

# Environmental, Social, and Governance report

Fiscal Year 2025-2026

This report covers the financial year APR2025-MAR2026, with selected initiatives from previous years where relevant to show progress over time. Figures cover activities carried out in our locations in France and the United States.

# Purpose & Intent

Since 2017, we have been committed to embedding Corporate Social Responsibility (CSR) at the core of our organization. Our vision, strategy, and operational objectives have consistently integrated business, social, and environmental considerations, reflecting our belief that sustainable performance can only be achieved through a balanced and responsible approach.

This year marks an important milestone for Kayentis: for the first time, we are publishing an ESG report. Through this document, we aim to provide our stakeholders a transparent and structured overview of what CSR represents for us: our vision, our priorities, and the concrete actions we implement to generate a positive and lasting impact.

This report does not claim to be exhaustive. Instead, it focuses on the topics that matter most to us and on the initiatives where we choose to concentrate our efforts. It seeks to reflect, as faithfully as possible, what truly drives us and how we continuously strive to progress in our CSR journey.



Guillaume JUGE  
Chief Executive Officer



Laure MALLET  
CSR Manager



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# Our approach to corporate sustainability

In 2017, Kayentis formalized its CSR approach on a voluntary basis, driven by the belief that it was the most appropriate and responsible path for the organization.

We are convinced that a company can achieve long-term success only when it balances three pillars:

- ✓✓ Economic health
- ✓✓ The fulfillment of each employee and each stakeholder
- ✓✓ An active contribution to environmental preservation

Going forward, our priority is to further embed CSR into our company culture and daily activities, so that it becomes an integral part of how we engage with our customers, partners, and suppliers. Our ambition is for CSR to be embraced at all levels, shaping the way we operate, fostering a positive impact within our ecosystem, and contributing—at our scale—to a more sustainable and responsible world.



Outdoor lunch at the Kayentis Meylan office



## Our strong EcoVadis results

For the fourth consecutive year, Kayentis has been awarded the EcoVadis Silver Medal, reaffirming our strong commitment to responsible and ethical business practices, while improving our score by 8 points compared to last year and reaching the 91st percentile among companies in the “Computer programming, consultancy and related activities” sector.

+8

points compared to last year



United Nations  
Global Compact

## Proud member of United Nations Global Compact

Kayentis has joined the United Nations Global Compact in 2023 because we believe in the principles it promotes. This commitment reflects our intention to align our practices and our business strategy with internationally recognized values.

# Social

“ People thrive when trust, inclusion, and well-being shape the way we work. ”



Fy Ravoajanahary  
Chief Human Resources Officer

- PEOPLE & ORGANIZATION
- GROWTH & WELL-BEING
- DIVERSITY & INCLUSION

# An agile & flexible working organization

At Kayentis, the circulation of trust is a core value that underpins the way we work. Employees are encouraged to organize their work in the way that best supports their efficiency and well-being. This flexibility is balanced with the operational requirements of our industry, including adherence to project timelines, team collaboration within a global environment, and the continuous availability of our solutions, which are used 24/7 by investigator sites and patients. By combining individual autonomy with shared professional constraints, we maintain both personal empowerment and collective performance.

Making cross-functional agility and flexibility part of Kayentis' DNA was a key objective of this year to support a more adaptive work organization. Whether on an ad-hoc or recurring basis, these initiatives help better manage workload fluctuations while fostering individual skills development and supporting voluntary internal mobility.

## A key result of this year



# 87.9 %

**Overall satisfaction rate in cross-functional assignments. Well above our 80% target.**

Progress toward the objective of making cross-functional agility and flexibility part of Kayentis' DNA is measured through a project satisfaction survey among employees involved in cross-functional assignments. The results exceeded our expectations with an overall satisfaction rate of 87.9%, well above the 80% target. This achievement confirms the successful embedding of cross-team collaboration, flexible resource sharing, and skills development into our day-to-day operations.

## Engaged teams, strong results

Measuring employee engagement and well-being is just as important to us as assessing customer satisfaction, as we strongly believe the two are closely connected. For this reason, we conduct an annual company-wide survey to evaluate key dimensions of our employees' experience at work.

This assessment enables us to monitor engagement trends over time, identify priority areas for improvement, and guide our continuous efforts to foster a supportive, inclusive, and motivating workplace. Ultimately, ensuring that our employees feel valued and empowered contributes directly to better performance, stronger collaboration, and enhanced customer satisfaction.



**95%** rate their well-being at work as good or excellent



**96%** are satisfied or very satisfied with their work-life balance



**98%** are satisfied or very satisfied with their relationship with their colleagues

Kayentis seminar in Dieulefit



## GROWTH & WELL-BEING

# Ensuring workplace safety and security

With employees working in a hybrid setup in France and the United States, combining office-based work and up to three days of remote work per week, the main occupational risks relate primarily to psychosocial factors as well as those associated with office-based activities.

Training sessions have been delivered on both psychosocial risks (PSR) and workstation ergonomics. These sessions will be held again next year to ensure that every employee can participate.

They complement the ongoing attention given to ergonomic working conditions, including dual monitors, standing desks and ergonomic mice.

 **Training sessions**

 **Ergonomic working conditions**



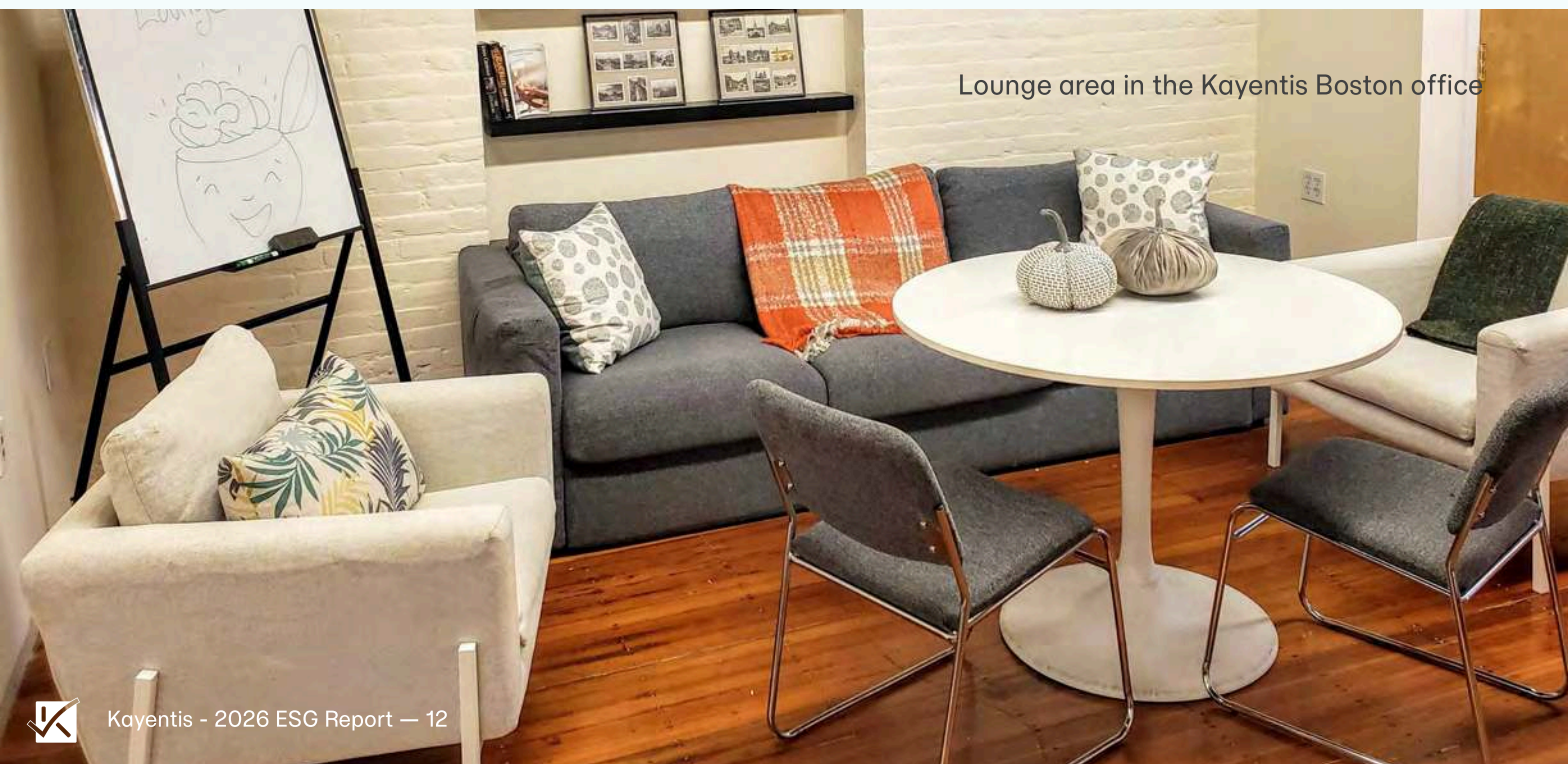
Training session at the Kayentis Meylan office

# Supporting professional development

Access to training is a fundamental right for all employees. In line with legal requirements and our commitment to supporting professional growth, every employee is encouraged to develop their skills, either to strengthen their current role or to prepare for future career opportunities. Training needs are systematically discussed during the annual performance review, and may also be raised at any point during the year according to evolving needs. This ongoing dialogue ensures that development priorities remain aligned with both individual aspirations and organizational requirements. Kayentis also promotes internal mobility as a key driver of professional development, prioritizing internal career moves over external recruitment whenever possible to support long-term growth opportunities for our employees.

65% of employees who attended external training sessions were new participants, meaning they did not belong to the initial cohort of employees previously trained.

**This result reflects our strong commitment to fair and inclusive access to development opportunities, ensuring that training benefits are shared more widely across the organization.**



Lounge area in the Kayentis Boston office

DIVERSITY & INCLUSION

# An open recruitment policy

Kayentis applies a transparent, open, and non-discriminatory recruitment policy, guided solely by the objective of selecting the right person for the right role and team. We value each individual's qualities and personality, placing particular emphasis on interpersonal skills, alignment with our values, and the ability to integrate into our work environment. Respect for individuality is a core principle, and we strive to help each employee express their full potential.

**23** nationalities

represented within the company at the beginning of 2026, reflecting our long-term, inclusive approach.

# Our commitment to gender equality

We apply strictly equal treatment between men and women in the company. We recruit, develop, and remunerate each person according to their skills and performance, and the nature of the position. Each person is treated on their own merits.

For the past 5 years, Kayentis has consistently scored 99/100 on the French Gender Equality Index. While this indicator is specific to the French regulatory framework and does not exist in the United States, our approach to equal pay, career progression, and non-discrimination is applied consistently across the group. Also, our workforce reflects a balanced gender representation with full parity at Executive Committee level.

♀♂ **99%**

Gender Equality Index  
99 for 5 years



Wheelchair basketball session for disability awareness at our Meylan office

# Disability as an asset

At Kayentis, we view disability and vulnerability as assets for both the company and its employees. We strive to adapt our recruitment practices and working environment to create greater inclusion of people with disabilities, and we encourage managers to actively consider this dimension when building their teams.

Over the years, several initiatives have been implemented, including awareness actions on invisible disabilities, participation in dedicated recruitment events for people with disabilities, and ongoing efforts to improve workplace accessibility. As part of this commitment, accessibility improvements are currently in progress, reflecting our determination to further strengthen inclusion for people with physical disabilities.

- Awareness actions on **invisible disabilities**
- Participation in **dedicated recruitment events** for people with disabilities
- **Accessibility improvements** currently in progress, further strengthening inclusion for people with physical disabilities

# Governance

“ Innovation creates value when guided by robust governance and responsible frameworks. ”



Guillaume JUGE  
Chief Executive Officer

- FRAMEWORK & ARTIFICIAL INTELLIGENCE (AI)
- ETHICS & COMMUNITY

# Strong governance framework

**Kayentis has established a robust governance framework, supported by a dedicated organization and structured processes, to ensure effective oversight of ethical conduct, data protection, cybersecurity, and sustainable development.**

This framework includes a Board to which the company management reports, along with key roles such as a Data Protection Officer (DPO), a Cybersecurity Manager, and a CSR Manager, complemented by internal control and audit procedures.

Governance also covers regulatory compliance relevant to our activities, particularly in the context of clinical research, data integrity, privacy requirements, and business continuity.



**Data Protection Officer (DPO)**  
GDPR & HIPAA  
compliance oversight



**Cybersecurity Manager**  
Security oversight  
& business continuity



**CSR Manager**  
Sustainability strategy  
& reporting

# Integrating Artificial Intelligence responsibly

At Kayentis, we are committed to integrating Artificial Intelligence (AI) in a responsible and ethical manner. Our aim is to continue innovating while protecting the sensitive data of study participants and maintaining the trust of our partners and employees. We are dedicated not only to complying with existing regulations such as GDPR and HIPAA, but also to anticipating and adhering to new requirements, including the European Union's Artificial Intelligence Act.

We have implemented a policy for the responsible use of Artificial Intelligence at Kayentis to raise awareness among employees about the limits, risks, and constraints associated with AI. All employees have signed this policy.



## POLICY FOR THE RESPONSIBLE USE OF ARTIFICIAL INTELLIGENCE (AI) AT KAYENTIS

### WHY A POLICY?

The advent of artificial intelligence (AI) offers multiple opportunities to improve our ways of working, reduce tedious tasks, and provide new features in our solution and services, both for our clients and internally. However, this new technology also brings fears, risks, and constraints, thus requiring responsible use.

At Kayentis, we are committed to integrating artificial intelligence in a responsible and ethical manner. Our goal is to continue innovating while protecting the sensitive data of study participants and maintaining the trust of our partners and employees. We are committed to complying not only with existing regulations such as GDPR and HIPAA, but also to anticipating and adhering to new requirements such as the European Union's Artificial Intelligence Act.

This policy aims to establish a framework allowing all Kayentis employees to use AI tools to the best of their abilities while respecting Kayentis' rules.

### LET'S START WITH A DEFINITION: WHAT IS GENERATIVE AI

Generative AI is a subfield of artificial intelligence: it is a category of AI capable of producing content (text, image, sound, video). It is a software system that can be queried in natural language, as if one were speaking to a human being.

# 100%

**of employees have signed our AI responsible use policy**

# Ethical business conduct

Kayentis applies a zero-tolerance policy towards any form of harassment, in compliance with applicable laws and with due regard to its responsibilities towards stakeholders. The company is committed to conducting its activities with integrity and transparency, including the prevention of corruption, bribery, fraud, and conflicts of interest.

**As part of our commitment to fostering an ethical, transparent, and respectful work environment for all our stakeholders, Kayentis has implemented a whistleblower procedure designed to enable the secure reporting and appropriate handling of alerts.**

# Zero

**tolerance policy**

toward any form of harassment

# Sustainable supply chain partners

We seek to work with suppliers and subcontractors who share our values. Recognizing that addressing the full complexity of sustainability requires time, we encourage our partners to move forward with us and to demonstrate their commitment to continuous improvement.

**This year we have focused on improving our knowledge of suppliers' and subcontractors' practices, prioritizing those involved in our three main service activities. As a next step, we plan to increase the number of partners committing to our Vendor Code of Conduct.**



Signature of a partnership in Kayentis Meylan office

## ETHICS & COMMUNITY

# Impact on our local community

We are part of a community in which we have a role to play in supporting local and global initiatives.

After a period of offering short discovery internships mainly within our organization or our employees' network, we chose to expand our internship program to be more inclusive and socially impactful.

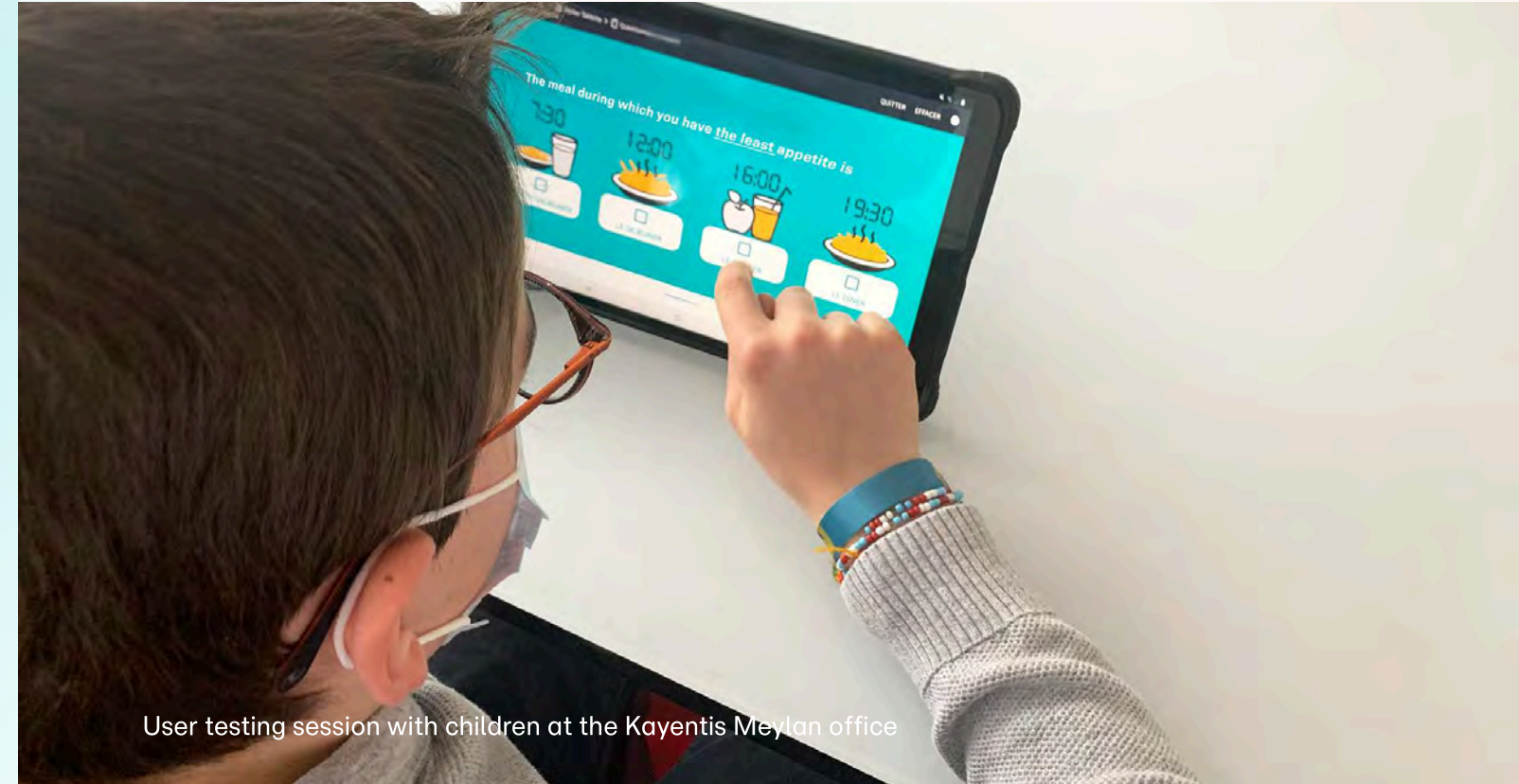
We partnered with the Viens Voir Mon Taf association to welcome 9th grade students from priority education networks of our area, offering them internship opportunities they would not have access to through their own networks. This action strengthened our commitment to equal opportunities and social inclusion while being involved within our local community.



Kayentis talk at the University of Grenoble

 Internship opportunities for priority education network

 Strong relationships with patient associations



User testing session with children at the Kayentis Meylan office

# Engagement with stakeholders

Kayentis maintains close and strong relationships with patient associations and users of our solutions, recognizing them as key stakeholders in our ecosystem. We regularly invite patient representatives to engage with our employees, helping to raise awareness of real patient needs and experiences. In parallel, users are actively involved in testing and refining our solutions, ensuring meaningful co-construction and continuous improvement. Their feedback directly informs product design, usability, and accessibility. This collaborative approach reinforces our commitment to delivering solutions that truly meet the expectations of patients and healthcare professionals.

Building on a successful user workshop conducted last year with investigator sites, Kayentis further strengthened patient involvement this year by organizing two dedicated user testing sessions with patients.

**These sessions enabled us to collect direct feedback on our solutions, providing valuable insights that have been integrated into product improvements and reinforcing our patient-centric approach.**

# Environment

● CLIMATE & CIRCULARITY

“ Every action counts when reducing our footprint and preserving resources for the future. ”



Laure MALLET  
CSR Manager

# Our response to climate change

Since 2017, we have been committed to measuring our carbon footprint in order to reduce it, take responsibility for our impact, and provide transparency to our clients regarding the footprint of each of their projects. Just as we rely on impact data to guide our own decisions, we assume our clients also need this visibility to inform theirs.

In 2024, we set our baseline for the estimation of our Green House Gas (GHG) emissions, in accordance with the GHG protocol. This allowed us to set relevant and consistent objectives.

**This year, we focused our efforts on improving the accuracy and robustness of our carbon footprint calculations.** Internally, this involved progressively replacing monetary-based estimates with physical data whenever possible.

**In parallel, we initiated discussions with our key suppliers to better understand their own environmental impacts,** as these directly contribute to ours. As the majority of our carbon footprint lies within Scope 3, engaging our suppliers is a critical lever for action.

This improved understanding enables us to better identify where to prioritize our efforts and to align our actions with our objective of reducing our carbon footprint by 30%, per million euros of revenue, by 2030.

**-30%**  
carbon footprint reduction

per million euros of revenue by 2030

# Prioritizing reuse, with recycling where necessary

**Reuse, or, whenever reuse is not possible, recycling, has long been an integral part of our approach to managing devices and IT materials.**

After moving away from fixed usage periods and extending the lifespan of IT equipment as long as it remains fully operational, we took a further step this year by partnering with a local company to equip our main office in France exclusively with refurbished laptops.



Lifespan of IT equipment extended as long as fully operational



Local partnership supporting the circular economy



When reuse is not possible, responsible recycling as a systematic alternative

**100%**

of Personal Computers purchased for our main office are refurbished



# Moving forward

Looking ahead, we are committed to publishing this report on an annual basis to foster an open, transparent, and constructive dialogue with our stakeholders on the actions we take and the progress we achieve. This ongoing transparency will allow us to better assess our performance, share lessons learned, and continuously refine our priorities.

We remain firmly determined to strengthen our impact across the three pillars of sustainability — environmental, social, and governance — by enhancing our practices and further embedding responsible principles into our everyday operations.

“ Sustainability is a long-term journey. We approach it with humility, determination, and a clear ambition: to continuously improve, together with our stakeholders, in a spirit of responsibility and trust. ”



Guillaume JUGE  
Chief Executive Officer

# Key ESG performance indicators

INDICATOR	2025 value
<b>Environment</b>	
<b>Scope 1 GHG emissions (tCO2 e)*</b> Scope 1 emissions, as defined by the GHG Protocol and refer to direct GHG emissions from sources owned or controlled by the reporting entity, such as emissions from combustion of fossil fuels and onsite industrial processes.	9
<b>Scope 2 GHG emissions (tCO2 e)*</b> Scope 2 emissions, according to the GHG Protocol, are indirect GHG emissions associated with the purchased or acquired electricity, heat or steam consumed by a reporting entity in its operations.	6
<b>Scope 3 GHG emissions (tCO2 e)*</b> Scope 3 emissions, as outlined by the GHG Protocol, encompass indirect GHG emissions from sources not owned or controlled by the reporting entity, such as emissions from supply chains and business travel.	1,114
<b>Total GHG Emissions (tCO2 e)*</b>	1,129
<b>Carbon intensity /M€ (tCO2 e)</b>	60
<b>Electricity consumption within the organization (Mwh)</b>	104
<b>% electricity consumed from renewable sources (Mwh)</b>	94
<b>% electricity consumed from non-renewable sources (Mwh)</b>	6

\*This value has been calculated on the financial year 2023-2024, it will be calculated again on the financial year 2025-26.

INDICATOR	2025 value
<b>Social</b>	
<b>Workforce size</b>	149
<b># employees with permanent contracts</b>	147
<b>% women in the executive committee</b>	50
<b>% turnover</b> Number of permanent employee departures in full-time equivalents (FTEs) during the reporting period, excluding disposals/acquisitions / (Number of permanent employees in FTEs at the end of the reporting period) × 100	6.8
<b># training hours / employee</b>	6.91
<b>% employees who participate in at least one external training session</b>	41
<b>% employees having an annual individual performance review</b>	100
<b>Professional equality index between women and men – French employees</b>	99
<b>Business &amp; Ethics</b>	
<b># IT security audits</b>	1
<b># information security breaches</b>	0
<b>% employees to whom anti-corruption policies and procedures have been communicated</b>	100

Looking ahead, Kayentis plans to enhance this KPI dashboard by integrating performance targets as part of our ongoing improvement efforts.

# About Kayentis

Kayentis is a global leader in electronic Clinical Outcome Assessment (eCOA) and Decentralized Clinical Trial solutions. For over 20 years, it has partnered with pharma, biotechs and CROs in streamlining data collection and enhancing data quality across clinical trials worldwide. To date, Kayentis has supported more than 400 clinical trials in over 90 countries. Its expertise spans all clinical phases (I–IV) and more than 200 indications across 20+ therapeutic areas, delivering a comprehensive, science-driven and patient-centric suite of services. Operating across the US, Europe and Asia, Kayentis is recognized for its commitment to quality, innovation and operational excellence. With a 95.9% client recommendation rate in 2026, consistently rating above 90% over the past five years, Kayentis continuously adapts its solutions to meet the growing complexity of clinical trials and to improve outcomes for sponsors, sites and patients alike.



MEYLAN, FRANCE | BOSTON, USA

[kayentis.com](https://kayentis.com)