



2023

Corporate Social Responsibility Annual Report





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FOREWORD



2023 was a very exciting year for us at MAC Clinical Research. We made significant steps towards building our Corporate Social Responsibility strategy for success. This involved developing a robust framework, setting priorities and Key Performance Indicators, and making brave commitments to reducing emissions. We aligned our framework around the Sustainable Development Goals, ensuring our own prioritisation matched that of the rest of the world.

With a focus on inclusivity, we built a solid Diversity, Equality and Inclusion policy as well as a new Vendor Diversity Program. We have new training programs for our purchasing managers to promote the importance of Sustainable Procurement and guidance for our vendors to help their efforts and pass the ethos along the supply chain.

We are proud of this and of all our advancements, as well as our continued efforts to operate sustainably, responsibly, ethically and with the continued support of the communities around us.

I am pleased to share our 2023 progress and accomplishments in this report.

I know everyone at MAC Clinical Research is driven to make a difference — for our patients and their loved ones but also for the environment and communities around us. By integrating sustainable practices into our business operations, we will not only minimise our ecological footprint but also foster innovation and efficiency. As we look to the future, we remain dedicated to advancing our CSR goals, continually seeking innovative solutions to global challenges. We will persist in our efforts to balance economic performance with social and environmental responsibility, ensuring that our growth is sustainable and beneficial for all stakeholders. Our journey towards greater corporate responsibility is ongoing, and we are excited about the opportunities ahead.



A handwritten signature in black ink, appearing to read 'CH', positioned to the right of the portrait.

Claire Horsgood

Vice President of Operations & Growth

Introduction

At MAC Clinical Research (MAC), we define Corporate Social Responsibility (CSR) as follows:

- **Conducting business in a socially responsible and ethical manner;**
- **Protecting the environment and the safety of people;**
- **Supporting human rights; and**
- **Engaging, learning from, respecting and supporting the communities and cultures with which we work.**

MAC's Corporate Social Responsibility Policy (CP59) outlines our CSR strategy, processes and commitments as they relate to the Planet, the People, Sustainable Procurement and Business Ethics. The policy also details the Key Performance Indicators (KPIs) MAC collect annually to track progress to sustainability goals.

This report will be made internally and externally available.



Referenced Documents

POLICIES

CP59 Corporate Social Responsibility Policy

Abbreviations and Definitions

ABBREVIATIONS

COSHH - Control of Substances Hazardous to Health

CSR – Corporate Social Responsibility

DEI – Diversity, Equality and Inclusion

GHG – Greenhouse Gas

KPIs - Key Performance Indicators

MAC – MAC Clinical Research

MHI – Mental Health Initiative



Report

GENERAL

2023 saw the inception of MAC's CSR framework and strategy. A core and active working group meets regularly to identify new initiatives to progress the CSR strategy. The group is split into two sub-groups – People and Planet. A key achievement in 2023 was cementing the corporate CSR framework by the development of an all-encompassing CSR Policy (CP59) (released April 2024) and making [public](#) our commitment to sustainable and ethical business practises.

ECOVADIS SUSTAINABILITY ASSESSMENT

As part of our CSR commitment, MAC completes a thorough assessment of its business sustainability practices every year through EcoVadis, the global standard for business sustainability ratings. The EcoVadis assessment includes 21 sustainability criteria across four core themes: Environment, Labor & Human Rights, Ethics and Sustainable Procurement. The assessment and subsequent results provide a framework for improvement and progress.

In 2023, MAC's first EcoVadis assessment resulted in MAC earning a Bronze medal and scoring 58/100, which places MAC in the top 70th percentile globally.

In our EcoVadis assessment rating, we earned a Bronze medal, placing us in the top 70th percentile globally.





Taking action for The UN Sustainable Development Goals



No Poverty

- ✔ Increasing employment opportunities via government schemes such as the Kickstart Scheme
- ✔ Charitable events and fundraising for local and national charities.



Good Health and Wellbeing

- ✔ Community outreach awareness programs promoting good health
- ✔ Workforce awareness including webinars and promoting healthy outdoor lifestyles
- ✔ Free access to memory assessments throughout the UK
- ✔ 'Dementia Friendly' workforce
- ✔ Internal Mental Health Support network



Quality Education

- ✔ Community school education on the importance of clinical research
- ✔ Providing opportunities for further education via apprenticeships and internship schemes
- ✔ Research awareness events at support groups and careers fairs



Gender Equality

- ✔ Robust policies and internal training to prevent bullying, harassment and ensure diversity, equality and inclusion
- ✔ Equal opportunity and transparent employee recruitment process
- ✔ Annual gender pay gap analysis and reporting



Affordable and Clean Energy

- ✔ Science based target setting to commit to reducing Scope 1 and 2 emissions by 2030
- ✔ Corporate agreement to reduce the internal demand for transport by prioritising telecommunications and less energy intensive modes such as train travel over auto and air travel.
- ✔ Cycle to work scheme in place



Responsible Consumption and Production

- ✔ Consistent recycling at site
- ✔ Use of recycled, non-bleached paper when printing, and recycled toilet paper
- ✔ Awareness schemes to reduce waste, energy and water consumption
- ✔ End-of-life IT equipment, office furniture and clinic devices are repurposed, recycled or donated to charity



Reduced Inequalities

- ✔ Ensuring clinical trial access for all
- ✔ Promoting diversity, equality and inclusion internally and externally
- ✔ Increasing supplier diversity



Decent Work and Economic Growth

- ✔ Providing training of the highest possible quality
- ✔ Ensuring fair employment terms and conditions
- ✔ Implementing adequate health and safety measures and promoting supportive working environments



Climate Action

- ✔ Science based target setting to commit to reducing Scope 1 and 2 emissions by 2030
- ✔ Strategic Plan to meet target setting goals



Partnerships

- ✔ Working with Sponsors and communities to enhance scientific understanding and promoting awareness of clinical research
- ✔ Undertaking progressive and innovative clinical research to improve long-term scientific techniques, assessment and open up new medicine to more patients



Peace, Justice and Strong Institutions

- ✔ Promotion of inclusion and respect towards people of different ethnic origins, religions, gender, sexual orientations or different opinions

PROGRESS TOWARDS SUSTAINABLE DEVELOPMENT GOALS (SDGS)

MAC use the SDG Action Manager developed by B Lab and the UN Global Compact to enable our business to take action on the SDGs through 2030. In 2023 we identified 11 of the 17 goals that align with our business practises and, therefore, which our CSR strategy could have the greatest impact on. The goals and our resulting actions and practises by the end of 2023 are summarised in the graphic to the left.

THE PLANET

Key Activities

Recycling at Site

2023 saw a focus on ensuring all MAC locations were recycling all waste products optimally. An evaluation was performed to ensure all sites had correct contracts in place, as well as internal and external recycling facilities and guidance posters.

Employee Awareness

The MAC CSR group instigated employee awareness of recycling and energy conservation best practises, with both site-based posters and guidance and educational pieces on Viva Engage, Microsoft's employee experience platform.

Using Environmentally Friendly Supplies

In 2023 MAC implemented company wide use of non-bleached recycled printing paper and agreed a 2024 strategy to adopt recycled toilet roll at all MAC site locations.

Science Based Target initiative (SBTi)

In 2023 MAC set emissions reduction targets through SBTi, with levels required to meet the goals of the United Nations Paris Agreement. The targets covering greenhouse gas (GHG) emissions from MAC's operations (scopes 1 and 2) are consistent with reductions required to keep warming to 1.5°C, the most ambitious goal of the Paris Agreement. The target is made publicly accessible on various platforms including the MAC corporate website.

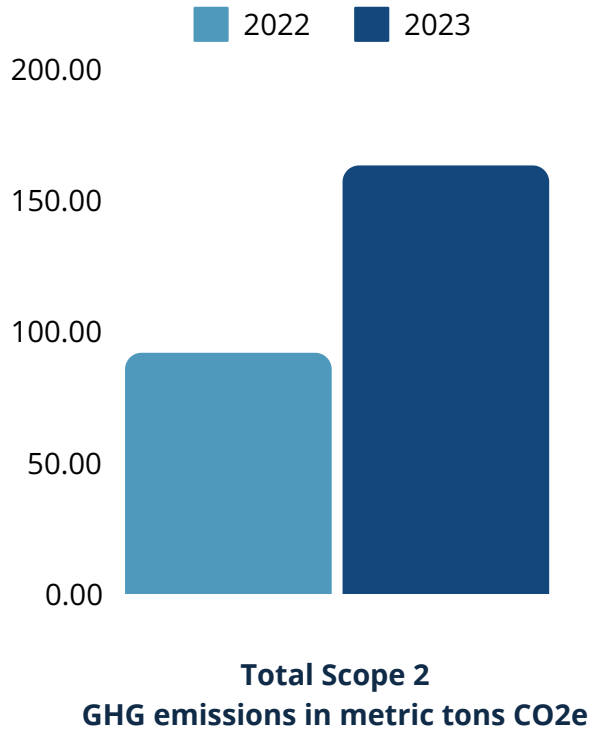
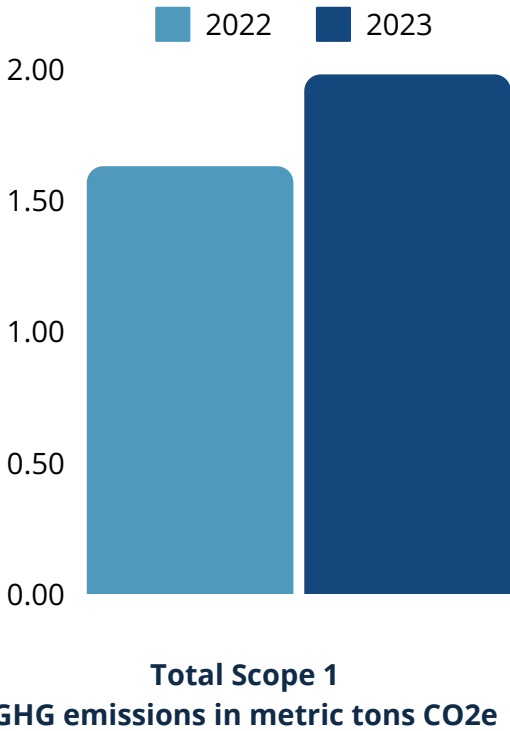
This target was approved using a streamlined target validation route exclusive to small and medium-sized enterprises (SMEs).

<https://sciencebasedtargets.org/faqs-for-smes/>. MAC commits to reduce scope 1 and scope 2 GHG emissions 42% by 2030 from a 2022 base year, and to measure and reduce its scope 3 emissions. Given company continued growth, additional facilities, premises and employees, the baseline year may change at next submission and target be adjusted. We commit to undertaking an annual carbon audit and GHG inventory to measure progress.



CARBON AUDIT AND GHG EMISSION REPORT

Energy consumption and GHGs



Both Scope 1 and 2 emissions increased from 2022-23. With continual expansion of company facilities, services and employee numbers this is not surprising. The next SBTi assessment later this year will likely draw a new baseline (2023), reflective of the expansion of the company.

Additionally, to note, the UK Electricity CO₂e factor increased by 7% due to an increase in natural gas use in electricity generation and a decrease in renewable generation.



PLANET: KEY PERFORMANCE INDICATORS: YEAR ON YEAR COMPARISON

Water: volume of water consumption

MAC did not routinely measure site mains water consumption prior to 2023. In 2023 the total figure was 437,479.7 gallons. This figure was across 6 MAC sites as our facilities at Manchester have a shared water supply and meter with various tenants. Water usage will be measured annually going forward, with water saving devices and employee awareness/education initiatives implemented with a view to reducing consumption.

Total energy consumption in MWh: fuels before combustion and the amount of purchased energy inputs which include electricity, heat, steam and cooling for use by operations

In 2022, total energy consumption was 475.1398 MWh. As noted above, this figure significantly increased in 2023 due to corporate expansion of facilities, to 820.016 MWh and a new baseline will be drawn.

Total weight of non-hazardous waste in tons: weight of non-hazardous waste generated, recycled, reused, recovered, transported, exported, imported, and treated by the company operations

The total 2023 value, across all MAC sites was 37.4 tons. This metric was not tracked in 2022 but is being tracked going forward to allow year-on-year comparison.

Total weight of hazardous waste in tons: weight of hazardous waste generated, recycled, reused, recovered, transported, exported, imported, and treated by the company operations

The total 2023 value, across all MAC sites was 6.5 tons. This metric was not tracked in 2022 but is being tracked going forward to allow year-on-year comparison.

Total weight of waste recovered in tons: weight of waste (hazardous and non-hazardous) that is subject to recovery treatment at the end of its life. Waste for recovery is waste that undergoes one of the following treatments: reusing, recycling, composting, and other recovery operations

The total 2023 value, across all MAC sites was 43.9 tons. This metric was not tracked in 2022 but is being tracked going forward to allow year-on-year comparison.



THE PEOPLE

Key Activities



Charitable Giving

MAC has always been a huge supporter of charitable giving, both as an organisation and on an individual employee basis. 2023 saw the decision to move to a cohesive, planned and unified approach with the selection of a “Charity of the Year” for 2024. The employee teams voted from a selection of suitable charities, aligning with MAC values and work. MAC’s charity working group developed an event plan for the forthcoming year.



Health and Safety

Health and safety activities in 2023 focused on a revamp of policies and training for remote and site-based employees, alongside ensuring adequate tracking and reporting of health and safety data and any incidents. MAC’s Mental Health Initiative (MHI) Group formed, with the objective to address and raise awareness of mental health challenges, helping to create and foster a supportive and inclusive work environment.



Diversity, Equality and Inclusion (DEI)

2023 saw the inception of MAC’s standalone DEI Policy, including DEI statement and goals. Annual training was also created and rolled out across the company. The DEI policy complements mandatory employee annual training, which focuses specifically on preventing cases of harassment, bullying and discrimination occurring through enabling employees to identify incidences as they occur and highlight the appropriate escalation pathways to be followed.



PEOPLE: KEY PERFORMANCE INDICATORS: YEAR ON YEAR COMPARISON

In 2022 Health and Safety KPI's were only tracked in terms of MAC site compliance to certain pre-determined criteria; such as fire drills, Control of Substances Hazardous to Health (COSHH) file maintenance and the presence of a Health and Safety notice board. The company health and safety compliance figure in 2022 was 67.9%. **In 2023 the MAC sites teams significantly improved adherence and reached 92%.**

In 2023 MAC's Health and Safety working group started tracking additional KPI's that will also be tracked going forward:

- *Patient/Visitor Health & Safety: number of customer health and safety incidents*
- *MAC tracked one patient health and safety incident in 2023*
- *Employee Health & Safety:*
 - *number of physiological and psychological incidents from company operations*
 - *number of employees trained on health and safety issues*


MAC tracked two physiological/psychological incidents from company operations in 2023. 100% of site-based employees were trained on health and safety issues in 2023.

- *Working conditions:*
 - *number of employees and % of workforce covered with private healthcare*
 - *number of employees and % of workforce with company stakeholder pension*
 - *number of employees and % of workforce with cycle to work benefit*

In terms of KPI's around working conditions, in 2022 MAC only reported on the % of the workforce covered by private healthcare (average across year), which was 47%. In 2023 this greatly increased, with an average of 90.5% of employees enrolled into the company private health insurance scheme.

In 2023 an average of 78.9% of employees were enrolled into the company pension scheme.

The cycle to work scheme is new for 2024 and so is yet to be tracked.

- 
- *Career Management & Training:*
 - *average hours of training provided per employee*
 - *number of internal recruitment cases*

In 2022 the average number of hours each employee received across the year was 544, in 2023 this dropped slightly to 510.

2023 saw a steep increase in the number of internal recruitment cases, showing good career mobility within the organisation with the figure rising from 14 cases in 2022 to 79 in 2023.

- *Diversity, Equality & Inclusion:*
 - *percentage of women employed in the whole organisation*
 - *percentage of women in top executive positions (excluding boards of directors)*
 - *percentage of women within the organisation's board*
 - *average unadjusted gender pay gap*
 - *number of whistleblower cases of discrimination or harassment incidents*
 - *number of employees trained on discrimination or harassment issues*

Women made up 53% of MAC's workforce in 2022 and in 2023 this figure rose to 69.5%.

The percentage of women in top executive positions (2%) did not adjust between the years and women continue to make up 25% of the MAC board of directors.

The gender pay gap was 18.8% in 2022 and decreased positively in 2023 to 18.4%.

97.6% of employees were trained on discrimination and harassment issues in 2023 which was a new KPI tracked last year.



SUSTAINABLE PROCUREMENT

The focus in 2023 was to build the strategy to ensure that, as a company, MAC can pass sustainable and ethical principles through our supply chain. We made public commitments to ensuring alignment to small and diverse suppliers wherever possible and put in place foundations to achieve this through 2024 and beyond. Therefore, no KPI's were captured in 2023 in the area of sustainable procurement but from 2024 onwards MAC is tracking the following:

- *Amount of spend with spend on small and diverse vendors*
- *Percentage of vendors who have received the Vendor Code of Conduct*
- *Percentage of vendors with contracts that include clauses on environmental, labour and human rights requirements*
- *Percentage of vendors covered by a CSR Assessment*
- *Percentage of vendors covered by an on-site CSR Audit*
- *Percentage of all buyers who received training on sustainable procurement*

BUSINESS ETHICS

MAC's 2023 EcoVadis sustainability assessment resulted in 70% positive scoring for MAC in terms of Business Ethics. MAC has several key policies, actions and reporting in place to ensure robust ethical practice.

KEY PERFORMANCE INDICATORS: YEAR-ON-YEAR COMPARISON

Percentage or number of employees trained on ethics

In 2023 93.5% of MAC employees (average across the year) were trained on business ethics. This is a slight drop from the 100% witnessed the prior year.

- *Number of reported cases of business ethics related violations through internal or external whistleblower procedure*
- *Number of confirmed corruption incidents*
- *Number of confirmed information security incidents*

Both 2022 and 2023 saw no reported cases of business ethics related violations through whistleblowing and there were no confirmed corruption incidents or information security incidents.



Recommendations and Conclusion

Progress in 2023 was significant and has paved the way for year-on-year improvement from a strong baseline.

In terms of recommendations, MAC should give consideration to the following:

- ✓ **Make progress towards measuring and reducing Scope 3 emissions**
- ✓ **Develop a strategy to reduce Scope 1 and 2 emissions by 42% by 2030**
- ✓ **Implement water saving devices at sites**
- ✓ **Further tighten Health and Safety controls at each MAC premises to increase % compliance for the current year and beyond**
- ✓ **Ensure all employees are trained on business ethics with tightening of checking procedures to detect non-compliance**
- ✓ **Consider further corporate public endorsements, particularly supporting the labour and human rights element of the company CSR strategy, such as the UN Global Compact**