

2021 Environmental, Social and Governance Report

CLARIO.



About this report

In our inaugural Environmental, Social and Governance (ESG) report, you'll learn more about who we are, what we value and what we are doing to improve equity and environmental sustainability. For us, creating a more just and sustainable world isn't just the right thing to do — it is an integral part of our core purpose as an organization. This report highlights the progress we are making towards greater corporate accountability, as well as areas we are continuing to improve upon. We plan to publish this report annually so you can follow our progress. This ESG Report covers the period of 2020 to 2021 and follows the principles of the globally recognized Global Reporting Initiative (GRI) Standards. We hope our journey inspires and challenges you.

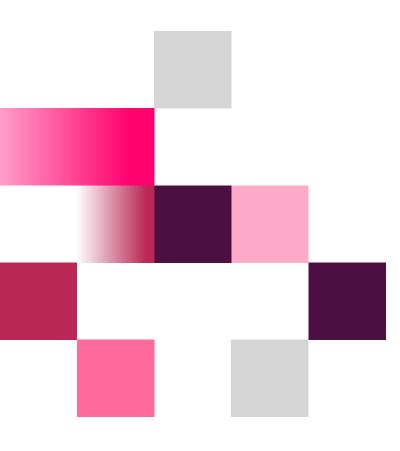


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A letter from our CEO

2020 and 2021 reshaped the way we live and work, introduced new urgency for the clinical trial industry and the life sciences companies it serves, and ushered in a new era for Clario.

Due to the COVID-19 pandemic, over 6.15 million people have lost their lives. Every aspect of commerce has been disrupted. The joy of human connection has been challenged. When faced with this existential threat, many of us reconsidered what is truly important to us. Businesses and individual employees started asking different questions: how can we do work that matters? How can we contribute to health, wellness and greater equity?

Yet, despite all the challenges, the events of 2020-21 also created the opportunity to change, learn and grow. The clinical trial industry learned just how quickly it could help bring new, lifesaving treatments to patients.

The speed of COVID-19 vaccine development set new standards. Clinical trials are in the spotlight like never before, as many people placed their hope in vaccines as a way to resume a "normal" life and reconnect with friends and family.

I'm proud to say that Clario was often at the center of these and other trials: we assisted with 70% of all FDA approvals in 2019-20, and in 2021, we generated evidence for 851 clinical trials.

Lastly, these past two years represent an incredibly exciting time for Clario.

I joined to spearhead the merger of two leading companies, ERT and Bioclinica. This combined entity created the global leader in clinical trial endpoint technology, expanding our partnership with the world's premier pharmaceutical and biotechnology companies.

But we didn't stop there. We recognized this new entity needed a new name to embody its reimagined purpose: transforming lives by generating the richest clinical evidence. Thus, Clario was born.

I strongly believe that our purpose and values are fundamentally intertwined with diversity, equity and inclusion (DEI) and doing our part to create a more just and sustainable world. From our commitment to gender balance in leadership by 2024 to

net-zero emissions by 2045, among many other goals and achievements, Clario is focused and determined to make positive change. That's why I'm so honored to introduce Clario's first Environmental, Social and Governance (ESG) report.

Our purpose in creating this report is to be transparent about the work we're doing — and the significant work we have yet to do. We recognize that we can't solve every problem, but we can make an impact on some of the most pressing issues of our time.

I'm grateful for every Clario team member who plays their part to unlock better evidence. I'm proud of those who have donated their time, talent, passion and energy to fighting injustice, making Clario a safe and welcoming space and giving back to the communities in which they live and work.

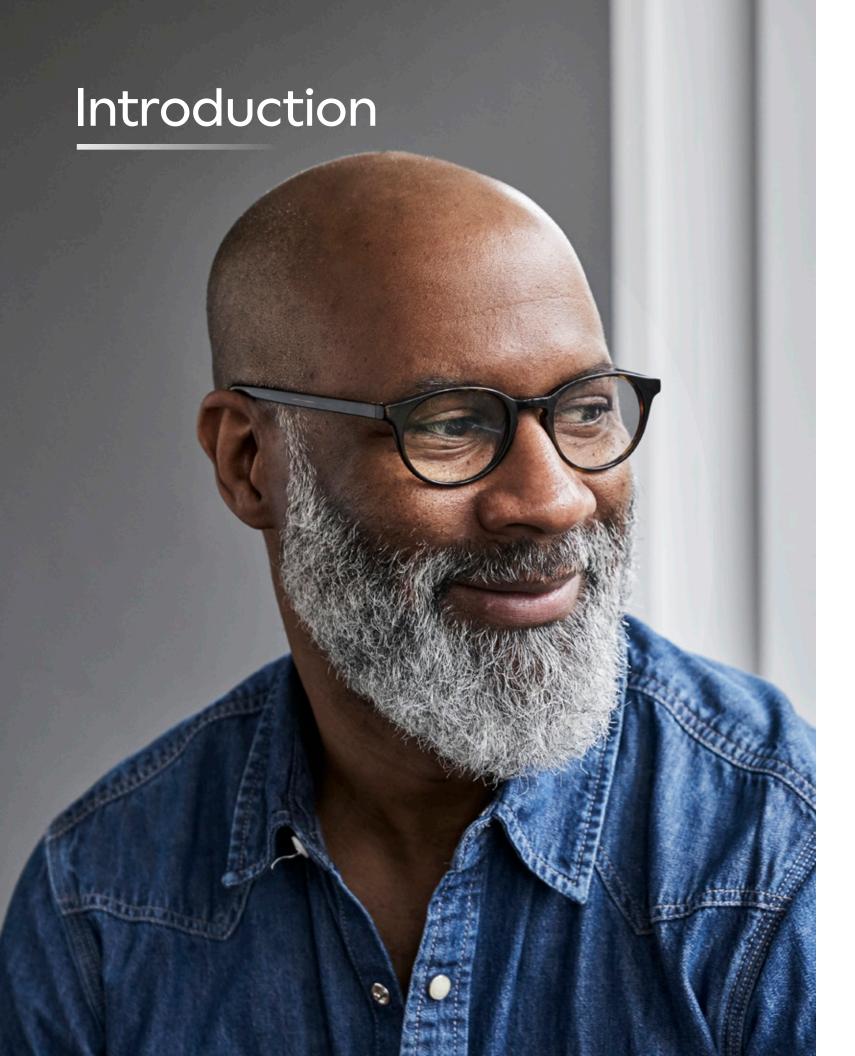
I consider it the highest honor and privilege to lead Clario into a brighter future for all our customers, employees, investors and, ultimately, the patients we all serve. Because that's the other important lesson the past two years have taught: we could be that patient.

Thank you for reading and for journeying with us.

Sincerely,



Joe Eazor Chief Executive Officer, Clario



About Clario

Clario generates the richest clinical evidence by fusing our deep scientific expertise and global scale into the broadest endpoint technology platform. By doing this, we empower our partners to transform lives. With 50 years of experience, Clario is a global leader in collecting the richest evidence needed to help pharmaceutical and biotechnology companies bring new medicines, devices and therapies to market. Having deployed over 19,000 trials in over 120 countries, Clario is the partner of choice for global scale. Our industry leadership builds on the merger of ERT and Bioclinica, which took place in 2021.

Transforming lives through world-class expertise

In a constantly evolving world, we adapt quickly to changing global regulations to meet the needs of biopharmaceutical companies, patients and regulatory agencies. Clario's best-of-breed technologies cover endpoints across all major therapeutic areas. Our uniquely engineered solutions combine science and regulatory expertise with superior and compliant data capture, management

and analysis functionality. Additionally, we recognize that there is a lack of diversity in clinical trials. This is an industry-wide challenge that we are committed to solve, through our own action and strategic partnerships.

We believe that rich data is diverse data.

The most comprehensive evidence generation platform

We are proud to be the partner of choice for leading pharmaceutical and biotechnology companies. In 2019-2020, Clario contributed to 70% of all FDA approvals. In 2021, we collected evidence in 851 clinical trials. Our suite of services encompasses Medical Imaging, Electronic Clinical Outcomes Assessment (eCOA) and Precision Motion Measures, as well as Respiratory and Cardiac Safety. We continue to invest in speed and agility to ensure our technology is always ready for what's next.













HEADOUARTERS

Philadelphia, PA, United States

NORTH AMERICA

Boston, United States
Bristol, United States
Bridgewater, United States
Pittsburgh, United States
Rochester, United States
Cleveland, United States
St. Louis, United States
Portland, United States
Princeton, United States
San Mateo, United States
Durham, United States
Franklin, United States

EUROPE

Brussels, Belgium
Estenfeld, Germany
Munich, Germany
Hamburg, Germany
Geneva, Switzerland
Nottingham, UK
Peterborough, UK
Hammersmith, UK
Lyon, France

ASIA

Tokyo, Japan Pondicherry, India Bangalore, India Mysore, India Shanghai, China

50

Almost 50 years' experience

120+

Countries

19k

Clinical trials

70%

Of all FDA approvals (2019-2020) 30

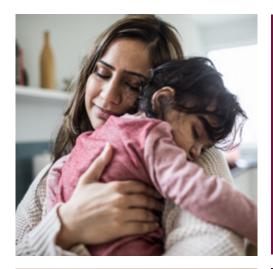
Facilities in nine countries across Europe, North America and Asia Pacific 870

Regulatory approvals

24/7
Customer and patient support

Our values

Clario's core values guide our every action



iii)

People first — always

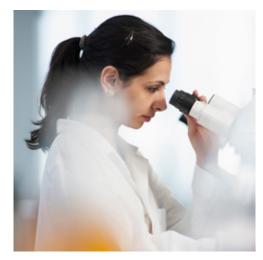
We think of others before we think of ourselves. We have a deep understanding of our customers, deep empathy for patients — and for each other.





Courageously curious

Our appetite to blend the best of domain expertise, technology and human understanding knows no bounds. We're relentless in pursuing information, insights and inspiration, which means we can continuously improve what we do.





Deliver exceptional

We step forward because responsibility powers us; we do not leave others to do what we can do ourselves. We take charge of events, delivering exceptional work for our customers, patients and each other.

Our strategy

At Clario, our purpose is transforming lives by unlocking better evidence. To achieve that purpose, we have key ambitions that guide us. One is to be the best place to work in our industry. Another is to be the partner of choice for customers. A third is to be the recognized leader in digital data solutions. Finally, strategic imperatives are actions we are taking to achieve our ambitions, ultimately fulfilling our purpose.

Embedding Diversity, Equity and Inclusion in our culture

Diversity, Equity and Inclusion (DEI) are critical at every level of our strategy. We know that the best way to embed DEI into Clario's culture is twofold: developing a diverse workforce by recruiting diverse talent, developing diverse talent, accelerating pay equity and working with our customers and partners to increase clinical trial diversity. As we push the industry forward and innovate the future of clinical trials, we align our product strategy with our purpose in fundamental ways.

Diversity and customer experience are connected

Listening to our customers and understanding what they value determines how we move forward from both a product and people perspective. We frequently share our DEI efforts with our customers in addition to gathering input

OUR PURPOSE

Transforming lives by unlocking better evidence

OUR AMBITION

Best place to work in our industry

Partner of choice for our customers

Recognized leader in digital
data solutions

OUR STRATEGIC IMPERATIVES

Exceptional employee experience
World-class customer experience
Innovative technology roadmap
Expertise throughout trial lifecycle
Leading and integrated
product portfolio

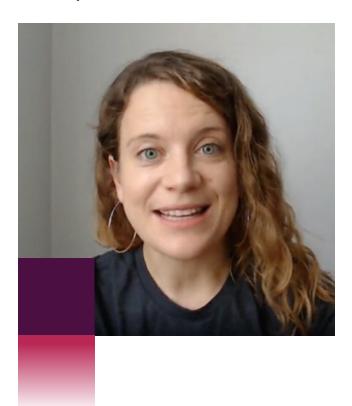
on how to improve our products and services. At Clario, we are simplifying the process for evidence generation by creating one platform that integrates the broadest endpoint technologies fused with deep scientific expertise and global scale. We see the continuous evolution of our technology as intertwined with creating a more diverse and inclusive culture at Clario. Our customers do not see these two areas as separate.

Improving access to clinical trials

One of the most impactful ways to improve equity through innovative technology is ensuring that more people have access to clinical trials. Clario has a long history of empowering decentralized clinical trials through intuitive devices and proactive support. Through our Trial Anywhere[™] solutions, we help overcome the barriers that prevent diverse groups of patients from participating in clinical trials, like the need to travel to sites, securing childcare and the burden of disease itself. From initial contracting through patient recruitment to final regulatory approval, we make it easier for anyone to contribute to clinical research, collecting rich evidence from millions of people around the world in traditional, hybrid and fully decentralized trials.

DEI is critical to becoming a destination employer

Clario prides itself on not only being a leading innovator in the industry, but also as a destination employer. Our commitment to providing a safe, inclusive and empowering workplace drives our ability to hire the best, brightest and most passionate employees. In 2021, 58 "boomerang employees" returned to Clario after previously leaving to work elsewhere — some specifically citing our DEI efforts as a major driver for their return.



"It was the DEI work that made me reflect on how important it is for me that an organization's values align with mine."

Leila Hanzel (she/her)
Relationship Manager and
"boomerang" Clario employee

Governance structure



Clario's major shareholders include Astorg, Nordic Capital and Novo Holdings, whose values are reflected throughout the company's DNA. Accordingly, the governance of sustainability is also embedded in the day-to-day operations of the company at every level.

Our sustainability governance framework rests on three pillars: supervision, management and implementation.

The **Board of Directors** acts as the Supervisory Board for sustainability-related activities. The Board ensures the integration of sustainability into the overall business strategy, reviews the sustainability roadmap annually, owns key KPls (on diversity, greenhouse gas emissions and cybersecurity, for example) and reviews quarterly status updates to prioritize the direction of the company.

The **Sustainability Council** consists of the C-Suite, which leads the development and implementation of the sustainability strategy. The Council guides the ESG Working Group to ensure delivery on specific action items. It also provides a quarterly update on the sustainability roadmap and relevant KPIs to the Board and executive management team.

The **ESG Working Group** is responsible for the execution of sustainability-related activities. Each respective Environment, Social and Governance team coordinates its actions and tracks its individual progress. They also resolve any issues that may be a barrier to success. Additionally, the Working Group reports KPIs and status to the Sustainability Council every month. The Working Group consists of operational leaders representing relevant departments from across the organization.



Strong commitment to sustainability

We are driven by our purpose to transform lives by unlocking better evidence. Clario makes a positive impact by generating the richest clinical evidence to support the development of new therapies, devices and treatments. At the same time, we recognize that embracing environmental accountability, improving labor and human rights, promoting ethical behavior and working toward a sustainable supply chain are also critical to the impact we can have on the world.

In 2021, we developed a **Sustainability Action Plan** that guides us in embracing accountability and creating value for generations to come. Our plan is based on the output from extensive stakeholder materiality feedback sessions. From investors to employees to competitors, we seek to understand which material topics are most critical for our industry, and, therefore, where Clario could make the biggest impact.

Clario's Sustainability Action Plan



Increasing diversity and inclusion, both in our workforce and in clinical trials globally



Minimizing our carbon footprint and waste production



Leading transformation within local communities

Following our materiality analysis, we identified key sustainability aspects and divided them into three areas:

Focus

Topics that are of high priority and importance

Develop

Topics that require more investment as they are still being developed

Meet expectations

Topics that require only some investment as we already have robust processes and measures in place

We understand that to continuously improve our sustainability efforts, we need to make progress on all material topics. However, a lack of diversity is one of the biggest challenges facing our industry. This is clear, based on the demographic data of clinical trial participants. Black representation in the clinical trials supporting the 371 drugs and biologics approved between 2007 and 2017 was 65% below census levels and disease population, according to Tufts Center for the Study of Drug Development. That same research reveals a link between the

diversity of the staff at clinical trial sites and the diversity of patients who participate.

Clario is uniquely positioned to address both the dangerous underrepresentation of marginalized communities and lack of clinical trial staff diversity based on our industry partnerships and global scale. Learn more about this in the Advancing health equity chapter.

We know that Diversity, Equity and Inclusion work must start within our

own walls. That's why we formed a new Diversity Council and established several Employee Resource Groups (ERGs), including Women's Leadership Network, People of Color Network and LGBTQ+ Network. We realize there is a long journey ahead and we have ambitious plans to expand the ERGs with additional groups for Neurodiversity, Veterans and Patients and Caregivers.

Material Sustainability Aspects





Ease of Trial Access
Security and Privacy
GHG Emissions









Diversity and Inclusion Sustainable Procurement







Materiality focus areas aligned with United Nations Sustainable Development Goals (SDGs)

MEET EXPECTATIONS

DEVELOP

Corporate Compliance
Corporate Giving





Pursuing UN SDGs

Our **Sustainability Action Plan** is guided by the **United Nations Sustainable Development Goals (SDGs)**. The goals we identified are strongly linked to our operations and business activities and, as such, we have an opportunity to contribute towards them.

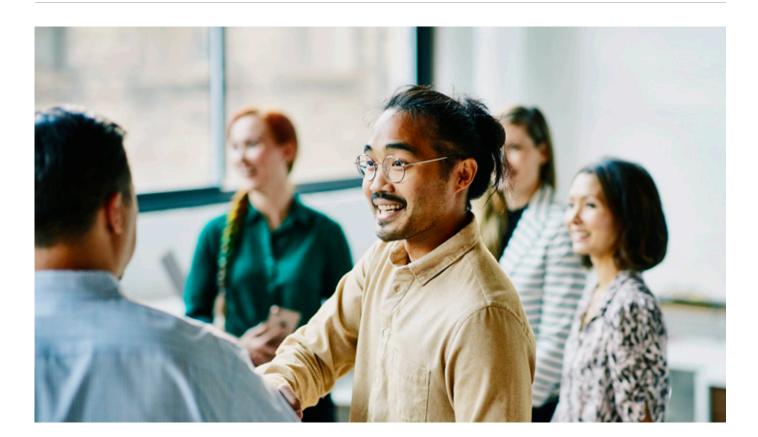




Transforming human health is our core purpose. Generating the evidence needed to assess the safety and efficacy of new medicines, devices and therapies directly impacts the well-being of people around the world. Our investments in therapeutic area solutions harness the insights of over 200+therapeutic area experts, providing the knowledge and execution necessary to transform millions of lives.



Clario is committed to combating the impacts of climate change throughout its operations, including logistics and office locations. We hold ourselves accountable by monitoring and reporting scope 1, 2 and 3 greenhouse gas (GHG) emissions and energy usage. Learn more about our aim to adopt science-based targets and set out a plan to reach net-zero emissions.







Clario provides employment opportunities at all levels for people of all genders, races, ethnicities, sexual orientations and people with disabilities. Our Employee Resource Groups (ERGs), including the Women's Leadership Network, People of Color Network and LGBTQ+ Network, guide us in building a culture in which everyone is valued and accepted. They act as change agents to advance progress on key DEI initiatives.



We know it is not enough for us only to drive sustainable practices internally. This is why we thoroughly vet our suppliers to ensure our supply chain meets our high standards at all times. We review key sustainability metrics, such as supplier diversity demographics, include environmental sustainability criteria in our RFPs and evaluate freight suppliers based on their commitment to reducing carbon emissions. Additionally, our investments in Bring Your Own Device (BYOD) and multi-protocol devices will drive the reuse of devices and reduce packaging and shipping volumes.



We understand that corruption and bribery are threats to strong institutions. Clinical trials are the foundation of the safe use of medicines, devices and therapies and a well-functioning healthcare system. For this reason, we place great importance on ethical compliance and implement strong policies to ensure that corruption and bribery do not occur anywhere in our value chain.



To ensure that sustainability is always a top priority for us, in February 2022, we committed to the ten principles of the **United Nations Global Compact (UNGC)** in the areas of Human Rights, Labor, Environment and Anti-Corruption. The principles will guide us on our sustainability journey and provide a way for us to publicly communicate our efforts. We will publish our first Communication on Progress report in 2023.

Third-party assessments

We are also active in evaluating our sustainability program through leading third-party assessment platforms such as the Carbon Disclosure Program (CDP), **EcoVadis** and **CyberVadis**. In 2021, we are proud to say that the latter organization awarded us a mature rating. Going forward in 2022, we will focus on improvement areas as highlighted by EcoVadis and work on further strengthening our internal policies and processes.



Engagement process

To identify the topics that are most important for us and our stakeholders, we designed a custom materiality process that follows the principles of the **GRI Standards.** First, we established what is most material for Clario, based on peer-benchmarking and thorough internal scoping. At the same time, we determined our main stakeholders: our customers, business partners, suppliers (Tiers 1 and 2), employees, potential employees, investors, end users (patients as well as sites) as well as legal authorities and regulators. Next, we designed a stakeholder engagement process that invited our employees and investors to help prioritize potential material topics.

Inclusive material mapping exercise

This process included internal Clario stakeholders from all levels, ranging from interns to executives, as well as our investors. We included representatives from departments across the organization, from Finance to Human Resources to Technology and Product. Through a series of workshops, we conducted a mapping exercise. We then finalized our material topic focus areas based on these insights.

Materiality analysis

Our materiality analysis process is based on industry-standard requirements set out by the GRI Standards. Based on these standards, we identified: 1. the degree of significance of potential material topics; and 2. the influence these topics can have on stakeholder assessment and decisions. The result of this analysis can be seen in this materiality matrix.

Based on our materiality analysis, we also identified the United Nations Sustainable **Development Goals (SDGs)** which Clario directly contributes to through its sustainability efforts, as described in section 2.4.



Materiality matrix





Ease-of-trial access



Cybersecurity and data privacy



Diversity and inclusion



Sustainable procurement



GHG emissions



Corporate compliance



Corporate giving or philanthropy

Company-wide engagement



Sustainability considerations are an integral part of our day-to-day business, which involves everyone at Clario. As such, we want to ensure that our employees have a say in our ESG efforts. For this reason, we decided to invite all levels of employees to our stakeholder engagement process and listen to everyone's thoughts on what is most material for our business operations.

One highlight of this process was interactions among those of different backgrounds and experience levels, as demonstrated by Nathan Young. Nathan is an intern in our Procurement department who had the opportunity to discuss ESG topics with Jay Ferro, our Chief Information and Technology Officer (CIO) and Dr. Otis Johnson, our Chief Diversity, Inclusion and Sustainability Officer. We consider a well-rounded and inclusive stakeholder engagement process essential to identifying what is material for our work.

Advancing health equity







Access and innovation

While there are many challenges facing the healthcare industry, we consider equitable access to clinical trials the most pressing issue in our sphere of influence. One researcher underscores the immensity of the problem: "In a 2020 analysis of the global participation in clinical trials, the FDA highlighted the vast difference between the enrolled participants and the global population. Of 292,537 participants in clinical trials globally, 76% were white, 11% were Asian and only 7% were Black."1 The lack of diversity in clinical trials, from both a participant and workforce perspective, is a systemic problem that has historically led to inaccurate data for some groups, especially those from ethnic minorities.

Without adequate representation from a diverse group of participants, clinical trials will fail in their primary objective: determining the safety and efficacy of new medicines, devices and treatments for all. Here is one of many examples: "5-fluorouracil, a well-studied, commonly used chemotherapeutic drug, was found to lead to adverse effects, including hematological toxicities, in certain individuals. These toxic effects occurred at higher rates in African American individuals than in white individuals.

Sharma, A., Palaniappan, L. Improving diversity in medical research. Nat Rev Dis Primers 7, 74 (2021). https://doi.org/10.1038/s41572-021-00316-8

However, this observation was not revealed in preceding clinical trials, as these had limited patient diversity, which ultimately negatively affected African American individuals' health care."²

While we cannot change the past, we are dedicated to improving the present and the future. To make trials more inclusive and diverse, we are focused on increasing access by easing the burden of participation. Our aim is to achieve that by applying three key concepts: decentralization, innovation and reliability.

COVID-19's impact on clinical trials

The COVID-19 pandemic accelerated the need for innovation in how clinical trials are conducted. With lockdowns, travel restrictions and social distancing,

empowering patient choice while ensuring business continuity for sponsors created both challenges and opportunities. Fortunately, Clario has been offering decentralized clinical trial solutions for over 15 years, providing us with the expertise to guide sponsors and sites on how best to keep trials moving forward. Our Flex Imaging solution allows us to use any imaging site for data collection, making it more convenient for patients who no longer need to travel long distances to specific sites. We partnered with mobile research nurses and enhanced the virtual visit capabilities built into some of our core solutions. Finally, we strengthened our Trial Anywhere[™] solution, which allows us to generate rich evidence from any location and modality.

Through our partnerships with The Center for Information and Study on Clinical Research Participation (CISCRP),
Association of Clinical Research Professionals (ACRP), Association of Clinical Research Organizations (ACRO), Cornell University, Wake Forest University and OneTen,
Clario works tirelessly with sponsors and partners to expand access and create racial and ethnic diversity in clinical trials and in the clinical trial workforce.



Trial Anywhere™

At the core of our efforts to decentralize trials is our Trial Anywhere solutions. Whether it's a site-based, hybrid or fully decentralized clinical trial, through Trial Anywhere, Clario's scientific expertise, global scale and broad endpoint technology platform combine to deliver clinical evidence with reliability and precision. Trial Anywhere allows sponsors to reach a more diverse set of patients, many of whom would otherwise not be able to participate due to work, childcare, travel restrictions or physical immobility.

Simplifying evidence generation from anywhere

Trial Anywhere simplifies the lives of patients while generating rich evidence. This is made possible by listening to patients and developing innovative technology that meets the needs of sponsors, sites and patients alike. For example, our iSpiro® pulmonary function testing solution increases data quality and reduces variability through real-time data feedback and live, virtual spirometry coaching, ensuring the correct use of devices during remote trials. We also enhanced the user instructions that are integrated into our devices, provided patients with multilanguage 24/7 support and even launched a Bring Your Own Device (BYOD) initiative to improve the way we collect and generate evidence.

² Sharma, A., Palaniappan, L. Improving diversity in medical research. Nat Rev Dis Primers 7, 74 (2021). https://doi.org/10.1038/s41572-021-00316

Innovations such as these allow us to ease the burden of participation and increase access to a more diverse set of patients.

Shifting some of the responsibility for data collection to patients is not always a seamless process, but overall, our Trial Anywhere solutions have succeeded in generating rich evidence. In 2021, most clinical trials were hybrid. We supported eight studies with new remote data capture technology or televisit, impacting 800 patients. We are confident that, as major studies continue to adopt Trial Anywhere solutions, we will see an increase in marginalized participants.

Rich evidence begins with patients' voices

By listening to patients, we design clinical trials based on issues and lifestyle factors vital to them. This improves engagement, retention and compliance, which leads to better evidence. We have quarterly employee all-hands meetings specifically focused on hearing from a patient and their experience with clinical trials. We also regularly invite patients to provide direct feedback on our products and services through regular input sessions.





Transforming lives through education and technology

Inspiredu strives to amplify digital inclusion and promote educational equity through technology and education. Clario partnered with Inspiredu to transform lives and grant access to technology, with the goal of inspiring young scientists and bridging the gap in access to health care. Enhanced digital literacy will have a ripple effect on equitable access to medicine, devices and therapies for the affected families. Access to education means access to better health. In the past year, with our help, Inspiredu distributed over 1,300 laptops and helped numerous families have better access to tools and education.

"Technology was definitely needed. Instead of going to the library every day, Inspiredu has allowed us to stay home and use our devices. We've been in need of technology for a while. The librarians know us by name. The computer and the access to technology has helped us tremendously. It has definitely set the trajectory for our family."

— Participant

CIO 100 AWARDS

Clario's 2020-2021 corporate and individual awards

Health IT Innovator of the Year

CIO 100 Award

Omega Customer Service Award

Energage Top Workplace

Mogul's Top 100 DEI Leader

PharmaIntelligence **SCRIP Awards**

PharmaVOICE 100

Life Science Leader's CRO Leadership Awards

Constellation Research's **Business Transformation** 150 Hall of Fame

















Sustainable principles guide our global operations

From project and data management to customer care, manufacturing and logistics, our expanding global operations team of over 1,700 employees has the expertise and capacity to deliver the richest evidence at scale — always.

Learn how we continuously innovate our operations to meet the highest standards around ethics, data security and a more sustainable supply chain.

Ethical compliance

As a company focused on transforming human health, ethical business practices undergird everything we do at Clario. Throughout the process of merging two leading, global organizations, we intentionally took the best processes and policies of each and have implemented them across our combined organization. A number of key policies point to the direction Clario is headed in the coming years.

First, our Code of Ethics specifies what is considered good conduct by our employees. We spell out what constitutes baseline expectations on topics such as conflicts of interest, legal compliance, data privacy, discrimination and harassment, workplace safety, antitrust, political contributions, clinical misconduct and appropriate business conduct. This Code forms the centerpiece of our commitment to prevent modern slavery, child labor and human trafficking in our organization.

Our Code of Ethics also describes how Team Members can flag any topic of ethical concern via local management, senior management, Human Resources and the Legal Department. We also have a hotline for whistleblowing. Our whistleblower policy ensures that any employee can speak out safely regarding potential ethical concerns. Reports from the hotline are shared with our Board of Directors and are managed by our Compliance Department. We are proud of the way we manage questions and concerns from our employees. In the current reporting period, any concerns that required attention were answered and resolved quickly through the processes we had in place in our everyday operations.

In addition, we introduced a Conflict of Interest framework, which has deepened in its scope. In particular, we confirmed that friends or family cannot be direct hires, vendors cannot be related to the responsible personnel and gifts cannot be made or received on behalf of Clario.









Data security

As a leading provider of solutions that manage data from clinical trials, we know we have a big responsibility to keep that data private and safe. Our extensive cybersecurity plan, which includes industry-leading processes, technologies and people, creates the framework for keeping the data in our care secure. During the period covered by this report, we implemented several new processes, including GDPR compliant data management protocols and regular internal trainings on cyber security. We are committed to protecting our customers' data above all else.

We are proud that we received a mature CyberVadis score in 2021. This score is one of the highest scores possible and is underpinned by 40 different application stacks running several different protocols. This means that our security team has established a highly resilient IT infrastructure, capable of mitigating any type of potential data breach 24x7x365. We are fully compliant with GDPR in Europe. In the case of an accidental non-authorized disclosure of data, we have an effective protocol in place to contact customers directly and to inform them in a transparent manner.

With more employees working from home, we also ensure that they are up-to-date on IT best practices. Specifically, this entails data privacy training and security training on an annual basis and with the involvement of separate teams, as well as conducting quarterly phishing training. We also regularly conduct security audits and privacy audits. In 2021, six audits were conducted. Clario has a deep history of ensuring exceptional data governance standards inclusive of leading practices around Privacy and Security by Design.

Clario received one of the highest CyberVadis scores possible in 2021





Sustainable supply chain

To ensure smooth and sustainable operations, effective supply chain management is essential. Based on our 50 years of experience in providing clinical trial solutions, Clario's value chain is extensive and spans across thousands of suppliers, hospitals and patients around the world. Our global scale requires solid processes to safeguard sustainable procurement and consider and mitigate any potential risks. That is why we have clear protocols in place for suppliers to ensure that our supply chain meets our high standards at all times.

To ensure an uninterrupted supply of the necessary materials and components for supporting clinical trials, we decided to better map our supply chain, as well as diversify and relocate specific sites. This is not only due to COVID-19 related disruptions, but also based on the realization that Clario can have a tremendous impact both upstream and downstream through the supply chain.

Assessing supplier impact

We identified clear criteria for contracting with suppliers, including technical specifications, employee hiring practices, data privacy stewardship, commitment to emission reduction and the presence of a security team to mitigate any potential

negative externalities. These conditions, along with an outline of our goals for environmental and social sustainability, are specified in our Vendor Code of Conduct. To date, a number of our suppliers are signatories to this guideline and a growing number of our supplier contracts include clauses on sustainability.

Clario is gathering diversity and environmental data from suppliers to promote both sustainability and diversity, equity and inclusion throughout our vendor selection process. Currently, we conduct surveys on supplier diversity, environmental practices and social concerns. For new suppliers, we also have a sustainability questionnaire as part of our Request for Proposals.

Pushing suppliers on sustainability

We are creating a priority list with 70 of our existing suppliers to issue surveys to and ensure they sign our Vendor Code of Conduct. In addition to the surveys and Vendor Code of Conduct, we will determine what memberships they have and if they participate in EcoVadis, the world's largest provider of business sustainability ratings. We developed this supplier list based on a number of factors: criticality to Clario, total spend and biggest impact on sustainability (e.g., data centers, freight couriers, electronics and labor support). Our goal is to reach 90% compliance for our target list. For new suppliers, Clario does not award business if responses are unsatisfactory. These efforts position Clario well to push its current suppliers on sustainability, as well as make more informed choices about potential suppliers moving forward.

In addition, we are updating our Purchasing Standard Operating Procedure to reflect the sustainability criteria evaluated during our supplier selection process. All of these initiatives highlight Clario's robust commitment to improving the sustainability of our purchasing processes, both today and in the future. Going forward, we also aim to map our complex supply chain further and to continue to explore which key ESG issues we will address.

Goal: 90% compliance among top suppliers

31 3.



Our commitments to becoming a destination employer guide our ability to hire the best, brightest and most passionate employees committed to delivering the richest evidence. We recognize and celebrate the achievements of our talented team in many ways. Specifically, our internal Service Awards highlight the efforts of amazing individuals and their contributions to the company. In 2021, our employees received a total of 403 awards. The happiness and wellbeing of our employees is essential to empowering our customers to develop new medicines, treatments and devices.

Employee experience and growth

At Clario, our mission is to transform human health and we know this starts within our own walls. Following the merger, we focused on harmonizing our efforts and policies to create a positive and cohesive employee experience. Our focus on culture and values, people-related processes, progressive attitude and greater diversity contribute towards our goal of becoming a destination employer; an achievement that we are particularly proud of after receiving the Energage Top Workplace recognition award at the beginning of 2022.

Improving onboarding

We introduced a comprehensive onboarding program for new hires, covering corporate presentations, training and meetings with managers and new colleagues. We follow up with a post-onboarding evaluation survey to make sure that everyone has all the necessary information to start their journey with us. Since last year, most people were onboarded virtually, so we selected existing employees to act as peer coaches to help new colleagues smoothly transition into the company.

"I'm very happy to say that I work for Clario, a company that respects and openly celebrates the differences of its employees."

Rosline Dawkins (she/her)

Sr. Employee Services Coordinator





Providing opportunities to grow

The objective of our Employee Development Program is to ensure that every employee is empowered to grow in their careers and truly make an impact. We partnered with a coaching program called BetterUp to help our employees achieve their goals and reach their full potential. Presently, 70 employees are active users of the program. Employees are encouraged to develop their soft skills and advance their career paths together with their managers. We also provide internal and external training to allow employees to develop their skills further and have a tuition/education reimbursement policy in place. In 2021, employees received, on average, 50 hours of training on a variety of topics, including Diversity and Inclusion in the Workplace, Microaggression and Unconscious Bias.

"I believe in our mission and feel included. I feel lucky to have the trust and flexibility to do my job in a healthy and motivating environment."

Matthieu Péré (he/him) Data Privacy Team

At the managerial level, we offer opportunities for growth through the Leadership Academy, aimed at employees who aspire to transition into leadership positions, as well as supervisors and managers who wish to develop their leadership competencies further.

Currently, there are 86 employees participating in the Academy.

In addition, we worked on harmonizing our internal policies so that every employee has the same opportunities and the same chance to thrive at work. From time off and volunteering days, to professional development and succession, we give employees the resources they need to be successful — whatever that looks like for them. We also mapped out improvement areas and introduced new practices, such as the December Winter Break, to encourage an improved work-life balance during the holidays.

Employee engagement

By creating an exceptional employee experience, we can also enable an exceptional customer and patient experience. For this reason, we place great importance on understanding what our employees want and need. According to employee feedback, they feel listened to and well supported, acknowledging managers' dedication to collaboration and team building.

In 2021, we launched a new annual culture survey designed to proactively listen to our employees, regarding their personal experiences, to identify improvement areas across Clario. In addition, we engaged our employees on a variety of topics throughout the year, including how to get back to the office after COVID-19. As a result of these "pulse checks," we introduced flexible and remote working even after returning to the office in

September, 2021. In 2022, we plan to start

"Made me feel safe and accepted like never before in a work environment."

Priscila Silva Lisboa Monteiro (she/her)
Project Manager





"Through the People of Color Network, we can amplify those stories that, historically, have been relegated to noise."

Aaron Johnson (he/him)
Associate Product Manager

COVID-19

Health and safety has remained our priority ever since the outbreak of COVID-19. We initiated a COVID-19 Task Force, with global representation from all parts of the business, to monitor the situation and the impact it has on our employees. The Task Force has been making recommendations to the executive leadership on topics such as essential staff, office safety and travel. In addition, it has been responsible for sending out regular internal communication to keep everyone up to date with developments. To mitigate issues resulting from the pandemic, we launched several initiatives, including flexible working and allowing employees to roll over additional paid time-off days into the next year.

Prior to returning to the office, in July 2021, we sent out a COVID Return to the Office Survey to better understand how employees felt about the transition. To ensure that everyone felt safe, we also requested that employees voluntarily attest to being vaccinated before returning to the office. As many companies experienced, Clario also saw some employee attrition during the pandemic. To address this, Clario launched a targeted "Welcome Back" campaign designed to win back employees who left for any reason. 58 "boomerang employees" returned, often citing the company's positive cultural transformation, including the focus on diversity, inclusion and sustainability, as the reason for coming back.

Diversity, Equity and Inclusion

Implementing our core strategic imperative in 2021, we worked hard to truly embed diversity and inclusion into the company's DNA and strengthen a culture in which everyone is valued and accepted for who they are. The key to achieving this vision was the creation of the Diversity Council and Employee Resource Groups (ERGs) focusing on women, people of color and LGBTQ+, enabling employees across the company to connect, discuss and educate and support each other as they grow personally and professionally. We also held our second annual Diversity Week in December, during which the diversity team hosted a number of engaging, entertaining and educational events.

Lastly, we implemented mandatory diversity training for all employees.

Diversity and inclusion in our DNA

To further develop diverse talent and foster inclusivity, we narrowed our focus on the adequate representation of women and people of color through the Emerging Leaders Program (ELP). The purpose of the ELP is to actively elevate these groups into leadership, from Manager and Director positions to Vice President+ roles. Last year, the ELP was successfully comprised of 52% women and 35% of people of color, of which 42% and 33%, respectively, were promoted by December.

52% women and 48% men globally

29% people of color in the U.S.

36% women in leadership globally

Strong leadership drives real DEI progress

As many organizations have discovered, building an inclusive culture comprised of a diverse workforce doesn't happen by accident, nor is it a part-time endeavor. As a result of reimagining our core purpose and the impact we hope to have on the world, our Board of Directors and Executive Leadership team recognized that we needed strong leadership that would be fully focused on diversity, equity and inclusion strategy and execution. So, in 2021, Clario appointed its first Chief Diversity, Inclusion and Sustainability Officer, Otis Johnson, Ph.D, M.P.A.

With over 20 years' experience working in pharmaceuticals, Dr. Johnson is passionate about the industry and holds expertise across clinical informatics, business analytics, sales, project management, and research and development. He has held leadership positions at a number of global companies including Merck, ICON and Syneos Health. His core belief is that diverse candidates are not missing aptitude. They are missing access.

Under his leadership, Clario created a robust plan of action, including developing conscious inclusion competencies of our people and leaders: executive leader sponsorship of women and minorities; measuring inclusion of women and minority talent in our Employee Development Program; and formal succession planning to raise women and minorities into leadership positions. For the results he delivered, Dr. Johnson was recognized as a Mogul 2021 Top DEI Leader, Additionally, in 2021, Clario invested in another new role: Director of Diversity and Inclusion. held by Ashni Niemeyer.

Thanks to Dr. Johnson's visionary leadership, Clario currently has official commitments to achieving gender balance in leadership positions, 40% people of color across the U.S. organization and eliminating pay disparity through a pay gap audit and remediation plan. The path forward is not easy or simple. But with strong leadership, we are confident Clario will achieve its DEI goals and build a company we can all be proud of.





Dr. Otis Johnson (left) Chief Diversity, Inclusion and Sustainability Officer

Ashni Niemeyer (right)Director of Diversity
and Inclusion

In 2021, we also implemented key efforts to accelerate pay equity. In our industry, women and people of color often earn lower wages than they should. To make progress faster and increase accountability, we hired a new Head of Total Rewards, who will focus on pay

equity. In 2022, we will conduct our first

pay gap audit as well as formalize a

Diversity goals and progress

remediation plan.

We strongly believe that diversity among our senior leadership is crucial to achieving our overall DEI goals. To this end, we committed to achieving gender balance in leadership (Director and above) by the end of 2024. We also committed to achieving 40% people of color in the US portion of the organization by the end of 2024. Our decision to join the BetterUp coaching program is also a part of this effort. During the selection process of individual mentoring, we ensured adequate representation of women and people of color. Thanks to our efforts, we have increased the hiring and promotion of women by nine percentage points over the past year.

Employee Resource Groups: 2021 achievements



People of Color Network

Goal: to level the playing field through recruitment, development and advancement of people of color.

- Raised cultural awareness through events and roundtable discussions
- Sponsored an inclusion workshop for leadership
- Initiated diversity training for all employees



Jessica Perry (she/her) Co-chair



Sharon Gregory (she/her) Founder



LGBTO+ + Allies ERG

Goal: to make sure people feel comfortable bringing their whole self to work and that our systems, benefits and policies support our colleagues in that.

- Created visibility and engagement through social events
- Introduced preferred pronouns and implemented them in email signatures at Clario
- Introduced gender neutral bathrooms in six locations and counting

Women's Leadership Network

WOMEN'S

NETWORK

CLARIO.

LEADERSHIP

Goal: to recruit and promote women into all levels of leadership, especially Director level and above.

- Launched a Masterclass Series and hosted three global events
- Supported 60 Clario women through the Mentoring Program
- Created Clario's Inspirational Women Awards



Kelley Atherton (she/her) Founder and co-chair



Rosie Woolley (she/they)

Co-chair

Janine Jones (she/her) Co-chair



Anne Hahn-Schatka (she/her) Elizabeth Wiley (she/her) Co-chair



Co-chair



Diversity through recruitment

We search for great people from all backgrounds with outstanding skills and creative minds. Fostering diversity is important to us, but we do not recruit based on diversity indicators; instead, we see ourselves as an enabler of diversity by adapting our processes to create opportunities for diverse recruitment.

In 2021, we identified additional potential for improvement and implemented new strategies and goals to help us recruit a diverse workforce. One of these goals is to interview at least two diverse candidates per open position. To help us achieve this target, we partnered with leading organizations that specialize in recruiting diverse talent, including OneTen and HireEZ. To increase access, we removed the four-year degree requirement from select job descriptions and focused on essential skills instead. Additionally, we launched an apprenticeship program for select roles. We also committed to including a member of the Diversity Council on all interviews for Directors and above and created diversity interview guides to support the candidate assessment process.

Key partnerships

HireEZ

HireEZ is a talent sourcing platform that enables companies to find and engage with a diverse pool of candidates. By using this platform, we can recruit diverse talent more easily.

OneTen

OneTen is an coalition that aims to close the opportunity gap for Black talent in America by hiring and advancing one million Black individuals who do not have a four-year degree into family-sustaining careers over the next ten years. In our effort to diversify the team at Clario, we have partnered with OneTen and have committed to upskilling, hiring and promoting 50 black individuals per year.

"Oftentimes, companies will set ambitious goals, but fall short when it comes to demonstrating action. Clario's concrete goals and measurable progress toward hiring and developing more Black talent are key to achieving our collective mission"

— Maurice Jones, CEO of OneTen







Environmental impact

At Clario, we believe that the health of our environment is inextricably linked to human health and wellness. That's why we are focused on reducing our environmental impact and investing in sustainable business practices wherever possible. While we are proud of the progress we have made, we know we still have work to do in this area, which is why we are doubling down on our sustainability efforts. In the period covered by this report, our focus was on reducing waste in logistics facilities, upcycling electronics, making sustainable changes in our offices and mitigating greenhouse gas emissions generated by our shipping and transportation vendors.

Internal environmental impact

At Clario, improving sustainability is a bottom-up versus top-down endeavor, with many employees at all levels demanding action. In 2021, we enhanced all our global office spaces from a sustainability perspective. We offer recycling in our offices, use reusable items for catering and our Estenfeld, Germany office has tackled food waste by channeling biodegradable waste into a bioethanol factory. We've also worked on "greening" employee commuting. We encourage employees to sign up for our Job Bicycle program and to use public transportation. For example, in our Munich office, 37% of our employees chose one of these options, while 30% did so in the Estenfeld office.

A breakdown of Clario's emissions

Most of Clario's emissions are related to gray electricity (92% of scope 1 and 2 emissions), which is followed by natural gas consumption at our Rochester site (5% of scope 1 and 2 emissions). Together, the St. Louis, Philadelphia and Estenfeld offices account for 65% of the total Scope 1 and 2 emissions. The St. Louis site alone accounts for 43% of the overall Scope 1 and 2 emissions, which is nearly as much as the total emissions of the bottom 13

sites. The St. Louis site also has the highest emissions in relative terms (per FTE) due to its high energy consumption. Seeing an opportunity to reduce Clario's carbon footprint, we are actively planning to move out from the St. Louis site to a smaller and more efficient building.

Our Scope 3 GHG emissions account for most of our emissions (91%), where two main sources fall under this scope: transportation and distribution (59%) and purchased goods and services (18%).

How we are reducing our emissions

To mitigate these emissions, we are working with our shipping vendors to better understand their emissions and identify the most sustainable options. We also significantly reduced the weight of our packaging materials, reducing GHG emissions by around 50%. As with many global companies, our business travel has decreased dramatically due to COVID-19. As the world shifts to a "new normal," we aim to adopt a critical attitude towards long-distance business travel and will create a protocol for assessing if and when such travel is necessary. Moving towards a more sustainable travel model is a priority for us.

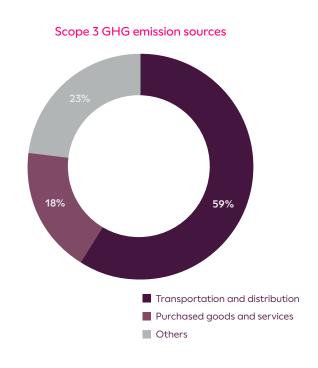
On the path toward net-zero

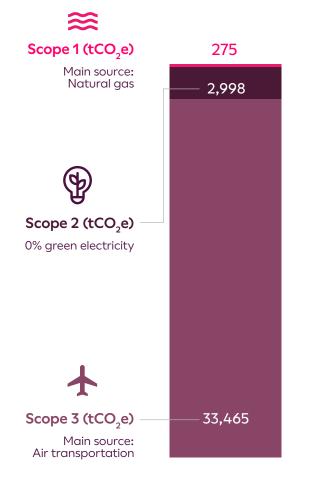
To be in line with the Paris Agreement, we also aim to adopt science-based targets by 2024 and establish a plan to achieve net-zero emissions within Clario by 2045. As the first step in this process, in 2021 we started to internally map and measure emissions. In the practical sense, this means scoping out the emissions from our two previous companies — ERT and Bioclinica — into a unified account of total Clario emissions. We have externally validated and tracked our progress through the recognized framework set out by the Carbon Disclosure Program (CDP) for the second year in a row.

In 2020...







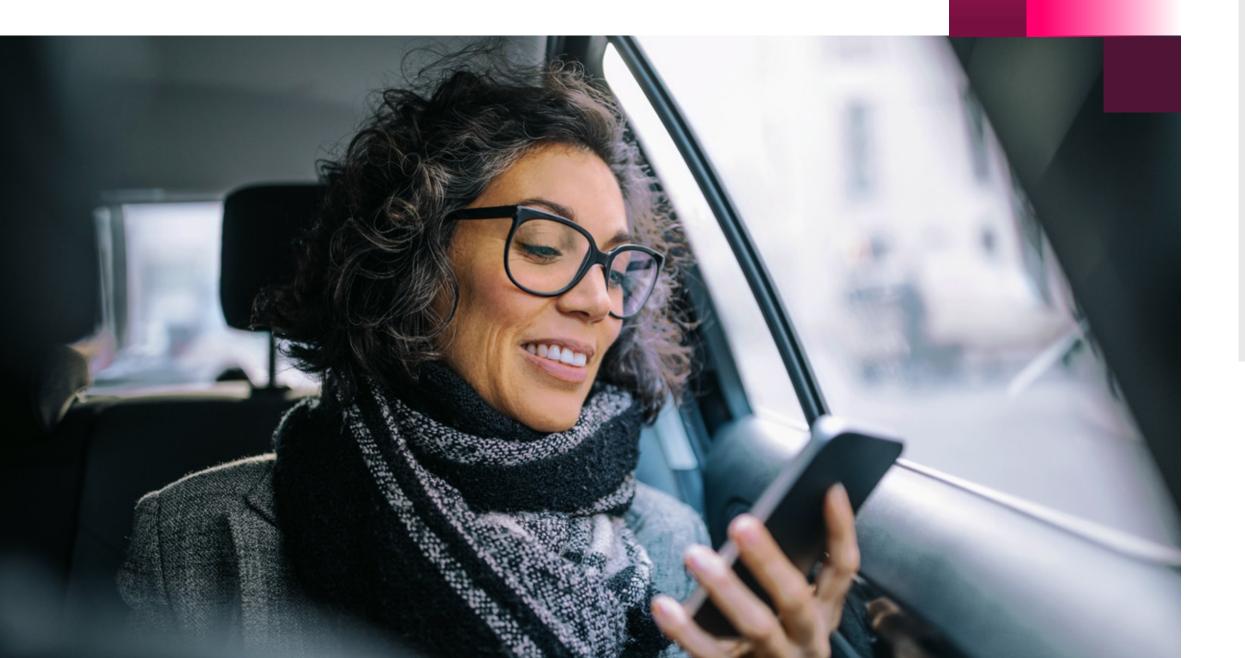




The environmental impacts of decentralized clinical trials

The industry-wide shift to more hybrid and decentralized trial elements holds the potential to improve sustainability across the industry. An increase in the use of digital devices means reducing the amount of paper used in clinical trials — a concept Clario has been leading for over 15 years. Additionally, by empowering remote data collection from anywhere, our Trial AnywhereTM solutions help reduce the carbon emissions created by traveling long distances to sites.

Decentralized trials involve shipping devices directly to patients. To minimize the environmental impact of shipping, we worked with sites in Germany, the U.S., Japan and India to reduce packaging waste as much as possible. While our devices are packed according to the standards and regulations of medical supplies, we made sure packaging has detailed instructions on how to dispose of waste responsibly and how to return the devices using the original packaging.



Upcycling of electronic devices



Maintaining the highest-level of integrity required in clinical trial research often means using the same types of devices and firmware for every patient throughout all trial locations. Regularly updating devices resulted in a stockpile of previous generations. To prevent these devices from ending up as e-waste, Clario donates them to organizations supporting underserved communities.

We partnered with Angestöpselt e.V., a non-profit organization, which helps underprivileged youth develop the skills needed for education and career success through technology-based learning tools. Partnering with Angestöpselt e.V. has helped us give our electronic devices (such as laptops and tablets) a second life. It is both an environmental and social win for Clario to turn our digital technology into a valuable resource for underprivileged families.

Corporate giving

At Clario, being a good corporate citizen means regularly giving back to the communities in which we live and work. In 2021, we worked with 39 different charities across the world. The charities we support may change from year to year, depending on the opportunities we see to make an impact. In general, we focus on offering material donations such as hardware, electronics, food and toys as well as monetary donations.

We also encourage our employees to volunteer for non-profit organizations, schools, or other charities through the newly formalized company-wide Outreach Hours Policy. We are happy to report that this initiative was very popular, even during COVID-19, with 142 employees volunteering a total of 939 hours. In 2022, we plan to have a fully centralized corporate giving process and increase the number of volunteers and volunteer hours.

We also organize our own projects under the Save the Planet initiative to work towards greater environmental protection and corporate responsibility. This year, we collected bottle caps and empty ink



cartridges to raise money for cancer aid and the chronically ill. We organized a stamp collection campaign to help an organization that works for people with disabilities and donated end-of-life (EOL) products as well as laptops and printers to charities, schools and training centers. Our efforts also involved the Save Energy Project, which encourages a more

39

Different charities

142

Employees volunteered

proactive approach to accountability for the environment by reducing personal energy use. Through Save the Planet, we identified two initiatives to focus on going forward: the Energy Scout project and the EMAS/ISO14001 certification.

In addition to cash donations, last year, we donated 38,604 pieces of hardware across 21 different charities.

939

Hours volunteered

38k+

Pieces of hardware donated



Clario donates to non-profit organizations located in the following places:

Alabama, United States

California, United States

Georgia, United States

New York, United States

Pennsylvania, United States

Belgium

Netherlands

Ahrntal, Germany

Altertheim, Germany

Detmold, Germany

Kitzingen, Germany

Stuttgart, Germany

Würzburg, Germany

Tanzania

Nottingham, United Kingdom

Peterborough, United Kingdom

Salisbury, United Kingdom



In 2022, we plan to focus on the following:



Harmonizing the measurement of our greenhouse gas emissions and committing to net-zero targets



Identifying appropriate environmental certifications to pursue

Increasing diversity and inclusion, specifically gender balance in leadership and better representation of people of color across the company



Maintaining our strong cybersecurity and data privacy stance



Continuing our focus on easeof-trial access and offering more decentralized trial solutions

"Due to trailblazing doctors, we discovered my sons were cured of a disease once thought uncurable. Clinical trials transformed our family's lives and the unexpected result gave other families hope that they never had before. To all those working in the clinical trial industry, you are making hope happen."

 Suzanne Harris (she/her)
 Sr. Director, Corporate Brand and Marketing





Conclusion

We have made substantial progress in our Diversity, Equity and Inclusion and Sustainability efforts in the past two years. The ambitious goals we established will drive us forward as we continuously measure our progress via KPIs. We know there is still a great deal of work to be done, but we are energized by the difference we are making in the world.

On behalf of the entire global Clario team, thank you for reading this report. We hope that it inspires you to look inward and reflect on the ways you personally can contribute toward building a more just and sustainable world. As we press forward with confidence, we are excited about what the future holds. We look forward to journeying together with you.

Sincerely,

Otis

Dr. Otis Johnson (he/him) Chief Diversity, Inclusion and Sustainability Officer



ESG KPI Table

CEO pay retio 46:1 # of employees 3402 # of women across the company 1533 # of women in executive positions (director and above) 307 % of women in executive positions (director and above) 36% Unadjusted gender pay gap \$4,37/hour # of people of color in the U.S. portion of the organization 182 % of service awards given 403 # of employees that use Better Up Coaching 70 # of average hours of training per employee 50 # of people who volunteered 142 # of hours of volunteering (outreach hours policy) 339 # of employees below the age of 18 0 % of employees covered by collective agreements 0 # of owk-related incidents 2	Social	2021
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# of employees below the age of 18 0 % of employees covered by collective agreements 0	# of hours of volunteering (outreach hours policy)	939
% of employees covered by collective agreements 0	# of boomerang employees	58
	# of employees below the age of 18	0
# of work-related incidents 2	% of employees covered by collective agreements	0
	# of work-related incidents	2

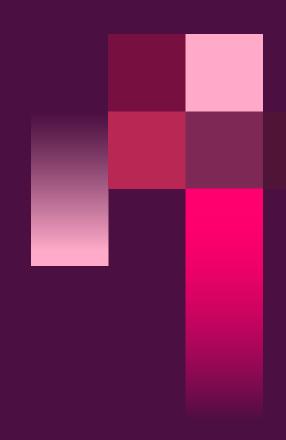
Governance and compliance	2021
# of IT security audits	6
# of information security breaches	0
# of confirmed corruption incidents	0
# of whistleblowing reports (ethical complaints through official whistleblowing procedure)	0
Environment	2021
% of total workforce that received training on environmental issues	2
Procurement	2021
% of buyers that have received training on sustainable procurement	TBD
% of suppliers that have gone through a CSR assessment/questionnaire	19
% of suppliers that have gone through a CSR audit	0
Other	2021
# of trials	851
# of remote trials (excluding eCOA)	8
# of patients in trials	227,854
# of patients in remote trials (excluding eCOA)	800
# of regulatory approvals in 2021	23



List of charities

Charity	Donation type
Angestöpselt e.V.	Material hardware
Caring Foundation	Material hardware
Church Community Kist/ Tansania Project	Material hardware
Emergency aid Ahrntal-Flood	Material hardware
Emergency aid refugee families	Material hardware
Elementary School Altertheim	Material hardware
Elementary School St. Hedwig Kitzingen	Material hardware
Fire Brigade Altertheim	Material hardware
Freidero	Material hardware
Inspiredu	Material hardware
Kindergarten Kids paradies St. Lioba Lengfeld	Material hardware
Kindergarten Leinach	Material hardware
Liebe im Karton e.V./Syrienhilfe	Material hardware
Lighthouse e.V.	Material hardware
Perspektive e.V.	Material hardware
Projekt SONIA: Refugee work and integration support	Material hardware
Simon Heart	Material hardware
World Vision	Material hardware
Youth Support Creglingen e.V.	Material hardware

Charity	Donation type
Alzheimer's Day	Monetary donation
Ancker e.V.	Monetary donation
Angels On A Leash	Monetary donation
Banque Alimentaire BXL — Food	Monetary donation
Escalpade (Tristan)	Monetary donation
Fed restos du coeur de BXL — Food	Monetary donation
Forget Me Notts	Monetary donation
Love in a box	Monetary donation
Mandela Day	Monetary donation
Movember	Monetary donation
Nottingham Winter Shelter	Monetary donation
Pink Ribbon	Monetary donation
Rode Kruis — Flood	Monetary donation
Ronald McDonald Adopt a Room	Monetary donation
Station Regenbogen	Monetary donation
Sue Ryder Thorpe Hall — Christmas gifts for people in end of life care	Monetary donation
Trussell Trust	Monetary donation
Trussell Trust — Foodbank donations	Monetary donation
Yorik/Zusammen Stark e.V.	Monetary donation
Young Minds	Monetary donation



About Claric

Clario generates the richest clinical evidence. Fusing our deep scientific expertise and global scale into the broadest endpoint technology platform, we empower our partners to transform lives.



