



# ESG Report

2024

# Message from our CEO

Last year, Optimapharm turned 18. For any company, that number carries weight, not only because it marks nearly two decades of work, but because it signals a certain maturity. We have grown from a small regional team into a company with people and offices across the globe, trusted by clients and united by a clear mission: to contribute to the development of therapies that improve and save patients' lives.

Eighteen years is long enough to be proud of what we've built together, yet still young enough to remain ambitious, agile, and curious about the future. 2024 reminded us of this balance. We strengthened our internal systems, introduced new policies to foster inclusion and respect, and continued investing in the professional growth and wellbeing of our colleagues. At the same time, we prepared for what lies ahead, from joining the UN Global Compact to developing a sustainability strategy that will guide us forward.

This report is a reflection of that work. But more importantly, it is a reflection of the people behind it: our employees who bring their knowledge, integrity, and dedication to every project; our clients who place their trust in us; and the patients who ultimately inspire everything we do.

Turning 18 is a milestone, but it is also just a beginning. I look forward to the next chapter of our journey, and to building it together.

Sincerely,

*Ivana Waller*



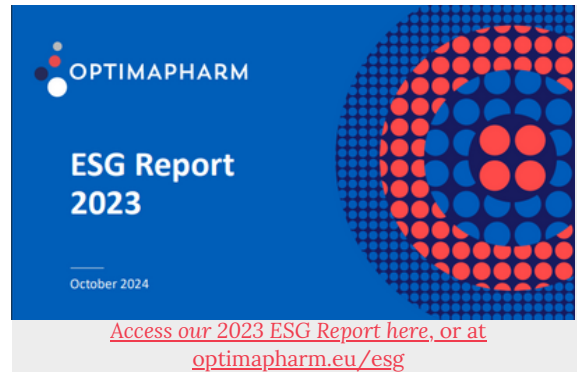
**Ivana Waller**  
Chief Executive Officer  
Optimapharm



# About this report

This is Optimapharm's second voluntary ESG report, covering the calendar year 2024. It has been prepared with the aim of increasing transparency around our environmental, social, and governance (ESG) practices and laying the foundation for more structured sustainability reporting in the future.

While this report is not yet prepared in accordance with the European Sustainability Reporting Standards (ESRS) under the Corporate Sustainability Reporting Directive (CSRD), it has been informed by the key principles of those frameworks, including double materiality and stakeholder relevance.



The data and insights presented here are based on the best available internal information as of September 2025. As this is our second reporting cycle, we acknowledge there are limitations in data completeness and methodological consistency. However, we are actively working to improve our data collection processes, reporting governance, and alignment with regulatory expectations for future disclosures.

We welcome feedback, questions and suggestions about this report and our sustainability efforts. Please email us at [sustainability@optimapharm.eu](mailto:sustainability@optimapharm.eu)

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# COMPANY OVERVIEW

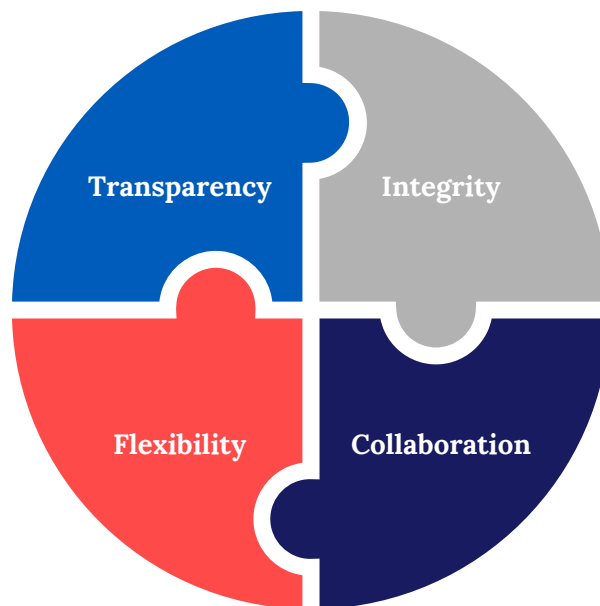
## Mission

Leading mid-sized, full-service global CRO focused on our People, consistent quality delivery to our Clients, and supporting the development of new therapies to improve and save Patients' lives.

## Values

We believe that the key to a successful, close and collaborative relationship is trust, based on clear and consistent communication. We will listen attentively to your needs and articulate ourselves with straightforward candour and honesty. This provides a robust foundation of shared understanding where everyone's expectations are met or managed and issues are resolved quickly and openly.

We keep our promises. We possess the experience, knowledge and expertise to make sure we are efficient, dependable, realistic and fair. We are prepared to earn our position as your trusted partner through reliable delivery against agreed project goals. We have the experience and expertise you expect, so you can rest assured that your project is in safe hands.



Our planning process is thorough and meticulous. It allows us to tailor-make research programs to exactly meet the specific requirements of your clinical trial. We remain responsive and adaptable making sure that each component of a program delivers accurate, relevant and appropriate outcomes.

We always see ourselves as part of your team – as invested in the successful outcome of your clinical trial as you are. We recognise the value of close partnership and teamwork for mutual benefit. We complement your specialist knowledge, understanding and expertise with our own in pursuit of shared goals.

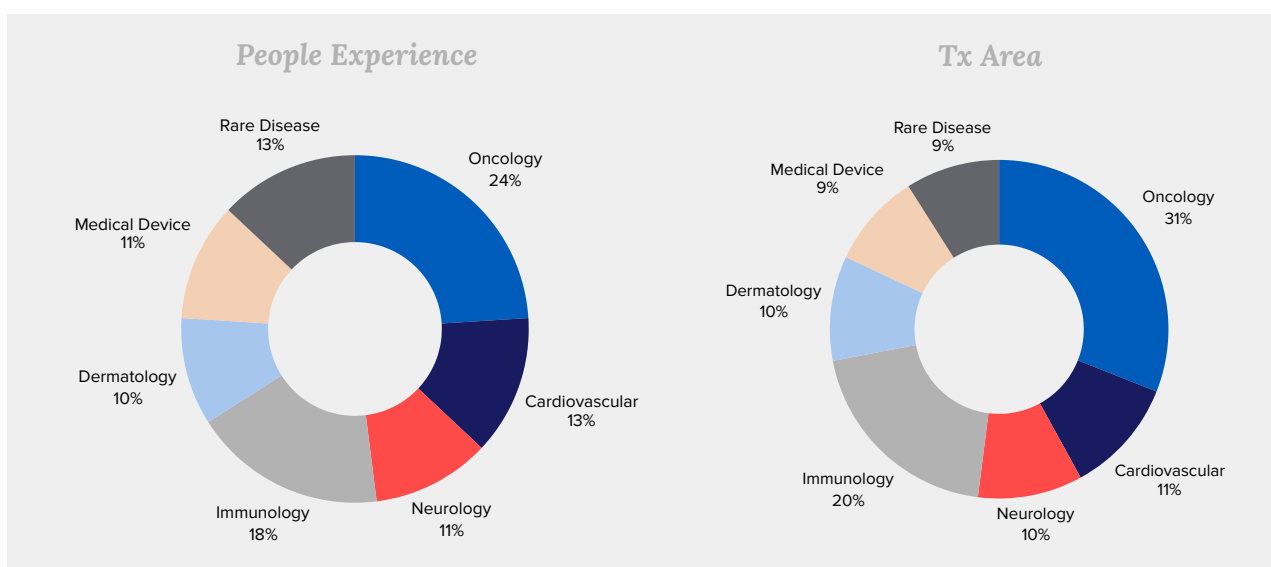
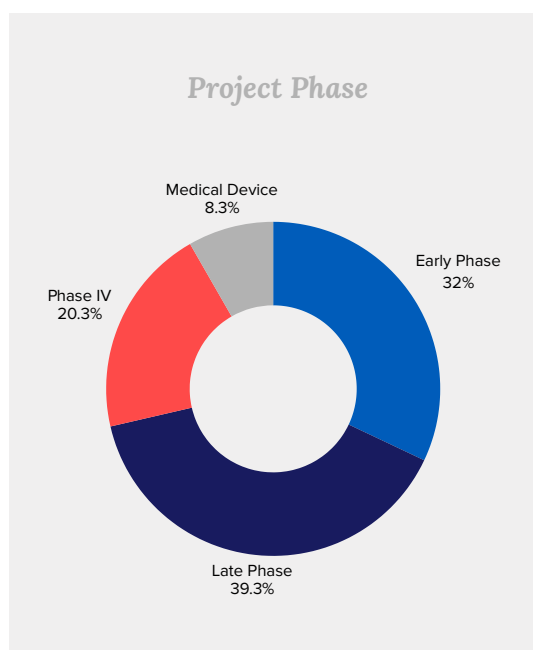
# CLINICAL RESEARCH

## What We Do and Why

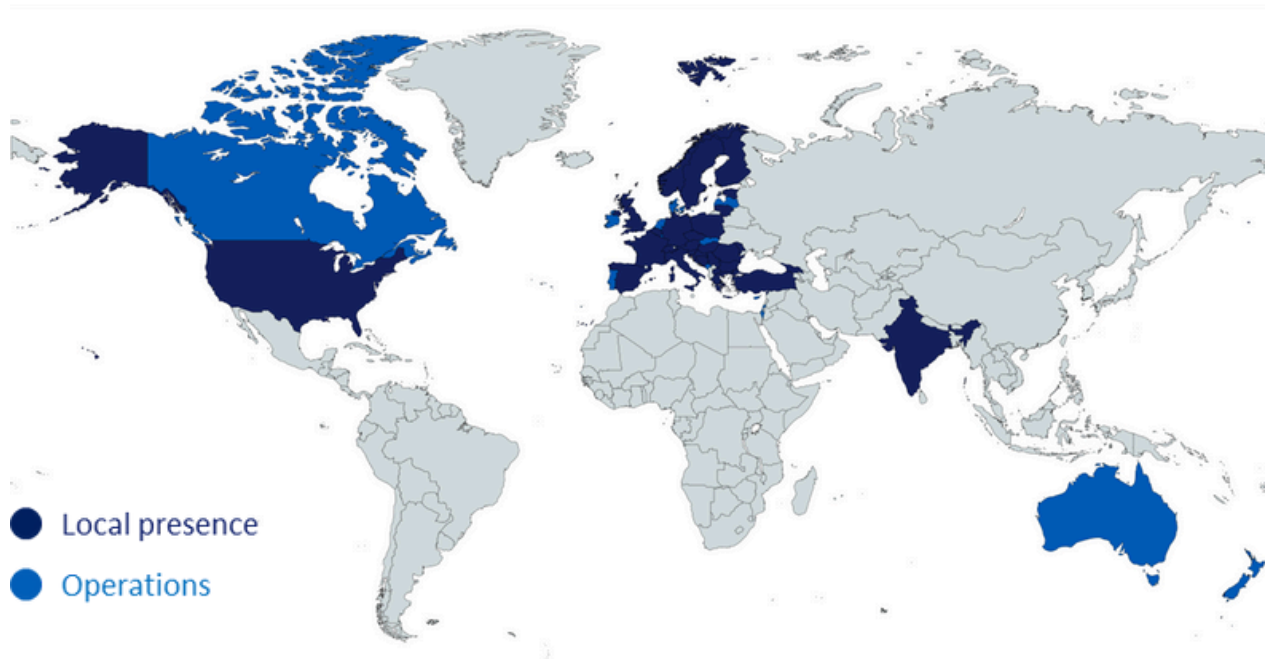
At Optimapharm, our purpose is to advance healthcare by supporting the development of innovative medicines through high-quality clinical research. As a full-service, mid-sized CRO, we provide tailored solutions across all phases of clinical trials, from regulatory strategy and site management to patient recruitment and monitoring. Our work is driven by the belief that every study we deliver brings us one step closer to improving patient outcomes and making new therapies accessible worldwide. By combining scientific expertise, operational excellence, and a commitment to ethical standards, we help our partners accelerate innovation while contributing to the broader goal of better health for all.

## Tx Areas and Service Portfolio

Our service portfolio spans a wide range of therapeutic areas, with proven expertise in some of the most complex and high-impact fields of medicine. We have extensive experience in oncology, driving clinical research that supports the development of breakthrough cancer therapies. In immunology, cardiovascular, and neurology, our teams work on studies that address critical unmet medical needs and advance treatments for widespread and life-altering conditions. We also bring strong capabilities in dermatology and medical devices, supporting innovation in patient care and quality of life. In addition, we are proud of our growing expertise in rare diseases, where our tailored approach helps overcome unique challenges in patient recruitment, regulatory navigation, and trial delivery. This broad therapeutic knowledge enables us to deliver reliable, high-quality services across the full spectrum of clinical development.



# GEOGRAPHICAL PRESENCE



- **Australia**
- **Austria**
- **Belgium**
- **Bosnia and Herzegovina**
- **Bulgaria**
- **Canada**
- **Croatia**
- **Cyprus**
- **Czech Republic**
- **Denmark**
- **Estonia**
- **Finland**
- **France**
- **Georgia**
- **Germany**
- **Greece**
- **Hungary**
- **Ireland**
- **Israel**
- **Italy**
- **Latvia**
- **Lithuania**
- **Luxembourg**
- **Moldova**
- **Montenegro**
- **Netherlands**
- **New Zealand**
- **Norway**
- **Poland**
- **Portugal**
- **Republic of North Macedonia**
- **Romania**
- **Serbia**
- **Slovakia**
- **Slovenia**
- **Spain**
- **Sweden**
- **Switzerland**
- **United Kingdom**
- **United States**
- **India**

# 2024 Events

## Staying Ahead Through Collaboration and Events

We actively participate in key industry conferences and events to exchange knowledge, strengthen partnerships, and stay at the forefront of clinical research trends. In the past year, we were present at leading Outsourcing in Clinical Trials (OCT) events across Europe, the Nordics, the UK & Ireland, and the DACH region, engaging with sponsors and peers on the latest developments in trial design and delivery. We also took part in Meet to Win, a prominent oncology-focused forum, as well as the Clinical Outsourcing Group conferences, which provide valuable platforms for collaboration and dialogue on operational excellence in clinical trials. These engagements reflect our commitment to building strong industry relationships and continuously enhancing the value we deliver to clients and patients.

**Meet us at the next conference**

[Click here and book your slot!](#)



## Celebrating 18 Years Together

In 2024, we reached a remarkable milestone—18 years of Optimapharm! Over nearly two decades, our company has grown from a small team with a big vision into an international organization driven by dedication, expertise, and collaboration. This anniversary was a celebration of the people, partnerships, and values that have shaped our journey. Together, we look forward to building on this strong foundation and creating many more years of success and shared achievements.

# Our ESG Approach

In the context of ESG, 2024 was predominantly a year of groundwork and preparation as we focused on strengthening our internal capacities and aligning with evolving sustainability regulations and expectations. While under the initial timeline of the CSRD we were expected to begin mandatory reporting in 2026 for the 2025 financial year, the anticipated postponement introduced by the new Omnibus proposal may extend this deadline. Nonetheless, we have made a deliberate decision to move forward proactively—to stay aligned with global ESG standards, support the ambitions of the European Green Deal, and build a more resilient and responsible business.

As part of this effort, members of our ESG team participated in the ESG Meet Up held in Zagreb—a full-day event dedicated to practical challenges and knowledge-sharing in the field of sustainability. The event provided valuable insight into the complexities of ESG reporting, EU taxonomy, and sustainable finance, while offering an opportunity to engage directly with professionals and companies already navigating these topics in practice.



One of the key steps in this journey was revisiting our EcoVadis sustainability rating. Using their updated scorecard and detailed guidance for improvement as a roadmap, we undertook a new self-assessment in late 2024. The result was a significant step forward: we achieved a new score that places us in the 43rd percentile globally and earned us the “Committed” medal. This recognition is not only a reflection of the progress we have made, but also a valuable benchmark that validates our current efforts and clearly outlines the areas in which we can grow further. It provides both motivation and direction as we continue embedding ESG into the fabric of our operations.

In addition to this, we concluded the year with two major strategic developments. We received internal approval to officially join the UN Global Compact in 2025—an important signal of our commitment to aligning with internationally recognized principles on human rights, labor, environment, and anti-corruption. Furthermore, we initiated a collaboration with external experts to conduct our first Double Materiality Assessment. This marks a major milestone in our ESG journey, laying the foundation for deeper integration of material sustainability risks and impacts, and setting the stage for the next phase of our reporting, which will be further elaborated in the 2025 ESG Report.

To support the implementation and coordination of these initiatives, we have established a dedicated ESG team embedded within our Corporate Legal and General Administration Department, ensuring governance and compliance remain at the core of our approach. This core team is further supported by designated representatives from our Finance Department, bringing vital insights into sustainable finance and reporting alignment. Recognizing that ESG is not the responsibility of one team alone, we are actively working to expand cross-functional engagement, appointing ESG focal points across other departments to ensure that sustainability principles are understood, championed, and applied throughout the organization.

# Governance

At Optimapharm, governance is not merely a set of procedures—it is an embodiment of our fundamental values of Transparency, Integrity, Collaboration, and Flexibility. These values form the ethical foundation of our sustainable business practices and stakeholder trust. Our governance framework is also fully aligned with the European Sustainability Reporting Standards (ESRS G1) and is designed to ensure integrity, transparency, accountability, and fairness in all decision-making processes.

## **Leadership Structure and Composition**

**ESG Governance**

**Ethics and Compliance Training**

**Ethical Labour and Anti-Human Trafficking**

**Respect, Inclusion & Equal Opportunity**

**Data Protection**

**Risk Management**

**Quality Management**

**IT Updates**

# Governance

## Leadership Structure and Composition

### Board of Directors' structure and composition

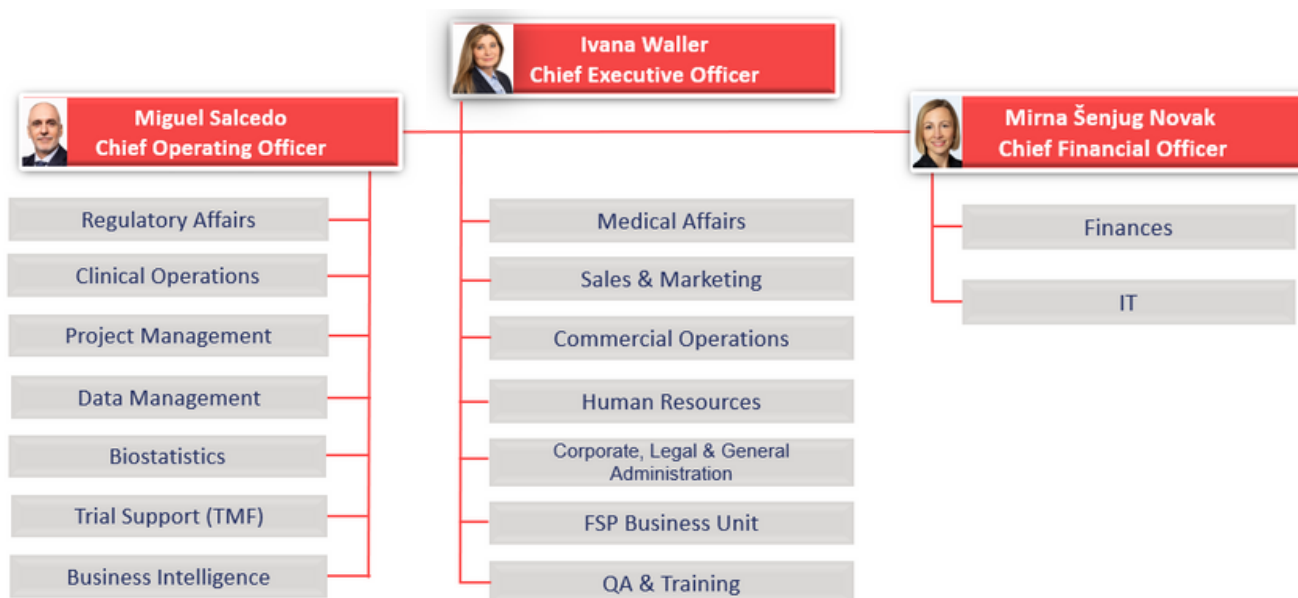
Optimapharm's governance model follows a two-tier system, comprising a Supervisory Board and a Management Board, supported by cross-functional leadership as well as dedicated ESG and Compliance teams. This structure ensures effective oversight, transparent decision-making, and the integration of ESG into our long-term strategy.

### Supervisory Board

- Composed of 5 members, led by a Chairman and appointed for four-year terms.
- Provides strategic oversight, reviews financial performance, and supports strong governance across the company.
- Meets regularly and operates through established procedures that promote accountability, transparency, and stakeholder trust.

### Management Board

- Consists of 3 members, including a designated President, the company's CEO.
- Responsible for day-to-day management, business strategy implementation, and embedding ESG considerations across operations.
- Works in close collaboration with the Supervisory Board on significant corporate matters, ensuring transparent, balanced, and well-informed decisions that serve the company's long-term interests.



# Governance

## ESG Governance

### Board Oversight and Leadership

The Management Board holds ultimate accountability for ESG governance, ensuring full integration of ESG into corporate strategy and risk oversight. This includes:

- Approving ESRS-aligned KPIs across governance, social, and environmental domains annually
- Endorsing the ESG Report
- Overseeing our Risk Management Plan, incorporating a double materiality lens to reflect both external impacts and internal vulnerabilities.

Our leadership body reflects our values with 50% female representation across the Supervisory Board, Management Board, and Senior Leadership Team, reinforcing our commitment to diversity and inclusive governance.

### ESG Governance Aligned with Our Values

Our ESG structure mirrors our promise to act with Integrity, Transparency, Collaboration, and Flexibility:

- The ESG Team, led by Corporate Legal & General Administration and supported by Finance and HR, orchestrates ESG coordination, reporting, and ESRS compliance.
- Finance ensures ESG data are integrated seamlessly into CSRD-compliant financial disclosures, reinforcing our commitment to Transparency.
- HR drives workforce-related ESG goals, overseeing diversity, inclusion, health & safety, and employee well-being—key manifestations of our value of Collaboration.
- Corporate Legal team guides compliance, ethics, and internal consistency across policies, embodying our imperative for Integrity.

### Governance in Practice

*Diversity in Leadership:* Optimapharm is proud to have 50% female representation across the Supervisory Board, Management Board, and Leadership Team.

*Independent Judgement:* The combined expertise and diverse backgrounds of Board members enable balanced and independent decision-making.

*Values Embedded in Governance:* All leaders and employees are guided by Optimapharm's Code of Business Conduct, ensuring that fairness, integrity, and accountability are embedded in every level of governance.

To further enhance clarity and accountability, Optimapharm is currently developing dedicated Management Board and Supervisory Board Guidelines, which will formalize best practices in decision-making, oversight, and collaboration.



# Governance

## Ethics and Compliance Training

To foster a culture of integrity, fairness, and transparency, we provide all employees—regardless of role or contract type—with mandatory ethics and compliance training. This training is designed to ensure that employees are well-informed about our core values, expected standards of conduct, and the regulatory environment in which we operate.

**In 2024, the training covered key policies and areas such as:**

- Code of Business Conduct
- Corporate Compliance
- Whistleblowing Policy
- Anti-Corruption and Bribery Policy
- Conflict of Interest Policy
- Ethical Labour and Anti-Human Trafficking Policy
- Workplace Diversity, Inclusion and Equal Opportunities Policy
- Respectful Workplace Policy
- Privacy Policy
- Talent Acquisition

**Training modules included real-life scenarios and interactive content aimed at strengthening awareness in:**

- Ethical decision-making
- Reporting mechanisms and whistleblower protections
- Anti-corruption and bribery risks
- Data privacy and protection practices
- Respectful and inclusive workplace behaviour
- Identifying and avoiding conflicts of interest
- Social media responsibility and confidentiality
- Compliance with global labour standards

All employees are required to complete this training on a recurring basis. Compliance is tracked centrally, and non-completion is followed up with targeted reminders and additional support where needed. These training efforts are a core part of our ongoing commitment to ethical business conduct and regulatory compliance.

## Ethical Labour and Anti-Human Trafficking

In 2024, we also formalized our commitment to ethical business conduct and human rights by adopting the Ethical Labour and Anti-Human Trafficking Policy. This policy reinforces our zero-tolerance approach to all forms of forced labour, human trafficking, unlawful child labour, and unethical employment practices, both within our operations and across our supply chain.

The policy is guided by key principles including:

- Freely chosen employment: All work must be voluntary, with no forced or bonded labour permitted.
- Child labour avoidance: We adhere to the strictest applicable standards regarding the legal minimum age for employment.
- Fair working conditions: Employees must be treated with dignity and respect, and working hours, compensation, and benefits must align with applicable laws and international norms.
- Safe and healthy workplaces: All employees are entitled to a safe working environment.

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To ensure these principles are upheld, we have established due diligence mechanisms including:

- Rigorous onboarding practices and ongoing monitoring of service providers, contractors, and business partners.
- Anti-trafficking and ethical labour training across relevant stakeholder groups.
- Whistleblower protections and confidential reporting channels for suspected violations.
- Oversight by our Corporate Compliance Team, which investigates reports and ensures appropriate remediation, including supplier engagement or termination when necessary.

These efforts reflect our ongoing commitment to ethical operations and responsible supply chain management. We recognize the importance of continual vigilance and education in combating human rights risks, and we will continue enhancing these systems as our operations grow.

# Governance

## Respect, Inclusion & Equal Opportunity

In 2024, we strengthened our governance framework by introducing two key policies: the Respectful Workplace Policy and the Workplace Diversity, Inclusion and Equal Opportunities Policy, as well as Talent Acquisition SOP. These policies reaffirm our commitment to fostering a workplace rooted in dignity, fairness, and mutual respect.



**compliance  
reports  
in 2024**

We believe that every individual deserves to work in an environment free from discrimination, harassment, bullying, or any form of unethical labor practices. Our zero-tolerance stance applies to all forms of inappropriate behavior, whether based on race, gender, age, sexual orientation, disability, religion, or any other characteristic protected by law. Any such conduct is addressed promptly and in accordance with our internal compliance procedures.

In addition to internal workplace culture, we embed these principles into our Talent Acquisition SOP, which outlines our commitment to providing equal employment opportunities to all employees and applicants. Employment decisions are made without regard to race, colour, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, military status, or any other characteristic protected by applicable laws. We are dedicated to building a workforce that reflects the diversity of society and to creating an inclusive environment where all individuals feel respected and valued from the very first interaction with our company.

All employees share responsibility for upholding these values and are encouraged to speak up if they witness behavior inconsistent with our principles. By embedding these expectations in our policies and reinforcing them through training and open dialogue, we strive to ensure that respect and equal opportunity are lived values—not just stated commitments.

## Compliance Team



**SARA WEYTJENS**  
Vice President,  
Regulatory and Site  
Activation



**SONJA ERGIĆ**  
Head of Legal and  
Administration



**SANDA SUDIĆ BUŠLJETA**  
Vice President,  
HR

*Optimapharm is committed to providing a workplace conducive to open discussions of our business practices. Our Compliance program encourages employees and third parties to ask questions and report possible misconduct any time they see or become aware of a suspected violation of laws, regulations, or company policies and procedures. All reported issues are thoroughly investigated in a timely manner by our Corporate Compliance team.*

**COMPLIANCE HOTLINE**

# Governance

## Quality Management

### Risk Management

Our Management Board oversees the company's overall risk management strategy, including the approval of the Risk Management Plan and appointment of a Risk Manager. Functional Leads are responsible for identifying and monitoring risks within their areas, coordinating mitigation efforts, and implementing risk response actions.

The Risk Manager leads the coordination of the company-wide Risk Register and provides regular trend analyses to the Management Board. All employees contribute to risk identification and mitigation within their scope of work, reflecting a shared responsibility for risk awareness across the organization.

### Data Protection

Respecting the privacy of individuals and protecting personal data is a core part of our responsibility to employees, clients, and partners. We are committed to handling all personal data with care, integrity, and transparency, in full compliance with the EU General Data Protection Regulation (GDPR) and other applicable data protection laws.

In the course of our operations, we collect and process personal data only for specific, legitimate purposes, and always on a lawful basis such as consent or legal obligation. We ensure that data is processed fairly and transparently, kept accurate and up to date, and stored securely to prevent unauthorized access, loss, or misuse.

We do not use automated decision-making or profiling based on sensitive data, and we respect all data subjects' rights – including the right to access, correct, or withdraw consent for the use of their data at any time.

As a multinational company, we may transfer personal data within our group or to trusted third-party providers outside the European Economic Area (EEA) when necessary. These transfers are carried out with the highest safeguards, including standard contractual clauses or other approved mechanisms, ensuring the same level of protection across borders.

Data privacy is more than a compliance requirement – it is a reflection of our broader commitment to ethical business conduct, individual rights, and long-term trust.



### 📌 Advancing Expertise in Data Protection

One of our colleagues dedicated 2024 to advancing her professional expertise by successfully earning the **CIPP/E** (Certified Information Privacy Professional – Europe) certification, issued by the International Association of Privacy Professionals (IAPP). This globally recognized credential confirms her comprehensive understanding of European data protection, including GDPR compliance, the institutional regulatory landscape, and responsible data transfer practices.\*

\* Certification formally obtained in 2025.

## Quality and Compliance at the Core of Our Work

As a quality-focused company, we continually improve our Quality Management System (QMS) to support our mission as a leading mid-sized, full-service CRO. Our commitment to quality drives our responsibility to People, consistent Client delivery, and advancing therapies that save lives.

Our independent Quality Assurance and Training Department (QATD) ensures transparency, compliance, and efficiency across clinical operations, supporting both quality and strategic growth.

### Key Elements of Our Quality System

#### Quality Assurance (QA):

- We perform regular internal and external audits to ensure full adherence to protocols, SOPs, and regulatory requirements, guided by an internal audit plan reviewed quarterly.
- In 2024, we advanced our systems by introducing the eQMS Audit and Issue modules, supporting more efficient tracking and resolution of audit findings.
- Through our corrective and preventive action (CAPA) processes, we systematically address identified issues and prevent recurrence.

#### Documentation and Records Management:

- A complete, up-to-date Trial Master File (TMF) is maintained to guarantee transparency and compliance.
- Electronic records are managed in accordance with 21 CFR Part 11 and other global regulatory standards.

#### Vendor Management:

- Vendors are carefully selected and qualified against QMS criteria, with regular ESG-integrated assessments.
- Medium- and high-risk vendors undergo audits to confirm compliance with quality and ethical standards.

#### Patient Safety and Data Integrity:

- Adverse events are reported promptly and accurately, ensuring participant safety remains paramount.
- All clinical data is safeguarded for accuracy, completeness, and verifiability.

#### Quality Control (QC):

- Clinical trial data undergoes ongoing verification to ensure accuracy, reliability, and regulatory compliance.
- Monitoring is risk-based, with increased focus on high-impact areas of trial conduct.

#### Risk Management:

- Risks are proactively assessed across trial processes, with mitigation strategies integrated early.
- Risk-based monitoring ensures that critical trial aspects are managed effectively.

#### Training and Competency:

- All clinical staff undergo regular training on Good Clinical Practice (GCP), SOPs, and regulatory requirements.
- Competency assessments help ensure our teams remain fully equipped to meet professional and ethical responsibilities.

#### Stakeholder Engagement:

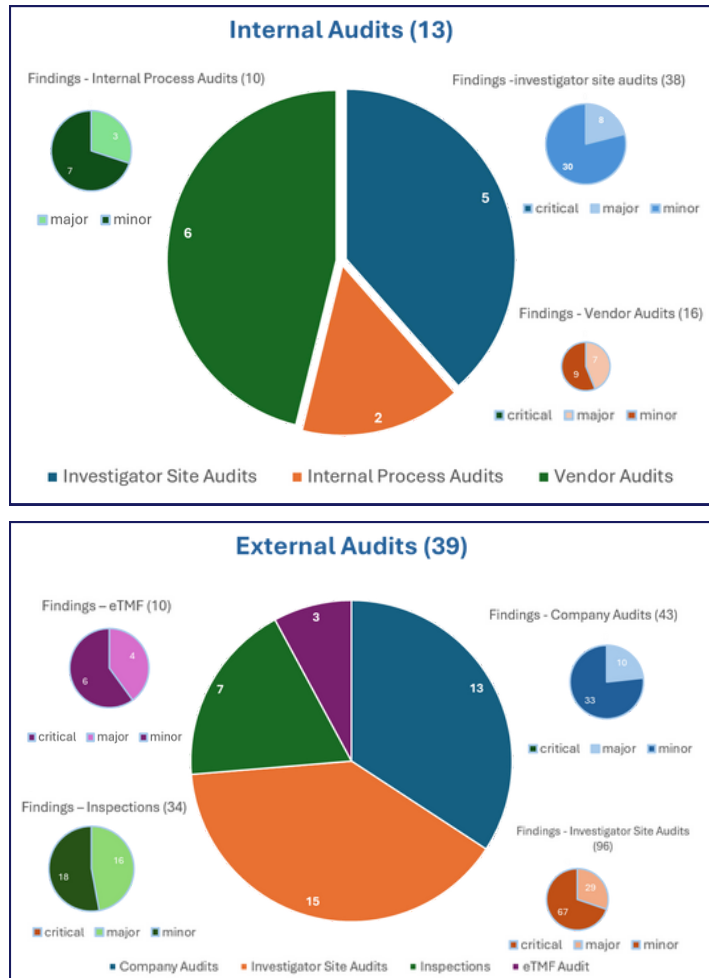
- Clear, transparent communication with sponsors, investigators, and regulatory authorities builds trust and accountability.
- Collaboration across stakeholders ensures smooth trial conduct and shared commitment to quality.

#### Continuous Improvement:

- We monitor quality metrics and apply feedback to drive ongoing improvements.
- Our systems evolve dynamically, ensuring integrity, safety, and regulatory compliance across all projects.

**Our QMS ISO 9001:2015 certified and full adherence to the following guidelines, requirements, and procedures are mandatory:**

- International Council for Harmonisation Good Clinical Practice and ISO 14155
- Declaration of Helsinki
- Clinical Trial EU Directives and Regulation(s)
- National legislation related to the conduct of clinical trials, non-interventional studies and medical devices studies, including safety reporting
- FDA regulations
- General Data Protection Regulation and applicable Personal Data Protection regulations
- Company Controlled Documents and Guidelines
- All other relevant national and international regulatory and professional requirements and industry standards



**Vendor Qualification and ESG Integration**

As part of our vendor qualification and oversight process, we place a strong emphasis on Environmental, Social, and Governance practices. Beyond assessing technical and operational compliance, we evaluate how our partners approach sustainability, ethics, and responsibility across their business. Our vendor assessment questionnaire explores a wide range of ESG topics, including whether the company has a formal policy, clear accountability for at the leadership level, and membership in recognized rating agencies such as EcoVadis. We review whether vendors set measurable targets, publicly report on progress, and have policies to manage environmental impacts, such as greenhouse gas reduction, energy efficiency, water conservation, and waste management.

On the social side, we assess practices around employee well-being, equal opportunity, diversity and inclusion, and anti-discrimination measures, as well as the availability of -related training for staff. We also place importance on whistleblowing mechanisms, anti-harassment frameworks, and employee engagement initiatives such as satisfaction surveys. Finally, in the governance domain, we examine whether vendors demonstrate transparency, maintain ethical business conduct, and contribute positively to their communities through charitable giving or social initiatives.

By systematically integrating these ESG criteria into our vendor qualification process, we ensure that our supply chain reflects not only high quality and compliance standards, but also the values of responsibility, fairness, and that underpin our own operations.

## **IT Governance - 2024 Updates**

### **Cybersecurity initiatives**

We upgraded Microsoft Defender for Office 365 to Plan 2, which includes Automated Investigation & Response (AIR). This enhancement has strengthened phishing containment and significantly reduced the need for manual triage by IT staff. The result of this initiative has been faster incident handling times and the introduction of standardized response playbooks across tenants, ensuring a more consistent and reliable security posture.

### **Data privacy & protection**

To strengthen data security, Microsoft platforms and backups were insourced to central IT. This shift allows for tighter access control, improved recovery objectives, and unified monitoring across the infrastructure. As a result, the organization now benefits from more transparent accountability and faster restoration paths for regulated data, ensuring compliance and resilience in case of data loss or compromise.

### **IT governance & compliance**

Significant progress was made in governance with the delivery of updated Standard Operating Procedures (SOPs). This included a Disaster Recovery Plan for Computerized Systems along with associated guidelines and supporting documentation, all versioned and formally approved. The outcome is a fully auditable disaster recovery and business continuity framework aligned with computerized systems, meeting both regulatory and operational requirements.

### **Digitalization & automation**

Microsoft administration and backup workflows were consolidated, combining ticketing and automation processes. This initiative reduced hand-offs between teams and standardized changes across the IT environment. The result has been measurable efficiency gains and fewer configuration variances across sites, improving overall operational consistency and reducing risks tied to human error.

### **Sustainable IT practices**

The company continued its focus on by addressing electronic waste responsibly. At the Zagreb office, approximately 80 kilograms of e-waste and telecom devices were recycled. In the Finland office, more than 80 laptops and around 20 monitors were retired, with functional units prioritized for reuse or spare parts before disposal. These measures reduced landfill contributions and improved asset utilization, supporting the organization's sustainability goals.

### **Sustainable IT practices**

A company-wide IT security awareness training program was delivered to all employees, with completion recorded across the organization. The training focused on critical topics such as phishing, password management, and device hygiene. As a result, the baseline awareness of IT security practices has improved, reducing organizational risk from common cybersecurity threats.

### **Cloud emissions (Azure & Microsoft 365)**

Work is currently underway to enable the Microsoft Emissions Impact Dashboard, which will provide detailed reporting on 2024 emissions and regional energy mix for Azure and Microsoft 365. Once available, the results will be submitted as an annex, accompanied by methodology notes and screenshots. This initiative demonstrates the organization's commitment to monitoring and addressing the environmental impact of its cloud usage.

# People

At Optimapharm, we believe that our people are our greatest strength. As a service-based business, our success is rooted in the talent, dedication, and well-being of the individuals who drive our work every day. Fostering a supportive, inclusive, and respectful work environment is not only the right thing to do – it is essential to delivering lasting value for our clients, communities, and partners.

We are committed to building a workplace culture that empowers individuals, encourages continuous learning, and champions diversity, equity, and belonging. From ensuring safe and respectful working conditions to promoting professional growth and flexible work models, we aim to create an environment where all employees can thrive.

This section outlines the steps we have taken to support our teams, strengthen engagement, and uphold human rights across our operations and business relationships – because how we treat people defines who we are.

## **Leadership Academy**

### **Strengthening Communication Across Teams**

### **Education for All Employees**

### **Supporting Well-being Through Engagement and Connection**

### **Optimapharm Life Milestones**

### **Building Wellness and Community at Work**

### **Employee Benefits Tailored to Local Needs**

### **Workforce numbers**

# People



43 Line Manager in Leadership Academy 2.0  
7 participants in Leadership Academy 1.0



A total of **927 hours** have been dedicated to **developing leadership skills**



New topics: Managing conflicts and managing changes; Coaching sessions

Empowering our people to grow into confident, capable leaders is a central part of our people strategy. In 2024, we continued to invest in comprehensive leadership development initiatives designed to strengthen core management competencies and equip our teams to lead with purpose and agility.

Our Leadership Academy provided tailored learning experiences through coaching sessions and interactive workshops, focused on real-world challenges and evolving workplace dynamics. Topics such as managing change and resolving conflicts were introduced to help our leaders navigate complexity and support their teams more effectively.

By fostering a culture of continuous development and internal mobility, we are proud to see colleagues advancing into new roles, embracing greater responsibility, and contributing to our shared success. Leadership at every level is key to our growth – and we are committed to nurturing it every step of the way.

## Strengthening Communication Across Teams

Recognizing the critical role of effective communication in a collaborative and high-performing workplace, we expanded our training efforts in 2024 to support teams in honing their interpersonal skills. From introducing a new meeting etiquette framework to developing tailored workshops for Sales & Marketing, Lead CRAs, and Clinical Teams, our programs focused on building practical skills such as empathetic listening, assertiveness, and conflict resolution. Interactive formats, including small group exercises and scenario-based learning, allowed participants to actively explore different communication styles and apply strategies for more impactful and inclusive dialogue. These efforts reinforce our commitment to cultivating a workplace culture rooted in clarity, respect, and connection.



# People

## Education for All Employees

We continue to foster a culture of continuous learning by offering diverse and accessible development opportunities to all employees. In 2024, our learning initiatives focused on building both technical and soft skills essential for personal and professional growth. Topics ranged from *Change Management*—empowering employees to adapt and lead through transformation—to *Time Management*, *Storytelling in PowerPoint*, *Mastering Excel*, and neuroscience-based well-being sessions like the *Body Brain Workshop*.

Employees also had the opportunity to access the *Udemy Business* platform through ongoing learning cycles. This initiative allows individuals to apply for free access to a wide range of on-demand courses across various fields—from leadership and communication to data science and personal productivity—enabling self-directed development tailored to their own learning goals.

By offering both structured workshops and flexible digital learning, we aim to equip our teams with the tools they need to thrive in a dynamic and fast-changing environment.



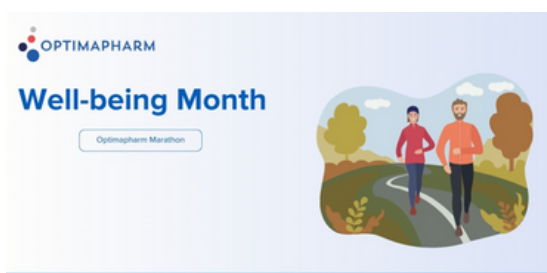
## Supporting Well-being Through Engagement and Connection

At the heart of our workplace culture is a strong commitment to employee well-being—one that goes beyond the occasional initiative and becomes a continuous effort to support mental, emotional, and physical health. In 2024, this commitment was brought to life through thoughtfully curated programs and interactive activities. Our annual Well-being Month served as a focal point, offering resources and experiences designed to help employees strengthen resilience, reduce stress, and foster team connection. Highlights included the *Body Brain Workshop*, where participants explored neuroscience-based techniques to build mental fitness, manage anxiety, and enhance overall well-being.

We also introduced engaging team-building activities aimed at combining wellness with fun and collaboration. The *Optimapharm Marathon*, hosted via Strava, encouraged physical activity and healthy competition through a series of group challenges, while celebrating consistency and achievement with special recognition. Meanwhile, the *Virtual Olympic Games* turned wellness into an inclusive cultural celebration—combining mental agility with friendly fun through quizzes, fast-paced games, and memory-based challenges.

These activities were designed not only to promote healthier lifestyles but also to build a sense of community, boost morale, and support personal resilience across our teams.

Across all initiatives, our HR Newsletter helped keep employees informed and engaged, reinforcing our belief that well-being is not a one-size-fits-all approach, but a shared responsibility to create a supportive and thriving environment for all.



65  
participants



14 days  
of activity



2927 km  
in total collected

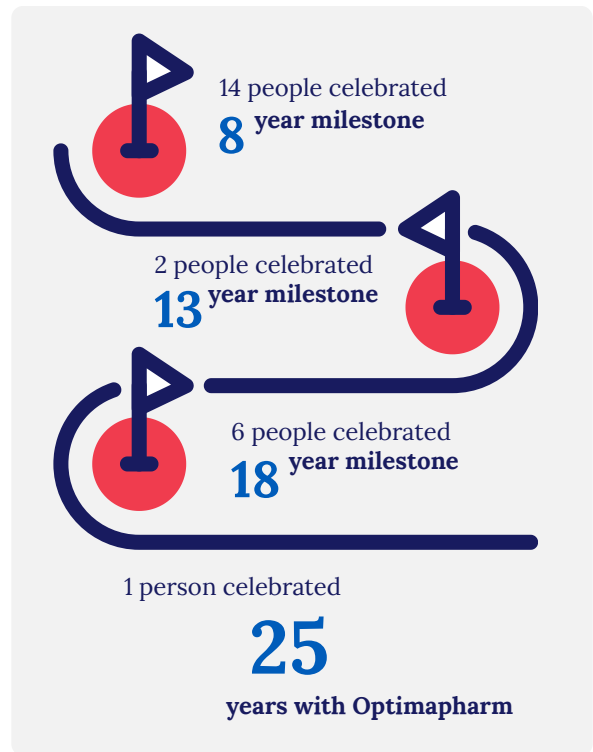
\*from internal HR Newsletter

# People

## Optimapharm Life Milestones

In 2024, we introduced a Jubilee Award program to recognize and celebrate employee dedication and long-term commitment. Marking key work anniversaries—at 8, 13, 18, 25, 30, and 35 years—the program honors colleagues who have significantly contributed to our shared success over time. In 2024, we proudly celebrated multiple milestones across our teams, reflecting the loyalty and continuity that help shape our company culture. The initiative reinforces our appreciation for the people who have helped build and sustain our organization over the years.

These celebrations go beyond recognition—they're a meaningful expression of gratitude that strengthens employee engagement and morale. By acknowledging these milestones, we aim to foster a workplace where long-term contributions are valued and celebrated across all levels.

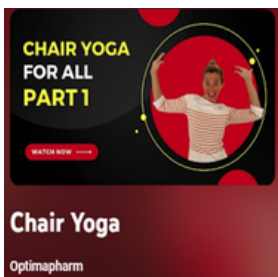


## Building Wellness and Community at Work

In addition to dedicated well-being campaigns, we continued fostering healthy habits and meaningful connections through a series of inclusive, engaging, and fun initiatives throughout the year. These included plant-based food challenges such as the No Meat Challenge, where employees explored the health and environmental benefits of reducing meat consumption, and the Eat the Rainbow Challenge, which encouraged greater awareness of nutritional diversity through colorful, nutrient-rich foods.

We also extended our Workplace Yoga sessions in response to positive feedback, providing employees with accessible, low-impact weekly yoga practices aimed at reducing stress and promoting mental clarity. These sessions were inclusive, virtual, and suitable for all fitness levels, supporting both individual and collective well-being.

To further nurture team spirit, our Summer Event initiative invited all employees—whether office-based or remote—to enjoy a shared experience, be it through local team gatherings or personal moments supported by the company. These activities reflect our ongoing effort to build a culture of care, health, and belonging that resonates across regions and work settings.



# People

## Employee Benefits Tailored to Local Needs

We continue to develop and expand our employee benefits platform in line with the evolving needs of our teams. Recognizing the diversity of our regional offices, benefits are introduced individually per country, taking into account local regulations, employee preferences, and market standards. These may include meal allowances, voluntary pension contributions, shopping discounts, public transportation vouchers, and more.

Additional days off, such as for Clinical Trials Day or around winter holidays, are also designed in line with local public holidays and customs, supporting both work-life balance and meaningful recognition of our industry and people. Through this approach, we aim to create a flexible and inclusive benefits framework that grows with our people and reflects their contributions across all our locations.

## Holiday Volunteering Initiative: Optimapharm Wishlist

In December 2024, our Croatian team launched the “Optimapharm Wishlist”, a holiday volunteering initiative to bring joy to residents of the Fra Ante Sekelez Rehabilitation Center in Vrlika. Employees prepared personalized gift packages with handwritten cards, fostering empathy and solidarity across our company. A total of 28 thoughtful packages were delivered—a testament to the power of small gestures and shared humanity during the festive season.



CENTAR ZA REHABILITACIJU  
„FRA ANTE SEKELEZ“ - VRLIKA



## Workforce numbers

In 2024, we're proud to have welcomed  
talented individuals to our team.

**47**

**64**

of our colleagues were promoted to new  
job roles during 2024. Congratulations!



**11.31 % turnover rate**  
(9,62 less than 2023)



**94%** employees have University degree  
**13%** employees have medical degree



**368** employees  
**107** contractors  
-----  
**475** total staff



**0** number of fatalities  
**1** number of work-related  
accidents

# Planet

At Optimapharm, sustainability means making conscious, responsible choices that safeguard the environment while supporting long-term business resilience. Although our operations are service-based and our direct environmental footprint is modest, we recognize that every organization has a role to play in addressing the global climate crisis.

We are committed to reducing our environmental impact by rethinking how we work – from energy use and office space to travel, commuting, and digital processes. By encouraging hybrid work, virtual collaboration, and efficient resource use, we aim to embed environmental awareness into everyday decision-making.

Sustainability is not a single initiative but an ongoing journey. With each step – whether measuring emissions, promoting low-impact work habits, or improving office efficiency – we move closer to a future that balances business growth with environmental responsibility.

## **From Impact to Improvement**

### **Building Our Climate Roadmap**

### **Looking Ahead**

# Planet

## From Impact to Improvement

As a service-based company with limited direct environmental impact, our efforts are focused on continuously optimizing our operations to minimize our footprint in meaningful ways. Our primary areas of influence are energy consumption in leased office spaces, employee commuting, business travel, and digital resource use. In 2024, we continued to encourage virtual collaboration, relying on telemeetings instead of travel whenever possible. We also implemented electronic signatures across our operations to reduce paper usage and streamline processes.

Through our hybrid work model, which enables employees to work remotely up to three days per week, we are helping reduce commuting-related emissions. Recognizing the significance of Scope 3 emissions, we are currently developing a tracking system for employee commuting and home-office energy use, with the goal of establishing more accurate annual measurements.

Some of our bigger physical office locations are already powered by renewable energy sources, and we are working to increase this share across all sites. Notably, the building where our Finnish office is located holds a golden LEED certification — a testament to our commitment to sustainable workplace practices.

## Business travel

As part of our commitment to making our operations more sustainable, in 2024 we partnered with DIB Travel, a platform that prioritizes environmentally responsible travel options. DIB Travel integrates sustainability into every aspect of its service by promoting eco-friendly accommodation and low-emission transportation choices.



This partnership allows us to reduce the environmental impact of our business travel without

compromising on efficiency or comfort. By empowering our employees to make greener travel decisions, we are taking another step toward aligning our everyday business practices with our broader sustainability goals.

## Engaging employees

As part of our environmental awareness efforts, we launched the No Meat Challenge in June 2024 to support World Meat Free Day. The initiative encouraged employees to go meatless for a week with the help of educational content, recipes, and an internal support group. By raising awareness of the environmental and health impacts of meat consumption—such as reduced emissions, resource preservation, and improved well-being—the challenge inspired mindful food choices and strengthened our collective commitment to a more sustainable future.



# Planet

## Optimizing Office Utilization for Environmental and Operational Efficiency

In 2024, we conducted a comprehensive global office utilization assessment to evaluate how effectively our physical office spaces are being used. This initiative aligns with our broader goal of minimizing our environmental impact while ensuring our workspaces remain functional, inclusive, and adaptable to our employees' evolving needs.

The assessment included detailed input from each location on employee presence, hybrid work practices, workstation capacity, office layout, accessibility, and support facilities such as parking, cleaning, and amenities.

The questionnaire covered:

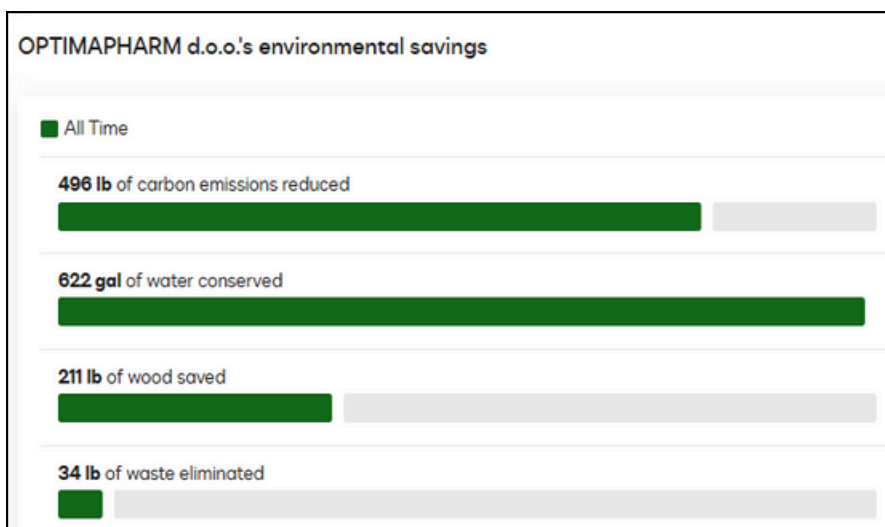
- Total number of employees vs. office-based and home-based staff
- Desk capacity vs. actual use
- Work-from-home policies and desk-sharing habits
- Availability of collaborative areas, meeting rooms, and inclusive design features
- Access to parking, in-office services (cleaning, food, beverages), and branding elements

This review helped us gain valuable insight into which locations are underutilized, fully optimized, or require adaptation to better match new ways of working. It also enabled us to identify potential areas for space consolidation, optimization, or transition to remote-first models.

*Although the optimization measures based on these findings will be rolled out in 2025, this initial mapping was a key step in building our long-term environmental and real estate strategy. Reducing underutilized space contributes directly to lower energy consumption, fewer emissions, and more efficient resource use.*

## Ongoing Digital-First Practices to Reduce Environmental Impact

Our marketing approach remains greatly digital, further lowering our paper use and environmental footprint. Additionally, we continue to encourage employees to include the green email banner "Go Green – Keep it on the screen" in their email signatures, promoting sustainable habits across our teams and clients. These ongoing efforts form part of our broader commitment to reducing our environmental impact and integrating sustainability into everyday practices.



By implementing DocuSign for electronic document signing, we've significantly reduced our reliance on paper-based processes. This shift not only improves operational efficiency and speed but also contributes to environmental preservation—helping us save paper, water, wood, and energy as reflected in the data on the left.

# Planet

## Building Our Climate Roadmap

The year 2024 marked a major milestone in our environmental journey, as we began work on our first company-wide Greenhouse Gas (GHG) emissions inventory. This effort officially designates 2024 as our baseline year, from which all future progress will be measured.

Our inventory currently includes:

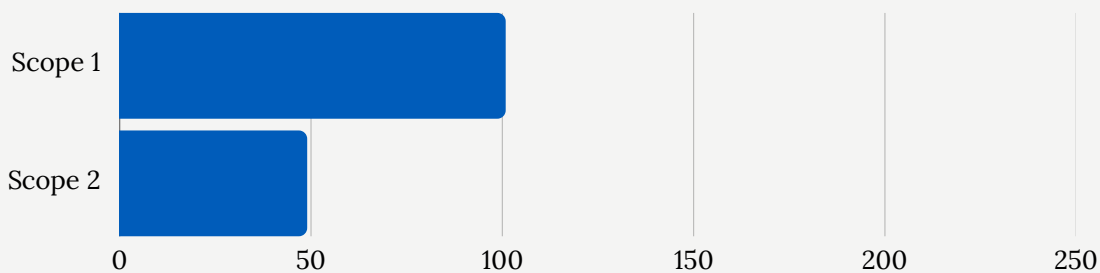
Scope 1: Fuel consumption from company-leased vehicles

Scope 2: Electricity consumption in our leased physical offices

We are also laying the groundwork to include Scope 3 emissions in the future. At present, comprehensive data for Scope 3 is not yet available, so we are developing methodologies to estimate these emissions reliably.

## GHG emissions

### Scope 1 & 2 emissions (tCO<sub>2</sub> e)



This graph presents our Scope 1 and Scope 2 emissions for 2024, establishing our baseline. More detailed breakdowns and assumptions can be found in the “GHG Methodology” section at the end of this report.

## Looking Ahead

Our decarbonization strategy includes:

- Optimizing office space
- Utilizing existing locations
- Further supporting remote work
- Reducing global shipments and switching to digital documentation where possible
- Expanding renewable energy usage wherever feasible

We understand that internal awareness and engagement are key to long-term success. In the coming period, we aim to strengthen our culture of shared responsibility by encouraging employee participation in ESG initiatives.



# Contribution to SDGs



TOPIC: **Ethical business conduct**

GOAL: **Ensure 100% of employees and business partners are trained on ethical conduct, anti-corruption, and human rights policies.**

SDG: **SDG 16 – Peace, Justice & Strong Institutions**

REFERENCE: Governance (pg 12-14)



TOPIC: **Governance quality**

GOAL: **Strengthen risk management and compliance systems to support transparent, accountable, and responsible decision-making.**

SDG: **SDG 16 – Peace, Justice & Strong Institutions**

REFERENCE: Governance (pg 14-15)



TOPIC: **Addressing climate change**

GOAL: **Establish 2024 as the baseline year and set reduction targets for GHG emissions, with a focus on energy use, commuting, and office space optimization.**

SDG: **SDG 13 – Climate Action**

REFERENCE: Planet (pg 26-28)



TOPIC: **Employee wellbeing**

GOAL: **Promote flexible, hybrid work models and invest in inclusive policies that prioritize mental health, safety, and equal opportunity.**

SDG: **SDG 3 – Good Health & Well-being, SDG 8 – Decent Work & Economic Growth**

REFERENCE: People (20-23)



# GHG Methodology

## GHG Emissions

The year 2024 represents our baseline year for GHG emissions reporting (Scopes 1 and 2). This initial inventory reflects the best data currently available to us. Prior to these first detailed calculations, our shareholder provided an estimate of approximately 105 tCO<sub>2</sub>e, which was reported in previous years. As our reporting framework matures, we expect improvements in methodology, completeness, and accuracy. Material changes will be transparently disclosed in future reporting cycles.

This consolidated GHG inventory includes all company offices and vehicles under our operational control. Since our offices are fully leased, we generally do not have the ability to select electricity providers; however, recognized methodologies were applied to ensure that reporting remains accurate and comparable across locations.

### Scope 1

Scope 1 emissions in 2024 were limited to company vehicles under operational lease agreements. We collected odometer readings for all vehicles and applied certified vehicle-specific CO<sub>2</sub> emission factors to calculate annual emissions. This vehicle-level method ensures transparent reporting based on actual usage, though it does not capture additional GHGs such as methane (CH<sub>4</sub>) and nitrous oxide (N<sub>2</sub>O).

Heating and cooling across all Optimapharm offices are provided by landlords or building operators, and therefore fall outside of Scope 1. These emissions will be reported under Scope 3 (Category 8: Upstream Leased Assets) once we extend coverage. Fugitive emissions from refrigerants are also excluded, as HVAC systems are not under our operational control.

Given the reliability of mileage data and standardized emission factors, the uncertainty of our Scope 1 results is considered moderate. Over time, we aim to refine reporting by incorporating fuel-based data where available and expanding coverage to additional sources, should they fall within our operational control.

### Scope 2

For Scope 2, we gathered annual electricity consumption data from all leased office locations where data was available, either directly from suppliers, landlords, or electricity bills. Where supplier-specific emission factors were available, we applied a market-based approach. Where such data was unavailable, we used location-based emission factors sourced from Electricity Maps. Our consolidated Scope 2 emissions therefore represent a combination of market-based and location-based results, applied consistently across our footprint.

In isolated cases where electricity data was not accessible, offices were excluded. Given their small size and limited operational activity, their exclusion does not materially impact results. We will continue working on filling these gaps, and may apply reasonable estimates in the future to further strengthen completeness.

A positive highlight is that our offices in Palma de Mallorca (Spain) and Innopoli 3, Espoo (Finland) are powered by 100% renewable energy sources, directly contributing to the reduction of our carbon footprint.

### Scope 3 – Current Limitations

At present, we do not report Scope 3 emissions due to limited resources and challenges in obtaining complete, reliable upstream and downstream data. However, we recognize that Scope 3 emissions are material for service-based organizations and represent a significant share of total climate impact. Beginning with our first Double Materiality Assessment in 2025, we plan to develop a roadmap for expanding reporting to relevant Scope 3 categories over the coming years.

# Disclaimer

This report has been prepared by Optimapharm for the purpose of providing information on the company's Environmental, Social, and Governance performance and related initiatives. While we have made every effort to ensure the accuracy and completeness of the information contained herein, certain data may be subject to limitations, estimations, or future revisions. This report may include forward-looking statements, goals, or commitments that are based on current expectations and assumptions; actual results may differ due to various factors beyond our control. Nothing in this report should be construed as a guarantee of future performance or as a legal commitment. Optimapharm does not accept any liability for any loss or damage arising from reliance on the information contained in this report. We reserve the right to update or amend the information as necessary.

For any questions, comments, or further information, please contact us at:  
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