



CSR & Sustainability Report

- Environmental stewardship
- Social responsibility
- Governance compliance



We are delighted to welcome you to the second edition of our Corporate Social Responsibility (CSR) report, a testament to our commitment to sustainability, responsibility, and positive impact.

In 2023, we achieved remarkable milestones that reflect our dedication to environmental stewardship and social responsibility. I am thrilled to share that we were honoured with a prestigious Silver award from EcoVadis, a recognition that underscores our commitment to sustainable business practices. Additionally, our dedication to transparency and disclosure was acknowledged with a commendable C rating from the Carbon Disclosure Project (CDP).

One of our proudest accomplishments this year has been the substantial reduction of our Scope 1 and Scope 2 carbon emissions by an impressive 48%. This achievement not only aligns with global efforts to combat climate change but also reflects our commitment to minimising our environmental footprint.

In our ongoing pursuit of excellence, we continued to uphold the highest standards by securing DSPT accreditation, demonstrating our commitment to the responsible handling of personal data. Furthermore, our unwavering dedication to information security and quality management was reinforced with the successful maintenance of ISO27001 and ISO9001 certifications.

As part of our commitment to the communities we serve, we initiated our first formal staff volunteering day, providing our employees with an opportunity to actively contribute to the betterment of society. This initiative not only strengthens our corporate culture but also reflects our belief in the power of collective action to drive positive change.

Looking ahead, we remain steadfast in our commitment to sustainability, responsible business practices, and community engagement. Our journey towards creating a more sustainable and socially responsible future is ongoing, and we are excited about the possibilities that lie ahead.

We want to express our gratitude to our dedicated team whose hard work and passion have made these achievements possible. Together, we will continue to push the boundaries of what is possible and lead the way towards a more sustainable and responsible future.

Thank you for being part of our journey.

Prof. David Price
Founder & CEO

Victoria Carter
Research and Operations Director

Chris Price
Commercial and Legal Director

We are committed to making a positive impact on society and the environment. Our Corporate Social Responsibility (CSR) approach is rooted in sustainability, ethical business practices, and community engagement. Through environmental stewardship, social initiatives, and transparent governance we strive to create lasting value for all stakeholders. Our dedication to responsible business extends across our supply chain, fostering a culture of integrity and accountability. Together, we aim to contribute to a more sustainable and equitable future.



Environment

The Company does not operate in a business sector that produces significant emissions. However, we are still committed to reducing the environmental impact of our operations. We will continue to measure and reduce GHG emissions and increasing the use of clean energy across our corporate offices.

We are committed to:

- Reducing our carbon footprint.
- Reducing the amount of waste produced by the business.
- Ensuring that water/electricity is used responsibly by our staff.
- Recycling materials as extensively as possible.
- Using technology to lessen the need for travel.
- Promoting virtual meetings whenever possible.

Labour and Human Rights

We believe people are at the heart of our business and we work with our employees to maximise the potential of our workforce and understand the importance of a work-life balance. We strive to be an optimal employer to our employees, as well as a valued partner to our communities.

We are committed to:

- Encouraging employees to take up training initiatives to enhance their skills, particularly if they lead to a recognised qualification. The Company supports this by providing a range of internal training initiatives and financially supporting external training and qualifications.
- Providing equal access to training to enable our employees to develop themselves and their career.
- Creating a culture that rewards employees commensurate with their contribution to the business, to motivate them and retain skills within the business.
- Creating an inclusive workplace in which all colleagues are able to be themselves at work, feel valued for their contribution and are supported to perform their best.

Ethics

The Company maintains a code of conduct that guides employee behaviour, operations integrity, information security and management, and anti-bribery through the adoption of policies, training and monitoring processes.

We are committed to:

- Obeying all relevant international and domestic laws regarding ethical business practices.
- Conducting ourselves in accordance with the highest moral and ethical standards.
- Regularly reviewing and updating our anti-bribery, conflict of interest and data security policies.
- Ensuring a fair workplace for our employees as well as partners with whom we do business. We have strict policies to protect against unlawful discrimination and harassment. We have an open-door policy to encourage honest and direct communication to resolve issues and concerns in an expeditious manner.
- Holding ourselves publicly accountable to our ESG commitments.

Sustainable Procurement

The Company works towards sustainable procurement through the integration of the CSR principles into the Company's procurement processes and decisions alongside supplier diversity.

We are committed to:

- Complying with all relevant legislation and regulatory requirements.
- Promoting sustainable awareness and assessment amongst suppliers and contractors.
- Procuring sustainable products and services.
- Promoting supplier diversity within our supply chain.

Environmental Stewardship

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Social Responsibility

We believe people are at the heart of our business and we work with our employees to maximise the potential of our workforce and understand the importance of a work-life balance. We strive to be an optimal employer to our employees, as well as a valued partner to our communities.

We depend on the people who support our entire value chain and are committed to ensuring they are treated with dignity and respect each and every day.

Governance Compliance

We maintain a code of conduct that guides our employee behaviour, operations integrity, information security and management, and anti-bribery through the adoption of policies, training and monitoring processes.



		Reporting Year: 2023 [TOTAL (tCO ₂ e)]					
EMISSIONS	2022 baseline	Q1	Q2	Q3	Q4	Total	Variance from baseline year
Scope 1	8.2	3.1	2.7	0.8	1.06	7.69	6% reduction
Scope 2	9.94	0.07	0.04	0.04	0.04	0.19	98% reduction
Scope 3	217.0	27.0	52.7	29.4	25.9	134.99	38% reduction
Total Emissions	235.14	32.2	57.1	18.0	27.1	142.87	39% reduction

Commitment to achieving Net Zero

Optimum Patient Care is committed to achieving Net Zero emissions by 2050.

Our Carbon Reduction Plan can be found at [OPCG Sustainability](#)





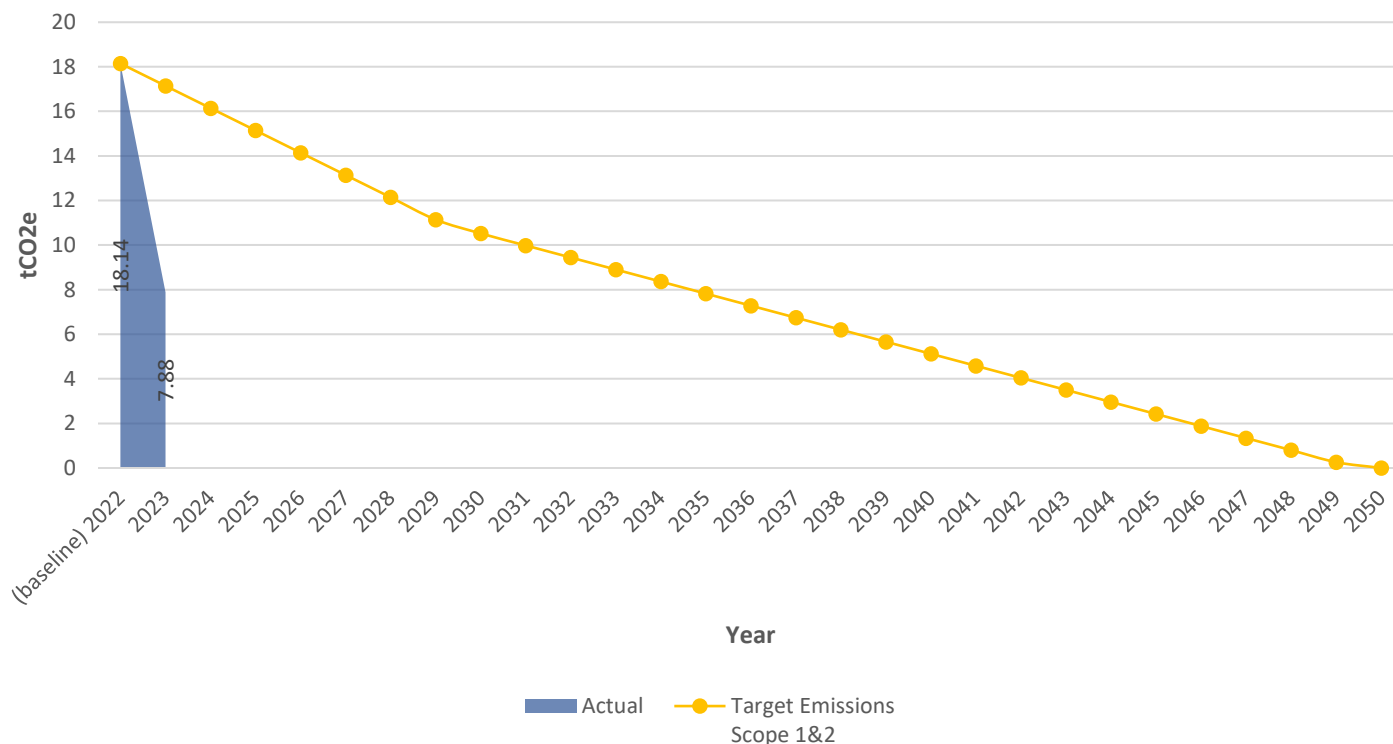
Emissions reduction targets

In order to continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets. Our company commits to a Near-Term target to reduce absolute scope 1 and scope 2 GHG emissions 42% by 2030 from a 2022 base year, and to measure and reduce its scope 3 emissions. We also commit to a net-zero target by 2050. These targets have been approved by the SBTi.

In 2023 (year 1), we achieved our target with a 57% reduction against the 2022 baseline scope 1 and scope 2. Progress against this target can be seen in the graph.

We report annually into the Carbon Disclosure Project and EcoVadis, sustainability assessment platforms and have joined the United Nations Race to Zero campaign.

Carbon Reduction SBTi Target
42% reduction by 2030
Target Emissions vs Actual Emissions
Scope 1&2





Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 2022 baseline for scope 1,2&3. The carbon emission reduction achieved by these schemes equate to 90.7 tCO₂e compared with the 2022 baseline year.

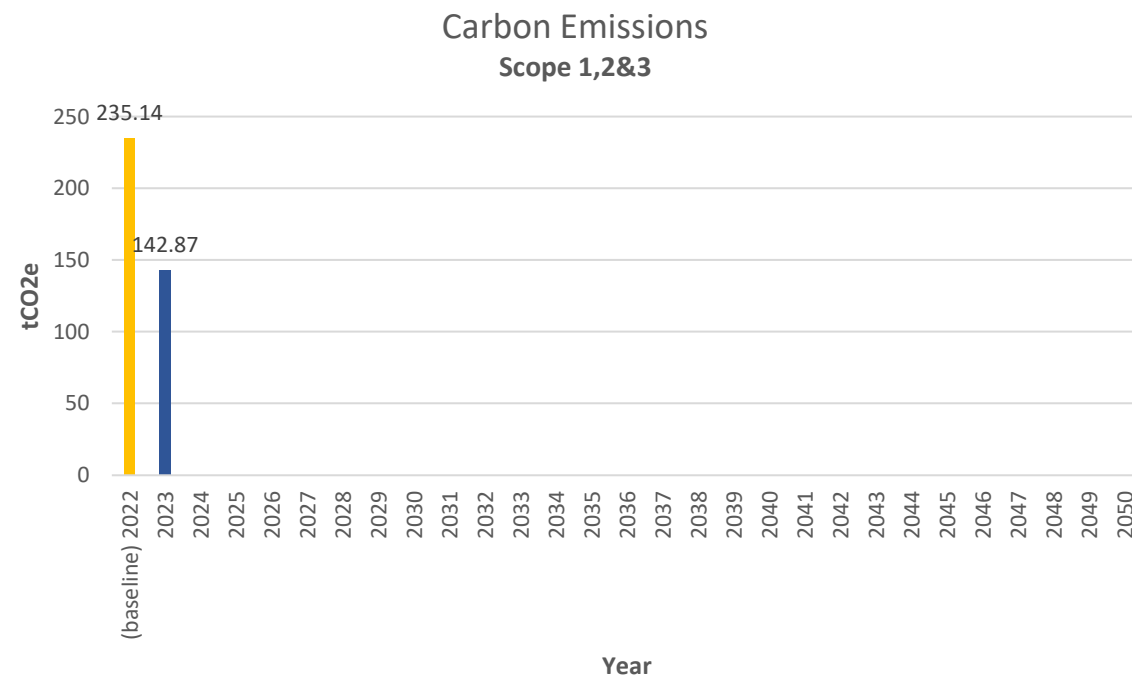
High level summary of projects contributing to the carbon emissions reduction programme:

- Switch to renewable electricity at the Cambridge HQ site in May 2023.
- Transitioned to hybrid working model for staff.
- Review of the business travel requirements for international conferences.
- Signed up to SBTi targets, EcoVadis and CDP assessments.
- Offered to staff electrical vehicle salary sacrifice scheme.
- LED bulbs were fitted to the Oakington office.

2024 onwards Carbon Reduction Initiatives

In the future we are planning to implement further measures such as:

- Developing a Green Strategy for the business.
- Transition electrical vehicle fleet to use renewable electricity sources.
- Switch satellite office (Norwich) to renewable electricity in 2025.
- Continuous review of our supply chain to ensure carbon reduction is maximised.





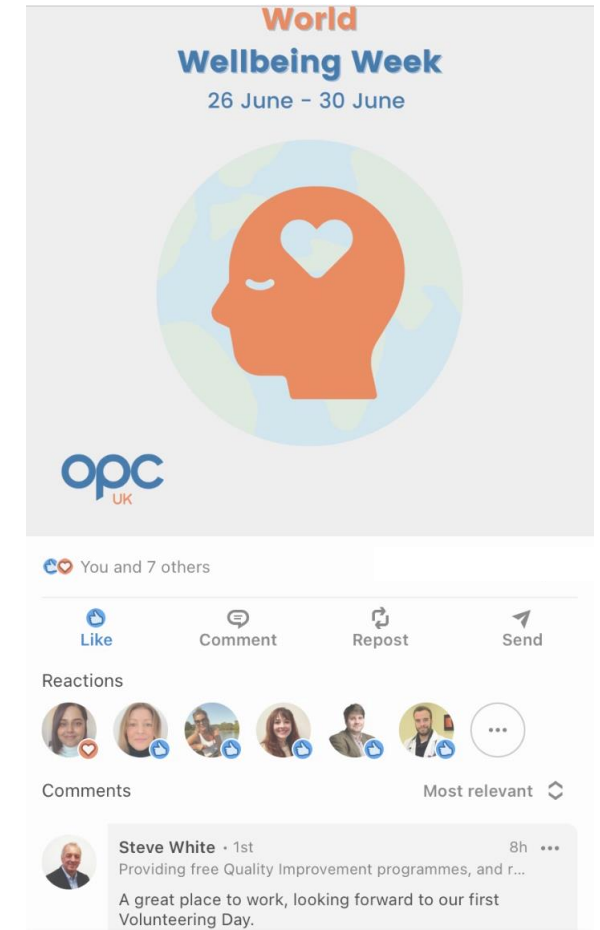
VOLUNTEERING, CHARITY AND COMMUNITY INVOLVEMENT

We launched our volunteering days in 2023 to show our commitment to community engagement and sustainability. On Friday, 7th July 2023 our staff took part in a combined Volunteering Day and Summer Party, to make a positive impact together to the community and colleagues!

This year, we chose to collaborate with Norfolk Hospice, an organisation dedicated to providing comfort and compassion to individuals nearing the end of their lives and offering support to their families and friends. Our teams will be actively involved in a variety of tasks, including outside domestic jobs and general gardening/ tidying of the grounds to enhance the hospice environment for residents.

This initiative holds a special place in our hearts as it aligned with our sustainability agenda, reinforcing our commitment to supporting the communities we operate in. We believe in giving back, and this Volunteering Day was a wonderful opportunity for our teams to come together for a meaningful cause.

But the goodness didn't stop here! We're excited to share that this Volunteering Day has now become an annual tradition for us. We have been asking our staff if they know of a worthy cause that could benefit from our support in the future and planning our next Volunteering, Charity, and Community Involvement event.



Corporate Governance

We believe in doing things right to earn your trust. Our team of directors, each bringing different skills, keeps a close eye on where we're headed and manages potential risks. Being honest and ethical is a big deal for us.

We also want to hear from you – our customers, employees, and communities – to make sure we're making decisions that matter to you.

We're serious about being responsible in how we do business. We work hard to reduce our impact on the environment and do good things for the communities we're a part of. We follow all the rules and regulations, and we're always keeping an eye out for any new things we should know about. This statement is our way of showing you that we're committed to doing things the right way for the long term, creating value for you and being a good member of the community.



Business Ethics

We take pride in our reputation and are dedicated to upholding the utmost ethical standards in everything we do. Our commitment extends to following both local and international laws diligently.

We have established a set of policies that clearly define the expected behaviour from our employees when it comes to potential ethical concerns, including conflicts of interest, bribery and corruption, discrimination and harassment, and compliance.

In 2024, we are working towards being acknowledged by the Good Business Charter, a recognition that reflects our ongoing efforts to prioritize business practices that are not only legal but also ethical and responsible.



Information Governance

We take our Information Governance responsibilities seriously and act as trustworthy guardian of valuable information. We take special care to handle and protect sensitive information responsibly. We keep things confidential and always follow the rules to ensure everyone's privacy and trust are respected.

We are proud to state that we comply with international standards, such as ISO 27001, and adhere to the NHS Digital Security and Protection Toolkit (DSPT).

These commitments reinforce our dedication to maintaining the highest standards in information security and governance. We aim not just to meet, but to exceed industry benchmarks, ensuring the safety and confidentiality of the information entrusted to us by our customers, employees, and partners.



We recognise that our success is driven by the dedication and talent of our diverse workforce. Our commitment to corporate social responsibility extends to fostering a workplace culture that values inclusivity, professional growth, and well-being.

Diversity and Inclusion: We celebrate diversity as a strength, promoting an inclusive environment where every employee feels valued and respected. Our workforce reflects a rich tapestry of backgrounds, perspectives, and experiences, contributing to a collaborative and innovative workplace.

Professional Development: Investing in our employees' professional growth is integral to our CSR goals. Through training programmes, mentorship initiatives, and continuous learning opportunities, we empower our workforce to reach their full potential, ensuring both individual success and the collective advancement of our business.

Health and Well-being: We prioritise the health and well-being of our employees, recognising that a thriving workforce is essential for sustainable business success. Our comprehensive flexible work arrangements, employee health plan, and supportive policies underscore our commitment to creating a work environment that prioritises both physical and mental well-being.

Employee Engagement and Satisfaction: We regularly seek feedback from our employees to gauge their satisfaction and engagement levels. This feedback informs our ongoing efforts to enhance workplace conditions, strengthen communication channels, and cultivate a positive and collaborative atmosphere.

By prioritising the empowerment and well-being of our workforce, we strive to create a workplace where individuals can flourish, fostering a positive impact on our business, communities, and society as a whole.

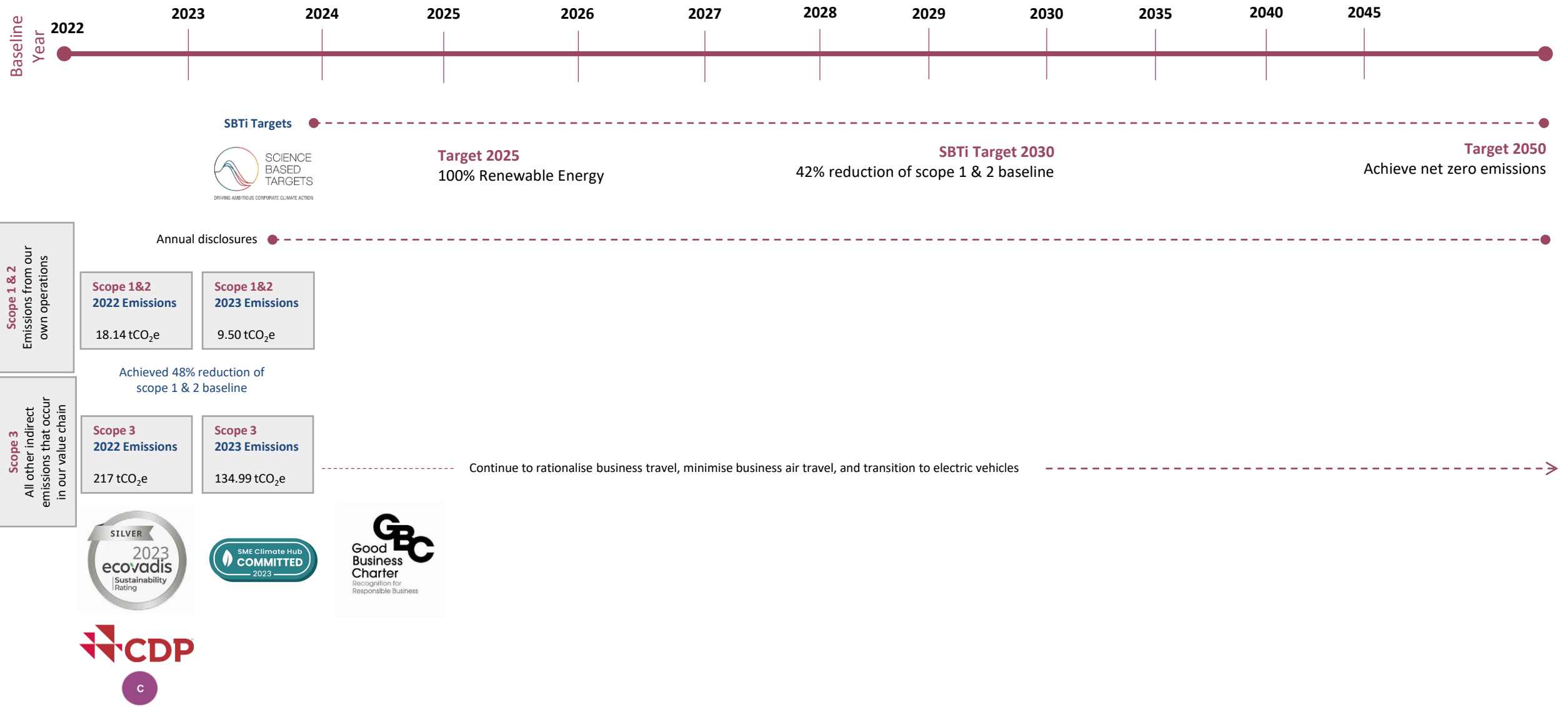
Our People Network 2023

Metrics	2023	2022 Baseline
Turnover		
Turnover rate	15%	44%
Number of leavers	13	28
Number in post (UK) on 31 st December	71 (69% growth)	42
Length of Service		
Employed Staff average time in post	2.17 years	3.1 years
workforce < 1year in post	46%	50%
workforce has <4 years in post	85%	83%
Demographics		
workforce is >40 years	61%	26%
Workforce >50 years	17%	13%
workforce is female	61%	60%
workforce is BAME	19%	17%

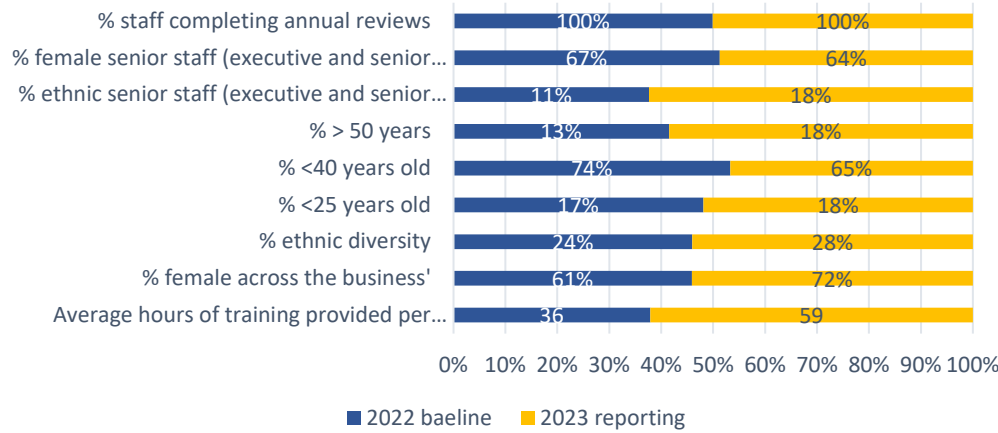
Our Sustainability programme is managed by a multi-tier cross-functional governance team responsible for making progress towards the company’s sustainability agenda by identifying programme elements and driving accountabilities company wide. At all levels of our governance team, representation is maintained across key functions.

<p>Executive Sponsor</p> <p>[Commercial & Legal Director]</p> <p>Ultimately responsible for success of the CSR and Sustainability agenda, provides guidance, secures resources and organisation linkages while championing the programme internally and externally.</p>	<p>Directors</p>	<ul style="list-style-type: none"> ○ Setting, owning, and achieving the objectives of the Company’s approach to environmental and social governance (ESG) and sustainability matters impacting on its business as well as how we impact on the wider environment and communities in which we operate.
<p>Sustainability Programme Lead</p> <p>[Chief Planning & Strategy Officer]</p> <p>Manages program through Governance Team, represents Keysight in broader CSR community and across functions</p>	<p>Sustainability Advisory Group</p>	<ul style="list-style-type: none"> ○ Horizon scanning and monitoring ESG & sustainability developments and emerging risks. ○ Supporting amendments to this Policy and Action Plan & related activities. ○ Lead the implementation of the Action Plan activities within agreed timelines. ○ Prepare management information for periodic reporting to the Directors. ○ Provide a report to the Directors annually that outlines the Company’s approach to managing climate change risks to it, the risk it represents, the progress being made and recommending any further actions.
	<p>Employee</p>	<ul style="list-style-type: none"> ○ Ensure all requirements under this Policy are adhered to, and to ensure that relevant training necessary for their role is completed as required. ○ Individuals across the company are identified by core team members to complete assigned tasks in support of program deliverables

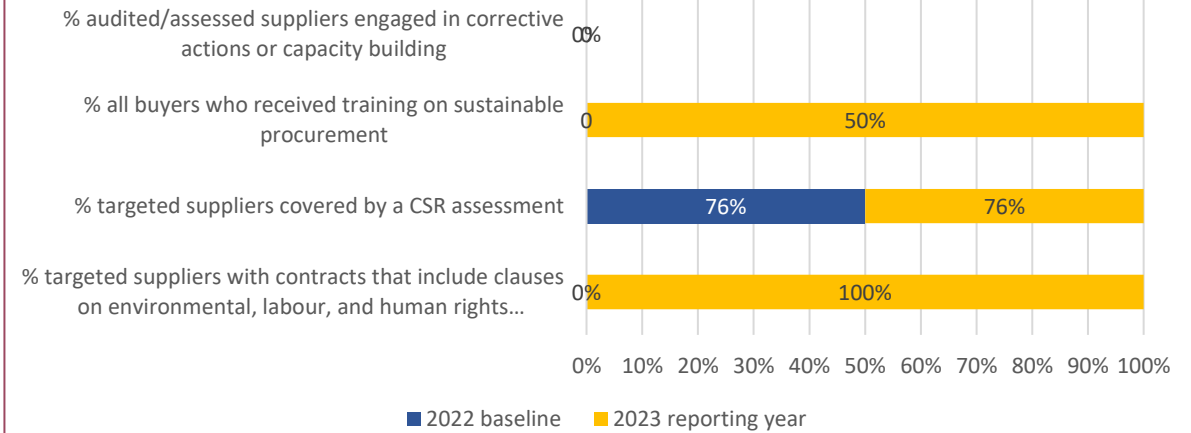
Key Impact Goals



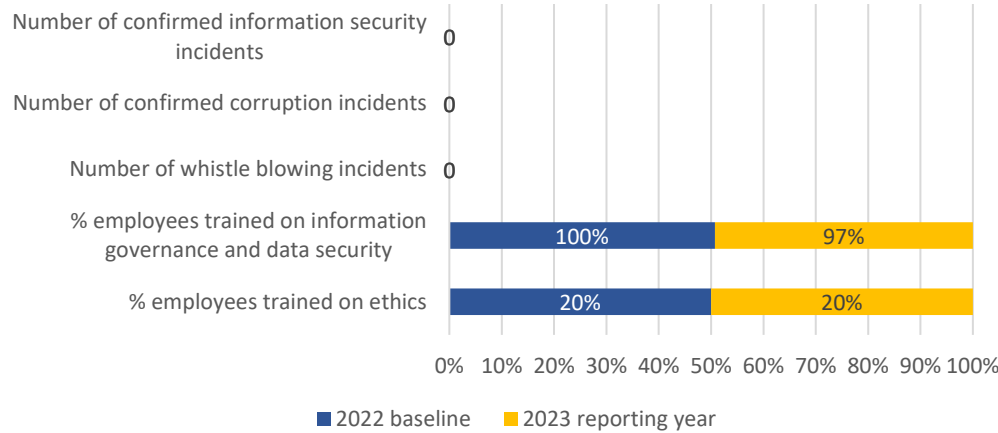
Sustainability KPI Dashboard Labour and HR



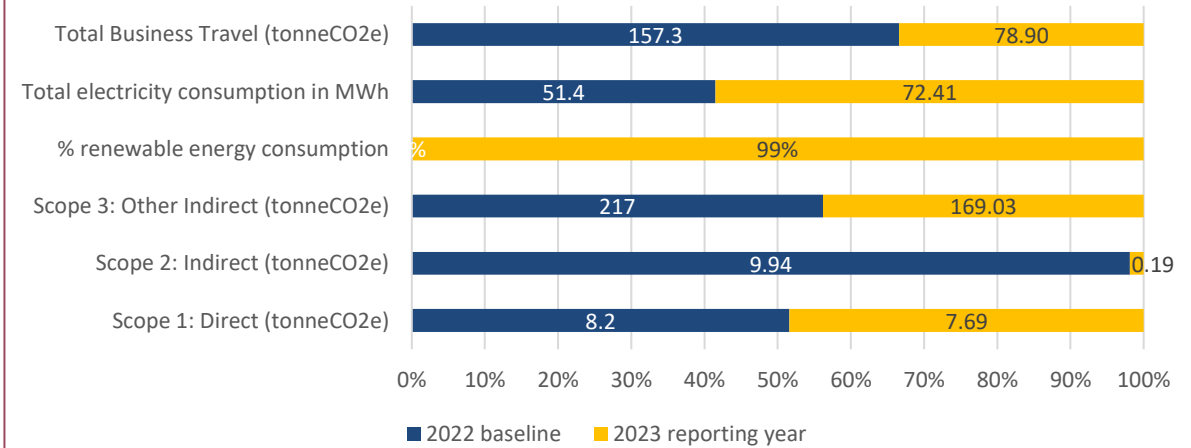
Sustainability KPI Dashboard Procurement



Sustainability KPI Dashboard Ethics



Sustainability KPI Dashboard Environment





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