



# 2025

## Corporate Social Responsibility Annual Report

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## FOREWORD



2025 was a year of growth for our company in terms of Corporate Social Responsibility success.

We continued to build on the foundations established in 2023, in alignment with the Sustainable Development Goals. We also pivoted to new legislation, such as the new food waste collection requirements that came into place in March 2025. We have applied pragmatic efforts to improve continuously, focusing on areas identified in last year's CSR report – such as developing and documenting quantitative targets on labour and human rights issues and further tightening Health and Safety controls at each MAC premises to increase % compliance. We saw improvements in risk management, with a framework developed for information security risk assessments to be carried out across operations to identify risks associated with the storage and processing of third-party data.

Our Vendor Diversity Program has fully embedded into the organisation and its processes. Success measurements for this particular area of sustainable business practice have been enhanced to include implementation records and clear commitments and objectives. Additionally, further Due Diligence is now being performed on third-party vendors to include an assessment of their own ethics & compliance programs and risk controls.

I am pleased to share further details of our 2025 progress and accomplishments in this report.

I know that everyone at MAC Clinical Research is dedicated to advancing our CSR journey and delivering continuous year-on-year progress. Acting responsibly is intrinsic to who we are as clinical research professionals. We understand that embedding sustainable practices across our operations and extending them throughout our supply chain not only safeguards future generations but also supports the company's growth. We will continue to strengthen our impact through our services and day-to-day activities, support our suppliers in developing their own social impact initiatives, and enhance our systems and processes to better measure and report the difference we make.



A handwritten signature in black ink, appearing to read 'CH', positioned to the right of the portrait.

**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



# Report

## GENERAL

2025 saw the continuation and enhancement 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.

Our latest EcoVadis assessment, at the end of 2024, saw a great achievement for MAC, reaching 66/100 and placing us in the top 83rd percentile globally and in the Top 35% of companies assessed in the 12 months prior to the medal issue date.

The 2025 assessment has been delayed to allow some key additions to be included.





# 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 2025 are summarised below.

**MAC**

## Taking action for The UN Sustainable Development Goals

 <p><b>No Poverty</b></p> <p>Increasing employment opportunities via government schemes such as the Kickstart Scheme</p> <p>Charitable events and fundraising for local and national charities</p> <p>Sending unused clinical consumables to InterCare Medical Aid for Africa</p> <p>Collecting surplus kitchenware for charitable repurposing</p> <p>Food bank charitable support</p>	 <p><b>Good Health and Wellbeing</b></p> <p>Community outreach awareness programs promoting good health</p> <p>Workforce awareness including webinars and promoting healthy outdoor lifestyles</p> <p>Free access to memory assessments throughout the UK</p> <p>'Dementia Friendly' workforce</p> <p>Internal Mental Health Support network</p> <p>Employee Blood Breaks to donate blood locally</p>	 <p><b>Quality Education</b></p> <p>Community school education on the importance of clinical research</p> <p>Providing opportunities for further education via apprenticeships and internship schemes</p> <p>Research awareness events at support groups and careers fairs</p>	 <p><b>Gender Equality</b></p> <p>Robust policies and internal training to prevent bullying, harassment and ensure diversity, equality and inclusion</p> <p>Equal opportunity and transparent employee recruitment process</p> <p>Annual gender pay gap analysis and reporting</p> <p>Endorsers of the Women's Empowerment Principles (WEPs) to empower women across our workplace, marketplace, and communities</p>	 <p><b>Partnerships</b></p> <p>Working with Sponsors and communities to enhance scientific understanding and promoting awareness of clinical research</p> <p>Undertaking progressive and innovative clinical research to improve long-term scientific techniques, assessment and open up new medicine to more patients</p> <p>Increasing focus and spend on small and diverse vendors</p> <p>Increasing focus and spend on vendors aligning with MAC CSR strategy and who score positively on MAC's internally developed CSR Vendor Scoring</p>
 <p><b>Responsible Consumption and Production</b></p> <p>Consistent recycling at site</p> <p>Use of recycled, non-bleached paper when printing, and recycled toilet paper</p> <p>Awareness schemes to reduce waste, energy and water consumption</p> <p>End-of-life IT equipment, office furniture and clinic devices are repurposed, recycled or donated to charity</p> <p>"Think before you Print" ethos and electronic signature solution to reduce printing</p> <p>Food waste collections at sites</p>	 <p><b>Decent Work and Economic Growth</b></p> <p>Providing training of the highest possible quality</p> <p>Ensuring fair employment terms and conditions</p> <p>Implementing adequate health and safety measures and promoting supportive working environments</p>	 <p><b>Peace, Justice and Strong Institutions</b></p> <p>Promotion of inclusion and respect towards people of different ethnic origins, religions, gender, sexual orientations or different opinions</p>	 <p><b>Affordable and Clean Energy</b></p> <p>Science based target setting to commit to reducing Scope 1 and 2 emissions by 2030</p> <p>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</p> <p>Cycle to work scheme in place</p>	 <p><b>Reduced Inequalities</b></p> <p>Ensuring clinical trial access for all</p> <p>Promoting diversity, equality and inclusion internally and externally</p> <p>Increasing supplier diversity</p>
	 <p><b>Climate Action</b></p> <p>Science based target setting to commit to reducing Scope 1 and 2 emissions by 2030</p> <p>Strategic Plan to meet target setting goals</p>			

## THE PLANET

### Key Activities

#### *Continuation of:*

- *Recycling at all MAC sites*
- *Implementation of food waste collections at all MAC sites in England*
- *Employee awareness through CSR group initiatives*
- *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).

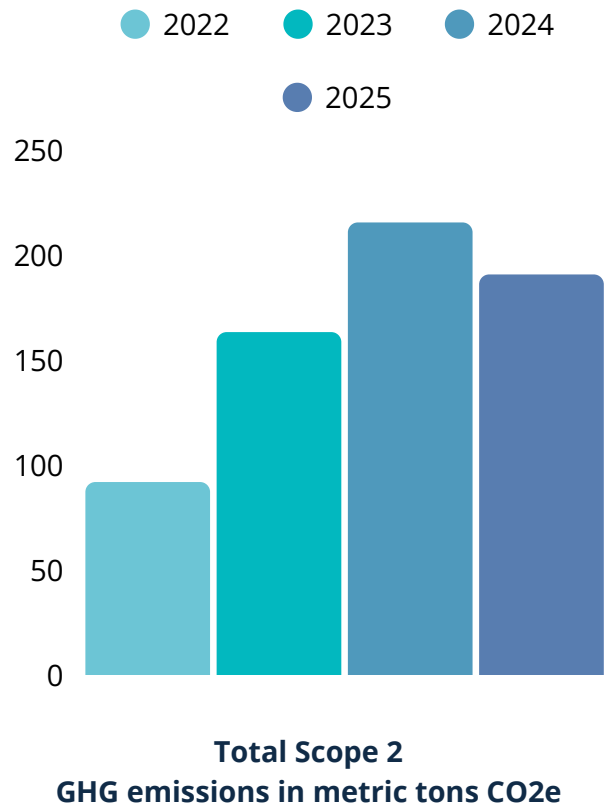
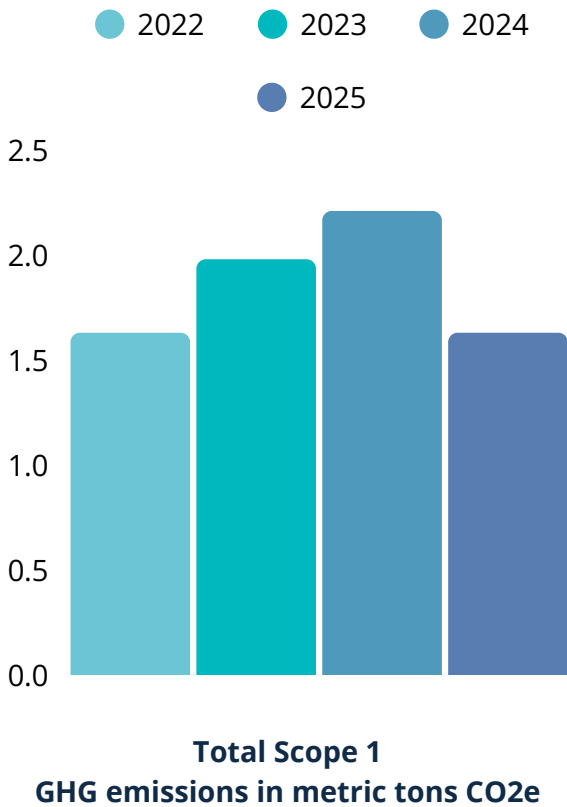
<https://sciencebasedtargets.org/faqs-for-smes/>.

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 decreased from 2024-25, despite continual expansion of company facilities (including the increase in utilisation of full laboratory offerings), services and employee numbers. This is due to some company vehicles moving to fully electric and zero carbon electricity at most sites.

The next SBTi assessment will also draw a new baseline, reflective of the expansion of the company.



## PLANET: KEY PERFORMANCE INDICATORS

### *Water: volume of water consumption*

In 2024, the figure was 445,345 gallons. In 2025, the usage increased to **483,963**. This is expected due to service expansion. Water saving devices at sites/offices are currently under investigation, and employee awareness/education initiatives were implemented in 2024 and will continue, 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 2024, total energy consumption was 1073.29 MWh. In 2025 the figure is **954.704 MWh**, representing a decrease which is great to see even with corporate expansion of facilities and personnel. This is reflective of the employee awareness strategies such as switching off lights in unused rooms.

At the very end of 2024 MAC changed energy supplier for most sites, and moved to a renewable energy tariff. Total amount of renewable energy consumed in 2025 was **86.08 MWh**.

### *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 2024 value, across all MAC sites was 40.6 tons. In 2025 this decreased to **38.6 tons**, despite service and employee number expansion.

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

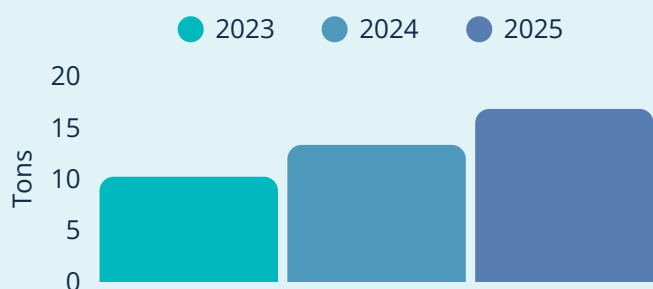
The total 2024 value, across all MAC sites was 8.6 tons. In 2025 this increased only slightly to **8.9 tons**.

*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 2024 value, across all MAC sites was 49.2 tons. In 2025 this decreased to **47.5 tons**.

Food waste collections will be reflected in next years report to provide a full year value.

### Recycling at MAC site premises



### *Community Computers*

Community Computers work across the North of the UK to help deliver good-quality, affordable, or free IT devices 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.

This benefits the planet by reusing and recycling devices, reducing carbon emissions, and minimising waste. In 2025, we made significant donations and set up regular collections. 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 many talented men and women working across the company. In 2025, we continued to be proud endorsers of the Women's Empowerment Principles (WEPs), having adopted the UN Global Compact WEPs 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

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### **WOMEN'S EMPOWERMENT PRINCIPLES**

Established by UN Women and the  
UN Global Compact Office

#### *Health and Safety*

Health and safety activities in 2025 focused on uplifting training and awareness and compliance 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 cohesive, planned, and unified approach with the selection of a "Charity of the Year" each year. The chosen charity for 2025 was Refuge, and we were delighted to raise £3,340.63 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. The selected charity for 2026 is **Trussell Trust** and MAC's charity working group has developed an event plan for the year.



#### *Community and Industry Support*

Student workshops took place in 2025, focusing on interview skills, preparation, and mock interviews, as well as work placements in MAC Laboratories. MAC employees attended college recruitment events to foster collaboration, mutual growth, and awareness of the clinical research industry.



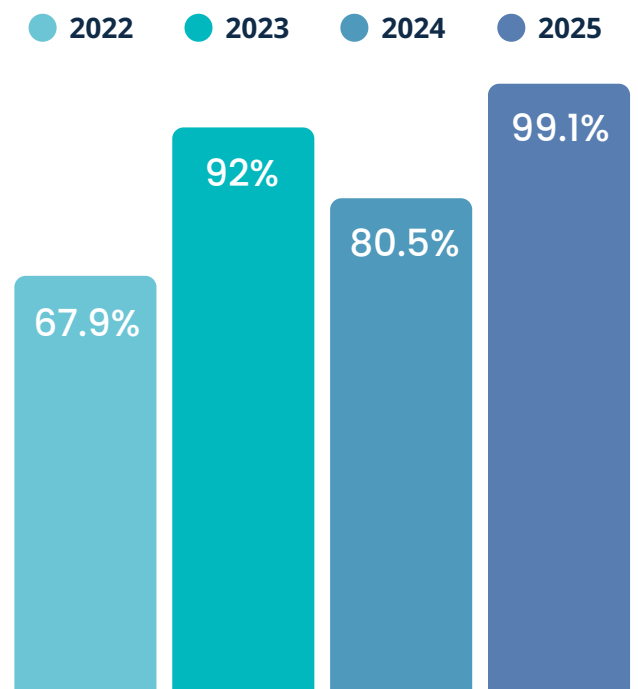


## PEOPLE: KEY PERFORMANCE INDICATORS: YEAR ON YEAR COMPARISON

Health and Safety KPIs were well tracked in 2025. The set of KPIs measures not only MAC site compliance with certain predetermined 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.

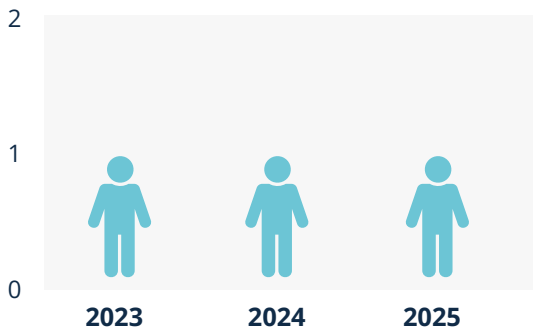
The company's health and safety compliance score over the years can be seen in the graphic to the right. It is great to see such a positive increase in compliance in 2025.

### Health & Safety Compliance score



## Patient/Visitor Health & Safety

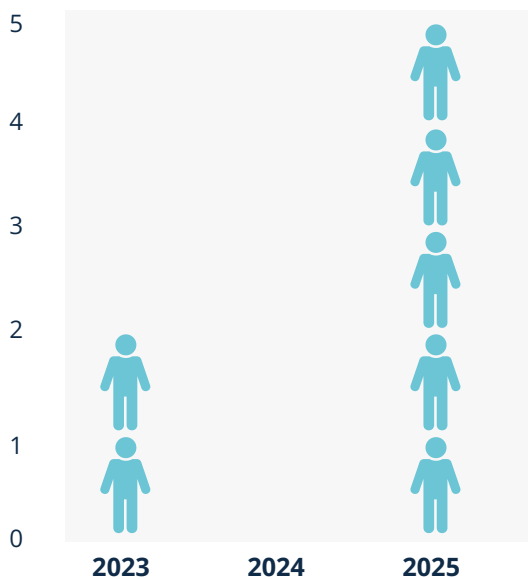
### Customer health and safety incidents



MAC tracked one patient health and safety incident in each of the years 2023, 2024 and 2025.

## 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. In 2025, 5 incidents occurred. All incidents were investigated and determined to be minor in nature.

## Employees trained on health and safety issues



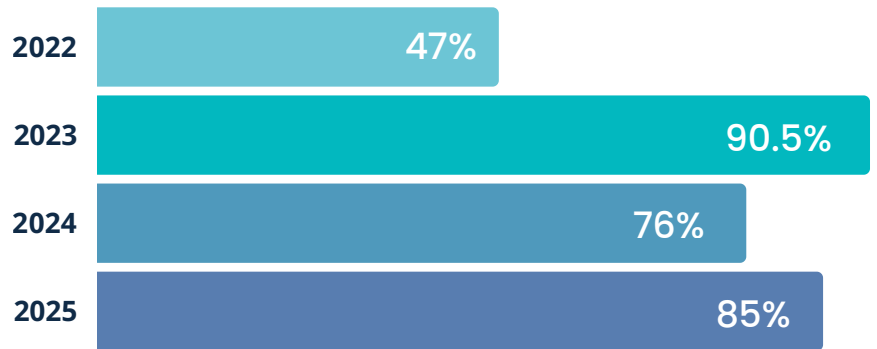
All site-based employees were trained on health and safety issues in 2023 and 2024. In 2025 a bespoke H&S training was also rolled out to remote workers. 100% of both site-based and remote workers completed the training in 2025.



## Working Conditions

In 2024 the % of the workforce covered by private healthcare (average across year), was 76%. In 2025 this greatly increased, with an average of 85%.

### Employees covered with private healthcare



In 2024 an average of 95% of employees were enrolled into the company pension scheme. In 2025 this remained steady at 93%.

### Employees with company stakeholder pension

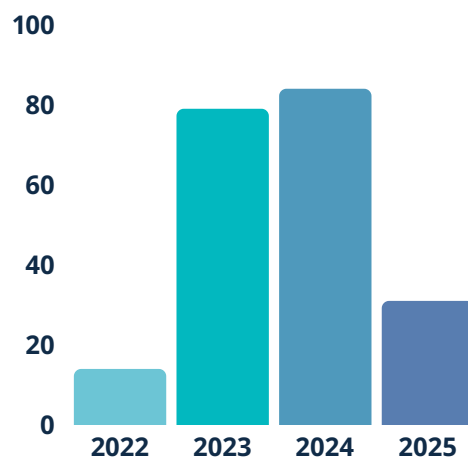


## Career Management & Training

In 2025 the average number of hours of training each employee received across the year was 281.

In 2025 the number of internal recruitment cases dropped to 31.

### Internal Recruitment Cases

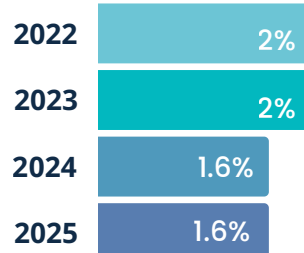


# Diversity, Equality & Inclusion

## Women employed in the organisation



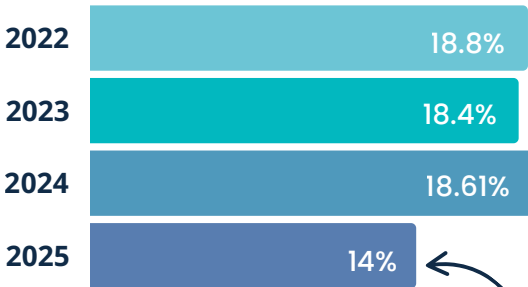
## Percentage of women in the workforce in top executive positions (excluding board of directors)



20% of MAC board of directors are women

Percentage of men also 1.6% in 2025

## Average unadjusted gender pay gap



Significant decrease from previous years

## Employees trained on discrimination or harassment issues



4.03:1

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

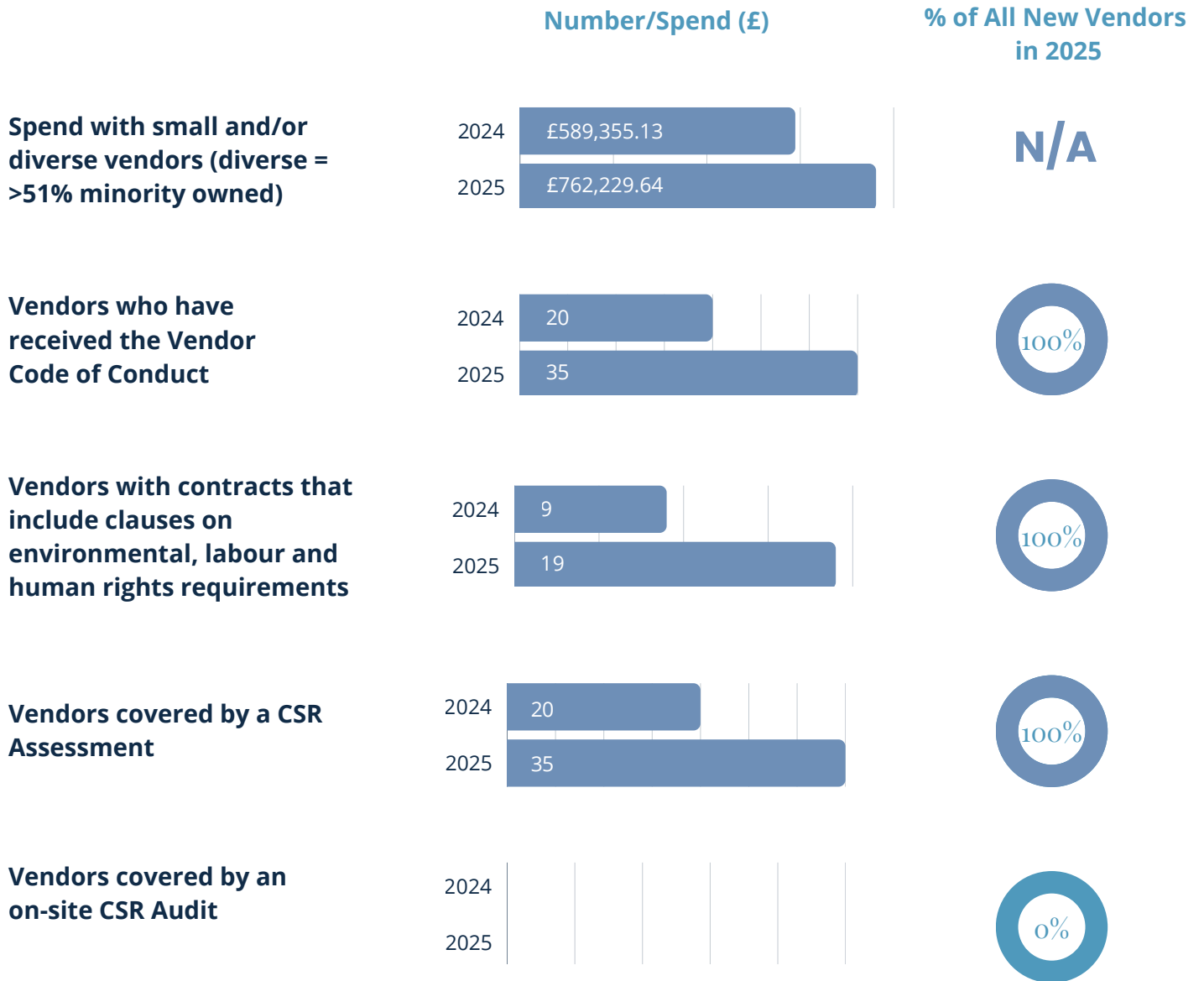
Incidents/occurrences of child labor, forced labor, and human trafficking



# SUSTAINABLE PROCUREMENT

In 2025, we saw the continued enhancement of our Sustainable Procurement strategy, ensuring that, as a company, MAC can pass sustainable and ethical principles through our supply chain.

MAC tracks the following KPIs:



**Buyers who received training on sustainable procurement** **29** = **7.6%** of workforce



## BUSINESS ETHICS

The last 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 practices.

### KEY PERFORMANCE INDICATORS: YEAR-ON-YEAR COMPARISON

#### *Percentage or number of employees trained on ethics*

78% of employees were trained in both business ethics and fraud topics. This is a drop from previous years and must be an area of focus for 2026.

- *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*

The last four years have seen 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 2025 was significant with improvements across all pillars of sustainability.

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 further progress towards measuring and reducing Scope 3 emissions**
- ✔ **Implement water saving devices at sites**
- ✔ **Increase training compliance in the areas of discrimination and harassment, fraud and ethics**
- ✔ **Fully investigate root causes of the 5 tracked employee physiological/psychological incidents from company operations and put in place strategy to prevent recurrence.**