



2023 Environmental, Social and Governance Report

CLARIO.

About this report

In our 2023 Environmental, Social and Governance (ESG) report, you'll learn more about Clario, our values and how we are addressing today's healthcare challenges. Our core purpose is to contribute to social and environmental sustainability, creating a more just and ecologically sound world. It is not just the right thing to do — it's who we are. This report showcases our progress toward corporate accountability, areas for improvement and commitment to annual reporting. Although material covered here represents 2023, we plan to publish annually so you can follow our journey. We hope our continued dedication inspires you to join us in collaboratively contributing to better living for all.

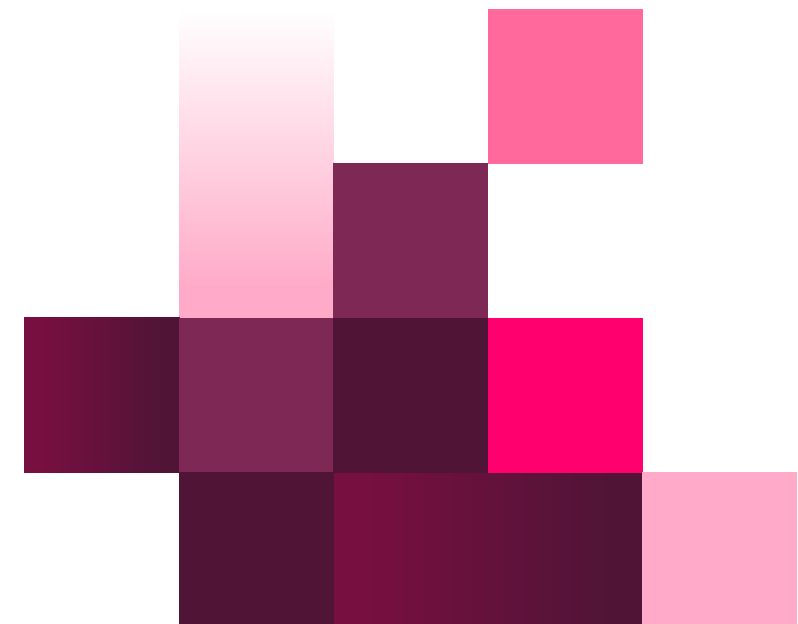
The 2023 ESG report covers sustainability data from January 2023 to December 2023. Last year, Clario published the annual ESG report under the same name, covering the reporting period from January 2022 to December 2022. To ensure accuracy and clarity, going forward we will use the reporting year in the title of the report.



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Glossary

Abbreviation	Definition
CDP	The Carbon Disclosure Project (CDP) is a global initiative encouraging companies to disclose environmental impact, specifically carbon emissions, to investors and stakeholders to promote transparent and sustainable practices.
CSRD	The Corporate Sustainability Reporting Directive (CSRD) is a new EU regulation to enhance corporate sustainability reporting, requiring companies to disclose environmental, social and governance information, fostering transparency and accountability.
FDA	The Food and Drug Administration (FDA) is a federal agency in the United States (U.S.) responsible for regulating and supervising the safety and effectiveness of food, drugs, vaccines, medical devices and cosmetics.
ISO	The International Organization for Standardization (ISO) is an independent, non-governmental international organization that develops and publishes voluntary international standards to ensure quality, safety, efficiency and sustainability in various industries worldwide.
SBTi	The Science Based Targets initiative (SBTi) is a collaborative effort helping companies set emission reduction targets aligned with climate science, ensuring actions to mitigate climate change are ambitious, credible and effective.
SDGs	The Sustainable Development Goals (SDGs) are a collection of 17 global objectives established by the United Nations to address various social, economic and environmental challenges and promote sustainable development worldwide.



A letter from our CEO

Welcome to Clario's 2023 Environmental, Social and Governance (ESG) report. As you read through these pages, I urge you to remember Clario's guiding purpose: To transform lives by unlocking high-quality endpoints in clinical trials.

The lives we seek to improve include those of our team members, our customers, their patients, caregivers and beyond. It is gratifying to know Clario's contributions to the development of life-changing therapies mean we play a meaningful role in the world around us.

More than ever, we are building a natural synergy between Clario's business objectives and our ESG efforts — striving to foster sustainability and equity is integral to what we do. When we published last year's ESG report, I highlighted three strategic objectives to accelerate our pathway to providing our customers with precise data while enabling us to build a more sustainable future. Those priorities included:

- Improving the customer experience.
- Differentiating our offering.
- Operating with greater discipline.

We made significant strides in meeting our priorities in 2023, and I am particularly proud of our achievements in the following areas.



Expanding access, sustainably

In 2023, we saw expanded use of our electronic clinical outcome assessment (eCOA) solutions reduce the unnecessary use of paper while limiting the burden on patients by allowing them to participate from wherever they were in the world. Not only do these types of flexible solutions cut down on paper consumption and the need to travel, but they also increase access to trial participants who may otherwise have been unable or unwilling to take part in a study. Historically, there has been a notable lack of diverse patient populations willing to participate in trials. By expanding access to studies with connected digital solutions, we are opening the door to richer data that can help our customers develop medicines appropriate for patients from all communities.

Responsibly advancing technologies

Last year, we incorporated scientific review into our protocols while leveraging Artificial Intelligence (AI) to improve the speed and quality of data capture. Since 2018, Clario has focused on developing AI and machine learning models to advance clinical trial endpoint analysis and the sponsor experience. Today, the average pivotal Phase 3 clinical trial collects more than 3.6 million data points. In a relatively short span, AI has given Clario the power to process, analyze and run quality control on data at scale. By supporting the efficient generation of high-quality endpoint evidence, we're helping to impact patient outcomes faster than ever before.

But we insist on making that impact in the right way. In 2023, we doubled our commitment to responsibly delivering these transformative tools. We instituted five organizational principles for the responsible use of AI in clinical trials. In 2024 and beyond, those principles will serve as our north star for developing and applying AI tools. They enable us to continue to provide exceptional service to our customers so they, in turn, can continue to improve patient outcomes.

Operating in the green

Our organizational focus on environmental sustainability helped us achieve a significant milestone with ISO 14001:2015 certification of our facilities in Estenfeld, Germany. This certification underscores our commitment to environmental

stewardship, efficient use of resources and waste reduction. Earning ISO 14001 certification is another step forward in our dedication to continual improvement and sustainable practices. Accomplishments like these are good for the planet, differentiate our offerings and reinforce the trust of our stakeholders.

Continually redefining excellence

Despite our successes, Clario never stops trying to do better. In 2024, we will continue to improve on the three strategic objectives we established last year. Our customers can expect optimized site processes, more targeted support and exceptional core study delivery. And, as pioneers in bringing responsible-use AI to the clinical trial space, we will continue to expand our efforts to drive faster study start-up times, faster responses to customer and patient inquiries, and faster access to accurate, actionable data.

I have no doubt we will achieve those goals — and much more — while we continue to make progress with our ESG objectives. My confidence in Clario's success is resolute because I know my colleagues around the world hold an unwavering dedication to achieving our purpose of transforming lives. I am grateful to them and to the many partnerships that help us continue to make a difference in the world.

Sincerely,

A handwritten signature in black ink that reads "Chris".

Chris Fikry, M.D.
Chief Executive Officer

Advancing sustainability with transparency

In today's world, it is important to have an organizational focus on environmental, social and governance factors. At Clario, we are committed to achieving our sustainability goals and helping empower our clients to do the same. This report details our progress in 2023 and outlines our exciting plans for 2024.

Progress in 2023

Flexible clinical trials: At Clario, we recognize every clinical trial is an opportunity to make a positive impact. Our flexible services help to reduce the burden on patients while improving trial participation and patient compliance to support the generation of higher quality evidence. By streamlining processes and leveraging innovative technologies, we have increased both trial efficiency for sponsors as well as data precision. At the same time, these changes have helped to reduce our overall carbon emissions and decrease the reliance on paper by implementing solutions that allow a more seamless submission of client data.

Sustainability by design: At Clario, sustainability is more than just a goal; it's a core principle woven into the fabric of our operations. From daily decision-making to long-term strategy, we strive to be environmentally responsible. This commitment goes beyond meeting regulations. We actively seek ways to contribute to a more sustainable future for generations to come. One example is our recent transition to more sustainable packaging solutions after evaluating the environmental impact of our previous options. We also continue to work with third-party medical device vendors to optimize the use of site-owned healthcare equipment for the acquisition of patient parameter data.

Science-based targets: In 2023, we took a significant step forward in our sustainability journey by submitting our ambitious emissions reduction goals for Science Based Targets initiative (SBTi) validation. This demonstrates our continued commitment to combating climate change and reducing our

carbon footprint. By setting science-based targets, we aim to not only mitigate environmental impacts but also drive innovation and create value for our stakeholders.

Looking Ahead (2024)

Sustainable procurement: In the coming year, we are excited to announce our plans to further strengthen supplier diversity to foster a more sustainable supply chain. By partnering with suppliers who share our values and commitment to sustainability, we aim to create a more resilient and responsible supply network that minimizes environmental impact and promotes social equity.

Client sustainability support: We are also dedicated to supporting our clients on their own sustainability journeys. Our goal for 2024 is to provide timely and actionable data that empowers our clients to achieve their sustainability objectives. By leveraging our expertise and resources, we aim to be a trusted partner in driving positive change across the industry.



All of us at Clario remain steadfast in our commitment to sustainability, innovation and making a positive impact on the world. When we achieve our ESG goals, it means we are also making good on our promise to transform lives around the world. With that in mind, we are excited about the opportunities ahead and remain dedicated to creating a more sustainable and equitable future for all.

A handwritten signature in black ink that reads "Ellen" with a stylized flourish at the end.

Ellen Street
Executive Vice President and
General Manager, Digital Physiology &
ESG Executive Sponsor

Introduction



About Clario

At Clario, we use science to generate regulatory-grade clinical data that pharmaceutical and biotechnology companies need to bring new medicines, therapies and devices to market. Since 1972, customers have used our technology and data management services to support more than 26,000 clinical trial opportunities across 100+ countries. We have also been an integral part of more than 700 FDA and EMA regulatory approvals. These successes exemplify our unwavering commitment to continuously providing clinical endpoints that safeguard efficacy, safety and quality of life in clinical trials.

The impact of our clinical evidence-generation platform

Clario is proud to be the partner of choice for leading pharmaceutical and biotechnology companies of all sizes. Between 2012 and 2023, we contributed to 60% of all approvals from the United States (U.S.) Food and Drug Administration (FDA). Since ERT and Bioclinica joined forces to become Clario in 2021, we have collected evidence in more than 2,700 clinical trials. In 2023 alone, 233,000+ patients were enrolled in a trial supported by Clario. Our suite of equipment and services encompasses Medical Imaging, Electronic Clinical Outcomes Assessment (eCOA) and Digital Physiology, spanning Respiratory, Cardiac and Precision Motion measures. We are committed to investing in speed and agility so our technology is always ready for what's next.



Medical Imaging



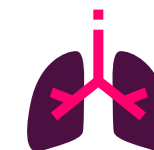
eCOA



Cardiac Solutions



Precision Motion



Respiratory



Advancing science for better living

Science and data form the basis of every technology, product and service Clario offers to help our customers deliver better living. Global scale and 50 years of experience enable us to meet the industry's evolving needs with best-in-class technologies generating endpoints across all major therapeutic areas — from oncology to neuroscience to ophthalmology and beyond. Our fit-for-purpose solutions provide

superior and compliant data capture, management and analysis.

Additionally, we are dedicated to promoting greater diversity in clinical trials through our individual efforts and strategic partnerships. We believe the richest clinical data is the most diverse. Yet, as seen in the demographic data of clinical trial participants, a lack of diversity is traditionally one of the biggest challenges facing our industry.

Underrepresentation in clinical trials

A study published in 2023 by the Tufts Center for the Study of Drug Development (TCSD) in collaboration with Clario, reviewed pivotal clinical trials from 2007 to 2021 for drugs receiving FDA approval. Half of these trials underrepresented African American participants by more than 64%, relative to the prevalence of the disease. **Overall, less than 10% of these participants were African American and less than 10% were Asian.** Further research² revealed a link between the diversity of the staff at clinical trial sites and the diversity of participants.

Another research paper underscored the immensity of the problem. “In a 2020 analysis of global participation in clinical trials, the FDA highlighted the vast difference between 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.”³

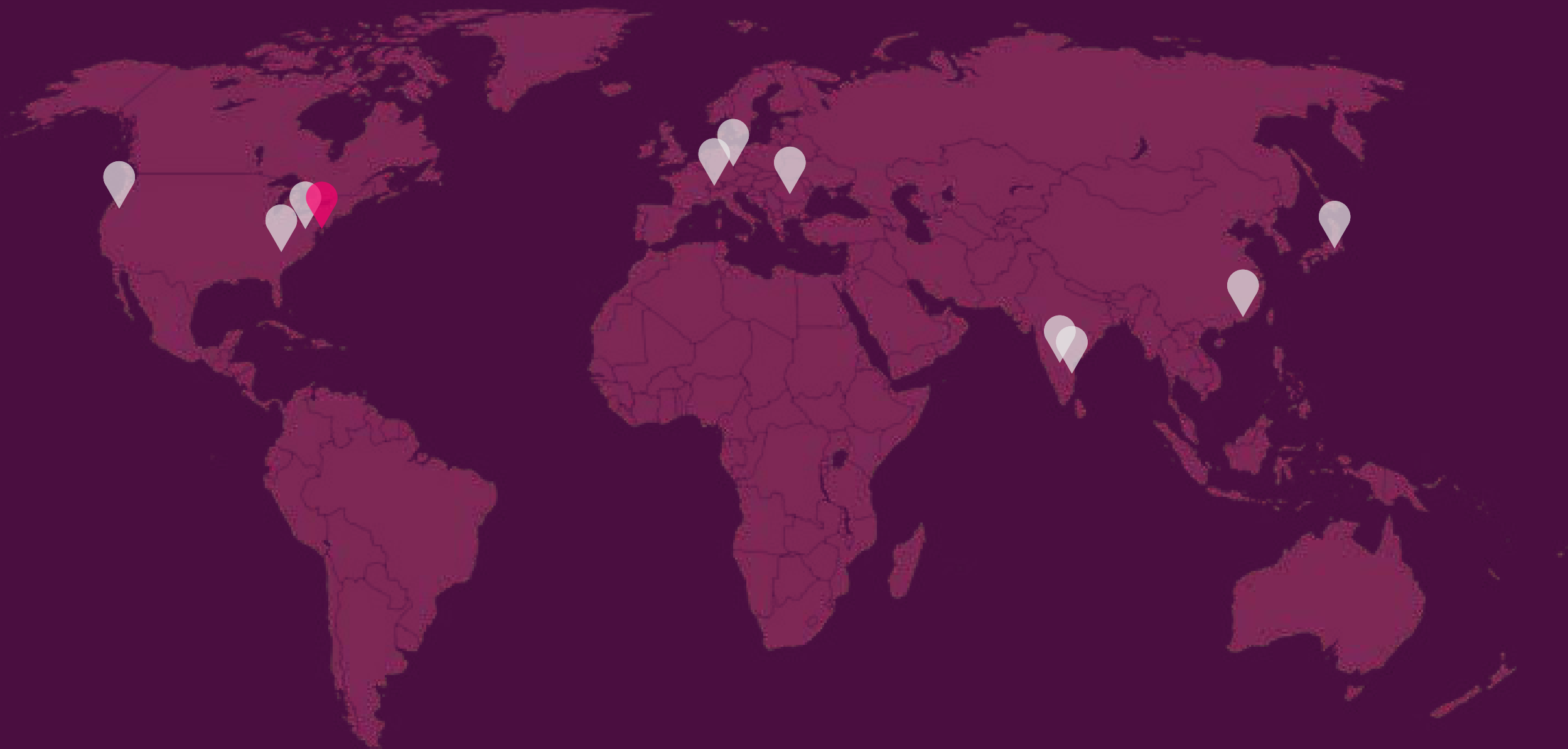
The lack of diversity in clinical trials, from both a participant and workforce perspective, is a systemic problem. This has historically led to inaccurate data for some groups, especially those from ethnic minorities. Thus, clinical trials continue to miss opportunities to improve the safety and efficacy of new medicines, devices and treatments for all without adequate representation.



1 Smith, Z., Botto, E., Johnson, O., Rudo, T., Getz, K. New Benchmarks on Demographic Disparities in Pivotal Trials Supporting FDA-Approved Drugs and Biologics. *Ther Innov Regul Sci* 58, 143–152 (2024). <https://doi.org/10.1007/s43441-023-00579-1>.

2 Getz K, Florez M, Botto E, Ribeiro K, Goller G, Robinson L, Abdullah O. Global Investigative Site Personnel Diversity and Its Relationship with Study Participant Diversity. *Ther Innov Regul Sci*. 2022 Sep;56(5):777-784. doi: 10.1007/s43441-022-00418-9.

3 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>.



HEADQUARTERS

Philadelphia, PA, United States

NORTH AMERICA

Bristol, PA, United States
Portland, OR, United States
Raleigh, NC, United States

EUROPE

Budapest, Hungary
Estenfeld, Germany
Geneva, Switzerland

ASIA

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

50+
years of
experience

60%
of all FDA
approvals were
supported
by Clario
(2012-2023)

11
facilities in 7
countries across
Europe, North
America and
Asia Pacific

>26k
clinical trial
opportunities
across 100+
countries

>700
FDA and EMA
regulatory
approvals in
100+ countries

24/7
customer
and patient
support

* Facilities represented as of July 2024. Clario also has dedicated flex spaces in five more countries.

Clario is well-positioned to resolve the challenges of clinical trials

Because of the breadth and strength of our industry partnerships, global scale and tools to optimize technologies, we are well-positioned to advance clinical trials today and safeguard better living for tomorrow.

How? Through flexible clinical trial solutions.

Flexible clinical trial solutions

Over the years, clinical trials have experienced a prominent move toward innovation. This has been driven by evolving technology and methodology improvements to clinical research quality and accessibility. The need to innovate trials was further accelerated during the COVID-19 pandemic. Given lockdowns and travel restrictions, maintaining trial access for all patients while ensuring business continuity for sponsors created both challenges and opportunities. Fortunately, Clario has been offering remote data collection solutions for more than 15 years, proving incredibly important during the pandemic. As a result, we were able to continue supporting drug development and — importantly — continue supporting participants in clinical trials throughout the global epidemic.

As study operations began to return to normal and most restrictions were lifted throughout 2022, the role of our flexible data capture solutions began to shift. While no longer required for operational feasibility, **Clario's suite of flexible solutions enabled a transition** to patient-friendly hybrid study designs while maintaining the scientific rigor of traditional designs. Notably, this flexible approach now enables improved access for patients unable to participate in clinical studies historically, supporting sponsors in recruiting a more diverse population into their studies.

Clario's dedication to providing solutions that prioritize people

Clario's portfolio of remote endpoint collection technologies has enabled sponsors to deploy novel hybrid study designs without compromising data quality. Traditional site-based clinical trials are becoming less common, having been replaced with hybrid trial designs that incorporate an element of remote data collection. Whether site-based, hybrid or fully decentralized, Clario's scientific expertise, transformative technologies and broad endpoint solutions collectively deliver clinical evidence with reliability and precision. Incorporating hybrid designs allows sponsors to reach a more diverse patient population who may be unable to participate due to work, childcare, travel or physical immobility.

Simplifying evidence generation from anywhere

Clario's flexible solutions simplify patients' lives while generating the rich evidence sponsors need to support their regulatory submissions. We do this by listening not only to our customers and site clinicians but also to our patients. For example, our iSpiro[®] pulmonary function testing increases data quality and reduces variability through real-time data feedback and live, virtual spirometry coaching. It also ensures the correct use of devices during remote or hybrid trials. We enhance the user instructions integrated into our devices, offer patients multi-language, 24/7 support and provide

Bring Your Own Device (BYOD) options to improve the way we collect and generate evidence. Such **innovations allow us to ease the burden of participation and increase access** to a more diverse set of patients.

Scientific rigor meets patient-centricity

Clario's medical and scientific experts have worked closely with our product development teams to ensure the technologies we offer meet the highest data quality standards. Partly fueled by the pandemic, many companies are bringing new devices to the market that enable remote data collection. Our teams **focus on factors such as data privacy and security, scientific validation and global regulatory approval status** when vetting these solutions. Critically, we also evaluate the patient experience, enabling the burden of trial participation to be reduced and adapted to the patient's lifestyle.

Through our ongoing and newly launched collaborations in 2023, such as our pledge to the Tufts CSDD, our strategic partnership supporting CancerX and the White House Cancer Moonshot, our memberships with the Decentralized Trials & Research Alliance, the Clinical Data Interchange Standards Consortium, the Society for Clinical Research Sites and the WCG Avoca Quality Consortium, Clario works tirelessly with sponsors and partners. This broader clinical trials ecosystem expands access and promotes racial and ethnic diversity in clinical trials and in the clinical trial workforce.

Our values and culture

Clario's mission is to improve the lives of healthcare patients and their families with better treatments, medicines and medical devices. We achieve this by enabling our customers to collect high-quality clinical trial data that support regulatory submissions.

We meet this commitment by following strong organizational values that keep us engaged and ahead of the curve. This value system guides every action we take.



People first — always

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



Courageously curious

Our appetite to blend the best of domain expertise, technology and human understanding knows no bounds. We are relentless in pursuing information, insights and inspiration, meaning we continuously improve what we do and how we do it.



Deliver exceptional work

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



Our strategy

At Clario, our purpose is to transform the lives of patients by helping our customers unlock better evidence. To achieve that purpose, we have defined three key ambitions:

- 1 To be the best place to work in our industry.
- 2 To be the partner of choice for customers.
- 3 To be the recognized leader in clinical digital data solutions.

These fundamental aspirations guide our day-to-day operations and are embodied in our long-term choices. Every year, we evaluate how to translate these into tangible and actionable steps.

Our strategic imperatives

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

For the year 2023, our CEO, Chris Fikry, introduced the following:

- **Improving our customer experience**
Clario is dedicated to achieving reliable, 10-week study startup times with >99.9% system uptimes while delivering data on time >99% of the time.
- **Differentiating our offerings**
To achieve this, we incorporate scientific review into all protocols, leveraging speed and quality with our Artificial Intelligence (AI) capabilities and further defining our decentralized trial capabilities.
- **Operating with greater discipline**
Building a more robust operating pace and consistently tracking predictive metrics to improve organizational excellence.

To further elevate our key ambitions, we have been working hard in recent years to integrate sustainability into all aspects of our business model. We have made great strides in 2023 and will continue in the years to come. This is further set out in the next chapter (Sustainability by design).



Governance structure

Clario’s shareholders include Astorg, Nordic Capital, Novo Holdings and Cinven. Their values are reflected throughout our company’s DNA. Consequently, sustainability is ingrained in Clario’s day-to-day operations 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 oversees the integration of sustainability into overall business strategy, reviews the sustainability roadmap annually, oversees adoption and implementation of critical KPIs (on diversity, greenhouse gas emissions (GHG) and cybersecurity, for example) and reviews quarterly status updates to assist

management in setting and prioritizing company direction.

The **Sustainability Leadership Council** leads the development and implementation of the sustainability strategy. The Council guides the ESG Working Group to enable the delivery of 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 carrying out sustainability-related activities. Each respective ESG team coordinates its actions and tracks its progress. They also seek to resolve any issues that may hinder success. Additionally, the Working Group reports KPIs and status to the Sustainability Council monthly. The Working Group consists of operational leaders representing relevant departments across the organization.

Sustainability by design

Commitment to sustainability

Our purpose drives us to transform lives by unlocking better evidence. Clario achieves this by generating rich, diverse, regulatory-grade clinical evidence to support the development of new therapies, devices and medicines. At the same time, we recognize that being a sustainable business goes beyond, requiring environmental accountability, improving labor and infusing human rights to promote ethical behavior and a sustainable supply chain.

We developed a **Sustainability Action Plan** (SAP) in 2021 and have continued to refine and enhance it each year. Our SAP guides us in embracing accountability and embedding sustainability principles into everything from planning and design to execution and reporting. This is what we call **Sustainability by Design** (SbD).

To truly integrate sustainability into Clario's DNA, we have defined how SbD contributes to three sustainability dimensions.

Environmental

- Working on reducing carbon emissions, decreasing waste generation and enhancing resource conservation.
- Appealing to environmentally conscious customers, investors and partners.
- Aiming for cost savings with streamlined processes and resource efficiency.

Social

- Promoting equitable access to clinical trials for diverse populations.
- Protecting the rights and well-being of trial participants.
- Engaging with stakeholders throughout the research process.
- Fostering diversity, equity and inclusion (DEI) at all levels of the organization and in supplier engagement.

Governance

- Implementing robust data privacy and security measures.
- Maintaining transparent reporting practices.
- Nurturing a culture of compliance.



At Clario, we believe true sustainability is achieved through collaborative action. To ensure our SAP and SbD principles are impactful and reflect the needs of our industry, we actively engage a diverse range of stakeholders.

This engagement takes place through several essential channels:

- **Customer meetings**
We convene regular meetings with customers and partners to discuss their sustainability priorities and how our services contribute to their goals. This feedback loop allows us to tailor our offerings and continuously improve environmental and social impact within the clinical research landscape.
- **Investor relations**
We maintain open communication with investors regarding our sustainability efforts. We also

integrate ESG considerations into our investor communications and reporting, highlighting our SbD's impact on long-term value.

- **Employee engagement**
We foster a culture of sustainability awareness and action within our workforce. This includes employee surveys and sustainability training programs. We also encourage open dialogue with employees about their concerns and ideas related to sustainability. Through these ongoing interactions, we gather valuable insights to inform our sustainability strategy and ensure our efforts are aligned with the most pressing stakeholder needs.

This collaborative approach strengthens our commitment to building a more sustainable future for the clinical research industry and beyond.

Environmental



Social














Governance



Our ESG objectives

As part of our SAP, we formalized key objectives that help solidify and track progress toward our goals.



Objectives	SDG
 Lower carbon emissions, generate less waste and conserve resources	Reduce absolute Scope 1 and 2 GHG emissions 63.6% by 2030 from a 2021 base year (SBTi) 
	Reduce absolute Scope 3 GHG emissions by 25% by 2030 from a 2021 base year (SBTi) 
	Achieve net-zero carbon footprint by 2045 (SBTi) 
 Promote DEI at all levels of the organization and in supplier engagement	Pay Equity: Non-significant difference across Under-Represented Groups (URGs) and Gender  
	15% diversity in Tier 2 suppliers by 2030  
	Implement Conscious Inclusion Training by 2024  

■ Environmental
 ■ Social
 ■ Governance

Objectives	SDG
 Appeal to environmentally conscious customers, investors and partners	
 Generate cost savings due to streamlined processes and resource efficiency	
 Ensure equitable access to clinical trials for diverse populations	 
 Protect the rights and well-being of trial participants	 
 Engage the stakeholders throughout the research process	
 Implement robust data privacy and cyber security measures	
 Maintain transparent reporting practices	
 Foster a culture of compliance	

2023 ESG highlights: From goals to success



Submitted our reduction targets to SBTi for verification and committed to near-term and net-zero targets as a business ambition for 1.5°C campaign member



Reached B-level grading for CDP Climate and Supplier Engagement questionnaires (management-level)



Received an ISO 14001:2015 certification for one site (Estenfeld, Germany)



Established a sustainability design framework for new product development



Expanded our Employee Resource Groups (ERGs)



Increased team members partaking in Outreach hours



Achieved an EcoVadis score of 67 (Silver Medal)



Initiated the ISO 27001:2022 certification process (2024 certification pending)



Acknowledgement of the new CSRD regulation

We recognize the importance of this new regulation for our business partners, customers and stakeholders and acknowledge the responsibilities, challenges and complexities that come with the Corporate Sustainability Reporting Directive (CSRD). Thus, we stand ready to support our stakeholders where possible and necessary. Through collaboration and transparency, we aim to navigate the intricacies of ESG reporting together, ensuring we collectively work toward a more sustainable future.

Our company will be subject to the CSRD by 2028.

Pursuing UN SDGs

Our SAP is guided by the United Nations (UN) Sustainable Development Goals (SDGs) and the goals identified are strongly linked to our operations and business activities. As such, we have an opportunity to contribute toward them.



Transforming human health is our driving commitment. 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 solutions harness the insights of more than 600 scientific and medical professionals, providing the knowledge and execution necessary to transform millions of human lives.



Clario is committed to combating the impacts of climate crises throughout its operations, including logistics and office locations. We hold ourselves accountable by monitoring and reporting scope 1, 2 and 3 GHG emissions and energy usage. We also decided to set up Clario's SBTi engagement in 2023, aiming to join Science Based in 2024 to provide a clearly defined pathway to reduce our GHG emissions.



Clario provides employment opportunities at all levels for people of all genders, races, ethnicities, sexual orientations and those with disabilities. Our ERGs, including the Women's Leadership Network, People of Color Network, LGBTQ+ and Allies Network, Mental Inclusivity and Neurodiversity (M.I.N.D.) and the Patient and Caregiver Network, guide us in building a culture where everyone is valued and accepted. Our ERGs are open to all team members and act as potential change agents to advance progress on key DEI initiatives.



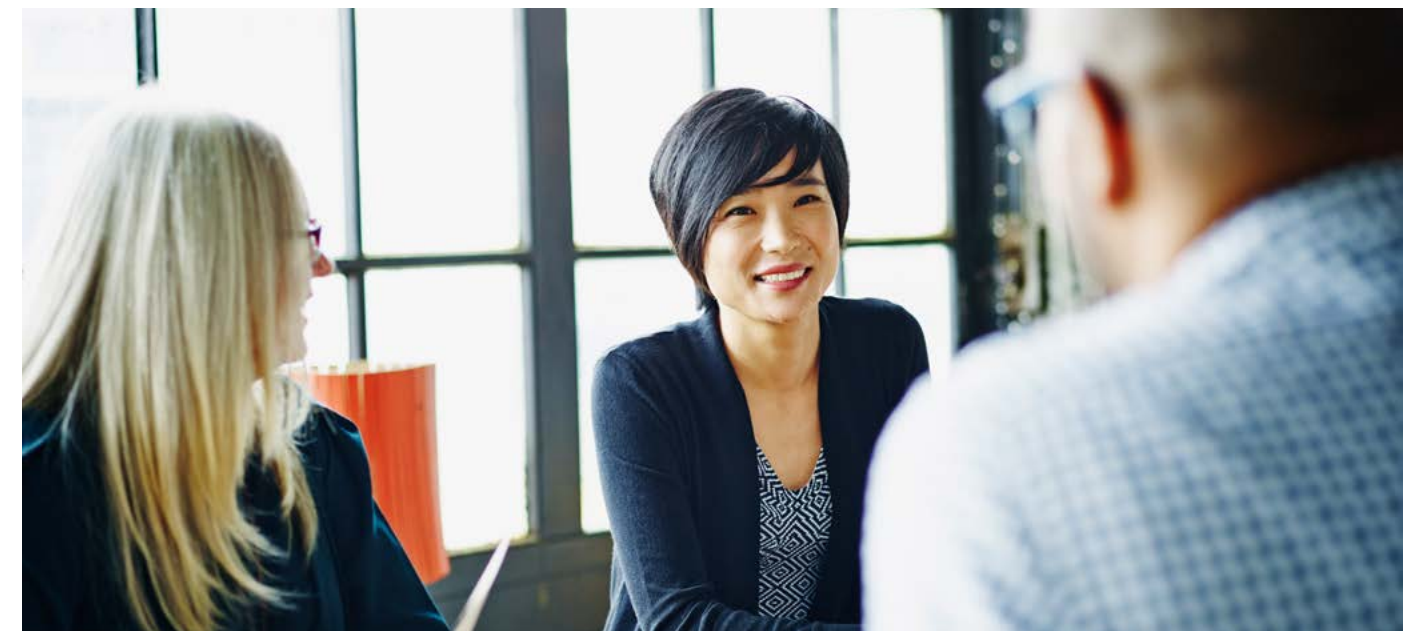
We know it is not enough for us to drive sustainable practices internally. Therefore, we vet suppliers thoroughly to meet high supply chain standards at all times. We review key sustainability metrics, such as supplier diversity demographics, include environmental sustainability criteria in our Request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



While corruption and bribery threaten strong institutions everywhere, clinical trials are the foundation of the safe use of medicines, devices and therapies as well as a well-functioning healthcare system. For this reason, we emphasize ethical compliance and protection policies for our value chain.



Sustainability is a top priority for us. In February 2022, we committed to the ten principles of the United Nations Global Compact (UNGC) in Human Rights, Labor, Environment and Anti-Corruption. These principles will guide us on our sustainability journey and allow us to communicate our efforts publicly.



Supply chain management

Sustainable supply chain

Effective supply chain management is essential for smooth and sustainable operations. Based on more than 50 years of experience providing clinical trial solutions, Clario's value chain is extensive and spans thousands of suppliers, clinical trial sites and patients around the world. Our global scale requires solid processes to safeguard sustainable procurement and mitigate potential risks. Thus, we have clear protocols in place for suppliers to promote high standards throughout our supply chain. We appreciate that Clario can have tremendous upstream and downstream impacts throughout the supply chain. To encourage an uninterrupted supply of materials and components for supporting clinical trials, we have better mapped our supply chain, as well as diversified and relocated supply chain sites.

Pushing suppliers on sustainability

We have a priority list of 70+ existing suppliers required to sign our Vendor Code of Conduct. This supplier list is based on several factors, including criticality to Clario, total spend and impact on sustainability (e.g., data centers, freight couriers, electronics and labor support). Our goal is to reach 70% compliance of suppliers on our target list by 2024.

In the program, we expect that top suppliers meet at least one of the following criteria:

- Answer Clario's Supplier Sustainability Survey.
- Disclose memberships these vendors have in place.
- Confirm whether or not they participate in EcoVadis (the world's largest provider of business sustainability ratings).
- Disclose sustainability information on their public websites.
- Share sustainable policies implemented.

For new suppliers, Clario does not award business if responses are unsatisfactory. These efforts position Clario well to push its current suppliers on sustainability and make more informed choices about potential suppliers moving forward. In addition, we will be updating our Purchasing Standard Operating Procedure (SOP) in 2024 to reflect sustainability criteria evaluated during our supplier selection process. All 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 supply chain further and to continue to explore which vital ESG issues we will expand.

70%
compliance goal among
top suppliers by 2024

GOAL

Accelerating supplier impact

To further accelerate positive impacts along our supply chain, we gather supplier diversity and environmental data to promote sustainability and DEI throughout vendor selection. This serves as input for a Supplier Diversity Program we aim to roll out in 2024 and continuously strengthens our relationships with suppliers as a collaborative approach to supply chain emission reductions.

As indicated earlier, we are also implementing Purchasing SOPs. These initiatives highlight Clario's robust commitment to improving the sustainability of our purchasing processes, both today and in the future. Going forward, we aim to map our supply chain further and continue to explore which key ESG issues we will expand.

CDP supplier engagement rating

Scope 3 emissions are a critical factor in our approach toward a more sustainable supply chain. These account for over 98% of our total emissions (more information on our carbon footprint on page 35). Therefore, it is necessary to collaborate with our value chain and engage suppliers to achieve our near-term and net-zero targets. To increase our accountability and transparency, we have decided to undergo the Supplier Engagement Rating evaluation process by the CDP. As a purchasing organization, we recognize the potential to drive significant environmental changes in our supply chain. Our action plan includes establishing a system to evaluate supplier practices and identify best practices.

“CDP's annual Supplier Engagement Rating evaluates corporate supply chain engagement on climate issues. The highest-rated companies are celebrated in the Supplier Engagement Rating Leaderboard. By engaging their suppliers on climate change, these companies are playing a crucial role in the transition toward a net-zero sustainable economy.”

CDP Supplier Engagement Rating



Recognizing the coordinated actions implemented internally and supported by our leadership, we are proud to have achieved a benchmark of a B grade in the management band of CDP. With that score, we have surpassed the industry average and intend to further develop our awareness program and monitoring capabilities. We consider this motivation to position ourselves among the best companies in our market and become a partner of choice for our customers.

Validations and certifications

Endorsements

Clario aims to obtain the relevant external validation from globally recognized industry and ESG frameworks, norms and standards. This will help us align actions to meet stakeholder needs as well as international expectations. In particular, Clario endorses the following initiatives:

- UN SDGs
- EcoVadis
- SBTi and the Paris Agreement
- CDP
- ISO 14001:2015

Additionally, while already endorsing its principles, **Clario is expected to officially receive ISO 27001:2022 certification in 2024.** These efforts demonstrate our commitment to sustainability, transparency and accountability, and we are proud to be associated with these leading initiatives.



ecovadis



EcoVadis awarded Clario the Silver Medal rating in 2023, recognizing us as a company who cares about the environment, labor and human rights, ethics and sustainable procurement. Our Sustainability Management System (SMS) ranks in the top 11% of all rated companies worldwide. We continue to focus on improvement areas as highlighted by EcoVadis and further strengthening our internal policies and processes.

In 2022, Clario committed to using EcoVadis as a crucial component to state-of-the-art SMS. From 2022 to 2023, we built a robust and well-regarded management system EcoVadis assesses annually. Through the evaluation feedback, Clario aims to continuously improve the systems related to sustainability matters. Our management systems for environmental protection, labor and human rights, business ethics and sustainable procurement are formalized and connected to our targeted strategy, measures and reporting. Implementing our SMS with EcoVadis as a guide promotes alignment with globally recognized guidelines and principles, as EcoVadis uses ISO 26000 and UNGC in its methodology and ISO 26000 in its assessment of suppliers.



Environment



Environmental impact

As we reflect on our environmental journey, Clario's efforts have seen notable advancements this past year, demonstrating our ongoing dedication to environmental responsibility. We have intensified our focus on circularity and waste management, implementing initiatives such as circular catering practices and adopting eco-friendly materials across our offices worldwide. Looking forward to our 2024 strategy, we are prioritizing areas like transportation and distribution to aggressively reduce emissions as part of our environmental strategy. Additionally, we maintain programs like the Employee Commuting Program while achieving ISO 14001:2015 certification at our Estenfeld, Germany location. Furthermore, our engagement with the SBTi verification process reflects our commitment to science-based reduction targets, showing promising progress towards achieving net-zero emissions by 2045. Our participation in the CDP underscores our transparency in environmental reporting and our B score positions us well in the management band and sector averages. These accomplishments signify our ongoing commitment to sustainability and environmental stewardship across our operations.

Climate and energy

A closer look at Clario's emissions profile

As we continue our journey towards sustainability, it is essential to understand the breakdown of Clario's emissions and identify areas for improvement. The latest analysis reveals Clario remains steadfast in our commitment to reducing GHG emissions across operations.

Scope 1 and 2

In 2023, Scope 1 emissions saw a notable reduction since our 2021 baseline year. Predominantly, this decline was attributed

to the termination of long-term leases and office closures. Clario's Scope 1 emissions, totaling 103 tCO₂e, represent 0.26% of our total emissions. Noteworthy contributors include natural gas consumption at select offices (26%) and emissions from company vehicles (27%).

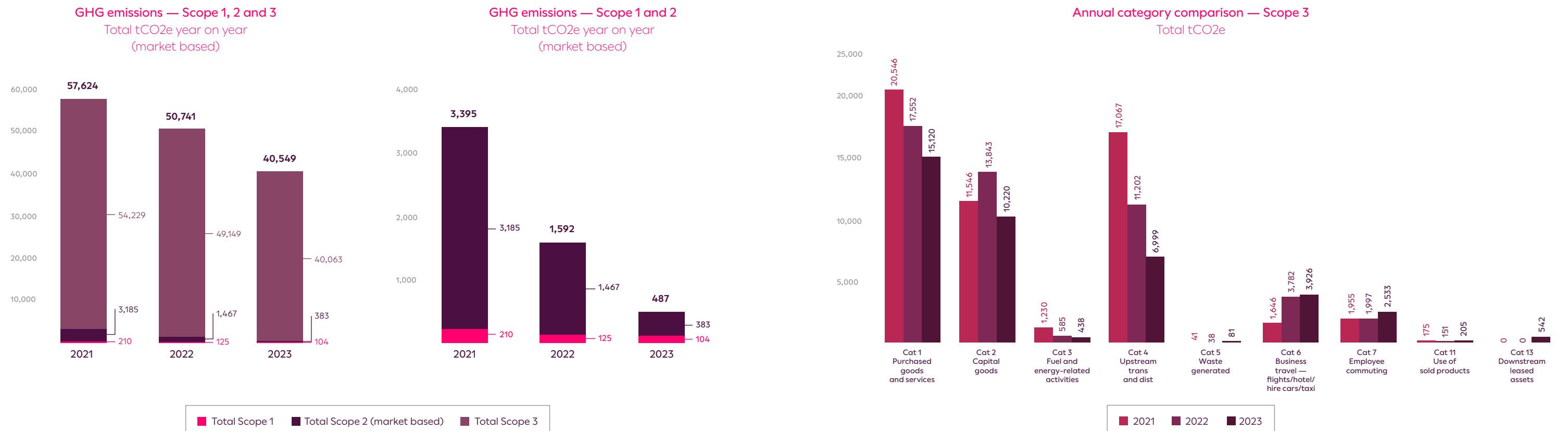
The graph shows a significant decrease in Scope 2 emissions since the baseline year. Currently, the only source of Scope 2 emissions is electricity consumption, which totals 383 tCO₂e. This decrease is due to the purchase of renewable energy, which is considered when calculating market-based Scope 2 emissions. Notably, the procurement of renewable energy has led to a 39% reduction in electricity-related emissions.

For Scope 2, it is important to distinguish between location-based and market-based emissions. Location-based emissions are associated with the electricity generated and consumed within a specific geographic location. In contrast, market-based emissions consider the environmental attributes of the procured electricity, including renewable energy purchases and offsets. This distinction is significant as it demonstrates our commitment to reducing emissions at our physical locations and in the broader energy market.

Scope 3

Scope 3 emissions, predominantly associated with the indirect value chain emissions of purchased products and their

transportation, constitute the bulk of Clario's emissions profile. In the reporting period, Scope 3 emissions totaled 40,063 tCO₂e, representing over 98.8% of our total emissions. These indirect emissions stem from various sources including upstream transport and distribution, capital goods procurement, purchased goods and services, business travel and employee commuting, collectively accounting for 96.8% of total Scope 3 emissions. This highlights the significance of addressing emissions beyond our direct operations and underscores the importance of collaboration with suppliers and partners to reduce our environmental impact. In conclusion, Scope 3 emissions remain the predominant focus of our emission reduction strategies.



Carbon footprint assessment process

Additionally, we have embarked on a comprehensive Carbon Footprint Assessment (CFA) process. This year, we are pleased to announce our GHG statement for all sites for 2022 has undergone independent verification by the external verifier, TÜV SÜD. This verification is a testament to the accuracy and reliability of our carbon footprint data and methodology. Through this assessment, we have evaluated the carbon emissions associated with our operations, considering factors such as energy consumption, transportation and waste generation. We have gained valuable insights into our overall environmental impact by unifying data from our various sites, including those inherited from ERT and Bioclinica.

CDP climate change questionnaire

Clario's 2023 submission to the CDP showcases our ongoing dedication to transparent environmental reporting and accountability. As noted earlier, Clario received a B in the Management band (taking coordinated action on climate and supplier engagement issues), surpassing the North American regional and Medical equipment & supplies sector averages. Markedly for climate change, we excelled in business strategy, financial planning, scenario analysis and supplier engagement. We particularly shone in target setting and Scope 3 emissions (including Verification). We are excited to continue this progress across all our locations as we strive to uphold high standards of sustainability and environmental responsibility.



On the path toward net-zero

SBTi verification process

As part of our ongoing commitment to sustainability, our engagement with the SBTi verification process this year marks a significant step in our journey towards setting science-based reduction targets and aligning with global sustainability standards. These science-based targets are submitted to align with the “well-below 2.0-degree” trajectory recommended in the Paris Climate Accord, demonstrating our dedication to ambitious climate action. Actualizing our plans from last year, Clario has submitted a net-zero target for 2045 with SBTi.

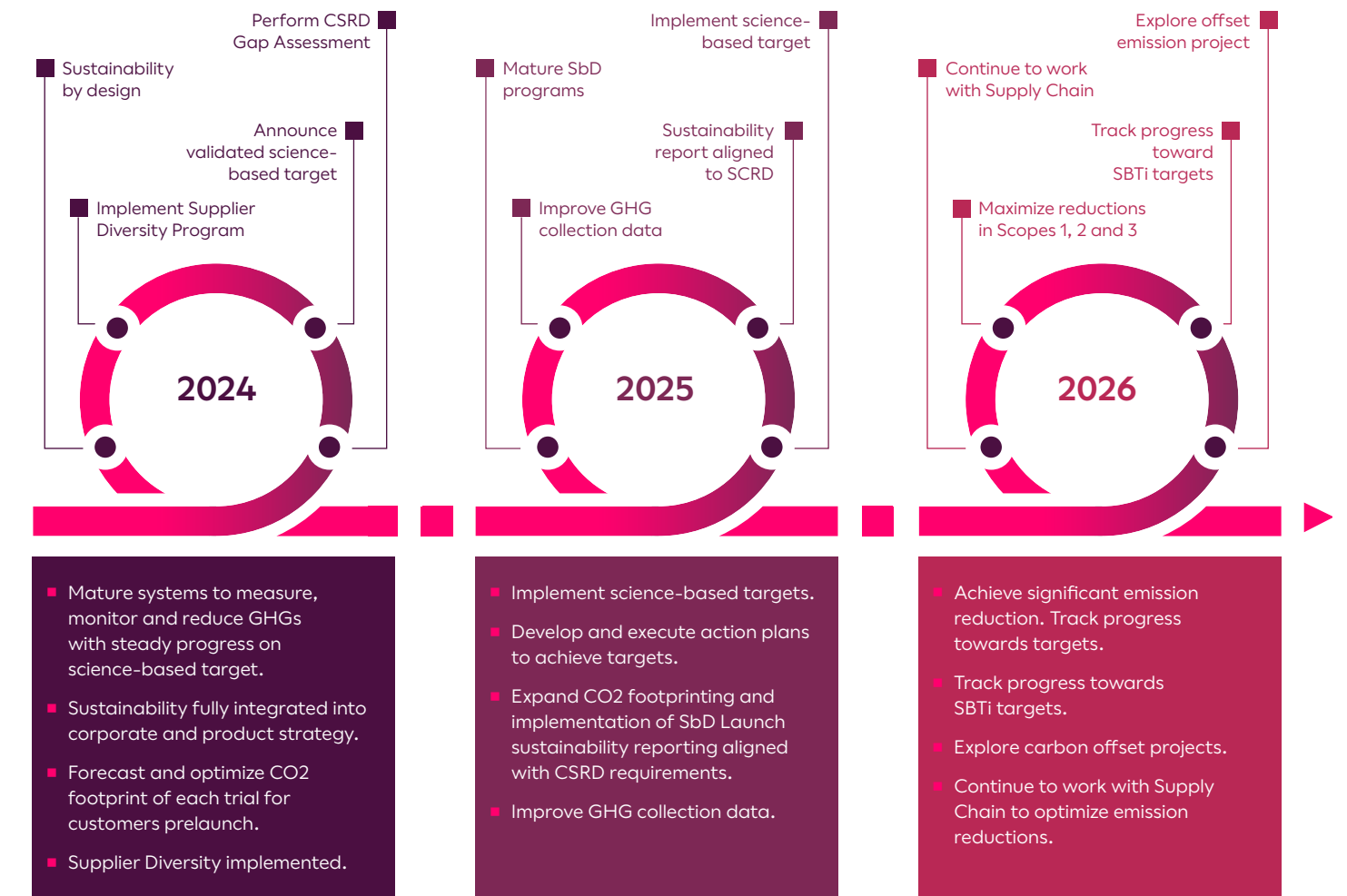
Currently, emissions are showing the correct downward trajectory to meet the net-zero target of 90% across all scopes. Furthermore, Clario commits to reducing absolute Scope 1 and 2 GHG emissions 63% and absolute Scope 3 GHG emissions 25% by 2030 from a 2021 base year.

Key actions to achieve net zero

To further advance our sustainability goals, we have developed a comprehensive roadmap outlining key actions to achieve net-zero emissions by 2045. In 2024, we plan on establishing mature systems to measure, monitor and reduce GHGs, making steady progress toward our science-based targets. Additionally, we plan to prioritize forecasting and optimizing the CO2 footprint of each trial before pre-launch, enabling environmental considerations to be integrated into every stage of product development. Building on these efforts, in 2025 we plan to continue to enhance our GHG measurement and reduction systems,

maintaining a consistent pace toward our science-based targets.

Looking ahead to 2026, we aim to achieve significant emission reductions. We plan to closely track our progress toward our emission reduction targets and the SBTi targets we hope to have approved. Additionally, we will explore carbon offset projects to further mitigate our emissions and collaborate closely with our supply chain partners to optimize emission reductions across our operations. Through these concerted efforts, we remain steadfast in our commitment to our sustainability agenda and achieving net-zero emissions by 2045.



Circularity and waste management

At Clario, sustainability is not just a goal. It is a fundamental part of who we are. Our corporate culture prioritizes environmental stewardship, with every employee contributing to our bottom-up approach towards sustainability. This year, we have built upon our previous efforts further to enhance the sustainability of our global office spaces. Our Estenfeld, Germany office has been at the forefront of initiatives to reduce waste, including implementing circular catering practices and diverting food waste into bioethanol production.

Across all our offices, we have taken significant steps to create eco-friendly workspaces by eliminating single-use plastics in our operations, introducing waste separation and advocating for recycled materials use in our office supplies. Notably, our sustainable offices initiative has yielded impressive results by adopting reusable tableware, porcelain cutlery and recycling-material takeaway boxes in our canteens. Moreover, our commitment to reducing plastic usage extends beyond the workplace to our marketing materials where we have eliminated plastic bags.

Additionally, as part of our ongoing sustainability efforts, we have maintained programs like the Employee Commuting Program. Furthermore, our approach



to long-distance business travel remains unchanged, though we are actively encouraging more in-person participation and meetings to further promote sustainability throughout our organization. Finally, we are proud to report 100% of our total workforce has received training on environmental issues this year, demonstrating our commitment to raising awareness and fostering a culture of sustainability within our organization.

The environmental impacts of DCTs

The industry-wide shift to more hybrid and Decentralized Clinical Trial (DCT) elements holds the potential to improve sustainability across the industry. Increased digital devices mean reducing the amount of paper used in clinical

trials — a concept Clario has been leading for more than 15 years. Additionally, by empowering remote data collection from anywhere, our Flexible Clinical Trial solutions help reduce the need for long-distance travel to sites.

Also, DCTs involve shipping devices directly to patients. To reduce 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 have made sure packaging has detailed instructions on how to dispose of waste responsibly and return the devices using the original packaging.

ISO 14001:2015



We are pleased to announce our Estenfeld, Germany location has obtained ISO 14001:2015 certification this year, representing a significant achievement in our sustainability journey. This certification underscores our commitment to environmental management and our efforts to minimize environmental impact. Achieving ISO 14001:2015 certification involves implementing key aspects of a certified management system, including rigorous risk assessments, formalized policies and procedures, comprehensive training programs, annual management reviews and establishment of key performance indicators (KPIs). Partnering with a certified company like Clario offers stakeholders numerous benefits, including enhanced environmental performance, improved regulatory compliance, greater operational efficiency and increased trust and credibility among customers, investors and other stakeholders.

The Estenfeld Environmental Management ISO 14001 Team
Pictured (l to r): Franziska Rieß,
Holger Hecht, Anna Lena Bach,
Christoph Betz, and Stefan
Zimmermann



Social



As part of our sustainability by design approach, we pledge to be an employer of choice — attracting the best, brightest and most passionate employees committed to delivering the richest evidence. Our priority is to be a diverse and inclusive company, promoting these principles through our internal and external operations.

Team member experience and growth

At Clario, our mission is to transform human health not only for our patients but for our team members too. Our focus on an enhanced culture, amplified values, improved people-related processes and heightened diversity contributes to our goal of being a destination employer. Our people-oriented focus is reflected in our internal processes, such as talent acquisition, onboarding, career development and employee engagement.

Talent acquisition

Everything starts with attracting the right people. Our efforts in 2023 reflect our ability to continually do that, thus strengthening Clario's competitiveness

and mitigating employee turnover (voluntary turnover 10.6% in 2023 versus 14.0% in 2022). We aim to create more opportunities for team members, including women and those belonging to an underrepresented group. We do this by evaluating our hiring processes to determine where we can remove barriers while filling open roles with the most qualified candidates.

Onboarding

In 2023, we ran the Clario Onboarding Readiness Experience (C.O.R.E.) program — a global program with the goal of equipping new hires (777 in 2023) with a comprehensive understanding of the company's goals, values and culture. The C.O.R.E. program includes familiarizing new team members with organizational procedures and responsibilities, fostering a sense of belonging and promoting cohesive team building. We believe this helps strengthen

our new employees' overall connection to the company and their personal values.

In 2023, we also implemented the Conscious Inclusion self-paced learning modules as part of the new hires' onboarding programs. These modules underscore Clario's dedication to creating an environment where people feel valued and empowered to bring their authentic selves to work.

Additionally, we offered our new Data Management, Project Management, Clinical Software and Service Delivery team members a dedicated Soft Skills Onboarding Program. While technical and hard skills are crucial for working at Clario, developing soft skills is equally important. The Soft Skills Onboarding Program comprises six courses: Clario Foundations, Effective Communication, Presentation Skills, Active Listening, Consultative Skills and Challenging Conversations. These courses will help our new hires

enhance their emotional intelligence, problem-solving abilities and overall job performance and satisfaction.

In 2023, all the Data Management, Project Management, Clinical Software and Service Delivery new hires (291) were trained as part of their onboarding. We look forward to continuing this program in 2024.

100% of Clario's new hires worldwide (777) participated in the C.O.R.E program as part of their onboarding

In 2023, our KPIs include:

57%

of all open global roles were filled by women

44%

of all open global management roles were filled by women

34%

of all U.S. roles were filled by team members who identify as belonging to an underrepresented group

25%

of all open U.S. management roles were filled by team members who identify as belonging to an underrepresented group

Opportunities to grow

We are proud of our commitment to creating opportunities for career advancement for all team members throughout our organization. We consider each team member's qualifications, performance and contributions as part of our promotion review process.

In 2023:



57%
of promotions
were of women



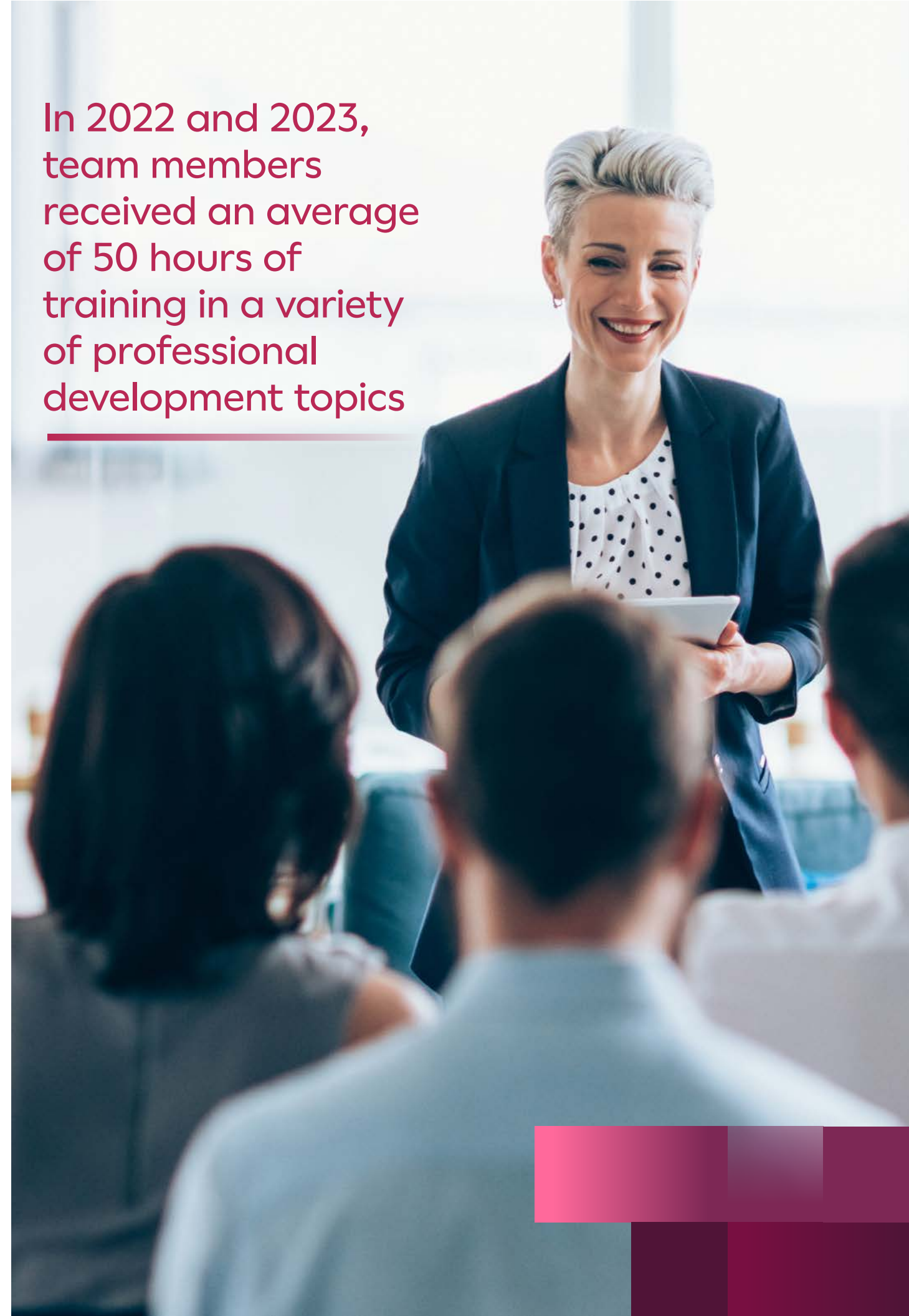
54%
of director+
promotions
were women

Individual development for all

We continuously work on harmonizing our internal policies so every team member has the same opportunities and chances to thrive at work. From time off and volunteering days to professional development and succession, we give team members the resources they need to be successful — whatever that looks like for them.

All training and opportunities are developed and categorized under **Clario's Global Employee Development Program**. The program's objective is to empower team members to grow in their careers

In 2022 and 2023,
team members
received an average
of 50 hours of
training in a variety
of professional
development topics



and truly make an impact. The program includes various training instances for different jobs, positions and geographical locations within Clario and extends the many training sessions offered during the onboarding period.

As part of this program, employees can access LinkedIn Learning, which has an extensive library of courses to drive personal and professional development. In 2023, our employees spent 11,286 hours on LinkedIn Learning. In addition, we offered instructor-led courses in 2023 — some virtually and some on-site, as we did in Hungary and India. Topics covered in these courses were Building a Resilience Toolkit, Embracing Change, Time Management, Virtual Connection and Intercultural Communication, among others.

Since customer service is one of the core competencies for Clario, we believe everyone plays a role in providing exceptional customer service — whether customer-facing or working behind the scenes to support sponsors, sites or patients. To help our team members develop the necessary skills, we delivered a three-part customer service series, engaging more than 800 participants in the four principles for success: personalization, competency, transparency and dependability.

Ultimately, while Clario provides the tools, team members are encouraged to shape individual career paths with their managers. Thus, we have a tuition/education reimbursement policy to support external professional development opportunities.

Investing in our leaders

Our people managers are critical for engagement, retention and strategy direction. To this end, we equip our leaders with the right tools and skills to be as effective as possible. In 2023, Clario rolled out the leadership competency framework, two new leadership programs (**Manager Essentials Program (MEP)** and **Leadership Experience Acceleration Program (LEAP)**) and **cross-cultural communication workshops**.

The Manager Essentials Program (MEP) equips newly-appointed people leaders with Clario-specific processes, best practices and tools centered around leadership competencies with a focus on developing Culture and Engagement, Communicating Vision and Strategy, and Coaching for Results and Development. By the end of 2023, 149 managers globally participated in this training.

In 2023, we also launched the **Leadership Experience Acceleration Program (LEAP)** pilot. This program mainly focuses on applying skills, with planning sessions for participants to try new leadership techniques with their team(s). In 2023, 16 directors took part in this pilot. Given its success, we plan to run two cohorts in 2024.

Based on Clario's global presence, we recognize the opportunities and risks that can arise from cross-cultural communication. To better understand this topic and leverage its opportunities, we engaged an independent advisor in 2023 to conduct workshops for leaders within our **Cardiac Solutions and Respiratory Data Management, Project Management, and Research and Development** teams to learn about the impact of cultural differences on daily business activities.



Performance management

Successful performance management is critical to achieving business goals. Each leader's ability and desire to create a high-performing culture of empowered ownership is key to achieving overall business success. We encourage our leaders to:

- Constantly work on and improve people and leadership skills.
- Motivate and develop team members, including by nominating certain team members for mentoring, professional development and leadership programs.

- Communicate feedback — both positive and constructive — to team members throughout the year.
- Set clear goals aligned with our business objectives.
- Establish annual action-oriented development plans.
- Set time to conduct a thorough performance review that provides concrete and actionable feedback to each team member.

Of all part-time and full-time employees eligible for a performance review in 2023, 100% received one.

Employee engagement

By creating an exceptional team member experience, we also enable exceptional customer and patient experiences. Therefore, we emphasize understanding our employees' wants and needs. To do this, we established **Clario's Culture Surveys** in 2021 and continued the surveys in 2022.

In 2023, Clario launched several department-level pulse checks and roundtables with our executives. Beginning with 2024, we aim to continue the full Clario's Culture Survey on a global level bi-annually. Our purpose is to consistently track and compare team member engagement, intent to stay, competencies, values and inclusion to better understand our current team member base.

In 2023, Clario put team members who deserved special recognition in the spotlight with the newly-launch Clario Awards. This is part of our commitment to continually recognize our talented team members and celebrate their achievements. In addition, through Service Awards that highlight individual contributions and dedication, Clario also recognized and rewarded employees who displayed exemplary Clario behaviors

In their role, Clario Award winners went "above and beyond" to provide customers and fellow employees with satisfaction and confidence. In 2023, 750 Clario Awards were awarded to 597 individual employees and 391 Service Awards were



granted (532 in 2022; Clario Awards was a new program). By recognizing and celebrating the contributions of our team members, we support their continued engagement and dedication.

Also in 2023, we held Coffee Catchups with our CEO, Chris Fikry. These were opportunities for a small group of employees to chat informally with Chris

about issues on their minds and to enable him to share his vision for Clario in a more intimate setting than typically afforded in quarterly town halls. The Catchups were well-received by participating team members and will be expanded in 2024 to include additional executive leadership team members.

In 2023:

750

Clario awards

597

individual employee awards

391

service awards

Employee health and safety

Working arrangements

With a full year of remote working, 2023 paved the way for how we conduct business differently. We acknowledge remote working has changed things, from the way workstations are configured to how schedules are managed. To encourage all our team members to gain the most out of their respective remote working situations, we gave them insights on remote work best practices. This included taking regular breaks, making time to be social, sharing their location and general working hours with colleagues to facilitate collaboration and sharing communication preferences with colleagues. Additionally, with an eye on ergonomic working, Clario formalized guidelines and tips for remote working spaces, from sitting posture to equipment height to sufficient movement.

We also introduced "All Access" memberships in employee hub locations through WeWork. These unlock access to productive workspaces across the globe as a supplement to the company's flex-office solutions in locations without dedicated office space. We continue to believe that coming together in person in locations and at times that work for our diverse and talented global teams fosters richer collaboration and teamwork — which remain among Clario's top priorities.

For leaders, managing virtually also required more thoughtful and intentional approaches to working — utilizing



human connections, developing new skills to deliver results and continuing to drive engagement. In 2023, we launched dedicated content on this topic to support our leaders in building and maintaining meaningful connections and collaboration.

The power of remote/hybrid working

Clario has fully embraced remote working in 2023. While this shift was driven by the closure of physical offices in 2022, Clario has been defining its own new ways of working and breaking new ground by offering individual models based on the workforce needs of each location. For example, we have established Logistics Hubs in Bristol, Pennsylvania and Estenfeld, Germany, Office Hubs in Estenfeld, Germany and Philadelphia, Pennsylvania (including standard offices, agile workspaces, think tanks/conference rooms and state-of-the-art flex space), and Service Hubs in India and Budapest.

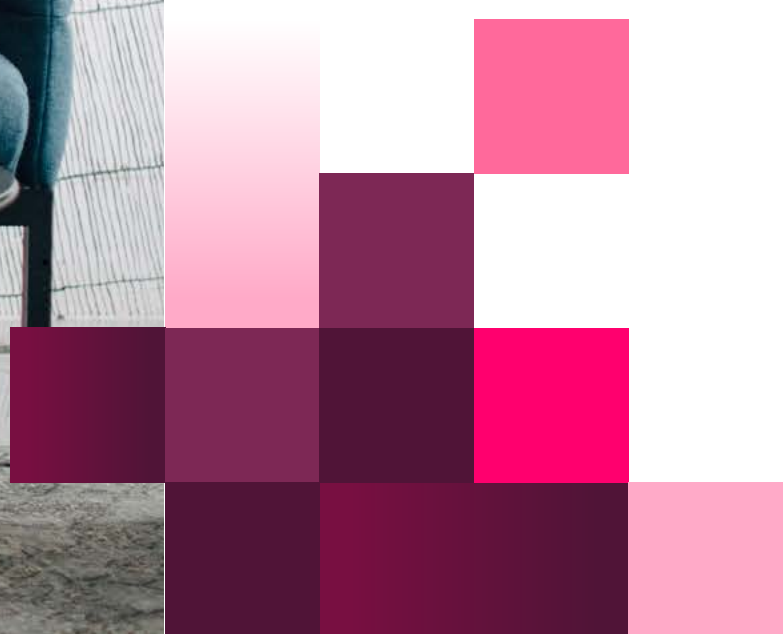
While we acknowledge the challenges and changing dynamics remote work can pose, we look back and celebrate how this opened new avenues for inclusivity

and sustainability. Remote interviews have allowed us to streamline recruitment processes, breaking down geographical barriers and tapping into a more diverse talent pool. Moreover, the transition to remote work has been particularly empowering for our disabled and neurodiverse team members, providing them with a flexible environment without the constraints of traditional office settings. As we reflect on this pivotal year, we celebrate the resilience of our team and the remarkable strides we have made toward building a more inclusive and sustainable future.

Mental health

Whether our team members are working traditionally or remotely, Clario is committed to supporting the mental health of every employee. We offer an array of resources, such as materials on setting boundaries to protect your time, setting up your workspace and preventing burnout. We also provide external support mechanisms through our Employee Assistance Programs. In 2021, we introduced the Calm app as an additional resource. This application offers tools for fostering calmness and mindfulness in our everyday lives, with programs designed to support creativity, tranquility, resilience, happiness and success.

In addition in the U.K., Clario offers team members Mental Health First Aiders (MHFA) trained to administer mental health first aid in the workplace. By providing the support of MHFAs, we aim to tackle some of the often less talked-about topics concerning mental health and to provide extra support to team members in need.



Workforce diversity, equity and inclusion

Being an employer of choice

Clario is proud not only to be a leading innovator in the industry but also to be a destination employer. We are committed to providing a safe, inclusive and empowering workplace where all team members are treated, and treat others, with dignity and respect. We believe every team member has the right to work without fear of harassment or abuse regarding age, gender, sexual orientation, race, color, religion or disability.

This commitment enables Clario to hire the best, brightest and most passionate team members, which in turn empowers us as a company to drive strategic initiatives.

While always aiming to hire the most qualified individual for each role, we focus on developing a diverse workforce by recruiting diverse talent, educating our employees about DEI and making efforts to accelerate pay equity. We want to ensure not only that we have hired the most qualified and talented workforce but also that our workforce composition is representative of the global population.

We've worked hard to embed diversity and inclusion into Clario's DNA and to strengthen a culture where everyone is valued and accepted. The key to achieving this vision has been the creation of the Diversity Council and Employee Resource Groups (ERGs) to focus on women, people of color, LGBTQ+ and other traditionally underrepresented groups. This has

enabled team members across the company to connect, discuss, educate and support each other as they grow personally and professionally. Our ERGs and the events they host are open to all Clario team members.

In 2023, we successfully organized and held the fourth edition of Diversity Week, conducted annually. This week-long series of internal events raises awareness and showcases Clario's dedication to fostering an inclusive and diverse workplace. It also recognizes the value diverse perspectives bring to addressing complex challenges and meeting the needs of customers and patients.

In 2023:



54%

of our global employee base are women (52% in 2022)



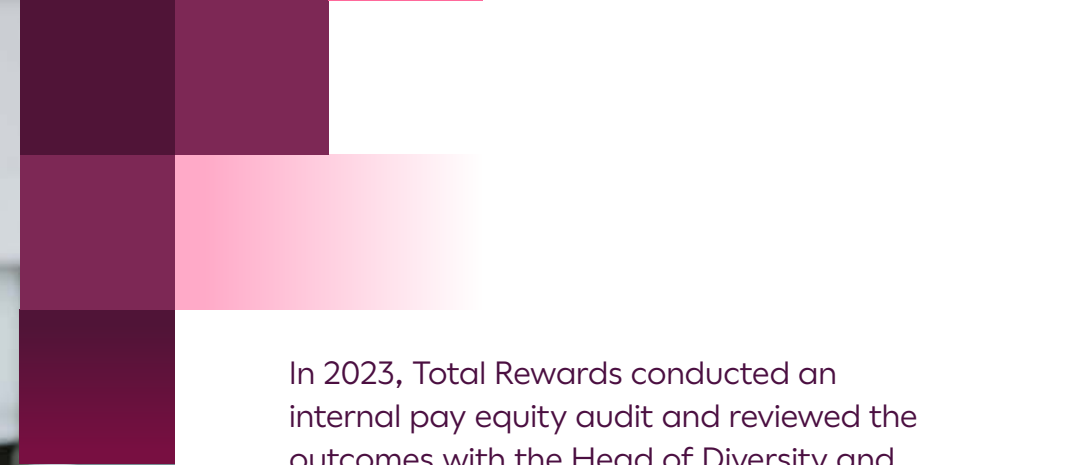
32%

of our U.S. employee base are from under-represented groups (32.0% in 2022)



“Since I joined Clario six months ago, I have been amazed at how safe and welcoming this place is. Being yourself and letting others be themselves is not just a phrase on a webpage; it is an attitude everyone endorses. I truly experienced that everyone is comfortable accepting each other as they are.”

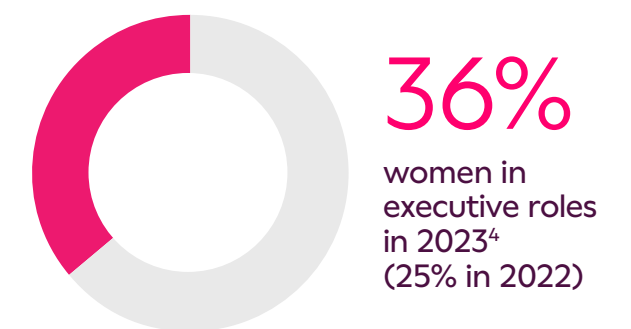
— Dr. Alain Gay, M.D.
Senior Cardiologist



In 2023, Total Rewards conducted an internal pay equity audit and reviewed the outcomes with the Head of Diversity and Inclusion, Women’s Leadership Network co-leads and executive sponsor, and Clario’s General Counsel. It found the 2022 Mercer results to remain valid for 2023.

Diversity in leadership

We strongly believe diversity among our senior leadership is crucial to achieving our overall DEI goals. Thus, we have committed to achieving gender balance in leadership (director and above) by the end of 2025. We have also committed to ensuring that by the end of 2025 the U.S. leadership (director and above) is comprised of people of color in a percentage reflective of the U.S. population. In 2023, 38% of our leadership positions (director+) were held by women, an increase from 34% in 2022. We will continue enhancing our diversity and inclusivity initiatives to attain greater gender balance and improve diversity of race and ethnicity. We are always searching for ways to accelerate this in leadership roles.



⁴ “Executive” is defined as the executive committee who reports to the Chief Executive Officer

Pay equity

Pay equity is a topic receiving much attention and scrutiny lately. At Clario, we take this to heart with our workplace diversity and inclusivity approach. Our efforts toward pay equity include:

- Regularly monitoring and evaluating our pay practices and policies to ensure we are paying employees equitably across all genders, races and ethnicities.
- Basing compensation for new hires on skills, work experience and other job-related factors.
- Training managers on our diversity, equity and inclusion policies to ensure decisions regarding team members, including those related to compensation, are based on legitimate job-related criteria and not inclusive of personal characteristics such as gender, race or ethnicity.
- Monitoring Annual Merit review, promotions and impact analysis for gender, race or ethnicity bias.

In 2022, we conducted our first pay gap audit via an independent external source, Mercer. The Mercer Report provided the following conclusion regarding Base Pay Gaps (salary excluding bonus) in 2022:

- Unexplained gender pay gap of -2.4%; Women earn 97.6 cents to the dollar earned by men (statistically significant).
- Unexplained non-white versus white pay gap of -0.6% (not statistically significant).

Employee Resource Groups

Our Diversity Council and Employee Resource Groups (ERGs), open to all employees globally, drive an inclusive environment at Clario. With the global span of ERGs, team members across the company can connect, discuss, educate and lead us in building a culture where everyone feels valued and accepted.

In 2023, we matured our existing ERGs and proudly launched the M.I.N.D. and Patient and Caregiver ERGs.

People of Color

Goal	2023 highlights
To level the playing field through recruitment, development and advancement of people of color.	<ul style="list-style-type: none"> Continued awareness raising through social events and educational seminars. Policy updates on terminology and inclusivity.



LGBTQ+ & Allies ERG

Goal	2023 highlights
To make sure people feel comfortable bringing their whole selves to work and that our systems, benefits and policies support all of our colleagues.	<ul style="list-style-type: none"> The first Clario Trans Guide was produced, outlining all the terminology, benefits highlights and other necessary information to raise awareness and foster understanding. Seminar held on “Working Towards a More Inclusive Environment: Transgender & Non-Binary Participants in Clinical Research.” An “Ask Me Anything” Q&A panel conducted.



Women’s Leadership Network

Goal	2023 highlights
To recruit and promote women to all levels of leadership, especially at the Director level and above.	<ul style="list-style-type: none"> Supported 50 Clario women through the Peer Mentoring Program. Q&A session held on the importance of equity in the workplace and in clinical trials. Personal conversations on career achievement and managing work-life integration.



Patient and Caregiver Network

Goal	2023 highlights
To make Clario a better place to work for patients and caregivers, provide product insights that enhance patient experiences and empower advocacy that impacts the global community.	<ul style="list-style-type: none"> Event conducted on Disability Independence Day, hosting discussions on the inclusion of individuals with disabilities in clinical trials and in the workplace, as well as including insights and experiences of caregivers. Seminar held on “Cultivating Inclusion for Individuals with Disabilities and Caregivers.”



Mental Inclusivity and Neurodiversity (M.I.N.D.)

Goal	2023 highlights
To foster inclusion of neurodivergent team members, empowering their career and advocating for the recruitment of neuro-diverse candidates.	<ul style="list-style-type: none"> The first fireside chats with neurodivergent colleagues were held to understand their work experiences and perspectives on including neurodivergent individuals in clinical trials. Seminar held on “More than a Label: Insights on Neurodivergence.”



Community connections

Community engagement

Inclusion and belonging are a deep part of our values and culture at Clario. We believe in the importance of continuing to build on our culture through global connections and shared experiences. For this, we encourage our employees to take part in social, outreach and wellness activities, and discover the wider community around Clario.

2023 was another year filled with a lot of connecting activities. On a global level, we are proud to see that the number of employees taking part in volunteering activities under the Outreach Hours policy increased to 305 in 2023 (280 in 2022), amounting to 2,143 hours (1,929 in 2022). This underscores the continued commitment of our employees to their wider communities.

Zooming in on our German site in Estenfeld, 2023 was a successful year with Clario employees partaking in volunteering activities such as the Christmas packaging campaign for families in need (organized by Love in a Box), and other outreach activities such as Würzburg company run (WUE2RUN) and the Inklü Sports Camp, which focuses on raising awareness of doing sports with disabilities.

2,143

hours
volunteered
in 2023

“Having the opportunity to participate in volunteer projects within the work environment not only makes you feel part of a community, but also gives a greater sense of belonging and purpose.”

Laura Chaves
Cardiac Specialist I,
Cardiac Safety Operations



Corporate giving

Next to encouraging our employees to take part in community engagement activities, Clario supports several organizations with material and financial contributions. For example, in 2023, we donated 400 tablets to World Vision, a nonprofit organization whose mission is to ensure all children are cared for, protected and educated. These tablets were distributed to non-profit Urban Strategies, who support migrating children on the U.S.-Mexico border. The donated materials are used on a daily basis and help the teachers tremendously in lesson planning and supporting children in developing reading and language skills. At Clario, we are very proud to help enable this educational journey and to extend our technological impact beyond our direct customers.

Other organizations we supported throughout 2023 were the Burrell School District in Philadelphia with a donation of office and cleaning supplies, office furniture and TVs; Angestöpselt e.V. with regular IT equipment donations; Ancker e.V. with several financial and in-kind donations; the American Cancer Society’s “CEOs Against Cancer Initiative” with financial donations and with whom our EVP & Chief Dr. Todd Rudo is Clario’s representative, and the children’s cancer ward of Regenbogen of the University of Würzburg with financial donations collected through our employees’ participation in the 16th Florian Rosenbaum Cup Tournament and a benefit gala.



Simon’s Heart



For its partnership with Simon’s Heart, Clario has been named one of the honorees for the Philadelphia Business Journal’s Faces of Philanthropy 2023. This award recognizes partnerships between businesses and nonprofit organizations that have positively impacted the Greater Philadelphia community. Throughout our decade-long partnership, Clario has dedicated itself to supply Simon’s Heart with electrocardiogram (ECG) machines for free youth heart screening events, and to export and upload the data collected to Simon’s Heart digital registry. Through this partnership, we have provided almost 20,000 heart screenings, helping nearly 150 students uncover undetected heart conditions. Additionally, the digital registry has yielded 10 research papers and abstracts — contributing significantly to the scientific community.

Governance and ethics



Ethical compliance

Commitment to ethical conduct

As a company focused on improving patients' lives, ethical business practices are the basis for everything we do at Clario.

We are proud to have a **Code of Ethics and Business Conduct** (“Code”) that governs our expectations for how our team members conduct their activities on behalf of the company. The Code spells out the baseline expectations for team members 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. Essentially, the Code is the centerpiece of our commitment to preventing and — when necessary — taking action in response to unethical or unlawful activities by our team members.



Our code of conduct

We expect our team members to adhere to high standards of professionalism and conduct their work honestly and ethically. They are required to understand and comply with laws and regulations that apply to our business, including those protecting privacy and governing data security. Our Code of Conduct clearly outlines these expectations.

Violations of the Code are promptly and confidentially investigated with appropriate disciplinary action taken. We have a zero-tolerance policy against retaliation for good faith reports of suspected wrongdoing and provide anonymous reporting avenues through our Ethics Hotline.

Ethics hotline

Our Code describes how team members can report any potential ethical concern or violation of law to local management, senior management, Human Resources, the Legal Department or by reporting their concern through our Ethics Hotline. We take seriously our duty to investigate and respond to ethical concerns raised by team members as well as to protect confidentiality and anonymity of reporters to the extent possible. Our Ethics Hotline is available to team members globally 24 hours a day, seven days a week and permits any team member to report their concerns anonymously. Reports submitted to the Hotline are managed by our Legal and Compliance Department and key metrics are reported periodically to the Board of Directors. Any team member who voices a concern or potential concern in good faith is safeguarded against retaliation.

Information security

Security governance

Clario prioritizes the trust and confidence of our customers and workforce. Our dedicated Chief Information Security Officer leads an Information Security team to prevent, identify and appropriately address cyber security threats. The team focuses on developing and implementing strategies and processes to protect the confidentiality, integrity and availability of Clario technology assets and products. The team is also in charge of ensuring Clario stays abreast of evolving regulatory requirements and incorporates them into its compliance framework to maintain a strong culture of regulatory adherence. Ultimately, Clario's Board of Directors oversees the company's program, policies and procedures related to information security and are regularly updated on security risks and the program's health.

Risk management

Clario has formalized a resilient information technology (IT) security program with proactive measures to mitigate risks and allow for continuous monitoring that helps us adapt and respond to emerging threats and challenges. For example, we have built a resilient program utilizing a Managed Security Service Provider (MSSP), which provides 24x7x365 monitoring and response to security events. Additionally, Clario implements access control mechanisms to restrict access to sensitive information only to authorized individuals. Additionally, the company employs

encryption, multi-factor authentication and other IT security measures to prevent unauthorized technical access.

The team assesses the overall effectiveness of the Information Security program and controls through activities such as regular risk assessments, penetration testing and tabletop exercises. In case of incidents, potential or proven, we have a documented incident response plan and associated playbooks in place.

Clario's Security Program is audited both by internal departments and external parties including regulatory bodies as well as customers. In 2023, more than 150 audits were performed that included information security. Similar to 2022, zero information security breaches took place in 2023.

Third-party risk management

Security requirements and reviews are integrated within Clario procurement processes. To validate the security of information in our supply chain, we monitor our vendors and business partners by reviewing their external exposure to security threats.

Team member awareness

Clario invests in team member training and awareness programs to educate its workforce about information security best practices and ethical guidelines. The company empowers team members to recognize and report security incidents promptly, fostering a culture of security awareness and vigilance. Clario requires annual and new-hire security training as well as quarterly phishing testing.

Responsible use of AI

Since 2018, Clario has built more than 50 AI solutions using machine learning and deep learning techniques. Today, 30 of those solutions are fully integrated into our technology platforms and deployed across more than 800 active trials. By combining AI tools with deep scientific expertise, Clario is continuing to increase the accuracy and precision of clinical trial data, enhance speed and operational efficiency and heighten the privacy of patient data. As our development and implementation of AI-powered tools grows, so does our responsibility to use this powerful technology conscientiously.

In 2023, we published Clario's AI Responsible Use Principles. As the product of a cross-functional task force, these Principles demonstrate our commitment to employing AI in a responsible way governed by the highest ethical principles.

The principles are as follows:

- 1 Clario seeks to use AI in a fair and equitable way.
- 2 Clario aims to be transparent in its use of AI.
- 3 Clario respects privacy rights, including when using AI.
- 4 Clario monitors and tests AI to detect and mitigate risks.
- 5 Clario monitors the evolving AI regulatory landscape for compliance purposes.

“Clario is dedicated to responsibly pioneering AI models that rapidly deliver high-quality data in clinical trials. Doing so is a key part of our commitment to helping our customers transform patient lives around the world.”

Jay Ferro
Chief Information Technology
and Product Officer



ISO 27001:2022

Throughout 2023, Clario has been through a demanding, though exceptionally rewarding, journey toward obtaining the ISO 27001:2022 [ISO/IEC 27001] certification. The ISO 27001 is a globally recognized standard for information security management systems (ISMS), validating a company's systematic and comprehensive approach to information security management practices and recognizing a company's strong commitment to protecting sensitive information. Marked by implementing the entire framework, 2023 was spent harmonizing processes and delivering auditable progress to Clario's independent IT auditor, Schellman.

The road towards obtaining the ISO 27001:2022 certification underscores Clario's dedication to securing our stakeholders' data and trust. Our commitment to ISO 27001:2022 demonstrates our proactive approach to identifying and mitigating security risks that could affect our stakeholders' information.

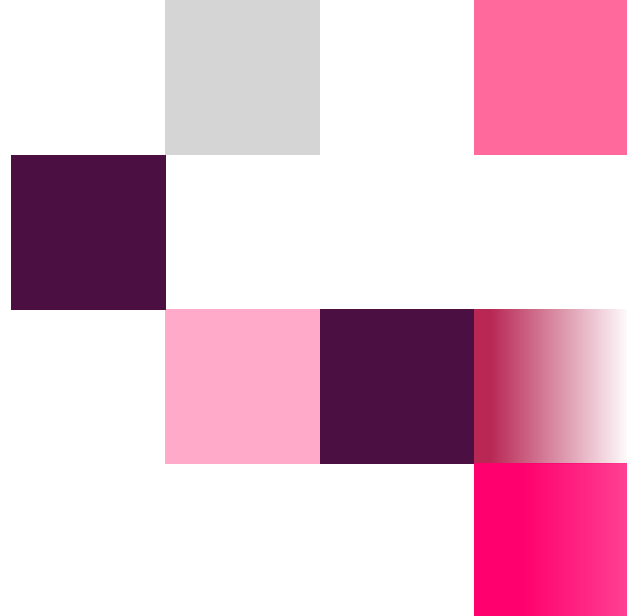
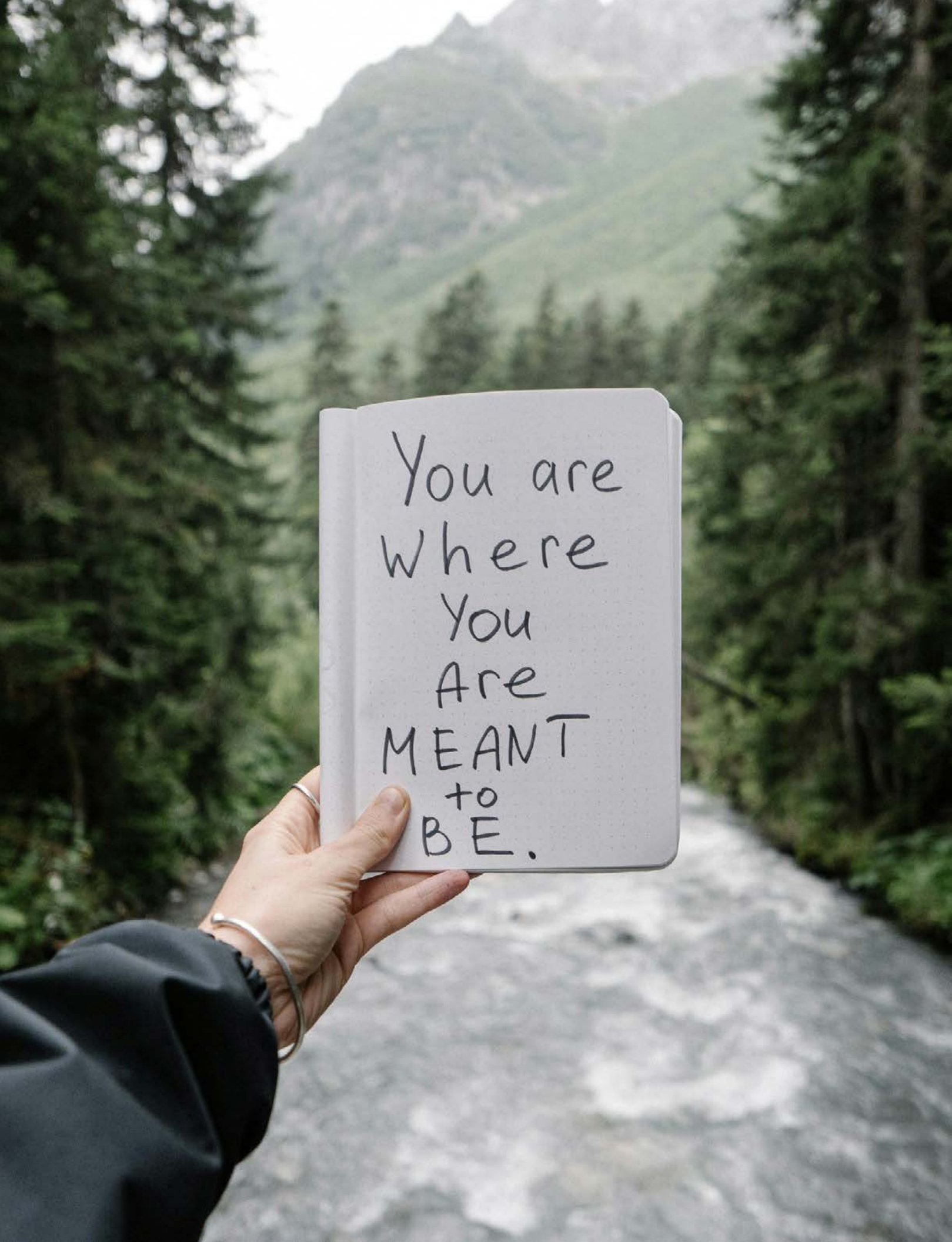
Additionally in collaboration with Schellman, Clario has been working diligently to obtain Service Organization Control 2 (SOC 2 Type II) attestation. SOC 2 Type II compliance is an evaluation of a company's controls over the security and availability of customer data.

The SOC 2 report is a testament to our commitment to providing secure and reliable services to our clients. Working towards SOC 2 compliance assures the security controls we have in place have been rigorously assessed and meet the highest industry standards.

We expect to receive the ISO 27001:2022 certification and SOC 2 Type II attestation early in 2024. For more information, please visit the Clario Information Security page.

“Trust is paramount in today's digital age. Clario is committed to building better trust with our customers through third-party security assurances. ISO 27001 is among the most widely recognized, rigorous and internationally accepted information security standards.”

Murtaza Nisar
Vice President, Chief Information
Security Officer



Conclusion

Building upon the strong foundation of previous years, Clario remains committed to continuous improvement in our ESG practices.

This year's report highlights progress in reducing our environmental footprint, maximizing our positive social impact and upholding the highest standards of transparency, data protection and innovation in flexible clinical trials. Our intent is for measurements in this report to reflect the collaborative efforts undertaken with our entire stakeholder community.

Sustainability and social responsibility aren't afterthoughts but central to our success. As global citizens, we are responsible for creating a more inclusive, equitable, just, safe and sustainable future for all. This compels us to deeply integrate ESG principles into every aspect of our business.

Looking ahead, our positive impact to date energizes us for the future. We acknowledge we have more work to do and are committed to continuous improvement using robust KPIs.

Thank you for taking the time to read this report. We hope it inspires you to unite with us on this journey of continuous improvement. Our role and yours as a stakeholder are crucial and we believe in the power of collective action. We invite you to join in this important endeavor as we aim to make the future brighter for all.

On behalf of the global Clario team,

Sharon Gregory
Senior Director,
Business Enablement & ESG

Together, we can build a brighter future.

Appendix



KPI Index

Social	2022	2023
CEO pay ratio	30:1	22:1
# of employees	3,783	3,630
# of women across the company	1,944	1,955
# of women in executive positions (director and above)	108	133
% of women across the company	52%	54%
% of women in executive positions (director and above)	33%	38%
Unadjusted gender pay gap (women / men) The unadjusted gender pay gap refers to the disparity in average earnings between men and women without accounting for factors such as job type, experience or education level.	97.6 cents / 1 dollar	97.6 cents / 1 dollar
# of people of color in the U.S. portion of the organization* “People of color” is a term used in the United States to collectively refer to individuals who are not of European descent. It encompasses diverse racial and ethnic groups, including African Americans, Hispanic and Latino Americans, Asian Americans, Native Americans and others.	632	533
% of people of color in the U.S. portion of the organization	32%	32%
# of service awards given	532	391
# of Clario awards given	n/a	750
# of average hours of training per employee	50	50
# of pulse checks A “pulse check” refers to a brief, periodic assessment conducted to gauge employee sentiment, satisfaction or engagement levels, providing real-time insights into organizational dynamics and morale.	3	0
# of people who volunteered	280	305
# of hours of volunteering (outreach hours policy) Volunteering involves employees donating their time and skills to support community initiatives or charitable activities, often organized or facilitated by Clario as part of corporate social responsibility efforts.	1,929	2,143
# of boomerang employees	23	n/a
# of employees below the age of 18	0	0
% of employees covered by collective agreements	0	0
# of work-related incidents Work-related incidents are events or accidents that occur during the course of employment, including injuries, illnesses or near-misses which may impact employees’ health, safety or well-being.	5	8
# of Women Peer Mentoring participants	50	50

Business ethics	2022	2023
# of IT security audits	7	170**
# of information security breaches	0	0

Environment	2022	2023
% of total workforce that received training on environmental issues	100%	100%
Scope 1 (CO2e) Scope 1 emissions, as defined by the GHG Protocol and referring to direct greenhouse gas emissions from sources owned or controlled by the reporting entity, such as emissions from combustion of fossil fuels and onsite industrial processes.	125	104
Scope 2 (tCO2e) Scope 2 emissions, according to the GHG Protocol, are indirect greenhouse gas emissions associated with the purchased or acquired electricity, heat or steam consumed by a reporting entity in its operations.	1,467	383
Scope 3 (tCO2e) Scope 3 emissions, as outlined by the GHG Protocol, encompass indirect greenhouse gas emissions from sources not owned or controlled by the reporting entity, such as emissions from supply chains and business travel.	54,107	40,063

Other	2022	2023
# of new trials In medical research, a trial refers to a structured investigation designed to evaluate the safety, efficacy and potential side effects of a medical intervention, such as a new drug, treatment, procedure or medical device.	1,087	1,083
# of patients in trials†	282,251	233,452
# of supported FDA approvals FDA approvals refer to the process by which the U.S. Food and Drug Administration evaluates and grants permission for the marketing and sale of new drugs, biologics, medical devices, food additives and other regulated products.	29	40

* As per legal requirement

** Starting in 2023, in order to better capture the breadth of our security audits, we have begun to track audits conducted by internal departments and external parties including regulatory bodies and customers.

† Data includes only patients who enrolled in a trial supported by Clario during the respective calendar year.



About Clario

Clario is a leading healthcare research and technology company that generates high quality clinical evidence for our pharmaceutical, biotech, and medical device partners. We offer comprehensive evidence generation solutions that combine eCOA, cardiac solutions, medical imaging, precision motion, and respiratory endpoints.

Since our founding more than 50 years ago, Clario has delivered deep scientific expertise and broad endpoint technologies to help transform lives around the world. Our endpoint data solutions have supported clinical trials over 26,000 times in more than 100 countries. Our global team of science, technology, and operational experts have supported over 60% of all FDA drug approvals since 2012.