International Health Partners

Healthcare for those in need

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

2023-2024

This is International Health Partners' first Environmental, Social and Governance (ESG) report, which formally showcases our ESG performance in the years 2023 and 2024. In this report, we aim to provide stakeholders with a deeper insight into our objectives and priorities as well as a summary of our ESG journey.

IHP is firmly committed to a thoughtful and structured approach to ESG principles. We strive to be transparent and authentic in our actions, stay responsive to global developments, and partner with leaders to create a more sustainable future. As we progress, we will share updates openly and encourage our partners to join us on this journey toward achieving our shared goals.

Our business model takes a patient-centric approach, and our ESG framework serves to enhance this impact as well as drive ethical decision-making. We believe that product donations play an important role in development and humanitarian work and we are proud to work through established non-governmental organisations.

While developing our ESG framework, we recognised that many ESG elements—particularly the Sustainable Development Goals (SDGs)—were already both explicitly and implicitly embedded in IHP's business model. Integrating these considerations into our operations has proven to boost efficiency, deliver greater value to our partners, and support the broader global mission of building a sustainable future.

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I am delighted to present International Health Partners' (IHP) first Environmental, Social and Governance (ESG) report.

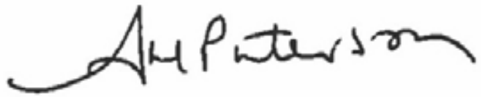
Our focus is putting vulnerable patients first, and at a time of unprecedented environmental and humanitarian challenges, IHP aims to be at the forefront of alleviating inequalities in access to vital healthcare, whilst advancing eco-conscious practices.

ESG principles are embedded throughout IHP operations, work environment, staff culture, and the sourcing and distribution of medicines and medical supplies. These same principles are rooted in our shared values, long-term strategy and ways of working.

2024 was a particularly meaningful year for us as we celebrated our 20th anniversary and reached over 100 million patients since our formation. In this report, we will be holding ourselves to account by publishing our first eco-audit, which will evaluate our environmental performance for the year 2024.

There's more to do to ensure we "do no harm" as we meet humanitarian needs around the world. Looking ahead, 2025 will bring another pivotal step in our sustainability journey as we review our long-term strategy which will consider macro trends, including environmental degradation and climate change.

Thank you to our supporters, staff, partners, Board, and pro-bono legal advisors DLA Piper for their ongoing engagement. Your commitment to the work and mission of IHP is vital in ensuring that we can reach patients who need our support the most.



Adele Paterson
Chief Executive Officer
International Health Partners

OUR APPROACH TO ESG

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Our Approach to ESG:
Mapping progress against United Nations SDGs

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IHP utilises the United Nations SDGs in the development and measurement of Environmental, Social, and Governance goals - a collection of 17 interlinked global objectives laid out to “end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity." [1]

The IHP Board evaluated the material applicability of ESG considerations and endorsed an organisational statement on ESG in 2022. From this understanding, we built a framework, aligning us with 12 of the 17 SDGs across the ‘Environmental’ and ‘Social’ criteria.

For the ‘Governance’ aspect, IHP’s Board of Directors has adhered to the Charity Governance Code since 2019 to embed good practices, and this remains our foundational approach.

We established our ESG framework with the support of our staff, who collaborated in working groups to help identify a plan, strive towards continuous improvement, and explore innovative solutions to challenges.

Our achievements are the result of the collective efforts and authentic engagement of our staff members. These working groups continue to meet regularly to help us review our progress and evolve our ESG framework and action plan.

Goodness, Head Pharmacist at Matero Level One Hospital, Zambia.
PHOTO: Children International

[1] Sustainable Development Goals | United Nations Development Programme (undp.org)

Our Approach to ESG: IHP's SDG Grid

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IHP contributes to **12 out of the 17** UN SDGs:

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Environment: Highlights

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Results from our first Eco-audit, carried out by external experts, demonstrate that IHP is a leader in the charity sector.

We prevented **5,654 tonnes of CO_2** from being emitted in 2024. This is the equivalent of eliminating the electricity-related carbon emissions in a town of **11,308 UK homes for one year**.

The estimated emissions from our in-house operations were **2,301 tonnes of CO_2**. This means that **for every 1kg of CO_2 we emit, we prevent 2.5 kg from entering the atmosphere**. This does not include external emissions saved via licensed versions of our software, Boaz.

In 2024, we supported our corporate donors to avoid the destruction of **over 600,000 units of medicines** that were successfully placed in overseas programmes.

In 2023, we reviewed our carriers' emissions in an effort to decrease emissions from our supply chain.

5,654 TONNES

of CO_2 emissions prevented in 2024

2,301 TONNES

of CO_2 emitted in 2024

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Environmental challenges pose an imminent threat to our future. We recognise that climate change is one of the defining issues of our time, requiring decisive action to mitigate the risks it poses. These risks could include adverse impacts on human health, and we are aware that humanitarian emergencies are increasingly linked to climate change.

A healthy environment is crucial to the long-term health of the communities that we serve. Therefore, we have developed our approach as part of an international effort to tackle climate change. Our environmental approach comprises two main priorities:

IHP Essential Health Packs arrive in Gaza. PHOTO: Anera

Environment:
Delivering Medical Products Sustainably

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The core nature of our business means that we are moving large quantities of healthcare products globally by **air, sea or road**. Each transport mode has a different carbon impact, and we recognise that IHP does not have full control of the final shipping method - this decision lies with our **NGO distributing partners**, who are presented with various options by IHP.

We request that carriers provide **estimated carbon emissions** before presenting the options to our NGO partners to ensure environmental considerations factor into partners' decision-making. However, there are still actions we can take to reduce emissions.

We adopt a **collaborative approach** with our **manufacturers** and **logistics partners** to consolidate shipments. This improves supply chain efficiency and **reduces overall carbon footprint.**

In 2023, we updated our logistics practices to include **emissions data checks** from carriers. We now evaluate whether carriers can provide emissions information during the quote stage and **review their environmental policies**. These steps are part of our ongoing commitment to minimizing emissions across our supply chain.

Environment:
Creating a Sustainable Workplace

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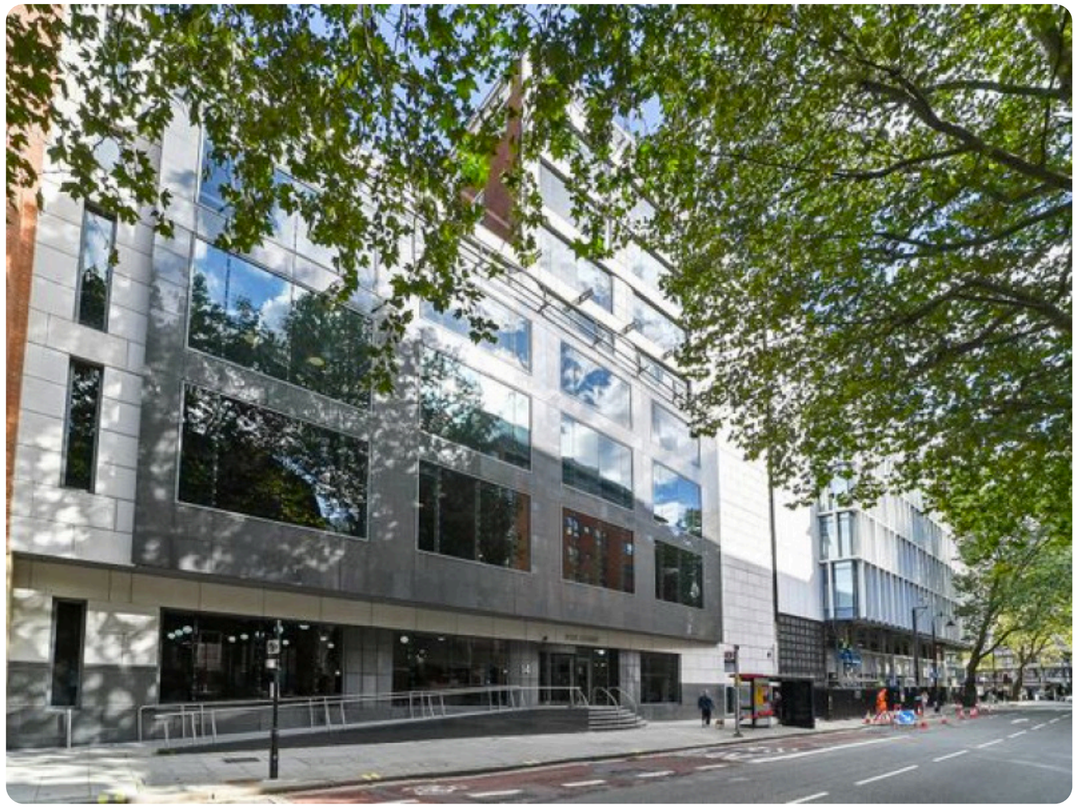
Most staff members travel to work via public transport due to the IHP office's excellent transport links. A **cycle-to-work scheme** is also available.

IHP is housed in **serviced offices** and maintains ongoing dialogue with the managing agent regarding environmental practices.

Digital working has minimised our paper usage to **less than 1 box (or 5 reams) of paper per year**. We also aim to ensure that all staff understand IHP's approach to environmental practice and how to contribute.

As a result of suggestions in our **working groups**, we aim to leave digital devices switched off upon leaving the office.



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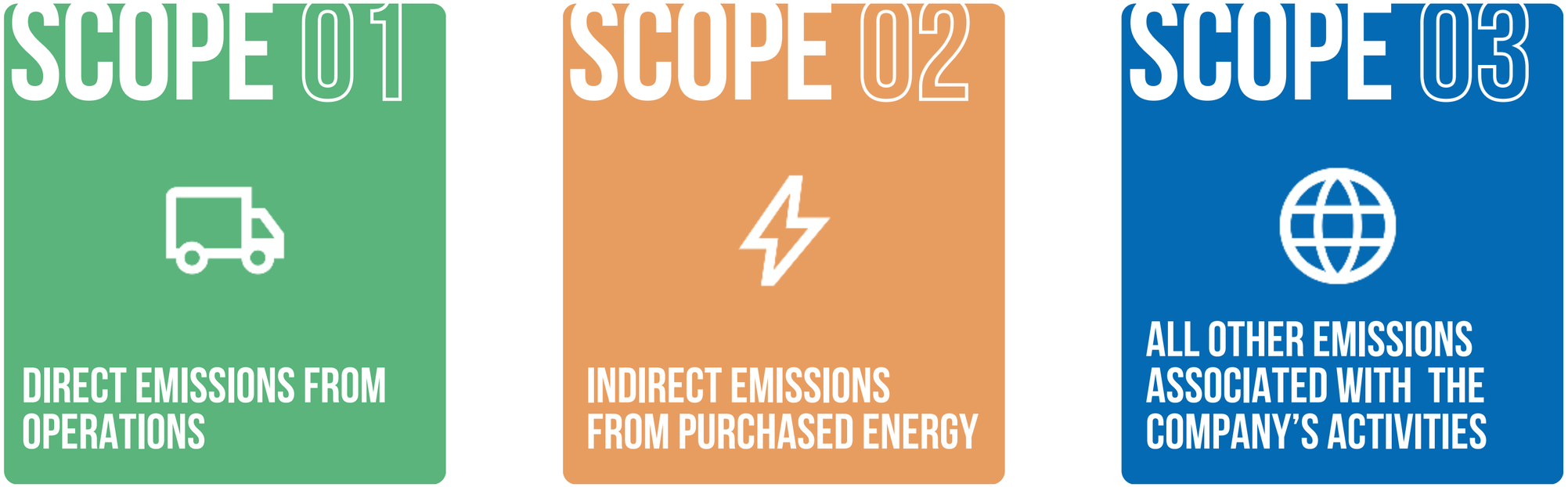
We are mindful of our environmental impact and plan to take steps to better understand our carbon footprint. In January 2025, we carried out our first **Eco-audit** with external experts to assess our **scope 1, 2 and 3 emissions** in the year 2024. The audit covered all aspects of our operations, including **finance** and **procurement of medicines**.



This effectively captured our organisational carbon footprint and supported the development of a tailored action plan to minimise our environmental impact.

The results of this audit were highly encouraging and motivate us to go further to ensure good stewardship of the planet.

Environment:
Eco Audit Results

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As many of our corporate partners are working towards their own 2030 SDG goals, IHP is supporting companies in their efforts by enabling product donations as a way to avoid waste.

The Eco-audit found that our in-house **diversion of manufactured medicines from destruction** to use by patients were estimated to have **saved 5,654 tonnes**[2] of CO2 pollution.

This is the equivalent of saving all the annual electricity carbon pollution emissions from **11,308 UK homes**.[3]

The estimated total carbon emissions attributed to **IHP's operations** were **2,300 tonnes**.

The largest source of our carbon pollution were the emissions associated with the **new medicines** that we buy at **1,050 tonnes**.

Pensions and our **bank account** were the next highest with our banking contributing 226 tonnes and pensions **612 tonnes**.

Air-freight contributed **213 tonnes** and our office emissions totalled **141 tonnes**.

The estimated savings from the medicines saved via **third party pharmaceutical corporations** using licenced versions of our software was **30,796 tonnes**, or the equivalent of **61,592 homes** annual electricity carbon pollution.

This brings IHP to a net carbon saving of **3,354 tonnes.**

[2] A recent 2024 peer-reviewed report in the *Journal of Cleaner Production* on the carbon footprint of oral medicines using a hybrid life cycle assessment found that the mean carbon footprint of a box of medicine is 8.47 kg of CO_2. Thus, the estimated carbon savings achieved by IHP through the diversion of excess medicines from waste disposal can be calculated by multiplying the number of boxes saved—both in-house and through our licensed software—by 8.47 kg.

Environment:
Eco Audit Results

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Going forward, we are keen to ensure we build on our success.

The Eco-audit report included recommendations in each area of our operations, which we are now considering. These include:

Utilise our Software as a Service (SaaS), Boaz, in carbon reporting, and strengthen it by the addition of a carbon calculator feature.

Wherever practical, choose sea-freight over airfreight, as airfreight causes nearly 50 times more carbon pollution.

Report annually on the positive carbon impacts of the medicines reclaimed by IHP both in-house and through our partners using our Software as a Service (SaaS).

In the absence of the building premises having a recycling service, consider commissioning one for IHP.

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Social: Highlights

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A healthier population leads to better education, work opportunities, family cohesion and life choices. Our mission at IHP is to ensure everyone has **access to the medicines they need** so they can lead fulfilling and productive lives.

IHP builds **strong global relationships** to maximise social impact, principally by providing healthcare products **free at the point of use**.

Internally, IHP cultivates a healthy and thriving working environment for staff through initiatives such as **Mental Health First Aiders**, embedding our values in our core business, from **recruitment** to **management**.

IHP's staff survey revealed satisfaction levels **above 80%** ('very high satisfaction').

In 2023 and 2024, IHP supported over **13.6 million** patients in over **25 countries.**

More than **20,000 people** gained access to **clean and safe water** through IHP's provision of water purification tablets (SDG 6).

IHP worked with **over 45 partners** across the world, acting as a bridge between corporate, logistics and NGO partners. (SDG 17)

In 2023 and 2024, a further **12.1 million units** of medicine were sent through client versions of our Software as a Service, **Boaz**, multiplying our impact.

We responded to **7 disasters** in 2023 and 2024 and continued to support responses in other ongoing crises.

Social:
Our Partners

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In 2023 and 2024 we collaborated with **over 45 partners worldwide**, including **corporate**, **logistics**, and **NGO partners**. We are active members of alliances including **Partnership for Quality Medical Donations (PQMD)**, a non-profit alliance committed to high standards in medical donations to underserved communities. This is a sample of the organisations we work with.

World Concern
Medical Teams International
hpic
DHL
Mawdsleys
AAH
Essential Pharma
Smith+Nephew
American Medical Society
InterCare
action medeor
Alloga
Pharmanovia
Lundbeck
Johnson&Johnson
Aguettant Essential Medicines
International Medical Corps
anera
MEDAIR
LEO
Merck
Kenvue
unimed
accord
We make it better
World Child Cancer
children international
project HOPE
HALEON
Pfizer
Hydrachem
VITABIOTICS
AMGEN
HOPE International Development Agency
Baxter
ALLIANCE
BD
medicines for europe
GSK
Tanner Pharma Group
Crescent Pharma Limited
PharmaPoint UK Ltd
VIATRIS
MSD
Chiesi
cencora

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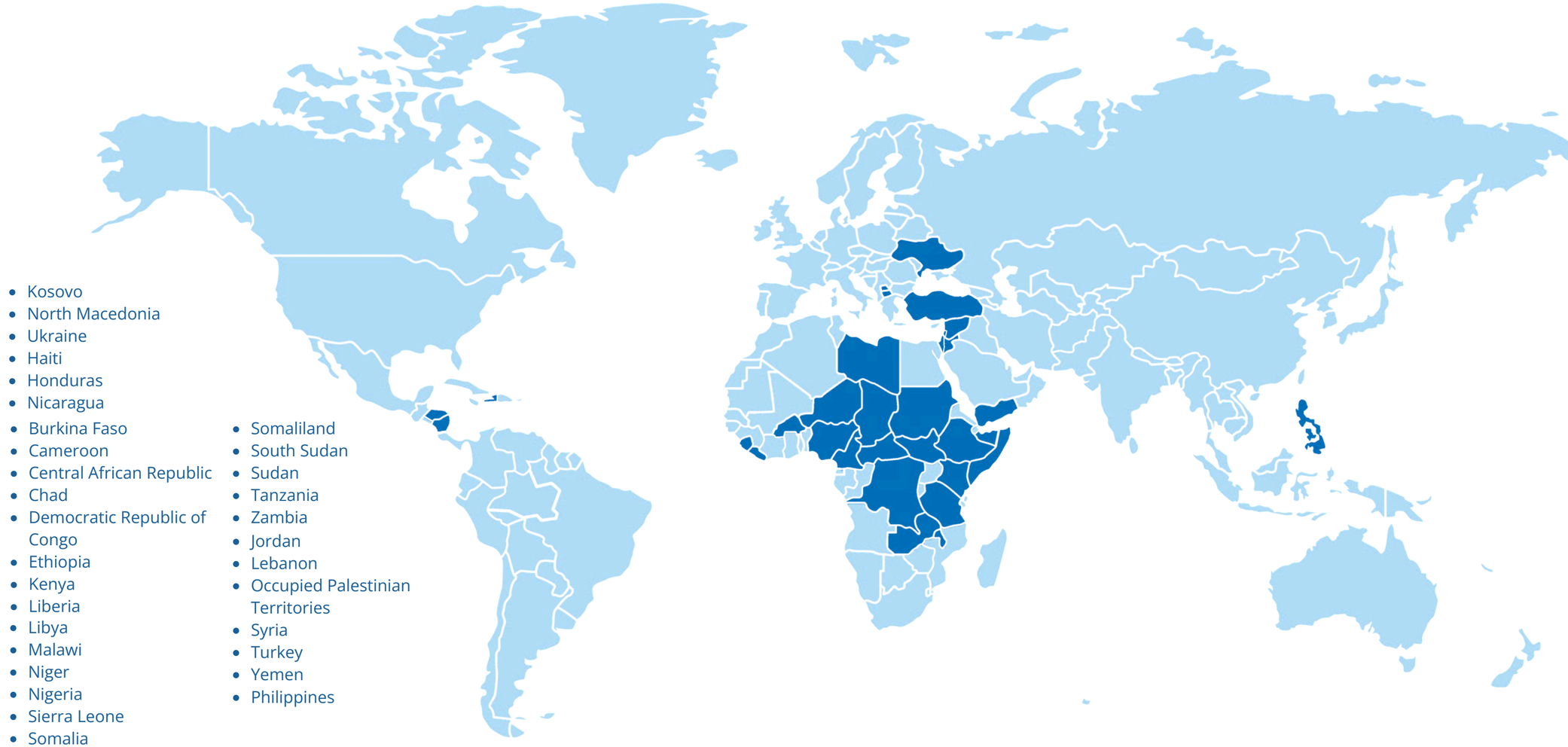
Aligned with SDG 3, IHP promotes global health by providing access to essential medicines, particularly in emergencies and vulnerable communities. From 2023 to 2024, we supported **13.6 million patients** with medicines and healthcare supplies. Therapy areas include **cancer, neglected tropical diseases, medical supplies, and supplements**.



- Kosovo
- North Macedonia
- Ukraine
- Haiti
- Honduras
- Nicaragua
- Burkina Faso
- Cameroon
- Central African Republic
- Chad
- Democratic Republic of Congo
- Ethiopia
- Kenya
- Liberia
- Libya
- Malawi
- Niger
- Nigeria
- Sierra Leone
- Somalia
- Somaliland
- South Sudan
- Sudan
- Tanzania
- Zambia
- Jordan
- Lebanon
- Occupied Palestinian Territories
- Syria
- Turkey
- Yemen
- Philippines

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Free access to medicine eases the financial burden on low-income families and helps break cycles of poverty. Our donations in 2023–2024 were valued at over **£36 million**.

In support of SDG 2, we provide antibiotics for **gastric infections** and nutrient supplements to treat malnourished children. IHP also provides supplements used by women when **pregnant and breast feeding**.

In 2023 and 2024, IHP supported over **21,000 patients** with **water purification tablets**, to kill pathogens and prevent the onset of new illnesses.

Maha received treatment for a scalp infection thanks to IHP shipped medication to Gaza. PHOTO: Anera

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Selam, holding her daughter Diarra, who was treated for malaria.
PHOTO: James Buck | Project HOPE

5 GENDER EQUALITY

Maternal health support empowers women and helps to **redress gender inequality**. Two of the leading causes of maternal death are severe bleeding and infection[4]. Over 3 years, we have supported almost **500,000 women** with postpartum hemorrhage medication and anti-infectives.

10 REDUCED INEQUALITIES

In 2020, **10 million** people died from **cancer**[5], **70%** of them in low- and middle-income countries (LMICs)[6]. Children suffer from the starkest inequalities – **only 30%** of children in LMICs will be cured[7], compared to **80%** in high-income countries. The high cost of oncology medicines is a major barrier. In 2023, IHP provided medicines for **1,265 oncology patients**, including **839** in a **specialist child oncology** services in Cameroon, Lebanon, and Malawi.

[4] Maternal mortality (who.int)
[5] Cancer (who.int)
[6] Cancer (who.int)
[7] Childhood cancer (who.int)

PHOTO: Project HOPE

> It's good that I come here because there's always the medicines I need.

UKRAINE

Oleksandr

Oleksandr, 50, works as a mechanic in a mechanical repair factory. He has a wife and one child. He used to work as a welder but quit because of illness. He spends his free time fishing, picking mushrooms and relaxing in nature.

"Before the conflict escalated, we lived so well that we couldn't even imagine it. Now I have [this] disease."

“I went to the military office for a checkup and found out that I had lymphoma. The lymph nodes in my neck and groin were inflamed. I thought it was a hernia, so I asked for help. Of course, when I found out, I was depressed. Anybody would be in that state when they find out, but when the treatment process started - when you know how, what, which medicine to use- it became easier.”

He got his tests done and started receiving treatment in the health facility free of charge. "I used to have to buy medicine, but now I can’t afford that, and it's good that I come here because there's always the medicines I need.”

Social:
Technology to Promote Good Distribution Practice

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A girl receives treatment at a clinic in Zambia.
PHOTO: Children International

Our Software as a Service (SaaS) Boaz supports our product donation and inventory processes. We license the system to organisations to enable them to manage their global donation programmes using **Good Distribution Practice** (GDP), strengthening the wider donations sector.

Boaz provides a platform to match medicines directly to needs, all while fulfilling **compliance regulations** essential for pharmaceutical companies and patients. It manages the **end-to-end** process of distributing medicines from donation to delivery, manufacturer to patient.

Boaz facilitates the redistribution of excess stocks of medicines to increase the number of people supported with redistributed pharmaceutical products. Simultaneously, Boaz has an **environmental impact** as it **reduces excess products** being sent for destruction.

In 2024, **67 donor companies** used the platform to offer **16.3 million units** to **72 NGO partners**. Furthermore, Boaz enabled the distribution of donated medicines and healthcare product to **111 countries**.

Looking ahead, we aim to extend our SaaS to new customers to grow Gift-In-Kind medicine donations outside of IHP's work.

"I use Boaz to upload excess products available for donation. It's an effective tool for capturing all necessary information in one place, with a historical record of all offers, donations and inventory. The complaint process enhances operational efficiency and supports our ESG goals by ensuring surplus products are shared with those in need."

Sarah Price, Product Donations Coordinator EMEA, J&J Innovative Medicine

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At IHP, we strive to provide our employees with a fulfilling workplace. We build the teams, systems, culture and skills we need to thrive and we measure success in order to track our progress. In 2023 and 2024, overall satisfaction scores were **87%** and **84%** respectively. The table below summarises a range of our satisfaction indicators and their scores.

Staff Satisfaction Indicator Score out of 100	**2023**	**2024**
My line manager or someone at work cares about me as a person.	94	97
I understand the contribution I am making to the organisation's mission.	92	91
I feel that the leadership of the organisation lives up to the organisation's values.	88	91
There is someone at work who encourages my development.	82	81
At work, my opinion seems to count.	81	83

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Each employee is encouraged to have a unique **Personal Development Plan** (PDP), which is developed in partnership with their line managers to **encourage learning, personal growth and career progression**. Regular staff days focus on coaching, training, and specific learning goals (e.g. project management training). Line managers also receive regular training and IHP supports relevant qualifications. IHP also conducts **audits** of in-country partners, offering training on medicine handling and storage (Good Distribution Practice). By donating healthcare products free of charge, we also free up resources which can then be used to train healthcare workers and **strengthen health systems**. Furthermore, IHP health support for children (e.g. deworming) improves school attendance and concentration.

We foster a culture of openness, and have acted on feedback, to maintain levels of satisfaction including enhancing transparency around salaries, promoting development opportunities, training, and career progression within the organisation, and improving internal communications. Our **hybrid model** includes flexible hours, with **40% office time**. In 2023, 9 staff became **Mental Health First Aiders** embedding wellbeing into our organisation.

EMPLOYEE BENEFITS

- Counselling support
- Free eye tests
- Employee assistance
- Free will-writing

KENYA

Florence

Florence, the Deputy Headteacher at Nkisin Comprehensive School in Samburu County, has been teaching for twelve years. She is passionate about seeing children learn but faces significant challenges.

The results of intestinal worm infections and malnutrition are major concerns. "Sincerely speaking, this makes me very sad when I know that the child is fainting because of an empty stomach or running out of energy," she says.

Malnutrition and worm infections are common, causing children to become lethargic and unable to focus. Florence observes, "They are not active, they sometimes sleep in class, and they are not even learning at all."

However, deworming programmes run by World Concern and supported by IHP have brought positive change. Dewormed children are more alert, their bodies absorb nutrients better, and school attendance has improved.

Florence remains hopeful: "My hopes are so big! I'm so hopeful that we are creating a very conducive learning environment... and the children are going to have a brighter future ahead of them."

> Once the [child] is not affected and disturbed by worms, they are always ready to learn.

PHOTO: Rich Insley | International Health Partners

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Governance: Highlights

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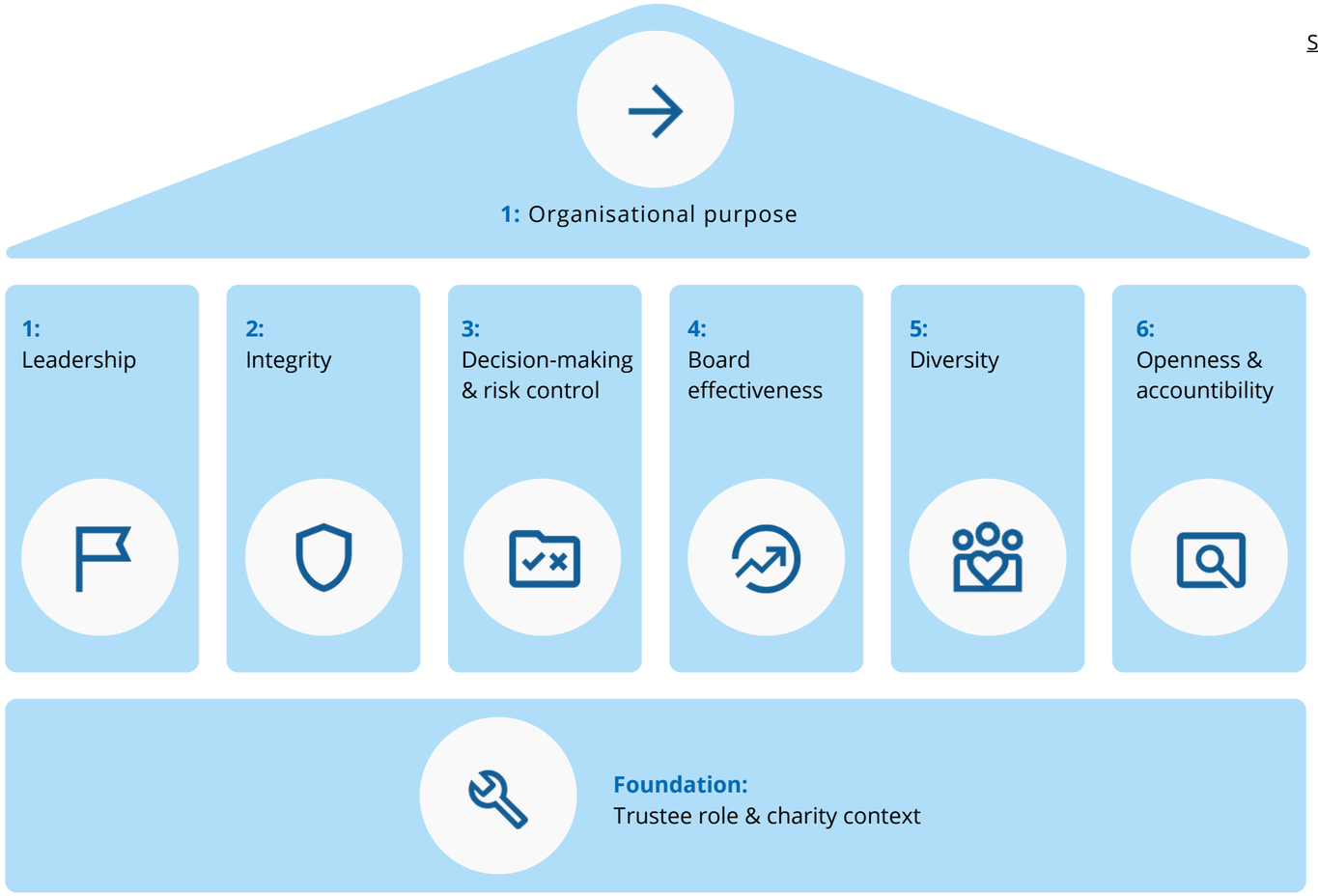
In 2024 we entered into a **pro-bono partnership** with law firm **DLA Piper** in order to support our governance and legal compliance.

All Board members underwent orientation in IHP's **Monitoring & Evaluation framework** to support effective evaluation of IHP's impact. We refined IHP's **organisational metrics** to aid in governance oversight and decision-making.

Source: Charity Governance Code



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Over the past two years, IHP's Board has strengthened its focus on purpose, ensuring that our governance, strategy, and operations align with the mission our donors so passionately support. In 2023, we undertook a review using our new **Theory of Change**, setting a strong foundation for future impact. In 2024, the Board took a guiding role in initiating a new **5–10-year strategy process**—identifying opportunities such as **European representation** and ensuring IHP is fit for the future.

As IHP evolves, our Board remains deeply engaged in balancing **strategic oversight** with **operational agility**. This is especially important as we grow our **Signature Programmes** and develop **Boaz**, our **Software as a Service (SaaS)** platform—innovations that extend our reach and deepen our sustainability.

Dr Ahmed, Medical Donation Program Coordinator in Gaza. PHOTO: Anera

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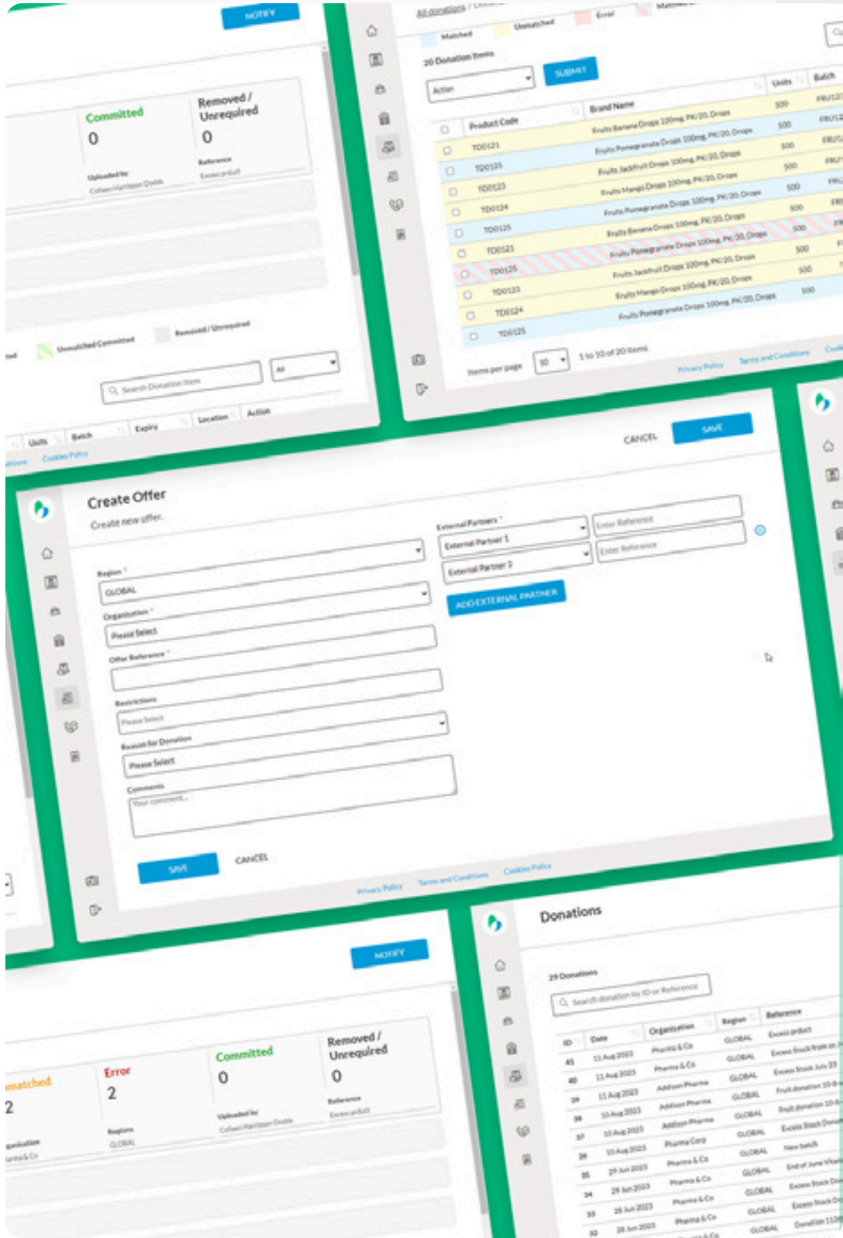
In 2023, we partnered with global consultancy Prophet to enhance our brand, customer journey, and organisational structure. This work, supported by active trustee involvement, helped position **Boaz not just as a technology tool—but as a new income stream that supports IHP's core mission.**

To maintain strong governance as we scale this innovation, the Board created a dedicated oversight committee.



Governance:
Financial Strategy

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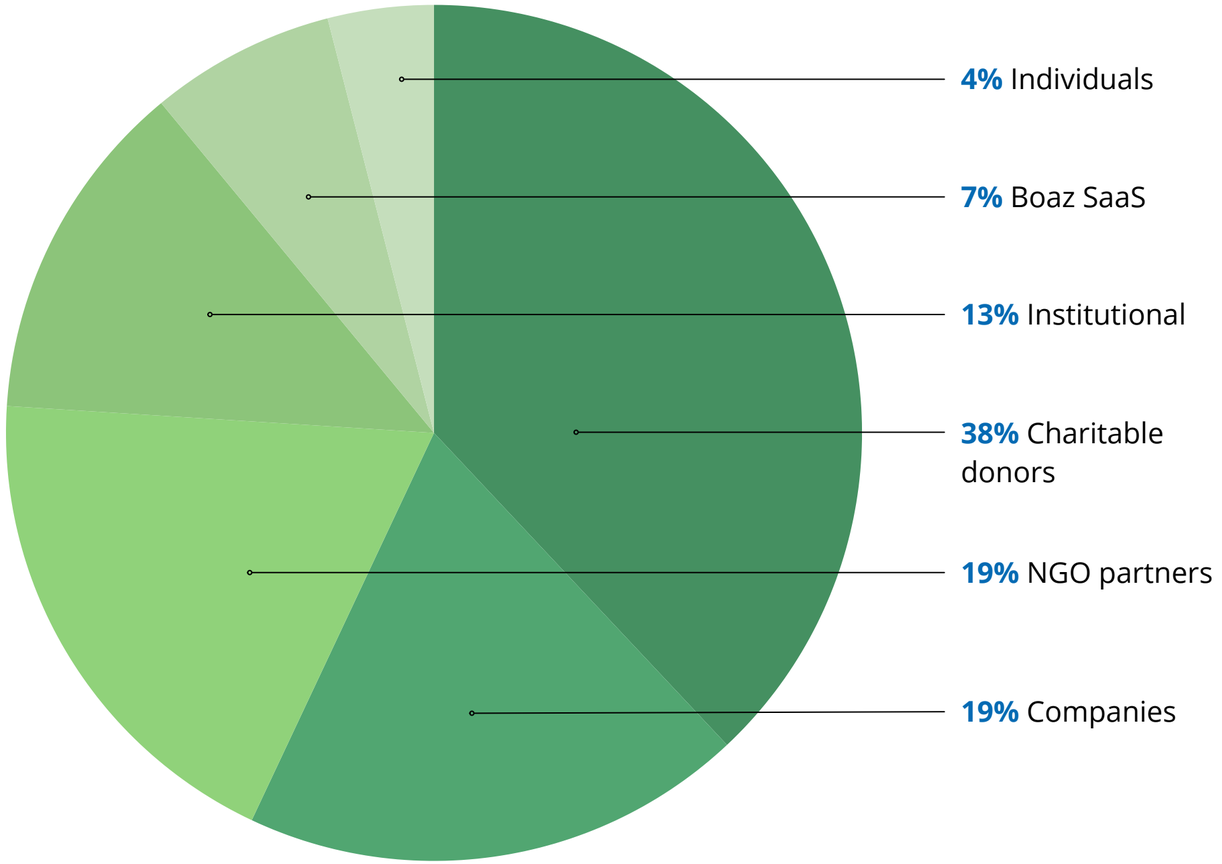
Meanwhile, we've taken steps to secure our financial future. A refreshed **financial strategy**—developed alongside our fundraising efforts—ensures our income is diverse, resilient, and aligned with long-term goals. These are essential for maintaining **donor trust** and delivering **sustainable impact**.

In 2023 and 2024 we further **diversified our income** by investing in our core fundraising capacity including new **fundraising initiatives in the US**. As a result, grant revenue increased significantly and contributed to an **overall rise in income in the period**, enabling investment in line with our business plan. Over the period, support for our Software as a Service **grew to 7% of income**, representing a sustainable and complementary financial contribution to our mission, extending healthcare products to the most vulnerable.

Income and our reserves position is reviewed regularly by the Senior Leadership Team (SLT) and an active Audit and Finance Committee of the Board.

Income breakdown 2024



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Leadership combined with **integrity** underpins everything we do. Over the past couple of years, the Board has explored **servant leadership**, reinforcing a culture of trust, inclusion, and collaboration. This ethos is now embedded in our governance, reflected in transparent decision-making, new trustee appointments, and improved salary and learning policies that support our staff.

Our Board regularly evaluates its performance and structure. A smooth transition to a **new Chair in 2024**, supported by legal advisors DLA Piper, ensures continuity and clarity. The team continues to evolve, with **new trustees** bringing valuable expertise in HR and governance.

Left to right:
IHP CEO Adele Paterson with IHP founders Anthony & Ruth Dunnett

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PHOTO: Medair

IHP holds itself to **high ethical standards**. The Board ensures no undue influence, with mechanisms in place to surface and address concerns promptly. **Safeguarding** is not just policy—it's part of our culture. In 2023, three minor safeguarding cases were investigated and resolved, and safeguarding now features at every Board meeting. The CEO received additional sector training, and in 2024, our **Safeguarding Action Group** led a major update to our photo library and consent processes to reflect dignity and respect for the communities we serve.

In line with our values, we've introduced a **new AI policy**, refreshed our Social Media policy, and **regularly review key governance** documents. Every decision is backed by robust oversight, and our **risk register is a living tool**—updated regularly and owned by leaders across the organisation.

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As part of our commitment to **openness**, we regularly share staff survey results with the Board, leading to greater transparency—such as **sharing salary banding and progression pathways** with staff. Our updated Complaints Policy ensures that any issues, however small, are addressed swiftly and respectfully.

We are also proud of the strides made in Equality, Diversity and Inclusion (EDI). Guided by a **staff-led plan**, we have:

Inclusive governance is equally important. At our 2023 away day, trustees committed to hearing all voices—especially those of staff and the communities we serve.

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IHP Essential Health Packs arrive at a field clinic in Haiti.
PHOTO: Alexandre Cauvin | International Medical Corps

Effective governance is about being forward-looking, responsive, and grounded in purpose. We've made it easier for the Board to track impact through updated reporting **dashboards** and a new **Business Plan on a Page**, offering insight into progress and risks.

The Board continues to oversee **financial stewardship**—reviewing foreign exchange, cybersecurity, and clinical governance. In 2023, we earned our first **Cyber Essentials certification**, strengthening our digital resilience. All staff undertook **Clinical Governance training**, and our product oversight remains rigorous to ensure the safety and relevance of our Essential Health Pack.

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The **“how”** we do what we do is important as we deliver our mission. We aspire, with all humanitarians to **“do no harm”** but want to go further still. This report is a **waymarker** at the start of the journey; there’s some distance to travel but we have started on the path and are encouraged to continue.

We are especially proud that our first Eco-audit recognised IHP as a **carbon-negative organisation**—an exceptional achievement that our auditors noted as rare. This milestone reinforces our commitment to **environmental leadership** and motivates us to continue advancing our efforts toward a **lasting, positive impact on the planet.**

PHOTO: Medair

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Joyce (left) with her mother, Pearl. Joyce received asthma treatment and medication through IHP partner Children International. PHOTO: Kathleen Lei Limayo | International Health Partners

To build on this progress, our next steps this year include defining a **clear environmental strategy** and setting measurable objectives for the **next two years**, in close collaboration with our Board. We will also share the audit report with our partners to encourage continued **alignment and cooperation**—reflecting our commitment to SDG 17 (Partnerships for the Goals) and reinforcing our contribution to SDG 3 (Good Health and Well-being).

Looking ahead, we anticipate a deeper focus on **child health** as part of our sustainable impact work. In 2025, we will **pilot new initiatives** aimed at strengthening the capacity of our in-country partners, ensuring **long-term impact** where it is most needed.

On the governance front, our emerging **5–10 year strategy** will guide the effective delivery of our mission in an **evolving global landscape.** With the continued support of our dedicated staff—particularly our EDI working group—we remain committed to continuous improvement in our **people strategy** and **organisational culture**.

Thank you to everyone who has journeyed alongside us to reach the milestones we have achieved today, we look forward to continuing to strengthening across ESG, in pursuit of supporting vulnerable communities to access the healthcare they need.

International Health Partners

Healthcare for those in need

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