



**Advancing  
diagnosis  
is advancing  
health.**

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Unless otherwise specified, the published figures are those for 2022

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# EDITORIAL

**Advancing diagnosis is advancing health.** At Cerba HealthCare, this profound conviction leads us to explore the infinitely small, rallying our combined expertise to favour the emergence of a diagnosis, contribute to treatment efficacy and promote prevention: clinical pathology, imaging, clinical trial pathology, anatomical pathology, genetics... We channel all our skills into meeting the needs of the medical communities and populations and into evolving our policies towards increased prevention.

As a healthcare player, the Cerba HealthCare mission has historically been one of common good. A commitment that has progressively grown to encompass the various facets of corporate social responsibility (CSR). Because whatever the form, committing to a sustainable planet is now everyone's responsibility. For Cerba HealthCare, this commitment comes with two profound convictions: it must maintain a strong link with our business and its values, and it must take the form of specific actions.

Within the Group, many emblematic initiatives of this approach were born well before we imagined that they would find a legitimate place in a CSR report, be it our historical investment in the professional development of our collaborators, the medical community or the creation of Institut Cerba to improve access to care for the most disadvantaged.

Finally – and without doubt it is the foundation we all share – the values of the Group occupy a cardinal place in this process. Beyond the element of cohesion that is vital to the company's development, they represent the foundation of our CSR approach: Excellence, Commitment, Boldness and Respect guide the behaviours of each and every one of us, enabling us to create a CSR roadmap that is all the more sustainable because it is true to what we are.

Fortified by this ambition, we have defined a CSR strategy that goes beyond what one might legitimately expect from a healthcare player, particularly on the question of ethics, to include environmental and social themes. We also found it essential to maintain this ambition at all Group levels, which is why the CSR roadmap will be driven and facilitated by all of our collaborators. Because beyond measures, pillars, perimeters and other indicators, what no report will ever tell us is the collective strength. What no report can really assess is the need to infuse work with meaning. And that is where our ultimate ambition lies.

Sincerely,

**Jérôme Thill**

CEO

Cerba HealthCare





# 1.

## THE GROUP AND ITS CSR STRATEGY





*'For a Group whose purpose is of clear societal interest, the integration of CSR issues into its strategy and business lines is natural. The role of the CSR Department is to guide and support the company in an ever more ambitious trajectory.'*








**Valéria Maio**, Group CSR Director



# PRESENTATION OF THE CERBA HEALTHCARE GROUP

Cerba HealthCare's mission is to support the evolution of a curative health system towards a more preventive system. It draws on more than 50 years of expertise in clinical pathology to reveal the full potential of diagnosis.

- 
- BE  
- FR   
- IT   
- The map shows the Cerba Healthcare Group's presence across Europe and Africa. The countries of Belgium (BE), France (FR), and Italy (IT) are highlighted with a blue and white striped pattern. Other countries in Europe and Africa are shown in solid blue. Purple star icons are placed on the map to indicate specific locations or operations in Belgium, France, and South Africa.

-  Veterinary clinical pathology
-  Medical imaging
-  Anatomico-cytopathology
-  Preventive testing
-  Clinical pathology for clinical trials
-  Specialised clinical pathology
-  Routine clinical pathology
-  Specialised and routine clinical pathology



## Our Group in figures

**130**  
technical platforms

**1,265**  
laboratories

**2,500+**  
types of tests

**320,000+**  
tests performed every day

**2.5**  
billion euros in turnover

**1,000**  
scientific publications to date

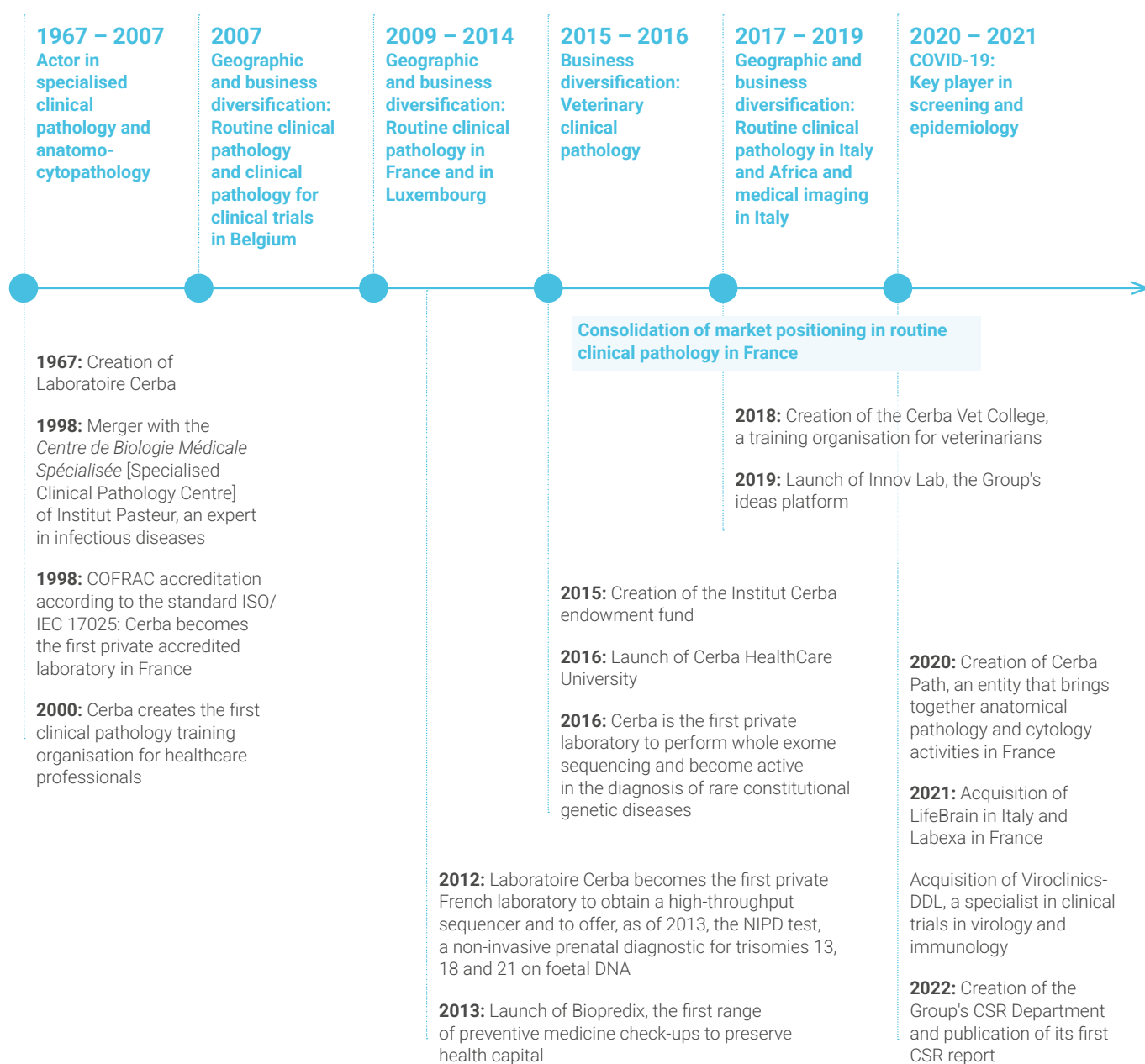
**85**  
million patients

**15,640**  
collaborators

**89**  
nationalities

## A STRATEGY FOR BUSINESS DIVERSIFICATION AND GEOGRAPHIC EXPANSION

Laboratoire Cerba, at the origin of the Cerba HealthCare Group, was established in 1967. Performing clinical pathology services on behalf of other public and private laboratories across the globe, it has rapidly become a global reference in specialised clinical pathology. The year 2007 marks the beginning of the diversification of the Group's activities and geographical position.





# KEY DIAGNOSTIC EXPERTISE THROUGHOUT THE MEDICAL JOURNEY

|   | ENTITIES  | DESCRIPTION                                      |                        |
|---|---|--|------------------------|
| <b>SPECIALISED CLINICAL PATHOLOGY</b>   | <b>Laboratoire Cerba</b><br>Reference laboratory performing specialised tests, working on behalf of private and public medical pathology laboratories, healthcare establishments, healthcare professionals and public institutions, in more than 50 countries | 4,000<br>tests per day                           | 660<br>collaborators   |
| <b>LOCAL CLINICAL PATHOLOGY SERVICES</b><br><br>Routine clinical pathology takes the form of sampling activities through a network of laboratories that receive patients, and technical platforms that analyse these samples. | <b>Cerballiance</b><br>Network for Metropolitan France and Réunion  | 700<br>local laboratories                        | 7,800<br>collaborators |
|   | <b>CRI, LBS, Ketterhill</b><br>Network for Belgium and Luxembourg   | 40<br>technical platforms                        |                        |
|   | <b>CRI, LBS, Ketterhill</b><br>Network for Belgium and Luxembourg   | 57<br>laboratories                               | 500<br>collaborators   |
|   | <b>Cerba HealthCare Italia</b><br>Network for Italy   | 4<br>technical platforms                         |                        |
|   | <b>Cerba HealthCare Italia</b><br>Network for Italy   | 360<br>laboratories                              | 3,100<br>collaborators |
|   | <b>Cerba HealthCare Italia</b><br>Network for Italy   | 26<br>technical platforms                        |                        |
|   | <b>Cerba Lancet Africa</b><br>Network in 14 African countries   | 170<br>laboratories                              | 1,800<br>collaborators |
|   |   | 5<br>technical platforms                         |                        |
| <b>CLINICAL PATHOLOGY FOR CLINICAL TRIALS</b>   | <b>Cerba Research</b><br>Present on 5 continents, Cerba Research provides the pharmaceutical industry with expertise in clinical pathology for clinical trials and diagnostics by managing patient recruitment, analysis, transport and storage of samples.   | 10<br>technical platforms                        | 1,100<br>collaborators |
| <b>VETERINARY CLINICAL PATHOLOGY</b>  | <b>Cerba Vet and Antagène France</b><br>Covering all veterinary pathology specialities, anatomical pathology and genetic tests, on behalf of veterinary clinics   | 2<br>technical platforms                         | 60<br>collaborators    |
| <b>MEDICAL IMAGING</b>  | <b>Cerba HealthCare Italia</b><br>In addition to clinical and clinical pathology tests, Cerba HealthCare Italia provides medical imaging, used to diagnose many diseases.   | 7<br>radiology centres                           |                        |
| <b>ANATOMICAL PATHOLOGY AND CYTOLOGY</b>  | <b>Cerba Path</b><br>Develops and performs the most innovative personalised medical tests every day and evaluates the therapeutic success of the treatments recommended for patients with cancer.   | 5<br>technical platforms<br>(France and Belgium) | 250<br>collaborators   |
|   |   | 1<br>technical platform<br>in Côte d'Ivoire      |                        |

# OUR BUSINESS MODEL SERVING OUR MISSION:

## Advance diagnosis to advance health

### OUR RESOURCES

#### HUMAN RESOURCES

**15,640 collaborators**  
from **89 nationalities**,  
including **74% women**

#### TERRITORIAL ANCHORAGE

**1,265 routine clinical  
pathology laboratories**  
worldwide

#### INNOVATION

Incubation of start-ups and  
public/private partnerships

#### ANCHORAGE IN SCIENTIFIC COMMUNITIES

Regular partnerships  
with universities

#### SHARE OWNERSHIP

**650+ shareholder collaborators**  
(managers and pathologists)

#### NATURAL CAPITAL

**57,336 MWh**  
of energy consumed



6 areas of diagnostic  
expertise covering  
the entire value chain...

SPECIALISED CLINICAL  
PATHOLOGY

ROUTINE CLINICAL PATHOLOGY

CENTRAL LAB TESTING FOR CLINICAL  
TRIALS AND DIAGNOSTICS

VETERINARY CLINICAL PATHOLOGY

MEDICAL IMAGING

ANATOMICAL PATHOLOGY  
AND CYTOLOGY

To fulfil its mission,  
the company  
incorporates  
the necessary  
technologies to:

1.

Contribute to more predictive medicine, target and adapt therapies for better patient care.

2.

Support the pharmaceutical industry, CROs (Contract Research Organisations) and biotechnology companies in the development of their medicines.



This expertise involves a large number of techniques and know-how...

- Cytogenetics
- Molecular genetics
- Biochemistry
- Microbiology
- Imaging
- Fluid and tissue analysis



...and meets the needs of patients and the medical community.

- Oncology
- Haematology
- Gynaecology
- Immunology
- Virology
- Urology
- Fertility
- Dermatology
- Pulmonology
- ENT...

#### FINANCIAL RESULTS

**2.5 billion** euros in turnover

#### HEALTH IMPACT

Catalogue of **2,500+ tests**  
**85 million patients**

Key player in screening campaigns for colorectal cancer and sexually transmitted infections

#### HUMAN IMPACT

**50% of collaborators trained**, voluntary turnover of 12.8%, 97% of French collaborators covered by a profit-sharing agreement

#### SOLIDARITY

**Some twenty projects** supported by Institut Cerba

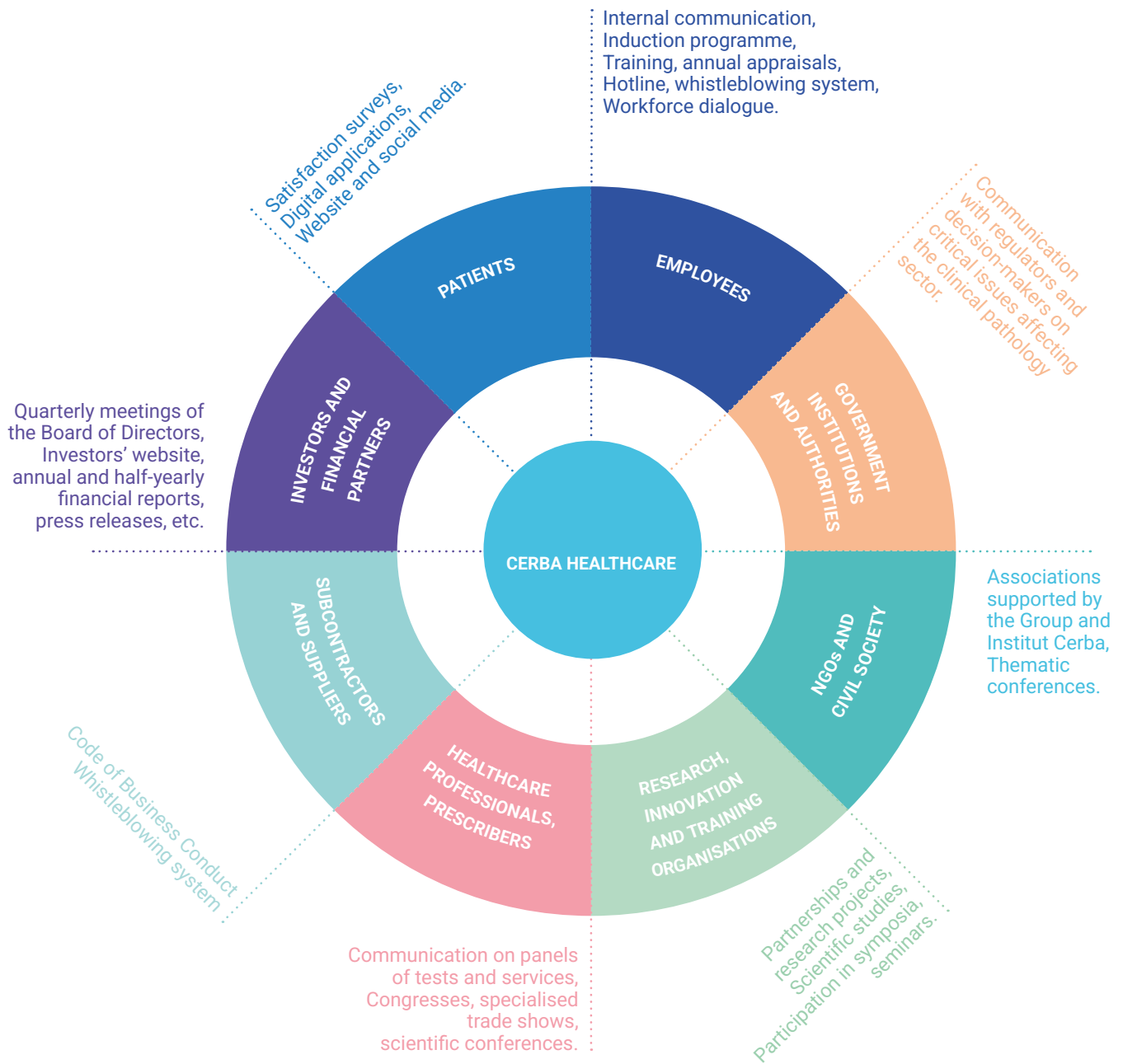
#### ENVIRONMENTAL IMPACTS

**1003 Kt** CO<sub>2</sub> eq greenhouse gas emissions



# OUR STAKEHOLDERS

Dialogue with our stakeholders enables us to understand their expectations, remain attentive to changes in society, and adapt our practices.



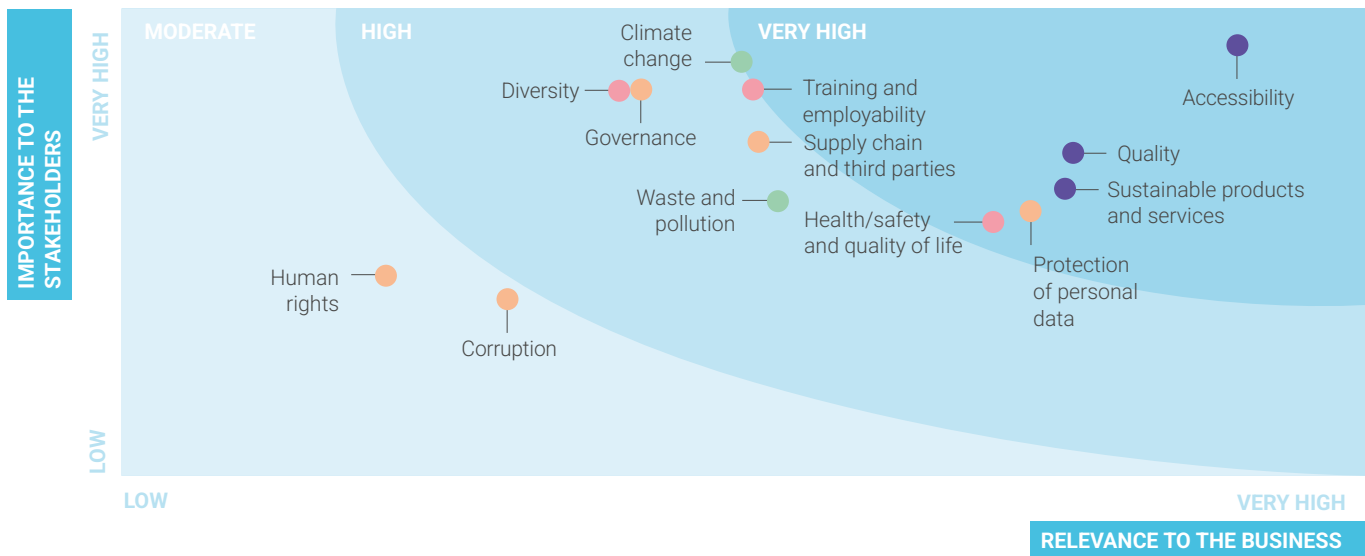
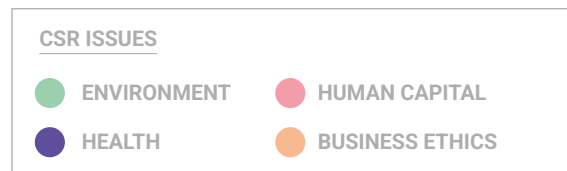
# OUR CSR STRATEGY

In 2022, the Group defined a CSR strategy aimed at setting objectives for its most important issues and a governance structure to manage it.

This CSR strategy is based on the materiality analysis conducted in 2021.

## THE MAIN CSR ISSUES FOR THE GROUP

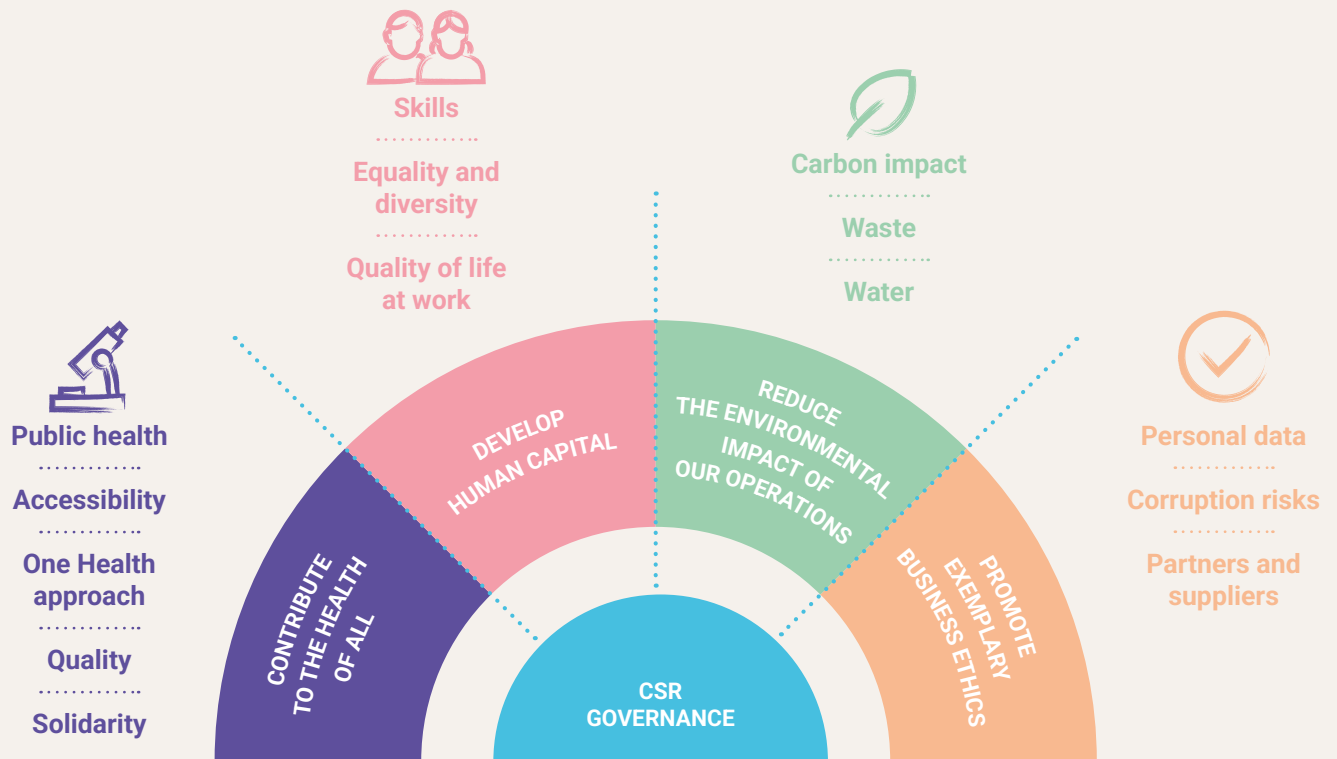
The Group conducted a **materiality analysis** to identify and classify its CSR issues according to their importance for its business and stakeholders. The material issues were grouped into 4 themes that define our CSR pillars: Health, Human capital, Environment and Business ethics.



Unsurprisingly, the issues of health and protection of personal data appear to be the most strategic for the Group. The materiality analysis also highlighted the rise in issues related to the environment and human capital. Finally, the issues related to human rights violation and risks of corruption are addressed with the utmost rigour despite the moderate exposure for Cerba HealthCare.

## THE CERBA HEALTHCARE CSR STRATEGY

The Cerba HealthCare CSR strategy is based on 4 main pillars, with which are associated governance, road-maps and objectives, at Group and entity level. It aims to maximise the positive impacts linked to our activities and our mission, and to improve the Group's social and environmental impact.

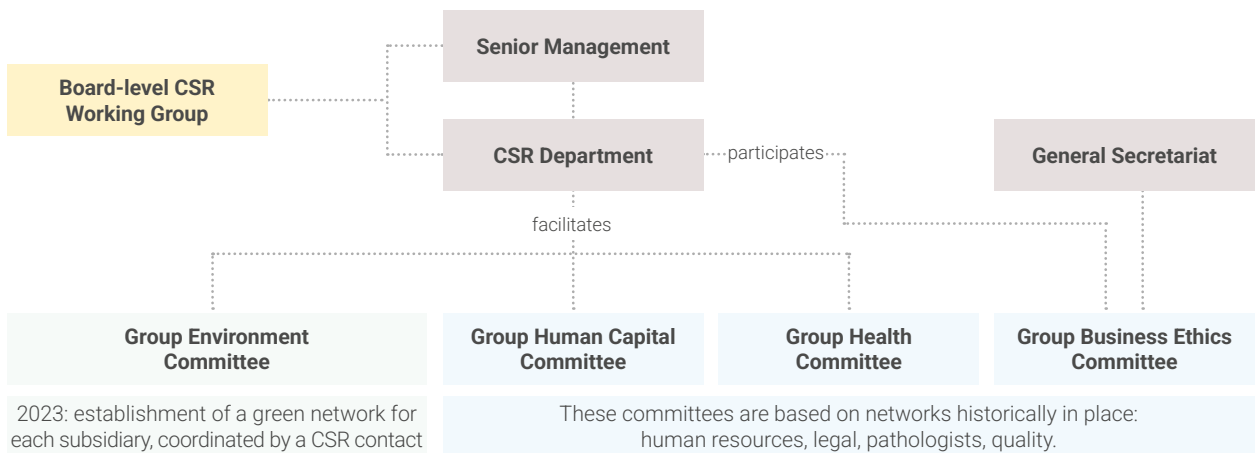


### CSR INTEGRATED AT ALL LEVELS OF THE COMPANY

To support this strategy, the Group has created a form of governance aimed at integrating the subject at all company levels, be it the Board, the Group Management Committee, countries, territories or business lines.

### CSR INTEGRATED INTO THE REMUNERATION OF TOP MANAGEMENT

Since 2022, the variable part of the Management Committee members' annual remuneration contains a CSR objective in line with their scope of action.










# OUR CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS

Through its model, strategy and actions, Cerba HealthCare contributes to the Sustainable Development Goals (SDGs) adopted by the Member States of the United Nations in 2015, in order to address the ecological, social and economic challenges that face the world.



| CSR PILLARS     | SDG   |  | OUR ASSOCIATED OBJECTIVES   |
|-----------------|---|--|---|
| HEALTH          |  | <b>Objective 3</b><br>Ensure healthy lives and promote well-being for all at all ages  | <b>Reinforce our role in prevention</b>   |
| HUMAN CAPITAL   |  | <b>Objective 5</b><br>Achieve gender equality and empower all women and girls  | <b>45% women in the governing bodies in 2028</b>  |
| ENVIRONMENT     |  | <b>Objective 12</b><br>Ensure sustainable consumption and production patterns  | <b>Reduce the production of waste and improve its recycling</b>                                       |
|                 |  | <b>Objective 13</b><br>Take urgent action to combat climate change and its impacts   | <b>A carbon emission trajectory aligned with the Paris Climate Agreement (SBTi methodology)</b>       |
| BUSINESS ETHICS |  | <b>Objective 8</b><br>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all | <b>Prevent the risks of corruption and the social and environmental risks posed by third parties.</b> |



# 2.

## CONTRIBUTE TO THE HEALTH OF ALL



*'Our mission and our different areas of expertise converge towards high-quality diagnostic care. This must contribute to placing the patient at the centre of the care pathway and help them become an informed player in their own health.'*

**Stéphanie Haim Boukobza,**  
Medical Director of the Cerballiance network



# ADDRESS MAJOR PUBLIC HEALTH ISSUES

Cerba HealthCare is developing new tests and participates in many research projects, with the aim of improving patient care.

## FIGHT CANCER

Despite the major advances of recent years in health-care and research, cancer affects around 335,000 new people each year in France and causes 150,000 deaths<sup>1</sup>. Cerba HealthCare participates in fighting cancer thanks to its expertise in anatomical pathology, and to its development of new tests and innovative and strategic research programmes.

The Laboratoire Cerba Oncology business is developing rapidly in order to meet **the challenges of prevention in oncology and the improvement of treatments**. Precision medicine is used to personalise treatment, which is adapted to the patient's disease and targeted to maximise its efficacy. Progress that is notably achieved thanks to liquid biopsy which alongside solid biopsy helps to improve the diagnosis of cancers. In early 2023, Laboratoire Cerba launched Cerba

Oncology, **a platform to facilitate access to a wide range of innovative and customisable oncology analyses** and accelerate diagnosis through a connected prescription solution<sup>2</sup> and medical support from the choice of test to the interpretation of the results.

In 2021, Cerba Research formed a strategic partnership with ACT Genomics **to create a centre of excellence in immuno-oncology** in Taipei, called CerbACT Asia. Bringing together the cutting-edge technologies in this field, this centre enables improved patient results in all clinical trial phases.

1. Figures from the Cancer page of the French Ministry of Health and Prevention (2023) website: <https://sante.gouv.fr/soins-et-maladies/maladies/article/cancer>

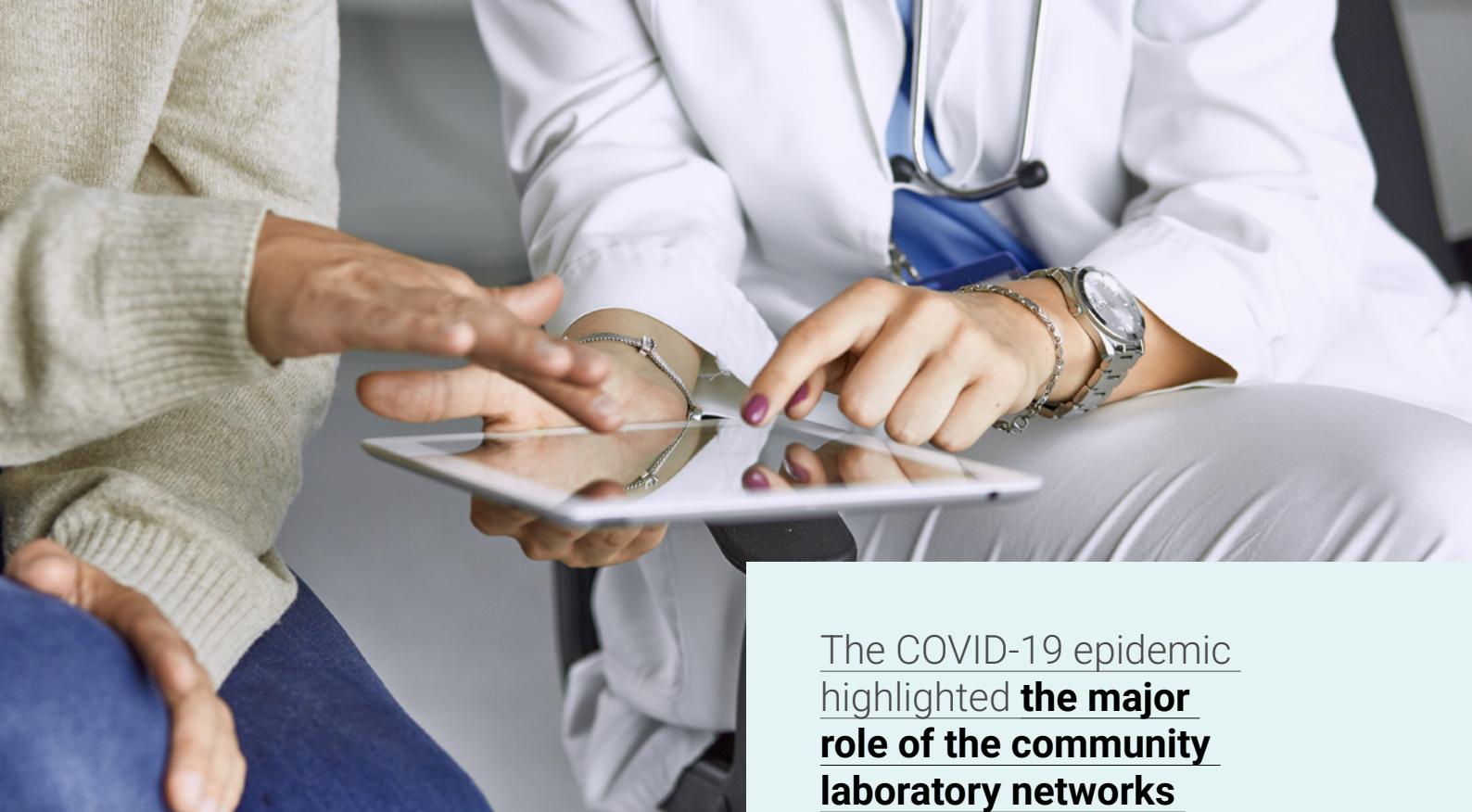
2. More information on the Cerba Oncology platform website: <https://oncology.mycerba.com/fr>

## All united against cancer

- Distribution of 2,000 bracelets to support the Caregiver association.
- Support of 2 associations led by collaborators: *Association pour la Recherche sur les Tumeurs Cérébrales (ARTC)* and *NOI DONNE Soprattutto*.
- Organisation of an internal walking challenge to support the Hope association and the Movember foundation.







## BETTER DIAGNOSE AND TREAT MENTAL HEALTH DISORDERS

According to the World Health Organization (WHO), 1 in 4 people are affected by mental health disorders at some point in their life. Demand for care is constantly increasing, especially for anxiety and depressive disorders, psychological trauma, behavioural disorders and addictions.

In 2022, Laboratoire Cerba and Taliaz joined forces to offer physicians **a new clinical test to predict the efficacy of antidepressant treatments: PREDICTIX**, developed by Taliaz, uses a biological test combined with artificial intelligence to guide the care of patients with depression and orient towards the drug with the greatest chance of giving the best therapeutic outcomes from the first treatment. The solution will be available to patients in the second quarter of 2023 through the Cerba HealthCare Group routine clinical pathology network, in France and abroad.

## The COVID-19 epidemic highlighted the major role of the community laboratory networks in monitoring an emerging epidemic

The first case of **Monkeypox virus** in France was diagnosed by the pathologists of Cerballiance Paris Île-de-France. Our network identified 75% of the cases diagnosed in Île-de-France and worked in conjunction with the health authorities and hospital networks to provide the best support to the patients concerned.

Thanks to the samples taken by the Cerballiance teams and the tests conducted at Laboratoire Cerba, the Cerba HealthCare Group was able to offer comprehensive and appropriate outpatient care, enabling the patients to avoid a visit to the Accident and Emergency Department.

**Thus the role of the pathologist, which is essential in mass screening campaigns, is also important for the epidemiological monitoring of viruses by:**

- obtaining information on a medical/health situation through reliable scientific data,
- demonstrating its development,
- informing the authorities which will decide on the measures needed to protect the population.



### FACILITATE ACCESS TO THE DIAGNOSIS OF RARE DISEASES

Over 3 million people in France and around 25 million in Europe are affected by one of the 7,000 rare diseases known to date. Only 1 in 2 people with a rare disease has an accurate diagnosis, which is essential for implementing genetic counselling or appropriate treatment and thereby improving patient care. **Laboratoire Cerba fights delayed diagnosis through a multidisciplinary approach** (specialised biochemistry, genetics, constitutional cytogenetics, genomics, flow cytometry, etc.) **and the development of new tests.**

In order to improve the accuracy of genetic disease diagnosis, the human genetics teams have established a new test at Laboratoire Cerba: a next-generation cytogenetic diagnostic test more commonly known as optical genome mapping. This new technology improves the diagnosis of rare constitutional genetic diseases and complements whole exome sequencing, which has been performed at Cerba since 2016. Furthermore, the teams have since 2021 expanded the use of gene panels in high-throughput sequencing for syndromic approaches, thereby significantly advancing the molecular diagnosis of many human genetic diseases (intellectual deficiency, epilepsy, etc.). Identifying causative variants means that a clinical diagnosis can be made, a genetics consultation can be offered, and sometimes care can be improved by proposing personalised treatment.

Following the validation study of the non-invasive diagnostic test for De Vivo disease, conducted in 2021 by Cerba in partnership with METAFORA biosystems and AP-HP, over thirty patients per month have benefited from this new test. Within 48 hours this blood test identifies affected children and adults quickly and easily compared with the diagnostic tests

that use an invasive procedure (lumbar puncture) or complex genetic analyses. De Vivo disease, otherwise known as Glut1 deficiency syndrome, is a rare and debilitating neurological disease that is relatively unknown to the medical profession, yet totally manageable with diet if detected early.

### TOWARDS MORE PUBLIC-PRIVATE PARTNERSHIPS

The Cerba HealthCare Group, thanks to the diversity of its expertise and know-how in specialised clinical pathology, is a contact and partner of choice for conducting various research projects and partnerships.

In 2022, Cerba HealthCare was a stakeholder in **COVIFERON, a project co-conducted with the Imagine Institute and other academic partners, and selected for the fifth call for hospital-university health research proposals (RHU 5) launched in 2021 by the French National Research Agency (ANR) as part of the Investments for the Future Programme (PIA).** It aims to better understand the genetic and immunological foundations of the different clinical forms of COVID-19, develop and distribute tests to evaluate the risks of developing a severe form, and propose new preventive and therapeutic approaches – particularly in the context of infectious or autoimmune diseases. Cerba HealthCare participates as a financial partner and via the Cerballiance network has the role of validating and implementing the tests. In 2023, Cerba HealthCare is a stakeholder in three candidate projects for the sixth wave of the RHU.



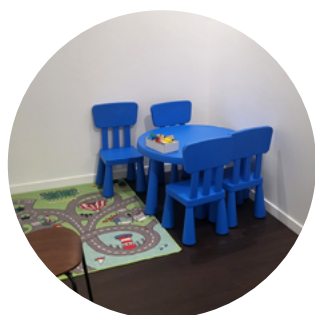
# IMPROVE ACCESS TO OUR PRODUCTS AND SERVICES

To improve access to healthcare for everyone,  
we welcome all patient profiles in the best conditions.

## SERVICES TO SUIT SPECIFIC NEEDS

We endeavour to provide all our patients with the best experience and to receive them under the best conditions.

- **Cerba Kids:** Our medical teams have set up this service in 181 Cerballiance<sup>3</sup> laboratories, offering a space dedicated to children and an application enabling them to understand the process of taking a blood sample and its utility. The aim is to reassure children and improve their experience like that of their parents.



- **Cerba Mam:** Pregnancy monitoring forms an integral part of the missions of the local laboratory pathologist. As part of an appointment with the expectant mother early on in her pregnancy, the pathologist takes the time to explain the various tests that will be prescribed during the pregnancy and their utility. This is an opportunity for the pathologist to also provide advice on diet and hygiene precautions. In addition, patients can access personalised content on the Cerballiance<sup>4</sup> website, with information and advice on the various tests, thanks to a dedicated health blog. In Luxembourg, Ketterthill launched in 2021 a pregnancy monitoring service for women who are pregnant or planning a pregnancy, offering full support for pregnant women, educational explanations on prescribed tests, health and nutrition advice, and a comprehensive pregnancy booklet to download from their website<sup>5</sup>.

## **Cerba Lancet Africa:** deployment of our strategy for greater access to care

Cerba Lancet Africa's 1,800 collaborators support the evolution of the diagnostic offer towards better access and quality for the African population which is the fastest growing in the world. Therefore, access to care and the quality of the diagnostic offer are at the heart of our model in Sub-Saharan Africa. This strategy is based on three main areas:

- Develop an optimal territorial network in terms of the economic, logistical and operational characteristics of each region;
- Adapt our pricing solution for patients who do not benefit from a comprehensive social security system;
- Propose a comprehensive diagnostic offer that meets the needs of the patient by developing an integrated offer of diagnostic centres (laboratories, medical imaging, general medicine).

3. Number of Cerballiance laboratories offering the Cerba Kids service at the end of 2022

4. Link to the Cerballiance Pregnancy health blog:  
<https://www.cerballiance.fr/fr/blog/grossesse>

5. Link to the Ketterthill pregnancy booklet:  
<https://www.ketterthill.lu/fr/nos-services/suivi-de-grossesse.htm>

## GET CLOSER TO OUR PATIENTS THROUGH INNOVATIVE SERVICES

The Group is implementing several **off-site clinical pathology** projects in France and Nigeria. Also referred to as Point of Care Tests (POCTs), their objective is to make quality diagnoses within a few minutes beyond the walls of the laboratory. For example, Cerballiance Charente forms part of an initiative trialling a care pathway that incorporates off-site pathology for chronic patients on vitamin K antagonists (VKA), and has deployed POCTs at two dialysis centres in La Rochelle and Île d'Oléron. For these patients, the rapidity of the results improves their care thanks to better coordination between healthcare professionals along with the follow-up and, if necessary, rapid adjustment of their treatment. In Nigeria, such an approach enables access to rapid and high-quality diagnosis in areas that are less accessible or less well-equipped.

In order to reach as many patients as possible and address the difficulties of accessing healthcare, we also promote patient care at home when this is necessary (difficulty in travelling, frail patients undergoing chemotherapy or hospitalised at home, rural areas, etc.). We take samples ourselves from patients at their homes or organise test collection rounds in rural areas in partnership with local medical teams. We also take samples at establishments such as nursing homes.

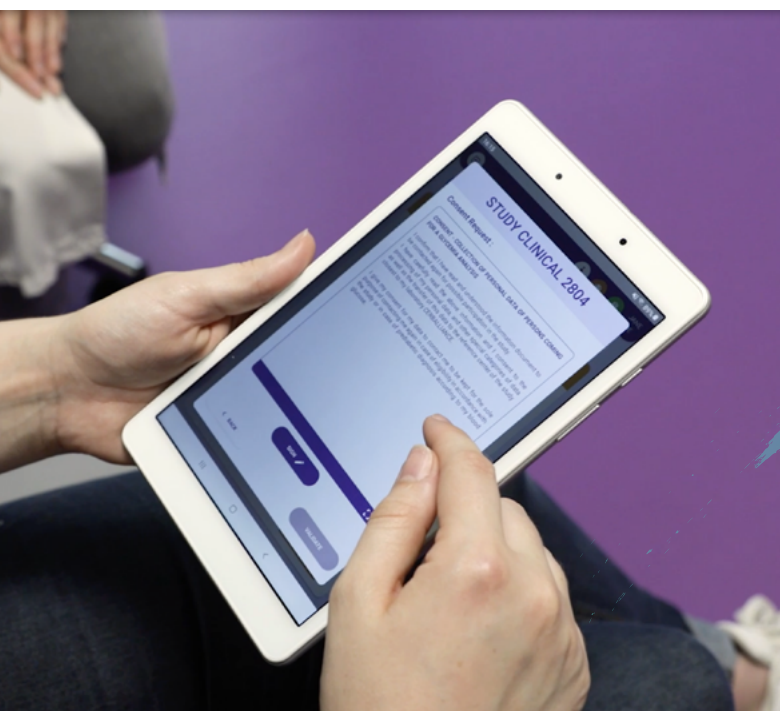
**The Clinical initiative** enables sample collectors to obtain information from the patient on their state of health and the context of their visit to the laboratory. Thanks to this information, the laboratory team can adapt care to the specific needs of the patient, according to their medical history. This will enable the pathologist to refine the diagnosis or advice given when validating the results. In the context of any research protocols ongoing within the laboratory, the initiative also makes it possible to inform the patient of the possibility of inclusion in a cohort. In this way, the **Group deploys solutions and methods of organisation to participate in the development of decentralised clinical trials, allowing greater comfort, improved patient access to new therapies, and accelerated recruitment of patients in clinical trials**, thereby promoting the development of tomorrow's therapies.

## ADAPT TO REIMBURSEMENT CONDITIONS AT COUNTRY LEVEL

Healthcare reimbursement practices and regulations differ from country to country. For example, in France, Belgium and Luxembourg, services are financed by Social Security and mutual insurance. In other countries, particularly outside Europe, the conditions for the reimbursement of medical care do not include full social coverage.

This ongoing quest to give access to diagnostic tools to as many people as possible leads us to work tirelessly on the efficiency of our supply chain and to maintain a close relationship with the authorities in order to offer the best possible solutions, especially in terms of price.

Particularly in the African countries, but also in Italy, we focus on developing a diagnostic centre model that allows patients to have access to imaging and clinical pathology services in the same place.



## Cerba HealthCare conducts its first **drone flights**

In February 2023, the Cerballiance and Cerba HealthCare Italia teams operated their first experimental flights for the transport of biological samples by drone<sup>6</sup>. This alternative to road transport, which has the advantage of a low carbon footprint, shortens time-to-results and improves the management of patients, regardless of where they live.

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6. Find the test flight videos on the press release page: <https://www.cerbahealthcare.com/en/innovation-biological-samples-transportation-cerba-healthcare-successfully-performed-first-flight>

7. link to the White Paper 'Drones for medical logistics' published in collaboration with The Drone Office: <https://www.cerbahealthcare.com/en/drones-medical-logistics-opportunities-and-challenges>

*'Following the first use cases described in our White Paper<sup>7</sup>, the first drone flight in Normandy with Cerballiance is a fundamental step towards the broader and above all more sustainable approach of our logistic mix for sample transportation. It illustrates our proactive approach to innovation, a real marker of the Group. By 2024, we want to identify precisely how drones could efficiently supplement our current model of transporting biological samples.'*

**Jérôme Sallette**, Scientific Director of Cerba HealthCare







## Prevention: Cerba HealthCare participates in national prevention campaigns

In France, the Cerballiance network and Laboratoire Cerba support national screening campaigns and encourage the population to get tested for a number of diseases:

- **Prescription-free testing with *Au labo sans ordo*:** Since 1 January 2022, it is possible to have a HIV test without a prescription, 100% reimbursed with no upfront payment, on request and without an appointment at all medical pathology laboratories in France. Posters have been deployed in the Cerballiance network to encourage the population to get tested. The personnel have also been trained in this area in order to help raise patient awareness and encourage uptake.
- **Blue March:** Blue March is the month of colorectal cancer, a disease that affects over 43,000 people each year in France, with nearly 120 cases diagnosed each day. Since 2015, Laboratoire Cerba has been responsible for performing colorectal cancer screening tests across France and all year round.
- **Human papillomavirus (HPV) self-sampling:** It is estimated that regular screening could prevent 80% of cervical cancers. Cervical cancer screening by self-sampling is a reliable alternative when access to healthcare professionals is difficult. Laboratoires Cerballiance provide self-sampling kits free of charge.
- **National Kidney Week:** With screening, kidney disease can be treated early and optimal renal function maintained for as long as possible, avoiding the need for transplant or dialysis and the complications of chronic renal insufficiency. The Cerballiance network communicates with patients to encourage everyone to get screened.

Ketterthill in Luxembourg is also engaged in improving population screening. As part of the European Testing Week from 21 to 28 November 2022, Laboratoire Ketterthill enabled patients to get tested for HIV free of charge and without a prescription, rapidly and 100% anonymously in all centres of the network.

# TOWARDS A ONE HEALTH APPROACH

The aim of the One Health concept is to highlight the close links between the health of humans, animals and ecosystems.



## A MULTIDISCIPLINARY APPROACH

The One Health concept promotes a multidisciplinary and global approach to health challenges and focuses primarily on infectious diseases – whether transmission is from animals to humans or vice versa, their emergence in connection with global changes, antimicrobial resistance and food safety. **Thanks to our expertise in human, animal and environmental health, Cerba HealthCare is developing synergies between experts** to advance the health of everyone, patients and animals alike.

## A GROUP AT THE FOREFRONT OF EPIDEMIOLOGICAL SURVEILLANCE

In its capacity as reference laboratory in France, Laboratoire Cerba is at the forefront of epidemiological surveillance. The global scope of its activity makes it particularly informed of regional variations in viral genotypes, thereby providing accurate and fully up-to-date knowledge of the spread of viruses and optimal therapeutic strategies. Laboratoire Cerba is able to react very quickly to new infectious threats and develop new tests in a very short time to offer clinicians, patients and health authorities diagnostic opportunities that are rapid and reliable. Cerba HealthCare is therefore a **trusted partner of the health authorities in monitoring emerging epidemics** such as COVID-19 and infectious diseases such as measles or arthropod-borne viruses (dengue, Zika, chikungunya, etc.).

## INTERNAL AND EXTERNAL COLLABORATIONS

Since 2022, **webinars on the topic of One Health have been held by Cerba Vet College** in collaboration with Laboratoire Cerba, the Cerballiance network, or partners such as Institut Pasteur. These training sessions, which in 2022 looked at toxoplasmosis, urinary tract infections and diphtheria, have interested a wide variety of professionals (general practitioners and specialists, pathologists, veterinarians, midwives, technicians, teacher-researchers, nurses, specialised veterinary assistants, etc.). In this way, they enable human and animal health professionals to respond jointly to the challenges posed by these infections, common to humans and animals.



## DEVELOP NEW EXPERTISE

Other projects on human health in relation to our ecosystems are emerging within the Group. With regard to **endocrine disruptors and pesticides**, whose health effects evaluation represents a major public health issue, Laboratoire Cerba is developing tests to measure in patients levels of phthalates and bisphenol A (BPA) – endocrine disruptors that can induce effects on development and reproduction.



# MAINTAIN HIGH QUALITY OF DIAGNOSIS

The Cerba HealthCare Group places continuous improvement at the heart of its Quality approach.

## OUR MISSIONS

All of our collaborators work to maintain the highest quality of service, with the following main missions:

- **Guarantee the quality of our expertise every step of the way**, from taking the sample to delivering the validated and interpreted result;
- **Produce a relevant result within an appropriate time frame**, in line with the specific clinical situation of each case treated;
- **Satisfy our various stakeholders**, including patients, prescribers, clinicians, healthcare facilities, private practice nurses, pharmacies, the pharmaceutical industry, biotech start-ups, NGOs and our subcontractors.

In terms of quality control, regulations differ from one country to another. The Cerba HealthCare entities have therefore adopted quality management systems that are specific to each region.

France is the world's most regulated country in the field of clinical pathology, governed by its Public Health Code. We must comply with the competence and quality management requirements of the NF EN ISO 15189 standard. Our laboratories are accredited by the French Accreditation Committee (COFRAC), enabling the same level of reliability to be recognised<sup>8</sup>.

In 1998, Cerba was the first laboratory to be accredited and in 2021 it became a reference clinical pathology laboratory.

In other countries, the entities are undergoing voluntary accreditation processes with the aim of bringing quality practices into alignment, such as in Italy, where accreditation is only mandatory in certain regions. In Belgium and Luxembourg, all our sites are ISO 15189 accredited. In Africa, the countries are committed to the ISO 15189 accreditation process.

In addition, collaborators benefit from a full in-house medical training offer, which is easily accessible thanks to our e-learning platform, and increases year on year, particularly with the 'Trainathons' conducted in 2021 and 2022<sup>9</sup>.

## IMPROVE PATIENT SATISFACTION

**The Net Promoter Score (NPS)** is the flagship indicator for measuring the recommendations of our patients. It is already in use across the vast majority of the Cerballiance network. We are working to deploy and standardise this indicator internationally, to compare and monitor over time while allowing each entity to develop the satisfaction surveys most suited to their needs.

8. All Cerballiance laboratories and Laboratoire Cerba are accredited in clinical pathology according to the NF EN ISO 15189 standard. The list of sites and scopes is available at [www.cofrac.fr](http://www.cofrac.fr)

9. See chapter 'Develop skills and employability'

*'At Cerba HealthCare, the trust of our patients, prescribers, partners and correspondents is our priority. It involves the safety of patients and our staff, the satisfaction of our stakeholders – measured particularly by the NPS in France and Italy, and the examination of our customers' complaints.*

*To continuously improve our level of service and the satisfaction of our patients, we work to harmonise practices and develop indicators such as the NPS.'*

**Céline Marcou Cherdel**, Quality Director of the Cerballiance network



## **Our communities of experts**

The experience shared by 4 communities of experts in microbiology, biochemistry, haematology and medically assisted procreation (MAP) creates synergies with a view to improving patient care.

For example, MAP-community experts from the Cerballiance network together with vaginal-microbiota experts from Cerba help to forge the Group's expertise in this theme of interest for the future, which could impact the success rate of *in vitro* fertilisation (IVF) by identifying patients with a favourable vaginal microbiota before implantation.

'The medical communities are a real opportunity to improve the sharing of expertise, create enriching interactions to harmonise medical practices according to the latest current guidelines, and disseminate the latest scientific developments to always increase patient chances.'

**Stéphanie Haim-Boukobza**, Medical Director of the Cerballiance network

# DEVELOP SOLIDARITY

Since 2015, our Institut Cerba endowment fund has been working to promote and develop solidarity-based health actions in France and around the world, alongside associations.

## THREE PILLARS OF ACTION PROMOTING SUPPORTIVE AND SUSTAINABLE CLINICAL PATHOLOGY

### Engage our collaborators

Launched in 2019, a **call for proposals** is issued each year to all Group collaborators. In 2022, fourteen projects each received a grant of 2,000 euros, on a variety of topics such as hygiene, access to water, infection control and help for children in precarious situations.

Examples of projects supported:

- support for vulnerable populations in Lebanon;
- support for children with type 1 diabetes;
- prevention of breast cancer.

## The missions of Institut Cerba

- Inform healthcare professionals;
- Support and promote research and innovation;
- Enable everyone, particularly the most vulnerable, to have access to high-quality clinical pathology.

### Continue partnerships with NGOs and field associations

In 2022, Institut Cerba supported UAMITIE, an association that works to find hosts for Ukrainian families, welcome their children in French schools and help the adults find work.

### Support research and innovation

Institut Cerba attributes a number of awards, which include Thesis Prizes for the *Pharmassilia* and in 2022 a new award – the *Prix Solidaire en Maïeutique* [for solidarity in midwifery] with the French National College of Midwives (CNSF).

Institut Cerba works hand in hand with Aix-Marseille University to reward students who reflect on the biology of tomorrow, and participates every year in the *Pharmassilia* – an event which rewards the best theses produced by students. The year 2022 marked the 50th anniversary of the Aix Marseille Pharmacy Faculty for which Institut Cerba supported the publication of a book entitled *1972-2022 – Faculté de Pharmacie d'Aix Marseille : 50 ans de rayonnement [1972-2022 – Aix Marseille Pharmacy Faculty: 50 years of influence]*.

A new prize for the engagement of midwives was awarded in 2022 by Institut Cerba and the CNSF: the *Prix Solidaire en Maïeutique*, which comprises a Research and Clinical component. The two winners each received a grant of 5,000 euros for their work. The awards aim to showcase and reward clinical and research initiatives already initiated in the gynaecological and reproductive health field, and which address solidarity, social inequalities in health, the fight against vulnerabilities, precariousness and/or access to care.

## Internationally: **our collaborators are committed**

- In 2022, as part of a humanitarian-donation campaign for Ukraine, Cerba Research entity Viroclinics-DDL supported *Giro555*, an initiative that groups ten rescue organisations.
- In 2011, Ketterthill established a partnership with *Association Don de Moelle* in Luxembourg, with the shared objective of informing and raising public awareness of the importance of bone marrow donation. This partnership has enabled the organisation of and participation in several promotional events: Donation Day, Telethon, Health Day, etc.
- Cerba HealthCare Italia participated in the Elba Swim 647 race and supported the *Abbracciamoli* association that fights childhood leukaemia.
- Cerba Research supports the Greater Gift Foundation by donating pentavalent vaccines (five different vaccines in one vial), supporting their global mission to help children in need.









# 3.

## DEVELOP HUMAN CAPITAL



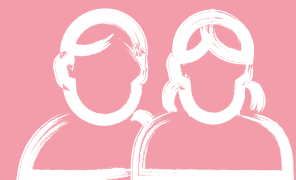
*'Because "To take care of everyone is to take care of yourself"', human capital is the major asset of Cerba HealthCare.*

*Ensuring skills development and collaborator engagement is key for the company, which endeavours alongside this to provide a safe and inclusive environment with the best working conditions.'*

**Lionelle Mazoyer**, Group Human Resources Director

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\* Purpose of the HR Department





*'Human capital is the principal asset of Cerba HealthCare. Ensuring skills development and collaborator engagement is key for the company.'*



#### OUR COLLABORATORS IN FIGURES (GROUP)

15,640  
total workforce

15,378  
average workforce

74%  
women

13,436  
employees on open-ended contracts

1,575  
employees on fixed-term contracts

626  
independents

# DEVELOP SKILLS AND EMPLOYABILITY

We want to offer our collaborators the opportunity to be the driving force behind their personal development and professional projects.

## KNOWLEDGE TRANSMISSION AND SUPPORT AT THE HEART OF HR ISSUES

The Group's core activity is knowledge-based, and Cerba HealthCare has always invested in developing the skills of its collaborators. We have a continuous training policy adapted to the various professions of our collaborators throughout their career. Our efforts are also focused on career development, to ensure the long-term development of the company.

**In 2022, emphasis was placed on the creation of new training courses and the international deployment of the educational offer.**

### Partnerships with schools

#### **Develop and retain collaborators**

**The Bio-Managers programme with EM Lyon** has been in existence since 2012, enabling current and future Group managers to enrich their skills in managing a department or business unit. Some forty collaborators have benefited from this programme, which includes more than 30 days of training with the school. In 2022, the participants in the fifth year group completed their training with a project to defend at the end. A sixth year group is planned for 2023.

**The Oxygen programme**, co-constructed with the Paris Institute of Political Studies and launched at the beginning of 2023, is a tailor-made development programme to work on soft skills and embody leadership at Cerba HealthCare. Eight managers joined this first edition of the programme aimed at developing leadership attributes, by promoting curiosity and open-mindedness in particular.

#### **Promote the professional integration of young people**

There are numerous school partnerships, resulting in the reception of work-study students and trainees every year in our teams.

In 2022, Laboratoire Cerba initiated **a partnership with the Cergy-Pontoise University Institute of Technology (IUT)** to adapt the curriculum of the new University Bachelor of Technology (BUT) in Bioengineering, particularly regarding the new analysis methods in molecular biology and physical chemistry. Several collaborators had the opportunity to work with the students, who also do part of their practical work at the laboratory site.

### Our training indicators for 2022

1%  
of the payroll dedicated  
to training

1 in 2 collaborators  
has received training

60  
available e-learning modules

447  
work-study students  
and 74 trainees



## Raise awareness and train collaborators in CSR

In 2023, a CSR training plan was rolled out across all Group entities.

This consisted of:

- **An e-learning module** on the foundations of sustainable development and the Cerba HealthCare CSR strategy, for all collaborators and available in French, English, Italian and Dutch.
- **Virtual classes for 300 top managers**, focusing on their operational contribution to CSR, sustainable procurement and reducing our environmental impacts.
- **Tailor-made training for members of the Group Management Committee** on the interconnection between the financial and extra-financial performance of companies.

In addition, the Group shares a short **video every 2 months with all collaborators highlighting a CSR theme.**

### Our corporate university: the Cerba HealthCare University

Training is in the Group's DNA. Since the founding of the Cerba HealthCare University in 2016, we have enabled our collaborators to acquire skills through training in line with the company's strategy. With a digital platform, new training courses were created and deployed throughout the group in 2022, particularly on the subjects of personal data and cybersecurity. By the end of 2022, over 60 e-learning modules were available. **A la carte** catalogue training has also been developed with our service providers.

Cerba HealthCare University is expanding in 2023 with a new catalogue of around fifty online modules, available in French, English and Dutch. This allows us to expand and internationalise our training offer. The themes of the new modules include diversity and inclusion, first aid, language learning and office automation tools.

#### Medical training

Each year, the **'Trainathon' initiative**, launched in 2021, aims to mobilise pathologists, laboratory technicians and medical secretaries over a period of one week in order to produce, in-house, training courses for the Group's French-speaking collaborators, which can be accessed from the Group e-learning platform.

In 2022, 14 collaborators came together for the second edition of the 'Trainathon' in order to produce the content of the 13 new courses which reinforce the medical training offer. The subjects of these courses include allergies, the thyroid, and maternal-foetal infections.





### **Tailored training for supervisors and new collaborators**

**The role of supervisor** is open to multi-skilled technicians or nurses, and to medical secretaries. This is a local-management position, created to improve site activity coordination and staff facilitation. The Supervisors programme, created in 2021, provides operational tools and methods to mobilise teams on a daily basis and reinforce managerial skills, to help them address the various everyday challenges they are likely to face in the field. To date, nearly 200 supervisors have received this training.

Finally, induction days are held in order to welcome new collaborators under the best possible conditions, whether at Group or regional level... For this occasion, they are offered a certain number of presentations and activities: presentations on the various activities of the group, institutional presentations, HR and a visit to a technical platform.

### **Mobility**

In order to fill vacant positions more easily and to ensure the versatility of its collaborators, the Group also focuses its efforts on internal mobility initiatives. In 2022, 96 collaborators made use of such initiatives in France or abroad.

## **Cerba Vet College: a training organisation to support collaborators and external medical staff**

Cerba Vet College is a continuous-training organisation that offers veterinarians practical sessions to update their knowledge in many specialist areas. It offers face-to-face and remote programmes, as well as weekly webinars.

The trainers, veterinarians from Laboratoire Cerba Vet and external veterinary specialists, attract a diverse audience thanks to interactive sessions, practical cases and Q&A sessions. Beyond the format, it is the diversity and complementarity of the expertise offered as well as the quality of the content that play a decisive role in the success of Cerba Vet College. As such, many themes were addressed in 2022, such as cardiac markers, emergency techniques in surgery and pulmonary diseases in dogs.

### **SINCE ITS LAUNCH IN 2018**

**150+**  
webinars have  
been held live

**30+**  
trainers

**10,000+**  
vets have followed  
these webinars

**82.14**  
NPS for the webinars  
in 2022



# PROMOTE HEALTH AND QUALITY OF LIFE AT WORK

Committed to the well-being of our collaborators, we are working to continuously improve working conditions at our various sites.

## Our indicators (Group)

6.2%  
absenteeism rate

12.8%  
voluntary turnover

11.4  
work-related accidents  
frequency rate<sup>1</sup>

0.67  
work-related accidents  
severity rate<sup>2</sup>

1. The frequency rate reflects the number of work-related accidents in relation to the number of hours worked

2. The severity rate reflects the length of time signed off work in relation to the accident, by measuring the number of days lost in relation to the number of hours worked

## HEALTH AND SAFETY: A PRIORITY

As a group whose mission is to advance health, safety in the workplace is particularly important to Cerba HealthCare, especially for our collaborators working in the laboratories and technical platforms. **As such, in addition to the actions taken to avoid any risk associated with the handling of chemicals, the Group acts to ensure the health and safety of the teams in the conduct of their work.**

In 2022, following the various acquisitions, the emphasis was placed on harmonising health and safety policies and the prevention measures put in place between the territories. We are structuring our network of HSE contacts, with HSE points of contacts present in all entities of the French network.

Collaborator health also involves the prevention of psychosocial risks (PSRs). In France, an online training course dedicated to this has existed since 2021 and forms part of the management training programme. It raises awareness of this key population and provides them with tools to implement a prevention approach and promote good practices on a daily basis. At local level, several territories conducted PSR surveys in 2022 and are constructing the action plans associated with them.



## Cerba HealthCare on Capital magazine's Best Employers list

We feature among France's 500 best employers in 2023, coming 22<sup>nd</sup> out of the 76 companies analysed in the Health and Pharmacy sector.

This survey measures the satisfaction of French employees with their employer, and also with those they may experience in their sector of activity.

Since the COVID-19 pandemic, which particularly affected the daily lives of our teams in direct contact with patients, we have implemented new measures to manage crises and their impact on our collaborators. For example, psychological support is offered to all French collaborators and their families, and can be accessed for both professional and personal reasons.

### **PROMOTE QUALITY OF LIFE AT WORK**

.....

Committed to preserving the work-life balance, the Group has proposed a remote-working system adapted to the particularities of the business lines and entities. The Group also insists on the need to respect everyone's working hours, including a reminder of the right to disconnect.

Training modules dedicated to mental health, our well-being when working remotely and our relationship with stress are available on the e-learning platform.

Finally, local action plans, coordinated by the HR teams, have been implemented within the Group.



## Cerba HealthCare awarded the Happy Trainees label

For the 2<sup>nd</sup> year running, our trainees and work-study students have awarded our Group the HappyIndex® Trainees label in recognition of the investment of our mentors who support them on a daily basis.

# DEVELOP MALE-FEMALE PARITY AND EQUAL OPPORTUNITIES

Convinced that diversity is a source of wealth and creativity, the Group is naturally committed to the feminisation of its management teams and to equal opportunities.

## OUR COMMITMENT TO EQUALITY BETWEEN MEN AND WOMEN

The 2022 index of professional equality between men and women was published on 1 March 2023. Provided for by French Law no. 2018-771 of 5 September 2018 on the freedom to choose one's professional future, and applicable to companies with over 50 employees, this index is based on the evaluation of five indicators (or four for companies with 50 to 250 employees) used to measure how the company stands in terms of professional equality.

Our entities in France obtained an average **score of 83 out of 100**, as in 2021. Companies use this index at local level to identify the areas in which they need to improve.

## CONTRIBUTE TO THE INCLUSION OF ALL

Cerba HealthCare is committed to **promoting and supporting the professional integration of people with disabilities**. As such, a dedicated e-learning course was made available to all Group collaborators in 2023.

Since 2021, an e-learning module on recruitment without discrimination forms part of the managerial training programme.

*'The Group is committed to achieving 45% women among the 210 members of its various subsidiary management committees by 2028. Accompanying this objective are recruitment instructions to identify female talents and ensure their presence on the short-lists.'*





## Our equity indicators

74%

women in the total workforce  
(Group)

39%

women within the Management  
Committee population

61%

women among the managers  
(Group)

83/100

index of professional equality  
between women and men  
(France)

2.8%

collaborators with disabilities  
(Group)



## Cerba Lancet Africa: equal opportunities and communities

At Cerba Lancet Africa, an equal opportunities committee deals with the issues of representation of the various communities, ethnic groups, tribes, sexes and generations. A member of this committee is present at each new recruitment to ensure the integrity of the process. A whistleblowing line has also been set up to identify potential cases of discrimination and to avoid the practice of community favouritism.





# 4.

## REDUCE THE ENVIRONMENTAL IMPACT OF OUR OPERATIONS



*'While our primary responsibility is to contribute to the health of all, we are also aware of the necessity to work to preserve the planet and develop our activities in this direction.'*

**Oussama Kiti**, Group Operations Director





# ENSURE CLIMATE CONSERVATION

Faced with the climate emergency, the Group is committed to respecting the carbon emission trajectory defined by the Paris Climate Agreement.

## CARBON TARGETS VALIDATED BY THE SBTi

The Group has set itself a very demanding climate responsibility framework: **to align with the Paris Climate Agreement according to the SBTi\* reference methodology**. The associated objectives, validated by the SBTi, aim to set the company on a trajectory that will help limit global warming to 2°C (or even 1.5°C). These targets focus on our most direct emissions (Scopes 1 and 2 for gas, fuel and electricity), as well as our indirect emissions (Scope 3), which particularly relate to our production procurement.

\* To learn more about the Science Based Targets initiative: <https://sciencebasedtargets.org/>



SCIENCE  
BASED  
TARGETS

### Our SBTi objectives

- **42%** reduction in CO<sub>2</sub> emissions for Scopes 1 and 2 between 2022 and 2030,
- **25%** reduction in CO<sub>2</sub> emissions for Scope 3 between 2022 and 2030.

**These objectives involve a significant transformation of our practices.**





## The 5 key challenges of our environmental roadmap

In 2022, an environmental roadmap was defined to meet our carbon target and reduce the environmental impact of our activities, according to 5 major challenges:



Green and optimise **energy consumption**



Green and optimise **transport**



Optimise **consumption** and combat waste



Reduce and recycle **waste**



Reduce impacts on **water**

### The Green Network

In order to translate this environmental roadmap into concrete actions in the territories, the Group has created a Green Network, composed of the 200 collaborators whose work involves environmental actions.

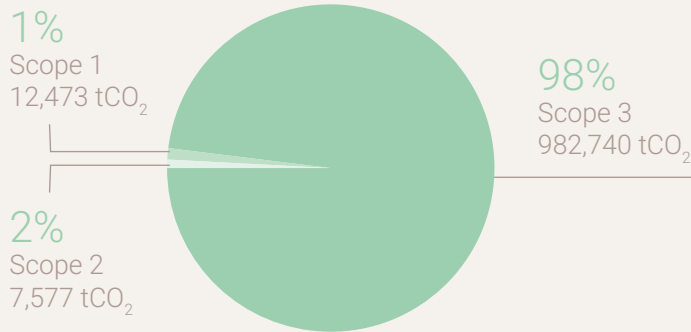
These key players in the Group environmental strategy will benefit in 2023 from a **tailor-made training plan** giving them all the keys to understanding and action.





## Group carbon footprint for 2022

Total: 1,002,789 tCO<sub>2</sub>



|                                     |                                    |
|-------------------------------------|------------------------------------|
| 87%                                 | 2%                                 |
| Purchase of goods and services      | Employee travel                    |
| 5%                                  | 2%                                 |
| Purchase of capital equipment       | Waste generated during operations  |
| 3%                                  | 0.5%                               |
| Upstream transport and distribution | Fuel and energy related activities |
|                                     | 0.5%                               |
|                                     | Business trips                     |

While the Group's primary responsibility is to act on its most direct emissions (Scopes 1 and 2 covering gas, fuel, refrigerant fluids and electricity), it is the indirect emissions that have the most impact on the carbon footprint (98%).

|   | 2021    | 2022      | Change |
|---|---------|-----------|--------|
| <b>Number of sites*</b>   | 793     | 1,316     | + 66%  |
| <b>tCO<sub>2</sub> emissions</b>  | 689,105 | 1,002,789 | + 46%  |
| Scope 1   | 7,730   | 12,473    | + 61%  |
| Scope 2   | 4,091   | 7,577     | + 85%  |
| Scope 3   | 677,284 | 982,740   | + 45%  |
| <b>tCO<sub>2</sub> emissions per million euros of turnover, within a constant perimeter</b> | 408.3   | 408.6     | + 0.1% |

\* Laboratories, technical platforms, offices, etc.

The 46% increase in the carbon footprint is linked to the significant expansion of the Group's perimeter<sup>2</sup>. When considered in relation to turnover, the carbon footprint is stable (+0.1% between 2021 and 2022).

2. New Italian, French and Dutch sites were integrated into the carbon footprint perimeter in 2022



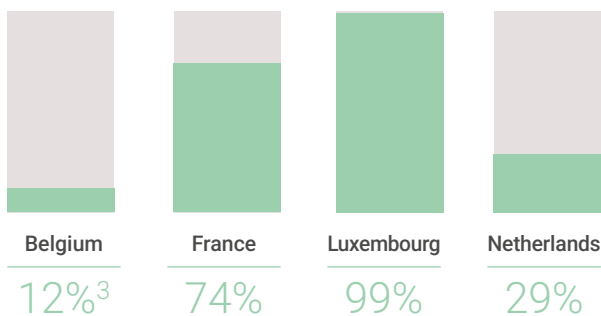
# SITE ENERGY USE

To reduce the carbon footprint related to the sites' energy use, we must activate 2 levers: the use of renewable energy and the reduction of consumption.

## THE USE OF RENEWABLE ENERGY

In 2022, 50.9% of the electricity purchased by the Group was of renewable origin, with 47% linked to the green contracts set up with local electricity suppliers, and 4% to the purchase of certificates of guaranteed-origin at Group level.

### Percentage of renewable electricity supply



## THE OPTIMISATION OF OUR ENERGY CONSUMPTION

For this issue, the main levers are raising collaborator awareness of the right energy-saving actions, and investments in more energy-efficient equipment. These efforts, against the background of a mild winter, enabled us to reduce our consumption by 12.7% in 2022.

### Our electricity consumption in terms of intensity

| 2021                     | 2022                     | % change                  |
|--------------------------|--------------------------|---------------------------|
| 178.7 kWh/m <sup>2</sup> | 156.0 kWh/m <sup>2</sup> | -12.7% kWh/m <sup>2</sup> |

3. Since Belgium switched to a renewable electricity supply on 1 November 2022 for 13 of its 17 sites, this percentage will increase in 2023.

## The global approach by Belux

'By carefully mapping our energy flows and state of our facilities, we have implemented an action plan to correct overconsumption.

Day after day, our Facility teams are mobilised to raise collaborator awareness of the right energy-saving actions.

In addition, we are proud to have switched to 100% renewable electricity for our directly-managed sites. We have also initiated the greening of our vehicle fleet.

These actions are all part of a more global environmental roadmap aimed at making our model more sustainable.'

**Oswald Sanitate,**  
Director of Operations  
for Belgium and Luxembourg

# REDUCE THE IMPACT OF OUR TRANSPORT

Transport accounts for the highest proportion of our direct emissions (Scopes 1 and 2): reducing their impact is a key challenge.

## TRANSPORT OF SAMPLES

Every day, thousands of samples transit between our collection sites (local laboratories, patients' homes, etc.) and our technical platforms. To limit the impact of this transport on air quality and global warming, the Group is focusing its efforts on several levers currently being deployed in 2023: **optimisation of rounds, training of couriers in eco-driving, and the electrification of our vehicle fleet.**



### Ecovadis Silver Medal for Viroclinics-DDL

Confirming the effectiveness of its environmental commitment, Viroclinics-DDL has obtained its second Ecovadis Silver Medal, placing this Group entity among the 25% highest performing companies.

Viroclinics-DDL has also trained all of its teams and included a presentation of the CSR strategy in its induction pathways for new recruits.



# REDUCE OUR CONSUMPTION

In the context of the climate and energy crisis, the Group has made all its collaborators aware of the importance of eco-actions in their daily work.

In 2022, 69% of the paper used by Cerba HealthCare was FSC/PEFC-certified or recycled.



## TOGETHER, LET'S REDUCE OUR PAPER CONSUMPTION

### THE RIGHT THINGS FOR EVERYONE TO DO

Encourage **results via Internet** for patients and prescribers

**Limit our printouts:** fewer printers, default settings for double-sided and B&W printing

### THE GROUP IS COMMITTED

**To dematerialising our processes** (connected prescriptions, digitalised sampling sheets, reports, invoices and reminders sent by email)



## TOGETHER, LET'S REDUCE OUR ENERGY CONSUMPTION

### THE RIGHT THINGS FOR EVERYONE TO DO

**Switch off unnecessary lights**

**Limit heating** (temp. 19°C) and **air conditioning** (temp. 25°C) (set point to be adapted according to the constraints)

**Encourage soft mobility** (cycling, public transport, train, carpooling, etc.)

**Take the stairs** instead of the lift

**Reduce travel** (favour videoconferencing for meetings < 2 h)

**Limit the storage** and sending of emails

### THE GROUP IS COMMITTED

To sourcing **renewable energy**

To optimising and **greening our logistics transport**

To deploying **a mobility plan**

To optimising the **energy efficiency** of our equipment



## TOGETHER, LET'S ACT ON OUR WASTE

### THE RIGHT THINGS FOR EVERYONE TO DO

**Follow the sorting instructions** and minimise the volume of non-recyclable PIMW

**Have an 'anti-waste' mindset** for everything we consume, water, food, consumables, etc.

### THE GROUP IS COMMITTED

**To providing sorting bins** at all our sites

**To optimising the purchasing** of our consumables





## WASTE MANAGEMENT

Our operations generate considerable amounts of waste, a large proportion of which is not recyclable. Its management has a central place in the Group environmental roadmap.

### The cardboard container: an interesting alternative

With the introduction of cardboard containers for solid, non-perforating PIMW, intermediate bulk containers and a campaign to raise awareness on sorting, Laboratoire Cerba has significantly reduced the impact of (incinerated) plastic containers and **reduced the use of PIMW, thereby reducing by 18.5% the weight of contaminated waste generated between 2021 and 2022.**

The activities of Cerba HealthCare generate considerable amounts of Potentially Infectious Medical Waste (PIMW). This is mainly single-use equipment and packaging waste (examination drapes, packaging, syringes, tubes, gowns, etc.) and must be entrusted to accredited service providers responsible for their incineration.

**Our main focus is on waste sorting**, in order to prevent ordinary waste or other types of waste from being mixed with PIMW and thus not be recycled. With this in mind, we raise awareness and train our collaborators in good practices.



## REDUCE WATER CONSUMPTION AND POLLUTION

Water is extensively used in our business and must be saved and its discharges controlled.

As an essential part of our testing processes, water is used in our laboratories to ensure our operational needs. We consume both drinking water in large quantities and, in compliance with quality and safety standards, osmosis water to ensure the proper operation of the machines on our platforms.

Our discharges into the wastewater network are subject to different regulations depending on the country where we are located. In France, we are subject to random inspections by the *Direction Régionale de l'Environnement, de l'Aménagement et du Logement* (DREAL) [Regional Directorate for Environment, Development and Housing] on the quantities of chemical substances released into water.

**To prevent the risk of the release of chemical substances into the environment**, we are working on setting up a system for monitoring our water consumption, refined by type of use within our various

entities. The filters applied to our automated systems allow us to avoid discharging treated liquid into the network. These are regularly maintained and checked as part of our equipment maintenance programme.

We are also working to modernise our wastewater treatment processes. Laboratoire Cerba will in 2024 equip its new technical platform with an ozone neutralisation station, ensuring that no chemical by-products are used.

In Africa, we comply with local regulations by using a dedicated system of contaminated water treatment organised in separate flows. In concrete terms, contaminated liquid waste is either treated by an authorised external company or is subject to chemical treatment with regular internal control.





# 5.

## PROMOTE EXEMPLARY BUSINESS ETHICS



*'Cerba HealthCare must be exemplary in its business ethics practices. This includes good management of patient and employee personal data, prevention of all forms of corruption, and vigilance regarding its risks in its own operations and supply chain.'*

**Géraldine Perez-Lecomte**, Group Legal Director





# PROTECT THE PERSONAL DATA OF PATIENTS AND COLLABORATORS

Aware of the sensitivity of the health data we process on a daily basis, we have put in place strict procedures for monitoring and protecting this information.

## THE PROCESSING OF PERSONAL DATA, A CHALLENGE INHERENT TO CERBA HEALTHCARE'S BUSINESS

As a healthcare player, Cerba HealthCare is subject to particularly strict regulatory obligations when it comes to processing data – especially health data.

The majority of the countries in which Cerba HealthCare operates has adopted personal data regulations. Thus, the General Data Protection Regulation (GDPR) applies in all European Union countries. In France, it is supplemented by Law No. 78-17 of 6 January 1978, known as the *Loi Informatique et Libertés* [French Data Protection Act], which reinforces the rules applicable to the processing of health data. In South Africa, where the head office of the Cerba Lancet Africa laboratories network is located, the 'Protection of Personal Information Act' (POPIA) applies, which in turn is also in line with European regulations.

## STRONG GOVERNANCE AT ALL LEVELS OF THE GROUP

The protection of personal data is the responsibility of a Data Protection Officer (DPO) network throughout the Group. A DPO has been appointed for each country in the European Union in which the Group is present and declared to the competent local authority.

In France, a Data Protection Point of Contact (DPP) has been appointed in each operational entity. This DPP network supports the French DPO in their compliance work.

Close collaboration is also established between the Group's Legal Department, the DPOs and DPPs.

Finally, an audit committee meets quarterly to review the implementation of the defined actions, and communicates progress to the Board of Directors.

*'The protection of the personal data of our patients and employees represents one of our priorities, to which our teams are committed on a daily basis.'*

**Merryl Durrenbach**, Director of Internal Audit and Group DPO



**PROGRESSIVE COMPLIANCE WITH THE VARIOUS REGULATIONS**

As part of its compliance with the GDPR, the Group's European entities have drawn up a list of the types of data they process. On this basis, they compiled their records of processing activities and established the necessary Privacy Impact Assessments (PIAs). The same work was carried out in almost all of the Group's African entities.

**The Group assists its subsidiaries in the evaluation of procedures for compliance with the regulations applicable to personal data as well as the identification of control plans.** For example, a 'toolbox' relating to the processing of personal data has been produced and distributed to the Group's DPOs and, in France, to the DPPs. This toolbox brings together all the procedures and policies established by the Group to ensure its compliance with regulations. All of the Group's DPOs and in France, the DPPs, are regularly trained in personal data protection issues.

In the event of the acquisition of a new entity, the teams pay particular attention to ensuring that the processing carried out by the new entity complies with the procedures and policies laid down by the Group. For these new entities, GDPR compliance assessment audits are systematically carried out, and action plans are then drawn up to be in line with the Group's standards.

**Our personal-data protection indicators**

**68%**  
of the Group's collaborators have been trained in and made aware of GDPR (Europe)\*

**100%**  
of DPOs and DPPs trained (Europe)

\* Given the deployment of a new training course, the indicator covered France and Luxembourg in 2022.

**CONTINUE COMPLIANCE ACTIONS**

In 2022, we rolled out a **training programme** consisting of e-learning modules adapted to each person's roles and responsibilities, translated into Dutch, English, Portuguese and Italian.

The patient information statements have been standardised within our French clinical pathology laboratories. This same approach is in progress across all of our European and/or newly acquired entities.

# PREVENT THE RISKS OF CORRUPTION

In accordance with the regulations and its founding values, Cerba HealthCare is firmly committed to conducting its activities ethically and with the utmost integrity and probity across all its entities.

## COMPLY WITH GUIDELINES ON THE PREVENTION OF CORRUPTION

In a context where the fight against corruption and influence peddling is the subject of increasing worldwide attention, and in order to fulfil local regulatory obligations (the Sapin 2 law in France), Cerba HealthCare has developed a corruption prevention programme for application throughout the Group. This programme is governed by an Ethics and Business Conduct Charter and is accompanied by the launch of the new whistleblowing procedure. **Any collaborator can therefore raise a concern or report unethical behaviour** within the Group via the new secure platform, in addition to his or her direct line-management contacts. These necessary measures to prevent risks are accompanied by the reinforcement of applicable sanctions.

## FORMALISE POLICIES COMMON TO THE WHOLE GROUP

The Ethics and Business Conduct Charter and the Policies appended to it are incorporated into the Rules of Procedure of all our entities that have them. They cover the following topics: anti-corruption, conflicts of interest, gifts, entertainment and hospitality, whistleblowing procedure, third-party approval procedure.

These documents define the Group's commitments to fighting corruption and influence peddling and the related expectations we have of our collaborators and third parties with whom we work.

## RAISE AWARENESS AND MOBILISE ALL OUR TEAMS

Our approach that was defined and launched in 2022 is gradually extending over the course of 2023 to include all entities of our Group. It is based on the following priority areas of action:

- Corruption risk mapping (Europe in 2022, Africa in 2023);
- The roll-out of the Ethics and Business Conduct Charter and its Policies to all our collaborators and in several languages;
- A training programme for our collaborators on anti-corruption issues, in the form of e-learning modules;
- The implementation of a secure digital platform, accessible to all our collaborators, enabling:
  - access to all programme documentation;
  - access to training modules;
  - management of declarations of conflicts of interest and gifts received or offered;
  - implementation of the whistleblowing procedure;
  - implementation of the third-party assessment procedure.

By the end of the first quarter of 2023, **our anti-corruption compliance programme had reached over 9,000 collaborators.**



## PREVENT RISKS POSED BY THIRD PARTIES

In 2022 and 2023, the risks relating to health and safety, human rights and the environment were evaluated for the Group's operations and its main suppliers.

The main risks arising from the mapping conducted within the framework of the law on the duty of vigilance are:

- **Human issues**, such as accidents at work, discrimination and psychosocial risks.
- **Environmental issues**, such as the contribution to global warming, pressure on water resources and waste management.
- Deployment of the CSR strategy across all entities,
- Steering of new environmental (decarbonisation objectives, waste management, etc.) and social (accidents at work) indicators,
- Creation of a CSR charter for our suppliers,
- Definition of a CSR Due Diligence Protocol in the context of new acquisitions,
- Training of the teams concerned in sustainable procurement,
- Extending the whistleblowing system to all Group collaborators (2023) and suppliers (2024).

This first essential step enables us to define several projects to reduce these risks, including:

- Establishment of governance associated with Group vigilance plan monitoring, via the creation of the Ethics Committee,



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