

Sustainability Report 2023



Introduction

Our job is to help healthcare manufacturers and practitioners optimize their decisions by supporting them with reliable insights.

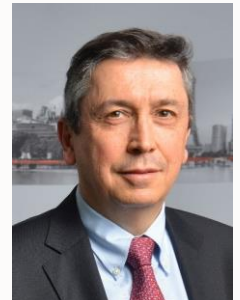
To do this, we collect healthcare data around the world and transform them using our technologies and our talents to give our customers strategic and operational guidance in order to improve the reliability of their decisions.

We take responsibility regarding our ecosystems and sociosystems, carrying out this mission by offering our employees the opportunity to flourish in meaningful and rewarding work.

We are aware of our corporate social responsibility and want to be as consistent and transparent as possible.

Editorial from Management

“Our mission: contribute to better patient care and to improving the well-being of individuals... offering our employees the opportunity to flourish in meaningful and rewarding work”.



Corporate social responsibility is at the core of [APLUSA's mission](#): having a positive impact on people, today and tomorrow, is our ‘raison d’être’.

This shared founding vision commits APLUSA's managers and each employee to responsibility and therefore calls to action regarding the company's ecosystem.

This is already taking shape in the form of many individual or collective actions and initiatives, but we all share the same desire to go further.

The enthusiasm of our employees in responding to the request for volunteers is proof of this, making you the actors and ambassadors of this project, and we hope to see even more of you in the future.

The approach launched today will enable us to add structure to our ambition, to propose and deploy a concrete roadmap, one that is more legible to our employees and partners.

Thank you for your commitment to this great adventure, one that we are proud to be forging forward with you.

Pierre Pigeon, CEO

Our mission

Our mission is to contribute to better patient care and to improving the well-being of individuals.

Our DNA

Professional elegance

Achieving simplicity and clarity in our approach and in the solutions we offer.

Our values

From a collaboration with the APLUSA teams

1

Strive for excellence

Our integrity, diligence and flexibility underpin our commitment to offering the very best service to our clients. These principles drive our behaviour and the choices we make.

Fuel exploration through our diversity

We leverage the richness of our diverse backgrounds to continuously explore, improve our knowledge, and innovate to meet emerging healthcare challenges.

2

3

Grow and thrive

We work with integrity, commitment, passion, and generosity of spirit, creating an environment where every individual can express themselves and develop their talents to the highest potential.

Nurture our shared ambition

As a team, our actions are guided by respect and responsibility, recognizing that together, we can achieve far more and with far better results than even the most talented of us could achieve alone.

4

Find out more about our mission and values [here](#)

APLUSA in figures



75 countries covered
worldwide by our studies.



6 sites worldwide: Lyon, Paris,
Londres, New York, Los Angeles,
Bucharest.



+30 years of expertise

+160 employees

+30 nationalities

Our mission in figures (by 2023)

Studies **100 %**
dedicated to the healthcare sector

+100
disease categories

604
completed studies

103
clients

26
Millions € sales figures

80 %
quantitative studies

Our core business

Our job is to help healthcare manufacturers and practitioners optimize their decisions by supporting them with reliable insights.

To do this, we collect healthcare data around the world and transform them using our technologies and our talents to give our customers strategic and operational guidance in order to improve the reliability of their decisions.

We are pioneers in insight based on real-life data (patient cases, patient interviews) and are developing databases to track the evolution of the management of different diseases over time.



Our recognitions and initiatives



ISO 20252 Quality certification:

Market, social and opinion research standard. AplusA has been certified since 2022.

ECOVADIS Label:

Corporate Social Responsibility, in 2023 we achieved a level of 68/100, enabling us to be awarded the "Silver" medal.



Carbon Disclosure Project:

Disclosure of the company's greenhouse gas emissions and consumption. In 2023, APLUSA achieved level C.

[Find out more here.](#)

S.B.T.I:

Definition of greenhouse gas emission reduction targets in line with the Paris Agreement. APLUSA aims to reduce its greenhouse gas emissions by 46% by 2030 (base year 2018).

[Find out more here.](#)



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Sharing our expertise

As one of the Top 10 global healthcare market research companies, we join forces with our partners in healthcare professionals, patient representatives and industry to share the knowledge acquired through our projects.

In November 2023, we launched the "Matinale by APLUSA" sessions led by our experts.

These meetings provide a forum for discussing the state of the art in the management of various diseases, including hematology, immunology, oncology and many others.

We explore the impact of the latest research and the questions that arise from it, contributing to a better understanding of the issues at stake.

Find out more about these matinees [on this link](#).



66 participants

5 Matinales organized

Since 1997, in order to share our expertise, we have also set up a training program for market researchers in the pharmaceutical industry.

The aim of this training program is to provide young industry professionals with the methodological foundations they need to manage their research projects and make the best possible use of the results.

Find out more about these training courses [via this link](#).



27 years of existence

248 participants

1 to 2 sessions/year

Corporate Social Responsibility at APLUSA



ISO 26000 is the international standard for Corporate Social Responsibility (CSR). This diagram presents the 7 themes that need to be taken into account when setting up a CSR approach.

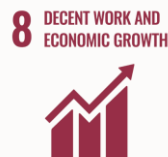
APLUSA's Sustainable Development Goals

In implementing its CSR strategy, APLUSA seeks to align these actions with recognized global objectives. To this end, it draws inspiration from the 17 Sustainable Development Goals (SDGs) signed in 2015 by the United Nations.



[Find out more about the 17 SDGs](#)

APLUSA is committed to CSR initiatives aligned with its expertise and core values, with a particular focus on the following four priority Sustainable Development Goals:



Sustainability story at APLUSA

07.17

1st EcoVadis Evaluation –
Bronze Medal Award



08.21

EcoVadis Evaluation –
Silver Medal Award

06.22

Defining our mission and values

03.23

External diagnosis of CSR
practices



04.23

COMEX training and
ISO26000 self-diagnosis

06.23

CSR volunteers training
ISO26000 self-diagnosis



07.23

1^{er} Bilan Carbone®
(GHG monitoring)

12.23

Latest EcoVadis Evaluation
Determination of priorities and
commitments



- Responsible Governance
- Environment
- Working conditions

12.23

The 3 selected priority areas

Our commitments to a sustainability “By design”

1

Questioning our production methods and interactions with third parties

Sustainably develop our purchasing process and involve our partners in our approach.

Deploy a network of involved employees who can support actions and make suggestions.

Be able to better measure our extra-financial performance.

Provide our employees and partners with annual training on ethics and corruption risks and measure the effectiveness of our systems.

Reducing the carbon footprint of our activities by integrating our value chain

Reduce our carbon footprint and move towards a more sustainable model.

Improve the reliability of our scope 3 emissions measurements.

Encourage our service providers to quantify their GHG emissions.

Identify the main sources of electricity consumption.

Subscribe to a renewable energy contract for 100% of our offices.

Define rules for business travel and encourage low-carbon modes of transport.

Increase the lifespan of IT equipment and favor reconditioned purchases.

Improve sorting of recyclable and organic waste in the workplace.

2

3

Helping our employees grow in a caring environment and guaranteeing their employability

Develop actions in favor of inclusion, diversity and equity.

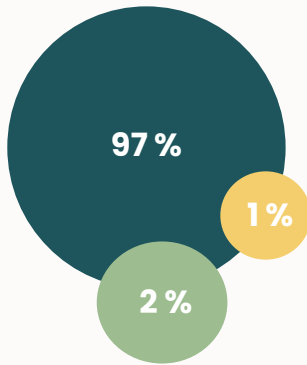
Continue to develop our employer brand.

Actively participate in the development of our employees' skills and careers.

Enhance employee commitment through meaningful initiatives that extend beyond the company's walls.

Support employee well-being through training, interventions and awareness-raising on professional and extra-professional risks.

Our Bilan Carbone® results



1 % - Scope 1

Emissions linked to combustion sources

2 % - Scope 2

Emissions linked to electricity consumption

97 % - Scope 3

Emissions linked to the purchase of products and services

APLUSA has carried out its 1st Bilan Carbone® on a voluntary basis for the year 2022. A yearly update will be made on the items subject to reduction actions. The calculations were carried out for all APLUSA sites.

This work has enabled us to understand the source and the proportion of emissions from our activities and to make commitments to reduce them by **5 %** per year.

[Find out more about how a Bilan Carbone® works here.](#)

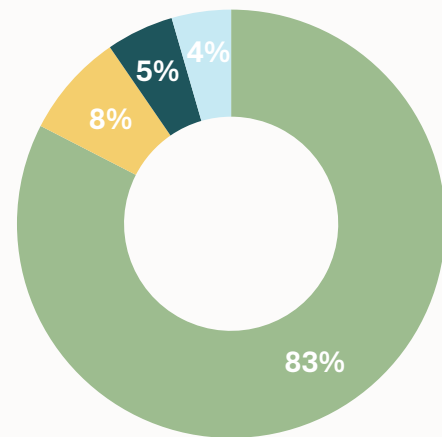
Details of Scope 3

This commitment enables us to align ourselves with the carbon neutrality commitments set by the Paris Agreements for 2050.

As a service company, our indirect emissions item is the most important, but also the one with the greatest calculation **uncertainty**. The use of monetary ratios in our calculations increases the uncertainty of our Scope 3 to **48% of emissions**.

Our action plan takes this figure into account, in order to make our calculations more reliable over time.

A sustainable purchasing project will be rolled out in 2025 to reduce uncertainty and involve our subcontractors in these efforts.



- Scope 3 - Services purchases
- Scope 3 - Business Travel / commuting
- Scope 3 - Other purchases
- Scope 3 - Fixed assets

Mobility at APLUSA

In France and the UK, our offices are located close to public transport services to facilitate environmentally-friendly travel.

Our employees in the United States and Romania mainly work from home.

28 % of employees commute to work by walking or cycling.

43 % of employees commute to work by public transport, electric vehicle or carpool.

29 % of employees commute to work in internal combustion vehicles.

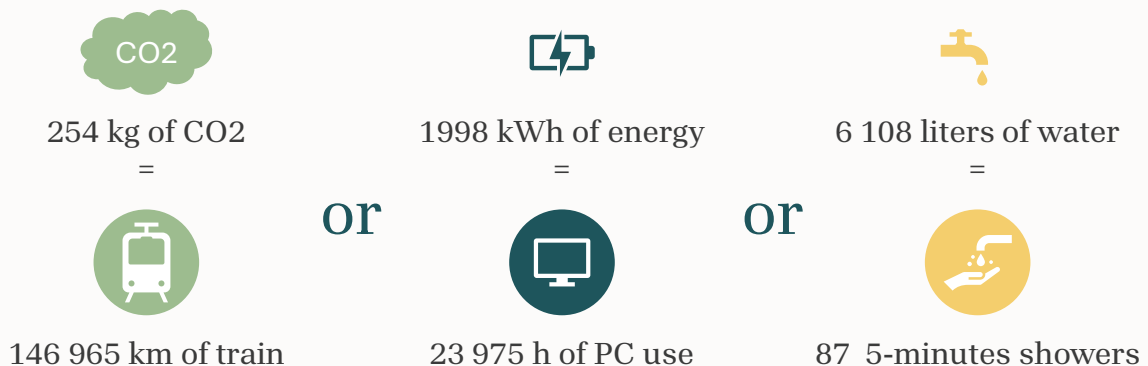
Whenever possible, we use the train for business travel. In line with our travel policy, actions are underway to improve our practices.

Recycling our waste

Our recyclable waste is collected by our partner ELISE, which collects, sorts and recycles our office waste. ELISE is an ESAT* type structure which works to facilitate the integration of people in difficulty or with disabilities.

336 kg of waste collected in 2023

This sorting action is equivalent to avoid:

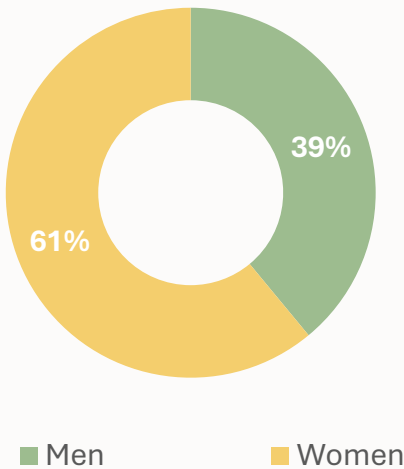
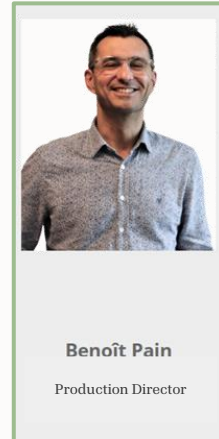
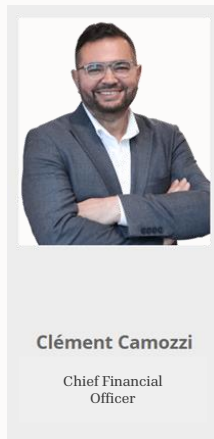
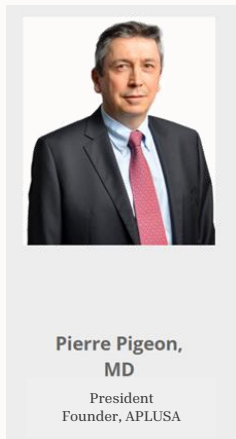


* ESAT = French acronym for “Work Assistance Service Establishment”

Parity at APLUSA

At APLUSA, gender equality is an important guiding principle.

Responsible governance is exemplary: APLUSA's Executive Committee is made up of 2 women and 3 men, including 3 members of the company's CSR Steering Committee.



92/100

Gender equality index for 2023

Opposite is a breakdown of our M/F workforce.

7 women in the top 10 highest salaries

20 % of women in management positions

100 % of women get a raise when they return from maternity leave

“Grow and flourish”, one of our core values

Whether it's focused on quality of life in the workplace or on enhancing the skills of our employees, training enables us to approach our jobs with greater peace of mind, and to strive for excellence.

18 Employees trained to the Climate Fresk®



12 Employee volunteers involved in CSR actions

1,14 % of Payroll allocated to training
(+0,14% compared with legal requirements)

10 Interns / 5 Work-study students

183 Employees trained

2358 Hours of training



Employability

10
Promotions in 2023

26 %
Turn over (35% in 2018)

6,68 Years
Average length of service of employees

0,6 %
Rate of disabled employees

Caring for others goes beyond our core business

The well-being of our employees is essential to ensure quality work. This includes ergonomic workstations, a good work-life balance, as well as wellness-related training (sophrology, stress management, etc.).



80 usable teleworking days per year per employee

336 h training courses dedicated to well-being

12 employees trained in mental health risk prevention.

The well-being of the men and women around us is also very important to APLUSA, which is why we donate our time and money to local associations and schools.

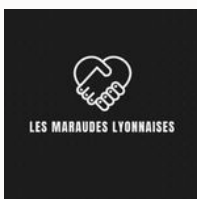
Our philanthropic initiatives



Skills sponsorship was used to benefit the SARA association, which fights for the inclusion of people with autism: one free study.

30 participants to benefit the French Federation of Diabetics.

La Course
des
LUMIÈRES



18 boxes collected for “Les Maraudes Lyonnaises”.

Let's talk about “striving for excellence”!

Ethics is part of our values. It guides our choices and behavior.

In 2022, our Code of Ethics was updated in collaboration with our Management and our Works Council. Training in the Code is mandatory, both internally and externally. Our suppliers are not exempt from this obligation.

100 % employees trained in ethics

100 % of our qualified suppliers
have signed our Code of Ethics

70/100 points obtained on the
ethics theme of the EcoVadis evaluation



In 2023, all our employees were aware of the system that will enable them to alert us in the event of abuse or fraud by an internal or external human resource.

1 alert has been registered and processed since the
implementation in 2023

To take this exemplary approach even further, AplusA wants to make sure that this system and the Code of Ethics are understood and applied by everyone.

In addition to our Code of Ethics, all our employees have received further training in the fight against corruption.

Monitoring, references and updates

This document is the responsibility of APLUSA's Sustainability Committee (COPII).

The scope of application is worldwide and applies to all APLUSA sites and employees.

Content updates are defined on an annual basis.

The work of identifying and compiling the various indicators presented in this document was carried out using the following external reference systems:

- Global Reporting Initiative (GRI)
- European Sustainability Reporting Standards (ESRS)

The list of indicators and their GRI / ESRS references are available in an appendix to this document.





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