



Environmental, Social, and Governance Summary Report

2024



This Environmental, Social, and Governance Report covers the operations and initiatives of BioScript Solutions in their entirety. The scope of this report encompasses activities, data, and progress achieved during the fiscal year FY2024 (November 1, 2023 – October 31, 2024), unless otherwise stated.

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Message from our CEO



Lisa Matar,
Chief Executive Officer

At BioScript, we have a responsibility to the patients we serve, the communities we support, and the planet we all share. It's one we take seriously and are proud to act on.

Since publishing our first ESG Report last year, we've continued to grow our impact. In 2024, we completed a full emissions inventory, establishing a strong foundation for our carbon reduction strategy and long-term climate goals.

But sustainability in healthcare goes beyond reducing emissions. It's also about building systems and a culture that support both physical and environmental health, while advancing social equity.

In 2024, we proudly sponsored the **Indigenous Pharmacy Scholarship** for the first time, supporting future healthcare leaders and helping to strengthen Indigenous representation in our field.

At the heart of what we do is a simple truth: **we care deeply about the health of Canadians**—from the therapies we provide to the environment they live in. And we know that by working together with our teams, partners and communities, we can create meaningful, lasting change.

Thank you for being a part of this journey. We are proud of how far we've come and even more inspired by what's ahead.



About Us

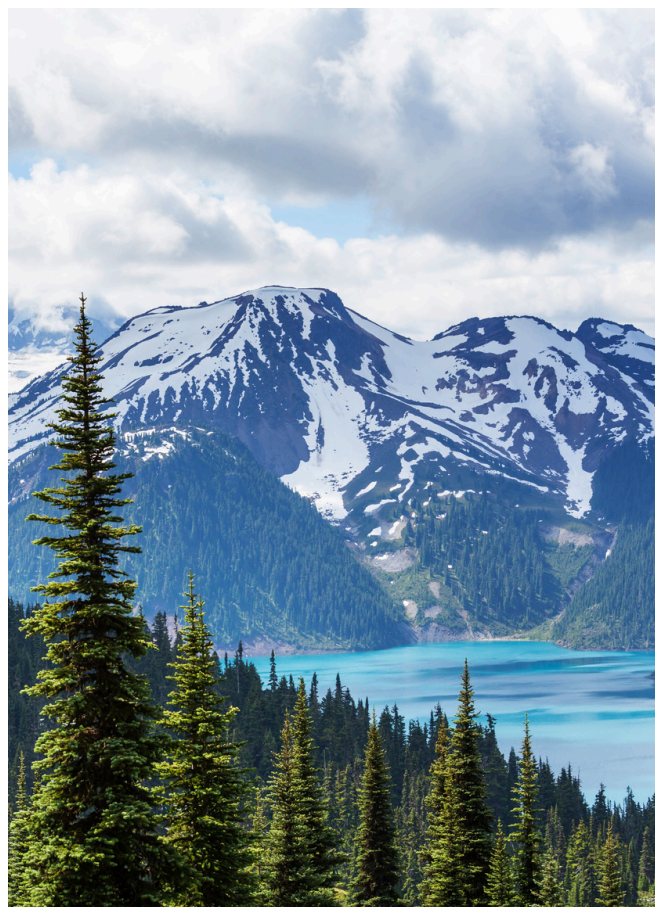
Since our founding in 2001, BioScript Solutions has been committed to simplifying access to specialty care for patients across Canada. We support individuals living with chronic illnesses and rare diseases, providing access to complex drug therapies and comprehensive specialty care solutions throughout their treatment journey.

From our roots in Atlantic Canada, we have grown into a national network of clinics, pharmacies, wholesale distribution warehouses and patient support programs, helping thousands of Canadians each year. Even as we grow, we remain local at heart, staying true to our commitment to putting patients first in everything we do.

Land Acknowledgment

At BioScript Solutions, we recognize and respect the longstanding relationship between Indigenous Peoples and their traditional territories. Our work takes place on the lands that have been home to First Nations, Inuit, and Métis communities for thousands of years. We acknowledge the deep histories, cultures, and contributions of Indigenous Peoples and recognize the lasting impact of colonization, particularly in access to healthcare.

As we advance our Environmental, Social, and Governance (ESG) commitments, we acknowledge that sustainability is not a new concept—it has long been embedded in Indigenous ways of knowing and caring for the land. Their stewardship serves as a powerful reminder of our shared responsibility to protect the environment, foster inclusive and equitable communities, and build meaningful partnerships rooted in respect and collaboration.



**We express our gratitude
to live, work, and serve
communities on these
traditional lands.**



Mission Statement

Our mission is simple yet profound: to simplify 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.

Core Values

Our core values guide every aspect of our work at BioScript Solutions, helping us maintain our focus on patient-centered care and operational excellence:

1

Patients First

We provide care that is respectful of and responsive to patient preferences, needs, and values, and we ensure the patient is at the center of every decision that we make.

2

Innovation

We continuously challenge the status quo and find new approaches to provide the best care possible for our patients.

3

Value to Health Care

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

4

Collaboration

We work together, and with our partners, to achieve our shared goals and enable each other's success.

5

Transparency and Honesty

We build trust through constructive, candid communication. We uphold the highest professional, ethical and regulatory standards.

6

Accountability

We honour our commitments to patients, partners, and each other. We take ownership of our work and are committed to ensuring quality care.

7

Best Team

Our team lives these values each and every day, is unmatched in care for our patients, and is diverse, inclusive, and fun!

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

At BioScript Solutions, our work in healthcare, environmental stewardship, and corporate governance aligns with the United Nations Sustainable Development Goals (SDGs)—a global framework designed to address some of the world’s most pressing challenges. We contribute meaningful progress toward these goals through our sustainability initiatives, social impact programs, and ethical business practices.

How We Support SDGs

SDG 3: Good Health and Well-Being

We improve health outcomes for thousands of Canadians every year by simplifying access to specialty care and operating a nationwide network of pharmacies, clinics, and patient support programs (PSPs).



SDG 5: Gender Equality

Our Diversity, Inclusion, Belonging, and Equity (DIBE) Committee leads initiatives that promote equal opportunities and increase representation in the healthcare sector, such as sponsoring the 2024/2025 Indigenous Pharmacy Scholarship.



SDG 12: Responsible Consumption and Production

Our Cooler Return Program encourages that the Expanded Polystyrene (EPS) coolers used for medication shipments are returned to our pharmacies to be reused or recycled. In 2024, this program diverted over **180,000 coolers** from landfills.



SDG 13: Climate Action

Our commitment to the Science-Based Targets initiative (SBTi) and our efforts to complete a carbon inventory lay the foundation for reducing our greenhouse gas (GHG) emissions in alignment with global climate goals.



SDG 15: Life on Land

Through our partnership with Tree Canada, we actively support reforestation efforts by planting a tree for every new hire. In 2024, we planted 388 trees, helping to enhance biodiversity, restore ecosystems, and absorb CO₂ emissions.



SDG 17: Partnerships for the Goals

We collaborate with organizations like MS Canada, local hospitals, the Indigenous Pharmacy Professionals of Canada, and the Canadian Pharmacists Association to advance healthcare accessibility and community impact.



As we continue to grow, we remain committed to deepening our alignment with the SDGs, ensuring that our business practices drive positive change for people, communities, and the planet.



Governance

At BioScript Solutions, strong corporate governance, ethical leadership, and accountability are the foundations of our success. We are committed to maintaining transparency, integrity, and compliance in all business practices, ensuring that our policies align with industry best practices and regulatory standards.

From upholding human rights and data privacy to strengthening our Diversity, Inclusion, Belonging, and Equity (DIBE) initiatives, we strive to create a workplace and corporate culture that values fairness, ethical decision-making, and long-term sustainability.

ESG Committee

In 2024, BioScript Solutions established a dedicated Environmental, Social, and Governance (ESG) Committee to strengthen our sustainability efforts, drive accountability, and integrate ESG principles across the organization. This committee plays a key role in shaping our long-term sustainability strategy, ensuring that our initiatives align with our values, industry best practices, and stakeholder expectations.

Committee Members

The ESG Committee is made up of diverse Team Members from various departments, bringing together expertise in operations, vendor management, sustainability, compliance, human resources, and corporate governance. Together, they collaborate to set priorities, track progress, and drive meaningful change across our environmental, social, and governance commitments.



Purpose of the Committee

The ESG Committee serves as a guiding force for BioScript Solutions' sustainability efforts. Its core objectives include:

- **Advancing environmental initiatives**, including carbon reduction strategies and sustainable resource management.
- **Promoting social responsibility**, ensuring diversity, inclusion, belonging and equity, supporting community engagement, and enhancing Team Members' well-being.
- **Upholding strong governance**, ensuring ethical business practices, compliance, and transparency in our ESG commitments.
- **Tracking and reporting progress**, overseeing ESG data collection, setting measurable goals, and driving continuous improvement.





Diversity, Inclusion, Belonging and Equity (DIBE)

At BioScript Solutions, we are committed to fostering a workplace where diversity is celebrated, inclusion is embedded in our culture, and every Team Member feels valued and empowered. Through our DIBE Policy and the efforts of our DIBE Committee, we continue to drive meaningful change in our workplace and beyond.

DIBE Mission and Committee

Our mission is to celebrate diversity and foster a culture of respect and belonging through dialogue, education, and community engagement. The DIBE Committee, made up of passionate Team Members from across the company, plays a crucial role in shaping initiatives that promote inclusivity, fairness, and representation.

* The committee is made up of 20 Team Members from various locations, business units and role across Canada.

* This group works to create opportunities for engagement, develop inclusive policies, and ensure that all Team Members feel supported in the workplace.



DIBE Initiatives

Bake Sale Fundraiser

In 2024, the DIBE Committee led a bake sale, which raised over \$2500 for 2-Spirit Collective which provides support, resources, and programming for Indigenous youth who identify as 2-spirit or LGBTQ+. Events like this foster a strong sense of community, raise awareness for important causes, and reinforce BioScript's dedication to social impact.

Inclusive Practices

We continue to promote inclusive workplace practices, such as encouraging the use of personal pronouns in email signatures and providing Team Members with access to MS Teams backgrounds that reflect DIBE values.

Partnerships

Our partnership with the Canadian Centre for Diversity and Inclusion (CCDI) provides access to resources, tools, and webinars that help promote meaningful conversations and continuous learning on diversity and inclusion topics.

Training

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.

Community Events

We support local events and Canada-wide campaigns dedicated to inclusivity through sponsorships, event promotion and resource-sharing. In 2024, we recognized and celebrated Black History Month, International Women's Day, AccessAbility Week, Pride, and National Day of Truth & Reconciliation. We sponsored the River of Pride Parade in Moncton, New Brunswick.



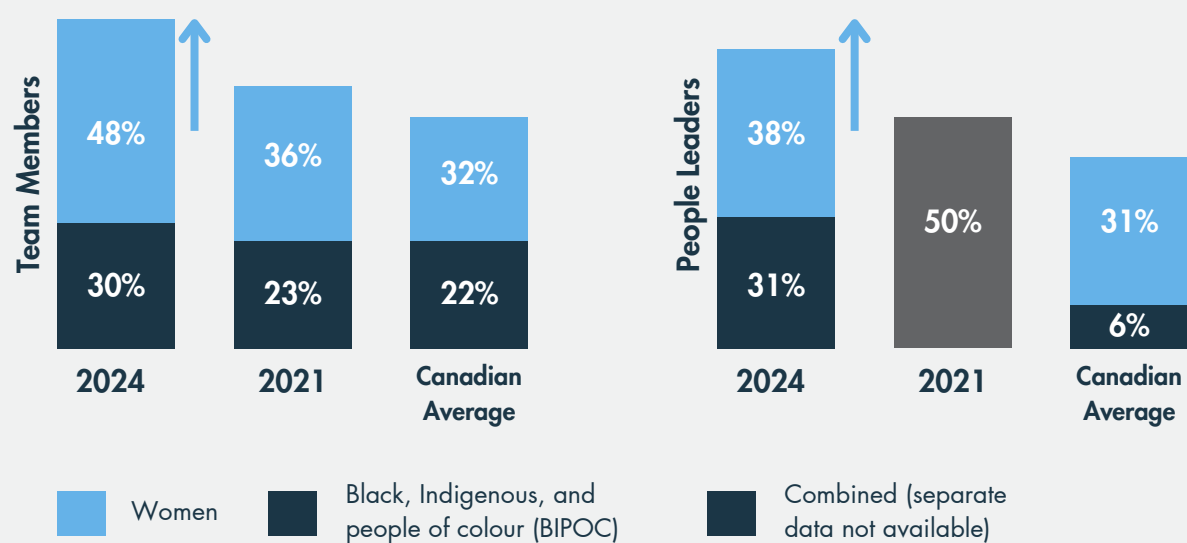


DIBE Survey and Insights

BioScript Solutions conducted a DIBE Survey in 2024 to gain insights into the experiences and perspectives of our Team Members. With an impressive **73% participation rate**, the survey provided valuable data on demographic diversity, workplace inclusion, and areas for improvement.

We are diverse.

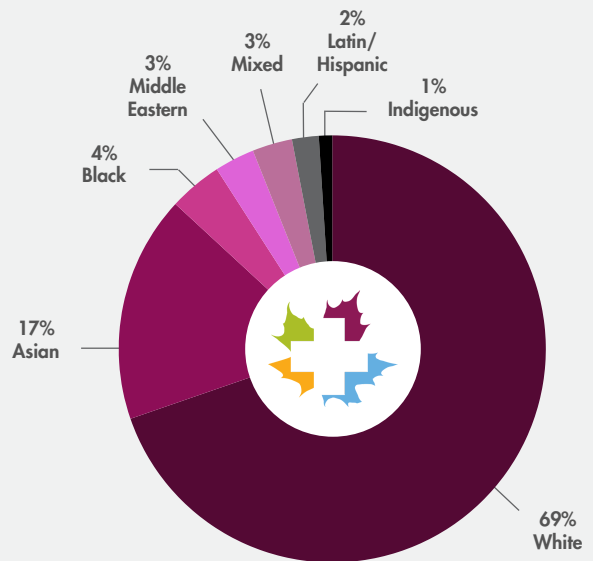
In 2024, BioScript saw a **19% growth in diversity** compared to our last DIBE survey in 2021.



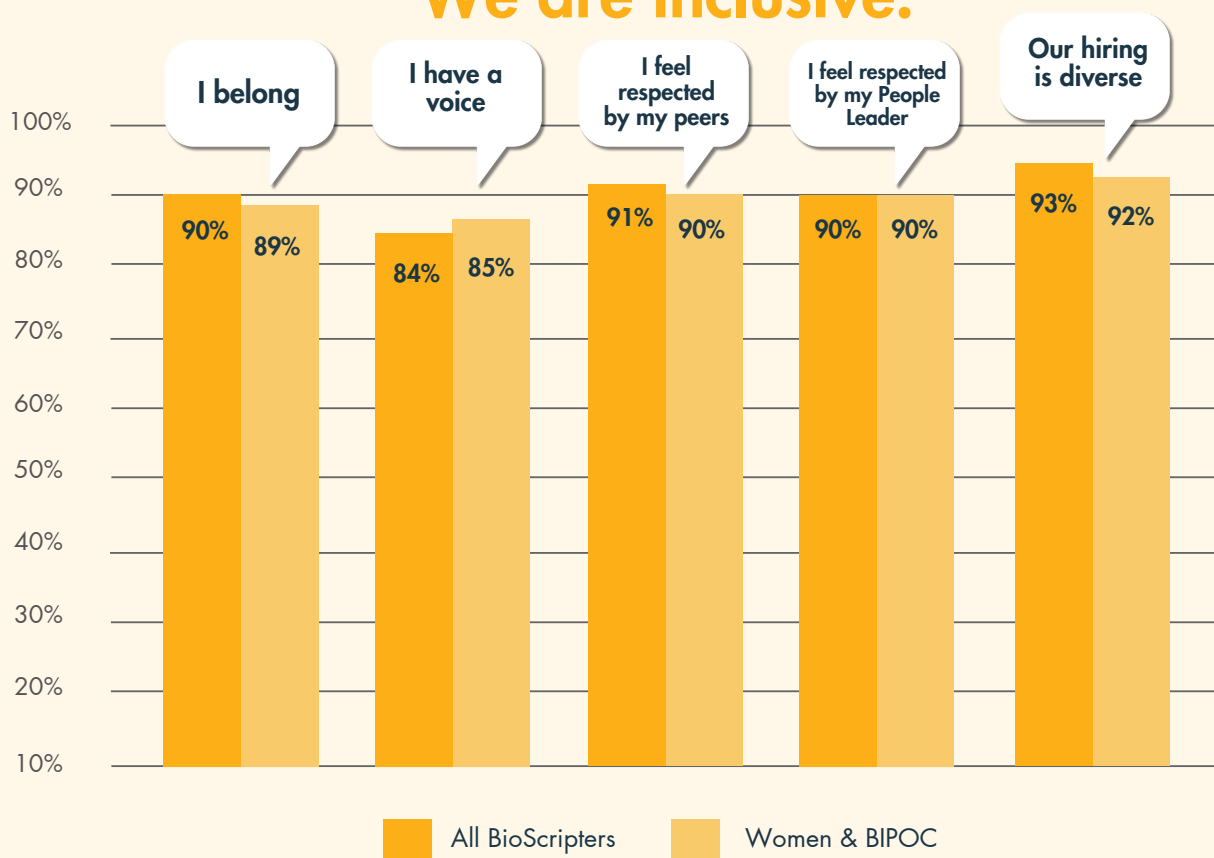
We are accessible.



We are multicultural.



We are inclusive.



These results help us better understand our workforce and ensure that our policies, programs, and initiatives align with the needs of our Team Members. The feedback directly informs our DIBE strategy moving forward, ensuring that we continue to create an inclusive and equitable workplace where all individuals feel valued and supported.



Ongoing Commitment to DIBE

Our DIBE Policy continues to guide our approach to equal employment opportunities, inclusive workplace culture, and professional development. We actively support diverse hiring practices, supplier diversity, and Team Member education to ensure that inclusivity remains a fundamental part of BioScript Solutions' identity.



Workplace Health, Safety, and Wellness

At BioScript Solutions, the health, safety, and well-being of our Team Members are top priorities. We are committed to maintaining safe work environments, promoting well-being, and ensuring that all Team Members feel supported. Through our Joint Health and Safety Committees (JHSCs), comprehensive wellness offerings, and ongoing training programs, we continue to foster a culture of safety and mindfulness across all locations.

Joint Health and Safety Committees

Each BioScript Solutions location has a Joint Health and Safety Committee (JHSC) composed of both Team Members and Leadership representatives. We have JHSCs across our Canada-wide network of clinics, pharmacies, and offices.

These committees are responsible for:

- Identifying potential workplace hazards and ensuring compliance with health and safety regulations.
- Conducting regular inspections and recommending improvements.
- Promoting a culture of safety by raising awareness and providing guidance on workplace best practices.
- Ensuring incident reporting and follow-up to mitigate risks.

We are committed to workplace safety and continue to track incident rates and implement new measures to further reduce workplace risks.

In 2024, **only 0.85%** of work time was lost due to workplace injuries, well below the national average.

New Initiative: Being a Mindful Team Member Training

In 2024, BioScript Solutions launched the "Being a Mindful Team Member" training program, which is a mandatory e-Learning module for all current and new Team Members that is designed to:

- Encourage self-awareness and mindfulness in the workplace
- Promote positive communication and respectful collaboration
- Support mental well-being and stress management through practical techniques

This initiative is part of our broader commitment to fostering a healthy, inclusive, and engaged workforce.



Ethical Business Practices

At BioScript Solutions, we are committed to conducting business with integrity, transparency, and accountability. Our dedication to ethical business practices ensures that we maintain the trust of our patients, partners, and Team Members while upholding the highest legal, regulatory, and corporate governance standards.

Commitment to Human Rights, Anti-Corruption, and Anti-Bribery

We believe that respect for human rights is fundamental to responsible business practices.



BioScript Solutions is committed to:

- Upholding fair labor practices and fostering a workplace free from discrimination, harassment, and unfair treatment.
- Ensuring compliance with anti-corruption and anti-bribery laws, prohibiting any form of bribery, fraud, or unethical business conduct.
- Maintaining a whistleblower protection system, allowing Team Members to report unethical behavior confidentially and without retaliation.

By embedding these principles into our operations, policies, and corporate culture, we ensure that every aspect of our business is conducted with integrity.



Data Privacy and Security

Protecting the privacy and security of our patients, partners, and Team Members is a top priority. BioScript Solutions strictly adheres to data protection laws and regulations, ensuring that sensitive information is handled ethically, securely, and transparently.

- We maintain robust cybersecurity protocols to safeguard patient and Team Member data from unauthorized access or breaches.
- Our Team Members receive regular training on privacy and compliance with data protection policies.
- We continuously monitor, assess, and update our security measures to adapt to evolving threats and regulatory requirements.

Code of Conduct and Business Ethics

Our Code of Conduct, Conflict of Interest, and Anti-Corruption Policy sets clear expectations for ethical behavior across the organization. **Every Team Member is expected to:**



- Act with honesty, fairness, and professionalism in all business dealings.
- Avoid conflicts of interest and disclose any situations that may compromise ethical decision-making.
- Follow all legal, regulatory, and industry standards, ensuring compliance in all areas of our business.

Updated Team Member Handbook

In 2024, we updated our Team Member Handbook to reinforce our ethical business practices, workplace professionalism, and governance policies. This ensures that all Team Members understand their responsibilities, rights, and ethical obligations while working at BioScript Solutions.



Team Member Benefits

At BioScript Solutions, we recognize that our Team Members are the heart of our organization, and we are committed to providing a comprehensive and inclusive benefits package that supports their health, financial security, and professional growth. Our evolving benefits offerings are shaped by the needs and feedback of our Team Members and are designed to foster well-being, work-life balance, and career development. We aim to ensure that all Team Members feel supported, valued, and empowered in their roles.

Health and Wellness

We prioritize the physical, mental, and emotional well-being of our Team Members through a range of accessible and inclusive healthcare and wellness programs:

- **Comprehensive Health, Dental, and Vision Insurance** – Covers a wide variety of providers, including expanded services based on Team Member needs.
- **Expanded Mental Health Support** – Increased coverage amounts and options for both virtual and in-person access to support.



- **Employee and Family Assistance Program (EFAP)** – Confidential counseling, addiction support, eldercare, childcare, and retirement planning resources.
- **Not Myself Today Program** – In partnership with the Canadian Mental Health Association (CMHA), this program fosters mental health awareness, education, and support in the workplace.
- **Wellbeats Membership** – Free access to 1,200+ virtual fitness, mindfulness, and nutrition classes.
- **Quarterly Wellness Lunch and Learns** – Virtual live sessions where guest speakers address topics such as nutrition, financial wellness, and mental health.
- **Personal Wellness Accounts** – Flexible options to support individual health and wellness priorities beyond traditional coverage.
- **Specialized Health Needs** – Coverage for wigs for cancer patients, prosthetics, diabetic support, hearing and visual aids, weight loss support, and naturopath services.
- **Gender Transition Support** – Inclusive benefits that support trans Team Members through their journey.
- **Fertility and Family Planning** – Coverage for fertility treatments and support for adoption and surrogacy.
- **Service Animal Support** – Accommodations and support for Team Members who use service animals.
- **Ergonomic Equipment Support** – Resources and assessments to ensure a healthy and comfortable work environment.

Financial Security and Savings



We support our Team Members in planning for long-term financial security with a variety of flexible savings programs, financial tools, and incentives.

- **Group Registered Retirement Savings Plan (RRSP)** – Employer-matched contributions with flexible investment options and spousal allocation capabilities.
- **Tax-Free Savings Account (TFSA)** – An additional tool for savings flexibility.
- **Paid Time Off (PTO) Purchase Program** – The option to buy additional paid time off or choose to invest the equivalent in their RRSP.
- **Team Member Discounts** – Special pricing on prescriptions and products at BioScript Pharmacy.
- **Corporate Discounts** – Home and auto insurance, GoodLife Fitness memberships, and more.
- **Compensation Enhancements** – Bilingual premiums for designated roles, northern allowances, signing and retention bonuses, and performance-based incentives.



Paid Time Off and Leave Policies

We understand the importance of rest, personal time, and family needs. Our leave policies support flexibility and inclusivity.

- **Flexible Paid Time Off (PTO)** – Vacation, personal days, and sick leave.
- **Volunteer Time Off** – One paid day per year to contribute to community engagement and volunteering.
- **Parental, Adoption, and Surrogacy Leave** – Options available in alignment with provincial regulations.
- **Bereavement Leave** – Time off to support Team Members during difficult periods.
- **Wedding Leave** – Dedicated time off to celebrate special life milestones.



Inclusive and Flexible Benefits

Our culture is rooted in support, flexibility, and respect for the diverse identities and needs of our Team Members. **We offer:**

Professional Development

BioScript Solutions champions continuous learning and skill-building with support for professional and personal growth.

- **Continuing Education Support** – Financial assistance for courses, certifications, and training.
- **Professional Conference and Membership Reimbursements** – Support for attending industry-related events and maintaining professional memberships.
- **Internal Learning Programs** – Access to training modules, leadership development, and upskilling opportunities.

- **Modular Benefits Plans** – Designed to offer flexibility and choice tailored to individual needs.
- **Flexible Work Arrangements** – Hybrid and flexible scheduling where appropriate.
- **Religious Accommodation** – Prayer rooms and schedule flexibility to observe religious practices and holidays.

Team Member Engagement

At BioScript Solutions, we believe that engaged Team Members are the foundation of a thriving, collaborative, and successful workplace. We are committed to fostering a positive work environment where Team Members feel valued, motivated, and connected to our mission to simplify access to specialty care.

Team Member Engagement Score Update

We use Officevibe, an employee feedback tool, to continuously measure and improve engagement. Officevibe provides real-time insights into Team Member satisfaction, and through monthly pulse surveys, we gain valuable feedback on areas such as workplace culture, leadership, communication, and well-being.



We use these insights to enhance our workplace culture and ensure that Team Members feel heard, valued, and empowered.

Key Engagement Insights from 2024:

62%

Maintained an average of **62% participation** in our monthly engagement surveys.

Score 8/10

Achieved an **8 out of 10** score for overall engagement.

3%

Increased our wellness rating by **3%**.

#BestTeam

Shared **10,500 recognition cards** amongst Team Members.



Achieved an Employee Net Promoter Score **33.8% higher** than other organizations in our industry.



BioScript Solutions is proud to have been named a Gold Standard winner in Canada's Best Managed Companies program. 2024 marked our fourth consecutive year earning this prestigious designation.

This recognition highlights our:

- Commitment to excellence, leadership and innovation.
- Strong corporate culture and focus on employee well-being.
- Dedication to sustainability and ethical business practices.
- Ongoing investment in people, technology, and operational excellence.



BioScript Solutions is proud to be recognized by Workleap as an Employee Experience Leader in 2024.

Our commitment to transparency, growth, and well-being continues to drive exceptional engagement and culture.



We are proud to continue growing as a trusted leader in the Canadian workforce while fostering a workplace that supports collaboration, inclusion, and innovation.



Environment

Environmental responsibility is essential to the future of healthcare and our planet. Through our commitment to sustainable practices, we continuously seek innovative ways to reduce our carbon footprint, minimize waste, and support climate action initiatives.

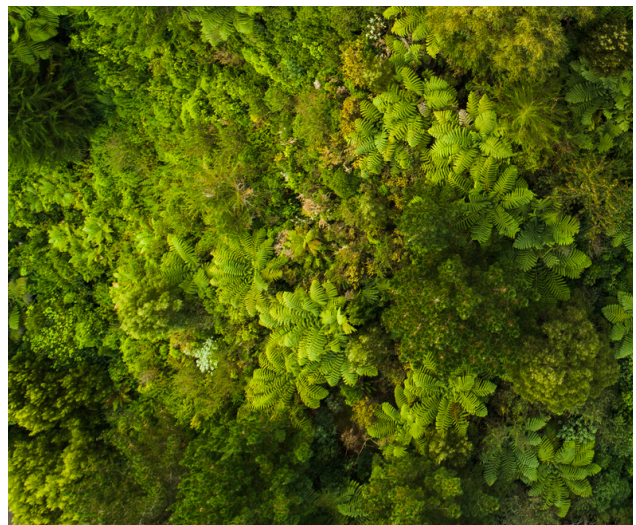
From advancing our Science-Based Targets initiative (SBTi) commitment to expanding our Cooler Return Program and reforestation efforts with Tree Canada, we are dedicated to integrating environmental sustainability into every aspect of our operations.



We are committed to aligning our sustainability goals with global climate action efforts. In 2023, we officially committed to the Science-Based Targets initiative (SBTi), a globally recognized framework that ensures corporate emissions reduction targets are in line with climate science and the Paris Agreement's goal of limiting global warming to 1.5°C.

Throughout 2024, our focus has been on:

- Finalizing our emissions inventory to establish a strong baseline for future reduction efforts.
- Developing and refining our greenhouse gas (GHG) reduction targets in alignment with SBTi criteria.
- Engaging with internal stakeholders and external partners to implement actionable strategies that will help us meet our climate goals.



Our goal is to have our SBTi targets formally validated in 2025, ensuring that BioScript Solutions remains a leader in corporate sustainability and responsible environmental stewardship.

Carbon Inventory Progress

Accurately measuring our greenhouse gas (GHG) emissions is a critical step in developing a comprehensive carbon reduction strategy. In 2024, we focused on advancing our GHG inventory to establish a baseline emissions footprint and identify key areas for improvement.

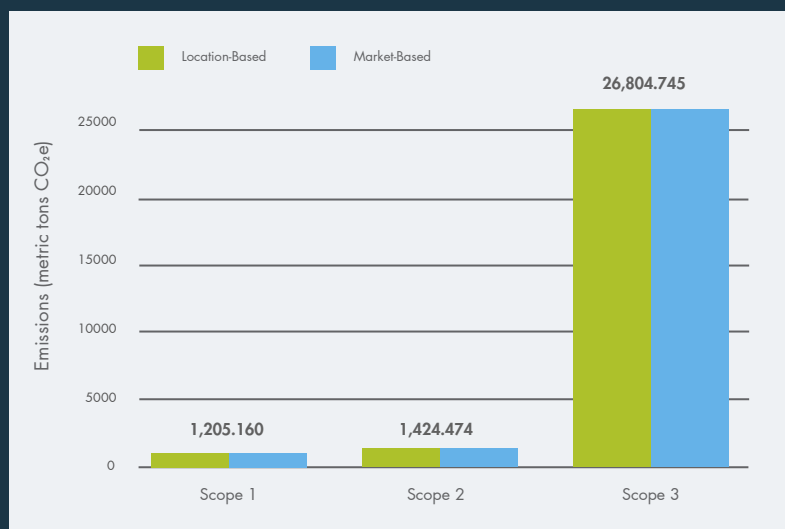
Our efforts this year included:

- Completing a full emissions inventory covering Scope 1 (direct emissions), Scope 2 (indirect energy emissions), and Scope 3 (value chain emissions).
- Collecting and analyzing data from key sources, including energy consumption, business travel, waste generation, and supply chain impacts.



- Establishing a roadmap for emissions reduction initiatives, aligning with our Science-Based Targets (SBTi) commitment.

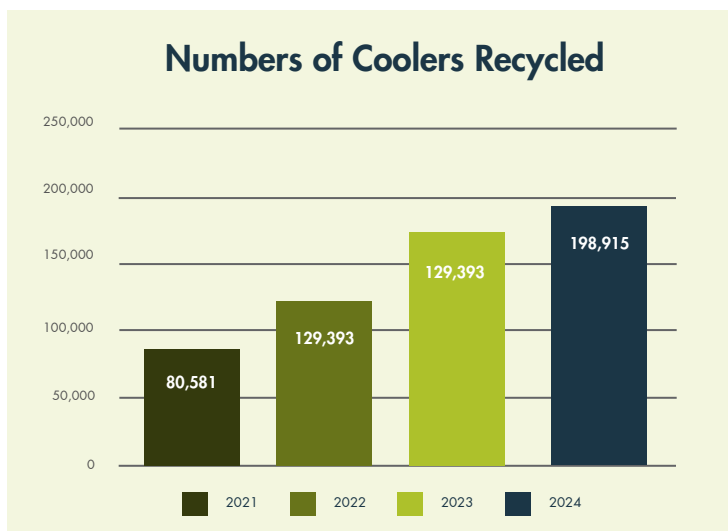
Our Baseline Carbon Emissions (2023)



As we continue refining our GHG accounting process, we remain committed to enhancing transparency, setting ambitious reduction targets, and implementing meaningful sustainability initiatives.

Cooler Return Program

Since 2016, BioScript Solutions has been committed to reducing waste through our Cooler Return Program, which encourages that Expanded Polystyrene (EPS) coolers used for medication shipments are responsibly returned, reused, or recycled. This initiative plays a crucial role in diverting EPS from landfills and contributing to a more sustainable, circular economy.



We have steadily improved the efficiency of this program through enhanced logistics and increased awareness and engagement with our partners. The success of the program is largely due to our patients who see the importance of recycling and want to be a part of positive environmental change.

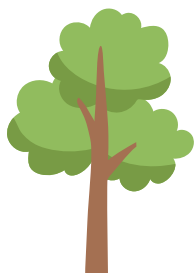
We ensure that every component of our returned coolers is either reused or properly recycled, including cooler lids, insulation materials, and packaging inserts.

We remain dedicated to reducing single-use plastics in our operations and enhancing sustainable shipping solutions that minimize environmental impact while ensuring patients receive their medications safely and efficiently.

Tree Canada Partnership

At BioScript Solutions, we recognize the importance of reforestation and environmental stewardship in building a more sustainable future. Through our partnership with Tree Canada, we continue to support tree planting initiatives that contribute to carbon sequestration, biodiversity conservation, and community greening efforts across Canada.

Since our collaboration began, we have been dedicated to planting trees in communities where we operate, reinforcing our commitment to offsetting our environmental impact and creating healthier urban forests.



**388 trees
planted in 2024**

Since our partnership with Tree Canada began in 2020, we have planted **1955 trees**.



Our Impact in 2024

This year, BioScript Solutions proudly planted 388 trees through Tree Canada's Partners in Planting program, furthering our efforts to restore natural ecosystems and combat climate change.

Through our continued investment in reforestation, we are strengthening our role in supporting environmental sustainability at a national level.



Social Responsibility

At BioScript Solutions, we believe that healthcare should be accessible, equitable, and patient-centered.

Beyond providing specialty care solutions, we are committed to giving back to the communities we serve through charitable initiatives, partnerships, and volunteer efforts that make a meaningful impact.

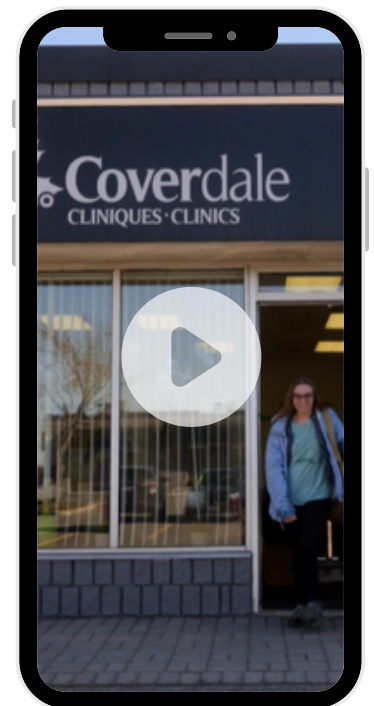


Simplifying Access to Healthcare

Our mission is to simplify access to specialty care, ensuring that patients across Canada receive the support and treatments they need, no matter where they live.

- We provide care in **105 clinics** and **14 pharmacies** across all ten provinces, serving both urban and remote communities.
- In 2024, our BioScript Pharmacies supported over **140,000 patients**, filling over **940,000 prescriptions** and our Coverdale Infusion Clinics provided care to over **43,000 unique patients**.

✱ *"It's always a comfortable experience and I appreciate knowing what to expect."*
— **Kaylie**, BioScript Solutions patient



Charitable Giving and Community Partnerships

We are dedicated to supporting local and national charities that align with our mission and values.

Dragon Boat Festival

A long-standing tradition at BioScript, our teams participated in the Greater Moncton Dragon Boat Festival! We entered two teams—Blazing BioScripters and Paddling BioScripters—and raised \$4,800 for the Lions Sick Children's Fund.



Key Charitable Initiatives in 2024:



Indigenous Pharmacy Scholarship

In partnership with the Indigenous Pharmacy Professionals of Canada (IPPC) and the Canadian Pharmacists Association (CPhA), we are proud to sponsor two Indigenous students—one pursuing a Doctor of Pharmacy (PharmD) degree and another training to become a Pharmacy Technician. By investing in the next generation of Indigenous healthcare professionals, we aim to help break down barriers to education, increase representation in the field, and improve health outcomes in Indigenous communities.



Kevin Magun
PharmD, University
of British Columbia



Nicole Beskorwayne
Pharmacy technician,
Saskatchewan
Polytechnic



Patient Support Programs (PSPs)

Each year, BioScript Solutions provides patients with financial contributions and medication support through our PSPs. In 2024, we donated **over \$50,000** to **over 7 different organizations** focused on improving patient care and health outcomes.

We are proud to support MS Canada, Crohn's and Colitis Canada, along with local hospitals and community-based health organizations in their efforts to improve healthcare accessibility and quality.



Key Partnerships

MS Canada

crohn's  **colitis**

Volunteering and Team Member Engagement

Our Team Members play an active role in giving back to their communities through BioScript's Volunteer Time Off (VTO) program and company-wide initiatives. We are proud to foster a culture of compassion, social responsibility, and meaningful contribution.

In 2024, BioScript Team Members dedicated **1,082 volunteer hours**—the equivalent of **145 working days**—to causes across Canada and beyond, from beach cleanups to health and food security initiatives. Here's a glimpse into how some of our Team Members used their time to make a difference:



Team Members in Moncton joined forces for the **MS Walk**, showing their support for those affected by multiple sclerosis. Pictured participants included Tanya Robichaud-Reardon, Leslie Williams, Helene Bourque, Vic Kim, Samantha Grecco, Lori-Ann Doucet, Kristin Gaudet, and Colin Smith.



Sarah Crossman volunteered her time at the **Ronald McDonald House** in Moncton, where she had a blast giving back during the holidays. Inspired by the experience, she plans to challenge her clinic to take advantage of their volunteer hours in the coming year.



Byron Bobbie volunteered **over 225 hours** with the **Canadian Ski Patrol** during the winter ski season at Searchmont Resort in Ontario. Combining a lifelong love of skiing with his nursing and advanced first aid skills, Byron provided on-the-spot medical care to injured skiers and snowboarders, offering everything from critical injury support to moral encouragement.



Looking Ahead to 2025

As we reflect on 2024, BioScript Solutions remains dedicated to sustainability, ethical business practices, and community impact. Through measurable progress in environmental initiatives, strengthened governance, and meaningful social programs, we have reinforced our role as a leader in corporate responsibility. From advancing our Science-Based Targets initiative (SBTi) commitment and completing our carbon inventory, to expanding our Cooler Return Program and launching the Indigenous Pharmacy Scholarship, this year has been defined by action, progress, and collaboration.

While we are proud of what we have accomplished, we know that our journey is far from over. **Looking ahead to 2025, we aim to:**

- Achieve formal validation of our Science-Based Targets, ensuring our emissions reduction goals align with the latest climate science.
- Expand our carbon reduction strategies, including setting actionable targets based on our emissions baseline.
- Enhance our sustainable packaging efforts, building on the success of our Cooler Return Program to further reduce waste.
- Strengthen our partnerships with Indigenous communities, continuing to support equity in healthcare and education.
- Drive Team Member engagement and well-being, by enhancing our benefits, training, and inclusion initiatives.
- Continue our philanthropic efforts, increasing our impact through patient support programs, charitable giving, and volunteerism.

At BioScript Solutions, we believe that every step forward—no matter how big or small—makes a difference. As we enter 2025, we remain committed to driving meaningful change, embracing new opportunities for sustainability, and ensuring that our actions align with our values, mission, and vision for a better future.



Together, we are building a stronger, more sustainable, and more inclusive BioScript Solutions—one that positively impacts our patients, our communities, and our planet!



Thank You

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