

ESG Report 2024

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Introduction

Viedoc Technologies AB is one of the fastest-growing electronic data capture (EDC) software providers on the market, complete with an eClinical platform to assist companies with efficient data collection, analytics, and reporting, predominantly within clinical research.

As a software as a service (SaaS) company in the life science industry, the company's purpose is *working for a healthier world*. With this core purpose in mind, Viedoc attempts to lessen inequalities by accelerating drug development and cost efficiency.

In 2023, Viedoc's CEO Mats Klaar established an environmental, social, and governance (ESG) project group tasked with collecting, assessing, and reporting ESG targets. Viedoc has always believed in charitable endeavors, including, but not limited to, significant discounting for academia and charitable donations, as well as the precursor to this initiative –our COVID-19 free license endeavor during the pandemic.

The ESG project group's focus in 2024 was towards creating ESG governance and structural approach in achieving our ESG goals, assessing ESG related risks, creating annual plans and other initiatives that involved our employees.

The ESG project group of 2024 included Connor Allen (ESG Project Manager & Sales Operations Specialist), Mats Klaar (CEO), Predrag Gaic (CISO), Tobias Keijser (System developer), Stephanie Balasingam (Marketing coordinator) and Yupei Li (Lead auditor). This diversity in roles and expertise gave us different perspectives and ideas when it comes to our ESG work and ensures we cover all company processes.

This 2024 ESG report was produced entirely in-house using only internal resources. The report aims to collect, measure, and disclose Viedoc's ESG performance in a clear and transparent way, and thereby raise awareness internally to help govern and guide key future initiatives. The report also aims to align with international regulatory requirements covering this topic.



Viedoc has grown almost ten times over the last eight years. 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 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 in 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 3rd 2023, aiming to determine which ESG topics impacted our employees and relevant stakeholders the most. This provided 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. The ESG project group 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 below.

The ESG materiality assessment will be conducted every 3 years.

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 weighed evenly among 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.



Figure 1: ESG materiality assessment

The data was then divided into three priority tiers, with 5 ESG topics per tier as follows:

- (1) High priority
- (2) Moderate priority
- (3) Low priority

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.

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.

High priority tier

Data protection & privacy:

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

Regulatory compliance:

Ensuring alignment with applicable 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 operations 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.

Environment

Greenhouse gas emissions

In 2024 we started using a new and more accurate methodology which is giving us better calculation of our Green House Gas (GHG) emissions for 2023 and 2024.

SCOPE	SOURCE	2024 Emissions mtCO ₂ e	2023 Emissions mtCO ₂ e
Scope 1	Fugitive emissions	0.00	0.00
	Mobile Combustion	0.00	0.00
	Stationary Combustion	0.00	0.00
	Total Scope 1	0.00	0.00
Scope 2	Purchased electricity (market based)	1.50	0.69
	Heating	0.00	0.00
	Cooling	0.00	0.00
	Company cars	0.00	0.00
	Total Scope 2	1.50	0.69
Scope 3	Purchased Goods and Services (Cloud Data Centers)	318.80	182.34
	Business travel	260.34	288.0
	Fuel and energy related activities	0.31	0.00
	Waste generated in operations	0.40	0.40
	Total Scope 3	579.84	470.74
Total Scope 1 + 2 + 3		581.34	471.43

Figure 2: Overview of Viedoc's GHG emissions for 2023 and 2024

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 emissions¹ for Viedoc Technologies AB. The scope 2 emissions have increased from 2023 based on the purchased electricity values.

Scope 3 emissions contain all Cloud data center emissions (production server use, datacenter internet traffic, firewall services, web servers, workers, app services, etc.), which contribute to 55% of Viedoc's scope 3 emissions in 2024.

Business travel at Viedoc in 2024 contributed 45% of total scope 3 emissions and it decreased compared to 2023 with an intention to further decrease in 2025.

Scope 1, 2 & 3 total emissions in 2024 combined are estimated to be 581.34 mtCO₂e. 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 expected 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 expected 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.

Energy and water consumption

The total energy consumption is estimated to include the energy consumed from the renewable energy sources at the Viedoc headquarters including heating and base building electricity. The water consumption includes water usage at the Viedoc headquarters.

Category	Measure unit	2024	2023
Energy consumption	Total kWh and year	63 474	68 285
Emissions	kg CO2e and year	215	Not available
Water consumption	Total m3 and year	249	314

Figure 3: Overview of energy and water consumption

The future intention is to have data input of our other offices.

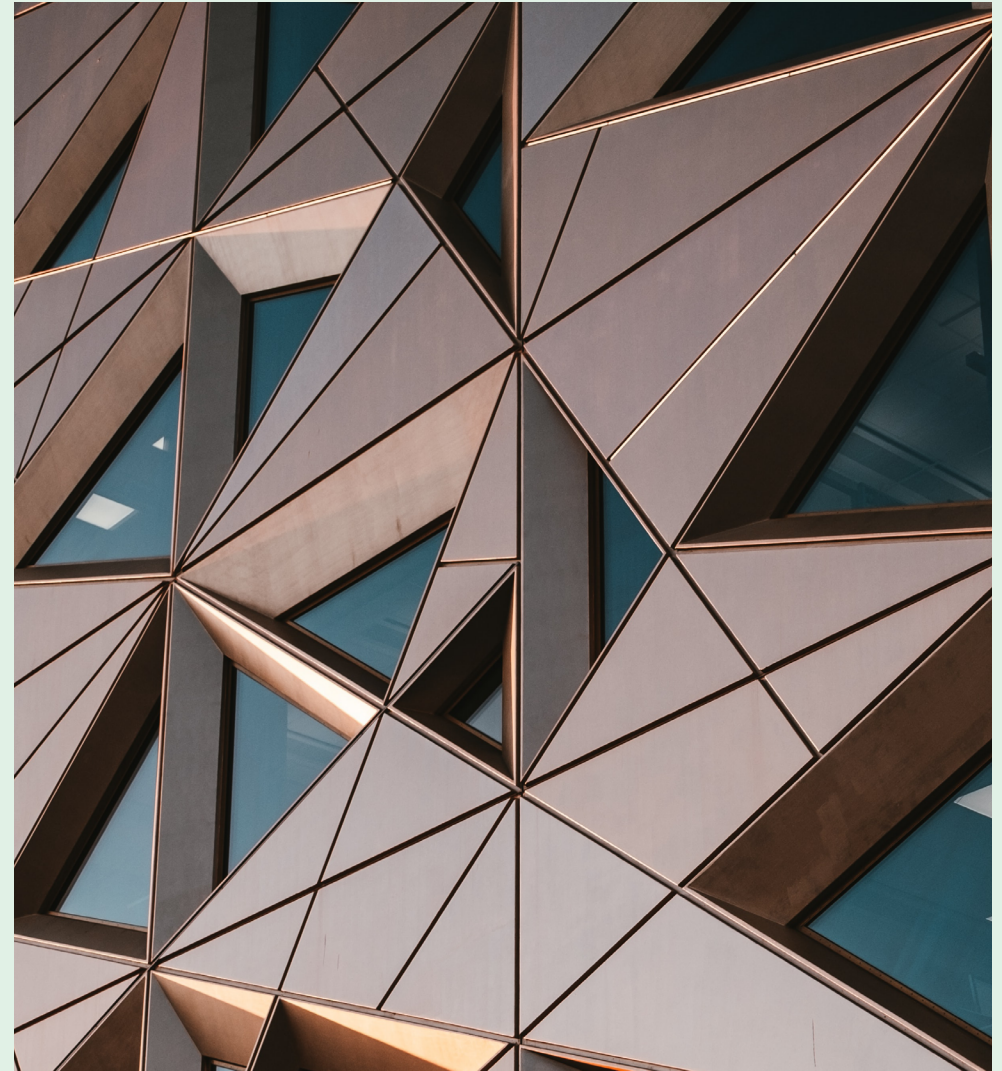
Waste

Non-hazardous waste

Amount of waste	2024 kg and year	2023 kg and year
Material recycling - Of which, organic waste for biogas production	2001	1887
Energy recovery	0	0
Combustion	0	0
Landfill	15	0
Total	2016	1887

Figure 4: Non-hazardous waste in Viedoc HQ office in Uppsala for 2023 and 2024

The future intention is to have data input of our other offices.



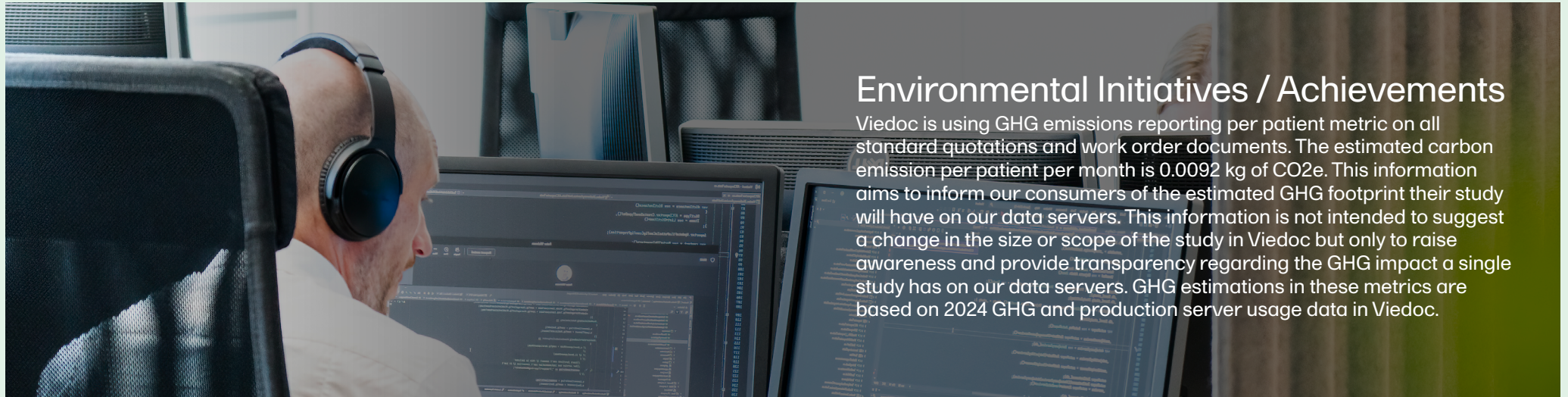
The Juvelen building in Uppsala, Sweden (Viedoc's headquarters)

Electronic waste

2023					
Product	Quantity	Reused	Recycled	CO2e	Percentage reused
Laptop	80 / 59%	25 pcs	6 kg	1960 kg CO2e	93 / 100
2024					
Product	Quantity	Reused	Recycled	CO2e	Percentage reused
Desktop	5 psc	5 pcs	0 kg	1675 CO2e	100 / 100
Laptop	34 psc	34 psc	0 kg	4027 CO2e	100 / 100
Total	39 pcs	39 pcs	0 kg	5702 CO2e	100 / 100

Figure 5: Overview of electronic waste for 2023 and 2024

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 is using 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 2024 GHG and production server usage data in Viedoc.

Social

Customer satisfaction

Viedoc leverages independent business software review platforms like G2 and Capterra, which enable users to rate and review software products.

Viedoc holds a strong 4.4/5 rating on both G2 and Capterra, maintaining its leader position on G2 and ranking in the top 5 among 107 eClinical software providers in the EDC category. It has also earned more badges and mentions in recent reports than ever before.



Furthermore, Viedoc has been recognized as a Leader in the 2024 Everest Group PEAK Matrix® for Life Sciences EDC solutions based on its vision, capabilities, and market impact.

Customers also report high satisfaction with the clarity and transparency of Viedoc's pricing and contract terms, rating it 4.06 out of 5 in a user satisfaction survey in 2024.



Employee well-being

Viedoc is using a tool called &frankly 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 100 (completely satisfied with work). Viedoc’s average score for 2024 was 71.

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 2024 score result was 12, while the average eNPS score for software companies is 18.

Viedoc introduced employee fitness hours initiative in 2024, where employees were given one hour per week during the working day to exercise. Employees could choose the exercise format (gym, cycling, walking, etc.). The results of the initiative showed a positive impact on employees’ physical and mental well-being.

Fitness hours



Well-being surveys



Nationalities

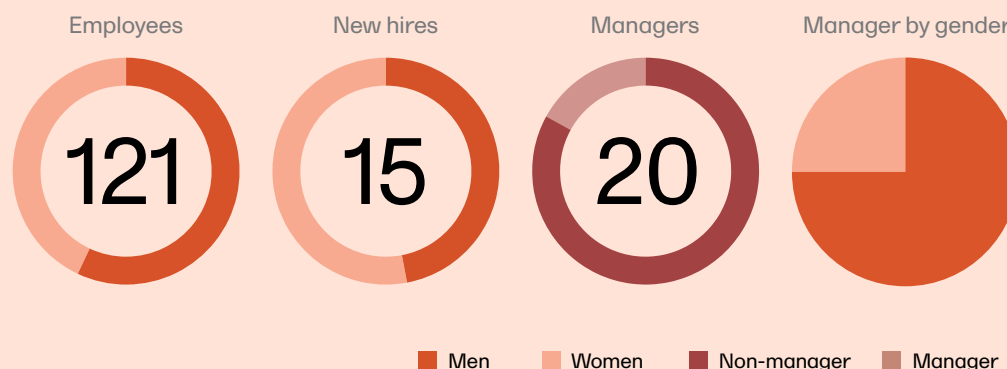
40+

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 several different languages. 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 2024	Number / Percentage
TOTAL	121 / 100%
Men	69 / 57%
Women	52 / 43%
NEW HIRES 2024	
Men	7 / 47%
Women	8 / 53%
Manager / Non-manager	
Manager	20 / 17%
Non-manager	101 / 83%
MANAGER LEVEL	
Men	15 / 75%
Women	5 / 25%

Figure 6: Employees count/diversity overview 2024



Employee learning & development

Viedoc Technologies strongly emphasizes the importance of education and training to enhance personal and professional development. During the year 2024, Viedoc has done a few activities and initiatives to support employee learning and development:



Lunch & Learn

Viedoc conducted several “Lunch & Learn” sessions aimed at self-leadership skill development, diversity and inclusion education, motivation and coping strategies, availability of our products, as well as other related topics available. There were two “Lunch & Learn” sessions dedicated to ESG on the topics of Sustainable investments and Accessibility.



Digital “e-learning” trainings

These trainings are provided online using a dedicated e-learning tool. Training materials are tailored to company departments to maximize knowledge on areas like information security, regulatory requirements and data privacy. Moving forward, ESG and work environment related training will be included as mandatory in 2025.



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 can travel to Viedoc offices in Japan, China, Vietnam, or the USA.

Our first ambassador went to the Vietnam office during the spring of 2024 and spent one month working with our colleagues there.

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.

Student employment opportunities

Viedoc is actively recruiting talents from Uppsala University, thereby enriching our marketing and software development teams. Two students had the opportunity to do their master thesis in Viedoc and has subsequently joined Viedoc full-time as a software developer—a proud moment for Viedoc and this initiative.

Youth Engagement at the company

Viedoc attended the Uppsala University student fair in November 2024 in Uppsala, Sweden. The Uppsala University 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.

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.



Viedoc employees



Viedoc employees at the local 4H farm

Community engagement

4H volunteer day

4H is a non-profit organization, originally established in the US, with a global presence. Their vision is that “all children and young people should develop into engaged, healthy and responsible people with respect for the planet”.

In addition to coordinating events for children and young people, the local 4H organization maintains farms in three locations in Uppsala. These farms are popular locations for families to see and learn about farming and animals.

Employees from Uppsala HQ joined by our Vietnam office colleagues that were visiting at the time, had the opportunity to volunteer with the organization 4H in Uppsala on September 25th 2024.

The ESG Team and the Uppsala 4H office organized an event where Viedoc employees volunteered on two of their farms for a day and helped them maintain their operations, which so many families enjoy in Uppsala. Some of the activities that were included during the day were cleaning up trash from pastures, throw away scrap, clearing trees, furnishing winter spaces and dismantling a broken chicken coop.

Uppsala Clothes donation

In October of 2024, employees from our Uppsala HQ were involved in the clothes donation initiative helping Uppsala Stadsmission in their humanitarian work. We collected and donated a total of 19th bags of clothes.



Japan office volunteering at Second Harvest

Japan office activity

Employees from our Tokyo office did a one-day volunteering work in November 2024 helping the organization called Second Harvest Japan in a food

packaging activity where they packed boxes for people in need, like single-mothers with more than three children.

You can read more about the organization's vision and history here <https://2hj.org/english/about/vision/>.

Free Software License Initiative (2024)

Viedoc conducted a charity campaign in 2024 called “Accelerating the SDGs: Viedoc Free License Initiative.”

During 2024, 11 studies related to clinical trials for malaria and tuberculosis were started under Viedoc’s charity program.

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 is intended to 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 offers, 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.

The free license campaign will continue in 2025 as well.

Social Initiatives / Achievements

We are strongly committed and proud of the work done on one of our company goals - Do good. This has been taken into practice through employee engagement in volunteering initiatives, providing free software licenses, opportunities for employee personal development and well-being, and customer satisfaction. We empower a culture of having a positive impact on people and society.

Governance

Information security & privacy

Viedoc Technologies has implemented a risk-based Information Security Management System (ISMS) that facilitates a structured and continuous approach to information security. Our ISMS covers all activities and sites company-wide and is certified according to ISO 27001, with all Annex A controls included in our [statement of applicability](#). Viedoc received the first ISO 27001 certification in 2021, and successfully re-certified to the latest version of ISO 27001:2022 in 2024, which is available for download [here](#). The environmental responsibility of the company is included as essential part of the latest version of ISO 27001:2022 and is confirming Viedoc Technologies commitment to manage this with structured and continuous approach.

Viedoc's information security controls are focused, but not limited to, on access, authentication, privileges, data isolation, data privacy, data retention, data correction, secure development, threat and vulnerability management and third-party security review. These controls help prevent unauthorized access, manipulation, exposure or loss of data. More detailed description of these controls can be found in the [Viedoc Security – Technical and Organizational Measures document](#).

Viedoc Technologies complies with GDPR, HIPAA, APPI, and GB/T 35273-2020 legislations. User provisioning in Viedoc 4 is opt-in at all levels, and a self-service user account decommissioning feature is available.

Viedoc Technologies produced a [GDPR white paper](#) which explains the EU General Data Protection Regulation (GDPR) and how it affects our customers. Viedoc Technologies also has a [HIPAA Security Standards Compliance Assessment](#) document to address US regulations.

The full scope of our data security work can be read in our [Data Protection Impact Assessment](#).

Viedoc Technologies completed and published the first company System and Organization Controls (SOC) 2 Type 1 compliance report in October 2023. We obtained the SOC 2 Type 2 report in November 2024, which evaluates the efficiency of the implemented information security controls at a continuous period to ensure that customer data is protected sufficiently. Our SOC2 Type 2 report covers the control areas of Security, Confidentiality, Availability and Privacy and the report was issued without any exceptions in the control areas. The Viedoc SOC2 Type 2 report is available for review upon request.



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

Business ethics

The Viedoc Technologies Code of Conduct outlines the ethical expectations Viedoc Technologies has for all 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 Technologies Master Service Agreements with customers. The Viedoc Technologies Code of Conduct is available for review upon request.

Viedoc Technologies performs detailed assessments of potential suppliers before engaging in any business to ensure that the supplier's business ethics align with Viedoc Technologies' standards. This assessment is performed by the few relevant stakeholders (QA, CISO, DPO, Legal, IT and Finance) according to the internal standard operating procedure Supplier management. These documents are available for review during an audit.

Viedoc Technologies has implemented a 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 Technologies employees to report any problems and incidents they are concerned about directly to the investigator anonymously, safely, and securely. This program is 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. 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.

ESG risk was added to the annual Risk assessment performed in 2024 which allows us to identify ESG risks and define mitigation actions in a structured way.

Business model & innovation

Global presence

Viedoc Technologies is a global software company founded in 2003 and 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 significantly since its start. We believe our success in the industry is due to three factors (please see introduction section):

- Product Innovation
- Customer Service
- High Quality to Price Ratio



Governance Achievements / Initiatives

The ESG project team in 2024 had a big focus on governance and structured approach for managing the ESG work. It was decided to create a governance and management model in compliance with the ISO 14001 standard with an objective to get certified in the future.

As a result of that, we introduced Viedoc's Environmental, Social and Governance Policy; We defined our ESG goals and created the ESG plan for 2025; and included ESG related risks in our company Risk assessment. ESG work is also included in the company business strategy.

In other areas, we managed to get recertified for the latest ISO 27001:2022 standard and receive a SOC 2 Type 2 report without any exceptions, which we consider great validation of our company maturity and dedication towards compliance.

Viedoc streamlines clinical trials with a powerful, web-based eClinical suite centered around EDC. Designed for efficiency, compliance, and seamless collaboration, our feature-rich platform accelerates research and simplifies data collection, management, and analysis. Trusted in 75+ countries, Viedoc powers 7,000+ studies with more than 1.6M+ participants, bringing life-changing treatments to market faster. Discover more at www.viedoc.com