



**Commitment
is in our blood.**

SUSTAINABILITY

**2024 CSR
Report**



DIAGNOSTICS IS IN OUR BLOOD.

Stago began as a pharmaceutical company, founded in 1945 by Jacques Viret. In 1976, *in vitro* diagnostics became its sole line of business.

The company has since developed its medical expertise in hemostasis and thrombosis, contributing to the growth and clinical relevance of both disciplines.

Customer satisfaction is at the center of the Stago team through its focus on strong values: entrepreneurship, attentiveness and empathy, commitment and accountability, and collaborative team spirit.

The healthcare sector is rapidly changing. In order to serve our customers consistently through the uncertainty of today's world, Stago has decided to manage the entire value chain to ensure Stago can effectively anticipate and respond quickly and effectively to new developments.

The Stago Group has always pursued a sustainable and ethical development policy. This document is a testament to its corporate social responsibility commitment.

"Our company has been operating in the field of human health from the outset. Our employees are united in their collective desire to improve care for as many patients as possible. Stago still has much to contribute to its human and technological adventure."

Lionel Viret

President of the Stago Group

2024 Report

CORPORATE SOCIAL RESPONSIBILITY



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A proactive company

Stago, founded in France in 1945, is an independent company that specialises in hemostasis and hematology diagnostic solutions.

Our employees come from a wide range of backgrounds, applying their expertise throughout the value chain to design, manufacture and distribute products and services that improve patient health.

Stago is a customer-centric company with an international presence that is still growing and developing.

We have a robust history and a long-standing commitment to social responsibility, guided by decisions based on people's needs.

Our vision

“To be a reference for blood-based diagnosis to improve the health of as many people as possible”


2,600
EMPLOYEES 

€570m
IN TURNOVER 

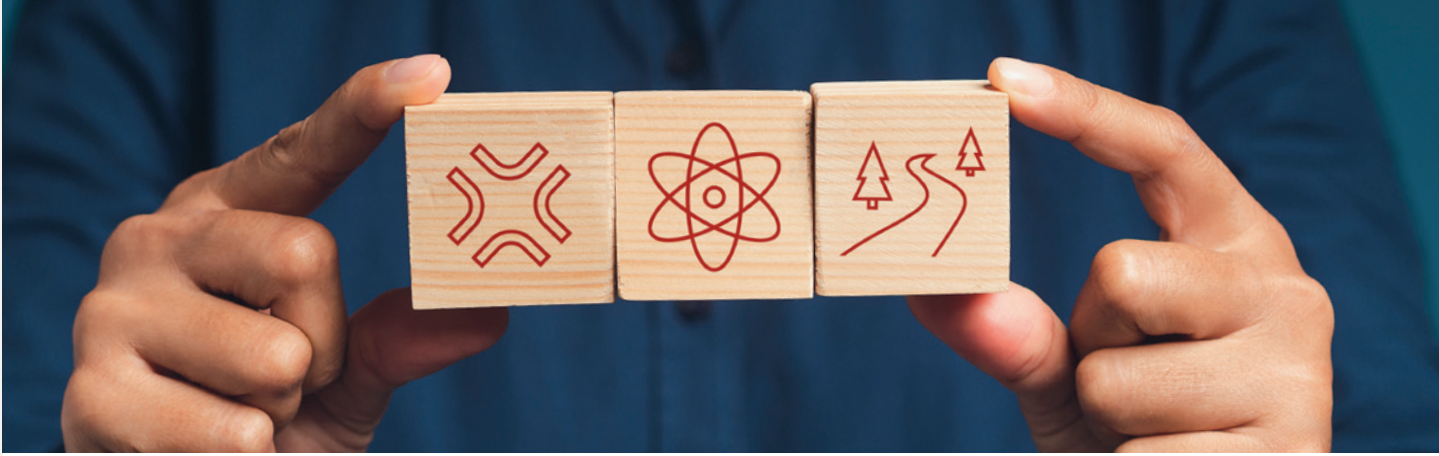
≈ 23,000
CUSTOMERS 

-  20% of our workforce is dedicated to R&D
-  40 million vials are produced each year
-  Over 2,800 analysers produced each year
-  Over 2,500 deliveries each week worldwide
-  Over 750 coagulation tests carried out every minute on Stago systems
-  Over 90% of production exported
-  380 production suppliers, over 700 non-production suppliers

STAGO HAS A PRESENCE IN **110** COUNTRIES 

21 MARKETS WHERE STAGO OPERATES DIRECTLY 





Our Stago strategy

Stago's vision is "to be a reference for blood-based diagnosis to improve the health of as many people as possible", by building on three powerful pillars: **proximity**, **expertise** and **sustainability**.



Pillar 1

LOCAL SALES AND PRODUCTION

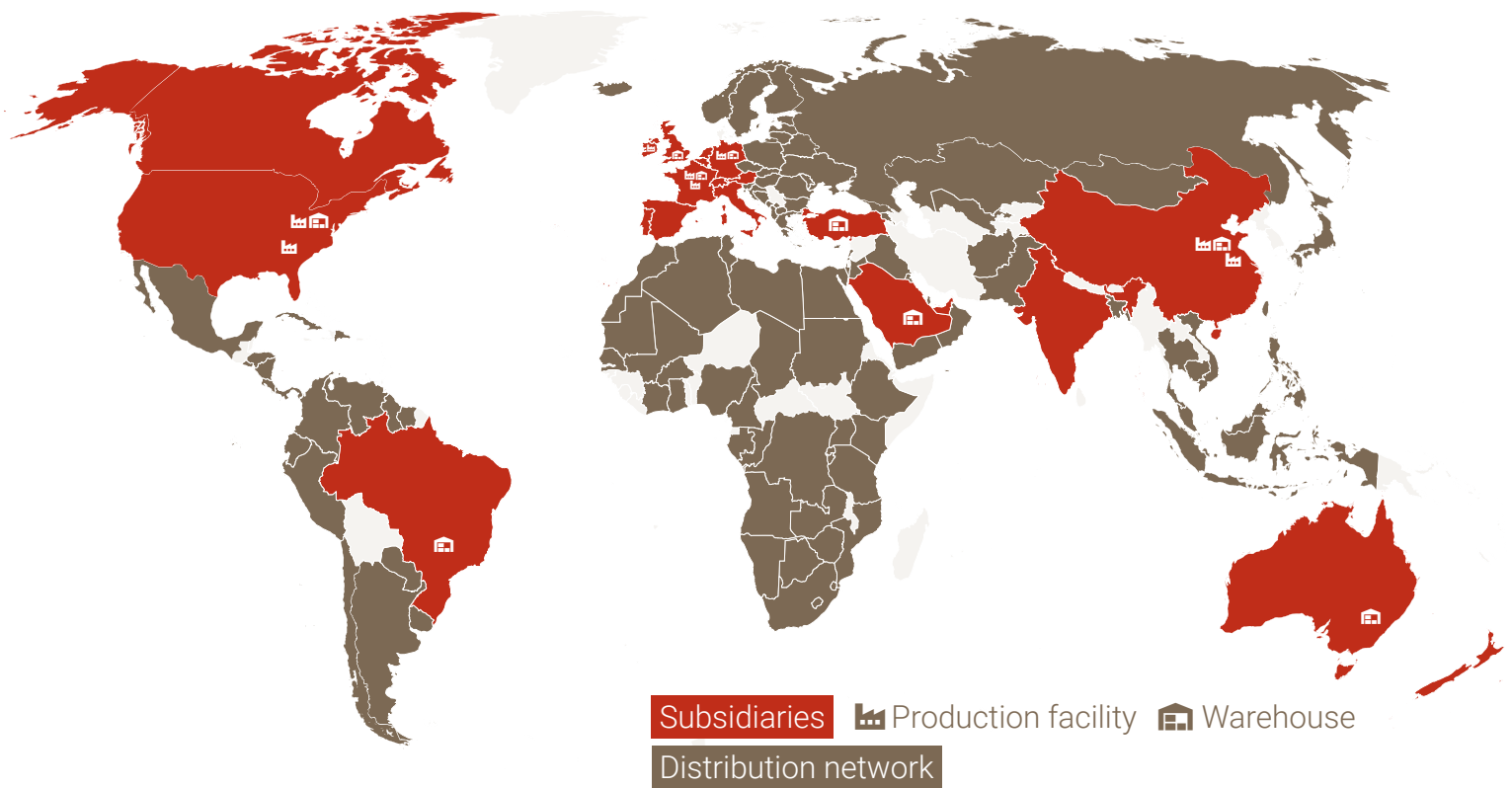
Stago pursues a **local sales strategy** that involves listening closely to customers' needs and providing tailored solutions supported by high-level expertise and dedicated local teams. This approach brings Stago into direct contact with opinion leaders and local authorities, helping us to fully understand their expectations.

Based on this knowledge, we rapidly chose to set up sales subsidiaries and distribution offices worldwide, to better address the realities of our customers and partners on the ground.

We have a **local production strategy** to deliver to customers as quickly as possible.

We have set up four warehouses in the pivotal regions of the world: two in Europe, one in China and one in the United States. We also hold stock locally to supply more remote countries (Australia, Brazil, etc.) and to provide customised services. We control carbon footprint by optimising our customer deliveries, choosing sea freight over air freight and reducing transport of large volumes. To ensure our customers enjoy uninterrupted service, we produce our most essential laboratory items locally.

In addition to local logistics and production, we have a central supply chain management system that makes efficient decisions on local stock and production levels.





Pillar 2

EXPERTISE

The Stago Group has specialised in hemostasis and thrombosis since 1962, gaining recognition throughout the scientific community worldwide. We use our experience to pursue our long-term commitment to improve quality of care, provide complete solutions for clinical pathology laboratories – from analysers and services to reagents and disposables – and a wide portfolio of products for both routine practice and research.

Strategic investment

Stago draws on its hemostasis expertise to spur innovation, to bring high-performance products and services to medical diagnostics professionals. We are well positioned to consistently break new ground and maintain our scientific leadership because we invest more than average in the *in vitro* diagnostics industry. Stago invests heavily in research and development, devoting 20% of its workforce and 15% of its annual revenue to R&D. We also invest in studies and partnerships to further clinical expertise, including clinical research and validation, crucial for our development processes.

Diverse expertise

We draw on a constantly evolving range of skills to develop complete systems. Stago builds teams specialising in not only biology, but also chemistry, physics, mechanics, electronics, fluid science, optics, data processing, statistics, software development and ergonomics.

Continuous improvement

Change management and support are the backbone of our Stago Group expertise. We have set up a continuous improvement process for our products and their ongoing development.

Regulations

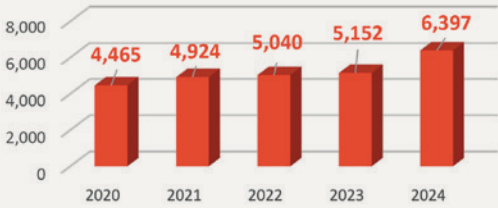
Regulatory compliance is another permanent Stago objective to help us move forward with our customers and employees and achieve sustainable growth. We have tasked four departments with ensuring compliance with health product regulations:

- **Quality Assurance Department:** Continuity of certification and compliance with best practice;
- **Regulatory Affairs Department:** Product registration in countries worldwide in accordance with local regulations;
- **Legal Department:** Compliance with legislation;
- **Ethics Committee:** Compliance with our Code of Ethics.

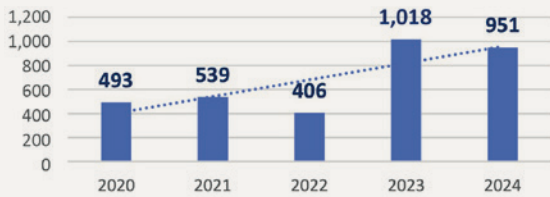


The volume of active licences has doubled in recent years and registrations have risen sharply.

x2



Total volume of active licences worldwide



Re-registrations worldwide: volume of applications sent

Pillar 3

SUSTAINABILITY

Stago places a strategic focus on local sales, production and expertise, which has earned it an international reputation and a loyal customer base. This recognition gives us the resources we need for long-term development and to expand into related disciplines that offer synergies with our core business.

Geographic expansion

Our local procurement policy gives us the means to closely meet our customers' expectations. It also allows us to seize opportunities and deepens our knowledge of local markets. Stago has facilities in the United States, China, the United Kingdom, Europe, India and, more recently, Brazil and Saudi Arabia, testifying to our constant drive to expand our geographical reach.

New business lines

Stago develops its business in two ways.

First, through organic growth, by pooling resources: new in-house expertise in cellular hematology to expand the business of our local structures.

Second, through external growth, based on our hemostasis expertise: acquisition of HemoSonics, with innovations in point-of-care, to serve new customers.

Thanks to this latest expertise, the Stago Group can now offer a patented testing system for use at the patients' bedsides that helps health professionals to prevent risk of bleeding in surgery, obstetrics and traumatology based on a whole blood sample, particularly useful in operating theatres and intensive care units.

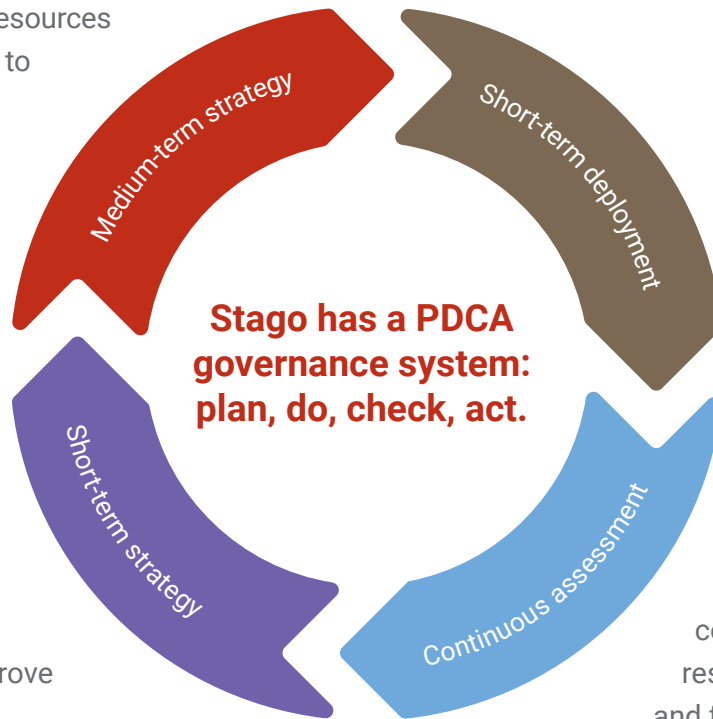


Plan

Define objectives and the processes needed to achieve them. Identify the required resources and the steps needed to implement action.

Do

Implement the plan. Train staff, roll out processes and collect data to assess performance.



Act

Take corrective or preventive measures based on the results of the check in order to improve implemented actions.

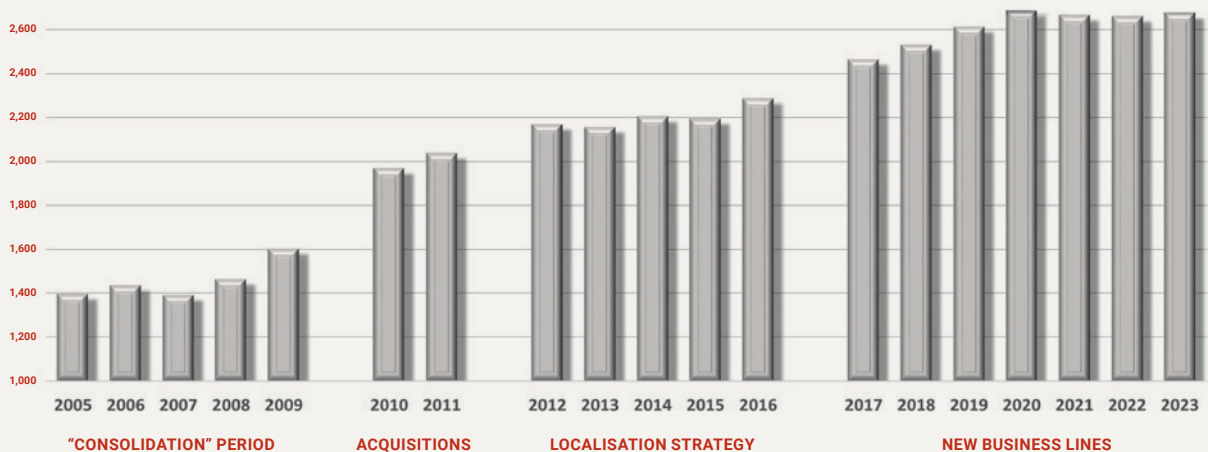
Check

Assess the results in relation to the objectives. Analyse collected data, compare results with expectations and find any discrepancies.

SUSTAINABLE DEVELOPMENT: A LONG-TERM STRATEGY

Progression of the Stago Group workforce between December 2005 and December 2023

x2





Coverage of the UN sustainable development goals

SOCIAL

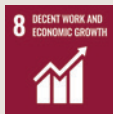
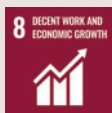
- Promote equality and non-discrimination
- Develop skills
- Promote well-being at work
- Share common values

SOCIETAL

- Respect ethical practices
- Work towards health for all
- Comply with regulations
- Sponsor

ENVIRONMENTAL

- Reduce our greenhouse gas emissions
- Reduce our energy consumption
- Reduce and reuse our waste
- Continue our long-standing commitment
- Design and produce sustainably for the planet



CSR:

A genuine commitment

Stago has grown over the years around a foundational triad: its customers, its employees and its owner. This simple equation, combined with rapid decision-making, has supported controlled, thoughtful expansion. But this would be insufficient if Stago did not also constantly adapt to its ecosystems, be they regulatory, international, commercial... or environmental.

Stago's three strategic priorities – expertise, proximity and sustainability – drive our CSR dynamic to:

- improve health for all worldwide;
- maintain a close relationship with our employees, customers, suppliers and all our partners;
- develop profitable, sustainable and environmentally responsible growth.

Corporate social responsibility has a lot in common with our quality approach initiated in the 1980s, which involves compliance with regulations, process control, improving productivity, etc. However, CSR stands apart for its ethical, even moral, dimension in the broadest sense of the term, i.e. it challenges us to consider the effects of our productivity choices on the environment and on our partners, our customers and, indirectly, on patients.

Now, as in the past, societal responsibilities are clearly a non-negotiable priority. Stago commits to its sustainable and ethical policy over the very long term. The United Nations has established seventeen sustainable development goals, most of which Stago has committed to with the aim of contributing to a better, more sustainable future for all.

This challenge will require constant commitment on the part of all our employees and partners. Stago has always placed people at the heart of its strategy, and by working together we can make our CSR policy a success for the benefit of everyone... and for Stago.

Christophe Senilhe

Head of CSR

CSR: A genuine commitment

AN ECOSYSTEM, BRIDGES AND SHARED INTERESTS

Interconnections

Stago works with many partners: customers, employees, the scientific community, distributors, patients, etc. They are all interdependent. The quality of their relationships has social, societal and environmental consequences. The challenge for Stago lies in giving this ecosystem the means to flourish, as effectively as possible, to deliver the greatest benefits to all parties.

A natural CSR strategy

Our strategic vision, by its very nature, stands us in good position for long-term CSR action:

THROUGH EXPERTISE

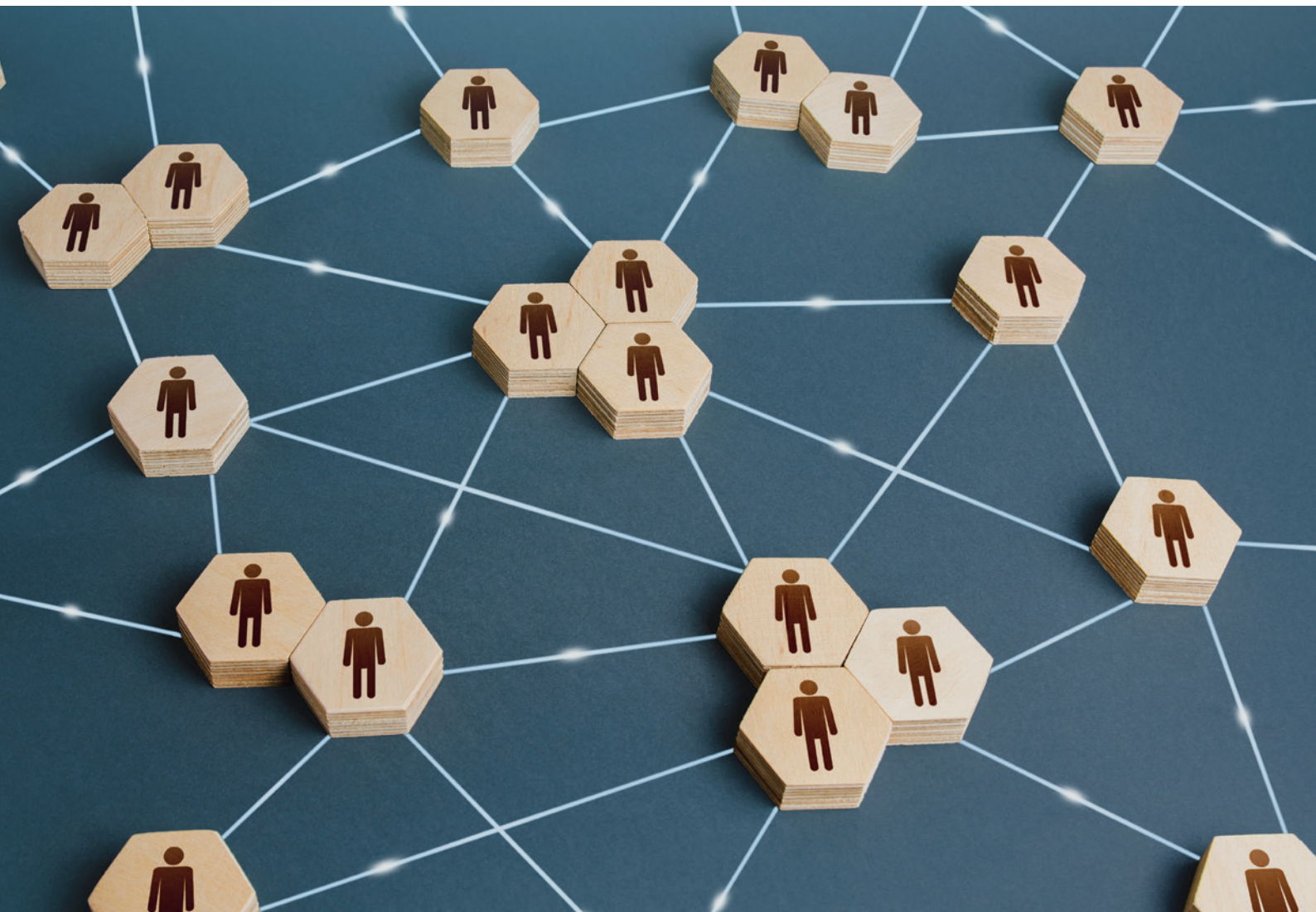
By searching for the best techniques, technologies, methods and solutions to achieve our objectives.

THROUGH PROXIMITY

By fostering close human, geographical and cultural links with employees, customers, suppliers and other partners, rich in experience and promising progress.

THROUGH SUSTAINABILITY

By pursuing an approach to business aimed at both economic growth and environmental responsibility.



RESOURCES



R&D



Patents



Supply chain
& logistics



Commercial
structure
& support
(subsidiaries
& distributor
network)



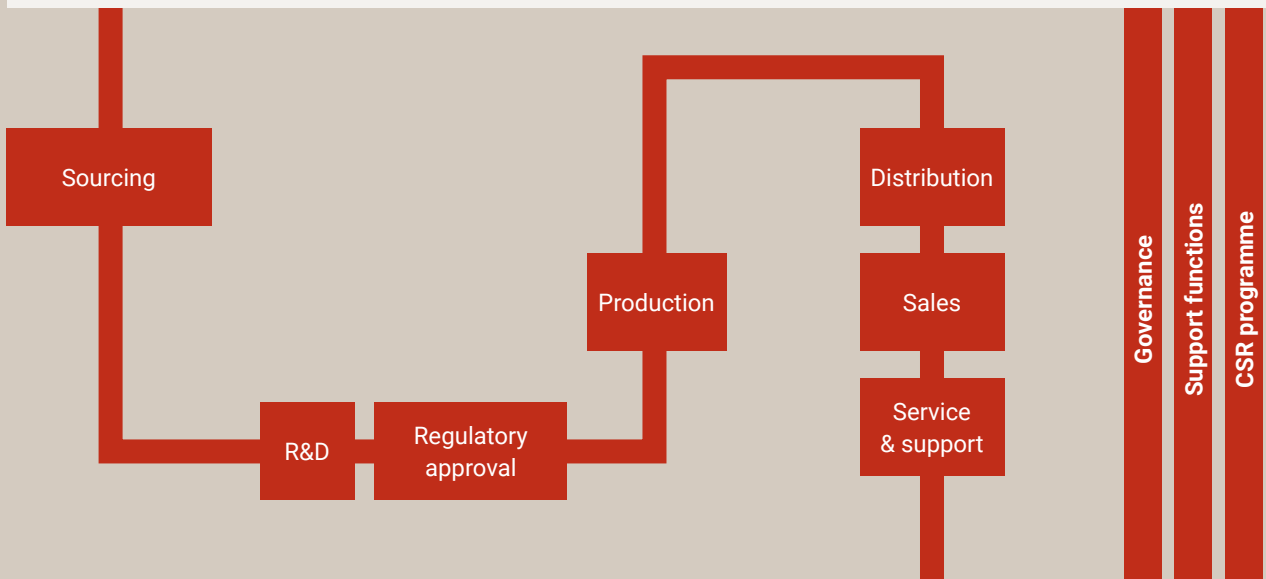
Solid
financial
capacity



Human
capital



Vital
resources
(energy,
water, etc.)



ADDED VALUE

High-quality
products

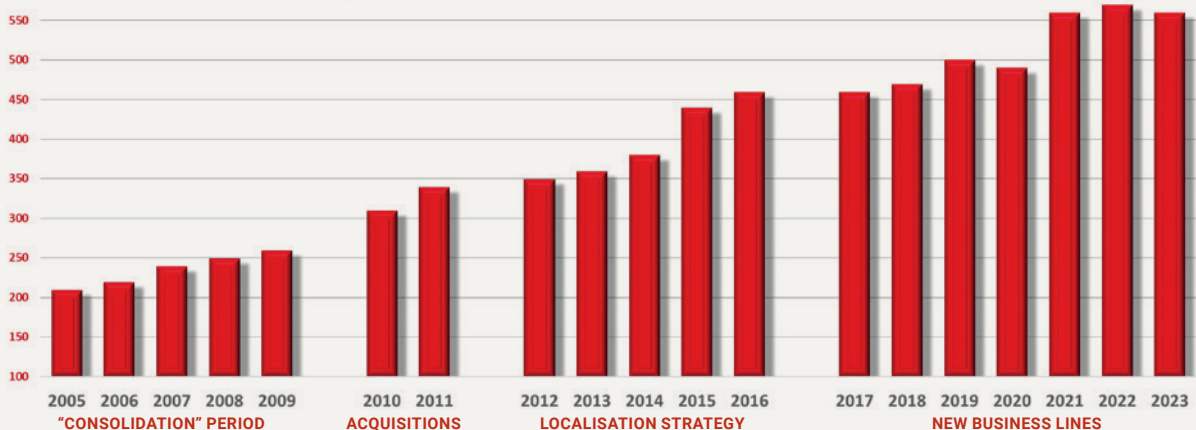
High-level
expertise &
services

Significant and ongoing
scientific contributions
(products & partnerships)

PROFITABLE GROWTH

Growth in Stago Group sales from 2005 to 2023 (in millions of euros)

×3



3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH





Social responsibility

Our approach to social responsibility is reflected in the three pillars of our Stago strategy: proximity, expertise and sustainability. These play a crucial role in the social contract that binds our company and our employees.

The Stago Group gives its employees the means to develop their expertise to ensure they are qualified to provide the best professional services to clinical pathologists, clinicians and other partners: a win-win policy.

Stago cultivates a close relationship with its staff and works to maintain a good working environment, based on a framework of shared values, a safe and comfortable workplace, promotion of equality and non-discrimination, respectful and consistent local management, and strong social ties.

Our quest for expertise reinforces a policy of voluntary professional development and internal promotion, which motivates employees to live up to their fully potential and enhances employee retention.

This long-term approach, with a focus on expertise and relationships, helps us to adapt and develop the skills we need to keep pace with technological developments and ensure our long-term future.

Sharing common values

Promoting equality and non-discrimination

Developing skills

Promoting well-being at work

Social responsibility

SHARING COMMON VALUES

Communities are built on shared values and objectives. The same applies within a company. Our Stago culture is based on five cardinal values, in line with our identity and vision. It is these commitments that guide us, drive us forward... and benefit us all.



Entrepreneurship

Our founder was driven by an entrepreneurial spirit, fueled by intuition, initiative, calculated risk-taking and long-term vision. It is this that continues to inspire our teams. Over eighty years of business and as much experience later, the Stago Group is now recognised in the international scientific community as an essential contributor to *in vitro* diagnostics.

Customer satisfaction

Customer satisfaction is a fundamental value upon which Stago was built.

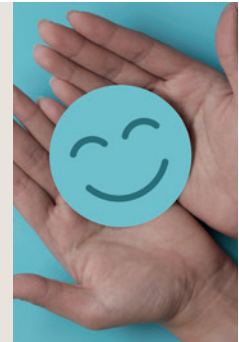
Our teams of experts listen to, analyse and advise customers. They provide solutions and services tailored to individual needs. We have application specialists, field service engineers and a hotline designed to deliver a local service worldwide. All are organised to respond directly to each customer request, to avoid any break in the flow of a laboratory's activities.

EMBODYING AND SHARING COMMON VALUES

50 ambassadors

250 experience-sharing sessions

500 proposals for action



Attentiveness and empathy

Our close relationship with our customers and partners gives us a detailed understanding of their operating conditions and expectations. Armed with this knowledge, we are better able to pursue our mission and primary commitment to help improve healthcare for patients.

Internally, we ensure everyone can do their job in an open environment, conducive to recognition of professional accomplishments and personal development.



Commitment and accountability

Stago's corporate purpose and service to patients are the driving force behind our employees' dedication. Everyone, in all departments, knows they are contributing to better patient care. Our contacts in the academic world and pharmaceutical researchers speak from experience when they say that the medical advances resulting from our joint work will lead to the development of automated, standardised tests.

Collaborative team spirit

Our collaborative working practices bring out the best in our engineers, researchers, operators and technicians. They work in synergy to have a comprehensive overview of their mission. This proves extremely useful for developing and producing increasingly effective ranges of products and services. In the field, our marketing, sales and support staff share the same collaborative team spirit, to ensure complete customer satisfaction.

ALL INVOLVED!

Stago organises onboarding sessions worldwide for new hires. We take this opportunity to share our values and beliefs.

CONTINUOUS IMPROVEMENT

Time is also set aside for discussion within teams. We examine and give consideration to suggestions for concrete improvements to advance our practices



Social responsibility

PROMOTING EQUALITY AND NON-DISCRIMINATION

Stago promotes equality and non-discrimination among its employees. Ensuring a fair and equitable work environment allows everyone to achieve their full potential. The only requirement? The ability to fit into the Group and advance our objective, our vision “to be a reference for blood-based diagnosis to improve the health of as many people as possible”.

Equal opportunities

Our recruitment policy focuses solely on a candidate’s skills, qualifications and qualities. They alone determine whether an applicant is suitable for a position. Employees who join the Stago Group are safe in the knowledge that this same rule will apply throughout their career. It is their professional skills that guide their career development within the company.

Diversity

Stago is present on every continent, through its production facilities, R&D centres, logistics centres and distribution subsidiaries. Our employees represent a wide range of nationalities, professions and cultures. Internationalisation and diversity are essential for us to do our job well and serve our customers locally. This global reach also encourages an open mindset, conducive to flexibility and agility.

Inclusion

Stago prohibits any form of discrimination based on age, origin, gender or opinion. We strive to create the right conditions for everyone to feel included. Three of our shared values, keystones of our corporate culture, contribute also to this dynamic of inclusion: collaborative team spirit, attentiveness and empathy.

GENDER EQUALITY IN THE STAGO GROUP



Gender equality index
France, 2023



of positions held by women
Worldwide



of management positions held by women
Worldwide



of executive management positions held by women
Worldwide



Social responsibility

DEVELOPING SKILLS

Stago designs and produces high-tech systems – automated analysers, reagents, services – that demand absolute reliability and precision.

To carry out our mission successfully, we employ staff with specific skills in a wide range of disciplines: biology, chemistry, optics, IT, electronics, robotics, in addition to quality assurance, regulatory affairs and more. We also have an ambitious training policy, to help our employees and customers maintain and develop their knowledge and expertise.



PROFESSIONAL DEVELOPMENT

91% professional development interview completion rate
France

Tools to facilitate internal mobility and mentoring

1 digital training platform

MyStagoCamp

10 in-house training centres

13,702 hours of training
(technical, scientific, product)
provided worldwide in 2022

MANAGEMENT

Training for new managers:
11 days when taking up a post
France

INTERNAL MOBILITY

50 employee promotions
Worldwide, 2023

MANAGING JOBS AND CAREERS

The company anticipates technical, technological and environmental product developments and creates training programmes to enable employees to maintain their expertise (development of new ranges, digitisation, management, etc.).



Regular individual reviews

Every year, each employee is offered a professional development interview with the aim of optimising their skills. They use this time with their manager to establish a development plan and discuss their career goals.

Customised training

Stago has set up its own digital training centres and platforms in Hong Kong, Singapore, Brazil, France and the United States. They provide on-site and remote theoretical and technical product training to employees and to the customers using our systems. Everyone can maintain, update and validate their knowledge of using our clinical pathology systems. Courses are designed to provide specific insight into the functions and expertise required in hemostasis and cellular hematology.

Career opportunities

Stago encourages internal promotion, beneficial to both employees and the teams that welcome them. Our large portfolio of products and services and our presence in

over twenty countries worldwide offer excellent opportunities for employees wanting to enrich their career journey and discover different cultural approaches. The Stago Group has an internal, international promotion charter that provides a clear and secure framework.

Managerial skills

Efficient, fair, balanced management is essential to steer a company as big as Stago. Managers must embody the company's values and effectively oversee their teams' responsibilities and objectives. New managers in France and in most of the Group's subsidiaries and entities follow a training programme on taking up their duties. Stago provides additional, regular training on management issues in the form of webinars and workshops. A community of managers has also been set up to discuss ideas with peers and access resources to successfully manage and develop teams.

Social responsibility

PROMOTING WELL-BEING AT WORK

Stago is committed to providing every employee with a high-quality working environment, where they can flourish and be their best selves. We believe in the importance of a pleasant workplace and positive social climate to create this environment daily.



Working environment

Stago employs an Ergonomist and an Injury Prevention Officer, who work in the Health, Safety and Environment Department and report to management. They are responsible for ensuring everyone enjoys a safe and comfortable working environment, by developing and implementing a prevention and safety policy in close collaboration with Stago employees. They also improve the ergonomics of workstations and are continually developing working environments to make them more comfortable. Stago invests to create quality, well-designed spaces for new buildings and extensions to its premises all over the world. Each new project is an opportunity to create spaces that provide employees with optimal conditions to carry out their tasks.

Social bond

Stago employees develop a strong social bond, which helps to create a good atmosphere and well-being at work, both individually and collectively. To encourage this, Stago organises numerous events and group initiatives throughout the year, fostering goodwill and relationships among staff. These can include anything from sporting challenges and international days to seminars, involving everyone to help foster stronger ties.

Welcome

To foster proximity – one of the three pillars of our corporate culture – we must do everything we can to ensure employees feel at home in the Stago Group as quickly as possible.

We give all new hires a warm welcome to help them quickly fit into their team. We invite them to follow an orientation programme to introduce them to the company and how we operate.

For example, each new employee in France has a mentor, a volunteer employee who accompanies them as they discover their new environment. This warm welcome is also extended to our interns and work-study students, of which there are around forty every year in France.

We do everything possible to ensure they enjoy their experience – and may choose us as an employer after graduation.



WORKING CONDITIONS

5.36%
Absenteeism

7.9%
Turnover

2 days
Teleworking per week

Member of the
HappyTrainees
programme since 2015

8.86‰*
Workplace accidents
**‰ means per thousand*

12.4 years
Average seniority

Right to
disconnect



Figures for France, 2023

WORKS AND NEW PREMISES



- 🇫🇷 *The Lab*, new building in Taverny, France
New facilities at the Saint-Ouen-l'Aumône logistics platform, France
- 🇨🇳 New premises in China
- 🇬🇧 New premises in the UK

TEAM-BUILDING EVENTS



**WORLD
ENVIRONMENT
DAY**



1 NO POVERTY



3 GOOD HEALTH AND WELL-BEING



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS





Societal responsibility

As members of a society, we must respect others, shared rules, and make our own contribution to the community. Stago assumes its societal responsibility, like its social responsibility, with the support of its three strategic pillars: proximity, expertise and sustainability.

We cultivate ethical relations with all partners – employees, suppliers, distributors, customers, authorities and opinion leaders – as part of a commitment to sustainability. We believe respect for the law and solid ethical guidelines are guarantees of safe and peaceful development.

By promoting the values that are expertise and proximity, we stay abreast of changes in the regulations enforced in all countries where we operate, regardless of local circumstances, so the products and services we design and maintain are always fully compliant.

Stago also uses its expertise and proximity to serve both the scientific community to create new, useful and reliable products and services empowering significant medical advances in patient care as well as health professionals by providing customised support.

We also take action beyond our business to support worthy causes championed by remarkable associations because we cultivate close networks in society.

Respecting ethical practices
Complying with regulations
Working towards health for all
Sponsorship

RESPECTING ETHICAL PRACTICES

Stago has gained its reputation for integrity and excellence through unwavering compliance with high ethical standards. We expect exemplary business conduct from all our employees and partners at all levels. We are aware of the constant need for attention and effort to maintain these high levels of professional standards. Stago has created a Code of Ethics and set up an Ethics Committee, both of which provide essential support to help the Stago Group achieve this objective.

Code of Ethics

Our Code of Ethics lays the foundation for appropriate behaviour in what is a complex professional environment.

It has been approved by the President of the Stago Group and explains to our employees and partners the principles on which we base our actions and which everyone must commit to respecting. All Stago employees are introduced to this code, which gives consideration to local regulations, as soon as they join the company. Employees then sign a certificate to show they are aware of the importance of these principles and make a firm commitment. Staff who are in direct contact with customers, suppliers, distributors, buyers or other partners as part of their work receive additional training in preventing corruption. They are completely qualified to ensure ethical behaviour in their professional relationships at all times. We expect the distributors and suppliers we work with to share and pursue the same ethical vision. In return, the Stago Group confirms and demonstrates its ethical commitment should they ever request help on such issues.

Ethics Committee

The Stago Group has established its own Ethics Committee at its head office in Asnières-sur-Seine, in France. It is made up of four senior executives and chaired by the President. It ensures compliance with the Code of Ethics throughout the Stago Group, that sufficient resources and skills are committed to maintain an acceptable level of compliance, and that solutions are found in more complex situations. It also manages and coordinates the work of compliance officers operating locally in Stago entities worldwide.

Controls

Stago has set up a whistleblowing platform to encourage compliance with ethical rules in all subsidiaries. Stago assesses and selects its business partners according to strict procedures designed to ensure their integrity, the quality of their services and their commitment to acting in accordance with the regulations in force and the highest ethical standards. External assessments are also carried out on a regular basis. All our distribution contracts include a reference to our Code of Ethics. Any observed deviation triggers a clause for unilateral contract termination.



750

employees trained in ethical issues, i.e. 90% of the target population in France.

Objective: 100% of employees in contact with third parties.

WHISTLEBLOWING PLATFORM

Based on the whistleblowing recommendations provided under the Sapin II law.

Local versions can be easily downloaded from Stago.com.

Societal responsibility

COMPLYING WITH REGULATIONS

Stago lives up to the highest ethical standards and strictly observes the *in vitro* diagnostics regulations in force. We are committed to offering products that meet these requirements to always provide high-quality, safe and sustainable solutions.

Ensuring compliance with regulations

Our Ethics Committee ensures that compliance issues are addressed properly in all Stago Group entities. Two dedicated departments verify that our regulatory obligations are met.

Our Quality Assurance Department handles any quality or compliance issues. The team is responsible for preparing our Stago products and services (reagents, automated analysers, quality control and services) to comply with the necessary certifications and regulations, of which there are as many as there are healthcare systems in the world.

The Regulatory Affairs Department handles market access for products. It centralises and manages registration of our products and services in over 90 countries.

Compliance and product lifecycle

Stago products are designed to comply with all the rules and standards required to bring them to market, right from the design, development and production phases. This is an essential prerequisite for rapid registration and release on local markets. We expose our medical diagnostic systems to numerous control processes as part of routine laboratory practice to ensure they conform and remain reliable over time.

Post-market surveillance practices exist to monitor the products used in *in vitro* diagnostics – much like pharmacovigilance in the pharmaceutical industry. It watches for any risk of performance drift or failure that could affect compliance. Stago allocates significant resources to monitor its products throughout their lifecycles. We have developed various tools to seek out any problems with our systems encountered in laboratories. They are designed to rapidly detect, assess and correct risks. These iterative cycles of checks and corrections contribute to continuous product improvement for a degree of quality and standardisation that seeks perfection.

In addition, we make every effort to minimise stock-outs, even in crisis situations – pandemic, default of a key supplier, logistical constraints, etc. – to ensure no break in test flows at laboratories which could ultimately prove dangerous for patients.



PRODUCTS DESIGNED TO COMPLY WITH INTERNATIONAL NORMS, STANDARDS AND RECOMMENDATIONS

IVDR ✓

NMPA ✓

CFDA ✓

CLSI ✓

FDA ✓

REACH ✓

Biocides ✓

RoHS ✓

GDPR ✓

IT, cybersecurity and data protection



Quality system compliant with standards applicable to *in vitro* medical devices



Global quality management system at all sites



Environmental management system at reagent production sites

sthemE
by Stago | **Expert QC**

sthemE
by Stago | **Qualiris**

QUALITY MANAGEMENT TOOLS

Stago has designed a complete set of quality management tools for use in laboratories (inter- and intra-laboratory internal and external quality control) to avoid QC drift and ensure high-quality patient results.

Expert QC: Inter-laboratory comparison of internal quality controls to check the comparability of quality control results between laboratories using the same diagnostic solution (automated analyser and reagent).

Qualiris: Independent, external quality control programme accredited under the NF EN ISO/IEC 17043 standard to assess the accuracy of results.

ExpertCor: Plasma sets to check the performance of a new methodology, a new lot of reagents or a new analyser.

Societal responsibility

WORKING TOWARDS HEALTH FOR ALL

The Stago Group is stepping up initiatives across its speciality and using all available tools to continuously promote more effective diagnostic solutions accessible to all. Examples include participation in the committees of professional associations, regular communication with public authorities, collaboration with the scientific community and partnerships with laboratories and hospitals. Stago is a responsible contributor, aware of its role in the healthcare supply chain.



Advancing progress through medico-economic action

Stago offers its expertise to health technology assessment (HTA) policies and brings value-added diagnostic solutions to market for clinicians and patients. Examples include the D-dimer parameter, VBDS technology and HIL module, implemented in Stago's automated systems as tangible contributions to improve cost-effectiveness and clinical benefits for the healthcare system.

Moving forward with the scientific community

Stago cultivates its close connections with the international scientific community through increased exchanges and interactions, focused on advancing medicine. Stago makes diverse contributions to the world of science in the form of material aid, funding and participation in multidisciplinary study groups, clinical trials, collaboration contracts, etc., and operates in various areas, including clinical services, laboratories, blood banks, universities, hospitals and pharmaceutical laboratories. We foster various forms of scientific collaboration: exploration of new clinical applications and new markers; support for specific research by recognised clinical departments and laboratories, with implementation of dedicated protocols; production of resulting publications; collaboration on scientific committees; organisation of scientific symposia; etc.

Developing new technologies

Stago's research and development teams take a forward-looking, applications-oriented approach. They explore new technologies, such as data mining (dashboards), to develop applications that have a positive, practical impact for both customers (targeted proactive maintenance, preventive actions) and for field operations, marketing, the supply chain and even R&D.



Dozens of scientific studies are currently underway worldwide, conducted in partnership with leading universities and pharmaceutical companies to **advance medicine.**

STAGO IS A MEMBER OF..



Attentive to partners and customers

Attentiveness is a core Stago value. We pay close attention to the needs and in-field feedback of our sales and services teams, partners and customers.

This willingness to listen enables us to develop and evolve our product ranges to offer products and services that meet the expectations of laboratories and hospitals, globally and adapted to local conditions. Our awareness of current and future needs results in very high levels of commercial management and after-sales service. It is also very useful when developing new markers and new functions for our automated analysers.

In the same spirit, we regularly carry out standardised satisfaction surveys to ensure Stago services and solutions approved for market release are constantly high quality.



Training for partners and customers

Stago fosters close relationships with its partners, and is increasing initiatives to enhance their knowledge and expertise in the complex field of hemostasis and thrombosis. We provide a variety of free learning tools for customers, including webinars, podcasts and educational digital apps. Most importantly, we regularly deliver face-to-face training sessions at our ten training centres located around the world. We also provide access to an interactive digital platform, MyStagoCamp. MyStagoCamp offers access to an expansive menu of modules and training courses.

Finally, the Stago Group has written a vast range of practical, scientific and specific manuals and guides.

Hotline: 97% success rate

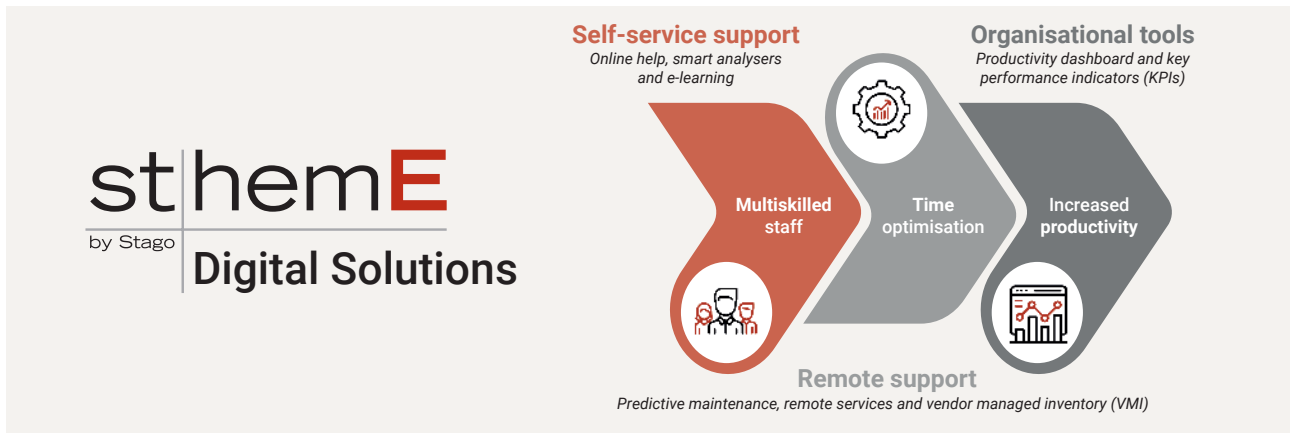
Stago has highly experienced customer technical support officers whose job it is to care for our customers, with a 97% success rate. Stago analyses each of the physical interventions carried out by its field service engineers at customers' premises to determine whether the issue could have been better managed remotely, to ensure the fastest possible resolution and minimise interruptions in a laboratory's flows.

Percentage of customer satisfaction in 2023

	Australia New Zealand	Benelux	Brazil	China	France	Germany	Italy	Portugal	Spain	United Kingdom	United States
Jan.	98.7	98.3	97.5	94	98.3	98	96.1	96.4	97.8	98	98.1
Feb.	100	96.8	97.1	94	98.7	99.1	98.7	98	94.2	94.2	97.1
Mar.	95.7	98.5	95.7	95	98.1	98.8	95.1	100	98.3	96.7	97.5
April	95.6	92.6	94	94	98.9	98.5	98.8	96.7	95.5	94.5	98.5
May	97.9	97.1	94.6	97	98.1	97.9	96.5	100	96.4	97.5	98.9
June	98.4	98.6	94.4	92.5	99.2	99	97.9	100	94.3	96.7	98
July	98.4	98.1	97.3	91.9	97.8	98.2	99.1	100	95.8	97.7	98.3
Aug.	98.7	91.4	93.7	93	97.7	98.8	97.2	100	95.8	98.5	98.4
Sep.	96.3	98.1	95.6	93	98.6	99.7	91.7		93.3	95.3	98
Oct.	97.7	97.6	95.1	92	98.6	98.9	94.1	100	92.9	99.1	99
Nov.	97.6		95.8	92.9	98.7	100	97.5	100	98.4	98.1	98.8
Dec.	99.4		97.2	92.7	98.6	99	92.1	100		96.5	98.1
2023	97.9	96.7	95.7	93.5	98.4	98.8	96.2	99.2	95.7	96.9	98.2

Improving working conditions for our partners and customers

Stago prioritises two criteria when it designs new systems with a focus on improving working conditions and efficiency of users: ergonomics and digital tools.



USER-FRIENDLY ANALYSERS

Stago explores all aspects likely to improve analyser usability:

- Fewer test reruns and smaller sample volumes: less blood taken from patients;
- Smaller and lighter cleaning solution containers: ease of use;
- Automatic preanalytical checks, including volume check, HIL (hemolysis, icterus, lipaemia) check, recognition of sample tube type: fewer redundant tasks.

sthemE DIGITAL TOOLS*

These tools also improve user comfort, while offering a higher level of performance:

- Automatic result validation and automated processes (automatic comments and reruns based on pre-defined criteria, etc.), to reduce non-value added repetitive workloads and free up time for more technical tasks;
- Expertise rules, to standardise and highlight valuable diagnostic information;
- Advanced connectivity to reduce the burden of manual data entry and ensure more reliable data collection;
- Remote assistance to improve system service and availability for faster delivery of patient results.



*Availability depending upon the country

Societal responsibility

SPONSORSHIP

We work to improve health worldwide. This mission raises questions of how to best help those around us and of the worthiness of our actions. Stago's development of its products and services provide an answer to these questions daily; however, we commit to more. In 2014, Stago launched a sponsorship programme to take our contribution to society even further.



Diversity

The method chosen in 2014 for choosing our sponsorships sits well with our proximity philosophy. We invite our employees to suggest projects run by associations they may or may not be active members of. Their proposals are many and varied. Stago has funded over a hundred projects to date. The chosen associations have many different aims – from collective responsibility to education, sports to children's issues – and can be located anywhere in the world. Examples include:



Funding for research into epidermolysis bullosa.



Funding for dance classes, courses and workshops, either in dance schools or at the bedside of cancer patients.



Sponsorship for participation in Ultra Trails (e.g. Corsica Raid) to raise funds for disabled children.



Provision of reading pens, to scan and read out written text for children with dyslexia.



Financing of several runs, completed by Stago employees pulling disabled children or young adults in Joëlettes. A Joëlette is an all-terrain wheelchair for the disabled with a single wheel.



Financing of a school in an isolated village, four hours' drive from the nearest town, in the Brazilian state of Maranhão.



Financing of eye-controlled tablets, which are specialised items of equipment that children with multiple disabilities can interact with.



Funding for a workshop to repair equipment for the disabled.



Financing of research into rare diseases, some of which are linked to hemostasis.

6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY




9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND





Environmental responsibility

Stago has industrial and logistics sites as well as sales and service subsidiaries across the world. We have production facilities, warehouses, office space and thousands of employees and products, which all leave their footprint on the planet. The Stago Group is acutely aware of our responsibility to execute a growth strategy designed to limit our impact.

We use our technical expertise to replace high levels of greenhouse gases at our facilities with more eco-friendly alternatives and take all actions necessary to reduce our energy consumption to minimise our carbon emissions.

Our technical know-how is also instrumental in limiting the environmental impact of our systems (reagents, disposables and automated analysers). By making informed, eco-conscious choices of materials we work to preserve ecosystems and natural resources.

Stago also has a comprehensive program for selective sorting and waste recovery to support recycling and the opportunity to redirect waste.

Reducing our greenhouse gas emissions

Reducing our energy consumption

Reducing and reusing our waste

Continuing our long-standing commitment

Designing and producing sustainably for the planet

Environmental responsibility

REDUCING OUR GREENHOUSE GAS EMISSIONS

Stago optimises its product formulations to require as little refrigeration as possible, in production, in storage and in transport, but, unfortunately, it is unavoidable in certain aspects of our business. Stago has powerful refrigeration systems, required to work at temperatures as low as $-80\text{ }^{\circ}\text{C}$. We are developing a strict maintenance and monitoring plan to ensure our refrigeration circuits are watertight, and we are replacing fluids that have high global warming potential (GWP) with more recently designed low-GWP fluids to minimise the impact of fugitive emissions from refrigerants.

Existing facilities

We replace high-GWP refrigerants in installed machinery with low-GWP gases whenever possible. When this is not possible, we replace the machines in question with systems configured to operate with low-GWP fluids.

New facilities

All new facilities are designed to operate with refrigerants emitting the lowest possible quantity of greenhouse gas emissions.

For example, we chose R32 refrigerant for the air-conditioning system at The Lab, the new building adjoining our main reagent production facility at Taverny, built in 2022-2023, and when refurbishing our automated analyser production site in Gennevilliers, France.

HFO R1234ze is one of the most environmentally friendly solutions on the market for high-power installations which is why we chose it for our new cold storage unit at the Saint-Ouen-l'Aumône logistics platform and for our process cooling applications at our Taverny production unit in France.



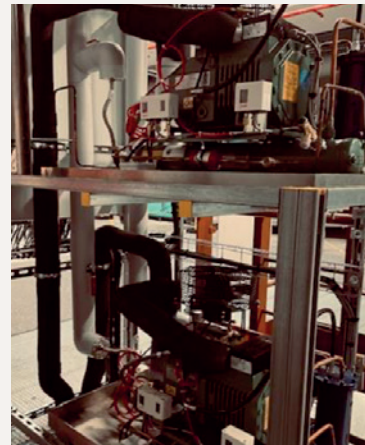
A zero R404A target

We have set a priority objective for ourselves to completely phase out our use of R404A, once present in a very large proportion of our refrigeration systems, mainly cold rooms and freeze-dryers. R404A is still found in some freeze-dryers.

Conversion is more difficult for very low temperature installations (-80 °C), but plans are underway to replace all to achieve a goal of zero R404A.



Replacement of process positive cold production - 2022



New cell culture cold rooms - 2023

R404A substitution table over 4 years (in weight)

	2019	2023
Quantity of R404A used	1,433 kg	154 kg
R404A GWP equivalence	5,620 tCO ₂ e	604 tCO ₂ e
Total quantity of fluid at our Ile-de-France facilities (all fluids combined)	3,587 kg	3,599 kg (excluding the extension at Saint-Ouen-l'Aumône)

GHG EMISSIONS IN FRANCE, SCOPES 1 & 2



A decrease achieved by reducing high-GWP refrigerants from our facilities, and through efforts taken to reduce energy consumption.

Source: Bureau Veritas GHG assessment scopes 1 & 2

REDUCING OUR ENERGY CONSUMPTION

The Stago Group is committed to reduce our carbon footprint by cutting energy consumption in its commercial and industrial facilities. We have a proactive policy that leaves no stone unturned. It includes installation of an effective monitoring system, implementation of controlled energy management, use of innovative energy-efficient technologies, reduced use of fossil fuels, and the involvement of all teams as part of an ethical dynamic.

Assessing energy performance and managing energy

We carry out regular energy audits and are developing systems to monitor and control our consumption to identify areas for improvement and implement targeted measures to generate energy savings.

Developing energy-efficient technologies

Our investments in energy-efficient technologies, such as LED lighting, high-efficiency heating, ventilation and air-conditioning systems, and low-energy electronic devices, help to reduce overall energy consumption at our commercial, industrial and logistics facilities.

New energy sources

Changing the type of energy we use for our activities is a powerful means of reducing our environmental impact. We are reducing our carbon footprint by reducing our consumption of greenhouse gases and transitioning to electric power.

Renewable energies (solar panels, wind turbines, geothermal energy) are also an attractive way of reducing our consumption of fossil fuels. And although this transition to more sustainable energy sources requires considerable initial investment, it also generates long-term savings synonymous with sustainability.

Reducing our customers' energy consumption

Our R&D teams are committed to designing energy-efficient analysers so customers who use them reduce their energy consumption as well. Combined, these reductions support our decarbonisation efforts.



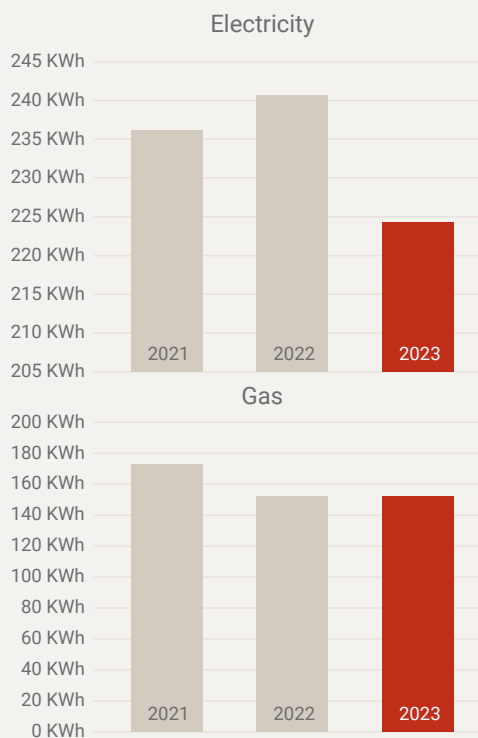
Designing new facilities

When designing new facilities, we methodically seek to integrate ethical technologies in terms of energy consumption. For example the new refrigerated storage unit at our Saint-Ouen-l'Aumône logistics site operates with only low-GWP refrigerant and recovers the heat produced by its cooling circuits in winter to heat an adjacent warehouse.

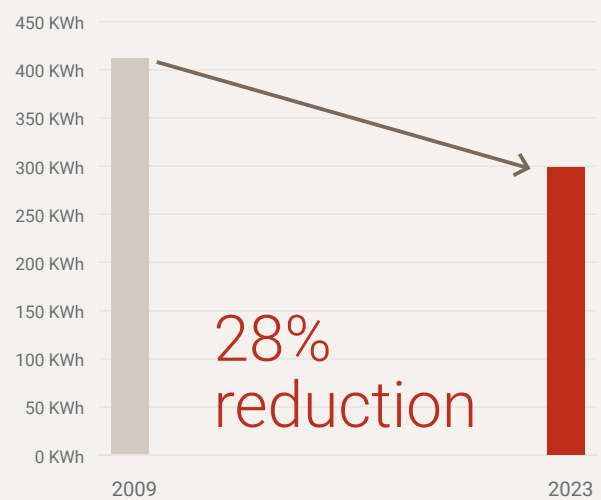
Raising employee awareness

In order to effectively reduce our energy consumption everyone has to play their part. Eco-responsible efforts may seem insignificant when viewed at the individual level, but when made by several thousand employees, they have a powerful effect. The Stago Group conducts consistent awareness-building campaigns on energy saving and best practices for all employees, through workshops, visits from external speakers and our intranet network.

OVERALL CONSUMPTION OF ILE-DE-FRANCE SITES IN KWH/M²



TOTAL ENERGY CONSUMPTION RATIO AT "THE FACTORY" PER 1,000 VIALS PRODUCED



Environmental responsibility

REDUCING AND REUSING OUR WASTE

Stago organises its operations to produce as little waste as possible. Unavoidable waste becomes a resource. We understand the planet has limited resources, making this an increasing reality for all of us. At Stago, we manage our waste accordingly. Our business produces many different types of waste, ranging from just paper to infectious risk waste. We sort it all and recover everything possible to give it a useful second life.



**SOME 652
TONS OF
WASTE
COLLECTED
IN 2023
OF WHICH
86% WAS
RECYCLED**



Ile-de-France

Selective sorting

All Stago sites in and around Paris sort their waste. We recover all waste from manufacturing or office activities. We sort it into seven different types: paper, cardboard, plastic, metal, potentially infectious medical waste (PIMW), electrical waste and electronic equipment (excluding components from end-of-life analysers, which follow a specific route) and chemical waste. Selective sorting allows us to redirect our waste through specialised channels where it can be treated or recycled depending on its nature. In 2023, we collected about 652 tons of waste of which 86% was recycled.

We are looking into ways of implementing an additional process in the near future for sorting and managing the bio-waste generated at our Ile-de-France (Paris area) sites.



Potentially infectious medical waste (PIMW)

In 2023, Stago generated 191 tons of PIMW, equating to over 29% of all waste produced at its Ile-de-France sites. French law currently requires it to be incinerated in dedicated high temperature incinerators. The Stago Group has chosen a more environmentally friendly alternative with an approved service provider. Instead of incinerating, waste is shredded then subjected to microwave heat treatment to reduce microbiological contamination. It can then be processed as household waste and fed into conventional incineration plants.

This technology is 100% electric. It consumes no additives (water, fuels, chemicals, etc.) and emits no polluting effluents or CO₂.

End-of-life Stago analysers

In France, all Stago automated analysers reaching the end of their service life are processed by Ecosystem, an approved eco-organisation that retrieves the units, decontaminates them, and takes them apart to **optimise the recycling potential of each available part**. The remainder is handled using an energy recovery process.

In 2023, approximately 34 tons of waste was processed in this manner.



Environmental responsibility

CONTINUING OUR LONG-STANDING COMMITMENT

The Factory: ISO 14001 certified

The Factory, at Taverny in Val-d'Oise, France, is Stago's main manufacturing facility for *in vitro* diagnostic reagents. It has an average annual output of over 43 million vials. It is a strategic production unit covering 16,000 m² that has been ISO 14001:2015 certified since 2014, a testament to the Stago Group's early commitment to environmental protection.

TAKING ACTION FOR THE ENVIRONMENT

The Factory respects and complies with current environmental legislation and regulations. Stago is committed to conducting business in a way that is increasingly considerate of the environment. At The Factory, gas and electricity consumption in controlled, conformity of emissions and good waste sorting practices are guaranteed, and there is a focus on material and energy recovery. The Lab is designed to enable Stago to react rapidly to any emergency or disaster situation.

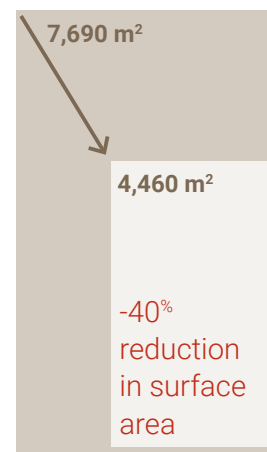
MEASURING ENVIRONMENTAL EFFICIENCY

The Factory's environmental management system is organised around relevant indicators allowing us to monitor and calibrate the accuracy and efficiency of its environmental action.



Rationalising space and co-locating activities

The Franconville location was Stago's very first site. It was from this site that Stago transitioned into the *in vitro* diagnostics industry. For many years, it produced research reagents and cell culture biomolecules. The site also housed the production quality control laboratory, the reagent industrialisation laboratories and a number of support services, including the Quality Management Department, the HSE (Health, Safety, and Environment) Department, the Validation Department and the Printing Workshop.



RELOCATING

This historic site was recently closed. Because Stago was able to relocate all of its activities to other sites in the same geographical area (land reserves already existing at Ile-de-France sites) or to The Lab, a new site adjacent to The Factory in Taverny, equipped with cutting-edge heating and ventilation systems.

REAPING THE BENEFITS

This relocation of activity saves more than 3,000 m² of floor space. This, combined with use of modern technologies in new or refurbished spaces, has delivered significant environmental gains. We have reduced our annual greenhouse gas emissions by 253 tons of CO₂ equivalent, marking a reduction of 7.4%.

Environmental responsibility

DESIGNING AND PRODUCING SUSTAINABLY FOR THE PLANET

The manner in which reagents and systems used in clinical pathology are created can have major sustainable development implications. Choices made with respect to their design, operation, implementation and future use have consequences that compound when distributed by the thousands to most regions of the world. Stago is consistently optimising the technical characteristics of its analysers and reagents to ensure rational use of resources and to have as little impact as possible on the environment and on people.

sthemO* and the environment

The new sthemO range is the culmination of years of research and development. It offers a series of improvements that benefit the environment.

- Smaller dead volume in quality control and reagent vials. Glass microcups and plastic reducers no longer necessary: reduced consumption of plastic and glass.
- Smaller steel beads, used only for chronometric tests. Steel consumption is reduced by around 20%.
- Stirring bars no longer required for reagents. Reduced consumption of steel and plastic.
- 30% reduction in electricity consumption compared to the previous generation for equivalent activity.
- Increased processing capacity with fewer analysers. Reduced consumption of raw materials and freight for equivalent activity.
- Manufacturing materials have a reduced environmental impact.
- New packaging for analyser delivery: cardboard instead of wood.
- Larger packaging quantities of ancillary reagents (Desorb U, Owren Koller Buffer, CaCl₂): reduced consumption of plastic and glass.

*Availability depending upon the country



Reducing freight

Over 100,000 spare parts journey through our supply chain worldwide each year to maintain the Stago analysers in operation at customers' site, representing approximately 50 tons of freight delivered in many small packages. We have successfully reduced the environmental burden of this transport activity on our carbon footprint through improved forecasting analysis and more streamlined shipments, an initiative we will continue in the years to come.

Other measures have also served to reduce our shipping volumes, including the decision to repair spare parts locally and to make our systems even more robust.

We currently replace defective parts of STA analysers with new ones. Yet studies have shown that many parts can be repaired, half of them directly on site, without compromising system quality or reliability. Opting for this solution will generate a 7% reduction in spare parts freight.

The new sthemO range of automated analysers has a modular design, which reduces the number of "orphan" parts and makes them more robust. The aim is to reduce the need for replacement parts.

By manufacturing fewer spare parts, the Stago Group will need fewer raw materials which will help preserve the planet's resources, bring down freight costs and reduce our carbon footprint in two ways.

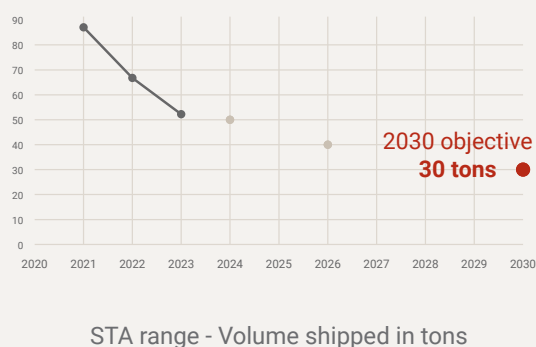
sthemE* and the environment

Digital innovations in the sthemE range are also helping to save our planet's resources:

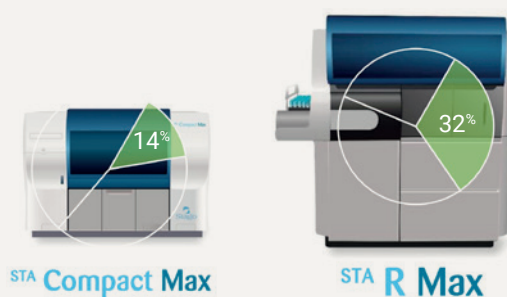
Data manager integrated into the hospital's existing IT infrastructure, instead of requiring dedicated PCs for each analyser: fewer computers used.

Remote support: fewer journeys to customers' premises, meaning a smaller carbon footprint.

TRENDS IN SPARE PARTS FREIGHT



REPAIRABILITY OF SPARE PARTS



Non-repairable parts are managed by our waste treatment and recovery teams.

Protecting with REACH

The aim of the European REACH regulation is to control the effects of chemical substances on human health and the environment. Its objective is clear from its name: *Registration, Evaluation, Authorisation and Restriction of Chemicals*. As a manufacturer of reagents containing chemicals, Stago has to comply with this programme ensuring the progressive elimination of substances of very high concern (SVHC) used in the formulations of our products and processes.

The Stago Group has set up an internal process for monitoring the raw materials used in those of our products already found on the market and in the design stage. Substances identified as problematic under REACH are subject to substitution studies, with the aim of replacing them with authorised substances and bringing them into compliance.

*Availability depending upon the country

Summary

The pillars of our Stago strategy



PROXIMITY



EXPERTISE



SUSTAINABILITY

Our vision

“To be a reference for blood-based diagnosis to improve the health of as many people as possible”

Our 3 CSR objectives

Place **CSR at the heart of our Stago strategy**

Take action to **meet our social commitments** and to **add value** to our Stago Group activities

Comply with **regulations**



CSR Roadmap

	12 CSR PRIORITIES	2023-2024	2025-2026
SOCIAL	<ul style="list-style-type: none"> Share common values Promote equality and non-discrimination Develop skills Promote well-being at work 	<ul style="list-style-type: none"> Gender equality 44% 13,700 hours of training HappyTrainees score 4.03/5 85% of performance reviews completed Average seniority of 12.4 years 2 days of telework per week 50 ambassadors, 250 sessions 	<ul style="list-style-type: none"> Develop skills: hematology, cybersecurity, CSR, AI, etc. Improve sites to make them more eco-responsible Continue the values implementation action plan
SOCIETAL	<ul style="list-style-type: none"> Respect ethical practices Comply with regulations Work towards health for all Sponsorship 	<ul style="list-style-type: none"> 95% of territories covered worldwide 97% customer satisfaction 300 customers trained in France ISO 13485/14001/9001 REACH, biocides, IVDR, FDA 	<ul style="list-style-type: none"> Provide 100% of employees with Code of Ethics training Provide CSR training Roll-out new product offerings Implement the CSRD Directive Conduct a materiality analysis Offer socially responsible, health-related sponsorship
ENVIRONMENTAL	<ul style="list-style-type: none"> Reduce our greenhouse gas emissions Reduce our energy consumption Reduce and reuse our waste Continue our long-standing commitment Design and produce sustainably for the planet 	<ul style="list-style-type: none"> CO₂e generated by refrigerants divided by 10 since 2019 Energy consumption reduced by 20% per vial 13 replacements of hazardous materials 86% waste recovery 20 m³ reduction in tertiary packaging 30% recyclable spare parts 	<ul style="list-style-type: none"> Reduce use of tertiary energy Reduce CO₂ emissions Reduce gas consumption Recover heat Maintain ISO 14001 certification



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Diagnostics is in our blood.

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