

Advancing  
diagnosis  
is advancing  
health.

## 1

**THE GROUP AND ITS CSR STRATEGY.....5**

Presentation of the Cerba HealthCare Group .....	6
Our stakeholders .....	12
Our CSR strategy .....	13
Our contribution to sustainable development goals.....	15

## 2

**CONTRIBUTING TO THE HEALTH OF ALL .... 17**

Prevention and public health.....	18
Cerba HealthCare builds the largest clinical pathology centre in Europe.....	22
Improve access to our products and services ....	24
Epidemiology: strong expertise .....	27
Maintain a high quality of diagnostics .....	28
Develop solidarity .....	30

## 3

**DEVELOP HUMAN CAPITAL ..... 33**

Develop skills and employability.....	35
Promote health and quality of life at work.....	38
Develop parity and equal opportunity.....	40

## 4

**REDUCE THE ENVIRONMENTAL IMPACT OF OUR OPERATIONS..... 43**

Ensure climate conservation.....	44
Site energy .....	47
Reduce the impact of our transport.....	48
Reduce our consumption .....	49
Waste management .....	50
Reduce water consumption and pollution.....	51

## 5

**PROMOTE EXEMPLARY BUSINESS ETHICS 53**

Protect the personal data of patients and employees.....	54
Prevent the risks of corruption.....	56
Prevent the risks caused by third parties.....	57

Unless otherwise specified, the published figures are those for 2023.

© 2023  
 Photographs: © Adobe Stock / P. 3, 5, 17, 25, 26, 33, 43, 53, 55  
 © Cerba HealthCare / P. 18,19 © Bertrand Mallet / P. 22, 23  
 © Alexandre Surre / P. 24 © Cerballiance / P. 31 © Paul Osillon  
 (Pallisa Children's Concern Project), © Cerba HealthCare  
 (Aux 1001 mains) / P.34 © Getty Images / P.39 © Cerba Lancet  
 Africa RSmedia.  
 Graphic design: Élodie Cavel

# EDITORIAL

As a healthcare player, Cerba HealthCare intrinsically carries out a common good mission. And with this critical role we play in promoting the well-being of individuals and society as a whole, we are committed to providing quality care, accessible to all, with high ethical standards. Naturally, the contours of our commitment have broadened to include the various facets of corporate social responsibility, CSR.

Driven by all our employees, CSR is accompanied by two deep convictions: it must maintain a strong link with our business and our values on the one hand, and fit into evidence logic. With that in mind, we designed the new Laboratoire Cerba site in Frépillon, in the outskirts of Paris: the genesis of the Group and the centre of excellence for specialised clinical pathology, this year, Cerba has been refurbished over 23,000 m<sup>2</sup> dedicated to innovation for the benefit of the medical community and patients.

From the very beginning of the project, we wanted the largest clinical pathology laboratory in Europe to be fully in line with the Group's environmental approach, and to take all necessary measures to ensure that it meets the highest environmental standards. This new site hosts more expertise, focusing on genetics activities and also hosts a diagnostic central lab testing facility for clinical trials. It makes it possible to offer more than 40% production capacity and to welcome our employees in better conditions, so that we can better serve healthcare professionals and support public health objectives. Both eco-responsible and at the cutting edge of innovation, this construction reflects Cerba's ambition to serve the medical community and patients, and to attract the best talents. In short, this construction is an illustration of our ambition as well as our convictions. Evidence logic, always...

**Emmanuel Ligner**

CEO

Cerba HealthCare







# 1.

## THE GROUP AND ITS CSR STRATEGY



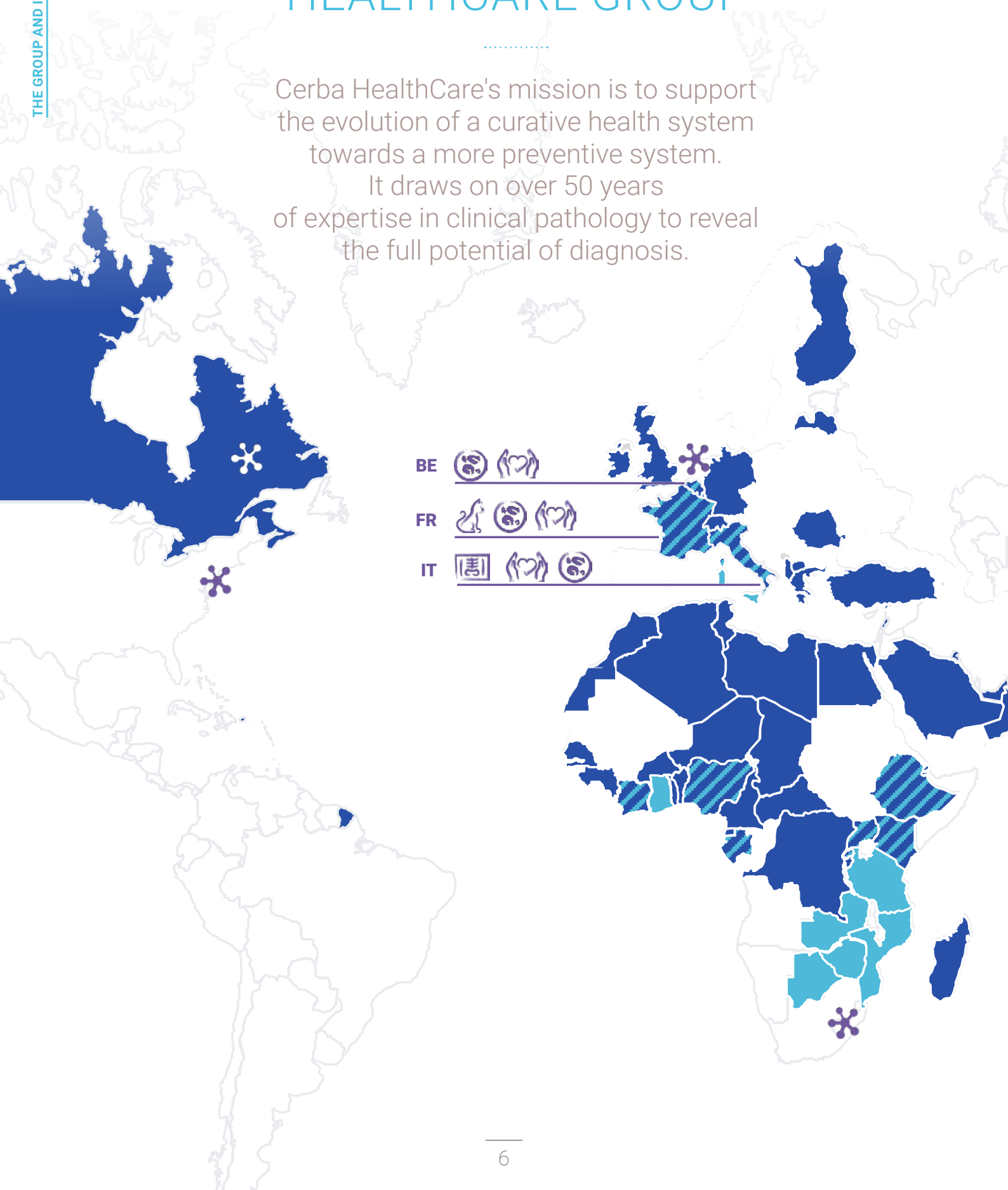
*"For a Group whose purpose is of clear societal interest, the integration of CSR issues into its strategy and its business lines is natural. The CSR Department's role is to guide and support the company in an ever more ambitious trajectory."*

**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 over 50 years of expertise in clinical pathology to reveal the full potential of diagnosis.





Veterinary clinical pathology



Medical imaging



Anatomico-cytopathology



Preventing testing



Central lab testing for clinical trials



Specialised clinical pathology



Routine clinical pathology



Specialised and routine clinical pathology

## **Our group** in figures

180

technical facilities

1350

laboratories

+ 2500

types of tests

+ 200,000

tests performed every day

€2

billion in turnover

1000

scientific publications to date

50

million patients

15,180

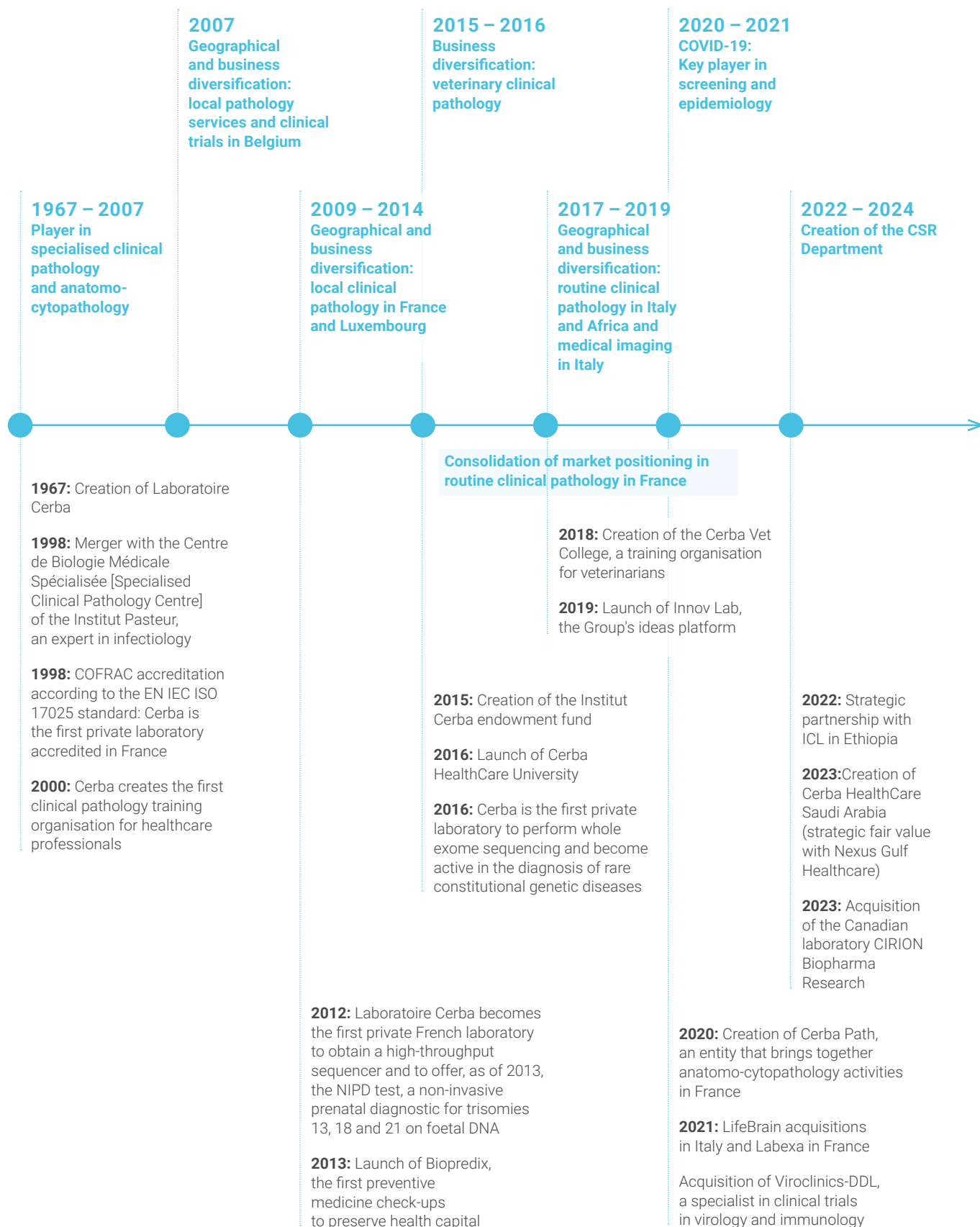
employees

90

nationalities

## A STRATEGY FOR BUSINESS DIVERSIFICATION AND GEOGRAPHICAL EXPANSION

Laboratoire Cerba, the origins 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. 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> Reference laboratory performing specialised tests, working on behalf of private and public clinical pathology laboratories, healthcare establishments, healthcare professionals and public institutions, in more than 50 countries	4000 analyses per day	800 employees
<b>LOCAL CLINICAL PATHOLOGY</b>  Local clinical pathology takes the form of sampling activities through a network of laboratories that receive patients, and technical facilities that analyse these samples	<b>Cerballiance</b> Network for Metropolitan France and Réunion	700 local laboratories	7800 employees
	<b>CRI, LBS, Ketterthill</b> Network for Belgium and Luxembourg	40 technical facilities	
	<b>CRI, LBS, Ketterthill</b> Network for Belgium and Luxembourg	57 laboratories	500 employees
	<b>Cerba HealthCare Italia</b> Network for Italy	4 technical facilities	
	<b>Cerba HealthCare Italia</b> Network for Italy	360 laboratories	3100 employees
		26 technical facilities	
	<b>Cerba Lancet Africa</b> Network in 14 African countries	170 laboratories	1800 employees
		5 technical facilities	
<b>CENTRAL LAB TESTING FOR CLINICAL TRIALS</b>	<b>Cerba Research</b> Present in 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 technical facilities	1100 employees
<b>VETERINARY CLINICAL PATHOLOGY</b>	<b>Cerba Vet and Antagene France</b> Covering all veterinary pathology specialties, anatomical pathology and genetic tests, on behalf of veterinary clinics	2 technical facilities	60 employees
<b>MEDICAL IMAGING</b>	<b>Cerba HealthCare Italia</b> In addition to clinical and clinical pathology tests, Cerba HealthCare Italia provides medical imaging, used to diagnose many diseases.	7 radiology centres	
<b>ANATOMICAL PATHOLOGY AND CYTOLOGY</b>	<b>Cerba Path</b> Develops and performs the most innovative personalised medical tests every day and assesses the therapeutic success of the treatments recommended for patients with cancer.	5 technical facilities (France and Belgium)	250 employees
		1 technical facility in Ivory Coast	

# OUR BUSINESS MODEL SERVING OUR MISSION:

Advancing diagnosis  
is advancing health

## OUR RESOURCES

### HUMAN RESOURCES

**15,180 employees** including  
**74% women**, and  
**90 nationalities**

### TERRITORIAL ANCHORAGE

**1350 local laboratories**  
worldwide

**180 technical facilities**

### INNOVATION

Incubation of start-ups and  
public/private partnerships

### ANCHORAGE IN SCIENTIFIC COMMUNITIES

Regular partnerships  
with universities

### SHARE OWNERSHIP

**+ 650 shareholder employees**  
(managers and clinical  
pathologists)

### NATURAL CAPITAL

**57,336 MWh**  
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

### PATHOLOGICAL ANATOMY 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
- Respiratory medicine
- ENT...

## FINANCIAL RESULTS

€2 billion in turnover

## HEALTH IMPACT

Catalogue of **+ 2500 tests**  
**+ 50 M patients** per year  
**+ 200,000 tests** every day  
**+ 1000 scientific publications**

## HUMAN IMPACT

**50% of employees trained**,  
voluntary turnover of 12.1%,  
97% of employees covered by  
a profit-sharing agreement

## SOLIDARITY

**Around 20 projects**  
supported by Institut Cerba

## ENVIRONMENTAL IMPACTS

**340 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.



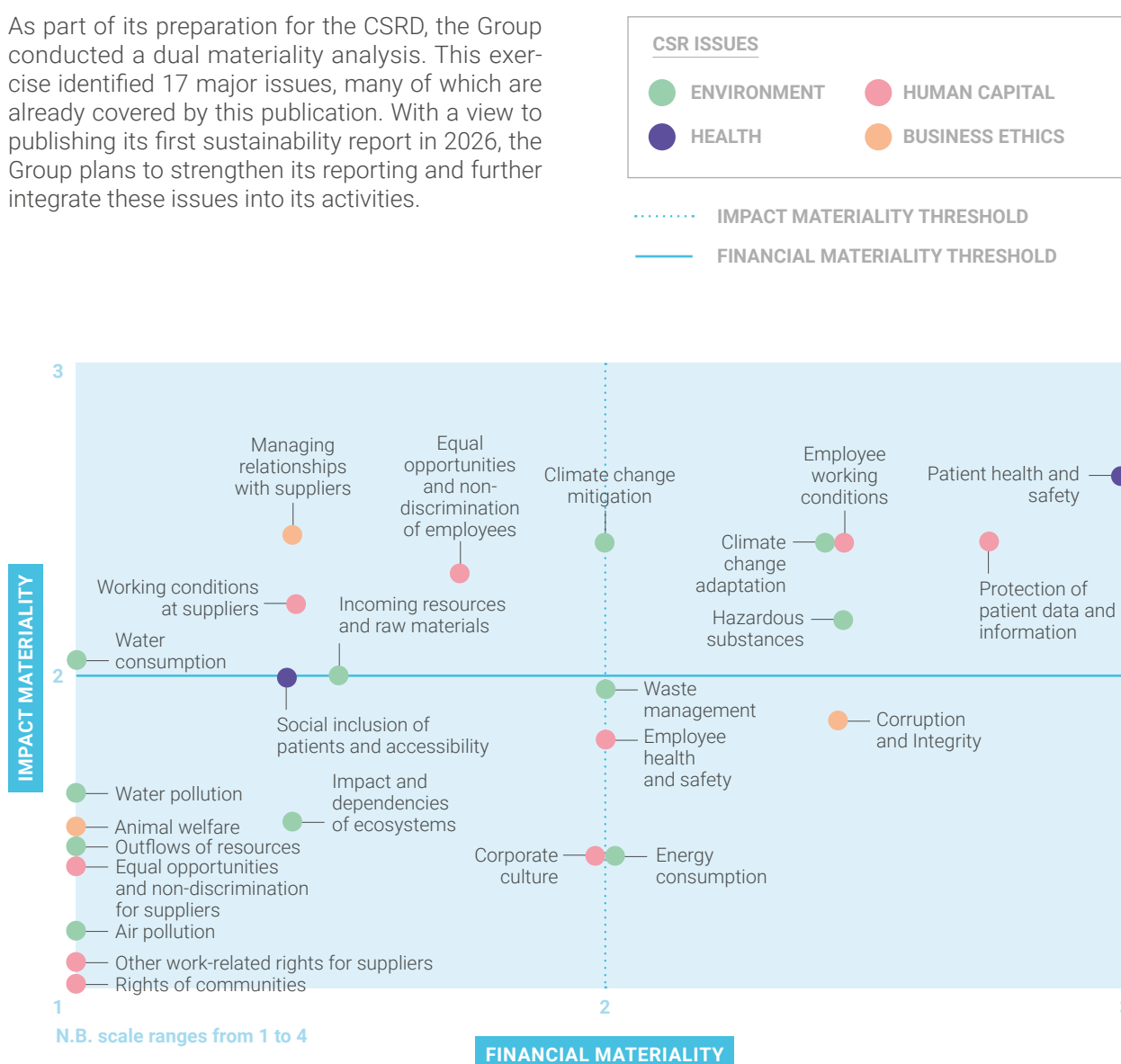


.....

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

.....

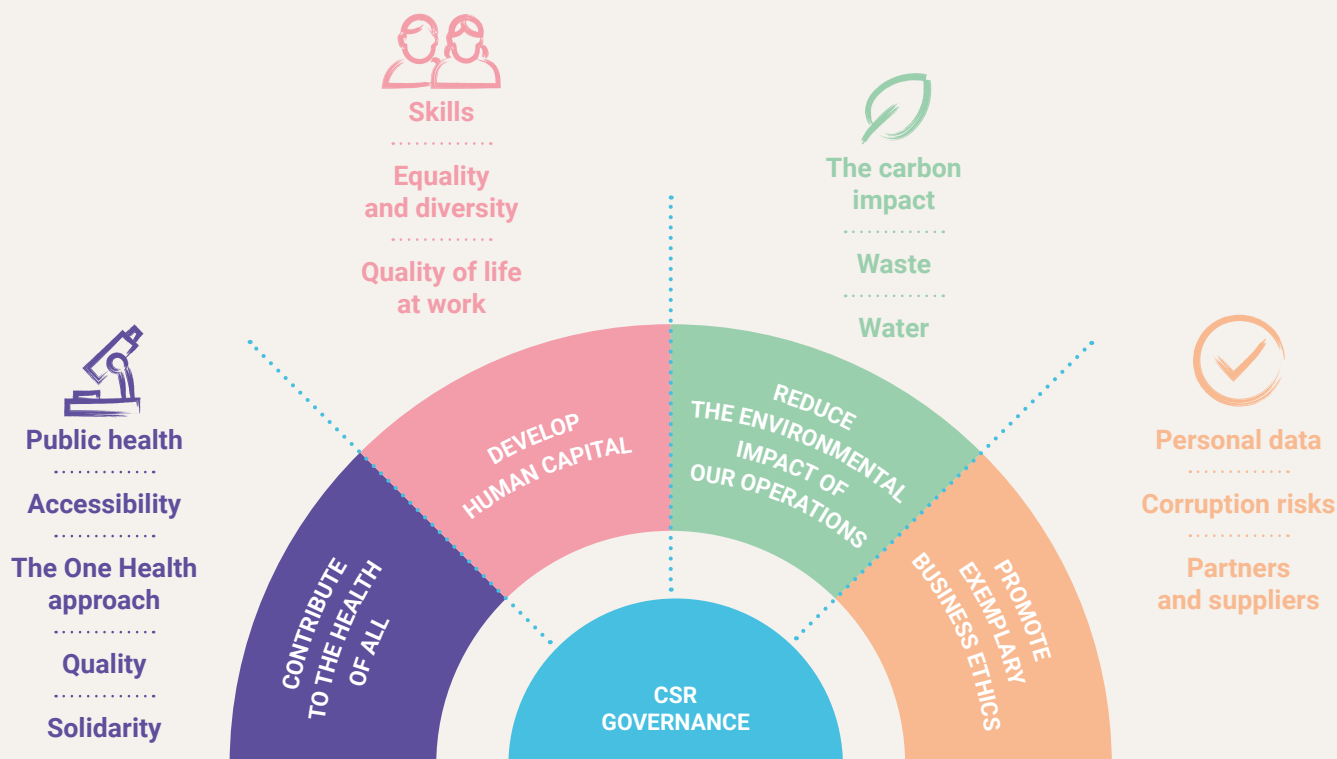
As part of its preparation for the CSRD, the Group conducted a dual materiality analysis. This exercise identified 17 major issues, many of which are already covered by this publication. With a view to publishing its first sustainability report in 2026, the Group plans to strengthen its reporting and further integrate these issues into its activities.



Infographic based on a graph from EY & Associés  
©2024

## CERBA HEALTHCARE'S CSR STRATEGY

Cerba HealthCare's CSR strategy is based on 4 main pillars associated with governance, roadmaps and objectives, at a 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.

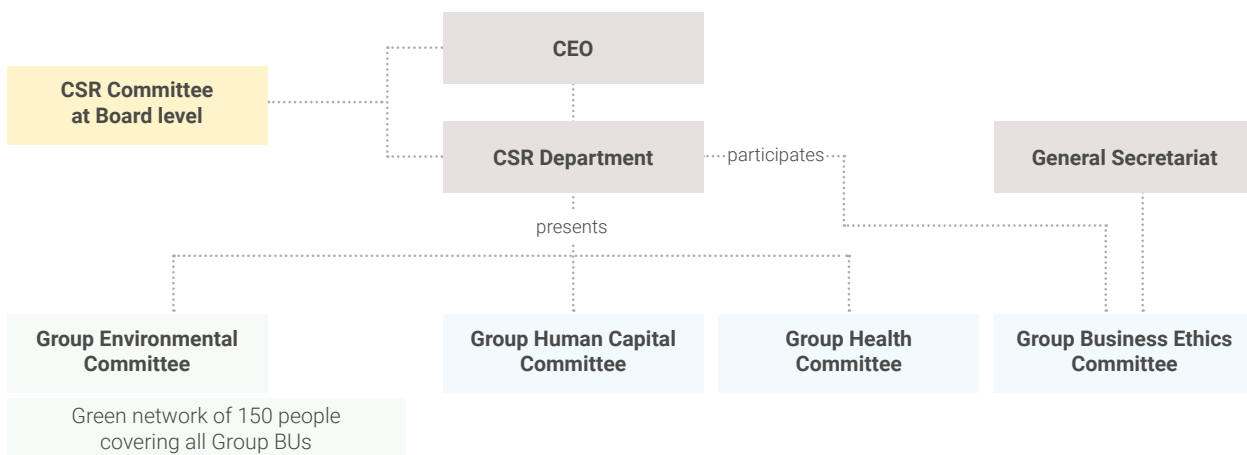


## CSR INTEGRATED AT ALL LEVELS OF THE COMPANY

To support this strategy, the Group has adopted a governance system aimed at integrating the subject at all levels of the company, whether on the board, the Group's management teams or the subsidiaries.

## CSR INTEGRATED INTO TOP MANAGEMENT REMUNERATION

Since 2022, the variable component of the annual remuneration of members of the Executive Committee has included a CSR objective, in line with their scope of action.



# OUR CONTRIBUTION TO 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, with a view to addressing the ecological, social and economic challenges facing the world.



CSR PILLARS	ODD	OUR ASSOCIATED OBJECTIVES	
HEALTH		<b>Objective 3</b> Enabling healthy lives and promoting well-being for all at all ages	<b>Strengthening our role in prevention</b>
HUMAN CAPITAL		<b>Objective 5</b> Achieving gender equality and empowering all women and girls	<b>45% women on management bodies by 2028</b>
ENVIRONMENT		<b>Objective 12</b> Establishing sustainable consumption and production patterns	<b>Reduce waste generation and improve waste recycling</b>
		<b>Objective 13</b> Take urgent action to combat climate change and its impacts	<b>Align with the carbon trajectory resulting from the Paris Climate Agreement (SBTi methodology)</b>
BUSINESS ETHICS		<b>Objective 8</b> Promote sustained, shared and sustainable economic growth, full and productive employment and decent work for all	<b>Prevent corruption risks and social and environmental risks borne by third parties</b>





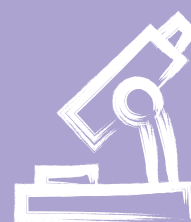
# 2.

## CONTRIBUTE TO THE HEALTH OF ALL



*“After the creation of medical communities in 2023, new challenges await us in 2024-2025 with a significant enhancement of our public health missions. These include monitoring the emergence of infections during the Olympic Games, screening for STIs without a prescription, vaccination in the laboratory, increasing medical control and relevance of procedures, and screening for cancers and chronic kidney disease.”*

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





## PREVENTION AND PUBLIC HEALTH

Cerba HealthCare is a key player  
in prevention and actively responds to major public  
health challenges.

Through its work to develop new examinations, its participation in research projects and its active collaboration with public authorities, the Group contributes to better preventing certain diseases and better treating patients.

### FIGHTING CANCER

Despite major advances in care and research in recent years, cancer affects nearly 355,000 new people in France each year and causes 150,000 deaths<sup>1</sup>. Cerba HealthCare contributes to the fight against cancer, thanks to its expertise in anatomical pathology and specialised biology, the development of new examinations and innovative and strategic research programmes.

Cerba's Oncology business is growing strongly to meet the challenges of **prevention and improvement of treatments**. Precision medicine allows treatment to be personalised, tailored to the patient's condition and targeted to maximise its effectiveness. This progress is achieved in particular thanks to liquid biopsy, which, in parallel with solid biopsy, contributes to the best diagnosis of cancers. In early 2023, Laboratoire Cerba launched Cerba Oncology, a

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

In December 2023, Cerba Path entered into a strategic partnership with Owkin, a specialist in artificial intelligence (AI) applied to medical research. Owkin's tools will make it possible to better diagnose early breast cancer and colorectal cancer, and this collaboration will contribute to the development of new artificial intelligence tools.

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

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



## BETTER DIAGNOSE AND TREAT MENTAL HEALTH DISORDERS

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

## FACILITATING ACCESS TO THE DIAGNOSIS OF RARE DISEASES

In Europe, around 25 million people – including 3 million in France – are affected by one of the 7000 rare diseases. Only 1 in 2 people with a rare disease has an accurate diagnosis, which is essential for setting up genetic counselling or appropriate treatment. **Laboratoire Cerba fights misdiagnosis with a multidisciplinary approach** (specialised biochemistry, genetics, genomics, constitutional cytogenetics, genomics, flow cytometry, etc.) **and the development of new tests.**

In order to improve the accuracy of the diagnosis of genetic diseases, a new test has been set up in Laboratoire Cerba by the human genetics teams. This is a **next-generation cytogenetic diagnostic test more commonly known as genome optical mapping**. This new technology improves the diagnosis of rare constitutional genetic diseases, and complements the whole exome sequencing carried out since 2016 at Laboratoire Cerba. In addition, since 2021, the teams have been expanding the use of high-throughput sequencing gene panels for syndromic approaches, thereby significantly advancing the molecular diagnosis of many human genetic diseases (intellectual deficit, epilepsy, etc.). The identification of causal variants makes it possible to make a clinical diagnosis, offer genetic consultation and

*“Cerba HealthCare participates in the fight against cancer at various levels: screening, anatomical and pathological and biological diagnosis, selection of the best treatment thanks to NGS panels of companion tests, and monitoring of treated patients.”*

sometimes improve management by offering personalised treatment.

Following the validation study of the non-invasive diagnostic test for De Vivo disease, carried out in 2021 by Cerba in partnership with METAFORA biosystems and AP-HP, more than thirty patients per month benefited from this new test. It enables to quickly (within 48 h) and easily (blood test) identify affected children and adults, compared to the current diagnostic tests which rely on an invasive procedure, lumbar puncture. De Vivo disease, or GLUT1 deficiency syndrome, is a rare and debilitating neurological disease that is still relatively unknown among medical professionals, but is totally manageable by implementing an adapted regime if it is detected early.

## Better predicting with AI

In 2022, Laboratoire Cerba and Taliaz Health joined forces to offer doctors **a new clinical test that predicts the efficacy of antidepressant treatments: PREDICTIX**, developed by Taliaz, uses a biological test combined with artificial intelligence to guide the management of patients with depression and directs them to the drug that is most likely to give the best therapeutic results from the first treatment. The solution was deployed in January 2024.

## Improving prenatal screening

Laboratoire Cerba tested foetal trisomy 21 using serum markers for more than 140,000 pregnant women in 2023.

Those whose results revealed an increased risk were managed by their gynaecologist and were offered NIPT and/or foetal karyotype by amniocentesis.

Laboratoire Cerba carried out non-invasive prenatal screening (NIPT) for more than 32,000 pregnant women in 2023. 10% of these screening tests tested positive for trisomy 21.



## Better describe the viruses circulating in France to help our authorities

In October 2023, the RELAB network was launched, bringing together clinical pathology laboratories throughout mainland France, as well as in certain overseas departments and regions.

This collaboration with the National Reference Centre for Respiratory Infections Viruses (CNR VIR) aims to strengthen the surveillance of community-based respiratory viral infections. This monitoring is carried out through the systematic use of triplex PCR SARS-CoV-2/ Influenza/RSV tests in the laboratories of the Cerballiance network and Laboratoire Cerba.

Cerba HealthCare has provided the results of more than 50,000 files, enabling the authorities to better protect the population.

## TOWARDS MORE PUBLIC-PRIVATE PARTNERSHIPS

The Cerba HealthCare Group, thanks to the diversity of its expertise and know-how in the field of speciality clinical pathology, is a key point of contact and partner for carrying out various research projects and partnerships.

In 2022, Cerba HealthCare is a stakeholder in the **COVIFERON project, conducted in collaboration with the Imagine Institute, and other academic partners, a winning project in the call for proposals for hospital-university health research (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 underpinnings of the different clinical forms of COVID-19, to develop and distribute tests to assess the factors involved in developing a severe form, and to propose new preventive and therapeutic approaches, particularly in the context of infectious or autoimmune diseases. Cerba HealthCare participates as a funded partner and its role, via the Cerballiance network, is to validate and implement the tests. In 2023, Cerba HealthCare took part in three candidate projects for the sixth wave of calls for proposals for hospital-university health research (RHU 6).





## 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 be screened for several diseases:

- **"At the lab, prescription free":** Since 1<sup>st</sup> January 2022, it has been possible to carry out an HIV test without a prescription, covered 100% without advance of costs, on request and without an appointment, in all clinical pathology laboratories in France. Posters have been rolled out in the Cerballiance network to encourage the population to be screened for HIV. Staff were also trained on the subject in order to help raise awareness and encourage patients to undergo this screening. In 2023, more than one million HIV tests were carried out without a prescription, in addition to the "non-prescription STI" prescription tests since 2024.
- **"Blue March":** Blue March is the month of colorectal cancer, a cancer that affects more than 43,000 people each year in France, i.e. nearly 120 cases diagnosed per day. Since 2015, Laboratoire Cerba has been responsible for performing tests to screen for colorectal cancer throughout France.
- **Increase cervical screening:** It is estimated that 80% of cervical cancers could be prevented by regular screening. Cervical cancer screening is performed by smear or self-sampling when access to healthcare professionals is difficult. Laboratoires Cerballiance provides self-sampling kits free of charge. More than 400,000 women were screened in 2023, including 3400 women who are positive for cytology and will require appropriate medical care.
- **National Kidney Week:** Screening allows early treatment and maintenance of optimal renal function for as long as possible, avoiding the need for transplantation or dialysis and the complications of chronic kidney disease. The Cerballiance network communicates with patients to encourage everyone to be screened. In 2023, more than 22,000 patients were screened free of charge.
- **A new skill, laboratory vaccination:** from September 2024, all vaccines in the vaccination schedule for adults and children over 11 years of age can be administered in proximity.



## CERBA HEALTHCARE BUILDS THE LARGEST CLINICAL PATHOLOGY CENTRE IN EUROPE

In 2023, Laboratoire Cerba completed the construction of its new premises in Île-de-France: a 23,000 m<sup>2</sup> building that meets the latest environmental standards and offers a 40% increase in production capacity.

Last year, the Cerba HealthCare Group began the construction of the largest project in its history: the new site of Laboratoire Cerba, the Group's genesis and clinical pathology centre of excellence for specialities worldwide, was given a new lease.

Established since 1967 in Saint Ouen l'Aumône in the Val d'Oise, Cerba has chosen the municipality of Frépillon, a few kilometres away, to install its 800 employees. In addition to its recurrent specialised clinical pathology activities already covering 40 medical disciplines, the new site focuses on genetics activities and also hosts a diagnostic test clinical pathology facility.

The Cerba HealthCare group was born from the expertise of Laboratoire Cerba 50 years ago. It was created using an atypical model, operating on behalf of

other public and private clinical pathology laboratories, in France and abroad. Its level of expertise and its ability to innovate are recognised worldwide and contribute to the image of French clinical pathology abroad. Ultimately, we wanted this site to be fully in line with the Group's CSR approach, and to take all necessary measures to ensure that it meets the highest environmental standards.

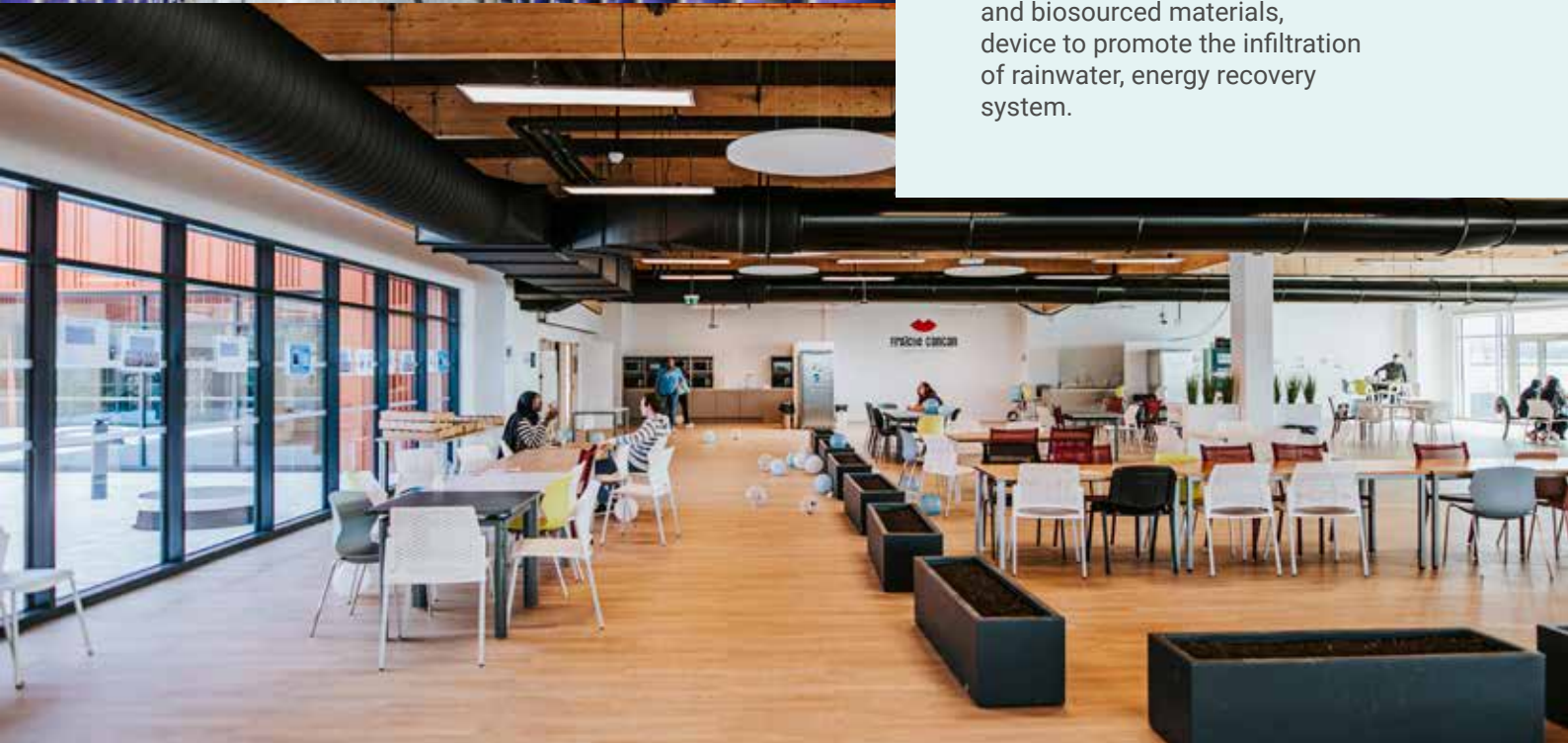
Our teams and partners were fully mobilised to carry out this major project for Cerba HealthCare. This new site enables more expertises to be housed, and our employees to be in better conditions, so that we can better serve health professionals and support public health objectives. Both eco-responsible and at the cutting edge of innovation, this construction reflects Cerba's ambition to remain a global reference in its field, and to attract the best talents.





## The new Cerba site: facts and figures

- Building of 23,000 m<sup>2</sup> and land area of **56,730 m<sup>2</sup>**
- **+ 40%** production capacity
- **X 3** area of genetic activity
- Thermal enclosures that can hold up to **2.5 million biological samples**
- Automatic control and sorting of samples up to **7000/hour**
- **Automation of processes** in order to reduce the average time for reporting analysis results
- **Securing of processes** to guarantee the highest level of quality
- **Sustainable construction:** 500 trees planted, framework of the building made of wood and biosourced materials, device to promote the infiltration of rainwater, energy recovery system.



# IMPROVE ACCESS TO OUR PRODUCTS AND SERVICES

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

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

Cerba Lancet Africa's 1800 employees 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:

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

## **ADAPTED SERVICES**

We are committed to providing the best experience for all our patients and welcoming them in the best conditions.

- **Cerba Kids:** Our medical teams set up this system in 230 Cerballiance laboratories in 2023, offering a space dedicated to children and an application enabling them to understand, through play, what a blood test is, how it works and its usefulness. This system aims to reassure the child and improve their experience, as well as that of their parents.



- **Cerba Mam:** Pregnancy monitoring is an integral part of the medical pathologist's duties in a local laboratory. During an appointment with the patient in early pregnancy, the medical pathologist takes the time to explain to the expecting mother the various biological tests that will be prescribed to her throughout her pregnancy and their benefits. This is a special time when the medical pathologist can also provide advice on diet and hygiene precautions. In addition, patients have access to personalised content on the Cerballiance<sup>3</sup> website, with information and advice on the various examinations, thanks to a dedicated health blog. In Luxembourg, Ketterthill offers a Pregnancy Monitoring Service for pregnant women or women planning to have a baby, and offers comprehensive support for pregnant women, educational



explanations on the examinations prescribed, health and nutrition advice, and a complete pregnancy booklet to download from its website<sup>4</sup>.

## GETTING CLOSER TO OUR PATIENTS THROUGH INNOVATIVE SERVICES

The Group has developed several **"off-site clinical pathology examination"** (EBMD) projects in France and Nigeria. The aim of these projects, also called "Point of Care Tests" (POCT), is to deliver high-quality diagnostics in a few minutes outside the laboratory walls. For example, Cerballiance Charente is part of a system that is experimenting with a care pathway that includes off-site biology for chronic patients on vitamin K anticoagulants (VKAs), and has deployed EBMDs in two dialysis centres in La Rochelle and Ile d'Oléron. For these patients, the speed of results allows for an improvement in their treatment, thanks to better coordination between healthcare professionals with monitoring and, if necessary, rapid adjustment of their treatment. In Nigeria, off-site clinical pathology allows access to rapid and high-quality diagnosis in less accessible or less equipped areas.

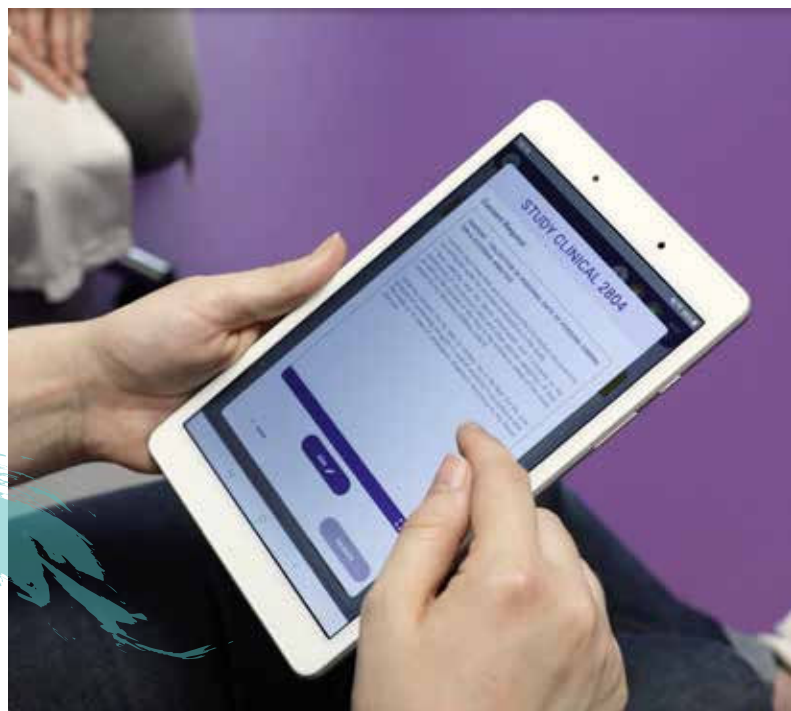
To reach as many patients as possible, and overcome difficulties in access to healthcare, we also encourage patients to be cared for at home when this is necessary (difficulty in travelling, frail patients undergoing chemotherapy or hospitalised at home, rural areas, etc.). We take samples ourselves 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 facility** makes it possible to collect information on the patient's state of health from the patient. Thanks to this information, the laboratory team can adapt the treatment to the specific needs of the patient, according to their medical history. This information will enable the medical pathologist to refine the diagnosis or advice given during the validation of the results, but may also allow the patient to participate in national screening campaigns (on Sexually Transmitted Infections, for example). In the context of research protocols that would be ongoing within the laboratory, the device also makes it possible to inform the patient of the possibility of being included in a cohort. For example, the **Group is deploying solutions and organisations to help develop decentralised clinical trials, enabling greater patient comfort, better access for patients to new therapies, and accelerated recruitment of patients in clinical trials**, which in turn promotes the development of the therapies of the future.

---

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

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



## Cerba HealthCare carries out its first flights **of pathological samples by drone**

In February 2023, the Cerballiance and Cerba HealthCare Italia teams operated their first experimental flights to transport pathological samples by drones<sup>5</sup> followed by real-world testing phases in Normandy in 2023, and a longer duration in 2024. This alternative to road transport, which has the advantage of a low carbon footprint, reduces turnaround time and improves patient care, regardless of where they live.

5. Find the videos of the test flights on the press release page: <https://www.cerbahealthcare.com/fr/innovation-dans-le-transport-des-echantillons-biologiques-cerba-healthcare-realise-avec-succes-ses>

6. Link to the white paper "Clinical pathology logistics drone" published in collaboration with The Drone Office: <https://www.cerbahealthcare.com/fr/drones-de-logistique-en-biologie-medicale-enjeux-et-defis>

*"Following the first use cases identified in our white paper<sup>6</sup>, the first drone flight in Normandy with Cerballiance constitutes a fundamental step towards a broader and, above all, more sustainable approach to our logistics mix for sample transport. It illustrates our proactive approach to innovation, a true marker of the Group."*

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





# EPIDEMIOLOGY: STRONG EXPERTISE

Thanks to its extensive expertise,  
the Group is positioned as an important player  
in epidemiological surveillance.

## A "ONE HEALTH" APPROACH

The One Health concept promotes a multidisciplinary and global approach to health issues, focusing primarily on infectious diseases, whether they are transmitted from animals to humans or vice versa, their emergence in connection with global changes, antimicrobial resistance, and food safety.

## A GROUP AT THE FOREFRONT OF EPIDEMIOLOGICAL SURVEILLANCE

Laboratoire Cerba's global scope allows it to be particularly informed of regional variations in viral genotypes, thus providing precise and perfectly 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 such as zoonoses and to develop new tests in a very short time to offer clinicians, patients and health authorities reliable, massive and rapid diagnostic opportunities. Cerba HealthCare is therefore a trusted partner of the Health Authorities in monitoring emerging epidemics such as Covid-19 and infectious diseases and arboviruses (dengue, zika, chikungunya, etc.).



## DEVELOPING NEW EXPERTISE

Other human health projects related to our ecosystems are being launched within the Group. Concerning **endocrine disruptors and pesticides**, the health effects assessment of which represents a major public health issue, Laboratoire Cerba is developing tests to measure in patients the concentrations of phthalates and bisphenol A (BPA), endocrine disruptors that can induce effects on development and reproduction.

In 2023, Laboratoire  
Cerba detected:

### **+ 2500 cases of dengue fever**

disease transmitted by mosquitoes,  
which develop in metropolitan France  
like the tiger mosquito

### **~ 250 cases of leptospirosis**

disease transmitted by rodents

### **+ 800 cases of hepatitis E**

disease caused by consumption  
of contaminated pork or game.



## MAINTAIN A HIGH QUALITY OF DIAGNOSTICS

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

*"At Cerba HealthCare, the care of our patients is at the heart of our concerns, in line with the evolution of the NF EN ISO 15189 standard. Indeed, the 2022 version is more focused on the actual medical benefit."*

**Sébastien Lefrançois**, Quality Director of the Cerballiance network

### OUR MISSIONS

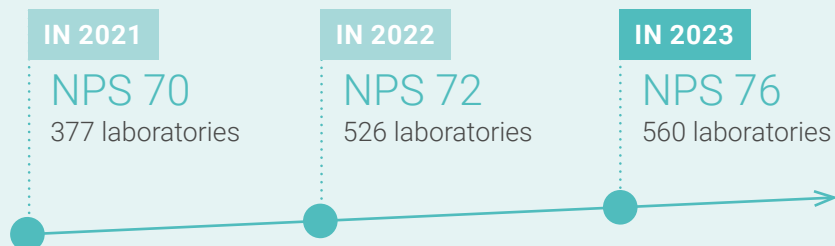
All of our employees work to maintain the highest quality of service, with the following main missions:

- **Guarantee the quality of our expertise at all stages**, from sampling to delivery of 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 State, the pharmaceutical industry, biotechnology start-ups, NGOs and our subcontractors.

France is the world's most regulated country in the field of clinical pathology, governed by the French Public Health Code. We must comply with the competence and quality management requirements of the NF EN ISO 15189<sup>7</sup> standard.

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

## Progression of NPS



Our laboratories are accredited by the French Accreditation Committee (COFRAC), enabling the same level of reliability to be recognised. In 1998, Cerba was the first private laboratory to be accredited and in 2021 it became a reference clinical pathology laboratory.

In other countries, entities carry out voluntary accreditation procedures with the aim of aligning quality practices, 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, countries are involved in the ISO 15189 accreditation process.

In addition, employees benefit from an in-house medical training offer that is easily accessible thanks to our e-learning platform, which is enriched from year to year.



## Sharing of our scientific knowledge

In 2023, the group published **47 scientific articles** and conducted **55 scientific training courses**.

## **IMPROVE PATIENT SATISFACTION**

The **NPS, or Net Promoter Score**, is the key indicator for measuring the recommendation of our patients. The NPS has been deployed in France for several years, and since 2023 in Italy and Belgium.



# 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 RESPONSIBLE CLINICAL PATHOLOGY

### Engaging our employees

A **call for projects** is issued each year to all Group employees. In 2023, around 20 projects were subsidised, covering various themes such as women's health, end-of-life, paediatric oncology and young people with disabilities.

### Continue partnerships with NGOs and field associations

In 2023, Institut Cerba supported the Renaloo association, which is dedicated to improving care for patients with kidney disease, as well as the association Médecine Pharmacie Science.

### Support research and innovation

The Institut Cerba works hand in hand with Aix-Marseille University to reward students who reflect on the pathology of tomorrow, and participates each year in the Pharmassilia event, which rewards the best theses produced by students.

In 2023, the Institut Cerba will renew its support for the National Midwives' College of France with the funding of two research projects on themes related to prevention and access to care for women.

## The Institut Cerba's missions

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



### INSTITUT CERBA IS LAUNCHING A NEW CALL FOR PROPOSALS TO SUPPORT YOUR PROJECTS!

Have you created or do you belong to an association?  
Are you involved in an NGO in France or abroad?  
Do you have public-interest projects in the area of health?

Institut Cerba is launching a new call for proposals and will support your project!

**SEVERAL PROJECTS WILL BE SELECTED**  
by Institut Cerba's Board of Directors  
and each of them will receive **2,000 €**.

**APPLICATION FORM**  
to be sent before **SEPTEMBER 30** to:  
[contact@institutcerba.com](mailto:contact@institutcerba.com)

Institut Cerba 



## **Pallisa Children's Concern Project in Uganda**

In rural areas of eastern Uganda, support from the Institut enabled the association to buy a 5000 litre water tank and hire a plumber. The rainwater that is then retained and filtered meets the essential needs of the population: drinking, washing, washing laundry and toilets, etc.

This association has become a catalyst for positive change, encouraging other organisations and individuals to invest in water collection and filtration systems, thereby improving the well-being of their communities.

## **EXAMPLES OF PROJECTS SUPPORTED BY THE INSTITUT CERBA**



## **The association Aux 1001 mains (1001 Hands)**

Created by Edwige Dominique, a sampling technician at Cerballiance Marseille, the association "Aux 1001 mains" has 50 volunteers who knit and crochet small cotton octopuses every month to calm premature babies and prevent them from ripping off their infusions. Already subsidised in the past, the association received a new donation of €2000 in 2023 to enable its volunteers to buy balls of wool and continue to knit small octopuses for premature newborns. An initiative that combines creativity, compassion and medical care.

## **The "Antibiotic resistance in Antarctica" mission**

In partnership with several French hospitals, this mission, led by biologists Anne Billiemaz and Patrick Brisou, takes us on board the famous *Commandant Charcot*. The objective: to collect and analyse around one hundred samples of endogenous fauna and sea water excrement in order to establish a zero level of antibiotic resistance. The support of the Institute made it possible to contribute in particular to the purchase of sample collection equipment, their transport and bacteriological analyses.







# 3.

## DEVELOP HUMAN CAPITAL

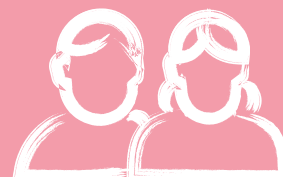


*"Because " Taking care of everyone means taking care of you " \*, human capital is Cerba HealthCare's major asset. Ensuring skills development and employee engagement is key for the company, which works in parallel to offer a safe, inclusive environment and with the best working conditions."*

**Lionelle Mazoyer**, Group Human Resources Director

---

\* Purpose of the HR department





*"Human capital is  
Cerba HealthCare's main asset.  
Ensuring the development  
of skills and employee  
commitment is  
key for the company."*



#### OUR EMPLOYEES IN FIGURES (GROUP)

**15,180**  
total workforce

**74%**  
women

**13,452**  
employees on permanent  
contracts

**1086**  
employees on fixed-term  
contracts

**642**  
self-employed

# DEVELOP SKILLS AND EMPLOYABILITY

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

## PASSING ON KNOWLEDGE 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 employees. We have a continuous training policy adapted to the various professions of our employees throughout their career. Our efforts also focus on career development, to ensure that the company evolves over the long term.

In 2023, the emphasis was placed on developing new training pathways and rolling out the educational offer internationally.

### Partnerships with schools

#### Develop and retain employees

The "Bio-Managers" pathway, with EM Lyon, has been in existence since 2012. It enables Group managers, current or future, to enhance their skills in managing a department or business unit. Around forty employees were able to benefit from this programme, which includes more than 30 days of training with the school.

The Oxygen programme, co-constructed with the Paris Institute of Political Studies and launched in early 2023, is a tailor-made development programme to work on soft skills and embody leadership at Cerba HealthCare. For this first edition, 8 employee managers joined the programme, the aim of which is to develop the attributes of the leader, in particular by fostering curiosity and open-mindedness.

#### Promoting the professional integration of young people

Numerous school partnerships exist, resulting each year in the hosting of work-study students and interns in our teams.

In early 2024, Cerba HealthCare launched its first Bloom class, a new development pathway for Group employees, all business lines and entities combined, to work on soft skills and enable them to active players in their development. The highlight: the organisation of a hackathon that mobilised the 20 participants for 48 hours around innovative projects.

## Our training indicators

### IN 2023

1%  
of the payroll dedicated  
to training

65%  
of employees received  
training

75  
e-learning modules  
available

91  
trainees and  
379 work-study  
trainees

+62%  
multilingual training  
offers

### IN 2022

1%

50%

60

447

## Raise awareness and train employees in CSR

In 2023, a CSR training plan was rolled out in all group entities.

It consists of:

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

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



### Our corporate university: Cerba HealthCare University

Training is part of the Group's DNA. Since the creation of the Cerba HealthCare University in 2016, we have enabled our employees to gain skills through training aligned with the company's strategy. With a digital platform, in 2023, new training courses were created and rolled out throughout the group, particularly on personal data and cybersecurity. In total, this means access to more than 60 e-learning modules by the end of 2022. À la carte catalogue training courses have also been developed with our service providers.

In 2023, Cerba HealthCare University will enrich itself 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. For example, the new modules focus on diversity and inclusion, first aid, language learning and office tools.

### Medical training

The **"Formathon"** initiative, launched in 2021, aims to mobilise pathologists, laboratory technicians and medical secretaries each year for one week in order to produce internal training for the group's French-speaking employees and accessible from the Group's e-learning platform.

In 2023, 14 employees were brought together for the third edition of the Formathon, to produce the content of the 13 new training courses, which strengthen the medical training offer.





### **Tailor-made training for supervisors and new employees**

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

Lastly, induction days are set up to welcome new employees in the best conditions, whether at group or regional level, etc. On this occasion, a certain number of presentations and activities are offered to them: presentations dedicated to the group's various activities, institutional presentations, HR presentations, and a visit to a technical facility.

### **Mobility**

In order to more easily fill vacant positions and to ensure the versatility of its employees, the Group also focuses its efforts on internal mobility initiatives. In 2023, 112 employees benefited from internal mobility programmes in France or internationally.

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

Cerba Vet College is a continuing education organisation that offers veterinarians practical sessions to update their knowledge in many specialities. The organisation offers face-to-face and remote courses, as well as weekly webinars.

The trainers, veterinarians from the Cerba Vet laboratory and external veterinary specialists, attract a diverse audience through interactive sessions, practical cases and Q&A sessions.

Beyond the format, the diversity and complementarity of the expertise offered as well as the quality of the content play a decisive role in the success of Cerba Vet College.

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

150+  
webinars were hosted live

30+  
trainers

more than 10,000  
veterinarians attended these  
webinars

# PROMOTE HEALTH AND QUALITY OF LIFE AT WORK

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

## Our indicators (Group)

IN 2023	IN 2022
5.6% absenteeism rate	6.2%
12.1% voluntary turnover	12.8%
12.3 frequency rate of workplace accidents <sup>1</sup>	11.4
0.62 occupational accident severity rate <sup>2</sup>	0.67

1. The frequency rate shows the number of accidents at work compared to the number of hours worked

2. The severity rate reflects the length of time lost from work due to the accident, 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 of particular importance to Cerba HealthCare, particularly to our employees working in laboratory and technical facility environments. **For example, in addition to the actions taken to avoid any risk associated with the handling of chemicals, the Group acts to guarantee the health and safety of the teams in the execution of their profession.**

In 2022, following the various acquisitions made, emphasis was placed on harmonising health and safety policies and prevention measures implemented between the territories. The network of HSE advisors is being structured, with HSE advisors present in all entities of the France network.

The health of employees also involves the prevention of psychosocial risks (PSR). In France, online training on the prevention of psychosocial risks has been in place since 2021 and is part of the training programme for managers. It makes it possible to raise awareness among this key population and give them tools to implement a prevention approach and promote good practices on a daily basis. At a local level, several territories have conducted surveys on PSRs, and are developing the associated action plans.





## The Group named in the list of **Best Employers** **in Capital magazine**

Cerba HealthCare is one of the 500 best employers in France in 2023, and is 22<sup>nd</sup> out of a total of 76 companies analysed in the health and pharmacy sector.

This survey measures the satisfaction of French employees with regards to their employer, as well as those they may know in their sector of activity.



### **PROMOTING QUALITY OF LIFE AT WORK**

The Group is keen to maintain a work-life balance and has proposed a teleworking system that adapts to the specificities of the business lines and entities. The Group also emphasises the need to respect everyone's working hours, including a reminder of the right to disconnect.

Training modules dedicated to mental health, stress and well-being when working from home are available on the e-learning platform.

Lastly, local action plans, coordinated by the HR teams, are put in place throughout the Group.

## The Group labelled **Happy Trainees**

For the 3<sup>rd</sup> consecutive year, our interns and work-study students awarded Cerba HealthCare the HappyIndex® Trainees label, which rewards the investment of the tutors who support them on a daily basis.

# DEVELOP EQUITY AND EQUAL OPPORTUNITY

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

## OUR COMMITMENT TO GENDER EQUALITY

The **gender equality index** for 2023 at the level of the various French companies was published on 1<sup>st</sup> March 2024. This index, provided for by Law no. 2018-771 on the freedom to choose one's professional future of 5 September 2018 and applicable to companies in France with more than 50 employees, is based on the assessment of five indicators, or four for companies with 50 to 250 employees, making it possible to measure the company's position in terms of professional equality.

Our entities in France obtained on average **the score of 91 points out of 100**, compared with 83 in 2022. Companies use this index at the local level to identify their areas for improvement and improve their practices.

## CONTRIBUTE TO THE INCLUSION OF ALL

Cerba HealthCare is committed to **promoting and supporting the professional integration of people with disabilities**. In 2023, an e-learning course dedicated to this issue will be made available to all Group employees.

Finally, an e-learning module "Recruiting without discriminating" is included in the managers' training programme.

*"The Group has made a commitment to reach 45% of the 210 members of the management committees of the Group's various subsidiaries by 2028."*

## Our equity indicators

**74%**  
of women in the total  
workforce (Group)

**41%**  
of women  
in the management  
committee population

**59%**  
women among managers  
(Group)

**91/100**  
index of professional  
equality between  
women and men  
(France)

**3.3%**  
of employees  
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, genders 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 any cases of discrimination and avoid the practice of community favouritism.

## DIVERSITY AND INCLUSION CHARTER

**Cerba HealthCare is committed to promoting equal opportunities and creating an inclusive working environment that values each individual, recognising and welcoming diversity in all its forms.**

This commitment involves fighting prejudice, stereotypes and all forms of discrimination.

Diversity includes aspects such as age, gender, sexual orientation, language, ethnic origin, nationality, family situation, religion, disability and other characteristics specific to each individual.

The Diversity and Inclusion Charter sets out Cerba HealthCare's commitments and applies not only to its employees but also to its partners and suppliers.

### **BY ADHERING TO THE DIVERSITY AND INCLUSION CHARTER, CERBA HEALTHCARE UNDERTAKES TO:**

**Promote a diverse and inclusive working environment.**

**Apply the principle of non-discrimination** at every stage in the management of human resources: recruitment, career development, remuneration, appraisals, etc.

**Raise awareness among managers and employees of the importance of diversity** as a vector for social cohesion and performance.

**Encourage collective responsibility** by inviting employees to report any discriminatory behaviour.

COMMITMENTS

## Signing of a **group** charter

In 2024, the Group drew up a diversity and inclusion charter, which was communicated to all employees.





# 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 need to work for the preservation of the planet and are evolving 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  
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, according to the SBTi<sup>1</sup> reference methodology, with the Paris Climate Agreement.** The associated objectives, validated by the SBTi in 2023, aim to put the company on a trajectory that contributes to limiting global warming to 2°C (or even 1.5°C). These objectives concern our most direct emissions (scopes 1 and 2 for gas, fuel and electricity), but also our indirect emissions (scope 3), particularly linked to our production purchases.

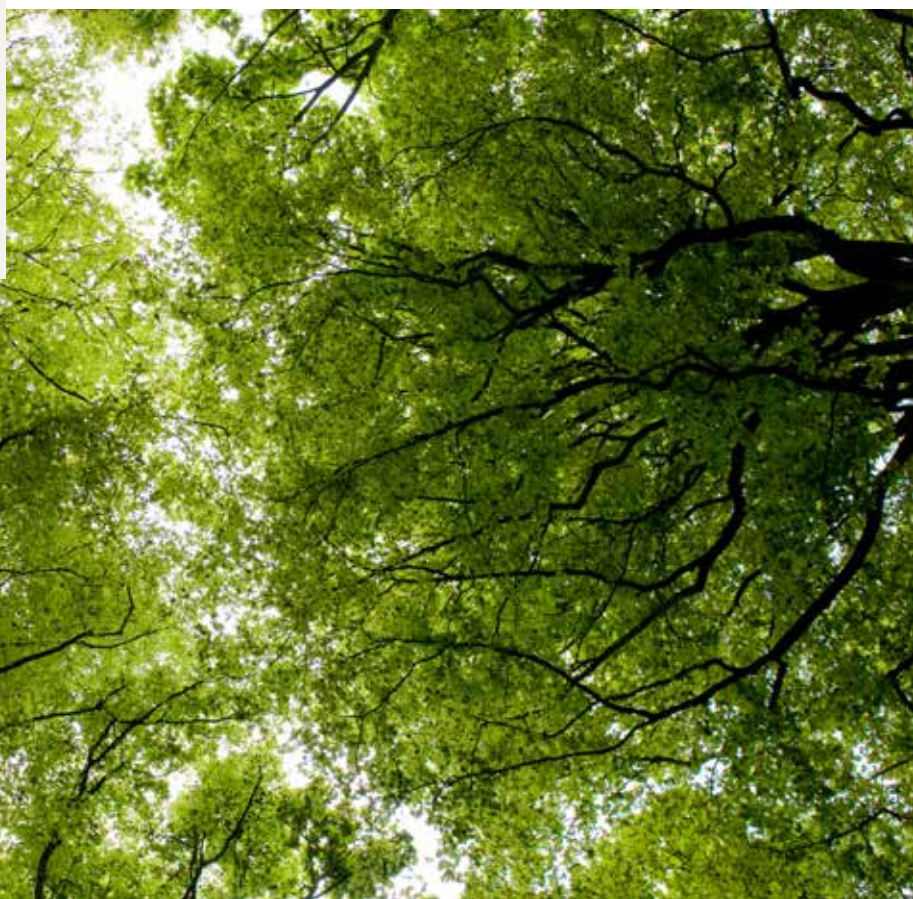
1. Learn more about Science Based Targets  
at <https://sciencebasedtargets.org/>



## 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 has been defined to meet our carbon objective and reduce the environmental impact of our activities, based on 5 major challenges:



Green and optimise **energy consumption**



Green and optimise **transport**



Optimise **consumption** and combat waste



Reduce and recycle **waste**

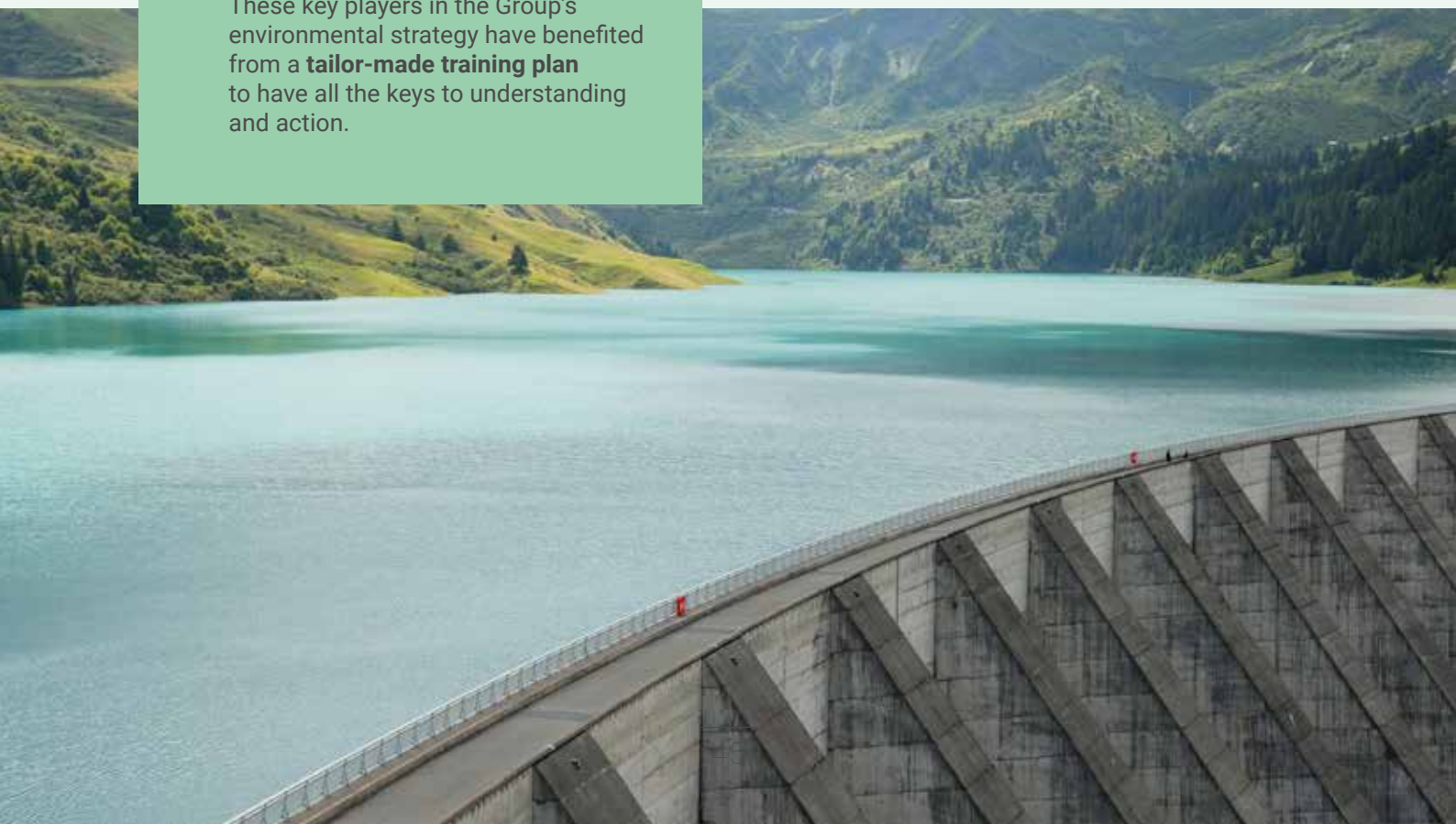


Reduce impacts on **water**

### The green network

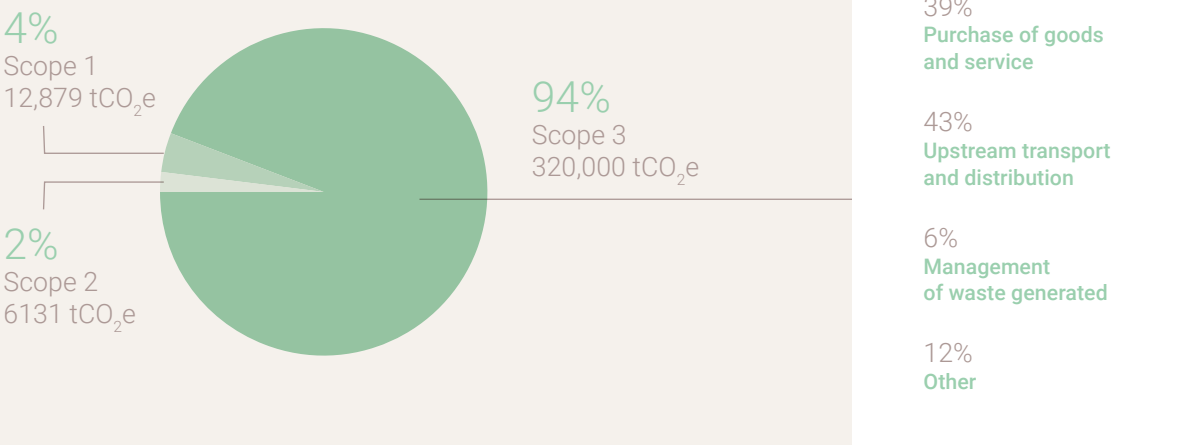
In order to translate this environmental roadmap into concrete actions in the regions, in 2023 the group formed a "Green Network" composed of 200 employees supervised by a CSR advisor per BU or territory.

These key players in the Group's environmental strategy have benefited from a **tailor-made training plan** to have all the keys to understanding and action.



# Group Carbon Footprint 2023

Total: 339,011 tCO<sub>2</sub>e



While the Group’s primary responsibility is to address its most direct emissions (scopes 1 and 2, covering gas, fuel, refrigerants and electricity), it is the indirect emissions that weigh the most on its carbon footprint (94%).

	2021	2022	2023	Progress 2023 vs 2022
Number of sites*	793	1316	1438	9%
Scopes 1 and 2 (kgCO <sub>2</sub> )	11,821	23,063	19,011	-18%
Scope 3 (kgCO <sub>2</sub> )	N/A	N/A	320,000	

The absolute decrease in the carbon impact of scopes 1 and 2 is due to the increase in the share of renewable energy, a decrease in electricity and gas consumption per m<sup>2</sup>\*\* and the discontinuation of COVID activity.

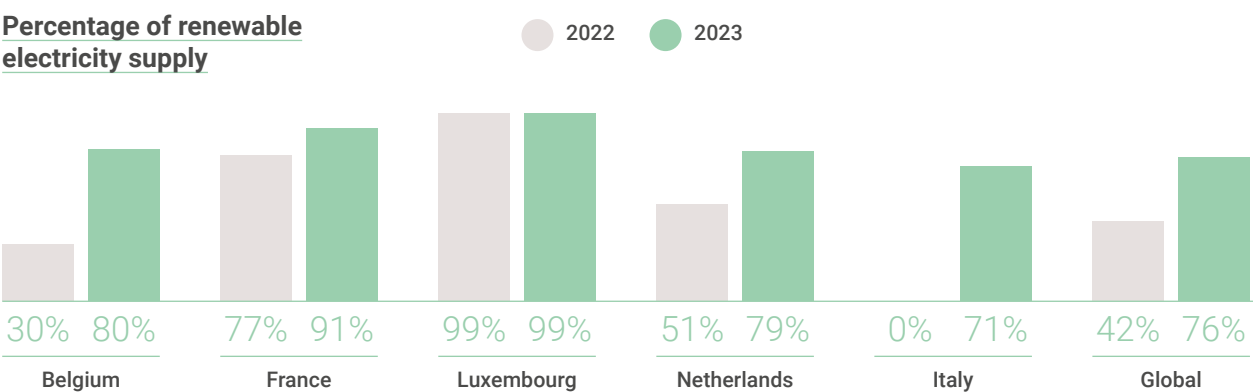
\* Laboratories, technical facilities, offices, etc.  
\*\* New Italian, French and Dutch sites were included in the carbon footprint in 2022



# SITE ENERGY

To reduce the carbon footprint linked to the energy of the sites, 2 levers need to be activated: the use of renewable energies and the reduction of consumption.

Percentage of renewable electricity supply



## USE RENEWABLE ENERGIES

In 2023, 76% of the electricity purchased by the Group was of renewable origin, 41% related to green contracts put in place with local electricity suppliers, and 35% related to the purchase of guarantee of origin certificates at Group level.

## OPTIMISE OUR ENERGY CONSUMPTION

On this issue, the main levers are raising employee awareness of good practices for sobriety, and investing in less energy-intensive equipment.

### Our electricity consumption in intensity

2021	2022	2023	evolution % 2023 vs 2022
178.7 Kwh/m <sup>2</sup>	170 Kwh/m <sup>2</sup>	153 Kwh/m <sup>2</sup>	-10 % Kwh/m <sup>2</sup>

## The overall approach carried out by the Belux

“CSR and team cohesion strengthened each other in 2023 thanks to actions undertaken around ethical business practices and through various local social and environmental initiatives. Regular transparent communication contributes to the pride of belonging and the mobilisation of all.

In 2024, the focus is on carbon footprint reduction, sustainable resource management and the integration of circular economy principles.”

**Oswald Sanitate**, Purchasing, Communication, Facility and Supply Chain Director Belgium/Luxembourg

# REDUCE THE IMPACT OF OUR TRANSPORT

Transport accounts for the most important share of our direct emissions (scopes 1 and 2): reducing their impact is a key challenge.



## Ecovadis silver medal for Viroclinics-DDL

Confirming the effectiveness of its environmental commitment, Viroclinics-DDL was awarded an Ecovadis silver for the third time, placing this Group entity in the top 25% of the best performing companies.

Viroclinics-DDL also trained all its teams and incorporated a presentation of the CSR strategy into the integration pathways for new recruits.

## TRANSPORTING SAMPLES

Every day, thousands of samples pass between our sampling sites (local laboratories, at home, 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, deployed in 2023: **optimisation of rounds, training of couriers in eco-driving and electrification of the fleet.**

## EMPLOYEE TRAVEL

The Group has also incorporated new rules into its travel policy aimed at reducing the carbon impact of employee travel, and increased the proportion of hybrid and electric vehicles in its company car catalogue.

### Proportion of hybrid and electric vehicles in the vehicle fleet

	2022	2023
Among company cars	15%	42%
Among logistics vehicles	1%	4%
<b>Total</b>	<b>4%</b>	<b>13%</b>





# REDUCE OUR CONSUMPTION

In 2023, the Group renewed its communication campaign in favour of the right actions to adopt on a daily basis.



## TOGETHER, LET'S REDUCE OUR PAPER CONSUMPTION

### THE RIGHT THING FOR EVERYONE TO DO

Let's encourage **results via the Internet** for patients and prescribers

**Limit our print-outs:** 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)

In 2023, 69% of the paper used by Cerba HealthCare is FSC/PEFC certified or recycled.



## TOGETHER, LET'S REDUCE ENERGY CONSUMPTION

### THE RIGHT THING FOR EVERYONE TO DO

**Let's turn off unnecessary** lights

**Let's limit heating** (Th. 19°C) and **air conditioning** (Th. 25°C) (instruction to be adapted according to constraints)

**Let's encourage soft mobility** (cycling, public transport, train, carpooling, etc.)

**Let's take the stairs** instead of the lift

**Let's reduce our travel** (favour videoconferencing for meetings < 2 h)

**Let's limit the storage** and sending of emails

### THE GROUP IS COMMITTED

To sourcing **renewable energy**

To optimising and **greening our logistics transport**

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



## TOGETHER, LET'S ACT ON OUR WASTE

### THE RIGHT THING FOR EVERYONE TO DO

**Let's follow sorting instructions** and minimise the volume of non-recyclable infectious waste

**Let's have an "anti-waste"** reflex on all our consumption, water, food, consumables, etc.

**Let's prioritise reusable** rather than disposable when possible (e.g. pump housing)

### THE GROUP IS COMMITTED

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

**To optimise purchasing** of consumable goods

# WASTE MANAGEMENT

Our activities generate significant quantities of waste, much of which is not recyclable. Their management plays a central role in the Group's environmental roadmap.

Cerba HealthCare's activities generate significant quantities of infectious healthcare waste (infectious waste). This mainly concerns waste equipment and single-use packaging (examination sheets, packaging, syringes, tubes, gowns, etc.), and must be entrusted to accredited service providers responsible for their processing.

In 2023, the Group, with the help of an expert, developed a guide for responsible waste management. This guide aims to add to health and safety requirements the need to reduce the impact on the environment.


DASRI

**Un DASRI est un déchet comporte une des caractéristiques suivantes:**

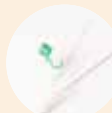
- > C'est un objet **piquant, coupant ou tranchant**.
- > Tout matériel ayant servi à un prélèvement **microbiologique** (exemple Covid).
- > Il contient des résidus de prélèvements en quantité non négligeable

LE MEILLEUR DÉCHET EST CELUI QUI N'EST PAS PRODUIT. Faisons la chasse au gaspillage, et favorisons la réutilisation lorsque cela est possible !


Aiguilles/ curettes



Objets piquants/ coupants/ tranchants



RÉCUPÉRATEUR D'AIGUILLES



Délais fermeture de 2 semaines max. Préciser la date d'ouverture et de fermeture sur la boîte.

Tubes de sang ouverts

Cuvettes

Lames et lamelles


Embouts de pipette

Pipettes pasteur

Plaques réactionnelles

Cathéters

FUT



Récupérateur d'aiguille

Tubes de sang scellés

Boîtes de pétri


Tests antigéniques

Oeses anses

Seringues sans aiguilles

Pastettes

CARTONS OU SACS A DASRI




CARTON le bon choix pour l'environnement

Écouvillons

Flacons ECBU

Flacon selles et autres prélèvements

CARTONS OU SACS A DASRI



12kg max

The waste guide, deployed at all sites in France, includes a poster explaining the correct sorting 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 quantity and, in compliance with quality and safety standards, osmosis water to ensure proper operation of the machines on our trays.

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 Regional Directorate for Environment, Development and Housing (DREAL) of 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. In 2024, Laboratoire Cerba will equip their new technical platform with an ozone neutralisation station, guaranteeing the absence of the use of chemical by-products.

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 EMPLOYEES

Aware of the sensitivity of the health data we process on a daily basis, we have implemented 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 strict regulatory obligations regarding data processing, particularly health data.

The majority of the countries in which Cerba HealthCare operates have adopted personal data regulations. The General Data Protection Regulation (GDPR) therefore 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.

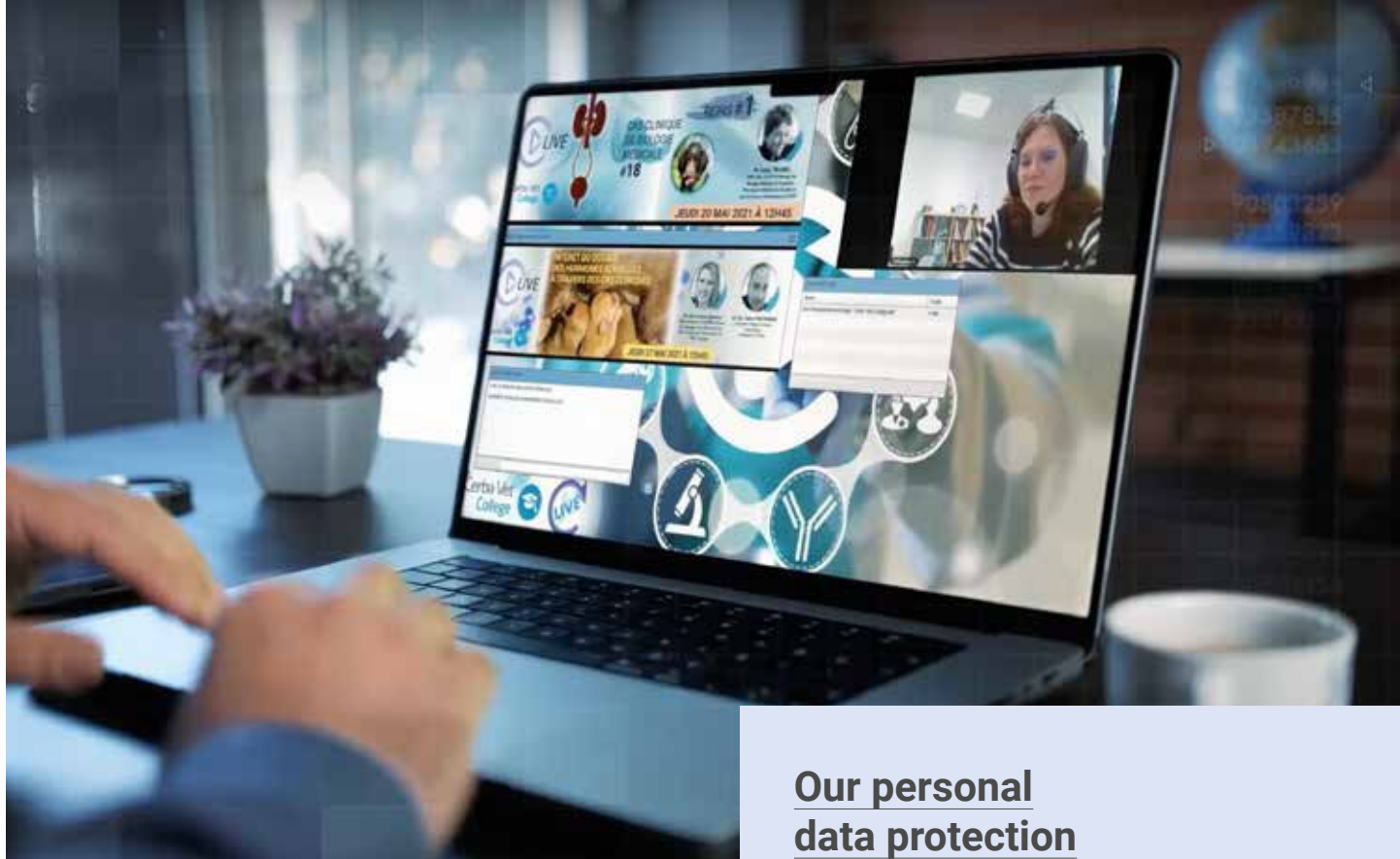
In France, a Data Protection Point of Contact (DPP) has been appointed in each operational entity. This DPP network supports the French DPO in their compliance work.

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**, Internal Audit Director and Group DPO



## PROGRESSIVE COMPLIANCE WITH 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" (PIA). The same work was carried out in almost all of the Group's African entities.

**The Group assists its subsidiaries in the assessment of procedures for compliance with the regulations applicable to personal data as well as the identification of control plans.** As an example, a "toolbox" in relation to the processing of personal data was created and distributed to the Group's DPOs and, in France, 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 on 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

**71%**  
of Group employees\*  
have been trained

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

\* excluding Italy and Africa, currently being integrated in 2024

## CONTINUE COMPLIANCE ACTIONS

In 2023, we continued the **training programme** consisting of e-learning modules adapted to each person's roles and responsibilities, translated into Dutch, English, Portuguese and Italian.

The information statements intended for our patients 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 world-wide 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

To ensure good understanding and adoption by all employees of these policies, the Group has launched a mandatory training plan. In 2023, 80% of the 14,000 targeted employees have completed this training.

### A DIGITAL PLATFORM ACCESSIBLE TO ALL

All policies and tools have been brought together within a digital platform, thus facilitating:

- access to all of the documentation of the program;
- access to training modules;
- management of conflict of interest declarations and gifts received or given;
- implementation of the professional alert procedure;
- the implementation of the procedure for evaluating third parties (1155 third parties assessed in 2023).



# 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.

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,
- 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).



**For its 2nd Ecovadis evaluation,**  
**the group obtained**  
**a score of 50/100,**

an improvement of 7 points compared to 2023, and placing the company above the average of companies in its sector.

# THANK YOU TO OUR CSR ADVISORS WHO BRING LOCAL INITIATIVES TO LIFE ON A DAILY BASIS

.....



**Olivier Bausset**  
**CLINICAL PATHOLOGIST**  
**GENERAL MANAGER**  
Cerballiance Provence Azur



**Oswald Sanitate**  
**PURCHASING,**  
**COMMUNICATION, FACILITY &**  
**SUPPLY CHAIN DIRECTOR**  
Belgium/Luxembourg



**Clément Tredez**  
**OPERATIONAL MANAGER**  
Cerballiance, Greater West



**Nathalie Rung**  
**QUALITY MANAGER**  
Cerballiance Reunion



**Didier Poitvin**  
**CLINICAL PATHOLOGIST**  
Cerballiance Pays de La Loire



**Thierry Demaegt**  
**SALES AND GENERAL**  
**SERVICES MANAGER**  
Cerballiance North Territory



**Stéphanie Demars-Glue**  
**HSE MANAGER**  
Cerballiance New Aquitaine



**Francesca Evola**  
**COMPLIANCE MANAGER**  
Cerba HealthCare Italia



**Antoine Prigent**  
**CLINICAL PATHOLOGIST**  
**MANAGING DIRECTOR**  
Cerballiance Normandy West



**Franciany Galvani**  
**HRM AND SOCIAL RELATIONS**  
Cerballiance Martinique



**Jenny Maharaj**  
**HEAD OF PEOPLE AFRICA**  
Cerba Lancet Africa



**Audrey Lannoy**  
**QUALITY, SAFETY AND ENVIRONMENT DIRECTOR**  
Laboratoire Cerba



**Gwenolé Prigent**  
**CLINICAL PATHOLOGIST**  
**GENERAL MANAGER**  
Cerballiance Brittany



**François Allibert**  
**DIRECTOR OF OPERATIONS**  
Cerba Path



**Cyril Petitdidier**  
**CLINICAL PATHOLOGIST**  
**MANAGING DIRECTOR**  
Cerballiance Paris and IDF East



**Marianne Goyer**  
**CLINICAL PATHOLOGIST**  
Cerballiance Centre-East



**Veronique Cheronnet**  
**GENERAL SERVICES AND COMMUNICATIONS MANAGER**  
Cerballiance Greater West



**Michele De Chirico**  
**CHIEF OPERATIONAL OFFICER**  
Cerba HealthCare Italia



**Melle Stam**  
**CSR OFFICER**  
Cerba Research NL



## Contacts

### **Communications Department**

[emmanuelle.saby@cerbahealthcare.com](mailto:emmanuelle.saby@cerbahealthcare.com)

### **CSR Department**

[valeria.maio@cerbahealthcare.com](mailto:valeria.maio@cerbahealthcare.com)

[www.cerbahealthcare.com](http://www.cerbahealthcare.com)