

An aerial photograph of a village in a dry, arid region. The ground is reddish-brown dirt. Several traditional dwellings with large, circular, thatched roofs are scattered across the landscape. A white van is parked on a dirt path in the lower-middle section of the image. The scene is captured from a high angle, showing the layout of the village and the surrounding terrain.

Moving forward for our world



MARKEN

a UPS Company

2022 SUSTAINABILITY REPORT
MAY 2023





Moving our world forward by delivering what matters.

We always find a way to connect patients with new medicines, in all corners of the world.



Marken is a wholly owned subsidiary of UPS and is a part of UPS's global Healthcare and Life Sciences (HCLS) unit.

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Marken's commitment to sustainability

As part of UPS Healthcare, Marken shares responsibility for bringing the highest levels of professional excellence and innovation to our healthcare and pharmaceutical clients and the communities that we serve across the globe.

A growing part of that responsibility lies in finding more sustainable ways to operate, particularly by reducing our contribution to climate change. It also calls on Marken to find ways to provide access to critical clinical trials to all patients – no matter where in the world they're located.

To this end, in January 2022, Marken established a sustainability department led by the Director of Sustainability, reporting to me through our Chief Administrative Officer.

This report addresses the efforts undertaken in 2022 under this team's direction to better understand Marken's responsibilities and opportunities in relation to managing our Environmental, Social and Governance (ESG) impacts. It also summarises progress to date and outlines the plan now in place to realise best practice ESG as quickly as possible. We acknowledge that the need is real and that as good corporate citizens, we are all required to play our part.

We thank those within and outside of our organization who have responded positively to our requests for constructive input and guidance. I am proud of our 2022 achievements and look forward to further collaboration across our wider UPS network, with our key partners and clients in making rapid progress towards this goal.

Ariette van Strien

President, Marken





Moving forward for our world

The advancement of global social progress is at the core of Marken's purpose. As clinical trial logistics specialists, we are always striving to develop more reliable and affordable ways to connect patients with new medicines in all corners of the world.

While operationally driven by the pragmatic values of efficiency, reliability, accountability, safety and security, we are also culturally inspired by the ideals of social equity, community wellbeing, freedom from injustice and intergenerational equity. The theme of **Moving forward for our world** acknowledges the urgent need to move forward in terms of our business practices and strategic priorities to embrace sustainability as a basic tenet of sound business and operational practices. It also highlights our capacity to look beyond purely commercial interests to play a more socially positive role as a vital link in the healthcare network that impacts the wellbeing of all global communities.

Moving forward
for our world

Our sustainability vision and commitment to the UN Sustainable Development Goals

As a leader within the global healthcare logistics sector, Marken has set out to define, design and implement **the world's most sustainable clinical healthcare trial logistics solutions**. Over the coming years, we will offer our clients low emission, low impact solutions.

Guided by the UN's global Sustainable Development Goals (SDGs) and informed by our broad-brush materiality assessment, Marken has identified four SDGs to guide our sustainability program. These SDGs will inform and frame our longer-term approach to sustainability. As a member of the United Nations Global Compact, Marken committed to measure and demonstrate its progress to its stakeholders and the public on these Sustainable Development Goals and the Global Compact's ten core principles.



UN's global Sustainable Development Goals

Core Marken area of sustainability focus



13 CLIMATE ACTION

Work towards Net Zero clinical trial logistics solutions



3 GOOD HEALTH AND WELL-BEING

Deliver the world's safest clinical trial logistics



10 REDUCED INEQUALITIES

Equally meet the whole world's need for new medical treatments



17 PARTNERSHIPS FOR THE GOALS

Partner with clients to help lead our sector towards ESG excellence

While working to better understand and measure our scope 1, 2 and 3 CO₂ emissions, we will also challenge ourselves to define and design clinical trial logistics solutions that significantly reduce emissions. There is a long way to go. We need to critically analyse and address emissions throughout the entire supply chain, starting with our facilities and the way we move what matters.

From proper dangerous goods handling and waste management, to protecting our teams, clients and patients with best practice Occupational Health and Safety (OHS) and first in class privacy and cyber-security programs, we aim to minimise harm for people and the environment in every possible way.



The availability of new medicines can be constrained by factors such as geographical accessibility, poverty and political instability. This area of focus leverage's our expertise in maintaining geographically diverse global distribution networks to overcome obstacles that might prevent new treatments reaching communities in need. We are looking at ways of doing business that reduces costs and increases access.

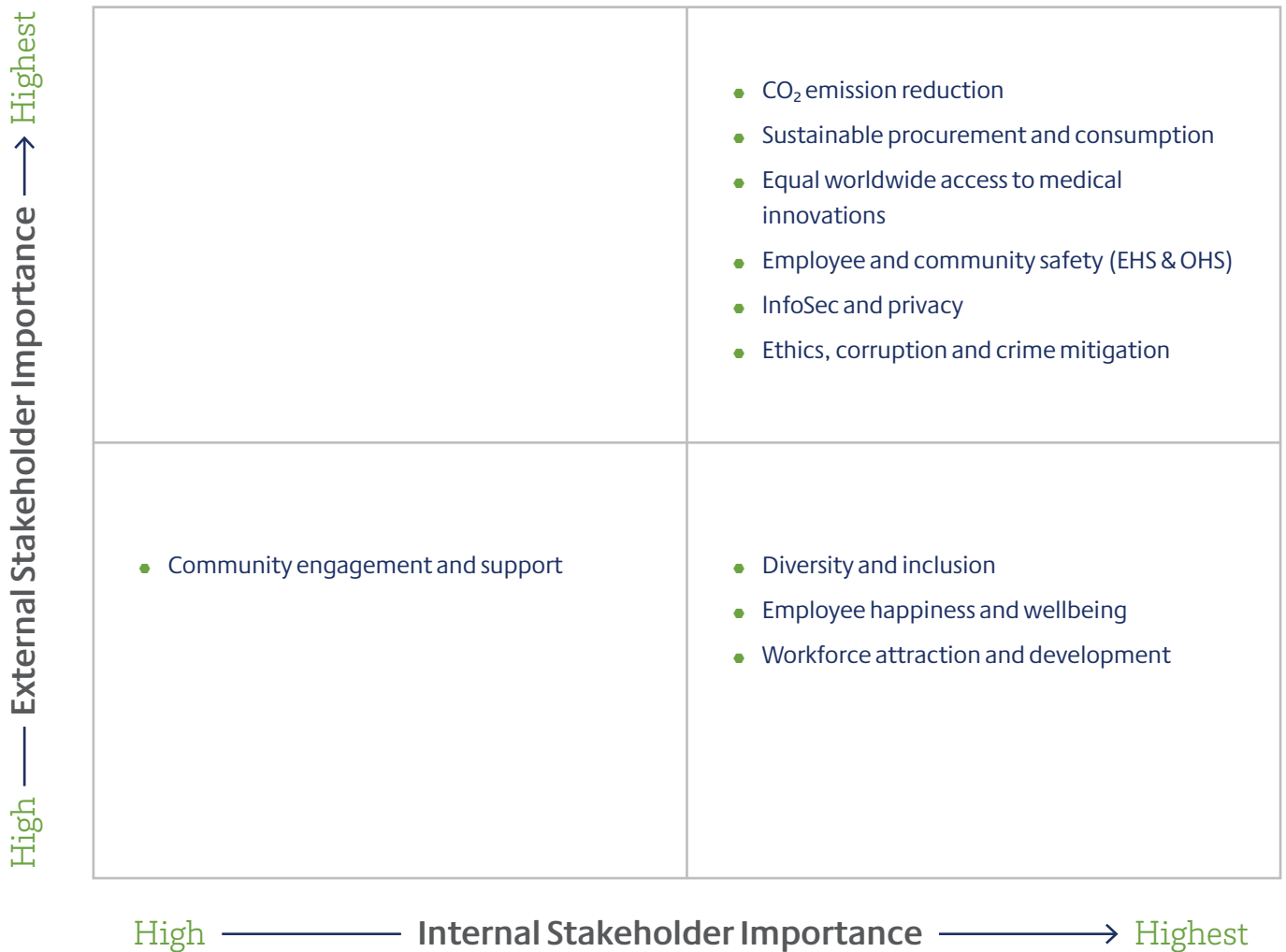
As long-term partners with many of the world's leading healthcare and pharmaceutical groups, Marken will focus on defining and developing widely recognised standards for ESG best practice around clinical trial logistics. We will actively explore the questions of balancing environmental issues against quality and timeliness criteria.

Materiality assessment

In 2022, in addition to aligning with the SDGs, Marken undertook a high-level materiality assessment to develop the long-term focus framework around priority ESG performance areas.

To inform this, Marken reviewed a wide range of client requests for tenders to assess client priorities for future partnership. In parallel, informal discussions were undertaken with a focused range of internal stakeholders to identify issues of concern and suggest areas where Marken's unique strengths and capabilities enable us to support positive social or environmental initiatives.

The picture that emerged is summarised in the chart below:



Critical areas of focus

CO₂ emission reduction



Many Marken clients have committed to reducing their supply chain logistics (Scope 3) emissions. In 2022, the Marken Executive Committee identified measurement of emissions as a top 10 strategic priority. As a result, Marken adopted the GLEC Framework for calculation of Scope 3 GHG emissions. Equipped with the insights gained in 2022, Marken's Executive Committee has committed to creating scientifically based emissions reduction targets and developing a reduction strategy as a top 10 strategic priority for the organisation in 2023.

Sustainable procurement



Aligned with and supporting the CO₂ emission reduction goals, Marken is also committed to a complete review of the way we manage and plan procurement to ensure that sustainability issues, including CO₂ and emissions, recyclable packaging, waste minimisation and reduced consumption, are factored into everyday management policies and protocols.

Worldwide access to medical innovations



The strength of Marken's global distribution network is critical to many of our multinational clients. Culturally, it is also an important reflection of our commitment to continuing to invest in ways to move the world forward in a way that benefits all of humanity.

Employee and community safety (EHS and OHS)



Dealing with biohazardous materials and enabling the delivery of medicines and, at times, contagious materials, means that the safety of our employees, clinical trial participants and the wider community is of paramount importance to our communities and continuing success. We take our obligations of health and safety very seriously.

Information Security and Privacy



The world has seen an increase in cyber security crimes in recent years with significant impact on individuals. Marken's ability to maintain cyber security and our practices around the storage and management of confidential personal and clinical trial data are of critical importance to our reputation, and the wellbeing of people we connect with.

Ethics, corruption and crime mitigation



Our commitment to an expansive global network means that Marken may be operating in countries where governance of, and means to protect individuals against, crime and corruption do not meet global best practice. This means that we must be astute to the risk of crime, bribery and corruption, and ensure our internal processes are built to withstand these risks. We work hard to ensure an ethical supply chain across the globe.

Priority areas of focus

Employee wellbeing, diversity and inclusion, and community engagement were all identified as high priority issues at the next level of importance. These have also been considered as integral to our business and opportunities in the subsequent review.

2022 performance and 2023 plans

The following pages review Marken's 2022 performance against KPIs and outlines plans for improvement in 2023, structured around the key areas of materiality already identified. Appendix A provides a tabular summary of Marken's key areas of focus (critical and priority) and offers a short snapshot of the overall program and plans for improvement.

2022 goals and achievements

The following 2022 goals were set out in new or updated policies issued at the start of 2022. Those projects that span into 2023 onwards, we have tracked against current project status as "in progress".

A core focus in 2022 has been to ensure that:

- a** Clear and effective policies are in place to address all aspects of sustainability
- b** Foundational training was a key metric to ensure a solid baseline understanding of our policies and procedures was held across the organisation

Our progress is reported below with more detailed training figures at Appendix B.



Focus Area	Sub-Category	Goal	Status *	Policy Reference
Environmental impacts	CO ₂ emission training and awareness	Marken Sustainability Policy (POL-SUS-002)	98%	POL-SUS-002 Marken Sustainability Policy, Clause 7.3
		Marken Sustainability Test (POL-SUS-002)	96%	POL-SUS-002 Marken Sustainability Policy, Clause 7.3
		Marken Sustainable Procurement Policy (POL-SUS-003)	100%	POL-SUS-003 Marken Sustainable Procurement Policy, Clause 7.1
	CO ₂ emission measurement	Establish a baseline measure of total Marken tCO ₂ e for 2022	Complete	POL-SUS-002 Marken Sustainability Policy, Appendix B "Greener Facilities Scorecard"
		Implement Appanion "ShipZero" software to calculate "per shipment" emissions based on the GLEC Framework	Complete	
	CO ₂ emission management	Establish branch / depot ESG objectives	Complete	POL-SUS-002 Marken Sustainability Policy, Clause 6.1 and Appendix B "Greener Facilities Scorecard"
	Waste: Facilities	Track facilities waste (paper, recycling, ink cartridges)	New project commenced 2023	POL-SUS-002 Marken Sustainability Policy, Appendix B "Greener Facilities Scorecard"
		To reduce paper waste, implement a GXP version of Docusign by Q2, 2022 intended to reduce the reliance on printing documents	Complete	POL-SUS-002 Marken Sustainability Policy, Clause 6.1.6(a)
		Move Marken Maestro™ from a physical presence at Marken facilities to Microsoft Azure™ (carbon neutral cloud service provider)	Complete	POL-SUS-002 Marken Sustainability Policy, Clause 6.1.6(b)
		Continue to advance IT strategy having regard for carbon savings	In progress	POL-SUS-002 Marken Sustainability Policy, Clause 6.1.6(c)
	Procurement: Outside Service Providers (OSPs)	Implement RFI questionnaire incorporating emissions tracking and calculation requirements	Complete	NA
	Procurement: Packaging	By the end of 2023, create a network of track and traced reusable shippers	In progress	POL-SUS-003 Marken Sustainable Procurement Policy, Clause 5.2
		By the end of 2025, provide a closed loop reusable packaging solution	In progress	POL-SUS-003 Marken Sustainable Procurement Policy, Clause 5.1
		Embed the Marken "Corporate Sustainability Scorecard" into the procurement process	In progress	POL-SUS-003 Marken Sustainable Procurement Policy, Clauses 5.3(b) and 5.4; Marken Sustainable Packaging Assessment
	Procurement: Office supplies	Create project plan for central management and oversight to create synergies (cost effective purchasing), share insights on more sustainable office supplies and generate proper data for better analysis	Complete	NA
Worldwide access to medical innovations	Goals (general)	Expand network into Africa sub-Saharan and analyse other market needs to ensure Marken's footprint meets client expectations	Complete	NA

* complete, or % compliant

2022 Performance and 2023 Plans

Focus Area	Sub-Category	Goal	Status *	Policy Reference
Employee and community safety (Environmental Health & Safety, Occupational Health & Safety)	Training and awareness	Emergency Evacuation Procedure (MOP-SHE-003)	96%	MOP-SHE-003 Emergency Evacuation Procedure
		Emergency Evacuation Procedure Test (MOP-SHE-003)	88%	MOP-SHE-003 Emergency Evacuation Procedure
		Forklift Truck Operation (GOP-SHE-004)	98%	GOP-SHE-004 Forklift Truck Operation
		Forklift Truck Operation Test (GOP-SHE-004)	96%	GOP-SHE-004 Forklift Truck Operation
		Safe Storage and Handling of Dry Ice (GOP-SHE-001)	98%	GOP-SHE-001 Safe Storage and Handling of Dry Ice
		Safe Storage and Handling of Dry Ice (GOP-SHE-001)	97%	GOP-SHE-001 Safe Storage and Handling of Dry Ice
		Blood Borne Pathogens Exposure Control Plan (GOP-SHE-005)	95%	GOP-SHE-005 Blood Borne Pathogens Exposure Control Plan
	Goals (general)	ISO140001 gap analysis to be undertaken with intention to certify in 2023 at Brussels and Frankfurt	In Progress	N/A
		Create EHS global framework policy		
		Embed globalised EHS team across business		
InfoSec and privacy	Training and awareness	Global Privacy & Data Protection Policy (POL-DAT-001)	97%	POL-DAT-001 Global Privacy & Data Protection Policy
		Data Protection & Privacy at Marken Training (TR-ALL-013)	98%	POL-DAT-001 Global Privacy & Data Protection Policy
		Data Protection & Privacy at Marken Test (TR-ALL-013)	97%	POL-DAT-001 Global Privacy & Data Protection Policy
		"Knowb4" World Events Phishing Training 2022	99%	N/A
		"Knowb4" Cybersecurity Exercise #5- Intro to Ransomware	99%	N/A
		"Knowb4" Cybersecurity Exercise #6- Internet Security and You	99%	N/A
		"Knowb4" Cybersecurity Exercise #7- CEO Fraud	99%	N/A
		"Knowb4" Cybersecurity Exercise #9- Password Game Show	99%	N/A
		Goals (general)	Implement privacy by design / privacy by default risk assessment (PIA / DPIA) automated process.	Complete
	Transition ISO2015:27001 certification to ISO2022:27001 certification		In Progress	N/A

* complete, or % compliant

Focus Area	Sub-Category	Goal	Status *	Policy Reference
Ethics, anti-corruption and crime.	Training and awareness	Marken Expenses, Hospitality and Gifts Policy (POL-HRS-002)	96%	POL-HRS-002 Marken Expenses, Hospitality and Gifts Policy
		Marken Whistle Blowing Policy (POL-HRS-005)	98%	POL-HRS-005 Marken Whistle Blowing Policy
		Marken Code of Ethics (POL-SUS-001)	97%	POL-SUS-001 Marken Code of Ethics, Clause 5.7.2
		Marken Code of Ethics Test (POL-SUS-001)	96%	POL-SUS-001 Marken Code of Ethics, Clause 5.7.2
		Marken Anti-Corruption Compliance Policy and compliance certificate (POL-HRS-001)	96%	POL-HRS-001 Marken Anti-Corruption Compliance Policy; POL-SUS-002 Marken Sustainability Policy, Clause 6.3.2(a)
		Anti-Corruption Awareness Training (TR-HRS-001)	96%	POL-HRS-001 Marken Anti-Corruption Compliance Policy; POL-SUS-002 Marken Sustainability Policy, Clause 6.3.2(a)
		Marken Expenses, Hospitality and Gifts Policy (POL-HRS-002)	96%	POL-HRS-002 Marken Expenses, Hospitality and Gifts Policy
	Goals (general)	All new OSPs and new Suppliers to sign Marken Code of Ethics. * OSPs included in this statistic do not include the Marken New Zealand branch OSPs who were onboarded in October 2022 with the purchase of Cedra International Ltd. These OSPs will be included in the 2023 figures. 100% employee certification and training of anti-corruption policy	92% or 100% OSPs * 92% Suppliers	POL-SUS-003 Marken Sustainable Procurement Policy, Clause 5.4.2(a) (ii), and POL-SUS-001 Marken Code of Ethics, clause 5.7.2(b)
		95% OSP compliance with anti-corruption certification, in line with Anti-Corruption Compliance Policy (POL-HRS-001)	96%	POL-HRS-001 Marken Anti-Corruption Compliance Policy; POL-SUS-002 Marken Sustainability Policy, Clause 6.3.2(b)
	Diversity and inclusion	Training and awareness	Marken Diversity and Inclusion Policy (POL-HRS-014)	100%
“KnowB4” Introduction to Diversity, Equity & Inclusion			99%	POL-HRS-014 Diversity and Inclusion Policy, Clause 5.1
“KnowB4” Unconscious Bias Training (HR and Executive)			100%	POL-HRS-014 Diversity and Inclusion Policy, Clause 5.1
Goals (general)		Minimum 35% Male and 35% Female gender balance (with the balance undetermined)	36% female	POL-HRS-014 Diversity and Inclusion Policy, Clause 5.2
Employee wellbeing	Training and awareness	Employee Happiness and Wellbeing Policy (POL-HRS-015)	97%	POL-HRS-015 Employee Happiness and Wellbeing Policy, Clause 6(a)
	Goals (general)	Completion of the voluntary and anonymous Employee survey	73%	POL-HRS-015 Employee Happiness and Wellbeing Policy, Clause 6
		10% increase year on year of staff joining the Virgin Pulse Programme	Complete	POL-HRS-015 Employee Happiness and Wellbeing Policy, Clause 6
		95% completion of the performance evaluation process *Note that the process / platform for performance evaluation changed in 2022 to the Rhabit™ platform. Due to the platform change it was released for self-evaluation in November 2022 and manager evaluation in January 2023. At the time of reporting, 33% percent of reviews were completed.	33%*	POL-HRS-015 Employee Happiness and Wellbeing Policy, Clause 6
Marken volunteering	Goals	Optional participation at branch level for volunteering opportunities	Complete	POL-SUS-002 Marken Sustainability Policy, Appendix B “Greener Facilities Scorecard”



17 PARTNERSHIPS FOR THE GOALS



13 CLIMATE ACTION

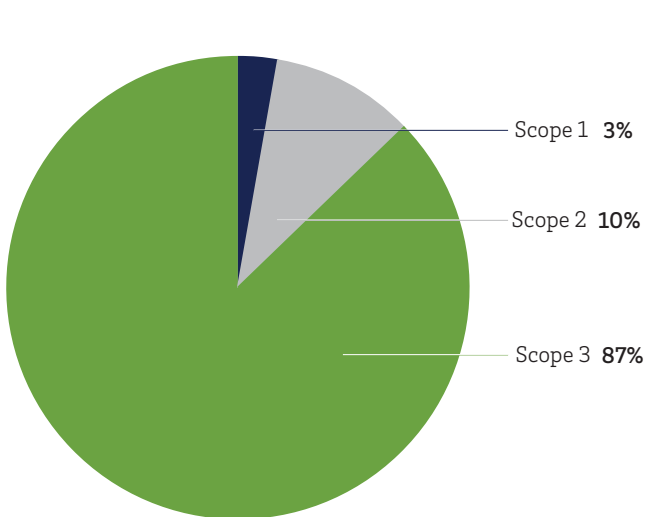
2022 CO₂e emissions

Many Marken clients are industry leaders in the sustainability space, having already set clear and meaningful Science Based Targets (SBTi) for 2030 and net zero by 2050. Marken is dedicated to helping our clients achieve their sustainability goals through providing long term sustainable logistics solutions.

In 2022, Marken implemented:

- ✓ Metric reporting framework for Marken facilities (Scope 1 and Scope 2) emissions
- ✓ “ShipZero” software to calculate the greenhouse gas (GHG) emissions on a per shipment basis (in line with the Global Logistics Emissions Council (GLEC) framework) to calculate Scope 3 emissions.

Global CO₂e Emissions



	Baseline Year (2022) tonnes
Scope 1	2,358
Scope 2 (location-based)	8,382
Gross Scope 1 and 2	10,740
Scope 3	70,871
Gross Scope 1, 2 and 3	81,611
Total voluntary renewable electricity credits	39
Net Global CO ₂ e Emissions	81,572

- For more detail on the methodologies for emission calculation, please see Appendix C

General overview

As an asset light company, most of our GHG emissions (87%) in 2022 were in our value chain (Scope 3). Emissions from our own operations (Scope 1 & 2) were 13%.

Learning from this, in 2023, Marken is engaging with our Outside Service Providers (OSPs) and suppliers to:

- Understand more sustainable capabilities (through a more rigorous RPF questionnaire process)
- Exploring routing optimisation
- Mode switches and alternative fuel solutions

These options will be available for clients who seek to find meaningful reduction and avoidance strategies through our network.



2023 actions

In 2023, we will:

- Continue our efforts by developing a comprehensive materiality matrix to identify how critical emissions reduction is to our stakeholders
- Improve the accuracy of our emission calculation for Scope 1 and 2 emissions
- Action the following scope specific projects:



- Pilots for electric delivery vans in Los Angeles, USA
- Network optimisation for our own operated vehicles



- Create awareness on energy consumption and associated emissions within our business and with our OSPs
- Incentivise and assist branches to switch to energy efficient equipment, especially LED lighting, through our Greener Marken Sustainability Scorecard (see Marken Sustainability Policy)
- Switch to Renewable Electricity Providers, where feasible, as well as purchase Renewable Electricity Credits through our local energy suppliers. In 2022, Marken increased its renewable energy consumption by 127% on 2021 consumption. Moving forward, we intend to maintain a year-on-year increase of renewable electricity above 100%



- Improve data accuracy for Scope 3 data fed into the “ShipZero” software through increasing data collection in Maestro (more mandatory fields) and collation of more valuable data from OSPs
- Increase OSP engagements on reduction solutions like routing optimisation, modal switches and alternative fuels
- Innovate the way Marken conducts business – for example, pilot new technology such as IATA approved drones, to replace road feeder trips, saving time, reducing emissions and provide better coverage of under-served regions
- Engaging with clients to understand their emission reduction needs to develop solutions that fit

In 2023, we are working towards publishing meaningful and actionable climate targets aimed at addressing the latest climate science and meeting the needs of our customers. Our project workstream is set up as follows and will be delivered in 2023/2024:





17 PARTNERSHIPS FOR THE GOALS



3 GOOD HEALTH AND WELL-BEING



13 CLIMATE ACTION

Sustainable procurement, consumption and waste management

The way Marken: **a** procures and consumes goods, and **b** manages the associated waste, are both critical to our overall sustainability strategy and performance. A five year plan has been created to improve central oversight, management and sustainable strategy around procurement.

2022 at a glance (packaging sold and dry ice consumption)

Consumption	2022		2021	
	units	%	units	%
Re-usable packaging (shippers)	227,387	29%	164,079	29%
Single use packaging*	542,997	71%	401,407	71%
Total	770,384	100.0%	565,486	100%

* Single use packaging includes BioSystem and BioTherm packaging only, as the focus of our project is to replace single use products with more environmentally friendly options or transition to reusable shippers

Consumption	kgs
Dry ice*	3,961,296

* excludes dry-ice used for re-icing by handling agents or airlines while in transit

Assess sustainable options with existing centralised suppliers

Understand current supplier capabilities to integrate more sustainable materials in the current product catalogue.

Centralise oversight of non-packaging consumables and inventory management

Local branches are currently responsible for procurement of a wide range of office supplies. We aim to :

- Understand current purchasing trends and create synergies through centralised accounts with global KPIs and increased buying power
- Analyse the amount and types of products being shipped globally from our procurement hub in Feltham and identify those which could instead be sourced through more local manufacturers
- Create a knowledge sharing platform to empower branches to purchase supplies from more sustainable sources and suppliers

Improved management of reusable shipping assets

In 2022, we improved our reusable packaging loss rate from 16% (2021) to 6% using Asset Panda technology. Further improvements through pilots are planned by our Asset Management team in 2023.

Sustainable packaging innovation

Marken clients are eager for more sustainable packaging options (closed loop and more sustainable single use). Marken is investigating more sustainable solutions with the two following actions currently underway:

a FSC certified and recycled material single-use shippers

In 2022, Marken qualified one FSC recycled corrugate material single use shipper to replace our highest volume existing polystyrene single use shipper. We also began the qualification process on a full range of FSC recycled corrugate material single use line of shippers to replace our existing range of polystyrene single use shippers. Expected temperature duration 48-72 hours. We are piloting the qualified solutions in early 2023 and, if viable, planning to release to market Q3/Q4 2023.

b Closed loop reusable shipper

In 2022, Marken qualified and expanded its VIP reusable shipper packaging solutions to safely carry dry-ice at temperatures -80°C to -60°C (1.8L, 5L, 17L, 27L, 54L), as well as uniquely designed dewar technology for the C> space to manage temperatures <-70°C (1L, 1.6L, 5L, 11L) . The pilot phase will continue into Q2-Q3 2023 and will provide clients with a closed loop solution for biological samples and Cell and Gene Therapies which were previously moved in single use packaging.



Global Initiatives and Incentives

Successful and effective local initiatives will also be promoted and endorsed as examples of sustainable practices in line with our overall Sustainability Policy. In 2022, as mandated in the Marken Sustainability Policy (POL-SUS-002), all locations completed a Greener Facilities Scorecard that outlines 11 sustainable objectives across different ESG topics to be completed at the discretion of the branch manager throughout the year. While only four of these objectives were required to be completed, many locations exceeded that expectation, with Marken Brussels, Marken Miami and Marken Zurich jointly winning the Sustainable Marken Branch of the Year Award for 2022



Raising the standard in Switzerland

In 2022, Marken's Sustainability Policy set emission tracking obligations and emission reduction obligations on its branches. Marken's Zurich branch has emerged as a global leader in sustainable procurement and waste management, setting a high standard for others to follow.

Marken's Swiss staff have embraced the call to review and improve their consumption and management of waste. Zurich utilises 100% renewable energy and has tracked waste management performance since 2015.

Zurich plans to expand and update their tracking system to better understand their waste volumes and identify change opportunities with the biggest potential impact.

Their waste tracking of recyclables now includes the following sections: paper, PET beverage bottles, other plastics, electrical materials, aluminium cans, dangerous goods, cardboard packaging, wood pallets, and ink/toner cartridges.

In 2023, Zurich will continue to work on further completion of the branch objectives checklist and will switch to a more energy efficient lighting options to reduce energy consumption further.



Doaa Fathallah, General Counsel and Chief Administrative Officer presenting Marken Zurich with the 2022 Sustainable Marken Branch Award.

Waste Measurement and Refrigerant Tracking Pilot

Commencing in February 2023, we are conducting a Waste Measurement and Refrigerant Tracking Pilot across seven Marken sites globally that will help us to understand waste processed at our facilities and establish the standard method to be adopted by all branches in 2024. By the end of 2023, a regional procedure for set up and tracking of waste separation will be available to all locations and will be mandated for all locations starting 2024.



17 PARTNERSHIPS FOR THE GOALS



3 GOOD HEALTH AND WELL-BEING



10 REDUCED INEQUALITIES

Global access to clinical trials and life-saving medicines

The availability of new medicines can be constrained by factors such as geographical access, poverty and political instability. Marken is committed to improving our geographical reach. This can be difficult in developing countries, areas affected by natural disaster or those affected by political unrest or warfare, as access to transport infrastructure is often limited, expensive and / or dangerous.

By committing to find solutions for clients, our actions become positive contributions to global social equity and human health and wellbeing. For our employees, knowing that they are part of a team that is making a positive difference is also an important potential source of motivation and job satisfaction.

At the end of 2022, Marken's global network connected communities through a total of 59 branch offices, covering more than 220 countries and territories worldwide, and supporting over 93,000 investigator sites. While now able to access a very high proportion of the world's communities, scope remains to extend further into developing areas where clinical trial accessibility remains difficult.

Expanding into sub-Saharan Africa

During 2022, Marken's network in sub-Saharan Africa, previously not readily accessible for clinical trials, was substantially expanded through the opening of local branch offices in Ghana, Uganda and Kenya. In 2023, additional branch offices are scheduled to be opened in Nigeria and Gambia.

Delivering Medicines to war torn Ukraine

In line with Marken's commitment to ensure that all communities are able to access the clinical trials required to approve new vaccines and medications, we have maintained trial operations in war-affected Ukraine despite the shut-down of all air traffic. This has been managed by organising a two-stage journey from the central distribution point of Frankfurt, with air transport to southern Polish airport at which shipments are transferred to refrigerated road transport.

As one of the few viable means to ship medicines requiring a 48-hour turnaround time into Ukraine, we have also been asked to support global efforts to get vitally needed medical supplies to refugees fleeing the conflict. Working with the Polish Ministry of Health Marken's Early Access Programs team was able to develop an effective solution based on shipments under humanitarian aid via road transportation from Poland into Ukraine, directly to the Ukrainian Ministry of Health, who then distributed to the patients and refugees who urgently needed them.



Delivering medicines in Africa

In partnership with one of our major clients, Marken is supporting country programs funded by the **Bill & Melinda Gates Foundation** to transport medication to Mali, Burkina Faso and Niger, which are not easily accessible by standard medical logistics means.

We have been able to provide an air transport solution at a much lower commercially sustainable rate than previously available, which allows many more communities to benefit from these life-saving philanthropic contributions than previously possible. The key to this solution is the use of thermal blankets to maintain medicines at required low temperatures during shipment, which are donated to local charities at the end of their journey. This avoids the need to rent and re-ship conventional, durable thermal packaging back to their origin, while creating benefits for local healthcare operations rather than waste associated with other single use shipment options.

BILL & MELINDA
GATES *foundation*



Employee and community safety (OHS and EHS)

Environmental Health and Safety is a high priority across Marken's global network. While current practices and reporting levels meet local laws and regulations, they remain regionally varied which creates challenges for reporting on a global level. Substantial efforts have been undertaken in 2022, and will continue in 2023, to address this issue.

Global EHS management team

To enable these globally coordinated efforts Marken has established a global EHS management team structure, initially focussing on our operations across the Americas and Europe, the Middle East and Africa (EMEA), with the intention to expand to a dedicated headcount in Asia and Pacific (APAC) regional team in 2023. Reporting to the Director of Trade Compliance, each region is led by an EHS Manager, supported by regionally located EHS representatives.

The responsibilities of these EHS teams include:

- Develop inhouse training programs
- Conduct awareness campaigns
- Audits, inspections and walkthroughs
- Fill out client questionnaires
- Develop EHS procedures and manuals
- Assess success of EHS Culture through KPIs

Global Environmental, Occupational Health and Safety (EHS) Policy and Management System Framework

An EHS Policy and Management Framework was drafted in 2022 for further assessment and refinement in 2023. This has been designed to conform with international standards ISO14001, and once implemented will set the overarching policies and frameworks to be applied consistently across our global branch network. At this stage, the scope of EHS Policy and Management Framework will :

- Integrate EHS into company-wide business practices and as part of all major decisions, from product development, the launch of new processes, and change management within locations.
- Create a culture striving for zero work-related injuries, illnesses, and environmental incidents with a focus on employee engagement and participation mechanisms through (a) training and awareness, and (b) a mandate on immediate response times for incident management.
- Require all managers to be role models and lead the way for our employees.
- Establish applicable EHS objectives and targets to ensure our efforts result in continuous and measurable improvements of our management system and enhanced EHS Performance.
- Monitor, optimise, and disclose the use of energy, water, chemicals, and materials, while minimising waste generation, emissions, and our impact on the environment.

ISO14001 Accreditation

Our goal is to obtain ISO14001 accreditation in Brussels and Frankfurt by the end of 2023, with global roll out across all Marken branches in 2024 / 2025. Actions completed to date:

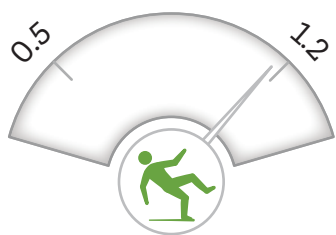
- February 2023 - ISO14001 gap analysis undertaken by external consultant at Brussels and Frankfurt; and
- April 2023, eight Marken employees completed a three-day ISO 14001 implementation and internal auditing training course.

Proposed EHS KPIs

KPIs proposed for global alignment of EHS best practice are:

- EHS Policy to be communicated with employees in all locations
- OHS MS Audit to be completed annually by each location
- EHS Scores based on quarterly audits to be issued for each location
- Consistent, complete and timely Reporting and Recording of Incidents
- EHS Induction Training for all new employees
- Calculated annual TRI rate for baseline tracking

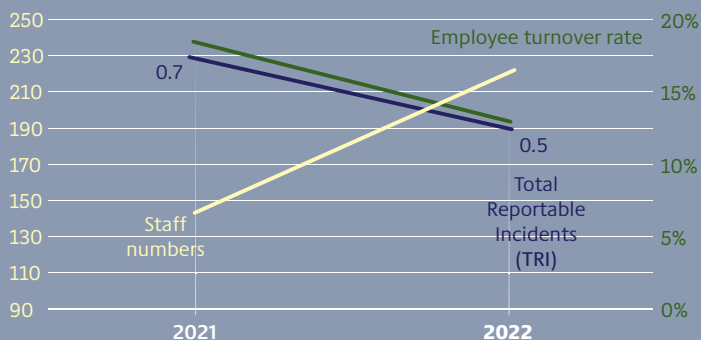
Marken's Global Environmental Health and Safety Commitment Statement (POL-GEN-002) and Workplace & Auto Accident, First aid, and Near Miss Reporting and Investigation Procedure (MOP-SHE-001) outline our aim for zero work-related injuries, illnesses, auto accidents and environmental incidents. To measure and report on this goal, a total recordable incident (TRI) rate is calculated globally, based on local reporting via our global accident reporting system (G-SHRMIS), which is additional to mandatory local reporting requirements. In 2022 only 18 out of 56 locations participated in G-SHRMIS reporting, including at least one in each region.



TRI ↑140%

While annual global TRI rates indicate increased from 2021 to 2022, our main concern is the need for more comprehensive local data reporting through G-SHRMIS. In 2023, Marken intends to create profiles within G-SHRMIS for all locations, including employee headcount, hours worked, and general facility information by the end of Q3 2023. All location managers have been trained on accident reporting procedures and all other employees will be trained on how to conduct accident reporting by the end of Q2, 2023 to ensure accurate and consistent reporting across our branches.

MARKEN MIAMI TRI AND EMPLOYEE TURNOVER



EHS progress in Miami

Many of the management tools and frameworks designed for global implementation have been developed in the USA and piloted at Marken's Miami branch location. This branch was identified as one which required significant improvements in EHS practices, with the aim to empirically test and demonstrate the effectiveness of newly developed tools and management practices.

From 2020 to 2022 significant changes have been put in place at the Miami site, which has grown from 121 to 225 personnel over the same period.

Under the newly developed EHS team structure a local EHS Coach was put in place during 2022 to accelerate implementation of the key management practices previously listed, with other staff members deputised to assist with both environmental management and occupational health and safety management, under their direction.

The results of this effort provide clear evidence that improved EHS practices will deliver significant reductions in the rate of total reportable incidents (TRI), cost savings through reduced accidental damage to equipment and injury related loss of paid work hours, and benefits in terms of employee wellbeing and happiness. Reflective of this last outcome, we note employee turnover rates have declined substantially over the same period.



Marken's Miami office



17 PARTNERSHIPS FOR THE GOALS



3 GOOD HEALTH AND WELL-BEING

Information security and privacy

Marken acknowledges the importance of safely processing personal data for our patients, customers and employees. We are fully committed to protecting that personal information in accordance with our global legal obligations and our policy commitments. At Marken, information security and privacy work together to deliver our data protection strategy, globally. This is evidenced by our comprehensive, industry standard (AICPA) benchmarked data privacy framework and our ISO27001:2015 certification.

In 2022, Marken:

- ✓ Received the US CSO50 2022 award for a world-class security strategy
- ✓ Implemented a workflow to streamline the privacy, information security and data governance risks for all new projects and major project updates which process personal data. In 2022, fifty-one (51) privacy risk assessments were completed
- ✓ Piloted a process for disposing of paper records within a key global business division, resulting in process improvements and a reduced amount of paper kept
- ✓ Supported the migration of Marken's proprietary software Maestro™ to a carbon neutral Microsoft Azure platform housed in the European Union as well as implemented GXP DocuSign to reduce paper use
- ✓ Provided expert advice to our business on how to safeguard data subject rights and freedoms when providing our services to clinical studies, including those in new jurisdictions

In 2023, the Marken privacy and information security teams aim to achieve the following:

Privacy objectives

- Re-test the Personal Data Incident Response Plan (POL-DAT-002) and implement lessons learnt
- Improve consistency and efficacy of the current privacy framework by creating a roadmap to Binding Corporate Rules readiness
- Develop further job-specific privacy training and implement short, fast-paced Privacy trainings to keep privacy top of mind
- Further operationalisation of retention and disposal across Marken
- Review and update Marken vendor management process to strengthen our vendor privacy qualification process
- Design an end-to-end third-party risk management framework tailored for Marken's unique requirements

InfoSec / IT

- Focus on expanding our current ISO27001:2015 certification to global ISO27001:2022 certification
- Establish and evolve Global ISMS Governance forum and process for our ISO certifications
- Evolve Marken's information security and risk culture through policy, process, and technology
- Screen IT suppliers for ESG to understand emission reduction opportunities, options for recycling and paper reduction through technology such as DocuSign



Ethics, anti-corruption and crime

Marken Anti-Corruption Compliance Policy (POL-HRS-001) is a globally applied and world class policy which covers anti-corruption, anti-money laundering and anti-bribery measures. POL-HRS-001 ensures that employees are trained annually on Marken Anti-Corruption Awareness Training (TR-HRS-001) which is updated annually to ensure it remains timely and on point. Marken Whistle Blowing Policy (POL-HRS-005) provides staff with a safe space to ensure whistleblowing remains anonymous and without retribution.



10 REDUCED INEQUALITIES



17 PARTNERSHIPS FOR THE GOALS

Service Provider (OSP) engagement

Vendor Evaluation, GDP Certification, and Audits Procedure (GOP-GQM-016) mandates that all vendors comply with Marken anti-corruption policy, are screened against Marken Vendor Anti-Corruption and Anti-Bribery Questionnaire (CTF-310) and certified against the standards required to meet Marken's anti-corruption, anti-money laundering and anti-bribery obligations.

The Code of Ethics and Sustainable Procurement Policy implemented in 2022 both have supplier elements which have been implemented. In 2022, Marken successfully had 100% new OSPs* and 100% of all new procurement suppliers sign the Code of Ethics. At the beginning of 2023, Marken re-drafted its supplier contracts to include ESG principles with a priority on emissions reduction and ensuring equitable supplier employment standards meeting best practice. These ESG clauses will be included in all applicable new supplier contracts entered into moving forward.

In 2023, we aim to:

- Ensure at least 50% of all existing OSPs and suppliers sign the Code of Ethics
- Adapt our RFP process to incorporate ESG related questions to better calculate emissions, ensure suppliers meet the standards expected of them in our code of ethics

* Figure does not include New Zealand based OSPs inherited with the purchase of Cedra International Ltd in October 2022; these OSPs will be included in 2023



Employee wellbeing and happiness

Marken's commitment in this area is encapsulated in our Employee Wellbeing and Happiness Policy (POL-HRS-015), first published early in 2022.

At the heart of these policies are Marken's commitment to creating a workplace and culture that:

- Values our Employees through gratitude, fair and equal remuneration
- Supports and enables healthy lifestyle choices and the maintenance of physical and mental health
- Strives to understand employee concerns and addresses them in a timely manner through transparency and activities such as the Employee Satisfaction Surveys, lessons learnt and Town Hall meetings
- Facilitates engagement in health and wellbeing initiatives

Employee Assistance Program

Marken provides all employees with access to a very broad spectrum of assistance via the online Virgin Pulse platform, which offers a comprehensive array of support services and helpful information, as well as enabling global engagement around health enhancing initiatives.

Out of around 2500 Marken employees, 42% are currently enrolled in the employee Virgin Pulse program, with the aim to increase this by at least 10% per annum.

"Celebrations around the world" fitness challenge

In an effort to encourage health and fitness, Marken Human Resources team promoted the Virgin Pulse program designed to get people walking more. Themed in early 2023 as "Celebrations around the world", this involved teams of up to 5 people in sites across our global network competing to record the highest number of team steps on their fitness trackers or smart device apps between mid-day and midnight. Run over 14 days, each day was themed around unique celebrations held in various countries around the world, with the uploading of daily steps unlocking information about the next day's celebratory theme.

A total of 48 teams, including 186 people, took up the challenge, each player recording an average of 108,566 steps over the course of the challenge, adding up to a total of 10,097 Marken employee miles. The winning team in Bangalore managed a total of 1,143,610 steps, an average of 228,722 steps each.

Support for socially positive initiatives

Marken recognises that many of our employees wish to participate in socially positive initiatives that are organised in and facilitated by their workplace. Marken encourages these opportunities to strengthen our ethically positive culture, build socially positive employee networks and experience fulfilment. For example, we regularly publish stories on our Sustainability SharePoint page about such initiatives and encourage others to follow suit.



Julio Villamayor, VP Americas, presenting Luis Marrero Serrano, General Manager, and Dana Ibrahim, Security EHS Co-ordinator with the 2022 Sustainable Marken Branch Award



Blood Donors

Marken's Australian team embraced our corporate mission to support better health and wellbeing by signing up a team to participate in the national Lifeblood program run by the Australian Red Cross. This team-based approach encourages and enables local staff to regularly donate blood or plasma, with the team's collective effort being measured in terms of total lives saved at the end of the calendar year. Having kicked off in September 2022 the initial team of 7 was proud to have donated enough blood to save 18 lives by the end of 2022. The plan is to promote this achievement and recruit a lot more Australian employees to ensure a much larger life-saving contribution to the Red Cross blood-bank by the end of 2023.



Jessica Wood
Dennis Nowak | Stuart McCartney
Marken Australia Lifeblood Donors



2022 SUSTAINABILITY REPORT

APPENDICES



APPENDIX A

Summary of Marken key areas of focus (critical and priority)

In 2022, our effort was primarily aimed at auditing current practices identifying initiatives already in place and to developing plans to address priority area of potential improvement. The following table briefly summarises the key insights gained and outcomes of this process as at the end of 2022.

Critical areas of focus

Area	Aspect	Metric	Insights / Outcome	Proposed for 2023
Environmental Impacts	CO ₂ emission measurement	tCO ₂ e	<p>Scope 1 Variable data quality dependent on local management practices</p> <p>Scope 2 Variable data dependent on local lease arrangements</p> <p>Scope 3 Reliable data for 95% of shipments. Multi-leg, multinational data gaps (under-reported)</p> <p>Developed a standardised model based on key variables from available data using the GLEC framework to establish emission baseline</p>	<p>Implement standard data capture protocols and training</p> <p>Improve actual data collection to 90% for gas and electricity</p> <p>Centralise responsibility for future data capture and analysis</p> <p>Resolve multi-leg reporting anomalies with key suppliers</p>
	Scope 1 Owned vehicle and premises – petrol, diesel and gas			
	Scope 2 Premises – gas and electricity			
	Scope 3 Logistics contractors – vehicle and aircraft			
	CO ₂ emission management	Compliance	<p>Scope 1 and 2 Minimum 5% year on year tCO₂e reduction commitment beginning in 2023</p> <p>Facilities metrics scorecard and checklist implemented to create knowledge, ownership and action plan for scope 1 and scope 2 reduction</p>	Engagement of a specialised sustainability consultant Allchiefs, a BCorp certified consultancy firm with expertise in the sustainable logistics space, to assist Marken in settling targets and reducing emissions
	Waste: Facilities	KGs	Low levels of data availability	Set up pilot to assess and develop standard waste metrics and reporting protocols. Pilot commenced in February 2023
	Procurement: Logistics services procured by the business	%	Marken service providers (OSPs) undertake rigorous qualification and accreditation to meet Vendor Evaluation, GDP Certification, and Audits Procedure (GOP-GQM-016). With the exception of anti-corruption, anti-bribery certification, the OSPs were not yet qualified against ESG standards (including emission reduction targets)	Include ESG standards and targets in supplier contracts. Include ESG questions in RFI documents to assist Marken in compiling ESG assumption data for more accurate emissions reporting
Procurement: Packaging (utilised in Marken network)	% traced and reused / recyclable	High levels of reusable packaging asset loss reduced to 6% in 2022 (from 16% in 2021)	Implement more expansive track and trace capability for all reusable shipping assets to minimise losses and assess reuse rates	
		Need to coordinate across teams to identify recyclable options that are health regulatory compliant	Implement innovation-based project to identify or develop superior supply options	
Procurement: Office-based supplies (e.g. paper, printer cartridges)	% policy awareness and compliance	No centrally managed policies or practices for assuring ethical product selection / sourcing for office consumables	Move to centrally managed supplier approval and sourcing of key consumables	
Worldwide access to medical innovations	Capacity to deliver to all communities, worldwide	% of globe accessible	Strong global footprint with limited gaps in Africa and South America.	2 more branches to be opened in sub-Saharan Africa
			Substantially increased northern African network coverage with 3 new branches opened in 2022	Strengthening network in Asia Pacific in 2023 with new branches in China, South Korea, Japan

APPENDIX A

Summary of Marken key areas of focus

Critical areas of focus

Area	Aspect	Metric	Insights / Outcome	Proposed for 2023
Employee and community safety (Occupational Health & Safety, Environmental Health & Safety)	Policies and practices	ISO140001 Compliance	Regionally varied practices reflect local regulations	Fill all EHS Team roles
		Reportable Incident Rate	Draft Global EHS policy developed in line with ISO14001 standard	Define and promote EHS best practices and performance benchmarks at branch level
		% trained in EHS best practice	EHS Team framework established and partially implemented	Gain ISO14001 accreditation for Global and pilot sites
	Waste: Clinical trial	Proper and safe disposal	% Policy and procedure training and compliance % contracts with waste disposal suppliers	2023 waste pilot underway across seven Marken facilities
InfoSec and privacy	Policies and practices	% training compliance	Well established Privacy Office managing all aspects of the Marken Privacy program (established in 2018). Marken Privacy Office meets regularly with members from InfoSec and Privacy to ensure a well-rounded program	Re-test Data Breach Incident Response Plan (POL-DAT-002) to ensure it remains agile and aligned with current pressures.
		% Incidents per root cause and breach level (low, medium, high)	Quarterly updates with Marken DPO, Heward Mills, ensures the Marken Privacy Program remains world class, abreast of industry practices and developments and provides independent oversight	Codify Marken risk management tools in the Privacy of Design and Default Policy
		% Systems/ projects assessed for cyber and privacy risk		
		No. of Open Critical Risks	Developing a formal risk management tool to manage and automate DPIAs, PIAs and other risks assessments	
Ethics, corruption and crime mitigation	Policies and practices	Compliance and incidence	100% employees are trained annually on anti-corruption, anti-money laundering, bribery and Marken Code of Ethics (POL-SUS-001). All employees must agree that they comply with Marken Anti-corruption Compliance Policy (POL-HRS-001) and the Marken Code of Ethics (POL-SUS-001)	Create an Anticorruption Compliance Risk Framework
	Supplier policy and practices	% policy agreement by new and existing suppliers	Marken Code of Ethics (POL-SUS-001) established in 2022. In the foundation year we sought to have all new suppliers and OPSs execute the Code of Ethics *OSPs do not include the Marken New Zealand branch OSPs who were onboarded in October 2022 with the purchase of Cedra International Ltd. These OSPs will be included in the 2023 figures	At least 50% compliance amongst existing OSPs and suppliers in 2023 (Clause 5.7.2 (b)) 100% compliance amongst existing OSPs and suppliers in 2024 (Clause 5.7.2 (b))

Priority areas of focus

Area	Aspect	Metric	Insights / Outcome	Proposed for 2023
Diversity & inclusion	HR policies and practices	% trained	Policy published in 2022 HR & Executive Committee trained in D&I and Unconscious Bias in 2022	All line managers to undertake D&I and Unconscious Bias training (Clause 5.1)
	Executive Committee gender balance	Minimum 35% female / male, 30% balance	Target established and achieved in 2022: Executive 64% Male / 36% Female Management 59% Male / 41% Female All employees 55% Male / 45% Female	Gender pay gap report globally
	Local contractor	% aligned	No current policy or standard protocols for supplier assessment around Diversity and Inclusion Policy (POL-HRS-014) alignment	50% of Local Service Providers to sign Marken's Code of Ethics (clause 7.1) which will be expanded to include diversity and inclusion commitments for suppliers
Employee wellbeing & satisfaction	Policies and practices	% policy awareness	97% trained in Employee Wellbeing & Happiness Policy (POL-HRS-015) (cf. 100% target)	Engage staff in the remediating areas of improvement after the staff satisfaction survey
		% survey completion	73% voluntary completion of employee satisfaction survey (cf. 80% target)	
		% performance evaluation completion	33% completion of performance evaluation (cf. 95% target)	
	Positive wellbeing support programs	% awareness and participation	Marken's Employee Assistance Program is accessible online and covers every aspect of home and work life that may affect employee health, wellbeing and happiness The aim for 2022 was to increase employee usage of this programme by 10%	Provide training and awareness for the Virgin Pulse Program to ensure greater staff participation and engagement
Community Engagement	Volunteering opportunities across the business		The Marken Sustainability Policy (POL-SUS-002) mandates Marken facilities undertake ESG objectives (Appendix B), one of which is to undertake a volunteering / team building activities. In 2022, four branches provided volunteering opportunities to staff	Each facility to offer at minimum one volunteering / charity event per annum and increase voluntary participation

APPENDIX B

Training statistics (detail)

	Training Name	Average Time for Training (min.)	Number of Compliant Employees	Total number Assigned	% Completed	Total Time Trained (hrs.)	Coverage
ZenQMS	Diversity & Inclusion Policy (POL-HRS-014)	15	2478	2554	97%	620	Global
	Employee Wellbeing & Happiness Policy (POL-HRS-015)	15	2486	2554	97%	622	Global
	Marken Expenses, Hospitality and Gifts Policy (POL-HRS-002)	15	2614	2729	96%	654	Global
	Marken Whistle Blowing Policy (POL-HRS-004)	15	2542	2588	98%	636	Global
	Harassment Policy (POL-HRS-012)	15	20	29	69%	5	HR
	Marken Code of Ethics (POL-SUS-001)	15	2490	2554	97%	623	Global
	Marken Code of Ethics Test (POL-SUS-001 Test)	10	2461	2554	96%	410	Global
	Sustainability Policy (POL-SUS-002)	30	2492	2554	98%	1,246	Global
	Sustainability Test (POL-SUS-002 Test)	5	2461	2554	96%	205	Global
	Sustainable Procurement Policy (POL-SUS-003)	15	19	20	95%	5	Procurement
Data protection	Global Privacy & Data Protection Policy (POL-DAT-001)	40	2524	2591	97%	1,683	Global
	Data Protection & Privacy Training (TR-ALL-013)	35	2821	2880	98%	1,646	Global
	Data Protection Test (TR-ALL-013 Test)	10	2479	2547	97%	413	Global
Anti-corruption	Anti-Corruption Awareness Training (TR-HRS-001)	50	2429	2540	96%	2,024	Global
	Anti-Corruption Awareness Training Test (TR-HRS-001 Test)	10	2418	2553	95%	403	Global
	Anti-Corruption Policy (POL-HRS-001)	50	2471	2565	96%	2,059	Global
	Anti-Corruption Employee Certificate (POL-HRS-001a)	15	2534	2632	96%	634	Global
KnowB4	Intro to Diversity, Equity & Inclusion	15	2423	2457	99%	606	Global
	HR Training: Disrupting Our Unconscious Bias	10	21	21	100%	3.5	HR
	EC Training: Disrupting Our Unconscious Bias	10	19	19	100%	3	EC
Cyber-security	World Events Phishing Training Feb 2022	12	1762	1763	99.90%	352	Global
	Cybersecurity Exercise #5 - Intro to Ransomware	5	2376	2379	99.90%	198	Global
	Cybersecurity Exercise #6 - Internet Security and You	14	2369	2376	99.70%	553	Global
	Cybersecurity Exercise #7 - CEO Fraud	10	2359	2369	99.60%	393	Global
	Cybersecurity Exercise #9 - Password Game Show	7	2326	2349	99%	271	Global

APPENDIX C

CO₂ emission methodology and performance

Methodology

Scope 1 and 2:

- Collect consumption data (actual) from local branches;
- Cross check with financial and historic data
- Apply local emission factors from energy providers in CO₂e
- Quality control measures for data (actual) supplied by local branches. Apply upscaling factors (calculated from actual values) where data is unavailable (i.e., branches without separate metering, utilities are included as outgoings or values were not supported by evidence)
- Aggregate data on global level

Scope 3:

- Calculations are based on the GLEC Framework methodology created by the Smart Freight Centre, which is in line with upcoming ISO 14083 global standard on logistics emissions calculations. Emissions calculations are completed using the Smart Freight Centre accredited data platform ShipZero
- Marken has engaged Allchiefs, a B Corp certified emissions reduction consultancy firm who have expertise in the logistics space, to work with us on our strategy to measure and reduce emissions across our network
- Marken plans to extend our scope 3 reporting categories to include supplies and employee commuting in 2023 annual emission calculations

Performance

Table 1.1

Renewable Energy

Number of locations using renewable electricity	5
% Renewable out of total energy grid mix	18.1%

Table 1.2

Summary of Branch Emissions	tCO ₂ e
Total Electricity emissions	8,382
Total Petrol emissions	976
Total Diesel emissions	1,574
Total Natural Gas emissions	240
Total Branch Emissions	11,173
Renewable/REC Credits	39.3
Total Branch Emissions - Credits	11,134

Table 1.3

Summary of Consumption	2022
Total Electricity Used (kWh)	18,871,396
Total Petrol Used (litres)	339,050
Total Diesel Used (litres)	485,916
Total Natural Gas Used (m3)	118,941
Renewable/REC Credits (kWh)	361,514.8

APPENDIX C

CO₂ emission methodology and performance

Table 1.4

Global CO ₂ e Emissions (tonnes)		
Scope	Emission cause	tCO ₂ e
1.1	Petrol Fuel (Owned and Leased)	821
1.2	Diesel Fuel (Owned and Leased)	1,297
1.3	Natural Gas / Heating	240
Gross Scope 1		2,358
2	Electricity	8,382
Gross Scope 1 and 2		10,740
3 Upstream		
3.1	Purchased Goods and Services	See Table 1.5
3.2	Capital Goods	See Table 1.5
3.3	Fuel and Energy-Related (not included in Scope 1 and 2)	433
3.4	Transportation and Distribution	70438
3.5	Waste Generated in Operations	See Table 1.5
3.6	Business Travel	See Table 1.5
3.7	Employee Commuting	See Table 1.5
3.8	Leased Assets	See Table 1.5
3 Downstream		
3.9	Transportation and Distribution	See Table 1.5
3.1	Processing of Sold Products	See Table 1.5
3.11	Use of Sold Products	See Table 1.5
3.12	End-of-life Treatment of Sold Products	See Table 1.5
3.13	Leased Assets	See Table 1.5
3.14	Franchises	See Table 1.5
3.15	Investments	See Table 1.5
Gross Scope 1, 2, and 3		81,611
Total voluntary renewable electricity credits		39
Net Global CO₂e Emissions		81,572

Table 1.5

Scope 3 Categories Not Reported

3 Upstream			
3.1	Purchased Goods and Services	Not reported	There is currently not enough information to accurately report this value. Will implement in 2023 a plan to track and will report as methodologies and conversion factors become available
3.2	Capital Goods	Not relevant	Investigating in 2023 whether this reporting category applies to Marken operations and how. If needed, a plan to track and record this data will be put in place.
3.5	Waste Generated in Operations	Not reported	Waste pilot has been implemented in 2023 as base data thus far has been insufficient for reporting. Proper waste tracking across all locations will be mandatory by the start of 2024.
3.6	Business Travel	Not reported	Business Travel will be recorded in the 2023 report as data is now being gathered for calculations.
3.7	Employee Commuting	Not reported	Currently, no data is available for calculations. An analysis will be undertaken in 2023 to understand how we will gather base data for reporting.
3.8	Leased Assets	Not relevant	Marken does not lease any products/assets outside of the company.
3 Downstream			
3.9	Transportation and Distribution	Not relevant	As a logistics company, all Marken's transportation and distribution is accounted as upstream.
3.10	Processing of Sold Products	Not relevant	No products are manufactured or sold by Marken.
3.11	Use of Sold Products	Not relevant	This category is not relevant to Marken operations as a logistics company.
3.12	End-of-life Treatment of Sold Products	Not reported	Not enough data was available to report this value for 2023 as there was not sufficient tracking in place. This will be reported as more information becomes available.
3.13	Leased Assets	Not relevant	Marken does not lease any products/assets outside of the company.
3.14	Franchises	Not relevant	Marken does not have products to franchise.
3.15	Investments	Not relevant	No investments have been made on behalf of Marken.

*Moving our world forward
by delivering what matters*





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