



Environmental, Social, and Governance Summary Report

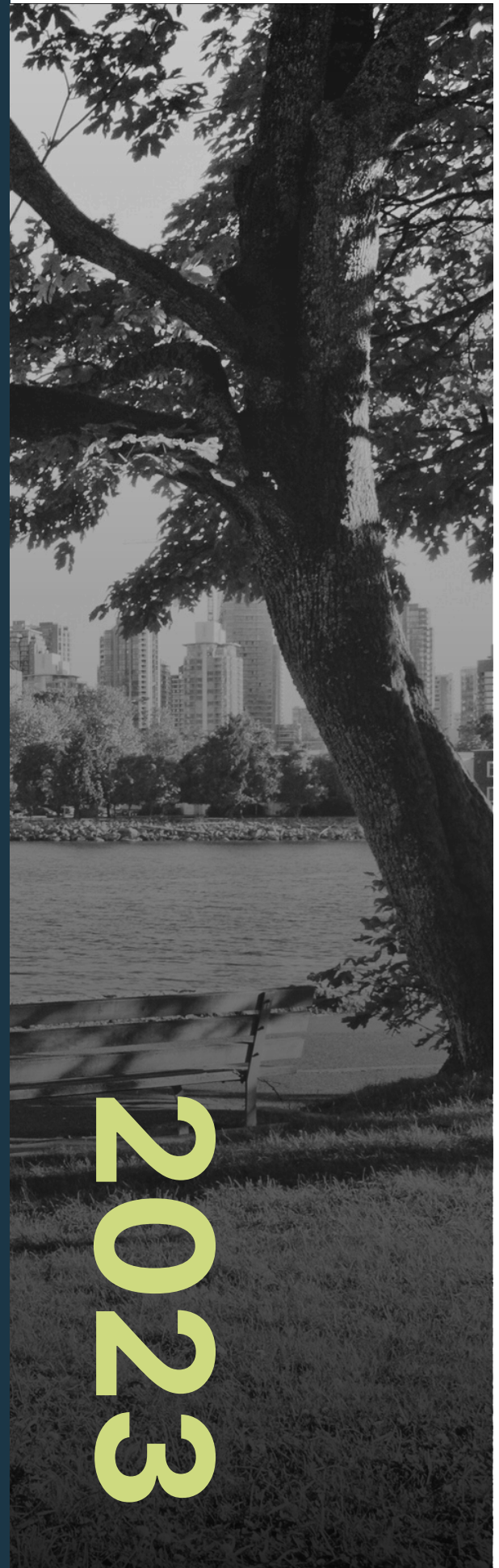
Prepared By :

Marc Grenier,
Vice President of Operations

Nellie Rousselle,
Engagement Specialist

Harnaaz Sandhu
Summer Student,
Business Sustainability

www.bioscript.ca



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Sustainability Overview

Message from our CEO

At BioScript Solutions, our commitment to simplifying access to specialty care and supporting the communities we serve remains unwavering. As we reflect on the achievements of the past year, it is clear that our success is rooted in the dedication of our team, the strength of our partnerships, and our shared commitment to improving the lives of patients across Canada.

Under the leadership of Lisa Matar, Chief Executive Officer, BioScript Solutions has expanded its reach and deepened its impact on both patients and the broader healthcare landscape. Lisa's vision continues to guide our efforts as we navigate the challenges and opportunities in the evolving world of specialty health care.

“Our commitment to ESG is a reflection of our responsibility to the patients, communities, and the planet we serve.

In healthcare, sustainability means creating systems and fostering a culture that support not only physical well-being but also environmental health and social equity. We are dedicated to making a lasting impact by driving ethical practices, reducing our footprint, and ensuring diversity and inclusion. Together, we are building a future where the well-being of people and the environment are inseparable.”



Lisa Matar, Chief Executive Officer

About Us

BioScript Solutions has been dedicated to simplifying access to specialty care since its inception in 2001.

We support patients with chronic illnesses and rare diseases by providing access to complex drug therapies and delivering full-service specialty care solutions throughout their treatment journey. Originating from Atlantic Canada, we've grown into a national network of clinics, pharmacies, and patient support programs, serving thousands of Canadians each year. Despite our growth, we remain local at heart, with a commitment to putting patients first in everything we do.

Indigenous Land Acknowledgement

At BioScript Solutions, we recognize and respect the longstanding relationship that exists between Indigenous Peoples and their traditional territories. We acknowledge that our work, and the work of our network of clinics and pharmacies, takes place on the lands that have been inhabited by Indigenous Peoples for millennia.

We are grateful to operate in the ancestral and unceded territories of many diverse First Nations, Inuit, and Métis peoples across Canada. We recognize the rich cultures, traditions, and contributions of Indigenous communities and are committed to supporting reconciliation and fostering respectful partnerships.

As part of our dedication to social responsibility and inclusion, we remain committed to acknowledging and understanding the histories and enduring presence of Indigenous communities and working towards a future of mutual respect and collaboration.



Our Mission

Our mission is simple yet profound:
Simplifying access to specialty care. We strive to provide care that is not only accessible but also respectful, responsive, and aligned with the needs and values of our patients.



Our Core Values

1

Patients First

We prioritize our patients' needs and preferences, ensuring they are at the center of every decision.

2

Innovation

We continuously challenge the status quo to find new approaches that improve patient care.

3

Value to Health Care

Our resourcefulness and processes are designed to optimize health outcomes and shape the future of healthcare in Canada.

4

Collaboration

We believe in the power of working together, both within our team and with our partners, to achieve shared goals.

5

Transparency and Honesty

Integrity is at the heart of our operations, and we build trust through candid communication and adherence to the highest ethical standards.

6

Accountability

We take ownership of our commitments to patients, partners, and each other, ensuring we deliver quality care.

7

Best Team

We value and support our diverse and inclusive team, recognizing that they are unmatched in their dedication to patient care.

Our Commitment to the United Nations Sustainable Development Goals (SDGs)

At BioScript Solutions, we are committed to aligning our operations and initiatives with the United Nations Sustainable Development Goals (SDGs). These goals provide a universal framework for addressing world challenges, and we are proud to contribute to their achievement through our work in health care, community support, and environmental stewardship.

Below is a summary of the SDGs we are actively working towards and the corresponding initiatives we have undertaken:

Environment

SDG	BioScript Initiatives
SDG 6: Clean Water and Sanitation	Participation in New Brunswick's Adopt-A-Highway program, including highway clean-ups to protect local water sources.
SDG 7: Affordable and Clean Energy	Commitment to setting Science-Based Targets (SBTi) to reduce our carbon footprint and improving energy efficiency.
SDG 11: Sustainable Cities and Communities	Partnership with Tree Canada to plant a tree for every new hire, enhancing urban green spaces and contributing to sustainable communities.



SDG 12: Responsible Consumption and Production	Cooler Return Program to reduce waste by encouraging the return and reuse of shipping coolers, minimizing our environmental impact.
SDG 13: Climate Action	Commitment to setting Science-Based Targets (SBTi) to reduce our carbon footprint and improving energy efficiency.
SDG 14: Life Below Water	Participation in beach and waterway clean-ups as part of our Volunteer Time Off program, protecting marine ecosystems.
SDG 15: Life on Land	Continued reforestation efforts through our partnership with Tree Canada, contributing to biodiversity and ecosystem restoration.

Social

SDG	BioScript Initiatives
SDG 1: No Poverty	Financial contributions to local charities and support programs, such as the funds raised during the Moncton Dragon Boat Festival.
SDG 3: Good Health and Well-Being	Support for patients with chronic illnesses through our comprehensive patient care programs, including Coverdale Clinics and NavieGo.
SDG 4: Quality Education	Ongoing training and development programs for Team Members, fostering continuous learning and professional growth.

SDG 5: Gender Equality	Active promotion of diversity, inclusion, belonging, and equity (DIBE) within our organization, ensuring equal opportunities for all.
SDG 8: Decent Work and Economic Growth	Offering fair wages, safe working conditions, and professional development opportunities to all Team Members, contributing to economic stability and growth.
SDG 10: Reduced Inequalities	Commitment to inclusive hiring practices and supporting marginalized communities through various social initiatives.

Governance

SDG	BioScript Initiatives
SDG 5: Gender Equality	Implementation of our DIBE policy, promoting gender equality and inclusivity at all levels of the organization.
SDG 12: Responsible Consumption and Production	Ethical sourcing and supply chain management, ensuring that our procurement practices are sustainable and aligned with global standards.
SDG 16: Peace, Justice, and Strong Institutions	Adherence to strong ethical business practices, including anti-corruption policies, data privacy measures, and whistleblower protections, fostering a culture of integrity and transparency.
SDG 17: Partnerships for the Goals	Collaborations with Tree Canada, SBTi, Canadian Centre for Diversity and Inclusion, and other organizations to amplify our impact and contribute to the global effort towards sustainable development.



Governance

Diversity, Inclusion, Belonging, and Equity (DIBE)

At BioScript Solutions, we believe that fostering a diverse, inclusive, and equitable workplace is essential to our success as a company.

Our Diversity, Inclusion, Belonging, and Equity (DIBE) initiative is central to our commitment to creating an environment where every Team Member feels valued, respected, and empowered. This commitment is not just a moral imperative but a strategic one, as we recognize that a diverse and inclusive workplace enhances our organizational strength, innovation, and productivity.



Our Team Members at Home Office supporting A&W's Burgers to Beat MS initiative.

DIBE Policy and Framework

Our DIBE policy provides a comprehensive framework for promoting diversity and inclusion across all aspects of our organization. Key components of our DIBE policy include:



1

Equal Employment Opportunity

We are committed to providing equal opportunities to all Team Members and applicants. All employment-related decisions, including recruitment, hiring, promotion, compensation, and termination, are conducted without bias.

2

Inclusive Workplace Culture

We foster a workplace culture that celebrates diversity and ensures that everyone's contributions are recognized. We encourage open communication, collaboration, and mutual respect among all Team Members.

3

Professional Development and Training

We provide ongoing training and professional development opportunities to enhance diversity awareness and cultural competence. These programs are designed to help our Team Members develop the skills needed to contribute to an inclusive workplace.

4

Supplier Diversity

We recognize the importance of supplier diversity and actively seek to engage with businesses owned by individuals from underrepresented communities. Our goal is to support a diverse supply chain that aligns with our commitment to quality and performance standards.



DIBE Initiatives

To support the diverse identities and experiences within our organization, BioScript Solutions has established a DIBE Committee. This committee serves as a platform for Team Members to connect, share experiences, and contribute to our diversity and inclusion goals. Our initiatives include:



Training and Education

All Team Members undergo DIBE training as part of their onboarding process, with additional training modules available throughout the year. This training is designed to enhance understanding, empathy, and inclusivity in the workplace.



Inclusive Communication

We encourage the use of inclusive language in all communications. This includes the option for Team Members to add personal pronouns to their email signatures, promoting gender inclusivity and respect for individual identity.



Gender Inclusivity

Team Members can update their gender preferences in our HRIS system, ensuring that our communications respect their identities and preferences.



DIBE Committee

Our DIBE Committee plays a critical role in guiding our diversity and inclusion efforts. This group is responsible for developing and implementing strategies to enhance diversity, equity, and inclusion across the organization.

Workplace Health, Safety and Wellness

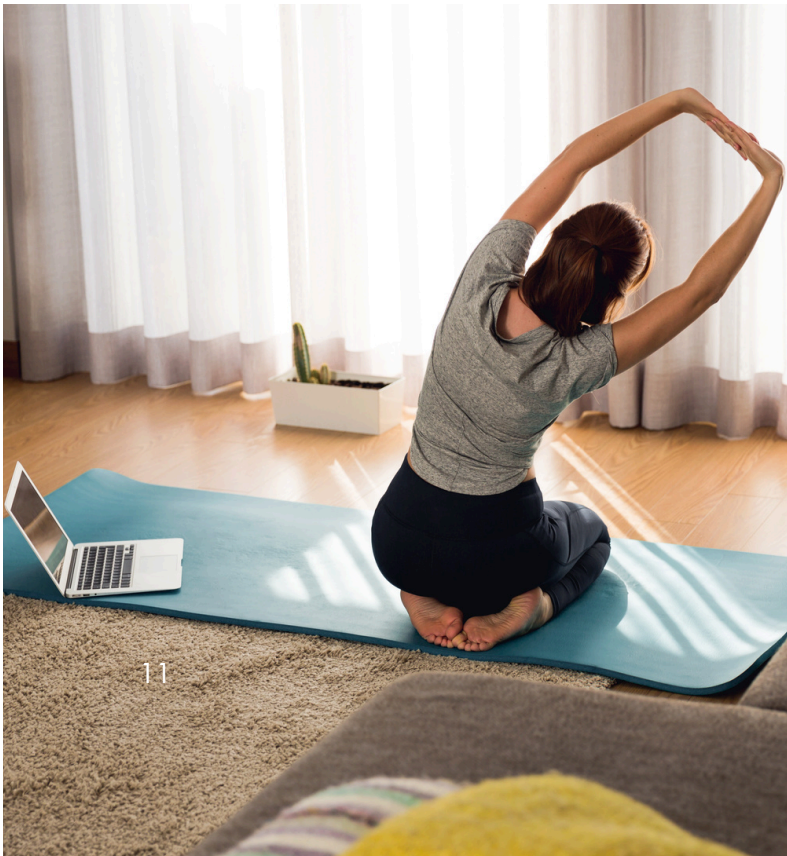
Joint Health and Safety Committees

BioScript Solutions has established Joint Health and Safety Committees (JHSC) at each location to ensure that health and safety concerns are addressed promptly and effectively. These committees, composed of both Team Member and management representatives, are tasked with identifying potential hazards, conducting regular inspections, and promoting workplace safety. Members of these committees undergo training to ensure they are well-equipped to maintain a safe working environment.

Wellness Offerings

BioScript Solutions recognizes that well-being extends beyond just physical health and provides a range of wellness offerings designed to nurture the physical, mental, social and community well-being of our Team Members and their families:

- **Not Myself Today:** In partnership with the Canadian Mental Health Association, this program is available to all Team Members to educate them about mental health, reduce stigma, and foster a supportive work culture.
- **Wellbeats:** This on-demand fitness platform offers over 1,200 classes, including yoga, HIIT, mindfulness, and nutrition. Team Members can access these classes anytime, anywhere, to support their physical health.
- **Wellness Lunch and Learns:** BioScript hosts quarterly virtual sessions featuring guest speakers on topics such as nutrition, mental health, and financial wellness. These sessions are recorded and made available to all Team Members for ongoing access.





Ethical Business Practices

At BioScript Solutions, we are committed to conducting our business with the highest standards of integrity, transparency, and respect for all stakeholders. Our ethical business practices ensure that every aspect of our operations reflects our core values and commitment to fairness, honesty, and legal compliance.

Code of Conduct and Ethics

BioScript Solutions' Code of Conduct outlines our expectations for ethical behavior in all business dealings. Every Team Member is expected to act with integrity, fairness, and respect, ensuring that our business activities align with our mission and values. Regular training and clear reporting mechanisms help ensure compliance across all levels of the organization.

Anti-Corruption and Anti-Bribery

Our Anti-Corruption Policy is clear: BioScript Solutions has zero tolerance for bribery, fraud, embezzlement, or any form of corruption. We conduct due diligence in our relationships with third parties and require that all dealings meet our strict ethical standards. Team Members are trained to recognize and report any suspicious activities, ensuring our business remains fair and transparent.

Data Privacy and Security

Protecting the privacy and security of our patients, Team Members, and partners is paramount. Our **Data Privacy and Security Policies** comply with all relevant regulations, and we continuously update our practices to safeguard sensitive information against unauthorized access.



Commitment to Human Rights

We uphold and promote **human rights** in all our operations. BioScript Solutions is committed to non-discrimination, fair wages, safe working conditions and the right to collective bargaining, ensuring that our business practices respect and protect the rights of all individuals involved.

Stakeholder Engagement and Transparency

BioScript Solutions values **stakeholder engagement** and is committed to **transparency**. We actively engage with Team Members, customers, suppliers and communities to ensure their voices are heard and considered in our business decisions. We communicate our ethical practices and performance through regular reports and disclosures, reinforcing our commitment to integrity and accountability.





Team Member Benefits

At BioScript Solutions, we prioritize the well-being of our Team Members by offering a comprehensive benefits package that supports their health, financial security, and professional growth.

Health and Wellness

We provide comprehensive health insurance, covering medical, dental and vision care.

Financial Security

To support long-term financial stability, we offer a Group RRSP program with company-matched contributions, helping Team Members save for their future.

Professional Development

BioScript Solutions encourages continuous learning through ongoing training, support for continuing education and opportunities to attend professional conferences, aligning personal growth with company goals.

Paid Time Off and Leave

Our Flexible Paid Time Off (PTO) policy and various leave options, including sick leave and parental leave, ensure Team Members can manage personal and family needs effectively.

Team Member Discounts and Perks

Team Members and their families enjoy discounts on prescriptions and products from our pharmacies. Additional perks include gym memberships, professional dues and access to company events.



In May 2023, Team Members from across the country gathered at the Deerhurst Resort in Hunstville, ON for two days of peer engagement, reward and recognition and professional development.



Team Member Engagement

At BioScript Solutions, we value Team Member engagement as a key driver of our success. We use the Officevibe platform to regularly measure and enhance engagement, ensuring our Team Members feel connected and supported.

Engagement Highlights

Over the past 12 months, our engagement score reflects strong performance in key areas:

Ambassadorship

Team Members are highly likely to recommend BioScript as a great place to work.

8.5



People Leader Relationships

Strong, supportive relationships between Team Members and People Leaders.

8.4



Peer Relationships

High levels of collaboration and support among Team Members.

8.3



Alignment

Team Members feel aligned with the company's mission.

8.2



Personal Growth

Opportunities for development are well recognized.

8.1





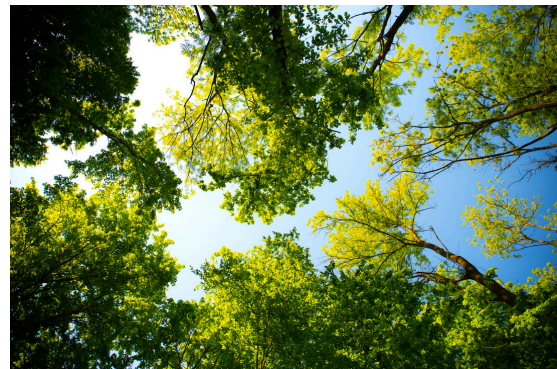
Environment

Environmental Initiatives

At BioScript Solutions, we are committed to environmental sustainability. Through various programs and partnerships, we actively work to reduce our environmental impact and promote a healthier planet.

Tree Canada Partnership

As part of our commitment to the environment, BioScript Solutions has partnered with Tree Canada to plant a tree for every new hire. In 2023 alone, we planted **487 trees**, contributing to reforestation and supporting the health of Canadian ecosystems.



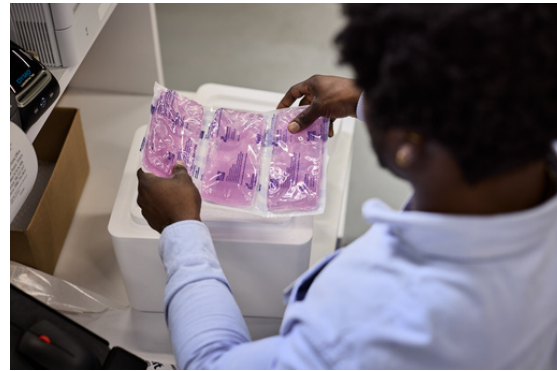
Science-Based Targets Initiative (SBTi) Commitment

BioScript Solutions has committed to setting Science-Based Targets (SBTi) to reduce our greenhouse gas emissions in line with the latest climate science. This commitment is part of our broader strategy to achieve net-zero emissions by 2050, supporting global efforts to combat climate change.



Cooler Return Program

Our **Cooler Return Program**, initiated in 2016, ensures that Expanded Polystyrene (EPS) coolers used for medication shipments are returned, reused, or recycled responsibly. In 2023, we successfully processed **174,674 cooler returns**, diverting significant amounts of EPS from landfills and contributing to the circular economy.



Highway Cleanup Initiative

In the summer of 2023, a group of BioScript Solutions volunteers participated in a highway cleanup as part of New Brunswick's Adopt-A-Highway program. We adopted a 1 km stretch of highway near our home office in Moncton, where our team proudly contributed to keeping our local environment clean and safe.





Social

Social Initiatives

At BioScript Solutions, we believe in making a meaningful impact in our communities. Our social initiatives reflect our dedication to supporting important causes, fostering team spirit, and engaging with the broader community.

Supporting Jonathan Allenger's MS Bike Across Canada

In 2023, BioScript Solutions proudly sponsored Jonathan Allenger on his cross-Canada bike ride to raise awareness and funds for multiple sclerosis (MS). We gathered our local Team Members and supporters to welcome Jonathan and cheer him on as he arrived at his Oakville, ON and Moncton, NB route stops. The events featured treats, raffle prizes, and a strong sense of community, showcasing our commitment to supporting those affected by MS.

Team Members also participated in a SPINCO charity ride to raise donations. On top of BioScript's sponsorship, Team Members contributed an additional \$5000 to Jonathan's final total of over \$100,000 raised for the MS community.



MS Walk

Team Members from across the country gathered on May 28 to participate in the MS Walk, representing Team BioScript at MS Walks in British Columbia, Ontario, New Brunswick and Newfoundland. Together, they supported the MS Community by showing that no person living with multiple sclerosis is alone. Team BioScript raised a total of \$1305 in donations.

Moncton Dragon Boat Festival

BioScript Solutions participated in the Greater Moncton Dragon Boat Festival on June 3, 2023 with over 40 East Coast Team Members competing in the rain. We entered two teams—Blazing BioScripters and Paddling BioScripters—and raised \$4,800 for the Lions Sick Children’s Fund. The event was a great opportunity for team bonding and charitable giving, with our teams even enjoying a friendly race against each other.

Gutsy Walk

On June 4, 2023, BioScript Solutions Team Members participated in the Gutsy Walk, raising \$1,955 to support those impacted by Crohn’s disease and ulcerative colitis. This event highlights our ongoing commitment to supporting the health and well-being of individuals living with chronic conditions.

Volunteer Time Off Initiative

BioScript Solutions encourages Team Members to give back to their communities through our Volunteer Time Off initiative. This program allows Team Members to take paid time off to participate in volunteer activities that align with our company’s values and contribute to the well-being of the community. Whether it’s planting trees, cleaning beaches, or helping at a local food bank, our Team Members are actively engaged in making a positive difference.

Team BioScript at the 2023 Greater Moncton Dragon Boat Festival.





Conclusion

As we present our first official ESG report, we are proud to share the strides BioScript Solutions has made in our commitment to environmental sustainability, social responsibility, and strong governance.

This report marks the beginning of a journey that we are eager to continue, with a focus on making tangible improvements each year.

Looking ahead, we are excited to take significant steps toward enhancing our carbon accounting practices, further embedding sustainability into our operations, and continuing to foster a workplace where our Team Members can thrive.

Our commitment to continuously creating a better BioScript—one that is responsible, resilient, and aligned with the needs of our patients and communities—remains stronger than ever.

We look forward to building on this foundation in the coming year and sharing our progress with you as we continue to evolve and grow in our ESG initiatives.



Phone Number

506 872-0846



Website

bioscript.ca