

# How to work with Pharma Intelligence

Our Business Partner Code of Conduct

# Introduction

At Pharma Intelligence, one of our Guiding Principles is Success is a Partnership.

And the fact it is a company Guiding Principle reflects how important we consider our partners and partnerships to be.

Across our business, we seek to connect people with knowledge in a multitude of locations and in many different ways.

Whether it is part of delivering critical clinical trial data to pharmaceutical companies or keeping our offices safe and welcoming, we rely on a wide range of partners to support our colleagues and ensure our customers' success.

For us, successful partnerships are based on close collaboration, trust, accountability and sharing the same values and goals.

We seek to operate a sustainable, long-term-oriented business focused on quality, integrity and serving our customers and communities, and we want to work with partners who have the same view of success.

Partners who share the same commitments to treating their colleagues fairly, equally and with respect. Who seek to create a positive impact on the environment and the communities they work in. Who practice ethical business and treat information responsibly. And who, above all, comply with all applicable laws and regulations.

This Code – How to work with Pharma Intelligence - sets out those principles and our expectations which, we hope, are what any partner would seek to do and achieve in their own business too.

We welcome questions and conversations from our business partners, on this or any other matter, as we work together to uphold these principles, deliver on our commitments and continuously improve what we do and deliver.

Ramsey Hasheem

Chief Executive

# How to work with Pharma Intelligence

Pharma Intelligence's network of intelligence, data and publishing connects specialists with knowledge, helping them learn more, know more and do more.

## Scope of this code

**How to work with Pharma Intelligence**, our Business Partner Code of Conduct, applies to all Pharma Intelligence Business Partners, including suppliers, contractors, agents and any other partners or subcontractors engaged with Pharma Intelligence, either directly by an entity in the Pharma Intelligence Group or by an authorised agent for the Group.

## Communication and application

Business Partners are expected to follow the principles set out in this Code and to communicate them, as well as the availability of the Pharma Intelligence Speak Up whistleblowing service, to any individual or team engaged in work for Pharma Intelligence. This includes any employee or officer, consultant, or sub-contractor and any agents engaged by the Business Partner.

For any areas where there is a discrepancy between applicable local or national laws and this Code, Business Partners should adhere to whichever is more stringent, or discuss the situation with their usual Pharma Intelligence contact to establish an appropriate course of action.

## Compliance and monitoring

Pharma Intelligence reserves the right to check compliance with this Code, with reasonable notice, and may require remedial action from Business Partners if material breaches are discovered.

Where there are severe violations of any of the core principles of this Code, or where Business Partners are not willing to address violations, or where the principles are repeatedly breached, Pharma Intelligence reserves the right to terminate the business relationship.

# Work, employment and wellbeing

Pharma Intelligence is committed to working with Business Partners who create and maintain a professional, supportive, inclusive and safe workplace and who demonstrate respect for core labour standards and human rights, including the UN Declaration of Human Rights.

## Respect and support

Business Partners are expected to have a commitment to treat their workers with respect and dignity.

As a minimum, workers shall not be threatened with or subjected to any form of harassment or inhumane treatment, including threats of violence, corporal punishment or any other form of physical, sexual, psychological or verbal coercion, harassment or abuse.

When working with Pharma Intelligence or on Pharma Intelligence business, we require that our Business Partners treat all Pharma Intelligence's colleagues and customers with equal respect.

## Equality of opportunity and non-discrimination

It is an essential part of our success that we recruit and retain an international colleague base with a broad range of skills, experiences and ideas. Our Business Partners should respect and share our commitment to equality and inclusivity.

Business Partners are expected to uphold practices that strive to ensure equality of opportunity in recruitment, compensation, access to career development and progression, termination or retirement. Employment decisions should be made solely according to each person's skills, abilities and performance, and to local laws and regulations.

Pharma Intelligence's Business Partners should not practice discrimination in their relationships with workers or with other parties, or tolerate discrimination by their workers against others, with regard to any legally-recognised personal characteristic or status, including race, colour or ethnicity, national origin, citizenship, gender expression or identity, sex, sexual orientation, religion, age, marital or parental status, physical or mental disability.

## Compensation and working hours

All applicable laws and regulations on wages, benefits and working hours, as well as any contributions legally required such as pension or tax payments, must be followed by Pharma Intelligence's Business Partners. Pharma Intelligence expects its Business Partners to pay fair wages and benefits in line with industry and geography standards. In addition, no-one should be required to work excessive hours if this impacts on personal health and safety.

## Health, safety and security

All colleagues, customers and Business Partners have the right to work in an environment that is healthy and safe.

Our Business Partners share this responsibility and must establish and maintain a safe working environment, providing appropriate health and safety training, safe work and personal protective equipment for workers, in compliance with all applicable laws and regulations. Business Partners must comply with the local health, safety and security processes in place when operating in or visiting any of Pharma Intelligence's offices, events or external locations, as part of their work with us.

Business Partners should support individuals in speaking up, if they observe unsafe behaviour or safety hazards, and should report anything they see that causes them concern, contacting local emergency services in the event of an immediate risk.

## Modern slavery and forced labour

Pharma Intelligence is committed to ensuring that the business and the Group's supply chain is operated free from modern slavery, forced and child labour. Business Partners must not engage in, work with or subcontract to any third party that engages in the following practices:

- The use of forced, coerced or otherwise involuntary labour, whether by actual or threatened means
- The use of any methods to prevent free movement of labour, such as withholding identity documents or debt bondage
- The use, enabling or facilitation of human trafficking.

## Child labour

In addition, Business Partners must not engage in, work with or subcontract to any third party that engages in the use of child labour which:

- Impacts on their health, safety or development, or the legal requirement for education
- Contravenes applicable local or national laws or regulations
- Contravenes any other bilateral or other contractual agreement, where these are more stringent

Children under the age of 18 are not permitted to work in any of Pharma Intelligence's venues.

# Fair and ethical business practices

Pharma Intelligence's purpose, to connect people with knowledge, relies on earning our customers' trust and building confidence in our products and the way we work. Pharma Intelligence's commitment to integrity is a key part of why our products and services are trusted. We expect our Business Partners to act in a way that reflects this commitment and that does not negatively impact on Pharma Intelligence's reputation.

## Bribery and corruption

Pharma Intelligence has zero tolerance of bribery, regardless of location and business operation. It is expected that the Group's Business Partners, especially those acting on behalf of Pharma Intelligence, will demonstrate the same commitment.

Business Partners should not tolerate, permit or engage in any form of bribery or corruption, whatever the value or nature of the bribe, whether offered, requested, given or received, directly or indirectly. If they are asked for or offered a bribe in the course of their work with Pharma Intelligence, they should report it to us, as soon as it is safe to do so.

## Gifts and entertainment

In order to avoid the appearance of acting corruptly, Pharma Intelligence colleagues should only offer, give or accept gifts or entertainment that are modest, occasional and have a genuine business purpose.

Business Partners must avoid requesting, offering or otherwise sharing gifts or entertainment which are in contravention of Pharma Intelligence's policies, either with Pharma Intelligence colleagues, or with others when acting on behalf of Pharma Intelligence. Business Partners who wish to share gifts or entertainment with a public or government official must have prior approval from their Pharma Intelligence contact and Pharma Intelligence Compliance manager.

## Conflicts of interest

It is essential we conduct all business in an honest, transparent and neutral way, and avoid even the appearance of bias or self-interest. Business Partners should avoid situations where a conflict of interest could interfere, or give the appearance of interfering, with an Pharma Intelligence business decision and should make their Pharma Intelligence point of contact aware of any actual or potential conflict of interest, including any connections with Pharma Intelligence colleagues or competitors.

## Trade sanctions

Business Partners must not engage in trade with persons or entities subject to trade sanctions or restrictions, under applicable laws and regulations.

## Anti-competitive behaviour

Pharma Intelligence conducts our business equitably and in compliance with applicable competition laws and regulations.

Whether directly or through an agent, Pharma Intelligence will not enter into agreements with any Business Partner to divide, control or otherwise illegally manipulate a marketplace to Pharma Intelligence's or the Business Partner's benefit.

Business Partners should not share with Pharma Intelligence colleagues any confidential or commercially sensitive information they may have acquired through other partnerships with Pharma Intelligence's competitors.

## Tax

Pharma Intelligence expects all Business Partners to take a responsible and ethical approach to tax matters and abide by all applicable tax laws.

Business Partners, including contractors, should not facilitate, or ask Pharma Intelligence colleagues to facilitate, unlawful tax evasion or tax fraud on behalf of themselves or others.

## Accuracy of business records

Our Business Partners' books and records should reflect the transparency and integrity of their business dealings.

Appropriate internal controls should be in place, and they should maintain accurate records of business transactions, including financial, HR, time and expenses and quality records.

We expect all our Business Partners to be honest in their dealings with the Group and others they engage with as part of their work with us or on our behalf, never knowingly providing false information.

## Business continuity

It is the responsibility of Business Partners to be prepared for any disruptions to their business where this impacts on an agreement or commitment to Pharma Intelligence. Examples could include natural disasters, fire, terrorism, software viruses and political disruption.

# Information and data

Our information is one of our most valuable assets and we have both legal and commercial reasons to manage and protect it. Our Business Partners share our responsibility to keep Pharma Intelligence operating effectively, and with respect for the integrity, security and appropriate use of our information and information systems.

## Acceptable use

Business Partners who are given use of or access to Pharma Intelligence's systems, databases, hardware, or other aspects of our technology systems, must adhere to Pharma Intelligence's Acceptable Use Policy and any other policy that is provided and designed to safeguard this infrastructure. They should also complete any training provided within the required timeframe.

## Information and system security

Business Partners are expected to maintain appropriate information security protocols and have policies, procedures and systems in place in line with Pharma Intelligence's Standard Security Requirements for Suppliers.

## Privacy and personal data

Business Partners must handle all personal information and sensitive personal information responsibly and in compliance with all applicable data protection and privacy laws.

We require our Business Partners to enter into appropriate agreements setting out obligations and responsibilities on compliant personal data handling. Any personal information that Pharma Intelligence provides to a Business Partner should only be used in accordance with the agreement and instructions provided by us.

Business Partners are expected to support Pharma Intelligence's due diligence process and have sufficient guarantees in place to demonstrate that they have implemented appropriate data policies, processes and provided training to staff, as required by law.

## Security and data incidents

Any actual or suspected security breach, unauthorised disclosure or loss of any confidential, proprietary or personally identifiable information, whether involving Pharma Intelligence's systems or Pharma Intelligence's data, must be immediately notified to Pharma Intelligence's Privacy or Legal team.

## Confidential and proprietary information

Business Partners should ensure that all Pharma Intelligence's confidential, personal and proprietary information is handled and protected appropriately and used only for its designated business purpose, including information on business affairs, customer information, colleague data, trade secrets, product information and intellectual property, including the intellectual property of Pharma Intelligence's other third parties.

It must not be shared further without explicit authorisation, and Business Partners should never make use of, or disclose, Pharma Intelligence's Information for commercial or private benefit.

# Environment and communities

Pharma Intelligence has an ambition to become a champion of sustainability.

Achieving this aim and our commitments is a shared task and responsibility. We expect our Business Partners to collaborate with us on our programme and to have their own commitments to sustainable business impacts.

As a minimum, all our Business Partners must comply with all applicable local and global environmental laws and regulations.

Business Partners should support the environmental or sustainability processes set by Pharma Intelligence or in place at Pharma Intelligence sites or venues, and should provide us with reasonable data on the environmental, social or economic impacts of the products they work on with us, on request. This may include having an approach or policy promoting sustainable and responsible procurement.

## The environment

Business Partners should act responsibly and demonstrate commitment to improve their impacts on the environment. Depending on the nature of the supplier, we would expect this to include:

- Understanding and reporting their carbon footprint
- Working towards science-based climate targets or other significant carbon reduction
- Seeking to use renewable electricity
- Reducing waste, and increasing use of renewable or recyclable materials

## Communities

Pharma Intelligence is an active partner across many types of communities: professional, industry-based, customer and local communities.

We seek to work with Business Partners who work in a similar way with their communities, and who support our goals and initiatives around improving access to products and enhancing positive community impact. This may include engaging with our donation and charity programmes, volunteering, outreach, and activities to support social mobility, human rights and access to decent work.

# Speaking up



## Speaking Up

If in the course of their relationship with Pharma Intelligence, a Business Partner observes any behaviour that violates the law or does not meet the requirements of this Code, we want to hear about it.

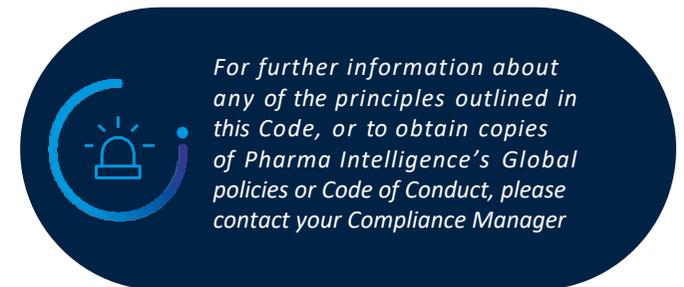
Report any concerns to your usual Pharma Intelligence contact or the Pharma Intelligence Compliance team at [compliance.pharmaintelligence@informa.com](mailto:compliance.pharmaintelligence@informa.com)

Pharma Intelligence's confidential whistleblower line, Speak Up, is also available for anyone, including Business Partners, who wishes to report a concern relating to the Group. To report a breach, Speak Up is available online or through the telephone numbers listed on the site. Details can also be provided on request.

## Zero retaliation

Pharma Intelligence takes a zero tolerance stance to retaliation against those who report in good faith.

Every report is taken seriously, and the Group will not tolerate any reprisal against a Business Partner who has shared a concern or assisted with an investigation by an Pharma Intelligence colleague, or by a Business Partner against anyone who has made a report about them or their own actions.



*For further information about any of the principles outlined in this Code, or to obtain copies of Pharma Intelligence's Global policies or Code of Conduct, please contact your Compliance Manager*