



2024

Corporate Social Responsibility **Annual Report**





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FOREWORD



2024 saw our Corporate Social Responsibility strategy bed into the organisation and through our supply chain.

We continued to build on the foundations established in 2023, in alignment with the Sustainable Development Goals. We were particularly thrilled to become a participant of the United Nations Global Compact, showing our commitment to aligning strategies and operations with universal principles on human rights, labour, environment and anti-corruption, and to take actions that advance societal goals.

Our new Vendor Diversity Program launched at the start of 2024 with new training programs for our purchasing managers to promote the importance of Sustainable Procurement and guidance for our vendors to help their efforts and pass the ethos along the supply chain. A new suite of Key Performance Indicators for this particular area of sustainable business practice allows us to measure progress going forward.

We also became proud endorsers of the Women's Empowerment Principles (WEP), having adopted the UN Global Compact WEP's and signed the CEO statement, reaffirming our commitment to these ideals. By integrating these Principles, we empower both men and women across our workplace, marketplace, and communities.

I am pleased to share our 2024 progress and accomplishments in this report.

I know everyone at MAC Clinical Research is committed to continuing our CSR journey and realising year on year improvement. Doing the right thing is part of who we are as clinical research professionals. We recognise that integrating sustainable practices into our business operations and infiltrating them through our supply chain not only protects future generations but drives company growth. We'll continue to elevate our impact through our operations and services as well as further supporting our suppliers with their own social impact journeys, and improving our systems and processes to measure and report on the impact we make.



A handwritten signature in black ink, appearing to read 'CH', with a stylized flourish at the end.

Claire Horsgood

Vice President of Operations & Growth

Introduction

At MAC Clinical Research (MAC), we define Corporate Social Responsibility (CSR) as follows:

- **Conducting business in a socially responsible and ethical manner;**
- **Protecting the environment and the safety of people;**
- **Supporting human rights; and**
- **Engaging, learning from, respecting and supporting the communities and cultures with which we work.**

MAC's Corporate Social Responsibility Policy (CP59) outlines our CSR strategy, processes and commitments as they relate to the Planet, the People, Sustainable Procurement and Business Ethics. The policy also details the Key Performance Indicators (KPIs) MAC collect annually to track progress to sustainability goals.

This report will be made internally and externally available.



Referenced Documents

POLICIES

CP59 Corporate Social Responsibility Policy

Abbreviations and Definitions

ABBREVIATIONS

COSHH - Control of Substances Hazardous to Health

CSR – Corporate Social Responsibility

DEI – Diversity, Equality and Inclusion

GHG – Greenhouse Gas

KPIs - Key Performance Indicators

MAC – MAC Clinical Research

MHI – Mental Health Initiative

WEPs – Women’s Empowerment Principles

UNGC – United Nations Global Compact

AMC – Andy’s Man Club



Report

GENERAL

2024 saw the continuation and embedding of MAC's CSR framework and strategy. A core and active working group meets regularly to identify new initiatives to progress the CSR strategy. The group is split into two focus areas – People and Planet. We have made [public](#) our commitment to sustainable and ethical business practises.

WE SUPPORT



As a Participant of the United Nations Global Compact, we are committed to aligning strategies and operations with universal principles on human rights, labour, environment and anti-corruption, and take actions that advance societal goals.

Launched in 2000, the UN Global Compact is a voluntary leadership platform for the development, implementation and disclosure of responsible business practices and is the largest corporate sustainability initiative in the world. You can visit our profile on the UN Global Compact website and learn more about our latest sustainability work.

ECOVADIS SUSTAINABILITY ASSESSMENT

As part of our CSR commitment, MAC completes a thorough assessment of its business sustainability practices every year through EcoVadis, the global standard for business sustainability ratings. The EcoVadis assessment includes 21 sustainability criteria across four core themes: Environment, Labor & Human Rights, Ethics and Sustainable Procurement. The assessment and subsequent results provide a framework for improvement and progress.

In 2023, MAC's first EcoVadis assessment resulted in MAC earning a Bronze medal and scoring 58/100, which placed MAC in the top 70th percentile globally. Our second assessment, in 2024 saw a great achievement for MAC as we improved on this score, at 66/100, placing MAC in the top 83rd percentile globally and in the Top 35% of companies assessed in the 12 months prior to the medal issue date.



Taking action for The UN Sustainable Development Goals



No Poverty

- ✓ Increasing employment opportunities via government schemes such as the Kickstart Scheme
- ✓ Charitable events and fundraising for local and national charities



Gender Equality

- ✓ Robust policies and internal training to prevent bullying, harassment and ensure diversity, equality and inclusion
- ✓ Equal opportunity and transparent employee recruitment process
- ✓ Annual gender pay gap analysis and reporting
- ✓ Endorsers of the Women's Empowerment Principles (WEPs) to empower women across our workplace, marketplace, and communities



Responsible Consumption and Production

- ✓ Consistent recycling at site
- ✓ Use of recycled, non-bleached paper when printing, and recycled toilet paper
- ✓ Awareness schemes to reduce waste, energy and water consumption
- ✓ End-of-life IT equipment, office furniture and clinic devices are repurposed, recycled or donated to charity
- ✓ "Think before you Print" ethos and electronic signature solution to reduce printing



Climate Action

- ✓ Science based target setting to commit to reducing Scope 1 and 2 emissions by 2030
- ✓ Strategic Plan to meet target setting goals



Good Health and Wellbeing

- ✓ Community outreach awareness programs promoting good health
- ✓ Workforce awareness including webinars and promoting healthy outdoor lifestyles
- ✓ Free access to memory assessments throughout the UK
- ✓ 'Dementia Friendly' workforce
- ✓ Internal Mental Health Support network



Reduced Inequalities

- ✓ Ensuring clinical trial access for all
- ✓ Promoting diversity, equality and inclusion internally and externally
- ✓ Increasing supplier diversity



Partnerships

- ✓ Working with Sponsors and communities to enhance scientific understanding and promoting awareness of clinical research
- ✓ Undertaking progressive and innovative clinical research to improve long-term scientific techniques, assessment and open up new medicine to more patients
- ✓ Increasing focus and spend on small and diverse vendors
- ✓ Increasing focus and spend on vendors aligning with MAC CSR strategy and who score positively on MAC's internally developed CSR Vendor Scoring



Quality Education

- ✓ Community school education on the importance of clinical research
- ✓ Providing opportunities for further education via apprenticeships and internship schemes
- ✓ Research awareness events at support groups and careers fairs



Affordable and Clean Energy

- ✓ Science based target setting to commit to reducing Scope 1 and 2 emissions by 2030
- ✓ Corporate agreement to reduce the internal demand for transport by prioritising telecommunications and less energy intensive modes such as train travel over auto and air travel.
- ✓ Cycle to work scheme in place



Decent Work and Economic Growth

- ✓ Providing training of the highest possible quality
- ✓ Ensuring fair employment terms and conditions
- ✓ Implementing adequate health and safety measures and promoting supportive working environments



Peace, Justice and Strong Institutions

- ✓ Promotion of inclusion and respect towards people of different ethnic origins, religions, gender, sexual orientations or different opinions

PROGRESS TOWARDS SUSTAINABLE DEVELOPMENT GOALS (SDGS)

MAC use the SDG Action Manager developed by B Lab and the UN Global Compact to enable our business to take action on the SDGs through 2030. In 2023 we identified 11 of the 17 goals that align with our business practises and, therefore, which our CSR strategy could have the greatest impact on. The goals and our resulting actions and practises by the end of 2024 are summarised in the graphic to the left.

THE PLANET

Key Activities

Continuation of:

- *Recycling at all MAC sites*
- *Employee awareness through CSR group initiatives including lunch & learn sessions.*
- *Utilisation of environmentally friendly supplies*
- *Strategy creation to meet our Science Based Targets initiative (SBTi) reductions*

In 2023 MAC set emissions reduction targets through SBTi, with levels required to meet the goals of the United Nations Paris Agreement. The targets covering greenhouse gas (GHG) emissions from MAC's operations (scopes 1 and 2) are consistent with reductions required to keep warming to 1.5°C, the most ambitious goal of the Paris Agreement.

The target is made publicly accessible on various platforms including the MAC corporate website.

This target was approved using a streamlined target validation route exclusive to small and medium-sized enterprises (SMEs).

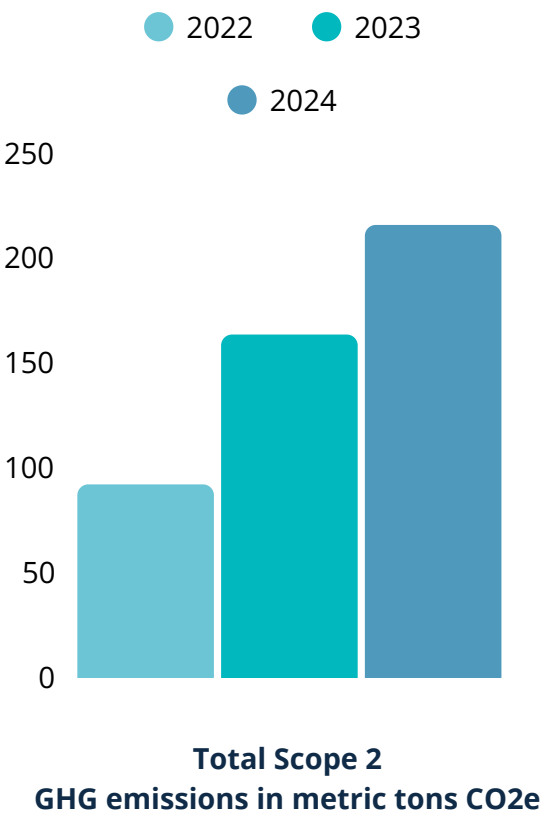
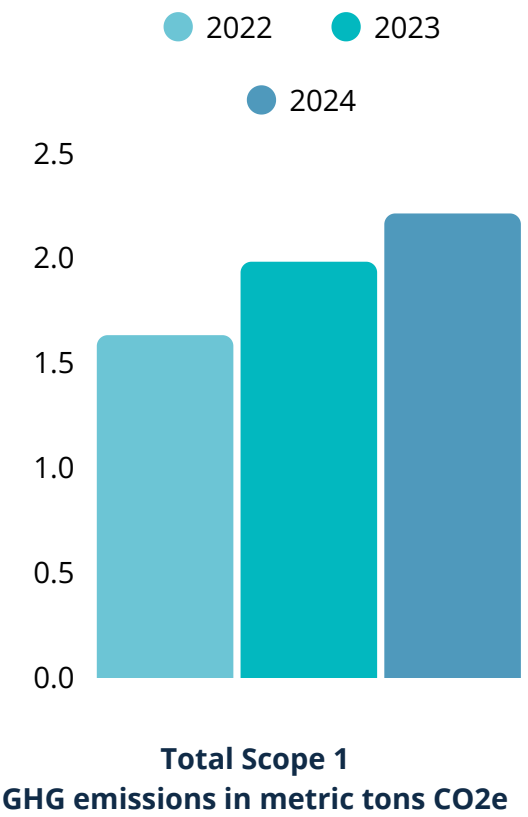
<https://sciencebasedtargets.org/faqs-for-smes/>.

MAC commits to reduce scope 1 and scope 2 GHG emissions 42% by 2030 from a 2022 base year, and to measure and reduce its scope 3 emissions. Given company continued growth, additional facilities, premises and employees, the baseline year may change at the next submission and target be adjusted. We commit to undertaking an annual carbon audit and GHG inventory to measure progress.



CARBON AUDIT AND GHG EMISSION REPORT

Energy consumption and GHGs



Both Scope 1 and 2 emissions increased from 2023-24. With continual expansion of company facilities (including the initiation of full laboratory offerings), services and employee numbers this is not surprising. The next SBTi assessment later this year will likely draw a new baseline, reflective of the expansion of the company.





PLANET: KEY PERFORMANCE INDICATORS

Water: volume of water consumption

In 2023 the total figure was 440,999 gallons. In 2024 the figure was **very steady at 445,345**. This is great news as even with service expansion MAC site locations managed to stabilise water use. Water saving devices at sites/offices are currently under investigation and employee awareness/education initiatives were implemented in 2024 with a view to reducing consumption.

Total energy consumption in MWh: fuels before combustion and the amount of purchased energy inputs which include electricity, heat, steam and cooling for use by operations

In 2023, total energy consumption was 820.016 MWh. In 2024 the figure is 1,073,286.22 MWh, an increase due to corporate expansion of facilities and personnel.

At the very end of 2024 MAC changed energy supplier and moved to a renewable energy tariff which will be reported on in the next CSR report.

Total weight of non-hazardous waste in tons: weight of non-hazardous waste generated, recycled, reused, recovered, transported, exported, imported, and treated by the company operations

The total 2023 value, across all MAC sites was 37.4 tons. In 2024 this increased to 40.6 tons. With service and employee number expansion this is expected.

Total weight of hazardous waste in tons: weight of hazardous waste generated, recycled, reused, recovered, transported, exported, imported, and treated by the company operations

The total 2023 value, across all MAC sites was 6.5 tons. In 2024 this increased to 8.6 tons.

Total weight of waste recovered in tons: weight of waste (hazardous and non-hazardous) that is subject to recovery treatment at the end of its life. Waste for recovery is waste that undergoes one of the following treatments: reusing, recycling, composting, and other recovery operations

The total 2023 value, across all MAC sites was 43.9 tons. In 2024 this increased to 49.2 tons.

It is positive to report that in 2023 the volume of recycling at MAC site premises was reported at 10.2 tons in 2024 this increased to 13.3 tons; reflective of the drive to increase recycling at site.

Community Computers

Community Computers work across the North of the UK to help deliver good quality, affordable or free IT devices, which have been donated by the wider community.

This initiative supports households, community groups, schools, and vulnerable adults, improving access to technology and digital literacy where it is most needed.

In addition to helping people, this initiative benefits the planet by reusing and recycling devices, reducing carbon emissions, and minimising waste. Through our partnership with Bruntwood, we were introduced to Community Computers, and in 2024 we made significant donations and established regular collections going forward. This is a brilliant partnership and we look forward to creating more impact in our communities, whilst also sustainably recycling equipment we no longer use.

THE PEOPLE

Key Activities

Gender Equality

At MAC, we are committed to ensuring that gender equality exists across the company and that all genders have equal access to career and skills development opportunities as standard. We are privileged to have a number of talented men and women working across the company. We are also proud endorsers of the Women's Empowerment Principles (WEP's), having adopted the UN Global Compact WEP's and signed the CEO statement, reaffirming our commitment to these ideals. By integrating these Principles, we empower both men and women across our workplace, marketplace, and communities.

Find out more about the seven principles, subtitled Equality Means Business, [here](#).

In support of

WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the
UN Global Compact Office

Health and Safety

Health and safety activities in 2024 focused on training for remote and site-based employees, alongside progressing tracking and reporting of health and safety data and any incidents. MAC's Mental Health Initiative (MHI) Group has continued, with the objective to address and raise awareness of mental health challenges, helping to create and foster a supportive and inclusive work environment.

Charitable Giving

MAC has always been a huge supporter of charitable giving, both as an organisation and on an individual employee basis. 2023 saw the decision to move to a more cohesive, planned and unified approach with the selection of a "Charity of the Year" for 2024. The chosen charity was **Andy's Man Club (AMC)** and we were delighted to raise £ £2,863.15 for this wonderful charity. At the end of last year the employees voted again from a selection of suitable charities, aligning with MAC values and work, for our 2025 Charity of the Year which is **Refuge**. MAC's charity working group have developed an event plan for the year.



Bike 2 Work

In 2024 MAC rolled out a new employee benefit through the governments cycle to work incentive called Bike2Work which allows employees to purchase bikes and equipment and pay for it as part of a salary sacrifice arrangement through their salary.

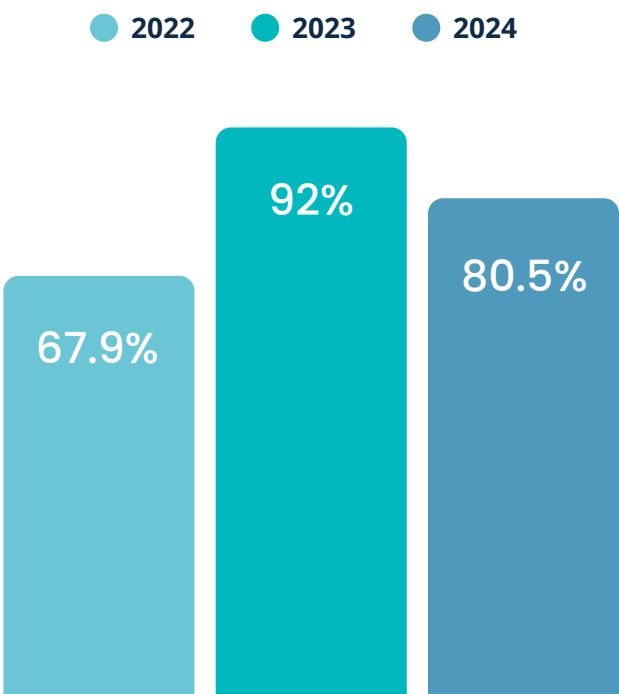




PEOPLE: KEY PERFORMANCE INDICATORS: YEAR ON YEAR COMPARISON

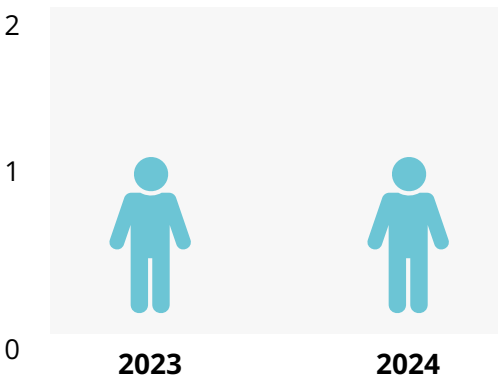
Health and Safety KPIs were well tracked in 2024. The set of KPIs were expanded to not only consider MAC site compliance to certain pre-determined criteria; such as fire drills, Control of Substances Hazardous to Health (COSHH) file maintenance and the presence of a Health and Safety notice board but also the number of remote and site based employees trained on health and safety issues. The company health and safety compliance figure in 2022 was 67.9%. In 2023 the MAC sites teams significantly improved adherence and reached 92%. However, in 2024 this figure dropped to 80.5% and must form part of a refocus for 2025.

Health & Safety Compliance score



Patient/Visitor Health & Safety

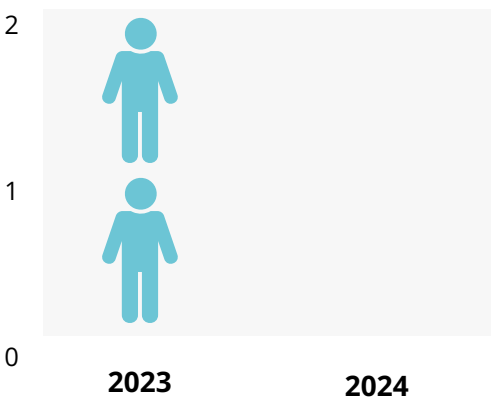
Customer health and safety incidents



MAC tracked one patient health and safety incident in 2023 and also one in 2024.

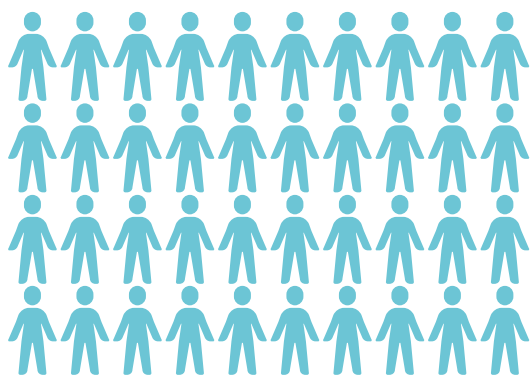
Employee Health & Safety

Physiological and psychological incidents from company operations



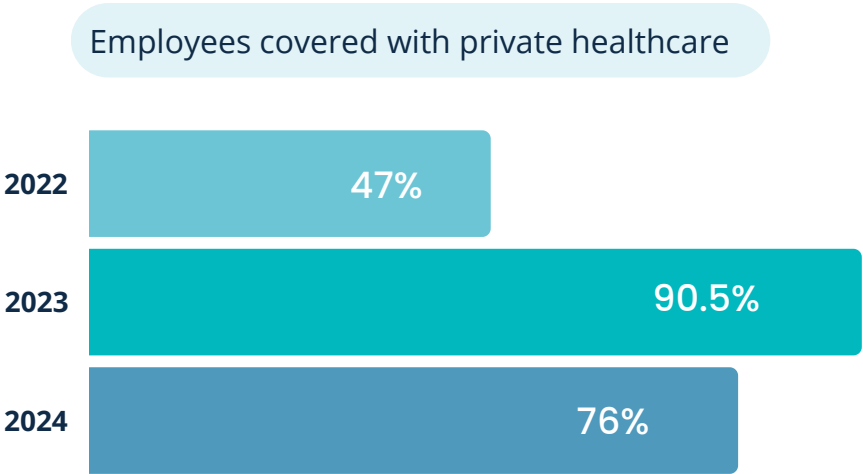
MAC tracked two physiological/psychological incidents from company operations in 2023 and zero in 2024

Employees trained on health and safety issues



Working Conditions

in 2022 the % of the workforce covered by private healthcare (average across year), was 47%. In 2023 this greatly increased, with an average of 90.5%. The number dropped again in 2024, down to 76% of the workforce.



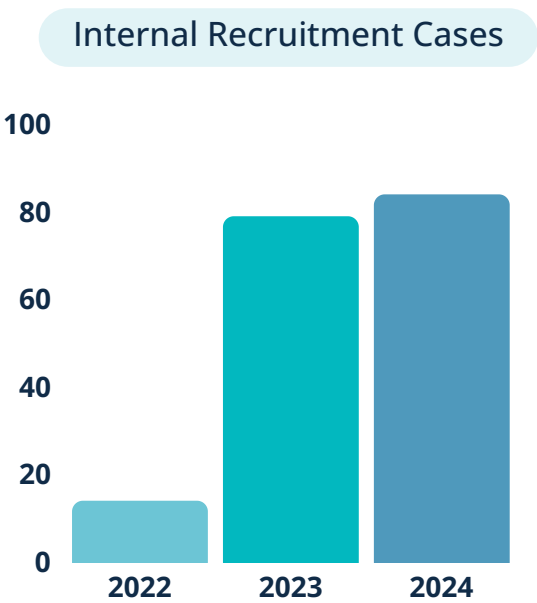
In 2023 an average of 78.9% of employees were enrolled into the company pension scheme. **This greatly increased in 2024 to 95%.**



Career Management & Training

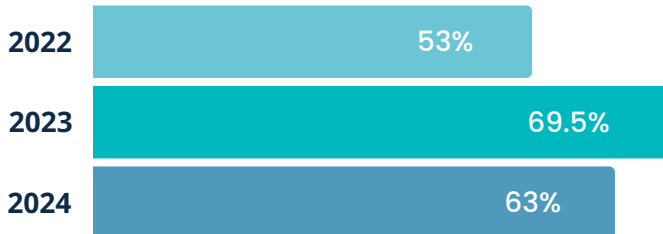
In 2024 the average number of hours of training each employee received across the year was 445.

2023 saw a steep increase in the number of internal recruitment cases, showing good career mobility within the organisation with the figure rising from 14 cases in 2022 to 79 in 2023. In 2024 the figure rose again to 84.

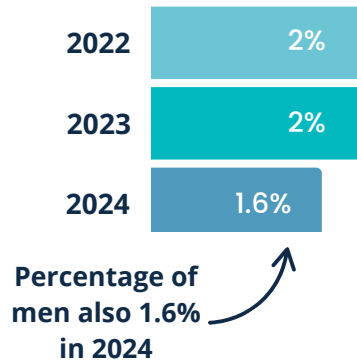


Diversity, Equality & Inclusion

Women employed in the organisation



Percentage of women in the workforce in top executive positions (excluding board of directors)



Women continue to make up 25% of the MAC board of directors

Average unadjusted gender pay gap



Employees trained on discrimination or harassment issues



New KPI's tracked in 2024

5.39:1

Ratio of the annual total compensation for the highest paid individual, to the median annual total compensation for all employees

0

Number of days lost to work-related injuries, fatalities and ill health

0

Incidents/occurrences of child labor, forced labor, and human trafficking



SUSTAINABLE PROCUREMENT

2024 saw the roll out of our Sustainable Procurement strategy, ensuring that, as a company, MAC can pass sustainable and ethical principles through our supply chain. We made public commitments to ensuring alignment to small and diverse suppliers wherever possible and put in place foundations to achieve this through 2024 and beyond. MAC track the following KPIs:

	Number/£ in Current Year	% of All New Vendors in Current Year
Spend with small and/or diverse vendors (diverse = >51% minority owned)	£589,355.13	N/A
Vendors who have received the Vendor Code of Conduct	20	<div><div></div>100%</div>
Vendors with contracts that include clauses on environmental, labour and human rights requirements	9	<div><div></div>45%</div>
Vendors covered by a CSR Assessment	20	<div><div></div>100%</div>
Vendors covered by an on-site CSR Audit	0	<div><div></div>0%</div>

Buyers who received training on sustainable procurement 29 =

7.6%

 of workforce



BUSINESS ETHICS

MAC's 2024 EcoVadis sustainability assessment resulted in 70% positive scoring for MAC in terms of Business Ethics. MAC has several key policies, actions and reporting in place to ensure robust ethical practice.

KEY PERFORMANCE INDICATORS: YEAR-ON-YEAR COMPARISON

Percentage or number of employees trained on ethics

In 2023 93.5% of MAC employees (average across the year) were trained on business ethics. This is a slight drop from the 100% witnessed the prior year. In 2024 this figure dropped again to 85.2% and should be a focus for improvement in 2025.

- *Number of reported cases of business ethics related violations through internal or external whistleblower procedure*
- *Number of confirmed corruption incidents*
- *Number of confirmed information security incidents*
- *Number of whistleblower cases of discrimination or harassment incidents*

2022, 2023 and 2024 saw no reported cases of business ethics related violations or discrimination or harassment incidents through whistleblowing and there were no confirmed corruption incidents or information security incidents.



Recommendations and Conclusion

Progress in 2024 was significant with improvements across all pillars of sustainability, as reflected in our most recent EcoVadis assessment.

In terms of recommendations, MAC should give consideration to the following:

- ✓ **Continue with the strategy to reduce Scope 1 and 2 emissions by 42% by 2030 and make progress towards measuring and reducing Scope 3 emissions**
- ✓ **Implement water saving devices at sites**
- ✓ **Further tighten Health and Safety controls at each MAC premises to increase % compliance for the current year and beyond**
- ✓ **Ensure all employees are trained on business ethics with tightening of checking procedures to detect non-compliance**
- ✓ **Develop and document quantitative targets on labor and human rights issues**
- ✓ **Explore and implement the newly required business food waste solutions**
- ✓ **Consider obtaining certificate of the ISO 14001 standard to provide a more robust framework to assist MAC in enhancing our own environmental management system**
- ✓ **Develop framework for information security risk assessments to be carried out across a company's operations to identify risks associated with the storage or processing of third-party data**
- ✓ **Further enhance Sustainable Procurement framework**