

# Consilient Health Sustainability Report 2023



# A letter from our Chief Executive



As we present our 2023 Sustainability Report, it is worth noting that 2023 was a period of significant change at Consilient Health. The disposal of our oral contraceptives business, together with a phased withdrawal from the commodity end of the generics market in the UK, has left us a different business than in 2022. As a result, the focus of our growth and business development activities has been on differentiated promoted prescription products and niche generics. This focus better aligns with our capabilities and the market opportunities we see and hopefully will lead to sustainable growth and enhanced competitiveness.

We remain committed to achieving the resilience that sustainability can bring to our business. By integrating sustainable practices across our operations, we have not only bolstered our resilience but have also sparked innovation and maintained our competitive edge. This year, we have made notable progress in reducing our carbon footprint and improving our business practices, demonstrating our commitment to continuous improvement. You can read about this in more detail in the report.

Looking towards 2024 and beyond, I am optimistic that we can continue to improve on all our sustainable pillars of ‘Being a People Company’, ‘Being a Competitive Company’, and ‘Being a Responsible Company’.

Thank you to all our stakeholders, and particularly our employees, for your continued support and commitment to Consilient Health. Together, we can make a meaningful impact and shape a sustainable path forward, not just for our company, but for the broader community and the environment.

Sincerely,

**Luke Crosbie**  
 Chief Executive, Consilient Health  
 May 2024



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## Scope of report

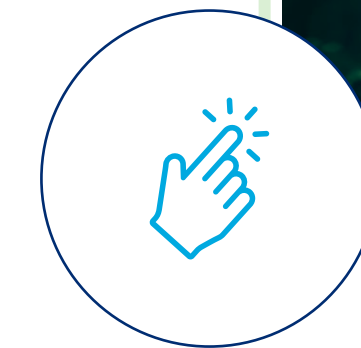
**This 2023 Sustainability Report** offers a comprehensive update on Consilient Health's achievements and steadfast dedication to our sustainability agenda throughout the year. Utilising both quantitative and qualitative data, we aim to transparently showcase our progress in diminishing our carbon footprint, nurturing our workforce, and maintaining our competitive edge in the marketplace. This report will not only highlight our strides in these areas but will also candidly address the challenges and opportunities that lie ahead.

Endorsed and supported by our Senior Management Team and the Board, our Head of Sustainability has compiled a thorough and forthright report. It not only reflects on our past efforts but also casts a vision for our future commitments in sustainability.

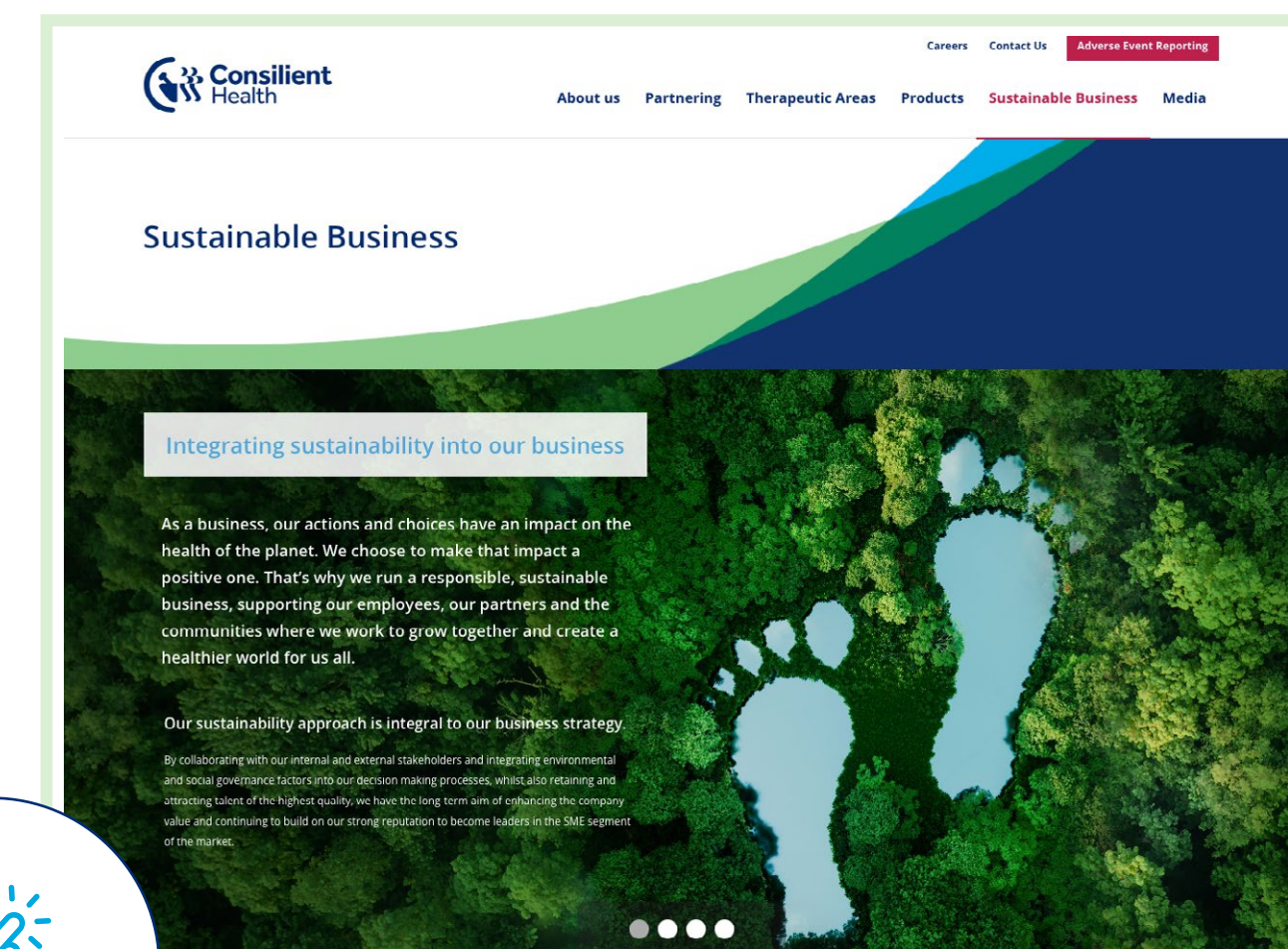
We invite you to continue this journey with us, as we move ahead with determination and a clear vision for a more sustainable future.



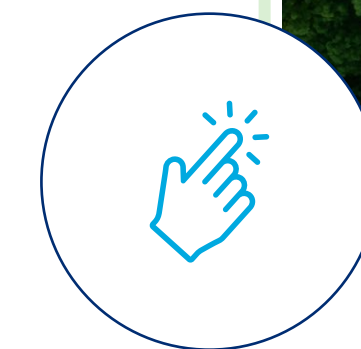
2021/22  
Sustainability  
Reports



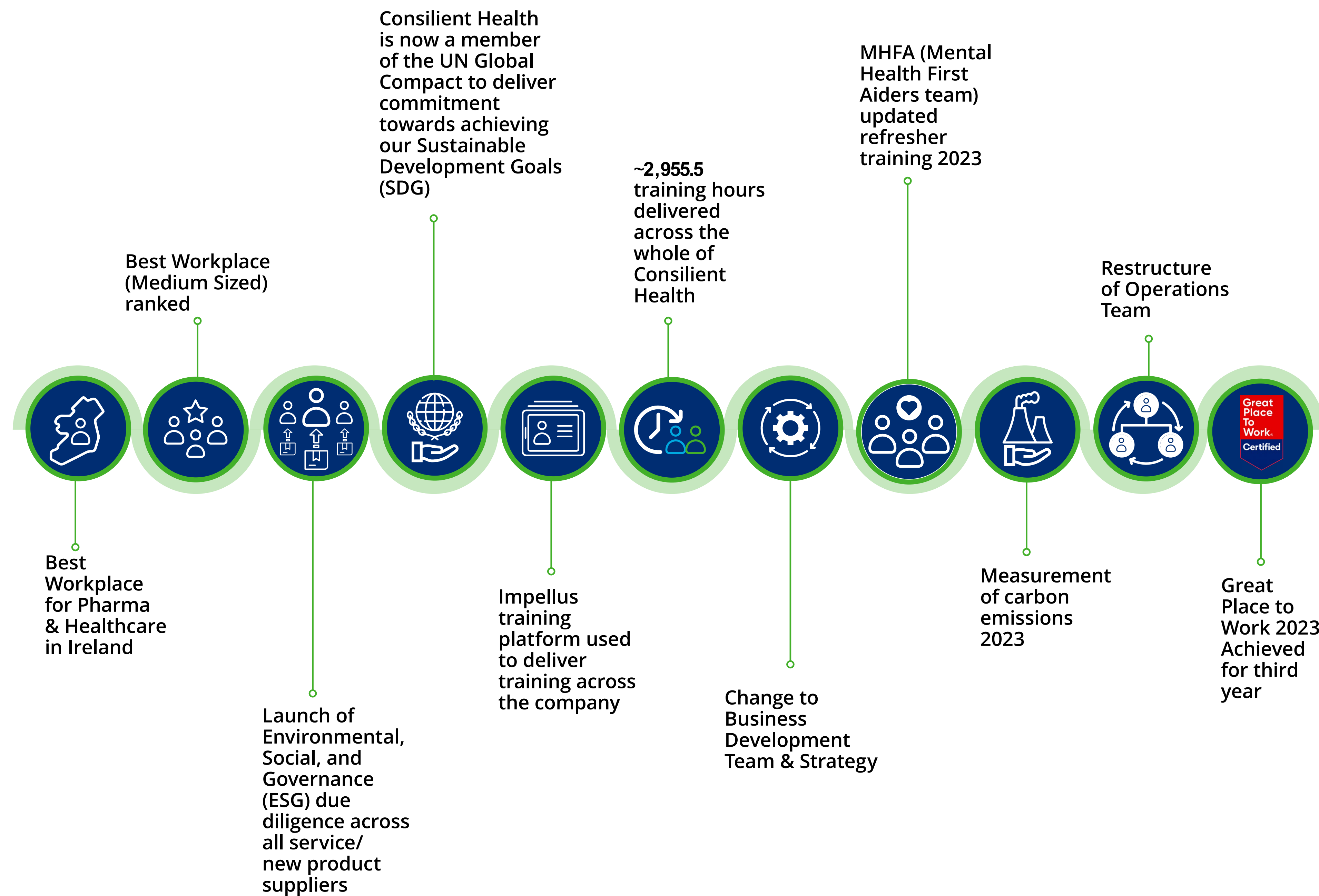
Online resources



Sustainable  
Business  
Website



## Consilient Health Highlights 2023



# Healthy Business, Healthy World – The Consilient Health Way



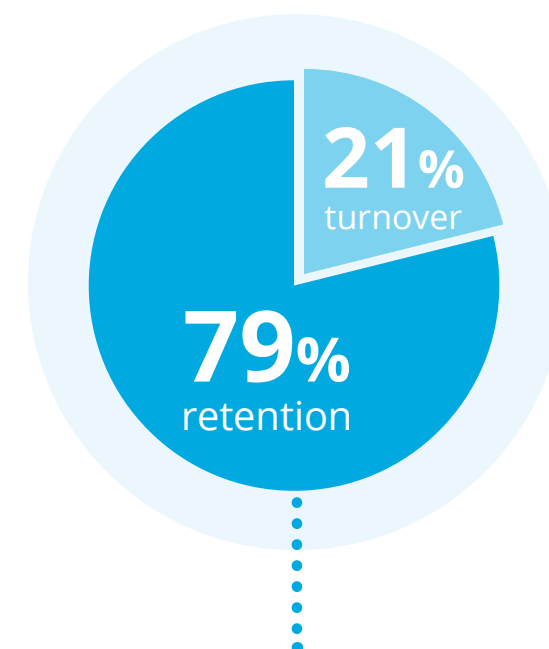
## Company overview

Consilient Health is a privately-owned pharmaceutical company which was founded in 2005. It has since grown into a profitable business.

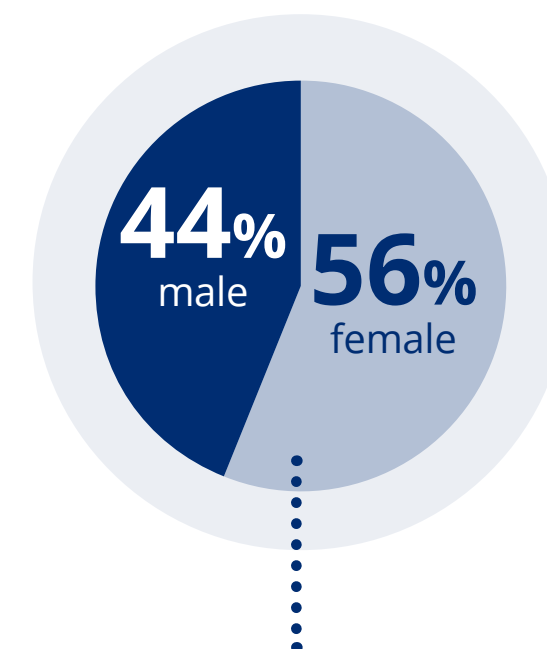
Our Headquarters are in Dublin, Ireland. Our European Operational hub is in London, UK, and our Nordic Regional Office is in Uppsala, Sweden. We have partnerships in Benelux and Spain. Consilient Health's turnover increased by 15% in the year ended 31 March 2023. This increase was mainly driven by increases in sales of generic pharmaceuticals in the UK market.



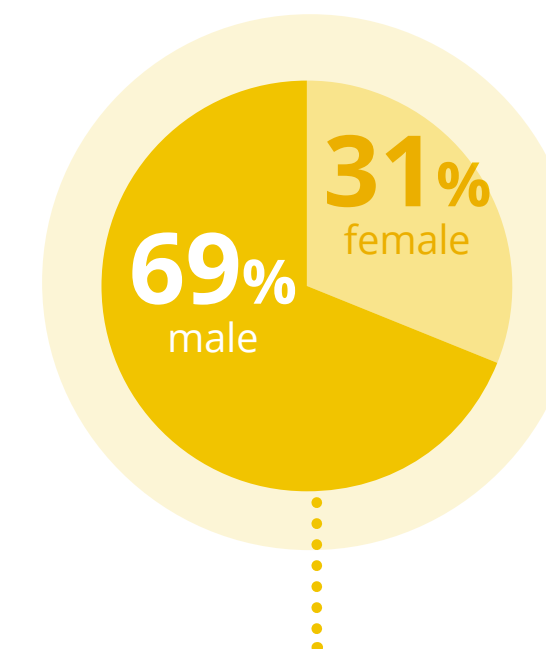
Total number  
of full-time  
employees  
(Dec 2023)



Retention rate/  
turnover 2023



Ratio  
men:women  
in general



Ratio  
men:women  
in Senior  
Management  
Team



Geographical split



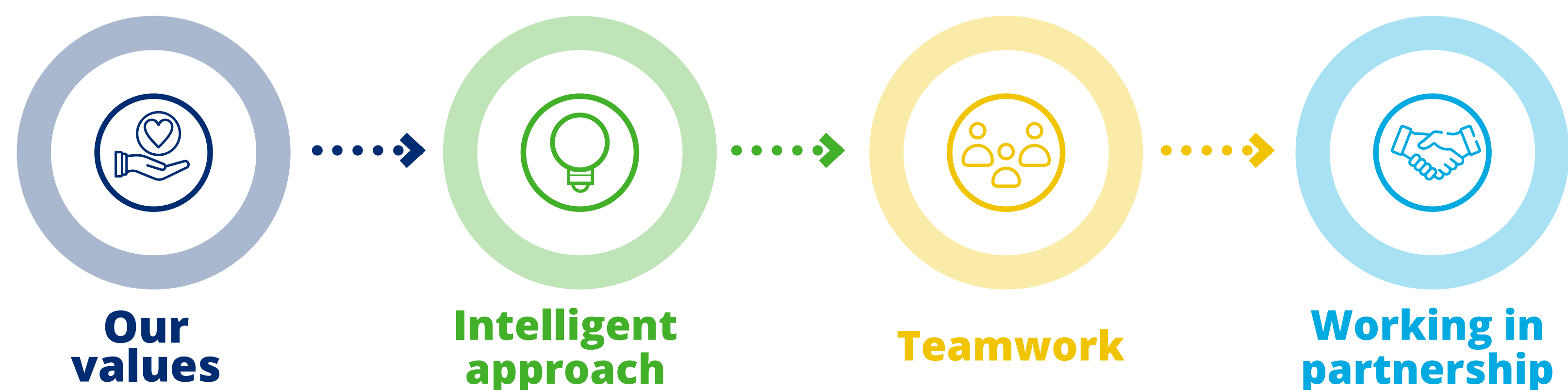
Average  
sick days  
per  
employee

## Healthy Business, Healthy World – The Consilient Health Way



At Consilient Health, we are celebrated for our adeptness in commercialising products across intricate markets, with a strong focus on bone health, women's health, and urology. Our journey has been characterised by our ability to forge robust partnerships with leading pharmaceutical companies, ensuring seamless market access and efficient distribution of prescription healthcare products in our selected European markets.

Our methodology is meticulous and strategic: we assess products, prioritising those that offer distinct advantages and fulfil unmet clinical needs. As an independent entity, our financial autonomy and profitability empower us to make swift decisions, enabling us to respond promptly to the evolving healthcare landscape with innovative solutions that cater to patients, prescribers, payers, and partners alike.



Our track record speaks volumes of our dedication and expertise, with numerous successful product launches across varied regulatory frameworks, demonstrating our capability to adapt and thrive in diverse environments. With a solid financial foundation and a keen commercial strategy, we are committed to nurturing enduring collaborations, broadening our product spectrum, and fulfilling our partners' aspirations.

At the core of Consilient Health lies a steadfast commitment to sustainability and digital transformation, integral elements that define our strategic direction. Our ethos, consistent throughout 2023, is to operate with integrity and transparency, embodying our core values in every facet of our business. Consilient Health is not just about business growth; it is about nurturing a sustainable future for healthcare, guided by innovation, and driven by a mission to enhance lives globally.

## Healthy Business, Healthy World – The Consilient Health Way



### At Consilient Health, innovative solutions for patient health are our focus

In 2023, Consilient Health adeptly manoeuvred through a transformative landscape, strategically refining its portfolio through targeted divestments and acquisitions. This proactive approach enabled us to sustain and expand our healthcare impact across the UK, Ireland, Nordics, NL & other European Sales.

Within the UK and European markets, our efforts were focused on ensuring broad access to essential prescription medicines, in alignment with our commitment to healthcare accessibility. This culminated in the provision of **10,606,772 packs of medicines** being distributed across all of our geographical areas.

A significant highlight was our UK Prescription Medicines Business' successful entry into the Hormone Replacement Therapy (HRT) market, specifically addressing Vulvo-Vaginal Atrophy (VVA). This initiative was propelled by a **robust omni-channel campaign, which included over 40 educational videos** as part of an online resource centre designed to enhance the diagnosis and treatment capabilities of Health Care Professionals (HCPs). During 2023 we distributed **4,976,790** packs of medicine, significantly aiding patient support.

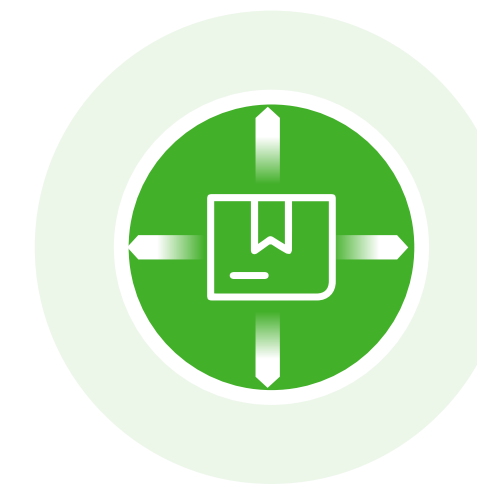
Alongside these efforts, we hosted numerous webinars, reaching approximately 2,500 HCPs. This digital approach to education not only curtails carbon emissions but also promotes a better work-life balance by eliminating the need for travel. Complementing our digital education efforts, most of our customer communications have transitioned to digital formats, thereby reducing print waste, and further affirming our commitment to environmental sustainability.

Despite operational changes and supplier adjustments, the **UK Retail Business distributed 1,164,397 packs of medicines**, achieving significant revenue growth. Notably, the Retail Generics Team introduced six new products, enhancing our niche generics portfolio.



**1,731,527**

NL & Other European Sales



**10,606,772**

packs of medicine across all geographical areas



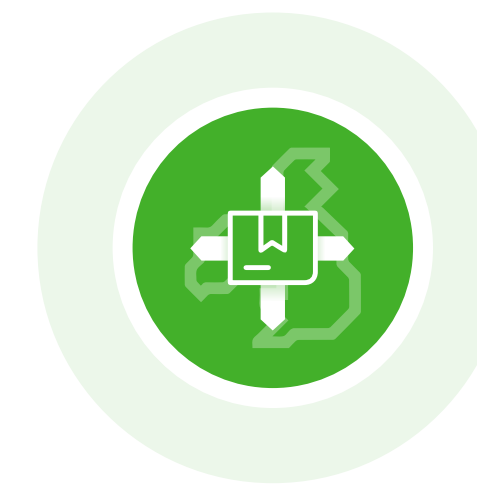
**Over 40 educational videos**

as part of a omni-channel campaign



**4,976,790 packs of medicine**

UK Prescription Medicines Business



**1,164,397**

UK Retail Business

## At Consilient Health, innovative solutions for patient health are our focus [cont]

Our Sales & Marketing in Ireland, based in Dublin, launched, Hormone Replacement Therapy and Smoking Cessation treatments. The team led **17 national HCP training events**, educating more than **540 intrauterine device (IUD) inserters in specialised techniques**, whilst delivering **1,333,540 packs** of medicine.

The Nordic region maintained a steady distribution of pharmaceutical products to pharmacies and hospitals, with final figures for the year being **499,388 packs of medicines**. Our commitment to HCP education persisted, reinforcing our dedication to continuous learning and support by providing HRT training and presentations at private gynaecological chains supporting 3 annual meetings in Finland.

The Hospital Team underwent some structural change whilst maintaining responsibility for the delivery of hospital products through engagement with the NHS and private hospital groups, alongside commercial compounding, home care providers, and clinical trial suppliers, **delivering 901,130 packs of hospital products**.



**17 National**

Irish HCP training events

**540 IUD inserters**

trained in specialised techniques

**1,333,540**

packs of medicine



**499,388 packs  
of medicine**

distributed by our Nordic region



**901,130 packs**

of UK hospital products delivered



**Healthy Business,  
Healthy World –  
The Consilient  
Health Way**

## Our business development outcomes from 2023

Our proactive approach to business development, emphasising product innovation and strategic partnerships, underscores Consilient Health's enduring commitment to growth, sustainability, and the delivery of healthcare solutions that meet the evolving needs of patients and partners alike.

2023 heralded a transformative phase for our Business Development Team, aimed at bolstering strategic positioning and operational efficiency. The reorganisation within the team facilitated enhanced focus on licensing and development, culminating in an internal promotion of a New Head of Business Development. This year, we also welcomed an additional Business Development Executive, setting the stage for further expansion in 2024.

**Healthy Business,  
Healthy World –  
The Consilient  
Health Way**



**13**

**New product approvals**  
(including 5 differentiated & 8 niche generic products)

**10**

**New contracts established**

**279**

**Companies engaged**  
(including 39 new engagements)

**150**

**Ideas explored**

**66**

**Opportunities advanced to in-depth evaluation.**

## Healthy Business, Healthy World – The Consilient Health Way



### Operations Team

In 2023, Consilient Health significantly advanced its operational efficiency, marking a year of transformation for the organisation. In the UK, operations were streamlined through the successful implementation of the Alloga system, following the end of our partnership with DHL. This upgrade included full automation via Systems Applications and Products in Data Processing (SAP) integration and the Alloga portal system. These enhancements led to more efficient logistics and improved processes for the Responsible Person for Import (RPI) releases.

In the European Union, our operations were strengthened by passing inspections for Marketing Authorisation Holder (MIA) and Wholesale Distribution Authorisation (WDA) conducted by the Health Products Regulatory Authority (HPRA) of Ireland. Additionally, the relocation of the Brocacef Healthcare Logistics (BHL) warehouse in the Netherlands to a new facility improved operations through the Tradelink system, and introducing a new transportation provider for EU land transportation significantly boosted our logistical capabilities.

The Reg LCM (Life Cycle Management) team achieved cost reductions by reviewing and defining roles and structures and removing several non-active licenses from the product portfolio. A new process and tool tracker is set to be implemented during 2024, improving the current operational processes. The performance of the 2SM regulatory consultant in India has been satisfactory, contributing positively to the global operational strategy.



## Operations Team [cont]

Significant progress was made in technical projects, including the integration of Alloga with SAP and a contract for second manufacturing site for a key product line. The launch of Batch Control Tower (BCT) version 2 introduced more advanced functionalities, which centralised operations and improved risk mitigation.

Additionally, the Vitamin D3 task force achieved multiple successes, such as extending the product's shelf life to 30 months and the inclusion of updated artwork and new packaging formats.

In the supply chain, the new role of Product Specialist was defined and implemented to oversee product performance and innovation. Quarterly product review meetings were established, and a key customer service agent was recruited, stabilising the team, and enhancing customer engagement and satisfaction.

These changes were further supported by extensive training programs and process reengineering to ensure a seamless transition while maintaining high standards of operational excellence.

The strategic overhauls and operational enhancements in 2023 have poised Consilient Health for continued success. These changes not only improved operational efficiency but also reinforced the company's commitment to quality and regulatory compliance. Moving forward, these improvements are expected to underpin further innovations and efficiency gains in 2024, as Consilient Health continues to adapt to the evolving healthcare landscape.



**Healthy Business,  
Healthy World –  
The Consilient  
Health Way**



## Healthy Business, Healthy World – The Consilient Health Way

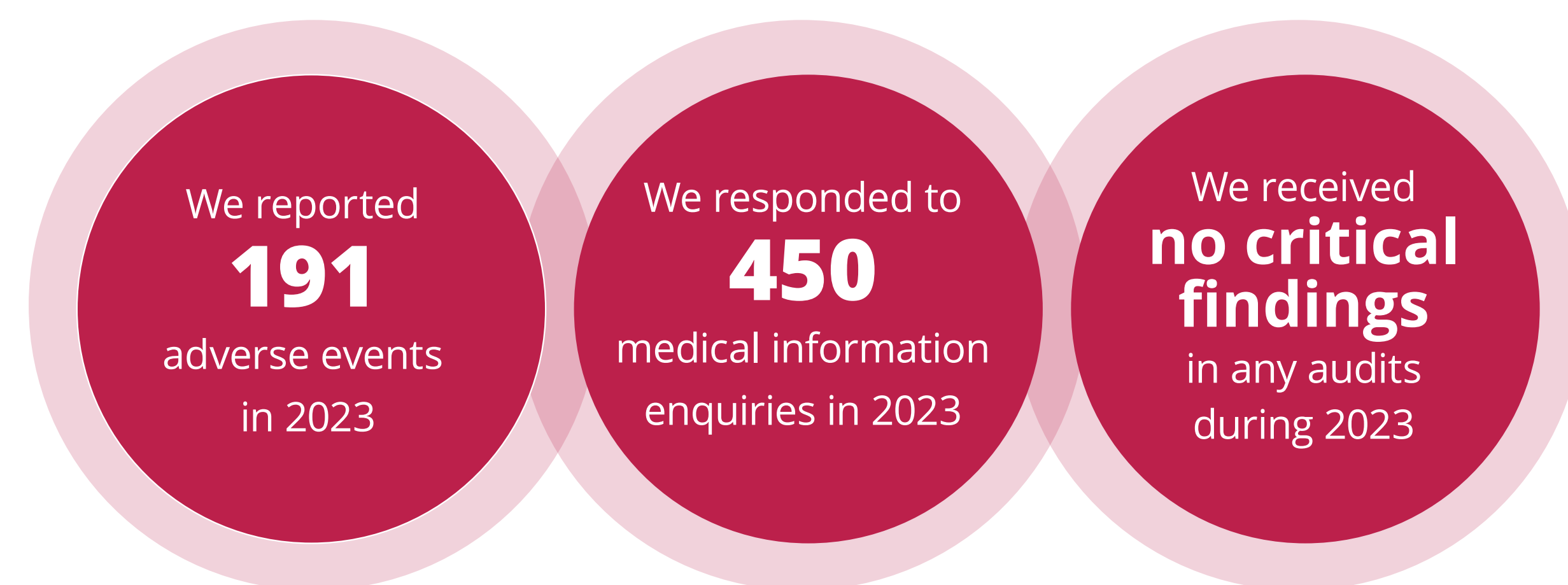


### Ensuring quality, safety, and compliance

As a pharmaceutical company, it is a priority that we uphold the highest standards of compliance, ensuring the safety and quality of our medicines.

Throughout 2023, our Medical Department has undergone significant changes, particularly within the Pharmacovigilance (PV) and Medical Information teams, to reinforce this commitment.

The PV team has expanded its role, becoming an integral part of the cross-functional New Product Development team, focusing on pipeline products. This collaboration underscores our proactive approach to safety and efficacy, aligning product development with rigorous PV standards. Additionally, the team has played a critical role in conducting PV due diligence for business development (BD) products, further ensuring that partnerships and acquisitions meet our stringent safety and quality criteria. This strategic integration of PV into both new product development and business development processes exemplifies our dedication to maintaining the highest standards of patient safety and product quality.



## Healthy Business, Healthy World – The Consilient Health Way



### Ensuring quality, safety, and compliance [cont]

At Consilient Health, operating within the frameworks of Good Manufacturing Practice (GMP) and Good Distribution Practice (GDP) is paramount. The year 2023 marked a period of significant transformation, with logistics enhancements and the implementation of key operational systems to fortify our quality standards.

The introduction of the BCT (Batch Control Tower) revolutionised our Vitamin D order processing and release tracking, while the UK Manufacturing and Import Authorisation (UKMIA) variation facilitated direct transport to the UK, streamlining our logistics. Additionally, the appointment of an additional UK RPI (Responsible Person for Import) enhanced our WDA (Wholesale Distribution Authorisation). These developments have been complemented by the inclusion of two Qualified Persons on our EU license, with two more in the process of accreditation, significantly boosting our Quality Management System's efficiency.

To ensure the continuity of high standards, Consilient Health conducted three purchased audits and six site audits on our partners, alongside one Health Authority inspection and three supplier-led audits culminating in six self-inspections without any critical findings. The table right illustrates our quality compliance achievements and challenges in 2023 compared with 2022.

Activity	2023	2022
Product Quality Complaints Processed	54	136
Product Recalls	3	2
Purchased Audits Conducted	3	1
Site Audits on Partners	6	2
Health Authority Inspections	1	2
Supplier Led Audits (linked to PV)	3	2
Self-Inspections	6	4

This table reflects our proactive approach to quality management, demonstrating a significant reduction in product quality complaints and maintaining a strong audit and inspection record, ensuring compliance with the highest regulatory standards.

# Healthy Business, Healthy World – The Consilient Health Way



## HR commitments

Our HR department plays a crucial role, particularly in keeping workplace policies updated and adapting them, as required, to take account of new legislation. Further emphasising our commitment to a flexible and inclusive workplace, we are currently in the process of updating our Flexible Working, Family/Carers Leave, and Menopause Policies. These policies reflect our ongoing response to employee feedback and legislative changes, underscoring our dedication to exceeding standard requirements in both the UK and Ireland.



Consilient Health continues to offer enhanced benefits that surpass legislative requirements, addressing another key area highlighted in the Great Place to Work® feedback. It is vital for us to ensure that all employees are fully aware of the enhanced benefits available to them.

In line with our focus on safety, we continue to monitor our Health & Safety mandatory training through Pace Training/Cardinus. This year, we also enhanced our safety protocols with the introduction of a health and safety tracker. Additionally, a number of employees recently completed First Aid Refresher training. Through these comprehensive efforts, we strive to maintain and enhance the wellbeing and safety of our workforce.

## Advancements and Challenges in Sustainability within the Pharmaceutical Industry

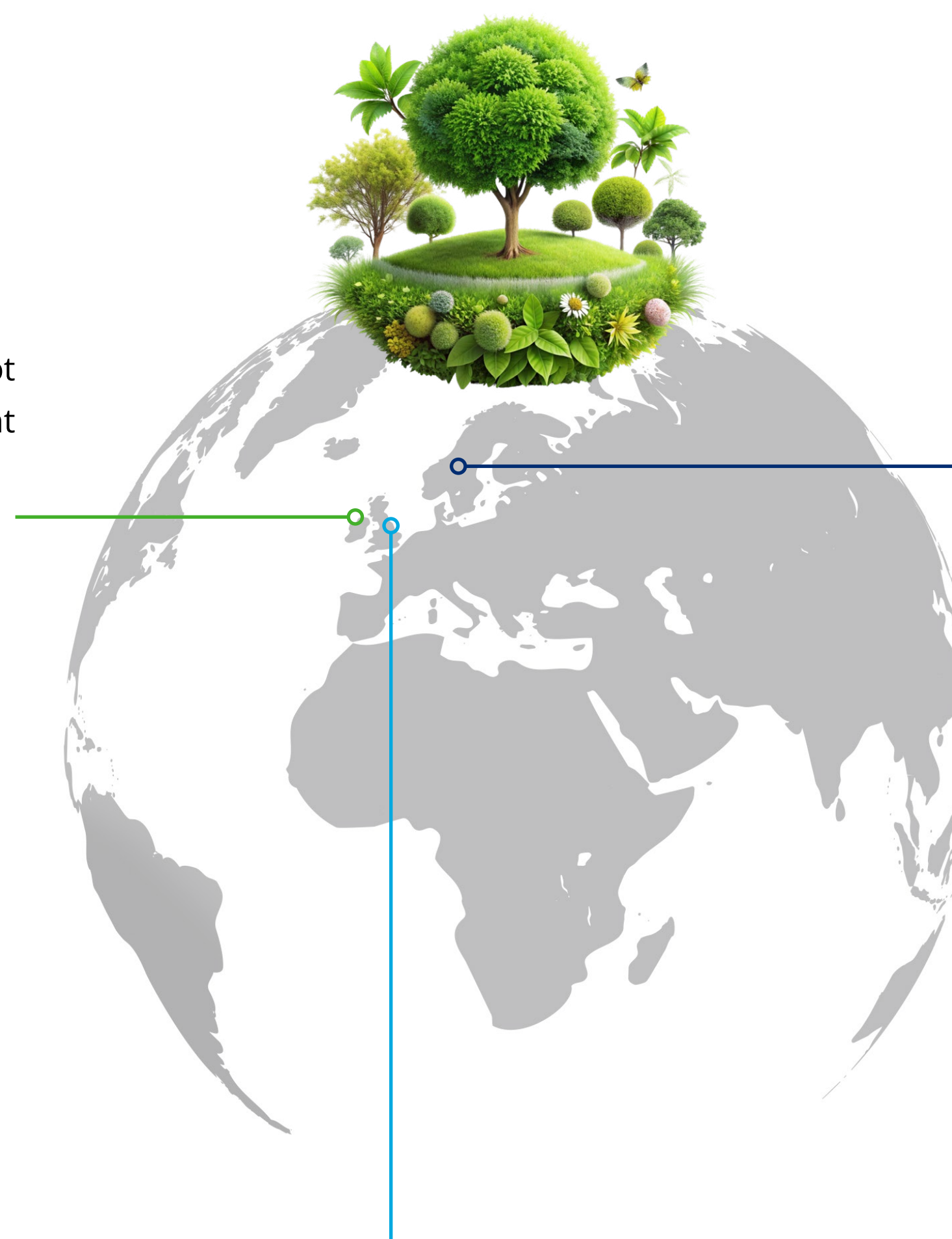
In 2023, the pharmaceutical industry continued to advance its sustainability efforts, emphasising the need to minimise environmental impact, reduce greenhouse gas emissions, conserve natural resources, and embrace sustainable development. The industry faced scrutiny for its carbon footprint, with production and transportation of drugs being significant contributors. To address these challenges, companies adopted more sustainable manufacturing practices, focusing on renewable energy sources, water

conservation, waste reduction, and green chemistry to mitigate environmental harm and promote sustainable operations. The industry's shift towards sustainability also involves a comprehensive approach, including stakeholder engagement, to ensure alignment with environmental regulations and sustainable practices. Leading pharmaceutical companies have been recognised for their sustainability efforts, reflecting a broader industry trend towards more environmentally and socially responsible business practices.\*†

## Healthy Business, Healthy World – The Consilient Health Way



**In Ireland**, while specific 2023 updates have not been detailed, the country's ongoing commitment to sustainable practices in healthcare and pharmaceuticals likely aligns with these broader European trends, focusing on reducing environmental impact and enhancing ESG standards. The integration of sustainability into the pharmaceutical sector in these regions reflects a growing recognition of the industry's role in addressing global environmental and social challenges.



**In the Nordic region**, sustainability in the pharmaceutical industry is being driven by enhanced ESG considerations. The Nordic Pharmaceutical Forum (NPF) integrates environmental requirements into its procurement processes, promoting green innovation. Countries like Sweden, Norway, and Finland are taking significant steps to incorporate sustainability into healthcare and pharmaceutical practices, including the development of environmental price premiums for greener pharmaceutical production, reducing CO2 emissions, and prioritising eco-friendly procurement practices (Pharmaceutical Technology).

In 2023, **the NHS in the UK** continued to prioritise sustainability, aiming to become the world's first Net-Zero national health service. With ambitious targets set for reducing its carbon footprint, the NHS is focused on achieving an 80% reduction by 2028–2032 and reaching Net-Zero by 2040. This initiative is part of a broader strategy to mitigate climate change impacts and improve the environmental sustainability of healthcare services (NHS England).

\*PharmaNewsIntelligence

† PwC

In 2023, Consilient Health continued its focus on the 3 core areas of our Sustainability Strategy have identified as material for our organisation.

We are committed to being a people-centred company, acting responsibly, and maintaining our position as a market leader. Our efforts are guided by specific initiatives that align with our key priorities. This represents our ongoing commitment to improve and make a meaningful impact through our business activities.

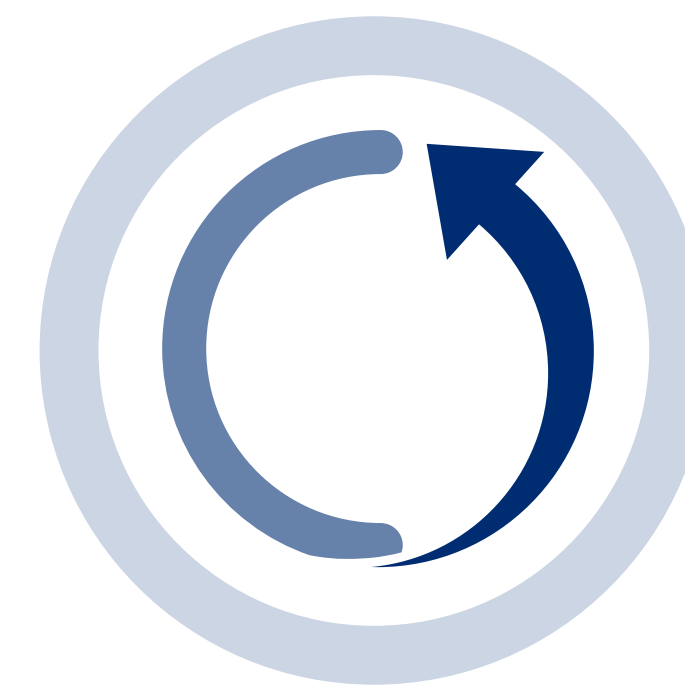
## Consilient Health Pillars of Sustainability



People's health is at the heart of our business. We are supporting the wellbeing of our employees and the local communities where we work.



A responsible business refers to our commitment to making business decisions that will contribute to the creation of a better world.



To build a healthy business, we are finding new, sustainable ways of doing things while sharing our goals and progress.



Being a  
People  
Business

Great  
Place  
To  
Work®  
Certified

## Consilient Health is a Great Place to Work®

In 2023, we are pleased and proud to have not only been recertified as a '**Great Place to Work® (GPTW)**' but also to achieve notable rankings in the UK as a **Best Workplace (Medium sized)**. Additionally, in Ireland, we secured the title of **Best Workplace In Pharma & Healthcare** for the second consecutive year.

These accolades are significant not only because they recognise our achievements, but also because they are based on valuable data from the GPTW survey. This data is crucial as it helps us identify our strengths and areas for improvement, reinforcing our ongoing commitment to enhance our performance.

This year, Consilient Health achieved a **remarkable 94% overall score in the focus area, Justice**, reflecting our employees' confidence in being treated equitably regardless of age, gender, sexual orientation, or race. Across all evaluated areas, **our scores remained impressively above 80%**, underscoring our sustained excellence.

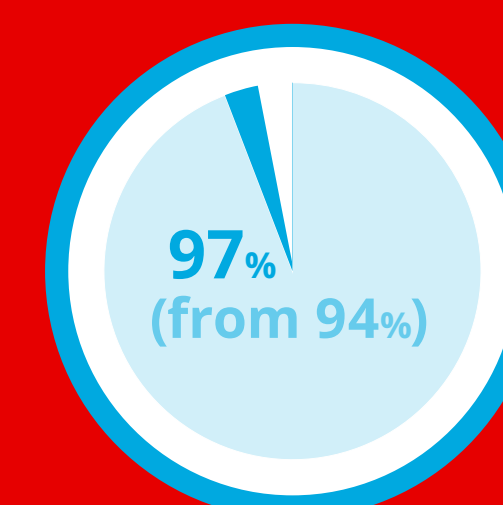
Building on the feedback and areas identified in 2022, we maintained our focus on previously established areas and introduced an additional focus on Collaboration, recognising the need for improved interdepartmental cooperation. Our key areas for 2023, which we will continue to prioritise in 2024, are:

- Enhancement of Reward & Recognition
- Increased Benefits Awareness
- Continued Training & Development
- Strengthening Collaboration Across Functions

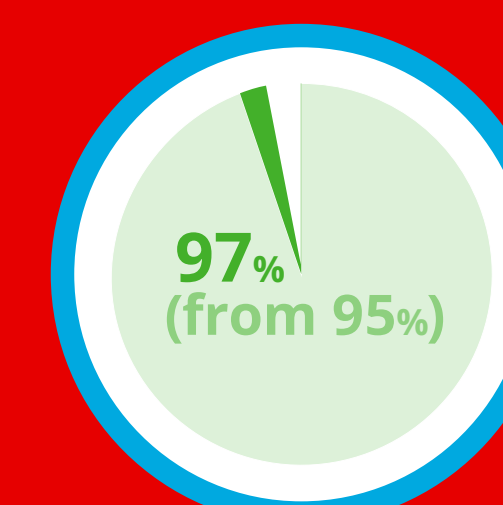
### Great Place to Work® Achievement 2023

#### Top Focus Statements

*People here are treated fairly regardless of their sexual orientation*

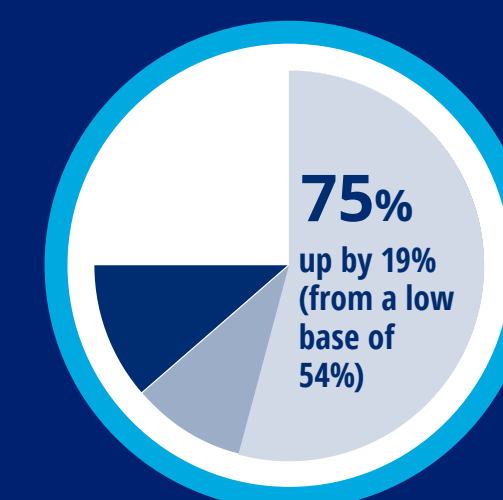


*People here are treated fairly regardless of their sexual orientation*

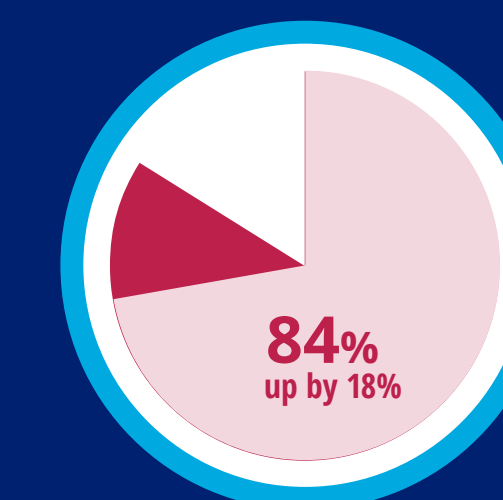


#### Most Improved Focus Statements

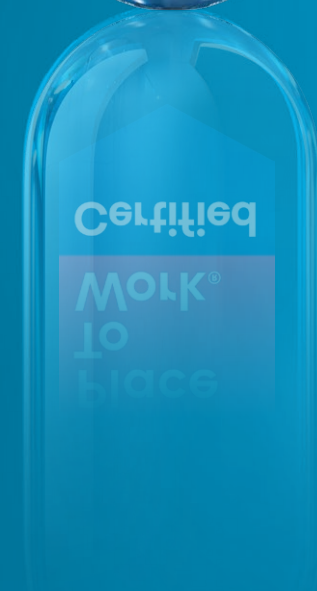
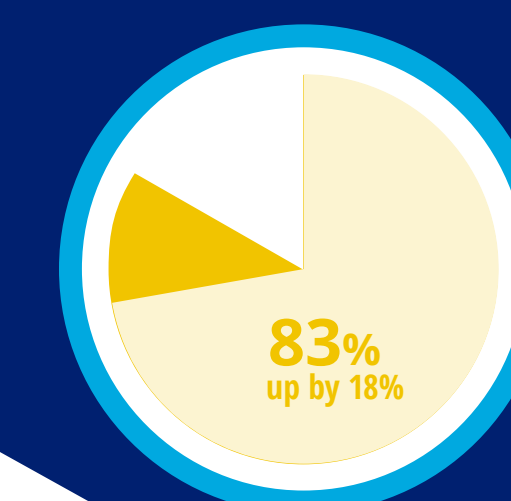
*I feel I receive a fair share of the profits made by this organisation*



*People here are paid fairly for the work they do*



*Management has a clear view of where the organisation is going and how to get there*

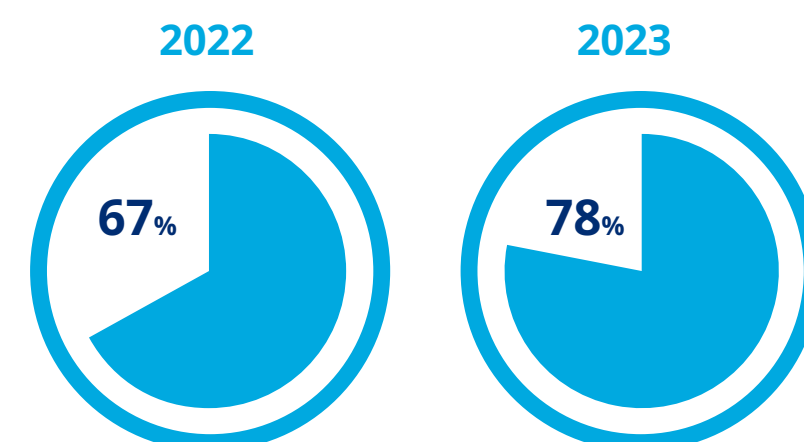


## Great Place to Work® – Internal focus areas 2022 vs 2023

### Internal Focus areas

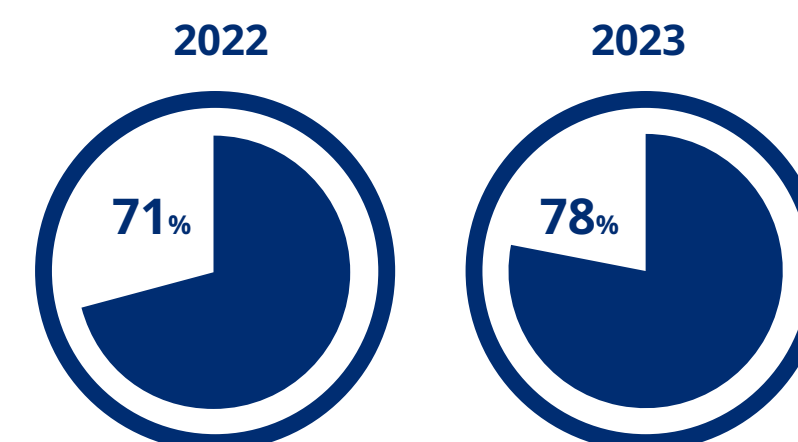
#### Training & Development

*'I am offered Training & Development to further myself professionally'*

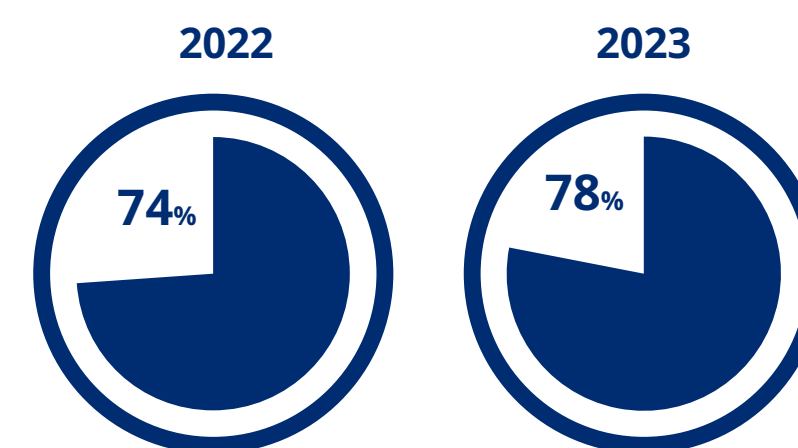


#### Reward & Recognition

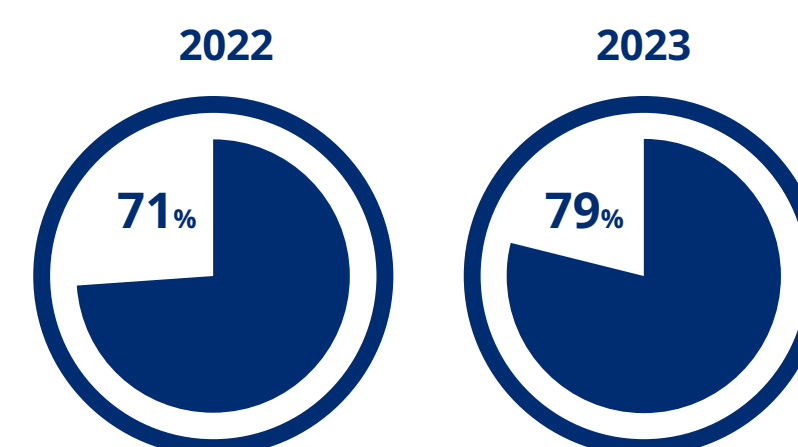
*'Management shows appreciation for good work & extra effort'*



*'Everyone has an opportunity to get special recognition'*

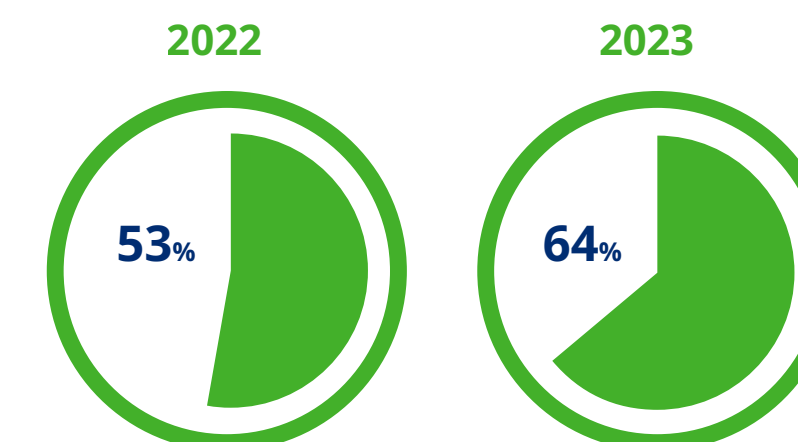


*'My colleagues celebrate each other's successes'*



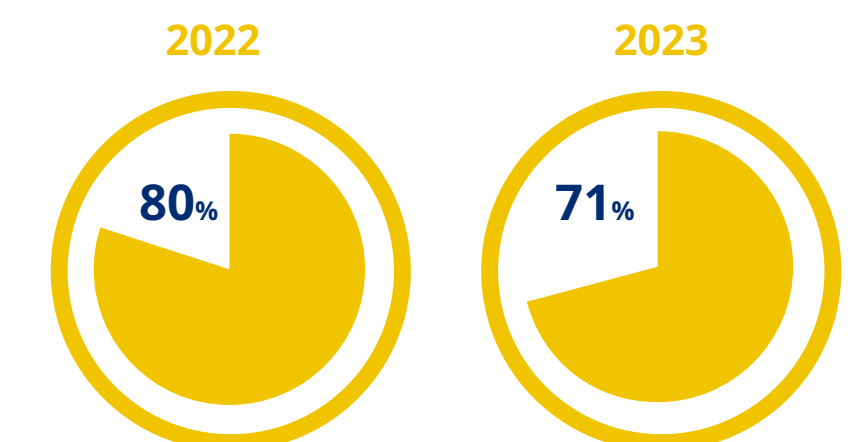
#### Benefits

*'We have special & unique benefits here'*

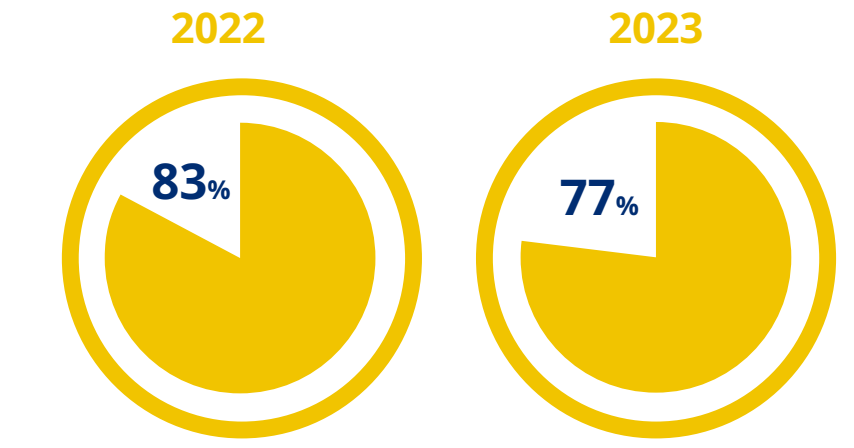


#### Collaboration

*'It is easy to collaborate with members from different teams or departments'*



*'It is easy to collaborate within working groups'*



Being a  
People  
Business



## Being a People Business



### Mental health & Wellbeing

In 2023, Consilient Health reinforced its commitment to the mental health and wellbeing of its employees, continuing to invest in initiatives that ensure a supportive and productive workplace. Recognising that employees bring their whole selves to work, we actively support their needs through our adherence to the Mental Health in the Workplace Commitment. We have made significant progress in enhancing support across the six standards of this commitment, fostering an environment where every team member feels valued and supported.

One of the key weeks we have in the company calendar is 'Mental Health Awareness Week', when all employees have the opportunity to create a focus on mental health for the whole company, as instigated and supported by the Mental Health First Aiders (MHFAs).

In 2023 the theme was 'Stress' and all activities in Mental Health Awareness Week were related to this, with a specific lunch and learn dedicated to highlighting the effects of stress. Stress is a common issue within the workplace because, at some time in life, everyone will need to deal with some form of stress. During Mental Health Awareness Week, we ran an informative session with different members of the MHFA team to share our understanding of stress, how to recognise the signs of stress and how to build resilience.



## Update on our 6 key standards Commitment to Mental Health in the Workplace:

Being a  
People  
Business

Prioritise mental health in the workplace by developing and delivering a systematic programme of activity



- **Updated yearly plan** – instigated quarterly review meetings for MHFAs
- Lunch and learns – mental health awareness week

Proactively ensure work design and organisational culture drive positive mental health outcomes



- Implemented a once per month lunch in the office and invitation to all to encourage more people back to the office environment
- Try to encourage everyone has a lunch break blocked out in diary

Promote an open culture around mental health



- Refresher training by Mental Health England for all MHFAs
- Review of work from home policy & flexible working policy

Increase organisational confidence and capability



- Updated mental health awareness for managers
- Retraining of new MHFAs as replacements for leavers

Provide mental health tools and support



- **Employee Assistance Programme** (EAP [UK]) and Voluntary Health Insurance (VHI [Ireland])
- Included dental care in BUPA offering
- All MHFAs are trained in the difference between mental health and wellbeing issues
- **Headspace app** - We have funded all staff to access the 'Headspace Partner Family Plan' - meaning they can invite up to two friends/family to use the Headspace app, for free!

**Why:** A published study showed that employees who used the app for 8 weeks, reported a 46% reduction in depression and a 31% reduction in anxiety. Another study showed that 30 days of Headspace resulted in an 11% increase in mental resilience

Increase transparency and accountability through internal & external reporting



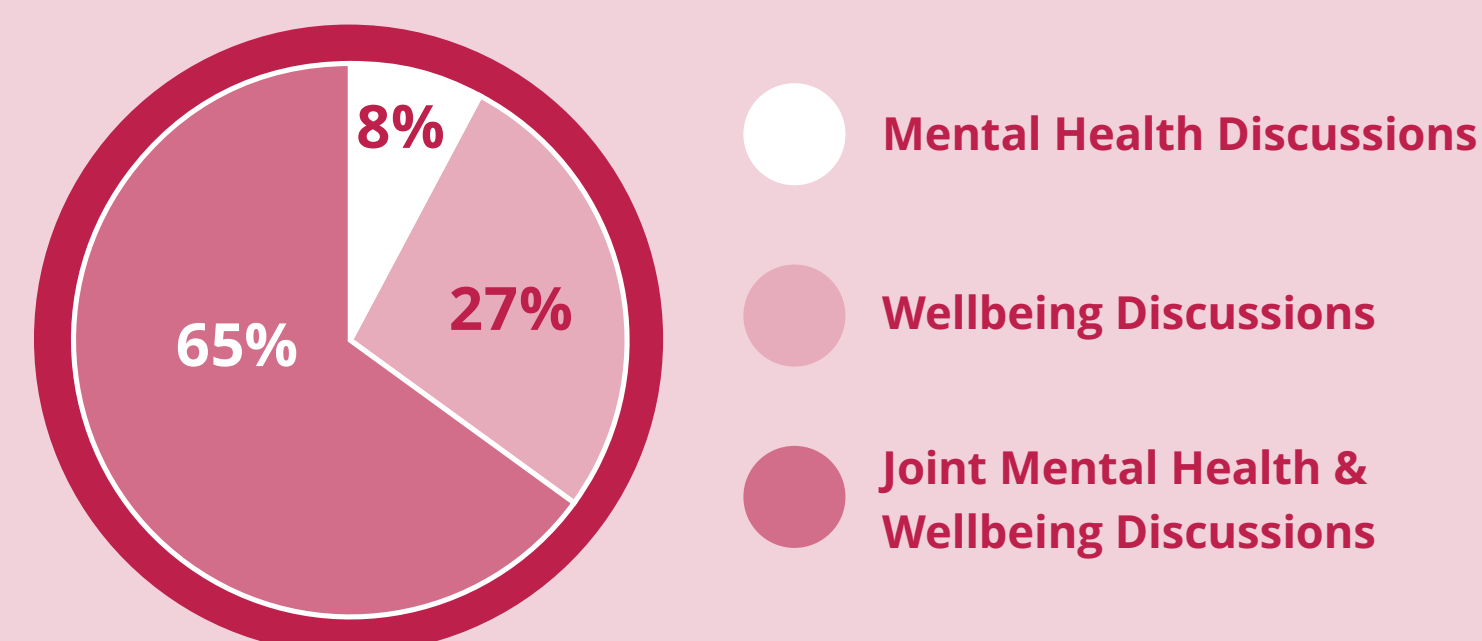
- Figures on next page offer transparency of MHFA usage – also reported to the board and supported by HR



## Being a People Business

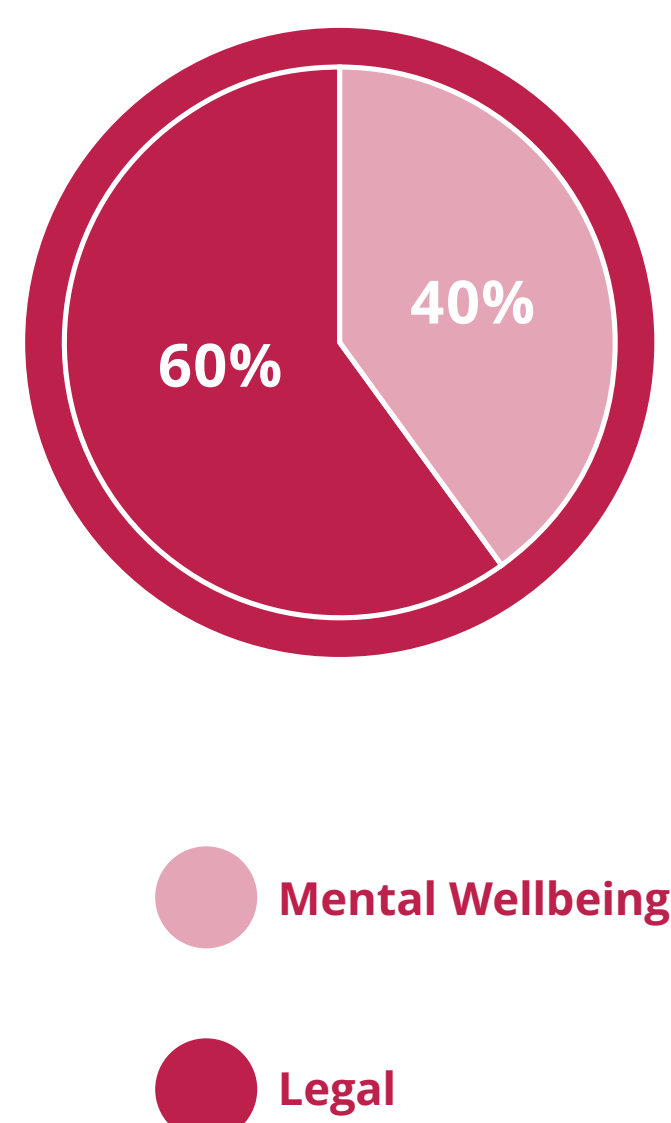


### Utilisation of 10 MHFAs 2023

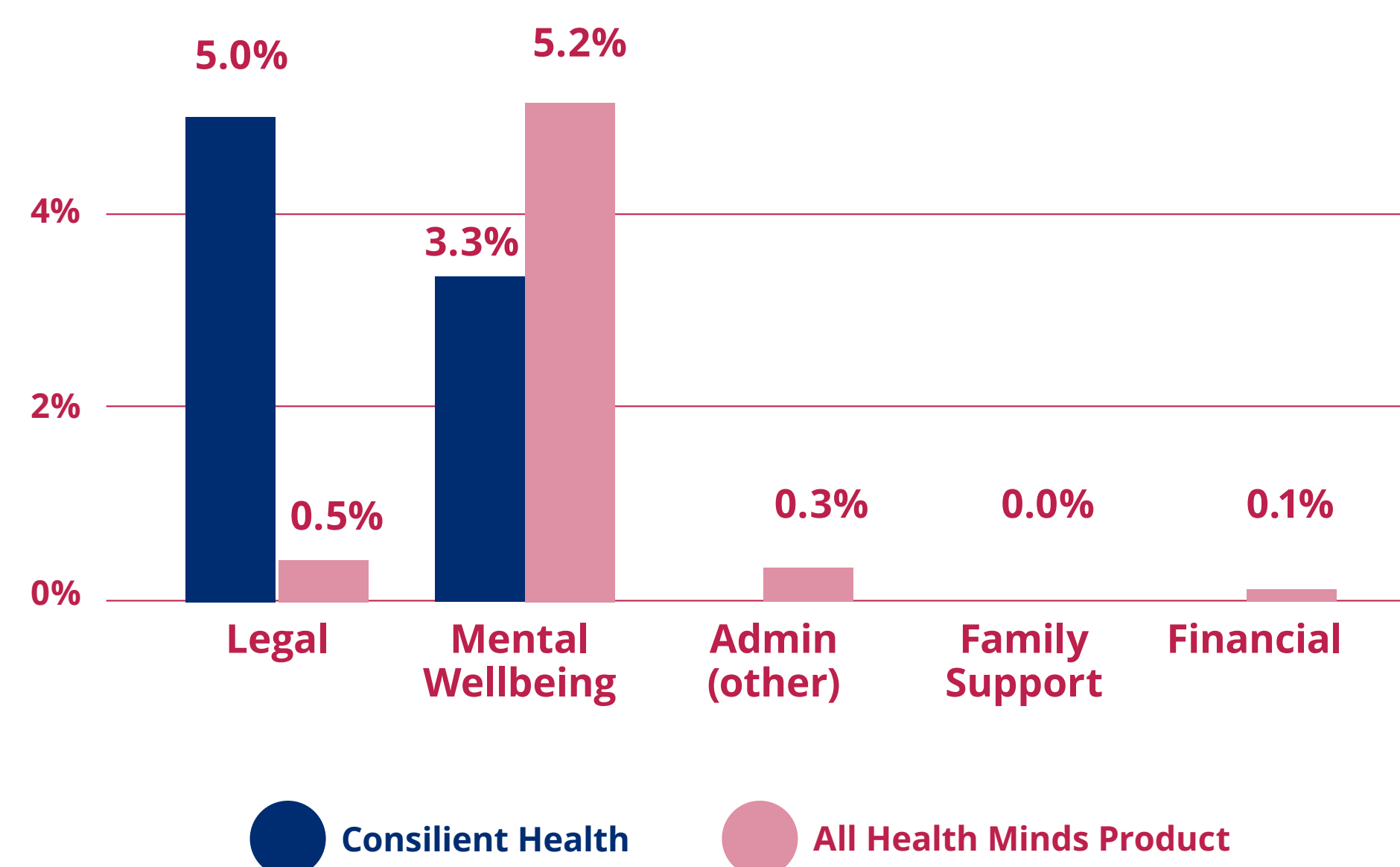


### EAP usage data

#### Case Type by Split



#### Utilisation by Type



**5** Total Cases      **2** Mental Wellbeing  
**0** Family            **0** Financial  
**3** Legal              **0** Admin (other)

**6.1%** Overall Utilisation - All Healthy Minds Product

**8.3%** Overall Utilisation - Consilient Health

#### Top 10 reasons for Contacting Service - All Healthy Mind Products - All Clients

Stress	22%
General Anxiety	14%
Mixed Anxiety & Depression	13%
Relationship Issues	6%
Anxiety & Depression	5%
Depression	5%
Bereavement	5%
Family Relationships	4%
Information	3%
Trauma	2%

## Local Community

### Update on Our Charitable Support Initiatives

We are delighted to share our latest efforts in supporting the impactful work of The Victoria Foundation in the UK and Narrative 4 in Ireland, showcasing our commitment to their crucial community projects. Here's an overview of our recent contributions and the difference they are making.



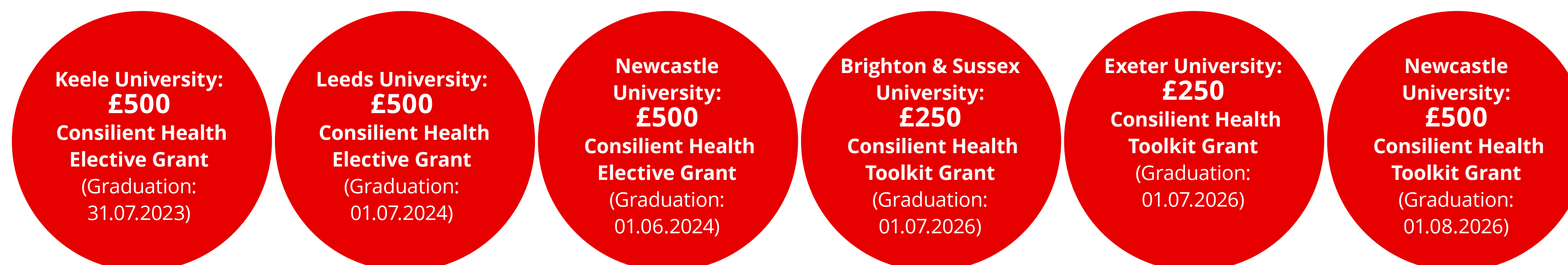
#### **The Victoria Foundation:** Empowering Future Medical Professionals

Founded from the legacy of The New Victoria Hospital and driven by a dedicated group of Kingston doctors, The Victoria Foundation has a rich history dating back to 2007. The foundation's mission focuses on aiding medical students who come from underprivileged backgrounds, aiming to diversify the future of the medical profession.

### Impact through Grants and Bursaries

The Victoria Foundation has made significant strides in increasing its support for aspiring medical students, thanks to a substantial six-figure legacy. This financial boost has allowed the foundation to double its grant awards, making a direct impact on the lives of students who are often the first in their families to attend university and come from lower socio-economic backgrounds.

#### Here is a snapshot of the grants awarded this year:



Each grant serves as a stepping stone for these students, helping them achieve their dreams and making a meaningful contribution to the healthcare sector.

### Ongoing Commitment

Our continuous support for these foundations reflects our dedication to fostering an inclusive and supportive community both within and outside our organisation. By empowering these charitable foundations, we are helping to pave the way for a brighter, more inclusive future in healthcare and beyond. We look forward to updating you on further developments and successes as our partnerships with The Victoria Foundation and Narrative 4 continue to evolve.

This commitment is not just an investment in individual futures but a testament to our belief in the transformative power of community and education.

## Being a People Business



# NARRATIVE 4

## About Narrative 4 Ireland

Narrative 4 Ireland is a not-for-profit organisation that aims to bring an evidence-based programme to every school in Ireland. The Story Exchange programme develops emotional and social skills in young people. Research has shown it contributes to healthier, happier young people. It also helps bridge divides between students helping them to see the world from other people's viewpoints. Narrative 4 Ireland replicated a successful US programme and began operations in Ireland in 2016.

The purpose of Narrative 4 Ireland's partnership with Consilient Health was to train Leinster-based teachers in schools who have DEIS status (Educational disadvantage. Delivering Equality of Opportunity in School) in an evidence-based technique designed to teach social and emotional skills and connection in the classroom and promote wellbeing among young people. An OECD Survey of Social and Emotional Skills found that students from disadvantaged backgrounds report lower levels of social emotional skills than their advantaged counterparts. As such programmes such as Narrative 4 Ireland's that build SEL (Social and Emotional Learning) skills are greatly needed and have the potential to have a considerable positive impact on students from disadvantaged schools.

The Consilient Health grant funded 20 teachers to complete 8 hours of continuing professional development (CPD) training, equipping them with skills to facilitate a Story Exchange programme with their students. The programme based around circle-work creates a platform for young people to share personal experiences from their lives and see the world from another perspective. The training was broken down into three modules which consisted of a combination of live online workshops and self-directed learning. Most teachers completed these modules over a number of weeks. On completion of the training, the teachers gain access to Narrative 4 Ireland resources, lesson plans and join the Narrative 4 network of facilitators.

## How did Consilient Health help?

20 post-primary teachers from 15 DEIS schools in Dublin, Kildare and Wicklow received training in Narrative 4 Ireland's Story Exchange Facilitator training.

Disadvantaged students were provided an opportunity to develop SEL skills (e.g. self-awareness, self-management, social awareness, relationship skills) and take part in activities that encourage feelings of belonging and connection with their fellow students.

The teachers who trained were given access to a facilitator toolkit with a wide range of learning resources and lesson plans designed to help implement the programme in their school. Alongside this, teachers continue to be provided with regular access to support and guidance from Narrative 4 Ireland staff members.

The teachers also became members of the Narrative 4 Facilitator Network, where they have the ability to share resources and connect with other Narrative 4 Ireland facilitators across Ireland and the rest of the world.

## Being a People Business



### Charitable Donations

Over the last 6 months, we have made charitable donations to MediCinema, AidLink, and Age UK, including the two community charities that we support each year - The Victoria Foundation and Narrative 4 Ireland.

Age UK Richmond, was the chosen charity by the winning team from our annual work summer event.

MEDICINEMA   
*feel better with film*

  
Aidlink

 Richmond  
upon Thames  
ageUK

 THE  
VICTORIA  
FOUNDATION

 NARRATIVE 4

## Being a People Business

### Give-back days

At Consilient Health, we believe in fostering a strong community connection and providing our employees with meaningful opportunities to contribute positively to society. In line with this commitment, we proudly offer an additional day of annual leave specifically designated for community service and charitable activities. This initiative allows our employees to engage in a variety of community-focused endeavours, whether it's participating in a charitable event, raising funds through sponsored activities, or directly enhancing their local environments.

In August 2023, our Commercial Sales Team exemplified this spirit of giving back by choosing to conduct a litter-picking activity in the scenic Lake District. Their dedicated efforts not only contributed to cleaning up this beloved natural area but also demonstrated their commitment to environmental stewardship and community wellbeing. This initiative is a testament to the positive impact that corporate support for community and environmental engagement can have, showcasing Consilient Health's dedication to social responsibility and collective wellbeing.



## Being a People Business

### Training

At Consilient Health, we recognise that the growth and satisfaction of our team are pivotal to our success. This is why we are deeply committed to the continuous training and development of our employees. Investing in our workforce not only enhances their skills and satisfaction but also prepares our organisation for future challenges and opportunities.

This year, we have significantly expanded our investment in employee development through the introduction of the **Impellus training platform** which has broadened access to essential skills enhancement across the company.

Our commitment extends beyond generic training; employees have engaged in specialised programs tailored to their roles, including Prince 2 Project Management, Quality Training, Sales & Product Training, Insights Discovery, Health & Safety, and MHFA refresher courses.

**In 2022, we dedicated 1,515 hours to training, but in 2023, we have exponentially increased this investment to 2,955.5 hours of training.**

This dramatic escalation not only demonstrates our dedication to our team's professional growth but also aligns with our strategic focus, highlighted by feedback from the GPTW survey, to prioritise Training & Development as a core area of our commitment.



## Being a Competitive Business

### Being a Competitive Business

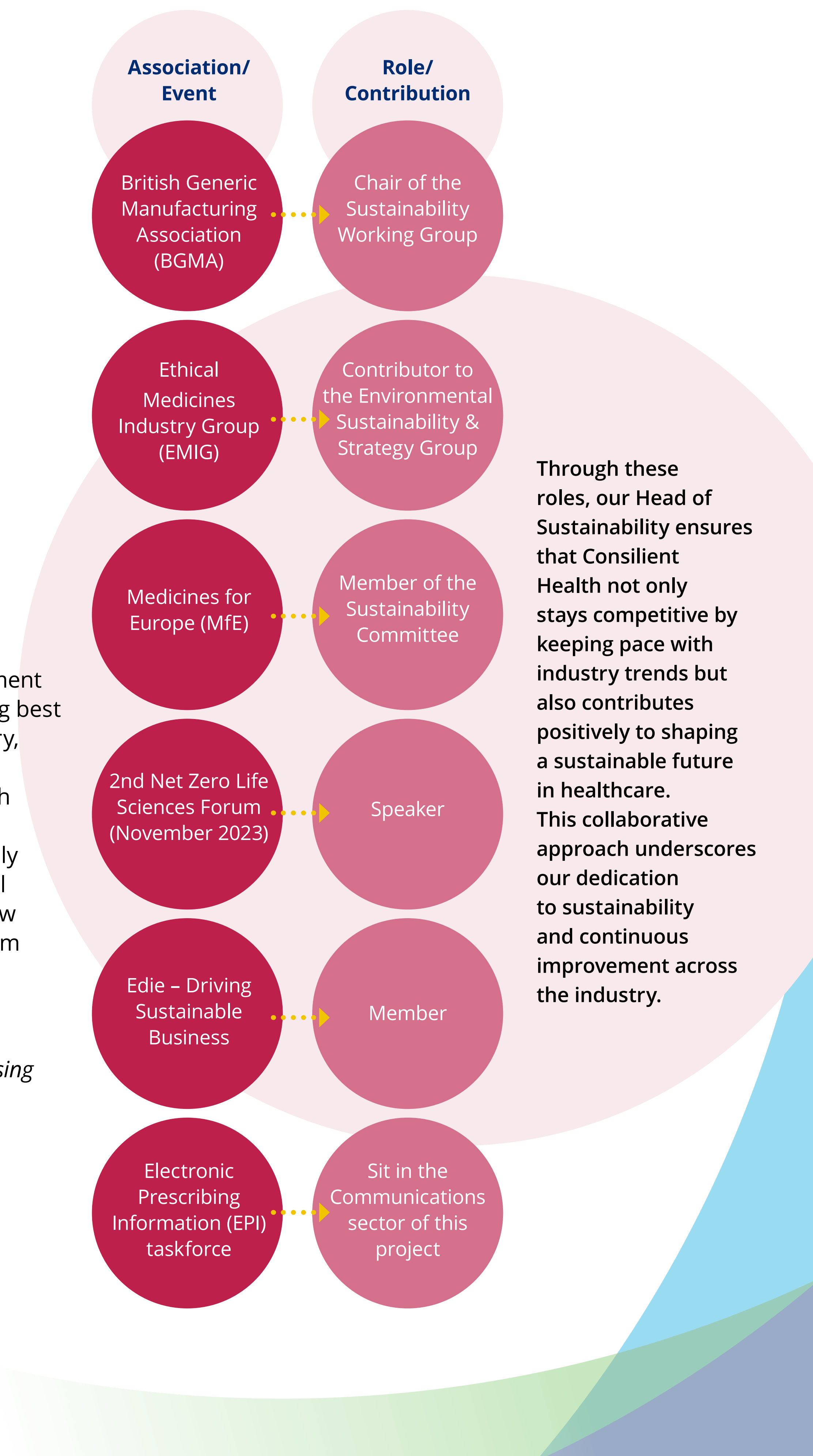
At the core of our competitive ethos, transparency plays a pivotal role, shaping how we communicate our progress and challenges. Our commitment to this principle is vividly embodied in our 2023 Sustainability Report, which reflects our dedication to open, honest reporting. We strive to maintain this transparency not just externally, but internally within our organisation.

To ensure all colleagues are informed and engaged, we leverage a variety of communication platforms. Our bi-annual newsletter serves as a comprehensive update on our achievements and the hurdles we encounter. Our ‘Lunch & Learn’ sessions are designed to facilitate knowledge sharing in an informal, interactive environment.

### Partnerships and collaborations

To emphasise our commitment to collaboration and sharing best practices within the industry, our Head of Sustainability actively contributes through various influential roles. These engagements not only keep us attuned to external developments but also allow us to support and learn from other stakeholders in the pharmaceutical sector.

*Opposite is a table summarising these key contributions:*



## Being a Competitive Business

### Digital transformation

Since initiating its digital transformation in 2021, Consilient Health has successfully integrated several digital innovations that significantly enhance its sustainability across various operational domains. The OneSC platform, initially known as BCT (Batch Control Tower), serves as a cornerstone in this initiative, offering comprehensive end-to-end batch tracking that enhances transparency and control throughout the pharmaceutical supply chain.

This year, OneSC has introduced advanced features such as enhanced KPI reporting and task management, providing deep insights and facilitating real-time data sharing. This integration has optimised logistical resources and standardised metrics across our partnerships, significantly boosting operational efficiency.

Centralising batch documentation through OneSC has streamlined the audit process and reduced the reliance on fragmented systems. This change alone has cut email traffic by 30%, reducing redundant communications and freeing up valuable time for our teams to focus on critical tasks. The platform's impact is quantifiable, with projected annual savings of up to £400k and a 20% increase in shipment utilisation, demonstrating its substantial benefit to both our bottom line and environmental footprint.\*

In addition to logistics improvements, our sales and marketing strategies have embraced digital customer engagement methods, reducing paper usage and advancing our commitment to sustainability. Deploying iPads to our Sales Team has not only reduced our environmental impact but also enhanced interaction efficiency with HCPs.

Our logger, which captures temperature data during transit, is undergoing a significant revamp to emphasise sustainability. By choosing devices for prolonged use, more accessible recycling, and utilising existing mobile tower connectivity, we aim to reduce our ecological footprint and maintain operational effectiveness.

The integration of Alloga's warehouse management systems (logistics partner) with our internal purchase order systems has streamlined compliance and bolstered resilience in our business operations, enhancing decision-making and reducing risks.

Looking forward, Consilient Health is planning to review the implementation of a carbon emissions reporting tool, reaffirming our commitment to transparency and environmental stewardship in pharmaceutical production and logistics. Through comprehensive digital transformation, Consilient Health is setting a benchmark in operational excellence and sustainable practices in the industry.

\*<https://onesc.com/>



## Being a Responsible Business

### Consilient Health's carbon footprint

A core component of ensuring Consilient Health is a responsible business is to guarantee our approach to climate sustainability is high integrity, prioritising accurate carbon footprint calculations and deep reductions in emissions on our journey to becoming a Net-Zero business. The climate crisis requires urgent decarbonisation and we recognise our role in these efforts.

Consilient Health aims to provide full transparency on both its full climate impact, through disclosing annual value-chain emissions, and progress against its targets to reduce these emissions over time.

In 2022, in partnership with our climate consultant EcoAct, Consilient Health set two ambitious targets to reduce emissions by 2030 and 2050. These targets are validated by the Science-Based Targets Initiative (SBTi) where our full target language and commitments can be found. Meeting these targets are the primary goal for Consilient Health's carbon-related sustainability journey.



#### In summary:

- Consilient Health commits to reduce scope 1 and scope 2 greenhouse gas (GHG) emissions 42% by 2030 from a 2021 base year, and to measure and reduce its scope 3 emissions
- Consilient Health commits to reduce scope 1, 2 and 3 emissions 90% by 2050 from a 2021 base year

To complement our SBTi-validated target, Consilient Health has gone above-and-beyond to set milestone targets for key areas of our footprint. Consilient Health commits to:

- Reduce aggregated emissions from business travel, commuting, operational waste, and downstream distribution by 22.5% between 2021 and 2030
- Achieving Net-Zero by 2050
- Engage 30% of suppliers with climate-related activities by 2025
- Engage all suppliers by 2030 and demonstrate intention to reduce emissions from purchased goods & services and capital goods by implementing climate-related supplier onboarding pre-requisites

To ensure we continue tracking against each of these six objectives, it is important that Consilient Health has full visibility of its carbon footprint and subsequently identifies levers for reducing material emissions sources.

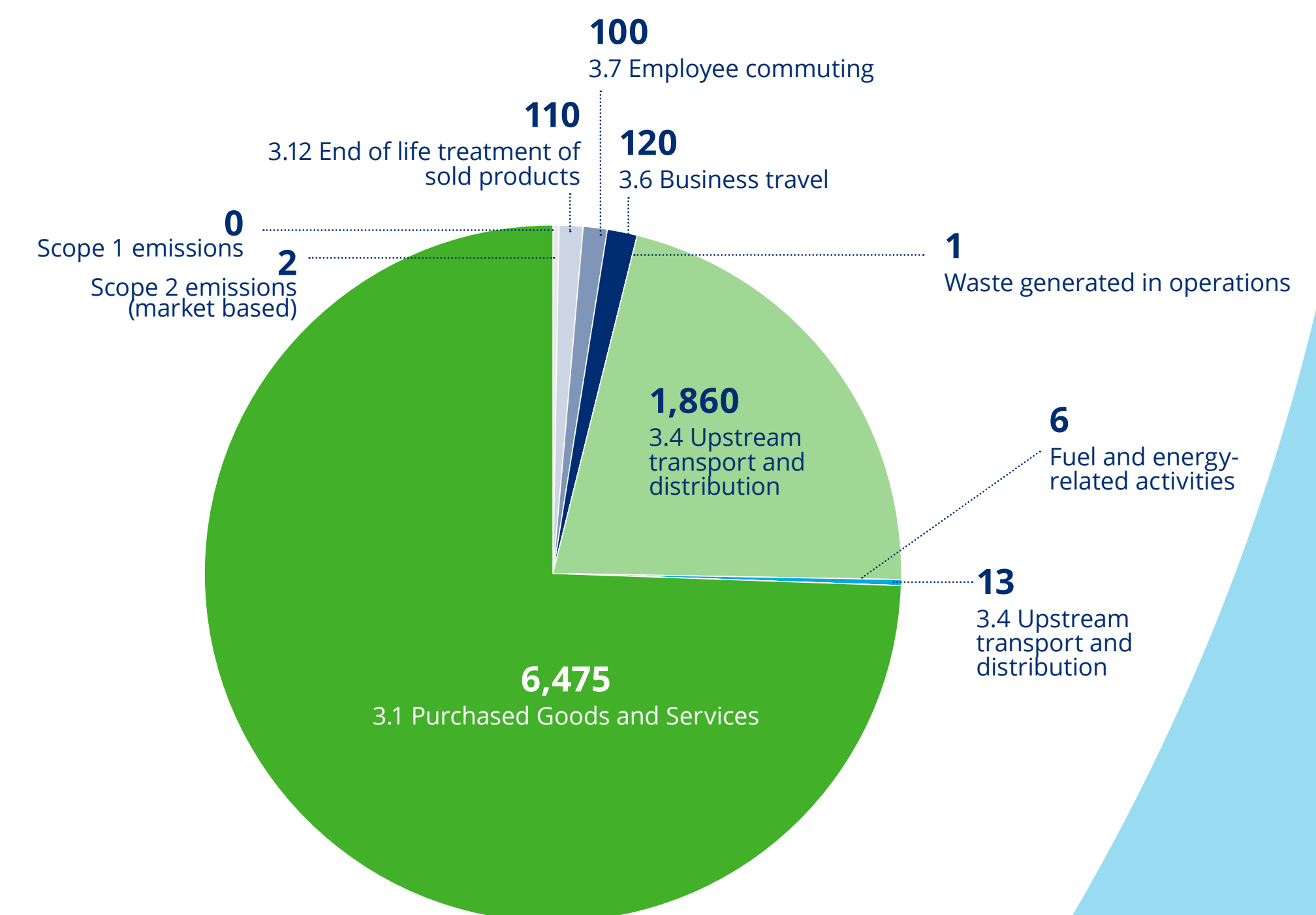
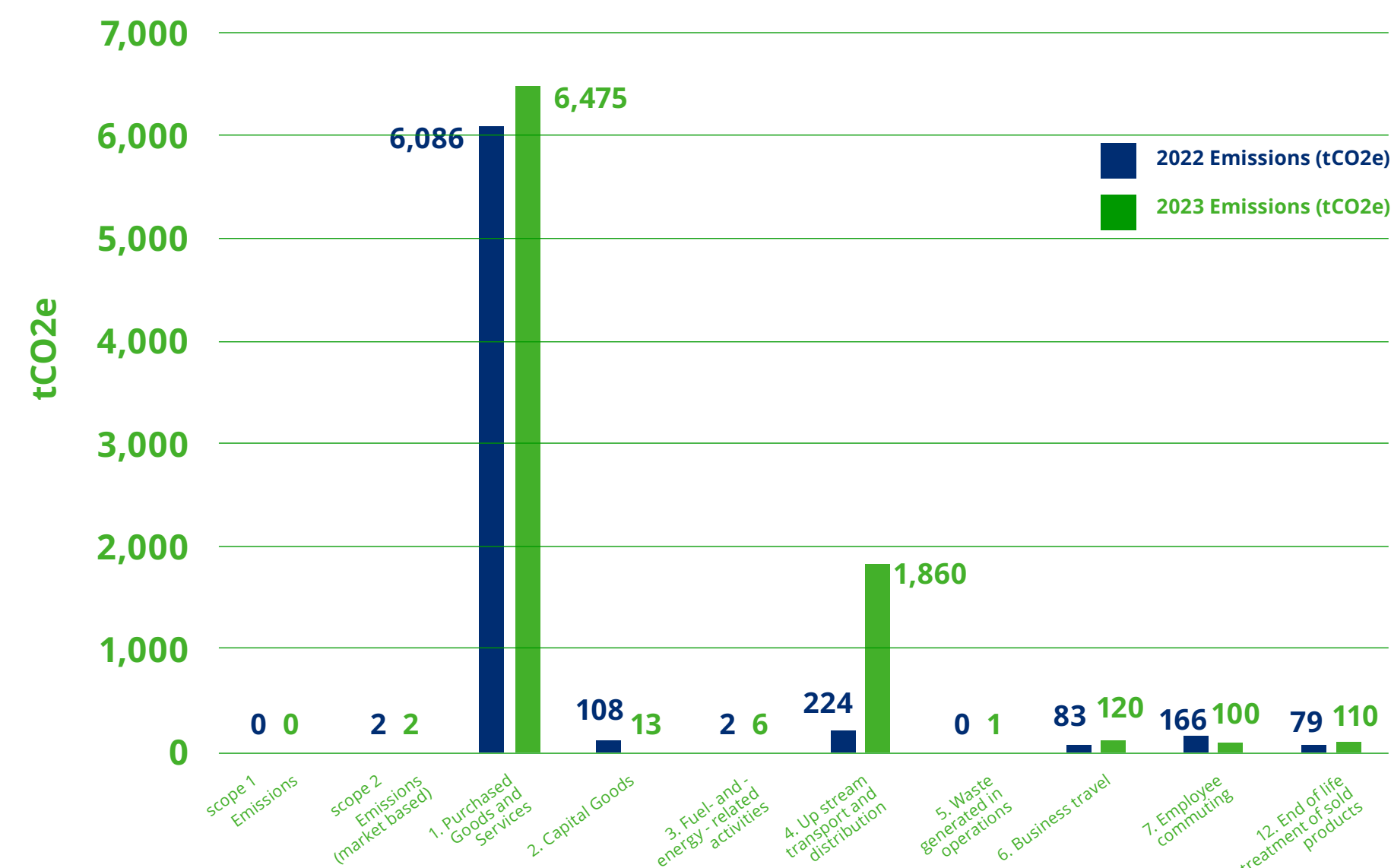
## 2023 carbon footprint

Being a  
Responsible  
Business

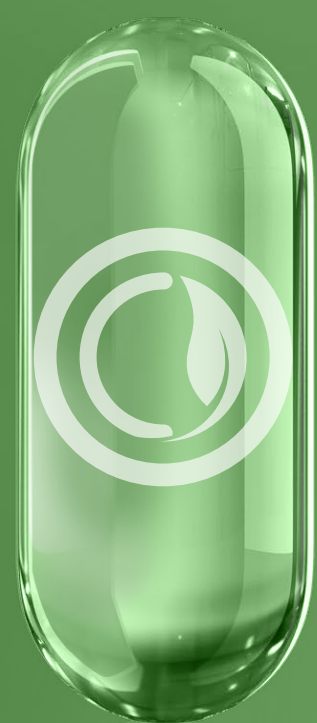
In early 2024, Consilient Health received its externally calculated carbon footprint from EcoAct for the 2023 calendar year. As with previous years, this calculation was undertaken in accordance with **corporate guidance** provided by the Greenhouse Gas Protocol (GHGP) and **emissions-scope specific guidance** as appropriate. Our emissions, compared year-on-year with 2022, can be summarised as follows:

Consilient Health's Value-Chain Emissions	Scope	Relevance	2022 Emissions (Tonnes of CO2 equivalent [tCO2e])	2023 Emissions (tCO2e)
Scope 1 Emissions	Scope 1		-	-
Scope 2 Emissions (market-based)	Scope 2		2.1	2.0
1. Purchased Goods and Services	Scope 3	Relevant, Calculated	6,085.62	6,475.14
2. Capital Goods	Scope 3	Relevant, Calculated	108.29	12.59
3. Fuel- and energy-related activities	Scope 3	Relevant, Calculated	2.50	5.56
4. Upstream transport and distribution	Scope 3	Relevant, Calculated	224.47	1,860.34
5. Waste generated in operations	Scope 3	Relevant, Calculated	0.16	0.71
6. Business travel	Scope 3	Relevant, Calculated	83.42	119.56
7. Employee commuting	Scope 3	Relevant, Calculated	165.87	99.74
12. End of life treatment of sold products	Scope 3	Relevant, Calculated	78.99	109.62
Total Scope 3 (Category 1-15)			6,749	8,683.3

Consilient Health 2023 value-chain emissions year-on-year (2022 vs 2023)



## Being a Responsible Business



### 2023 carbon footprint [cont]

Consilient Health has seen pleasing emissions reductions in several areas, notably the emissions associated with the purchase of capital goods and our employee commuting. However, we recognise that some areas of our footprint have grown year-on-year since 2022's calculation.

#### Data improvements

In particular, driven by data challenges and weaker available data in material emissions areas, the two largest categories of Consilient Health's emissions have increased year-on-year. However, both of these anomalies aim to be addressed during the supplier engagement workstream that will commence in mid-2024. By striving to improve the quality of data reporting each year, moving towards a supplier-specific calculation methodology, we will enhance the accuracy of emissions accounting across our value-chain.

In addition, we have already initiated changes to our logistics channels to improve data available for Scope 3 Category 4 – upstream transportation and distribution. By partnering our logistics providers, we aim to gauge our emissions in more granular detail and therefore identify opportunities for reduction.

#### Emissions reductions

Our supply chain is an important part of Consilient Health's efforts to reduce emissions, accounting for almost 75% of our full value-chain emissions during the reporting year. In addition to partnering with suppliers to improve data availability, reducing these emissions is a priority. As part of our supply chain engagement work, we will encourage suppliers to set their own science-based targets and move towards low-carbon processes and products where feasible. In addition to working with our pharmaceutical suppliers, we will partner with those organisations supplying non-supply chain related goods and services.

In other areas of our emissions, such as business travel, education plays an important role in supporting our team with reducing emissions. For example, by exploring the available options as an alternative to air travel, we aim to reduce business travel emissions by switching to lower carbon modes of travel. In addition, Consilient Health is exploring the role of a shadow carbon price in the future, providing further information to staff on the carbon impact of their travel choices.



## Being a Responsible Business

### Sustainability award

In 2023, our Sustainability Award reflected a major shift towards our 'Being a People Business' ethos, emphasising that sustainability includes not just environmental but also social wellbeing. This new focus highlighted the importance of mental health and led to the launch of the **'Do One Thing'** initiative, which encouraged employees to perform simple actions to improve the workplace atmosphere.

The standout entry came from our New Product Development Team. They won the award by establishing a social committee that organised events and social gatherings, creating opportunities for staff to connect and unwind together. Their initiative has had a lasting impact, becoming a key part of our company culture and demonstrating how small actions can create significant, lasting improvements.

The runner-up, last year's winner, was the Commercial Sales Team, which introduced daily affirmations shared through a WhatsApp group. This simple practice effectively uplifted spirits and strengthened team bonds, demonstrating its ease of implementation and continued success among team members. These efforts underlined the 2023 Sustainability Award's focus on actions that contribute to a healthier, more supportive workplace. This award celebrated not just environmental responsibility but also the wellbeing of our people, emphasising that true sustainability encompasses all aspects of our operations.

### Waste management

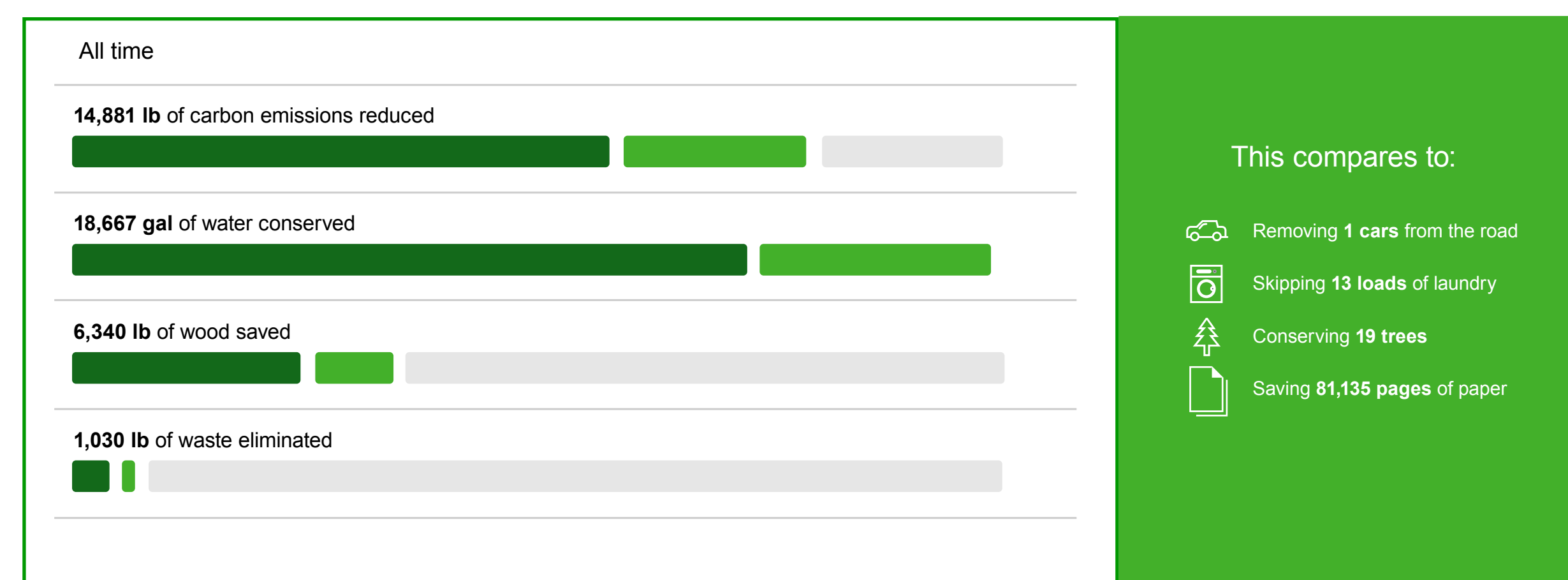
Throughout 2023, we have upheld our commitment to sustainability and waste reduction across all our office locations. By adopting comprehensive recycling practices, we ensure that both paper and food waste are processed responsibly.

We have also taken significant steps to reduce our energy consumption by installing motion-activated lighting systems that illuminate spaces only when occupied, further minimising our environmental footprint. In addition to implementing recycling bins available for the entire building—including areas beyond our rented spaces—we actively engage with office management to foster ongoing discussions about sustainability and waste reduction strategies. This collaborative approach ensures that our sustainability efforts are inclusive and impactful.

Our procurement practices also reflect our dedication to environmental responsibility. We prioritise the use of recycled paper, especially within our Marketing department, aligning with our broader commitment to sustainable operations. Furthermore, the shift towards digital marketing has allowed us to significantly cut down on paper usage, leveraging multiple online channels to reach our audience effectively.

Continuing our journey towards digital transformation, we continue to embrace the use of DocuSign as our preferred digital signature solution. This choice not only streamlines our operations but also supports our goal of reducing paper consumption, contributing to our overarching aim of a more sustainable and efficient work environment.

#### Consilient Health's environmental savings



## Being a Responsible Business



## Commitment to Reducing Carbon Emissions in the Supply Chain

### PROJECT ONE

In our continuous pursuit to enhance sustainability within our supply chain, we have implemented a significant project that reflects our dedication to reducing carbon emissions. This initiative involved transitioning the packaging of a key product from four capsules per pack to twelve. This shift not only aligns with our environmental goals but also demonstrates our proactive approach in addressing climate change.

#### Key Outcomes of the Packaging Initiative:

- **Reduced Packaging Material:** By consolidating more capsules into fewer packages, we have substantially decreased the use of packaging materials. This reduction not only minimises waste but also lowers the environmental impact associated with the production and disposal of packaging.
- **Decreased Carbon Footprint:** The new packaging format has led to a significant reduction in carbon emissions. For instance, capsules now shipped in the 12-pack format exhibit a carbon footprint that is 40% lower per capsule compared to the previous 4-pack version. Furthermore, bulk shipping to the packaging facility shows an 80% reduction in emissions, underscoring our commitment to environmentally friendly practices.
- **Enhanced Cost Efficiency:** Alongside environmental benefits, this initiative has resulted in notable cost savings. The cost per capsule in the 12-pack configuration is considerably lower, reducing overall expenses associated with materials, transportation, and storage.

### PROJECT TWO

#### Commitment to Reducing Carbon Emissions Through Nearshoring

In our ongoing efforts to foster sustainability across our operations, we have successfully implemented a nearshoring strategy that significantly enhances our supply chain efficiency and environmental responsibility. This section outlines the key benefits and strategic advantages of this initiative.

#### Environmental and Economic Impact:

- **Reduction of Carbon Emissions:** By optimising the geographic location of our manufacturing facilities closer to key markets, we have significantly reduced the shipping distances involved, thereby decreasing the carbon emissions associated with transportation. This strategic shift has led to a dramatic 98.83% reduction in emissions for a substantial portion of our product line, virtually eliminating the carbon footprint from this segment of our logistics network.
- **Streamlined Operations:** The localisation of manufacturing processes reduces the need for multiple quality checks and batch testing that are otherwise required when shipping across longer distances. This not only minimises emissions but also enhances operational efficiency and compliance with regulatory standards.
- **Cost Savings:** The strategic adjustment in our manufacturing and distribution model has resulted in considerable cost reductions, contributing to overall savings in the fiscal years following implementation.

#### Strategic Benefits:

- **Enhanced Profitability:** The cost efficiencies gained from nearshoring have improved our profitability, providing us with greater flexibility to invest in sustainable practices and innovation.
- **Improved Supply Chain Efficiency:** The shift to nearshoring shortens lead times and improves our responsiveness to fluctuations in market demand. This leads to better inventory management, reduced stockouts, and improved customer satisfaction, thereby enhancing our competitive edge in the market.

### PROJECT THREE

#### Commitment to Sustainability Through Innovative Packaging Solutions

Our recent initiative focused on optimising the packaging process for a high-volume product exemplifies our commitment to sustainability. This project is a key part of our strategy to reduce environmental impacts and improve financial performance across our supply chain.

#### Environmental and Financial Highlights:

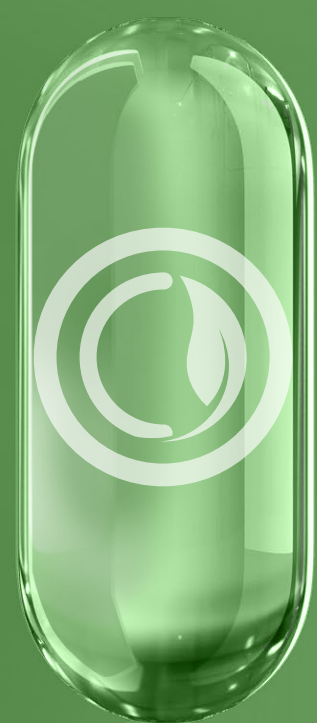
- **Efficiency of packaging:** By adopting local packaging solutions, we have significantly reduced the environmental footprint associated with the distribution of our products. This approach minimises the need for long-distance transportation, effectively lowering greenhouse gas emissions.
- **Cost Reduction:** Transitioning to more efficient local packaging facilities has yielded substantial cost savings. These savings are achieved through reduced transportation costs and more efficient use of packaging materials, which directly enhance our profitability while supporting our environmental objectives.

#### Strategic and Operational Advantages:

- **Enhanced Supply Chain Efficiency:** Integrating localised packaging operations has shortened lead times and improved our market responsiveness. This strategic improvement not only boosts our operational efficiency but also increases customer satisfaction.
- **Expert Collaboration:** Partnering with sustainability consultancies ensured that our project aligned with the latest industry standards and best practices.

These projects not only support our sustainability objectives but also sets a precedent for future supply chain innovations. By adopting such environmentally conscious practices, we are not only contributing to a greener planet but are also ensuring the sustainability of our operations in the long term.

## Being a Responsible Business



## Alignment to the UN Sustainable Development Goals (SDGs)

During 2023, Consilient Health became a member of the UN Global Compact. As a Participant of the United Nations Global Compact, Consilient Health is committed to aligning strategies and operations with universal principles on human rights, labour, environment and anti-corruption, and take actions that advance societal goals.

### ABOUT THE UNITED NATIONS GLOBAL COMPACT

As a special initiative of the UN Secretary-General, the United Nations Global Compact is a call to companies everywhere to align their operations and strategies with Ten Principles in the areas of human rights, labour, environment and anti-corruption. Our ambition is to accelerate and scale the global collective impact of business by upholding the Ten Principles and delivering the Sustainable Development Goals through accountable companies and ecosystems that enable change. With more than 15,000 companies and 3,000 non-business signatories based in over 160 countries, and 69 Local Networks, the UN Global Compact is the world's largest corporate sustainability initiative — one Global Compact uniting business for a better world.

The Ten Principles of the United Nations Global Compact take into account the fundamental responsibilities of business in the areas of human rights, labour, environment and anti-corruption. Drawn from landmark UN Declarations and Conventions, they act as a normative authority for responsible business. By incorporating the Ten Principles into strategies, policies and procedures, and establishing a culture of integrity, companies are not only upholding their basic responsibilities to people and the planet, but also setting the stage for long-term success.

The SDGs were unanimously adopted by the 193 Member States of the UN in 2015, but they belong to everyone and should never be referred to as the “Sustainable Development Goals of the United Nations.” The UN Department of Global Communications (DGC) has also recommended that Global Goals be used when speaking to a more general audience, with an emphasis on social media through the **#GlobalGoals**

At Consilient Health we are committed to contributing to the global SDGs movement and efforts. The goals and initiatives we have established under our three key foundations of being a People Business, a Responsible Business and a Competitive Business align with, and support, six of the SDG's defined by the UN. Whilst the focus is to create impact across these 6 SDGs, where possible we will align to as many of the other SDGs as possible.



## United Nations Global Compact

For more information, follow @globalcompact on social media and visit our website at [unglobalcompact.org](https://unglobalcompact.org).



**@globalcompact**

**[unglobalcompact.org](https://unglobalcompact.org)**

**#GlobalGoals**






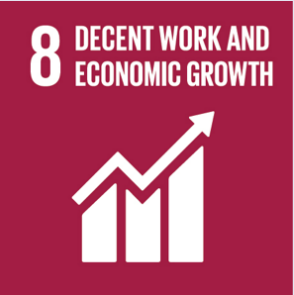


Consilient Health's Key Foundations Aligned with the UN SDGs: Impact of this in 2023

SDG	Our initiatives	Our impact
	Continued access of high quality and affordable medicines across all of our geographical areas	We sold over 10M packs of medicine to patients in the UK and Europe, during 2023
	We provide internal wellbeing initiatives through our MHFAs, along with access for all employees to our EAP in UK and VHI in Ireland	Support for all of our employees to aid good mental health by improving both Mental Health signposting and wellbeing support: EAP systems, MHFA's Headspace app support
	Continued Support of The Victoria Foundation, a London-based charity	Donations to support 6 medical students with learning initiatives to make sure that they can become doctors of the future
	Support of empathy training in schools via the Dublin-based charity Narrative 4 Ireland	Consilient Health grant funded teachers from several disadvantaged secondary schools in Dublin – This is aimed at educating teachers who can educate pupils to create wider education with regard to empathy
	Internal education and training sessions	Company-wide carbon literacy training developed and rolled out – this is reviewed yearly by all employees and all new starters
		In total, 2,955.5 training hours across all staff. (increased since 2022)
		Job-related training – through performance and development (Advance – Consilient Health Performance system)
		AI training for all staff
	External training for healthcare professionals	Health & Safety Officer certification - three employees completed during 2023 with a plan for a further two during 2024 as well as refresher training to be ongoing
		Cardinus Pace Training – all staff compliant with mandatory Health & Safety training and introduction of Health & Safety tracker
		Webinars/meetings run reaching almost 4,000 HCPs in the UK and Ireland and Nor-dics, in 2023 (which is almost double those educated in 2022)



## Being a Responsible Business

## Consilient Health's Key Foundations Aligned with the UN SDGs: Impact of this in 2023

SDG	Our initiatives	Our impact	
	Digital transformation improving processes, systems, and productivity	Introduction of comprehensive end-to-end batch tracking for complete visibility and tracking to increase efficiency	 <b>Responsible Business</b>
	Projects to reduce the environmental impact of our products and supply chain.	Three supply chain projects to reduce carbon emissions and increase profit (as discussed within the body of this report) - showing reduction in carbon emissions and cost	
	Work in a transparent and compliant way	By sharing information through our sustainability report and website	
	Science Based Targets validated Became a member of UN Global Compact to uphold the 10 key principles and delivering on our SDGs.	Gold-standard targets in line with climate science hold the company accountable  This reflects our commitment to uphold the 10 key principles and deliver on our selected SDGs, reporting yearly to the UN Global Compact	
	Conducted a carbon assessment for the year 2023, We remain committed to delivering this year on year and to reduce our carbon emissions to reach Net-Zero by 2050.	Carbon assessment for 2023 included Consilient Health carbon footprint inclusive of Scope 1,2 & 3 – please refer to the section within this report regarding results of the assessment, and recommendations	
	Great Place to Work 2023 (UK and Ireland) Commitment to four key Internal areas: • Reward & Recognition • Benefits • Training & Development • Collaboration	Employ 85 people across Europe (in 2023)  Women represent 56% of workforce, and 31% of Senior Management Team	 <b>Competitive Business</b>
	Engaging and initiating dialogue with partners/suppliers as part of stakeholder and carbon assessments	Plan to engage 50% of all suppliers by 2025 – By survey in 2023 over 50% agreed they would be willing to engage	
	Consilient Health is a co-founding company of the Sustainable Medicines Partnership (SMP)	This is in its third year of four years and has now delivered on Medicine Carbon Footprint Classifier. This is a suite of applications to make medicine carbon emissions accessible and actionable	
	Membership with BGMA (British Generic Manufacturing Organisation), engaging in sustainability topics with industry stakeholders	Collaborating with over 40 members/associate members across the industry	
	Electronic Prescribing Task Force (ePI) – working across many cross functional teams to deliver policy change and communication to enable the uptake of electronic prescribing information leaflets.	This is ongoing and is currently in early piloting stages	
	Medicines for Europe – Sustainability Committee.	Partnership with the sustainability committee to drive common goals to continue to aid access to medicines for all	

## Outlook to 2024

**Karen Pulley**  
Head of  
Sustainability



*As we close another impactful year at Consilient Health, I am inspired to reflect on our progress in 2023 and to look forward to what 2024 holds for us in the realm of sustainability. This past year was one of significant achievement and robust strategic advancement towards our commitment to sustainability, aligned with our core ethos of being a People-Centric, Competitive, and Responsible Business.*

### **Achievements in 2023:**

In 2023, we made considerable strides in integrating sustainability deeply into our business operations. Our commitment to reducing our carbon footprint saw the focus on delivering our science-based targets, which have guided our strategies to significantly diminish our environmental impact. The enhancement of our operations through digital transformation has not only streamlined processes but also reduced our energy usage and waste generation, thereby bolstering our competitive edge in the industry.

We also continued to focus on our people, ensuring Consilient Health remains a **Great Place to Work**®. The mental health and well-being of our employees have been a priority, with increased support through our Mental Health First Aid and other wellness initiatives. Our community engagement, highlighted by our Give-back days and support for charitable organisations like The Victoria Foundation and Narrative 4, underscores our belief in the power of community and corporate responsibility.



**Karen Pulley**  
Head of Sustainability,  
Consilient Health

## Looking Ahead to 2024

For 2024, we are setting ambitious goals to further our sustainability journey. Building on the foundation laid this year, we aim to:

**Enhance Sustainable Operations:** We will continue to leverage technology to reduce our carbon emissions further, as we advance towards our 2030 emission reduction targets. The planned introduction of a better carbon emissions reporting systems will provide greater transparency and enable us to fine-tune our strategies for better efficiency and compliance.

**Expand Community and Wellbeing Programs:** Recognising the integral role our employees and community partners play in our success, we will continue to foster an inclusive and supportive workplace. This includes continued training opportunities and enhanced community engagement initiatives.

**Strengthen Supply Chain Sustainability:** Our focus on the supply chain will intensify, with initiatives aimed at reducing carbon emissions through collaboration initiatives with our suppliers to ensure we are all aligned to sustainability values and practices.

As we embark on these initiatives, our dedication to transparency and ethical practices will remain at the forefront, ensuring that we continue to be a leader in sustainable business practices within the pharmaceutical industry.

*Together, let's continue to drive forward, making sustainability not just a part of our business strategy but a defining feature of our corporate identity.*