strive to create a workplace that enables every employee to reach their highest potential and find suitable work-life balance.

- We have supported a hybrid way of working since 2016.
- All employees, not just parents and caregivers, can ask their manager for more flexible working conditions, and including opportunities for part-time employment.
- Our sick and parental leave policies also aim to support our employees' need to prioritize time to rest, recover, or expand their families.

# DEI KPIs

	2022	2023 <sup>1</sup>	Target
Headcount by Employment Type	124	128	
Permanent	0	0	
Fixed Term			
Headcount by Gender			At least 40% representation of both men and women amongst our staff
Male	40%	39%	
Female	60%	61%	
Managers by Gender <sup>2</sup>			At least 40% women in management by 2025
Male	64,3%	57,14%	
Female	35,7%	42,86%	
Headcount by Age Distribution			
< 30 Years Old	26 (21%)	25 (19,5%)	
30-50 Years Old	78 (62,9%)	78 (61%)	
> 50 Years Old	25 (19,5%)	25 (19,5%)	
Average Unadjusted Wage Gap <sup>3</sup>	-4,41%	4,69%	Maintain under 5%

1. All headcount data reflects the headcount at December 31st of the calendar year, interns and student assistances are excluded.

2. Managers include all employees with Partner, Director, or Head of Titles.

3. Excludes all interns and student workers. Calculated by dividing the difference between the average hourly wage of male employees and the average hourly wage of female employees, by the average hourly wage of male employees. KPI to maintain under 5,3% was chosen by taking the mean of the 2022 average unadjusted wage gap of life sciences professionals (2,6%) and information & communications professionals (8%) in Denmark (Source: <https://www.dst.dk/en/Statistik/temaer/ligestilling>). In 2022, the Average Unadjusted Wage Gap was negative, because women earned slightly more than men.

# Actions Taken

## 01 Reducing Bias and Promoting Diversity in Recruitment and Screening

We have implemented the following actions to proactively help reduce bias and promote diversity and inclusion in our recruitment and screening processes:

- Writing job ads in a language that appeals to a broad and diverse field of candidates.
- Clearly stating in job ads that all candidates are encouraged to apply for the given job regardless of their gender, age, religious beliefs, sexual orientation, national and social origin, political opinion, disability, race, skin color, and ethnic origin.
- Utilizing the option to anonymize candidate profiles on LinkedIn Recruiter so that applicants' photos and names are hidden during the initial screening process.

## 02 Using Inclusive Communication and Gender Neutral Language

Pharma IT also aims to ensure a gender-neutral and inclusive approach in internal and external communications. To support this, our Communications & Marketing Team utilizes the Inclusive Language Guide published by Oxfam International.

## 03 Ensuring all Employee Documentation and Official Communications are Available in English

Finally, as a Danish company committed to ensuring our non-Danish speaking colleagues feel welcome and included, we have committed to providing all official communications in English.

As of spring 2023, all employee documents and official communications are done in English.

# Business Ethics & Information Security

Pharma IT commits 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 sensitive data and confidential information.

## Our Commitments

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### Strong Code of Conduct

Pharma IT's Code of Conduct sets clear standards for integrity, transparency, and respect. This policy sets out clear guidelines to ensure our employees have a detailed understanding of ethical business practice, and can uphold the principles outlined in the UN Global Compact. All Pharma IT employees are required to sign the Code of Conduct, reaffirming their commitment to these principles.

### Zero Tolerance for Bribery and Corruption

Pharma IT has a zero-tolerance policy for bribery and corruption. Employees must not offer, give, promise, or receive any form of bribe. All business and financial records must accurately reflect transactions to prevent unethical practices.

Sensitive transactions, including gifts and hospitality, must adhere to strict guidelines and receive management approval.

Furthermore, every employee is mandated to complete and sign anti-corruption training, reinforcing our stance against all forms of corruption, including extortion and bribery. Employees are responsible for ensuring compliance with our anti-corruption policy. Any breaches or concerns must be promptly reported to management.

Violations can result in severe penalties, including disciplinary action and termination of employment.

### Information Security

Pharma IT commits to the responsible management of confidential information and sensitive data. We ensure our processes and security measures are aligned with industry standards and applicable regulations.

As an organization based in the European Union, this includes measures for gaining stakeholder consent regarding the processing, sharing and retention of data in alignment with EU GDPR.

# Business Ethics KPIs

	2022	2023	Target
Creation of Whistleblower Program	In Progress	Done	In place by 2023
Number of Complaints filed through the Pharma IT Whistleblower Channel <sup>1</sup>	-	2	Report annually
Percentage of Employees Trained in Anti-Corruption & Anti-Bribery <sup>2</sup>	-	100%	100% by 2023
Percentage of Employees Who Have Signed the Code of Conduct <sup>3</sup>	-	100%	100% by 2023

1. Pharma IT's Whistleblower policy and reporting mechanism was launched in 2023.

2. Mandatory training in anti-corruption and anti-bribery for all employees was launched in 2023.

3. This metric was not tracked until 2023.

## Actions Taken

### 01 Updated Code of Conduct

Pharma IT's Code of Conduct was updated in 2023 to include a specific description of and procedures for handling of sensitive transactions – as this has been identified by the United Nations as a high corruption risk area for our industry.

### 02 Anti-Corruption & Bribery Training Launched

Our anti-corruption and anti-bribery training was created based on the UNGC Principles and is distributed during onboarding as mandatory training for all Pharma IT employees.

### 03 GDPR & Data Privacy in Life Science Training

In Q4 2023, Pharma IT launched an in-depth one-day training on GDPR & Data Privacy in Life Science at the Pharma IT Academy. This training is available to both internal employees and external participants. These trainings strengthen data protection both internally, and across our industry locally.

As of August 2024, 21 professionals have been trained.





## 04 Whistleblower Policy & Whistleblower Unit

In 2023, Pharma IT published its official whistleblower policy. This policy establishes a mechanism for employees to report problematic behavior or unacceptable conditions in the workplace issues and includes:

- 1) confidentiality guarantee
- 2) non-retaliation guarantee and
- 3) dedicated reporting channel (i.e. third-party email, phone/hotline, contact person).

Employees are encouraged to report any information about violations, including reasonable suspicion of actual or potential violations that have already occurred or are likely to occur in the workplace.

The whistleblower policy is managed by an external, neutral party – a so-called whistleblower unit – who administers the whistleblower scheme, which covers receiving reports, contacting the whistleblower and giving feedback to the whistleblower.

Pharma IT discloses the number of reports made through this channel on a yearly basis.

# Sustainable Procurement

Pharma IT is dedicated to sustainable procurement practices. We expect our suppliers to meet these standards and comply with all applicable laws and regulations, ensuring responsible practices that benefit both people and the planet.



## Our Commitments

As per our Sustainable Procurement Policy Pharma IT Favorably Considers Suppliers with Robust Labor and Human Rights Management Systems

Pharma IT requires suppliers to support and respect human rights, avoid complicity in human rights abuses, and comply with international human rights laws.

Suppliers must not employ child labor and must not use any form of forced or involuntary labor.

Suppliers must respect workers' rights to form associations and join trade unions for collective bargaining without discrimination.

Suppliers must ensure they do not discriminate based on race, religion, gender, age, nationality, disability, personal relationships, union membership, sexual orientation, marital status, or political opinion.

Suppliers must reject all forms of corruption, including extortion and bribery, and comply with competition laws. They must commit to fair competition and avoid agreements with competitors on pricing or market sharing.

Suppliers should develop an environmental policy or management system to monitor and improve their environmental performance. They must comply with relevant laws and minimize their environmental impact. Suppliers are encouraged to promote environmentally friendly technologies and processes.

## Action Taken

### 01 Policy Created and Targets Set

Pharma IT released its Sustainable Procurement policy in 2023. We are now implementing the policy and working towards a system of accountability for our suppliers. We have set the following targets which we will report from 2024 onwards:

- 100% of Management of Tier 1 Supplier Due Diligence to include CSR Provisions by end of 2025
- 100% of Tier 1 Suppliers with Supplier Code of Conduct as Contract Clause by end of 2026
- 90% of employees from the procurement team trained on CSR issues in the supply chain by 2025

# Looking Forward

While this report focused on our progress so far, there is still work to be done. The following section outlines the actions we have already taken or will be taking in 2024 and beyond.

## Environment

Our parent company, ProductLife Group is currently in the process of submitting near-term science-based targets for validation. Once these targets have been validated, we look forward to aligning our local GHG targets with those validated by SBTi at group level.

In the meantime, we continue to work towards our GHG Intensity reduction target and provide environmental training for our employees.

## Diversity, Equity, and Inclusion (DEI)

While we are proud of our current DEI profile from a statistical point of view, we know that there is always more to learn.

Our next actions include training both our management and general staff in both 1) harassment & discrimination prevention in the workplace; and 2) diversity, inclusion, & mitigating unconscious bias in the workplace.

The percentage of staff trained in each of these topics will be available in Pharma IT's 2024 Sustainability Report.

## Labor & Human Rights

Focus on employee health and safety remains a top priority at Pharma IT. In late 2023, Pharma IT entered an agreement with Nordea Pension, to complete an in-depth anonymous Health Assessment in 2024. Results from this external assessment and the actions taken based on its results will be available in our 2024 Sustainability Report.

## Business Ethics & Information Security

In 2024, Pharma IT's parent company, ProductLife Group (PLG), launched an extensive IT Security training program across the entire group. As a part of PLG, Pharma IT employees benefited from this program.

As of August 2024, 80% of Pharma IT employees have completed additional training in IT Security as part of this program.

As more employees continue to be trained, an updated figure will be provided in the 2024 Sustainability Report with a goal of having 100% of employees trained by 2025.

## Sustainable Procurement

This is the least mature sustainability area for our organization. For this reason, we are working alongside the CSR team at ProductLife Group to investigate how to implement the following measures over time:

- Supplier CSR code of conduct
- Integration of social or environmental clauses into supplier contracts
- Training of buyers on social and environmental issues within the supply chain

# Pharma IT

**A ProductLifeGroup Company**



To learn more about Pharma IT, visit our website at [pharmait.dk](http://pharmait.dk)

Pharma IT is a proud member of ProductLife Group (PLG)

To learn more about PLG, visit [productlife-group.com](http://productlife-group.com)

## **Credit**

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