



2021

Corporate  
Social  
Responsibility  
Report

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# Built for Biotech<sup>SM</sup>

## A Message From Our CEO

We are pleased to share with you our 2021 Corporate Social Responsibility Report.

Our mission is to help biotech and specialty pharma innovators turn ideas into life-changing therapies for patients worldwide. To deliver on that mission, we pursue excellence in every aspect of our business. We prioritize responsible and ethical business practices that help our employees — the company's most valuable asset — create value for our stakeholders and the world at large.

As a business, we must be responsive to the evolving environment and regulations that impact our work and must lead by example — creating business standards that address the needs of our staff, our patients, our sponsors, and all the partners and supporters working with us to achieve our mission.

As a purpose-driven business, we focus on evaluating potential outcomes and making decisions that will achieve the greatest good for the greatest number. We believe that this drives people to work with and for Premier Research, and that this will help us bring positive change to patients in need around the world.

To our dedicated staff, customers, countless partners, and other stakeholders, we are grateful for the opportunity to work together. Coming together as one team is what makes our collective success possible.

**Ludo Reynders, Ph.D.**

CHIEF EXECUTIVE OFFICER



## Who We Are

Premier Research is a clinical research, product development, and consulting company dedicated to helping biotech, specialty pharma, and medical device innovators transform brilliant ideas and breakthrough science into new medical treatments. We're a global company that specializes in the use of innovative technologies for smart study design and trial management to deliver clean, conclusive data to sponsors. We are committed to helping answer the unmet needs of patients across a broad range of medical conditions, and we support this mission through conduct and behavior that promote and sustain progress and success.

### Premier Research in 2021

- ▶ **2,000+ employees** in over **70 countries**
- ▶ Started **65+ new clinical trials**
- ▶ Managed **95 clinical trials** in rare diseases across **40+** rare and ultra-rare conditions
- ▶ Made submissions in **39 countries** across every region of the world
- ▶ Worked with **2,000+ clinical trial sites**
- ▶ Supported the opening of **125+ Investigational New Drug applications**

## Our Commitment to Ethical Conduct

We are committed to conducting our business honestly and ethically. Our values are driven by the knowledge that what we do every day affects the lives and well-being of the patients we support, the customers we serve, the physicians and providers we work with, the investors who support us, and the colleagues that share our mission.

In 2020, we adopted a Global Code of Conduct and Ethics (Code of Conduct) that reaffirms Premier Research's commitment to the highest standards of ethical conduct and to operating in compliance with the laws that govern our industry. In 2021, we appointed our first Chief Compliance Officer to ensure that we continue to honor this commitment, and action is taken when corrective steps are necessary.

*"Premier Research is built to help people. We support research that drives meaningful improvements for patients around the world. We take pride in what we do knowing it has a significant impact. This fuels our approach to corporate responsibility. We are constantly seeking opportunities to reduce risk, improve performance, and generate good."*



**Ellen Teplitzky**

Chief Compliance Officer



# In 2021:

# 1,700 hours of ethics training delivered

# 99% of staff trained

## Our Commitment to Ethical Conduct

**Guided by our Code of Conduct and with oversight from our Chief Compliance Officer, our employees individually demonstrate integrity, professionalism, and commitment to delivering superior results to our customers. To reinforce our collective obligation to upholding ethical business practices, we created a full suite of policies related to ethical conduct covering the following topics:**



**Safe Reporting** – All team members are provided with a phone number and email address for reporting suspected violations of our Code of Conduct in good faith, without fear of retaliation. Reports are investigated and corrective action is taken in a timely manner, whenever appropriate. To date, no significant reports have been made.

**Environmental Standards** – An environmental policy has been incorporated throughout the company and applied to our supply chain. We are continuously improving our environmental management system to best address our environmental objectives.

**Data Security** – As a research organization, security of data is critical to our business. We are committed to data privacy and integrity and adhere to all data protection laws which govern the jurisdiction in which we conduct business, including but not limited to HIPAA, GDPR, and the California Consumer Protection Action. Our Global Privacy and Data Protection Policy governs our organizational procedures relating to processing, storing, and deploying data safely.

**Human Rights** – We do not tolerate human rights violations of any kind from our staff, customers, or partners. As an organization, we are dedicated to uplifting all people and protecting the health and safety of our team members, partners, and the patients, physicians, and customers we serve.

**Anti-corruption** – In all our operations, we seek to avoid impropriety. Our staff are held accountable to our anti-corruption policy. Yearly training is conducted to remain in compliance with all related laws, including the U.S. Foreign Corrupt Practices Act and the UK Bribery Act.



## Premier People: Our Most Valuable Asset

As a diverse and global team, we come together as One Premier that shares a passion for collaborating and advancing amazing science.



**Stefan Schnydrig**  
Chief People Officer

*"We believe that building a responsible business starts with employing the right team. This requires being thoughtful about how we expand our team through hiring and training. We endeavor to generate opportunities for growth, encourage diversity, and create a community where people not only feel they belong but also that they have an ability to make a positive impact on the world."*

## Premier People: Our Most Valuable Asset

We are, foremost, a company of people. Our team brings new health care options to people in need by turning brilliant ideas into life-changing treatments, helping to create a healthier world. We are committed to fostering, cultivating, and preserving a culture of diversity, inclusion, and belonging. We believe our colleagues do their best work when they are inspired, nurtured, and empowered. Our Cultural Anchors form the foundation of this philosophy. These anchors serve as differentiators for how we communicate, interact, and respond to each other, our patients, and our customers.



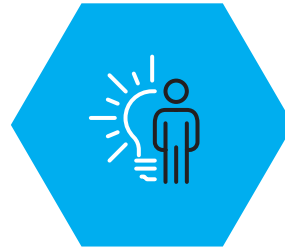
### Aspiration

The ambition of achieving something extraordinary



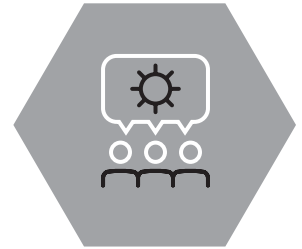
### Caring & Empathy

Work life balance & positive work environment



### Empowerment

Encouraging professional growth and development



### One Team

Cross functional partnership and collaboration for a common goal

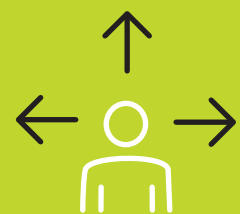
As a diverse and global team, we come together as One Premier that shares a passion for collaborating and advancing amazing science. All our employees are respected and heard. Our intent is to provide employees with a rewarding work environment where they can make meaningful connections, pursue opportunities for advancement, and continue to learn and improve.



## Premier People: Our Most Valuable Asset

Results of our 2021 employee engagement showed a favorable connection to our Cultural Anchors:

- ▶ **9 out of 10** felt their manager regularly recognized their contributions and supported efforts to develop and grow
- ▶ **8 out of 10** experienced a sense of comfort and belonging as a part of the Premier Research team
- ▶ **8 out of 10** were empowered to make decisions and had the authority to do their best work
- ▶ **3 out of 4** believed they were challenged and stretched in a way that resulted in personal growth



## Premier People: Our Most Valuable Asset

## Talent Development

Working in an industry that is constantly evolving means that we must also be evolving as well. We empower our team members to contribute to our growth and their own from day one. New employees are immersed in our aspirational culture from their first day. Ongoing career development is supported by an array of training programs focused on leadership, skills development, and job-related functions. All employees participate in an annual review dedicated to their professional growth. Continuous learning programs drive employees to learn, improve their capabilities, and advance their careers by furthering professional competencies, including quality delivery, collaboration, operational effectiveness, and professional development.

## Premier People: Our Most Valuable Asset

We invest in instructor-led and self-driven courses that are offered to all employees around the globe, including:

- ▶ **One Premier Onboarding:** A global onboarding program that focuses on our organizational, data, and technology culture, and commitment to industry best practices
- ▶ **Premier Research Leadership Academy:** A professional and career development program that supports the development of professional competencies
- ▶ **APEX Training Series:** A program aimed at increasing study team functionality and strengthening operational execution
- ▶ **Data Learning Series:** A data learning program that supports the organization's emerging digital direction through foundational data knowledge
- ▶ **Keystone Academy:** A foundational training program that provides clinical knowledge for Clinical Research Associates
- ▶ **Therapeutic certification programs** developed by Premier Research subject-matter experts on topics including analgesia, device, drug development, neonatology, oncology, pediatric, and rare disease
- ▶ **PEPTalk mentoring program** encourages employees to advance our One Team culture and learn from the expertise of their colleagues

## Premier People: Our Most Valuable Asset

- ▶ Total training hours:  
98,439
- ▶ Number of unique trainings completed: 6,688
- ▶ Percent of staff in director-level roles: 356
- ▶ Number of staff completing all modules of a therapeutic certification program in 2021: 156
- ▶ 200+ employees were certified in Premier Data Intelligence in 2021



# Premier People: Our Most Valuable Asset

## Diversity and Inclusion

Because what we do is profoundly connected to improving and saving lives, we never forget the huge responsibility we carry. Every day is different, and every project is special. And we believe the same of our team. Every team member is special and offers unique skills and perspectives. By bringing diverse teams together, we can better address the needs of the patient populations we serve and help our employees thrive.

We foster a culture of belonging in which employees of varied backgrounds can come together to do their best work. We want all people to feel welcomed, valued, and empowered as a part of our community. This starts with inclusionary business practices that ensure equal opportunity, fair employment, and reasonable accommodations that enrich the employee and candidate experience. Helping people bring their authentic selves to the workplace promotes diverse thinking, leadership, and creativity that greatly benefit our sponsors, partners, and patients.

By embracing differences, our employees are given a platform to share and discuss diverse, global perspectives. Staff are encouraged to leverage employee-led, executive-sponsored Employee Resource Groups. ERGs in 2021 included our Black Employee Network and our Veteran Support Group, open to community members, allies, and supporters. These collaborative employee networks enhance Premier Research's culture of belonging by offering customized programming in the areas of:

- ▶ Inclusion
- ▶ Professional development
- ▶ Employee engagement, collaboration, and well-being
- ▶ Community outreach
- ▶ Recruiting and retention



## Premier People: Our Most Valuable Asset

**30%** **Minorities** comprise of our U.S. workforce

**20%** **Minorities** hold of executive positions in the U.S.

**70%** **Women** make up of our global workforce



**49%** **Women** hold of executive positions worldwide

# Premier People: Our Most Valuable Asset

*"Our people have dedicated their careers to others – leading innovation to advance global health care. This is no small task. At Premier Research, we strive to reward our employees so that they feel recognized for the truly amazing work that they do."*



**Leroy Whitaker**

Vice President  
Total Rewards

## Employee Wellness

As a business that supports advancements in health care, we are passionate about supporting employee health and wellness. Our talented staff have the immense task of driving health innovation. Recognizing the weight of this responsibility, we prioritize well-being to support team members in leading satisfying and healthy lives.

Our benefits programs are designed to help our employees thrive in their professional and personal lives. Our Human Resources team reviews employee needs and delivers innovative and globally inclusive solutions that reaffirm our culture of caring, empathy and empowerment.

Among the resources provided to our team members, mental and physical wellness is supported by a robust Global Employee Assistance program. Flexible work-from-home guidelines as well as country-specific time off policies support work-life balance.

### Other benefits offered to eligible employees include:

- ▶ Employee Resource Groups
- ▶ Health and welfare benefits
- ▶ Paid holidays
- ▶ Leaves of absence (health-related and personal)
- ▶ Retirement plans



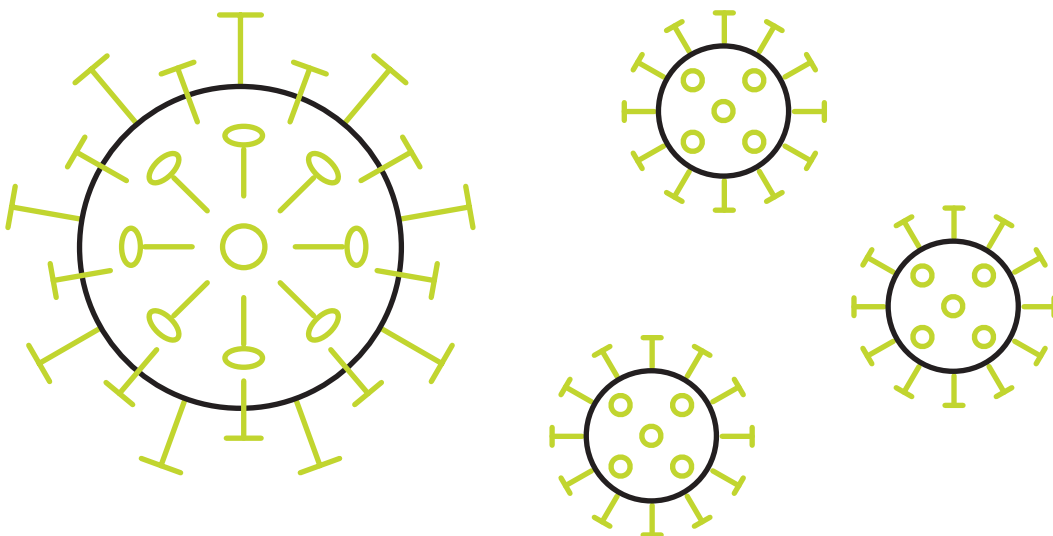
## Premier People: Our Most Valuable Asset

### COVID-19 Management

Premier Research is committed to providing a safe and healthy workplace for all employees, visitors, customers, vendors, and other stakeholders. The Pandemic Management Workforce, launched in 2020, has remained active in support of our goal to mitigate the potential for transmission of COVID-19 in our workplaces and communities.

We continue to encourage our employees to be fully vaccinated and adhere to all local regulations. In addition, our health and safety protocols and our Pandemic Travel & Safety Guidelines are regularly reviewed and updated to address the evolving environment. Employee portals and a secure Vaccination Management Portal provide information and guidance, standard processes for reporting exposure, and — when needed — a process for requesting reasonable accommodations.

All employees are required to comply with our pandemic management guidelines. Through this cooperative effort, we can continue to maintain a safe and healthy work environment.



## Supporting Global Sustainability

At Premier Research, we recognize the importance of monitoring and managing our environmental performance as a part of being a responsible business. Policies included in our Environmental Management System are incorporated throughout the company and our supply chain to ensure that we work in an environmentally responsible manner.

*"Premier Research approaches sustainability with the understanding that small changes can have a big impact. Beyond adopting new technologies and processes, we explore how collective and individual responsibility can make a difference every day."*



**Vic Hill**

Executive Director  
Corporate Administration



***In all business engagements, we promote the efficient use of materials and resources. At a minimum, we require that our suppliers and service providers have an environmental policy that promotes greater efficiency and reduced emissions. The purchase of recycled, recyclable, or refurbished products and materials is prioritized, wherever suitable products are available. Unnecessary travel is avoided, and energy-efficient travel is encouraged when practical.***



***As a global business, we operate in more than 70 countries around the world, with 21 office locations. We invest in workspaces enabled to promote energy saving measures, such as our Green Park facility in Reading, U.K. which uses 100 percent renewable energy. Energy-efficient products and energy-control/limiting mechanisms – e.g., LED lighting with automatic on/off features, properly optimized HVAC systems – are introduced in our workspaces when feasible to reduce our environmental impact.***



***Reuse/recycle programs are also in place and protocols, such as electronic signatures, have been implemented to limit waste production. Hazardous cleaning products and any other such materials have been replaced with suitable substitutes.***



***To ensure awareness of and compliance with all relevant policies, Premier Research staff participate in induction training, annual reviews, and continuous development aimed at promoting environmentally responsible work activities. All team members are provided with a phone number and email address for reporting suspected violations of our Environmental Policy.***

Through ongoing staff dedication, we continue to ensure that our business has the minimum achievable environmental impact and that consideration for environmental concerns is integrated into all operations. Our internal processes are continuously reviewed to further reduce our environmental impact wherever possible.

## Responsible Business Practices

Our global mission is to improve productivity in clinical development. Our commitment is to execute with quality every time, everywhere, in everything we do.

Driving our values is the knowledge that what we do every day affects the business outcomes of the customers we serve, the lives and well-being of the patients we support, the physicians and providers we work with, the investors who support us, and the colleagues who share our mission. We therefore commit to:

- ▶ Alignment with the goals of our customers
- ▶ A culture of achievement
- ▶ A fundamental belief in teamwork, accountability, and transparency
- ▶ Compliance with industry regulations and ethical business practices
- ▶ Support and understanding of patient communities and the challenges they face

### Compliance, Safety, and Patient Considerations in Clinical Research

We work in a highly regulated environment where patient safety is paramount. Patients and their advocates are at the heart of everything we do. It is our responsibility to ensure that trials are conducted safely and ethically. Compliance with laws, rules, and regulations and adherence to medical ethics standards are a core focus of every project team.

To ensure compliance, we have designed and implanted a comprehensive training program routed in ICH GCP and ISO 14155:2020 Guidance. Training is delivered on a biennial basis, or more frequently as required by guidance updates, business need, and global and local regulations. This training program provides the basis of our clinical practice and ensures Premier Research team members, contractors and third-party partners are knowledgeable in safe and ethical clinical conduct.



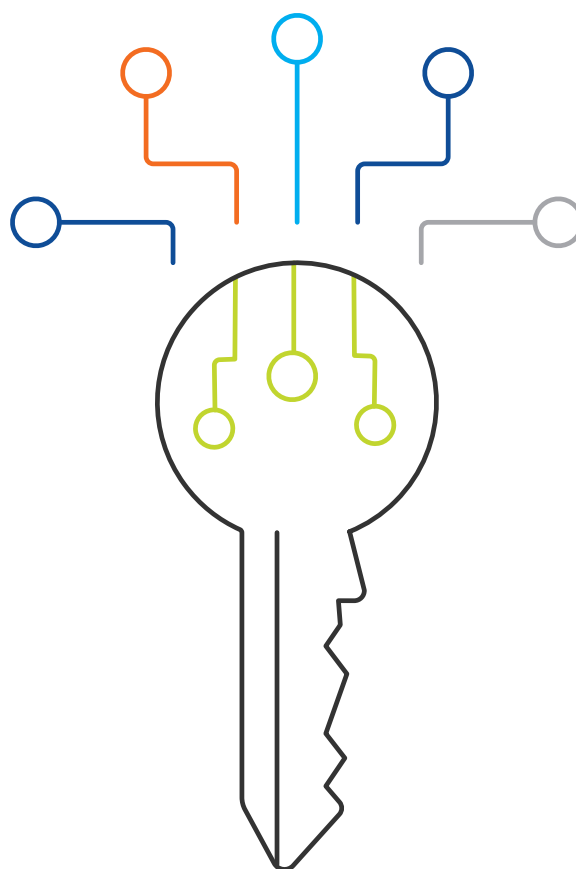
## Responsible Business Practices

In addition to adhering to compliant practices, we factor the needs of patients and their caregivers heavily in trial design. We do this by building relationships with patient communities and key opinion leaders. We work with sponsors to understand each disease's burden and each patient's treatment goals, gaining vital insight into effective recruitment and retention strategies. In this pursuit, we integrate the input of all relevant stakeholders to ensure development of patient-centered drugs and devices.

### Data Protection

Data is an integral part of everything we do at Premier. The ability to analyze and secure data and information is considered an essential skill across our organization. We are committed to the confidentiality, integrity, and availability of the data we access, as well as ensuring our staff and partners have the knowledge to safeguard data and information.

We have implemented a Global Privacy Program to ensure that we process personal data in compliance with all applicable privacy legislation in the geographies where we operate, including the General Data Protection Regulation (EU) 2016/679 (GDPR), the California Consumer Protection Act, the United Kingdom Data Protection Act of 2018, and HIPAA.



Our Global Privacy Program is based on the data protection framework established by GDPR, with local adaptations in individual European Union countries as needed, and further adaptations in other countries where there are legal obligations that go beyond the requirements of GDPR.

- ▶ Leadership, oversight, and monitoring
- ▶ Policies and standards
- ▶ Training and awareness
- ▶ Transparency
- ▶ Data subjects' rights
- ▶ Contracts and data sharing
- ▶ Records processing
- ▶ Records management and security
- ▶ Risk and data protection impact assessments (privacy by design)
- ▶ Breach response



## Responsible Business Practices

In addition, the Global Privacy Program aligns with our strategy for data governance and information security to create a holistic approach to the protection of personal data.

Premier Research's commitment to protecting confidential business information is set out in our Information Security Policy. Combined with supporting policies on Information Technology and Data Governance, it establishes a framework for ensuring the integrity and protection of these vital assets. It outlines best practices on information security, defines clear roles and responsibilities, and improves the management of information assets in alignment with Premier's policies and regulatory and compliance requirements.

Included in program safeguards are stringent assessments of security and privacy risks, both of existing and new systems and processes. Our approach has clearly been successful. To date, there have been no reportable data breaches for which Premier Research was responsible.

Expectations regarding data security and privacy practices are regularly communicated to our staff. All employees must participate in regular data privacy and security training, and most staff are subject to additional role-dependent training. An optional Data Learning Series certificate program addressing data governance in greater depth is available to all staff.

## Responsible Business Practices

### Premier Research's Government Access Request Report:

In order to comply with our obligations to protect personal data transferred from the European Economic Area and United Kingdom, we publish whether we have received any requests for such personal data from government authorities in countries not deemed to have an adequate level of data protection by the European Commission. Premier Research has a policy of not disclosing personal data to any governmental or other public authority unless required to do so to comply with a binding and valid order. Each request is scrutinized by Legal Counsel and the Vice President, Privacy and Global Data Protection Officer before any response is made. Below are the requests that we have received in the last 5 years.

Type of Request	Country of Origin	Year	Data Subjects Affected	Action Taken
FINRA	US	2018	Employee and Investigator	Fulfilled
FINRA	US	2020	Employee and Investigator	Fulfilled
FINRA	US	2020	Employee and Investigator	Fulfilled

### Looking Ahead

Premier Research aims to provide transparency regarding sustainability practices, including environmental, social, and governance topics. We are committed to making progress and to sharing that progress with stakeholders in a transparent way. We continually work to support a sustainable global community by improving our business practices and refining our reporting process.

## North America

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# About

Premier Research is dedicated to helping biotech, specialty pharma, and medtech innovators transform life-changing ideas and breakthrough science into new medical treatments.

Premier Research specializes in the use of innovative technologies for smart study design and trial management to deliver clean, conclusive data to sponsors.

Whether it's developing product lifecycle strategies, reducing clinical development cycle times, securing access to patients, navigating global regulations, maximizing the impact of limited rare disease data, or providing expertise in specific therapeutic areas, Premier Research is committed to helping its customers answer the unmet needs of patients across a broad range of medical conditions.



Built for Biotech<sup>SM</sup>

[premier-research.com](https://premier-research.com)