

| ESG Report 2025



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Our Mission.

To give patients control of their
health through knowledge, choice,
convenience and connection.

Opening message from Gordon Cox, Sciensus Chief Operations Officer

At Sciensus, our mission has always been to put people at the heart of healthcare, and that extends to how we operate as a business. As the world faces growing social and environmental challenges, we recognise the opportunity and responsibility we have to make a lasting, positive impact.

For over 30 years, **we've helped patients access life-changing treatments.** Now, we're evolving that purpose by embedding sustainability and inclusion into everything we do. From reducing our carbon footprint and supporting our colleagues' wellbeing to building an inclusive workforce and maintaining strong governance, ESG is a central part of our long-term strategy.

Sciensus is on a journey to create a sustainable future, and we want to ensure that journey is transparent, credible, impactful and measurable. **This report reflects on both our progress and our ambition.** We're committed to transparency, continuous improvement and action that delivers meaningful results for our patients, our people and the planet.



We recognise the
opportunity and
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positive impact.



I Overview

At Sciensus, ESG principles are embedded in our business strategy and daily operations. Our ESG initiatives are focused on delivering long-term value for all stakeholders by reducing our environmental impact, promoting inclusion and wellbeing, supporting our communities and maintaining strong, transparent governance.

This report outlines our progress across six core areas:

- 1. Our environment:** We've achieved ISO 14001 accreditation and are reducing our carbon footprint through fleet electrification, energy efficiency and responsible sourcing.
- 2. People, diversity and inclusion:** We're building a workforce that reflects the communities we serve, increasing representation in leadership and driving social mobility.
- 3. Colleague wellbeing:** With a comprehensive approach to supporting physical, mental and financial wellbeing, we're building a resilient and engaged workforce.
- 4. Giving back:** Through volunteering, fundraising and charitable partnerships, we're creating positive social impact locally and nationally.
- 5. Sustainable operations:** From ethical procurement to supplier diversity, we're embedding sustainability into our supply chain and commercial practices.
- 6. Our business:** Our strong ESG governance framework ensures accountability, ethical leadership and alignment with our strategic priorities.

As we look to the future, Sciensus remains committed to making a positive impact and building a resilient, responsible business that delivers for patients, partners and the planet.



I Who we are

A trusted partner for 30 years

Established over 30 years ago, Sciensus enables more than 240,000 people a year to access life-changing treatments, supporting both partners and patients across the world.

Harnessing the power of more than 70 million patient interactions, captured through our advanced patient apps and digital platforms, we give patients more control of their health through knowledge, choice, convenience and connection.

- Relationships with over 50 pharma companies around the world
- Relationships with every NHS trust in the UK
- Hundreds of healthcare professionals use our digital health portals
- Over 130,000 patients registered on the Sciensus Intouch app

You'll find us at the intersection of patients and their medicine, specifically those with cancer, chronic conditions and rare diseases.

With our exceptional expertise, experience and insights, no one knows patients like us. So, while medicine is about science, we know that it must first be about the science of people.

Our values



Our patients' needs and challenges are at our heart. We provide knowledge, choice and exceptional care to help every patient take control of their unique health journey.

We work hard to listen, learn, adapt and innovate at pace. We hold ourselves accountable and continually improve so we can deliver the best experience for patients, customers and colleagues.

We value our differences and respect each other. We build strong, trusted relationships and together we achieve more.



Our ambition to drive environmental social governance

Our ESG strategy is focused on **six fundamental areas**. These are all built into our five-year plan with a set of goals we're aiming to achieve against each.

1 Our Environment: Making a positive environmental impact

We see environmental care as key to running a responsible and successful business. That's why we aim to minimise our environmental impact while promoting sustainable practices that protect the planet and support long-term development.

Our target

- Achieve **net-zero emissions** by 2045.

2 People, diversity and inclusion: Developing an engaged and diverse workforce

We promote diversity and inclusion within our workforce, striving to create an equitable environment where all employees can succeed. By building a diverse, engaged team, we ensure the best possible health outcomes for our patients.

Our target

- To **increase ethnic diversity** in our workforce and leadership team to **20%**, more closely reflecting the communities we serve.
Increase representation of women in our leadership team to **35%**.

3 Colleague wellbeing: Treating the health and wellbeing of our colleagues as a priority

The health, safety and wellbeing of our people is always a priority. We have several initiatives in place to support colleagues with their physical, financial, social and mental wellbeing.

Our target

- **Reduce absence** by **20%** per employee.
Improve colleague engagement by **5%**.

4 Giving back: Supporting local communities and charities

We support local communities and charities through fundraising and volunteer work. By supporting charities, we hope to address critical social issues and, in turn, enhance colleague and community wellbeing.

Our target

- Achieve **100 days of employee volunteering**.
- Increase charitable fundraising by **10% YoY**.

5 Sustainable operations: Committing to sustainable operations

We champion sustainability through our commitment to responsible operations, ethical sourcing and meticulous supply chain management.

Our target

- Ensure 1% of our total indirect **spend is with small businesses** owned by individuals from underrepresented groups.

6 Our business: Building a best-in-class governance structure

We have clear risk management and governance structures in place to ensure transparency and compliance with relevant policies, procedures and regulations.

Our target

- Ensure 100% of **colleagues complete digital learning on ethical practices**.



How we align with the United Nations' Sustainable Development Goals



3. Good Health and Wellbeing

We support over 240,000 patients each year, providing access to essential medications and healthcare services, often in the comfort of their homes. This directly contributes to improving health outcomes and ensuring healthy lives.



4. Quality Education

We invest in the continuous development and training of our workforce, encouraging a culture of continuous learning and professional growth. Our commitment to education helps ensure that employees are well-equipped to deliver high-quality services.



5. Gender Equality

We promote diversity and inclusion within our workforce, striving to create an equitable environment where all employees have the opportunity to succeed.



9. Industry, Innovation and Infrastructure

Leveraging advanced technologies and data analytics to enhance patient care and streamline healthcare delivery, we help improve the efficiency and effectiveness of healthcare services.



10. Reduced Inequalities

We work to ensure that patients, regardless of their location or condition, have access to the medications and support they need, helping reduce healthcare inequalities.



13. Climate Action

We are committed to reducing our carbon footprint and promoting sustainable practices within our operations.

I Our progress



Making a positive environmental impact

Protecting the environment is integral to responsible and successful operations. We’re committed to working in a way that reduces our impact as much as possible, while also promoting practices that protect the environment and support sustainable development. Environment-related objectives are embedded into every business case and tracked and monitored continually.

Carbon reduction

We have committed to reaching net zero for scope 1 and 2 emissions by 2040, but we aim to achieve this sooner. We’re also focusing on scope 3 emissions, aiming to reach net zero by 2045.

We measure all scope 1 and scope 2 emissions following the Greenhouse Gas (GHG) protocol. We measure a subset of scope 3 emissions (PPN 06/21 requirement) following the corporate value chain scope 3 standard.

GHG Scope	Emissions sources
Scope 1	Direct emissions resulting from sources that are owned and controlled by Sciensus
Scope 2	Indirect emissions from purchase of electricity and onsite EV charging
Scope 3	Indirect emissions from other sources not included in Scope 1 and 2 categories

We’re running a series of ambitious carbon reduction projects to achieve our goals. By working closely with our partners, we plan to agree on an annual emission reduction target, which will be integrated into our reporting system. We’ll only consider offsetting carbon emissions in cases of unavoidable emissions.

Reducing fossil fuel consumption

While some emissions are unavoidable, we make every effort to minimise their impact, for example by optimising transportation routes and promoting responsible fuel consumption. We comply fully with all Ultra Low Emission Zones (ULEZ) and Clean Air Zones (CAZ) in urban areas. We’ve replaced many of our vans with more fuel-efficient models, resulting in an annual CO2 reduction of 487 tonnes across the entire fleet. By September 2027, the 76 vans will have reduced our CO2 emissions by almost 2,000 tonnes compared to the previous diesel-powered vans.

On top of having electric vehicles within our fleet. In 2023 we introduced our electric car salary sacrifice scheme. This enables eligible colleagues to choose from a range of electric vehicles. This has delivered a reduction in carbon emissions from business travel, in particular for our nursing teams, and commuting to our offices.

As part of our long-term sustainability strategy, we aim to transition our entire fleet of vans and cars to 100% electric vehicles (EVs) over the next 10 years. This ambitious plan involves gradually converting 10% of our fleet to EVs each year. Based on these assumptions, once the full transition is completed, we expect to achieve an annual emission reduction of 4,978 tonnes.

Case study: Supporting delivery drivers to proactively reduce fuel consumption

In September 2022, we introduced the Lightfoot system to our fleet of vans to give drivers real-time feedback on their driving style and its impact on fuel consumption. Drivers are given suggestions to help them improve fuel efficiency and reduce emissions.

We've also recruited field-based driver trainers who provide on-the-job coaching to help our delivery drivers develop more efficient driving techniques. As of May 2023, we employed one full-time driver trainer for every 67 delivery drivers. This ratio is considered industry best practice and ensures there's adequate support and attention given to each driver. The average saving since May 2023 is 296 tonnes Co2e, with forecast savings of 1,620 tonnes Co2e by September 2027.

Responsible sourcing

We're committed to sourcing equipment and resources responsibly. This means considering the environmental and social impacts of our procurement decisions and choosing suppliers who align with our values and adhere to sustainable practices.

We recognise the significance of engaging with our suppliers to drive sustainability throughout our supply chain. As part of our contractual agreements, we actively collaborate with suppliers to encourage and support their own net-zero targets. Through this collaborative approach, we aim to align our suppliers' environmental goals with our own sustainability objectives.

We're also implementing a supplier profiling process to ensure that all new suppliers meet our sustainability criteria before selection. This will allow us to evaluate potential suppliers based on their environmental performance, commitment to reducing carbon emissions and adherence to sustainable practices. By carefully assessing and selecting suppliers who share our values and goals, we'll build a supply chain that is actively contributing to our overall sustainability efforts.



Communication and shared responsibilities

We encourage open and transparent communication throughout the organisation to ensure a shared understanding of our environmental responsibilities. By engaging with and involving our employees in environmental initiatives, we empower them to contribute to our sustainability efforts and make informed decisions.

Our ESG Leadership group meets regularly to focus on environmental, social and governance issues and is sponsored by our executive team.

Waste management

By prioritising waste reduction and recycling, we've been able to divert around 99% of our waste from landfill. By maximising the recovery of valuable materials through recycling, we've significantly reduced our environmental impact.

We've also introduced measures to minimise paper consumption within our operations and have successfully saved 1.3 million sheets of A4 paper. This reduction not only conserves valuable resources but also reduces waste.

Recognising the environmental impact of single-use plastics, we've transitioned from plastic bubble wrap to more sustainable, paper-based alternatives for packaging. This switch reduces our reliance on plastic materials and promotes the use of recyclable or compostable packaging materials, minimising plastic waste and its associated

To offset the environmental impact of our clinical waste incineration operations, we're investing in renewable energy projects and supporting initiatives aimed at combating climate change.

ISO 14001

Achieving ISO 14001 accreditation is a significant milestone for our business, reflecting our commitment to environmental responsibility and sustainability. This accreditation provides a structured framework for managing our environmental impact, ensuring we operate in an environmentally conscious manner.

By implementing ISO 14001, we can systematically manage and reduce our environmental footprint. This includes minimising waste, reducing emissions and conserving resources, which benefits the environment and improves our operational efficiency.



Energy generation and renewable energy

Looking forward, we plan to install a 243kw solar panel system at our Fifth Avenue site, resulting in an estimated 48 tonne reduction in emissions. We're also incorporating solar panels at our Featherstone warehouse, reflecting our continued dedication to renewable energy solutions across our sites to build a greener and more environmentally conscious operational framework.

While we understand that generating our own electricity is a vital step forward, we're not able to cover our entire energy usage. Therefore, we have committed to using renewable energy across all our sites. This has the potential to save 544 tco2e annually.



Developing an engaged and diverse workforce

We're committed to creating a workforce that reflects the diversity of the patients and communities we serve. By focusing on representation, inclusivity and opportunity, we aim to increase diversity across the organisation, supporting more colleagues from underrepresented groups into leadership roles and driving social mobility.

Equality, diversity and inclusion (EDI) are fundamental for our business, driving innovation, engagement and building a positive and high-performing culture. Our EDI policies and practices guide decision making throughout the organisation and provide us with a broader understanding of the needs of our colleagues and the people we serve.

Our EDI strategy is focused on five key pillars:

- **Talent:** Attracting and retaining diverse talent across the organisation.
- **Leadership:** Enhancing diversity across our leadership teams.
- **Development:** Fair access to training and development for all colleagues.
- **Career:** Equal opportunities for career progression.
- **Patients:** Patients can access health services without barriers.

Championing equality, diversity and inclusion

We're proud to be National Equality Standard (NES) accredited for our ongoing commitment to building an inclusive, diverse and equitable workplace.



Our journey to becoming NES-accredited began in 2023. Since then, we have made substantial progress, including:

- Building a strategy and delivery plan to drive change, which was communicated internally and externally.
- Making substantial improvements to our policies to reduce inequality.
- Setting ambitious goals against each of our four pillars.
- Establishing and driving the adoption of an Inclusion Forum.
- Developing and establishing robust governance structures.
- Ensuring our recruitment policy is clear and mitigates against unconscious bias.
- Starting our journey as a Disability Confident employer.
- Encouraging 360 feedback to reduce bias.
- Implementing educational programmes for all colleagues.

+11%

Women on the
Executive Board

-9%

Employee
turnover

85%

Colleagues
submitted their
sensitive data

+3%

Colleagues
declared they
have a disability
than in 2023

+3%

Colleagues
declared they
are from an
ethnic minority
background than
in 2023



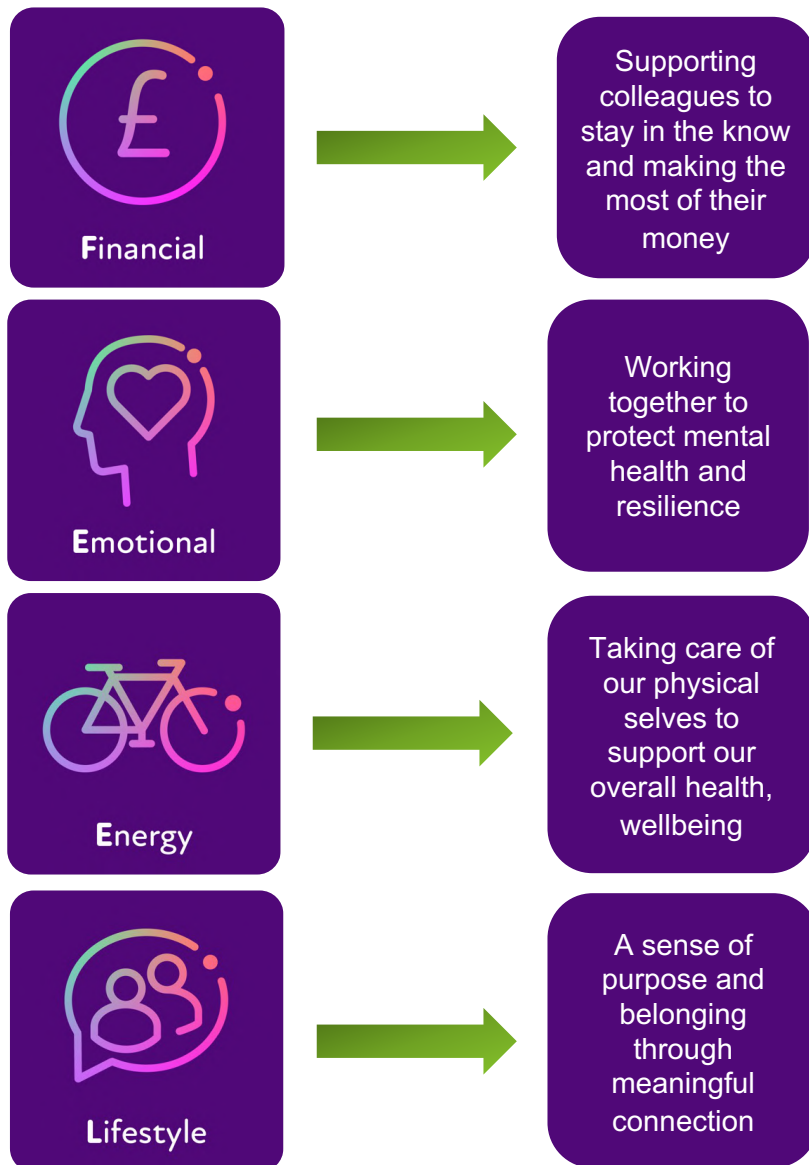
**NATIONAL
EQUALITY
STANDARD**





Treating the health and wellbeing of our colleagues as a priority

Supporting colleague health and wellbeing is crucial to our long-term success. We focus on improving health outcomes, reducing absence embedding wellbeing into everyday working life. By prioritising physical and mental wellbeing, we aim to build a more resilient, engaged and high-performing organisation.



We've introduced an extensive wellbeing programme that has had a significant impact on satisfaction, productivity and retention. Our offer includes mental health support, flexible working arrangements, fitness initiatives, 24/7 GP access, wellness resources and more.

What our colleagues say:

75%

Believe help is available to support their wellbeing

78%

Feel proud to work here

75%

Believe that we take EDI seriously

Financial wellbeing

We support our colleagues' financial wellbeing through access to financial advice, salary sacrifice schemes and our Benevolent Fund. Other benefits, such as our pension schemes, free will writing service and free mortgage advice, support financial stability and peace of mind.

Health and wellness

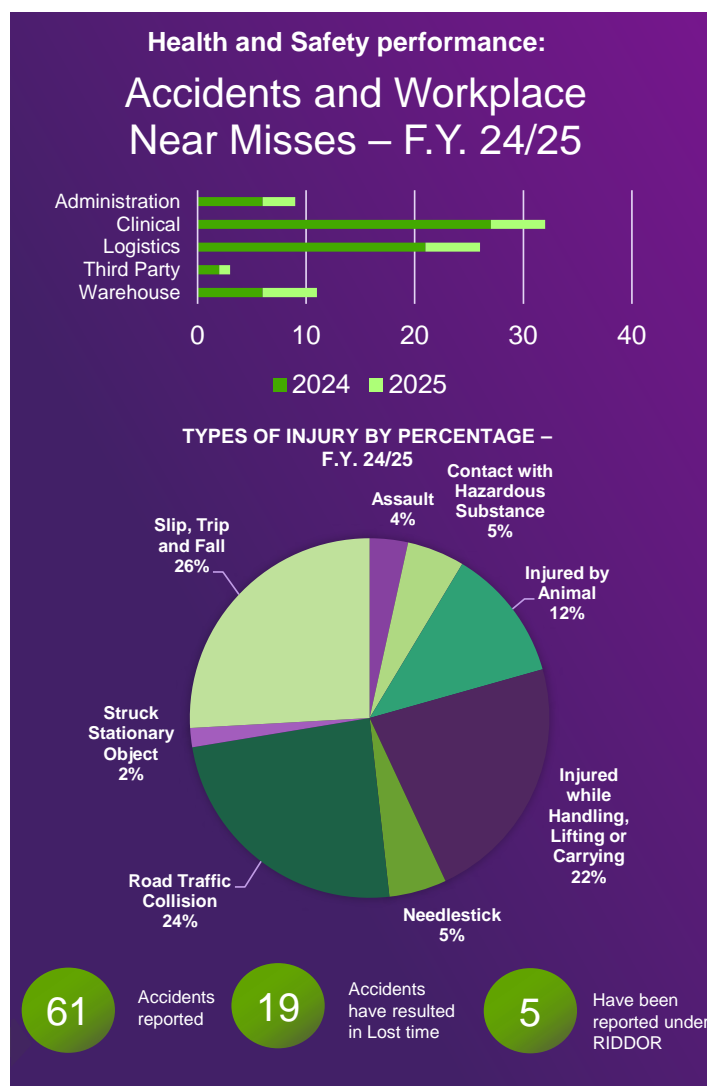
We offer regular webinars on a variety of topics for our colleagues and Flourish discounts as part of our employee engagement platform. Colleagues have access to trained Mental Health First Aiders, the We Care GP service and our Employee Assistance Programme for comprehensive support. Through our Leadership Development Programme, mental health campaigns, menopause e-learning and neurodiversity education, we foster an inclusive and supportive environment. We also encourage colleagues to find the work-life balance that works for them with flexible working options.

Physical health

To promote physical health and fitness, we offer discounted gym memberships, physical activity campaigns, a Cycle to Work scheme, online fitness classes, discounts on at-home gym equipment, charity sports events and an on-site gym. Through private medical insurance options, we also provide faster access to high-quality healthcare.

Community and inclusion

Our commitment to community and inclusion is reflected in our core value, Together We Win. We provide wellbeing training, encourage community days and support school partnerships, while offering opportunities for colleagues to boost their charitable fundraising efforts. Our EDI strategy and leadership inclusivity training promote equality and diversity, and our Speak Up! whistleblowing service provides a confidential route to report concerns. We celebrate all our colleagues' achievements, with the recognition portal providing a formal route to reward someone's hard work.



We support our colleagues' financial wellbeing through access to financial advice, salary sacrifice schemes and our Benevolent Fund.

Health and safety

We have a legal responsibility to protect the health and safety of all colleagues, visitors, contractors and patients. We employ many different strategies to meet and, where possible, exceed all legal standards and requirements.

As required by law, we:

- Carry out and regularly review risk assessments for all required work processes.
- Provide mandatory induction training to all colleagues, which is refreshed annually.
- Complete regular health and safety inspections of all our depots.
- Enforce driver hours regulations.
- Implement vehicle maintenance schedules.
- Perform display screen equipment assessments upon request.

It's important to us that health and safety are embedded into our daily practices. We encourage this through:

- A monthly communication schedule to maintain and enhance our health and safety standards business-wide.
- Quarterly health and safety meetings to discuss safety matters and increase transparency.
- Incident reporting processes to ensure all voices are heard and all risks are managed.
- Industry-leading lone worker devices for all lone workers upon request, equipped with powerful GPS and audio recording technology and monitored 24 hours a day, seven days a week.
- Occupational health assessments to support the management of both short-term and long-term health concerns through specialist equipment for use both at home and in the workplace.
- Telematics technology in our fleet of vans, which provides real-time visual and verbal feedback to help drivers improve their driving habits. This technology enhances driver confidence, making them safer and more efficient, while also lowering emissions, reducing accidents and saving on fuel costs.
- Comprehensive workplace transport plans to develop safer operational facilities, including the installation of safety barriers, pedestrian crossing points, speed limits and pedestrian walkways to ensure safe movement of colleagues and vehicles around our sites.
- Accredited health and safety training for all employees upon request, including NEBOSH, IOSH and online courses to become trained fire wardens and first aiders. We also offer practical first aid courses, working at height training and manual handling equipment training for our warehouse operatives.
- Institute of Advanced Motorists Training for all company drivers, which promotes good driving practices.



Supporting local communities and charities

Supporting charitable initiatives is a key component of our ESG strategy. By supporting charities, we hope to address critical social issues and enhance colleague and community wellbeing.

We've made a significant investment in our giving platform, Helping Hands, which allows colleagues to easily source giving opportunities, volunteering opportunities and allows Sciensus to match colleague donations. The platform helped us achieve a 300% increase in colleague fundraising since 2022/2023.

Our chosen charities

- Our people: Supporting Mind, a charity that makes mental health an everyday priority.
- Our patients: Working alongside Metabolic Support UK to raise awareness and educate colleagues about rare diseases.
- Our planet: Supporting the Woodland Trust to help preserve our natural environment.

Supporting patient health outcomes

Patients are at the heart of everything we do. We take our responsibilities seriously and continuously look for opportunities to support patients to achieve better health outcomes.

- We partner directly with patient advocacy groups and run patient focus groups to understand their unique needs and concerns. This collaboration ensures that patient voices are part of the development of healthcare solutions.
- We collaborate with 12 cancer charities to provide educational resources, empowering patients to understand their conditions and make informed treatment choices.
- We survey NHS patients each year, with 16,000 responses in 2024. Their feedback, including verbatim comments, is analysed to identify opportunities to improve our services and patient health outcomes.
- We focus on understanding the patient journey, through every part of our business, to ensure we understand their perspective and consider their emotional journey at each step.
- We support patients through our digital services, which promote and support medication adherence and help improve health outcomes.



Holding focus groups with patients and carers to break down barriers:



Using the
**Cancer
Companion
App**



Data-driven
insights



Improving
accessibility
of service



Reviewing
onboarding
materials



Using the
Sciensus
Intouch app



Improving
communication

Patient adherence and persistence

We collaborated with a leading pharmaceutical company and University College London (UCL) to create a digital adherence programme for self-injectable medication.

The purpose was to improve medication adherence, supporting patient outcomes.

Results:

10%

Improvement in
adherence medicine
possession ratio
over 2 years.

25%

Reduction in patient
discontinuation. Programme
active for over 2 years and
expanded to 60K patients.





Committing to sustainable operations

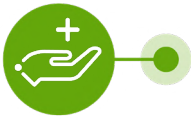
We're committed to running our operations in a way that protects the environment and supports long-term sustainability. From reducing our carbon footprint to minimising waste and using resources responsibly, we're taking practical steps to embed sustainability into every part of our business.

We focus on increasing sustainable sources, ethical procurement, human rights and small-medium supplier identification. These initiatives are not just about compliance but also about driving long-term value for our business.

- By verifying all high-risk supplier policies, we ensure that our suppliers adhere to sustainable practices. This reduces our environmental impact and aligns our operations with global sustainability standards, enhancing our reputation and attracting eco-conscious customers and investors.
- We also verify all high-risk supplier documents to ensure that our suppliers uphold ethical standards and human rights. This minimises the risks associated with unethical practices, such as labour violations, and strengthens our commitment to corporate social responsibility. It also builds trust among our stakeholders and mitigates potential legal and reputational risks.
- We've amended our supplier forms to capture the status of new suppliers, specifically identifying SMEs, to support diversity and inclusion within our supply chain. By creating a 'preferred diverse supplier shortlist', we promote equitable opportunities for smaller businesses, driving innovation and resilience in our supply chain. This initiative is ongoing, with the shortlist completed in March 2025.
- From September 2025, all sites will move to 100% renewable energy contracts, demonstrating our commitment to reducing carbon emissions and transitioning to sustainable energy sources. This move not only helps in achieving our environmental goals but also positions us as a leader in sustainability, potentially lowers energy costs and enhances our brand image.
- By integrating ESG objectives into our procurement teams' KPIs, we ensure that sustainability and ethical considerations are embedded in our procurement processes. By Q2 2025, we'll align supplier risk scores with the risk and audit tool to help us proactively identify and mitigate risks, ensuring a more resilient and responsible supply chain.
- In early 2025, we added sustainability and ethical procurement to our commercial teams' supplier relationship management agendas to ensure these critical aspects are regularly reviewed and prioritised. This fosters a culture of continuous improvement and accountability, driving long-term value and sustainability for the business.



From reducing our carbon footprint to minimising waste and using resources responsibly, we're taking practical steps to embed sustainability into every part of our business.



Building a best-in-class governance structure

Our governance structure ensures ESG initiatives align with our mission, values and strategic priorities. Working closely with senior leadership, the ESG committee integrates sustainability into operations, risk management and planning. Clear policies support accountability, while regular reporting and engagement drive transparency, ethical leadership and long-term resilience.

Our governance structure

The Board

Our executive Board is committed to our ESG plans. Each quarter, the Board reviews progress, key KPIs and provides challenge where necessary.

ESG Leadership Group

Our ESG leadership group represents the Board in defining our ESG strategy and reviewing practices and initiatives to ensure they're effective and up to date.

ESG project group

The project group oversees the development of and updates to our ESG strategy and recommends any changes to the ESG leadership group for approval. Members also monitor performance and challenge the objectives and targets set as part of our ESG strategy.



Human rights

We know that modern slavery and human trafficking are crimes and a violation of human rights. We also acknowledge that modern slavery may take on various forms, including slavery, servitude, compulsory labour and human trafficking for exploitation. Any aspect of this can have a significant impact on individuals, families and communities across the world.

As a business, we have a zero-tolerance approach to modern slavery and human trafficking in our organisation and supply chain. We address this by ensuring that our staff are trained to identify issues and raise any concerns, we have policies and procedures in place and our procurement processes identify potential risks in our supply network.

We operate in a highly regulated industry and, given the nature of our business, we believe there is a low risk of slavery, human trafficking or child labour having a connection with our commercial activities. Many of our key suppliers are also members of the [Pharmaceutical Supply Chain Initiative](#) (PSCI), which has established principles to support suppliers with sustainable, ethical and responsible labour practices.

Data governance and security

We prioritise the privacy and security of our customers' data. We understand the critical importance of safeguarding personal information and are committed to maintaining the highest standards of data protection.

We are certified to both ISO 27001 and ISO 27701 standards, ensuring top-tier information security and privacy compliance. We also maintain Cyber Essentials certification, a set of technical controls which help us protect ourselves against common online security threats.

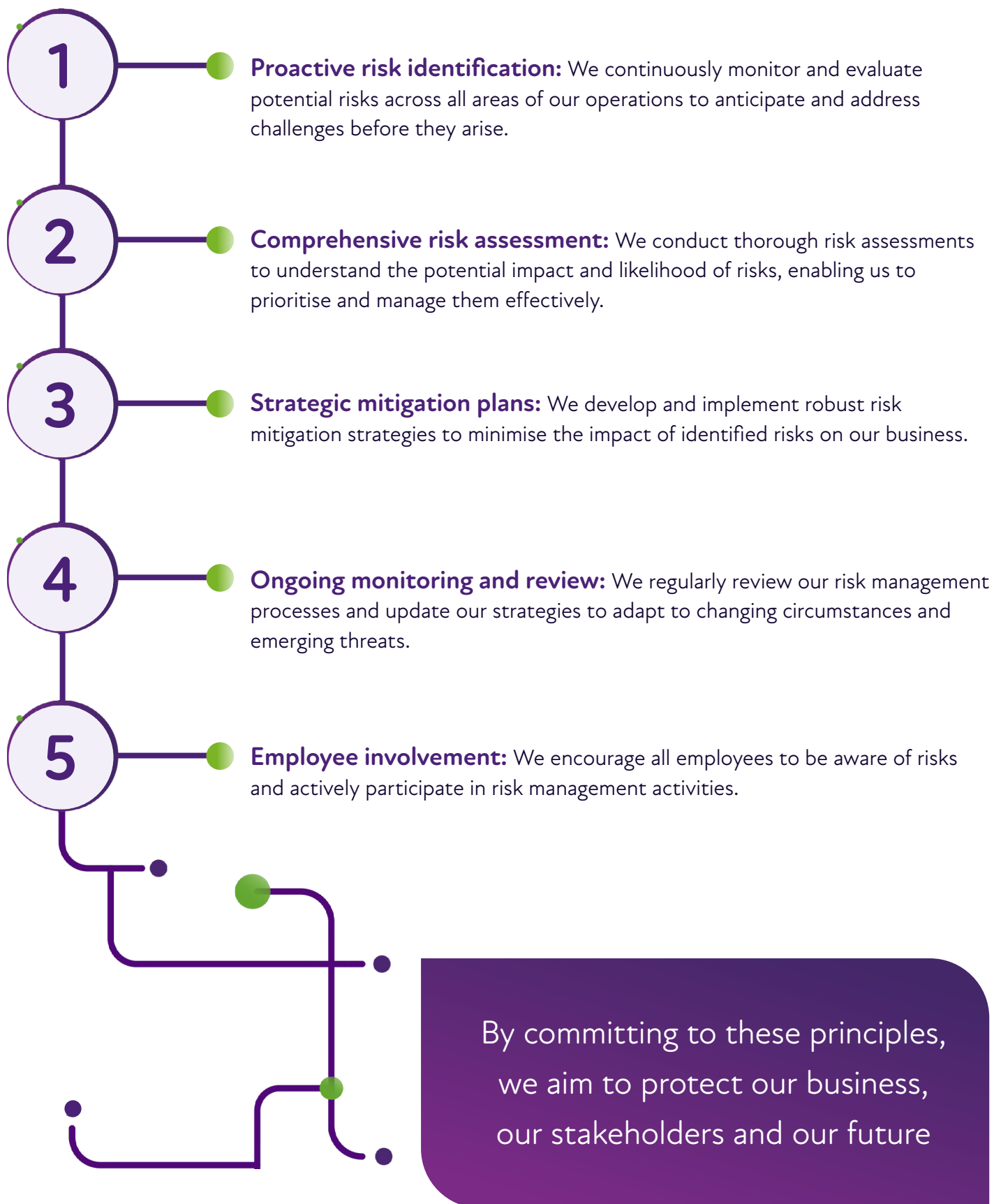
- We employ advanced security measures to protect data from unauthorised access, alteration and disclosure.
- We're transparent about how we collect, use and share information.
- We adhere to all relevant data protection laws and regulations, including GDPR.
- We regularly review and update our security practices to address emerging threats and maintain protection.



Risk

We recognise that effective risk management is essential to our success and sustainability. We're dedicated to identifying, assessing and mitigating risks to ensure the stability and growth of our business.

Our approach:



Patient safety

Our commitment to sustainability includes ensuring our colleagues are equipped to deliver safe, reliable and effective patient care, with a goal of zero avoidable harm to our patients. Our patient safety team collaborates closely with colleagues across the organisation, using national guidelines to identify potential risks and investigate any situations where patient safety may have been compromised.

This approach builds a culture of transparency and openness, ensuring that all findings are shared from the frontline to the leadership team. We actively encourage the full reporting of errors and incidents to facilitate learning and promote positive reinforcement.

Pharmacovigilance and product quality complaints

Pharmacovigilance (PV) is essential for enhancing patient care and safety. As a life sciences organisation providing home-based treatments, we have an effective system for capturing, monitoring and reporting incidents and complaints. If patients report side effects or dissatisfaction with a drug or product, we ensure these concerns are passed to the manufacturer and, if necessary, the appropriate regulator. PV requirements enable us, manufacturers and regulatory bodies to ensure patient safety and meet regulatory obligations.

Audit, risk and compliance

Effective risk management is central to our quality assurance framework and embedded throughout our company, from procurement and handling of medicines to patient care. This approach addresses business-wide risks and influences our interactions with external stakeholders.

To manage and mitigate risk, we conduct a range of compliance activities centred on our ISO 9001 Quality Management System. Our internal audit processes are risk-based and ensure compliance with regulatory standards.

While some events are beyond our control, effective risk management means being prepared. We have a robust business continuity framework, with our contingency arrangements regularly reviewed by regulators, the NHS and other key stakeholders. These compliance activities support continuous improvement and uphold the highest standards for our patients.



Summary

In conclusion, our commitment to Environmental, Social, and Governance (ESG) principles is stronger than ever.

At Sciensus, we're embedding sustainability into every corner of our operations, from championing environmental responsibility to building inclusive workplaces and maintaining robust, transparent governance.

These efforts aren't just strengthening our resilience, they're helping us deliver meaningful impact for the communities we serve. As we look ahead, we remain focused on accountability, transparency and creating lasting value for all our stakeholders through purposeful and measurable ESG action.