

The gateway to

Smarter Thinking

Sustainability
Report

Changing clinical documentation management for good.

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Forward from the CEO, Jim Rae

Our commitment to sustainability

Having a sustainable mindset and a passion for improving how we live our lives for the benefit of our planet could not be more important to me and our team at docs24. It should be important to everyone and sit right at the top of their strategic goals.

That's not to say that we, or anyone is perfect, far from it. docs24 has a long way to go to get us to where we want to be. Some things are easy to change, and we have already implemented them. Some are more difficult and will take more time to action. However, we are all behind making these difficult changes happen.

We have been working with our global vendors to make sure they are doing similar things to us. We want to make a positive difference together.

We are very proud and honoured to have been asked to join the global sustainability vendor board for IQVIA

and our monthly meetings have been generating fantastic and practical outcomes, which have helped improve the way in which we work.

Having spent six months on a training programme run by Carbon Happy World, we know our starting point, which is so important as we can now measure how and where we are making improvements.

The future of a sustainable planet is in our hands and we all must grasp the opportunity to make a difference.

OUR BUSINESS.

When establishing the environmental impact framework for our organization's operations, it is imperative to gain comprehensive insights into the business operations as we embark on our sustainability journey.

Our initial baseline assessment was established in the year 2022. This will serve as the reference point from which we continually assess and enhance our environmental policies and impact.

2022

570+
Client Projects

8m+
Pages produced

15 UK
Based staff

1.5 US
Based Staff

8
International trips

1.6k SQ²
Office space

2.8k hrs
worked throughout the year

400k g
CO₂ emissions saved from deleting emails

BUILDING FOR THE FUTURE.



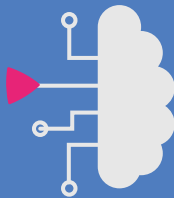
Authentic



Innovative



Passionate



Smart



Ambitious

Our corporate culture and core values constitute a pivotal foundation in positioning our organisation for a sustainable future.

These guiding principles not only influence our daily operations but also govern our interactions with colleagues and clients alike.

They play a fundamental role in shaping the trajectory of our future sustainability objectives. These values underscore our commitment to environmental stewardship, serving as the driving force behind our eco-conscious initiatives and the benchmarks upon which we establish and pursue our environmental goals.

To support our clients and their ESG goals by providing sustainable and environmentally friendly solutions through our pre-vetted global vendor network, who together have a passion for making the world a better place for us and future generations.

OUR SUSTAINABILITY MISSION STATEMENT.

OUR SUSTAINABILITY APPROACH.

We have established three fundamental sustainability principles that serve as the cornerstones of our commitment to both our clients and the global community. These pillars not only define our obligations but also shape our role in fostering environmental responsibility and ethical conduct.

Be a responsible business

Prioritizing corporate responsibility is our inaugural principle, embodying our unwavering commitment to mitigating our environmental impact. Within this overarching commitment, we undertake various actions including:

- **Travel Optimization:** As part of our ongoing efforts, we rigorously assess the necessity of travel, aiming to reduce our carbon footprint by employing alternative means of communication and transportation when feasible.
- **Sustainable Office Practices:** We conscientiously make sustainable choices within our office environments, encompassing resource-efficient practices, responsible waste management, and energy-saving measures.

We have created policies that serve as guiding frameworks to steer our actions and facilitate the fulfillment of our sustainability commitments as a responsible business.

Challenge the

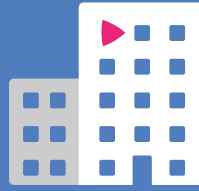
Our services are designed to challenge traditional methods of clinical trial document distribution. Our approach offers several key advantages:

- **Minimized Waste:** We prioritize waste reduction through digital distribution.
- **Responsible Printing Practices:** We are committed to employing eco-friendly printing techniques.
- **Streamlined Shipping:** We optimize logistics to minimize transportation emissions wherever possible.

These advantages not only streamline the market process and reduce costs but also contribute to a notable reduction in their carbon footprint. In our pursuit of innovation, we remain committed to challenging the status quo within the industry and demonstrating methods that promote sustainability and efficiency.



Travel Policy



Office Policy



Reporting

the status quo.

to disrupt the conventional
documentation production and
champions:

place a strong emphasis on
throughout our processes.

Practices: We are
being responsible

We optimize shipping
distances

expedite the drug-to-
costs for our clients
worthy reduction in
relentless pursuit of
mitted to challenging the
ry, continuously striving to
can set new standards for

Raise awareness.

Education plays a pivotal role in shaping a sustainable future. For this reason, we have placed a deliberate emphasis on equipping our staff with the knowledge and resources necessary to make informed and sustainable decisions. This is achieved through comprehensive educational courses and the dissemination of informative whitepapers and content.

Furthermore, we recognize that collaboration with both our vendor network and clients is essential in building a sustainable future together. To this end, we have initiated engagement efforts, fostering a sense of collective responsibility. We are supporting sustainability boards, extended invitations to clients to participate in educational day courses, and actively shared our insights and advancements.

Our commitment is rooted in the belief that the future is co-created, and by working together, we can collectively drive positive change toward a more sustainable world.

We have set our parameters to be a driving force for change in our sector and are charting our course for a greener, more sustainable future. The docs24 business model is based on 'Print on Demand' which reduces waste at the production stage. Our worldwide vendor network sees localised production that reduces shipping dramatically rather than using a fixed location for all production.

Furthermore, in our print production, we opt for sustainable materials such as biodegradable laminates and FSC Accredited Paper. Working with Carbon Happy World and the Hartree Super Computer and the integration of AI into transport and logistics, we will be at the forefront of generative AI allowing us to deliver and share the most carbon-efficient methods of transport to all our vendors.

A strong company culture is fundamental to sustainability as it fosters employee engagement, innovation, and collective responsibility towards environmental goals. For docs24, maintaining a robust internal culture centred on sustainability is crucial for aligning employee values with the company's long-term objectives.

By promoting awareness through training programs, workshops, and internal communications, we can empower our workforce to actively participate in sustainable practices. Our staff members are encouraged to pursue environmental certifications, such as the TQUK Level 2 Certificate in Understanding Environmental Sustainability. Encouraging employee feedback and involvement in decision-making processes further cultivates a sense of ownership and commitment to sustainability initiatives.

In our office, we've implemented various initiatives to reduce our environmental impact. This includes reducing electrical equipment usage, such as printers, and consolidating our milk supply through the Milk Club initiative. We've also established a comprehensive recycling programme with designated receptacles for different materials, managed by Changeworks, a trusted environmental charity. Additionally, we prioritise energy efficiency by minimising printer usage and switching off non-essential electrical equipment when not in use. As we prepare for an office move, we're committed to sourcing renewable energy suppliers and ensuring convenient access to public transportation to encourage eco-friendly commuting practices.

Challenge the
status quo.

Raise
awareness.

Be a
responsible
business.

docs24 is fully committed and focused on promoting sustainability within our business, our clients, our supply chain, and the immediate and wider community. We want to be demonstrable in our efforts to achieve 'Carbon Net Zero' and our activities that show our commitment to this aim.

As we prepare for an office move, we're committed to sourcing renewable energy suppliers and ensuring convenient access to public transportation to encourage eco-friendly commuting practices.

These actions will be detailed further in setting out our action plan to net zero emissions, with target dates and reduction in percentage terms as set out by SBTi guidelines.

Our ambition is to announce these plans by June 2024.

CHARTING OUR COURSE TOWARDS SUSTAINABILITY.

SUMMARY FROM OUR BASELINE YEAR.

Our initial baseline assessment was established in 2022 and will serve as the reference point from which we continually assess and improve our sustainability efforts and policies.

REPORTING SCOPE & BOUNDARY.

In 2024 docs24 established a sustainability committee, a precursor to the governance board, to oversee the reporting approach and implementation of programmes to ensure ongoing reduction in carbon footprint.

The carbon footprint calculations were measured following the GHG corporate standard guidance for all scopes. The data was collected monthly and quarterly where appropriate and reported against the relevant scopes and sub-groups for scope 3.

Net Zero Commitment

The sustainability board will publish their Net Zero Action Plan by June 2024. By regularly measuring and reporting Docs24's carbon footprint to assess variance against our baseline* and target years** with a Net Zero Target for the company in consultation with our partners Carbon Happy World.



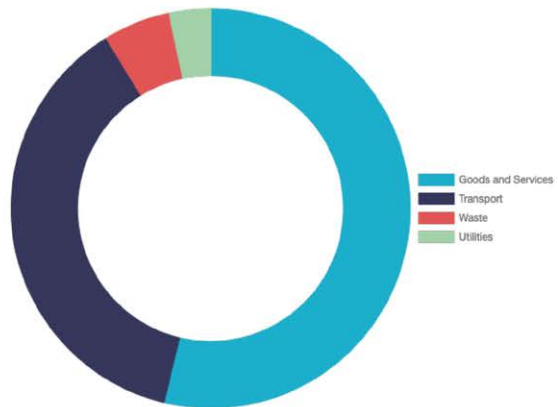
BASELINE CARBON FOOTPRINT CALCULATION.

Your carbon summary

67223.251 kgCO₂e

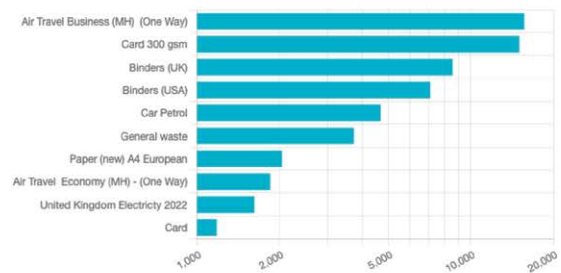
Human-caused emissions from all major sources—from power plants and oil refineries to rice cultivation, cement production, and shipping. This emissions inventory is tied to direct observations of emissions sources, and creates opportunity for meaningful action to decarbonize specific activities.

Your company overview 2022



Your top pollutants 2022

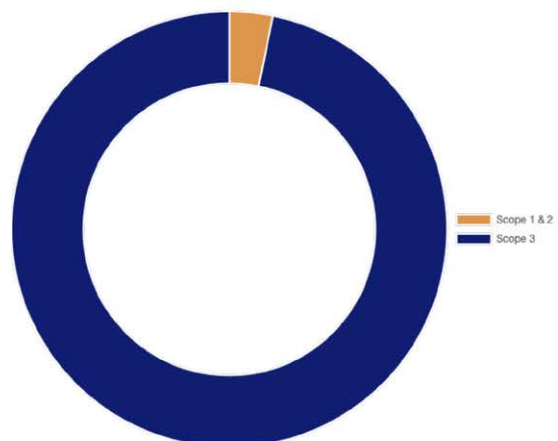
By selecting your priority emissions, the chart opposite will allow you to assess where your company and sustainability board should focus their attention. Other activities with smaller carbon footprints can be addressed in your over all action plan.



Scope 1 & 2 Scope 3

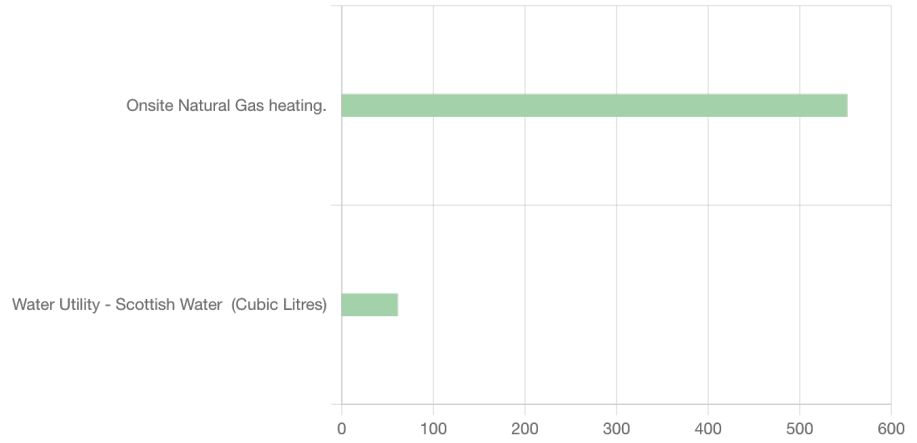
Direct emissions from the combustion of fuel in assets that a company operates, such as fuel emissions from company-owned cars, diesel generators, gas boilers and air-conditioning leaks.

Indirect emissions from the generation of energy purchased from a utility provider, such as heating, cooling, steam, and electricity.



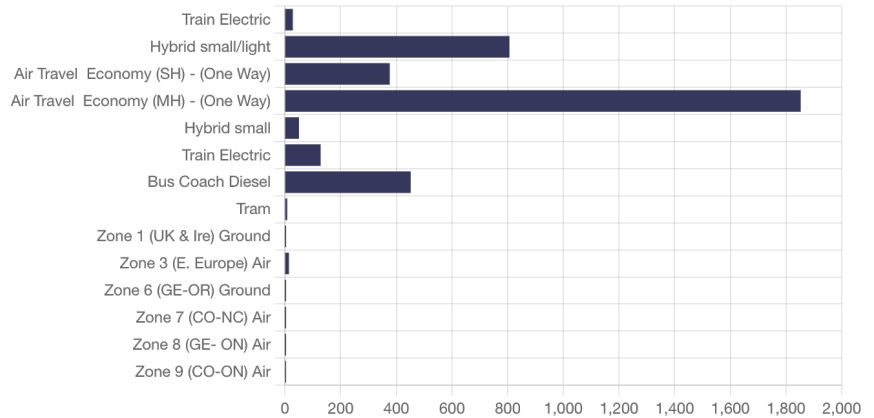
Utilities

611.790kgCO₂e



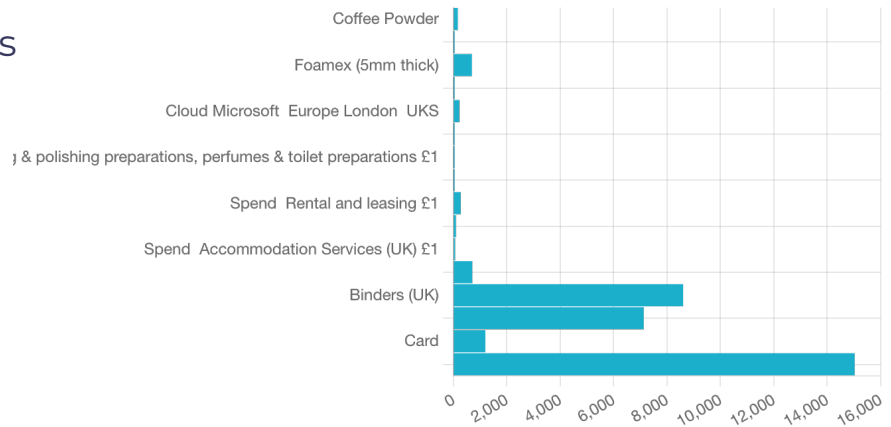
Transport

3705.342kgCO₂e



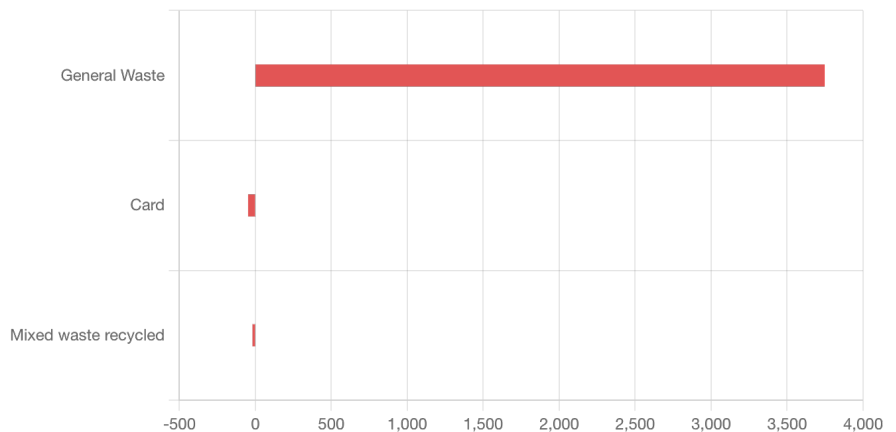
Goods & Services

34011.476kgCO₂e



Waste

3683.500kgCO₂e



NET ZERO COMMITMENT.

By regularly measuring and assessing the company's carbon footprint we will report annually on our findings. We will publish our action plan to net zero by June 2024.

GOVERNANCE & MANAGEMENT.

We have put in place an oversight committee, which will transition into a constituted governance board for overseeing and managing sustainability efforts within docs24, thus emphasising the importance of accountability in driving sustainability.



Chairperson
Jim Rae



Stakeholder Engagement
Paul Ranaldi



Sustainability Manager
Ross Lowe



Data Management & Analysis
Martin Rae



Independent Sustainability Advisor
Gary Adlen



STAKEHOLDER ENGAGEMENT.

In developing our sustainability plan, we recognise the importance of engaging with our stakeholders. These are the people and organisations with whom we interact, either because our activities somehow affect them or because we need their input and support. First, we set out to identify who our stakeholders are, then analysed the nature of our relationship: what they need or expect from us, as well as how they can help us achieve our sustainability objectives.

Identified stakeholders include:

- Internal Staff
- Vendors & Suppliers
- Clients
- Sustainability Partners

Having mapped out which stakeholders to engage with, we are undertaking a series of initiatives to inform them about our wider sustainability strategy and to seek their opinions and suggestions on how we can cooperate in this area.

We do this in several ways:

- Direct Meetings on Relevant Issues
- Supplier Standards
- Sustainability & Emissions Data Reports from Suppliers
- Sustainability Campaigns / Activations
- Corporate Partnerships
- Advice and Guidance

MATERIALITY ASSESSMENT.

We have opted to align our future reporting to ISSB IFRS2 regulations. These internationally recognised standards will allow the company to report with confidence in any territory that adopts the same reporting.

We aim to identify and prioritise sustainability issues that significantly impact both docs24 and our stakeholders, ensuring focused efforts on key areas.

Our materiality analysis will include issue identification based on our organisational screening. Through a visual matrix, we will have demarcated priority sustainability concerns. With clear zones of influence and control, we will develop a strategic framework that centres on these priority issues.

This framework is engineered to identify, manage, and communicate the sustainability-associated risks and opportunities which are substantially material to the business operations of our team. This assessment trajectory encompasses both direct and indirect repercussions. The fundamental premise of this initiative is to orchestrate a meticulous categorisation and detailing of these material risks into a coherent table.

This table will be a key tool in steering the docs24 Sustainability Board and all other docs24 stakeholders towards a clear understanding of the sustainability challenges and prospective impacts relating to our business operations. The narrative of this framework extends beyond mere identification; it is about fostering a pre-emptive culture where our business is empowered to anticipate, mitigate, and efficiently manage the environmental and social concerns that arise. This proactive approach is reflective of docs24's commitment towards upholding sustainability standards and responsible corporate behaviour.

ENVIRONMENTAL MATTERS.

Climate change presents a critical challenge for docs24 and the broader global community, as the impacts of climate change become increasingly evident. Unpredictable and extreme weather patterns impose additional costs for management and mitigation. docs24 recognises its responsibility as a business leader to address climate change. Therefore, we are committed to minimising our greenhouse gas emissions and environmental footprint. Additionally, we prioritise measures to safeguard our staff and partners from hazardous conditions like extreme heat and pollution.

Our approach to addressing climate change encompasses the following strategies:

Reduction

Implementing measures to reduce greenhouse gas emissions and environmental impact within our operations.

Adaptation

Develop strategies to adapt to the changing climate and mitigate its impact, especially through our shipping logistics.

Advocacy

Advocating for climate action within the business community and beyond.

Education

Providing education and raising awareness among stakeholders about the importance of climate action.

CARBON ZERO SUSTAINABILITY PROGRAMME.

DOCS24 ENVIRONMENTAL & SOCIAL INITIATIVES.

Challenging the status quo.

Print on Demand

Utilising Print on Demand and local print services has yielded significant environmental benefits, including a reduction of up to 90% in transport distances and a consequent 30% decrease in carbon emissions. This achievement stems from the minimisation of long-haul flights and shorter transportation distances. Moreover, to bolster our sustainability efforts, we've expanded our operational footprint to include additional sites and countries, alongside a broadened customer base.

Our vendor network now spans across the US, Europe, the UK, and the Asia-Pacific (APAC) region, facilitating more efficient localised printing practices. This strategic expansion not only curtails print volume by up to 50%, as clients produce only what is necessary but also mitigates excess print waste, affirming our commitment to environmental conservation.

Print Production

Our print production processes are guided by sustainability principles. To minimise environmental impact, we opt for biodegradable laminates such as Cellogreen and Polylactic Acid (PLA), derived from starch or sugarcane. Moreover, we strictly adhere to the use of FSC Accredited Paper and/or Green Seal Certified paper stock. Our coloured stock comprises 30% post-consumer waste, PCW, and recycled materials, reflecting our commitment to sustainable sourcing practices.

Challenge the
status quo.

Raise
awareness.

Be a
responsible
business.

Sourcing Paper

docs24 must have the unwavering commitment of all vendors engaged in our operations towards environmentally sustainable practices aimed at mitigating their carbon footprint. This necessitates ensuring that prospective vendors undergoing onboarding adhere to these principles rigorously.

Given that paper production accounts for over 40% of the global industrial wood harvest, it is incumbent upon us to exclusively procure materials from sources certified by the Forest Stewardship Council (FSC). Such certification assures compliance with stringent sustainability standards, thereby affirming our dedication to responsible environmental stewardship throughout our supply chain.

Larger Spread of Print Vendors

To optimise shipping efficiency and reduce environmental impact, we are strategically diversifying our network of print vendors across various locations, particularly in the Asia-Pacific (APAC) region. By engaging vendors closer to our target markets, we aim to shorten transportation distances, thereby minimising carbon emissions associated with long-haul shipping. Furthermore, in the interest of sustainability and logistical efficiency, we have devised a strategy to ship products destined for Latin America (LAM) directly from the United States (US), rather than routing them through the United Kingdom (UK).

This approach not only streamlines distribution channels but also reduces transit distances, aligning with our overarching commitment to environmental responsibility and operational optimisation.

Shipping Carriers

In selecting our shipping carriers, we prioritise partners with a demonstrated commitment to sustainability. We seek carriers with responsible and forward-thinking sustainability programmes, ensuring alignment with our environmental goals.

Fresh Start

Under the Fresh Start program, docs24 staff collect all sorts of appliances, clothes, and home items that are in good condition but no longer in use, to provide these products to people in need, identified by our partners in Edinburgh. This initiative not only provides support for people in need but also provides an outlet for docs24 staff and others to reuse and extend the life of many products that would have otherwise ended up in places like landfills.

Changeworks Recycling

docs24 has partnered with Changeworks to implement a comprehensive office recycling program aimed at minimising waste and promoting environmental stewardship. The program involves strategically placing bins throughout the office for the collection of various recyclable materials, including paper, plastic, glass, and aluminium. Through regular pickups and processing by Changeworks, all materials collected are efficiently recycled, diverting them from landfills and reducing the company's ecological footprint. Additionally, educational materials and workshops are provided to employees to raise awareness about recycling practices and encourage active participation.

Equipment

Efforts to enhance energy efficiency and reduce resource consumption extend to our equipment usage policies. We have implemented a policy to minimise printer usage, transitioning non-essential printing to digital formats. Additionally, to minimise standby power consumption, all non-essential electrical equipment is switched off when not in use.

Office Initiatives

Initiatives to make our office operations more efficient and reduce our environmental impact, we have embarked on several initiatives.

Firstly, we have decreased the number of electrical equipment items, such as printers, from three to two, with plans to further reduce to one within the next twelve months.

Additionally, we have introduced the Milk Club programme, which consolidates milk sources among staff members to minimise waste. Furthermore, receptacles for plastics, food tins, drink cans, mixed glass, paper, and cardboard have been strategically placed throughout the office.

These materials are collected by Changeworks, an authorised and licensed recycling company, ensuring compliance with Waste (Scotland) Regulations 2012.



New Premises

With our upcoming office relocation, accessibility and environmental considerations have been prioritised. The new premises are conveniently located within 100 yards of a local tram stop, facilitating easy access to public transportation options. This strategic positioning aims to reduce reliance on fossil fuel-powered vehicles for commuting, further aligning with our sustainability objectives.

Raising Awareness.

Stringent Oversight of Supplier / Vendor Sustainability Initiatives

docs24 diligently oversees its vendors and supply chain, ensuring a resolute commitment to sustainability, which directly impacts its operations.

Staff Initiatives

Our commitment to sustainability extends to our staff development initiatives. In December 2023, Account Manager Ross Lowe achieved the TQUK Level 2 Certificate in Understanding Environmental Sustainability (RFQ), exemplifying our dedication to fostering environmental awareness among our workforce.

We remain dedicated to ongoing monitoring and implementation of initiatives to further reduce our carbon footprint.

Renewable Energy Suppliers

In line with our commitment to sustainability, we are proactive in sourcing electricity from renewable sources. Scotland's leadership in renewable energy aligns with our goal of reducing our carbon footprint and promoting environmentally friendly practices.

CIRCULARITY & RESOURCE MANAGEMENT. ●

Sustainable Material Sourcing: Prioritise sourcing eco-friendly and recyclable materials for printing and packaging. Ensure that all paper and packaging materials are obtained from responsibly managed forests or recycled sources, with preference given to those certified by organisations such as the Forest Stewardship Council (FSC).

Waste Reduction and Recycling: Implement comprehensive strategies to reduce waste generation at every stage of printing and shipping operations. Establish a robust recycling programme for paper, cardboard, plastics, and other recyclable materials, with clearly marked bins and regular collections.

Circular Product Design: Embrace circular design principles to create products that are easy to reuse, repair, and recycle. Explore innovative packaging designs that minimise material usage and encourage reusability or recyclability. Consider implementing take-back schemes for products at the end of their life cycle to facilitate recycling or refurbishment.

Energy Efficiency and Emissions Reduction: Invest in energy-efficient technologies and equipment to minimise energy consumption in printing and shipping operations. Explore renewable energy sources, such as solar or wind power, to power facilities and reduce reliance on fossil fuels.

Additionally, implement measures to reduce greenhouse gas emissions associated with transportation, such as optimising shipping routes and using low-emission vehicles.

Supplier Engagement and Collaboration: Collaborate with suppliers and partners to promote sustainability throughout the supply chain. Encourage suppliers to adopt environmentally responsible practices, such as reducing packaging waste and improving energy efficiency in their operations. Establish clear sustainability criteria for supplier selection and ongoing evaluation.

Life Cycle Assessment and Continuous Improvement: Conduct life cycle assessments to evaluate the environmental impact of products and processes, from raw material extraction to end-of-life disposal. Use these assessments to identify opportunities for improvement and set targets for resource efficiency, waste reduction, and carbon emissions reduction. Continuously monitor and review performance metrics to track progress towards sustainability goals and identify areas for further enhancement.

Stakeholder Engagement and Transparency: Engage with employees, customers, and other stakeholders to raise awareness of circularity and resource management initiatives. Communicate openly and transparently about the company's sustainability efforts, achievements, and challenges. Encourage feedback and participation from stakeholders to drive continuous improvement and accountability.

The Sustainability Sourcing Code (Paper) will define the impact of the transition to a more sustainable paper resource.

Our "Sustainable Sourcing Code" will be based on the following six key questions:

Need? We will rigorously examine the need for each item we intend to buy and the quantities proposed to cut down on waste.

Where does it come from? We will give preference to goods of local origin produced sustainably to minimise the impact of long-distance freighting.

Who made it? We want to ensure all goods and services we procure come from suppliers operating in safe and decent working conditions to safeguard human rights.

What's it made of? We will favour products and materials that have a low, or preferably zero impact during their manufacture, concerning health and safety, environmental protection, and animal welfare.

What's it wrapped in? We seek to minimise packaging and will encourage suppliers to use sustainable, reusable packing materials to cut down on waste and pollution.

What happens to it afterwards? Whatever we buy or sell, we will ensure we have a plan for its re-use (e.g., resale or donation), repurposing, or recycling after we have finished with it to minimise waste.

ECONOMIC INITIATIVES.

Sustainable Business Practices: Explores how docs24 integrates economic sustainability into its business model, fostering financial success while considering long-term environmental and social impacts.

RESPECT FOR HUMAN RIGHTS.

(GOVERNANCE)

Human rights form another vital pillar under the ISSB reporting structure, specifically under the social aspect of corporate responsibility. From an ESG perspective, it has relevance, and policies will be designed within the organisation to ensure that human rights are considered in all our dealings. Similar to employee-related matters, docs24 will create relevant policies that will be discussed and agreed upon internally before being implemented.

▶ **Policy Commitment**

Disclosures regarding how docs24 is committed to respecting human rights in line with international standards and principles are to be published.

▶ **Engagement and Consultation**

Reports on how docs24 engages with affected stakeholders and seeks to understand their concerns and perspectives on the company's human rights performance.

▶ **Supply Chain Disclosures**

Information on human rights performance within the supply chain, including how human rights due diligence is conducted in supply chains, and how human rights risks are managed.

▶ **Workforce Diversity Assessment**

Tracking the diversity of our workforce, such as gender balance, age profile, and representation of people with disabilities will be a routine task.

▶ **Compliance and Grievance Recording**

Any complaints regarding working conditions, harassment, discrimination, health and safety, and other legal compliance issues will be documented thoroughly.

MEASURING OUR PROGRESS.

It's crucial to articulate how we plan to monitor and evaluate our progress, including the timeline and frequency, to ensure a trajectory of continuous improvement within the scope of our sustainability programme. This evaluation will encompass both quantitative and qualitative data.

▶ **Carbon Tracking & Reporting by Third-Party Carbon Auditor**

This involves the recording and analysis of GHG emissions associated with the company's operations. This encompasses emissions from shipping, travel, energy consumption at facilities, waste management, and the production and disposal of our products. The objective is to understand the company's carbon footprint, identify opportunities for reduction, and monitor progress towards sustainability goals, aligning with broader environmental commitments.

▶ **Resource Consumption Monitoring**

Utility bills (energy, water, and waste collection), shipping routes and modes, fuel consumption, travel, and procurement records will serve as primary resources for monitoring our resource consumption.

▶ **Partner Contributions**

Our partners will compile and submit records of their contributions towards our Sustainability Strategy.

▶ **Stakeholder Feedback**

We will implement satisfaction/feedback questionnaires for our workforce and other stakeholders to obtain insights into their perception of our progress.

▶ **Periodic Debriefs**

Regular debrief sessions will be conducted to ascertain lessons learned and to strategise improvements for future sustainability endeavours and programs.

▶ **Progress Review**

The sustainability team will engage with senior management every quarter, to review the progress and delineate the forthcoming steps.

COMMUNICATION & REPORTING.

We will share updates on our sustainability endeavours and advancements through our website, social media, and stakeholder briefings. Internally, our Sustainability Working Group will report to the Management Board with regular updates, reporting on our progress annually, allowing us to document our activities. We will review our strategy and objectives every six months, setting targets and a revised strategy for the following two years.

ASSURANCE & VERIFICATION.

We emphasise the need for a robust management system that includes regular reviews of our strategy. Ensuring both internal and external verifications are in place is crucial for the credibility and efficacy of our approach.

FUTURE OUTLOOK.

Our net zero action and ESG reporting will guide docs24's vision for future sustainability initiatives, showcasing the company's commitment to continuous improvement and innovation in sustainability practices.



CONCLUSION.

docs24's commitment to sustainability is evident throughout this comprehensive framework. The company outlines its goals for reducing its carbon footprint, implementing sustainable practices across its operations, and collaborating with stakeholders to achieve a greener future.

- ▶ docs24 acknowledges the environmental challenges it faces and will set a clear vision for achieving net zero emissions.
- ▶ The company has outlined a tiered approach to sustainability, focusing on immediate, medium, and long-term goals in which we will publish a fully scoped action plan by June 2024.
- ▶ We will prioritise sustainable materials, renewable energy sources, and responsible vendor practices.
- ▶ The company will establish a governance board and oversight committee to ensure accountability and transparency.
- ▶ Stakeholder engagement is a crucial component of docs24's sustainability strategy.
- ▶ The framework outlines a comprehensive plan for measuring progress and reporting results.
- ▶ docs24 emphasises the importance of communication and collaboration in achieving its sustainability goals.

This framework document demonstrates docs24's leadership in sustainability within its industry. By implementing these ambitious plans, the company will significantly reduce its environmental impact and contribute to a more sustainable future.

CASE STUDY:

This case study explores how our work has positively impacted on one particular study we supported.

It examines issues around travel, distribution, waste and efficiency.

We also highlight how we have reflected on all 3 of our sustainability cornerstones throughout the project.

Background

The clinical trial featured in this case study involves 146 sites distributed globally, with 39 in the United States, 5 in Canada, and 102 in the rest of the world (ROW). Key documents in the trial include Investigator Site Files (ISF) comprising 750 pages and Pharmacy Manuals of 400 pages. One of the challenges faced by the study team was the need for country-specific binders and additional materials.

Traditional Document Management Process

The conventional approach was to print materials for all 146 sites at once and store them centrally throughout the project's duration. Documents would be updated by removing previous versions, discarding them, and then printing and inserting new versions. This traditional process led to significant resource waste, including toner, paper and energy, in addition to the maintenance of warehouses for storage.

Innovative Approach

To address these issues and promote sustainability, a new approach to document management was adopted through docs24:

- **On-Demand Printing:** All materials are now printed on demand. This means that updates are made digitally as the project progresses, eliminating the need for reprints and replacements.
- **Localized Printing:** Materials are printed in local regions for the United States, Canada, and the ROW. This localization reduces shipping distances and lowers the environmental footprint.

We estimate to have saved an impressive 6986 kilometers*, which translates to a remarkable 95.5% reduction in shipping distance.**

**For 1 site in this study.

Statistics and Conclusion

Since the study began in January 2023, the following documents have been updated in countries that are currently activated:

- Lab manuals
- Investigator Brochures
- Site Initiation Visit (SIV) presentations
- Other relevant documents

In total, this equates to 912 pages (456 sheets) per site that have been replaced. The implementation of the sustainable document management approach has resulted in significant environmental benefits:

- 66,576 sheets of paper saved, reducing the environmental impact.
- 332 kg of paper not consumed.
- 133,152 pages of toner saved, reducing resource usage and waste.

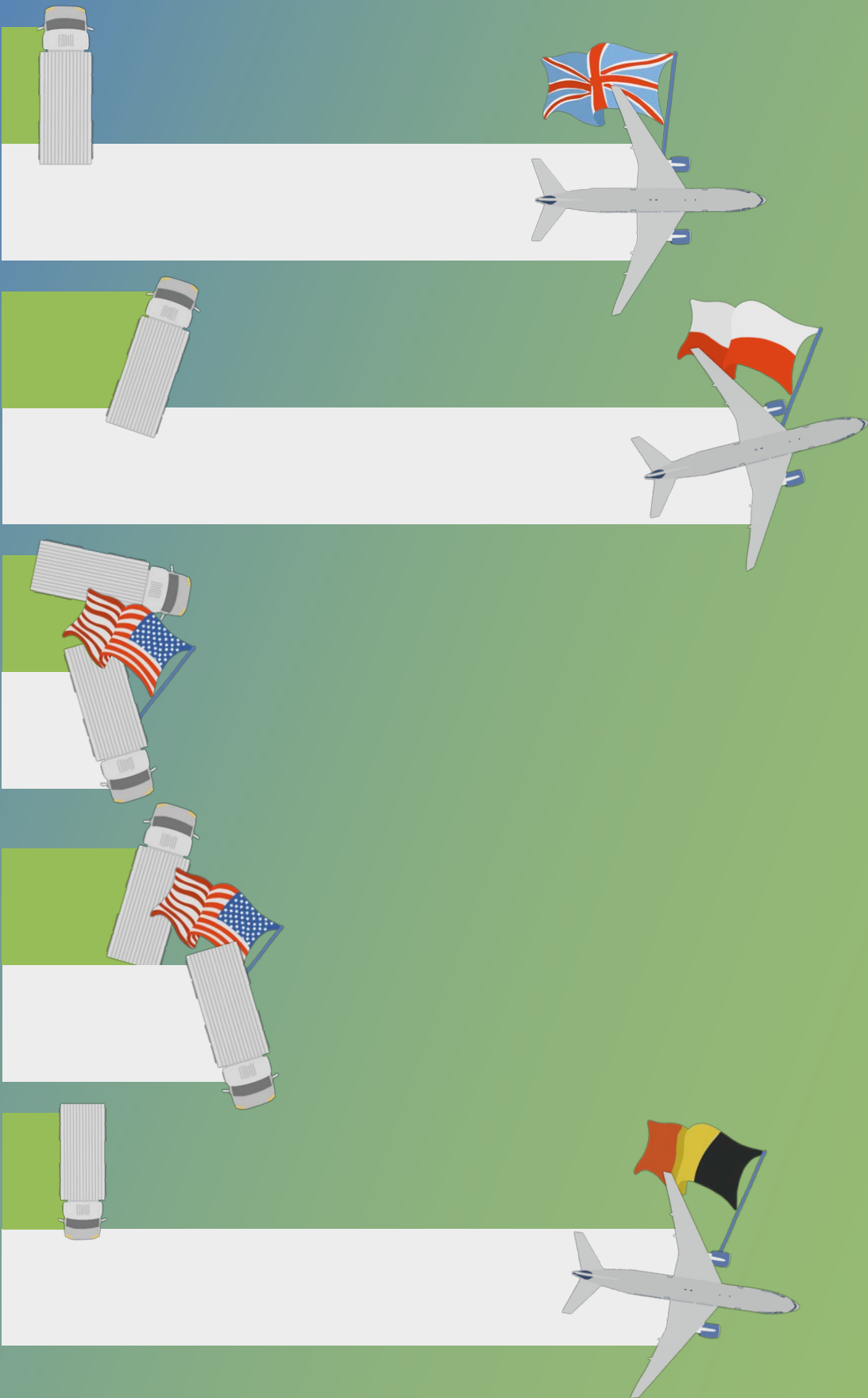
In our commitment to sustainable document management, we meticulously analyzed the impact of localized printing at selected sites. By printing materials closer to their destination, we significantly reduced shipping distances, resulting in both environmental and logistical benefits. Here are the localized printing distance savings* for five specific sites:


- Brussels, Belgium: We estimate to have saved an impressive 6986 kilometers, which translates to a remarkable 95.5% reduction in shipping distance.

- Los Angeles, CA: The implementation of localized printing saved 843 kilometers, marking a substantial 38.9% reduction in the shipping distance.
- Columbus, OH: The new approach resulted in a saving of 302 kilometers, representing a significant 30.2% reduction in shipping distance.
- Krakow, Poland: By printing materials closer to Krakow, we reduced the shipping distance by 6840 kilometers, achieving an impressive 83% reduction.
- London, England: Our commitment to localized printing enabled us to save 6909 kilometers, demonstrating an outstanding 98.6% reduction in shipping distance.

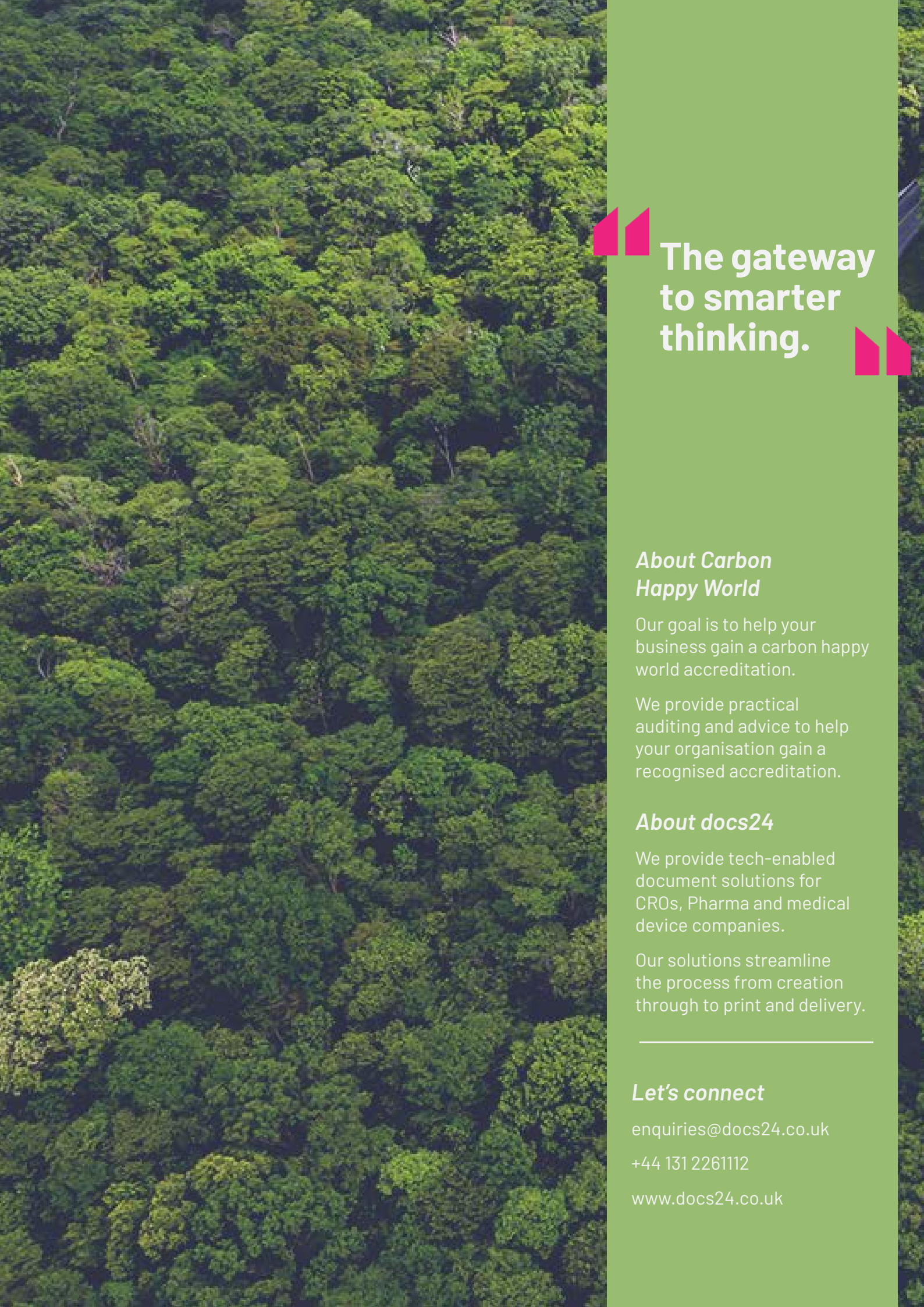
These substantial distance savings not only contribute to a greener and more environmentally responsible approach but also streamline the logistics and reduce associated costs. Our dedication to localized printing has proven to be a win-win solution, positively impacting both our carbon footprint and operational efficiency.

** Distances are estimates based on centralised printing taking place at Overland Park vs docs24's Vendor Network. All distances shown are "as the crow flies".*



 Distance From docs24 Vendor

 Distance From Client Facility



The gateway to smarter thinking.

About Carbon Happy World

Our goal is to help your business gain a carbon happy world accreditation.

We provide practical auditing and advice to help your organisation gain a recognised accreditation.

About docs24

We provide tech-enabled document solutions for CROs, Pharma and medical device companies.

Our solutions streamline the process from creation through to print and delivery.

Let's connect

enquiries@docs24.co.uk

+44 131 2261112

www.docs24.co.uk