

HRW Code of Conduct

This Code of Conduct details the policies which govern Healthcare Research Worldwide.

We are committed to being a responsible and sustainable business that shows respect for the environment and communities in which we operate. We support and uphold the [Ten Principles of the UN Global Compact](#).

A summary of our policy commitments in relation to professional business standards, core sustainability, and environment, social and governance ('ESG') issues, is as follows:

- **Business ethics:** We always act with the utmost integrity and comply with all relevant legislation, anti-competitive practices including market-sharing, price-fixing, non-respect of confidentiality agreements, industrial espionage and abuse of dominant position are prohibited.
- **Community:** We strive to positively contribute to our local community, engaging and supporting local charities and provide one days' paid leave per year to our employees to engage in community-based volunteering.
- **Corruption:** We prohibit corruption in all its forms, including bribery, extortion, fraud, embezzlement, money laundering and facilitation payments. Gifts and hospitality are not accepted if they are in any way thought or perceived to be in return for either doing/not doing something or showing favour/disfavour to a person or organisation.
- **Environment:** We take steps to understand and minimise our environmental impacts, notably those associated with waste and energy use. We adopt hybrid working, conducting meetings by video/tele conference where practicable and ask our staff to consider public transport where travel is necessary. We promote use of Electric Vehicles through vehicle leasing schemes and have pledged to plant a tree for every research project undertaken each year. As part of our group commitment, we have signed the [MRS Net Zero Pledge](#) for our operations to be carbon net zero by 2026.
- **Health and safety:** We are committed to effectively managing all aspects of health and safety in our workplace, and positively contributing to employee wellbeing.
- **Human Rights:** We respect human rights and operate in accordance with the fundamental rights set out in the [International Labour Organisation's Declaration on Fundamental Principles and Rights at Work](#). This includes upholding freedom of association and collective bargaining, not using forced or child labour, and eliminating discrimination.
- **Inclusion and discrimination:** We are committed to fostering a diverse and inclusive workplace where everyone feels respected and supported to reach their full potential. We provide equal opportunities in relation to all aspects of employment and work conditions. Direct discrimination, indirect discrimination, harassment, and victimisation in relation to age; colour; COVID-19; disability (mental or physical); ethnicity; gender reassignment; marriage or civil partnership status; nationality; political opinion; pregnancy and maternity; race; religion or belief; sex; sexual orientation; and worker representative organisations are all prohibited.
- **Information security and data privacy:** We are committed to safeguarding and protecting our information and any other information entrusted to us and we take cyber security issues very seriously. MMR has a documented Information Security Policy in place which applies to all information system environments at HRW and MMR groups. All employees are required to comply with the Policy and line management are required to ensure that they do. Training in security cyber security awareness is provided for all new employees and periodic updates take place for all staff.
We respect the confidentiality of all personal information shared with us and are committed to processing it responsibly and in compliance with applicable data protection laws. External disclosure of confidential information is prohibited.



- **Labour Standards:** Hours of work shall comply with applicable laws. We pay fair remuneration and employees are not expected to work more than 48 hours per week, and utilise rest time schemes to take back time where hours worked exceed normal weekly contracted hours. Employees receive far in excess of the one day off for every-seven day period stated by the ILO.
- **Modern Slavery:** We are committed to preventing slavery and human trafficking in our corporate activities and our supply chains. This commitment is emphasised in our employee training programmes and company policies. We also expect the same high standards which we set for ourselves from those parties with whom we engage, such as our suppliers and customers.
- **Political Lobbying:** We do not give political donations and we prohibit lobbying in contradiction of the standards upheld in this policy.
- **Tax:** We are committed to being a responsible and compliant taxpayer in the countries where we operate and we do this through robust governance, not engaging in tax avoidance and being transparent in our relationship with the tax office.
- **Whistleblowing:** We require all colleagues to maintain high standards of conduct. We encourage colleagues to report suspected wrongdoing as soon as possible in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected. Reporting processes include an anonymous reporting platform (Your Voice) where colleagues can share their concerns without fear of retribution.

This Code of Conduct applies to all employees and temporary workers, consultants, contractors, agents and subsidiaries acting for, or on behalf of HRW and MMR Groups across our global operations. Anyone who violates this Code, the law, or our policies may be subject to disciplinary action, up to and including termination, in accordance with applicable law.

Training on the Code of Conduct is available as needed, with annual mandatory training on GDPR, cyber security and anti-bribery also conducted.

Signed:

A white rectangular box containing a handwritten signature in black ink that reads "Laura Buckingham".

Laura Buckingham, Global Head of HR

Dated: Sept 2024