

ProPharma 2025

Corporate Sustainability Report

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Introduction

A Message from our CEO

At ProPharma, our purpose is rooted in improving patient health and advancing therapies that change lives. Every day, we partner with pharmaceutical, biotechnology, and medical device organizations to help bring innovative treatments to patients around the world. This responsibility extends beyond the services we provide—it shapes how we operate as a company and how we define sustainability. We believe sustainability is about creating long-term value for our people, our clients, our communities, and the environment. While this is our first Corporate Sustainability Report, our commitment to responsible business practices has been embedded in our culture for many years.

Our sustainability strategy is built upon three core pillars:
Climate Stewardship, Healthy People, and Ethical Operations.

Climate Stewardship reflects our responsibility to understand and reduce our environmental impact. During 2025, we advanced our climate program through greenhouse gas emissions reporting, employee engagement initiatives, participation in EcoVadis, and our Science Based Targets initiative (SBTi) commitments. These efforts help us build a foundation for long-term environmental progress while supporting the evolving expectations of our stakeholders.

Healthy People reflects our commitment to fostering an inclusive, supportive workplace where employees can grow professionally and personally. Through wellness programs, employee resource groups, professional development opportunities, mentorship initiatives, charitable giving programs, and a culture centered on belonging, we strive to create an environment where people can thrive.

Ethical Operations reflect our commitment to conducting business with integrity, transparency, and accountability. Strong governance practices, data privacy and security programs, compliance frameworks, and accessible leadership help ensure we maintain the trust of our employees, clients, and stakeholders across the globe.

As we look ahead, we remain committed to continuous improvement. Sustainability is a journey, and we recognize that meaningful progress requires collaboration, innovation, and accountability. This report represents an important milestone in that journey, providing transparency into our efforts and establishing a foundation for future growth.

We are proud to share our inaugural Sustainability Report and look forward to continuing our work to create positive impact for our people, our clients, our communities, and our planet.

Sincerely,



Dawn Sherman
CEO and Board Chair



Our approach to ESG

Our sustainability strategy is built upon three core pillars: Climate Stewardship, Healthy People, and Ethical Operations.



Climate Stewardship

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Healthy People

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Ethical Operations

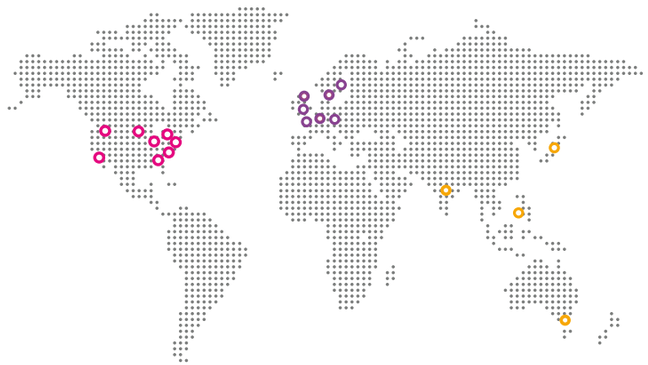
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About ProPharma

For more than 25 years, ProPharma has improved patients' health and wellness by providing expert guidance that empowers biotech, pharmaceutical, and medical device organizations to confidently advance scientific breakthroughs and bring new therapies to market.

With deep expertise in regulatory sciences, CRO services, quality and compliance, pharmacovigilance, medical information, FSP solutions, and digital transformation, ProPharma delivers integrated, end-to-end solutions that help organizations navigate complexity, mitigate risk, and accelerate the development and commercialization of life-changing therapies.

- regulatory sciences
- CRO services
- quality & compliance
- pharmacovigilance solutions
- medical information
- digital transformation
- FSP solutions







About this report

About this Report

We developed this report to reflect our commitment to transparency, accountability, and continuous improvement while establishing a baseline for future sustainability reporting. As our inaugural public disclosure, this report highlights key initiatives, governance structures, and performance indicators that support our sustainability strategy and long-term business objectives.

Reporting Period

This report represents ProPharma's first public Sustainability Report and provides an overview of our environmental, social, and governance (ESG) priorities, programs, and performance for the calendar year ending December 31, 2025.

Global Operations

This report covers our global operations including activities across North America, Europe, Asia-Pacific, and other regions where the company operates.

GRI Alignment

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards.As our sustainability program continues to mature, future reports will expand the scope of disclosures, metrics, and performance data available to stakeholders.



Sustainability Governance & Oversight

Sustainability at ProPharma is supported through a governance structure designed to promote accountability, transparency, and alignment with business strategy.

Oversight is provided through the Sustainability Steering Committee, which includes executive leadership from across the organization, including the Chief Executive Officer, Chief Financial Officer, President, Chief Human Resources Officer, Chief Information Officer, and other senior leaders. The committee meets regularly to review progress, discuss emerging priorities, and support decision-making related to Sustainability initiatives.

The Sustainability Lead reports directly to the Chief Executive Officer and is responsible for coordinating the company's sustainability strategy, facilitating cross-functional initiatives, monitoring performance, and supporting implementation across global operations. This structure helps ensure sustainability considerations are integrated into business planning and organizational decision-making.

Our sustainability strategy is guided by three pillars: Climate Stewardship, Healthy People, and Ethical Operations. Together, these pillars provide a framework for addressing environmental impacts, supporting employee well-being and development, and maintaining responsible business practices across the organization.

Stakeholder Engagement

Our sustainability priorities are strengthened through ongoing engagement with stakeholders. Employees, clients, suppliers, partners, and communities provide valuable perspectives that help inform the company's approach and support continuous improvement.

Stakeholder feedback is gathered through a variety of channels, including but not limited to employee engagement surveys, town halls, client partnerships, supplier interactions, community engagement activities, and external sustainability assessments. Insights gathered through these channels help shape sustainability priorities, identify emerging opportunities, and inform future initiatives.

By combining strong governance with ongoing stakeholder engagement, we continue to advance a sustainability program that reflects both business priorities and stakeholder expectations.





Climate Stewardship

Climate Stewardship

At ProPharma, our mission is centered on improving patient health and advancing life-changing therapies around the world. Because a healthier planet is foundational to global well-being, we recognize that our commitment to improving human life must naturally extend to protecting the environment we all share.

Climate change is a shared global challenge that requires action across all sectors. As a global services company, the majority of our environmental impact occurs indirectly through our value chain, including purchased goods and services, business travel, and workplace operations. By understanding and managing these impacts, we make more informed decisions, support our clients' sustainability objectives, and contribute to a lower-carbon future.



Our Approach

Our approach to climate stewardship is grounded in data, accountability, and science-based action. Guided by our Environmental Policy and supported through our sustainability governance structure, environmental priorities are integrated into business decision-making and overseen through established leadership and reporting processes.

This year we achieved a significant milestone by validating our greenhouse gas reduction targets with the Science Based Targets initiative (SBTi). This validation confirms that our emissions reduction pathway aligns with climate science and supports the global effort to limit warming to 1.5°C. Through these commitments, we have established a clear roadmap toward its long-term goal of achieving net-zero greenhouse gas emissions by 2050.

SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Highlights

As part of our commitment to climate action, we have established the following science-based targets:

Near-Term Target

Reduce absolute Scope 3 greenhouse gas emissions from purchased goods and services, capital goods, waste generated in operations, employee commuting, and upstream leased assets by

37.5% by 2035, from a 2024 base year.

Net-Zero Target

Achieve net-zero greenhouse gas emissions across the value chain by

2050



Maintain zero absolute

Scope 1 and Scope 2

greenhouse gas emissions from 2024 through 2050.



Reduce absolute Scope 3 greenhouse gas emissions by

90% by 2050 from a 2024 base year.



These targets provide a clear roadmap for reducing our environmental impact while supporting sustainable growth across the organization.

Climate Performance Highlights

This year represents our second year of greenhouse gas reporting and continued advancement of our environmental program.

In alignment with the Greenhouse Gas Protocol's operational control methodology, we report zero Scope 1 and Scope 2 emissions, reflecting our model as a leased-office business that does not directly manage energy generation or fuel consumption.

Our environmental footprint is concentrated within Scope 3 emissions, which totaled approximately 4,170 metric tons of carbon dioxide (equivalent tCO2e).

Changes from the prior year were primarily influenced by business growth, increased operational activity, and enhanced visibility into emissions sources.

To support our goal, we will continue to strengthen emissions data collection, improve supplier visibility, and continuously identify opportunities to address key emissions categories across its value chain.

Employee Engagement and Climate Awareness

Climate Stewardship is most effective when supported by an engaged workforce, so we prioritize environmental awareness through employee education, sustainability training, and participation opportunities across the organization.

All employees complete annual sustainability training designed to build awareness of environmental issues and encourage responsible business practices.

This year we launched our global

25 Days of Sustainability campaign

providing employees with educational content, practical sustainability tips, and opportunities to learn about environmental topics relevant to both the workplace and everyday life.

More than

200+ Employees

participated globally, reflecting strong engagement across the organization.

In addition, our employee-led Green Team plays an important role in promoting sustainability initiatives, sharing educational resources, and supporting engagement activities throughout the year.

These programs help reinforce a culture of shared responsibility and empower employees to contribute to our environmental goals.



Healthy People

Healthy People

Our people are the driving force behind everything we do. Every day, our colleagues support pharmaceutical, biotechnology, and medical device companies in bringing life-changing therapies to patients around the world. Their expertise, compassion, and commitment make that work possible. Creating a healthy, inclusive, and engaging workplace is therefore more than a business priority—it is fundamental to our mission. We believe that when employees are supported in their health, development, and well-being, they are better positioned to serve clients, contribute to innovation, and make a positive impact in the communities where they live and work.

Our Healthy People strategy is built around supporting employees throughout their entire journey with us—from recruitment and onboarding to professional development, recognition, leadership growth, and community engagement.



Our Approach

Our approach to employee well-being extends beyond traditional benefits. We focus on creating an environment where employees can thrive personally and professionally through comprehensive health and wellness programs, learning and development opportunities, leadership growth, recognition initiatives, and a culture grounded in inclusion and respect.

This year, we invested in programs designed to strengthen employee engagement, support career development, promote well-being, and foster meaningful connections across our global workforce.

Highlights

Building a Strong and Resilient Workforce

Attracting and retaining talented professionals remains essential to our success. Throughout the year, we welcomed

430 new employees

across our global operations while maintaining a total turnover rate of

13.15%.

Employees are supported through a comprehensive benefits framework designed to promote health, financial security, and work-life balance. Benefits offerings include medical, dental, vision, mental health support, retirement programs, paid leave, and well-being resources, supplemented by region-specific programs tailored to local employee needs.

Supporting Employee Well-Being

Through our Employee Assistance Program (EAP), employees and eligible family members have access to confidential counseling services, work-life resources, legal and financial consultations, and additional support programs. These resources are complemented by employee-led initiatives such as our Health & Wellness Club, which promotes healthy lifestyles through education, wellness challenges, and community engagement.

Additionally, we hosted our annual Spring Wellness Challenge, bringing together employees across every office globally. Participation more than doubled from the prior year, increasing from 136 participants in 2024 to

311 participants

demonstrating growing employee engagement in health and wellness initiatives.

Recognizing Contributions and Strengthening Engagement

Creating a culture of appreciation is an important part of the employee experience. Recognition programs, such as the Impact Awards and Standing Ovation, celebrate employees and teams whose contributions advance business performance, strengthen company culture, and exemplify our company values.

We further enhanced our recognition strategy through the launch of Bonusly, a global peer-to-peer recognition platform that enables employees to celebrate achievements in real time, reinforce company values, and reward colleagues for meaningful contributions. Together, these programs help foster engagement, collaboration, and a strong sense of belonging across the organization.



Developing Future Leaders

We invest in the long-term growth of our people through mentoring, leadership development, and continuous learning opportunities. We relaunched a Corporate Mentoring Program, which pairs high-potential employees with organizational leaders to support professional development and cross-functional collaboration. Participants work on strategic initiatives aligned with business priorities, generating ideas and recommendations that contribute to organizational improvement while strengthening leadership capabilities.

We also launched a pilot of FranklinCovey leadership development programs, providing targeted learning experiences for both frontline leaders and middle managers. These programs focused on coaching, delegation, trust-building, communication, and leading through change—skills that are critical to supporting a growing global workforce.

Advancing Continuous Learning

Learning and development are foundational to operational excellence, regulatory compliance, and employee growth. Our employees completed an average of

44.7 hours

of training per person, with 100% completion of mandatory compliance training,

including business ethics, anti-corruption, data privacy, and role-specific requirements.

Employee participation in instructor-led learning grew, with

441 employees

attending formal training programs, compared to 390 participants in 2024. Employees also expanded their use of LinkedIn Learning, with

641 employees

engaging in self-directed learning opportunities across business

technology, and professional development topics. Performance and development discussions remained a key component of career growth, with 82% of employees completing annual performance and development reviews.

Fostering an Inclusive Workplace

We believe that diverse perspectives strengthen innovation, decision-making, and business performance. Women represent 70.5% of the global workforce and 45.5% of executive leadership positions, showing strong representation across the organization. Workforce demographics are reviewed regularly to help identify opportunities for continued improvement and to support equitable employment practices globally.

We maintain a zero-tolerance approach to discrimination and investigate all reported concerns through established Human Resources processes. Through ongoing education, policy oversight, and leadership accountability, we remains committed to fostering a respectful and inclusive workplace where all employees have the opportunity to succeed.

Strengthening Communities

Our commitment to Healthy People extends beyond the workplace and into the communities where employees live and work. Employees are encouraged to support causes meaningful to them through paid volunteer time, charitable giving programs, and community engagement initiatives.

Our employees contributed more than

411.75 hours

of paid volunteer service

while we donated over

$14,000

to charitable organizations and community initiatives.





Ethical Operations

Ethical Operations

Trust is fundamental to our business. As a global partner supporting pharmaceutical, biotechnology, and medical device organizations, our clients, employees, patients, and communities depend on us to operate with integrity, transparency, and accountability.

Operating in a highly regulated environment requires more than compliance with laws and regulations—it requires a culture where ethical decision-making is embedded into daily operations. By maintaining strong governance, protecting sensitive information, and fostering open communication, we work to build and sustain the trust that is essential to long-term success.

Our commitment to ethical operations supports responsible business practices across every stage of the services we provide and helps ensure we continue delivering high-quality outcomes for our clients and stakeholders.



Our Approach

Our approach to ethical operations is built on a foundation of strong governance, employee accountability, risk management, and continuous oversight. Global policies, training programs, reporting mechanisms, and leadership engagement help ensure ethical principles are consistently applied throughout the organization.

Employees are expected to uphold the standards outlined in our Code of Conduct, Anti-Bribery and Corruption Policy, Data Privacy Policy, and other governance frameworks that guide responsible business practices. These expectations are reinforced through mandatory training, ongoing communications, and established processes for reporting and addressing concerns.

Through a combination of proactive education, transparent reporting channels, and leadership accountability, we strives to maintain a culture where employees feel empowered to act with integrity and raise concerns when necessary.

Highlights

Ethics and Compliance

Maintaining a strong ethical culture is a key priority for us.

All employees completed mandatory training on business ethics, anti-corruption, and data privacy, resulting in a

100% completion rate

across the organization.

We support employees through established reporting and investigation processes that enable concerns to be raised confidentially and addressed in a fair and timely manner. We use insights gained through these processes to strengthen internal controls, improve training programs, and reinforce ethical decision-making across our organization.

Governance and Accountability

Strong governance is essential to maintaining compliance, managing risk, and supporting responsible business practices. We maintain processes to monitor compliance obligations, investigate concerns, and implement corrective actions when necessary.

Our ethical framework ensures that confidential reporting mechanisms are available to employees and third parties, including

whistleblower channels that allow concerns to be reported without fear of retaliation.

Reports are reviewed and addressed through established procedures that promote fairness, consistency, and accountability.

These governance practices help reinforce transparency across the organization while supporting a culture where ethical behavior is expected and encouraged.

Data Privacy and Information Security

Protecting sensitive client, patient, and employee information continues to be a critical responsibility for us. We maintain a comprehensive privacy and information security framework supported by dedicated subject matter experts, global policies, employee training, and technical safeguards designed to protect information assets and support compliance with applicable regulations, including GDPR and other regional privacy requirements.

All employees complete annual privacy and information security training, reinforcing awareness of data protection responsibilities across the organization.

We maintain established processes for identifying, investigating, and responding to privacy and security concerns. Through our various channels, a limited number of privacy-related incidents were reported, most of which were low in severity and isolated.

No material data breaches or significant information security incidents were identified during the reporting period.

We focused on enhancing cybersecurity capabilities through investments in monitoring technologies, access controls, threat detection tools, and other preventive measures designed to strengthen organizational resilience and support proactive risk management.

Leadership Engagement and Transparency

Open communication and leadership visibility play an important role in reinforcing our values and ethical culture.

Throughout the year, employees regularly engaged with leadership through

quarterly global town halls, regional meetings, and leadership forums designed to promote transparency and alignment across our organization.

These forums provide updates on company performance, strategic priorities, and organizational developments while creating opportunities for employees to ask questions and engage directly with leadership.

To further strengthen communication, we launched a global internal newsletter, providing employees with greater visibility into company initiatives, key business updates, and organizational achievements.

Together, these efforts support a culture of transparency, accountability, and engagement, helping employees remain informed, connected, and aligned with the company's mission and values.

Sustainability Highlights

The following highlights reflect key performance indicators and milestones achieved during the reporting year across our three sustainability pillars: Climate Stewardship, Healthy People, and Ethical Operations.

Climate Stewardship key highlights

- Validated Science Based Targets initiative (SBTi) targets
- Net-zero commitment by **2050**
- **37.5%** Reduction Target by **2035**
- **4,170 tCO2e** total Scope **3** emissions
- Zero Scope **1** and Scope **2** emissions
- More than **200** employees participated in the **25** Days of Sustainability initiative

Healthy People key highlights

- **430** new employees hired globally
- **44.7** average training hours per employee
- **100%** completion of mandatory compliance training
- **311** participants in the Spring Wellness Challenge
- **82%** completion rate for annual performance and development reviews
- **411.75** volunteer hours contributed
- **$14,000+** donated to charitable organizations

Ethical Operations key highlights

- **100%** completion of business ethics, anti-corruption, and data privacy training
- No material data breaches
- Global whistleblower and reporting mechanisms
- **4** Quarterly global town halls
- New global employee newsletter





Looking Ahead

Looking Ahead

We continue to evolve our sustainability program, shifting from foundational measurement and governance to a greater focus on execution and long-term performance improvement. As the program matures, we remain focused on strengthening the systems, data, and engagement needed to drive meaningful and measurable progress across our sustainability pillars.



Key priorities for the years ahead include:

Enhanced Emissions Tracking

Improving the accuracy, quality, and coverage of greenhouse gas emissions data across key Scope 3 categories, including purchased goods and services, business travel, and workplace operations. Enhanced visibility will support more informed decision-making and strengthen our ability to measure progress over time.

Employee Education and Engagement

Expanding sustainability learning opportunities and employee engagement initiatives to further embed sustainability into company culture and encourage practical actions that support organizational goals.

Sustainable Procurement and Supplier Engagement

Advancing supplier engagement and procurement practices by incorporating environmental, ethical, and labor considerations into decision-making processes. Increasing transparency across the value chain will help strengthen accountability and support long-term sustainability objectives.

Transparency and External Performance

Building upon established governance structures, validated science-based targets, and improved sustainability data to support transparent reporting, continuous improvement, and participation in external sustainability assessments.

As we advance on our sustainability journey, we are focused on integrating sustainability into our core business practices, strengthening governance, and driving measurable progress that delivers long-term value for our employees, clients, communities, and stakeholders.



Transparency & Data Integrity

Transparency & Data Integrity

This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards and covers calendar year 2025 across our global operations within the reporting boundary defined in this report.

Sustainability data included within this report is collected through cross-functional collaboration and reviewed through established governance processes designed to support accuracy, consistency, and transparency.

As our sustainability program continues to mature, we remain focused on strengthening data quality, expanding relevant performance metrics, and improving year-over-year comparability to support informed decision-making and transparent reporting.

For feedback or additional information, please contact

Sustainability@propharmagroup.com



GRI Index

We have prepared this report with reference to the GRI Standards.

GRI Standard	Disclosure	Location in Report
GRI 2-1	Organizational details	About ProPharma
GRI 2-22	Statement on sustainable development strategy	CEO Message
GRI 3-1	Material Topics	About This Report
GRI 2-9	Governance structure and composition	About This Report
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	About This Report
GRI 3-3	Management of material topics	Climate Stewardship, Healthy People, Ethical Operations
GRI 401-1	Employment	Healthy People
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Healthy People
GRI 403-6	Promotion of worker health	Healthy People
GRI 404-1	Average hours of training per year per employee	Healthy People
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Healthy People
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Healthy People
GRI 405-1	Diversity of governance bodies and employees	Healthy People
GRI 405-2	Ratio of basic salary and remuneration of women to men	Healthy People
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	Healthy People

We value your partnership, your trust, and your commitment to shaping a healthier, more responsible tomorrow.

propharma