TFS HealthScience
Clinical Research Excellence

TFS Sustainability Report 2020

Building a successful and trusted company means we do not compromise our sustainability goals and that sustainability considerations are an integral part of our business activities.

Word from the CEO

TFS HealthScience operates in an industry focused on delivering healthcare innovations and accelerating research to bring treatments to patients faster. We are committed to transparent and ethical behavior. Everything we do is guided by our values and complies with both internal policies and the governmental regulations or the regulatory framework within which we operate. Building a successful and trusted company means that sustainability considerations are not only preferable to the business, but integral to our organization across the board.

Since the foundation, 25 years ago, TFS has always set the highest expectations for the business conduct and integrity. Our work and contribution to sustainability improvements has an important social, economic and environmental impact. We acknowledge that it takes passion to accomplish great things, therefore, our corporate culture is built by committed and engaged professionals. We are devoted to maintaining inclusion and diversity. Our aim is to meet the expectations of our various stakeholders while building a successful, transparent, trusted and ethical company.

Bassem Saleh

CEO

TFS in brief

TFS is a global Contract Research Organization (CRO) that supports biotechnology and pharmaceutical companies throughout their entire clinical development journey. In partnership with customers, we build solution-driven teams working for a healthier future. **Bringing together nearly 700 professionals, TFS delivers tailored clinical research services in more than 40 countries.**

TFS demonstrates scientific and medical competence across populations and therapeutics, with industry-leading capabilities in:

Dermatology, Immunology and Inflammatory Diseases

Hematology & Oncology

Internal Medicine

Neuroscience

Ophthalmology

Pediatrics

Rare Diseases and Orphan Drugs

Real World Evidence

TFS supports customers with comprehensive solutions through three strong business models:

Clinical Development Services (CDS), which provides reliable full-service support at all stages of the clinical development process — from planning and design, regulatory and clinical operations to post-authorization and real-world evidence.

- flexibility
- trust
- confidence

Strategic Resourcing Solutions (SRS), which offers expert insourcing, targeted recruitment services and provides fully operational clinical professionals — from a single resource to entire teams.

- high-quality performance
- adherence to timelines
- quality and budget

Functional Services (FSP), to provide customers with strategic workforce management solutions and fit-for-purpose outsourcing solutions. Enabling all—or some—of a project's functional elements to be outsourced and yet allowing control over the process and data to be retained.

- customer-tailored solutions
- partnership
- better together

Vision, Mission and Values

Vision
Top global mid-size CRO

Mission
Your trusted partner throughout the entire clinical development journey

Trust
It's about confidence, reliability, and fulfilling expectations at every stage.

Quality
This is our standard and constant objective: quality of performance, delivery, and results.

Flexibility
Supporting clients throughout their development journey, responding to challenges with agility focused on a successful outcome.

Passion
Our professionalism is fueled by dedication and a desire to deliver excellence.

Ownership and legal form

Since 2019, TFS Trial Form Support AB has been 100% owned by Ratos Group, a publicly listed company.

Governance Structure

The Board, composed of three external members, oversees TFS.

The TFS Executive Committee is made up of the CEO and several (Executive) Vice Presidents, representing the main functional areas: Quality and Compliance, Business Development, Finance, Human Resources, Information Technology, Clinical Development and Strategic Resourcing.

The TFS Executive Committee is supported by a team of Operational Leaders, focused on areas such as Project Management, Clinical Operations, Site Management, and Biometrics.

As a mid-size global CRO, we combine scientific expertise and flexibility of solutions with excellence as well as the highest quality standards offered by only the most reliable organizations. We are global in mind and local at heart. We build strategic partnerships based on transparency, personal responsibility and the direct attention of our employees. We work with commitment and merit to support you throughout the entire clinical development journey and meet your expectations. We ensure the safety and care of patients in our clinical development programs and contributing to public health in general.

TFS Executive Committee:
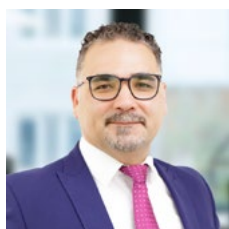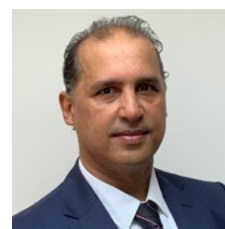
Dr. Bassem Saleh
Chief Executive Officer

René Holmen Pedersen
Chief Financial Officer

Nina Holst
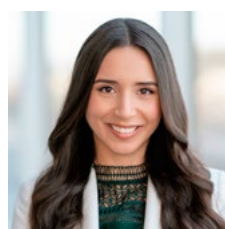EVP Strategic Resourcing Solutions

Luke Gill
VP, Clinical Development Services

Young Shon
Chief Information Officer

Dr. Suzanne Pavon
EVP Quality, Compliance and Legal

Andreia de Melo Cabral
EVP Human Resources

Ronél Steyn
VP, Clinical Development Services

TFS employees

As of 31 December 2020, TFS had 616 employees in 15 countries. The majority (91%) of TFS employees work in Europe and 9% work in the USA.

Collective bargaining agreements

Collective bargaining agreements are in place in Spain, France and Italy; employees in these countries are covered by its content. These countries represent 40.6% of TFS staff.

Vendors and Suppliers

Since TFS is a service provider and not a manufacturer, we collaborate with a wide range of other service providers, referred to as Vendors, or Suppliers.

Finance

In 2020, net sales were €79.0M including professional fees and reimbursable expenses.

Consolidated balance sheet was €42.7M. Equity accounts for €9.4M. Total debt with financial institutions at €1.66M.

The number of TFS employees by contract and gender:

92%	95%	Permanent
8%	5%	Temporary
86%	96%	Full-time
14%	4%	Part-time

TFS presence:

TFS Headquarters
Lund, Sweden

External Initiatives

In order to increase the impact of our efforts to help create a better world, TFS has formed partnerships with and taken inspiration from global organizations:

For children's rights, equality and education for girls.

TFS' Code of Conduct is based on the United Nations (UN) Global Compact's 10 principles. TFS follows the UN Guiding Principles on Business and respects the UN Universal Declaration of Human Rights.

Memberships of Associations

TFS, its local offices or individual employees may be members of national and international associations. TFS is a member of:

- Association of Clinical Research Organizations (ACRO)
- Association for Clinical Research Organisations active in Sweden (ASCRO)
- European CRO Federation (EUCROF)

Local offices are members of national associations:

- **TFS Spain:** Spanish Association of Contract Research Organisations (AECIC)
- **TFS Spain:** Medicines Association of the Spanish Pharmaceutical Industry (AMIFE)
- **TFS Italy:** Italian Association of Contract Research Organisations (AICRO)
- **TFS France:** Association Françaises des CROs (AFCRO)
- **TFS Netherlands:** Associative van Clinical Research Organizations in Nederland (ACRON)
- **TFS Sweden:** Swedish Pharmaceutical Society
- **TFS Finland:** Pharmaceutical industry
- **TFS Germany:** Bundesverband Medizinischer Auftragsinstitute e.V. (BMVA)
  [Federal Association of Contract Research Organizations]
- **TFS Germany:** BPM Federal Association of Personnel Managers

Individual TFS employees are encouraged to be members of professional associations such as:

- The Drug Information Association (DIA)
- The Research Quality Association (RQA)
- Association of Clinical Research Professionals (ACRP)
- Association for Clinical Data Management (ACDM)
- European Medical Writers Association (EMWA)

To encourage membership in professional organizations, encourage employee development and ensure engagement within the industry, TFS pays for employee memberships to approved associations.

Sustainability

TFS is convinced that sustainable business based on high ethical standards and corporate social responsibility creates long-term value and is a prerequisite for sound and prosperous growth of the company, the people and the community.

Focus on Sustainability

The company's focus for 2020 was establishing a new foundation on which TFS will grow. TFS is proud of the resiliency of our company and our employees during this difficult year.

During 2020 TFS has made many significant changes to its organizational structure and operating model and has implemented several advancements/initiatives to improve efficiency and quality of our services. The company has refreshed its name to TFS HealthScience, and has made progress in, Equal Opportunities, Talent Development, Technology and business expansion.

We achieved EcoVadis Silver rating for sustainability a recognition of our long-standing commitment to sustainability and social responsibility.

In order to navigate the unprecedented COVID-19 Pandemic, TFS formed the TFS Covid-19 Task Force. This Task Force is still going strong today and combines all leaders across every business unit, including executive management, to discuss the potential risks and mitigations, as well as challenges, sustainability and safety of our teams.

Sustainability Reporting, Structure and Responsibilities

This is TFS' fifth annual sustainability report and covers the period 1st January – 31st December 2020. The previous report, covering the 2019 fiscal year was issued on 6th April 2020.

Within TFS, Sustainability Reporting is a responsibility of the Quality & Compliance department. The TFS Executive Committee is responsible for the information contained within the report. The contact point for questions regarding the report or its content is Suzanne Pavon, EVP, Head of Quality, Compliance and Corporate Legal (Suzanne.Pavon@tfscro.com).

This report has been prepared in accordance with the GRI Standards: Core option. To ensure compliance to GRI standards, the report has been prepared following guidelines from Enact, a consultancy company specializing in sustainability and corporate responsibility, and recommended by Ratos. The GRI Content Index can be found in Appendix 1.

Significant changes have been made in 2020 with the addition of Environmental Compliance as a key material topic following the new materiality assessment and stakeholders' analysis conducted in 2020. The 2020 report has been re-organized and more infographics have been incorporated.

The report has not been assured by a third party.

TFS Stakeholders and their priorities

TFS has identified its main stakeholders to identify their key concerns, TFS communicates with them via a range of methods and platforms.
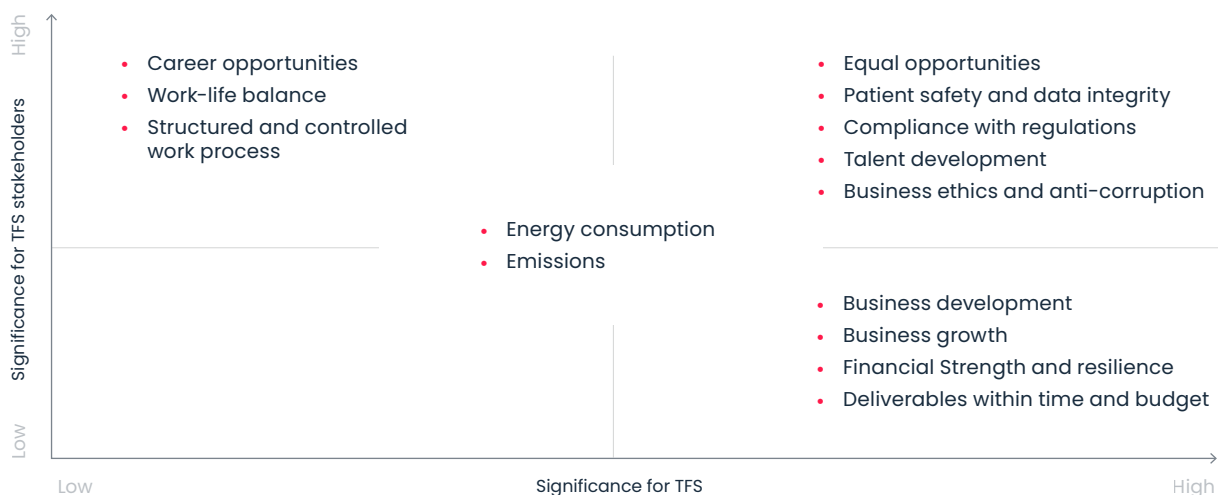
Stakeholder and how we communicate:

TFS employees

Annual employee satisfaction surveys

TFS clients, vendors and subcontractors

Direct dialogues with TFS vendors

Effective collaborations

Audits and quality control

Sustainability Questionnaire

Regulatory authorities

Inspections – as required by relevant regulations

Materiality Analysis and Areas of Focus

An analysis of the company's role and impact on society and its stakeholders is performed in order to ensure appropriate measures are taken and prioritized.

Materiality is determined from both a stakeholder significance and economic, environmental and social impact. The basis and scope of this report is derived from materiality assessment and stakeholders' analysis conducted by TFS in 2020. The materiality-matrix below is a presentation of TFS' material sustainability issues for 2020, and how they relate to its business and operations. Sustainability topics prioritized for the previous three years (2017-2019) have been modified in 2020 to include environmental compliance.

Significance for TFS stakeholders (vertical axis: Low → High)

High
- Career opportunities
- Work-life balance
- Structured and controlled work process

- Equal opportunities
- Patient safety and data integrity
- Compliance with regulations
- Talent development
- Business ethics and anti-corruption

- Energy consumption
- Emissions

- Business development
- Business growth
- Financial Strength and resilience
- Deliverables within time and budget

Low

Significance for TFS (horizontal axis): Low → High

Risks

TFS recognizes the connection between enterprise risk management and sustainability management.

During 2020 TFS has continued to perform a risk analysis to connect our sustainability material topics to risks identified.

Environment

Poor environmental efficiency

Discrimination and/or harassment, unethical conduct

Equal opportunities

Business ethics and anti-corruption

Misconduct, breach of confidentiality

Non-compliance

Patient safety and data integrity

Talent development

Inadequacy with employees and training management

Non-compliance

Compliance with regulations

TFS Focus Areas and Agenda for Sustainability

TFS' prioritized six key/material topics to focus its sustainability efforts in 2020:

| Equal opportunities	Talent development
Patient safety and data integrity	Business ethics and anti-corruption
Compliance with regulations	Environmental compliance

Focus on: Equal Opportunities

TFS places great importance on equal opportunities and diversity. TFS employees are the company's most valuable resource. The professionalism, qualifications and dedication of TFS employees ensure that our services are performed with the highest quality and ethical standards.

Equal Opportunities:

Professionalism

Respect between individuals and culture

Differences as an asset
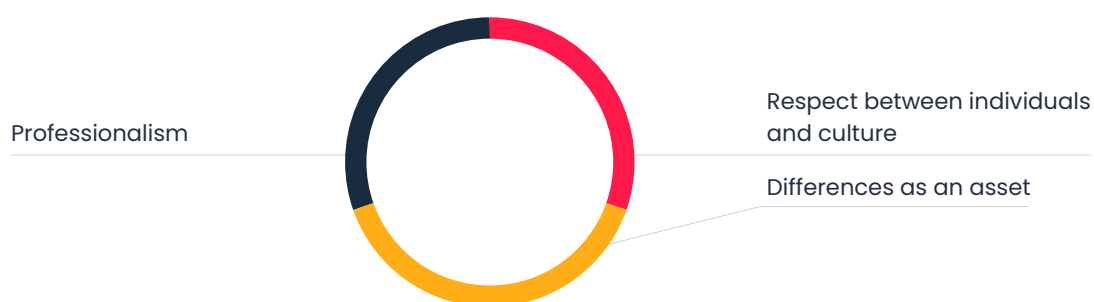
The TFS Management Approach

As the foundation, the TFS Code of Conduct expresses TFS' commitment to be a non-discriminatory work-place free from aggressive, threatening, or violent acts and which offers all individuals equal opportunities.

The TFS' Human Resources department has issued global policies for Ethics and Diversity and Zero Tolerance, emphasizing TFS´ commitment to attain equality and to be a non-discriminatory employer, by offering all individuals equal opportunities, regardless of gender, age, ethnic origin, religion, functional handicap, or sexual orientation. In addition, these policies define how TFS works actively for equality in the workforce, by offering the same possibilities regarding employment, education, promotion, salary and development in their work and by facilitating all employees to combine employment with parenthood.

Evaluation of the TFS Management Approach

TFS' approach can be evaluated by analyzing the actual diversity in our workforce and equality of opportunities, further specified in 5.1.4. GRI Disclosure 405-1.

TFS annually conducts anonymous employee surveys to gain an understanding of employee satisfaction and engagement at TFS. The survey helps TFS to collect employees' opinions on topics such as: Work Environment, Benefits, Work Tasks, Communication & Information, and Training and Management. The questionnaire also includes a specific question to directly assess the employees´ perception of TFS as an equal opportunities' employer.

84% of staff reporting TFS is an equal opportunity employer

2019	2020
80,77%	84%
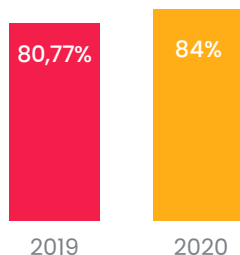
92% of staff who are not aware of any bullying or discrimination

2019	2020
88,46%	92%
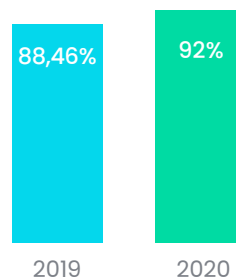
GRI Disclosure 405-1

Diversity of governance bodies and employees

As the relevant GRI Standard, connected to this material topic, GRI 405: Diversity and equal opportunity has been selected; specifically, GRI 405-1: Diversity of governance bodies and employees.
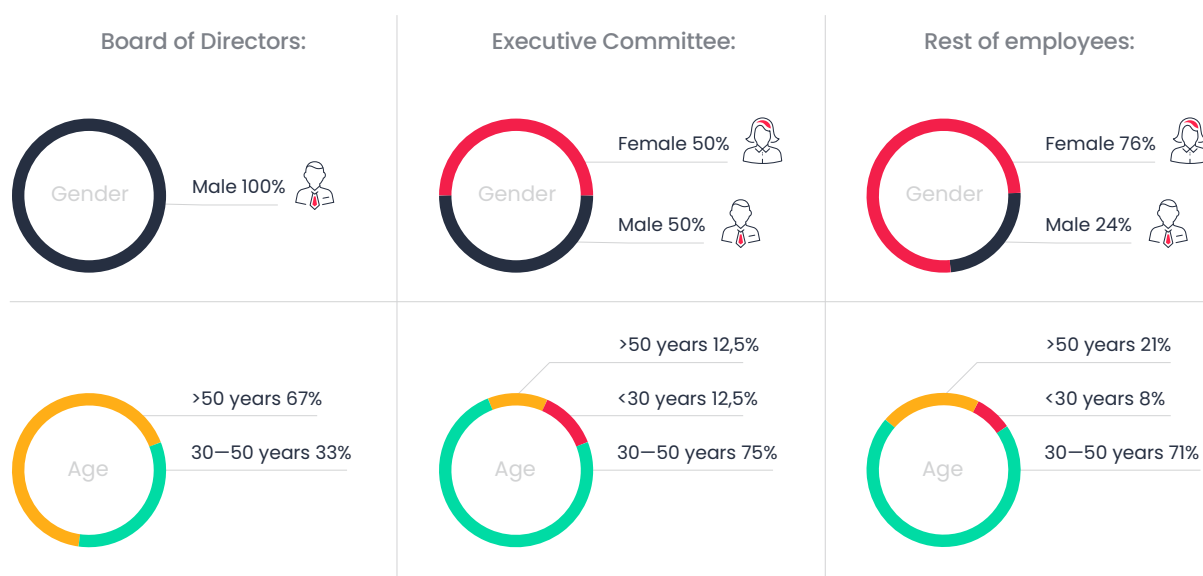
In the table below the results for this GRI disclosure are presented.

Board of Directors:

Gender — Male 100%

Age — >50 years 67% — 30—50 years 33%

Executive Committee:

Gender — Female 50% — Male 50%

Age — >50 years 12,5% — <30 years 12,5% — 30—50 years 75%

Rest of employees:

Gender — Female 76% — Male 24%

Age — >50 years 21% — <30 years 8% — 30—50 years 71%

Women account for 69% of director-level positions

TFS has achieved the recognition as one of the most sustainable executive teams in terms of diversity and inclusion with the equal gender representation (50%), in 2020.

Tailored internship program welcoming younger talents globally has been implemented and we have seen a 4% increase (4% in 2019) in this underrepresented age group in our work force in 2020.

In 2021, TFS plans to implement a Global Parental Leave policy which will complement local regulations to ensure that all our employees are offered paid parental leave regardless of country or gender.

Focus on: Patient Safety and Data Integrity and Focus on: Compliance with Regulations

TFS is committed to conducting clinical trials in accordance with the ethical principles that have their origins in the Declaration of Helsinki and the requirements are defined in the International Council for Harmonization (ICH) Guideline for Good Clinical Practice (GCP).

TFS is committed to ensuring compliance with all applicable legal, regulatory requirements and guidance, with patient safety and data integrity as our top priorities.

Regulatory Context

As a company working in the pharmaceutical, biotechnology and medical device industry, TFS is required to conform to international, national and local legislation, regulations and guidance defined by various authorities, e.g.:

European Medicines Agency (EMA)	UK Medicines and Healthcare Products Regulatory Agency (MHRA)
US Food and Drug Administration (FDA)	ICH Good Pharmacovigilance Practice (GVP)
ISO Standards for Medical Devices	ICH Good Clinical Practices Guidelines (GCP)

The TFS Management Approach

To ensure that TFS operates in accordance with the relevant requirements, TFS has developed and continues to improve our Quality Management System (QMS).

Quality Management System (QMS):

Written procedures
Quality Manual, Policies, Standard Operating Procedures (SOPs), Work Instructions (WIs) and other supportive tools. Business Operating Procedures for non-regulated activities (i.e. support functions such as Human Resources and Finance)

Issue detection, escalation and management
SOPs for Quality Issue, Complaint, and Process Deviation Recording and Management, Serious Breach Notification, and Handling of Suspected Fraud or Misconduct, external whistleblowing system for all employees (section 5.5.2)

Corrective and Preventive Actions (CAPA)
Re-training of employees, revision of processes, and/or other appropriate actions

Training
E-learning management system (NEW TFS Academy- hosted by MasterControl) for training introduced in Q2 of 2020. All QMS documents are available for training in the Learning Management System (LMS). It is the responsibility of every TFS employee to fulfil their training requirements, under the supervision of their Line Manager.

Audit
Routine risk-based internal audits, regular audit by TFS clients and inspection by regulatory authorities

Evaluation of the TFS Management Approach

TFS continuously reports metrics and enhances quality objectives to ensure compliance with regulations and guidance. Harmonized and robust procedures are in place, which reflect current regulatory requirements as well as the TFS way of operating.

Qualitative indicator

TFS relies on qualitative indicators for these two focus areas, during 2020, an electronic Quality Management System, MasterControl was implemented which will allow metrics to be easily reported on these two areas.

In addition, TFS Information Management System will be assessed in 2021 for ISO 27001 certification. These initiatives will ensure the continuous improvement of the TFS QMS and information management security.

Focus on: Talent Development

TFS' employees are the company's most valuable asset. The education, qualification, training and development of TFS staff is vital to achieve our company goals, to deliver on client agreements, and to comply with regulations.

The TFS Management Approach

In order to ensure that TFS employees are trained in accordance with the regulatory requirements and in line with personal development objectives.

The TFS Management Approach:

- Training curricula per role/ personalized training
- Annual performance dialogues between employees and LM
- Job descriptions
- Learning Management System (LMS), NEW TFS Academy
- SOPs

Evaluation of the TFS Management Approach:

- Performance dialogue and annual review of competency
- Generation of metrics and reports by LMS, MasterControl for training compliance
- Training evaluation during TFS internal audits

GRI Disclosure 404-3

Percentage of employees receiving regular performance and career development reviews.

As relevant GRI Standard connected to this material topic, GRI 404: Training and Education has been selected; specifically, GRI 404-3: Percentage of employees receiving regular performance and career development reviews.

TFS continues to take seriously the need to ensure that all employees receive regular career development reviews annually.

The percentage of employees receiving performance and career development reviews **in 2020 was 88%, 8% above the 80% KPI targeted for 2020.**

Focus on: Business Ethics and Anti-Corruption

Business ethics and anti-corruption are for all TFS stakeholders a material sustainability topic.

In addition to business ethics, the clinical trial services provided by TFS are governed by ethical principles designed to ensure the protection of clinical trial participants and the public, and include, for example: ensuring that the anticipated benefits of clinical research justify the risks, that all clinical trials are approved by an Ethics Committee and Regulatory Authority prior to their start, and that all study participants provide documented informed consent prior to their participation.
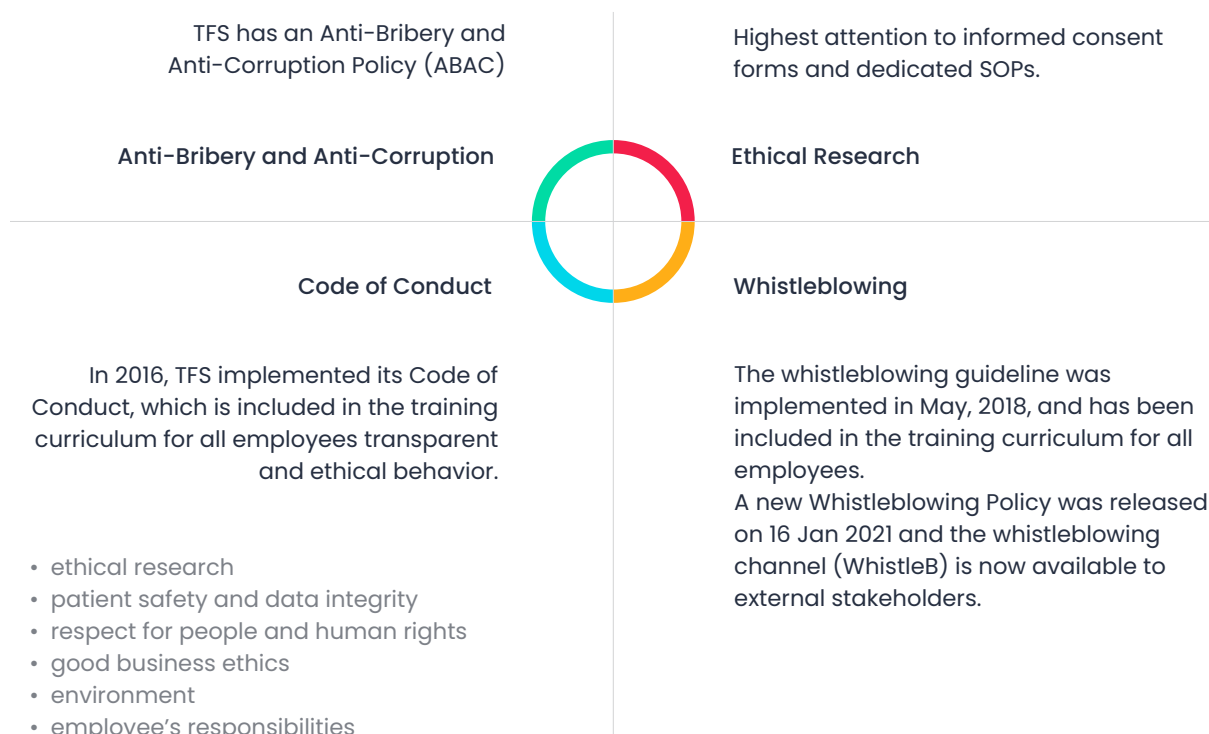
Non-ethical or corrupt behavior has the potential to harm the participants of clinical trials, the conduct of those trials and the clinical data produced, and as a result could harm people who will use the drugs, if they have been erroneously approved. Therefore, the impact of non-ethical or corrupt behavior can be significant on TFS activities and deliverables, and is considered completely unacceptable to TFS, TFS' clients and the relevant Regulatory Authorities.

Non-compliance in this area may occur as a result of TFS activities, or may be caused by TFS collaborators, for example TFS vendors and/or staff at investigational sites involved in a clinical trial.

The TFS Management Approach

All TFS employees and representatives are expected to demonstrate honesty and integrity in dealing with other employees, clients, suppliers, business partners, and regulatory authorities.

TFS have implemented procedures and policies to achieve this.

TFS has an Anti-Bribery and Anti-Corruption Policy (ABAC)

Highest attention to informed consent forms and dedicated SOPs.

Anti-Bribery and Anti-Corruption

Ethical Research

Code of Conduct

Whistleblowing

In 2016, TFS implemented its Code of Conduct, which is included in the training curriculum for all employees transparent and ethical behavior.

The whistleblowing guideline was implemented in May, 2018, and has been included in the training curriculum for all employees.
A new Whistleblowing Policy was released on 16 Jan 2021 and the whistleblowing channel (WhistleB) is now available to external stakeholders.

- ethical research
- patient safety and data integrity
- respect for people and human rights
- good business ethics
- environment
- employee's responsibilities

Evaluation of the TFS Management Approach

Business ethics and anti-corruption is currently monitored during:

- External financial audits and inspections
- Client's due diligence activities including audits

Since 2018, anti-bribery and anti-corruption training has been a mandatory requirement for all TFS staff.

In 2020, it was decided that TFS´s Business Partners, Vendor/ Supplier must comply with the TFS ABAC Policy and a new TFS Vendor/Supplier Code of Conduct has been drafted for implementation in 2021. Copies of the TFS ABAC policy and TFS Vendor/Supplier Code of Conduct shall be provided to every Supplier as part of the contract. Any non-compliance or violations of this TFS ABAC Policy and TFS Supplier Code of Conduct can be reported by TFS Business Partners through WhistleB.
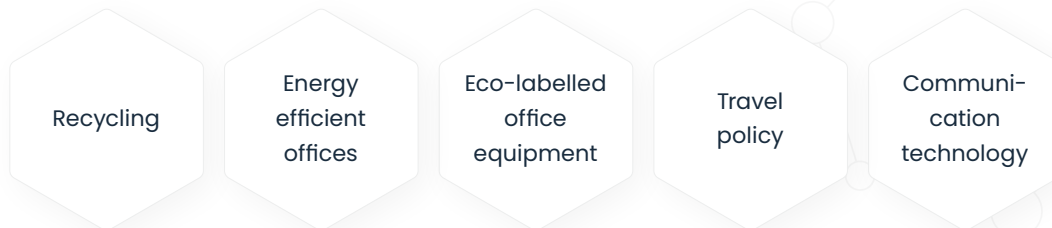
GRI Disclosure 205-2

As a relevant GRI Standard connected to this material topic, GRI 205: Anti-corruption has been selected; specifically, GRI 205-2: Communication and training about anti-corruption policies and procedures.

The percentage of TFS employees who have completed the TFS anti-corruption and bribery training in 2020 was 100%.

FOCUS on: Environmental Compliance

TFS strongly believes that consistent and long-term environmental work creates both environmental benefits and value. Our aim is to meet the expectations placed on us by our different stakeholders, considering our business model and long-term, sustainable development.

We work to reduce our environmental impact by preventing and reducing pollution and contribute to long-term, sustainable development through active and systematic environmental work and by:

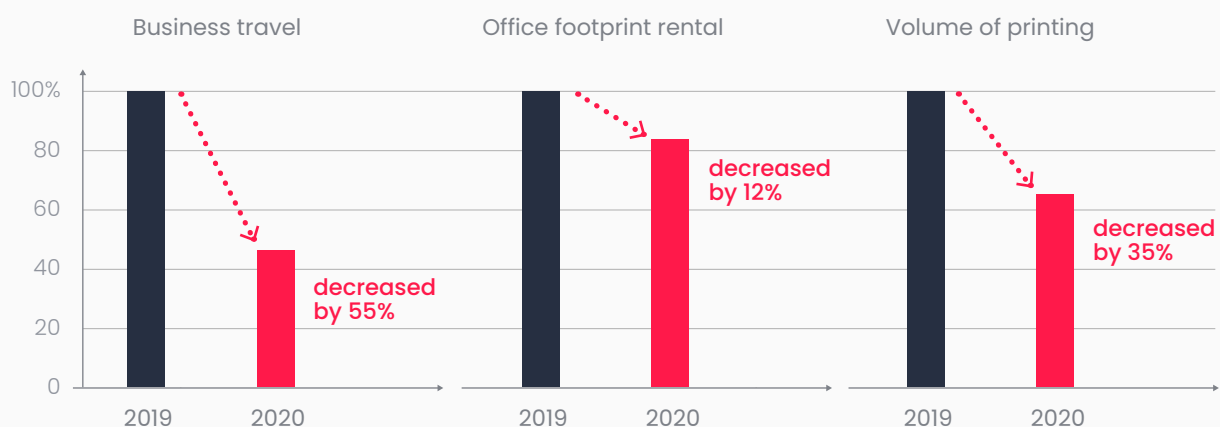| Recycling | Energy efficient offices | Eco-labelled office equipment | Travel policy | Communication technology |

The TFS Management Approach

TFS is actively determining how environmental compliance applies to our business and how this can be implemented in the TFS strategy. Since the implementation of a Facilities department, TFS is now able to ensure that our sustainability priorities also include appropriate focus on environmental factors. In 2019, TFS aligned corporate and environmental risk management goals, allowing us the possibility to continuously assess the effectiveness of the strategies we have implemented to reduce our environmental impact.

Evaluation of the TFS Management Approach

Our environmental impact:

Business travel

decreased by 55%

Office footprint rental

decreased by 12%

Volume of printing

decreased by 35%

The significant decrease in CO2 and printing volume registered in 2020 may be associated to travel restrictions and the increase in remote work, respectively, due to the Covid-19 pandemic. TFS will identify a relevant KPI for CO2 emission reduction in 2022, when the effects of the travel restrictions due to the pandemic are hopefully eliminated. This KPI will be linked to business travel.

In 2021, TFS will implement an environmental policy to regulate resource use and pollution reduction and to promote human welfare and/or protect natural systems. The goal is to promote sustainability and environmental awareness at all levels of the organization.

GRI Disclosure 305-5

As a relevant GRI Standard connected to this material topic, GRI 305: Emissions has been selected; specifically, GRI 305-5: Reduction of GHG emissions.

TFS continues to investigate an appropriate target KPI for this metric.

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GRI 102: General Disclosures 2016 (core)

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GRI 102: General Disclosures 2016 (core)

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