

ESG Report 2023

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Introduction

Viedoc Technologies AB is one of the fastest-growing electronic data capture software providers on the market, complete with an eClinical platform to assist companies with efficient data collection, analytics, and reporting for clinical research. As a cloud service provider in the life science industry, the company's purpose is working for a healthier world. With this core purpose in mind, Viedoc attempts to accelerate drug development and cost efficiency.

Viedoc has always believed in charitable endeavors, including, but not limited to, discount academia pricing and charitable donations, as well as the precursor to this initiative – our COVID-19 free license endeavor during the pandemic.

Two years ago, Viedoc's CEO Mats Klar formed an environmental, social, and governance (ESG) project group, with a dedicated budget to strengthen our claim of working towards a healthier world.

The ESG Group of 2023 included Connor Allen (ESG Project Manager & Sales Operations Specialist), Menaka Parikh (Inside Sales Representative), Lorenza Capantini (Customer Success Manager) and Niall Hughes (Market Development Specialist).

This 2023 ESG report was produced entirely in-house using only internal resources. The report aims to collect, measure, and disclose Viedoc's ESG performance and raise awareness internally to help govern and guide key future initiatives.



Viedoc has grown approximately 40% year over year. At Viedoc, we believe our success in the industry is due to 3 main factors:

Product Innovation

In the complex world of clinical trials, ensuring real-time access, accuracy, and transparency is paramount in eClinical suite platforms. Viedoc elevates these standards by ensuring all innovation mirrors and strictly adheres to Good Clinical Practice guidelines and other global regulatory requirements. At Viedoc, we follow the premise of “making complex simple.” Having our roots in Clinical Research Organization (CRO) has given us key insights from the user experience, which results in a friendlier user experience, allowing more time for research and patient interaction.

Customer Service

Providing excellent customer service is deeply rooted in our core company values and guides us on how we work both internally and externally. Central to Viedoc’s customer service approach is the ability to solve problems proactively. We examine the type and frequency of customer inquiries and then adjust training programs and online eLearning materials to improve information in the future. In this way, Viedoc takes a data-driven approach to identifying customer needs and actively attempts to solve issues continuously.

High quality to price ratio

(transparent, fair, tailored)

Viedoc’s growth is underpinned by our high-quality eClinical Suite, which revolutionizes clinical trial management, enabling rapid data collection, seamless data management, and advanced analysis. Our streamlined solutions are complemented by our fair and transparent pricing model, which offers us a competitive advantage over other industry leaders. Viedoc uses a novel pricing algorithm to study parameters, communicating ad-hoc fees in advance. This makes it easier for customers to predict and manage their expenses. As a result, customers get complete and high-quality solutions.

Sustainability

Materiality Assessment

Viedoc conducted an ESG materiality assessment on June 3, aiming to determine which ESG topics impacted our employees and relevant stakeholders the most. This would provide an ESG compass for Viedoc to determine the most high-value topics for the ESG project group to identify and comply with. The Materiality assessment considers the impact of Viedoc's business on the selected ESG topics against the level of importance these ESG topics hold for Viedoc's stakeholders. ESG team members identified a list of 15 ESG topics through an iterative process that included workshops, industry research, and stakeholder meetings. The results of this assessment can be seen in Figure 1.

The materiality assessment was conducted via a quantitative survey with a 5-point scale sent to internal stakeholders (employees, in-house consultants, and board members) and external stakeholders (investor/business partners, customers, and vendors). Participation was non-obligatory and anonymous. The rating scale used in the survey was 1 (very low) – 5 (very high). The survey was completed by 121 respondents and was weighted evenly between all participants (both internal and external stakeholders). All ESG topics scored above 3 for "impact" and above 2.5 for "importance" (see Figure 1). High materiality topics were mainly Governance & Social, while Low materiality topics were identified as Environmental.

The data was then divided into three priority tiers, (1) high priority, (2) moderate priority, and (3) low priority, with 5 ESG topics per tier as follows:

High priority tier

Data protection & privacy:
Guaranteeing that cybersecurity and information security, data privacy management (for employees, suppliers, customers and patient/consumer data) is a primary focus for Viedoc.

Regulatory compliance:
Ensuring alignment with international regulations and guidelines relevant to computerized systems to ensure compliance.

Business ethics:
Implementation of moral policies and procedures for business conduct within Viedoc's internal procedures. Additionally, ensuring that company campaigns are aligned with anti-bribery and anti-corruption standards.

Customer satisfaction:
Improve the availability of customer satisfaction forums and surveys to make sure Viedoc is aware of the feedback our customer base has about our product and services.

Employee well-being:
Enable employees to report on their current well-being and have access to benefits that will improve their physical and mental health.

Moderate priority tier

Risk management:
Management of technological performance issues, service disruptions, service downtime, business continuity risks related to disruptions of operations.

Business model & innovation:
Product development and the development of innovative business models to adapt to digital trends.

Employee learning & development:
Employee training, development, engagement and satisfaction.

Non-discrimination & diversity:
Gender and ethnic diversity, equal and fair opportunities.

Human rights & labor:
Human rights related issues, including child labor, discrimination, forced labor, gender equality.

Low priority tier:
The topics that fell under the low priority tier were not prioritized in this report but will be considered in future assessments.

ESG Materiality Assessment Weighted

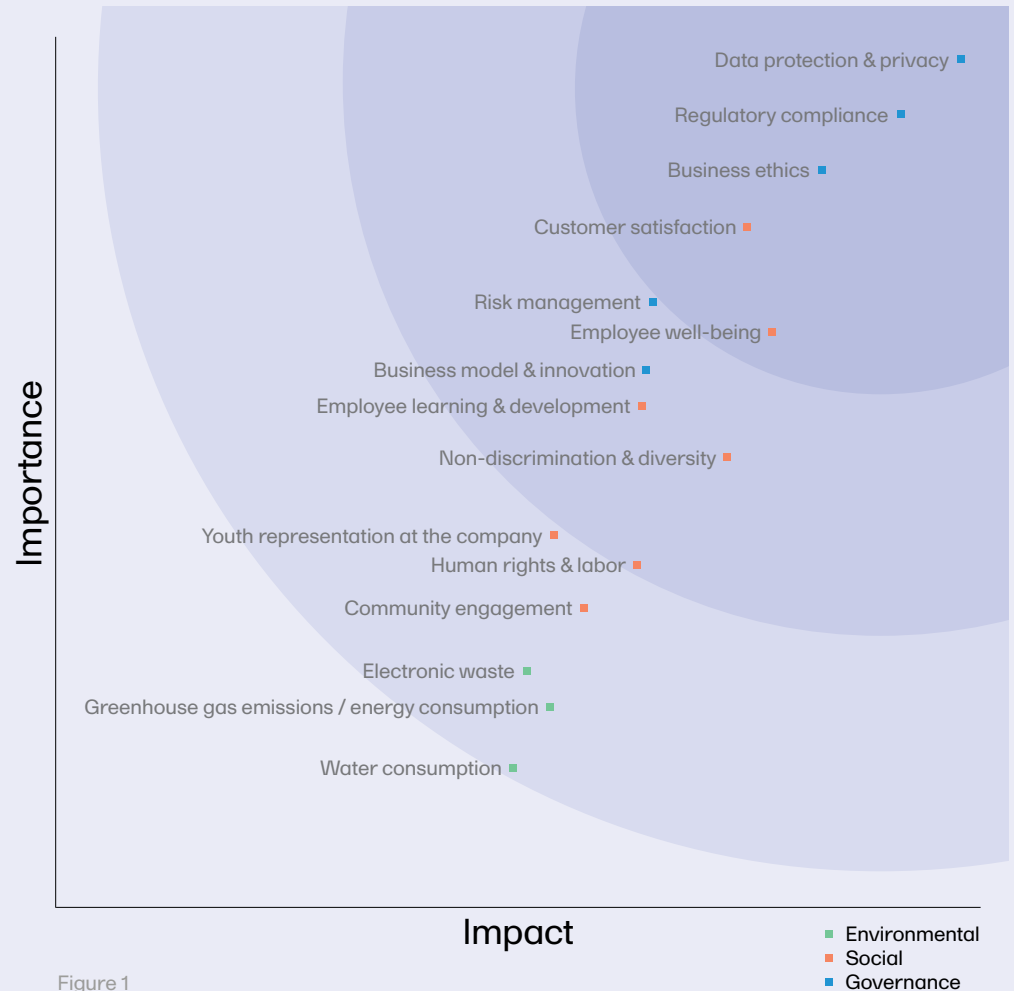
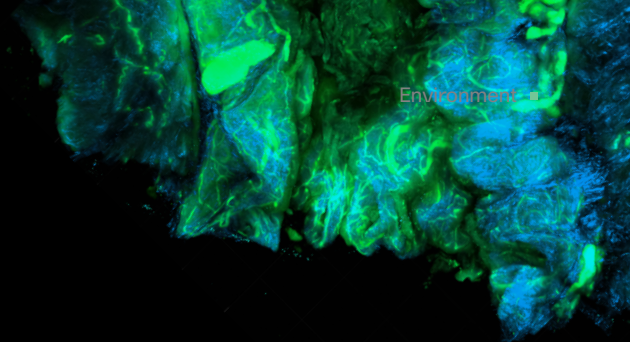


Figure 1



Environment

Greenhouse gas emissions

The headquarters of Viedoc is located in the Juvelen building in Uppsala, Sweden, and has been designated as a “dark green project.” This is the top rating for environmentally sustainable construction, as per Skanska’s internal classification system. Juvelen is a Platinum Energy and Environmental Design (LEED) building that provides a framework for healthy, efficient, and cost-saving green buildings.

Scope 1 and Scope 2 emissions are minimal as Juvelen is equipped with 660m2 of new solar cells and local wind turbines to meet the demands of all tenants, resulting in 0 (zero) scope 1 emissions and limited scope 2 emissions for Viedoc Technologies AB. Scope 3 emissions contain all server emissions (production server use, datacenter internet traffic, firewall services, webservers, workers, app services, etc.), which contribute to 9% of Viedoc’s scope 3 emissions. Business travel at Viedoc contributes to 71% of total scope 3 emissions.

Scope 1, 2 & 3 total emissions combined are estimated to be 158,97 MT CO2e. These estimations only include the data listed in figure 2. We are aware that Viedoc may have additional emissions from our supply chain which are not included in this report. We aim to include this additional information in a future report.

Viedoc employees based in Uppsala are estimated to work full-time at the office headquarters and benefit from the extremely low GHG emissions from the Juvelen office building. Employees based outside of Uppsala are estimated to work in a hybrid format with a 50/50 split between working from home and working at a satellite office. Office emissions were only calculated for the Uppsala office, while satellite office emissions from Viedoc’s US, Chinese, Japanese and Vietnamese offices are estimated in the Working (hybrid - home & office) parameter.

	Scope 1 (MT CO2e)	Scope 2 (MT CO2e)	Scope 3 (MT CO2e)
Office (headquarters)	0	0,006	0
Data Servers	0	0	12,3
Business Travel	0	0	100,34
Working (hybrid - home & office)	0	0	46,33
Total	0	0,006	158,97

Figure 2



Energy consumption and water consumption

The total energy consumption is estimated to include the energy consumed from the renewable energy sources at the Viedoc headquarters. The water consumption includes water usage at the Viedoc headquarters.

	Energy consumption (MWh)	Water consumption (m ³)
Office	55845	319

Figure 3

Electronic waste

Viedoc's issued computers and mobile phones currently have a three-year warranty period. All electronic devices are used and re-issued after the warranty period has expired if there are no technical problems with the equipment, resulting in a 100% reuse rate. Technological devices with outdated security infrastructure will be replaced to ensure no security breaches for Viedoc employees. Local recycling companies recycle retired devices. All hard drives from computers are removed before recycling to ensure we abide by security practices.

Environmental initiatives / Achievements

Viedoc has introduced GHG emissions reporting per patient metric on all standard quotations and work order documents. The estimated carbon emission per patient per month is 0.0092 kg of CO₂e. This information aims to inform our consumers of the estimated GHG footprint their study will have on our data servers. This information is not intended to suggest a change in the size or scope of the study in Viedoc but only to raise awareness and provide transparency regarding the GHG impact a single study has on our data servers. GHG estimations in these metrics are based on 2022 GHG and production server usage data in Viedoc.



The Juvelen building in Uppsala, Sweden (Viedoc's headquarters)

Social

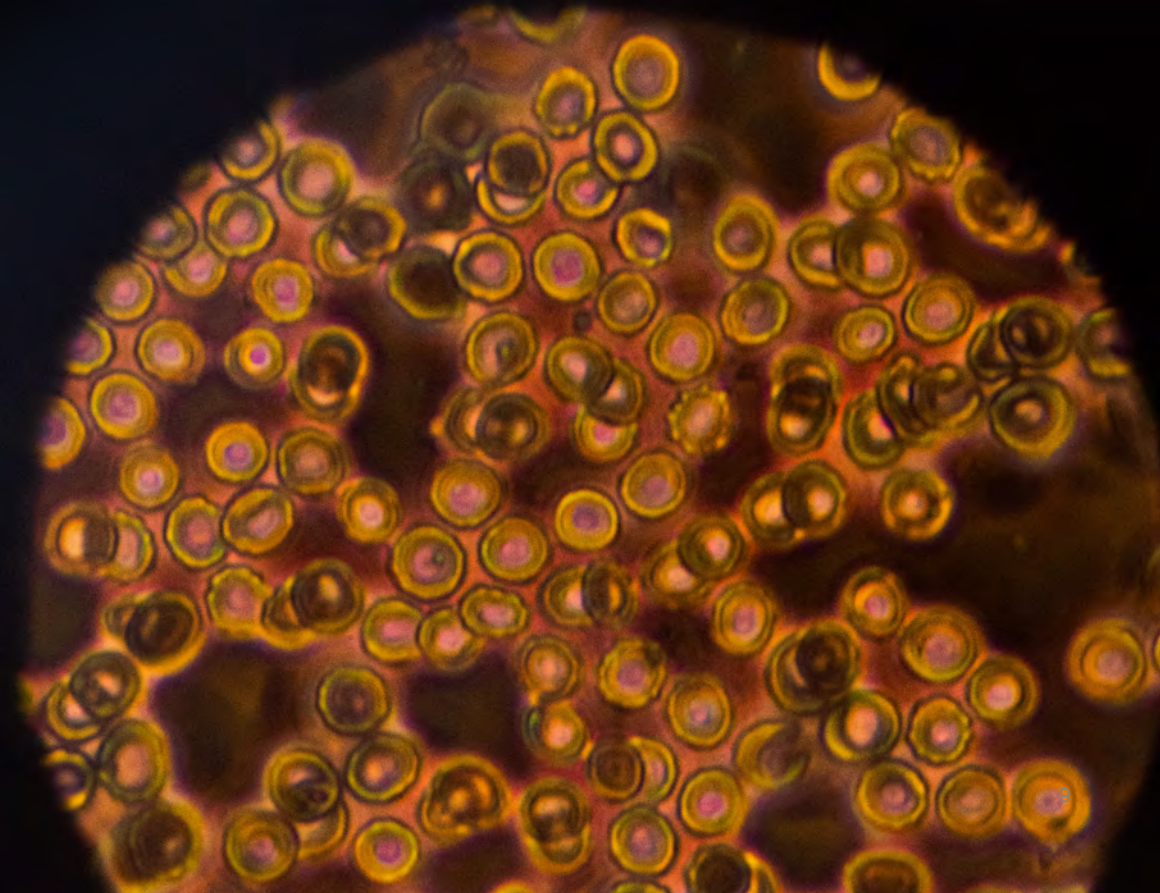
Employee well-being

Viedoc introduced a tool called “Winningtemp” in December of 2022, designed to measure job satisfaction and engagement and enhance the overall employee experience in the workplace. Employees are asked to anonymously answer bi-weekly questionnaires to determine the overall “temperature” of the company climate. Temperature is measured on a scale of 0 (completely dissatisfied with work) to 10 (completely satisfied with work). Viedoc’s average score for 2023 was 7,6.

The employee net promoter score (eNPS) is a survey-based method to determine whether employees are happy, satisfied, and loyal to their workplace. Viedoc’s eNPS 2023 score result was 22, while the average eNPS score for software companies is 18.

Viedoc introduced health and company culture awareness months in March and November 2023, where employees were given one hour during the working day to exercise. Employees could choose the exercise format (gym, cycling, walking, etc.) and record results. The results of the initiative showed a positive impact on employees’ physical and mental well-being, and Viedoc is considering employee fitness hours on a permanent basis.

Viedoc employees have access to a wellness application called “Calm.” The Calm app is a sleep and meditation application designed to improve health through mindfulness and rest. Sign-up among all Viedoc employees is 42,2%; however, only 35,5% are actively engaged daily. Engagement is lower than expected, and efforts to improve usage will be explored.



Customer satisfaction

Viedoc conducted a user survey and is currently in the process of analyzing the results. The results will be included in the ESG report once it becomes available.

In addition, Viedoc use independent health tech review sites called Capterra and G2 that allow product users to review and rate software. Viedoc has scored 4.3/5 on customer service and has also been recognized as a G2 Winter 2024 Leader, ranking #1 in the Momentum Grid for Electronic Data Capture.

Nationalities

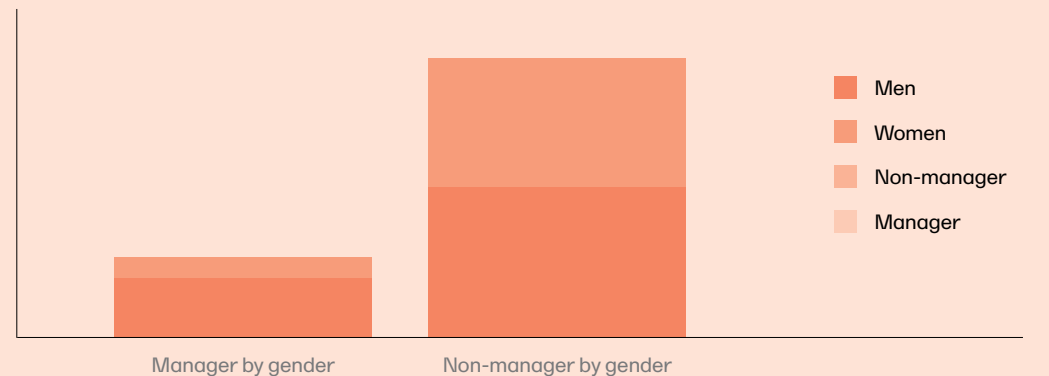
40+



Non-discrimination & diversity

Viedoc Technologies AB is a non-discriminatory and diverse organization. All employees, regardless of gender, nationality, religion, age, ethnic background, or other distinguishing characteristics, are subject to fair and equal treatment. There are 40+ nationalities among the employees in the Uppsala office, and they speak a number of different languages. Viedoc has reviewed the diversity regarding gender equality in the office, reflected in Figure 4. Viedoc aims to improve the diversity gap with future initiatives. Viedoc employees must read and sign a company document called “Discrimination and Equality Policy” that details Viedoc’s perspective on this topic. Viedoc employees have the right to form or join trade unions.

Employees Count 2023	Number/ Percentage
TOTAL	135 / 100%
Men	80 / 59%
Women	55 / 41%
NEW HIRES 2023	
Men	17 / 68%
Women	8 / 32%
Manager / Non-manager	
Manager	23 / 17%
Non-manager	112 / 83%
MANAGER LEVEL	
Men	17 / 74%
Women	6 / 26%
NON-MANAGER LEVEL	
Men	63 / 56%
Women	49 / 44%





Viedoc's co-founder (left) together with Viedoc's first ambassador (right)

Employee learning & development

Viedoc Technologies strongly emphasizes the importance of education and training to enhance personal and professional development. During the year 2023, Viedoc has done a few activities and initiatives to support employee learning and development:

Lunch & Learn

Viedoc conducted monthly Lunch & Learn sessions aimed at self-leadership skill development, diversity and inclusion education, motivation and coping strategies, as well as other related topics available.

Digital nano learning data security sessions

These sessions are provided online in addition to seminars and monthly meetings. Training sessions are tailored to company departments to maximize knowledge of how information security affects specific company processes.

The Viedoc Ambassador Program

The ambassador program, launched in the Fall of 2023, allows employees to immerse themselves in different cultures by engaging in an intra-office exchange program. The primary goal of this initiative is to foster strong connections among multi-national team members and to learn about different corporate cultures and work practices. Employees based in Sweden have the opportunity to travel to Viedoc offices in Japan, China, Vietnam, or the USA, and our first ambassador is set to visit Hanoi in the Spring of 2024.

Human rights & labor

Viedoc supports and respects international laws with respect to human rights and is not complicit in human rights abuses. We offer our employees fair and reasonable working conditions. We strive to pay fair wages and benefits by relevant standards in the countries where we operate. More information in our Code of Conduct document can be accessed upon request.

Community engagement

Promoting innovation and collaboration in the Swedish life science space

Viedoc hosted a noteworthy event in May 2023 at our Uppsala office called “Life Pub” and had the privilege of partnering with STUNS (The foundation for cooperation between the universities in Uppsala, business, and society) and Connect Sverige Region Uppsala. The gathering drew over 100 enthusiastic participants to an engaging panel

discussion aimed at bolstering Sweden’s position in the clinical trials space. The event’s purpose was to foster connections while championing innovation and collaboration.

Christmas donations

Viedoc employees had the opportunity to vote on a charitable foundation of choice to which Viedoc would make a donation. In 2022, employees chose Hjärnfonden (The Brain Fund), Cancerfonden (The Cancer Fund), and Barncancerfonden (Child Cancer Fund). Barncancerfonden received the most votes. As a result, Viedoc made an extra donation of 1,500 EUR to this deserving organization. During the year of 2023, Viedoc donated money to the Red Cross.

Promoting data management for students in France

Viedoc signed an educational grant agreement in November 2023 with the University of Poitiers to provide free Viedoc Designer Training. This agreement aims to promote data management education for students so that they can bring this knowledge into the life science industry and contribute to working for a healthier world.



Viedoc employees

Youth representation at the company

Our People Partner has been promoted to the management team

This year Viedoc was proud to promote our HR People Partner into a leadership team position. She is the first member of the management team under the age of 35 to join this ranking. This means HR is no longer just responsible for HR operations but also strategic company objectives.

Viedoc's Internship Program

Viedoc proudly partners with Uppsala University interns, thereby enriching our marketing and software development teams. The interns of 2023 have subsequently joined Viedoc full-time as a software developer and marketing coordinator – a proud moment for Viedoc and this initiative.

Youth Engagement at the company

Viedoc attended the Utnarm Student Fair in November 2023 in Uppsala, Sweden. The Utnarm Student Fair is an annual event where students and companies come together to network and explore career opportunities. Many students joined at the Viedoc booth to explore the possibilities of kickstarting their professional journeys with Viedoc.



Viedoc employees



Social initiatives / Achievements

United Nations Sustainable Development Goals (SDGs) Free Software License Initiative 2023

Viedoc initiated a free license campaign called “Accelerating the SDGs: Viedoc Free License Initiative.” This initiative aligns with Viedoc’s purpose of working for a healthier world and works in parallel with the UN SDG goals – specifically SDG Goal 3: Good Health and Wellbeing. The initiative will provide free licenses to companies who are conducting clinical trials in one of the following areas:

HIV / AIDS Tuberculosis Malaria Hepatitis B Neglected tropical diseases

The free license offer, in parallel with SDG Goal 3: Good Health and Wellbeing, aims to target the following:

Target 3.3

By 2030, end the epidemics of AIDS, tuberculosis, malaria, and neglected tropical diseases and combat hepatitis, water-borne diseases, and other communicable diseases.

Target 3.B

Support the research and development of vaccines and medicines for communicable and non-communicable diseases that primarily affect developing countries.

This initiative is the successor to the COVID-19 free license campaign of 2022, which also provided free licenses for organizations conducting research in this area. Read more about our free licence initiative [here](#).

Regulatory compliance

As a global electronic data capture (EDC) software provider, establishing and maintaining regulatory compliance is paramount to our customer's clinical research success. Viedoc Technologies monitors international regulations and guidelines relevant to computerized systems. A more detailed description of this process and a complete list of the regulations and guidelines can be read in the [Viedoc Regulatory Compliance](#) document.

International regulations and guidelines also require Viedoc Technologies to have implemented a Quality Management System and associated SOPs for our work. You can download our [Quality Policy](#), which explains how we have implemented a Quality Management System based on the TransCelerate project's model for standard Quality Management Systems in Clinical Research. You can also download a list of our [Quality System documents](#).

Viedoc upholds Good Clinical Practice (GCP) standards within the clinical trials industry. As the industry evolves, our risk-based methodologies will adapt to maintain alignment with regulatory standards. Viedoc remains dedicated to striking a balance between innovation and compliance in the dynamic landscape of clinical trials.

Business ethics

The Viedoc Code of Conduct outlines the ethical expectations Viedoc has for all Viedoc employees and consultants at the company. This Code of Conduct is based on the commitment to conducting our business with honesty and integrity, and we expect all employees and consultants to represent the organization in the best way. It is also listed as Appendix 5 in all Viedoc Master Service Agreements with customers. The Viedoc Code of Conduct is available for review upon request.

Viedoc performs assessments of potential suppliers before engaging in any business to ensure that the supplier's business ethics align with Viedoc's standards. This assessment is performed by the Quality Assurance (QA) department according to the internal standard operating procedure COMPOL19-01 Supplier Code of Conduct. These documents are available for review during an audit.

Viedoc enabled the company's first whistleblower program according to Directive (EU) 2019/1937. The program is integrated into the company's human resources platform. This program aims to enable all Viedoc employees to report any problems and incidents they are concerned about directly to the investigator anonymously, safely, and securely. This program will also be extended to customers via the Viedoc website, allowing them to file a report. Customers can choose to file a report anonymously or non-anonymously.

Risk management

Key risks for Viedoc encompass various facets of our operations, ranging from data privacy to strategic information, all detailed in our internal standard operating procedure, "Risk Assessment and Risk Treatment Methodology." Viedoc then employs a risk assessment methodology to identify and mitigate risks associated with high-value assets. The risk analysis, assessment, and treatment involve evaluating risks based on their impact and likelihood, guiding prioritization efforts. This structured approach helps direct attention and resources effectively, contributing to Viedoc's overall risk management strategy. Viedoc aligns the risk treatment efforts with ISO 27001 controls whenever applicable for information security risks. This ensures that the risk mitigation strategies align with industry-recognized standards, providing a strong foundation for protecting sensitive information assets.

Business model & innovation

Global presence

Viedoc Technologies is a global software company founded in 2003 but has expanded its presence in +75 countries. The company's international experience gained and nurtured over the last 20 years was pivotal for our success. Understanding diverse business environments and customer needs guarantees Viedoc people a broad perspective on global business opportunities.

Viedoc has grown 40-50% year over year. At Viedoc, we believe our success in the industry is due to three factors: Product Innovation, Customer Service, and High quality to price ratio (please see introduction section).

Crisp workshops

Viedoc embarked on a transformational journey in the summer of 2023 to scale up the business. With the support and guidance of a consultant firm named Crisp, along with key employees, managers, and team leads, Viedoc was able to identify key product innovation objectives through one-to-one interviews, targeted workshops, seminars, and training sessions. The rest of the company was engaged via webinars and open sessions where everyone could share opinions and insights. In practice, the plan aims to foster a collaborative and cross-functional culture across all the departments that will eventually impact the company ecosystem as a whole.



Governance Initiatives / Achievements

Viedoc currently does not have an official environmental policy in place. However, we are aiming to implement our first environmental policy in 2024. This policy will build upon the existing environmental chapter in the Viedoc Code of Conduct and will include current customers' expectations placed on Viedoc. The policy will also create a foundation for future governance developments.

Viedoc designs engaging software for the life science industry. By accelerating clinical trials on all levels, our solutions support major pharmaceutical, biotech, and medical device companies, as well as renowned research institutions worldwide. Headquartered in Uppsala, Sweden, Viedoc also has offices in North America, France, Japan, Vietnam, and China. Since our inception in 2003, over 1 million patients in more than 75 countries have participated in studies powered by Viedoc. Discover more at www.viedoc.com