



CSR & Sustainability Report

2022 Baseline

Environmental stewardship

Social responsibility

Governance compliance





Message from our Directors

Welcome to the first Corporate Social Responsibility report from Optimum Patient Care. We are committed to operating to high ethical standards across our business' and our supply chains. Our company strives to continually improve our performance as a socially responsible company and we continually work with our staff, our clients and our subcontractors to maintain this approach.

As our activities are not carried out in isolation, it is our responsibility to consider the effect we as a company and individuals have on the wider community and our stakeholders. In 2022 we formalised our approach to this and created a baseline upon which we have launched a strategy and plan to reduce our carbon footprint as a company.

Our commitment:

1. 100% renewable electricity across our operations by 2025
2. Halve our greenhouse gas emissions before 2030
3. Achieve net zero emissions before 2050
4. Disclose our progress on a yearly basis

In doing so, we are proud to be recognised by the United Nations Race to Zero campaign, and to join governments, businesses, cities, regions, and universities around the world with the same missions.

Working together we believe can make a difference.

Prof. David Price
Founder & CEO

Victoria Carter
Research and Operations Director

Chris Price
Commercial and Legal Director

Contents

Introduction

Our Company

Our Commitments

Strategy

Governance Structure

Materiality Assessment

Framework

Key Impact Goals

Our Policies

KPI Scorecard

Environmental Stewardship

Our carbon footprint

Looking forward action plan

Social Responsibility

Engagement & Wellbeing

Our People

Benefits

Recognition

Support for our Communities and Charity

Governance Compliance

Corporate governance

Business ethics

Information governance

Global

INTRODUCTION



Our Company

We can confirm that the companies (described below) do not form part of a group structure, i.e., they are not sister companies or sit within a parent company relationship. However, the companies are affiliated and associated in that they are under common control and work collaboratively to delivery studies and provide services to clients. It is this unique partnership which allows us to uniquely deliver a project such as this, combing all the work streams highlighted while maintaining responsibility for delivery across the network of companies.

Optimum Patient Care Global (OPCG) (Global research and quality improvement programmes)

OPCG was established in 2005 and provides a range of services to translate research into clinical practice and oversee new sustainable global data sources e.g., International Severe Asthma Register (ISAR). OPCG works in collaboration with health care professionals and organisations across the world. OPCG consists of a team of data scientists, medical scientists, database experts and business systems experts to facilitate improvement in the diagnosis, treatment and management of chronic diseases within primary care. It also has a commercial team to help drive the commercial aspects across the network of companies.

Optimum Patient Care UK (OPCUK) (United Kingdom research and quality improvement programmes)

OPCUK is a not-for-profit social enterprise that has been providing free clinically led quality improvement programmes into GP practices and supporting practices to take part in research and clinical trials for over 17 years. OPC services are steered by committees of leading medical experts and clinicians with patient/public engagement. OPC works directly with healthcare organisations to conduct real-life research and has created the Optimum Patient Care Research Database (OPCRD) and the Optimum Patient Care Service database (OPCSD).

Observational & Pragmatic Research International Limited (OPRI UK) and Observational and Pragmatic Research Institute (OPRI SG) (Global independent research institute) (together OPRI)

OPRI UK and OPRI SG are both independent research organisations distinguished in accessing unique global data sources to deliver observational and pragmatic research which drives change in clinical practice around the world. OPRI is underpinned by a research faculty of experienced clinical experts, epidemiologists, data analysts, statisticians, medical writers and medical scientists. OPRI's services range from understanding the burden of illness to evaluating a product's safety and effectiveness in clinical practice.

OPRI has collaborated with OPCG and OPCUK to deliver on over 100 projects since 2005. This collaboration enables the delivery of a variety of research services across a broad range of fields, using anonymised data collected from OPCRD to conduct the analysis and publication of such through data OPRI. This international network of companies has been operating for more than 20 years and provide wraparound services to support clinical quality improvement and conduct data driven clinical research, especially pragmatic trials, implementation studies, retrospective database studies and post authorisation safety studies.



Ethics

The Company maintains 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 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.

Labour and Human Rights

We believe people are at the heart of our business and we work with our employees to maximise the potential of our workforce and understand the importance of a work-life balance. We strive to be an optimal employer to our employees, as well as a valued partner to our communities.

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.

Environment

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.
- Reducing the amount of waste produced by the business.
- 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.

Sustainable Procurement

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.

Global



Looking
Forward
2023



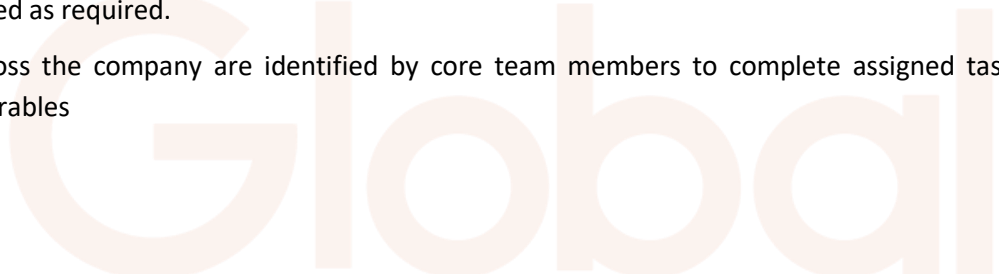
STRATEGY



Governance Structure and Management System

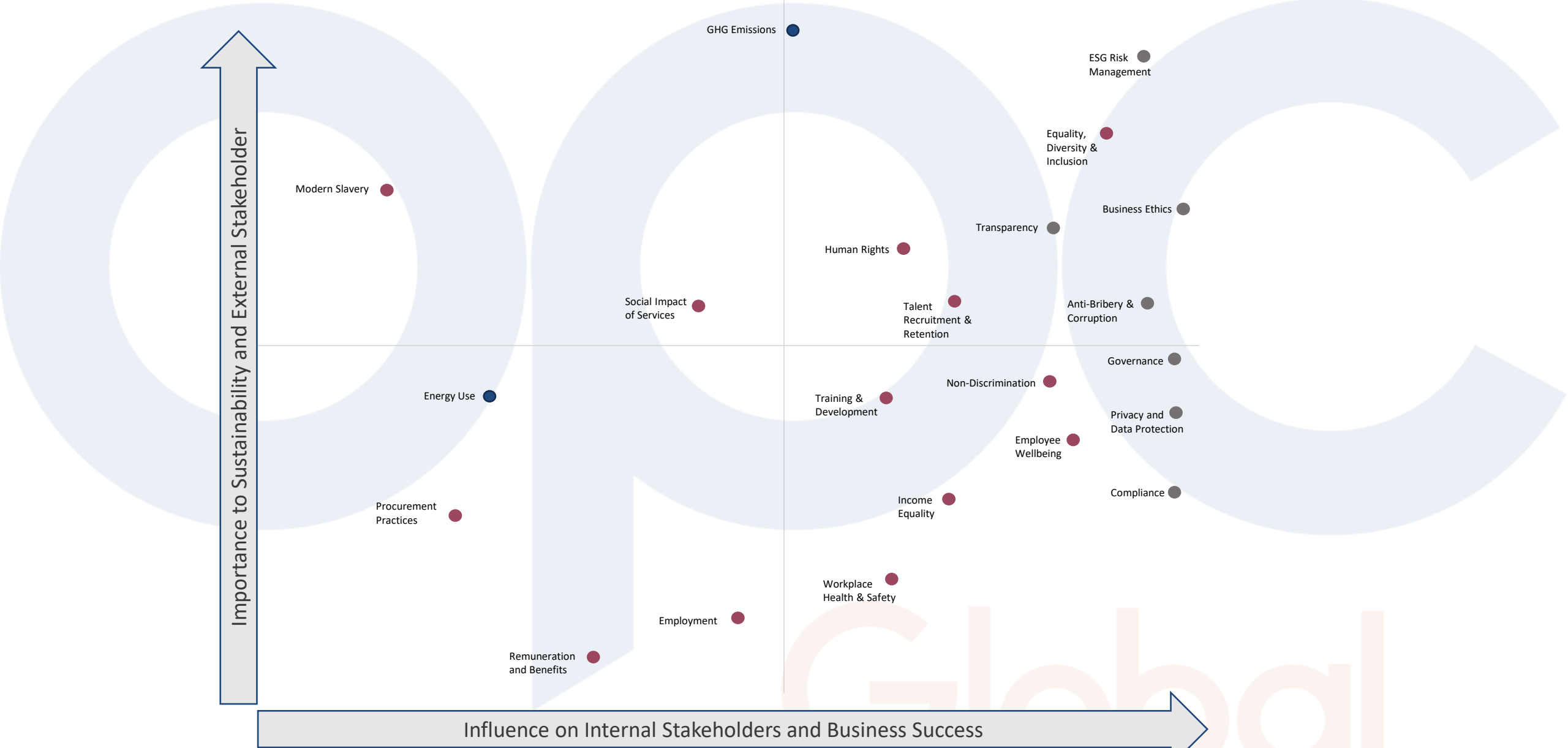
Our Sustainability programme is managed by a multi-tier cross-functional governance team responsible for making progress towards the company’s sustainability agenda by identifying programme elements and driving accountabilities company wide. At all levels of our governance team, representation is maintained across key functions.

<p>Executive Sponsor</p> <p>[Commercial & Legal Director]</p> <p>Ultimately responsible for success of the CSR and Sustainability agenda, provides guidance, secures resources and organisation linkages while championing the programme internally and externally.</p>	<p>Directors</p>	<ul style="list-style-type: none"> ○ Setting, owning, and achieving the objectives of the Company’s approach to environmental and social governance (ESG) and sustainability matters impacting on its business as well as how we impact on the wider environment and communities in which we operate.
<p>Sustainability Programme Lead</p> <p>[Chief Planning & Strategy Officer]</p> <p>Manages program through Governance Team, represents Keysight in broader CSR community and across functions</p>	<p>Sustainability Advisory Group</p>	<ul style="list-style-type: none"> ○ Horizon scanning and monitoring ESG & sustainability developments and emerging risks. ○ Supporting amendments to this Policy and Action Plan & related activities. ○ Lead the implementation of the Action Plan activities within agreed timelines. ○ Prepare management information for periodic reporting to the Directors. ○ Provide a report to the Directors annually that outlines the Company’s approach to managing climate change risks to it, the risk it represents, the progress being made and recommending any further actions.
	<p>Employee</p>	<ul style="list-style-type: none"> ○ Ensure all requirements under this Policy are adhered to, and to ensure that relevant training necessary for their role is completed as required. ○ Individuals across the company are identified by core team members to complete assigned tasks in support of program deliverables



Materiality Assessment

We undertook our first materiality assessment for the 2022 baseline report. We will conduct a formal materiality assessment every other year (as a minimum) to ensure we prioritise issues with the greatest impact on our business, communities and the environment, and those that matter most to our stakeholders.



ESG Framework

Environmental Stewardship

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.

- Carbon Emissions
- Renewable Energy
- Carbon Offsetting
- Operations Waste
- Electronic Waste

Social Responsibility

We believe people are at the heart of our business and we work with our employees to maximise the potential of our workforce and understand the importance of a work-life balance. We strive to be an optimal employer to our employees, as well as a valued partner to our communities.

- Training & Development
- Access to Benefits
- Health & Safety
- Community & Charity
- Equality, Diversity & Inclusion
- Workforce Management
- Supply Chain Labour Standards
- Sustainable Procurement

Governance Compliance

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

- Board Diversity
- Anti-Bribery & corruption
- Information Governance
- Business Ethics
- Leadership & Oversight

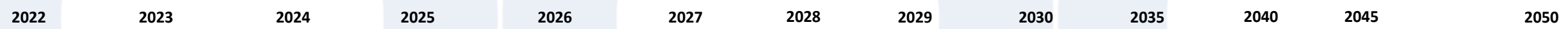


Key Impact Goals



Scope 1 & 2
Emissions from our own operations (site and fleet)
Target baseline emissions (2022): 18.14 tCO₂e

Baseline Year



Target 2025
100% Renewable Energy

Target 2030
Halve our greenhouse gas emissions

Target 2050
Achieve net zero emissions

Annual disclosures

Continue to rationalise business travel, minimise business air travel, and transition to electric vehicles

SBTi Targets

Scope 3
All other indirect emissions that occur in our value chain
Target baseline emissions (2022): 217.0 tCO₂e

2022 – what we did

- ✓ Transitioned to Hybrid Working
- ✓ Began switching all computers to laptops
- ✓ Converted the HQ conservatory roof to a solid roof to become more energy efficient
- ✓ Electric car charging points installed
- ✓ Transition to one electric car (fleet)

2023 Action Plan

- First Climate Impact Disclosure made to CDP and EcoVadis
- SBTi registration
- UN SME Climate Commitment
- Establishment of Sustainability Advisory Group
- Published first CSR and sustainability report
- Supplier contracts that include clauses on environmental, labour, and human rights requirements
- Roll out of training, development and awareness sessions
- Expand the employee benefits packages
- Roll out employee community volunteering programme



Ethics

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

Our policies:

- Antibribery and Corruption Policy
- Corporate Governance Policy
- Whistleblowing Policy
- Expenses Policy
- Corporate Entertainment and Hospitality
- IMS Policy
- Business Continuity Policy
- Confidentiality Policy
- Corrective Action Policy
- Data Quality Policy
- Data Protection Policy
- Document and Records Management Policy
- Firewall Change Policy
- Information Governance Policy
- Information Security Policy
- Internal Audit Policy
- Maintenance Policy
- Management Review Policy
- Planning and Risk Management Policy
- Privacy Notice (part of Data Protection Policy)

Labour and Human Rights

We believe people are at the heart of our business and we work with our employees to maximise the potential of our workforce and understand the importance of a work-life balance. We strive to be an optimal employer to our employees, as well as a valued partner to our communities.

Our policies:

- Recruitment and Selection Policy.
- Training and Development Policy
- Mentoring and Coaching Policy.
- Recognition Policy
- Grievance Policy
- Performance Improvement Policy
- Equal Opportunities Policy
- Absence Policy
- Flexible Working Policy
- Health & Safety Policy
- Leadership, Training, Competence and Communication Policy
- Mobile Working Policy
- Reward Policy
- Workplace Wellbeing Policy
- Modern Slavery Policy
- Flexible Working Policy
- Induction Policy
- Managing Attendance Policy

Environment

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.

Our policies

- Sustainability and Carbon Offsetting Policy

Sustainable Procurement

We work towards sustainable procurement through the integration of the CSR principles into the Company's procurement processes and decisions alongside supplier diversity.

Our policies

- Supplier Diversity Policy
- Purchasing Policy
- Supplier Relationship Aspects Policy
- Equality and Diversity Policy
- Service Agreements

Global

KPI Dashboard

		2022 Baseline	2023	2024	2025
Labour and HR	Average hours of training provided per employee	36 hours			
	% female across the business'	61%			
	% ethnic diversity	24%			
	% <25 years old	17%			
	% <40 years old	74%			
	% > 50 years	13%			
	% ethnic senior staff (executive and senior management team)	11%			
	% female senior staff (executive and senior management team)	67%			
	% staff completing annual reviews	100%			
Environment	Scope 1: Direct (tonneCO ₂ e)	8.20			
	Scope 2: Indirect (tonneCO ₂ e)	9.94			
	Scope 3: Other Indirect (tonneCO ₂ e)	217.00			
	% renewable energy consumption	0%			
	Total electricity consumption in MWh	51.4			
	Total Business Travel (tonneCO ₂ e)	157.3			
Ethics	Percentage of employees trained on ethics	20%			
	Percentage of employees trained on information governance and data security	100%			
	Number of whistle blowing incidents	0			
	Number of confirmed corruption incidents	0			
	Number of confirmed information security incidents	0			
Sustainable procurement	Percentage of targeted suppliers with contracts that include clauses on environmental, labour, and human rights requirements	0%*			
	Percentage of targeted suppliers covered by a CSR assessment	76%**			
	Percentage of all buyers who received training on sustainable procurement	0			
	Percentage of audited/assessed suppliers engaged in corrective actions or capacity building	0			

* Introduced clause into the Service Agreements in Q2 2023

**remaining % covered by CSR assessment are small companies as our suppliers

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 Carbon Footprint

Committed to our goal to achieve net zero emissions in company operations by 2050, in alignment with the Paris Agreement’s preferred goal to limit global warming to 1.5°C

Commit to the SBTi to develop approved science-based targets in relevant scopes

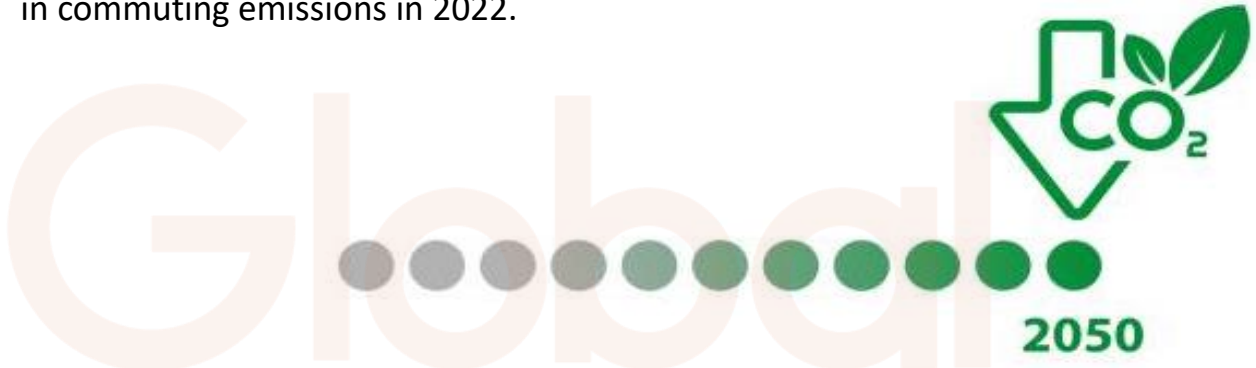
Energy & Emissions Management

We plan to register SBTis in Q2 2023 and work with our operations, suppliers, and customers to achieve our net zero and SBTi ambitions.

Our 2022 baseline has now been calculated and is presented in this report.

As part of this sustainability programme, in 2023 we will increase our data coverage across our sites defined by our operational control. This will give us a better understanding of our overall GHG footprint.

In 2022, we transitioned to a hybrid working model in July 2022 for the UK teams to reduce the number of miles commuting. We compared this the hybrid working commuting workforce to the 2019 workforce and we achieved a **46% reduction** in commuting emissions in 2022.



2023 Actions: Looking Forward Emissions Reduction Plan

Scope 1: Direct



Energy/Heat Generation at Company Facilities

Purchase of renewable gas guarantee of origin tariff



Company Vehicles

Transition the fleet vehicle to an electric vehicle before 2025



Purchased Electricity, Steam, Heat & Cooling

Scope 2: Indirect

Purchase of renewable energy guarantee of origin tariff

Scope 3: Other Indirect



Purchased Goods/Services

Transition all staff to laptops as they emit less emissions than PCs and are more efficient



Fuel/Energy Related

Updating office lighting systems to LED



Operational Waste

Work with the Council to have larger recycling bins for the offices to improve waste management.



Business Travel

Recruitment of staff in the area of where we provide services to primary care clinics to reduce business travel for office-based staff

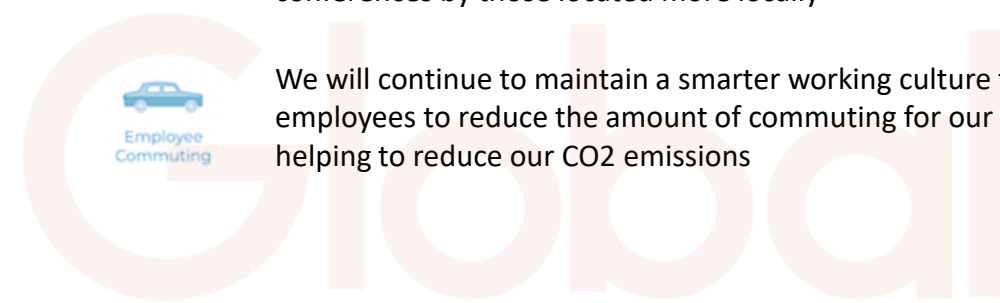
Evaluate and, where possible, adopt means of reducing business travel, including continued use of video conferencing, to achieve sustainable long-term reduction of emissions that will be reported annually

Reducing the need for long-haul flights, with employees located in UK, Singapore, Australia and USA enabling attendance at meetings and conferences by those located more locally



Employee Commuting

We will continue to maintain a smarter working culture for all employees to reduce the amount of commuting for our employees, helping to reduce our CO2 emissions



SOCIAL RESPOSNIBILITY

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.

Engagement & Wellbeing

In 2021 our People Plan (2021-2024) was rolled out and in 2022 the Workplace Wellbeing policy was implemented. In 2023 we will be rolling out a new benefits package after listening to our employees.

Here are some highlights of the OPC and OPRI teams collaborating and having some fun in 2022:

- World Walking challenge
- Charity bake sale
- Birthday celebrations
- Fika
- Conference dinners
- Summer BBQ





Our People Network 2022

OPC has seen an increase in its workforce in 2022.

99 employees work across our affiliated companies

61% Female workforce

33% Female representation on executive team

73% Female representation in the senior management team

24% Ethnic workforce

11% Ethnic workforce representation in the senior management team

13% >50 years old

100% employees had annual performance objectives set

31% Turnover rate (*average length of service in 2022 was 3.1 years*)

0.9% Sickness rate

Our Benefits

We are investing in creating a culture whereby all our employees feel respected and valued for their contribution. We believe that a diverse, passionate workforce is key to a successful business and recognise that such a culture drives excellence in both customer service and patient care. We are committed to building a strong culture and attracting and retaining the talented employees we need today and in the future.

We have listened to our staff and in 2023 new and improved benefits will be offered to our employees.

Improved:

Maternity and Paternity benefits
Pension contribution

New:

Health Cash plans
Long Service awards

Our Recognition

We are committed to creating a culture whereby all our employees feel fairly rewarded and recognised for their contribution. Beyond the recognition by the company through annual reviews and pay awards, our staff are peer reviewed, and an annual awards ceremony held to recognise value individuals bring to support colleagues.

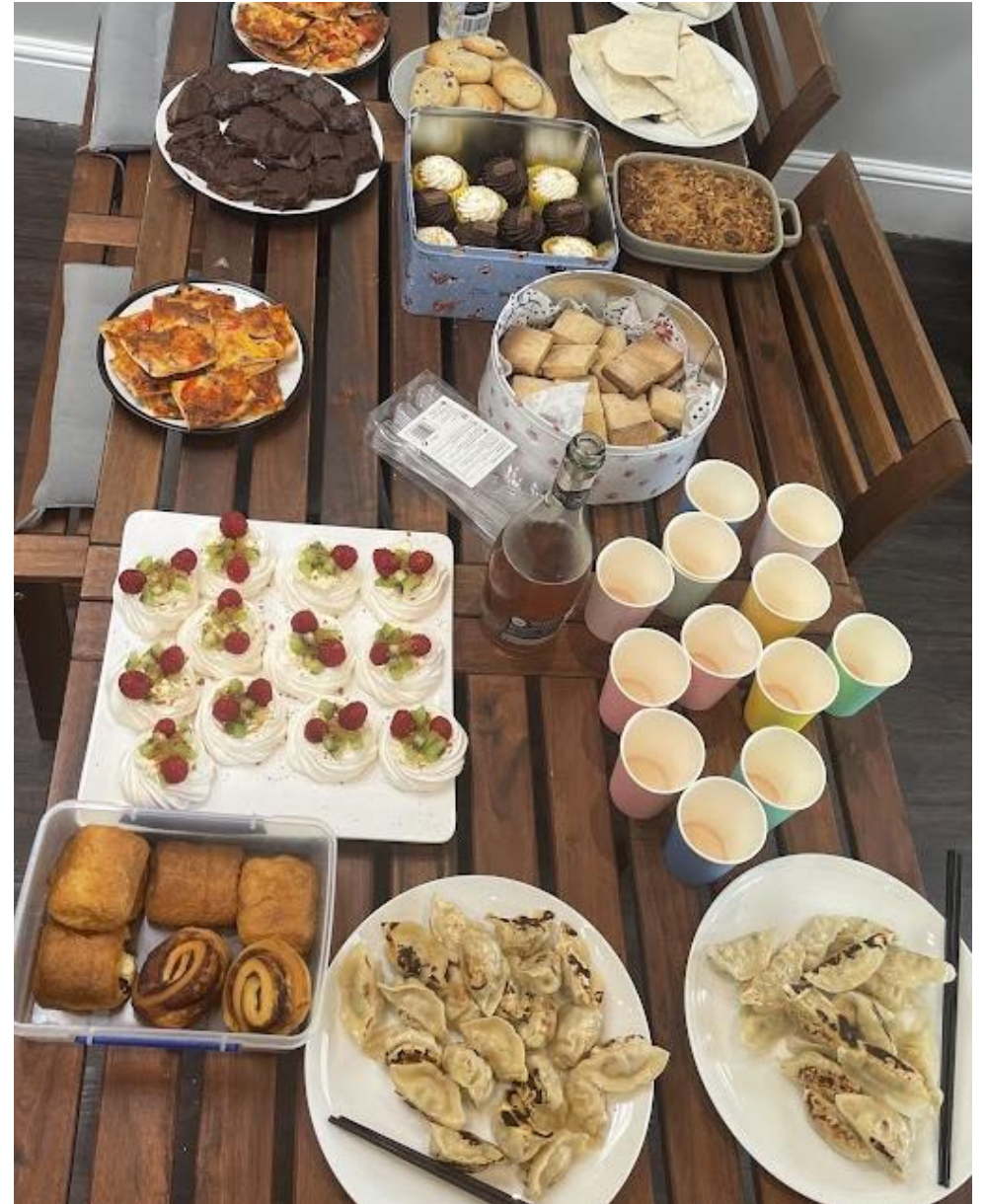




Our Support for our Communities and Charity

In 2022, Asthma and Lung UK was the charity supported by the employees and OPC.

The social committee organised a bake sale to raised donations for a colleague running the London Marathon for the charity.



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.

Corporate Governance

OPC's Board of Directors is responsible for the control and direction of OPC. The Board represents the affiliated companies, and the primary purpose is to build long-term value in the Health and Life Science sector.

Leadership and Risk Oversight

The Directors regularly review reports on various aspects of our business, including related risks and the strategies for addressing them. While the entire Board has overall responsibility for risk oversight, the Board has delegated responsibility for certain risks to its committee groups.

In 2023 OPC is establishing a Sustainability Advisory Group to oversee the management of risks related to our environmental, sustainability, and corporate social responsibility practices, including risks related to our operations and our supply chain. Executive oversight from the Commercial and Legal Director.

The People Committee oversees the management of risks related to succession planning, staff compensation programmes, as well as risks related to other people management matters, including workplace safety, culture, diversity, discrimination, and harassment. Executive oversight from the Commercial and Legal Director.

The Executive Committee oversees the management of risks related to our financial statements and financial reporting process, business continuity, and operational risks, the qualifications, independence, and performance of our independent auditors, the performance of our internal audit function, legal and regulatory matters, and our compliance policies and procedures. Executive oversight from the Commercial and Legal Director.

The Information Security Committee (ISMS) oversees the management of risks related to our data security and protection. It consists of representatives from each team across the companies with a delegated remit to design, implement and maintain a coherent set of policies, processes, and systems to manage risks to OPC's information assets.

Business Ethics

We value our reputation and are committed to maintaining the highest level of ethical standards in the conduct of its business affairs. We encourage and enforce strict adherence to local and international laws. Our range of policies outline the behaviour we expect from employees regarding potential ethical issues such as conflicts of interest, bribery and corruption, discrimination and harassment, and compliance.

Bribery and Corruption

OPC has zero tolerance for bribery and corruption in any form for any of our businesses. Our anti-bribery and corruption compliance program is supported by numerous policies, procedures, and other communications, and includes an outright prohibition on bribery of any kind. We have extensive controls relating to financial transactions, that identify, monitor, and evaluate risks to prevent, detect, and deter corruption.

Data Privacy

We understand that data privacy is key to our operations and key to maintain data using the 5 Safes Framework. Across all of our services, our principled approach to privacy begins with transparency, control, and security. We inform our stakeholders of our privacy and data security policies, practices, and technologies through our privacy notices. We are also enhancing our cybersecurity awareness by training our employees in ways to stay vigilant.

Data Privacy Oversight

The ISMS committee appointed in 2022 receives reports from management and reports to the Board at least annually on data protection and cybersecurity matters. This committee also reviews the measures implemented by OPC to identify and mitigate data protection and cybersecurity risks. OPC requires employees with access to information systems, to undertake data protection training and compliance programmes annually.

Whistleblowing

We provide secure and accessible channels where employees can raise concerns and report violations in confidence and without risk of reprisal. As described in our policy, employees can speak with anyone in their management chain or the HR when they have a question about the application of our code of conduct or when in doubt about how to properly act in a particular situation. We do not allow retaliation against an employee for reporting misconduct by others in good faith.

Information Governance

ISO

In April 2022, OPC was accredited with ISO27001 and ISO9001. This is an international assurance framework to demonstrate to our clients and the NHS that we have systems and processes in place to protect information systems and have an embedded quality management system.

DSP Toolkit

In June 2022, OPC submitted the DSPT and full suite of evidence for 85 performance measures to assess against the National Data Guardian's 10 data security standards. This is required annually because OPC has access to NHS patient data, and it provides assurance that we are practising good data security and that personal information is handled correctly. OPC will be submitting evidence in 2023 annual cycle for continuous accreditation.

Cyber Essentials

OPC undertook an initial audit of the state of readiness for Cyber Essentials and a plan is being developed to enable OPC to achieve full Cyber Essentials certification in 2023. The Cyber Essentials is a recognised accreditation that enables OPC to demonstrate we have the controls in place to mitigate the risk from common cyber threats. It is integrated and supports both DSP and ISO annual assessments.

Data Protection and Security Training

Sessions have been scheduled quarterly for all staff to attend and refresh knowledge across the business.



OPC

Global