

abcam

Our Impact 2020

Creating
sustainable
value



About Abcam

We identify, develop and provide high-quality biological reagents and tools that are essential to drug discovery and development, diagnostics and basic research.

Our mission is to provide life science researchers with highly validated products and services to advance biological research and achieve their goals faster.

We constantly build on technical and scientific advancements to help accelerate the global understanding of biology and causes of disease, enabling tomorrow's breakthroughs and a positive impact in society.

With our proprietary technologies and world-leading expertise, we partner across the industry to co-create novel solutions, including high-quality antibodies, to support a range of applications.

Our product offering includes an extensive portfolio of antibodies and related protein research tools that are fundamental to our customers' research and experimental workflow.

Our customers are primarily scientists and researchers in academic institutions, research institutes and pharmaceutical, biotechnology and diagnostics companies.

Headquartered in Cambridge, United Kingdom, we operate from fifteen locations across the globe. Our world-class team of over 1,500 employees, including over 200 with PhDs, serves customers in over 130 countries.

Vision

To be the most influential life sciences company for researchers worldwide.



Mission

To serve life sciences to achieve their mission, faster.



Behaviours

Agile. Audacious. Dedicated.



About this report

Our Impact 2020 is the first time we are reporting on our sustainability and is published in conjunction with our Annual Report and Accounts 2020. We believe that this report provides valuable insight into what we do and how we do it, for our stakeholders – from our employees and their families, to our customers, business partners and shareholders.

Through this report we will consider environmental, social and governance issues that are priorities for our company and for our stakeholders, the way in which we address these priorities, and our performance against the key indicators we have identified. Case studies illustrating our impact and observations by some of our employees throughout the report provide further insight.

In developing this report, we have considered the guidance of the Global Reporting Initiative (GRI) as the leading and common standard for sustainability reporting. Using these guidelines has helped shape our approach, the structure of this report, and the reporting of key performance indicators. We intend to further embed the GRI guidelines into our reporting processes in the coming year, with the aim of adopting the GRI Standards when we feel we are ready for this.

Making and demonstrating a positive contribution to the UN Sustainable Development Goals (SDGs) is a key part of our Sustainability Framework, and our linkages to specific SDGs are illustrated throughout the report.

We have also applied to become signatories to the UN Global Compact (UNGC), a voluntary corporate sustainability initiative that aligns business strategies and operations with universal principles on human rights, labour, environment and anti-corruption practices, and takes actions that advance the societal goals that make up the SDGs. We have begun integrating the principles of the UNGC into our business, in anticipation of our membership being approved and the envisaged reporting obligations that will begin in 2021.



We focus on impact in all aspects of what we do.

Our products and commitment to continued innovation help accelerate the global understanding of biology, enabling tomorrow's breakthroughs and generating a positive impact on society. We concentrate our sustainability efforts in the most important areas – providing a rewarding workplace for our teams, building long-term partnerships based on trust, engaging in the communities we work in and minimising our environmental footprint.



Contents

- 03** Introduction from Alan Hirzel, Abcam CEO
- 05** How we create value
- 06** Focusing on what matters most
- 09** Contributing to the sustainable development goals
- 11** Developing our sustainability framework
- 13** Our sustainability framework
- 15** Reviewing our performance
 - Products
 - People
 - Partnerships
 - Planet
- 34** Governance
- 37** What next?

For information on the financial and strategic performance of the company, take a look at our [Annual Report and Accounts](#). Refer to our [website](#) for supporting policies, data points and our GRI content index. Unless otherwise stated, data is as of 30 June 2020.

Introduction from Alan Hirzel, Abcam CEO

Welcome to Abcam’s first sustainable business publication **Our Impact 2020**. Here we present our vision and progress in growing a sustainable and responsible business that creates value for all stakeholders.



The more successful Abcam can be, the greater the value we bring to science and society.

Alan Hirzel
Chief Executive Officer



Abcam has always sought to operate in the manner of a socially responsible corporate citizen. Formalising how we tell our sustainability story with the assistance of a report – and assessing our progress against relevant areas within it – allows stakeholders to assess the extent to which we meet our aspirations. Our aim is to be transparent about our achievements and equally clear where we can do more.

Our purpose and vision are central to our sustainability goals. As a global life science company, we are focused on enabling customers at the forefront of life science research, the very nature of our purpose in society is to have a positive impact.

Our impact in the life sciences community is growing, and we are becoming ever more influential by fuelling faster breakthroughs in biological research and human health.

The behaviours we champion – being dedicated, agile and audacious – support our ambition to grow an influential business that achieves even greater value for science and society.

Our response to the COVID-19 pandemic demonstrated the very best of Abcam. It highlighted a resilient can-do attitude, with many of our team seamlessly switching to home working while safely keeping our labs open and maintaining a relentless focus on serving our customers. We have been able to rapidly provide products needed for diagnostic, treatment and vaccine development and we continue to play an active part in on-going programmes across the globe. The pandemic also showcased our sense of community, looking out for the safety and wellbeing of each other. Whilst it has been a challenging time, I believe we are a stronger company for having gone through this experience, together.

When considering how we create sustainable value, we identified issues that matter to our business and to our stakeholders. We mapped these against our sustainability goals to develop a suite of critical measures and targets to further our positive impact.

50%+	Over half of all life science papers published in 2019 cited an Abcam product (CiteAb)
No.1	#1 cited company for research antibodies globally (CiteAb, 2019)
2,000+	Over 2,000 custom projects delivered for partners
450+	Over 450 antibodies validated for use on third-party platforms or for diagnostic use
20+	We have more than 20 products FDA approved or in trials for a clinical or diagnostic application through our partners

Introduction from Alan Hirzel, Abcam CEO

Continued

In this report we assess Abcam's contribution to the 17 UN Sustainable Development Goals (SDGs) – recognised broadly as the overarching framework for sustainability – to which we make positive contributions to seven.

In October 2020, we applied to become a signatory of the UN Global Compact, the world's largest corporate sustainability initiative. As such, we will report annually our adherence to the UNGC's Ten Principles in the areas of human rights, labour, the environment and anti-corruption.

There are of course areas where we want to do more, and this report explores these topics and how we plan to address them.

I am immensely proud of the work we do, the discoveries we enable through our customers, the contribution we make to science, and to the lives and communities we support. As we continue to grow and innovate so too will our impact in the world.

We will continue to develop and harness the brilliance of our people, sustain the innovation that makes us unique, encourage a diverse new generation of scientists, and attract, train and retain the very best talent. Achieving these outcomes means that we can do more for our customers, develop our partnerships to accelerate research, and work towards our ambition to be the most influential life sciences company in the world.

Our business objectives and our sustainability objectives are one and the same. The more successful Abcam can be, the greater the value we bring to science and society.

We hope that you will find this report informative and helpful and invite your feedback to enable us to improve next year and into the future.



Alan Hirzel
Chief Executive Officer



Our response to the COVID-19 pandemic demonstrated the very best of Abcam.



How we create value

Our customers

750,000

We serve approximately 750,000 customers (global research scientists) in every sector, from early discovery through to clinical applications:

- Academic institutions
- Research institutes
- Pharma/Biotech/Diagnostic
- Other

20+

More than 20 of our products have been FDA approved, or are in trials for a clinical and/or diagnostic application through our partners

2,000+

We have delivered over 2,000 custom projects for partners

With an estimated \$17 billion lost in avoidable experiment expenditure annually and against a backdrop of increased outsourcing of research and development in order to optimise efficiency and reduce lead times, the ability for researchers to source high quality and validated reagents is increasingly important.



Our products

~2/3rds

of global life science researchers use Abcam products

50%+

of all life science publications globally cite at least one Abcam product

(CiteAb, 2019)

300+

More than 300 of our products have in vitro diagnostic (IVD) potential

Growing influence in the scientific community

In the six years since FY14, the number of times our antibodies were cited by researchers worldwide grew from ~14,000 to ~40,000 annually.



Our shareholders

\$8bn+

addressable markets served

£260m

Total revenue FY20

278%

total return to shareholders (FY14-20)

13%

FY14-20 average revenue growth per annum

18%+

Average Return on Capital Employed (FY14-20)

50%+

proportion of sales from in-house products and services

Ambition to reach sales of £450-500m by FY24



Our global team and reach

1,500

employees worldwide



55%

women



15

global locations

- Burlingame, California
- Pleasanton, California
- Eugene, Oregon
- Cambridge, Massachusetts
- Branford, Connecticut
- Cambridge and Over, UK
- Amsterdam, Netherlands
- Shanghai, China
- Hangzhou, China
- Tokyo, Japan
- Hong Kong
- Adelaide, Australia

200+

PhDs bringing expertise from across the life science industry



130

countries delivered to



We do not sell or operate in countries that are under sanctions.

Focusing on what matters most

We conducted a materiality assessment to better understand our sustainability context, and to identify and assess the environmental, social and governance issues that may affect the sustainability of our business and those that are of importance to our stakeholders.

This assessment was undertaken as part of our Sustainability Review, in Spring 2020. We recognised a need to better understand our strengths and weaknesses on our ESG performance. With a third party, we took multiple stakeholder perspectives to understand how Abcam's story is told to different audiences, including investors and ratings agencies, employees and customers. We conducted more than 30 interviews, including every member of our Board, to define our sustainability approach. There were three main inputs into this process:

- We engaged the services of an independent advisor to identify and evaluate the principal material issues within the business. In undertaking this they in turn were informed by reporting standards and norms, and reporting by our peers.
- The views from the Board and many senior leaders including all of our Executive Leadership Team.
- The views from external stakeholders including our shareholders and our customers.

Through this process we identified four meta-trends and 17 issues of material importance grouped broadly into seven categories. These are presented below.

These material issues have informed our sustainability framework, our sustainability strategy and the metrics we have identified for measurement. We want to focus on measuring what matters.

From 2021, we will further integrate ESG risks into our overall risk management framework.

Focusing on what matters most

Meta-trends

Meta-trends are macro forces that shape our world today and in the future. Identifying these meta-trends is an important part of our business planning, not only so that we can identify emerging risks to the sustainability of our business, but also so that we can identify opportunities to create value and make a positive impact.

1

Focus on research reproducibility

The pharmaceutical industry is facing an increasing number of productivity challenges. From 2010–18, the cost of bringing a new drug to market almost doubled, to \$2.2bn, whilst the average project length increased from 9.7 years in the 1990s to 10–15 years in the 2010s. Avoidable Experiment Expenditure (AEE) is a significant source of unnecessary spend and effort, significantly contributing to the increase in project costs and length. Over 40% of spending on drug development goes toward preclinical R&D; however, irreproducibility rates in preclinical experiments exceed 50%, costing the industry nearly \$48 billion annually. Over a third of this, or more than \$17 billion, can be attributed to the ineffectiveness of biological reagents or reference materials.

Addressing reagent-related AEE through the provision of high-quality reagents will allow life science organisations to recoup unnecessary spend whilst improving R&D efficiency, helping bring drugs to clinical trial faster, and generally accelerating pipeline progress.



2

Changing medical needs

According to the UN, the global population is getting older. By 2030, it is predicted that there will be more people over 60 than there will be children under 10 and by 2050 there will be 2 billion older people on the planet. Meanwhile, non-communicable diseases are increasing in-line with ageing populations and, at the same time, higher global temperatures are changing patterns of transmissible disease, presenting new challenges to human healthcare. These meta-trends will have a significant impact on research needs and priorities.

The challenge for us is to pre-empt demand and develop an innovation pipeline to meet the evolving requirements of life scientists.



3

New technologies

New technologies can significantly disrupt the life sciences sector we serve. The speed, power and potential of new and developing technologies are likely to change research requirements and processes, with advanced modelling potentially replacing traditional methodologies. This could greatly accelerate discovery for new medicines and treatments. It will also have a profound impact on how we work and serve our customers.

The ability to work together digitally and securely across multiple locations, simultaneously, has the potential to unlock new efficiencies in emissions, cost and time.



4

Climate change

We recognise our responsibility to protect the environment. While we are a low emission and low resource-intensive business, climate change is likely to impact Abcam and our stakeholders in several ways. Changing disease patterns and extreme weather events are just two examples of heightened risks to our people and supply chain. The potential economic and geopolitical consequences of climate change may alter our commercial environment.

By undertaking and demonstrating action to address climate change we will make a positive contribution to our people, customers and society.



Focusing on what matters most

Material issues

We identified and assessed the issues that are important to our business and to our stakeholders, then grouped them into seven broad areas.

1

Ethics

Abcam product use

Ensuring that Abcam products are appropriately and ethically used for the purposes they are intended, with controls around partners implemented should concerns be identified.

Bribery and corruption

Ensuring a zero tolerance of bribery and corruption anywhere in our value chain.

Supply chain integrity and validation

Ensuring that Abcam's global supply chain is ethically responsible, adheres to the same high standards of conduct and is validated.

Animal usage

Abcam must ensure suppliers adhere to rigorous standards of animal welfare and actively promote the adoption of the NC3R's directive.

2

Product

Product consistency and quality

The consistency and quality of our products are central to our purpose and mission and fundamental to our customers. It is a key differentiator for Abcam and any failure to maintain this quality and consistency is a key reputation and compliance risk.

Innovation

The requirement to continue to pre-empt and meet future research needs, build an effective R&D model and continue Abcam's differentiation in product and service.

3

Cyber

Data and IP protection

Loss of control of key data or IP.

Cyber security

Operational/sales risk of the outage of our principal online sales channel.

4

People

Employee retention and development

Ability to attract, retain and develop talent is fundamental to our vision, mission and future growth.

Supporting STEM education and careers

Supporting the next generation of scientists by encouraging a diverse pipeline of talent to enter into science.

Developing human capital

Ensuring Abcam is an attractive place to work for all employees, with a vested interest in our success and in providing a healthy, safe, enriching environment.

Diversity and inclusion

Importance of growing a diverse team and inclusive culture.

5

Governance

Organisational agility

Maintaining the organisational agility to work in innovative and flexible ways to continue to service customers in a range of different scenarios.

6

Economical/geopolitical

Availability of research funding

Risk of a substantial reduction in funding for life sciences in one or more of Abcam's significant territories.

Geopolitical conflict

Risk of significant deterioration of US/China relations in medium-term.

7

Planet

Emissions

Abcam's ongoing efforts to monitor and reduce emissions and contribute to global climate change targets.

Packaging and waste

Continued efforts to reduce waste throughout the value chain.

Contributing to the sustainable development goals

The United Nations' 17 Sustainable Development Goals (SDG), adopted by the member states in 2015, represent a call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.

Realising the opportunity

The UN's 17 Sustainable Development Goals (SDGs), adopted by the member states in 2015, represent a call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030. Achieving them is fundamental to future global economic and business growth – the Business & Sustainable Development Commission concluded that achieving the goals will create market opportunities of at least \$12 trillion a year.

The 17 SDGs are integrated, recognising that progress in one area will affect outcomes in others, and that development must balance social, economic and environmental sustainability.

We fully subscribe to the objectives of the 17 goals and have identified where we have the most impact. While SDG 3 – “Good health and wellbeing” – is core to a business, we contribute to six others.

More details and examples of our approach can be found on our [website](#).



Good health and wellbeing (SDG 3)

Our core proposition is geared towards the goal of global good health. Abcam's mission and purpose help advance the global understanding of biology and causes of disease. Our products and partnerships enable scientific breakthroughs that lead to the development of the medicines and treatments of tomorrow.



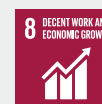
Quality education (SDG 4)

Our products and purpose both advance education and scientific understanding. We support young people to study STEM subjects and enter scientific careers through our relationships with charities and our programme of continuous learning and development.



Gender equality (SDG 5)

Flexible working policies for all, a continuous focus on gender pay parity, and our Employee Resource Groups all help make Abcam an attractive place for women in science and business. It is our goal to make Abcam a more diverse and inclusive place for everyone.



Decent work and economic growth (SDG 8)

Abcam provides rewarding work that has a positive impact. This is demonstrated nicely in AbShare. The scheme allows employees to contribute a percentage of their pay to own a part of the company, with more than 90% of colleagues now participating globally.



Industry, innovation and infrastructure (SDG 9)

Through the constant pursuit of innovation, we have been able to support key breakthroughs in life sciences. This year, the launch of our new range of Knock Out engineered cell lines offers the global scientific community ready access to engineered cell lines in commonly used immortalised cancer cell lines such as Hela and HEK293T.



Responsible consumption and production (SDG 12)

Abcam's approach to managing raw materials, supplier relations and logistics, is outlined in our supplier code. We are undertaking a systemic risk assessment of materials used, products and processes to apply precautionary approach throughout our supply chain.



Climate action (SDG 13)

We have mapped our environmental footprint and are in the process of assessing and reducing downstream emissions and waste, while taking steps to increase recyclable packaging and simplify logistics. We are optimising our energy usage and measuring and reporting our carbon emissions.

Contributing to the sustainable development goals

Continued

To inform where we can best maximise positive impact and minimise negative impact for sustainability, we mapped the seven SDGs across our value chain.



Developing our sustainability framework

We envision a world in which all life scientists have access to the precise tools and solutions they need to accurately advance their research, resulting in faster breakthroughs in scientific understanding, and an accelerated transition of those breakthroughs into clinical applications. This, we believe, will ultimately lead to improved diagnoses, treatments and human health and wellbeing.



I'm excited by having this channel to tell our sustainability and impact story to all our stakeholders.

Nick Skinner
SVP HR and Global Sponsor for Corporate
& Social Responsibility



I am a passionate advocate of Abcam being the very best place to work that it can be and helping create an environment where our people thrive – not just in their roles but in doing things that they love. From supporting their communities and taking part in charitable activities, to inspiring the next generation of scientists and encouraging diversity. Being energised by a shared cause underpins our business performance, personal wellbeing, engagement, and ultimately the impact that we have in society and on the planet.

To achieve our growth plans we need to attract the very best talent to Abcam so that we are able to continue to help our customers discover more, faster. More and more, a clear stance on sustainability, transparent data and well articulated stories that demonstrate positive impact in the world are a 'must have'. People want to love what they do, feel proud of their work for and be part of something bigger than themselves. At Abcam, our culture is what sets us apart and I'm excited by having this channel to tell our sustainability and impact story to all our stakeholders.



Developing our sustainability framework

Continued

Growing our influence and positive social impact

Superior reagents, capable of accelerating and de-risking research, used by more scientists across a wider section of the scientific community ultimately results in more people with better health and wellbeing.

50%+

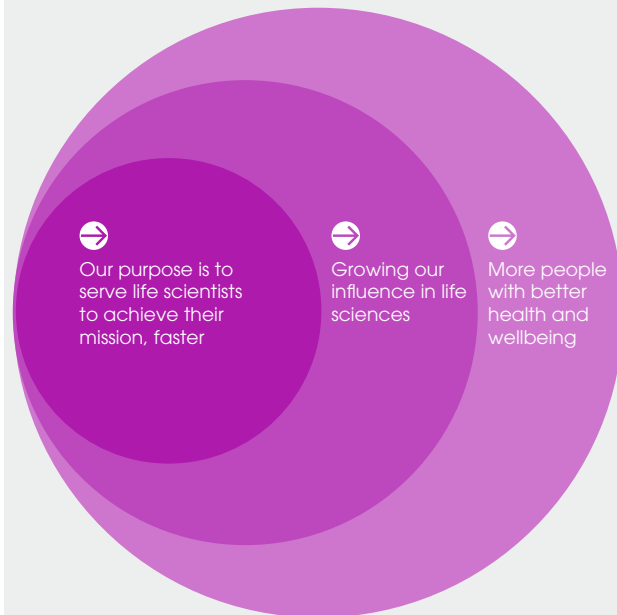
of life science publications in which an Abcam product is cited (2019)

2,000+

custom projects undertaken with partners since 2013

450+

Abcam antibodies validated for use on third-party platforms or for diagnostic use



Following the assessment of what matters most to our business, we have made commitments across four priority areas that will ensure we grow our impact and most meaningfully contribute towards the SDGs:

- Offer **products** that serve unmet research needs, provide broader access to those products across life science research and ensure those products are manufactured using materials sourced from an ethically-sound supply chain
- Empower our **people** and provide an exceptional and inclusive workplace which allows them to innovate and serve our customers
- Encourage collaboration with **partners** to extend our reach and influence in responsible, mutually beneficial ways
- Work in a way that minimises our impact on the **planet**

Commitments and KPIs

Ten long-term commitments and targets form the basis of our sustainability framework. We have identified a set of key performance indicators (KPIs) to embed this framework into the business and measure progress. We will be introducing further targets over the next 12 months.

Details of the activities and initiatives driving performance are provided in the relevant sections of this report, including a range of case studies. There will be further updates provided on our **website** throughout the year.

Our sustainability framework

Our sustainability framework weaves together our purpose, culture and strategy, and sets out our priority areas – Products, People, Partners and Planet – along with ten long-term sustainability commitments. It aligns to (but is not limited to) the UN SDGs and it will measure the things that matter most, based on our materiality assessment.

Our 10 long-term sustainability commitments

Products

- 1 Improve product quality to reduce wasted R&D resources and accelerate the transition of early stage research to impact on society
- 2 Ensure ethical production across our supply chain and reduce animal use
- 3 Provide exceptional product support

People

- 4 Attract, retain and develop our teams to support our future growth
- 5 Promote diversity and inclusion, including gender equality
- 6 Protect data and privacy
- 7 Inspire the next generation of scientists and promote access to STEM careers

Partners

- 8 Increase our impact through long-term, mutually beneficial relationships based on trust
- 9 Uphold our ethical standards across our value chain

Planet

- 10 Reduce our environmental impact









Our strategic model for sustainable social and financial value creation*



*Further information on our strategic model can be found in our 2020 Annual Report and on our website at www.abcamplc.com

Our sustainability framework

Continued

Our impact	Products 	People 	Partners 	Planet 
<p>Objectives</p>	<p>Our primary goal is to contribute to society through the innovation and development of products that advance research</p>	<p>Our goal is to create an exceptional workplace for our people</p>	<p>We aim to encourage partnership and collaboration to extend our reach and influence</p>	<p>We aim to minimise our impact on the planet</p>
<p>Stakeholder alignment</p>	<ul style="list-style-type: none"> ■ Customers ■ Society 	<ul style="list-style-type: none"> ■ Employees ■ Communities 	<ul style="list-style-type: none"> ■ Customers ■ Partners ■ Society 	<ul style="list-style-type: none"> ■ Communities ■ Society
<p>Commitments</p>	<ol style="list-style-type: none"> 1. Increase product quality to reduce wasted R&D resources and accelerate the transition of early stage research to impact society 2. Ensure ethical production across our supply chain and reduce animal use 3. Provide exceptional product support 	<ol style="list-style-type: none"> 4. Attract, retain and develop our talent to support our future growth 5. Promote diversity and inclusion, including gender equality 6. Protect data and privacy 7. Inspire the next generation of scientists and promote access to STEM careers 	<ol style="list-style-type: none"> 8. Increase our impact through long-term, mutually beneficial relationships based on trust 9. Uphold our ethical standards across our value chain 	<ol style="list-style-type: none"> 10. Reduce our environmental impact
<p>KPIs</p>	<ul style="list-style-type: none"> ■ Customer tNPS ■ In-house product revenue as % of total catalogue revenue ■ Product satisfaction rate (12-month rolling), % 	<ul style="list-style-type: none"> ■ Days lost due to H&S ■ Employee Net Promoter Score (eNPS) 	<ul style="list-style-type: none"> ■ Number of products validated for 3rd party/IVD use ■ OEM suppliers signed up to our Code of Conduct 	<ul style="list-style-type: none"> ■ Carbon emissions, tCO₂ ■ Waste to landfill, tonnes
<p>2020 performance</p>	<ul style="list-style-type: none"> ■ We achieved a 12-month tNPS score of 56 in the year, within our target range of 54–60 (2018/19: 59) ■ The proportion of in-house product revenue rose to over 47% of total catalogue sales, a new record (2018/19: 42.2%) ■ Our product satisfaction rate increased to 98.68%, a new record high (2018/19: 98.41%) 	<ul style="list-style-type: none"> ■ The number of days lost to health and safety incidents remained low, at two (2018/19: 5) 	<ul style="list-style-type: none"> ■ We grew the number of clones used by our partners significantly in the year to 459 (2018/19: 137) ■ We made significant progress toward our goal of 100% compliance (of OEM Suppliers signed up to our Code of Conduct) 	<ul style="list-style-type: none"> ■ Scope 1 and Scope 2 carbon emissions, covering global vehicle use and purchased electricity of 4,752 tCO₂e. This was the first year reporting and forms the baseline from which we will compare our activity going forward ■ 77.5 tonnes waste sent to landfill across our global operations in the year. This was the first year reporting and forms the baseline from which we will compare our activity going forward
<p>2021 Targets</p>	<ul style="list-style-type: none"> ■ Retain #1 share in global antibody citations 	<ul style="list-style-type: none"> ■ Retain our Glass Door, Work180 and MyGWork status ■ 80% of all roles at Abcam have career paths 	<ul style="list-style-type: none"> ■ OEM suppliers signed up to Code of Conduct: 100% 	<ul style="list-style-type: none"> ■ Report Scope 3 carbon emissions
<p>UN SDGs alignment</p>	  	   	 	

Reviewing our performance: Products People Partners Planet

“

We believe it's important to be bold in our responsibility to the scientific community.

One of the initiatives that I am most proud of is the implementation of a large-scale antibody validation initiative using Knock-Out engineered cell lines.

This work has allowed us to not only to confirm the specificity of many antibodies, but also led to the removal of antibodies that did not meet our strict standards. We were the first company to do this at scale.

Alejandra Solache
Vice President of New Product Development

Reviewing our performance: **Products** People Partners Planet

Continued

The research community we serve depends on accurate and reproducible research to make scientific progress.

Primary stakeholders

Society and Communities

Our multi-year sustainability commitments

- Increase product quality to reduce wasted R&D resources and accelerate the transition of early stage research to impact on society
- Ensure ethical production across our supply chain and reduce animal use
- Provide exceptional product support

KPIs

- Transactional (often referred to as 'touchpoint') Net Promoter Score (tNPS) is an industry standard benchmark used to gauge the loyalty of our customer relationships based on their interactions with us.
- In-house product revenue as % of total catalogue revenue
- Product satisfaction rate (12 month rolling) (%)

Performance in 2020

- We achieved a 12-month tNPS score of 56 in the year, within our target range of 54–60 (2018/19: 59)
- The proportion of in-house product revenue rose to over 47% of total catalogue sales, a new record (2018/19: 42.2%)
- Our product satisfaction rate increased to 98.68%, a new record high (2018/19: 98.41%)

Alignment to SDGs



The importance of reproducibility and innovation

The scientific community we serve depends on accurate and reproducible research to make scientific progress that will lead to the development of medicines and treatments of tomorrow. That's why we focus relentlessly on innovation and enabling reproducible science.

Antibodies play a vital role in biomedical research, and scientific journals are calling for greater reproducibility of data in primary publications. Providing the highest quality products in terms of specificity, sensitivity and consistency, together with extensive product validation data, is key to enabling customers to deliver impact with their research.



Innovation through investment and development

During the last financial year, we developed and published more than two thousand new high-quality antibody products to the catalogue, including recombinant antibodies, antibody pairs, SimpleStep ELISA® kits and new formulations that enable faster labelling and assay development. We also launched a new range of premium, bioactive proteins and a range of engineered cell lines and lysates.

Our industry-leading Knock Out validation programme grew by approximately 20% on the previous year, and we validated hundreds of antibodies in new applications to extend their utility for customers. During the course of this validation process, we actively managed our catalogue by assessing the performance of thousands of antibodies, removing those that failed to meet our quality standards.

The launch and validation of high-quality product ranges are essential and help researchers address issues surrounding wasted time and resources in the life science industry. As a result of this work over the last 12 months, customer satisfaction rates for our products rose to an all-time high. In the 2019 Biocompare Antibody Market Awards, Abcam was rated by scientists as their preferred supplier in 10 out of 11 categories, including best antibody specificity, most preferred antibody supplier and best website antibody experience.

Customer satisfaction rates are also driven by the work of our global scientific and customer support team, who dealt with almost 500,000 enquiries last year. The vast majority of the enquiries were responded to within 24 hours.

50%+

of scientific literature in 2019
used or cited Abcam products

Reviewing our performance: **Products** People Partners Planet

Continued

Beyond ethical compliance

Striving for excellence goes beyond the products themselves. It is ingrained in our commitment to ethical business practices and standards of integrity across the supply chain. We follow these in all sourcing activities and decisions.

Our suppliers must adhere to rigorous standards of animal welfare. We actively promote the adoption of the NC3R's directive, which aims to reduce the numbers of animals used and ultimately to replace animals entirely with alternative means. With the use of recombinant production processes it is possible to actively reduce their use during development and manufacturing. We are committed to continuing to growing our recombinant antibody range and to adopt in vitro processes wherever possible.

We also ensure that our suppliers of human tissue comply with applicable laws and regulations regarding the procurement, use and storage of such tissues. All human tissue that we use must be sourced with full prior informed consent and without financial reward.

To monitor compliance with our ethical policies, in 2020/21 we plan to roll out the use of our internal ethics hotline across our supply chain so people can anonymously report any violations of our Supplier Code of Conduct.

Quality assurance

Abcam's quality management systems are driven by the principles of a strong customer focus, evidence-based decision making, and continuous improvement.

We have robust audit processes in place; all internal product development, manufacturing and delivery processes have been audited to the ISO 9001:2015 quality management systems standard across our core manufacturing facilities. Also, all our sites are audited annually as part of our 3-year ISO certificate and we conduct our internal audits once a year.

Our sites in Cambridge and Hangzhou are ISO9001:2015 certified and our facility in Burlingame has ISO13485 certification for IVD component manufacture.

CASE STUDY

Supporting the global pandemic response

Since the onset of the global COVID-19 pandemic, we have been able to rapidly introduce new and enhanced products to our catalogue that are needed for diagnostic, treatment and vaccine development by the global life science community. We have been actively involved in numerous discussions on how our expertise can be employed to support clinical diagnostic or therapeutic collaborations and partnership opportunities to combat the COVID-19 pandemic.

A number of the resulting collaborations are assessing components that we have developed this year in novel COVID-19 diagnostic tests. In addition, we are contributing our antibody discovery expertise to a number of programmes seeking to identify potential antibody-based therapeutics to address the effects of COVID-19 in the UK, US and China.

We continue to play an active part in on-going programmes across the globe as the work continues at pace to find the right combination of therapeutics and vaccines to address the pandemic.



We are currently leading several discovery workstreams for a major therapeutic initiative in the UK.

0.5m

Our support teams handled almost half a million enquiries in FY20 and responded to the vast majority within **24 hours**.



Reviewing our performance: Products People Partners Planet

Continued



CASE STUDY

Ensuring antibody quality

Validation of antibody specificity using Knock Out engineered cell lines is recognised as the gold standard approach. Our in-house initiative to knock out validate our recombinant antibody portfolio has now tested more than 3,500 antibodies, far surpassing the scale of industry peers and positioning us as a true market leader. Committed to our drive for excellence, we have delisted over 800 antibodies as a direct result.

We use best-in-class antibody discovery platforms to develop the high performance antibodies that are specific to the target molecules of interest. In addition, these are validated across multiple species and applications to help guide usage.

The third critical attribute of a best-in-class antibody is reproducibility – more than 90% of our in-house antibodies are manufactured recombinantly. When compared to other common antibody formats such as polyclonal and traditional hybridoma produced antibodies, recombinant antibodies have multiple advantages, including greater consistency. These antibodies can be manufactured repeatedly over time without loss of specificity, making them the preferred choice of antibody format for long term consistency.

3500+

Antibodies have gone through Knock Out validation since 2015

800

Antibodies have been delisted during this time

90%

Of our in-house antibodies are manufactured recombinantly

CASE STUDY

Setting standards to address the reproducibility crisis in scientific research

Since novel research builds on knowledge from previous research studies, problems with false results, and being unable to repeat experiments successfully, are undermining scientific advancements and clinical breakthroughs. Poor quality reagents result in thousands of hours of wasted time and money, which is having a major impact on the productivity of the life science sector globally. This Avoidable Experiment Expenditure (AEE) is a significant issue that is contributing to increased R&D costs and extended project timelines. It is estimated that over \$17 billion of global R&D spend can be attributed to the ineffectiveness of biological reagents or reference materials.

That's wastage that is directly impacting on the available time and resources that could be applied to developing new treatments, more quickly. This is a critical issue for the scientific community that Abcam is committed to addressing.

Abcam products are being used by an increasing number of researchers at institutions around the globe and their results are being cited in a growing proportion of scientific journals. Being able to provide this research community with a consistent supply of validated reagents is helping to ensure reproducible experimental data and the generation of reliable insights to accelerate scientific breakthroughs.

50%+

of scientific literature in 2019 used or cited Abcam products

Reviewing our performance: Products **People** Partners Planet

“

The progressive culture, cultivated by the leadership of Abcam, has allowed me to build my career while simultaneously building my family. I am fortunate to work for an organisation with a flexible working philosophy embedded into their culture.

Time and again, the company has shown its commitment to its employees; from the revamped parental leave policy, to the women in leadership programs, and the emphasis on diversity and inclusion. It is so motivating to work for a company that truly cares about its people.

Kristine Friscino
Director of Sales & Marketing, America

Reviewing our performance: Products People Partners Planet

Continued

Attracting, developing and retaining the best talent is crucial for delivering our strategy and sustainability.

Primary stakeholders

Employees and Communities

Our multi-year sustainability commitments

- Attract, retain and develop our talent to support our future growth
- Promote diversity, inclusion and gender equality
- Protect data and privacy
- Inspire the next generation of scientists and promote access to STEM careers

KPIs

- Lost days due to H&S
- Employee Net Promoter Score (eNPS)

Performance in 2020

- The number of days lost to health and safety incidents remained low, at two (2018/19: 5)

Alignment to SDGs



The importance of attracting, developing and retaining the best talent

Attracting, developing and retaining the best talent is crucial for delivering our strategy and sustainability. Essential to our success is listening to our employees, recognising their achievements and providing a safe, empowering and diverse environment where they can collaborate, innovate and be their best.

Worldwide, we employ approximately 1,500 people, including over 300 who are focused on research and development. We are passionate about creating a positive, healthy and dynamic work environment where people feel valued, respected and encouraged to voice their ideas and opinions.

Being a conversational organisation, we believe that everyone has a story to tell. Our intranet, Discover, is founded on employee stories from across the business, connecting our people across the globe.

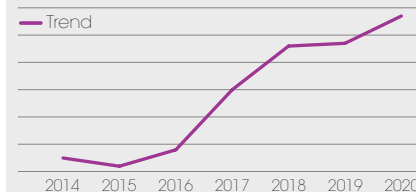
We measure employee engagement monthly – another channel for listening and insights. In a recent global employee survey, conducted in July 2020, we were delighted to see a rise in ratings for the sixth year in a row to a record level (both engagement score, and participation) and we are especially proud considering the challenges of enforced home-working due to the global pandemic.

Growing with Abcam

Our goal is that 80% of the roles at Abcam have a clear career path and we are already approaching this target, being at just over 70%. The positive response to this focus is reflected in our employee insights survey – 72% said they felt positive about having a clear career development path. This places us in the top 10% of over 1,000 global companies that use the same tool.

In recognition of a need to develop more talent from within Abcam, and following a series of engagement focus groups from across the company, we completely redesigned our approach to performance management and implemented Performance with Purpose, where ‘in the moment’ conversations replace the yearly review process. All employees took part in learning modules, with additional coaching, mentoring, and leading modules, rolled out to more than 500 colleagues. It is encouraging that many of our mentoring and coaching relationships are not only established through Performance with Purpose, but organically and continue beyond moving to new roles in different teams.

Improving global employee engagement (eNPS)



+52
since 2014



This is a company that truly lives its values, you can feel the positive company culture whether you are working in the office or connecting with colleagues remotely. Management truly want to see you succeed and develop and encourage responsibility early on in your career.

Anonymous, Glassdoor review

Reviewing our performance: Products People Partners Planet

Continued

Recognising that using past performance to predict future success is an outdated model, we use The JDI Model of Potential based around Judgment, Drive and Influence (JDI). It's a research-based, validated model, to underpin Performance with Purpose. The JDI model allows us to predict talent of the future and invest in leadership development programmes including our Accelerated Growth programme to develop the next generation of leaders.

The importance of early careers is reflected in the UK Government's pledge to have three million apprenticeships start between 2015 and 2020 and we're proud of our contribution. In 2020, we had 29 Apprentices, nine of whom were doing degree-level apprenticeships (Level 6&7) and seven doing the Senior Leader Master's Degree Apprenticeships (SLMDA). So far, six people have completed the programme, two with distinctions and 10 more are set to complete in the upcoming year, with delayed assessments due to the pandemic. In 2018 Jade Smith won East Region Apprentice of the Year – she is now a research associate.

Our multi-faceted approach ensures there is investment at all levels within Abcam. The next big investment in this coming year will be the implementation of a curated learning system.

Inspiring the next generation of scientists

Just as important as internally developing people is ensuring a pipeline of young talent into the sector. At Abcam, we are passionate about inspiring the next generation of scientists and actively support STEM causes. In2Science is an award-winning charity founded by research scientists with the mission to help young people from under-represented backgrounds progress to science degrees and into professions. Our involvement with In2Science began in 2016 and continues to have a positive impact on the young people it supports and the sector as a whole.

Other partnerships that help us build our impact in the communities where we do business include Cambridge Launchpad, Form the Future, Uptree and Founders for Schools. We are aiming to further expand our impact in this area.

Rewarding employees

We aim to inspire and reward our employees through a valued and engaging proposition, enabling people to share in our collective success. We take a holistic view, of which base salary is just one component.

Reward data is reviewed regularly, and all roles are benchmarked. As part of the recent pay review, we increased funding to support a salary raise for our lowest-paid workers, ensuring that we continue to be competitive in each of our markets. For transparency, this year we reported our CEO and UK employee pay ratio for the first time in our Annual Report.

We are particularly proud of 'AbShare' – our innovative share plan available to all permanent employees globally. Launched in 2018, this represented a significant investment in our people, allowing them to contribute a percentage of their pay to buy a stake in the company. Take up of the plan at launch was 88% across our global employee base, with more than 90% of our colleagues now partaking worldwide.

There is also a range of incentives and management bonuses tied to Group and individual performance, with alignment between an individual's contribution and the delivery of our strategic goals. Next year, we're going further, and senior leaders will have an inclusivity goal with their personal objectives.

Despite the COVID-19 pandemic, we have maintained investment in our growth strategy and have continued to commit to looking after our people and retaining key talent. We have supported our people with full employment throughout the pandemic and we have not applied for, nor received, any government support made available in response to the global pandemic.

72%

Feel positive about having clear career paths

90%+

Uptake in AbShare

CASE STUDY

Fostering an ownership mentality through AbShare – our award-winning employee share plan

Our success as a company relies on us attracting and retaining great talent. AbShare allows us to do this by offering a generous employee shareholder plan. The better our performance, the better the benefits for everyone, including our customers.

Under the plan (which runs from 2018-2021), colleagues invest 1.67% of their base (gross) salary a year, for three years, to buy Abcam shares. This is a total of 5% of their base salary over three years. In return, they receive a x10 match from the company, subject to performance conditions being met.

In December 2019, Abcam won two awards at the annual Proshare Awards, the UK Awards for employee share plans. We were recognised for Best New Share Plan and Best Overall Performance fostering share ownership.

On commenting, the judges said that they "were impressed by the Company's creativity and willingness to look beyond the strictures of UK tax-advantaged models to deliver a consistent and inclusive plan that met their specific corporate objectives and reflected their values of being dedicated, audacious and agile."

We were also recognised by GEOshare for the design of the plan as the winner of the '2019 Most Innovative and Creative Plan Design Award.'

Reviewing our performance: Products People Partners Planet

Continued

Our response to COVID-19
 COVID-19 began impacting our business in January
 and we responded quickly.

Protecting our people

The health and wellbeing of our people is our primary focus. Our approach was to establish a global steering committee and a set of global principles around which local leaders could create a bespoke plan for each region and office, independently. Each office had oversight of its own policy response to ensure it could do what was right and safe for our people as well as aligned with local government policy.

Keeping our global teams connected

Our management team acted swiftly to provide consistent and locally relevant communication to our teams around the world, via a COVID-19 resource hub, daily emails for three full months, and regular video conferences, ensuring open lines of communication to leaders. With a focus on removing anxiety, providing clarity on global and local legislation, and supporting physical and mental wellbeing, our teams made sure that every person was kept updated with relevant information and had regular contact with their managers and teams.



Swift hub for core information was very helpful. An update every day for three months is pretty unheard of. Intelligently written, caring and on point. A trustworthy summary of news and I'm glad to not have to watch the news every day and definitely glad to not read about death rate.

Anonymous feedback through pulse survey, June 2020

Wellbeing

Leaning into our flexible working policy and technology infrastructure, we adopted a person-led plan for those who needed additional support. Daily wellbeing stories and learning 'hugs', online yoga classes and workshops, as well as the explicit embracing with humour and kindness the challenges that befall home schooling whilst working from home, all contributed to helping our teams feel valued

and respected. Our engagement score increased during lockdown.



Abcam have been outstanding in the way the business is moving through the different pandemic stages i.e. daily updates, team check-ins, wellbeing classes, training sessions, even keeping the pay review when many are losing pay or even jobs.

Anonymous feedback through pulse survey, October 2020

This person-centric approach extended to our phased return planning, for those who could, to Abcam sites. Always in line with local government advice and augmented with our own health and safety policies and procedures, we made sure we had COVID-secure working environments in place.



I think Abcam have gone above what many other companies have done. The building is one of the safest places I go. Couldn't be better! Abcam have created an extremely safe environment – the EHS team have done an amazing job of looking after everyone.

Anonymous feedback through pulse survey, October 2020

All our colleagues have been supported with full employment during the COVID-19 outbreak, with no employees furloughed. We made changes to our employment policies, notably our leave policy, to ensure that people didn't lose holiday and that our business could manage the resourcing demands placed upon it.



I really loved that Alan was willing to Teams all of us from his living room. It was a massive boost to hear from him and finance that we are going to be ok, that we aren't losing our jobs, and that we are doing all we can as scientists to help out.

Anonymous feedback through pulse survey, October 2020



Before the coronavirus outbreak started, I was just a normal working mother.

In February, we started to work from home in Shanghai, and while there have been frustrating moments for me and my teenage daughter, the most important and valuable thing from this special period is that it has brought us closer together.

With every challenging situation, there can be a bright side, and I'm grateful that Abcam made it as easy as possible for me to both be a supportive mother and a contributing colleague during this strange time.

Jue (Jade) Zhang

General Manager of Abcam in Shanghai

Reviewing our performance: Products People Partners Planet

Continued



We are a **WORK180 Endorsed Employer for Women** in the US and the UK. And in September 2020, we announced a new partnership with **MyGwork**, the LGBT+ business community.



Diversity and inclusion

We continue to increase efforts to promote diversity and inclusion. Currently, there are no women represented on our Executive Leadership Team while the number of women on our Global Leadership Team is 34%. During the year, 47% of promotions to senior leadership positions were women; however, we still have too few women in our most senior positions. As such, we have increased our effort to recruit and develop women through the organisation. This includes the introduction of Diversity and Inclusion targets that are linked to senior leadership remuneration. We have also increased our recruitment target to at least two women on every shortlist for senior vacancies. This is in addition to the diversity and inclusion targets being included in leaders' personal objectives.

In the past year, we have had a global focus on diversity and reported quarterly to the Executive Leadership Team. Our Employee Resource Groups (ERGs) continue to gain momentum and have dedicated hubs on our global Diversity and Inclusion intranet site. Building on the success of our Women in Leadership and LGBT+ ERGs, as well as Family Networks, we are about to launch Mental Health, Social Mobility and People of Colour groups.

Abcam's latest UK Gender Pay Gap report, published in October 2020, reported a mean pay gap of 28% and a median pay gap of 26.9%; as well as a mean bonus gap of 68.3% with a median bonus gap of 36.2%. Compared to last year, this represents an increase in our pay gap and bonus gap figures. The year-on-year increases are primarily driven by a higher proportion of external new hires at our more senior job levels being men. The movement in bonus pay is also skewed by sign-on arrangements and by exercised awards under our share plans during the years to April 2020.

The starting point for building change and reducing our pay gap is an honest assessment of where we are today. To reduce our gender pay gap we are accelerating our efforts to recruit and bring women through our organisation into senior roles.

Reviewing our performance: Products **People** Partners Planet

Continued

We are working to exclude unconscious bias from recruitment and hiring processes and decisions, and actively engaging with leadership teams to promote awareness and ownership. We intend to appoint an Inclusion Manager to provide focus to programme management and implementation.

Our Women in Leadership Group has informed policies that make Abcam a more attractive place to work, including our new Global Family Leave Policy which offers enhanced maternity and paternity packages. Introduced in October 2019, the policy ensures that all our people are entitled to the same amount of leave no matter where they are in the world through an increase in fully paid maternity leave to 18 weeks and paternity to 6 weeks. This is inclusive of adoption and same-sex parents. Our ambition is to eventually have a genderless family leave policy as our research has shown that this has an impact on gender pay gap.

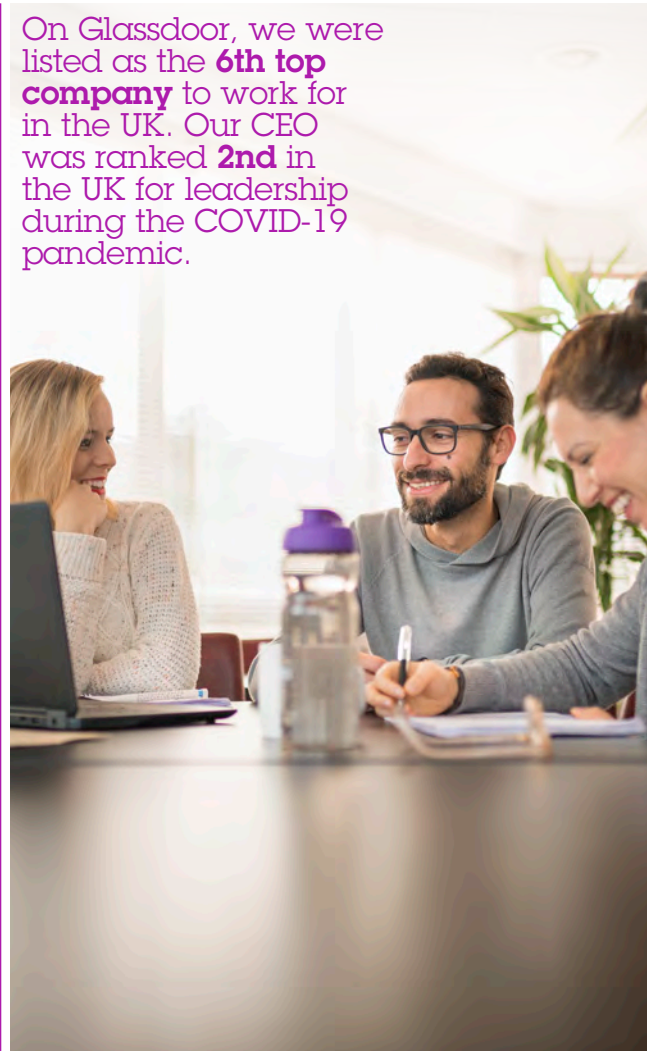
Community support

Abcam has a long history of involvement with local communities by supporting and partnering with charities and organisations local to where we do business.

This year we rolled out our Global Communities and Charity Policy, which describes our "80/20 Giving" approach; 80% of charity funds will go towards healthcare causes, charities and registered bodies who align with our life science research areas, while 20% is reserved for charities supporting our local communities. This maximises our impact on life sciences, while still encouraging colleagues to support causes that are close to their hearts.

Globally, we host several fundraising events and sponsor employees in their challenges for charity. We celebrate these local stories regionally and across our organisation through a variety of employee communication channels. We also make donations to local, national and international charities. During the pandemic, we were able to respond to an increased request for donations from charities experiencing a shortfall in funding.

On Glassdoor, we were listed as the **6th top company to work for in the UK**. Our CEO was ranked **2nd in the UK for leadership during the COVID-19 pandemic**.



CASE STUDY

Henrietta Lacks Foundation

Over the last year, we have been working on a STEM grant for the Henrietta Lacks Foundation. The Foundation provides financial assistance to individuals and families – particularly within minority communities – who were involved in historic research cases without their knowledge, consent, or benefit. According to the Henrietta Lacks Foundation, Abcam is the first life science company to do this, and we hope that more companies will follow suit. The Wall Street Journal reported on it at the time, and we were delighted to learn that this publicity allowed the foundation to reach many more potential supporters.

"When I read the story of Henrietta Lacks in 2016, I was moved by how her personal tragedy created a lasting positive impact on science and society," says Alan Hirzel, CEO. "Abcam is making this grant to help honour Henrietta's legacy and to support her descendants to study STEM subjects. We hope this act changes lives and opens opportunities that may have otherwise remained inaccessible to her descendants. We are grateful to have this opportunity to offer support and hope others are inspired to join the cause."

“

When I read the story of Henrietta Lacks in 2016, I was moved by how her personal tragedy created a lasting positive impact on science and society.

Alan Hirzel, CEO

Reviewing our performance: Products People **Partners** Planet



“

Our partnerships with others in the life sciences help us expand our scale, reach and, ultimately, our impact in the world.

We take pride in only working with those who have a common goal of contributing to human health and we only select, retain and partner with suppliers that share our ethics and our values.

Doing business with integrity is the responsibility of all our suppliers. Without compromise, together we hold ourselves accountable for making the right choices and achieving the standard of values appropriate and proportionate to the size of their business.

Diane Bolton
Global Procurement Director

Reviewing our performance: Products People Partners Planet

Continued

We expect our partners to demonstrate a culture that reinforces ethical and lawful behaviours.

Primary stakeholders

Partners, Customers, Society

Our multi-year sustainability commitments

- Increase our impact through long-term, mutually beneficial relationships based on trust
- Uphold our ethical standards across our value chain

KPIs

- Number of products validated on third-party platforms or as diagnostics ('Abcam Inside')
- OEM suppliers signed up to our Code of Conduct (%)

Performance in 2020

- We grew the number of clones used by our partners significantly in the year to 459 (2018/19: 137)
- We made significant progress toward our goal of 100% compliance (of OEM Suppliers signed up to our Code of Conduct)

Alignment to SDGs



Becoming the most influential life sciences company

At Abcam, our ambition is to be the most influential life sciences company in the world. That means building our network of partners – from suppliers to research partners, NGOs, charities and funding bodies. What we all have in common is a commitment to the highest ethical standards and to making a positive difference in the world.

An ethical culture

We expect our partners to demonstrate a culture that reinforces ethical and lawful behaviours. They must ensure all aspects of their business comply with applicable laws and regulations, both in the country in which they operate and in the country to which the services or products are supplied. We select suppliers with this in mind and monitor the performance of specific suppliers through audits, reviewing the progress of any corrective action plans and measuring of key performance indicators.

All new suppliers and distributors are required to sign up to and abide by our Supplier and Distributor Codes of Conduct. Since launching new codes in 2017/18, a programme has also been in place to transition all existing suppliers and distributors to these new codes. The codes are available on our website, dedicated supplier web portal and every purchase order issued to them. As of this year, 100% of suppliers are compliant, with 98.3% signing up to the new codes of conduct, and relationships with the remaining 1.8% ending due to our zero-tolerance approach. To allow us to collaborate while not compromising on our standards, we only sign suppliers' codes of conduct when they match or exceed our own.

We have committed to rolling out our whistleblowing 'Speak Up' hotline across our supply chain. We have also partnered with EcoVadis to undergo an audit of our top 100 suppliers, representing more than 70% of our supply chain by value. Through the partnership, we will be able to monitor a range of important sustainability criteria to manage risk, reduce cost and increase revenue.

Collaboration

Building strategic, commercial partnerships to support the advancement of research, drug discovery and diagnostic development and commercialisation is an ongoing priority. Over 450 of our antibodies are validated for commercial use on third party platforms or as diagnostic tools in IVD applications, including 11 FDA-approved diagnostic assays. Hundreds more are currently undergoing evaluation by our partners. In addition, over the last 12 months we signed over 50 new agreements with industry partners, as well as entering into discussions regarding over 30 collaborations relating to diagnostic, treatment and vaccine development for COVID-19.

CASE STUDY

Working with the Michael J Fox Foundation

Today, there are over six million people around the world living with Parkinson's disease. Through close partnership, Abcam and the Michael J Fox Foundation have committed to co-creating innovative tools that help accelerate Parkinson's disease research globally. To date, a total of 72 products have been developed, including standalone antibodies and immunoassays, which have been cited in over 300 publications. The relationship has recently been extended to include Abcam's new bioactive protein capability, opening new possibilities and opportunities.



Reviewing our performance: Products People Partners Planet

Continued

CASE STUDY

Partnering to understand our customers' needs



To better understand our customers' needs, we partner with top scientists, key opinion leaders and biopharma to learn about the tools they require for their research. This insight informs the design of our new products and the development of our portfolio. We also partner with scientists in our early-access programme by allowing customers to test products for suitability prior to their official launch. The data from this programme is shared with other customers, helping them to select the best products for their needs.

As a result of this approach to portfolio development, Abcam was independently verified as the largest antibody contributor to peer-reviewed publications in Alzheimer's disease research (CiteAb, 2018, 21% market share compared to our closest competitor at 19%). In 2019, we were also recognised by Biocompare in its annual Antibody Market Research Report for contribution to neurobiology, with a gold award.

“

In 2019, we were also recognised by Biocompare in its annual Antibody Market Research Report for contribution to neurobiology, with a gold award.

CASE STUDY

Partnership with Cancer Research UK

In July 2020, Abcam and Cancer Research UK announced a new partnership for the development and commercialisation of novel custom antibodies to support the acceleration of cancer research. Abcam will develop custom protein-based reagents to targets identified by Cancer Research UK-funded researchers. The resulting antibodies will support research to further the understanding of cancer biology, help generate new diagnostic tools, and potentially form the basis for novel therapies. Subsequently, Abcam's global supply capability and location in major technology hubs throughout the world will enable these reagents to be made readily accessible to the wider research and diagnostic development community.

Tony Hickson, CBO at Cancer Research UK, said: "We are excited to be partnering with Abcam to expand our access to biological reagents and to create the tools our scientists need to help accelerate our understanding of cancer. Abcam's antibody development capabilities and "end-to-end" expertise will help provide our researchers with antibody reagents that can be applied from early-stage R&D right through to the clinic."



Reviewing our performance: Products People Partners Planet

Continued

CASE STUDY

Strategic partnership with BrickBio

In November 2019 Abcam announced a strategic partnership with BrickBio, experts in site-specific protein modification and a Tiger Gene portfolio company, covering the use of BrickBio's proprietary platform for introducing conjugation-ready sites into antibodies and other proteins in both mammalian and bacterial expression systems.

Under the partnership, Abcam has exclusive rights to the platform for the creation of novel conjugation-ready recombinant products for the research tools market, as well as rights to commercialize the platform across its recombinant antibody and protein portfolio for diagnostic use.

John Boyce, CEO of BrickBio and Co-Founder of Tiger Gene, commented: "With one of the largest and highest quality recombinant antibody portfolios in the market, Abcam was a natural fit to be our exclusive partner to take our technology to scientific researchers. We are excited to work together to further industrialize the platform and see it widely introduced into the research segment of the market. At the same time, BrickBio will focus on becoming a critical platform for therapeutic partners, enabling biopharma clients to solve difficult protein-based drug development needs, helping to build high performing protein therapeutics, such as ADCs, for controlled labelling and manufacturing."



We are engaged in **30+ potential collaborations** relating to the development of reagents to assess and detect Sars-CoV-2/COVID-19 during the global pandemic.

100% of our original equipment manufacturer suppliers have signed up to our Code of Conduct.*

*as of year-end 2020, 98.3% signed them with the remaining 1.8% served notice that we can no longer work with them

Reviewing our performance: Products People Partners Planet



“

We take pride in how we package our products and we want to be proud of the materials we use too.

There is so much passion across our Logistics teams to do this and we are harnessing this enthusiasm to trial new packaging options which are 100% curbside recyclable.

Nick Manning
Logistics Project Manager

Reviewing our performance: Products People Partners Planet

Continued

Reflective of the sentiment behind our environmental policy, this year we chose to go beyond compliance for Streamlined Energy and Carbon Reporting (SECR).

Primary stakeholders

Society
Communities

Our multi-year sustainability commitments

- Reduce our environmental impact

KPIs

- Carbon emissions, tCO₂e
- Waste to landfill, tonnes

Performance in 2020

- Scope 1 and Scope 2 carbon emissions, covering global vehicle use and purchased electricity of 4,752 tCO₂e. This was the first year reporting and forms the baseline from which we will compare our activity going forward
- 77.5 tonnes waste sent to landfill across our global operations in the year. This was the first year reporting and forms the baseline from which we will compare our activity going forward

Alignment to SDGs



Measuring our impact on the environment

We recognise that, as a result of our business activities, we create negative impacts on the planet and understand that a damaged environment has broader long-term consequences for the health and wellbeing of society. Although our negative impact is low, we want it to be lower.

Climate action is a new area of focus for Abcam this year but our concern for the environment is long-lived. We have a global environmental policy that positions good environmental management at the heart of our values and commits us to fully comply, as a minimum, with all relevant environmental legislation. We are dedicated to continually improving our operations and performance through innovation.

Alongside a formal approach, we will go on harnessing the environmental passions of our people, including our environmental champions, who have driven much of our work on greening Abcam so far.

Capturing our emissions impact

Reflective of the sentiment behind our environmental policy, this year we chose to go beyond compliance for Streamlined Energy and Carbon Reporting (SECR), and we are reporting on our Scope 1 and 2 emissions globally rather than just in the UK. We are also undertaking an additional analysis of our emissions under Scope 3, which will capture all upstream and downstream emissions related to our business. The results will be published on our website when the analysis is complete.

In the table (right), Scope 1 relates to emissions from activities that the business owns or controls, including combustion of fuel and operation of facilities. Scope 2 relates to emissions from purchase of electricity, heat, steam and cooling purchased for our use at the Group's locations, all of which have been converted using government-published conversion factors. The SECR data also includes some Scope 3 data relating to emissions from business travel in rental cars or employee-owned vehicles where the Company is responsible for purchasing the fuel.

The figures shown are in tCO₂e and total tCO₂e per £m sales revenue.

Current reporting year	1st July 2019 - 30th June 2020		
Location(s) covered by the scope	UK	Global (excluding the UK)	Global total
Emissions from activities for which the company own or control including combustion of fuel & operation of facilities (Scope 1) (tCO ₂ e)	952	602	1,554
Emissions from the purchase of electricity, heat, steam and cooling purchased for own use (Scope 2) (tCO ₂ e)	618	2,580	3,198
Total gross Scope 1 and Scope 2 emissions (tCO₂e)	1,570	3,182	4,752
Intensity ratio: tCO ₂ e (gross Scope 1+2) per £m sales revenue	6	12	18

4,752

tCO₂e global emissions

Reviewing our performance: Products People Partners Planet

Continued

Greening our travel and estate

A network of local environmental champions and sustainability committees across our sites work with our Environment, Health and Safety Team to improve standards and promote positive behaviours, such as cycling to work. Depending on the season, 20–30% of our people choose to cycle to work, significantly higher than national averages, encouraged by pop-up bike shops and training at our Cambridge base and a Cycle to Work purchase scheme that allows colleagues to buy bikes at a reduced tax rate.

Meanwhile approximately 25% commute by walking, public transport or car share. We see this as an opportunity to further engage with our people and as an effective strategy to minimise environmental impact. Given the vastly reduced travel and its related emissions that we've seen during the global pandemic, we will be looking at how we can further embrace online meetings to keep this impact low.

We also continue to use local bike couriers to deliver products and reduce traffic in Cambridge, UK, and Boston, MA. Outspoken, who transport for us within Cambridge, are currently looking at how they can also travel by train and bike to supply labs further afield in London.

As part of our Scope 3 analysis, we're working with a third party to report on our indirect emissions from sources that are not in our control. This includes the deliveries we make to customers through courier services around the world. The data will be made available on our [website](#) and will be used to inform science-based targets to reduce our carbon emissions and improve resource efficiency.

Through our buildings, we take steps to conserve natural resources, improve efficiency and reduce resource consumption by investing selectively when we open new facilities. For our new Cambridge site, we worked with the developer to ensure the building reached a BREEAM standard of VERY GOOD. The standard puts the building in the UK's top 25% for environmental performance and is considered 'advanced good practice'. The criteria take resource and energy, land use and ecology, and transport and movement into account.

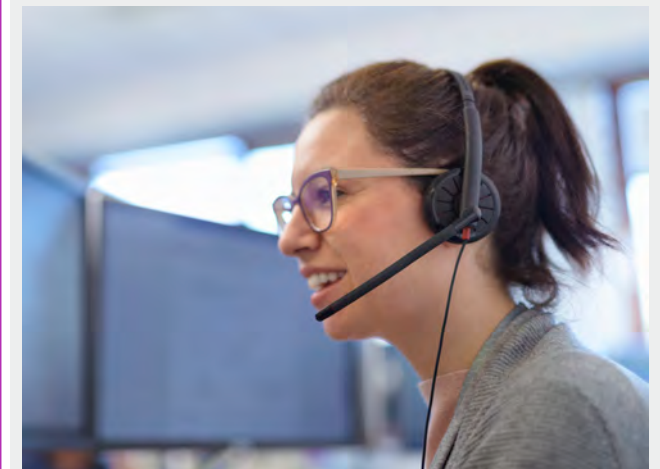
In September, we were audited by the UK's Energy Savings Opportunity Scheme, for which we were compliant. The assessment identified a Building Management System as the greatest single opportunity for us to save on energy, which we plan to put in place. We intend to also take this opportunity into our new site opening in Waltham, MA next year, and to extend the same principles of good environmental performance across our sites as we continue to upgrade and open new facilities globally.

CASE STUDY

Connecting online to reduce emissions

In the last year, given the uncertainty of international travel due to the pandemic, travel between our sites has inevitably decreased. We travelled more than 1,000,000 kilometres less by air last year than the previous saving nearly 120 tCO₂e.

Before the reduction in travel, our people were already choosing to connect with colleagues across continents virtually unless meeting in person was necessary. This is a trend that is set to continue as the impacts of the pandemic have changed the way business is done. We have no intention to return to the levels of employee air travel of 2019 as part of our responsibility to mitigate climate change.



20-30%

Cycle to work

120

tCO₂e in air travel saved

Reviewing our performance: Products People Partners Planet

Continued

CASE STUDY

BREEAM standard of
VERY GOOD for our new
Cambridge site



CASE STUDY

Reducing the impact of our packaging

How we package our products not only has an impact on their viability but also on the environment. Striking the right balance between keeping them safe and at temperature, while ideally being low impact on the planet, requires both literal and metaphorical thinking outside the box.

We have already made changes across our different offices. In the UK we have moved to 100% recyclable paper shipping tape and paper-wrap instead of bubble wrap. For European deliveries, we use 100% biodegradable air pillows. Globally, we have moved to digital datasheets, but we want to go further.

Our ambitious aim is 100% curbside recyclable packaging. To achieve this, we're testing prototypes of biodegradable bamboo bricks to hold vials, with the brick lids made of recycled soft drinks bottles or nylon fishing nets. We're also working to get rid of EPS (expanded polystyrene), all while providing comparable performance with traditional packaging, to ensure our products remain at optimum quality.



Our ambitious aim is 100% curbside recyclable packaging. To achieve this, we're testing prototypes of biodegradable bamboo bricks to hold vials, with the brick lids made of recycled soft drinks bottles or nylon fishing nets.



Reviewing our performance: Products People Partners Planet

Continued

CASE STUDY

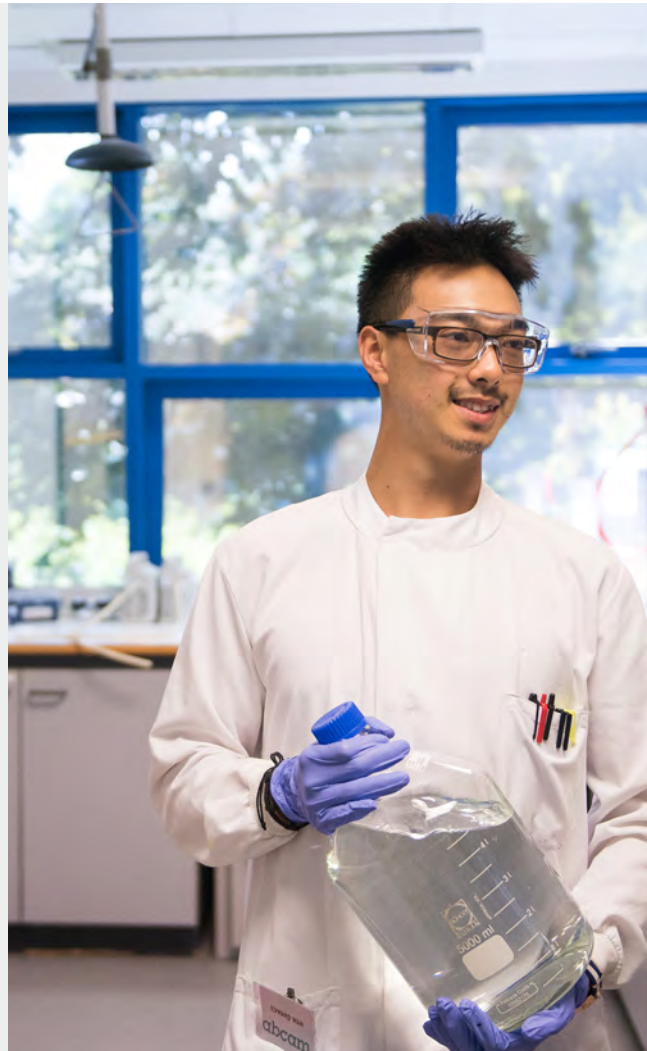
Reducing lab waste

Abcam's laboratories and logistics processes generate a significant amount of biological waste, much of which is plastic. Nitrile gloves and plastic lab consumables are typically autoclaved and sent to landfill. In 2017 Abcam's Boston site sent 840 cubic feet of biological waste to landfill, which is the equivalent of about two concrete trucks.

To address this, Abcam's Boston office has now enrolled in a "Red to Green" programme where our biological waste undergoes a physical and chemical treatment process to completely sterilise the material and extract the plastics for recycling. The recycled plastic is then converted into a benign, reusable plastic lumber product, which can be used for construction, farming tools, and other applications. Beyond this, we will no longer be requiring all of the cardboard boxes that were previously used to accumulate our biological waste. This new system utilises 96-gallon plastic containers for collection, which we hope will minimise the physical footprint of our biological waste and reduce the amount of cardboard we send to landfill.



New system utilises 96-gallon plastic containers for collection, which we hope will minimise the physical footprint of our biological waste and reduce the amount of cardboard we send to landfill.



We are going **beyond compliance for SECR** to report on our global environmental impact looking beyond the UK.

Governance

We have a culture founded on trust that our people will make the right decisions and do the right thing.



When we began the sustainability review and reflected on our governance for sustainability, we found that many of the behaviours underlying the ESG agenda are already integral to how we operate.

Our leadership routinely considers the perspectives of all relevant stakeholders when it comes to making decisions on strategy and operations, particularly with consideration of cultural fit and ethical behaviour. We are also committed absolutely to transparency and identifying where we can do better, for example improving our gender pay gap. Our ambition is to go further and we're continuing to progress. By further embedding ESG risks into our risk management processes, we're going beyond reputational concerns to identify, assess and mitigate ESG risks across our value chain. We're also signing up to third party standards and commitments related to sustainability so we can be held to account to these standards.

Marc Perkins
General Counsel

We have a culture founded on trust that our people will make the right decisions and do the right thing. This is reflected in our Code of Conduct, 'How we do things at Abcam', which outlines our high standards and how we strive for the very best in all that we do. We also have strong governance in place with regular reporting to the Board and Executive Leadership Team (ELT) and this gives us a blend of leadership-led and employee-driven governance.

We are also transparent and provide multiple ways for colleagues to report concerns, including an anonymous whistleblowing hotline 'Speak Up' managed by a third party and anonymous direct access to our CEO, 'Ask Alan'. We investigate every whistleblowing report and respond openly on our global Yammer channel to every question submitted to 'Ask Alan'. Our staff forums are also able to escalate ideas and issues to the relevant groups.

It is for everyone in the business to play their part - from our Board of Directors through to all of our employees.

A blend of leadership-led and employee-driven governance for impact

CEO Alan Hirzel has overall responsibility for delivering our linked business and sustainability objectives, supported by every member of the Executive Leadership Team (ELT), the Global Leadership Team (GLT), and championed by SVP of HR, Nick Skinner as our Global Sponsor for Corporate & Social Responsibility.

Oversight of impact is built into our Board structures and our robust governance framework is bolstered by committees, groups and colleagues who feel empowered to instigate and drive activity. This means many of our more impactful programmes are driven from the bottom-up.



Governance

Continued

How it works:

- Our **Board of Directors** reviews our policies every year, drawing from the annual policy compliance reports it receives from each part of the business. All items on every agenda for the Board are linked to key risks and the Directors' duties under section 172 of the Companies Act. The Board regularly discusses the impact of its decisions on all stakeholders, from employees and customers to partners and shareholders.
- Our **Audit and Risk Committee** reports to the Board, meets quarterly and reviews risks annually. It is comprised of three of our Non-Executive Directors with support from the Company Secretary and General Counsel and is regularly attended by the Chairman, CFO, VP Finance, and VP Investor Relations. Key stakeholders throughout the business present to the Committee on a regular basis, including our Data Protection Officer and Director of IT Security.
- Our **Ethics Committee** is made up of 24 key leaders with relevant expertise throughout the business and has ELT representation.
- Our **Sustainability Group** meets throughout the year and reports quarterly to the ELT. Led by our Director of Internal Communication, Engagement and Corporate & Social Responsibility, it includes VP of Investor Relations, Head of Global Safety, General Counsel, our Diversity & Inclusion lead, and Corporate & Social Responsibility Communication Advisor – a role that we created this year to help coordinate our actions and communicate progress. Other groups, leaders and passionate advocates from across the business may attend to present new ideas and progress on projects that help drive our sustainability efforts.
- Our **Diversity and Inclusion Group**, led by one of our Global Human Resources Directors, reports quarterly to the ELT and encourages new ways of approaching old challenges, including enabling our Employee Resource Groups to champion sustainable change from the ground-up and drive appropriate targets in agreement with the ELT.
- Our **Environmental champions and sustainability committees** have been set up across some of our

sites. They drive positive environmental behaviours and initiatives in our buildings, as well as across the business, and are supported by our Environment, Health and Safety Team.

- Our **Employee Resource Groups (ERGs)** support diversity and inclusion. Colleagues from across the business meet regularly to drive change and raise the voice of the people they represent. They include the Women's Network, Women in Leadership and Family Network. This year, our employees have started four new ERGs driving change in support of people of colour, mental health, social mobility and LGBTQ+. Each group has dedicated HR support and an executive sponsor and are represented in the Diversity and Inclusion Group.
- There are three Charity committees, in the UK, US, and Asia. They distribute charity spending so that we can have an impact on local communities where we do business and engage our employees on causes that matter to them. They also lead fundraising activities and raise awareness of issues important to our people.

Not all employee-led activities are instigated through formal groups. Our culture of innovation, collaboration and entrepreneurialism empowers our people to be audacious to push for change. Our initiatives to reduce packaging waste in our supply chain, for example, are owned by passionate people in our Logistics team.



Governance

Continued

Reporting

Our Impact 2020 is our first step in reporting on our impact, and is guided by our sustainability framework

As we continue to create sustainable value, we recognise the actions we take and progress we make are dynamic and ongoing. We will provide further updates and disclosures on the impact we have in the sustainability section of our website as appropriate throughout the year.

In developing this report we have taken into consideration the GRI approach and standards, and intend further embedding GRI-aligned approaches and metrics into our reporting in the future. We will continue to report on our contribution to the SDGs, and having applied to become a signatory of the UN Global Compact, we have committed to an annual Communication of Progress, setting out our activity against the 10 UNGC principles, the first of which will be autumn 2021.

Please refer to our website for supporting policies, data points and our [GRI content index](#).



What next?

Our Impact 2020 is a moment in time against which future progress can be reported. It reflects a far broader commitment to communicate more about what we do to all our stakeholders.

As we continue to mature and deliver our ambitious growth strategy, so too we expect our impact to increase. In financial terms, we report hard numbers and have a fixed five-year revenue goal. It is a fair question to ask the same of our sustainability strategy and we will answer that question this coming year.



We do know that in the years to come, we will:

- measure our impact on society through the customers we serve, tracking progress and reporting on our performance
- continue to invest in our people, creating a better, more inclusive, supportive company where people thrive and play an active role in promoting STEM as a career without boundaries
- increase our impact through long-term, mutually beneficial relationships based on trust with selected partners
- decrease our environmental footprint both at Abcam and throughout our supply chain

Integral to our sustainability journey so far has been our collaborative approach. We listened to all our stakeholders to develop our sustainability framework and inform our next steps and we invite all you who read this – customers, employees, suppliers, investors and future employees – to give us feedback.

We look forward to working together on the next stage of our sustainability journey as we develop our KPIs, establish science-based targets, and tell our story as it happens.

Please do contact us at sustainability@abcam.com

Supporting material: data

The data gathered in our inaugural year of reporting in this way marks our first step towards assessing, monitoring, measuring and enhancing our impact. Refer to our website for supporting policies, data points and our GRI content index.



Abcam has always been a purpose driven organisation, with a strong emphasis on doing business the right way. Beyond the delivery of financial results, we are aware of our need to ensure that we have a positive impact on our stakeholders, society and the environment.

This year we set out and embarked upon on a new five-year 'invest-to-grow' strategy. As we pursue that plan, we will ensure that we operate transparently and responsibly, managing our business to generate attractive and sustainable long-term economic returns and create value.

Michael Baldock
Chief Financial Officer





Abcam plc
Discovery Drive
Cambridge Biomedical Campus
Cambridge CB2 0AX
UK

Email: sustainability@abcam.com
Phone: +44 (0)1223 696000
Fax: +44 (0)1223 215215