



SUSTAINABILITY REPORT 2023

IDA
FOUNDATION


TABLE OF CONTENTS


- 3 Statement from our Leadership
- 4 About IDA Foundation
- 6 Our Sustainability Approach
- 11 Purpose
- 16 People
- 23 Planet




UN GLOBAL COMPACT PRINCIPLES

Human Rights

 Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

 Principle 2: make sure that they are not complicit in human rights abuses.

Labour


 Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;


 Principle 4: the elimination of all forms of forced and compulsory labour;

 Principle 5: the effective abolition of child labour; and

 Principle 6: the elimination of discrimination in respect of employment and occupation.


Environment

 Principle 7: Businesses should support a precautionary approach to environmental challenges;

 Principle 8: undertake initiatives to promote greater environmental responsibility; and

 Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

 Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

 PURPOSE

 PEOPLE

 PLANET

IDA
BRIDGING THE GAP IN
ACCESS TO MEDICINES

STATEMENT FROM OUR LEADERSHIP



We are happy to present this Communication on Engagement to you, confirming our continuing commitment to the UN Global Compact 10 principles related to Human Rights, Labour, Environment and Anti-Corruption. This report outlines our key actions in alignment with the UNGC’s ten principles, the Sustainable Development Goals, and our ambitions for the future, along the pillars of Purpose, People, and Planet. These pillars, supporting our long-term goals of Universal Health Coverage, Strengthened Local Capacity and Sustainable Value Chains, provide focus and measurable targets in our sustainability strategy over the coming years.

We fully recognise our responsibility to society and the environment, and continue to strengthen our social and environmental commitments, whilst continuing to work towards our mission of bridging the gap in

access to medicines and medical supplies.

This is IDA’s fourth Communication on Engagement (COE) report, and we are happy to share our progress on our Purpose, People, Planet pillars, aligning these with environmental, social and governance commitments.

In 2023, we furthered our ambition and commitments to make measurable steps in sustainability, taking our initial steps in line with the upcoming Corporate Sustainability Reporting Directive (CSRD) EU regulation. Completing our CO2 baseline was a key milestone, giving us an indication of our major environmental impacts when it comes to IDA’s emissions. With these insights, we see that approximately 99% of our emissions are Scope 3, meaning that to achieve our targets, it is imperative we work closely with all our supply chain partners.

We were also happy to see the launch of IDA’s Diversity, Equity and Inclusion (DEI) Committee, representing IDA as we raise awareness and push our ambitions further on this important topic.

Despite the progress made in 2023, we recognise there is still much to be done. We would like to thank all of our customers, partners and employees who are dedicated to our mission and support us while moving forward in our sustainability journey.

Wendy Eggen
CEO



Jenno Ipema
CFO



ABOUT IDA FOUNDATION

IDA Foundation (IDA) is an independent social enterprise providing quality-assured, essential medicines and medical goods to healthcare organisations in low- and middle-income countries (LMICs).

When IDA was founded in 1972 by a group of pharmacy students in Amsterdam, we primarily acted as a wholesaler of essential medicines to health organisations in LMICs. Over time, our services increased to include comprehensive procurement services, kitting services, and emergency response.

Our product portfolio is largely made up of generic medicines and medical supplies, all of which meet our strict quality standards.

Today, IDA distributes over 3000 different healthcare products to customers in over 130 countries.

OUR PRODUCTS

- Essential medicines
- Diagnostic and laboratory supplies
- Medical supplies and equipment
- Emergency response (IEHK, Cholera kit, PED/SAM kit, Measles kit)
- Custom-made kits
- Epidemic control (including PPE)
- Therapeutic food

PRODUCT GROUPS FOR ESSENTIAL MEDICINES

- HIV/AIDS
- Tuberculosis
- Malaria
- Reproductive and maternal health
- Non-communicable diseases (NCDs, including oncology)
- Neglected tropical diseases (NTDs)
- Hepatitis

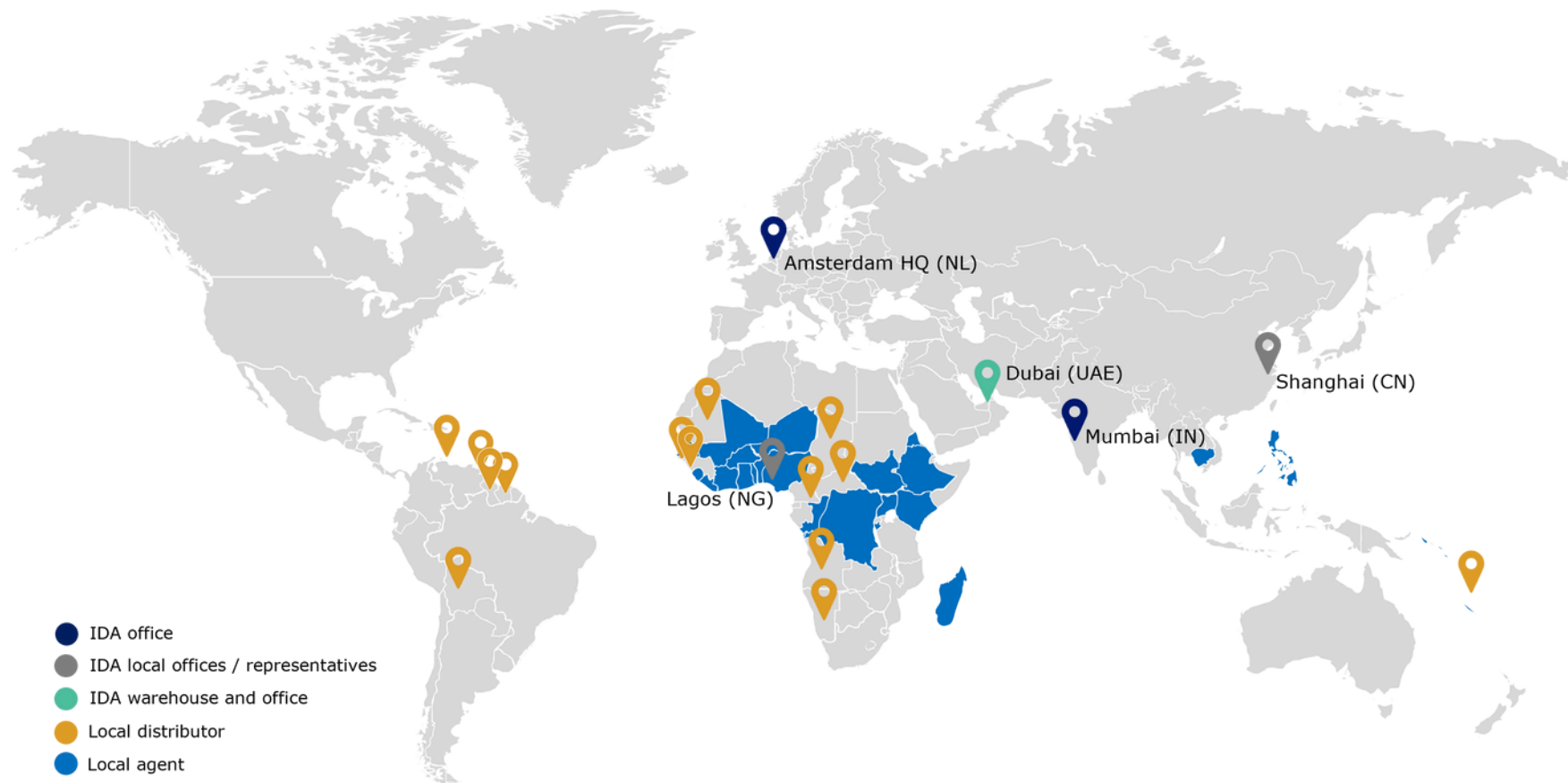


VISION STATEMENT

In today's world, essential medicines and medical goods still remain out of reach for too many people. IDA bridges these gaps so that health care providers have access to quality products at a fair price.

MISSION STATEMENT

Being the vital link that provides access to medicines and medical goods for countries in need.



OUR GLOBAL PRESENCE

Headquartered in Amsterdam, we are a global organisation with 199 employees representing over 31 nationalities. We have offices in India, China, and Nigeria, a warehouse in Dubai (UAE), and representative agents in over 30 countries. Our agents assist with sales, logistics, communication, and other key elements of the supply chain and delivery process. Besides agents, IDA Foundation has several local distributors across the globe. Our local distributors keep their own stock of different IDA quality-assured products, making them more accessible to (for example) smaller health clinics.

OUR SUSTAINABILITY APPROACH

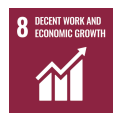
MATERIAL TOPICS

Our materiality assessment in 2021 identified the following six material topics, within our pillars of Purpose, People and Planet. For each of our material topics, we have outlined 2030 targets (see next page) which allow us to measure our progress along the pillars Purpose, People and Planet, aligning with specific SDG goals and sub-targets.



TOPICS

- Access to medicines (Global health impact)
- Quality assurance (Local manufacturers)



TOPICS

- Employee Health and Wellbeing
- Ethical business culture (Diversity, Equity and Inclusion)

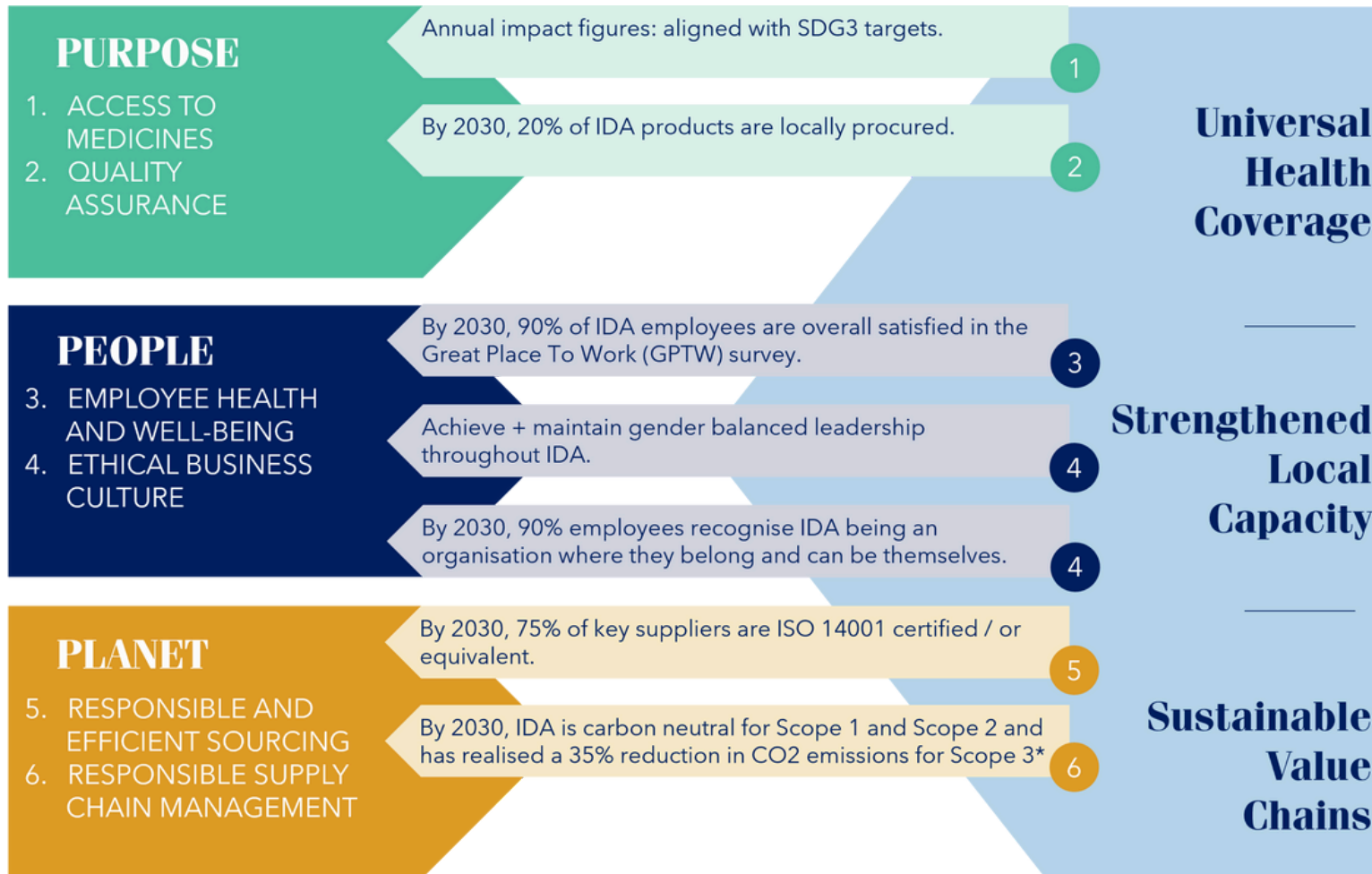


TOPICS

- Responsible and efficient sourcing
- Responsible supply chain management

OUR SUSTAINABILITY TARGETS & PERFORMANCE

The below long-term targets allow us to measure our progress. These all contribute to achieving our long-term goals: Universal Health Coverage, Strengthened Local Capacity and Sustainable Value Chains. In 2024, we are reviewing our material topics through a double materiality assessment, using the standard and guidelines of the EU Corporate Sustainability Reporting Directive (CSRD).



* Based on 2022 baseline

PROGRESS HIGHLIGHTS



PURPOSE

1. Access to Medicines -

Measuring SDG3 Impact

- SDG3 sub-targets 3.1 and 3.7: ratio of carbetocin vs. oxytocin supplies increased from 100% oxytocin - 0% carbetocin in 2021 to 52% carbetocin - 48% oxytocin in 2023 (on track).
- SDG3 sub-target 3.4: NCD product supplies. Increase of 54% supplied in 2023 vs. 2022 (on track).
- NCDconnect launched, to improve affordable access to products for non-communicable diseases (NCDs).

2. Quality Assurance

- Local Production: Engagement with potential local manufacturers, actively auditing facilities in Africa. First suppliers to be added to IDA supplier base in 2024.



PEOPLE

3. Employee Health and Wellbeing

- Employee satisfaction survey actions implemented to achieve 2030 target of 90% employees overall satisfied in Great Place to Work survey, currently at 65% (Good Place to Work).
- New benefits package developed (launched on 1 January 2024).

4. Ethical Business Culture

Diversity, Equity and Inclusion:

- DEI Committee launched.
- First DEI KPIs defined, 8 data points for DEI measured in Great Place to Work (GPTW) survey. Scores above 70% for 7/8 data points. Improvement action in place.



PLANET

5. Responsible and Efficient Sourcing and Procurement

- 46% of IDA key suppliers are ISO 14001 certified (on track for 2030 target of 75% certified).
- ISO 14001 verification audit passed.
- Lowered business travel emissions from 136,86 tCO2e in 2022 to 95,56 tCO2e in 2023.

6. Responsible Supply Chain Management

- CO2 Baseline completed in 2023 (2022 data, see p. 24 for more detail).
- Follow up actions started to reduce CO2 emissions.
- Biofuel partnerships started, first biofuel shipments in 2024.
- Ecovadis assessment started in 2023*.
- Compensation of Scope 2 through the Green Branch regeneration projects.

SUSTAINABILITY OVERVIEW

IDA has set three long-term goals in its overall strategy and mission:

1. UNIVERSAL HEALTH COVERAGE

Our long-term goal of achieving universal health coverage is central in our mission of bridging the gap in access to medicines.

2. STRENGTHENED LOCAL CAPACITY

IDA's locally based partners (agents and distributors) in low- and middle-income countries are an essential part of strengthening local health systems. We are also committed to working with quality-assured local manufacturers in destination countries, and we are actively auditing and providing QA guidance to these potential suppliers.

3. SUSTAINABLE VALUE CHAINS

We aim to minimise negative impacts and maximise positive impacts across our supply chain, incorporating applicable social, economic, and environmental factors.

IDA Foundation | Communication on Engagement 2023

These goals are also in alignment with the UN Sustainable Development Goals (SDGs) and the UN Global Compact's Ten Principles.

We consider all SDGs to be inter-related and important. However, by focusing on specific SDGs, we believe we can have the greatest impact within our supply chains. These SDGs are:



SUSTAINABILITY REPRESENTATION

At IDA, roles and responsibilities related to sustainability are covered at all levels throughout the organisation.

At MT level, each MT member is assigned to one of the pillars (Purpose, People, Planet) and owner for one of the long-term targets.

The [Sustainability Lead](#) drives the sustainability initiatives and is owner of IDA's Environmental Management System (EMS, ISO 14001 certified). The Sustainability Lead provides monthly MT reports and leads the Sustainability team.

[Sustainability Team](#): The team consists of 20 employees based in Amsterdam and Mumbai, representing different departments. The team meets on a monthly basis to discuss progress, present new initiatives and collect information to share within their respective departments. Depending on their expertise and role, different representatives are involved in the different sustainability initiatives.

INTEGRATING SUSTAINABILITY IN OUR POLICIES AND CODE OF CONDUCT

We always believe that compliance should never be the aim, but the minimum standard. But with increasing and newly emerging obligations in the regulatory sustainability landscape, we see that organisations are further integrating environmental and social principles into their long-term commitments, and this is positive. IDA Foundation's policies and our Codes of Conduct are also regularly reviewed to lay a strong and stringent basis for our work and for the partners we work with throughout our value chain.

A key guidance document capturing many of these business integrity topics is IDA's Code of Conduct, one of which is available for employees, and another for all Third Parties working with IDA. All IDA employees and partners have to read and agree with the Code of Conduct prior to working with us, to ensure that anyone working with us shares our business and ethical values.

The Codes of Conduct are in line with the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work and the UN Universal Declaration of Human Rights (1948).

In addition to the Codes of Conduct, we have separate policies to provide more detailed guidance and commitments on key topics.



Topics covered by the Code of Conduct and policies and procedures are:

- Global and local labour rights, for a safe, secure and healthy workplace
- Environment
- Ethics and Compliance
- Anti-Bribery and Anti-Corruption
- Forced Labour (incl. child labour) and Human Trafficking
- Anti-Discrimination, (Sexual) Harassment, Aggression, Violence and Bullying
- Diversity, Equity and Inclusion
- Third Party Due Dilligence
- Conflict of Interest and Outside Positions
- Data Protection and Confidentiality
- Information Security
- Reporting concerns procedures: employees and partners can report their questions and concerns through an independent online portal (BKMS Compliance System)
- Freedom of association & collective bargaining
- EU GDPR privacy regulations

All policies and procedures are reviewed and updated on a regular basis as part of our Quality / Environmental Management System. Employees have to read and understand all policies.

Mandatory training on the Code of Conduct is done by all employees, including a refresher training every 2 years.

PURPOSE

ACCESS TO QUALITY-ASSURED HEALTH PRODUCTS

IDA Foundation's mission is driven by our belief that access to quality-assured essential medicines and medical supplies is a basic human right. Yet this is not a reality in many lower- and middle-income countries. That is why IDA Foundation has prioritised 'access to medicines' and 'Quality Assurance' as two of IDA's material topics.

As a supplier of essential medical goods, we contribute to universal health coverage by continuously seeking to serve the needs of underserved health markets to improve access to quality health products.



BRIDGING GAPS TO ESSENTIAL NCD PRODUCTS: NCDCONNECT

Non-communicable diseases (NCDs) claim 41 million lives annually, representing 74% of global deaths, with 77% of these deaths in low- and middle-income countries (WHO). Despite progress in combating infectious diseases in LMICs, efforts against NCDs have lagged. In 2023, we partnered with Solvoz to accelerate this progress.

Together with Solvoz, we launched NCDconnect, an innovative platform designed to streamline the procurement of quality NCD medicines, medical supplies, and diagnostics in LMICs. By streamlining the procurement process through consolidated requests, NCDconnect unites healthcare providers, governments, and suppliers, showcasing how digital technology can bridge healthcare gaps to contribute to universal health coverage.

NCDconnect
Unifying Health Access



Together, we want to reach the most vulnerable, hard-to-access populations, simplifying procurement to save lives. Since launching the platform in Q1 2023, achievements include:

- **Building Partnerships:** Formed alliances with ATOM, FIND, and the Coalition for Access to NCD Medicines & Products.
- **Expanding the Catalogue:** Added 28 oncology medicines, 11 anti-diabetics, and 8 diagnostics.
- **Ensuring Quality:** All pharmaceutical products meet WHO-PQ, SRA-Approved, or IDA-Quality Assured standards.
- **Increasing the Supplier Base:** Successfully onboarded generic & innovative suppliers to create a one-stop-stop for procurement of NCD products. Bringing on new suppliers lowered costs by 55% on average, empowering NCDconnect to transfer more affordable prices to the end patient.
- **Strengthening the NCD Ecosystem:** Engaged in fruitful discussions with organisations dedicated to serving LMICs and bridging accessibility gaps with NCDconnect.

- **Growing Our Team:** Expanded with specialists in oncology diagnostics, respiratory and cardiovascular diseases.

NCDconnect’s future plans include expanding diagnostics on the platform to offer comprehensive care solutions, launching cardiovascular and respiratory health products to enhance our holistic approach to NCDs, and forming strategic partnerships to amplify our global impact. These initiatives aim to further bridge healthcare gaps and improve access to essential NCD products in LMICs.

This initiative particularly contributes to sub-target 3.4: ‘By 2030, reduce by one third premature mortality from noncommunicable diseases through prevention and treatment, and promote mental health and well-being.’

BRIDGING GAPS FOR SDG3

At IDA, we continuously seek ways to bridge gaps in access to essential health products, aligning with SDG3: good health and well-being. Focus is on three sub-targets related to maternal and child health, where we see opportunities to make a significant impact.

3.1 ‘By 2030, reduce the global maternal mortality ratio to less than 70 by 100,000 births’

3.2 ‘By 2030, end preventable deaths of newborns and children under 5 years of age, with all countries aiming to reduce neonatal mortality to at least as low as 12 per 1,000 live births and under-5 mortality to at least as low as 25 per 1,000 live births’

3.7 ‘By 2030, ensure universal access to sexual and reproductive health-care services, including for family planning, information and education, and the integration of reproductive health into national strategies and programmes’

One of our key goals is to promote the use of heat-stable carbetocin as a superior alternative to oxytocin for postpartum hemorrhage management, targeting 80% carbetocin, 20% oxytocin by 2030. In 2021, our supply was exclusively oxytocin (100%-0%). By 2022, we shifted towards a more balanced distribution, supplying both oxytocin and carbetocin, representing 68% and 32% of our distribution, respectively. In 2023, we further increased our supply of carbetocin to over 100,000 units, surpassing oxytocin, achieving a 48%-52% distribution. In addition, we are dedicated to the supply of

multiple micronutrient supplements (MMS), which are essential for the health of babies in their first years. We aim for supplying ten times our 2022 baseline in 2030, but this target will require more efforts in the coming years. These initiatives directly contribute to the Sustainable Development Goals (SDGs) sub-targets 3.1, 3.2, and 3.7, which focus on reducing maternal and child mortality and ensuring access to essential medicines and health supplies.

SUPPORTING LOCAL COMMUNITY RESPONSE EFFORTS

IDA makes an annual contribution to the India Prime Minister’s National Relief Fund (PMNRF). For 2023, this amounted to INR. 1,028,974 (approx. USD 12,358). These funds support emergency response efforts to local communities hit by natural disasters like floods, cyclones and earthquakes, as well as victims of major accidents.



EMERGENCY RESPONSE DELIVERIES

In the immediate aftermath of an emergency, re-establishing health services is crucial. In 2023, IDA supplied IEHK, Cholera, Measles and Paediatric malnutrition kits, with the potential to support 13 million people (calculations based on WHO figures). These kits are making a big difference to populations dealing with conflict, natural disasters, or other emergency situations.

IDA KITS WERE DELIVERED TO 20 LMICs, INCLUDING SOUTH SUDAN, SUDAN, AFGHANISTAN, YEMEN, CHAD, BURKINA FASO, SOMALIA, UKRAINE AND TÜRKIYE.



OPENING A HUMANITARIAN HUB IN DUBAI

In 2023, all warehousing activity was transferred to our new hub at Kuehne+Nagel in Dubai, UAE, where we were already established with our kitting operations.

The selection process included social and environmental criteria, which our partner fully met, with all required certifications. This new IDA hub was officially opened in November 2023 by IDA and Kuehne+Nagel leadership. It has a strategic location, between IDA's manufacturers in Asia and the majority of its healthcare customers in Africa and the Middle East. Additionally, it is next to International Humanitarian City Dubai and close to air- and seaport, making it an ideal centralised distribution warehouse for the region and beyond.

This is key for our emergency response efforts, which continued to be large part of IDA's work, as unfortunately, conflict and disaster in 2023 remain urgent issues and pose a heavy burden on populations in many LMICs.

QUALITY ASSURANCE

Within our Purpose pillar, our second material topic is Quality Assurance. Quality is always central in IDA's operations, also reflected in our ISO 9001-certified Quality Management System.

LOCAL PROCUREMENT

In line with our goal of Strengthened Local Capacity, we have set a long-term target to have 20% of goods to be locally procured in 2030.

With over 50 years of expertise in quality assurance and procurement of essential health goods, IDA representatives from our QA, Sales and Supply Chain teams are involved in a project focused on qualifying manufacturers in the African region. By sourcing products closely to the communities we serve, we can support local economic development opportunities, in line with SDG8 ambitions. An additional benefit can be reducing transport times and emissions.

Working closely with our local partners, and aligned with stringent QA guidelines, we audited a selection of potential pharmaceutical manufacturers in 2023. By providing areas for improvement, suppliers are making the progress needed to become a strategic supplier for IDA, and the first manufacturers are lined up to join our supplier portfolio in 2024.

In November 2023, IDA was selected as exhibitor in the World Local Procurement Forum in the Hague. This event brought together the organisations committed to the development of local manufacturers, co-hosted by the Dutch Government and WHO.



BART VAN OSCH
DIRECTOR QUALITY
AFFAIRS AND ETHICS
AND COMPLIANCE
OFFICER

"Since 2023, our product quality audits have included dedicated discussions on ethics, labor practices, and environmental impact.

Initially, we saw suppliers are often unprepared for these inquiries, but they soon bring in the appropriate experts. During visits to facilities like effluent treatment plants or waste collection points, suppliers proudly share their sustainability practices. By asking these questions and showing genuine interest, we elevate the importance of sustainability in the minds of our suppliers' executive leadership. Repeated engagement on these topics, both by us and other customers, will drive continuous improvement and raise standards across the supply chain."

PURPOSE

2023 HEALTH IMPACT

190 MILLION
ITNs (Insecticide-treated bed nets)

Delivered for the Global Fund Pooled Procurement Vector Control Programme (PPM VC), and the Against Malaria Foundation (AMF), helping to protect millions of people against malaria.



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4.505
SHIPMENTS
TO **142**
COUNTRIES
IN 2023



8.800.000
ESSENTIAL TB
PRODUCTS TO
120
COUNTRIES



EMERGENCY
KITS TO
SUPPORT

13.000.000
PATIENTS



(*Calculation based on WHO figures)



PEOPLE



In the years 2020-2022, working environments were strongly disrupted by COVID-19. Going forward, the overall employee experience changed and we recognised an even stronger need to focus on health and wellbeing, and making sure we offer the best employee experience in the new, hybrid workplace, which became the standard in 2023. We believe our skilled, diverse team, each with unique talents and backgrounds, are the driving factor towards achieving our mission. Therefore, it is vital that we attract the right people and provide them with an optimal and fulfilling working environment. Our material topics for our People pillar are Employee Health and Wellbeing, and Ethical Business Culture, covering SDGs 3, 5 and 8.

EMPLOYEE HEALTH AND WELLBEING

For our material topic of Employee Health and Wellbeing, IDA has a broad offering of programmes, benefits and structures in place to ensure our people have a safe, healthy working environment in which they can thrive.

OCCUPATIONAL HEALTH AND SAFETY

IDA's goal is to offer all employees a healthy and safe working environment, providing all the support where needed. Aside from IDA management, the responsibility of Occupational Health and Safety (OHS) is with an appointed Occupational Health & Safety Officer. The OHS Officer, an internal IDA employee, assesses workplace risks related to Health and Safety by doing a Risk Inventory and Evaluation.

This is documented in line with Dutch health and safety regulations, every 3-5 years -

or when there is a major change implemented in our office environment. To ensure continuous improvement, the outcome is a plan of action, mitigating any potential risks and implementing improvement in the office.

As soon as IDA employees join our organisation, they receive information and training on occupational health and safety as part of their onboarding. This includes:

- Emergency response procedures
- Ergonomic working, avoiding repetitive strain injuries
- Maintaining a healthy work-life balance (e.g. flexible working hours, right to disconnect, taking regular breaks)
- Safe use of small equipment in the office
- Maternity / parental / care / special leave and benefits available

Each IDA office has an emergency response team, responsible for providing first aid and responding swiftly in case of emergencies (e.g. fire / evacuations). The team is trained on a yearly basis and annual practice scenarios are carried out to prepare for potential emergencies. They follow an action plan which is also part of IDA's ISO 14001 certification. As we are in an office environment (without heavy equipment or machinery), the training focuses on accidents, fire, injuries, falls, or medical emergencies for example.

The OHS policy is more extensive at our outsourced warehouse partner Kuehne+Nagel in Dubai (they are ISO 45001 certified) to take into account health and safety measures relevant to the supply chain and logistics operations needs of a warehouse.

COMPENSATION AND BENEFITS

We recognise the importance of a living wage, defined by the International Labour Organisation (ILO) in 1946 as: “the payment to the employed of a wage adequate to maintain a reasonable standard of life as this is understood in their time and country”. As we are committed to offering our employees competitive salaries and an attractive benefits package, to ensure fairness and competitiveness, we conducted comprehensive benchmarking of our salary structures in both the Netherlands and India. Based on this analysis, we saw that we are already well above minimum living wage standards, but have further reviewed and adjusted our salary scales as needed to align with industry standards.

Our salary scales and methodology for salary increases are available in IDA’s Employee Labour Guide for the Netherlands. To take into account external factors, each year in December, the salaries of all employees are reviewed by management, the IDA Supervisory Board, based on a proposal from management and HR. This takes into account data from the Central Bureau of Statistics (CBS), the Central Plan Bureau (CPB) and the

AWVN (General Employer Association of the Netherlands). In India, the salary information was taken from the benchmarking done with Aon Hewitt.

Our Employee Survey (Great Place to Work- GPTW) in 2022 gave great insights on areas which management wanted to work on to offer the best employee experience. We are currently a ‘Good Place to Work’ (with an average score of 65%) and have a target to reach 90% by 2030.

Throughout 2023, we took the outcomes of the GPTW survey, and facilitated focus groups with each department; these were a fantastic opportunity for two-way communication on all things related to work, from work-life balance to benefits.



CARING FOR OUR PEOPLE: COMPENSATION AND BENEFITS

Salary increase:	Collective increase / Individual performance-based increase
Bonus:	Collective bonus based on IDA performance, Jubilee bonus
Special days:	Birthdays off*, Volunteer Day*
Pension and insurance:	Pension contribution (NL), Health insurance for employees and family members (IN)
Lifestyle support:	Bicycle plan (NL), Gym advantage plan (NL), Office fruit (NL)
Leave:	Maternity/Parental/Foster Care/Adoption Leave, Care Leave
Health checks:	Health check (bi-annual, NL), Mammography (IN), Eye check (IN)
Social:	Social Committee, DEI Committee, Office Table Tennis (NL)
Work-Life Balance:	Hybrid Working Policy, Working from Abroad month, Sabbatical, Mental Health support through OpenUp*, Yoga Week (IN)
Personal Development:	Personal training programme (mandatory + optional), Increased* Learning Budget for all employees

**New or updated benefit to be implemented as of 1 January 2024*

These insights into the priorities of employees, resulted in the expansion of our Rewards and Recognition programme, which was rolled out on 1 January 2024. Additions to our benefits include the option of a 3-month sabbatical, increased learning budget, a mental health app available to employees and their family members, and increased Jubilee Bonuses for employees that have been with IDA for 5, 10, 15+ years, and Volunteer Day, amongst others.

All elements of this programme follow the following principles:

- **Fairness:** Our R&R programme adheres strictly to local labour laws and current benefits, ensuring that all employees are recognised equitably.
- **Transparency:** We are committed to maintaining openness in our processes, ensuring that all employees understand how recognition and rewards are administered.
- **Inclusivity:** Our programme is designed to benefit all entities within our organisation, fostering a unified and supportive environment.

PROMOTING HEALTH AND WELLBEING

As an organisation working in global health, we want to promote a healthy lifestyle to all our people, and ensure that all health services are available to our team members. In the Netherlands, health insurance is a mandatory standard for all residents, but in India, this is not the case. Therefore, IDA provides health insurance to all employees in our Mumbai office, including 2 children up until 22 years old, spouses, and dependent (non-working) parents.



Pictured: One of our IDA Mumbai team members undergoes an eye examination



BEENA SINGH

HR DIRECTOR

"I truly believe that "Clients don't come first. Employees do. If you take care of your employees, they will take care of the clients." (As Richard Branson has famously said.)

At IDA, we genuinely prioritise our people in all our policies, guidelines, and processes. We take pride in our employees, actively listening to them and supporting their growth, which in turn drives our success.

We recognise that rewards, recognition, and appreciation are vital for keeping our team engaged and productive. This year, through our employee satisfaction survey and focus group discussions, we gathered feedback and enhanced our employee benefits. We introduced a range of initiatives, including hybrid working options, improved allowances, and support for mental well-being.

Our commitment is to continually show that we value our people, recognising them as our greatest strength. That makes it a vital part of our strategy to foster a culture where every employee feels valued and empowered to flourish within IDA Foundation."

To motivate our employees to stay fit, we have several benefits in place in the Netherlands, such as a bicycle plan and gym membership benefit, where staff members can buy a bicycle / get a gym membership with a tax benefit. Our office restaurant provides free fruit for employees, and healthy food options for lunch.

At our India office, special health weeks were organised in 2023, such as Yoga Week. Our office also partnered with medical clinics for employee health, such as an eye examination, mammography screening, to diagnose any medical issues. In case anything is found, employees are referred to the relevant medical professional. A CPR training was also organised for all employees to be prepared in case of a medical emergency.



Pictured: Yoga Week at our Mumbai office

LEARNING & DEVELOPMENT AT IDA

Learning and development is essential for our people and for IDA to excel in its mission. On the one hand it is about having the knowledge and skills to perform in the current role, on the other hand it is about growth as a person and professional. Annually, our HR team creates a training programme tailored to the needs of our various teams based on competencies, and different organisational levels.

There are several trainings which are mandatory for all employees upon joining IDA as part of our onboarding, such as our Code of Conduct Training, GDPR and EMS-ISO 14001 training, amongst others.

For specific roles, certain training (e.g. GDP) may also be required. For all mandatory training, refresher training is implemented at set periods, e.g. every 2 years.

In addition to the mandatory and optional trainings offered by IDA, employees receive a training budget through which they can select their own opportunities for learning and development. These include:

- Formal training sessions
- Coaching and mentoring

- On-the-job training
- Online training
- Participating in webinars or conferences

Next to all these trainings, LinkedIn Learning is offered to all employees as an on-demand learning platform. Our employees can access a wide range of courses, from specialised job-related courses to developing at any time they choose, from micro-learning courses on special skills or developing professional competences.

In 2023, 164 courses were completed by IDA employees, including a total of 4410 learning videos.



Pictured: CPR training in Mumbai

ETHICAL BUSINESS CULTURE

Integrity and respect are values integrated deeply within IDA's business culture.

We are proud to have a diverse team of 199 employees, representing 31 nationalities and a broad diversity of backgrounds and perspectives. We aim for a team that reflects the diversity of the customers we serve, and believe all employees should feel welcomed, heard, safe and respected.

This belief is incorporated in our Labour Policies and Code of Conduct, ensuring IDA is a place free from discrimination or disrespect, extended to our employees and external partners.

Should there ever be a situation in which an employee want to raise an issue, we want them to be able to communicate this and for support to be available. In Amsterdam, a confidential counsellor is assigned at the Amsterdam office, in line with the Dutch Working Conditions Act. Employees can contact the confidential counsellor when they experience any form of inappropriate behaviour. The confidential counsellor plays a mediatory role between the employee and the person with whom there is an issue. In addition, a Complaints Committee

consisting of four members is available: two IDA employees, and two external experts. The committee works according to the general principles of due process.

In Mumbai, we have a POSH (Prevention of Sexual Harassment) committee, consisting of four staff members (male and female) and a social worker from a third-party NGO. As also mentioned earlier, in case anyone (employee or third party) wants to raise any concern anonymously, IDA has a confidential ('BKMS') Hotline available, also communicated publicly on IDA's website.

WORKS COUNCIL

IDA values open two-way communication between leadership and employees.

Representing our employees, we have an IDA Works Council in the Netherlands consisting of five elected employees. They meet on a quarterly basis with IDA leadership, as well as with members of the Supervisory Board twice a year, to exchange perspectives on employee conditions, benefits and raise queries or provide suggestions. Leadership also has to gain approval from the Works Council in the case of major changes in the way of working. Meeting outcomes are shared internally with all employees.

DIVERSITY, EQUITY AND INCLUSION

We recognise the importance of fostering an

inclusive and equitable workplace that values diversity in all its forms. In 2023, our Diversity, Equity & Inclusion (DEI) Committee was formed, and our statement defined and publicly communicated (on our website and in our offices).

The DEI Committee actively promotes and integrates DEI principles into all aspects of IDA Culture, with the following objectives:

- **Cultivating Inclusivity:** develop initiative and events to create a workplace culture that is welcoming and supportive of all individuals.

IDA STATEMENT ON DIVERSITY, EQUITY AND INCLUSION (DEI)

"As people are IDA Foundation's most valuable asset, we celebrate their unique differences. What unites us all is our drive towards achieving the IDA mission of bridging the gap in access to medicines and medical supplies. At IDA, everyone should feel they can be themselves, irrespective of ethnicity, beliefs, gender identity, physical and mental abilities, sexual orientation, or any other characteristics that make us unique. We want to be a reflection of the diverse communities we serve, and we believe it is these unique differences that strengthen our collective ability to achieve our mission."

- **Awareness:** implement training and awareness programmes to enhance understanding and sensitivity towards diversity, equity and inclusion issues.
- **Policy advocacy:** collaborate with leadership to review existing policies, procedures and statements that hold true to the DEI commitment.
- **Employee resource:** establish resources and support systems for employees to address their unique needs and concerns, promoting a sense of belonging within the company.
- **Measurable progress:** regularly assess and report on the progress of our DEI initiatives, ensuring transparency and accountability in our commitment to fostering a diverse and inclusive workplace.

Aside from gaining regular feedback through surveys and open conversations, the Great Place to Work (GPTW) survey is a tool through which we measure 8 DEI-related questions to review progress every 2 years (first survey was in 2022, next in 2024).

Our initial DEI data from the 2022 GPTW survey showed positive results, with scores ranging from 70-93% on questions related to fair and equal treatment. To build on this

success and further improve our scores, IDA's expanded Rewards & Recognition programme as of 1 January 2024 focuses on acknowledging and celebrating contributions of all employees.

Gender equity is another topic which we measure IDA's progress on, with KPIs on gender balance throughout our leadership levels. To measure our progress on these targets, we use employee data to measure our gender balance at top leadership, MT level and management level (see 2023 data on our People Highlights page). We define gender balance as having a ratio of 45:55 either way, female-male. We have a gender-balanced supervisory board, top leadership (CEO/CFO) and management level. Our management team is not quite on target yet, with 33.3% female, 66.7% male balance.



As an active member of the UN Global Compact Netherlands chapter, we participated in the Target Gender Equality programme (2022-2023) and also joined the International Women's Day campaign in March to raise awareness on gender equity, with the #InspireInclusion campaign.



INFORMATION SECURITY AND DATA PRIVACY

In today's world, information security has become a high risk and this is acknowledged by IDA. IDA has outsourced its IT hardware and security to the leading IT company for this in the Netherlands to ensure we remain up-to-date on the necessary security standards, to ensure the responsible management and protection of private information; both our own and that of our Third Parties. Supporting data privacy, providing a secure IT infrastructure is vital to protect IDA and its stakeholders against digital risks.

Training is also a key aspect in this: all IDA employees follow mandatory training on IT security, data protection (in line with GDPR), so that employees adopt data privacy principles and integrate them in their daily work. This is tested in specialised web-based training to increase awareness and provide guidance on how data can be handled responsibly, and repeated in refresher training bi-annually, also in 2023.

PEOPLE

2023 HIGHLIGHTS

Learning and development



164 courses completed on LinkedIn Learning in 2023

In total, our team completed **4410** LinkedIn Learning videos



23% of employees has worked for IDA for **10+ years**



DEI Committee formed

Pictured right DEI Representatives in our Mumbai and Amsterdam offices

199 employees



31 nationalities



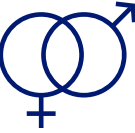
Internal Mobility:



13 employees were promoted or transferred to a new role



Gender diversity in leadership



Supervisory board:
50% female / 50% male



Management Team
33.3% female / 66.7% male



Managers:
47.2% female / 52.8% male



PLANET



At IDA, we are committed to operating responsibly and efficiently while fulfilling our mission, and strive to reduce adverse impacts on the environment, as is confirmed by our environmental policy and our ISO 14001-certified Environmental Management System (EMS). We are committed to protecting the environment and feel it is our responsibility to engage with others in our value chain to do the same.

LONG-TERM ENVIRONMENTAL TARGETS FOR CONTINUOUS IMPROVEMENT

First certified in 2022, we again passed our ISO 14001 verification audit for our environmental management system (EMS) in 2023. We have identified our key environmental impacts, meet all legal obligations, engage with all interested parties on environmental issues, to ensure continuous improvement according to the ISO 14001 standard.

Driving these improvements are the targets which our management has set for 2030. This is captured in our long-term environmental (Planet) targets for our two material topics, for which we created baseline measurements in 2023: Responsible and Efficient Sourcing, and Responsible Supply Chain Management.

RESPONSIBLE AND EFFICIENT SOURCING

As was demonstrated in our first CO2 report (outlined on the next page), our Scope 3 emissions make up almost all of IDA's emissions, with our 'Purchased Goods and Services' category accounting for 90% of our emissions. This includes our warehousing and logistics and all of the medical goods we procure from our suppliers. While we cannot fully control these emissions, we can select the partners who meet our quality as well as our environmental (and social) standards.

Our Sourcing and Purchase department took the lead in our baseline measurement in May

2030 TARGET

75% OF IDA KEY SUPPLIERS ARE ISO 14001 CERTIFIED OR EQUIVALENT*

** Ecovadis or other externally validated result*

2023 for our target related to responsible and efficient sourcing: to have 75% ISO 14001-certified key suppliers by 2030. For our initial measurement, the top 50 suppliers by spend were contacted, of which 30 were pharmaceutical suppliers and 20 were suppliers of medical supplies. This first baseline showed 46% of suppliers have ISO 14001 certification. Suppliers were also asked to share whether they were planning to certify, or whether they had an equivalent certification or assessment, such as an Ecovadis medal. The 46% measured all had ISO 14001 certification.

BASELINE ISO 14001-CERTIFIED SUPPLIERS

46% OF IDA KEY SUPPLIERS ARE ISO 14001 CERTIFIED OR EQUIVALENT

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

With a 2030 target to neutralise Scope 1 and 2 and reduce IDA's Scope 3 emissions by 35%, we first needed to measure our carbon emissions baseline. This process was started in 2022 with the support of external consultants and completed in Q2 of 2023.

CO2 BASELINE ASSESSMENT RESULTS

Following the GHG Protocol methodology, the process was started with an internal workshop to define our scope. Once defined, the project, including data collection and validation, took 6 months. As we were still in the middle of 2023, 2022 data was used to set IDA's baseline. This report, aside from the 2022 data of our baseline, also includes some 2023 data which is currently already available. Upon closing the project, we held a workshop to identify measures to reduce our emissions, outlined further in this chapter.

IDA does not have direct emission sources such as gas for both offices; hence, there was no value to be reported in Scope 1 emissions. For Scope 2, we used our Amsterdam and India electricity consumption data, and local emission factors. We saw that our surface per employee (m²/person) was relatively high in Amsterdam, providing room for improvement in future.

Total emissions - Baseline 2022
197,191.28 tCO₂e

Scope 1:
0

Scope 2:
196.04

Scope 3:
197,151.20 tCO₂e

Category 1: Purchased goods and services (179,490.58 tCO₂e)

Category 4: Upstream transportation & distribution (595.7 tCO₂e)

Category 5: Waste generated in operations (55.79 tCO₂e)

Category 6: Business travel (225.16 tCO₂e)

Category 7: Employee commuting (54.32 tCO₂e)

Category 9: Downstream transportation & distribution (17,451.73 tCO₂e)

Avoided emissions: 14.15 tCO₂e (Photovoltaic panels on IDA office)

Offsetting emissions certificate: 136.83 tCO₂e

Insetting sustainable fuels certificate: 4.98 tCO₂e

We optimise our energy use in multiple ways: we purchase 100% green energy in the Netherlands, and have smart systems to optimise office energy use, and we have photovoltaic panels for renewable energy on our headquarters. Our 2023 external energy audit provided our Amsterdam office with the most efficient 'A Label' again (as also in 2020). Our 73 solar panels generated renewable energy for our headquarters' office operations, thereby avoiding 14.15 tCO₂e in 2022. Likely due to fewer sun hours, this was slightly less in 2023, namely 12.76 tCO₂e.

SCOPE 3 EMISSIONS

It was clear that for IDA, most emissions would be coming from Scope 3. These GHG emissions encompass emissions that are not produced by IDA itself, and not the result of activities from assets owned or controlled by IDA, but by those that are involved in up and down the value chain of IDA's business activities. Scope 3 emissions represent almost all (99.9%) of IDA's CO₂ emissions. Out of 14 categories, 6 categories are applicable to IDA's business operations.

PURCHASED GOODS AND SERVICES

Breaking down our Scope 3 emissions, 90% of emissions are estimated to fall into Category 1: Purchased Goods and Services, quite typical for organisations with a wholesale model, and

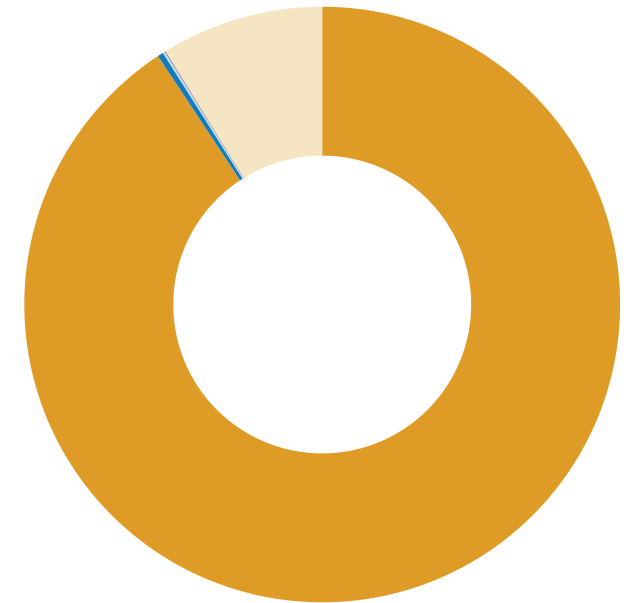
9% from transport, and less than 1% from the remaining Scope 3 categories.

To try and get the most accurate data to base our calculation on, we contacted our manufacturers, requesting Lifecycle Analyses (LCAs) and other emissions-related data, but aside from one supplier of Insecticide-Treated Nets, received no specific information. Therefore we used spend-based emission factors for all goods, except for Insecticide-Treated Nets, for which we were able to make an activity-based calculation.

We recognise that our spend-based calculations therefore have a high uncertainty and that this will make comparison in future quite challenging.

This also applies to our other Purchased services include our outsourced warehousing, which in 2023 included both Tilburg (NL) and Dubai (UAE). This data was still fragmented and partially incomplete, which may affect our baseline figure.

As we completed the transfer to our new warehousing partner in Dubai in 2023, we expect to have a more complete picture of the emission related to our warehouse use in Dubai. As sustainability criteria were part of



- Category 1: Purchased goods and services - 90.7%
- Category 4: Upstream transport - 0.30%
- Category 5: Waste - 0.03%
- Category 6: Business travels - 0.11%
- Category 7: Commuting & working from home - 0.03%
- Category 9: Downstream transportation - 8.82%

the selection process, we are positive about our mutual ambitions around sustainability, which they also demonstrate with renewable energy use (photovoltaic panels covering 80% of facility's energy demand), prioritising and piloting sustainable materials such as biodegradable shrink wrap, a target to be 100% digitalised by 2025, and green technology (led lights, motion sensors).

TRANSPORT (UPSTREAM / DOWNSTREAM)

For other categories, such as Category 4 and Category 9 (Upstream and Downstream Transport), we had more accurate data available from our Track & Trace platform Wakeo, which provides CO2 emissions from our air and sea shipments. Our upstream transport was mostly sea transport (approx. 98%), whereas for downstream transport (direct shipments and transport from our warehouse to their end destination), air transport was also used more frequently, resulting in higher emissions than from our sea shipments. Air shipments are especially needed in the case of emergencies. As the move to one single warehouse in Dubai was concluded in 2023, it is expected that this will streamline transport by having one central logistics hub, strategically located between suppliers and our customers.

In 2023 we engaged closely with our freight forwarders on ways to reduce our transport emissions, looking specifically at biofuels as a measure to decarbonise our supply chain. We also presented this option to our key customers. As this option is priced higher than fossil fuels, it is difficult for many humanitarian organisations to incorporate.

To stimulate biofuels as a standard choice, for 2024, we have agreements in place with our freight forwarders to promote and commit to the use of sustainable fuels. By replacing regular fuels with biofuels on selected lanes, we aim to reduce our transport emissions by approximately 4.5% from our baseline.



WASTE

The Amsterdam office tracks the waste generated and recycled from overview data provided by our local waste management company (unfortunately not available for our Mumbai office, apart from E-Waste which is collected by certified recycling companies).

OFFICE WASTE (NL) 2023:	195 kg paper (recycled)
	1520 kg carton (recycled)
	200 kg PMD-plastic/metal/drink cartons (recycled)
	16700 kg general waste (incinerated with energy generation)

Aside from our office waste, we are always focused on reducing the destruction of pharmaceuticals (in case of expiry or damaged goods) and this is a core KPI within IDA's strategy.

BUSINESS TRAVELS

As part of its customer-, supplier and team engagement, IDA's operations require international travels for select roles. It is a common practice for the airlines to provide the total CO2 emissions for each travel, so the air travel-related CO2 emissions can be obtained with a high level of accuracy. As every year, we offset our air travel with our partner Humanitair through the Climate Neutral Group.

Following an internal EMS audit and as a measure to reduce our emissions from business travel, we updated our Travel Policy in 2023. The updated version incorporates environmental criteria and considerations into the policy, and replacing travel with virtual meetings e.g.

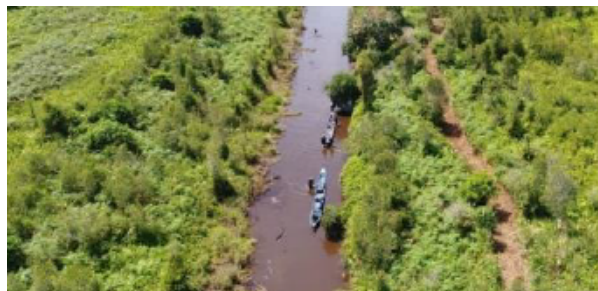
Data shows that in 2023 we saw a reduction of approximately 30% in air travel emissions, compared to 2022 air travel emissions.

COMMUTING AND WORKING FROM HOME

Employee commuting is also a source of organisational CO2 emissions. The Amsterdam office uses an external service to capture employee commuting data, including the CO2 emissions. For the Netherlands the total emission was 38,82 tCO2e in 2022. In 2023 this was slightly lower at 35.07 tCO2e. Many of the Amsterdam office staff travels by car due to the distance from our office, though public transport or the use of bikes is also popular and encouraged if the distance allows this. The Mumbai office conducted a personal survey to quantify the CO2 emissions. Many employees have more than 20km to come to the office, and all employees use the public transport network, at least partially. Thanks to the use of public transport in Mumbai, the total emission was estimated to be 15,51 tCO2e, despite the fact that employees in Mumbai travel more distance and work mostly in the office (vs. home), compared to the Amsterdam office.

COMPENSATING SCOPE 2 EMISSIONS THROUGH REGENERATIVE PROJECTS

As our target related to our emissions, IDA aims to be carbon neutral for Scope 1 and 2, and reduce its Scope 3 by 35% based on the baseline (2022 data), by 2030.



Our baseline identified that we do not have Scope 1 emissions, and our Scope 2 emissions are 196.04 tCO2e - related to energy use in our Amsterdam and Mumbai offices. We continue to aim for reduction, but additionally, we want to neutralise our current emissions for Scope 2.

We decided to partner with The Green Branch (a Dutch B-Corp) to compensate for these Scope 2 emissions, by financing the conservation through two different projects with a total of 201 carbon credits (both VCS/CCB standard).

Our compensation is going to two different projects; the Katingan Project in Indonesia and the Envira Amazonia project in Brazil. Through these projects, we have invested in certified forest protection projects, which not only helps to reduce emissions but also supports biodiversity conservation, as well as the local communities through job creation, training and education.

STAKEHOLDER ENGAGEMENT

In 2023, IDA was more actively involved in working groups related to environmental sustainability. Our Sourcing, Purchase and Sustainability team members attended online trainings and discussion sessions on Scope 3 emissions and green procurement, organised by the WREC working group (Global Logistics Cluster), bringing together organisations in the humanitarian supply chain sector to align on measurement and reporting, and gain new ideas to implement in sustainability approaches.

IDA participated in several events and conferences related to sustainability, from Dutch SDG Action Day 2023, Target Gender Equality workshops organised by UN Global Compact's Netherlands Chapter, to hosting our own conference session at the European Congress on Tropical Medicine and International Health (ECTMIH) Conference, about greening medical supply chains (pictured below).



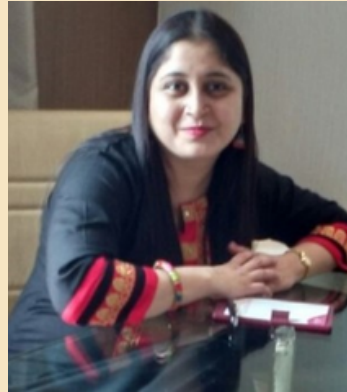


EMPLOYEE AWARENESS

Aside from our ISO 14001/EMS training, quarterly Town Halls and quarterly internal newsletters, our team organised multiple campaigns to raise awareness on sustainability topics. For World Earth Day, we organised awareness campaigns in the week of Earth Day (12th April), including an online quiz for employees around environmental topics as well as about our EMS.

The Sustainability Team also organised a Digital Clean Up challenge for all employees, raising awareness about the environmental impact of digital waste, and providing tips and tricks for inbox hygiene and to reduce data storage. This was followed by a Zero Waste Week in India, organised with the goal to inspire employees to embed sustainable practices in their professional and personal lives.

PREETI RANE SOURCING SPECIALIST



Over the past 12 years, I have been motivated by IDA's ambitions of ensuring universal access to quality health products. My motivation has been further strengthened by IDA's commitment to sustainability, starting with the joining of the UN Global Compact in 2018.

Our sustainability strategy rests on three pillars, and as a sustainability team member representing the Sourcing department, my focus is on the Planet pillar. I contribute to the long-term (2030) target: to have 75% of our key suppliers being ISO 14001-certified or equivalent.

This involves prioritising sustainability, ethics, and quality standards when selecting vendors who align with IDA's values. Our goal is for suppliers to recognise and manage their environmental impacts effectively, and have clear policies and measures in place to address them.

As much of our environmental footprint and emissions occur within our supply chain, supplier engagement is crucial for reducing our collective environmental footprint, and I am happy I can play a role in this. We encourage our suppliers to obtain ISO 14001 certification, which improves their environmental impact, resource efficiency, and market competitiveness. Our approach includes integrating sustainability criteria into our Code of Conduct and Due Diligence mechanisms and having regular meetings with suppliers.

I'm happy to say that in our first measurement, of suppliers, 50% of our medical device suppliers and 13% of our pharmaceutical suppliers achieving ISO 14001 certification. We anticipate a substantial increase in these percentages for 2024.

PLANET

2023 HIGHLIGHTS

ISO 14001(EMS)
VERIFICATION AUDIT
PASSED



CARBON
FOOTPRINT BASELINE
PROJECT COMPLETED

Scope 1: n/a
Scope 2: 196.04 tCO₂e
Scope 3: 197,151.20 tCO₂e

BIOFUELS PROJECT
STARTED TO REDUCE
SCOPE 3 EMISSIONS



INVESTED IN 2
CERTIFIED NATURE
PROJECTS WITH THE
GREEN BRANCH
to compensate 201* carbon credits
(offsetting Scope 2 emissions)



**We compensated slightly more than our actual emissions of 196.04tCO₂e*

BUSINESS TRAVEL
LOWERED OUR AIR TRAVEL
EMISSIONS FROM 136,86
(2022) to 95,56 tCO₂e (2023).



73 SOLAR PANELS
AVOIDED 12.76
TONNES CO₂
EQUIVALENTS in 2023





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GET IN TOUCH WITH OUR TEAM:

We value opinions from internal and external stakeholders to help us improve and progress in our approach to sustainability. Please share your feedback with us by sending an email to sustainability@idafoundation.org

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