Corporate Social Responsibility & Sustainability Report



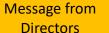


2024 Reporting Year









Our Business

Responsible Sourcing

We are delighted to introduce our 2024 Corporate Social Responsibility and Sustainability Report — a reflection of our unwavering commitment to building a more sustainable, inclusive, and responsible future.

2024 was a transformative year for Optimum Patient Care. Guided by our mission to advance clinical excellence and improve patient outcomes, we set bold goals — and exceeded them. We reduced our Scope 1 and 2 emissions by 45%, surpassed our 2030 targets, reached 100% renewable electricity usage across our offices, and continued to drive down our environmental impact across operations.

These achievements are more than metrics. They are a testament to our belief that responsibility must underpin innovation. Recognition through a Gold EcoVadis rating and a CDP B-score confirms our efforts in climate accountability and corporate transparency — but we know the work doesn't stop here.

Sustainability is just one part of our story. We launched a new spirometry service to improve access to essential diagnostics, opened a vibrant new office in Norwich, and introduced our first formal staff volunteering programme — enabling our people to give back through charity events, food banks and more. As a proud member of the Good Business Charter, we continue to champion ethical practices and meaningful community impact.

We are a trusted partner to a network of over 1,200 primary care practices, we are supporting quality improvement, research and clinical trials that put patients first and drive real change. Through rigorous standards — from DSPT, ISO27001, ISO9001 to Cyber Essentials — we are safeguarding data, upholding quality, and constantly improving how we work.

These accomplishments would not be possible without our remarkable team. Their expertise, commitment, and shared belief in our mission inspire everything we do.

As we look ahead, we do so with optimism and determination. We will continue to lead with purpose, act with integrity, and create change that matters — for patients, people, and the planet.

Thank you for being part of our journey.

Prof. David Price Founder & CEO

Victoria Carter Research and Operations Director

Chris Price Commercial and Legal Director

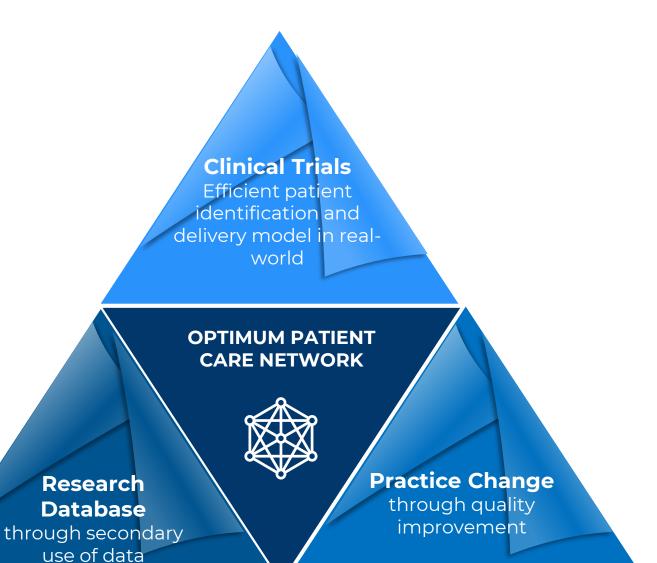
Message from Directors	Our Business	Strategy	Monitoring and evaluation	Workforce	Environmental Stewardship	Social Responsibility	Governance Compliance	Responsible Sourcing
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20+ Years of Delivering Research in Real Life as a Collaborative Network

Our mission is to advance clinical excellence and improve patient outcomes through innovative quality improvement programmes, cutting-edge research, and comprehensive clinical trials.

Our dedicated team of leading medical experts, data scientists, and clinical professionals are committed to enhancing the diagnosis, treatment, and management of diseases, ensuring compliance with evolving regulations, and driving meaningful change in clinical practice worldwide.

- Quality improvement programmes
- Educational workshops
- Clinical trials and pragmatic research
- Research databases OPCRD, OPCRD-AUS, ISAR, APEX-COPD
- Global research institute
- 500+ publications, 30+ country databases
- Real-world evidence studies
- Pragmatic and cluster randomised trials



Message from Directors	Our Business	Strategy	Monitoring and evaluation	Workforce	Environmental Stewardship	Social Responsibility	Governance Compliance	Responsible Sourcing
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Our CSR is embedded within our governance framework and our CSR-related objectives are included in our corporate scorecard and reviewed quarterly. The oversight lies with our executive team, with support from dedicated leads for sustainability, information security, quality and HR.



Environment

While we operate in a low-emissions sector, we take our environmental responsibilities seriously. From reducing our carbon footprint to promoting cleaner energy in our offices, we're committed to making a positive impact.

Here's how we're making a difference:

- ✓ Reducing greenhouse gas emissions and switching to clean energy sources.
- Minimising waste and improving recycling efforts.
- ✓ Encouraging responsible use of electricity and water in our offices.
- Promoting virtual meetings to reduce travel-related emissions.
- ✓ Investing in technology to support sustainable remote working.



Integrity guides our actions. Whether it is through our code of conduct or our policies on data protection and anti-bribery, we hold ourselves to high ethical standards.

Our behaviours include:

- \checkmark Acting in accordance with all applicable laws and ethical business standards.
- ✓ Fostering transparency and fairness in the workplace and in our partnerships.
- Continuously updating our policies to reflect best practice in areas such as data security, bribery prevention, and conflict of interest.
- Promoting a safe, respectful, and open working environment where issues can be raised and resolved with confidence.



Labour & Human Rights

People are the heart of our business. We're proud to foster a work environment that champions fairness, respect, opportunity, and well-being for every team member.

We are supporting our team by:

- ✓ Professional development, through internal training and external qualifications.
- Promoting equal access to learning and career progression.
- $\checkmark\,$ Rewarding our team fairly and motivating them to grow with us.
- \checkmark Creating an inclusive and supportive culture where everyone feels empowered



Sustainable Procurement

We recognise that our responsibility extends beyond our own operations. That is why we embed CSR principles into our procurement practices and partner with suppliers who share our values.

We are committed to:

- ✓ Complying with all relevant legislation and regulatory requirements.
- ✓ Promoting sustainable awareness and assessment amongst suppliers and contractors.
- Procuring sustainable products and services.
- ✓ Promoting supplier diversity within our supply chain.

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2024 Materiality Assessment

We are committed to operating with transparency and, through open and direct communication, we work to develop trusted relationships with all stakeholders.

We conduct a formal materiality assessment every other year (as a minimum) and undertake an annual review to ensure we prioritise issues with the greatest impact on our business, communities and the environment, and those that matter most to our stakeholders.

Our corporate responsibility materiality matrix illustrates how we identify, prioritise, and take action surrounding the topics we believe are of greatest interest to our stakeholders.

We review issues and consider both the potential impact on stakeholder decisions and the impact on Intel's business and external systems. The issues listed in the matrix were prioritised from more than 30 issues identified and reviewed during the process. We use this information to inform changes to our strategies, goals, and ongoing engagement and disclosure practices.



Influence on Internal Stakeholders and Business Success

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Contribution to UN Sustainable Development Goals

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Good Health & Wellbeing

We support healthier lives through our clinical services and research. In 2024, we launched a spirometry service to enhance access to respiratory diagnostics and partnered with over 1,200 primary care practices to drive quality improvement and deliver data-driven clinical trials — improving health outcomes for patients across the UK and beyond. S

Gender Equality

We are committed to fostering a culture of equity and inclusion. As a Good Business Charter member, we uphold fair pay, equal U opportunities, and flexible working arrangements that empower all employees. Our workplace policies actively support gender balance in leadership, recruitment, and career development. S

Decent Work and Economic Growth $\boldsymbol{\infty}$

We continue to create high-quality, meaningful employment within a growing organisation. In 2024, we expanded our operations with a new office in Norwich, introduced a formal staff volunteering programme, and invested in workforce development through training, wellbeing initiatives, and professional growth pathways that promote long-term career success.

Climate Action m

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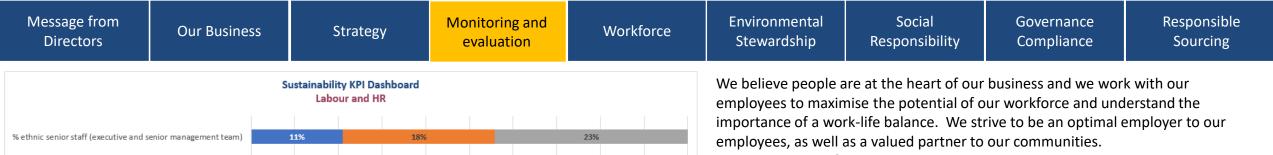
We take decisive action against climate change. In 2024, we achieved a 45% reduction in Scope I and 2 emissions (surpassing our 2030 target), transitioned to 100% renewable electricity, and cut Scope 3 emissions by 33%.

Partnerships for the Goals

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Collaboration is at the heart of everything we do. We work with healthcare providers, academic researchers, and industry partners to transform clinical insights into real-world impact. In 2024, we continued to support global research networks and participated in cross-sector initiatives to improve population health and advance responsible innovation.



23%

62%

52%

30

We are committed to:

- Encouraging employees to take up training initiatives to enhance their skills, particularly if they lead to a recognised qualification. The Company supports this by providing a range of internal training initiatives and financially supporting external training and qualifications.
- Providing equal access to training to enable our employees to develop themselves and their career.
- Creating a culture that rewards employees commensurate with their contribution to the business, to motivate them and retain skills within the business.
- Creating an inclusive workplace in which all colleagues are able to be themselves at work, feel valued for their contribution and are supported to perform their best.



The Company does not operate in a business sector that produces significant emissions. However, we are still committed to reducing the environmental impact of our operations. We will continue to measure and reduce GHG emissions and increasing the use of clean energy across our corporate offices.

We are committed to:

• Reducing our carbon footprint.

% female senior staff (executive and senior management team)

• Reducing the amount of waste produced by the business.

% ethnic diversity

% female across the business'

Average number of training hours per employee

24%

67%

61%

36

2022

Baseline

2023 2024

28%

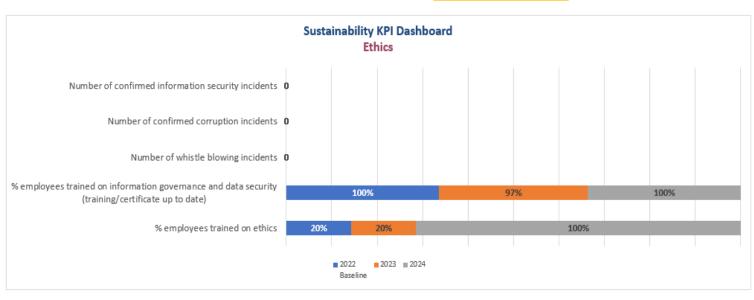
64%

72%

59

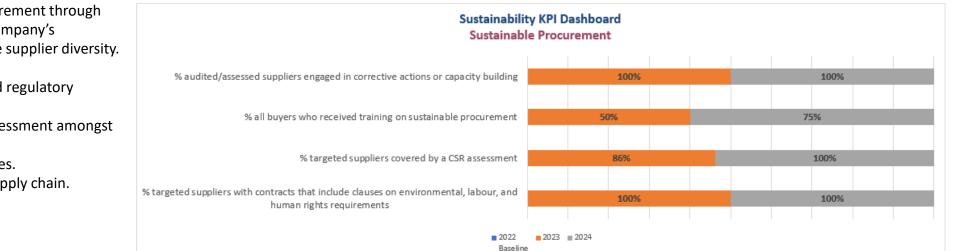
- Ensuring that water/electricity is used responsibly by our staff.
- Recycling materials as extensively as possible.
- Using technology to lessen the need for travel.
- Promoting virtual meetings whenever possible.





The Company maintains a code of conduct that guides employee behaviour, operations integrity, information security and management, and antibribery through the adoption of policies, training and monitoring processes. **We are committed to:**

- Obeying all relevant international and domestic laws regarding ethical business practices.
- Conducting ourselves in accordance with the highest moral and ethical standards.
- Regularly reviewing and updating our anti-bribery, conflict of interest and data security policies.
- Ensuring a fair workplace for our employees as well as partners with whom we do business. We have strict policies to protect against unlawful discrimination and harassment. We have an open-door policy to encourage honest and direct communication to resolve issues and concerns in an expeditious manner.
- Holding ourselves publicly accountable to our ESG commitments.



The Company works towards sustainable procurement through the integration of the CSR principles into the Company's procurement processes and decisions alongside supplier diversity. We are committed to:

- Complying with all relevant legislation and regulatory requirements.
- Promoting sustainable awareness and assessment amongst suppliers and contractors.
- Procuring sustainable products and services.
- Promoting supplier diversity within our supply chain.

Strategy

Monitoring and evaluation

Workforce

Environmental Stewardship Social Responsibility

We recognise that our success is driven by the dedication and talent of our diverse workforce. Our commitment to corporate social responsibility extends to fostering a workplace culture that values inclusivity, professional growth, and well-being.

Diversity and Inclusion: We celebrate diversity as a strength, promoting an inclusive environment where every employee feels valued and respected. Our workforce reflects a rich tapestry of backgrounds, perspectives, and experiences, contributing to a collaborative and innovative workplace.

Professional Development: Investing in our employees' professional growth is integral to our CSR goals. Through training programmes, mentorship initiatives, and continuous learning opportunities, we empower our workforce to reach their full potential, ensuring both individual success and the collective advancement of our business.

Health and Well-being: We prioritise the health and well-being of our employees, recognising that a thriving workforce is essential for sustainable business success. Our comprehensive flexible work arrangements, employee health plan, and supportive policies underscore our commitment to creating a work environment that prioritises both physical and mental well-being.

Employee Engagement and Satisfaction: We regularly seek feedback from our employees to gauge their satisfaction and engagement levels. This feedback informs our ongoing efforts to enhance workplace conditions, strengthen communication channels, and cultivate a positive and collaborative atmosphere.

By prioritising the empowerment and well-being of our workforce, we strive to create a workplace where individuals can flourish, fostering a positive impact on our business, communities, and society.



Our People Network 2024

Metrics	2024	2023	2022 Baseline					
Turnover								
turnover rate	19% <mark>1</mark>	15%	44%					
number of leavers	19 ¹	13	28					
number in post (UK) on 31 st December	66	71 (69% growth)	42					
Length of Service								
employed staff average time in post	2.93 years	2.17 years	3.1 years					
workforce < 1year in post	18%	46%	50%					
workforce has <4 years in post	79%	85%	83%					
Demographics								
workforce is female	52%	61%	58%					
senior management team is female	62%	55%	69%					
workforce is BAME	23%	19%	17%					
senior management team is BAME	25%	18%	8%					

¹the statistics include 6 medical interns that left during 2024 to return to their medical studies.



ENVIRONMENTAL STEWARDSHIP

We are committed to reducing the environmental impact of our operations. We will continue to measure and reduce GHG emissions and increasing the use of clean energy across our corporate offices.

Our commitment to **environmental stewardship** is evident through the implementation of a comprehensive environmental management system aimed at reducing our carbon footprint. This initiative not only underscores our dedication to sustainability but also enhances our operational efficiency. By embedding the environmental responsibility principle, we ensure that responsible business practices are at the core of our operations, contributing to long-term resilience and stakeholder trust.

Message from Directors	Our Business	Strategy	Monitoring and evaluation	Workforce	Environmental Stewardship	Social Responsibility	Governance Compliance	Responsible Sourcing
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Key Impact Goals

Our climate strategy includes greenhouse gas (GHG) emissions reduction targets that align with the Paris Agreement, 1.5°C pathway and the Sustainable Markets Initiative (SMI) Health Systems Task Force joint supplier standards. These targets have been validated by the Science Based Targets initiative[™] (SBTi).

We do not operate in a business sector that produces significant emissions. However, we are still committed to reducing the environmental impact of our operations. We will continue to measure and reduce GHG emissions and increasing the use of clean energy across our corporate offices. We are committed to reducing the environmental impact of our operations. We will continue to measure and reduce GHG emissions and increasing the use of clean energy across our corporate offices.



Scope 1&2	Scope 2	Scope 3	NET- ZERO	CO2 Net-Zero Emissions
42%	100%	25%		2950
reduction in emissions by 2030 from base year	renewable purchased electricity by 2025	reduction in emissions across operations by 2030 from base year	Scope 1,2 and 3 emissions by 2050	-

Data governance

In 2024, we continued to strengthen our environmental sustainability measurement and performance. This included migrating our environmental data collection programme to an in-house system for improved data quality, auditability and accessibility to colleagues across the company. We also adopted a more sophisticated primary-data accounting approach for purchase-related emissions.

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Reporting Year: 2024 [TOTAL (tCO₂e)]

EMISSIONS	2022 baseline	2023 Total⁵	2024 Total ³	2024 Variance from baseline year
Scope 1	8.2 ¹	9.06 ²	9.54	16% increase
Scope 2	9.94	0.19	0.45	96% reduction
Scope 3	217.0	134.99	146.64 ⁴	32% reduction
Total Emissions	235.14	144.12	156.63	45% reduction (S1&S2) 33% reduction (S1, S2&S3)

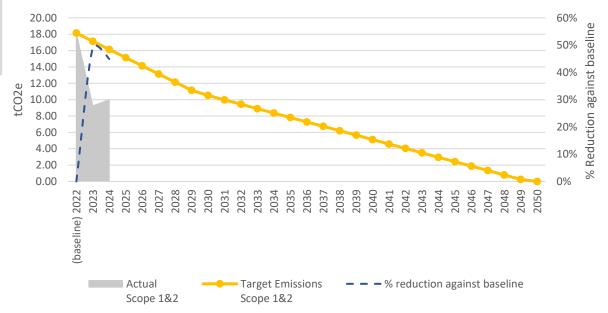
¹**2022** Scope 1 - no refrigerant gases used in 2022

²2023 Scope 1 refrigerant carbon emissions calculated and updated our 2023 disclosure. The amount was 1.24 tCO2e. ³2024 Opened 2nd office

⁴2024 Scope 3 added purchased goods and third-party courier carbon emissions

⁵2023 Scope 1 and Scope 2 verified by an external auditor





Our Carbon Reduction Plan can be found at OPCG Sustainability

Our Business

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Responsible Sourcing

Completed Carbon Reduction Initiatives

In 2024, our total scope 1 and 2 emissions (market-based) decreased by **8.15** tCO_2e against the 2022 baseline. We achieved our near-term target with a 45% reduction against the 2022 baseline.

The total carbon emission reduction achieved across scope 1,2 and 3 equates to **78.5 tCO₂e**, a **33%** against the 2022 baseline year and the measures will be in effect when performing the contract.

We have implemented several initiatives to reduce our carbon footprint.

- In May 2023, we transitioned to 100% renewable electricity at our Oakington site and in December 2024 transitioned our office in Norwich to 100% renewable electricity, aligning with our broader commitment to sustainable energy use across all business locations.
- Undertook a strategic review of international conference travel to minimise unnecessary business travel.
 - Energy efficiency improvements have been made, including the installation of LED lighting at the Oakington office and the replacement of desktop PCs with energy-efficient laptops.
 - Smart meters and a HIVE system were installed to enable remote monitoring and optimisation of energy consumption.
 - The Norwich office was relocated from a premises reliant on oil heating to one using a gas supplier with lower carbon emissions.
 - Electricity contracts have switched with a supplier continuing to provide 100% renewable energy at Oakington.
 - To ensure continuous improvement in sustainability performance, an Environmental Management System (EMS) has been developed and implemented.
 - We are committed to sustainability frameworks, including the Science Based Targets initiative (SBTi), EcoVadis, and CDP assessments, to enhance its environmental, social and governance performance.

We remain committed to further reducing our carbon footprint and enhancing sustainability across its operations. As part of our ongoing carbon reduction strategy, we are planning to implement additional measures including but not limited to the following:

- We will continue to review our supply chain to identify opportunities for minimising carbon emissions. This will involve working closely with suppliers to enhance sustainability practices, prioritise low-carbon alternatives, and ensure that our procurement processes support our overall carbon reduction objectives.
- To support low-emission commuting, an electric vehicle salary sacrifice scheme will be introduced for employees.

Certified Carbon Literate



SOCIAL RESPONSIBILITY

We depend on the people who support our entire value chain and are committed to ensuring they are treated with dignity and respect each and every day.

Our **social responsibility** is reflected in our recruitment and retention processes, where we proudly highlight our Good Business Charter membership and the 10 principles we adhere to. This commitment has resonated with candidates, as seen in recent interviews, and is further reinforced by ongoing development events for our current staff, fostering a culture of continuous growth and engagement. These practices enhance our talent retention and ensure that we maintain a motivated, purpose-driven workforce.

People and Culture

Our people are at the heart of our impact. In 2024, we continued to work closely with our employees to maximise the potential of our workforce and promote a positive work-life balance. We strive to be an optimal employer—prioritising wellbeing, inclusivity, and personal growth, while also serving as a valued partner to the communities in which we operate.

We recognise that our success is built on the talent, dedication, and integrity of those across our entire value chain. As such, we are deeply committed to ensuring that everyone who contributes to our mission is treated with dignity and respect every single day.

Equal Opportunities Statement

We are committed to encouraging diversity and eliminating discrimination in all aspects of our work—both as an employer and as a provider of services. Our aim is to create a workplace where all individuals feel respected, supported, and empowered to achieve their full potential.

We actively promote an environment characterised by dignity and fairness, where the diversity of our workforce reflects the communities, we serve. We apply the principles of equality across all our activities and do not discriminate on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy, or maternity.

We firmly oppose all forms of unlawful and unfair discrimination. We are committed to making reasonable adjustments to provide a supportive and accessible working environment for people with disabilities.

All our employees, workers, and consultants are expected to embody and promote equality and fairness in their daily actions and decisions. We ensure full compliance with relevant legislation and demand the same of our wider network of partners, suppliers, and collaborators.

Our Culture and Employee Benefits

We want everyone at our organisation to feel a true sense of belonging. To achieve this, we've developed a wide range of tailored benefits and workplace initiatives and we're continually adding more. Our culture is built around flexibility, learning, wellbeing, and global collaboration.

Here's what our people can expect:

- ✓ Hybrid or remote working as standard
- Annual pay reviews based on individual contribution
- Flexible working hours, including support for part-time roles and caring responsibilities
- ✓ A diverse, global working environment with international collaboration
- Wellbeing support, including social events, volunteering days, and a Mental Health First Aid team
- ✓ A focus on training and development, with in-house and external opportunities and financial support for postgraduate qualifications
- Coaching and mentoring from field experts
- ✓ Paid professional memberships
- Flexible working tools, including laptops
- ✓ Authorship opportunities in peer-reviewed journals
- Opportunities to attend international conferences
- Company car access for travel-based roles
- Cycle to Work Scheme discounts
- ✓ Up to **28 days of annual leave**, plus bank holidays
- ✓ The option to **purchase additional holidays**
- Support for international relocation, with sponsorship and opportunities to work in the UK, Singapore, and Australia

We are proud of the workplace culture we continue to build—one where people thrive, contribute meaningfully, and feel recognised for their unique strengths and impact.



Message from Directors

Our Business

Strategy

Monitoring and evaluation

Social Responsibility Governance Compliance

Responsible Sourcing

Engagement and Wellbeing

Here are some highlights our teams collaborating and having some fun in 2024:



Volunteering

At the heart of our culture is a strong commitment to giving back. We are proud of the meaningful contributions our employees make to the communities and causes they care about—both locally and globally. Volunteering is not only encouraged but actively supported across the organisation as a key part of our approach to social responsibility.

In 2024, our team dedicated time, skills, and energy to a wide range of charitable and community initiatives. From supporting local health and education programmes to contributing expertise to research charities, our people made a tangible difference beyond the workplace. Their efforts reflect the values we uphold every day: compassion, collaboration, and a shared responsibility for building a better world.

To make volunteering more accessible, we offer:

- Dedicated volunteering days as part of our employee benefits
- Support for team-led community projects
- Opportunities to contribute to charities aligned with our mission in healthcare, education, and sustainability

These initiatives allow our employees to make an impact in ways that matter most to them—whether it's mentoring students, helping with healthcare access, environmental clean-ups, or participating in charity fundraising events.

We are continually inspired by the passion and generosity of our people. Their contributions are a vital part of our commitment to being not just a great place to work, but a responsible and active corporate citizen.







GOVERNANCE COMPLIANCE

We maintain a code of conduct that guides employee behaviour, operations integrity, information security and management, and anti-bribery through the adoption of policies, training and monitoring processes.

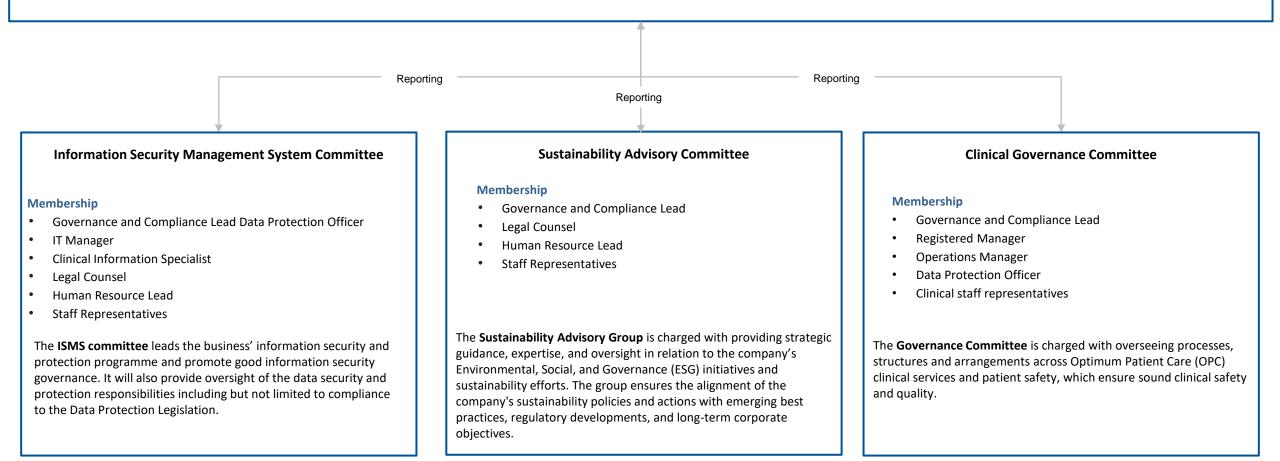
We uphold the highest standards of **governance compliance**, demonstrated by our adherence to data protection and rigorous sustainability assessments. These practices ensure that we maintain robust data security, meet regulatory requirements, and build trust with our stakeholders. Our commitment to responsible governance, positions us as a reliable and resilient business partner, well-equipped to navigate the complexities of the healthcare and life science landscape.

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We are committed to conducting our business with integrity, transparency, and accountability. Our approach to governance and compliance reflects our core values and underpins our reputation as a responsible organisation. We maintain strict adherence to local and international laws, supported by a comprehensive suite of policies that guide ethical conduct, including conflicts of interest, anti-bribery and corruption, discrimination and harassment, and regulatory compliance. In 2024, we launched a new governance and compliance committee framework, shown below, to provide full ESG oversight across our business'.

Executive Committee

The Executive Committee is charged with the company wide responsibility for management and governance structures and its compliance with quality, safety, financial, sustainability and statutory requirements.



Corporate Governance

We believe in doing things right to earn your trust. Our team of directors, each bringing different skills, keeps a close eye on where we're headed and manages potential risks. Being honest and ethical is a big deal for us.

We also want to hear from you – our customers, employees, and communities – to make sure we are making decisions that matter to you.

We are serious about being responsible in how we do business. We work hard to reduce our impact on the environment and do good things for the communities we're a part of.

We encourage a culture of openness and accountability. We provide secure and confidential channels for employees to report concerns or suspected misconduct without fear of retaliation. Our Whistleblowing Policy supports employees in speaking up through management or HR and guarantees protection for good faith reporting. This underlines our commitment to ethical conduct and continuous improvement.

Business Ethics

We take pride in our reputation and are dedicated to upholding the utmost ethical standards in everything we do. Our commitment extends to following both local and international laws diligently.

We have established a set of policies that clearly define the expected behaviour from our employees when it comes to potential ethical concerns, including conflicts of interest, bribery and corruption, discrimination and harassment, and compliance. We operate a zero-tolerance policy toward bribery and corruption. These efforts are integral to protecting the integrity of our decision-making

In 2024, we were recognised by the Good Business Charter to adhering to the 10 principles, which reflects our ongoing efforts to prioritise business practices that are not only legal but also ethical and responsible.

Data Security

Governance

Compliance

We take our data security responsibilities seriously and act as trustworthy guardian of valuable information. We take special care to handle and protect sensitive information responsibly. We keep things confidential and always follow the rules to ensure everyone's privacy and trust are respected.

We are proud to state that we comply with international standards, such as ISO 27001, and adhere to the NHS Digital Security and Protection Toolkit (DSPT) and in 2024 achieved Cyber Essentials certification.

Our accreditations reinforce our dedication to maintaining the highest standards in data security and information governance. We aim not just to meet, but to exceed industry benchmarks, ensuring the safety and confidentiality of the information entrusted to us by our customers, employees, and partners.

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We take our sourcing process and supply chain seriously and are committed to sourcing supplies in a responsible, ethical, and sustainable manner. Our approach aligns with our broader Environmental, Social, and Governance (ESG) commitments and is guided by the principles of fairness, transparency, and long-term value creation.

Key Procurement Practices

In 2024, we implemented and strengthened several procurement practices that demonstrate our commitment to sustainable and inclusive sourcing:

- Supplier Diversity Training: Some members of our team completed dedicated supplier diversity training to ensure we are proactively sourcing from a diverse pool of suppliers, including SMEs, social enterprises, and minority-owned businesses. We believe that diversity is a driver of innovation, resilience, and business success. In 2024, we contracted with eight significant suppliers and 50% of our procurement was allocated to small and diverse suppliers.
- Value for Money: We apply a structured and analytical approach to procurement that ensures value for money without compromising on ethical standards or quality. Our selection criteria consider price, reliability, environmental performance, and social impact.
- Sustainability and Carbon Emissions Policy: Our comprehensive Sustainability and Carbon Emissions Policy underpins all procurement decisions. The policy sets clear expectations around emissions reduction, ethical sourcing, and circular economy principles and is communicated to all staff. It guides our selection of goods and services with lower environmental footprints.
- Supplier ESG Screening: All suppliers are required to complete our ESG questionnaire during onboarding, covering environmental impact, workforce practices, modern slavery compliance, and carbon reporting. This data enables us to identify and manage supply chain risks and build long-term, responsible supplier partnerships.
- Annual Transparency Reporting: We maintain transparency through our annual disclosures to both EcoVadis, Good Business Charter, Social Enterprise UK, People and Planet First, Worldfavour, Proveedor, and the Carbon Disclosure Project (CDP). These reports benchmark our performance, help identify areas for improvement and demonstrate our commitment to continual progress. In 2024, this process helped us identify opportunities to [insert example—e.g., reduce packaging waste or transition a key supplier to renewable energy use].













Strategy

Looking Ahead

- In 2025, we will continue to evolve our sustainable procurement practices by:
- > Introducing assessment tools to inform product/service selection
- > Launching in-house sustainable procurement and diverse supplier training
- > Strengthening due diligence in line with upcoming supply chain transparency legislation
- Review and implement feedback from external assessments
- > Engage with clients in their responsible sourcing requirements



Environmental

Stewardship

https://forms.office.com/e/is7j8M0Ufa

Supplier Equality, Diversity and Inclusion Questionnaire

Optimum Patient Care Global Limited

This questionnaire is required by all new suppliers, and every three years following a submission of this form to ensure that our supply base has appropriate equality, diversity and inclusion processes that are in line with our values and vision, fit for purpose for all our staff, and meet our legal obligations under the Equality Act 2010 (https://www.gov.uk/guidance/equality.act.2010-guidance).

The Equality Act 2010 ensures that we do not unlawfully discriminate in our employment practices or provision of goods, facilities or services in terms of any of the nine protected characteristics of. age, disability, gender reassignment, marriage and (vii) partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We are committed to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010, ensuring there is no unlawful conduct as outlined in the Act regarding employment and provision of services.
- Advance equality of opportunity between people from different groups.
- Foster good relations between people from different groups, tackling prejudice and promoting understanding between people from different groups.

A supplier should only fill out this questionnaire if they have been asked to do so by a representative of the Company. Should the supplier not meet the required criteria when submitting this form, they will be contacted by the Company to ensure that the Company's values are upheld.

The Company reserves the right to audit any such organisation in relation to this EDI questionnaire and will conduct random audits to ensure appropriate measures are taken to confirm the standard of the supply chain. Required

1. Company Trading Name *

2. Contact name *













Corporate Social Responsible & Sustainability Report

2024 Reporting Year





