

Sustainability Report 2024



Introduction

Our job is to help healthcare manufacturers and practitioners optimize their decisions by supporting them with reliable insights.

To do this, we collect healthcare data around the world and transform them using our technologies and our talents to give our customers strategic and operational guidance in order to improve the reliability of their decisions.

We take responsibility regarding our ecosystems and sociosystems, carrying out this mission by offering our employees the opportunity to flourish in meaningful and rewarding work.

We are aware of our corporate social responsibility and want to be as consistent and transparent as possible.

Editorial from Management

At APLUSA, social and environmental responsibility is at the core of our mission. Having a positive impact on people, healthcare systems and our broader ecosystem guides our decisions and the way we act, today and tomorrow.



This ambition engages the entire organization. It takes shape through initiatives led by committed teams who believe that sustainable performance is built on collective action, accountability and transparency.

In our core business, we combine scientific expertise, innovation and a deep understanding of the needs of healthcare professionals and patients to support our clients in highly complex therapeutic areas, with a clear objective: to inform better decisions and create meaningful, measurable impact.

This Sustainability Report aims to structure our commitments, share our progress and lay the foundations for a concrete action plan. It reflects a collective and demanding journey that we are proud to lead alongside our teams and partners.

Gema Parlange Iturmendi - Chief Executive Officer

Our mission

Our mission is to contribute to better patient care and to improving the well-being of individuals.

Our DNA

Professional elegance

Achieving simplicity and clarity in our approach and in the solutions we offer.

Our values

From a collaboration with the APLUSA teams

1

Strive for excellence

Our integrity, diligence and flexibility underpin our commitment to offering the very best service to our clients. These principles drive our behaviour and the choices we make.

Fuel exploration through our diversity

We leverage the richness of our diverse backgrounds to continuously explore, improve our knowledge, and innovate to meet emerging healthcare challenges.

2

3

Grow and thrive

We work with integrity, commitment, passion, and generosity of spirit, creating an environment where every individual can express themselves and develop their talents to the highest potential.

Nurture our shared ambition

As a team, our actions are guided by respect and responsibility, recognizing that together, we can achieve far more and with far better results than even the most talented of us could achieve alone.

4

Find out more about our mission and values [here](#)

APLUSA in figures

 **75** countries covered
worldwide by our studies.

 **5** sites worldwide: Lyon, Paris,
Londres, New York, Bucharest.



+30 years of expertise

+158 employees

+34 nationalities

Our mission in figures (by 2024)

Studies **100 %**
dedicated to the healthcare sector

+100
disease categories

540
completed studies

101
clients

26,5
Millions € sales figures

80 %
quantitative studies

Our core business

Our job is to help healthcare manufacturers and practitioners optimize their decisions by supporting them with reliable insights.

To do this, we collect healthcare data around the world and transform them using our technologies and our talents to give our customers strategic and operational guidance in order to improve the reliability of their decisions.

We are pioneers in insight based on real-life data (patient cases, patient interviews) and are developing databases to track the evolution of the management of different diseases over time.



Our recognitions and initiatives



ISO 20252 Quality certification:

Market, social and opinion research standard. AplusA has been certified since 2022.

ECOVADIS Label:

Corporate Social Responsibility, in March 2025 we achieved a level of 68/100, enabling us to be awarded the "Silver" medal.



Carbon Disclosure Project:

Disclosure of the company's greenhouse gas emissions and consumption. In 2025, APLUSA achieved level B.

[Find out more here.](#)

S.B.T.I:

Definition of greenhouse gas emission reduction targets in line with the Paris Agreement. APLUSA aims to reduce its greenhouse gas emissions by 46% by 2030 (base year 2018).

[Find out more here.](#)



Sharing our expertise

As one of the Top 10 global healthcare market research companies, we join forces with our partners in healthcare professionals, patient representatives and industry to share the knowledge acquired through our projects.

In November 2024, we launched the "Matinale by APLUSA" sessions led by our experts.

These meetings provide a forum for discussing the state of the art in the management of various diseases, including hematology, immunology, oncology and many others.

We explore the impact of the latest research and the questions that arise from it, contributing to a better understanding of the issues at stake.

Find out more about these matinees [on this link](#).



42 participants

4 Matinales organized

Since 1997, in order to share our expertise, we have also set up a training program for market researchers in the pharmaceutical industry.

The aim of this training program is to provide young industry professionals with the methodological foundations they need to manage their research projects and make the best possible use of the results.

Find out more about these training courses [via this link](#).



28 years of existence

255 participants

1 to 2 sessions/year

Corporate Social Responsibility at APLUSA



ISO 26000 is the international standard for Corporate Social Responsibility (CSR). This diagram presents the 7 themes that need to be taken into account when setting up a CSR approach.

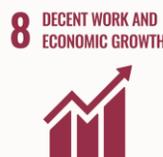
APLUSA's Sustainable Development Goals

In implementing its CSR strategy, APLUSA seeks to align these actions with recognized global objectives. To this end, it draws inspiration from the 17 Sustainable Development Goals (SDGs) signed in 2015 by the United Nations.

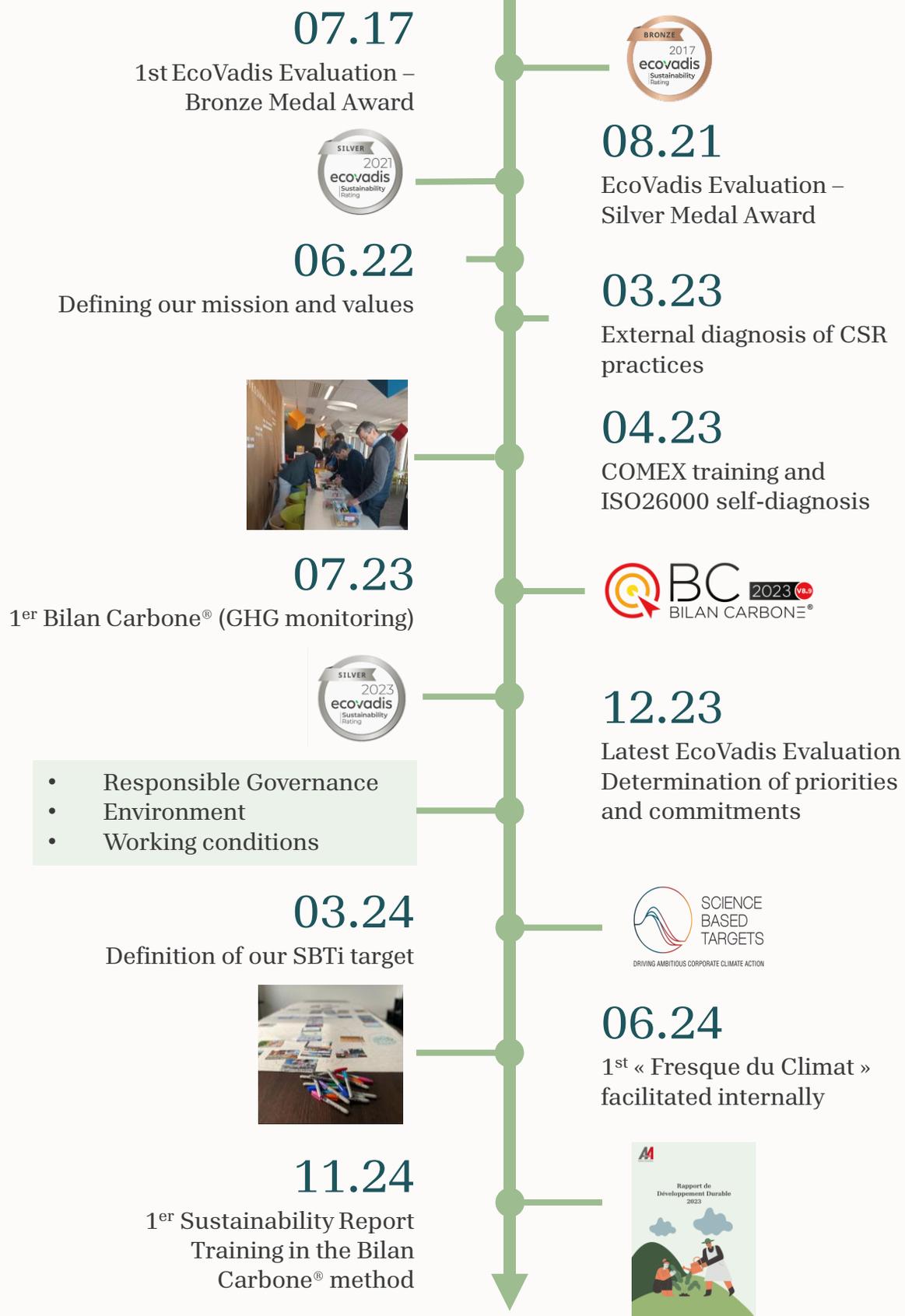


[Find out more about the 17 SDGs](#)

APLUSA is committed to CSR initiatives aligned with its expertise and core values, with a particular focus on the following four priority Sustainable Development Goals:



Sustainability story at APLUSA



Our commitments to a sustainability “By design”

1

Questioning our production methods and interactions with third parties

Sustainably develop our purchasing process and involve our partners in our approach.

Deploy a network of involved employees who can support actions and make suggestions.

Be able to better measure our extra-financial performance.

Provide our employees and partners with annual training on ethics and corruption risks and measure the effectiveness of our systems.

Reducing the carbon footprint of our activities by integrating our value chain

Reduce our carbon footprint and move towards a more sustainable model.

Improve the reliability of our scope 3 emissions measurements.

Encourage our service providers to quantify their GHG emissions.

Identify the main sources of electricity consumption.

Subscribe to a renewable energy contract for 100% of our offices.

Define rules for business travel and encourage low-carbon modes of transport.

Increase the lifespan of IT equipment and favor reconditioned purchases.

Improve sorting of recyclable and organic waste in the workplace.

2

3

Helping our employees grow in a caring environment and guaranteeing their employability

Develop actions in favor of inclusion, diversity and equity.

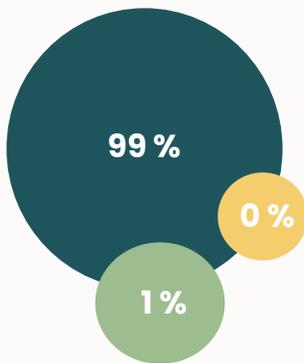
Continue to develop our employer brand.

Actively participate in the development of our employees' skills and careers.

Enhance employee commitment through meaningful initiatives that extend beyond the company's walls.

Support employee well-being through training, interventions and awareness-raising on professional and extra-professional risks.

Our Bilan Carbone® results



0 % - Scope 1

Emissions linked to combustion sources

1 % - Scope 2

Emissions linked to electricity consumption

99 % - Scope 3

Emissions linked to the purchase of products and services

APLUSA has renewed its Bilan Carbone® carbon footprint assessment on a voluntary basis for the year 2024. The calculations were carried out for all APLUSA sites by two employees trained in the method of the same name.

This work has enabled us to understand the source and the proportion of emissions from our activities and to make commitments to reduce them by **5 %** per year.

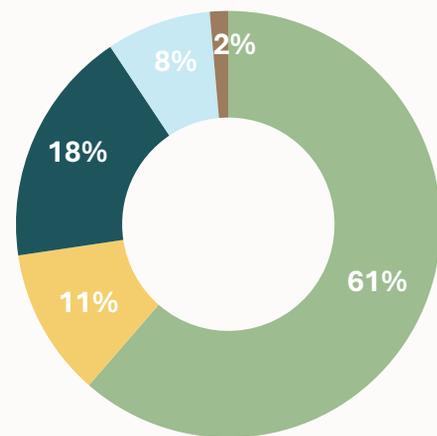
[Find out more about how a Bilan Carbone® works here.](#)

Details of Scope 3

This commitment enables us to align ourselves with the carbon neutrality trajectory defined set by the Paris Agreements **for 2050**.

As a service company, the most significant portion of our emissions are indirect emissions, which are also the most complex to assess accurately. The use of monetary ratios in our calculations thus brings the level of **uncertainty** in our carbon footprint to **57%**.

Our action plan takes this into account and aims to gradually improve the reliability of our calculations. A responsible purchasing project will be launched in early 2026 to reduce these uncertainties and support our subcontractors in this process.



- Scope 3 - Services purchases
- Scope 3 - Business Travel / commuting
- Scope 3 - Other purchases
- Scope 3 - Fixed assets
- Scope 3 - Others

Mobility at APLUSA

In France and the UK, our offices are located close to public transport services to facilitate environmentally-friendly travel.

Our employees in the United States and Romania mainly work from home.

33 % of employees commute to work by walking or cycling.

51 % of employees commute to work by public transport, electric vehicle or carpool.

16 % of employees commute to work in internal combustion vehicles.

Whenever possible, we use the train for business travel. In line with our travel policy, actions are underway to improve our practices.

The electricity consumption of our offices

Our French offices (Lyon and Boulogne-Billancourt) use electricity to operate. Equipment is in place to limit consumption.



67 MWh of electricity were consumed.

Recycling our waste

Our recyclable waste is collected by our partner ELISE, which collects, sorts and recycles our office waste. ELISE is an ESAT* type structure which works to facilitate the integration of people in difficulty or with disabilities.

606 kg of waste collected in 2023
This sorting action is equivalent to avoid:



442 kg of CO2
=



255 742 km of train



3782 kWh of energy
=



45 391 h of PC use



11 733 liters of water
=



167 5-minutes showers

* ESAT = French acronym for "Work Assistance Service Establishment"

Parity at APLUSA

At APLUSA, gender equality is an important guiding principle.

Responsible governance is exemplary: APLUSA's Executive Committee* is made up of 3 women and 2 men, including 2 members of the company's CSR Steering Committee.



Gema Parlange Iturmendi
Chief Executive Office



Dr Christine Maï
Deputy Managing Director



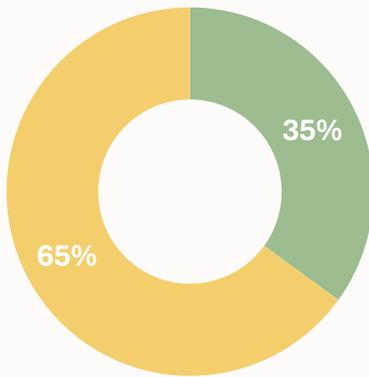
Sophie Benes
Chief People Officer



Laurent Givaudan
Chief Technology Officer



Cyrille Plaza
Chief Financial Officer



■ Men

■ Women

91/100

Gender equality index for 2023

Opposite is a breakdown of our M/F workforce.

7 women in the top 10 highest salaries

20 % of women in management positions

100 % of women get a raise when they return from maternity leave

* Executive Committee of APLUSA : up to date at the end of 2025.

“Grow and flourish”, one of our core values

Whether it's focused on quality of life in the workplace or on enhancing the skills of our employees, training enables us to approach our jobs with greater peace of mind, and to strive for excellence.

31 Employees trained to the Climate Fresk®



1,21 % of Payroll allocated to training
(+0,21% compared with legal requirements)

14 Interns / 5 Work-study students

183 Employees trained

2358 Hours of training



Employability

19
Promotions

16 %
Turn over

7,32 Years
Average length of service of employees

1,33 %
Rate of disabled employees

Caring for others goes beyond our core business

The well-being of our employees is essential to ensure quality work. This includes ergonomic workstations, a good work-life balance, as well as wellness-related training (sophrology, stress management, etc.).



80 usable teleworking days per year per employee

177 h training courses dedicated to well-being

12 employees trained in mental health risk prevention.

The well-being of the men and women around us is also very important to APLUSA, which is why we donate our time and money to local associations and schools.

Our philanthropic initiatives



Skills sponsorship was used to benefit the SARA association, which fights for the inclusion of people with autism: one free study.

42 participants au challenge Kiplin au profit de la Ligue contre le cancer



Let's talk about “striving for excellence”!

Ethics is part of our values. It guides our choices and behavior.

In 2022, our Code of Ethics was updated in collaboration between management and the Works Council. The associated training is mandatory for both our internal employees and our suppliers.

100 % employees trained in ethics

100 % of our qualified suppliers
have signed our Code of Ethics

74/100 points obtained on the
ethics theme of the EcoVadis evaluation



In 2024, all our employees were aware of the system that will enable them to alert us in the event of abuse or fraud by an internal or external human resource.

1 alert has been registered and processed since the implementation in 2023

To take this exemplary approach even further, AplusA wants to make sure that this system and the Code of Ethics are understood and applied by everyone.

In addition to our Code of Ethics, all our employees have received further training in the fight against corruption.

Monitoring, references and updates

This document is the responsibility of APLUSA's Sustainability Committee (COPII).

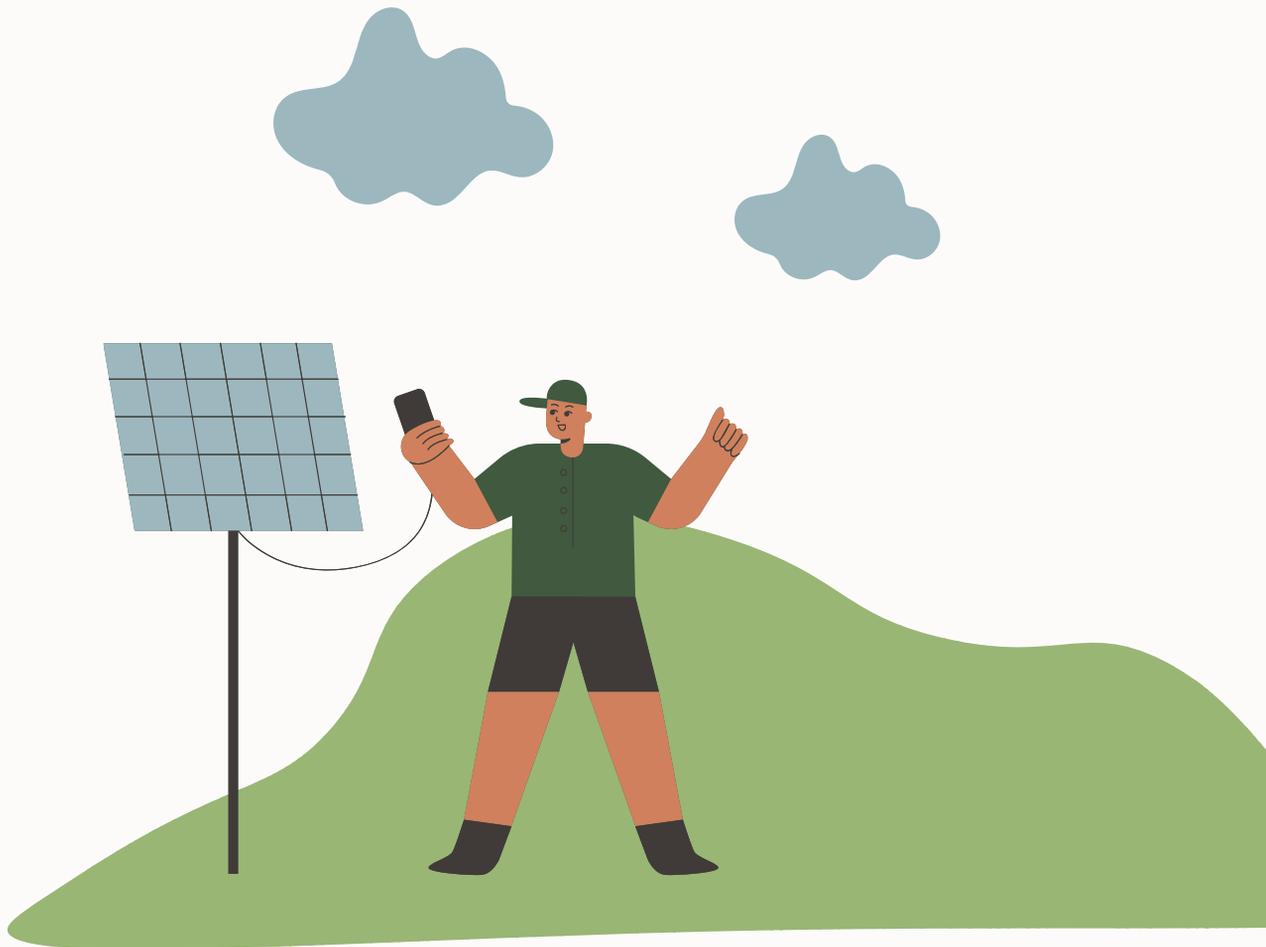
The scope of application is worldwide and applies to all APLUSA sites and employees.

Content updates are defined on an annual basis.

The work of identifying and compiling the various indicators presented in this document was carried out using the following external reference systems:

- Global Reporting Initiative (GRI)
- European Sustainability Reporting Standards (ESRS)

The list of indicators and their GRI / ESRS references are available in an appendix to this document.





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