

COMMUNICATION ON PROGRESS 2021

UN Global Compact

Outsourcing and Consulting Services for Life Sciences

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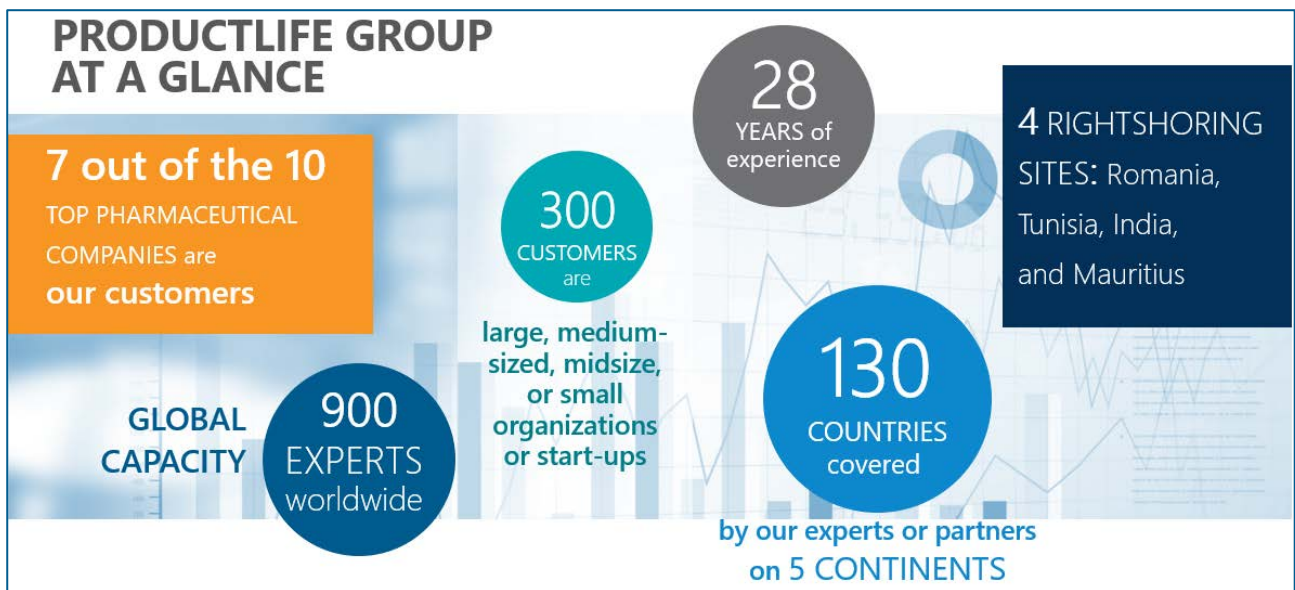


1 ProductLife Group presentation

1.1 PLG at a glance

ProductLife Group (PLG) is an outsourcing and consulting services company that supports the global life sciences industry across the product development and marketing life cycle by transforming the way organizations capture, monitor, manage, and use information.

The Group, with its global ambition, has grown by creating subsidiaries and acquisitions. Today, Product Life Group owns 11 subsidiaries and headquartered in France (14 Rue Archimède, 75012 Paris, France).



1.2 PLG expansion strategy

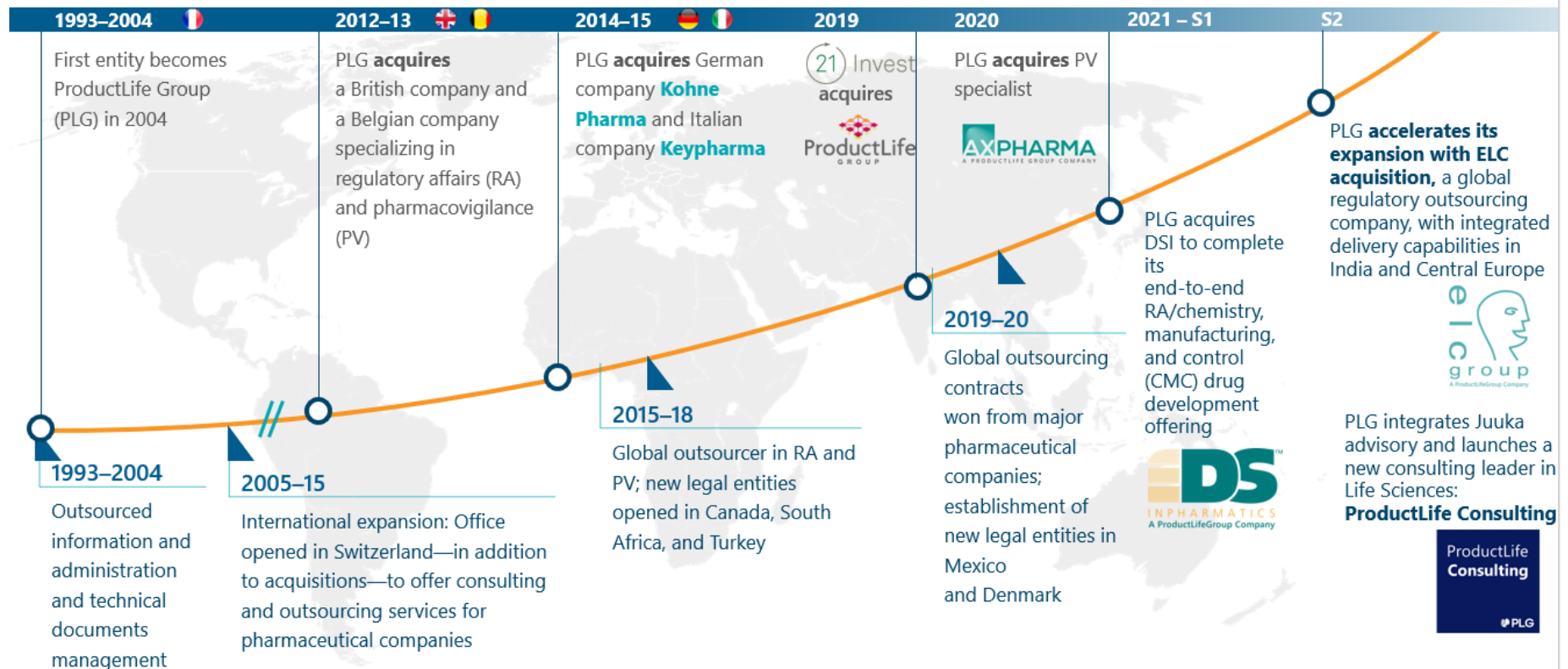
With more than 25 years of continuous successful operation, we deliver our service offering through a proven, flexible, and scalable platform-and-hub model. This operating model, in multiple global locations, is a blend of expert consultancy, on-site support, and business process outsourcing.

In January 2019, 21 Invest France took a majority capital stake in the business, aimed at supporting a new phase of expansion and innovation. This has been followed by the nomination in May 2020 of Xavier Duburcq, new CEO of PLG to set-up and follow this new critical strategy named "BoOst 2023".

As an immediate consequence PLG made the acquisition of AxPharma, a prominent pharmacovigilance service provider in Europe. Its team of experts enjoys a strong reputation for providing highly dependable services in the areas of case management, medical writing, medical literature monitoring, pharmacovigilance responsibility delegation, and around-the-clock medical information. Its clients include pharmaceutical, biopharmaceutical, medical device and cosmetics companies, primarily in Europe.



YEAR AFTER YEAR—EXPANDING ITS SERVICES



In 2021, PLG has taken the next step in its evolution as a global leader in end-to-end regulatory compliance services. Just 6 months after the acquisition of the Vigilance and Medical Information group AxPharma, ProductLife Group announced the strategic acquisition of leading US regulatory drug development consultancy DSI. This allows PLG to expand in North America and reinforce its expertise to support clients in the regulatory development of their innovative therapies.

And more recently, PLG has continued to accelerate its growth as a global leader in end-to-end compliance services with the acquisition of ELC Group (ELC), a Czech Republic-based regulatory consulting firm with 150 employees and the creation of a new activity “PLG consulting” which provides high strategic consulting in life sciences.

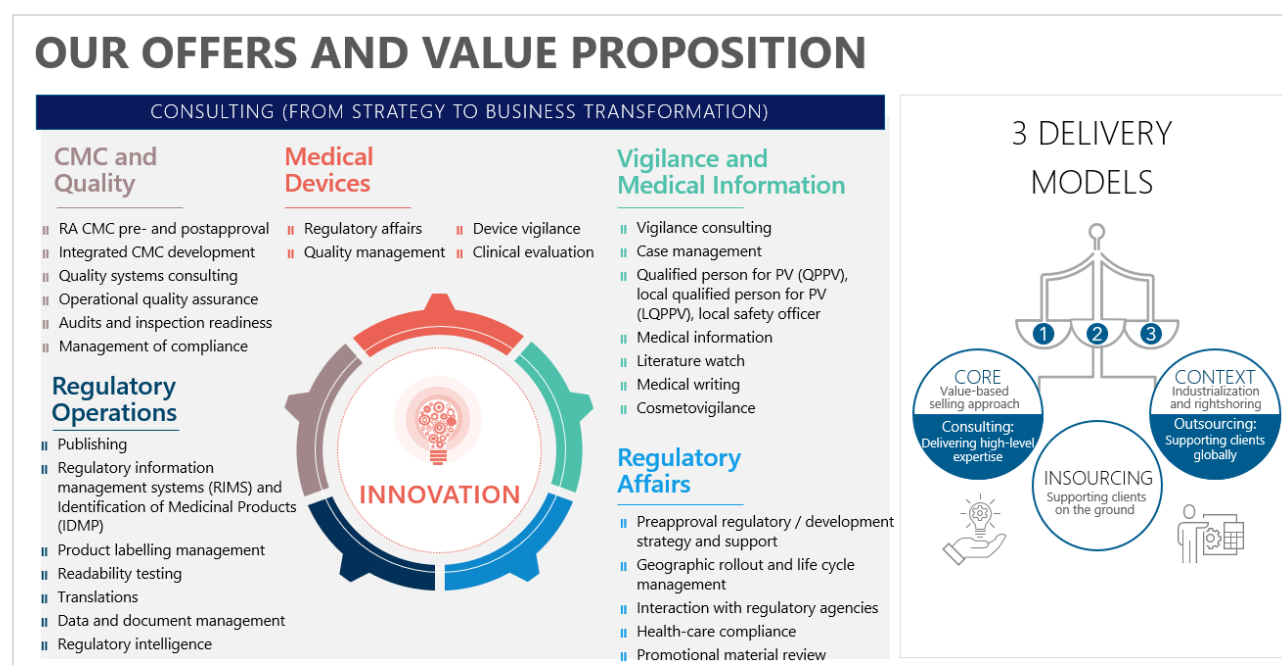
With its fast-paced growth and the associated responsibility for its employees, clients, communities and the global population and the environment, PLG decided to implement a structured, transparent and verifiable Corporate Social Responsibility program which is currently under deployment.

1.3 PLG Skills and competencies

As part of our core service, PLG provides comprehensive Regulatory and Pharmaceutical services across the spectrum of global product registration and commercialization. With more than 25 years of experience, PLG followed this industry and its evolution through the new regulations on many topics.

Our expertise relies on our 4 pillars organized in Business Units (figure below):

- || Regulatory Affairs
- || Medical Information and Vigilances (MI VI)
- || Quality and Compliance
- || Innovation & Shared Services



1.4 Geographical footprint

PLG has main offices in Europe (France, Belgium, UK, Italy, Germany, Denmark, Switzerland, Czech Rep) and has 4 nearshore platforms in Romania, Mauritius, Tunisia and India. Thanks to its new acquisition, PLG is now operating across the USA and has offices located in the east coast of the USA and acquires an offshore operating platform in India reinforcing its presence in APAC.

PLG covers more than 40 countries with its own resources, operates in more than 90 countries through large RA and/or PV AOM (Affiliate Outsourcing Model) program and has a network of qualified partners which can cover up to 130 countries.

With the benefit of our global coverage, PLG can support all PV and RA activities. The activities are managed by qualified staff, some having both RA/PV competencies or via our qualified partners.



2 CEO statement

Xavier Duburcq
CEO ProductLife Group



In today's environment, the need for responsible business practices is more critical than ever. We believe that Corporate Social Responsibility (CSR) delivers added value to our clients, employees, shareholders, business partners & the communities in which we operate and the environment.

Our employees represent PLG's life force and are a key part of this process. PLG can only make its commitments through them and with them. To achieve this, we aim to foster diversity and respect for difference in the workplace. We believe that a caring work environment creates a better culture of excellence. In this way, we can move forward together towards our common goal of building a better working world.

As such, I am pleased to confirm our continued support for UN Global Compact and its ten principles on human rights, labour, environment, anti-corruption and to renew PLG's determination in their implementation.

We are committed to making the CSR values part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals.

In this annual Communication on Progress, we describe our concrete actions for the last year in this continuous journey.

3 Target sustainable development goals and priorities

We practice responsible service providing, which has assimilated the fact that, in the new Circular Economy model, the supply chain must be transformed into a value chain for the client, and at the same time, it must contribute to the sustainable development of society.

True to this dual approach, in PLG we report on our activity's contribution to the Sustainable Development Goals (SDGs) of the United Nations by realizing our Responsible Service provider Model.

Even if we support all the 17 SDGs as far as it is possible, as service providers, we focus on the ones on which our capacity for influence is greatest.

By our core business, we are a major actor in the Life science industry, helping Biotechnology, Medical device and Pharmaceutical companies to release and maintain their products on the global market. Our work bring a clear added-value to the "healthcare for all" value.

More linked to the context of our activity and strategic expansion we also prioritize :

- The promotion of an inclusive and sustainable economic growth, employment and decent work for all
- The building of resilient infrastructures, the promotion of inclusive, sustainable industrialization and innovation



In this mindset we performed a materiality analysis that has enabled us to identify four key challenges for PLG :



In 2021, PLG presented to all employees the Corporate Social Responsibility Charter (CSR Charter) in which are described the commitment of the company in term of business ethics, social engagement, environmental sustainability, and people culture. This charter will be recorded as part of the PLG quality management system in 2022.

4 Human rights (principle 1-2)

4.1 Commitment

PLG supports and adheres to the principles of the 1948 Universal Declaration of Human Rights.

To strengthen this commitment, PLG put in place an Ethics and anti-corruption policy within its Quality management system that ensure a whole integration across the company and a training for all PLG employees with the following key points regarding human rights :

- We follow all regulations and legal requirements regarding working hours, minimum wages and leaves
- We do not allow modern slavery or human trafficking anywhere in the business
- We aim to provide a workplace where people feel respected, supported and safe
- We promote culture of diversity, respect and equal opportunities.
- We ensure that personal interests or relationships do not create conflicts of interest or appear to influence professional judgement.
- We respect and protect privacy by collecting, using, retaining, sharing and/or disclosing personal data fairly, transparently and securely.
- We uphold our standards of integrity in every situation, not allowing, asking or enabling others to engage in prohibited conduct on our behalf.

In parallel of this commitment PLG has set up a reporting form for employees to inform if they suspect conduct that does not fit with these engagements.

This whistleblowing system includes:

- A simple procedure for employee to
 - o Report any concern to the line manager, another senior person or Human resources team in the Company who will treat the matter in complete confidence
 - o Remain anonymous if preferred.
- A legal protection against detriment or termination for any employee who disclose information about PLG regarding a potential infraction

In addition of applicable regulations, PLG has a strong policy regarding overtime that should not be performed by employees unless there is an exceptional reason and pre-approval by the line manager. If any overtime is approved and has to be taken as time in lieu then this will be requested and approved through the usual absence request process.

4.2 Performance management and well-being

Following the employees feedbacks from pulse checks and surveys, PLG implemented in 2021 a set of actions to improve people care and development, based on three main levers:

- A new performance management system based on objectives decided in the beginning of the year and then followed and supported thanks to " meaningful conversations" (informal discussion between the employee and the manager every 6 weeks) and periodic reviews between employees and line managers,
- A clearer vision on career path,
- Well-being at work, overall in a home-work situation during the COVID crisis.

PLG implemented in March 2021, "The meaningful conversation" based on informal discussions with line manager every 6 weeks (individual feelings, constraints, needs, development, career's aspirations) and an objective/performance review three times a year. The final objective is to ensure free speaking area for each employee and ensure the creation and follow-up of individual development plan. All line managers have been trained in leading these discussions to ensure a successful roll-out. This process has been implemented in parallel of :

- a brand new bonus system based on collective and individual performance linked to annual objectives,
- a yearly salary committee responsible to state on any potential rise request.

In addition to this new performance management system, PLG also created a career path tool composed of :

- a skill matrix to determine the level of expertise of skills, required for each position,
- a skills inventory for each employee.

This helps both employees and the company to highlight opportunities to get the right person on the right career path.

The remote working is part of the PLG culture since a long time, even before first COVID lockdowns. As such, it has been obvious to reinforce people care during the sanitary crisis for those who work at home, for those who work in PLG offices and for those who adopted a hybrid model.

In October 2020 and, then, in January and April 2021, PLG asked all employees to complete a pulse check to support health and wellbeing. The feedbacks allowed the company to put in place in 2021:

- A better communication and a 'Buddy program', based on volunteering, for new joiners
- A library of webinar and podcasts about :
 - o Work and personal well-being
 - o Work time balance
 - o Working with others
 - o Management



- A workshop with volunteers to write an e-book describing good practices about work-life balance in the context of home-office (to be released in 2022).
- Remote team-building actions to overall reduce feeling of loneliness (Summer game, Pink October challenge, CSR week, etc.).

For employees who completely or partially work in PLG office, a system of flexible desks and bookable desks has been setup, and an Office manager has been named to manage the people welcoming and ease desk assignment.

4.3 Performance evaluation

In 2021, PLG has not been directly or indirectly subject to any investigations, legal cases or incidents following a violations linked to human rights or the following principles:

- Slavery or human trafficking
- Health and safety
- Working hours, wages, leaves
- Harassment, privacy respect

The whistleblowing system did not escalate any issue related to these topics in 2021.

"The meaningful conversation" system was still in implementation end 2021, with the following progress measured by an anonymous survey. This monitoring will continue in 2022 to ensure a full implementation of the system.

Indicator	2021 Mid-year survey	2021 End-year survey
Participation rate	37%	74%
Meaningful conversation implementation rate	77% of participants	60% of participants
Individual development plan implementation rate	56% of participants	46% of participants

Early 2021, a pulse check allowed PLG to highlight specific well-being parameters as following :

- "I manage to accommodate my personal and professional life." → 3.8/5.0
- "While working remotely I am motivated & engaged." → 4.0/5.0
- "I have regular discussions with my manager regarding my current working conditions." → 3.8/5
- "I know who to talk to if I am having a problem." → 4.3/5.0

Regarding overtime, 100% of recovering have been approved and taken as per employees request.

Moreover, all PLG employees have been trained on the PLG Ethics and anti-corruption policy.



5 Labour rights (principles 3-6)

5.1 Commitment

PLG supports and adheres to the principles of the fundamental conventions on labour standards of the International Labour Organization.

Labour rights compliance is part of the PLG Ethics and anti-corruption policy with the following key points :

- We follow all regulations and legal requirements.
- We promote a culture of diversity, respect and equal opportunities, where individual success depend only on personal ability and contribution to the company.
- We treat others with fairness, integrity, honesty, courtesy, consideration, respect and dignity, regardless of gender, race, nationality, age, sexual orientation, or other forms of diversity.
- We make decisions about recruitment, hiring, reward, development and promotion based only on ability, experience, behavior towards others, work performance and demonstrated potential in relation to the job.
- We uphold our standards of integrity in every situation, not allowing, asking or enabling others to engage in prohibited conduct on our behalf.

The whistleblowing system also applies to any situation that could be not-compliant with these principles.

5.2 Diversity, inclusion and Talent management

PLG is proud of its cultural diversity. It has many facets including gender, sexual orientation, disability, ethnicity, age and lifestyle. At PLG, our definition of diversity also includes dimensions such as experience, personality, communication and working styles.

Inclusion means having a working culture where our diversity is valued enabling us to generate new ideas, anticipate market trends, and be thought leaders in our chosen markets. We view diversity and inclusion as both a strategic advantage and an ongoing opportunity.

To strengthen this asset and allow both employees and the company benefit from it , PLG implemented in 2021 :

- A new training platform based on volunteering and shared knowledge, including a training path, onboarding program, free modules library, training for new managers,
- A Shadow Board, responsible for challenging Top management decisions and propose alternatives
- A Corporate Social Responsibility core team (volunteer based), responsible for the CSR value stimulation across the company and for the rising of new ideas to improve PLG involvement in these values
- A Social Ambassadors team (volunteer based), responsible for irrigating our Social Networks publications, to talk about our company, our people, and the causes they are invested in.



Moreover, all PLG employees have been trained on the PLG Ethics and anti-corruption policy.

5.3 Performance evaluation

In 2021, PLG has not been directly or indirectly subject to any investigations, legal cases or incidents following a violations linked to labour rights or the following principles:

- Freedom of Association
- Forced labour, child labour
- Discrimination

The whistleblowing system did not escalate any issue related to these topics in 2021.

100% of line managers have been trained or have access to a training on multicultural communication aspects to adapt the working behaviour accordingly to colleagues culture.

Moreover, all PLG employees have been trained on the PLG Ethics and anti-corruption policy.

6 Environmental protection (principles 7-9)

6.1 Commitment

As a services provider, PLG is consuming less energy in daily facility operations and with less control over consumption than compared to other industries such as manufacturing. By reducing energy consumption, we can help to reduce the environmental impacts associated with CO₂ and other greenhouse gas (GHG) emissions.

PLG also uses the 'reduce, recycle, reuse' principle to drive our approach to waste management, encouraging recycling initiatives and individual responsibility while implementing ways to reduce non-renewable resource usage.

6.2 Facilities, business travel and waste management

We are taking action to reduce the impact that our facilities have on the environment throughout their lifespan, by:

- Active monitoring of power consumption to identify opportunities to reduce usage,
- Introducing advanced energy-saving measures such as high efficiency lighting and HVAC (heating, ventilation and air-conditioning) systems,
- Usage of "green energy schemes" where possible (i.e. electricity provider that delivers only power from regenerative sources).

Business travel is a particular issue for the services industry. While recognizing the critical importance of face-to-face time spent with our clients, we continue to take pragmatic steps to reduce our travel-related impacts:



- Video-conferencing and other tools to enable remote and global collaboration,
- Encouraging the use of public transport and rail passes and avoiding using plane considering distance and security,
- Encouraging commuting to environmentally friendly transportation means,
- Providing virtual working and flexible working hours to enable employees to work remotely and travel outside peak periods.

As per our waste management strategy, we have introduced schemes to :

- Provide recycling facilities for paper, cardboard, glass, aluminium, printer toners, plastics and reduce electronic waste depending on available local facilities,
- Accelerate digital transformation to reduce waste creation of paper, cardboard, plastics in combination with paperless office strategy,
- Reduce electronic waste creation by applying advanced recycling policies in accordance with local legislation,
- Continuous investment on green certified IT equipment & technology,
- Discourage unnecessary printing and encourage double-sided and black and white printing and photocopying when essential,
- Ensure that all electronic equipment is recycled in accordance with local legislation.

6.3 Performance evaluation

Principles linked to power consumption, business travel and waste management have been communicated as part of the PLG CSR Charter to 100% of PLG employees in September 2021.

German offices went near 100% green energized at the end of 2021 and the transition is on-going for the other PLG offices.

Additional indicators will be put in place in 2022 to evaluate the outcomes of PLG commitment and action implementations.

7 Anti-corruption (principle 10)

7.1 Commitment

PLG supports and adheres to the principles of the OECD guidelines for Multinational Enterprises.

Anti-corruption values are part of the PLG Ethics and anti-corruption policy with the following key points :

- Employees must not give or accept gifts, money, hospitality, etc. for personal gain.
- Sanctions will be applied against individuals and companies for bribery-related offences.
- Expenses related to business growth and client relationship development are allowed up to industry standard.



- Mandatory trainings are put in place depending on local requirements (Italia , by example).
- We uphold our standards of integrity in every situation, not allowing, asking or enabling others to engage in prohibited conduct on our behalf.

The whistleblowing system also applies to any situation that could be not-compliant with these principles.

7.2 Business partnership

In addition of our own commitment and actions, we expect our suppliers and business partners to fully comply with all applicable legislation for the services they provide, and to respect appropriate ethical policies and human rights, including anti-bribery and corruption values.

Our pre-qualification questionnaire and master service agreement template have been consolidated in 2021 to reflect this approach. It allows us to assess the risk of corruption and ensure a clear alignment on these topics when building a new partnership.

Should a supplier fail to respect these sustainable procurement and ethical guidelines, PLG is then entitled to terminate the contract.

In our purchasing activities, we pay attention to social impacts and human rights, supplier diversity, environmental impacts, anti-bribery and corruption.

7.3 Performance evaluation

In 2021, PLG has not been directly or indirectly subject to any investigations, legal cases or incidents following a violations linked to bribery and corruption.

The whistleblowing system did not escalate any issue related to these topics in 2021.

Moreover, all PLG employees have been trained on the PLG Ethics and anti-corruption policy.