

ESG Report 2023

October 2024

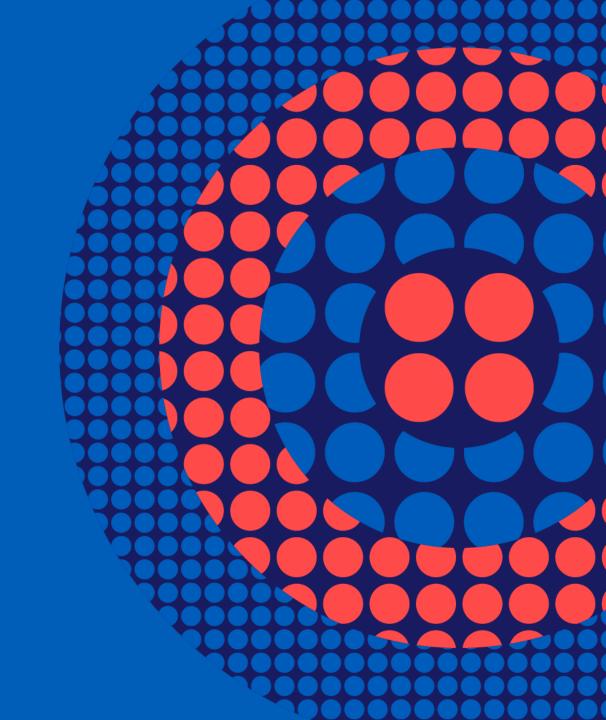


Table of contents

1. CEO Insight: ...

2. Who We Are

- Our Mission and Values
- Quality First
- Full service overview / Geographical presence
- Optimapharm clients
- Our impact

3. Corporate Responsibility: The 4 Pillars

- Our Environmental, Social and Governance (ESG) Approach
- Contribution to SDGs

4. Principles of governance

- Upholding purpose, Quality and Ethical Standards
- Ethical behavior
- Handling of Quality Management System
- Training plan 2024



5. Planet

- Promoting Sustainability in Daily Operations
- Environmental Responsibility in Sales & Marketing

6. Respect for people

- Skills for the future
- Employee care
- Upholding Diversity and Inclusivity
- Voice of Our Workforce: Key Metrics

7. Prosperity

Driving growth and social impact

8. Looking ahead



CEO Insight

Our Commitment to Sustainable Impact



Ivana WallerChief Executive Officer

"At Optimapharm, we are committed to our PEOPLE, our CLIENTS, and ultimately our PATIENTS. We demonstrate this commitment through our daily actions and our longterm strategy. We strive to be transparent, act with the highest integrity, show genuine care and respect, deliver on our promises, and support our clients in fulfilling their promises to their stakeholders.

As a team of dedicated professionals in life sciences and health advancement, we are deeply invested in positively impacting the environment, the social well-being of our employees, patients, and community, and in upholding and improving the sound governance of our company.

Our actionable ESG initiatives reflect our dedication to these principles. I am pleased to report that we continue to make progress and are committed to ongoing improvement, with actions that support the sustainability of the environment, social wellness, and strong governance."

Ivana WallER

Who We Are

Leading, full service mid-size CRO

Founded in **2005**

European

Headquarter

Long-lasting client relationship

High level of repeat business

Local Presence in 27 countries

Active trials in 40 countries

Focus on phase II,III,IV studies

All therapeutic areas

Strong expertise in Complex

medical device studies

1 700+ Track record of projects 505+ **Staff members** Highly educated and **Experienced project teams** Active 1 000+ **Investigational** Sites



Our Mission and Values

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









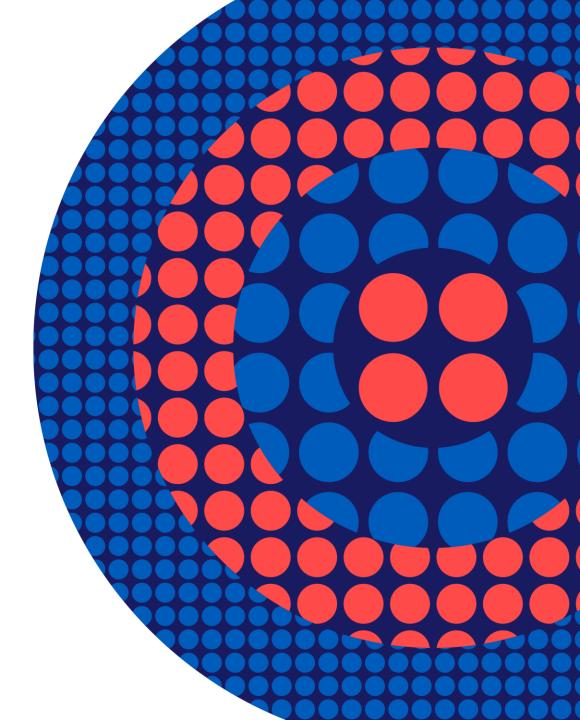
Collaboration

Integrity

Flexibility

Transparency





Quality First

Track record of successful external verifications*

OPTIMAPHARM's QMS is certified according to ISO 9001:2015 norm





Company audits by clients



Site audits



Local regulatory GCP inspections



Quality control site visits & TMF reviews



FDA / EMA site inspections

*All Optimapharm audits and inspections were passed without critical findings



Full Service Overview

Multi-faced full-service CRO business with robust end-toend offering

Project Project Project Set-Up & Start-up **Maintenance Phase** Close-out Medical, Operational Strategy Patient Recruitment Strategies Biostatistics Feasibility **Medical Writing** Clinical Monitoring Trial Design | Trial Set up Medical Monitoring Medical writing Medical Language Services Safety & Pharmacovigilance Vigilance Services for Medical Devices Regulatory & Ethics Services **Project Management** Data Management and Biostatistics Quality Assurance Vendor Management

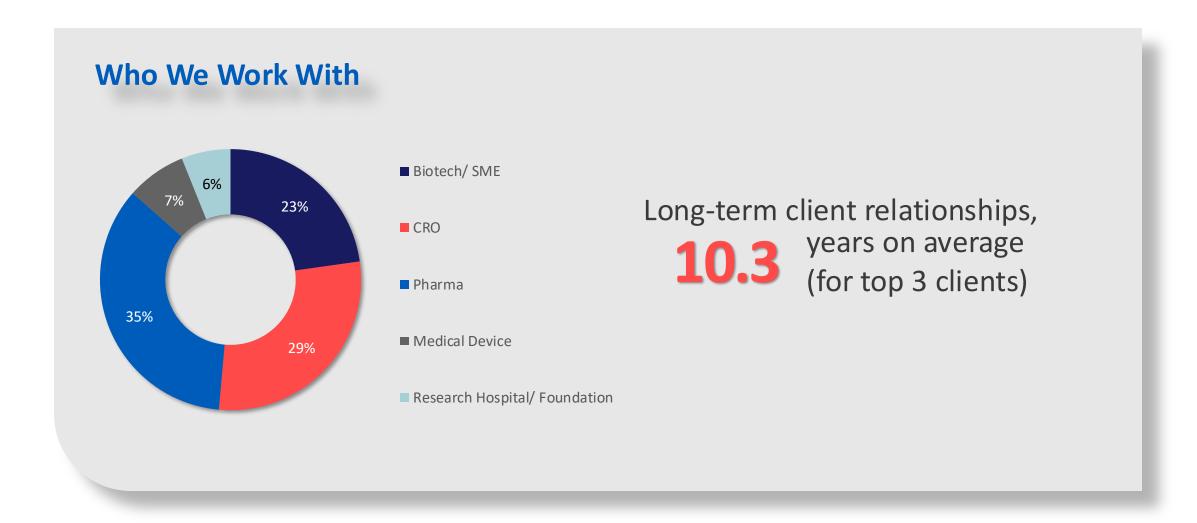
Geographical Presence

With local presence in 27 countries and operations in 40 countries, pursuing a high-growth strategy to consolidate its presence across Europe and North America





Optimapharm Clients





Our impact



 $18 \rightarrow 13$ Months

In a phase III oncology trial with 30 sites, we achieved 111% of patient recruitment. Completed 5 months early.



200% Achieved

Recruitment

In an asthma trial we overachieved **recruitment by 200%**, recruiting 767 patients at 13 sites.



1st
Patient
Enrolled

First EU patient enrolled for a global rare disease clinical trial.



139%

Achieved Recruitment

In a phase III CABP study, 4
sites in Serbia enrolled 17,6%
of all patients. The study
altogether involved 164 sites in
20 countries. Two FDA
inspections with no findings.



100%

Successful Designs

We designed from scratch more than 10 clinical trials for phase II/III haematologyoncology studies sponsored by big pharmaceutical companies.



1 st

Patient Randomized Globally

First patient randomized globally in a complex oncology, SCCHN study, involving 24 countries and over 100 sites.

100 % recruitment achieved.



18 → 12

Months

In a DM Type 1 pediatric trial, we achieved 160% of patient recruitment target. Completed 6 months early.



649 atients

Patients
Rescue Study

A phase III ACS study was rescued by recruiting 649 patients at 57 sites in 5 countries. Completed 4 months early. 100 % recruitment achieved.



Corporate Responsibility

Our Environmental, Social and Governance (ESG) Approach

OPTIMAPHARM conducts its business with integrity, incorporating its social and environmental responsibilities into its business objectives. Integrating environmental, social and governance factors into all OPTIMAPHARM's policies, operations and practices creates clear benefits for all stakeholders, and it also gives a better ESG related risk assessment and identification of opportunities, making OPTIMAPHARM more socially responsible as a company.

OPTIMAPHARM is a planet positive CRO company dedicated to achieving sustainable development goals and impact by delivering services in a responsible yet profitable way using 4 Pillars (4P):



Principles of Governance

- We ensure good corporate governance throughout our organization
- Planet & People positive impact is a top strategic priority

Planet

- We take into consideration the climate change emergency in everything the company does, and we take actions which have positive impact on the planet
- We raise awareness of environmental issues and solutions

Respect for People

- We are dedicated to respect human rights and promote dignity and equality
- We ensure diversity, inclusion, and a secure working environment
- We care for health and wellbeing of our people, and we empower them to acquire skills for the future

Prosperity for All

- We strive for our services to contribute to reducing premature mortality from non-communicable diseases through prevention and treatment
- We promote health and well-being
- We engage in science and innovation to support our sustainability goals







Contribution to SDGs

Topic	Goals	SDGs	Reference
Ethical business conduct	Implement anti-corruption measures and enable whistleblowing protections.	8 DECENT WORK AND ECONOMIC GROWTH 16 AND STRONG INSTITUTIONS 11 INSTITUTIONS	Principles of governance
Governance quality	Ensure gender equality and educational diversity in leadership. Establish a compliance team with a reporting channel. Identify key stakeholders for collaboration.	5 GENDER AND STRONG INSTITUTIONS 16 PEACE, JUSTICE AND STRONG INSTITUTIONS 17 PARTNERSHIPS FOR THE GOALS	Principles of governance
Addressing climate change	Implement measures to reduce GHG emissions and provide employee training on sustainability practices.	4 QUALITY EDUCATION 12 RESPONSIBLE CONSUMPTION AND PRODUCTION CO 13 CLIMATE ACTION AND PRODUCTION CO	<u>Planet</u>
Employee wellbeing	Promote social and economic inclusion, ensure fair and equal compensation, prioritize health and safety, invest in training and skills development, promote work-life balance and track employee engagement and retention.	3 GOOD HEALTH AND WELL-BEING 4 QUALITY 5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES 1	Respect for people
Community	Enhance social vitality and participate in global health improvement strategies to improve patient access to treatments.	3 GOOD HEALTH AND WELL-BRING 8 DECENT WORK AND ECONOMIC GROWTH 10 INEQUALITIES AND COMMUNITIES 17 PARTNERSHIPS FOR THE GOALS	<u>Prosperity</u>



Business Sustainability Rating

At Optimapharm, we recognize the importance of sustainable and responsible business practices. Our recent EcoVadis assessment has provided us with valuable insights into areas where we can enhance our environmental, social, and governance performance.

While our current score reflects the early stages of our sustainability journey, we are committed to making significant improvements.





Principles of governance

Upholding Purpose, Quality, and Ethical Standards

At OPTIMAPHARM, strong governance is at the heart of our operations, guiding our commitment to ethical behavior, stakeholder engagement, and the integration of broader social and environmental purposes into our corporate strategy.

Stating Purpose and ESG Integration

We are dedicated to embedding a broader ecological and social purpose into our company's mission and vision statements. This commitment ensures that our business objectives align with sustainable practices and societal needs. Additionally, we have developed a robust ESG plan with clear Key Performance Indicators, including annual to track our progress.

Quality of Governing Body

Ensuring the diversity and expertise of our governance bodies is paramount. We strive for gender equality and educational diversity within our Management Board (MB) and Senior Management (HODs/Directors). Our KPIs include tracking the percentage of female members in MB and HODs/Directors, as well as educational diversity metrics.

Compliance Monitoring

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. Retaliation is never tolerated.

Stakeholder Engagement

Identifying and engaging with key stakeholders is crucial for understanding and addressing material issues impacting our shareholders. We organize regular meetings with stakeholder representatives, discussing potential collaborations to enhance our impact and responsiveness to social needs.

Transparency

Optimapharm has a dedicated section on the company website covering our ESG approach. Our website visitors can read more about how we are dedicated to achieving sustainable goals and impact using 4 Pillars: https://optimapharm.eu/esg/



Principles of governance

Ethical Behavior

Anti-Corruption

We have implemented stringent anti-corruption measures across our operations. This includes comprehensive anti-corruption training for employees and vendors, integrating anti-corruption clauses into standard contractual templates, and reporting and resolving incidents promptly. We conduct regular reviews and updates of our anti-corruption policy, ensuring that it remains current and effective. Additionally, annual training sessions for employees and vendors are regularly completed to uphold our commitment to preventing corruption across Optimapharm.

Ethical Behavior and Anti-Human Trafficking

We uphold ethical behavior and combat human trafficking through clear policies integrated into our contractual agreements and company documents. Our KPIs focus on the creation and integration of ethical behavior and anti-human trafficking statements into MSA templates, vendor questionnaires, and employee training programs.

Whistleblowing

Optimapharm supports a whistleblowing policy that encourages employees to report wrongdoing without fear of retaliation. We have established clear communication channels for reporting concerns and complaints, ensuring all employees are trained on their rights and responsibilities under this policy.

Ethical Sales Practices and Compliance

We ensure that sales practices are *ethical* and *transparent*, avoiding misleading claims and providing accurate information about our services. Our company has established clear policies against bribery and corruption. Our sales practices <u>comply with relevant laws and regulations</u>. We implement and enforce strict compliance policies to mitigate risks related to unethical behavior or legal issues.

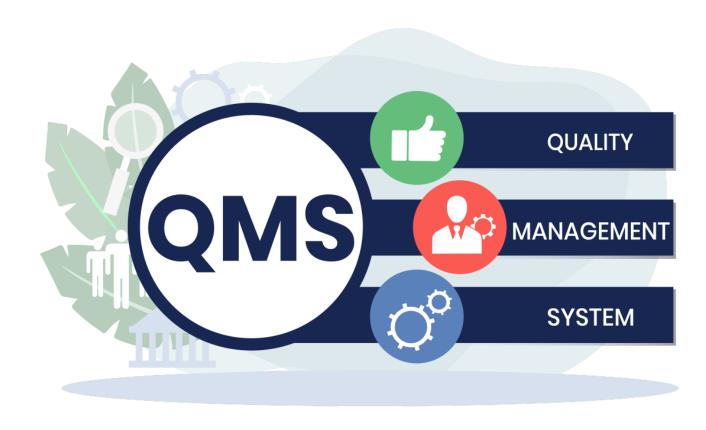


Supervision of the quality management system (QMS) in clinical trials is crucial to ensure that the trials are conducted in compliance with regulatory requirements and ethical standards.

Optimapharm Quality Assurance and Training Department (QATD) is involved independently in clinical operations, and all related clinical relationships within the company to assure the functionality and transparency according to QMS values:

Regulatory Compliance

- Adherence to Guidelines: Ensuring compliance with international guidelines such as Good Clinical Practice (GCP) and local regulatory requirements. Monitoring the regulatory inspections and client audits, manages the suspected serious breaches.
- Documentation: Maintaining proper documentation for all projects, processes, systems, procedures, and activities related to the clinical trial.





Quality Assurance (QA)

- Audits: Regular internal and external audits to assess the adherence to projects, processes, SOPs, and regulatory requirements under annual internal
 audit plan which is reviewed and updated trimestral.
- Corrective and Preventive Actions (CAPA): Implementing CAPA plans to address and rectify any identified issues.

Quality Control (QC)

- Data Verification: Ongoing review and verification of clinical trial data to ensure accuracy and reliability.
- Monitoring: Continuous monitoring of trial sites to ensure compliance with the protocol and regulatory requirements.

Risk Management

- Risk Assessment: Identifying potential risks in the trial processes and developing strategies to mitigate them.
- Risk-based Monitoring: Focusing monitoring efforts on high-risk areas to ensure critical aspects of the trial are managed effectively.

Training and Competency

- Staff Training: Regular training for clinical trial staff on GCP, SOPs, ISO 9001:2015 and regulatory requirements.
- Competency Assessment: Ensuring that staff members are competent in their roles and responsibilities through regular assessments.

Documentation and Records Management

- Trial Master File (TMF): Maintaining a complete and up-to-date TMF to ensure all essential documents are readily available.
- Electronic Records: Managing electronic records in compliance with regulatory requirements such as 21 CFR Part 11.



Vendor Management

- Selection of Vendors: Evaluating and selecting vendors based on their ability to comply with QMS requirements.
- Vendor Validation team provides a comprehensive vendor validation with commitment to ensuring the highest standards of quality and according to regulatory compliance.
- Vendor Qualifications and Audits: Conducting regular assessments for all vendors and audits for medium si high risk vendors to ensure they adhere to quality standards, QMS.

Patient Safety and Data Integrity

- Adverse Event Reporting: Prompt and accurate reporting of adverse events to ensure patient safety.
- Data Integrity: Ensuring that data collected during the trial is accurate, complete, and verifiable.

Stakeholder Engagement

- Communication: Maintaining clear and effective communication with all stakeholders, including sponsors, investigators, and regulatory authorities.
- Collaboration: Encouraging collaboration among all parties involved to ensure the smooth conduct of the trial.

Continuous Improvement

- Quality Metrics: Establishing and monitoring quality metrics to identify areas for improvement.
- Process Improvement: Implementing continuous improvement initiatives based on feedback and quality metrics.
- Effective oversight of the quality management system in clinical trials helps ensure the integrity of the trial data, the safety of the participants, and compliance with regulatory standards.



Quality Management Actions



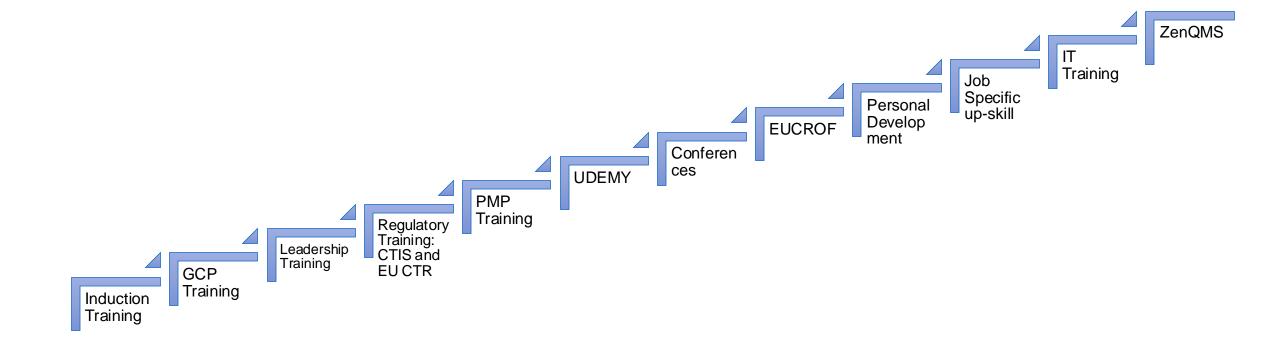




Training plan 2024

Quality Management Actions







Planet

Introduction to Our Environmental Strategy: Climate Change Focus

At OPTIMAPHARM, we are committed to integrating **environmental sustainability** into our core business practices. Our Environmental, Social, and Governance (ESG) strategy reflects our dedication to operating with integrity while fulfilling our responsibilities to society and the planet. By embedding ESG principles across our policies, operations, and practices, we aim not only to benefit our stakeholders but also to enhance our overall risk assessment and identify opportunities for sustainable growth.

Climate change presents a critical challenge that requires immediate and sustained action. At Optimapharm, addressing climate change is a cornerstone of our environmental strategy. We have prioritized initiatives aimed at reducing greenhouse gas (GHG) emissions and promoting sustainable practices across our organization.





Promoting Sustainability in Daily Operations

- Partnering with Environmentally Responsible Vendors: We adhere to our vendor policy by collaborating with suppliers committed to environmental responsibility.
- **Promoting Remote Work:** Encouraging employees to work from home at least two days a week to reduce transportation emissions.
- Offering 50% Vegetarian Options at Company Events: Ensuring that half
 of the food options at company events are vegetarian to promote
 sustainable eating habits.
- Implementing Digital Solutions: Using DocuSign to minimize paper waste, as well as setting both-side printing as default mode
- Enhancing Indoor Air Quality: Introducing more plants into our offices to improve air quality.
- Establishing Recycling Stations: Setting up recycling areas in kitchens and hallways to encourage waste segregation.
- Embracing Virtual Meetings and Remote Work: We actively promote virtual meetings and encourage employees to work from home when feasible. This strategy aims to reduce travel-related emissions and supports a more flexible and sustainable work environment.
- **Replacing Single-Use Plastic Cups:** Transitioning from plastic water cups to recyclable paper alternatives.

- Reusing, Upgrading, and Servicing IT Equipment: Extending the lifespan of IT equipment through reuse, upgrades, and regular maintenance.
- Responsible Recycling of IT Equipment and Paper: Ensuring that IT equipment and paper are recycled responsibly to minimize environmental impact







Optimapharm estimated total emissions of 105 metric tons of CO₂ for the reporting period. When benchmarking this figure against industry standards for mid-sized, globally operating (CROs), this level of emissions is on the lower end of the spectrum. Moving forward, we aim to explore and implement additional carbon reduction strategies



Environmental Responsibility in Sales & Marketing

Sustainable Sales Practices

We encourage the use of **video conferencing** for team meetings and client meetings to **reduce travel emissions**. We use CRM tools to manage and optimize sales processes, <u>reducing the need for physical resources</u>.

We prioritize shipping our exhibition booths for conferences by truck rather than by airplane, significantly reducing our carbon footprint. Trucks typically emit fewer carbon dioxide (CO2) emissions per ton-mile of cargo transported compared to airplanes.



Eco-Friendly Sales and Marketing Materials

We use digital brochures, presentations, and contracts to minimize paper use. We prefer to send our sales contracts to clients using using electronic signatures software to minimize paper use.



In 2023, we focused on reducing our environmental impact by **exclusively utilizing digital communications** for all our marketing activities, with **no print campaigns** conducted during the year. This approach helped us minimize paper waste, conserve natural resources, and lower our overall carbon footprint.

Green Initiatives

We are promoting to all our employees to use the green mail banner in the email signature "Go Green – Keep it on the screen." The goal of promoting the use of this email signature banner is to *encourage environmentally friendly practices* by reducing unnecessary paper use. By raising awareness about the environmental impact of

printing emails, we aim to foster a culture of sustainability within our organization and our clients, contributing to our broader commitment to reducing our carbon footprint.



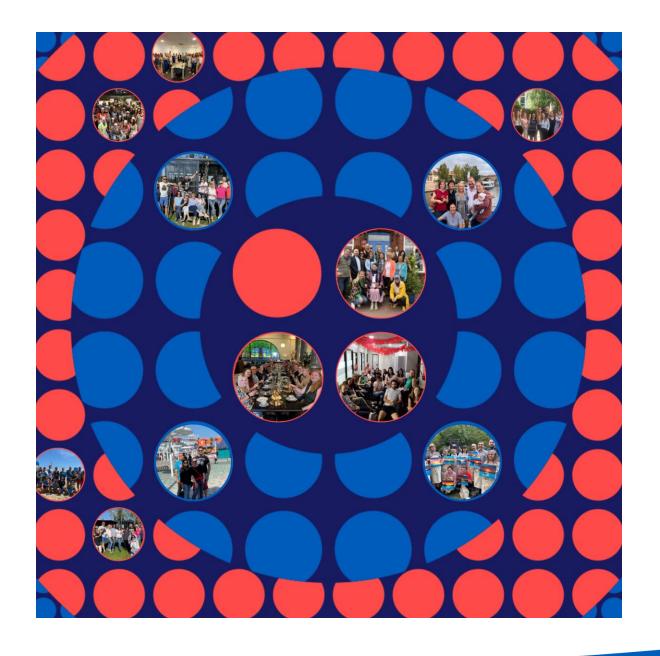


Respect for people

Employee Satisfaction, Engagement, and Well-Being: Key to Our Success

At **Optimapharm**, we recognize that our <u>employees</u> are the heart and soul of our organization. We are committed to creating an environment where every team member feels <u>valued</u>, <u>engaged</u>, <u>and empowered</u> to reach their full potential. Our dedication to employee satisfaction, engagement, and well-being is not just a business strategy, but a core value that drives our culture and success.

We believe that a happy and healthy workforce is the foundation of innovation and productivity. By fostering a *supportive and inclusive workplace*, we enable our employees to thrive both professionally and personally. Our initiatives are designed to **enhance their skills**, **promote their health**, **and encourage a balanced lifestyle**, ensuring they are motivated and equipped to contribute their best work.













At Optimapharm, we go beyond traditional employee benefits. We provide continuous learning opportunities, promote *a culture of respect and collaboration*, and support the holistic well-being of our team. From professional development programs to wellness initiatives, we strive to create a dynamic environment where everyone can grow and succeed.

In the following sections, we will explore the various programs and initiatives that highlight our commitment to our employees. We are proud of the steps we have taken to build a workplace that not only meets the needs of our business but also nurtures the aspirations and well-being of our people.



Skills for the future

We invest significantly in training and skills development to enhance our competitiveness, attract top talent, and improve retention while minimizing the costs associated with new hiring processes. Our training initiatives encompass a balanced mix of both hard and soft skills, essential for fostering effective collaboration and optimizing performance across all levels of our organization. This strategic approach not only strengthens our workforce but also ensures that our employees are equipped with the necessary capabilities to thrive in their roles and contribute to our overall success.

A specialized one-year **Leadership Development Program** was available for Line Managers. This program, which involved 49 managers, is pivotal in equipping our leaders with the necessary skills and knowledge to lead their teams efficiently. It aims to drive performance, foster a positive organizational culture, and ensure that our managers are well-prepared to meet the challenges of their roles.

We also conducted an **Interviewing Skills Workshop** designed for Hiring Managers to develop their interviewing expertise. This workshop focuses on conducting effective interviews, which are vital for selecting the best candidates and building a strong, competent workforce.

Enhancing communication skills is essential for fostering a culture of continuous improvement. Our **Giving and Receiving Feedback Workshop** helped in building stronger, more effective teams by focusing on the art of giving and receiving feedback constructively.

To increase awareness and understanding of different cultures, we provided **intercultural awareness training**, which is crucial in our diverse workplace. Additionally, we offered training on proper **business communication etiquette** to ensure that our employees interact professionally and effectively. Guidance on creating impactful PowerPoint presentations is also provided, as it is a key skill for clear and persuasive communication.

We have introduced new ways to utilize **Udemy**, expanding our resources for online learning and development. Moreover, we support our employees in obtaining **Project Management Professional (PMP) certification** to enhance their project management skills. Training on Microsoft SharePoint ensures secure document management, and we also provided training on the various options available within Microsoft Teams to enhance collaboration and productivity. Additionally, various trainings focused on specific job-related skills were offered to ensure our employees are well-equipped to perform their roles effectively.









Employee care – Health and wellbeing











We are committed to the well-being of our employees and have initiated several health and wellness programs to support them. One such initiative is the **No Sugar Month**, which aims to help employees better understand the impact of added sugar on health. A total of 39 employees participated, demonstrating our collective effort towards healthier living. We also launched a **summer hydration awareness initiative** to emphasize the benefits of water intake, particularly during the hotter months.

Furthermore, we organized a walking challenge called "From Tartu to Athens", covering a distance of 3,612 kilometers to symbolically connect our office in Tartu with our office in Athens. This challenge saw the participation of 79 employees. We also introduced a Non-Smoking Month initiative to support colleagues who would like to stop smoking. Six employees joined, with all reducing their smoking habits and one fully quitting smoking.

In addition, we held an *office and desk decoration challenge* to boost employee creativity, foster team spirit, and create a more engaging and personalized work environment. This initiative ultimately aims to enhance productivity and job satisfaction.

We understand the importance of relaxation and have introduced several initiatives to help our employees unwind and maintain their well-being. Throughout October, we better posture and reorganized morning yoga sessions every Friday from 8:30 to 9:00. These sessions were well-received, with 40 to 50 employees participating in each session.

In addition, we held a workshop focused on actively sitting and maintaining a healthy posture, attended by 78 employees. This workshop provided valuable tips and exercises to promote duce the risk of musculoskeletal issues. Another popular event was the *Wheel of Life workshop*, which served as a tool for assessing work-life balance. A total of 43 employees joined this workshop, gaining insights into balancing their personal and professional lives more effectively.







Employee care – Relaxation and Team Bonding

We believe that days off are crucial for maintaining *mental* and physical well-being, providing essential time for relaxation and rejuvenation, which is why we provided 3 additional days off throughout 2023.



Enjoy additional day off.





Dear #teamOptimapharm,

In today's fast-paced world, it's easy to get caught up in the hustle and bustle of daily life, often neglecting our mental well-being. We recognize that mental health is a vital part of overall health, and it's essential to take care of it just like we do our physical health.

As we approach World Mental Health Day today, we wanted to take a moment to share with you why we have decided to mark this important day.

Did you know?

- A simple act of kindness can brighten someone's day and improve their mental health.
- · Physical activity releases endorphins, which boost mood and reduce stress.
- · Prioritizing self-care is not selfish; it's essential for mental health.
- · Seeking help is a sign of strength, not weakness.

∏ Tips for Mental Well-Being:

- · Practice gratitude: Reflect on the positive aspects of your life.
- . Connect with others: Share your thoughts and feelings with someone- you trust.
- Unplug and unwind: Take digital detox breaks for mental clarity.
- Mindfulness and meditation: Practice mindfulness to reduce stress and improves focus.

We're here for you:

At Optimapharm, we deeply value mental health and recognize the significance of well-being. That's why we are granting a company-wide day off on October 27th and initiating a range of activities throughout the entire Well-Being Month in October to foster a culture of care and support for our team members.

Take a step towards a healthier mind. Start today

We prioritize team bonding activities and events as crucial elements of our workplace culture. These initiatives are designed to strengthen internal relationships and promote collaboration away from our office desks. By creating opportunities for our team to connect in relaxed settings, we foster a supportive environment that enhances communication, creativity, and ultimately, our collective success.















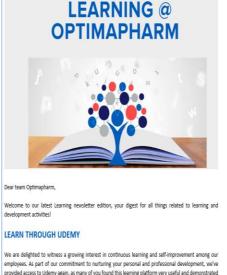
Employee care – Communication

Effective communication is vital in any organization as it ensures that everyone is aligned with the company's goals and values, promotes transparency, inclusivity, and fosters a sense of community among employees. To cultivate a strong communication culture, we have implemented several initiatives:

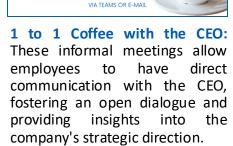
Oct | Vol. 2







OPTIMAPHARM





Townhall Meetings: Regular townhall meetings with all employees create a platform for transparent communication, where updates are shared, and feedback is encouraged, promoting a unified company culture.



locations.



Mail for New Joiners: On their HR Newsletter: This newsletter Quarterly first day, new employees are provides overview introduced to the entire team important information This helps them feel welcomed company, ensuring that all programs, and engaged.

Learning of **Development Newsletter**: By and highlighting training through a company-wide email. events happening within the opportunities and development this newsletter and integrated into the company employees are kept informed supports employees' continuous learning and professional growth. company's strategic direction.



from the start.

Upholding Diversity and Inclusivity

Inclusive and ethical messaging

We build a *diverse* team that reflects the company's commitment to inclusion. We promote an *inclusive culture* where all voices are heard and valued.

We are committed to <u>inclusive and ethical messaging in all our communications</u>. In 2023, we embodied this commitment by creating a holiday greeting card that featured "Happy Holidays" in all the languages spoken by our employees. This initiative celebrated our diverse workforce and reinforced our dedication to fostering an inclusive and respectful environment for everyone.





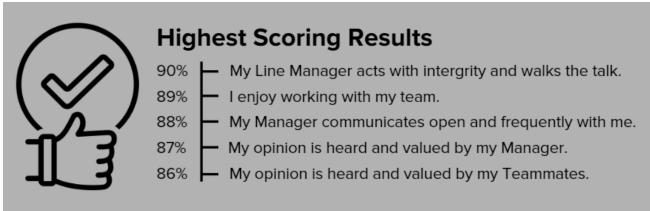
We had organized a series of *Cultural awareness workshops* for all employees and have created supporting content "Cultural guides" to encourage learning about and incorporating into practice, the customs, beliefs and values of multi-cultural groups.

We also conducted an *Intercultural Training session* which purpose was to foster effective communication, collaboration, and cultural understanding among us. This training broadens horizons, which is essential in today's globalized world, as understanding different cultures is a key asset for career growth and international opportunities.



Voice of Our Workforce: Key Metrics















Prosperity

Driving Growth and Social Impact

At OPTIMAPHARM, we are dedicated to fostering prosperity through innovative practices and community engagement. Our approach encompasses creating employment opportunities, investing in employee development, supporting social initiatives, and advancing global health. Here is an overview of our key focus areas and the actions we have taken:

Creating Employment Opportunities:

We are committed to contributing to local development and global economic growth by creating employment opportunities and offering internship opportunities.

Investment in Employee Development:

To drive innovation and enhance our services, we invest significantly in the training and development of our employees' skills and competencies.

Global Health Improvement

We are committed to participating in global health improvement strategies and ensuring patients' access to novel treatments, especially in less developed countries where standard-of-care (SOC) therapies are not available. Our action plans focus on collaborating with local Key Opinion Leaders (KOLs) and patients' associations to bring more clinical trials with novel therapies to these regions.

Supporting Charities

OPTIMAPHARM aims to support a range of international, national, and local charities. In 2023 we supported global health causes by donating to the World Diabetes Foundation, reinforcing our dedication to promoting health and well-being both within our organization and in the wider community.





Looking Ahead

Optimapharm is proud of the progress we have made in our ESG journey, and we remain steadfast in our commitment to continuously improve our environmental, social, and governance impact. As we look to the future, we will continue to integrate ESG principles into every aspect of our operations, ensuring that we deliver value to all stakeholders while contributing positively to society and the planet.



Together, we are creating a sustainable, ethical, and responsible future for clinical research.





Thank You!

