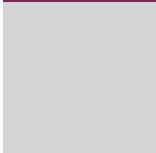
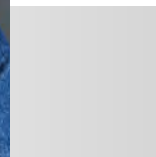
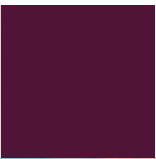


2024 Environmental, Social and Governance Progress Report



CLARIO.



About this report

Our 2024 Environmental, Social and Governance (ESG) report will help readers deepen their understanding of Clario, our global operations and how we help support the development of critical treatments and patient therapies. It will also provide a detailed account of Clario's commitment to social and environmental sustainability and progress on various ESG topics throughout 2024.

In addition to detailing our progress, this report reflects on areas for improvement and affirms our commitment to transparency throughout Clario's ESG annual reporting journey. We hope our dedication to environmental sustainability, equality and strong corporate governance resonates with you and we encourage you to join us in contributing to better living for all.

Our 2024 ESG report covers sustainability data from January 1 to December 31, 2024.

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Glossary

Abbreviation	Definition
CDP	Formerly known as the Carbon Disclosure Project (CDP), this is a global initiative encouraging companies to disclose their 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 European Union (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.
GRI	The Global Reporting Initiative (GRI) is an independent, international organization that provides a globally recognized framework for sustainability reporting. It helps organizations understand and communicate their economic, environmental and social impacts, enabling them to be more transparent and accountable.
EC 1221/2009	Regulation European Community (EC) Number 1221/2009, also known as the EMAS (Eco-Management and Audit Scheme) regulation, is an EU law that establishes a voluntary environmental management system for organizations. It provides a framework for organizations to evaluate, report on and improve their environmental performance.
EU 2017/1505	EU Regulation 2017/1505 amends the existing EMAS Regulation (EC) Number 1221/2009 by updating Annexes I, II and III. These annexes outline the requirements for organizations participating in EMAS, including aspects of environmental management systems, employee involvement and the environmental statement.
EU 2018/2026	EU Regulation 2018/2026 is a Commission Regulation that amends Annex IV of the EMAS Regulation (Regulation Number 1221/2009).
EU 517/2013	EU Regulation 517/2013, officially titled “Regulation (EU) Number 517/2013 of the European Parliament and of the Council of 16 April 2013 on fluorinated greenhouse gases (F-gases) and repealing Regulation (EC) No 842/2006,” focuses on regulating F-gases within the EU. It aims to reduce emissions of these gases, which contribute to climate change, through various measures.
IEC 27001:2022	ISO/IEC (International Electrotechnical Commission) 27001:2022 is the updated international standard for Information Security Management Systems (ISMS). It provides a framework for organizations to establish, implement, maintain and continually improve an ISMS, helping them manage and mitigate risks to their information assets.
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 (UN) to address various social, economic and environmental challenges and promote sustainable development worldwide.



A letter from our CEO

At Clario, our mission goes beyond delivering endpoint data solutions to the clinical trials industry. We are purpose-driven, grounded in ethics and deeply committed to our clients and the patients they serve.

This year's ESG Report reflects that commitment. Each milestone we have reached as a company reaffirms our dedication to innovation, our team members and the trust our partners place in us. I invite you to explore this report to learn more about the advances we have made with data stewardship, operational innovation and building a values-driven culture.

Delivering superior data, sustainably

Advancing health outcomes goes hand-in-hand with responsible business practices supporting people, communities and the planet. Our organizational

values provide us with the foundation for our approach, which appreciates good sustainability practices as good business. Across Clario, we prioritize:

- **People:** We foster a workplace that embraces performance and accountability as well as inclusivity, ethical conduct and team member well-being.
- **Solutions:** Our approach to digitizing clinical trial processes differentiates our solutions, allowing us to address challenges effectively, reduce environmental impact, and improve efficiency and scalability across studies around the world.
- **Delivery:** We combine domain expertise, technology and human insight to deliver impactful solutions that help our clients transform patients' lives and support more sustainable, equitable clinical trials.

Sustainability is not an add-on at Clario. It is integrated into how we create long-term value for all of our stakeholders.

Delivering superior data, ethically

At Clario, we develop and harness the power of artificial intelligence (AI) to transform clinical research – enhancing the speed, reliability and privacy of trials that ultimately improve patient outcomes. As we create and deploy AI-driven tools to safeguard patient data and flag quality issues in real time, we take deliberate steps to uphold the ethical responsibilities that come with innovation. Expert human oversight is built into our AI deployment, reinforcing a strong governance framework that guides our compliance with evolving global regulations. I urge you to read more on this subject on [page 73](#) of this report.

Delivering superior data, securely

As part of Clario's ongoing commitment to responsible governance and data stewardship, we achieved ISO 27701:2019 certification. This important milestone builds on the ISO/IEC 27001:2022 certification we earned in 2023 and reflects the strength of our Privacy Information Management System (PIMS). It reinforces our dedication to upholding the highest standards in data privacy and security – critical pillars of trust in the processing of clinical trial data. Find out more about our dedication to data privacy on [page 70](#).

Delivering superior data rooted in our values

Facilitating an environment where Clario team members feel supported and empowered is foundational to delivering outstanding service and superior data to our clients. To that end, we have built a robust feedback loop, including the

global employee engagement surveys we conduct every two years. Our 2024 survey saw incredible engagement with nearly 90% of our workforce making their voices heard. You will find highlights from the survey on [page 50](#).

These surveys are consequential to Clario – we can better support our team members when we better understand their collective experience and needs. For that reason, my leadership team has instituted department-level pulse checks, employee roundtables and recognition programs. These efforts culminated in 2024 by celebrating the dedication and impact of teams, individuals and organizational milestones by awarding 803 Clario Awards and 335 Service Awards.

Delivering impact through purpose

This year's ESG Report captures the meaningful progress Clario made in 2024, from strengthening data privacy and security to reducing the environmental footprint of our global operations. These accomplishments are guided by our belief that ethical, data-driven innovation can deliver measurable impact both across the clinical trial landscape and in the workplace. As we look ahead, we remain committed to building a more sustainable, inclusive and trusted future for clinical research.

Sincerely,

Chris Fikry, M.D.
Chief Executive Officer (CEO)

Accelerating our sustainability journey

As global attention to ESG matters continues to develop, Clario is working to advance our sustainability performance and empower our clients in their own ESG journeys. In line with this aim, we continued accelerating progress on our sustainability roadmap throughout 2024.

One key highlight in 2024 was the validation of our ambitious emissions reduction targets by the Science Based Targets initiative (SBTi). Furthermore, we are thrilled to publish this report according to the Global Reporting Initiative (GRI) standards for the first time, underscoring our ongoing dedication to providing transparent, comprehensive ESG reporting in line with the expectations of our clients, partners and owners.

Building on the achievements of previous years, in 2024 we continued our focus on flexible clinical trials, recognizing each clinical trial presents an opportunity for Clario to make a positive impact for our clients and, by extension, for patients.

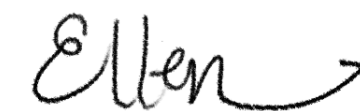
Our flexible services are designed to ease the burden on patients, enhance patient participation and compliance, and ultimately support the generation of higher-quality clinical data. By working to optimize processes and integrating innovative technologies, we have improved the efficiency of clinical trials in a meaningful way for sponsors and further enhanced the quality and precision of clinical data capture, which benefits patients. These advancements

have also delivered two environmental benefits: contributing to a reduction in our overall carbon emissions and enabling the implementation of seamless digital data submission solutions that reduce our reliance on paper.

At Clario, sustainability is deeply integrated into our operations, guiding our daily decisions and long-term strategies. We strive to be environmentally responsible at every level of our organization and actively seek opportunities to contribute to a more sustainable future, which we believe can benefit both our own operations and our entire stakeholder ecosystem. In 2024, examples of this commitment included our ongoing adoption of sustainable

packaging solutions and our continued collaboration with third-party medical device vendors to optimize the use of site-owned healthcare equipment for patient data acquisition, thereby decreasing our carbon footprint.

Looking ahead, we remain steadfast in our attention to sustainability, innovation and making a positive impact on the world. We believe achieving our ESG goals is intrinsically linked to our business purpose of transforming lives globally. We are enthusiastic about the opportunities that lie ahead and remain dedicated to fostering a more sustainable world for all.



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





About Clario

At Clario, we transform lives by unlocking better evidence. Harnessing our scientific and technological expertise, we generate regulatory-grade clinical data to help pharmaceutical and biotechnology companies bring important new treatments to market. Since 1973, customers have used our technology and data management services to support more than 26,000 clinical trial opportunities in 100+ countries. We have also been an integral part of more than 700 regulatory approvals. Continuing this rich heritage, we are committed to delivering 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 partner with pharmaceutical and biotechnology companies of all sizes. Between 2012 and 2024, Clario teams contributed to 60% of all approvals from the United States (U.S.) Food and Drug Administration (FDA). Since 2021, we have collected evidence in more than 3,840 clinical trial opportunities. In 2024, 278,000+ patients were involved in trial opportunities we have supported. Clario's suite of equipment and services encompasses Medical Imaging, Electronic Clinical Outcomes Assessment (eCOA) and Digital Physiology, spanning Respiratory, Cardiac and Precision Motion measures. Through dedicated investments enhancing our operational agility and technological capabilities, we believe we are well-positioned to benefit from current and emerging trends in the clinical data space.



Medical Imaging



eCOA



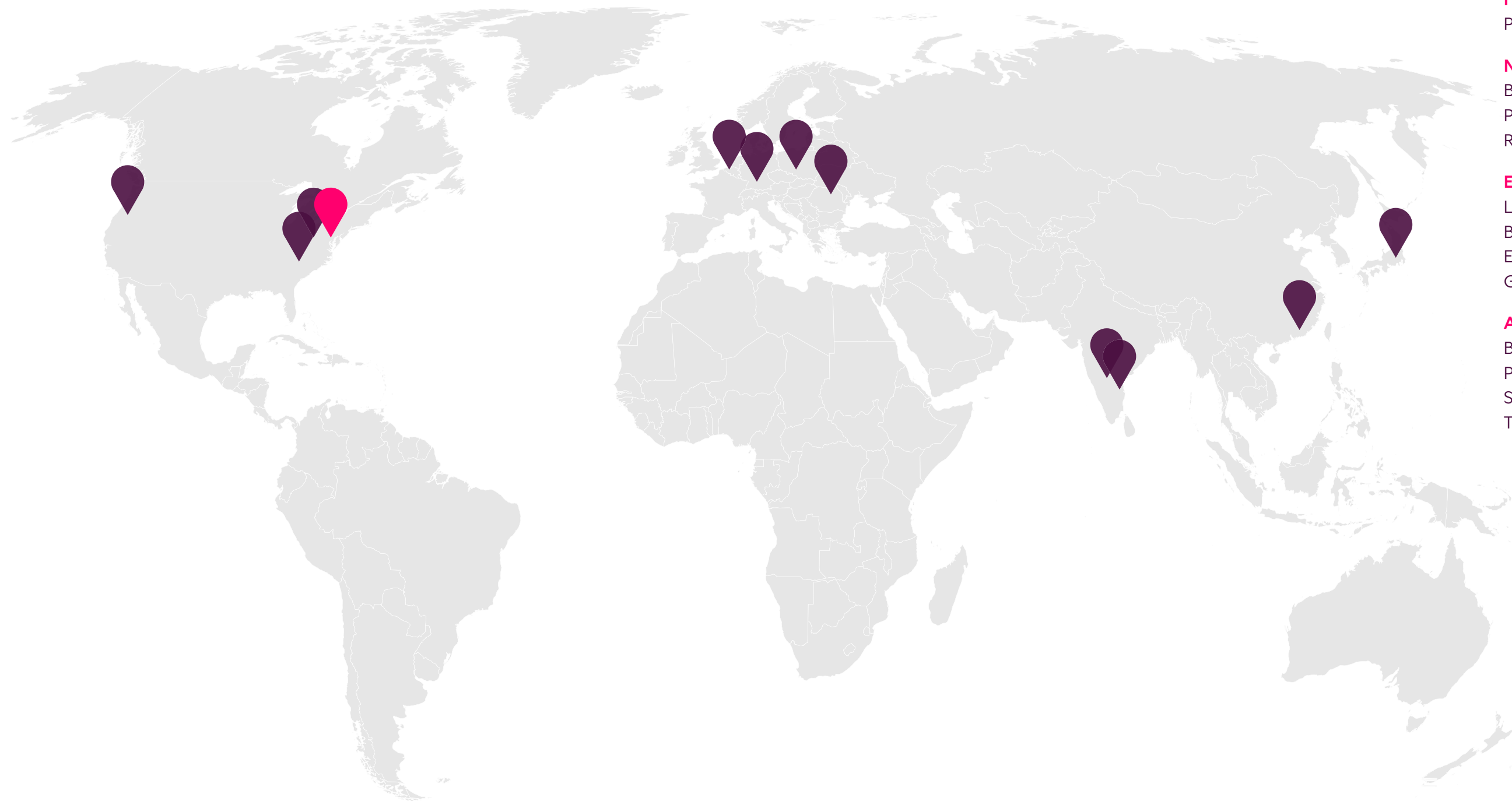
Cardiac Solutions



Precision Motion



Respiratory



HEADQUARTERS
Philadelphia, PA, U.S.

NORTH AMERICA
Bristol, PA, U.S.
Portland, OR, U.S.
Raleigh, NC, U.S.

EUROPE
Leuven, Belgium
Budapest, Hungary
Estenfeld, Germany
Geneva, Switzerland

ASIA
Bengaluru, India
Pondicherry, India
Shanghai, China
Tokyo, Japan

50+
years of
experience

60%
of all FDA
approvals
(2012-2024)

12
facilities in
8 countries*

>26k
clinical trial
opportunities
across 100+
countries

>700
FDA and EMA
new drug
approvals in
100+ countries

24/7
customer
and patient
support

Data as reported through December 2024.
* Clario also has dedicated flex space in five additional countries.

Driving progress through science

Science and data are the foundation of our technologies, products and services. Clario’s offerings are designed to help our clients deliver improved health and well-being for people around the world. Leveraging five decades of experience, expertise and global scale, we believe we deliver a unique value proposition that helps us meet the life sciences industry’s complex, evolving needs. We offer a diverse suite of innovative technologies generating clinical endpoints across all major therapeutic areas, including

oncology, neuroscience and ophthalmology. Our solutions provide superior data capture, management and analysis in compliance with global regulatory standards.

We also maintain a firm commitment to promoting greater diversity in clinical trial opportunities, which aligns with our belief that the richest clinical data is the most diverse. As diversity is a key challenge facing our industry, Clario seeks to increase demographic representation by implementing inclusion policies and pursuing strategic partnerships wherever possible.



Understanding the need for diverse patient participation in clinical trials

In 2023, a study published by the Tufts Center for the Study of Drug Development (TCSDD) in collaboration with Clario, reviewed pivotal clinical trials from 2007 to 2021 for drugs receiving FDA approval. In half of these trial opportunities, African American participants were underrepresented by more than 64%, relative to the prevalence of the disease. Overall, fewer than 10% of participants were African American; fewer than 10% were Asian. Further research revealed a link between the diversity of the staff at clinical trial sites and the diversity of participants.¹

Another research paper highlighted the scale of the problem. “In a 2020 analysis of global participation in clinical trial opportunities, 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,” according to Nature Reviews Disease Primers.²

A lack of participant diversity in clinical trials can lead to inaccurate data and limits opportunities to improve the safety and efficacy of new medicines, devices and treatments for all.

Analysis of global participation in clinical trials



1 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. <https://pmc.ncbi.nlm.nih.gov/articles/PMC9186277/>.

2 Sharma, A., Palaniappan, L. Improving diversity in medical research. Nat Rev Dis Primers 7, 74 (2021). <https://www.nature.com/articles/s41572-021-00316-8>



Mission and purpose

As a company driven to make a positive impact in the world, Clario operates with a clear mission and purpose.

Our mission is the core of what we do:

Improving the lives of patients and their families by supporting the development of better treatments, medicines and medical devices. We achieve this by enabling our clients to collect high-quality clinical trial data that supports their regulatory submissions.

Our purpose is why we exist:

To transform patient lives by helping our clients unlock better evidence. We promote a corporate culture guided by strong values and sound governance.

Our values and culture:

We effectively and consistently meet our commitments to our colleagues and clients by upholding strong organizational values. Our values strengthen our engagement in daily activities while helping us tackle future challenges and opportunities.



PEOPLE

United by our purpose, we have a deep understanding of our clients and empathy with patients. We endeavor to provide exceptional support to our clients and one another.



SOLUTIONS

Our domain expertise, technology and human understanding provide solutions to our clients. The continuous pursuit of information, insights and inspiration helps to transform patients' lives.



DELIVERY

We strive to provide outstanding service to our clients, patients and each other by offering clear and helpful guidance, reacting rapidly to help our clients prevent and solve issues. We are quality-obsessed, yet we work together to be flexible and to simplify the client's experience.



Our strategy

Alongside our values, our strategy plays a vital role in enabling us to realize our mission and purpose. It’s founded on the three key ambitions in the graphic below.

These fundamental aspirations guide our day-to-day operations and are embodied in our long-term choices. In 2024, we remained steadfast in our commitment to excellence in the myriad ways we support clinical trials.

By continually assessing and refining our operations and enhancing our capabilities, we have positioned ourselves as an industry leader in terms of reliability, speed and scientific impact. Our strategic focus in 2024 was built upon our foundational strengths while setting new benchmarks for performance and innovation.

Updates to our strategy in 2024 included:

- **Improving the client experience.**
We worked to enhance site processes and support mechanisms, enabling seamless execution while increasing speed and accountability in resolving client issues. Further, to meet the evolving needs of the biotechnology sector, we developed a dedicated go-to-market biotech offering for 2025 integrating our deep expertise with tailored solutions.

♥ To be the best place to work in our industry.

✋ To be the partner of choice for clients.

★ To be the recognized leader in clinical digital data solutions.

- **Differentiating our offering.**
In 2024, we emphasized the critical importance of expanding scientific and operational value across our business units, with a strong emphasis on areas such as neuroscience and the biotechnology segment. We also continued to refine our AI strategy, aiming to develop and implement more innovative tools to enhance efficiency, accuracy and decision-making across our portfolio. Read more about our AI strategy in the Governance section of this report on [page 73](#).
- **Operating with greater discipline.**
By fostering a culture of excellence and accountability, we strive to set the standard for high-performance execution in clinical trials.

As we advance these strategic initiatives into 2025, we seek to continue appropriately integrating sustainability and innovation into our business model. Clario is not just evolving – we are redefining what it means to be a leader in clinical research. Our commitment to delivering value will continue to drive our success in the years ahead. To learn more about our integrated approach, see Sustainability by Design (SbD) on [page 19](#).

Our strategic imperatives

Exceptional team member experience

We are driven by purpose, inspired by impact, rooted in core values and committed to collaboration. We celebrate our successes because we know they are connected to our purpose of transforming patients’ lives.

World-class client experience

Our investments in speed and agility, an integrated technology platform, our operations team and our team members affirm our commitment to our clients.

Innovative technology roadmap

We continuously innovate to improve the way we generate clinical evidence and to deliver a unified, simplified experience for sponsors, sites, Clinical Research Organizations (CROs) and patients.

Expertise throughout the trial lifecycle

When it comes to generating clinical evidence, the process or instructions are as important to us as the endpoint. Our team of 125+ scientific and medical experts, combined with our innovative technology solutions, facilitates the capture and processing of rich, actionable evidence across all sizes and phases of clinical trials.

Leading an integrated product portfolio

We build products to help our clients stay ahead of the curve by providing an integrated experience that accelerates trial timelines, enhances data security and improves user experiences.

Governance structure

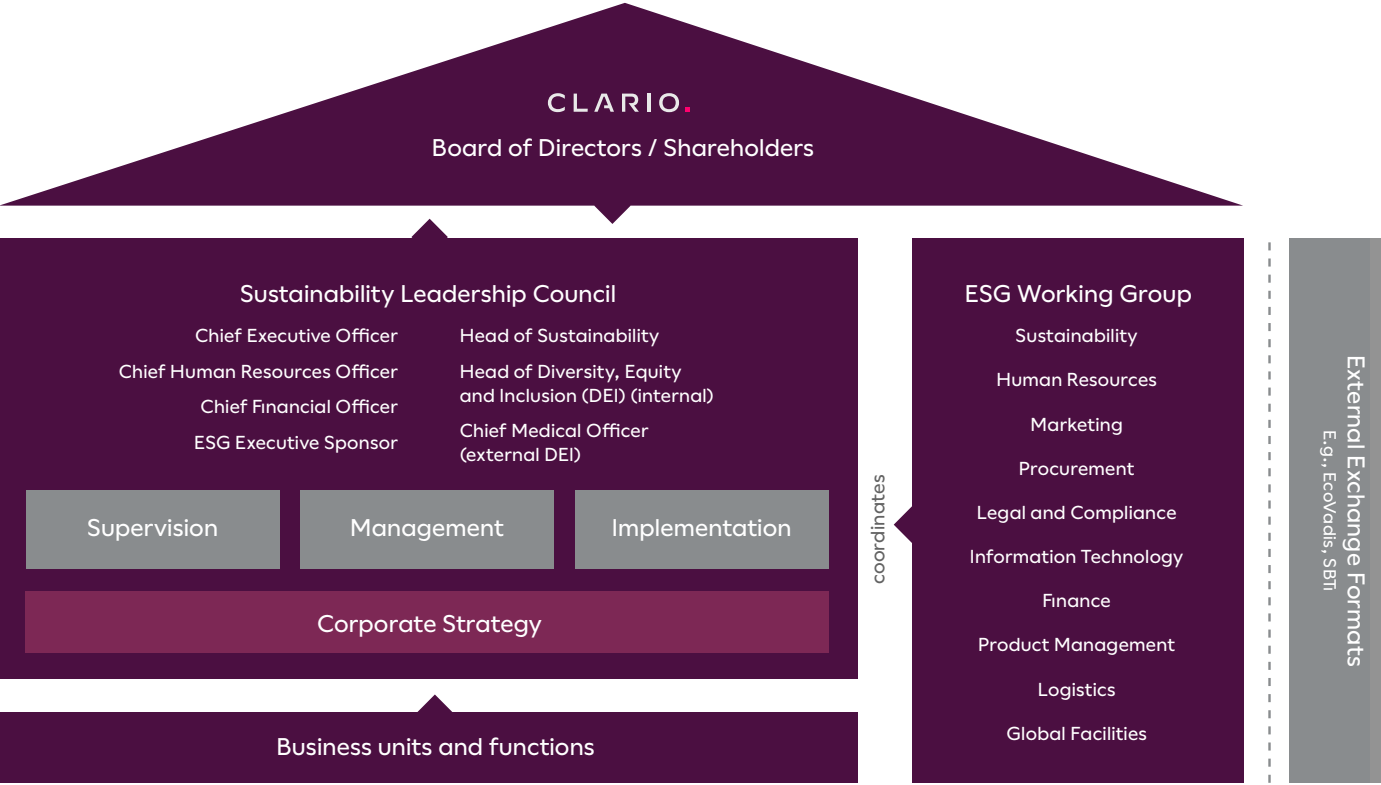
Clario’s shareholders are Astorg, Nordic Capital, Novo Holdings and Cinven. Their common values, such as consistent focus on long-term value creation, support for collaboration and partnership, and emphasis on ESG factors, are reflected in our company’s DNA. With their confidence and support, sustainability is embedded throughout Clario’s day-to-day operations.

In 2024, we maintained the same sustainability governance framework as in 2023. It rests on three pillars: supervision, management and implementation. The **Board of Directors** has ultimate oversight of sustainability-related matters, such as the integration of sustainability principles and policies into Clario’s overall business

strategy, the sustainability roadmap, and the adoption and implementation of critical key performance indicators (KPIs). The Board receives quarterly status updates from management.

The **Sustainability Leadership Council** leads the development and implementation of the sustainability strategy. The Council guides the ESG Working Group in enabling the delivery of specific action items. It also provides a quarterly update to the Board and executive management team on the sustainability roadmap and relevant KPIs.

The **ESG Working Group**, which comprises operational leaders from relevant departments across the organization, manages sustainability-related activities. Additionally, the Working Group delivers monthly reports to the Sustainability Leadership Council on KPI achievement and strategic progress.





Sustainability by Design

Commitment to sustainability

Our purpose drives us to transform lives by unlocking better evidence. Clario works to achieve this by generating rich, diverse, regulatory-grade clinical evidence to support the development of critical treatments and patient therapies. At the same time, we recognize true sustainability means going the extra mile for all our stakeholders: embracing environmental accountability, improving labor conditions and infusing human rights to promote ethical behavior and sustainability at every stage of our supply chain.

To better inform our sustainability efforts, we conducted a review commonly referred to as an ESG “materiality” assessment. Below, we outline the methodology and results of this assessment and how they inform the creation of our wider Sustainability Action Plan.

ESG “materiality” assessment

We designed a custom materiality process aligned with GRI standards to help identify and prioritize the ESG issues that matter most to our business and stakeholders.

Our first step was conducting detailed desk research and peer-benchmarking to develop a shortlist of potentially relevant

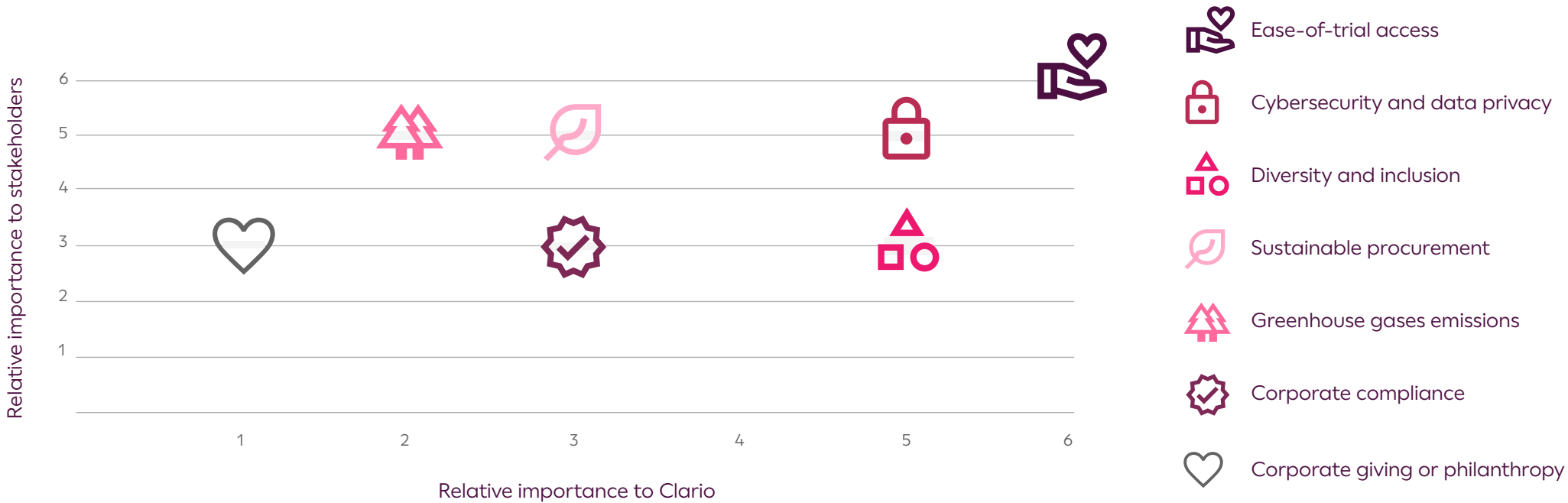
topics. We then identified our main stakeholders: clients, business partners, tier 1 and 2 suppliers, existing and potential team members, investors, end users (both patients and sites that use our products), legal authorities and regulators.

Following that, we designed a stakeholder engagement process, inviting key stakeholders to provide their inputs and support the prioritization of potential material topics.

The results of these engagements were mapped on the ESG materiality matrix seen below, which displays the relative degree of significance of each topic to the company and our stakeholders.



ESG materiality matrix



Sustainability Action Plan

The results of our ESG materiality assessment helped to inform Clario’s Sustainability Action Plan. This plan guides us in embedding sustainability principles throughout our operations, including in planning, design, execution and reporting. Our integrated ESG approach is SbD.

Stakeholder engagement

To fully realize SbD, we must keep nurturing effective collaboration within and beyond our organization. That is why, in addition to gathering inputs during the materiality assessment, we worked to engage with a diverse and representative range of stakeholders on an ongoing basis. Our engagement took place through several channels:

- **Client meetings**
We convened regular meetings with clients and partners to discuss their sustainability priorities and how our services contributed to their goals. This feedback loop allowed us to tailor our offerings and continuously improve environmental and social impact within the clinical research landscape.
- **Investor relations**
We maintained open communication with investors regarding our

sustainability efforts. We also integrated ESG considerations into our investor communications and reporting, highlighting our SbD’s impact on long-term value.

- **Team member 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 team members about their concerns and ideas related to sustainability.

These interactions provide valuable insights to inform our materiality assessment, shape our sustainability strategy and align our efforts with the most pressing stakeholder needs. This collaborative approach strengthens our commitment to building a more sustainable future for the clinical research industry.

Achieving progress

Clario’s Sustainability Action Plan is designed to advance SbD across all three dimensions of sustainability: environmental, social and governance.

In 2024, we further developed our targets, policies and actions to drive progress on the topics listed on the right.



Environmental

Working on reducing carbon emissions, decreasing waste generation and enhancing resource conservation

Appealing to clients, our private equity owners and partners who share our commitment to advancing progress on key ESG topics

Aiming for cost savings with streamlined processes and resource efficiency



Social

Promoting robust opportunities for diverse patient participation in clinical trials

Protecting the rights and well-being of trial participants

Engaging with stakeholders throughout the research process

Fostering diversity and inclusion at all levels of the organization and in supplier engagement



Governance

Working to implement robust data privacy and security measures

Maintaining transparent reporting practices

Nurturing a culture of compliance



2024 ESG highlights: From goals to success



Achieved an
EcoVadis score
of 70 (silver medal)



Reached B level
for CDP Climate and
A level for Supplier
Engagement
questionnaires



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



Established a
sustainability design
framework for new
product development



Further developed
our Employee Resource
Groups (ERGs), which are
open to all employees



Increased team
member participation
in Outreach, of which
we contributed
2k+ volunteer hours



Received SBTi validation
for our near-term and
net-zero targets, marking
a significant milestone on
our climate action journey



Received the 2024 SAS
Global Service Provider
Partner of the Year
award, recognizing our
expertise in delivering
advanced technological
solutions to meet evolving
clinical trial needs



Received ISO 27001
certification in recognition
of our strong information
security management



Initiated ISO/IEC 27701
certification process for
further recognition of our
robust data privacy and
security measures

Pursuing UN SDGs

The United Nations (UN) Sustainable Development Goals (SDGs) were established as a blueprint toward a sustainable and equitable future for all. Clario’s operations and business activities, including our Sustainability Action Plan, help to contribute to various SDGs, including:



Our mission is to transform patient lives. We support this goal by generating the evidence needed to assess the safety and efficacy of new medicines, devices and therapies, directly impacting the well-being of people around the world. Our solutions harness the insights of more than 200+ therapeutic area experts, providing the knowledge and execution necessary to transform millions of human lives.



Clario is committed to combating climate change 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. Our SBTi-validated targets provide a clearly defined pathway to reduce our GHG emissions.



Clario aims to provide employment opportunities at all levels for everyone. This includes people of all genders, races, ethnicities, sexual orientations and those with disabilities. Our ERGs, which are open to all team members, include the Women’s Leadership Network, LGBTQ+ and Allies, R.E.A.C.H, and Mental Inclusivity and Neurodiversity (M.I.N.D.), and the Patient and Caregiver Network. Our ERGs guide us in building a culture where everyone is valued and accepted.



Recognizing the importance of cross-value-chain collaboration, we vet suppliers thoroughly to meet high supply chain standards. We review sustainability metrics, 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 bring-your-own-device (BYOD) and multi-protocol devices are meant to drive the reuse of devices and reduce packaging and shipping volumes.



Clinical trials are the foundation of the safe use of medicines, devices and therapies, and support the proper functioning of global healthcare systems. For this reason, we emphasize ethical compliance and protection policies across our value chain.



Validations and certifications

Endorsements

Clario has adopted globally-recognized industry and ESG frameworks, norms and standards. This helps us align our actions to meet stakeholder needs and international expectations. To this end, Clario endorses:

- UN SDGs
- EcoVadis
- SBTi
- The Paris Agreement
- CDP
- ISO 14001:2015
- ISO 27001:2022

These efforts demonstrate our commitment to sustainability, transparency and accountability. We are proud to be associated with these initiatives and recognition schemes, which help to align our efforts with global sustainability best practices.



EcoVadis



In November 2024, Clario's progress on ESG received further recognition from EcoVadis, the world's largest provider of business sustainability ratings. We were again awarded the silver medal rating, with an improved score of 70%, up from 67% in 2023. In its feedback, EcoVadis commended our policies and processes on the environment, labor and human rights, ethics and sustainable procurement.

According to this latest assessment, our Sustainability Management System (SMS) ranks in the 91st percentile of all companies rated worldwide. This means we are now classified in the "Leader" category, moving up from the "Advanced" category achieved in 2023. We will continue to focus on improvement areas as highlighted by EcoVadis and strengthen our approach to ESG topics.

In line with our commitment to using EcoVadis within our SMS, Clario has built a robust and well-regarded management system. Taking evaluation feedback into consideration, we aim to continually improve our 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. This is because EcoVadis uses ISO 26000 and UN Global Compact (UNGC) goals in its methodology and ISO 26000 in its assessment of suppliers.

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 in 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 broader 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 incorporating elements 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 broader patient population, including candidates 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 robust evidence sponsors need to support their regulatory submissions. We do this by listening not only to our clients 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 promotes the correct use of devices during remote or hybrid trials. We have enhanced the user instructions integrated into our devices, offering patients multi-language, 24/7 support and BYOD options to improve the way we collect and generate evidence.

Scientific rigor meets patient-centricity

Clario's medical and scientific experts have worked closely with our product development teams to help 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 2024, such as our pledge to the Tufts CSDD, our strategic partnership supporting CancerX and the White House Cancer Moonshot, our memberships with 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.

Supply chain management

Sustainable supply chain

Effective supply chain management is essential for smooth and sustainable operations. Clario’s extensive value chain spans thousands of suppliers, clinical trial sites and patients worldwide. Our global scale requires solid processes to safeguard sustainable procurement and mitigate potential risks. We appreciate that Clario’s operations, as with all business activities, can have significant upstream and downstream impacts. Therefore, we have protocols in place for suppliers to promote high standards throughout our supply chain. To encourage an uninterrupted supply of materials and components supporting clinical trials, we have also taken steps to better map our supply chain and diversify and relocate supply chain sites.

Pushing suppliers on sustainability

We have a list of 70+ top suppliers, each of which is required to sign our Vendor Code of Conduct. Selection for our top supplier list is based on several factors, including the criticality of the product or service to Clario, total spending and potential impact on sustainability.

GOAL ACHIEVED

70% Compliance goal among top suppliers by 2024

We expect our top suppliers to do at least one of the following:

Answer Clario’s Supplier Sustainability Survey.

Disclose memberships in place.

Confirm participation or non-participation in EcoVadis.

Disclose sustainability information on their public websites.

Share information on sustainable policies implemented within their company.

In 2024, Clario met its goal of achieving 70% supplier compliance on our target list.

Clario encourages positive action on ESG topics from current suppliers and this strengthens our ability to make fully informed choices about potential suppliers. We are evaluating our purchasing Standard Operating Procedure (SOP) to improve the sustainability selection process. All these initiatives highlight Clario’s attention to improving the

sustainability of our purchasing processes, both today and in the future. Looking ahead, we also aim to map our supply chain further and continue to explore new ways to engage with suppliers.

Accelerating supplier impact

We gather various data to inform our understanding of the environmental and social performance/impacts of various vendors and our approach to these initiatives, such as efforts to reduce GHG emissions associated with our supply chain.

Additionally, we are implementing purchasing SOPs. Clario’s SOPs, combined with our other ESG supply chain initiatives, collectively underscore our efforts to improve sustainability not only in our own operations but also in our overall value chain. Looking ahead, we aim to map our supply chain further and continue exploring which key ESG issues will require additional action.

CDP supplier engagement rating

Scope 3 emissions account for more than 98% of our total emissions (see Clario’s carbon footprint on [page 40](#)). Reducing these emissions is key to establishing a more sustainable supply chain. Therefore, it is necessary to collaborate with our value chain suppliers and engage with them to achieve our near-term and net-zero targets. To help assess and improve our value chain efforts, we decided to undergo the Supplier Engagement Assessment (SEA) evaluation process by the CDP. Achieving a significant milestone, we proudly earned our first-ever A rating in 2024 from the SEA.

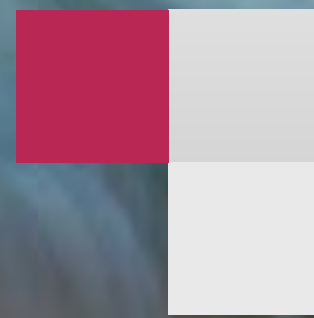
In 2024, our CDP score in the management band was B, which surpasses the industry average and recognizes the impact of coordinated actions implemented internally and supported by our leadership. We intend to develop our awareness program and monitoring capabilities even further. We believe these additional actions will help us position ourselves among the best companies in our market in terms of sustainability and thereby support our position as a partner of choice for our clients.

“CDP’s annual Supplier Engagement Assessment 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



Environment



Environmental impact

As a company committed to transforming lives by unlocking better clinical evidence, we are driven to play our part in protecting the planet that sustains us all. Throughout 2024, Clario continued to make progress in reducing the planetary impact of our operations, reflecting a continued focus on enhancing and improving our environmental sustainability. We have concentrated on two key environmental sustainability areas: 1) reducing our greenhouse gas (GHG) emissions and 2) using materials responsibly.

In 2024, we continued developing a range of decarbonization measures, moving closer to our climate goals while expanding our commercial impact and operational footprint. This included optimizing our transportation and distribution operations to accelerate reductions in GHG emissions, including by offering discounts to incentivize team members to commute via public transport. Meanwhile, we continued to align our environmental goals with

accredited and independent bodies. The key highlight was the validation of our near- and long-term Scope 1 and Scope 2 emissions reduction targets by the SBTi. For more details, see the “SBTi verification process” section on [page 41](#).

Regarding material usage, 2024 saw Clario intensify our focus on increasing circularity and improving waste management practices while further strengthening existing initiatives. These included circular catering practices and the adoption of more eco-friendly materials across our offices worldwide.

In 2024, we continued disclosing our environmental impact through the internationally recognized CDP framework. This helps us promote high levels of transparency while also contributing valuable data that can help the CDP and its partners drive positive environmental change.

More broadly, 2024 marks the first time Clario reported on its ESG practices in accordance with the GRI, a major third-party framework. To view our GRI-informed environmental metrics, see the appendix on [page 85](#).



Climate and energy

Enhancing the precision of Clario’s emissions profile

To reach our emissions goals, we must first gain a precise understanding of our climate impact. That is why, in 2024, we continued to improve the accuracy of our data by incorporating more activity-based data in our emissions profile calculations, thus reducing our reliance on spending data. Spend-based emissions are calculated using financial data, while activity-based data are based on measurements of environmental metrics. Shifting to the latter method is generally

viewed as providing a more granular and accurate perspective.

Having gathered more precise data, we updated our 2021 baseline to incorporate key adjustments that resulted in reducing our 2021 baseline emissions for Scopes 1, 2 and 3 by approximately 15%. By collecting more accurate supplier emissions data, we also found delivery of equipment from Clario to clinical trials was the fourth-highest source of Scope 3 emissions in 2024.

To further strengthen our data collection capabilities, we will continue to incorporate independent third-party feedback and prioritize actual emissions data whenever possible.

Scope 1 and 2 emissions

In previous years, Clario used 2021 as a baseline year for environmental metrics. Since then, our Scope 1 and Scope 2 emissions have decreased significantly. Many of these reductions are linked to the consolidation of multiple offices, along with the rollout of hybrid and remote working arrangements. In the offices kept in operation, we also saw reduced emissions due to national electricity grid greening in the countries where these offices are located.

Our Scope 1 emissions (106 tCO₂e) represent 0.3% of Clario’s total emissions. In 2024, we successfully reduced our Scope 1 emissions associated with buildings and transportation by 0.3% compared to our updated 2021 baseline year.

Office-based electricity consumption was Clario’s only source of Scope 2 emissions in 2024, totaling 526 tCO₂e (market-based) and representing 1.3% of our overall emissions footprint.

Scope 3 emissions

In 2024, Clario’s Scope 3 emissions were calculated to be 39,384 tCO₂e, accounting for 98% of the company’s overall emissions profile. These are primarily related to the indirect emissions generated throughout the entire value chain of products Clario purchased, including the production, distribution and transportation of these products. Of the 15 Scope 3 emission categories we assessed, purchased goods and services (~31%), capital goods (~28%), and upstream transportation and distribution (14%) represented the

top three sources of Clario’s Scope 3 emissions.

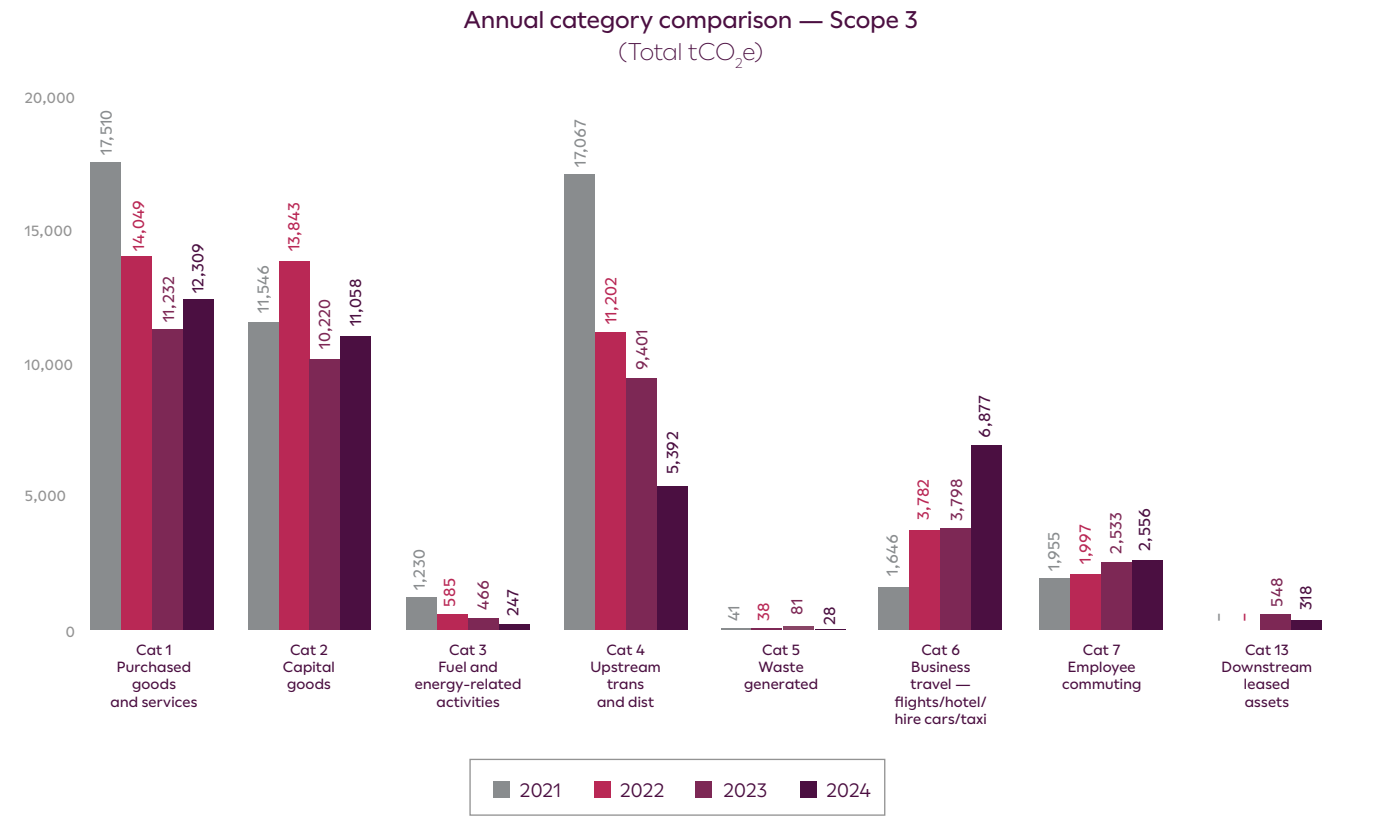
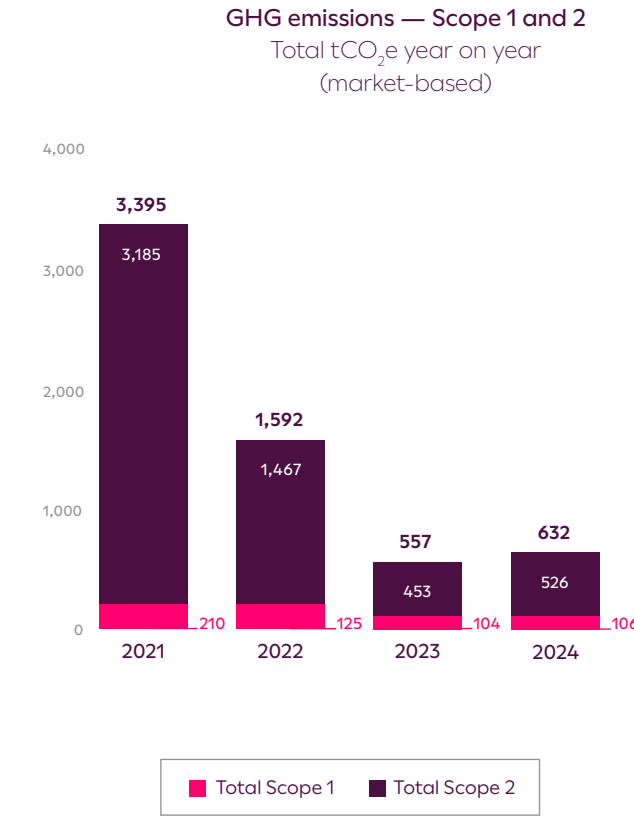
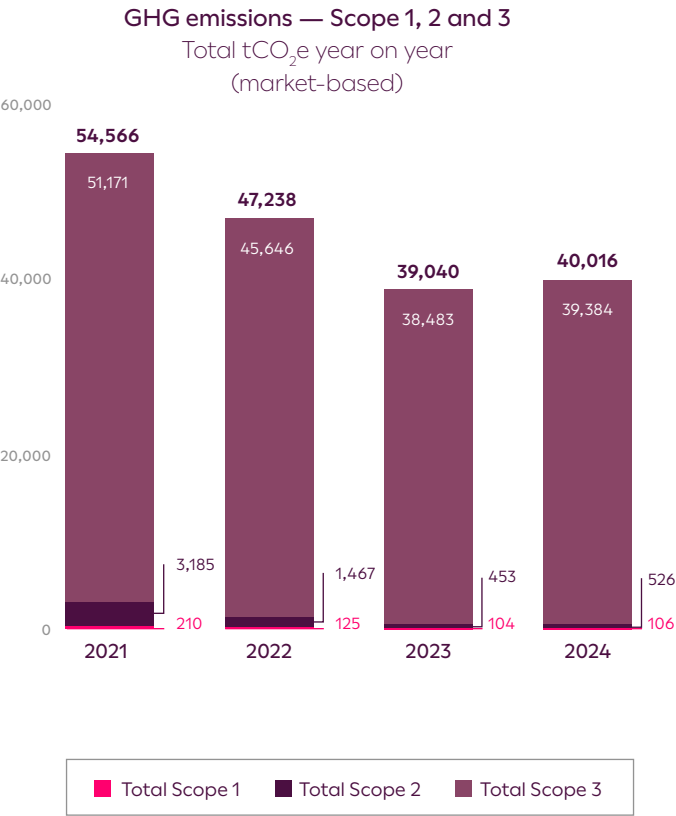
Despite some increases in Scope 3 emissions from 2023 linked to higher business travel rates, improved data collection and healthy business growth, we are still making positive progress on addressing our Scope 3 footprint. For instance, compared to our 2021 baseline, we reduced the footprint of purchased goods and services by 30%, capital goods by 4.2%, and transport and distribution by 68%.

Moreover, although total 2024 emissions increased compared to 2023, our emission intensity when measured by tC₂e/\$m decreased in 2024. This demonstrates the efficacy of our ESG policies as we have

successfully grown our operations without causing a corresponding increase in emission intensity. A significant proportion of the emissions increase during this reporting period was associated with business travel, which rose by 318% from our updated 2021 baseline year. When we initially established our baseline, many of our team members faced significant travel restrictions due to the COVID-19 pandemic, which have since been lifted.

Carbon footprint assessment process

We completed a Carbon Footprint Assessment in 2024. During the assessment, we evaluated the carbon emissions associated with our operations, considering energy consumption, water usage, transportation and waste generation factors.



As explained, we increased our use of activity-based emissions data in 2024 (instead of spend-based data) to better understand the extent of our environmental impact. Verification of our GHG inventory has been completed for 2023 and 2024 with a limited degree of assurance.

CDP questionnaire

Clario’s submission to the CDP highlights our ongoing commitment to open and transparent environmental reporting and accountability. In 2024, we maintained our B score, which reflected our continued commitment to taking proactive measures on environmental management. For the first time, we included water use in our CDP disclosure, receiving a B- score.

Overall, our CDP scores indicate we are taking meaningful action to manage environmental sustainability within the North American regional, and medical equipment and supplies sectors, with our results significantly ahead of those of other companies in the industry. Going forward, we will continue making progress, maintaining high standards of sustainability and environmental responsibility.

On the path toward net-zero

SBTi verification process

Securing SBTi verification for Clario’s long- and near-term GHG reduction goals was one of the key highlights of 2024. These goals included reaching net-zero GHG emissions by 2045, reducing Scope 1 and 2 GHG emissions by 63.6% from a 2021 baseline, reducing Scope 1, 2 and 3 GHG emissions by 90% ahead of 2045 and

reducing Scope 3 GHG emissions by 25% in 2023.

Our 2024 emissions data also showed we are progressing towards our SBTi-verified long- and near-term goals. With Scope 1 and 2 emissions already down by 81% from our base year, we are currently on track to hit our target ahead of 2030. Moreover, our overall emissions from 2021 to 2024 showed we are on the correct downward trajectory to support our net-

zero ambition. So far, while our Scope 3 emissions have not significantly declined on an absolute basis, we have reduced our Scope 3 emissions by 23% since 2021, and our ambition is to accelerate Scope 3 emission reduction at a greater pace between 2035 and 2045.

Travel and transportation

While post-COVID societal changes have contributed to Clario’s increase in business travel emissions since 2021, we continue to seek efforts to reduce the emissions footprint of such travel as much as possible. For this reason, we have established a policy for team members to further assess the necessity of the proposed travel.

First and foremost, Clario team members must consider whether they can accomplish business objectives by using alternatives to travel, such as teleconferencing, videoconferencing or web conferencing. If travel is deemed necessary, it must be approved by a line manager in advance. When booking travel, team members are encouraged to opt for rail travel over air travel for shorter trips where a train service is available, as it consistently produces lower GHG emissions. If team members opt for a train instead of a flight, business-class trains can be booked as an incentive to reduce carbon emissions.





Key actions to achieve net zero

To further advance our sustainability goals, we continue executing our comprehensive decarbonization roadmap. In 2025, we will continue strengthening our GHG measurement and reduction capabilities, supporting consistent progress toward meeting our science-based targets. We will also work to strengthen our sustainability reporting practices to align with relevant third-party frameworks and upcoming regulatory reporting.

Building on these foundations, we aim to achieve significant reductions and closely track our progress at every stage. Additionally, we will collaborate closely

with our supply chain partners to maximize emission reductions across our value chain.

Looking ahead, we will mature the systems we use to measure, monitor and reduce GHG emissions as we continue making steady progress on our SBTi goals. Along the way, we will embed lessons learned from supply chain engagement into our processes and ensure we fully integrate sustainability into both our corporate and product strategy. To get a clearer picture of the road ahead, we will also work to forecast and optimize the CO₂ footprint of each trial before launch.

Through these concerted efforts, we remain steadfast in our effort to achieve net-zero emissions by 2045.

Circularity and waste management

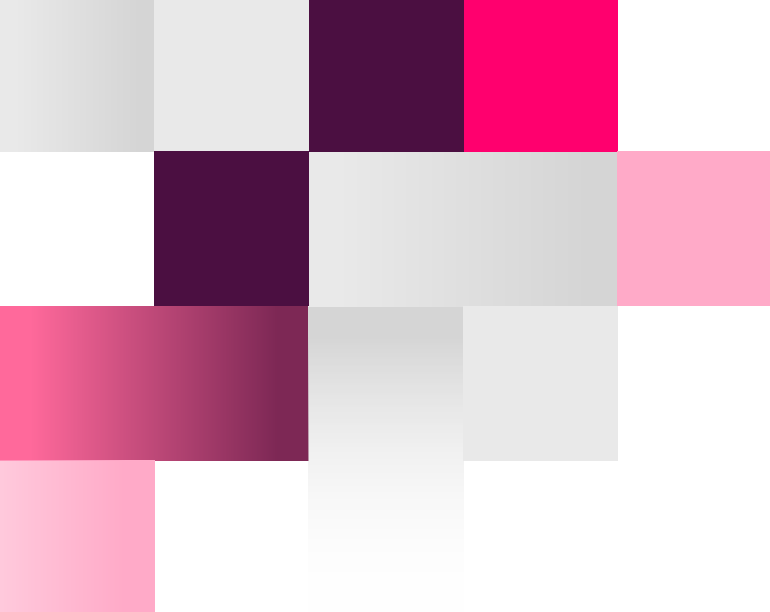
At Clario, sustainability is not just a goal but a fundamental part of our identity. Our corporate culture prioritizes environmental stewardship from the grassroots up, with team members contributing to sustainability in their daily actions and interactions. In 2024, we built upon our previous efforts to enhance the sustainability of our global office spaces. Our office in Estenfeld, Germany, was especially successful in this regard, leading initiatives to reduce waste by implementing circular catering practices and diverting food waste for bioethanol production.

Across all of our offices, 2024 saw significant progress in creating more sustainable workspaces. This included eliminating single-use plastics from our operations, introducing waste separation and recycling programs at locations that did not yet have such programs and advocating for the use of recycled materials in office supplies. Our sustainable offices initiative achieved noteworthy success by supporting the adoption of reusable tableware, porcelain cutlery and the use of takeaway boxes made from recycled materials in our canteens. This campaign to reduce plastic usage also extended to our marketing materials, where we have eliminated plastic bags.

Reuse and recycling

Medical devices and electronic equipment are essential to high-quality clinical trial data collection. We recognize electronic devices often have a substantial carbon footprint and environmental impact. Therefore, we strive to reuse and refurbish devices across trials whenever possible, as long as it does not compromise the integrity and quality of the data collected. Equally, we offer extensive support for BYOD trials to avoid purchasing new devices for clinical trials.

As in previous years, when we cannot use refurbished and functional devices in trial settings, we donate fully-erased laptops, tablets and wearables to local charities. This approach helps us reduce waste and promote use of electronic devices for their entire workable lifespan, even when the devices are no longer suitable for clinical trials.



Donating electronic devices is a key part of our corporate giving strategy, and we are proud to support the work of various charitable organizations. In 2024, we donated a wide range of electronic equipment, including laptops, printers, monitors and more to worthy causes. In Europe, our philanthropic activity included supporting Angestöpselt e.V.

Angestöpselt e.V.’s goal is to give people in need access to the digital world, which they achieve by donating technological equipment to people with limited access to technology. Donated computers are reconditioned or repaired and reused. Angestöpselt e.V. also offers “Code-Dojos,” which are free programming and technical meetings for children and young people in the Würzburg area.

In North America, we made device donations to World Vision, a non-profit organization whose mission is to ensure all children are cared for, protected and educated. We also donated devices to Simon Heart, a charity dedicated to raising awareness of sudden cardiac arrest in children.

The environmental impacts of DCTs

The ongoing industry-wide shift to more hybrid and Decentralized Clinical Trial (DCT) elements holds the potential to improve sustainability for all stakeholders involved in clinical trials. Increasing the use of digital devices to support clinical trial data capture has led to a reduction in the amount of paper used in clinical trials. Additionally, by empowering remote data collection, our Flexible Clinical Trial solutions help reduce the need for long-distance travel to sites.

DCTs do, however, 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 worked to make sure the packaging has detailed instructions on how to dispose of waste responsibly and return the devices using the original packaging.



Leading the way in Estenfeld, Germany

At the end of 2023, our Estenfeld office advanced its environmental initiatives by securing Eco-Management and Audit Scheme (EMAS) certification for its eco-management practices. The EMAS scheme is a premium management tool that evaluates, reports on and enhances organizations’ environmental performance. It helps organizations improve their environmental impact, save energy and optimize resource usage – and it has already proved valuable throughout 2024.

Clario operates an integrated management system at our Estenfeld office that combines an Environmental Management System (EMS) and a Quality Management System (QMS). With the integration of these two systems, Estenfeld pursues continuous and more sustainable environmental performance and quality improvements.

Partnering with a certified company like Clario can offer clients numerous benefits, including enhanced environmental performance, improved regulatory compliance, greater operational efficiency and increased trust and credibility.

Social





As part of our SbD approach, we strive to attract the best, brightest and most passionate employees – talented individuals dedicated to helping Clario fulfill its mission of generating the richest clinical evidence in support of clinical trials worldwide. We are dedicated to creating a company where everyone feels supported and empowered. We promote this vision through both our internal practices and our external operations.

Employee engagement

Creating an exceptional experience for our team members is one of the primary ways we attract, retain and nurture top talent at Clario. Every two years, we conduct employee engagement surveys to ensure Clario remains a rewarding workplace. In 2024, we were delighted to achieve one of the highest survey participation rates in Clario’s history, with close to 90% of our workforce providing feedback.

The high participation rate was just one of the many highlights of our 2024 survey. We also recorded an overall

employee engagement score of 77%, a 9% increase from our 2022 survey. Notably, the 2024 survey revealed no difference in engagement scores between team members of different genders or, where such data is permitted to be collected, racial/ethnic backgrounds. We are proud team members of varying backgrounds feel equally engaged, as this shows the positive impact of our efforts to foster an inclusive culture at every level of our organization.

When asked about feelings towards working at Clario, 93% of team members expressed their intention to remain with the company, mirroring our low voluntary turnover rate of just 10% in 2024. Our employees also told us flexible and hybrid working are among the benefits they appreciate most, so we continue to invest significant time, training and resources in fostering collaboration and ensuring remote workers feel supported and connected. We are pleased 94% of teams and individuals, including senior leaders, reported working effectively under the hybrid model.

To sustain year-on-year human resources improvements, we believe it is critical to empower our team members to speak up and raise any concerns. According to our 2024 survey, 88% of team members were confident harassment and discrimination would never be tolerated at Clario. Similarly, 86% of respondents said they can be their authentic selves at work and 86% agreed Clario values all team members equally. This year, we also measured an inclusion index of 81%. Our inclusion index score is derived from our employee engagement survey. This asks four key

Highlights from our 2024 employee engagement survey:

77%
overall employee
engagement score

81%
inclusion index

83%
of team members feel
connected to their team

86%
of respondents feel
free to be their
authentic selves at work

questions used to gauge team member perceptions of how included they feel at Clario. In addition to registering a positive inclusion index, 82% of those who participated in our survey indicated they see a clear link between their work and Clario’s strategic objectives: improving client experience, differentiating our offerings and operating with greater discipline.

While we are pleased with our employee engagement survey results, we acknowledge we can go even further to boost engagement and make Clario an even better place to work. For instance, a key focus area going forward will be raising awareness of the importance of ESG issues and initiatives at Clario.

Beyond our 2024 engagement survey, we gathered employee feedback through a series of “Coffee Catchups” held throughout the year. Featuring our CEO, Chris Fikry, and other executive leadership team members, these sessions provided small groups of team members with the opportunity to discuss a wide variety of important topics informally. These also gave leaders the opportunity to share



their vision for Clario in a relaxed setting and perceptions of how included team members feel at Clario.

Rewarding excellence

In 2024, we held the second annual Clario Awards to celebrate the efforts of team members who went the extra mile to provide clients and other team members with an outstanding level of service. In 2024, the Clario Award for outstanding achievements were presented to 803 individuals, while 335 Service Awards were granted to recognize key career and tenure milestones. By acknowledging and celebrating the contributions of our team members, we support their continued engagement and inspire ongoing dedication to Clario’s mission and purpose.

“CORE and ERGs offer a strong sense of community and belonging, providing opportunities to connect with colleagues who share your passion for a cause or similar challenges. It serves as a safe environment that fosters connection and a sense of togetherness in a remote work environment.”

Paula Castro
Project Coordinator
Costa Rica

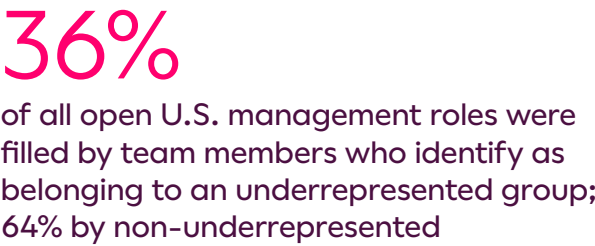
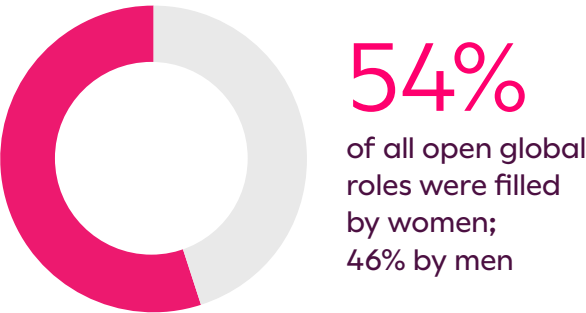
Team member experience and growth

At Clario, our mission is to transform lives by unlocking better evidence. This means not only striving to improve the lives of patients through our clinical trial services but also aiming to create a supportive workplace for all of us. Our focus on an enhanced culture, amplified values, improved people-related processes and a workplace of belonging for individuals regardless of background 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 2024 built on those of previous years to further strengthen Clario’s competitiveness and mitigate employee turnover (voluntary turnover was 6.98% in 2024 versus 10.6% in 2023). We aim to create strong career development opportunities for all team members, regardless of background. We evaluate our hiring processes to determine where we can remove potential barriers while filling open roles with the most qualified candidates, irrespective of their background.

In 2024:

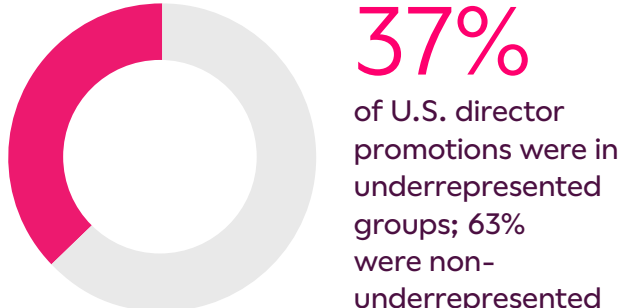
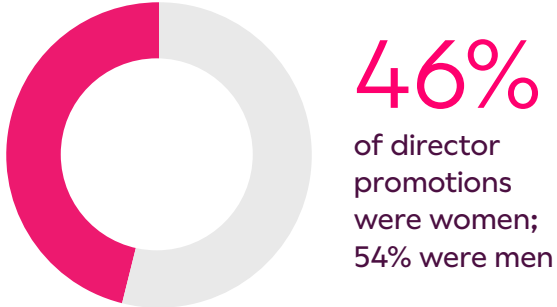
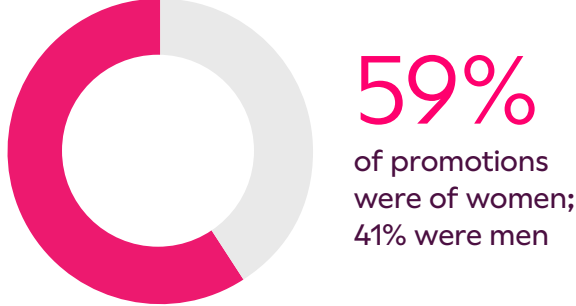


Onboarding

In 2024, we conducted the Clario Onboarding Readiness Experience (CORE) program for the third consecutive year. This global initiative is designed to provide new hires, of which there were 745 in 2024, with a thorough understanding of Clario’s goals, values and culture. As part of the CORE program, new hires become familiar with organizational procedures and responsibilities. The program also fosters a sense of belonging and provides colleagues with the tools to build and support cohesive teams in remote and hybrid work environments. As indicated in a team member testimonial on [page 51](#), the CORE program and ERGs help to strengthen our new team members’ ability to connect with Clario and build healthy working habits promoting productivity and fostering supportive relationships with their coworkers.

Encouraged by our successes in 2023, we also incorporated Conscious Inclusion training into the onboarding process for new hires. This initiative comprises self-paced learning modules highlighting Clario’s commitment to fostering an environment where individuals feel valued and empowered to be and express their authentic selves at 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.



100% of Clario’s new hires worldwide (745) participated in the CORE program as part of their onboarding.



The Soft Skills Onboarding program comprises six courses: Clario Foundations, Effective Communication, Presentation Skills, Active Listening, Consultative Skills and Challenging Conversations. These courses aim to help our new hires enhance emotional intelligence and problem-solving abilities, as well as support overall job performance and satisfaction. In 2024, all 271 of the Data Management, Project Management, Clinical Software and Service Delivery new hires were trained as part of their onboarding. We look forward to further expanding this program in 2025.

In addition to receiving positive feedback from new and existing team members about our training initiatives,

many of our clients have also commented on the positive impact our new initiatives have had on service levels. This was particularly clear in 2024, when numerous clients indicated their contacts at Clario were better equipped to deliver excellent service.

Opportunities to grow

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

Individual development

We strive to give every team member the same opportunities and chances to thrive at work. From time off and volunteering days to professional development and succession planning, we work to give team members the resources they need to be successful.

Training opportunities are available as part of Clario’s Global Employee Development Program, which empowers team members to grow in their careers and make a positive impact. The program extends the many training sessions offered during the onboarding period and includes tailored modules for different jobs, positions and geographical locations within Clario. Through it, team members can access an extensive library of online self-study courses to drive personal and professional development. In 2024, our team members spent 12,785 hours completing courses in this digital learning environment. In addition, we offered instructor-led courses in 2024, both virtually and on-site. These courses included Building a Resilience Toolkit,

Embracing Change, Time Management, Virtual Connection and Intercultural Communication, among others.

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

In 2024, team members received an average of 25 hours of training in various professional development topics.

Investing in our leaders

Our people managers are critical for engagement, retention and strategy direction. To this end, we strive to equip our leaders with the right tools and skills to be as effective as possible. In 2024, Clario further refined and developed its leadership competency framework, **Manager Essentials Program (MEP)**, as well as the **Leadership Experience Acceleration Program (LEAP)**. Throughout 2024, Clario also held further **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. It focuses on developing Culture and Engagement, Communicating Vision and Strategy, and Coaching for Results and Development. In 2024, 145 managers participated in this training.

We also enhanced the **Leadership Experience Acceleration Program (LEAP)** in 2024, transforming it from a pilot scheme into a fully-fledged initiative. This program mainly focuses on helping leaders apply skills, with planning sessions enabling participants to try new leadership techniques with their team(s). In 2024, 20 directors participated in this program. Given its success, we plan to expand this program further throughout 2025.

Clario is a company with a global presence, and we recognize opportunities and risks can arise from **cross-cultural communication**. To better understand this topic and leverage its opportunities, we engaged an independent advisor in 2024 to conduct workshops for leaders in our Cardiac Safety 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 year, we require managers to engage in a comprehensive performance management review with all team members under their supervision, following a standardized and structured approach. During these reviews, which occur twice annually, every team member completes a self-assessment, receives performance feedback from his/her manager and crafts an individualized development plan collaboratively with his/her manager. To support this process, we encourage our leaders to:

- Continually improve their people and leadership skills.
- Motivate and develop team members by nominating high-potential talent for mentoring, professional development and leadership programs.
- Communicate positive and constructive feedback to team members throughout the year.
- Set clear goals aligned with Clario's business objectives.
- Establish annual action-oriented development plans.
- Set time to conduct thorough performance reviews during which concrete and actionable feedback is provided to each team member.

In 2024, 100% of eligible part-time and full-time team members received a performance review.



Employee health and safety

Working arrangements

In 2023, we piloted a full year of remote/hybrid working, which led to Clario reimagining how we conduct business, from workstation configuration to schedule management. This project was a resounding success, boosting employee engagement and productivity while maintaining excellent service levels. As a

result, we decided to maintain the same approach throughout 2024.

During 2024, we provided team members with insights on remote work best practices to help gain the most of their respective working situations. This included advice on taking regular breaks, making time to be social, sharing their location and general working hours with colleagues to facilitate collaboration and making colleagues aware of their communication preferences. Additionally, with an eye on ergonomic work, Clario formalized guidelines and tips for remote working spaces, including sitting posture, equipment height and sufficient movement.

We renewed our “all access” WeWork memberships in hub locations in 2024, as these have proved useful for remote team members who can benefit from access to a flexible working space.

Throughout 2024, we also provided support to people managers on important topics to help them build resilient, productive, and happy remote and hybrid teams. This included resources on how to manage teams virtually, develop new skills to deliver results and continue to drive engagement.

The power of remote/hybrid working

Having embraced remote working, we have closed many of our offices and retained physical locations where it makes strategic sense to do so. In 2024, we confirmed our prior decision was the right one – having dedicated logistics hubs in Bristol (Pennsylvania, U.S.) and Estenfeld

(Germany), office hubs in Estenfeld and Pennsylvania, and service hubs in China, Hungary, India and Japan.

While we acknowledge the challenges and changing dynamics remote work can pose, we look back and celebrate how this way of working has unlocked new opportunities for inclusivity and sustainability. Remote interviews have allowed us to streamline recruitment processes, break down geographical barriers and tap into a broader 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 on-site, hybrid or entirely remotely, Clario is committed to supporting the mental health of every team member. We offer an array of resources, such as materials on setting boundaries to protect time, setting up workspaces and preventing burnout. We also provide external support mechanisms through our Employee Assistance Programs. We continued to

support access for team members to the Calm app, which we first rolled out as a benefit in 2021. 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 underdiscussed mental health topics and provide extra support to team members in need.

Becoming an employer of choice

Clario is proud not only to be a leading innovator in the clinical research 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 with dignity and respect, and in turn, treat others with the same 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, disability or other legally protected characteristics.

This commitment enables Clario to hire the best, brightest and most passionate team members. While always aiming to hire the most qualified individual for each role, we recognize this is improved by looking at the broadest pool of candidates possible, and we educate our team members about the importance of respecting all backgrounds and viewpoints. We are an equal opportunity employer and aim to hire the most qualified and talented





individuals for each open role and to foster a workforce where individuals can succeed regardless of background.

In line with our mission and values, we continue working hard to foster a culture where everyone is valued and accepted. A key element of achieving this vision has been the creation of our ERGs. This has enabled those 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 2024, we successfully organized and held the fifth annual Diversity Week, an event put on by employees for employees. This week-long series of internal events aimed to raise awareness and highlight Clario’s commitment to fostering an inclusive workplace. It also emphasized the importance of leveraging multiple perspectives to address complex challenges and meet the needs of our employees, clients and patients.

Pay equity

At Clario, we strive to provide compensation commensurate with team member performance and contributions to our organization’s success and values. Our efforts toward pay equity include:

- Monitoring and evaluating our pay practices and policies regularly to identify any discrepancies for the same level of contribution across genders, races and ethnicities.
- Basing compensation for new hires on skills, work experience and other job-related factors.
- Training managers on our policies so 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 2024:



55%
of our global team member base was comprised of women (53% in 2023); 45% by men (47% in 2023)



32%
of our U.S. team member base was comprised of underrepresented groups (32% in 2023); 68% non-underrepresented

Employee Resource Groups

ERGs, open to all employees globally, drive an inclusive environment at Clario. In 2024, we further matured our existing ERGs and proudly increased team member participation across the board.



Race, Ethnicity and Cultural Heritage (R.E.A.C.H.)

R.E.A.C.H.'s focus is fostering inclusion and celebrating diversity within our global community through collaboration, education, and mutual understanding.

Celebrating our rich cultural heritage across multiple countries through various educational events, open forums for discussion, and opportunities for self-paced learnings is key.



LGBTQ+ & Allies ERG

The LGBTQ+ and Allies ERG fosters a workplace where everyone can bring their full selves to work through education, dialogue and support for the LGBTQ+ community.

At Clario, we support an environment where everyone feels comfortable bringing his/her/their whole self to work. The LGBTQ+ and Allies ERG fosters understanding and raises awareness of issues impacting the broader LGBTQ+ community, including in clinical research.



Women's Leadership Network

The Women's Leadership Network helps employees connect, embrace authenticity, build skills and gain confidence to achieve their goals.

Building a vibrant community that celebrates women's achievements and encourages collaboration across all levels of the organization.



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

M.I.N.D. promotes understanding and inclusion of neurodivergent employees through awareness, advocacy and support for diverse ways of thinking and working.

M.I.N.D. members gain access to resources, workshops and support that empowers neurodivergent employees and promotes mental health at Clario.



Patient and Caregiver

Our Patient and Caregiver ERG is dedicated to advancing patient access to clinical trials through education and awareness initiatives.

The group works to identify and address barriers that patients and caregivers face, leveraging insights to improve clinical trial accessibility, diversity and experience.



Community connections

Community engagement

Inclusion and belonging are integral to Clario’s values and culture. We acknowledge the importance of continuing to develop our culture through global connections and shared experiences. For this, we encourage team members to take part in social, outreach and wellness activities and discover the broader community around Clario.

As in previous years, 2024 saw Clario colleagues participate in various community outreach activities. All regular full-time and part-time team members are eligible for up to eight hours of personal time off (adjusted on a pro-rata basis for part-time team members) to volunteer at a non-profit organization or school of their choice. These hours can be used in one-hour increments during regular working hours.

On a global level, we are proud that more than 330 team members took part in volunteering activities under the Outreach Hours policy, contributing 2,161 volunteer hours in 2024. This underscores the continued commitment of our team members to their wider communities.

Our recently-opened Costa Rica office organized its inaugural volunteer activities in 2024, with a focus on making a positive social impact in local communities. Our Costa Rica team collaborated with local NGOs supporting children at risk of negative social impacts, as well as organizations combating food waste and hunger by collecting food from



local supermarkets and distributing it to schools, elder care facilities and other organizations. In addition to the positive impact on local Costa Rican communities, these activities motivated and inspired other Clario teammates to plan new and impactful community outreach activities.

Corporate giving

Beyond encouraging our employees to participate in community engagement activities, Clario supports several organizations through financial contributions and material donations. For example, in 2024, we donated more than 1,436 items, including laptops, tablets, phones, ECG machines, printers, monitors, cameras and more. These devices were sent to several charities supporting worthy philanthropic causes, including Angestöpselt e.V., Love in a Box, Anker e.V., World Vision and Simon Heart. These donations reflected support for a variety of important causes. For instance,

Love in a Box conveys the message that love is the strongest and most humble force, bringing joy to communities world-wide. Anker e.V. focuses on training for patients with chronic illnesses like asthma, type 1 diabetes, epilepsy and more.

Clario also supported Lebensheldin e.V., an organization supporting women affected by breast cancer. Our efforts in 2024 included both monetary donations and employee participation in awareness-raising campaigns for this important organization. In addition, we supported the Burrell School District in Philadelphia, PA by donating office and cleaning supplies, office furniture and televisions. Clario also donated to the American Cancer Society’s “CEOs Against Cancer” initiative – where our Chief Medical Officer, Dr. Todd Rudo, serves as Clario’s representative – and to the children’s cancer ward at the University of Würzburg.

“Volunteering is a wonderful way to do good and serve our community. It opens up opportunities to connect with the people and places around us, uncovering their unique stories and challenges. Each time we lend a hand, we help our community grow stronger and brighter, inspiring others to join and make a positive impact too.”

Mauricio Bolānos Araya
Senior Manager, ESG
Costa Rica



Governance and ethics



Ethical compliance

Commitment to ethical conduct

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

We are proud to have a comprehensive **Code of Ethics and Business Conduct** (Code) govern 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, confidentiality and data privacy, employment practices against discrimination, harassment and retaliation, workplace safety, antitrust, political contributions, clinical misconduct and appropriate business conduct. The Code is the centerpiece of our commitment to preventing and – when necessary – taking action in response to unethical or unlawful activities.

Our Code of Conduct

We expect our team members to adhere to high standards of professionalism and to conduct their work honestly and ethically. They are required to understand

and comply with the laws and regulations applicable to our business globally, including those protecting privacy and governing data security. Our Code of Conduct outlines these expectations and explains that any alleged violations will be promptly and confidentially investigated with disciplinary action taken if deemed appropriate. 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 suspected violation of law or regulation to any member of local management, senior management, Human Resources, the Legal Department or 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 concerns anonymously. Reports submitted to the Hotline are managed by our Legal and Compliance Department and key metrics are reported



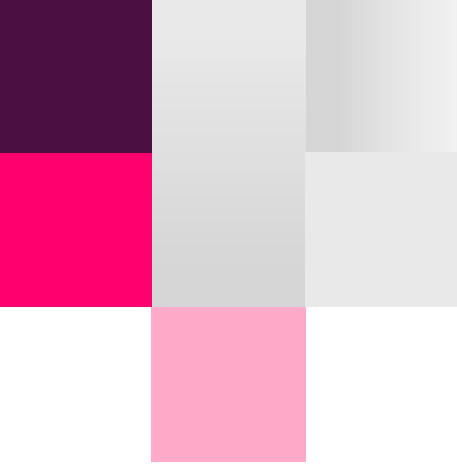
periodically to the Board of Directors. By policy in our Code, any team member who voices a concern or potential concern in good faith is safeguarded against retaliation.

ISO 27701:2019

We are excited to share that Clario has successfully obtained ISO 27701:2019 certification – a significant further milestone in our commitment to data privacy and security extending ISO/IEC 27001 and ISO/IEC 27002. This certification recognizes our robust PIMS and our dedication to managing and mitigating privacy risks as concerns the clinical trial data we process for our clients. It builds

upon our ISO/IEC 27001:2022 certification, which we achieved in 2023. We achieved the ISO 27701 certification after successfully incorporating the stringent privacy controls of ISO 27701 into our existing ISO 27001 Information Security Management System (ISMS).

Clario strives to maintain the highest globally recognized standards for information management. The ISO 27701 certification will help us continue to earn and retain our clients' trust as well as enhance our reputation as a leading partner in the development of life-changing treatments.



Information security program

Information security governance

Clario prioritizes the trust and confidence of our clients and workforce. Our dedicated Chief Information Security Officer leads an Information Security team responsible for preventing, identifying and appropriately addressing cybersecurity 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 responsible for keeping Clario informed about evolving regulatory requirements and for helping incorporate them into the company's 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 is regularly updated on information security risks and the program's health.

Information security risk management

Clario has formalized an information security program with proactive measures to mitigate risks and allow for continuous monitoring to help 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. 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 help prevent unauthorized technical access.

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

In 2024, 163 information security audits were performed, compared to 139 in 2023.

Similar to 2023, zero information security breaches were identified in 2024.

Information security third-party risk management

Information security requirements and reviews are integrated within Clario's 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.

“Trust is paramount in today’s digital age. Clario is committed to building better trust with our clients 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



Responsible use of AI

Since 2018, Clario has implemented more than 50 AI-enabled solutions across our technology platform. By combining AI tools with deep scientific expertise, Clario is continuing to take steps to increase the accuracy and precision of clinical trial data collection, enhance the speed and operational efficiency of data capture, and better protect 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 demonstrated our attention to employing AI in a responsible way governed by the highest ethical principles.



“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 clients transform patient lives around the world.”

Jay Ferro
Chief Information,
Technology and Product Officer



The principles are as follows:

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

Contributing writers of Responsible Use of AI Principles include:

- Lauren Misztal
Senior Vice President
and General Counsel
- Todd Rudo, M.D.
Executive Vice President
and Chief Medical Officer
- Marko Topalovic
Chief AI Officer

**AI in clinical trials:
Opportunities and challenges**

At Clario, we develop and deploy AI models to enhance various aspects of clinical trials for our life sciences clients with a focus on improving speed, data reliability and data privacy. We offer, for example, AI-driven tools to help protect patient privacy by redacting personally identifiable information. Other AI-powered technologies we offer help to safeguard data accuracy by assessing data quality during site upload to flag quality concerns for human technicians in real-time.

While AI is transforming clinical trials, its growing significance in society has also raised new concerns about data privacy, potential biases and other ethical considerations. A 2024 survey of 302 respondents conducted by the Tufts CSDD reported 41% and 37% of people believe quality issues and trust are the top challenges holding back the implementation of AI and machine learning (ML) solutions. Another 28% of respondents cited issues related to data governance and data privacy as top concerns.

Since 2018, when Clario started implementing ML models, we have recognized the potential benefits of using AI in clinical trials. At the same time, we are also aware of and working to mitigate the challenges highlighted by the recent Tufts CSDD survey. Therefore, in 2023, we took proactive measures to formalize our AI governance framework and published industry-leading AI Responsible Use Principles.

AI governance

Clario strives to responsibly develop and deploy AI. This effort is clearly demonstrated through our AI Responsible Use Principles, which prioritize:

- Bias minimization to promote fairness and inclusivity in AI-driven decision-making.
- Accountability mechanisms to promote oversight and compliance with evolving regulatory standards.
- Transparency in AI processes to build confidence in AI-assisted outcomes.
- Respect for privacy rights through the use of anonymized data.
- Ongoing assessment to facilitate compliance with the rapidly changing AI regulatory environment.

We have a centralized, cross-functional AI Governance Committee, composed of leaders across the company who convene regularly to assess and respond to regulatory changes. This structure governs our AI model development and deployment process.



“Clario is privileged to be at the forefront of developing innovative AI solutions to improve clinical trial data capture, which will benefit patients. But with this privilege comes the responsibility to use AI ethically. As General Counsel, I am proud of our commitment to the ethical development and use of AI.”

Lauren Misztal
Senior Vice President
and General Counsel

ISO 27001:2022

During 2024, Clario undertook the journey toward obtaining the ISO 27001:2022 [ISO/IEC 27001] certification, a globally recognized standard for ISMS. The attainment of the ISO 27001:2022 validates Clario’s systematic and comprehensive approach to information security management practices and recognizes our commitment to protecting sensitive information.



Conclusion

Building upon the strong foundation laid in 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.

Sustainability and social responsibility are not afterthoughts; they are central to our success. As global citizens, we share a collective responsibility to create a more inclusive, equitable, just, safe and sustainable future for all. This compels us to integrate ESG principles deeply into every aspect of our business.

Thank you for taking the time to read this report. We hope it inspires you to

join us on this journey of continuous improvement. We believe in the power of collective action and intend for this report to reflect the collaborative efforts undertaken with our entire stakeholder community.

Looking ahead, we are energized by the positive impact we are making. We acknowledge we have more work to do and are committed to continuous measurement and improvement using robust KPIs. We invite you to join us 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 and ESG

Together, we can build a brighter future.



Appendix



KPI Index

Social	2022	2023	2024
# of employees (global)	3,783	3,630	3,931
# of women across the company	1,944	1,955	2,166
# of men across the company	1,839	1,675	1,765
# of full-time employees	–	3,498	3,769
# of part-time employees	–	132	162
# of women in executive positions (director and above)	108	133	132
% of women across the company	52%	54%	55%
% of women in executive positions (director and above)	33%	38%	40%
% of full-time employees under 30 years old	–	25%	26%
% of full-time employees between 30-50 years old	–	61%	61%
% of full-time employees over 50 years old	–	14%	14%
% of part-time employees under 30 years old	–	4%	5%
% of part-time employees between 30-50 years old	–	62%	67%
% of part-time employees over 50 years old	–	34%	28%
% of governance body members under 30 years old	–	0%	0%
% of governance body members between 30-50 years old	–	50%	50%
% of governance body members over 50 years old	–	50%	50%
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	97.6 cents / 1 dollar
Basic salary of women to men for full-time employees*	–	85 cents / 1 dollar	86 cents / 1 dollar
Basic salary of women to men for part-time employees*	–	76 cents / 1 dollar	92 cents / 1 dollar
Remuneration of women to men for full-time employees**	–	82 cents / 1 dollar	84 cents / 1 dollar
Remuneration of women to men for part-time employees**	–	73 cents / 1 dollar	88 cents / 1 dollar

The gender pay gap is primarily due to a higher number of males in leadership positions (Directors and above), which typically demand higher compensation.

Social (continued)	2022	2023	2024
# of people of color in the U.S. portion of the organization “People of color” is a term used in the U.S. 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	515
% of people of color in the U.S. portion of the organization	32%	32%	32%
# of incidents of discrimination	0	0	0
# of service awards given	532	391	355
# of Clario awards given	n/a	750	803
# of average hours of training per employee	50	50	25
# 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	1
# of people who volunteered	280	305	334
# 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	2,161
# of employees below the age of 18	0	0	0
% of employees covered by collective agreements	0	0	0
# of work-related incidents Work-related incidents are events or accidents that occur during employment, including injuries, illnesses or near-misses which may impact employees’ health, safety or well-being.	5	8	8
# of Women Peer Mentoring participants	50	50	50

* Basic salary of women to men is calculated by annualized female / annualized total of employees who have a gender listed.
** Remuneration of women to men for part-time employees is calculated by annualized female + target bonus / annualized total of employees who have a gender listed.

Business ethics	2022	2023	2024
# of IT security audits [*]	7	170	163
# of information security breaches	0	0	0
# of confirmed incidents of corruption	–	0	0
# of pending legal actions to completed instances, regarding anti-competitive behavior and violations	–	0	0
# (and %) of governance body members that anti-corruption policies and procedures have been communicated to	–	12 (100%)	12 (100%)
# (and %) of governance body members that have received training on anti-corruption	–	12 (100%)	12 (100%)
# (and %) of employees that anti-corruption policies and procedures have been communicated to	–	3,851 (100%)	3,931 (100%)
# (and %) of employees that have received training on anti-corruption**	–	753 (100%)	1,402 (100%)

* 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.

** Figures for anti-corruption training are not calculated in the same reporting period as this report, therefore the data figures do not reflect the total annual number of employees.

Environment

% of total workforce that received training on environmental issues	100%	100%	100%
Gross Scope 1 emissions (tCO₂e)[†] Scope 1 emissions, as defined by the GHG Protocol and referring to direct GHG emissions from sources owned or controlled by the reporting entity, such as emissions from combustion of fossil fuels and onsite industrial processes.	125	104	106
Gross Scope 1 biogenic emissions (tCO₂e)[†]	–	104	106
Gross Scope 2 emissions (tCO₂e)[†] Scope 2 emissions, according to the GHG Protocol, are indirect GHG emissions associated with the purchased or acquired electricity, heat or steam consumed by a reporting entity in its operations.	1,467	453	526
Gross Scope 2 location-based emissions[†]	1,693	698	781
Gross Scope 3 emissions (tCO₂e)[†] Scope 3 emissions, as outlined by the GHG Protocol, encompass indirect GHG emissions from sources not owned or controlled by the reporting entity, such as emissions from supply chains and business travel.	45,646	38,483	39,384
GHG emissions reduced (tCO₂e from R410A)[*]	7	9	11
Refrigerant emissions (tCO₂e)	57	48	37

Environment (continued)	2022	2023	2024
Energy consumption within the organization (tCO ₂ e)	2,403	1,219	1,415
Fuel consumption from non-renewable sources (tCO ₂ e) [*]	29	28	24
Fuel consumption from renewable sources (tCO ₂ e) [*]	0	0	0
Electricity consumption (tCO ₂ e) [*]	2,227	1,158	1,328
Cooling consumption (tCO ₂ e) [*]	57	48	37
Energy consumption outside the organization (tCO ₂ e)** †	151	205	600
Reductions in energy consumption (tCO ₂ e)†	2,229	1,184	-196
Reduction in energy requirements of sold products and services achieved (tCO ₂ e)†	24	-54	-395

See GRI index for further information on methodology and calculation of energy and emission KPIs.

* Energy consumption metrics within the organization are “location-based.”

** Types of energy included in the reductions are electricity, imported heat and steam, natural gas, other fuels and refrigerant gas.

† This figure has a base year of 2021 and the basis for calculation is GHG Protocol standards with SBTi-verified targets.

Other

# 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	967
# of patients in trials[*]	282,251	223,452	278,000+
# of supported FDA approvals Food and Drug Administration (FDA) approvals refer to the process by which the U.S. FDA evaluates and grants permission for the marketing and sale of new drugs, biologics, medical devices, food additives and other regulated products.	29	40	45

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

Clario GRI Index

Clario has reported in accordance with the GRI Standards for the period January 1 to December 31, 2024. This report has used the GRI 1 Foundation 2021 guidance.

General disclosures		Location and response	Reference
2-1	Organizational details	2024 ESG Report, About Clario	8, 9-10
		2024 ESG Report, About Clario, Governance structure	18
2-2	Entities included in the organization's sustainability reporting	2024 ESG Report, About this report	i
2-3	Reporting period, frequency and contact point	2024 ESG Report, About this report	i
		Contact Clario ESG team: esg@clario.com	
2-4	Restatements of information	There have been restatements of information, especially the GHG emission due to re-baselining amendments.	
		2024 ESG, Environment, Climate and energy	35-36
2-5	External assurance	Clario's GHG emissions data for 2022, 2023 and 2024 has been assured by TÜV.	Link
		Clario's overall 2024 ESG report is not externally assured, however, we aim to obtain relevant external validation from globally recognized industry and ESG frameworks, norms and standards, including GHG Protocol, ISO 14001, EMAS, ISO 27001, ISO 27701 (received in 2025), ISO9001, CDP, EcoVadis, SBTi. Clario's ESG team has one executive (CEO direct report) as a sponsor for all ESG activities, including GHG validation. CEO and CEO direct reports are updated on ESG operations (including GHG validation) in a monthly basis. The Board also receives a periodic update on ESG operations and GHG validation.	
2-6	Activities, value chain and other business relationships	2024 ESG Report, About Clario	7-11
		The Clario Story	Link
		Solutions	Link
		2024 ESG Report, Sustainability by Design, Supply chain management	33-34
		There are no significant changes compared to the previous reporting period.	

General disclosures (continued)		Location and response	Reference
2-7	Employees	2024 ESG Report, KPI index, Social	81
		Total number of Full Time Equivalent (FTE) employees in current reporting year, Employee Headcount as of Last Day of Calendar.	
		There have been no significant fluctuations during 2024.	
2-8	Workers who are not employees	1,502	
2-9	Governance structure and composition	2024 ESG Report, About Clario, Governance structure	18
2-10	Nomination and selection of the highest governance body	We do not disclose our nomination and selection of the highest governance body since this information is confidential.	
2-11	Chair of the highest governance body	The chair of the Board of Directors at Clario is not a senior executive.	
2-12	Role of the highest governance body in overseeing the management of impacts	2024 ESG Report, About Clario, Governance structure	18
		Clario's mission is approved by the leadership and legal team, and the C-suite and board were part of the materiality assessment interviews to determine material topics.	
2-13	Delegation of responsibility for managing impacts	2024 ESG Report, About Clario, Governance structure	18
		The ESG Working Group has dedicated teams for ESG topics, which have each been delegated leaders based on appropriate level of access and decision making.	
2-14	Role of the highest governance body in sustainability reporting	The highest governance body responsible for reviewing and approving the reported information is the CEO and CEO direct reports. The SVP, General Counsel is also responsible for this.	
2-15	Conflicts of interest	2024 ESG Report, Governance and Ethics, Ethical Compliance, Commitment to ethical conduct	69
		Clario Code of Ethics	Link
		Conflicts of interests are disclosed to stakeholders.	
2-16	Communication of critical concerns	Clario's Ethics and Compliance Portal	Link
		Clario's Ethics and Compliance Portal is an externally hosted confidential online and telephone helpline available 24 hours a day, 7 days a week. A number of concerns were raised via the portal, mostly related to HR matters. The number and nature of these concerns are confidential.	

General disclosures (continued)		Location and response	Reference
2-17	Collective knowledge of the highest governance body	2024 ESG Report, Social, Team member experience and growth, Investing in our leaders	55-56
		All employees are required to be trained on Clario’s Sustainability policy, ESG topics are presented in Clario’s all-employee townhalls and Business unit townhalls to advance the collective ESG knowledge of all team members, including our C-suite team members.	
2-18	Evaluation of the performance of the highest governance body	All executives receive an annual performance review and leadership performance is also evaluated through the Global Employee Engagement Survey.	
2-19	Remuneration policies	There are employee pay and benefit policies per country, managed by HR team.	
		The sustainability policy does not cover remuneration policies related to the management of impacts on the economy, environment and society.	
2-20	Process to determine remuneration	This is executed by the HR team.	
2-21	Annual total compensation ratio	We do not disclose our annual total compensation ration since this information is confidential.	
2-22	Statement on sustainable development strategy	2024 ESG Report, A letter from our CEO	3-4
2-23	Policy commitments	Clario Code of Ethics	Link
		Vendor Code of Conduct	Link
		Internal policies:	
		– Anti-Bribery and Anti-Corruption Policy – Anti-Money Laundering (AML) Policy – Environmental Policy – Security Policy – Information Security Management System (ISMS) Policy – Travel Policy – Data Integrity Policy – Sustainable Procurement – Conflict of Interest Policy	
2-24	Embedding policy commitments	Policies are embedded into Clario’s ways of working through training and internal communication methods, such as emails and townhall engagements. We continuously work to harmonize our internal policies, regularly monitoring, evaluating and updating them, so every team member has the same opportunities and chance to thrive.	
2-25	Processes to remediate negative impacts	2024 ESG Report, Governance and ethics, Ethical compliance, Ethics Hotline	69-70

General disclosures (continued)		Location and response	Reference
2-26	Mechanisms for seeking advice and raising concerns	Clario Code of Ethics	Link
		Clario’s Ethics and Compliance Portal	Link
2-27	Compliance with laws and regulations	There are no significant instances of non-compliance with relevant laws and regulations for this reporting period.	
2-28	Membership associations	2024 ESG Report, Sustainability by Design, Clario is well-positioned to resolve the challenges of clinical trials, Scientific rigor meets patient-centricity.	32
2-29	Approach to stakeholder engagement	2024 ESG Report, Sustainability by Design, Sustainability Action Plan, Stakeholder engagement.	23
2-30	Collective bargaining agreements	Clario has does not has a collective bargaining agreement.	
		Germany: We have a works council in Germany. This is established on a legal basis. The works council has a mandatory number of employees which is regulated in the Works Constitution Act. The works council currently consists of 11 elected employees.	Link
		U.K.: Our Forum Charter outlines the relationship between the business and our Employee Representative Group in the U.K. We do not have a trade union recognized at Clario. Our Employee Representative Group has been newly set up this year, so we are in the early days of working together.	
Material topics		Location and response	Reference
3-1	Process to determine material topics	2024 ESG Report, Sustainability by Design, Commitment to sustainability	21
3-2	List of material topics	2024 ESG Report, Sustainability by Design, Commitment to sustainability	22
3-3	Management of material topics	2024 ESG Report, Sustainability by Design, Commitment to sustainability, Sustainability Action Plan	23

Procurement practices		Location and response	Reference
3-3	Management of material topics	2024 ESG Report, Supply chain management	33-34
204-1	Proportion of spending on local suppliers	This disclosure is not applicable for Clario. See entity-specific disclosure for Sustainable Procurement.	
	Entity-specific: Sustainable procurement – suppliers complying with sustainability practices (%)	2024 ESG Report, Supply chain management, Pushing suppliers on sustainability 71.4% of our “top supplier list” are compliant with at least one of the following sustainability practice 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.	33-34

Anti-corruption

3-3	Management of material topics	Clario Code of Ethics	Link
205-1	Operations assessed for risks related to corruption	Our operations are not currently assessed for risks related to corruption.	
205-2	Communication and training about anti-corruption policies and procedures	2024 ESG Report, KPI Index, Business ethics Information for business partners is not material for Clario.	83
205-3	Confirmed incidents of corruption and actions taken	2024 ESG Report, KPI Index, Business ethics There have been no confirmed incidents of corruption this reporting period. There have been no public legal cases regarding corruption brought against Clario and/or employees this reporting period.	83

Anti-competitive behavior

3-3	Management of material topics	Clario Code of Ethics	Link
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	There have been no legal actions regarding anti-competitive behavior, violations of anti-trust and monopoly legislation during this reporting period.	

Energy		Location and response	Reference
3-3	Management of material topics	2024 ESG Report, Environment, Climate and energy	37-38
302-1	Energy consumption within the organization	KPI Index, Environment Energy consumption is recorded worldwide by a data collection tool and aggregated for reporting purposes. The data basis is provided by calculations or measurements. Expert estimates are taken into account for individual cases if calculations or measurements are not yet available. Our 3rd party vendor has undertaken an assessment of Clario’s Greenhouse Gas (GHG) Emissions for the reporting period of 2024 (January-December), and comparison with previous emissions inventories calculated for 2023 (previous year) and 2021 (base year for SBTi targets). The methodology applied was “The GHG Protocol – Corporate Standard” and “The GHG Protocol – Corporate Value Chain (Scope 3) Accounting and Reporting Standard.” An “Operational Control” boundary approach was taken which encompassed the operations of Clario and our global supply chain. A cradle-to-grave approach was taken, with both “upstream” and “downstream” emission sources being assessed. The process involved the following key activities: – Assessment of Clario’s operations against the 15 X Scope 3 emission categories, as defined under the GHG Protocol to identify which sources were relevant or material. – Emission calculations were undertaken for each relevant category, using publicly available conversion factors, predominantly the U.K. Government GHG Conversion Factors for Company Reporting, U.S. EPA Supply Chain GHG Emission Factors for Industries and Commodities, and France Government ADEME factors for capital goods. – A GHG Inventory was then prepared with all relevant Scope 1, 2 and 3 emissions reported and broken down by relevant categories.	84
302-2	Energy consumption outside of the organization	2024 ESG Report, KPI Index, Environment See Disclosure 302-1 for methodologies, assumptions and calculation tools.	84
302-3	Energy intensity	We do not disclose our energy intensity ratios since this information is confidential.	
302-4	Reduction of energy consumption	2024 ESG Report, KPI Index, Environment See Disclosure 302-1 for methodologies, assumptions and calculation tools.	84
302-5	Reductions in energy requirements of products and services	2024 ESG Report, KPI Index, Environment See Disclosure 302-1 for methodologies, assumptions and calculation tools.	84

Emissions		Location and response	Reference
3-3	Management of material topics	2024 ESG Report, Environment, Climate and Energy	38-42
305-1	Direct (Scope 1) GHG emissions	2024 ESG Report, Environment, Climate and Energy	38-39
		2024 ESG Report, KPI index, Environment	83
		See Disclosure 302-1 for methodologies, assumptions and calculation tools.	
		2021 is the base year as it was the year in which Bioclinica and ERT merged and became Clario.	
		There have been recalculations for the base year emissions (See Climate and Energy section).	38
		The methodology applied was “The GHG Protocol – Corporate Standard” and “The GHG Protocol – Corporate Value Chain (Scope 3) Accounting and Reporting Standard.”	
305-2	Energy indirect (Scope 2) GHG emissions	Emissions calculation is for Overall Global Clario operations, all legal entities, all business lines. Mainly for operational control and process improvement.	
		2024 ESG Report, Environment, Climate and energy	39-40
		2024 ESG Report, KPI index, Environment	83
		See Disclosure 302-1 for methodologies, assumptions and calculation tools.	
		2021 is the base year as it was the year in which Bioclinica and ERT merged and became Clario.	
		There have been recalculations for the base year emissions See Climate and Energy section).	38
305-3	Other indirect (Scope 3) GHG emissions	The methodology applied was “The GHG Protocol – Corporate Standard” and “The GHG Protocol – Corporate Value Chain (Scope 3) Accounting and Reporting Standard.”	
		Emissions calculation is for Overall Global Clario operations, all legal entities, all business lines.	
		2024 ESG Report, Environment, Climate and energy	38-40
305-4	GHG emissions intensity	2024 ESG Report, KPI index, Environment	83
		See Disclosure 302-1 for methodologies, assumptions and calculation tools.	
		Our emissions intensity factor is tCO ₂ e/\$m, but due to the nature of Clario we do not disclose revenue information as a private company.	

Emissions (continued)		Location and response	Reference
305-5	Reduction of GHG emissions	2024 ESG Report, KPI index, Environment	83
		Gases included in the calculation: CO ₂	
		2021 is the base year as it was the year in which Bioclinica and ERT merged and became Clario.	
305-6	Emissions of ozone-depleting substances (ODS)	See Disclosure 302-1 for methodologies, assumptions and calculation tools.	
		2024 ESG Report, KPI index, Environment	83
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions	2024 ESG Report, KPI index, Environment	83
		The methodology applied was “The GHG Protocol – Corporate Standard” and “The GHG Protocol – Corporate Value Chain (Scope 3) Accounting and Reporting Standard.”	
		See Disclosure 302-1 for methodologies, assumptions and calculation tools.	

Diversity and equal opportunity

3-3	Management of material topics	2024 ESG Report, Social, Becoming an employer of choice	60-62
405-1	Diversity of governance bodies and employees	2024 ESG Report, KPI Index, Social	81
405-2	Ratio of basic salary and remuneration of women to men	2024 ESG Report, KPI Index, Social	81

Non-discrimination

3-3	Management of material topics	2024 ESG Report, Social, Becoming an employer of choice	60-62
406-1	Incidents of discrimination and corrective actions taken	There have been no instances of discrimination during the reported period.	
		2024 ESG Report, Governance and ethics, Commitment to ethical conduct	69
		2024 ESG Report, KPI Index, Social	62
		Clario Code of Ethics	Link

Customer privacy		Location and response	Reference
3-3	Management of material topics	2024 ESG Report, Governance and ethics, Ethical compliance, ISO 27701:2019	70
		2024 ESG Report, Governance and ethics, Information Security Program	71-72
		Clario Code of Ethics	Link
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	2024 ESG Report, Governance and ethics, Information security program, Information security risk management	71-72

Entity-specific:
Corporate giving and philanthropy

3-3	Management of material topics	2024 ESG Report, Social, Community connections	65-66
	Volunteering and participation (# hours, # people volunteered)	2024 ESG Report, Social, Community connections, Community engagement	65
		In 2024, 334 people at Clario volunteered for a total of 2,161 hours.	
	Materials donated to non-profit organizations (# of materials donated and further context)	2024 ESG Report, Social, Community connections, Corporate giving	65-66

Entity-specific: Ease-of-trial access

3-3	Management of material topics	2024 ESG Report, Accelerating our sustainability journey	5-6
	Solutions enabling flexible clinical trials	2024 ESG Report, Sustainability by Design, Flexible clinical trial solutions	31

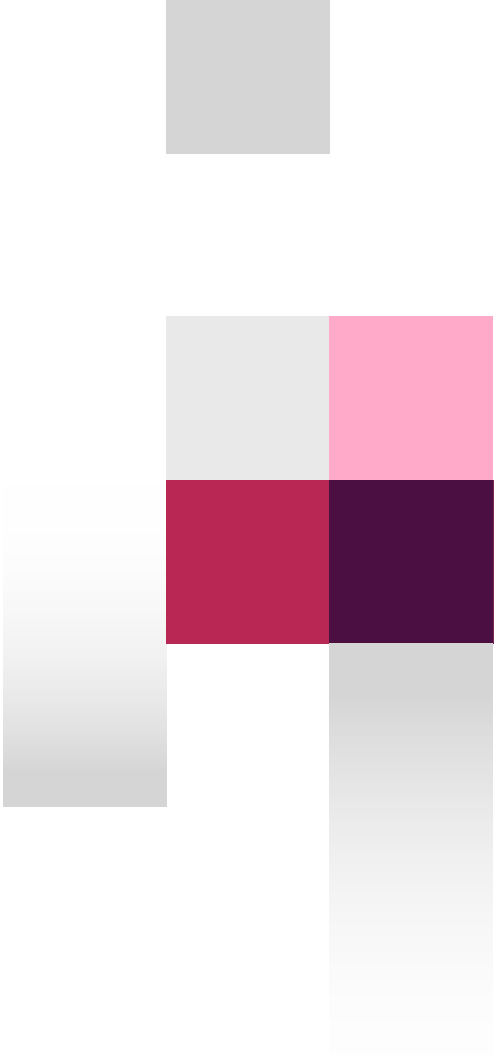
Disclaimers

This report includes various “forward-looking statements.” Such statements speak to the company’s expectations, plans, goals or other projections and may sometimes be recognized by words such as “aim,” “believe,” “commit,” “continue,” “could,” “estimate,” “expect,” “intend,” “may,” “potential,” “project,” “should,” “strive,” “target,” “will” or similar expressions and their negatives. Any statements other than those of historical fact may be forward-looking statements. Such statements involve a number of assumptions, expectations and risks (such as on economic conditions, technology development and data quality, among others) which may cause actual results to differ materially from those in such statements. These statements are also made only as of the date hereof and we undertake no obligation to update or revise the forward-looking statements, whether as a result of new information, future events or otherwise.

Various statements (forward-looking or otherwise) in this report or elsewhere are informed by third-party frameworks and stakeholder expectations and, as such, should not be read as necessarily rising to the level for disclosures under U.S. federal securities laws or other regulatory obligations, even if we use the word “material” or “materiality” in relation to those statements. Particularly in the sustainability context, there are various definitions of materiality which differ from – and are often more expansive than – the definition under U.S. federal securities laws. Moreover, given the uncertainties, estimates and assumptions required to make certain non-financial disclosures, and the timelines involved, materiality (as well as our performance on certain of these matters) is inherently difficult to assess far in advance.

Non-financial information, such as that included in parts of this report, is subject to greater potential limitations than financial information, given the methods used for calculating or estimating such information. Moreover, methodologies, standards and data standards, and expectations regarding measurement, calculation and otherwise used for ESG-related matters – including but not limited to any climate or other ESG-related metrics – are particularly prone to be complex, evolving and subject to divergent perspectives; our approach will evolve over time and there can be no assurance our approach will align with the preferences of any particular stakeholder, either currently or in future.

Similarly, various aspects of this report are based on policies and procedures the Company believes apply at appropriate levels of support to address issues in scope and, while these statements may use words such as “ensure,” “prevent,” or similar language, such terms should not be considered to mean (as there can be no guarantee) that such efforts will be successful in all situations. In addition, while we in some instances seek to align our disclosures and practices with the recommendations of various third-party frameworks, such as the Global Reporting Initiative (GRI), we ultimately use such frameworks only as references and cannot guarantee strict adherence to these framework recommendations. Our disclosures based on such frameworks may change due to revisions in framework requirements, availability of information, changes in our business or applicable governmental policy, or other factors, some of which may be beyond our control.



About Clario

Clario is a leading provider of endpoint data solutions to the clinical trials industry, generating high-quality clinical evidence for life sciences companies. We offer comprehensive evidence-generation solutions that combine medical imaging, eCOA, precision motion, cardiac solutions and respiratory endpoints.

For more than 50 years, Clario has delivered deep scientific expertise and broad endpoint technologies to help transform lives around the world. Our endpoint data solutions have been deployed over 26,000 times to support clinical trials 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.



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