

Environmental, Social, and Governance

Report
2023





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Introduction

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Summary

There are huge environmental and social trends that are impacting how VCLS operates as a business. We see daily the effect of **climate change** and social issues that continue to negatively influence human wellbeing and businesses around the globe. We are committed to understanding their impact and becoming part of the solution to overcome these enormous challenges. We know that the industry we currently find familiar will change drastically over the upcoming years and for us to support our clients and collaborators with the same dedication that we have shown over the past decades, **we will need to adapt.**

In this sustainability report, we proudly share our achievements and milestones over the past year and highlight our commitment to working together for the continual improvement of our sustainability journey.

This report begins with an introduction from our CEO, followed by a summary and overview of VCLS activity. Subsequently, this report discusses sustainability and what it means to us at VCLS, before developing the key topics of **Environmental, Social and Governance.**



Climate Change



Social Impact



Governance

Letter from our CEO



Introduction

I am pleased to present our Environmental, Social and Governance Report for 2023, highlighting our unwavering commitment to making a positive impact in the life sciences industry. This report is prepared for all our VCLS stakeholders, and I am excited to share with you its contents.

Sustainability Journey

We began our sustainability reporting in 2020 where we laid the foundations for the future to accelerate the integration of responsible, innovative approaches and sustainable practices in our way of working and beyond. This year we take a big step to, now, report with an ESG focus. Throughout the past year, we have achieved significant milestones across various areas of environmental impact, social commitment, and governance transparency.

Environmental Impact

We have begun tracking our Scope 1, 2 and 3 emissions as a company, providing us valuable insight into our Co2e footprint and where we can implement further sustainable practices. Additionally, our employees took part in climate education workshops to raise awareness and understanding of the challenges we face. We are motivated to be part of the sustainable future that is needed.

Social Commitment

Our collaborations with partner charities in France, India, United Kingdom, Madagascar, and USA continue to develop, with multiple initiatives taking place throughout a year. Equally, we have maintained our strong score in the HappyIndex®, showing our dedication employee well-being. We have nurtured a supportive environment that empowers our employees to thrive both personally and professionally.

Governance Transparency

In 2023 we achieved ISO27001 accreditation for information security, a key milestone in delivering reliable secure and high-quality services to our clients. Our commitment to ethics and compliance remains paramount.

Future Goals

Looking ahead to 2024, we are excited to build upon our achievements and set new benchmarks for our sustainable future and ESG activities. Together, we can create a brighter future, whereby innovation, social responsibility, and sustainable growth go hand in hand.

Sincerely,

Emmanuelle Voisin, PhD
CEO and Founder

Overview of VCLS

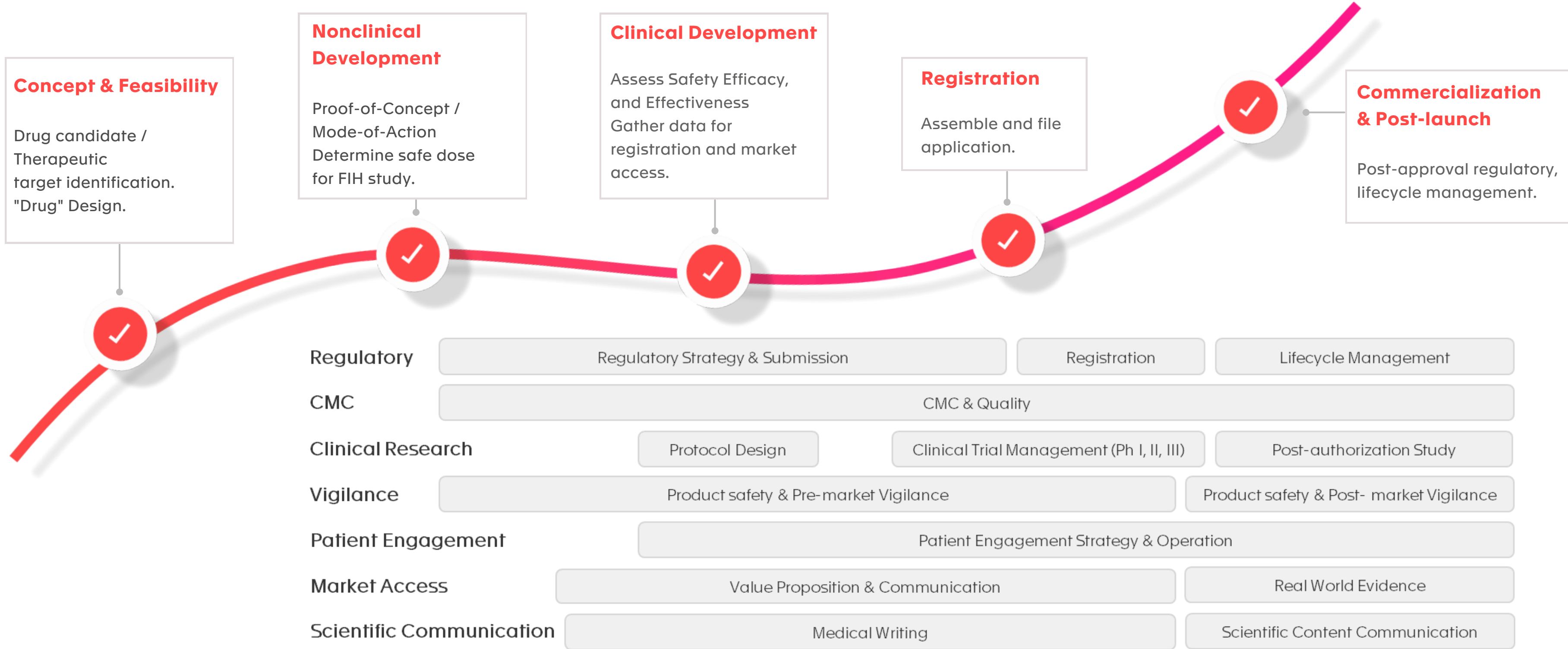
Voisin Consulting Life Sciences (VCLS) **guides** biotechnology, pharmaceutical and medical device companies throughout the **development and commercialization** of their products. From early in the process at the R&D stage, we help innovators design optimized product **development plans** and **regulatory strategies**, combining the health-tech ecosystem and business success.

We identify support **target profile definition**, clinical and non-clinical development, clinical research, registration, launch and product life cycle management.

We also perform due diligence for licenses, mergers, and acquisitions. The company provides actionable recommendations that empower clients to make strategic decisions by helping define the **roadmap to go to market**, with audits and the strategy needed to achieve tangible results in line with business goals.



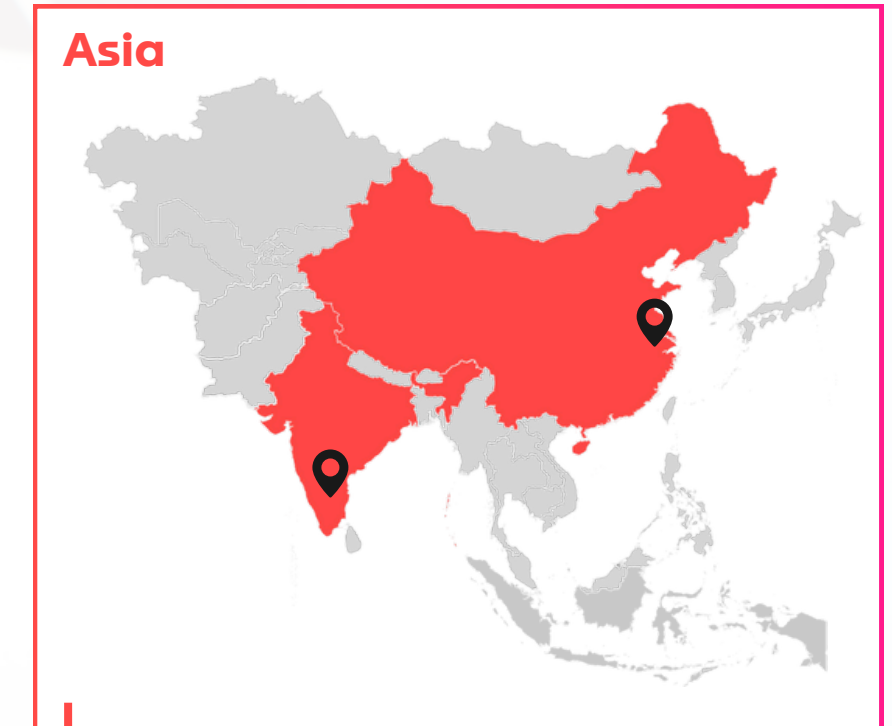
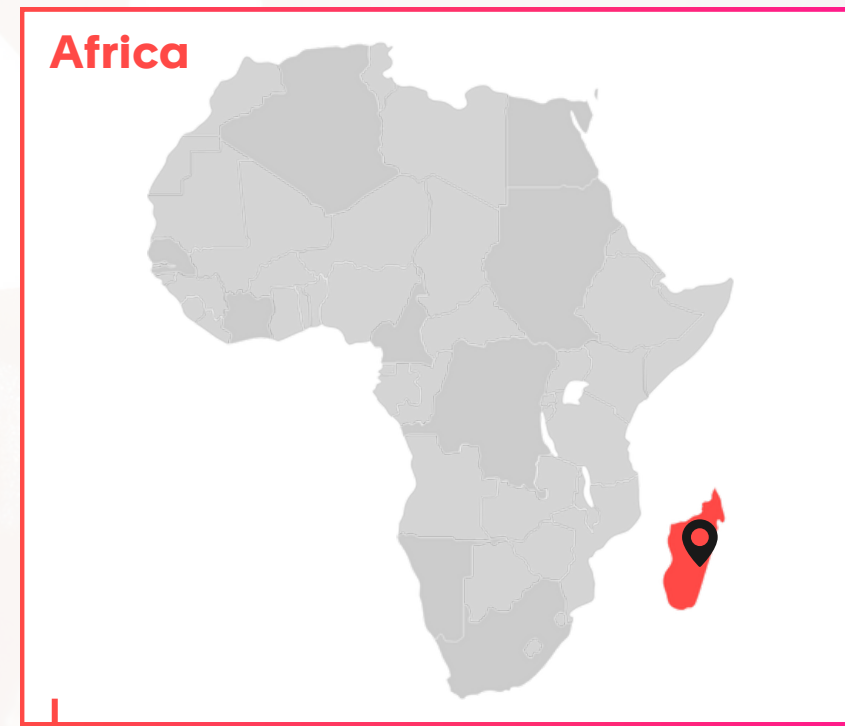
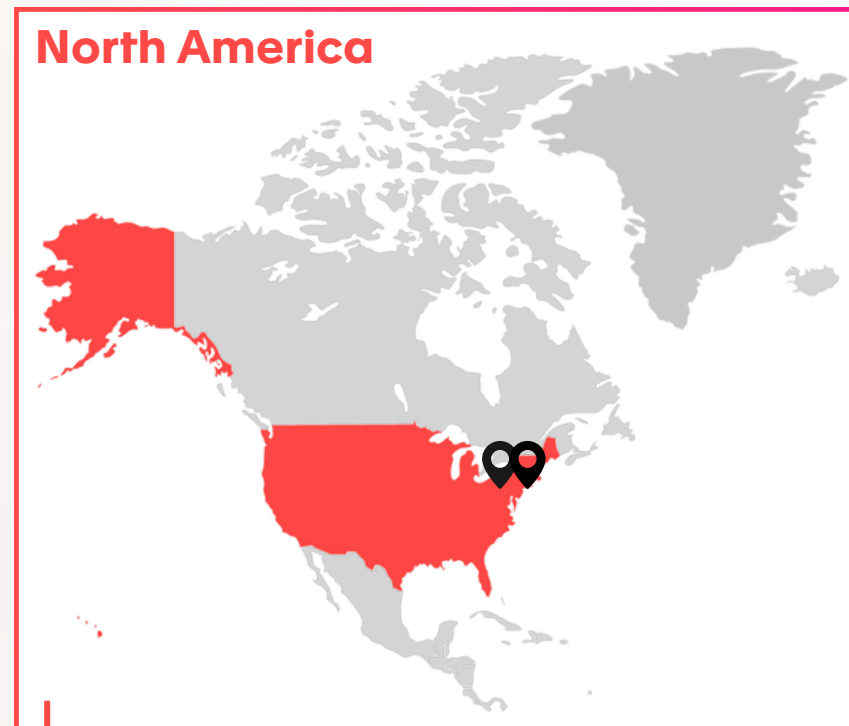
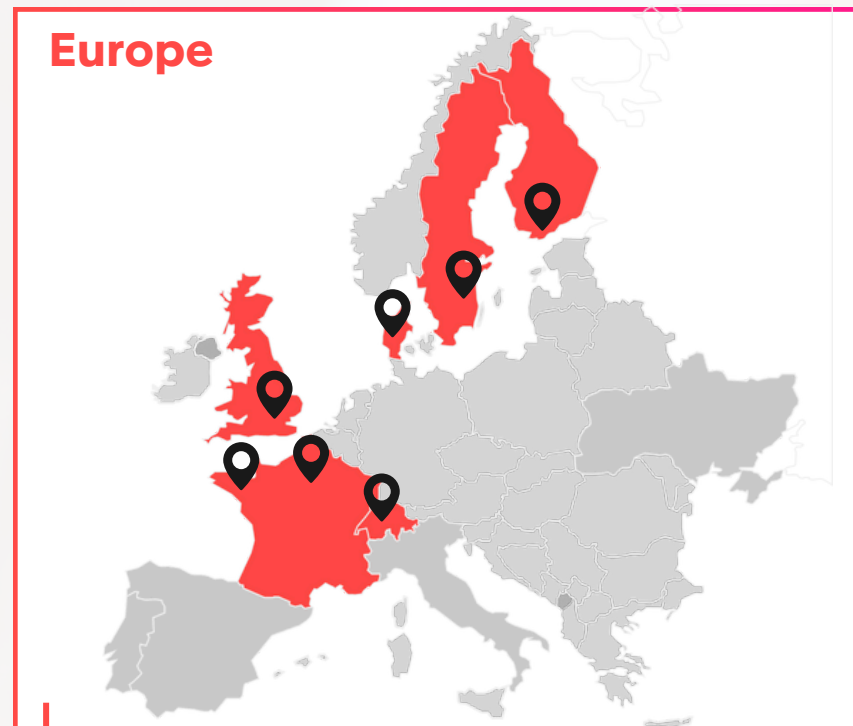
Our Services : A Suit of Interdisciplinary Solutions



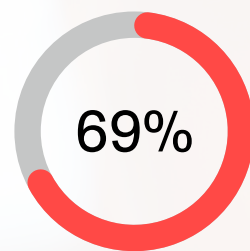
Our Locations

VCLS, with a team of experts from a wide range of **diverse backgrounds** and cultures, operates in a transversal manner with business unit focus group encompassing expertise **around the globe**.

We have the breadth of knowledge to support a wide range of needs, while maintaining a tailored and customized service.

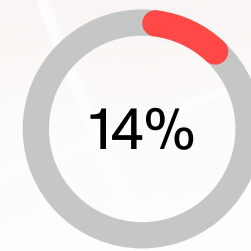


Paris, FR
 Rennes, FR
 London, UK
 Lausanne, CH
 Copenhagen, DK
 Stockholm, SE
 Helsinki, FI



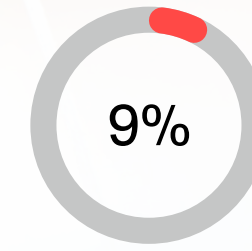
Somerville, NJ
 Cambridge, MA

40+



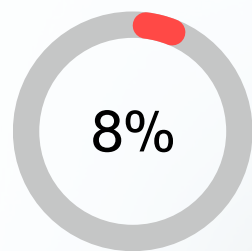
Antananarivo, MD

30+



Shanghai, CN
 Bangalore, IN

25+



220+

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Sustainability at VCLS

Commitment to Sustainability

We are committed to be part of the solution to overcome the sustainability topics that we face, both in the context of the life science industry and on a wider global scale. At VCLS we believe that sustainability considerations should encompass every action we take and be a key consideration throughout our decision-making processes.

Transition from CSR to ESG

This year, as one of our key developments in our progress for sustainability, we have developed our mindset from a CSR level perspective to a wider and more holistic ESG commitment. Over the past years, we have aligned our reporting to our stakeholders' requirements and in this regard, a CSR approach was best suited. We now believe the importance of transitioning to an ESG direction as this is currently the industry standard, the expectation of our stakeholders, as well as ensuring VCLS is more actively engaged with sustainability in the future.

Expanded Focus Areas

As such, we have a wider range of considerations to incorporate and believe that we have made a strong start. Previously we maintained a solid commitment to social causes with focus on human capital, community outreach and promoting diversity – and these topics have been built upon now further and incorporated in the Social section of this report. Equally, our Governance was well documented and accountable, and this continues to increase in prevalence with its own specific section. Chiefly however, we have found that the largest area of improvement and growth has been regarding Environmental topics. We consider its importance at the core of our sustainability mission and have expanded our environmental focus to align with this. Key developments to note include establishing a baseline of our Scope 1, 2 and 3 emissions as well as upskilling and educating our employees.



Future Sustainability Efforts

The ongoing transition process from CSR to ESG has ensured that sustainability considerations are routinely applied to the forefront of our decision and conversations as a company. We know that there is even more to do in the upcoming years, and we are ready to build upon the strong foundations that we have established in 2023.

VCLS Commitments

UN Global Compact

In 2021 VCLS joined the UN Global Compact initiative.

We have incorporated the **10 Principles of the Global Compact** into the various aspects of VCLS day to day business to ensure that we operate in a way that meet and exceed fundamental responsibilities in the areas of **human rights, labor, environment, and anti-corruption.**

On the right is a matrix of where you may find examples in this report for each section.

	UN Global Compact Principle	Reference
	Human Rights	
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights; and	Page 16, 22
Principle 2	make sure that they are not complicit in human rights abuses.	Page 16, 22
	Labour	
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Page 17
Principle 4	the elimination of all forms of forced and compulsory labour;	Page 16
Principle 5	the effective abolition of child labour	Page 16
Principle 6	the elimination of discrimination in respect of employment and occupation.	Page 17
	Environment	
Principle 7	Businesses should support a precautionary approach to environmental challenges;	Page 12, 13, 14
Principle 8	undertake initiatives to promote greater environmental responsibility; and	Page 12, 13, 14
Principle 9	encourage the development and diffusion of environmentally friendly technologies.	Page 13
	Anti-Corruption	
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	Page 22

UN Sustainable Development Goals

VCLS is an advocate of the UN Sustainable Development Goals and has identified the following goals as crucial and impactful to our business. Many of these SDGs are incorporated already into our daily activities and are presented throughout this report in relation to the specific area. The remaining SDGs we acknowledge as no less important to achieve sustainable development, however we understand that as a company, we may not be able to influence to the same extent as the ones identified.



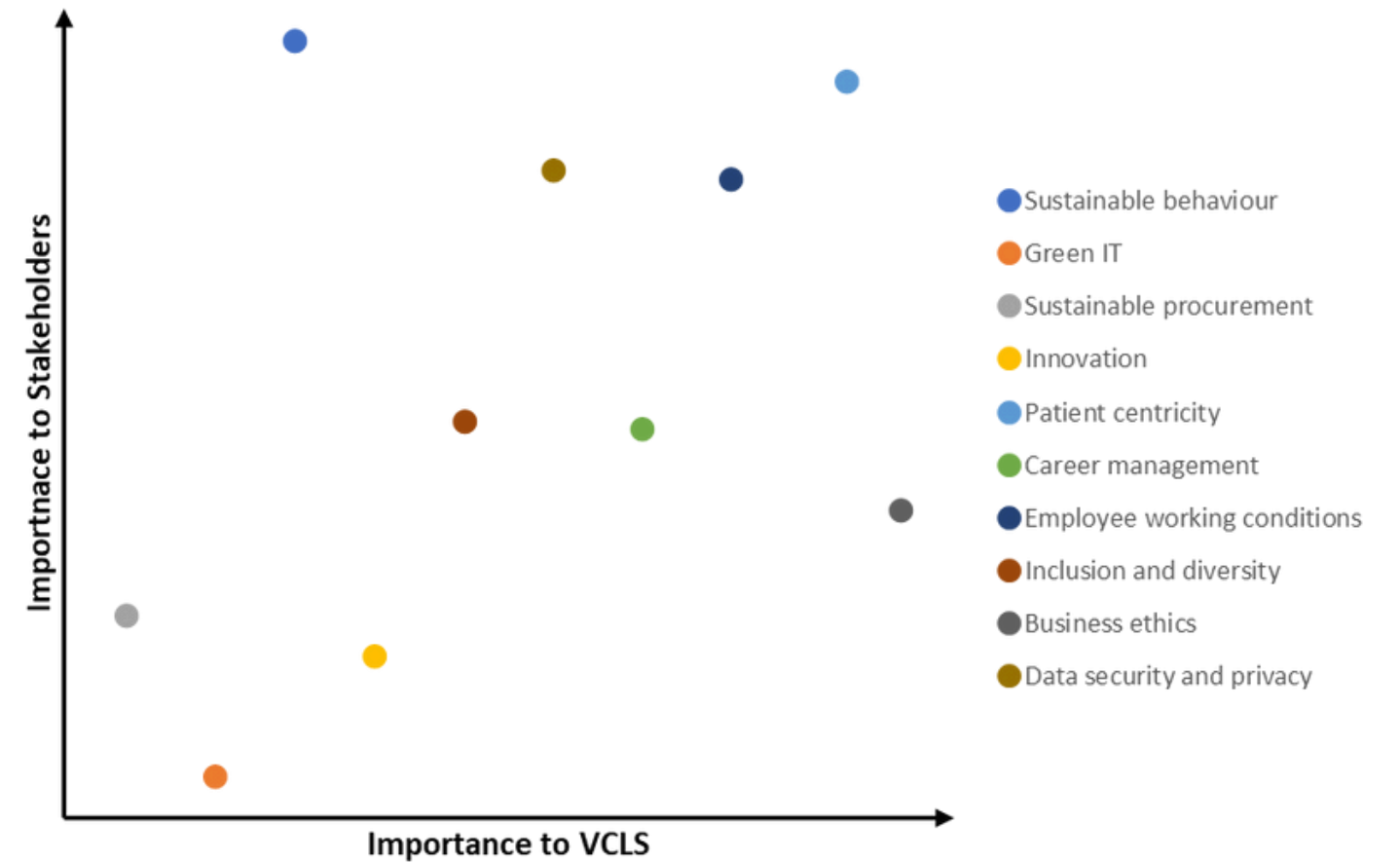
Reporting Scope

This Environment, Social and Governance report covers the time period from **1st January 2023 to 31st December 2023**. The data, figures and information provided pertains to the **operating locations and employees listed below**.

Country	Office	Employees
France	Paris (HQ)	80
	Rennes	15
Switzerland	Lausanne	16
Denmark	Copenhagen	10
United Kingdom	Camberley	18
	Cambridge	5
United States	Somerville	16
	Boston	29
India	Bangalore	20
China	Shanghai	4
Madagascar	Antananarivo	31
Total		244

Materiality Assessment

We classify as material the topics that have an impact on VCLS' sustainability strategy and that we must consider when implementing sustainable initiatives. In our most recent materiality assessment, we consulted a sample of our key stakeholders, selected from our employees, partners, suppliers and executive networks to categorize these important topics.



In 2024 we plan to complete a double materiality assessment to better understand the dual impact of **climate change towards our future as a business**, and also how our operations contribute to the issue.

Sustainability Targets

Last year we enshrined a series of **targets** that we aim to achieve by the end of 2025. These targets are currently in progress, and we are on track to achieve them within the timeframe.

Objectives by 2025	Progress
Continue to raise collaborators awareness of CSR and the benefit for the company	On track
Continue to involve collaborators in CSR procedures	On track
Develop unifying actions internally to increase awareness around CSR subjects	On track
Continue to improve the EcoVadis assessment	On track
Ensure diversity and inclusion throughout the organisation	On track
Achieve ISO 27001 Certification	Complete
Participate in HappyIndex®AtWork survey	On track
Publish and communicate about Environmental policy & Sustainable Procurement Policy	On track
Adhere to UN Global Compact and integrate SDGs into our strategy	On track
Full introspection and review of suppliers	On track
Manage second life program for IT equipment	Complete
Replace all lighting to be LED bulbs	On track

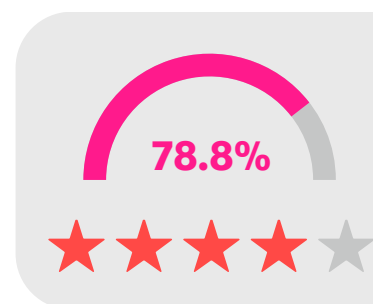
Certifications & Awards

EcoVadis Sustainability Assessment

in 2023, we received a Silver Award from EcoVadis with a score of 60/100. This level is award to the top 15% of companies. This continues our record of receiving the silver level award, at an equivalent level to 2022 when we attained **61/100**. **We received above average scores in each of the assessment sections of Environment, Labour & Human Rights, Ethics and Sustainable Procurement**, with an even distribution between all four areas. In the previous year, we were below expectations in Sustainable Procurement and are proud to have improved in this area.



Overall, we are working to improve in the areas identified as high priority and aim to score better year after year.



CERTIFIED

HappyIndex® AtWork
WORLD 2024

HappyIndex® AtWork

VCLS has participated in the HappyIndex® survey by **ChooseMyCompany** for a number of years and value the results as a core element of our accountable human capital approach. In the last survey, conducted in early 2024 reflecting the period 12 months prior, **we had a participation level of 78.8% and an overall global score of 4.11/5** with a recommendation rate of 61.5%. **We achieved the HappyIndex® criteria in Denmark, France, Madagascar, UK and India.** We did not achieve one of the 3 criteria to obtain the label in the **USA and Switzerland.**

CERTIFIED

WelImpactIndex®
WORLD 2024

This survey is vital to understanding feedback from a key group of our stakeholders – our employees. We conduct extensive internal review of the results to understand how where we can improve. Of note this year, we have work to do in clarifying the decision-making processes and internal communication channels. **We scored very highly in response to questions about employee value, impact and relationships** as well as being proud of the services we offer

A new initiative that we integrated into the HappyIndex® survey is the WelImpactIndex®. This is an extension of the main survey and pertains to ESG specific topics. In this section, **we had a participation level of 78.8% and Global Score of 3.71/5.** We achieved the criteria in all participating countries excluding Denmark. This is a new element of the feedback, and the results highlight the growing importance of ESG topics to our employees. This is an area that we undoubtedly will look to build and improve over the next year.

Our Highlights in 2023

In 2023, we moved forward in the areas of **Environment, Social and Governance** and below are a few of our key highlights that we are proud to share.



1. Baseline Emission Tracking

We have completed a **global assessment** and **began tracking** of our Scope 1, 2 and 3 emissions as a company.



2. Happy Index

We achieved **4.11/5** rating



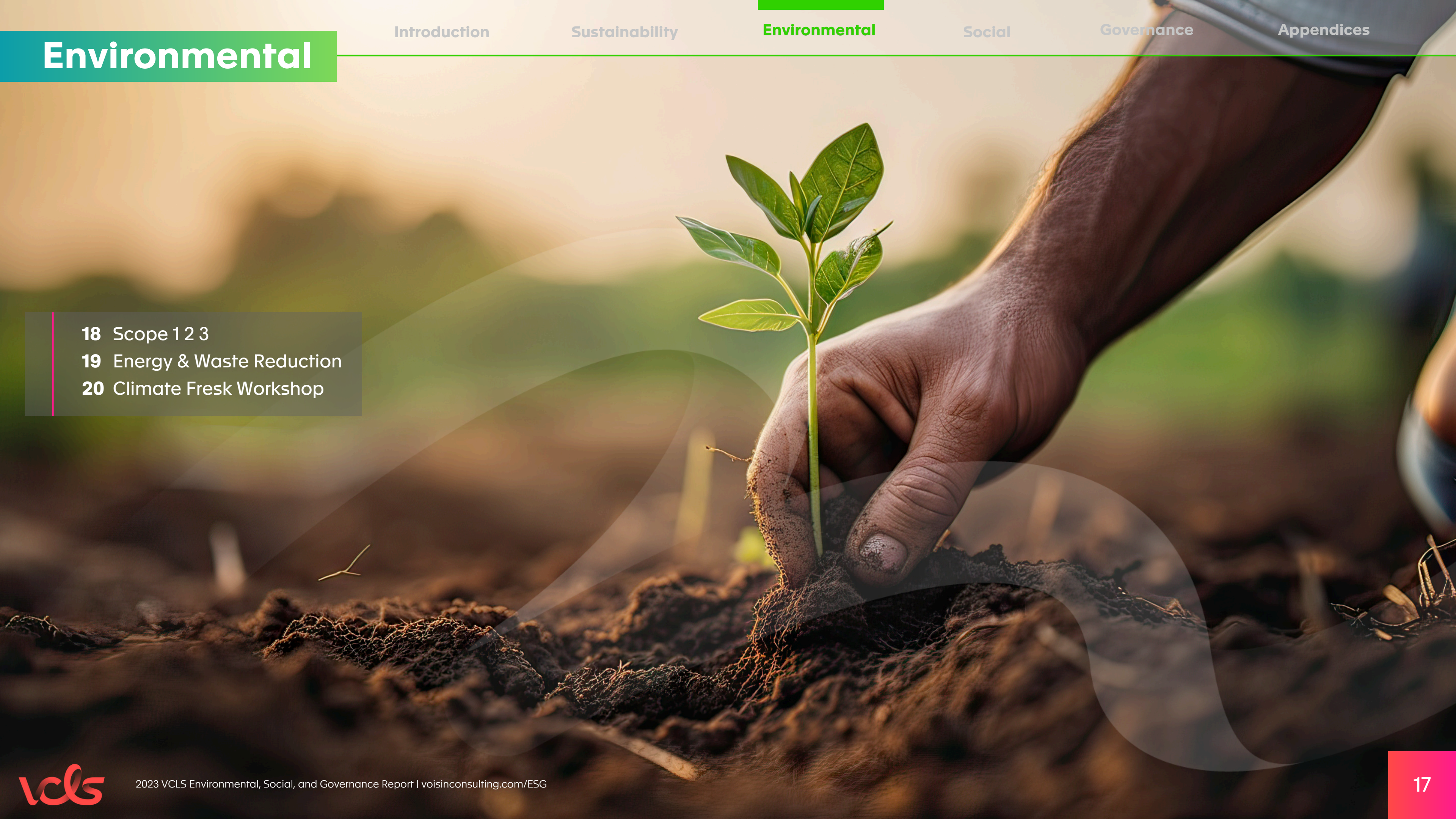
with a participation level of **78.8%**



3. ESG Education & Awareness

Our employees around the globe took part in the **Climate Fresk Workshop** to develop our knowledge and understanding of climate issues

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Scope 1, 2 & 3

Initiation of Emissions Tracking

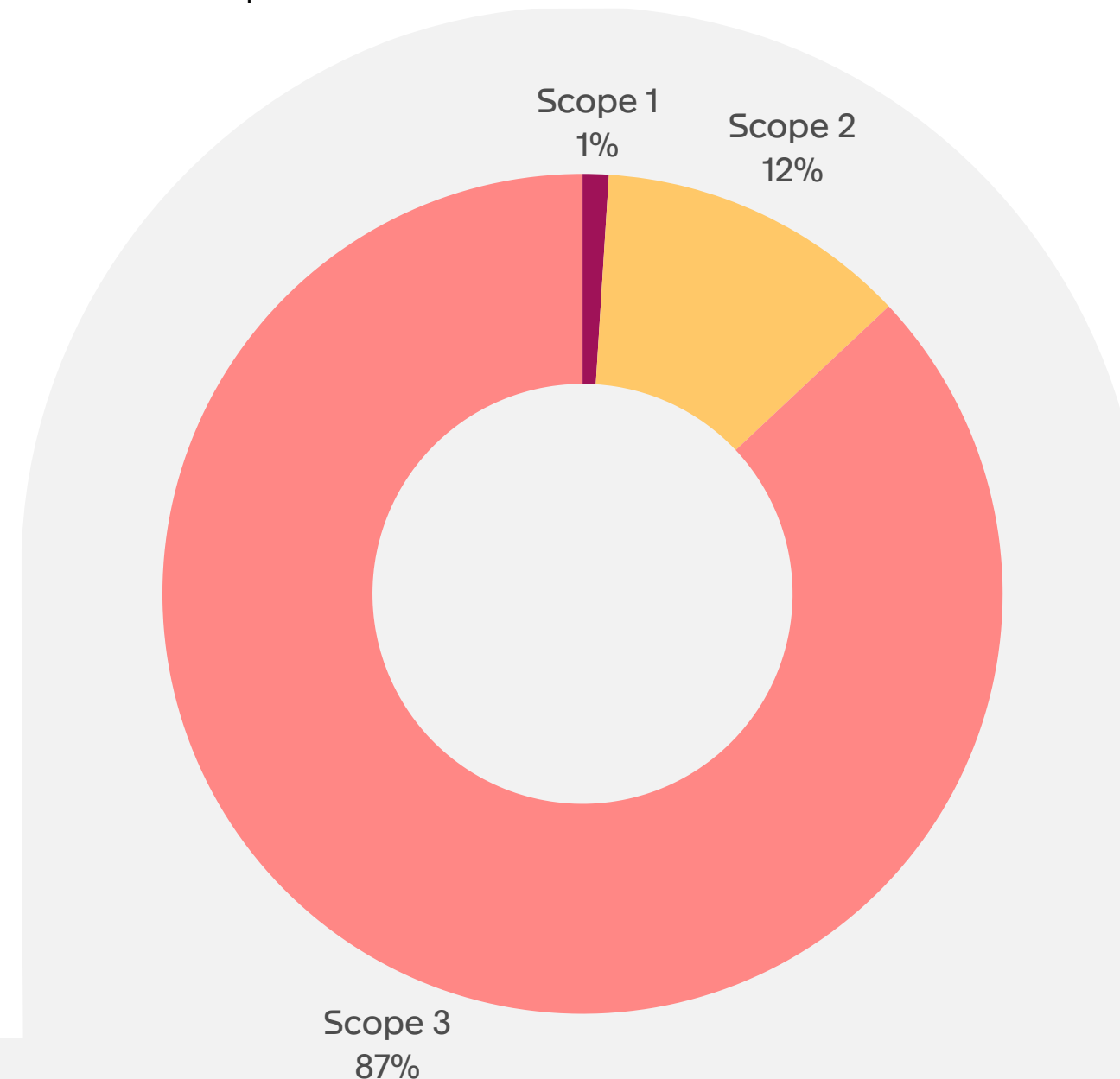
Last year we began to track our Scope 1, 2 and 3 emissions as company across all our **global locations**. We understand that this is potentially one of the most important sections of sustainability reporting, as well as one of the most challenging to accurately track.

Partnership with CitizenWave

We partnered with CitizenWave, a **sustainability consultancy** based in Paris who assisted us with the data collection and calculation of our emissions footprint for 2023. **This is our first time as a company completing this activity and we have been enlightened with the quantity of data we have collected.** Our intent for this first year of tracking is to establish a **baseline measurement** from which we can project forward reduction targets and strategic decisions. Equally, as this was our first time, we have learnt many valuable lessons that we will build upon to ensure the **quality of reporting** is improved year on year.

2023 Emissions Data

In 2023 our global emissions footprint was 745.98 tonnes of CO₂e. This is divided into 1% for Scope 1, 12% for Scope 2 and 87% for Scope 3. As a services-based company naturally our scope 3 emissions will be the highest contributor, and within this section, the largest emissions come **from facilities and possessions**, as well as purchases.



Paris Office Contribution

Our office in Paris was the largest contributor to emissions, accounting for 33% of our global footprint. As our HQ, it is to be expected as this office has the largest concentration of employees (34%) and has the greatest proportion of business travel. **Per employee globally, we average 3.0 tCO₂e**, with an outlier of our Somerville office.



Future Recommendations and Actions

For emissions data collected and presented in GHG Protocol format, please refer to the Appendix. The concluding element of our partnership with CitizenWave was **feedback and recommendations** to integrate into a sustainability action plan. The recommendations mobility plans to **reduce commute emissions**, IT equipment usage and tracing of data more effectively. These recommendations will be incorporated into our ways of working in the upcoming months.

Energy & Waste Reduction

Waste

In our Paris HQ, we work alongside Cèdre who support us in the collection, sorting and recovery of our waste. Cèdre is a waste management company that aims to create valued and meaningful work for people with disabilities. Through Cèdre, the Paris office recycles electronic waste, paper, coffee grounds and capsules, beverages, cartridges and glass.

In all our global offices we have defined **recycling systems**, with categorized waste disposal. We adhere to all local recycling and waste regulations.

In most offices, plastic bottles have been replaced by water fountains. The use of plastic cups is prohibited in Europe thus, **paper cups or glasses** are being used on site.

Printers are equipped with badge detection, meaning that documents are solely printed when manually activated to **prevent unnecessary printing**, wasting ink and paper.



Green IT

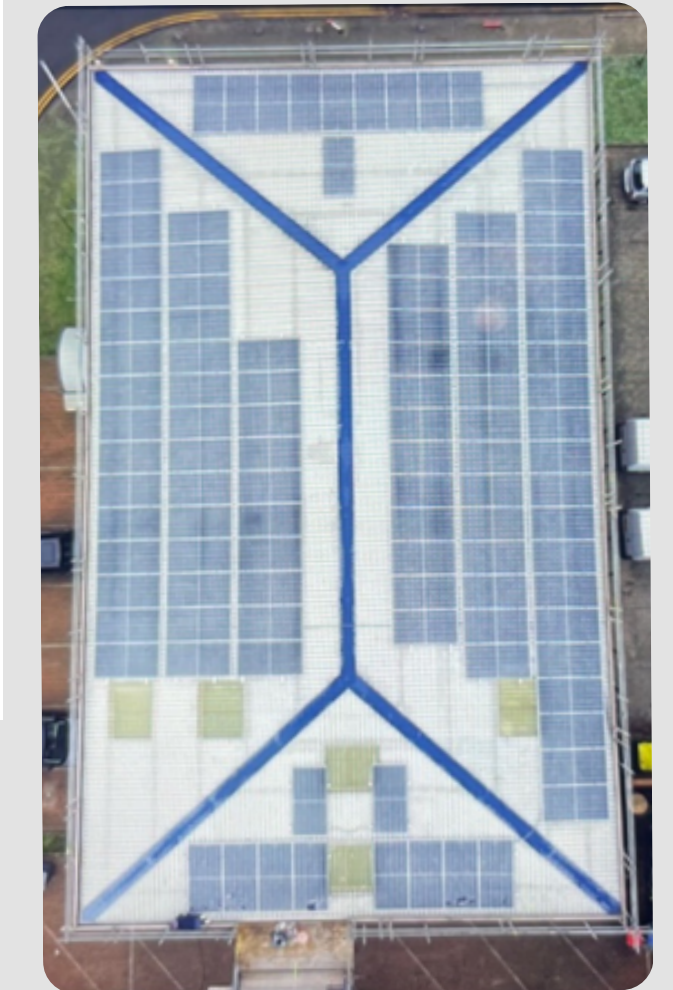
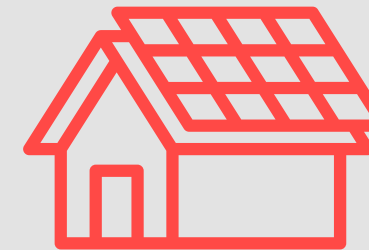
As a service provider, **a large proportion of our energy usage can be attributed to consumption of energy for our IT systems and data management.** As a first step, we reuse and repurpose our IT equipment, especially laptops, wherever possible

- in 2023 we repurposed over 100 laptops.

When we cannot reuse, we ensure that we **recycle all e-waste through our partners Cedre** to ensure that emission waste is reduced. Last year, via Cedre, we recycled **10 monitors, 28 laptops and 3 desktop computers.**

In order to reduce the impact our use of technical devices has on the environment; we have established certain measures:

- Only purchase **Energy Star certified** PCs.
- Give a **second life** to the former laptops/equipment.
- Favor quality products to assure a **longer life** span.
- **Educate** collaborators on responsible use of technological devices.



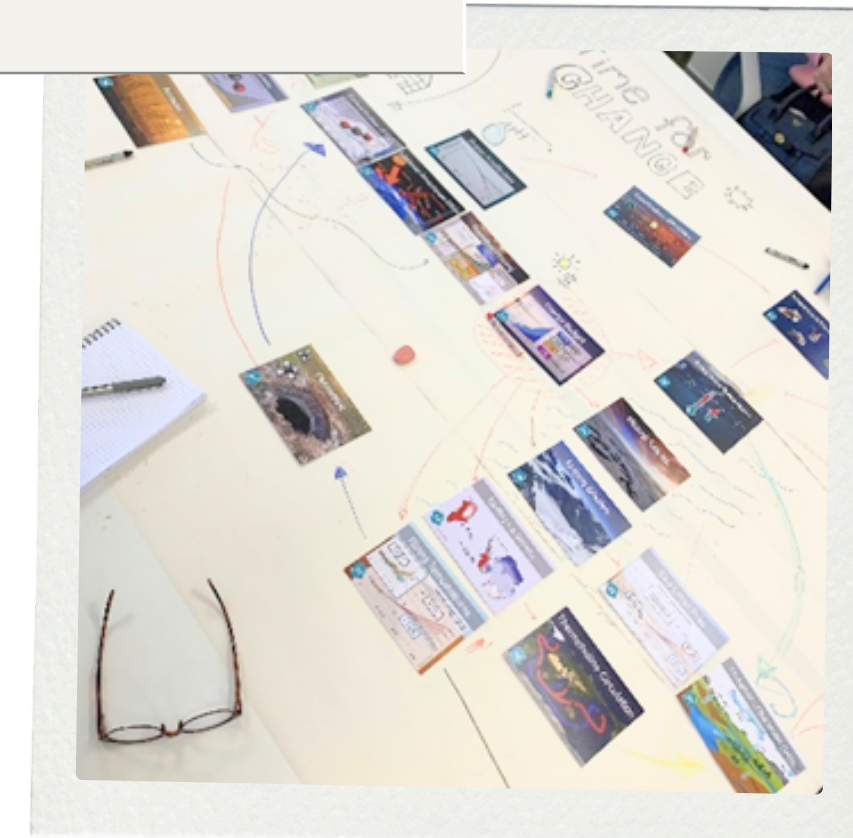
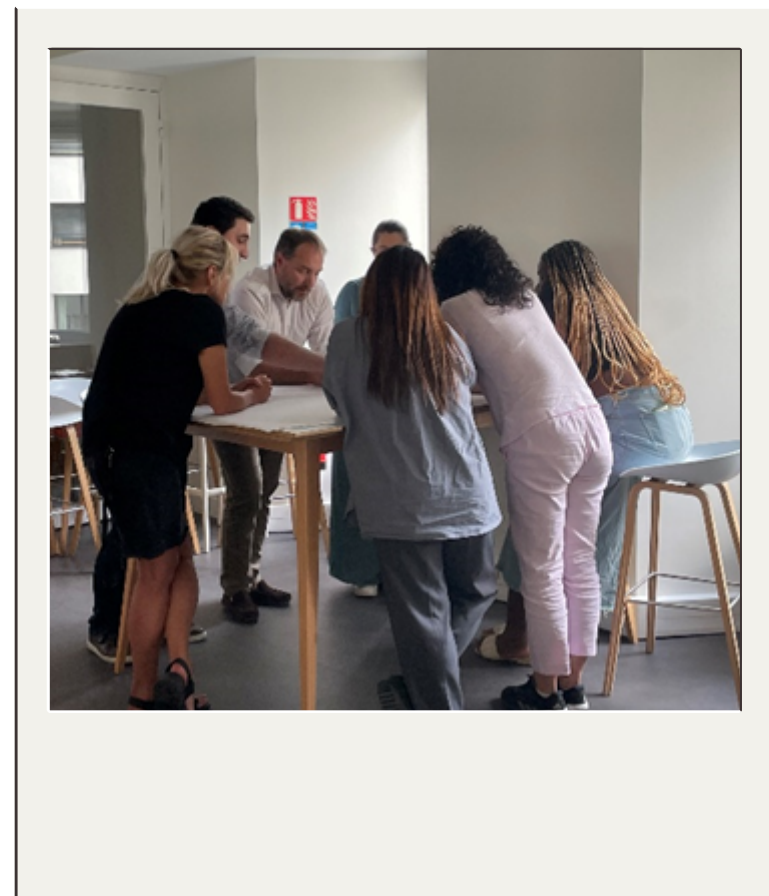
Renewable Energy

In 2023 our office in Camberley, UK, had solar panels installed onto the roof of the building. So far they **have provided roughly a third of the total daily electricity supply**, with a greater contribution expected in 2024.

Climate Fresk Workshop

VCLS offices around the world took part in the **Climate Fresk workshop** to develop our knowledge and understanding of climate issues. The teams in France, UK, USA, India, Denmark and Madagascar spent the day collaboratively assessing the biggest **environmental problems** we face and understanding how they are interlinked.

They were led by an experienced volunteer from the Climate Fresk organization and at the end of the session, everyone made a personalized pledge to **mitigate their own climate impact**.



Social

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Sustainable Procurement

At VCLS we have a strong commitment towards ethical practices, which we also know is a key subject for our stakeholders. Ethical practices are translated through the way we do business. We value every individual or supplier with whom we work with, and this is ensured through our sustainable procurement policy that details the reciprocal commitments of VCLS and its partners. All new agreements with suppliers and subcontractors enshrine the following topics:

Respect for labor standards

abolition of child labor and compulsory forced labor, freedom of association and the right to collective bargaining, fight against discrimination, respect for laws relating to wages, benefits and working hours, health and security.



Ethics

responsibility, transparency, respect for the interests of stakeholders, compliance with legislation and regulations, also in the social and environmental field.



Partnership

develop and maintain the relationship with external vendors for a sustainable long-term collaboration.



Health and safety protection

a safe environment, non-harmful activities, proactive on health and safety issues.



Environmental protection

management of nature, natural resources, waste and toxic substances, energy resources, emissions and pollution.



GDPR

maintain a high level of vigilance on data protection & information infrastructure and facilities.



In return, VCLS undertakes to

- Treat suppliers with loyalty, honesty, fairness, and respect.
- Respect the confidentiality of information.
- Apply transparency and traceability.
- Respect contracts, prevent conflicts of interest and respect ethical rules.
- Respect payment deadlines.

Accountable Human Capital

Decent & Safe Workplace

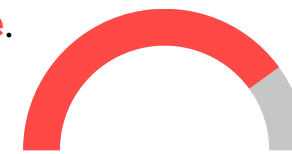
Our approach to **social commitment is expressed above all towards our employees**, who we value as vital collaborators. They are the bedrock on which our success, our performance and the expertise we provide to our clients is based. Thus, the working conditions, diversity, learning and equal opportunities are the cornerstones of our inclusive human capital policy which strives to deliver the conditions to allow our collaborators to **thrive** in both their **professional and personal development**.

All collaborators are guided in day-to-day work by the Employee Handbook. This document provides a global insight of the policies, procedures, working conditions and behavioral expectations that guide employee actions in the workplace. It allows us to share a unified approach issues to create a harmonious, fair, and supportive workplace.

Professional Development

To allow continuous training for collaborators within VCLS, two **E-learning platforms** have been set up; Talent LMS and LinkedIn Learning. Both are available to all employees and are regularly updated.

Talent LMS is a global e-training platform that helps to ensure all employees and VCLS partners are kept abreast of the latest processes and practices. **In 2023, the platform hosted approximately 460 courses**, with **93%** of the active learners **above 80% completion rate**.



In addition, collaborators have access to the e-learning platform from LinkedIn Learning, offering courses taught by various industry experts in software, creative, and business skills. In 2023, our collaborators benefited from 578 hours of training via LinkedIn Learning.



To facilitate integration, **new recruits follow a 3-month tailored onboarding program specific to their role.** They are assigned a mentor to support and guide daily tasks, respond to queries the collaborator and ensure a **seamless integration**. The onboarding program includes training modules and activities to **raise awareness and educate** the new recruits, giving new collaborators the chance to learn about the company's various business activities. **Our retention rate for new starters in 2023 was 98%.**

Diversity & Equity

Diversity

We have a long-standing commitment to diversity and inclusion and it is intrinsically tied to our values and at the heart of our brand as a family-owned company. **Diversity and inclusion is central to how we engage our collaborators and serve our customers.** Our employees are the drivers of our business; they innovate and overcome the challenges our customers are facing to guarantee their success while being aligned with our values.

We recruit and treat our collaborators without discrimination related to gender, race, religion, age, disability, sexual orientation, nationality, political opinion, trade union affiliation, social or ethnic origin.

We encourage diversity in the workplace at all levels. We are proud to have a global team of experts from multiple different nationalities and ethnicities. We strive to reflect the diversity of the communities in which we operate and encourage a workplace environment that attracts, develops, and retains people from various backgrounds.

We are limited by some law on reporting the ethnicity of our employees, so instead we provide information regarding nationalities. VCLS is honored to represent **26 different nationalities.**



Equity

At VCLS **women always earn equal salary to men when performing comparable work at similar levels.** We are very proud to be a female led and founded company, and our CEO, Emmanuelle Voisin is an inspiration to us all. **In 2023, two thirds of our permanent staff were female,** with our Executive Committee having an **equal 50/50 split between male and female** members.

Breakdown by gender of permanent registered staff in 2023

In France **we declare our gender equity reporting as part of the Gender Equality Index** from the Ministry of Labor, Health, and Social Affairs. **Our score has increased to 94/100 from 88/100** in previous years. The results are divided in the four main indicators as follows:

Overall: 94/100

- Indicator of gender pay gap: 39/40
- Indicator of gender salary increase: 35/35
- Indicator of pay rise for female employees following maternity leave: 15/15
- Indicator of the number of women among the top 10 highest salaries: 5/10

Charity & Community

In the United Kingdom, employees chose to **support and donate** to **Phyllis Tuckwell**, a hospice care charity for adult patients and their families. Throughout the year we contributed in various ways and means to this charity, such as visiting the distribution center to volunteer, buying all secret Santa gifts from the store and establishing a **donation box in the office** (which has contributed to roughly £800 in donations for the charity).



In the summer of 2023, volunteers in our Paris office completed the **Medical Run**. The Medical Run is the first solidarity running race, solely dedicated to health professionals, organized by and for the benefit of the CAMI Sport & Cancer Association. VCLS has been participating in this event for several consecutive years.



Tree planting in India

The VCLS India team participated in a tree planting initiative with Hands On CSR NGO in April 2023. The activity was to enhance green space around Maragondanahalli lake, Electronic City, Bengaluru.



Charity & Community



The volunteers planted indigenous species of heightened saplings, which have an overall **survival rate of 95% and we expect them to grow into full sized trees over next 3-5 years.** These saplings have natural resistance to different weather conditions in India and after a year, they will be self-sustainable. In the first 2 years, the sapling will be nurtured by Hands On CSR NGO team, which has been paid for by VCLS.



In Madagascar, VCLS works alongside the Soa Marie Adelaïde social work center in Antananarivo. The center provides social support and education to vulnerable children and women. In 2023 the VCLS team visited this center to hear the children and women speak and made a donation to support the charity.



Globally we also support **Patient Safety Day**, organized by the **World Health Organization** to raise global awareness about patient safety and call for solidarity and united action by all countries and international partners to reduce patient harm.



Governance is a key element of VCLS sustainability and business practice. We are committed to upholding the highest level of business conduct and ensuring ethical compliance, protection, and quality by all our employees. At VCLS our governance considerations are grouped into organization, ethics, quality, and protection.

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Organization

Governance Structure

The governance framework defines how we operate and manage subsidiarity within our organization.

We are currently facilitating an evolution of our governance structure (which will be finalized in 2024) as part of our transformation program.

In 2023, the Executive Committee is comprised of:



Emmanuelle Voisin, PhD
CEO & Founder

- **CEO**
- **Executive Director**
- **Chief Scientific Office**
- **Chief Financial Officer**
- **Vice President of Human Capital**
- **Heads and Directors of Operational and Geographical Teams**

Stakeholder Engagement

Our key stakeholder groups that we regularly interact within the frame of our day-to-day business can be broadly assigned into 3 groups: Clients, Employees and Third Parties. We maintain regular interaction and communication with these key stakeholder groups.

Stakeholders	UN Global Compact Principle
Clients	Find solutions to support Clients developing and registering their product(s) Understand and address their needs and expectations Client’s auditors : Compliance with regulations (including GDPR, CSR), guidelines and requirements applicable to their Projects, as well as VCLS procedures.
Employees	Position in accordance with expertise, experience and aspirations Competitive benefits Work life balance Compliance with national laws and regulations Safety, security
Third Parties	Outsource project work to external suppliers Select the suitable admin supplier for admin scopes Competent Authorities: Compliance with applicable regulations and guidelines

Ethics and Compliance

To remain relevant as advisors and earn the trust of our clients, we must combine an understanding of the issues, strong technical competences and solid ethical principles. As our materiality matrix has illustrated, **ethics is a highly important** topic, according to both internal and external stakeholders. Our commitment to Ethics comprises our **Code of Ethics** and **Business Conduct, Data Protection Charter** and **Quality Assurance** processes and procedures.

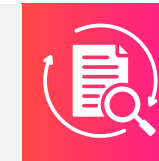
Code of Ethics and Business Conduct

To ensure that all employees adhere to the level ethics and compliance required by stakeholders, industry and our business principles, our Code of Conduct is enshrined into the daily operations of our business. Upon recruitment or admission, **all collaborators** of VCLS must testify **they have read the Code of Conduct** and participated in **GDPR training**. All employees are required to respect the founding values expressed in this Code in the deployment of their professional activities. The Code of Conduct has been put in place and validated by the executive committee.

Communication and information (transparent, reliable, protection of confidential data).



Transparency and internal control.



Respect for people (respect for human rights, protection of personal information, relations with collaborators, career management, diversity and equal opportunities, health and safety, personal safety).



Respect for legality for all collaborators and prohibition of illegal or unfair practices Respect for competition rules (fair competition, protection of sensitive information).



Anti-corruption

The direct or indirect, free or coercive promise, offering or giving, solicitation or acceptance of an undue advantage, remuneration, gift, hospitality, sponsoring or donation to facilitate business is prohibited. VCLS will **not tolerate any form of improper payments** and as a consulting firm complies with the anti-gift, anti-corruption and anti-bribery law which applies to business in the pharmaceutical sector. This commitment to **anti-corruption** is detailed in the Code of Conduct and all employees must adhere to the rules and laws set out in this document.

Quality Assurance Manual



QA Manual

As an organization, a key objective of VCLS' success is client satisfaction, which is achieved through common values and actions across all employees. These are reflected in Quality Manual, which provides a framework within which we can meet our clients' needs, achieve our **individual and collective goals**, and help diagnose, prevent and cure diseases while enjoying exciting times at work.

“As individuals we are self-motivated, proactive, and we deliver excellence. As team members we are excited by the seamless integration of technical, geographical, and cultural diversity within our organization and with our clients. We can step back from a project as required for ethical and integrity reasons in order not to jeopardize our rigorous approach or the quality of our service.”

– Quality Manual Foreword

ISO qualifications

In 2023 **VCLS activities became ISO 27001 certified**, the internationally recognized standard for information security. We also **maintained our site certification in ISO 9001** for quality management (in Paris, Rennes, Camberley, Lausanne, Boston and Bangalore).



Non-conformities

VCLS has a specific internal procedure to deal with **any non-conformity** (NC) to our processes, to any applicable standards or regulations, to requirements of clients, **whether minor, major or critical**. This is to ensure the seamless adherence to quality throughout all aspects of our business. NC's are categorized into risk levels dependent on internal/external status, impact upon the day-to-day operations and timescales. All VCLS staff members are responsible for following this process. The NC procedure aims to **empower employees** and contribute to the **overall quality** of VCLS services.

Protection

GDPR

Compliance with GDPR and Data protection is a central topic that is a priority at VCLS. During business operations, VCLS may act as both a Controller, a Processor or a Sub processor of Personal Data, routinely processing, collecting, accessing, using, storing, organizing, analyzing, disclosing and transferring across EEA borders a variety of data, including personal data relating to EU individuals.

VCLS is committed to **ensure the protection and privacy** of personal data, for its own employees as well as for its clients, partners, suppliers and all stakeholders, throughout the world and within the whole group. VCLS therefore expects any employee of any of its entities and business partners to take the necessary measures to ensure such protection. To demonstrate its commitment and to ensure the same level of data protection throughout the group, VCLS has included its **group core values on data protection** within an internal Data Protection Charter. Mandatory training on ethics and the GDPR are followed by all collaborators without exception. A Data Protection Officer (DPO) pilots VCLS compliance in this consideration.

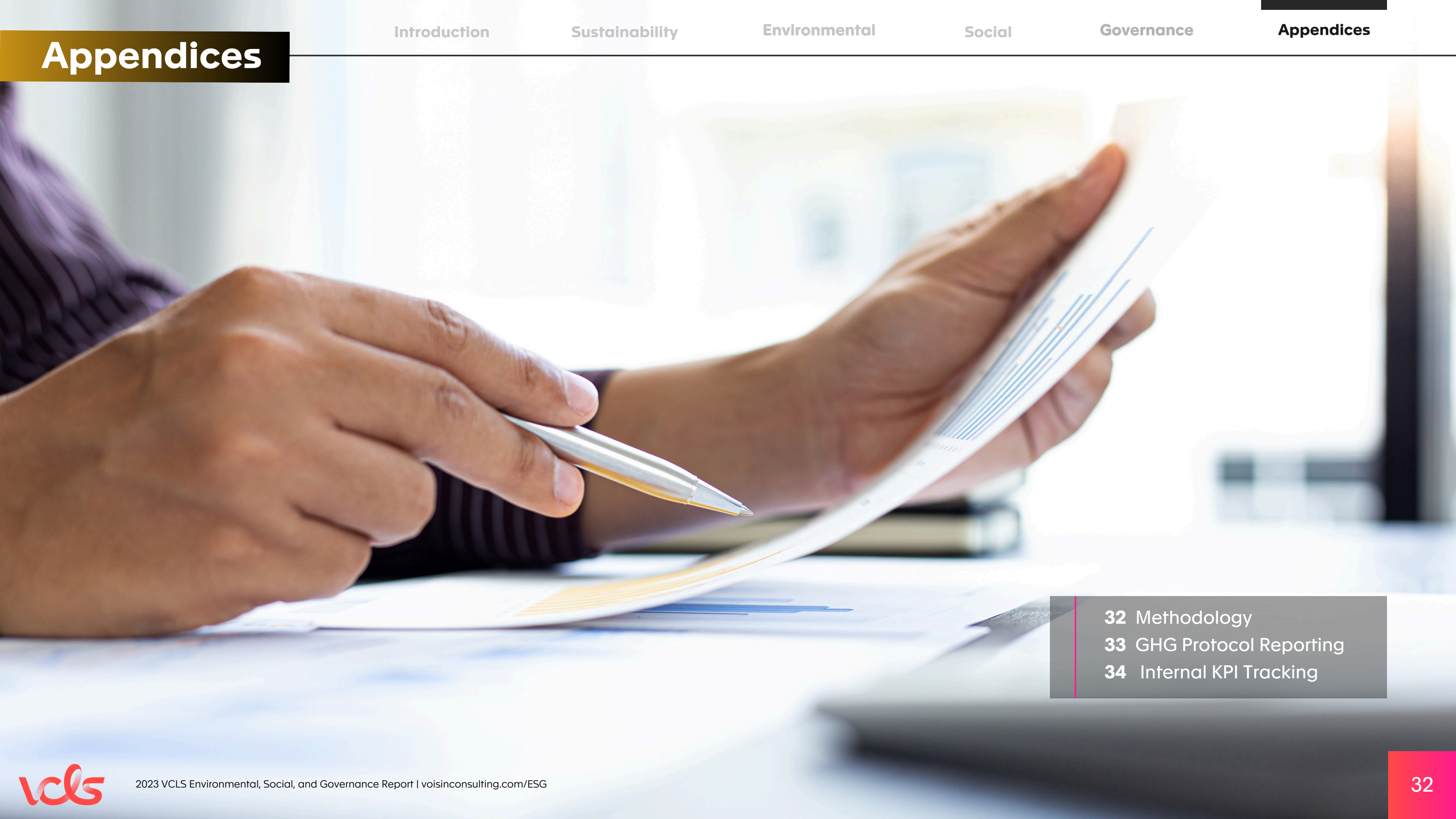


IT system security

Protecting the privacy and security of our stakeholders' data is of utmost importance to us. We have continued to enhance our data protection practices by **investing in robust security measures**, advanced **encryption protocols**, and regular security audits. Our Digital team undergoes regular training to stay updated on the latest security threats and best practices. We have implemented stringent access controls and data handling procedures to ensure that sensitive information is protected from unauthorized access or breaches.



Appendices



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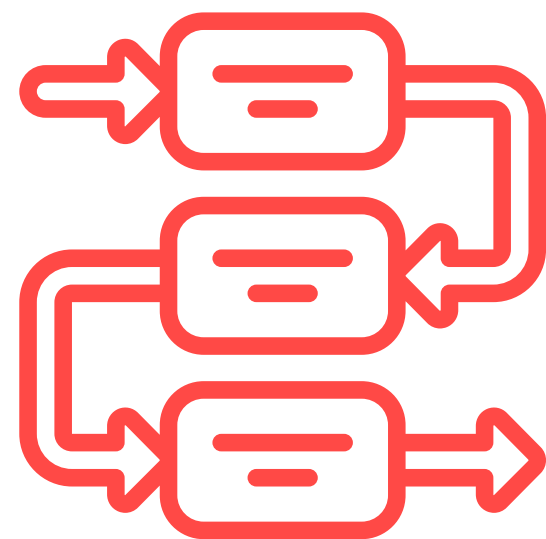
Appendices

Methodology

For the general understanding of this report, we emphasize that **the data collected applies mainly for all the offices from VCLS**, however some information applies only to Paris HQ. This is identified where necessary.



This is the third sustainability report that VCLS has published. For the 2022 report, please access this [link](#). We intend to publish a sustainability report on a yearly basis in order to share this vital information with our stakeholders. **We intend to build on the report each year and present our growing sustainability journey.**



The **annual ESG report** and the collection of data will be **led by several departments** but mainly the human capital and quality department.

All information that is being provided in this report has carefully been collected by internal collaborators and can be verified. No audit from an external entity has been carried out yet.

GHG Protocol Reporting

Our Scope 1, 2 and 3 emissions are detailed below in GHG Protocol reporting format. Please note that the total emissions are different to the Carbon Footprint calculation in the Environment section as they entail different requirements. This data was collected by VCLS employees and calculated by CitizenWave.

VCLS GHG Emissions 2023 (via CitizenWave)			GHG emissions							
	Number	Emissions posts	CO ₂ (t CO ₂ e)	CH ₄ (t CO ₂ e)	N ₂ O (t CO ₂ e)	HFCs (t CO ₂ e)	PFCs (t CO ₂ e)	SF ₆ (t CO ₂ e)	Other gas (t CO ₂ e)	Total (t CO ₂ e)
Scope 1	1-1	Direct emissions from stationary combustion sources	0	0	0	0	0	0	0	0
	1-2	Direct emissions from mobile combustion sources	0	0	0	0	0	0	0	0
	1-3	Direct emissions from processes	0	0	0	0	0	0	0	0
	1-4	Direct fugitive emissions	0	0	0	0	0	0	4	4
		Total Scope 1	0	0	0	0	0	0	4	4
Scope 2	2-1	Indirect emissions linked to electricity consumption	82	0	0	0	0	0	0	82
	2-2	Indirect emissions linked to the consumption of steam, heat or refrigeration	0	0	0	0	0	0	0	0
		Total Scope 2	82	0	0	0	0	0	0	82
Scope 3	3-1	Purchases	64	0	0	0	0	0	0	64
	3-2	Possessions	0	0	0	0	0	0	0	0
	3-3	Fuel and energy-related emissions (not included in Scope 1 or Scope 2)	7	0	0	0	0	0	0	7
	3-4	Inbound freight and distribution	0	0	0	0	0	0	0	0
	3-5	Waste generated	3	0	0	0	0	0	0	3
	3-6	Business travel	92	0	0	1	0	0	0	93
	3-7	Commuting to and from work	122	0	0	0	0	0	0	122
	3-8	Leasing	0	0	0	0	0	0	0	0
		Other upstream indirect emissions	0	0	0	0	0	0	0	0
	3-9	Downstream transport and distribution	0	0	0	0	0	0	0	0
	3-10	Transformation of products sold	0	0	0	0	0	0	0	0
	3-11	Use of products sold	0	0	0	0	0	0	0	0
	3-12	End of life of products sold	0	0	0	0	0	0	0	0
	3-13	Downstream leasing assets	0	0	0	0	0	0	0	0
	3-14	Franchises	0	0	0	0	0	0	0	0
3-15	Investments	76	0	0	0	0	0	0	76	
	Other downstream indirect emissions	0	0	0	0	0	0	0	0	
		Total Scope 3	363	0	0	1	0	0	0	364

Internal KPI Tracking

VCLS Internal KPI Tracking 2023		2020	2021	2022	2023
Environmental	GHG emissions total tCO2e	-	-	-	745.98
	GHG emissions Scope 1 tCO2e	-	-	-	5.03
	GHG emissions Scope 2 tCO2e	-	-	-	90.52
	GHG emissions Scope 3 tCO2e	-	-	-	650.43
	GHG emissions per employee tCO2e	-	-	-	3.00
	EcoVadis Score	30%	61%	-	60%
	We Impact Score	-	-	-	3.71/5
Social	Employees in permanent contract	98%	97%	99%	98%
	Retention rate for new starters	93%	89%	87%	98%
	Retention rate for interns	50%	80%	70%	50%
	Male v Female index score	88%	88%	88%	94%
	Hybrid work rate in Paris	19.40%	17.20%	20%	20%
	Full time employees	159	212	202	209
	Part time employees	42	33	31	35
	LinkedIn Learning hrs usage	649	665	516	578
	Total donated to charity EUR	-	10000	6000	13,920
	Happy Index At Work Score	4.16/5	4.29/5	4.37/5	4.11/5
Governance	Completion of Code of Conduct	97%	99%	97%	97%
	Participation in GDPR Training	95%	94%	94%	95%
Archived	kWh consumed in Paris office	47268	80406	68652	-
	kgs waste collected in Paris office	686	979	716	-
	Tns CO2 used in travel in Paris Office	-	5.65	20.85	-

Our progress towards internal Key Performance Indicators targets that we have established is presented here. A number of our KPIs we have been tracking since 2020, such as Happy Index and social topics. We know that as we move forward in our sustainability journey, we will need to develop these KPIs to include greater detail on ESG topics.



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