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## POLICY

# Marken Sustainability Policy

### 1. Statement

- 1.1 Marken acknowledges that each individual and corporate citizen plays its own role in the incremental deterioration of natural resources. As such, we all are responsible for, and must play our part in, reducing our carbon footprint for the betterment of society, both locally and globally.
- 1.2 Marken also believes that it has overarching commitments to its people, the patients who benefit from its services and the wider community, through ethical practices (see POL-SUS-001 Marken Code of Ethics) and an appreciation that objectives focused not only on profit, but also on the betterment of society, inadvertently benefit us as a company.
- 1.3 Marken strives to be a socially responsible organization that works with only customers, employees and vendors who meet our strong values through our POL-HRS-001 Marken Anti-Corruption Compliance Policy and POL-SUS-001 Marken Code of Ethics. This Policy sets out our sustainability commitments and objectives.

### 2. Scope

#### 2.1 Temporal Scope

- 2.1.1 Refer to ZenQMS for the effective date of this Policy.

#### 2.2 Organisational Scope


- 2.2.1 This Policy applies to all Marken employees.

#### 2.3 Jurisdictional Scope

- 2.3.1 This Policy applies globally.

### 3. Policy Responsibility and Implementation

- 3.1 **General Counsel** has overall responsibility for the Marken Sustainability Policy which applies across the whole of Marken and to all employees, directors and officers ("**Employees**").

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3.2 The **Corporate Sustainability Department** is responsible for Marken’s Corporate Sustainability strategy which includes:


- (a) setting objectives and targets to achieve a more sustainable business;
- (b) creating metric and emission reduction scorecards for branches;
- (c) aligning current practices with, and providing strategic advice to the executives on, the Ten Principles of the UN Global Compact at Marken and how we can demonstrate compliance;
- (d) maintaining certifications and memberships that demonstrate Marken’s Corporate Sustainability commitments, including but not limited to, EcoVadis and the UN Global Compact;
- (e) working with the Human Resources Department to improve Employee satisfaction, ensure our policies and procedures meet industry best practice and Marken achieves its diversity and inclusion goals;
- (f) working with the Legal Department to ensure that Marken adequately meets its anti-corruption, anti-bribery and anti-money laundering obligations through staff and supplier training and certification;
- (g) supporting Branch Managers and Employees who manage OSPs to advance the program year on year; and
- (h) providing an annual update for the President, Marken, on Corporate Sustainability strategy and objectives for the following year.

3.3 **Branch / Depot Managers** are responsible for:

- (a) appointing an Environmental Officer for the branch;
- (b) branch compliance with environmental, health and safety objectives (as determined by the Environment, Health and Safety (EHS) team);
- (c) Working with the Environmental Officer and Corporate Sustainability Team to reduce scope 1 and 2 emissions year on year. This entails completing the branch / depot ‘Greener Facilities Scorecard’ annually (MF-SUS-003) and ensuring that all new branches complete the ‘Greener Facilities Pre-Approval Checklist’ (MF-SUS-002).


3.4 **Environmental Officers** are responsible for:

- (a) branch / depot metric reporting each year; and
- (b) project managing emission reduction and environmental health and safety strategies at the branch / depot level.

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- 3.5 **Employees who manage OSPs** are responsible for reducing scope 3 emissions through:
- (a) reviewing supplier sustainability objectives / metrics submitted through any Request for Information (RFI) or Request for Proposal (RFP) process and the vendor qualification process set out in GOP-GQM-016 Vendor Evaluation, GDP Certification, and Audits;
  - (b) reviewing Marken’s logistics network to determine whether improvements to the way we work can be implemented without impacting Marken’s key objective of delivering lifesaving shipments; and
  - (c) working with the Corporate Sustainability Team to create metrics to assess OSPs for their Corporate Sustainability objectives and ensuring that emission reduction is a criterion for OSP selection.
- 3.6 The **Governance, Risk and Compliance Department** shall be responsible for auditing branches based on metric reporting (year on year).
- 3.7 The **Legal Department** shall be responsible for anti-corruption, anti-bribery and anti-money laundering objectives.
- 3.8 The **Human Resources Department** shall be responsible for improving Employee satisfaction (including metrics and targets), ensure our policies and procedures meet industry best practice and for Marken achieving its diversity and inclusion goals;
- 3.9 The **Innovation & Strategic Operations Department** shall be responsible for OH&S and Security and shall work with Human Resources and the Branch / Depot Managers and the Corporate Sustainability Team to achieve adequate targets for the Branch / Depots to meet.
- 3.10 The **Information Technology Department** shall be responsible for:
- (a) advancing IT infrastructure and systems to continuously improve efficiency and to reduce reliance on manual processes and natural resources such as paper, IT resources, power and equipment;
  - (b) keeping information safe and secure, including personal data, confidential and highly confidential data; and
  - (c) together with the Privacy Office, adequate electronic archiving in line with our obligations under local laws and our POL-DAT-004 Records Management Policy.
- 3.11 The **Environment, Health and Safety Department** shall be responsible for:
- (a) key EHS and OHS policies and procedures throughout Marken;
  - (b) obtaining ISO14001 (Environmental Management Systems) global certification; and

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- (c) keeping records of any OHS / EHS incidents at Marken globally (including, but not limited to, OSHA logs).

3.12 The **Innovation & Technical Operations Department** shall be responsible for:

- (a) seeking out new technology and opportunities to source lower carbon emission / closed loop packaging solutions; and
- (b) reduce single-use packaging throughout the network.

3.13 All **Employees** have a responsibility to support our environmental objectives and seek opportunities to reduce emissions and share their thoughts with the Corporate Sustainability Team.

#### 4. Corporate Sustainability

4.1 Marken appoints the Corporate Sustainability Department to:


- (a) set environmental objectives and targets, including the development of metric and emission reduction scorecards for branches and OSPs;
- (b) support the business in reducing emissions year on year and integrate Corporate Sustainability, including the Ten Principles of the UN Global Compact, as a key business objective;
- (c) foster a sense of ingenuity across the business by challenging the way 'we have always done things' but rather a preference to thinking 'outside the box' to achieve newer and improved solutions;
- (d) implement the Employee Commitment Statement annexed at **Appendix A**; and
- (e) supporting Branch Managers and Employees who manage OSPs to advance the program year on year.

4.2 Each year, the Corporate Sustainability Department shall present an updated strategy to Marken's President for consideration and implementation.

#### 5. UN Global Compact Commitment


5.1 Marken strives to meet the Ten Principles of the UN Global Compact. Marken is signatory to the UN Global Compact.

5.2 Marken demonstrates compliance with the Ten Principles of the UN Global Compact through the following:

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No.	Principle	Marken Compliance
<b>Human Rights</b>		
	Support and respect the protection of internationally proclaimed human rights; and	See POL-SUS-001 Marken Code of Ethics.
	Make sure that Marken is not complicit in human rights abuses.	
<b>Labour</b>		
	Freedom of association and the effective recognition of the right collective bargaining;	Employees are free to join any unions, trade memberships or Work Councils.
	Elimination of all forms of forced and compulsory labour;	See POL-SUS-001 Marken Code of Ethics.
	Effective abolition of child labour; and	
	Elimination of discrimination in respect of employment and occupation.	See POL-HRS-014 Diversity and Inclusion Policy.
<b>Environment</b>		
Businesses should:		
	support a precautionary approach to environmental changes;	See Appendix A and MF-SUS-003 Greener Facilities Scorecard.
	undertake initiatives to promote greater environmental responsibility; and	
	encourage the development and diffusion of environmentally friendly technologies.	<p>Marken actively manages its IT systems and technology through its IT Operations team and the safety of personal data through the Privacy Office and the Information Security Team. We take our obligations with respect to personal data seriously. The following policies / SOPs set out our obligations to date subjects, our clients, Employees and the wider community are set out in:</p> <ul style="list-style-type: none"> <li>• POL-DAT-001 Global Privacy and Data Protection Policy;</li> <li>• MOP-ITS-022 Acceptable IT Use Policy;</li> <li>• POL-ITS-003 Marken Global Information Security Policy; and</li> <li>• POL-DAT-004 Records Management Policy.</li> </ul>
<b>Anti-Corruption</b>		

 <b>MARKEN</b> a UPS Company	<b>Category:</b> Policies / HR / All Marken / English <b>Title:</b> POL-SUS-002 / Marken Sustainability Policy		
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Businesses should:		
	work against corruption in all its forms, including extortion and bribery.	POL-HRS-001 Marken Anti-Corruption Compliance Policy.  Staff are required to undergo anti-corruption and bribery training and certify compliance, annually (POL-HRS-001).  Vendors are required to undertake Marken’s anti-corruption and bribery questionnaire and certify compliance in line with our vendor qualification process (GOP-GQM-016).

## 6. Setting Targets

### 6.1 Environmental Metrics and Targets

6.1.1 Marken is committed to transparency around its sustainability program and GHG emissions. Each year, Marken shall publish a Sustainability Report which shall be available at [www.marken.com](http://www.marken.com) on the following:

- (a) annual GHG Emissions and updated reduction targets;
- (b) percentage of the total workforce across all locations who received training (internally or externally) on environmental issues;
- (c) percentage of renewable energy out of total energy mix;
- (d) percentage of all operational sites for which an environmental risk assessment has been conducted;
- (e) percentage of all operational sites for which a formal EMS has been implemented;
- (f) annual consumption of electricity, petrol, diesel, natural gas, and renewable energy;
- (g) nonweight of dry-ice consumption;
- (h) annual amount of re-usable shippers sold in comparison to single use; and
- (i) total annual weight of hazardous waste disposed of according to local regulations.

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6.1.2 Commencing 2023, Marken aims to reduce scope 1 and scope 2 GHG emissions by 5% per annum year on year. To do so, Marken has implemented:

- (a) baseline metrics reporting for branches / depots to be completed in Q1 each year to enable accurate GHG emissions reporting for 2022 onwards. The Corporate Sustainability Department will provide a copy of the branch / depot metrics to Branch Managers annually.
- (b) branch / depot environmental objectives, which shall be reviewed annually by the Corporate Sustainability Department commencing Q1 2022. The current objectives for current depots / branches and new branch / depot set up can be found at MF-SUS-003 Greener Facilities Scorecard and MF-SUS-002 "Greener Facilities" Pre-Approval Checklist.

6.1.3 Commencing 2024, Marken plans to extend our scope 3 reporting categories to include:

- (a) percentage of total waste diverted from landfills;
- (b) total annual weight of non-hazardous waste and waste recovered from recycling;
- (c) purchased goods and services; and
- (d) Employee commuting.


6.1.4 From 1 January 2024, Marken will have a clear GHG emission reduction strategy and measurable targets to reduce emissions year on year (scope 1, scope 2 and scope 3). This program will detail:

- (a) how annual reporting of GHG emissions and KPIs for associated categories are in alignment with GRI standards;
- (b) additional fixed targets which will align with science-based initiatives; and
- (c) a dedicated annual budget for reduction of GHG emissions.

6.1.5 Provide a 100% closed loop solution for Marken clients (devoid of any single-use elements) by 2025; and

6.1.6 Improve IT infrastructure and software to reduce the reliance on paper and manual processes through the implementation of:

- (a) a GXP version of DocuSign by Q2 2022 intended to reduce the reliance on printing documents;
- (b) move from physical infrastructure in Marken data centres to the cloud where it has less of a carbon footprint. Marken Maestro transfer to be completed in 2022 and Marken Solo transfer to be completed in 2023; and

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- (c) continue to advance IT strategy having regard for carbon savings.

## 6.2 Social Metrics and Targets (incorporating Human Rights & Labour)

6.2.1 The Human Resources, Corporate Sustainability, EHS Department, and Innovation & Strategic Operations Departments shall work together to:


- (a) Undertake a benchmarking for benefits and salaries each year. The benchmarking process shall also assess minimum wage review and a modern slavery assessment in each location.
- (b) Undertake debarment checks on all Employees (subject to applicable data protection laws).
- (c) Release diversity and inclusion / unconscious bias training in 2022 for all Human Resources and Executive Committee members.
- (d) Commencing 2023, the EHS Department shall create a EHS MS audit for each Marken branch and CTD facility to complete annually.
  - (i) In 2023: Marken shall aim to have 50% of branches complete the EHS MS audit;
  - (ii) In 2024: Marken shall aim to have 75% of branches complete the EHS MS audit; and
  - (iii) In 2025: Marken shall aim to have 100% of branches complete the EHS MS audit.
- (e) Undertake a ISO14001 Environmental Management Systems gap analysis to ensure Marken Belgium and Marken Frankfurt obtain ISO14001 accreditation in 2023 for roll out across Marken in 2024 / 2025.
- (f) Report annually on injury rates provided by G-Shrmis and provide a report on this data through the Workplace and Auto Accident First Aid Near Miss Reporting and Investigation.

## 6.3 Governance Metrics and Targets

6.3.1 Marken acknowledges that the key driver to increase supplier engagement and advancement against ESG principles is to set out clear expectation and commitments in contract. Marken has incorporated key ESG principles in its OSP STCs and MSA template and seeks to ensure:

- (a) In 2023, all new OSPs will have signed contracts with Marken incorporating and agreeing to key ESG principles and commitments.
- (b) In 2024, 25% of all OSPs will have signed contracts with Marken incorporating and agreeing to key ESG principles and commitments.



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- (c) In 2025, 50% of all OSPs will have signed contracts with Marken incorporating and agreeing key ESG principles and commitments.
- (d) In 2026, 100% of all OSPs will have signed contracts with Marken incorporating and agreeing key ESG principles and commitments.

6.3.2 Marken Employees and Vendors are to comply with the POL-HRS-001 Marken Anti-Corruption Compliance Policy. Measures to ensure compliance include:

- (a) Employee annual certification and training at 100% compliance each year; and
- (b) vendor compliance with anti-corruption certification, in line with the requirements set out in POL-HRS-001, to be at 95% each year.

## 7. Metrics and Target Appraisals

7.1 The **Governance, Risk and Compliance (GRC) Department** or its designee shall be responsible for reviewing each branch / depot reported metrics and emission data. Each year, the GRC Department shall audit a selected number of Marken facilities (branches or depots) to ensure that the branches / depots have:


- (a) accurately recorded data;
- (b) met their emissions targets and environmental objectives; and
- (c) operate a safe and effective facility.

7.2 Each year the **Corporate Sustainability Department** shall:

- (a) create yearly sustainability objectives for the business which will be presented to the executive and prioritised with the relevant departments; and
- (b) undertake an appraisal of the previous year's key objectives and determine whether or not the implementation across the business was successful. The Corporate Sustainability Team shall undertake a 'lessons learnt' process to ensure the department remains agile and learns year on year present key findings to General Counsel (and where appropriate, the Executive Committee, outlining the benefits or detriment to the business of the Corporate Sustainability program).

7.3 **Employees** shall:

- (a) review the Marken Sustainability Policy, including the Employee Commitment Statement, and sign the document to state that they understand the content and agree to comply. Marken aims for Employee commitment to this Policy to be above 90%.

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## 8. Related Documents

GOP-GQM-016	Vendor Evaluation, GDP Certification, and Audits
MOP-ITS-022	Acceptable IT Use Policy
MOP-OPS-007	Facility Security
MOP-QA-018	Records Management and Retention - Paper Documents
MF-SUS-001	Vendor Code of Ethics
MF-SUS-002	"Greener Facilities" Pre-Approval Checklist
MF-SUS-003	Greener Facilities Scorecard
POL-DAT-001	Global Privacy and Data Protection Policy;
POL-DAT-004	Records Management Policy
POL-HRS-001	Marken Anti-Corruption Compliance Policy
POL-HRS-014	Diversity and Inclusion Policy
POL-ITS-003	Marken Global Information Security Policy
POL-SUS-001	Marken Code of Ethics

## 9. Distribution List

Copies of this document will be available to staff via ZenQMS.

## 10. Glossary of Terms and Abbreviations

In this Policy:

"**EcoVadis**" is the world's largest provider of business sustainability ratings.

"**Employees**" encompasses all Marken employees, directors and officers.

"**OSPs**" encompasses all Outside Service Providers.

"**GHG emissions**" means greenhouse gas emissions.

"**OH&S**" means occupational health and safety.


The "**UN Global Compact**" is a voluntary initiative based on CEO commitments to implement universal sustainability principles and to take steps to support UN Goals.

## 11. Appendix


Appendix A: Employee Commitment Statement

## 12. References

N/A

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## Appendix A – Employee Commitment Statement

As a Marken Employee I am aware that I play a vital role in Marken’s sustainability program. I acknowledge that every employee should endeavour to:

- (a) treat resources as precious including energy, packaging, IT equipment, fuel, vehicles etc;
- (b) work in the most efficient manner possible in order to drive down waste. I understand that efficiency is not only good for the environment but it allows Marken to connect patients with new medicines in more efficient and faster ways;
- (c) engage with the Corporate Sustainability Department to identify ways in which Marken can become more efficient to enhance our environmental performance across all business activities;
- (d) value others and their contribution to our business. Treat all Employees, customers, suppliers with respect, care and compassion; and
- (e) comply with POL-SUS-001 Marken Code of Ethics.

By signing off on this policy in ZenQMS, Employees agree to this Employee Commitment Statement.

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## REVISION HISTORY

### Version 01 Effective on 25-Mar-2022

v01

### Version 02 Effective on 19-Jun-2023

Review of policy to bring in line with recent changes. Formatting and minor content changes throughout; Sections 3.5(a) and 3.11 added, section 6 updated throughout.

## DOCUMENT ELECTRONIC SIGNATURES

### DOCUMENT APPROVAL WORKFLOW

#### Author Approval

Amy McMullen  
 Continuous Improvement Manager  
 amy.mcmullen@marken.com

I am the author of this document.  
*Signed 4:07:01 AM UTC 19-May-2023*

#### Required Workflow Steps for this Category

Deahne Baker  
 Senior Legal Counsel  
 deahne.baker@marken.com

*Department Approver*  
 I have reviewed and approve this document.  
*Signed 4:21:01 AM UTC 19-May-2023*

Elizabeth Chapman  
 Director, Quality Assurance, EMEA  
 elizabeth.chapman@marken.com

*Quality Approver*  
 I have reviewed and approve this document.  
*Signed 9:18:34 AM UTC 23-May-2023*

Brooke Weaver  
 QA Associate  
 brooke.weaver@marken.com

*Document Administrator*  
 I have performed this step.  
*Signed 12:19:51 PM UTC 23-May-2023*