



we see human
behind every number

Sustainability Report

2023





From the CEO

Welcome!

It is my pleasure to introduce you to KCR's 2023 Sustainability Report, the yearly overview of our efforts to create a workplace that is transparent, equitable and sustainable for our employees, partners and beyond. As a full-service, clinical development solutions provider that has been providing biopharma clients with full-service capabilities for over 25 years, we are proud to continue to deliver on our promises to all stakeholders globally while maintaining our commitment to KCR people and our planet.

The information compiled in this report represents not only the organizational information, sustainability goals and detailed solution offerings, but some of KCR's major achievements and clinical feats from this year as well as an introduction to our expert teams who made it all happen. We bring you this information to remain transparent about our goals of delivering authentic and positive client experiences, enriching employees and promoting sustainable practices. We hope you get to know our mission, learn something new about our company and know that our clinical development programs with companies like yours are in the hands of people who truly want to advance healthcare and drive clinical research forward.

I am grateful for your continued engagement.
We see human behind every number.

Mike Jagielski

President & CEO of KCR

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This is an interactive file.
Click to navigate

A woman with curly hair is sitting at a desk, looking at a laptop. She is wearing a dark top and a watch. The scene is dimly lit, with a window in the background. The image has a blue tint.

Introduction

KCR's sustainability report details our efforts and achievements from 2023. Moving forward, we continue to strengthen our commitment to making sustainable choices as individuals and as an organization while delivering innovative and life changing clinical solutions.

KCR is an end-to-end clinical research solutions company purposely built for the biotech and emerging pharma industry

Custom solutions

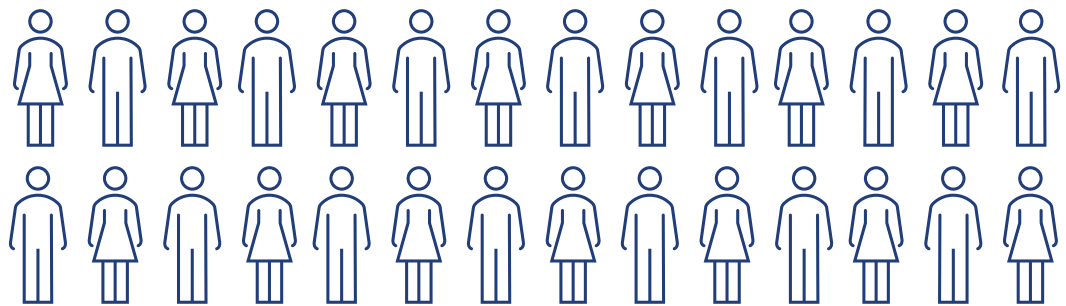
KCR strategists provide tailored blue-prints for optimal delivery of clinical technology and resources.

Broad therapeutic expertise

In-house medical experts with experience in 20+ therapeutic areas assist you in designing complex, international clinical trials.

Reliable site & patient access

Hands-on site support drives trusted site relationships and high-quality data.



900+

professionals



25+

years in the industry



25+

countries

KCR Solutions

Trial Execution | Taking your research across borders.



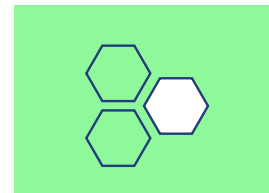
PATIENT ACCESS

KCR executes trials across 26 countries in 5 regions. Our diverse regional expertise allows for successful trial execution strategies.



KNOWLEDGE

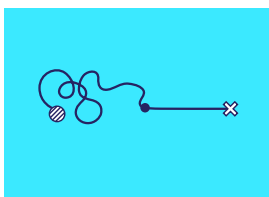
KCR delivers international medical and operational experts with diverse specialties to inform key program guidance.



TECHNOLOGY

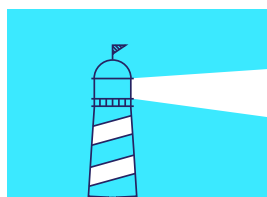
Our Digital Solution Framework enables full transparency and high quality data access for real-time analysis and management.

Consulting | Making the world small for you.



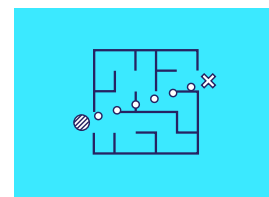
DATA-DRIVEN DECISIONS

Equipped with cutting edge technologies, we facilitate all studies with a data-driven approach.



SIMPLIFYING THE COMPLEX

As a trustworthy and approachable partner, we guide clients through clinical complexities and provide solutions that work.



ACCESS TO KNOWLEDGE

We provide direct access to Key Opinion Leaders and Subject Matter Experts with experience in a variety of therapeutic areas.

Placement | Innovating together.



RIGHT TALENTS

Identifying and attracting the talent you need.



RIGHT MARKET INTELLIGENCE

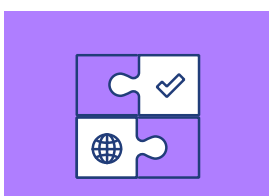
Bringing you precisely tailored market information for the most accurate strategy development and execution.



RIGHT TIMING

Finding the perfect balance in functional sourcing provision between production speed and quality of solutions.

Curandus | Building bridges.



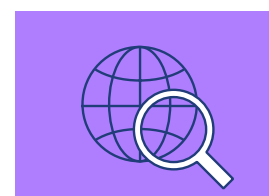
SITE ENGAGEMENT

Providing 360 degree study-specific trainings and content to the site staff makes how we deliver as important as what we deliver.



PATIENT ENGAGEMENT

Informed collaboration with trial participants is core to the overall success of the study.



SITE RESOURCING

Having a study ambassador at site supports patient recruitment and increase quality of data and its timely delivery to make your trial effective.

Our Mission

At KCR, we strive to create value for the life science industry by rapidly identifying and delivering clinical development solutions.

We are driven by the hope of improving health and well-being through clinical research, and our motto, **“We see human behind every number,”** reminds us of this goal every day. Patients remain at the center of all we do.

We see human behind every number.



Our Values

We recognize our people and patients as our biggest assets, and we commit to keeping them at the center of all we do. Thus, we translate our values to an operational level and commit to deliver the highest quality service to internal and external clients.

Building upon our internal KCR culture would be impossible without our long-standing values that keep us motivated and inspired.



As we continue to grow as an organization, our core values remain the same. They shape our company culture and influence our client-first business strategy every day.

- Mike Jagielski, KCR CEO

LEARNING

We believe that successful people never stop learning.



CUSTOMER FOCUS

We create value for our customers by identifying and expeditiously delivering solutions that meet their expectations.



ACCOUNTABILITY

We strive for excellence and at the same time, take personal accountability for our actions and results.



COMMITMENT

The results of our work are exceptional because we try harder, we are more committed and because we care.



TENACITY TO SUCCEED

We are proactive and ambitious. We focus on finding applicable solutions and working towards the best results with enthusiasm, stamina and a truly strong team spirit.



2022 & 2023 Highlights

1 KCR in top 20 CROs

Since our founding, KCR has worked to solidify a position in the global competitive clinical trial landscape. This year, we are proud to announce that we're considered among the top 20 global CROs supporting biotech and pharma globally. This is the result of years of dedicated efforts to develop consistent execution methodology through our portfolio, and our ability to quickly implement structural changes when needed.

2 Moving to the New Office in Guildford, UK

KCR announced the establishment of a new office location in Guildford, Surrey UK. The new location enhances KCR's regional coverage and maximizes availability to research partners in the region. Chief Technology Officer, Doug Bain: "Guildford has become an increasingly popular location for life science companies, with excellent resources from Surrey University. The establishment of this branch will support KCR client relationships and serve as a home for our Technology and Innovation department."

3 KCR Hits 900+ Employee Mark in 2023

While the CRO industry has been rampant with high price-tag mergers and acquisitions, KCR has kept the mission very clear: to remain private and grow organically. This not only ensures stable, long-term opportunities for all employees at KCR, but allows the organization stay true to its model as a boutique business; maintaining close and transparent relationships with all our client teams is the priority. With the ongoing expansion of our project portfolio, KCR has continued to grow our internal teams organically through all phases of clinical development.

4 KCR Develops its Operations in US

Providing clinical trial solutions since 1997, the organization celebrated its 25th Anniversary in 2022 by announcing the development of the North America division of its Trial Execution Solution to support its recent growth. Since 2017, KCR has more than tripled its client portfolio in the US, expanded its suite of solution offerings, and strengthened its footprint globally, with new office locations across Europe and Australia.

5 KCR Achieves ISO Certification

KCR has renewed its ISO Certification to the 9001–2015 Standard. ISO 9001 is the most widely recognized Quality Management System Standard. More than 1 million companies are certified in over 170 countries. ISO 9001 helps ensure organizations meet customer and regulatory requirements with consistency and continual improvement. KCR has held this ISO certification since 2013 and prides itself on a Quality Structure built to meet extremely rigorous standards. This allows clients to feel confident that the framework is well-built, functioning as intended, and has quality checks & analyses in place to minimize risk.

25 YEARS OF
RESEARCH

KCR

Last year marked an important landmark in the history of KCR – 25 years of our clinical research operations. Since our establishment as a regional service provider in 1997, KCR has made major strides, none of which could have been made without trusted long-term cooperation from our clients and the true dedication and expertise of our teams. Many things lead to this milestone, but our organic growth strategy paved the way for healthy expansion that allowed us to continue working towards our own development goals in a way that is attainable and sustainable for all employees and partners.

Not only have our collaborative efforts brought us commercial success, more importantly, they have contributed to healthier lives for thousands of patients through the years. We have always said that we are driven by the hope of improving health and well-being through research, and this would remain true as we entered our 25th year of research together.



Commitment to Sustainability

KCR's Sustainability Program was developed to openly share our achievements, focus areas and ongoing initiatives to strengthen our commitment to global sustainability. This program is intended to maximize transparency and hold our teams accountable for the impact we make as individuals and as an organization. In efforts to reduce waste, save energy and create a sustainable and equitable workplace – we hope our partners commit to the same and recognize the importance of such efforts.

KCR's Sustainability Program

KCR's Sustainability program was founded on the belief that we could continue to advance operational excellence while optimizing energy use and maintaining strong, socially responsible values. These are the pillars on which our program was built:



Operational excellence and collaboration: we constantly monitor and respond to the impact of our social activities on regional and global scales, and work to optimize performance while maintaining integrity as conscious business partners.



Awareness: we make sure that our clients are informed and aware of our contributions and efforts to strengthen our sustainability practices.



Integration: we focus on sustainable development by integrating our teams and prioritizing the advancement of performance, environment and working conditions.



Efficiency: we spread awareness about the protection and efficient use of energy by requiring thoughtful management of natural resources by all employees.



Social commitment: we support the enrichment of our working environment by adapting to current events, encouraging the development of community, and enhancing company culture.



Focus on values: we provide a framework for workers to connect, understand and work with our values in mind.

We see human
behind every number

Sustainable Development Goals

The following Sustainable Development Goals were created by the United Nations as part of a “universal call to action to end poverty, protect the planet and improve the lives and prospects of everyone, everywhere.” The Goals provide a universal standard by which individuals and organizations can use to translate their shared vision into action.



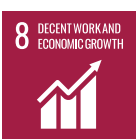
SDG 3: Provide a healthy life and promote well-being

- We collaborate with our clients to enable lifesaving solutions for patients in clinical trials across the globe.
- We ensure our employees have a healthy work/life balance and promote wellness initiatives, frequent time off, and the overall importance of mental and physical health.



SDG 5: Promote and achieve gender equality

- We identify the critical importance of an equitable workplace. We fully support and are committed to achieving gender equality in our organization.
- We work to foster a working environment where women and people from diverse backgrounds are given equal opportunity to lead and thrive in organization. As a result of equal opportunity hiring and promotional practices, we have majority female representation in management.



SDG 8: Decent work and economic growth

- We strive to create authentic partnerships for our employees and clients.
- Through collaborative efforts of the entire company, KCR contributes to economic growth by maintaining a successful business model.



SDG 12: Operate to ensuring sustainability within use of resource and reduce consumption

- We take a smart approach towards a hybrid work model, ensuring we use less resources than our hub offices can produce.
- In partnership with our clients, we are committed to providing remote patient monitoring to reduce the cost and carbon footprint of travel.
- KCR is a fully digital organization, from filing to e-signatures to digital invoice processing, we focus on paperless execution.



SDG 13: Support of eliminating the negative impact on environment

- We fully contribute to reducing energy consumption and support environmental protection by implementing remote and hybrid models of work. We reduce travel to only what is unable to be achieved virtually.
- We successfully manage operations through intentional energy use that utilizes only what is necessary for day-to-day functionalities.

Corporate Governance

The KCR Management Board, under the direction of Mike Jagielski, has identified sustainability practices within every KCR functional area including facilities, corporate communications, finance, legal, marketing and human resources and administration.

Each representative provides well-defined standards and clear procedures to their departments and supports KCR's reporting practices to ensure we are minimizing harm and maximizing capabilities considering all corporate sustainability measures.

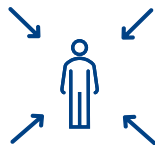


As a full-service, clinical development solutions provider that has been providing biopharma clients with full-service capabilities for over 25 years – our management board is proud to continue to deliver on our promises to all stakeholders globally while maintaining our commitment to our people and our planet.

- Mike Jagielski, KCR CEO

Stakeholder Management

We maintain constant communication with our stakeholders throughout all stages of clinical development and corporate operations. We strive to create an environment of transparency and mutual respect based on the understanding that trust is key to developing a successful, innovative clinical program. With this, we commit to informing our stakeholders about our sustainability program, and encourage similar efforts through the following channels.



Customers

- Regular meetings
- Governance meetings
- Ad hoc calls
- Customer audits
- Regular mailings with KCR corporate updates
- KCR Yearbook with company yearly updates
- KCR Kaleidoscope with all company publications



Employees

- KCR CEO quarterly updates
- BI – Annual Leadership meetings
- Satisfaction surveys
- One-to-one meetings with Line Managers
- E-mail communication
- MS Teams communication
- KCR Times – bi annual company newspaper



Public

- Articles and publications
- Podcasts on hot industry topics
- Membership to industry organizations
- Involvement in therapeutic area research
- Meetings and industry conferences participation
- HBEN NGO sponsorship



Environment

We recognize the critical need to take action and increase environmental sustainability activities as individuals and as an organization.

KCR Greenhouse Gas Emissions

As a corporate organization, we recognize our inability to fully eliminate our carbon emissions, however, we actively seek opportunities to reduce them as much as possible.

Recently, our leaders have prioritized the use of virtual meetings to replace the need for employee travel regionally and internationally. Since the implementation of our hybrid work model, personal travel associated with traveling to our hub office spaces has been reduced by more than 50%.

As we continue to grow as an organization, our core values remain the same. They shape our company culture and influence our client-first business strategy every day

Travel at KCR

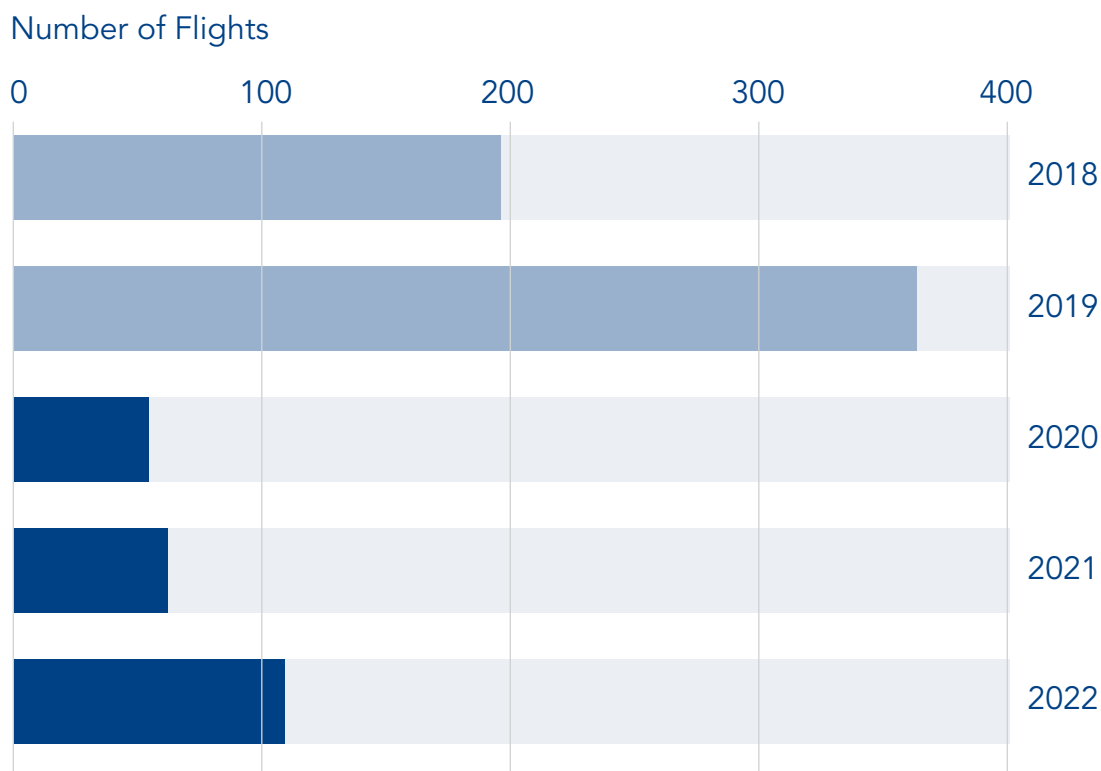
Travel is an essential part of conducting an international business, however, we prioritize online meetings and conferences whenever possible to limit travel to only what is necessary. Our online business has proven to be efficient, and we will continue to conduct business in this way.

The success found in virtual conferences and meetings throughout the COVID-19 pandemic has normalized the practices and proven that travel is not needed to achieve success in clinical research. KCR employees still travel for critical corporate and site-related needs, however, we will not return pre-pandemic levels of travel. Our travel records indicate a decrease in flights each year starting in 2019, also due to COVID restrictions. The number of flights taken by KCR employees has decreased by more than half in the past three years. It is important to note that during this time, the number of employees has continued to grow, presenting more travel opportunities but still, a sharp, intentional decrease in travel-related emissions.

The number of flights taken by KCR employees has decreased by more than half in the past 3 years.

For necessary site-related travel, KCR’s CRAs will soon be able to use hybrid cars for site visits. Hybrid cars are better for the environment as they produce fewer carbon emissions. This change will allow us to decrease our CO² emissions from site visits by 140 tons within three years.

Exhibit 1. Number of Total Annual Non-Billable Flights



Office Sustainability

Increasing Environmental Sustainability in the Workplace

Due to COVID-19, KCR implemented a hybrid work model. As a result, 76% of employees utilize this model, while 24% are fully home-based employees. This shift to hybrid work allows for a decrease in individual GHGs caused by the individual commutes to the office. Additionally, due to the implementation of the hybrid model, KCR office spaces have been reduced, decreasing the energy required for the offices. For example, our Warsaw hub space was reduced by 40% in June 2021, leading to decreases in the amount of electricity, water and energy needed for heating which is required to run the office.

KCR's Warsaw hub space was reduced by 40% in June 2021, leading to decreases in the amount of energy used.

Since reducing the size of our workplaces, the workstations in each hub are now operating under a "hot desk" approach – facilitating a more communal, shared working environment as opposed to traditional, individual working places. We believe this decision positively impacts the co-working culture and greatly reduces the need for extra office space – reducing energy waste.

In addition to the hybrid model, KCR has worked to continue digitalizing organizational processes. This has been achieved with systems like **DocuSign** and **BambooHR** – allowing document signing and internal holiday requests to become digitalized. These initiatives continue to reduce paper consumption. Consistently, actions taken in office spaces ensure sustainable consumption and use of resources; only necessary documents are printed. Office spaces also work to recycle their waste.



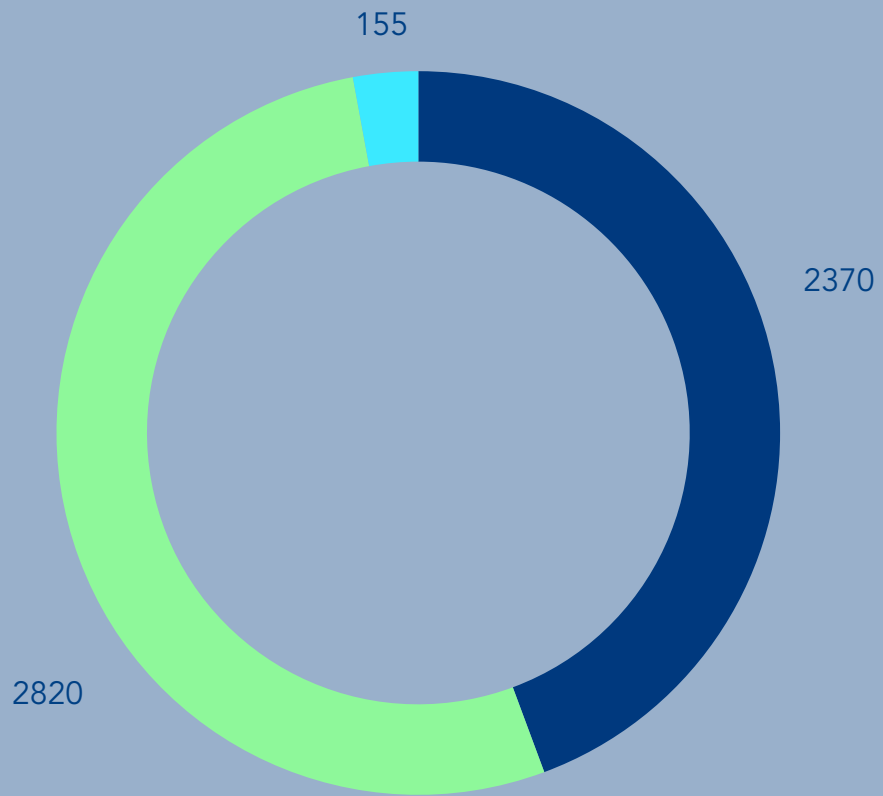
Office Sustainability

Moving to Paperless at KCR

We have been moving to an increased number of digitalized processes, only keeping paper processing systems in areas where required by law. Some tools being used to make this process possible are **BambooHR**, **DocuSign** and the **Pass Through-Costs (PTC)** Management tool. These tools are helping different departments such as the legal, human resources and finance departments in moving to paperless formats.

Based on data of the past year KCR processes roughly 24,800 digital pages annually, for different purposes such as invoices, pay slips, and vacation requests. As the company continues to grow this number will increase, therefore it is not only important for environmental sustainability that these processes be digital but also for the efficiency of the departments. Thus, also being important for the business sustainability of the company.

Exhibit 2. Annual paper estimate of Emissions Saved with Digital Process



	CO2 GHG Emissions (Pounds)	Water Usage (Gallons)	Waste (Pounds)
Amount	2370	2820	155
Estimate of emissions saved in 5 years time	11850	14100	755

A blue-tinted photograph of two women in an office. One woman is seated at a desk, looking towards the right. The other woman is standing next to her, pointing towards a computer monitor. The background shows office desks and chairs.

Social

Taking actions to build and ensure social sustainability both within and outside the company.

COVID-19 Case Study

To better explain how KCR adapts to crisis situations and organizational change with wellness and sustainability in mind, we've compiled a case study of our organization's response to the COVID-19 pandemic. We're constantly working to create a stable, supportive environment for our employees while maintaining integrity as a business partner to our stakeholders. This case study explains how our strategic approach to change is designed to consider the social, commercial and cultural impacts of our work.

KCR Well-being Map in numbers:

3

editions

550

participants

7,7

average well-being level

Caring for Our People

The impact of the COVID-19 pandemic has been a huge surprise for all of us.

It has affected everything about our standard course of operations. Throughout the last few years, our Human Resources team has remained committed to analyzing the dynamically changing situation and advising our employees to continue working in a safe manner while developing contingency plans for maximum support throughout uncertain times. As a result, the KCR Well-being Survey was designed to understand what kind of challenges employees were experiencing so our management teams could better address individual needs.

Exhibit 3. Benefits from working from home - according to Survey



COVID-19 Management

Support Guide & KCR Staff Recommendations

In the case of the pandemic, each employee informed via e-mail by the Head of HR and Administration of company safety procedures and recommendations which must be followed. The following preventive measures are recommended and/or have been already implemented:

- Vaccination (normal flu) prevention – recommended,
- Cleaning of the office performed every business day by qualified and trained cleaning personnel – implemented,
- Avoid close contacts with other employees (such as: shaking hands, kissing) – recommended,
- Washing hands more often than usual – recommended

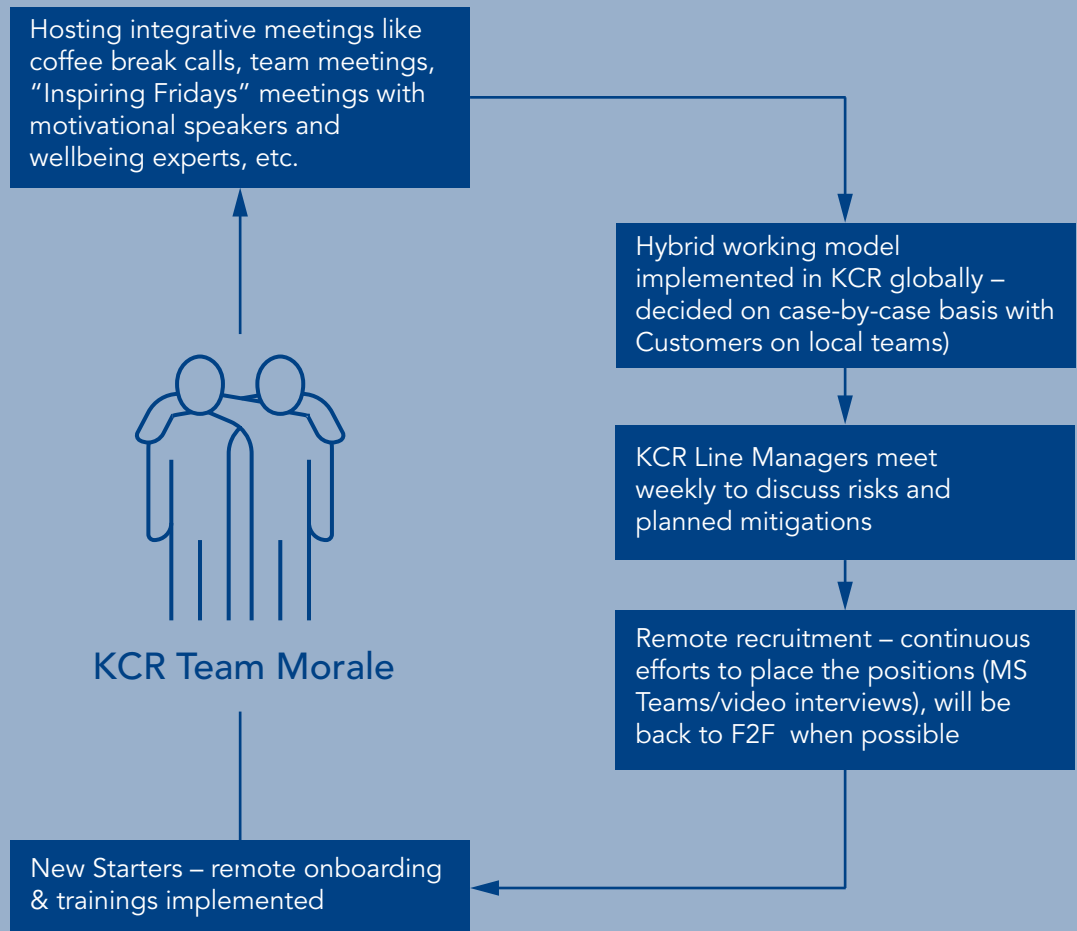
The following effective “working from home” system is implemented to prevent any contamination in case of official pandemic alert:

- Working from home will be implemented immediately by sending an e-mail to all staff in the countries where the alert has been introduced.
- The following information will be sent by authorized person to all employees by e-mail: “Due to pandemic alert you are requested to work from home starting from (insert the date). Coming to the office is authorized only after approval by Line Manager.”

COVID-19 Management

HR Initiatives for COVID-19 Management

Our colleagues from the HR and Corporate Communications teams implemented the #workfromhome campaign to ease the transition to remote work. Tips with working solutions were presented during video conferences held for employees during challenging times. The below display shows the cycle of programs developed and implemented by KCR staff to support employees through this major transitional period.



COVID-19 Management

Robust Management COVID-19

As the COVID-19 epidemic spread, we all experienced new and unpredictable world.

Throughout this time, our Human Resources department provided support and useful tips for KCR teams across the globe. To help our employees cope during this challenging time, HR developed surveys, events and activities to keep morale high and employees engaged. The “Ask HR” project was developed & implemented the following 3 resources:



KCR Well-being Map – Survey

Survey every two weeks to check employees’ level of well-being. To stay connected and to understand how teams were dealing with the situation and what support was needed.



Ask HR – Consultations with HR Team

Special time set up with HR representatives for consultation on difficult topics. Employees could book specific time slots and discuss personal challenges and comments.



Webinars – Share your knowledge

Webinars for managers and employees on different topics – e.g., managing remote teams, working in remote formula, safety in home office.

we see human behind every number



“We see human behind every number” is our company motto and we truly believe that every company’s success starts with its employees. Every year, we are offering various KCR culture initiatives designed and dedicated to our employees current needs. In 2020, the activities were focused on supporting our teams in COVID times – a series of webinars and guidelines were offered to our employees and managers worldwide to support their role in the new environment and safety packs for employees travelling to the sites.

In the past few years, we have focused our program on inspiring our employees in various areas: self-development, innovations, wellbeing, etc. via a series of meetings with speakers, materials shared with our staff and challenges activating our employees and strengthening employee’s integration.

Social Responsibility is central to our mission, and we always support our local communities when we can. Our employees get involved and initiate various activities to support chosen charities in the area.

COVID-19 Management

Employee Support COVID-19

As additional support for our employees, we have implemented and launched:

1. Personalized HR webinars (concentrated on the effectiveness of home-based work, managing remote teams, dealing with the crisis, etc.)
2. Yoga & Pilates online classes - for mental and physical balance
3. KCR COVID Heroes' awards – The KCR Leadership team developed the KCR COVID-19 Research Heroes Awards to recognize those who have embraced KCR values and have gone above and beyond to support our teams and our business operations during this demanding time of pandemic



A man wearing a grey beanie, a grey neck warmer, and a dark blue Nike t-shirt with 'KCR' printed on it. He is giving a thumbs up with his right hand and holding a sign with his left hand. The sign says 'ANASTASIA' at the top, 'By' in the middle, and 'KCR' at the bottom. He is standing in front of a young tree in a field.

Building Company Culture

KCR Culture is central to our business model. Our shared passion for clients and patients shapes our organization and sets our solutions apart. Community development and authentic communication with all our stakeholders is part of who we are.

Company Culture

We know that company culture defines the environment in which our employees work and clients interact, and building one that fosters true innovation is our priority. Additionally, we want to build a company culture which creates a welcoming work environment for employees to ensure sustainable employment and employee well-being.



“At KCR, we believe that to build an authentic company culture, we all need to get involved. We focus our community development on authentic communication, collaborative team efforts, and a unified, friendly atmosphere. We cannot buy culture; we have to build it.”

- Mike Jagielski, KCR CEO

At KCR, we have taken action to create a welcoming and safe space for our employees, striving to both create a culture within the company as well as increase our employee well-being.

Celebrating employee birthdays

The KCR Boston office has taken the initiative to celebrate every employee's birthday at the office, creating a connected and welcoming environment.

Having yearly regional team meetings

These annual meetings were developed to have a space to come together and create community, share knowledge and create country-specific goals. This is an important opportunity for the people of KCR to meet face to face and have fun, while also creating growth for the company.

Encouraging Physical Activity and Healthy Lifestyle

KCR is committed to encouraging physical activity and a healthy lifestyle for all employees. We strive to encourage activities which aid in building a good work-life balance and improve employee well-being. Physical activity has been encouraged through various sports challenges. Last year, the company launched a sports challenge, where employees logged the miles they moved throughout the pandemic. The challenge was to virtually cover the distance between KCR's Boston office to KCR's Australia office.



KCR Events & Traditions

Annual Development Meeting

KCR's Annual Development Meeting takes place in the second part of each year. It was developed to share knowledge, set goals and to simply be in one place to connect with colleagues.



CEO updates

Every quarter, our CEO, Mike Jagielski, holds a virtual meeting to gather KCR teams together and to make announcements, talk about organizational updates and achievements, and to ensure all employees are aware of company development plans and progress.

End of the Year Holiday parties

Every year before the winter holidays, KCR makes it a priority to gather and celebrate the year's achievements and to kick off the holiday season with a bit of company fun.



We believe celebrating is a crucial part of our company culture. Facilitating events for employees to enjoy reflects our values as an organization and enhanced attitudes towards the overall working environment. Making our employees happy is important, and creating time for celebration and appreciation is always a priority.

- Iwona Kiezun, Head of HR



Celebrating Milestones

In addition to highlighting clinical success, KCR commits to recognizing internal success of individuals and department teams alike. We would be nowhere without these small milestones and we make it our priority to celebrate that.

Celebrating Departmental Milestones

KCR is committed to celebrating departmental milestones to acknowledge the individual success which leads to organizational success some of recent successes include:

Implementation of the pass-through costs management (PTC) tool.

This has both allowed for increased time efficiency within the Finance and Accounting team and reduced the number of printed documents needed.

Implementation of Bamboo HR.

The HR team launched the new software tool to serve as our Central Employee Database, allowing for a more digitalized HR process.

Adoption of Veeva Software.

Provided a more streamlined clinical processes and management with full data and documentation visibility, completeness and compliance.

A blue-tinted photograph of three business professionals in an office. A woman with blonde hair is standing and pointing at a computer monitor. Two men are seated at the desk, looking at the screen. The monitor has a Dell logo. The scene is set in front of a large window.

Exploring Together

"There is no greater asset than the expertise of our teams. Talent management and employee development programs are essential to ensuring continuous innovation, commitment and enthusiasm long-term."

Mike Jagielski, KCR CEO

Talent Management & Focus on Learning

One of the goals of our organization is to ensure the possibility of continuous professional and personal development of our employees by providing development tools and ensuring appropriate coaching and mentoring support.

We support our employees by creating personalized development plans that consider the talents and best performers in our organization in order to keep our employees highly - motivated to deliver the best level of quality of our business.

As a contract research organization, we are focused on recruiting and onboarding employees with background and knowledge in the field of pharmacy, medicine, biotechnology, biochemical engineering, data scientists, clinical research associates and life science experts.

We are constantly developing career paths & talent programs, using expertise of the internal HR Team for designing talent identification processes, Development Centers, Assessments Centers.

KCR Learning

Learning is one of our main company values and is our top priority. From the ever-evolving onboarding process through promotions and beyond, we strive to provide educational opportunities for employees whenever possible.

Throughout 2021, KCR's dedicated HR's KCR Culture team hosted a variety of guest speakers, employee challenges, and inspirational meetings for KCR employees to connect, have fun and achieve goals together. The initiative "KCR Inspires me" took on a life of its own – with more than 25 meetings, 7 distinguished guest speakers, thousands of total participants.

We offer well designed training programs & development opportunities that are personalized and assessed on individual basis.

#KCRLearning 2022 in numbers:

60,000+

Training modules completed by all users

41,795+

Completed SOP trainings

521+

Completed trainer-led trainings

We offer our employees development opportunities for changing projects, models, cross-functional (training, QA, Project Management, etc.) & cross-countries assignments. Together with our Learning and Development team, we have implemented and conducted several development programs supporting the evolution of our employees in the organization:

- Presentation Skills for Managers
[Program consisting of 4 sessions]
- Building Relationship with Sites.
[Program for CRAs consisting of 4 sessions]
- Time Management
- Staying Resourceful and Managing Stres

In order to keep on track and refresh the knowledge related to the area of our expertise, we conduct Core Area Refreshers for some of the trainings (e.g., ICG GCP).

Workplace Safety

KCR follows all applicable health, safety and security laws. We are constantly monitoring the health and safety risks and we are doing our best to mitigate and/or eliminate them. KCR Employees should be aware and should follow all the applicable laws, procedures and trainings to be able to conduct their work in a safe manner and to be able to protect themselves and others. KCR Employees should be reporting all the observed or occurred risks in relation to health, safety and security of work. KCR Employees are not allowed to be under influence of or use the alcohol or any controlled substances whilst being at work and/or conducting their job responsibilities.

We are committed to creating a safe, respectful and productive working environment.

We believe that our employees are our greatest assets. We value and recognize our employee's efforts, successes and the contribution they bring to KCR. We are committed to creating the a safe, respectful and productive working environment for all our employees worldwide.



A man with a beard and short hair is speaking into a microphone. He is wearing a dark jacket over a light-colored shirt. A name tag is visible on his chest. The background is a plain, light-colored wall. The entire image has a blue tint.

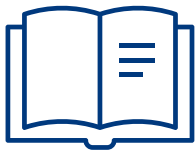
KCR for the Public

"The communities we operate in play a major role in our success. It's important to give back to those communities and as we've grown, we've increased our charitable giving and consistently strive to be active community members in all our operational regions."

Marek Kiecana, KCR Founder and Chairman of KCR



KCR Publications



KCR Times

The KCR Times is a bi-annual newspaper that gathers all KCR news, events, and important company updates and information in one place, published in digital and print.

KCR Kaleidoscope

KCR Kaleidoscope is a curated collection of academic works and publications by a variety of KCR's top experts over the year.

KCR Yearbook

The KCR Yearbook is our newest publication! It was created for clients to get a well-rounded overview of who we are as an organization.



Charity Programs

As a clinical research organization, we are driven by the hope of improving health and well-being through research. To continue working towards this goal, KCR supports local communities by contributing to charity campaigns annually.

We believe that goodness has truly transmissible power and energy. We also believe that actions are more important than words. Here are just a few examples of how we demonstrate our commitment to social responsibility in everyday life:

- Contributing to hospice in Lithuania;
- Supporting the childcare home and animal shelter in Poland;
- Caring for KCR Team & supporting KCR Employees in need



Every Christmas, KCR collects gifts for an Orphan home near Warsaw, Poland

5%

of KCR annual profit is donated to a Hospice for children in Lithuania

#HumanBehindEveryNumber

#HUMAN
BEHIND
EVERY
NUMBER

#HumanBehindEveryNumner (HBEN) is a Non-governmental organization (NGO) that provides research, insight and education on the first-hand experiences of patients involved in clinical trials. Launched by KCR in 2017 as a research project , it aims to engage industry stakeholders in a new discussion about clinical trial design advancement.



#HUMAN
BEHIND
EVERY
NUMBER

Our support and their research has led to essential progress in the design and execution of clinical trials.

- The goal of all HBEN research is always to expand common knowledge about patient experiences and promoting more patient-centric approaches to clinical trial design.
- Our research portfolio includes a variety of study topics like COVID-19, Clinical Trial Patient experiences, Parental Experiences During Pediatric Clinical Trials.
- HBEN research is conducted in-person and online through interviews, patient surveys and direct mailings in 5 languages.
- All HBEN research was conducted by a sociologist, who dissected responses and produced analytic reports to share direct data about patients in clinical trials.

MassBio Membership

MassBio is a not-for-profit organization that provides services and community support to the #1 life sciences cluster in the world in eastern Massachusetts. As members of this organization, KCR joins industry leaders in their efforts to grow the industry, enhance the healthcare system and improve patient lives.

KCR collaborates with MassBio regularly via online publications, annual conferences, and meeting sponsorships. As residents of Massachusetts with our hub in Boston, we believe it is critical to be active members of the life science community and are proud to be a part of this network of over 1000 biotechnology organizations, academic institutions, disease foundations service organizations working together to promote collaboration and improve patient lives.

MassBio is a network of over 1000 biotechnology organizations, academic institutions, disease foundations and service organizations.

A photograph of two women in a professional setting, possibly a meeting or collaborative work environment. The woman on the left has blonde hair and is wearing glasses. The woman on the right has dark hair. They are both looking towards the right side of the frame. The image is overlaid with a semi-transparent blue filter.

Ethics, Quality and Compliance

KCR is committed to improving health and well being in all we do. We are driven by that belief and operate only on principles that lead us to increase integrity and reduce harm across all we do.

Patient Safety and Research Ethics

Our priority is our patients' safety. Our company is acting in accordance with the best international standards for clinical trial designing, recording and reporting, including but not limited to the Declaration of Helsinki of the World Medical Association and industry guidelines issued by the International Conference on Harmonization (ICH), country specific clinical research acts and regulations, and along with competent regulatory agency guidance.



“We are committed to conduct clinical research at the highest ethical and scientific standards to protect the rights, safety and wellbeing of clinical trial participants and ensure that clinical trial data are credible. The ethical conduct of the research projects in which we are involved in is supervised by our medical experts.”

- Anna Baran, Chief Medical Officer, KCR

Code of Conduct

KCR's Code of Business Conduct is a set of KCR company principles, ethical standards and behaviors required from all KCR employees worldwide, including our contracted employees, concentrated in 5 main areas:

- Our Company
- Our Employees
- Our Workplace
- Our Business
- Our Community & Environment

The Code of Business Conduct is reviewed regularly to ensure that it stays in line with all applicable laws and our internal standards and procedures. It should be read carefully to make sure that we all always act in accordance with it.

KCR always directs its activities towards providing employees with the best possible working conditions. We do not tolerate, and we do everything we can to prevent unequal treatment and harassment of any kind.

Diversity, Equal Opportunity & Anti-Harassment

All KCR Employees are treated equally in all matters related to working conditions, promotions, availability of professional training and leaving the company. This applies to all employees regardless of their gender, age, disability, race, religion, nationality, political beliefs, membership, ethnic origin and sexual orientation, and full time or temporary employment.

KCR always directs its activities towards providing employees with the best possible working conditions. We do not tolerate, and we do everything we can to prevent unequal treatment, harassment and sexual harassment. KCR's internal policy defines harassment as: malicious, unwelcome or unwanted behavior, that denigrates or shows hostility or an aversion toward another person on the basis of any characteristic protected by law. Sexual harassment is a form of sex discrimination. It is any unwelcome verbal, visual or physical conduct of a sexual nature that affects working conditions or creates a hostile work environment.

To prevent any form of discrimination and harassment, KCR created internal rules for defining, notifying and resolving any undesirable behavior towards KCR employees.

In 2023 KCR has introduced a Corporate Compliance Department to ensure that all our actions and activities align with KCR values, business code of conduct as well as growing regulatory requirements worldwide.

KCR Holds ISO Certification



High quality

KCR is ISO 9001-2015 certified. KCR has held the ISO certification since 2013. The certification is conducted by the ISO registrar in US, DQS.



Gold standard

The ISO 9001-2015 certification is recognized world-wide as the 'gold standard' for Quality Management Systems. ISO Recertification Audits occur on a 3-year cycle; ISO Surveillance Audits occur each year.



Safety & transparency

The overarching Quality Structure is built to meet extremely rigorous standards, allowing our clients to feel secure that the framework built to direct our organization in the execution of clinical trials is well-built, functioning as intended, and has quality checks & analyses in place at the necessary junctures to minimize risk.

Data Quality

Quality Management System (QMS)

KCR's quality management system and the Quality Manual are compliant with ISO 9001:2015 standards and other applicable quality guidelines and good practices including but not limited to those developed by European Medicines Agency (EMA), Food and Drug Administration (FDA), The International Conference on Harmonization of Technical Requirements for Registration of Pharmaceuticals for Human Use (ICH). Any significant changes to QMS are analyzed, discussed and agreed within Leadership Team before implementation.

QMS is a formalized system covering company policies and procedures applicable for planning, execution and continual improvement of company processes and services to meet quality requirements and objectives.

KCR employees are well informed about the organization's mission to follow quality and QMS processes and consistently engage in skill development to support that goal.

KCR implements, maintains and continually improves the quality management system that ensures:

- Continual improvement of KCR processes and services;
- Compliance with regulatory requirements;
- Provision of services that meet customer requirements and satisfaction.

KCR's quality management system covers all KCR processes - directly and indirectly related with KCR services and products. KCR adopted the following ISO standards and good practices:

- Process approach: Plan-Do-Check-Act (PDCA cycle) that enables KCR to ensure adequately qualified and trained personnel, sufficient time for service execution, high level of performance, recognition of opportunities, continual development and improvement;
- Risk-based thinking that enables KCR to increase personnel awareness, optimize operations, ensure adequate prioritization, minimize any negative effects.

Data Quality

Risk Management

KCR established, implemented and maintains effective risk management process that ensures:



High quality of services and products



Continual improvement of results



Effective prevention of negative effects



Effective process of problem solving



Better and more informed decisions



Adequate level of quality oversight and effective quality management system

Table 1. Summary of KCR risk management process principles.

	<p>Primary principles and goals</p> <p>To ensure that employees are aware of identified risks and decisions regarding risk control processes.</p> <p>Risk management process supports science-based and practical decisions; the evaluation of the risk is based on scientific and regulatory knowledge.</p> <p>The level of effort, formality and documentation of the risk management process should be commensurate with the probability and potential impact of risk.</p>
	<p>KCR approach</p> <p>KCR's risk management process is built to ensure the protection of:</p> <ul style="list-style-type: none">• subjects' safety• data integrity• company operations and business continuity• quality of services performed
	<p>Responsibility</p> <p>The KCR Leadership Team takes overall responsibility for coordinating risk management across various functions and departments of the organization and ensures that risk management process is defined, implemented and reviewed and that adequate resources are available.</p>
	<p>Compliance</p> <p>The approach is based on the principles of risk management as outlined in ICH GCP, ICH Q9 and other EMA and FDA relevant guidelines.</p> <p>The process has been adjusted accordingly to the scope of responsibilities applicable for Contract Research Organization.</p>

Compliance

Legal Compliance

Doing our business ethically and legally is our priority. We adhere to and obey all applicable laws and regulations, industry codes of practice, internal policies, including but not limited to this Code of Business Conduct, as well as all other procedures and standards applicable to the business environment in which we operate.



At KCR, we are committed to delivering our services in line with highest ethical standards and to operating in compliance with all applicable laws.



Our company's culture is based on our values, which are reflected in expectations towards all KCR employee's behaviors and are represented by our management. We believe that professionalism and ethical behavior are key traits that distinguish our business and our employees.



KCR employees know the way we conduct our work, how we treat our coworkers and clients, how we communicate, what kind of attitude we present, how we look and present ourselves, defines our brand in the market.

Compliance

Regulatory Compliance

We expect that our employees observe the terms upon which the clinical trial should be managed and conducted, including the study protocol, our company's and/or our customer's standard operating procedures and instructions, any guidelines of the relevant ethics committees or regulatory bodies and the most recent standards of good clinical practice (including the current version of ICH GCP guidelines). Our employees are expected to perform their duties with due diligence, in an accurate and timely manner whilst ensuring the highest quality of the results provided to internal (team members from other company's departments) and/or external recipients (customers, regulatory bodies) to achieve the highest level of regulatory compliance within each stage of the project conduct.

Anti-Bribery and Anti-Corruption

We do not tolerate the bribery or any form of the corruption. Promising, offering, requesting, as well as demanding, consenting or accepting bribes, kickbacks, facilitation payments or any other illegal payments directly or indirectly by our employees or third parties is strictly prohibited.

Our employees may not offer, request, authorize and/or make any payments to government official, civil servant or a related person or to any political party or official or candidate with the intent to improperly influence the business decision of that person or secure any improper advantage for our company or a third-party company on which behalf we act, such as in order to facilitate or speed up routine actions or decision-making process.

Any payment to a healthcare professional, irrespective of the sum amount, must be in accordance with all applicable laws, regulations, codes of ethics, guidelines and any applicable policies and procedures. Under no circumstances may our employees solicit or request any payment from a supplier, customer, or anyone seeking to do business with our company.

The above-mentioned rules apply to payments and offers to make or the authorization of payments that are made either directly by our employees or indirectly through an agent, distributor, consultant, partner, broker, representative, or other third party.

Gifts and Hospitality

Our employees may only offer and receive gifts, payments and/or hospitality to the extent allowed by local law and are not permitted to offer or receive gifts or hospitality that may improperly influence the duty or decision of others or their own, irrespective of the value of the gift or hospitality.

Acceptance of a payment, hospitality or a gift in the amount greater than \$50.00 from a supplier, customer, or anyone seeking to do business with our company, or any payment or gift that is intended or likely to improperly influence the business decision of the recipient is not permitted. The hospitality includes meals, clothing, receptions, transportation, tickets and/or participation in events, if these are offered or accepted as part of a business relationship. Each employee is expected to immediately disclose to the company any gift received by or offered to them or by any other person on his behalf or on their instructions.

Conflict of Interests

Each employee is obliged to inform our company's management board of a potential conflict of interest and should acquire prior consent before proceeding or engaging in transactions a conflict of interest could apply. Private or personal interests, including family members interests, shall not interfere in any way with our company's interests. Business decisions need to be based on the best company interests without any personal, family or other nonobjective considerations.

Our employees shall not be directly or indirectly engaged in any cooperation which wholly or partly stands in competition with the business carried out by our company, regardless of its subject matter and regardless of whether it has been formalized in the form of a written contract, involving the provision of services or the supply of goods, a sponsorship agreement, an agreement on joint ventures, etc. Any professional activity for and/or involvement in outside third-party companies must not interfere with our employees' duties and responsibilities and may not compromise our company's interests or negatively affect our employees' job performance or their contractual responsibilities

Fair Competition

We build our business on honesty, integrity, trust, and ethics. We stay locally and internationally compliant with anti-trust and competition laws. Unethical or noncompliant conduct in the pursuit of business activities compromises the reputation of our company and will not be accepted. Employees must not engage in any conduct involving, directly or indirectly, dishonesty, fraud, bribery or corruption, and deceit.

Our employees must not engage in any anti-competitive activities, such as but not limited to cooperating with competitors to fix or set prices, bypass control thresholds or a competitive bidding process, divide up or allocate markets and customers or commit any action that reflects adversely on our company's reputation, integrity or relationship with customers.

Anti-Money Laundering

We have zero tolerance for money laundering and commit all our efforts to prevent it in our operations. Money laundering means the practice of engaging in financial transactions to conceal the identity, source or destination of money connected with the illegal activity, such as bribery, terrorism and drug trafficking. Our employees are prohibited from being involved in money laundering in any form or manner.

Confidential Information

We ensure that confidential information in our possession is protected and prevented from being accessed by unauthorized persons.

By confidential information, we mean all information which is not generally known among or readily accessible to persons within the circles that normally deal with the kind of information in question, and/or has commercial value because it is confidential and/ or has been subject to reasonable steps under the circumstances to keep it secret and which relates to business interests, insider information, computer systems, software, and plans, projections, business plans, inventions, trade secrets, know-how, as well as information wherein the company any entity from our company group has an obligation of confidentiality to a third party.

Confidentiality information may involve business information of our company and the business of our customers and third parties, commercial transactions or terms, technical information, strategies, activities, plans and/ or financial information in paper, electronic form or in any other form.

KCR employees are responsible for following all security procedures on business data at all times to prevent unauthorized access. Our employees may not utilize, disclose or disseminate confidential information, either within our company or outside, except in full compliance with the provisions of the applicable laws and the relevant company's procedures. Communication in which our employees refer to our company through (social) media, may only concern information that is of a public nature or with prior consent of our company.



we see
human
behind
every
number

Data Privacy Governance

We carefully safeguard the personal data we hold about our customers, business partners and Employees. We are committed to complying with all relevant data privacy requirements of the jurisdictions in which we operate, and we expect strict compliance with related laws and regulations from our Employees.

We process personal data entrusted by our customers for the purpose necessary to provide our services and in accordance with customer's reasonable and documented instructions. More information can be found in our company's data protection standard operating procedures. Everybody interested is encouraged to read our Privacy Policy (<https://www.kccro.com/privacy-policy/#privacy>), which describes the types of information we collect, the ways and purposes for which we collect it and the circumstances under which we may share it with third parties and/or transfer it outside European Economic Area.

In case of any questions about our privacy policies or practices related to data privacy currently in force, our stakeholders are encouraged to contact directly our Data Protection Officer (gdpr@kccro.com).



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