



**Advancing  
diagnosis  
is advancing  
health**

## 1

**THE GROUP AND ITS CSR STRATEGY**

Presentation of Cerba HealthCare .....6

Our CSR strategy ..... 12

## 2

**CONTRIBUTING TO THE HEALTH OF ALL .....15**

Maintain a high quality of diagnostics ..... 16

Development of new tests ..... 17

Improve access to our products and services .... 18

Strengthen our expertise ..... 20

Develop solidarity ..... 21

## 3

**DEVELOPING HUMAN CAPITAL .....23**

Develop skills and employability ..... 24

Promote quality of life at work ..... 26

Develop parity, the diversity of our teams  
and fight against all forms of discrimination ..... 28

## 4

**REDUCE THE ENVIRONMENTAL IMPACT  
OF OUR OPERATIONS .....31**

Ensure climate conservation ..... 32

Reduce the impact and generation of waste ..... 35

Our sustainability plan ..... 36

Reduce water consumption and pollution ..... 37

## 5

**PROMOTE EXEMPLARY BUSINESS ETHICS .. 39**Protect the personal data of patients  
and employees ..... 40

Prevent the risk of corruption ..... 42

Prevent risks caused by third parties ..... 43

# EDITORIAL

At Cerba HealthCare, we are convinced that clinical pathology is the key to not only offering more personalised and effective treatments, but also to moving towards a more preventive health system.

The nature of our mission - improving health through medical diagnosis - reflects a requirement that engages each of us within the Group. As a healthcare player, the company's social responsibility - CSR - is inherent to our business and our concerns are naturally human-oriented.

Within the Group, many initiatives which symbolise our approach to responsibilities were born well before we imagined that they would find a legitimate place in a CSR report! For example, for more than 20 years, we have been investing in the training of our employees and the medical community, and in 2016 the group founded the 1st corporate university in the world, specialising in clinical pathology.

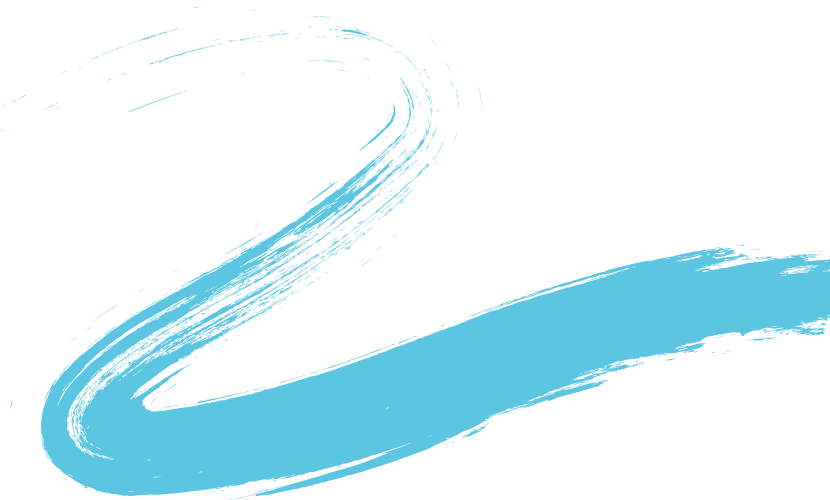
With the creation in 2015 of Institut Cerba, our endowment fund, Cerba was equipped with a tool to promote and develop community-based healthcare projects around the world that make it possible to promote its many employees involved in civic actions and to support associations.

Finally, the Group's values are the natural foundation of our CSR approach: excellence, commitment, boldness and respect.

We are fortunate to be able to devote ourselves to a mission of common good. This opportunity is also a responsibility that obliges us, and I am proud, on behalf of the Group, to see the commitment of our 15,000 employees being extended to this CSR approach.

**Catherine Courboillet**

Chairwoman of Cerba HealthCare





# 1.

## THE GROUP AND ITS CSR STRATEGY

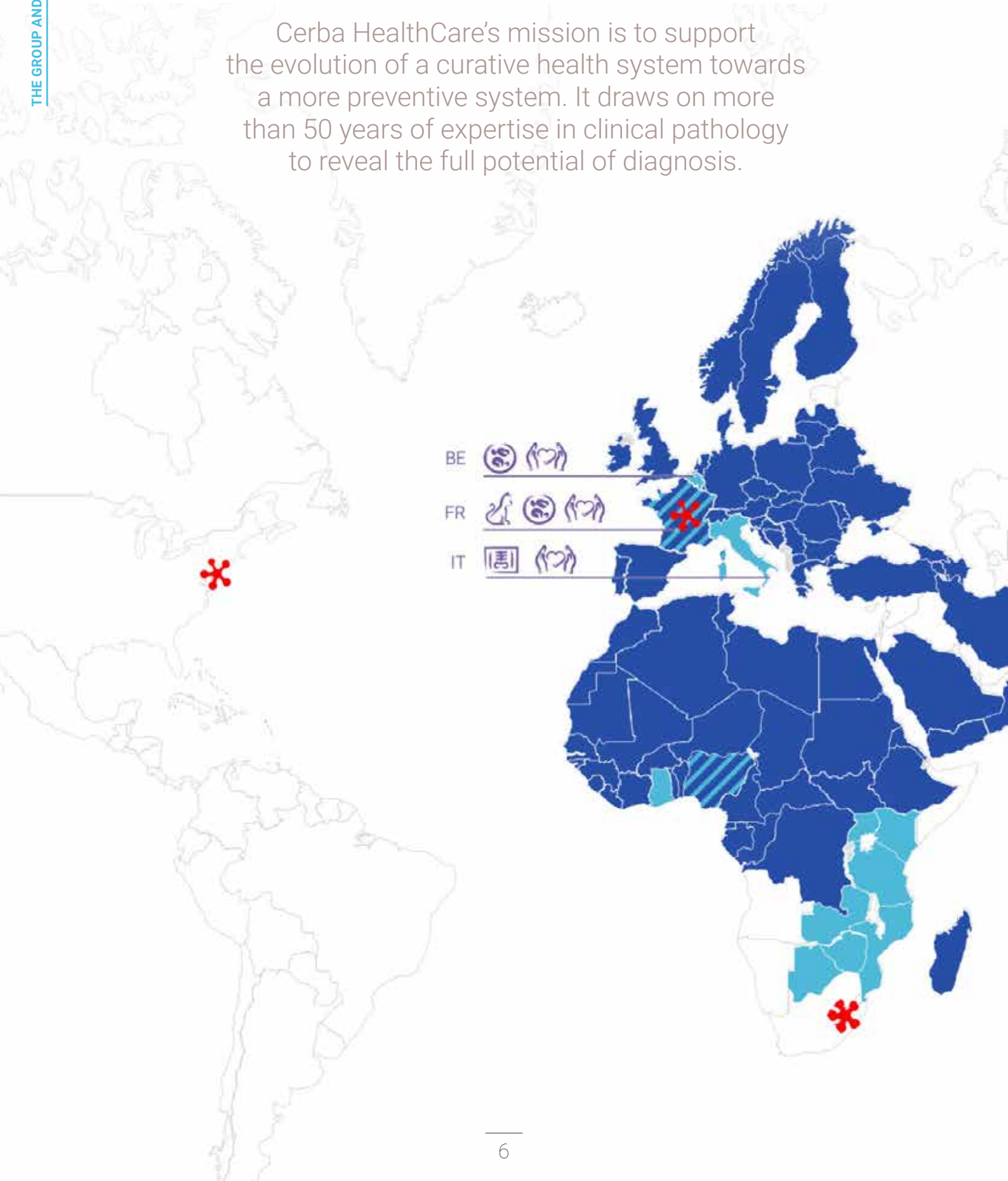


*"For a Group whose purpose is of clear social interest, the integration of CSR issues into its strategy and its business lines is natural. The CSR Department's role is to guide and support the company in an ever more ambitious trajectory."*

**Valéria Maio**, Group CSR Director

# PRESENTATION OF CERBA HEALTHCARE

Cerba HealthCare's mission is to support the evolution of a curative health system towards a more preventive system. It draws on more than 50 years of expertise in clinical pathology to reveal the full potential of diagnosis.





Veterinary clinical pathology



Medical imaging



Anatomico-cytopathology



Preventive testing



Clinical pathology for clinical trials



Specialised clinical pathology



Routine clinical pathology



Specialised and routine clinical pathology



## Our group in figures

130  
technical facilities

1,140  
laboratories

+2,500  
types of tests

+250,000  
tests performed every day

2.1  
billion in turnover

1,000  
scientific publications to date

45  
million patients

14,480  
staff

46  
nationalities

## A STRATEGY FOR BUSINESS DIVERSIFICATION AND GEOGRAPHIC EXPANSION

Laboratoire Cerba, the origins of the Cerba HealthCare Group, was established in 1967. Performing clinical pathology services on behalf of other public and

private laboratories across the globe, it has rapidly become a global reference in specialised clinical pathology. 2007 marks the beginning of the diversification of the Group's activities and geographical position.





# KEY DIAGNOSTIC EXPERTISE THROUGHOUT THE MEDICAL JOURNEY

	ENTITIES	DESCRIPTION	
<b>SPECIALISED CLINICAL PATHOLOGY</b>	<p><b>Laboratoire Cerba</b> Reference laboratory performing specialised tests, working on behalf of private and public medical pathology laboratories, healthcare establishments, healthcare professionals and public institutions, in more than 50 countries</p>	<b>40,000 tests per day</b>	<b>650 employees</b>
<b>LOCAL CLINICAL PATHOLOGY SERVICES</b>	<p><b>Cerballiance</b> Network for Metropolitan France and Réunion</p>	<b>700 local laboratories</b>	<b>7,000 employees</b>
	<p><b>CRI, LBS, Ketterthill</b> Network for Belgium and Luxembourg</p>	<b>59 laboratories</b>	<b>800 employees</b>
		<b>4 technical facilities</b>	
	<p><b>Cerba HealthCare Italia</b> Network for Italy</p>	<b>360 laboratories</b>	<b>3,000 employees</b>
	<p><b>Cerba Lancet Africa</b> Network in 13 African countries</p>	<b>+100 laboratories</b>	<b>1,600 employees</b>
<b>CLINICAL PATHOLOGY FOR CLINICAL TRIALS</b>	<p><b>Cerba Research Presence on 5 continents</b> Cerba Research provides the pharmaceutical industry with expertise in clinical pathology for clinical trials and diagnostics by managing patient recruitment, analysis, transport and storage of samples.</p>	<b>4 technical facilities</b>	<b>1,000 employees</b>
<b>VETERINARY CLINICAL PATHOLOGY</b>	<p><b>Cerba Vet and Antagène France</b> Covering all veterinary pathology specialities, anatomical pathology and genetic tests, on behalf of veterinary clinics.</p>	<b>2 technical facilities</b>	<b>60 employees</b>
<b>MEDICAL IMAGING</b>	In addition to clinical and clinical pathology tests, Cerba HealthCare Italia provides medical imaging, used to diagnose many diseases.	<b>7 radiology centres</b>	
<b>ANATOMICAL PATHOLOGY AND CYTOLOGY</b>	<p><b>Cerba Path</b> Develops and performs the most innovative personalised medical tests every day and evaluates the therapeutic success of the treatments recommended for patients with cancer.</p>	<b>5 technical facilities (France and Belgium)</b>	<b>200 employees including 40 expert physicians</b>

# A BUSINESS MODEL SERVING OUR MISSION:

Advancing diagnosis  
is advancing health

## HUMAN RESOURCES

**14,480 employees** from  
**46 different nationalities**,  
including **around 80 % women**

## TERRITORIAL ANCHORAGE

**1,140 local laboratories**  
worldwide

## INNOVATION

Incubation of start-ups and  
public/private partnerships

## ANCHORAGE IN SCIENTIFIC COMMUNITIES

Regular partnerships  
with universities

## SHARE OWNERSHIP

**+600 shareholder employees**  
(managers and pathologists)

## NATURAL CAPITAL

**58,979 MWh** of energy  
consumed



6 areas of diagnostic  
expertise covering  
the entire value chain...

SPECIALISED CLINICAL  
PATHOLOGY

ROUTINE CLINICAL PATHOLOGY

CENTRAL LAB TESTING FOR  
CLINICAL TRIALS AND DIAGNOSTICS

VETERINARY CLINICAL PATHOLOGY

MEDICAL IMAGING

ANATOMICAL PATHOLOGY  
AND CYTOLOGY

**To fulfil its mission, the company incorporates the necessary technologies to:**

1. Contribute to more predictive medicine, target and adapt therapies for better patient care.

2. Support the pharmaceutical industry, CROs (Contract Research Organisations) and biotechnology companies in the development of their medicines.



This expertise involves a large number of techniques and know-how...

- Cytogenetics
- Molecular genetics
- Biochemistry
- Microbiology
- Imaging
- Fluid and tissue analysis



...and meets the needs of patients and the medical community.

- Oncology
- Haematology
- Gynaecology
- Immunology
- Virology
- Urology
- Fertility
- Dermatology
- Pulmonology
- ENT

#### FINANCIAL RESULTS

€2.1 billion in turnover

#### HEALTH IMPACT

Catalogue of **+2,500 tests**  
**45 million patients**

Key player in COVID-19 screening

#### HUMAN IMPACT

**60 % of employees trained**,  
voluntary turnover of 11.5 %,  
93 % of employees covered  
by a profit-sharing agreement

#### SOLIDARITY

**around twenty projects**  
supported by Institut Cerba

#### ENVIRONMENTAL IMPACTS

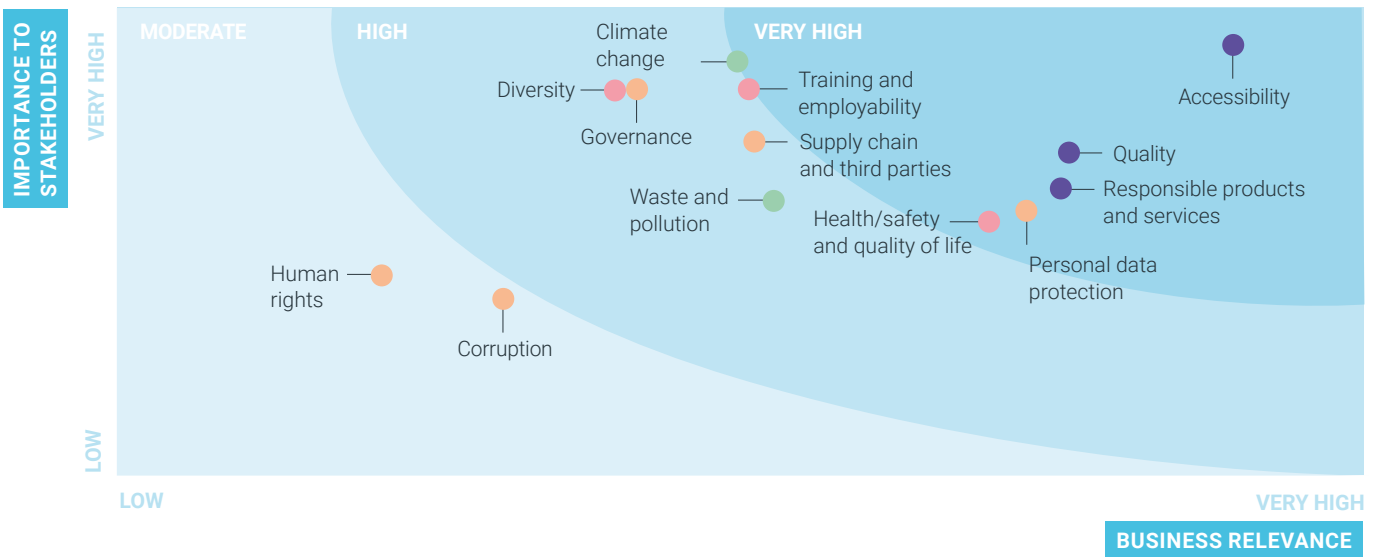
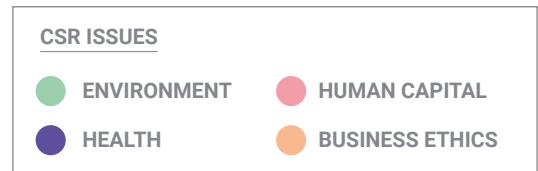
**690 Kt** CO<sub>2</sub> eq Greenhouse  
Gas Emissions

# OUR CSR STRATEGY

In 2022, the Group defined a CSR strategy aimed at setting objectives for its most important issues and a governance structure to manage it.

## THE MAIN CSR ISSUES FOR THE GROUP

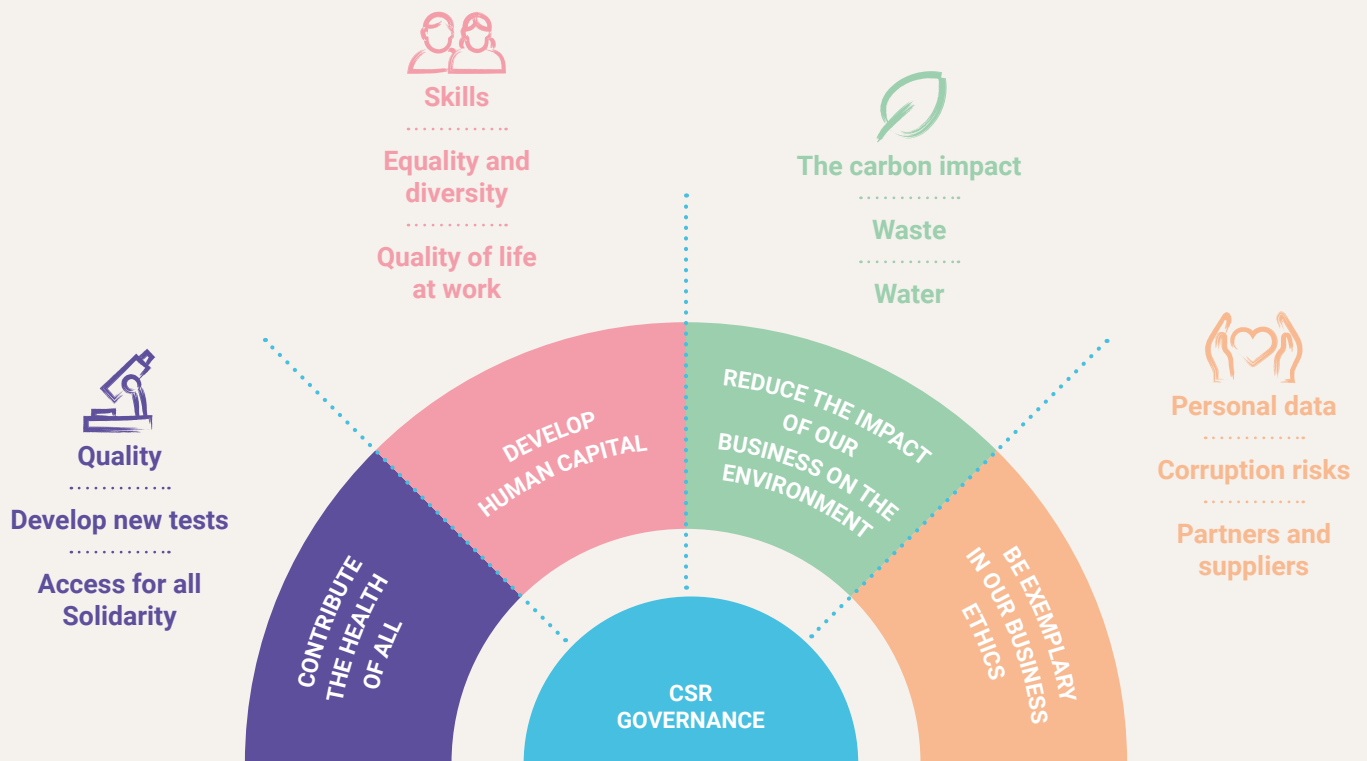
The Group conducted a materiality analysis to identify and classify its CSR issues according to their impact on our business and our stakeholders. The issues resulting from this analysis were grouped into 4 themes defining our CSR pillars: health, human capital, the environment and business ethics.



Unsurprisingly, health issues and protection of personal data appear to be strategic for the company.

Furthermore, despite the company's moderate exposure to the risks of human rights violation and corruption risks, Cerba HealthCare addresses these subjects with the utmost rigour (see Business Ethics chapter).

Cerba HealthCare's **CSR strategy** is based on 4 main pillars with objectives, a roadmap and governance.



**CSR INTEGRATED AT THE HIGHEST LEVEL OF THE COMPANY**

The CSR Department's attachment to the Group's CEO, its participation in the Group's Management Committee and the creation of a CSR working group at the level of the Board of Directors testify to the strong desire to integrate CSR at the highest level, in all countries and business lines.

CSR priorities for the years 2022-2023 were defined by the Group's Management Committee for each of the 4 CSR pillars through a workshop led by the CSR Department and CSR experts.

The objectives and associated roadmaps are managed by dedicated steering committees.

*"In order for all countries to integrate and translate the Group's CSR approach into concrete actions, a CSR roadmap has been defined for each member of the Group's Management Committee. The CSR Department reports every 2 months on the progress of projects, to the Group's Management Committee and to the Board of Directors."*

**ENVIRONMENT COMMITTEE**  
LAUNCHED IN 2022

**SOCIAL COMMITTEE**  
LAUNCHED IN 2022

**ETHICS COMMITTEE**  
LAUNCHED IN 2022

**HEALTH COMMITTEE**  
LAUNCH IN 2023



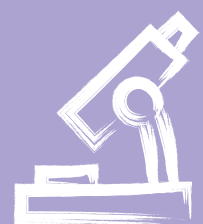
# 2.

## CONTRIBUTING TO THE HEALTH OF ALL



*"Our mission and our different areas of expertise converge towards high-quality diagnostic care. This must contribute to putting the patient at the centre of the care pathway and help them become an informed player in their own health."*

**Michel Sala**, Medical Director of Cerballiance



# MAINTAIN A HIGH QUALITY OF DIAGNOSTICS

.....

Cerba HealthCare Group  
places continuous improvement  
at the heart of its Quality approach.

All of our employees work to maintain the highest quality of service, with the following main missions:

- Perform the role of the clinical pathologist from the sampling to the delivery of the validated and interpreted result;
- To produce an accurate result within an appropriate time frame, in line with the specific clinical situation of each case treated;
- Satisfy our various stakeholders, including patients, prescribers, clinicians, healthcare facilities, private practice nurses, pharmacies, the pharmaceutical industry, biotechs, NGOs and our subcontractors.

France is the world's most regulated country in the field of clinical pathology, governed by the French Public Health Code. We must comply with the competence and quality management requirements of the NF EN ISO 15189 standard. Our laboratories are accredited\* by the French Accreditation Committee

(COFRAC), enabling the same level of reliability to be recognised. Similarly, all our sites in Africa, Belgium and Luxembourg are ISO 15189 accredited. In Italy, we are carrying out voluntary accreditation measures to align quality practices across all our entities.

In 1998, Cerba was the first laboratory to be accredited and in 2021 it became a reference pathology laboratory.

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\* All Cerballiance laboratories are accredited in clinical pathology according to the NF EN ISO 15189 standard. The list of sites and scopes is available at [www.cofrac.fr](http://www.cofrac.fr)

*"In 1998, Cerba became the first private laboratory in France."*

## The 3 main areas of the Group's quality policy

- The trust of our patients, prescribers, partners and correspondents;
- The safety of patients and our staff;
- Harmonisation of practices and methods within our various laboratories.





# DEVELOPMENT OF NEW TESTS

At the heart of health issues,  
clinical pathology supports the revolution  
in precision medicine  
by developing new tests that enable  
the best care of all patients.

## FACILITATING ACCESS TO THE DIAGNOSIS OF RARE DISEASES

Cerba HealthCare, in partnership with METAFORA biosystems and AP-HP, presented the results of the validation study of the non-invasive diagnostic test for De Vivo, a rare, disabling, unrecognised and undiagnosed metabolic disease. The robustness of this test has been demonstrated, which will allow for the deployment and better diagnosis of this disease.

## DEVELOP GLOBAL CENTRES OF EXCELLENCE

Cerba Research has developed a strategic partnership with ACT Genomics to create a centre of excellence in immuno-oncology in Taiwan, known as CerbACT Asia. This centre will offer new perspectives to customers in the biotech and pharmaceutical industry around the world and improve patient outcomes at all phases of clinical trials.

## The innovations that marked the pandemic

- PCR technique
- quantitative serology tests
- high-speed sequencing
- drives

## During the health crisis due to the COVID-19 pandemic, **clinical pathology was under the spotlight.**

In 2019, clinical pathology laboratories were particularly active to cope with the influx of patients requesting PCR (Polymerase Chain Reaction) tests. At the heart of the territories and as close as possible to the public, private clinical pathology laboratories have played a pivotal role in the implementation of the government's public health policy. The laboratories continuously adapted to meet the needs of the population, with, for example, the implementation of the first COVID-19 screening "drive" in 2020.

Cerba HealthCare provided the medical community and patients with a new quantitative serology test for SARS-CoV-2. This tool made it possible to measure the intensity of an individual's immune response, both during SARS-CoV-2 infection and also after COVID-19 vaccination.

Laboratoire Cerba's expertise has also been recognised: Since October 2021, Cerba has been one of the 4 private laboratories selected by the French Public Health Agency to perform SARS-CoV-2 virus sequencing for epidemiological surveillance. The technical team and the infectiology department carry out up to 1,000 sequences per week for epidemiological monitoring of variants on a national level. Cerba detected the first case of the omicron variant in December via a sample taken from a patient who arrived at Roissy Charles de Gaulle Airport.

# IMPROVE ACCESS TO OUR PRODUCTS AND SERVICES

Our activities are based on ensuring  
universal access to diagnostics  
to protect the health of populations.

Our strong footprint and our service offering  
enable us to provide the most appropriate care to  
the largest number of people.

## **Africa:** deployment of our strategy for greater access to care

Cerba Lancet Africa's 1,600 employees support the evolution of the diagnostic offer towards better access and quality for the African population which is the fastest growing in the world. Therefore, access to care and the quality of the diagnostic offer are at the heart of our model in Africa.

This strategy is based on three main areas:

- Develop an optimal territorial network in terms of the economic, logistical and operational characteristics of each region;
- Adapt our pricing solution for patients who do not benefit from a comprehensive social security system;
- Offer a comprehensive diagnostic offer that meets the needs of the patient by developing an integrated offer of diagnostic centres (laboratories, medical imaging, general medicine).

## **ADAPT TO REIMBURSEMENT CONDITIONS IN COUNTRIES**

Healthcare reimbursement practices and regulations differ from country to country. For example, in France, Belgium and Luxembourg, services are financed by Social Security and mutual insurance. In other countries, particularly outside Europe, the terms and conditions for reimbursement of benefits do not include full social coverage.

This ongoing quest for the access of diagnostic tools to as many people as possible leads us to working tirelessly on the efficiency of our supply chain and to maintain a close relationship with the Authorities in order to offer the best possible solutions, particularly in terms of price.

Particularly in Africa, but also in Italy, we focus on developing a diagnostic centre model that allows patients to have access to imaging and clinical pathology services in the same place.

## **WELCOME ALL PATIENT PROFILES IN THE BEST CONDITIONS**

We are constantly innovating to provide our patients with a more human pathology service offer. By adapting to each individual (anxious patients, obese patients, children, pregnant women, etc.) we facilitate everyone's access to health.

- **Cerba Zen:** a virtual reality headset for a soothing immersive experience to reduce patient stress.
- **Cerba Kids:** a digital and sensory experience. The support tools put in place allow better care for children and their families.

Cerba Zen, to escape and reduce anxiety thanks to a virtual reality headset.



- **Cerba Mam:** a guide and a course dedicated to pregnancy biology.

To combat medical desertification, we have flagged the patient journey and improved the management of the booking system to facilitate access to gynaecology services in terms of the nearest site and the fastest time slot available.

Locally, we are conducting other important initiatives to support the universal welcome and proper treatment of our patients. In Africa, we have partnered with an association that helps women without fixed homes to undergo their examinations with a suitable pathway. In addition, we are working in favour of self-sampling to remove existing cultural, psychological and religious obstacles to carrying out certain examinations (gynaecological tests, uterine cancer screening).

## GETTING CLOSER TO OUR PATIENTS THROUGH INNOVATIVE SERVICES

The "**Cerba and you**" service allows patients and doctors to contact a pathologist outside the laboratory opening hours. We also encourage patients to be cared for at home when this is necessary (difficulty in travelling, frail patients undergoing chemotherapy or hospitalised at home, rural areas, etc.). For example, we take samples ourselves from patients at their homes or organise test collection rounds in rural areas in partnership with local medical teams. We also take samples at establishments such as nursing homes. In addition, the Group is deploying solutions and organisations to help develop decentralised clinical trials, enabling greater patient comfort and better access for patients to new therapies. In Africa and France, we have set up Point of Care

Tests (POCT). These "delocalised mini-laboratories" make it possible to make quality diagnoses in a few minutes, including in areas that are not easily accessible or poorly equipped.

The **clinical facility** makes it possible to collect information on the patient's state of health from the patient. This information is sent to the technician who can adapt their care as close as possible to the specific needs of the patient and their medical history. **It will enable the pathologist to refine the diagnosis or advice given when validating the results.** In the context of research protocols, this system may also promote clinical trials by facilitating patient access to cohort.

## Innovation and mobility to better fight tuberculosis

To help effectively combat the scourge of tuberculosis in Africa, Cerba HealthCare's virtual incubator has hosted the EpiLAB project, which is developing a POCT solution, a portable testing solution to expand the TB screening capacity in remote areas while maintaining the advantage of the validation of the patient's result and management by a clinical pathologist.



## STRENGTHEN OUR EXPERTISE

In 2021, the Group acquired Viroclinics-DDL, a CRO\* specialising in virology and immunology, thereby strengthening its expertise and activity in clinical trials.

Viroclinics-DDL, which employs more than 390 scientists and experts, offers a wide variety of virology services in the areas of non-clinical and clinical trials, clinical diagnostics, trial development and logistics, thereby supporting the development of antivirals, vaccines and other therapies.

Based in the Netherlands, Viroclinics-DDL brings unrivalled scientific expertise in virology, its core business, covering the entire drug development process, from preclinical to market authorisation, with unique capabilities and experience in highly pathogenic viruses.

With its global network of 38 laboratories, Viroclinics-DDL is able to manage large multinational clinical trials. Its competence in logistics is also a crucial element in ensuring the rapid and safe transport of sensitive virology samples.

This activity illustrates the Group's geographic diversification and expertise and supports an integrated vision of diagnosis.

*The acquisition of Viroclinics-DDL is fully in line with Cerba HealthCare's strategy to strengthen its position across the entire diagnostic value chain and clinical trial services, while providing the best services for patients, the medical community and healthcare stakeholders.*

**Mario Papillon**, CEO Cerba Research

\*Contract Research Organisation

# DEVELOP SOLIDARITY

Since 2015, our Institut Cerba endowment fund has been working to promote and develop solidarity-based health actions in France and around the world, alongside associations.

## **THREE PILLARS OF ACTION PROMOTING SUPPORTIVE AND RESPONSIBLE CLINICAL PATHOLOGY**

### **Engaging our employees**

Launched in 2019, a call for proposals is issued each year to all Group employees, enabling 5 to 10 winners to obtain a grant of €2,000. In 2021, a dozen projects were funded in Africa on a variety of topics such as hygiene, access to water, infection control or help for children in precarious situations.

Examples of projects supported:

- fight against menstrual precariousness in Africa
- support for women with cancer
- support for premature babies

### **Continue partnerships with NGOs and field associations**

Institut Cerba is committed to a sponsorship of €300,000 over 3 years with the African Medical Research Foundation (AMREF), the leading African public health NGO. In particular, the initiative supports an e-learning training programme for midwives called "stand-up for African mothers" to combat the high mortality rate of women during pregnancy and childbirth. This programme, recognised by the local Ministries of Health, has already trained 15,000 midwives in Senegal and Côte d'Ivoire.

In addition, Institut Cerba supports various associations carrying out health-related projects, including:

- The Clé des Champs association which promotes animal interaction with the elderly or those in fragile or dependent situations;

- The Collège National des Sage-Femmes de France (CNSF) [French National College of Midwives];
- Act for Women's Health in the prevention of infections, by promoting human papillomavirus (HPV) self-sampling.

### **Support research and innovation**

Institut Cerba works hand in hand with the University of Aix-Marseille to reward students who are reflecting on the biology of tomorrow. Thus, Institut Cerba participates every year in the "Pharmassilia" event, which rewards the best theses produced by students. In 2021, the event lauded eight students for the quality of their research.

## **The Cerba Institute's missions**

- Inform healthcare professionals;
- Support and promote innovation and research;
- Enable everyone, and in particular the most fragile, to have access to high-quality clinical pathology.



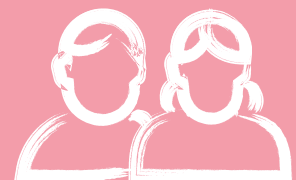
# 3.

## DEVELOP HUMAN CAPITAL



*"With the belief that our human capital is our main asset, we are pursuing an ambitious policy of increasing the skills of the Group's employees and providing them with the necessary framework for their professional development, while ensuring that all forms of discrimination are addressed."*

**Lionelle Mazoyer**, Group Human Resources Director



# DEVELOP SKILLS AND EMPLOYABILITY

We want to offer our employees the opportunity to be the driving force behind their personal development and professional projects.

## PASSING ON KNOWLEDGE AND SUPPORT AT THE HEART OF HR ISSUES

At Cerba HealthCare, employees are the key to our success. The Group's core activity is knowledge-based, and Cerba HealthCare has always invested in the training and skills of its employees. We have a continuous training policy adapted to the various professions of our employees throughout their career. In connection with this issue of passing on knowledge, our efforts also focus on career development and therefore succession.

### This strategy takes several forms:

#### Partnerships with schools

In 2012, with EMLyon, we set up the "Bio-Managers" course, enabling current and future Group managers to enhance their skills in managing a department or business unit.

Some forty employees benefited from this programme, the sixth of which will be launched in 2023. They benefit from more than 30 days of training and have a project to defend at the end of the cycle.

In 2018, together with the IESEG et Centrale Lyon, the "Operational Manager" course was launched: designed to strengthen the Lean Management skills of our technical teams. The programme has already hosted 2 classes, including 1 for our teams on the African continent.

#### Corporate University

Since 2017, we have developed tailor-made training modules linked to our strategy: employees have access to around fifty modules directly related to the Group's challenges.

#### Medical training

In 2021, we strengthened the medical training offer. In France, 12 employees with a variety of profiles - pathologists, technicians and nurses - were brought together during a "trainathon" to produce the content of new medical training courses for the Group's French-speaking employees. This educational tool will soon be exported to Africa.

#### Mobility

In order to more easily fill vacant positions and to ensure the versatility of its employees, the Group also focuses its efforts on internal mobility initiatives. In 2021, 80 employees benefited from internal mobility programmes in France or internationally.

#### MyHR

Since 2020, the Group has been equipped with an HR Information System (HR IS) which brings together all the modules necessary for the management, automation and organisation of HR processes in the Group. With MyHR, we go further by deploying the Recruitment, Career Management and Training modules. This means that all our managers have all the modules at their disposal to better manage, support and develop their teams.

## Our **training** indicators in 2021

0.49 %

of the payroll dedicated to training (Group)

60 %

of employees have received training (Group)





*"Human capital is Cerba HealthCare's main asset. Ensuring the development of skills and employee commitment is key to the company."*



#### OUR EMPLOYEES IN FIGURES

**14,480**  
Total workforce (Group)

**13,885**  
Average workforce (Group)

**9 %**  
Executives (France)

**83 %**  
Women (France)

**11,616**  
Employees on open-ended contracts  
(Group)

**2,280**  
Employees on fixed-term contracts  
(Group)

**216**  
Work/study trainees (France)

# PROMOTING HEALTH AND QUALITY OF LIFE AT WORK

Committed to the well-being of our employees, we are working to continuously improve working conditions at our various sites.

## Our indicators

6.16 %  
absenteeism rate (France)

11.4 %  
voluntary turnover (Group)

Turnover "all reasons" increased from 22.6% in 2019 to 53.8% in 2021. This significant increase is due to the extensive use of short contracts to deal with the pandemic.

## HEALTH AND SAFETY: A PRIORITY

In addition to the actions taken to avoid any risk associated with the handling of chemicals on technical platforms, the Group acts to guarantee the health and safety of the teams in the exercise of their profession. With regard to musculoskeletal risks, we have trained our teams in the ergonomics of workstations, and offered osteopathy sessions in some of the Group's entities.

As for psychosocial risks, all of our HR teams have been trained by the Santé Mentale France association (French Mental Health Association).

Our teams in direct contact with patients have seen their daily lives particularly affected by the COVID-19 pandemic, both in terms of workload and pressure. We have therefore put in place new measures to ensure crisis management and its impact on our employees, thanks to the psychological support offered to all teams.



## PROMOTING QUALITY OF LIFE AT WORK

In order to preserve the work-life balance, the Group has put in place an agreement allowing employees to work remotely up to two days a week. This agreement is adapted to the specificities of the businesses and entities.

The Group has also reaffirmed its desire to protect employees by emphasising the need to respect everyone's working hours, including a reminder of the right to disconnect.

Finally, the Group's entities have a local action plan to promote quality of life at work. To identify the actions to be taken, the Cerba Spécialité entity relies on an annual survey among all its employees.

*"The attention paid to the demands of our employees and the challenges of retaining talent have led us to accelerate the implementation of more flexible working methods that are closer to their needs."*

## In 2022, the Group obtained the **Happy Trainees** label

**With a score of 3.92/5, this label rewards the investment of our mentors who support work-study students and trainees within their teams on a daily basis.**

**In particular, they praise us for:**

- the possibility of career development (83.6%);
- our stimulating environment (80 %);
- the quality of our management (78.5 %);
- and the pride they take in their experience within the Group (77.4 %).



## DEVELOP PARITY, THE DIVERSITY OF OUR TEAMS AND FIGHT AGAINST ALL FORMS OF DISCRIMINATION

.....

Cerba HealthCare has a history of promoting a culture of inclusion and diversity within its teams. In 2022, the Group committed to achieving gender equality among its "management committees" by 2026.

### OUR COMMITMENT THROUGH THE DIVERSITY CHARTER

.....

The signature of the Diversity Charter embodies Cerba Spécialité's commitment. Structured around 6 articles, it guides the company in the deployment of concrete actions Beyond Human Resources management,

diversity permeates all the company's activities by involving all its employees and partners. By making inclusive management that respects individual differences a lever for cohesion and well-being at work, diversity is a source of economic and social performance.



#### The commitments set out in the charter:

- Raise awareness and train our managers and employees on the issues of non-discrimination and diversity.
- Promote the application of the principle of non-discrimination in all its forms in management and decision-making.
- Promote the diversity of French society in its cultural, ethnic and social aspects at all levels of responsibility.
- Communicate our commitment to all our employees as well as our customers, partners and suppliers.
- Make the development and implementation of diversity policy an object of social dialogue with staff representatives.
- Regularly assess progress made.

### Our equity indicators

83 %  
women in the total workforce

42 %  
women in the management committee population (190 people)

59 %  
women among executives

77 %  
women among 2021 recruitments

83/100  
index of professional equality between men and women

### Cerba Lancet Africa: equal opportunities and communities

At Cerba Lancet Africa, an equal opportunities committee has been set up. This committee deals with the issues of representation of the various communities, ethnic groups, tribes, genders and generations. A member of this committee is present at each new recruitment to ensure the integrity of the process. A whistleblowing line has also been set up to identify cases of discrimination and to avoid the practice of community favouritism.



# 4.

## REDUCE THE ENVIRONMENTAL IMPACT OF OUR OPERATIONS



*"As a major player in the prevention and preservation of people's health, we are naturally and fully mobilised to help combat global warming and in the fight against producing waste and pollution."*

**Oussama Kiti**, Group Operations Director



# ENSURE CLIMATE CONSERVATION

With the completion of the Group's carbon footprint in 2021 and our ambitious goal of aligning with the Paris Climate Agreement, we are embarking on a transformation process across all our activities.

## A CARBON EMISSION TRAJECTORY ALIGNED WITH THE PARIS CLIMATE AGREEMENT

Using the SBTi methodology, the Group has calculated the objectives associated with compliance with the carbon emission trajectory defined by the Paris Climate Agreement.

These objectives are as follows:

- 42 % reduction in CO2 emissions for scopes 1 and 2 in 2030 vs 2021
- 25 % reduction in CO2 emissions for scope 3 in 2030 vs 2021



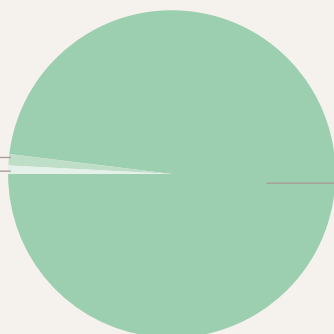


## Group Carbon Footprint 2021

Total: 689,105 tCO<sub>2</sub>

1 %  
Scope 1  
7,730 tCO<sub>2</sub>

1 %  
Scope 2  
4,091 tCO<sub>2</sub>



98 %  
Scope 3  
677,284 tCO<sub>2</sub>

87 % Purchase of goods and services	2 % Employee travel
5 % Purchase of capital equipment	2 % Waste generated during operations
3 % Upstream transport and distribution	0.5 % Fuel and energy related activities
	0.5 % Business trips

**Scopes 1 and 2** represent our most direct emissions: our energy consumption

**Scope 3** represents our indirect emissions, including our purchases of goods and services or the management of our waste.

*In 2021, 55.2% of the electricity purchased by the Group was renewable.*

### The priorities of the environmental road map

In 2022, an environmental road map was defined based on 8 priorities to meet our carbon objective.

.....  
Make the energy consumed greener  
.....

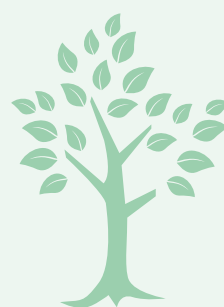
.....  
Optimise our energy consumption  
.....

.....  
Improve waste sorting and recycling  
.....

.....  
Make our fleet of vehicles greener  
.....

.....  
Improve round optimisation  
.....

.....  
Train our employees in eco-driving  
.....



.....  
Integrate environmental challenges into our calls for tenders and our contracts with suppliers.  
.....

.....  
Raise employee awareness  
.....

## EcoVadis Silver Medal for Viroclinics, our entity specialised in clinical trials for virology and immunology.



Our teams in the Netherlands, within the Viroclinics entity, are committed to an extensive and recognised CSR approach. In 2021, 286 of the 370 employees in the entity were trained on Viroclinics' environmental policy, with a target of 100 % employees trained by the end of 2022.

In addition, a CSR team of 6 people works in the various departments, which allows for a good integration of the subject.

Our CSR performance is recognised by EcoVadis, which has issued a silver medal, placing Viroclinics among the top 25 % of best-performing companies.

### SPECIFIC ENERGY CONSTRAINTS

From a regulatory point of view, the Group must comply with a set of safety standards on its technical facilities and sampling laboratories, involving a significant consumption of energy and refrigerant gases, for example to keep cold rooms between -20 °C and -80 °C. The Group mainly consumes electricity and natural gas to ensure the operation of its laboratories.

At our sites in Africa, the Group faces specific challenges in securing energy supply in a competitive economic context and an unstable historical and geopolitical dynamic. Indeed, due to the recurrent lack of energy production and distribution infrastructure, fossil fuel generators remain essential to ensure the continuity of our operations.

### CONCRETE ACTIONS

"Sites in France obtain 73% of their total electricity consumption from renewable sources and in Luxembourg it's 100 %. In Africa, we have deployed software to optimise sample delivery flows to reduce fuel consumption in our fleet of vehicles. Digitising our delivery management allows us to minimise the number of kilometres travelled by our delivery staff. In Italy, we initiated a process of decarbonisation and energy autonomy for our laboratories, particularly through the installation of sun panels on the roofs.

*"Sites in France obtain 73 % of their total electricity consumption from renewable sources and in Luxembourg it's 100 %."*

# REDUCE THE IMPACT AND GENERATION OF WASTE

Our business generates large volumes of waste.  
Our goal is to consume less and recycle more.

## STRICT REGULATIONS AROUND OUR WASTE

In order to ensure the compliance and quality of our services, our activities require a significant consumption of products, which, after use, become **Potentially Infectious Medical Waste (PIMW)**. Indeed, in accordance with health standards, we mainly generate single-use equipment and packaging waste (examination drapes, packaging, syringes, tubes, gowns, etc.). Since the end of life of the samples is regulated, we must destroy them through accredited service providers. In the exceptional context of the COVID-19 pandemic, we faced a significant increase in the production of potentially infectious medical waste "PIMW".

## OUR LEVERS TO REDUCE OUR IMPACT

As part of the drafting of the environmental roadmaps for all our entities, we initiated substantive work aimed at raising awareness and training our employees on good waste sorting practices. We are also working to limit our paper consumption as much as possible by promoting digitalisation of our processes and reporting of results over the internet.



# OUR SUSTAINABILITY PLAN

In the context of the climate and energy crisis, the Group made all its employees aware of the importance of eco-actions in their daily work.



## TOGETHER, LET'S REDUCE OUR PAPER CONSUMPTION

### THE RIGHT THING FOR EVERYONE TO DO

Let's encourage **results via the Internet** for patients and prescribers

**Limit our print-outs:** fewer printers, default settings for double-sided and B&W printing

### THE GROUP IS COMMITTED

**To dematerialise our processes** (connected prescriptions, digitalised sampling sheets, reports, invoices and reminders sent by email)



## LET'S REDUCE ENERGY CONSUMPTION TOGETHER

### THE RIGHT THING FOR EVERYONE TO DO

**Turn off unnecessary lights**

**Limit heating** (Temp. 19°C) and **air conditioning** (Temp. 25 °C) (set point to be adapted according to the constraints)

**Let's encourage soft mobility** (cycling, public transport, train, carpooling, etc.)

**Take the stairs** instead of the lift

**Reduce travel** (favour videoconferencing for meetings < 2 hrs)

**Limit the storage** and sending of emails

### THE GROUP IS COMMITTED

To source **renewable energy**

To optimise and **green our logistics transport**

To deploy **a mobility plan**

To optimise the energy efficiency of its facilities



## TOGETHER, LET'S ACT ON OUR WASTE

### THE RIGHT THING FOR EVERYONE TO DO

**Follow the sorting instructions** and minimise the volume of non-recyclable PIMW waste

**Let's have an "anti-waste" reflex** on all our consumption, water, food, consumables, etc.

### THE GROUP IS COMMITTED

**To provide sorting bins** at all our sites

**To optimise purchasing** of consumables



## REDUCE WATER CONSUMPTION AND POLLUTION

.....

Water is extensively used in our business and must be saved and its discharges controlled.

### LIMIT REJECTS

.....

As an essential part of our testing processes, water is used in our laboratories to ensure our operational needs. We consume both drinking water in quantity and, in compliance with quality and safety standards, osmosis water to ensure proper operation of the machines on our trays.

Our discharges into the wastewater network are subject to different regulations depending on the country where we are located. In France, we are subject to random inspections by the *Direction Régionale de l'Environnement, de l'Aménagement et du Logement* (DREAL) [Regional Directorate for Environment, Development and Housing] on the quantities of chemical substances released into water.

To prevent the risk of the release of chemical substances into the environment, we are working on setting up a system for monitoring our water consumption, refined by type of use within our various entities. The filters applied to our automated systems allow us to avoid discharging treated liquid into the network. These are regularly maintained and checked as part of our equipment maintenance programme.

We are also working to modernise our wastewater treatment processes by analysing, in particular, the technical and economic potential of an ozonisation treatment process guaranteeing the absence of chemical by-products.

In Africa, we comply with local regulations by using a dedicated system of contaminated water treatment organised in separate flows. In concrete terms, contaminated liquid waste is either treated by an authorised external company or is subject to chemical treatment with regular internal control.



# 5.

## PROMOTING EXEMPLARY BUSINESS ETHICS



*"Cerba HealthCare must be exemplary in its business ethics practices. This includes good management of patient and employee personal data, prevention of all forms of corruption and vigilance regarding its risks in its own operations and supply chain."*

**Géraldine Perez-Lecomte**, Group Legal Director



# PROTECT THE PERSONAL DATA OF PATIENTS AND EMPLOYEES

Aware of the sensitivity of the health data we process on a daily basis, we have put in place strict procedures for monitoring and protecting this information.

## THE PROCESSING OF PERSONAL DATA, A CHALLENGE INHERENT TO CERBA HEALTHCARE'S BUSINESS

As a healthcare player, Cerba HealthCare is subject to a special regulatory obligation when processing data.

The majority of the countries in which Cerba HealthCare operates has adopted personal data regulations. Thus, the General Data Protection Regulation (GDPR) applies in all European Union countries. In France, it is supplemented by Law No. 78-17 of 6 January 1978, known as the "*Loi Informatique et Libertés*" [French Data Protection Act], which reinforces the rules applicable to the processing of health data. In South Africa, where the head office of the Cerba Lancet Africa laboratories network is located, the "Protection of Personal Information Act" (POPIA) applies, which in turn is also in line with European regulations.

*"The protection of the personal data of our patients and employees represents one of our priorities, for which our teams are committed on a daily basis"*

**Merryl Durrenbach**, Director of Internal Audit and Group DPO

## STRONG GOVERNANCE AT ALL LEVELS OF THE GROUP

The protection of personal data is the responsibility of a Data Protection Officer (DPO) network throughout the Group. A DPO has been appointed for each country in the European Union in which the Group is present and declared to the competent local authority.

In France, a Data Protection Point of Contact (DPP) has been appointed in each operational entity. This DPP network supports the French DPO in their compliance work.

Close collaboration is also established between the Group's Legal Department, the DPOs and DPPs.

Finally, an audit committee meets quarterly to review the implementation of the defined actions, and communicates progress to the Board of Directors.





### PROGRESSIVE COMPLIANCE WITH THE VARIOUS REGULATIONS

As part of its compliance with the GDPR, the Group's European entities have drawn up a list of the types of data they process. On this basis, they compiled their records of processing activities and established the necessary "Privacy Impact Assessments" (PIA). The same work was carried out in almost all of the Group's African entities.

The Group assists its subsidiaries in the evaluation of procedures for compliance with the regulations applicable to personal data as well as the identification of control plans. For example, a "toolbox" relating to the processing of personal data has been produced and distributed to the Group's DPOs and, in France, to the DPPs. This toolbox brings together all the procedures and policies established by the Group to ensure its compliance with regulations. All of the Group's DPOs and in France, the DPPs, are regularly trained on personal data protection issues.

In the event of the acquisition of a new entity, the teams pay particular attention to ensuring that the processing carried out by the new entity complies with the procedures and policies laid down by the Group. For these new entities, GDPR compliance assessment audits are systematically carried out, and action plans are therefore drawn up to be in line with the Group's standards.

### Our personal data protection indicators

**47 %**  
of the Group's employees\* have been trained and made aware of GDPR

**100 %**  
of DPOs and DPPs trained (Europe)

**61 %**  
number of completed PIAs (Privacy Impact Assessments) (Group)

\* Employees likely to process personal data on a regular basis

### CONTINUE COMPLIANCE ACTIONS

In 2022, we rolled out a training programme consisting of e-learning modules adapted to each person's roles and responsibilities, translated into Dutch, English, Portuguese and Italian.

The patient information statements have been standardised within our French clinical pathology entities. This same approach is in progress across all of our European and/or newly acquired entities.

# PREVENT THE RISK OF CORRUPTION

Cerba HealthCare has set up a compliance and an Ethics and Business Conduct Charter that includes our policies dedicated to preventing any form of corruption risks.

## COMPLY WITH GUIDELINES ON THE PREVENTION OF CORRUPTION

The fight against corruption and influence peddling has resulted in the reinforcement of applicable sanctions within the Group and the obligation to implement the necessary measures to prevent such risks. Thus, in application of local regulations (and in particular in France, the Sapin II law), the implementation of an anti-corruption compliance programme is therefore mandatory throughout the Group. In accordance with regulations and its founding values, Cerba HealthCare is committed to ensuring that its activities are carried out ethically and with the utmost integrity.

## FORMALISE POLICIES COMMON TO THE WHOLE GROUP

The Ethics and Business Conduct Charter and its Policies are incorporated into the Rules of Procedure of all our entities that have them. They cover the following topics: anti-corruption, conflicts of interest, gifts, entertainment and hospitality, whistleblowing procedure, third party approval procedure.

## RAISE AWARENESS AND MOBILISE ALL OUR TEAMS

Our approach is based on the following priority areas of action:

- Corruption risk mapping (Europe in 2022, Africa in 2023);
- The roll-out of the Ethics and Business Conduct Charter and its Policies to employees of all our entities, in several languages;
- A training programme for our employees on anti-corruption issues;

- The implementation of a secure digital platform, accessible to all our employees, to enable:

- access to all programme documentation;
- access to training modules;
- management of declarations of conflicts of interest and gifts received or offered;
- the implementation of the whistleblowing procedure;
- the implementation of the third party assessment procedure.

## OUR FUTURE INITIATIVES TO STRENGTHEN OUR APPROACH

We plan to strengthen our approach through the following actions:

- updating the risk mapping on the African continent in order to more accurately measure our exposure;
- opening of our whistleblowing platform to our third parties by the end of 2023.



## PREVENT RISKS CAUSED BY THIRD PARTIES

In 2022, health-safety, human rights and environmental risks were assessed in France.

### RISK MAPPING

A risk map was drawn up within the framework of the law on the duty of vigilance, to be applied in 2022 within the Cerba and Cerballiance scope.

### OUR PROJECTS FOR 2023

On the basis of this risk mapping, the Group plans to carry out the following projects in 2023:

- Carrying out a plan to assess the risks borne by our suppliers;
- Extension of the risk mapping and vigilance plan to the entire Group;
- Definition of a CSR Due Diligence Protocol in the context of new acquisitions.

## Contacts

### **Communications Department**

emmanuelle.saby@cerbahealthcare.com

### **CSR Department**

valeria.maio@cerbahealthcare.com

**[www.cerbahealthcare.com](http://www.cerbahealthcare.com)**