



FOCUS FORWARD

2023 ESG REPORT

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VISION FORWARD

Our ESG strategy is grounded by our purpose to improve patient lives and ultimately create a better, healthier world for generations to come. We are pleased to share the new targets we have set for 2030 and our priorities to move this vision forward.



FOCUSED ON OUR FUTURE

For a More Sustainable and Safer World

At West, each day we are focused on our purpose – to improve patients' lives. This mindset drives everything we do – it is a daily commitment to sustainable business practices and having a positive impact on our communities. Improving lives is why we prioritize health and safety and offer a sense of well-being to our team members through a diverse and thriving workplace. We understand that with our purpose at the forefront, we are committed to much more – we're **improving life** by focusing on the world around us.

The year 2023 concluded our five-year environmental goals. As we look back and report on our achievement, we are already focused ahead on our new set of goals and actions through 2030, which are highlighted in this report.

With the COVID-19 pandemic, the past five years presented unprecedented challenges to our business. We are still proud to play a critical role in the containment and delivery of COVID-19 vaccines and other life-saving therapies. However, the unexpected pressure on our operations during the pandemic caused by a historic increase in product demand resulted in a significant adjustment and unplanned increase in energy and water consumption.

Despite this unplanned energy use, including additional energy used to support multiple manufacturing site expansion projects, we are happy to report that we exceeded our GHG emissions reduction target of 10% by just over 3.6% to achieve 13.6%. With 2018 as our baseline year, our goal was to reduce absolute emissions by 10%, so we exceeded our goal for 2018–2023. The post-COVID pandemic reduction in sales did impact our ability to achieve our energy efficiency target, as you will see detailed in this report. However, we remain dedicated to achieving the target and accelerating our progress in this area.

We are pleased that at the conclusion of 2023, West is 78.8% landfill free, slightly below our goal of 85%, but committed to reach our 100% target by 2030. In addition, we have continued to focus on our people, and are pleased to report a consistent improvement in safety metrics as well as continuing to build our diverse workforce.

Planet, People and Processes

While it's important to have a retrospective outlook, the future actions we have set for 2030 are founded on six priorities identified through our strategy setting process. This process includes input from several key stakeholders including our Executive Leadership Team (ELT) and Board of Directors, and most importantly, our customers. As a result, our Environmental, Social and Governance (ESG) goals have cross-alignment with corporate financial goals, human resource priorities and value-to-customer needs.

Our Six ESG Priorities (See [page 7](#))

1. Climate Strategy
2. Waste in Operational Processes
3. R&D for the Environment
4. Responsible Supply Chain
5. Talent Diversity & Attraction
6. Talent Engagement & Retention

One of the most important areas of focus for West moving forward is on the data collection and management process, grounded by the Science Based Targets initiative (SBTi). Leveraging more data allows us to have a laser focus on forward-looking and quantifiable actions.

A LETTER FROM

Ryan Metz

ESG Leader, Associate General Counsel



In addition, data enables West to have more effective partnerships with customers, legislators and the broader community for sustainability and social initiatives.

Through these partnerships, we look forward to realizing and delivering on opportunities for shared ESG goals.

In addition to our six ESG priorities, we will continue to focus on several key areas that impact our people, customers and the patients that we jointly serve. These areas of focus include:

1. Quality
2. Health and Safety
3. Compliance and Ethics
4. Cybersecurity
5. Risk Mitigation
6. Philanthropy

I am pleased to share the progress we have made and the direction we are taking. Our Executive Leadership Team and Board of Directors are committed to prioritizing West's ESG performance and embedding it into our enterprise strategy. I am confident we have a collective understanding of our responsibility and the value our new six 2030 ESG priorities will provide.

Our work is not yet done; there is more to assess, more to drive forward and more to learn. We also know there are likely to be unforeseen challenges, but we will always remain focused on the advancement of people, and a more sustainable and safer world.

ABOUT WEST

West Pharmaceutical Services, Inc. is a leading provider of innovative, high-quality injectable solutions and services. As a trusted partner to established and emerging drug developers, West helps ensure the safe, effective containment and delivery of lifesaving and life-enhancing medicines for patients.



"At West, we are guided by our core values of Passion for Customers, Leadership in Quality and One West Team – these values serve as the foundation of our ESG Strategy. Everything we do at West supports our promise to make a meaningful difference – for our team members, our communities, our customers and ultimately the patients who rely on our products to help them lead healthier lives. This unwavering focus has been a defining characteristic of West for over 100 years, and one that will continue to enable us to have a positive impact on our world for future generations."

Eric Green | President, CEO and Chair of the Board

Every day over 10,000 team members come to work for West, and we are proud to be a leader for the next generation of advanced pharmaceutical packaging and delivery solutions.

West works by the side of our customers from concept to patient to develop products that promote the efficiency, reliability and safety of the world's pharmaceutical drug supply. West offers proprietary packaging, containment and drug delivery products such as:

- Stoppers and seals for injectable packaging systems
- Syringe and cartridge components
- Self-injection systems
- Containment and delivery systems

West's Analytical Services includes extractables and leachables, particle analysis, and container closure integrity analysis.

In addition, West's Contract Manufacturing services offer healthcare partners quality, safety and reliability in injection molding, contract assembly and finished packaging services. The West Contract Manufacturing team serves its partners' needs by providing a single-source solution from product conceptualization through manufacturing and final packaging.

Headquartered in Exton, Pennsylvania, West generated \$2.95 billion in net sales in 2023. West is traded on the New York Stock Exchange (NYSE: WST) and is included in the Standard & Poor's 500 index.

WEST FACTS

50+ / 25

50+ LOCATIONS WITH
25 MANUFACTURING SITES

\$2.95B

IN NET SALES IN 2023

~10,000

TEAM MEMBERS GLOBALLY

AWARDS & ORGANIZATIONAL INVOLVEMENT

West was honored to be recognized by a number of organizations and industry associations throughout 2023.

These awards are a testament to West's commitment to nurturing a culture of diversity and inclusion, offering innovative products and supporting the communities in which we live and work.

SUSTAINABILITY AWARDS



Commitment to Sustainability Award 2023
Invest in Ireland Awards



America's Climate Leaders 2023
USA Today



Best Green Procurement Project of the Year
National Procurement Awards



America's Most Responsible Companies
Newsweek



LEED Certification
For West's R&D Lab in Radnor, Pennsylvania

PHILANTHROPY AWARDS



Partners in Philanthropy
Philadelphia Business Journal



Recognition for Corporate and Societal Excellence
AmCham CARES

OUR ESG STRATEGY

West's 2030 targets are designed around three main categories – **Planet, People and Process.**

PLANET

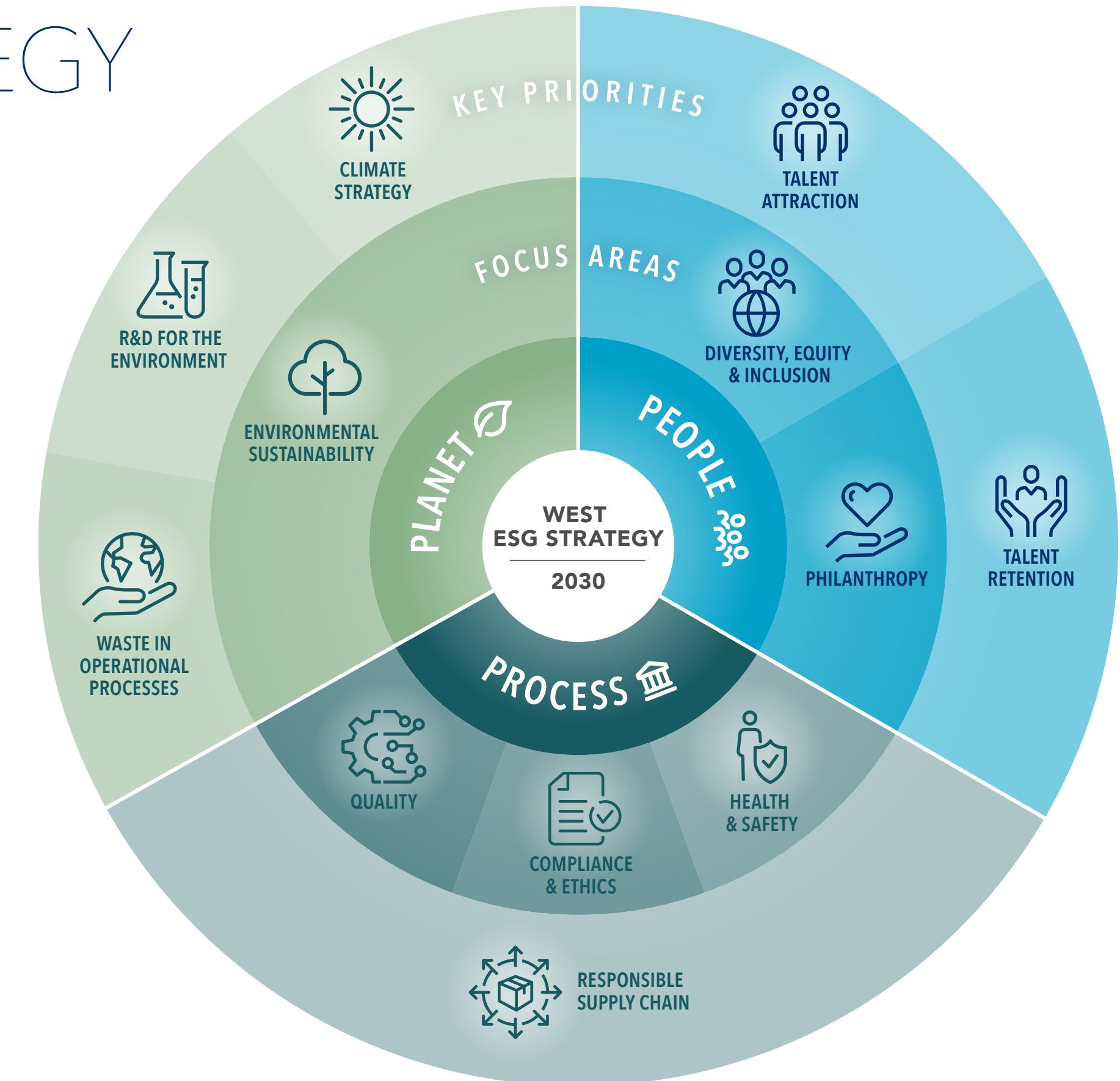
Our climate strategy goals throughout the next six years will be key drivers for West. Throughout our ESG report, we will share progress and aspirations to decarbonize operations by reducing greenhouse gas emissions (GHG) aligned with the Paris Agreement goal to curb global temperature rise to 1.5 degree Celsius. In addition, we'll detail goals around improving energy efficiency, renewable electricity and water intensity reduction.

PEOPLE

Our ESG strategy is underscored by creating a world where people are their most healthy and thriving. Through 2030, two of our main six priorities will be on talent at West; specifically, on attracting and engaging team members who are women and under-represented minorities. In addition, we are committed to further expansion of our strategic programs that position West as a global philanthropic leader. Our One West Team is a unified force that continues to make a difference in local communities through fundraising, volunteering and community grants. With deliberate initiatives and grants, we will deliver on our philanthropic legacy and promise of being By Your Side for a Healthier World™.

PROCESS

Our ESG strategy reflects management of compliance requirements that align with our customers' expectations, and our unwavering commitment to a sustainable future. Today, we are tirelessly working together as a collaborative team to review data accuracy, completeness and auditability for each of our targets and actions. Prioritizing the responsibility of our supply chain and exploring ESG opportunities with our partners also remains a key focus.



CORPORATE SUSTAINABILITY INITIATIVE

As a leading global provider of innovative solutions for the health care industry, we recognize the critical role we play in promoting sustainability and advancing social progress.

We are proud to continue our steadfast commitment to the United Nations Global Compact's (UNGC's) 17 Sustainable Development Goals (SDGs).

By aligning our business practices with the SDGs, we aim to contribute meaningfully to the global agenda for a more sustainable future. Through responsible operations, sustainable product development and strong partnerships, West strives to make a positive impact on society, the environment and the communities in which we operate. Our ongoing commitment to aligning with

the SDGs is rooted in our core values and reflects our unwavering dedication to creating a better world for current and future generations.

Our new corporate ESG goals, that extend to 2030, align with our company's strategy and with the United Nations SDGs. Corporate and organizational success requires stable economies and healthy, skilled and educated workers, which in turn increases brand trust and investor support.



United Nations
Global Compact



PLANET FORWARD

At West, we understand building a better future also means being a steward of sustainability for our environment. We work tirelessly to identify opportunities to help our organization, customers, suppliers and communities create a more sustainable world and reach climate targets that benefit us all.





CLIMATE STRATEGY

Environmental sustainability is inherent to who we are. As a world leader in the design and production of containment and delivery systems for injectable medicines, West is proud of our legacy of innovation and how we have advanced health care to build a better future. We understand building a better future also means being a steward of sustainability for our environment.

West continues to earn accolades and awards for our dedication to protecting our planet. We are proud to be recognized again as one of America's Climate Leaders by USA Today and on America's Most Responsible Companies list from Newsweek. In addition, West was honored regionally in Ireland with a Commitment to Sustainability Award and The Best Green Procurement Project of the Year for our Dublin location's project "The Path to a Circular Economy."

2018-2023 Goals: A Recap

Despite an unprecedented number of global capital expansion projects, we were able to reduce overall energy consumption in 2023 by 0.5%. Combined with this energy reduction, our continued focus on carbon reduction increased levels of renewable procured electricity to over 31%, accounting for 19.6% of our overall energy consumption. As a result, **we achieved a GHG emissions reduction of 13.6%** compared to our 5-year target of 10%.

Our drive toward renewable-sourced electricity allows us to move our decarbonization strategy forward and enables the future electrification of heat to reduce emissions related to natural gas consumption. Additionally, implementing energy audits and energy efficient design reviews across our global sites has identified several opportunities to continue reducing energy consumption and emissions in the future.

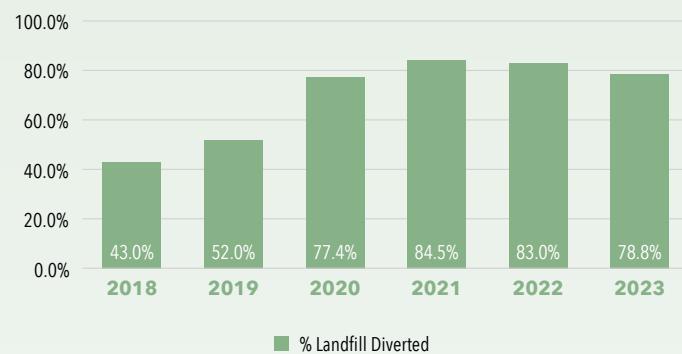
Our energy intensity metric, which was tracking well at 11.9% by the end of 2022, was affected by a reduced production volume in 2023. This shift has resulted in an energy intensity improvement of 4.2% against our 15% target set in 2018. As the facility expansion projects start to operate more efficiently after ramp-up, we expect to see positive trends once again for our energy intensity metric. We are also in the process of reviewing multiple metrics of tracking our energy intensity and efficiency as we move into our new 2030 targets.

We continued to focus on **Landfill Diversion**. In 2023, 78.8% of our waste was diverted from landfill, and we will strive to be 100% landfill free by 2030.

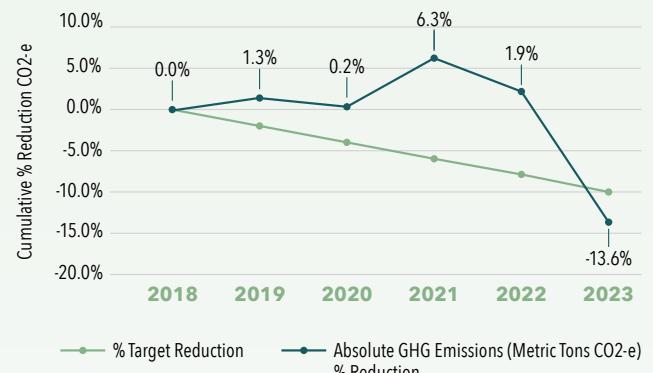
Partners in Sustainability

In addition, in 2023 we became an Official Sustainability Partner of the Philadelphia Eagles. This partnership represents a strategic approach by both organizations to promote environmental benefits, building on our established, long-standing commitment to sustainability and community development programs. The most visible and prominent aspect of the new partnership is the deployment of West's Field Goal Forest. The Eagles and West will plant 20 trees for each successful field goal throughout the Eagles' season, and will collaborate on a tree planting event.

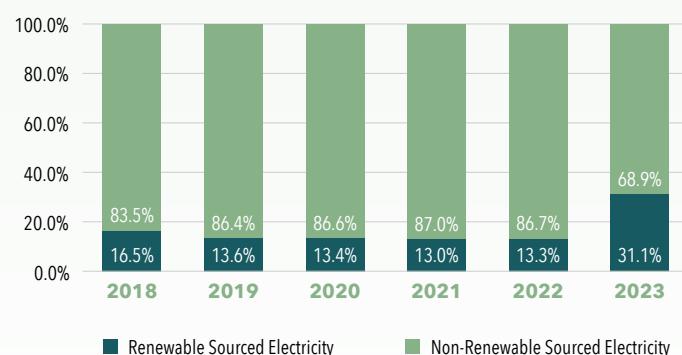
% of Waste Landfill Diverted From Landfill

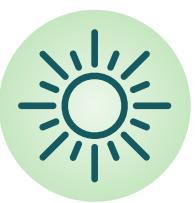


Absolute GHG Emissions Cumulative Reduction



Electricity Sources





CLIMATE STRATEGY

CONTINUED

Looking Ahead: 2030

We continue to be aligned with the 2015 Paris Agreement in a commitment to do our part in curbing global temperature rise and have set new emissions reduction targets grounded in science through the Science Based Targets Initiative (SBTi). In addition, we are a signatory to the Task Force on Climate-related Financial Disclosures (TCFD), which affirms our commitment to fiscal transparency, as well as being a leader in addressing current climate emergencies. We are also pursuing carbon offset mechanisms including Renewable Energy and Guaranteed of Origin Certificates, and Virtual Power Purchase Agreements, particularly in Europe where we've completed an extensive renewable energy analysis. West is also a proud member and active participant with the Pharmaceutical Supply

Chain Initiative (PSCI) and is a signatory of the PSCI Principles, aligning with their vision for excellence in safety, environmental and social outcomes for the whole of the global pharmaceutical and health care supply chain.

The Carbon Disclosure Project (CDP) is an international non-profit organization that helps companies disclose their environmental impact. West's significant progress over recent years has upgraded our CDP score to a "B", putting us on the path to becoming a leader on environmental transparency and action. We have continuously added greater scientific rigor and a more quantitative focus to our environmentally based targets. In addition, we are working collaboratively with our customers and suppliers to solve ESG challenges, to better align our goals and ensure that we are responsive to their needs.

Both quantitative and qualitative targets have been set, which will enable us to achieve success in the Environment-related priorities of our ESG Strategy, including Climate Strategy, Waste in Operational Processes, R&D for the Environment and a Responsible Supply Chain. These 2030 targets include:

- Achieve 50% renewable electricity
- Achieve 15% energy intensity improvement
- Reduce absolute emissions by 40%
- Achieve 15% water intensity reduction
- Eliminate 100% of operational waste to landfill
- Partner with customers to reduce, reuse and recycle secondary packaging
- Collaborate with customers to explore environmental improvements throughout the product lifecycle
- Gather additional scope 3 emissions information from our supply chain, and develop a plan to reduce those emissions

Each of these goals was created through input from internal and external stakeholders and represent the minimum of what West plans to achieve. We are fully prepared to raise our targets if completed analyses indicate that is required. For example, the SBTi roadmap will provide us with a clearer target once completed no later than Q1 2026.

Having a mindful focus on our planet is woven into everything we do at West; from our global operations and supply chain to how we partner with customers and philanthropic organizations. We are continuously holding ourselves to the highest of standards when it comes to sustainability and being a leader of climate protection. Building a better future for health care, humanity and the planet will always be critical at West.



"We are proud of what West has achieved when it comes to safeguarding our environment, and I'm looking forward to the future as we set focus on the priorities and opportunities for the next six years."

Tyler Werner | Director, ESG

Alignment with UNGC Sustainable Development Goals





WASTE IN OPERATIONAL PROCESSES

At West, it's not just about removing waste from landfill, it's about finding a beneficial repurpose for materials.

In 2018, we determined manufacturing waste to be material, and therefore set a target to be 85% landfill free by 2023. We are pleased to have successfully diverted 78.8% of our waste from landfill. Our goal is to be **100% landfill free by 2030**.

We have three main areas of priority around waste:

- Landfill
- Incineration
- Recycling



We continue to explore opportunities for reusing our unique, clean rubber.

Reduce material. Reuse material.

WE ARE ACTIVELY WORKING TO FIND NEW SOLUTIONS TO REDUCE, REUSE AND RECYCLE OUR NON-HAZARDOUS MANUFACTURING WASTE.

A critical focus for us is on the reduction of scrap and other rubber waste as part of our manufacturing processes. Through our Operational Excellence Strategy, we strive for continuous improvement. The primary element of Cost of Poor Quality (COPQ) is our targeted focus to reduce the amount of scrap from our manufacturing sites.

For the rubber waste that West does have, we are taking proactive steps to collaborate with global partners to find useful needs. For example, we are finding creative uses for our surplus rubber materials, such as repurposing it into durable pavers to enhance public walkways in Brazil. We have also seen success with sending unused rubber to a partner who has been able to downcycle and re-mold into consumer grade rubber products as clean room anti-fatigue mats.

We are in the exploratory phases of identifying other opportunities for reusing our unique, clean rubber, such as donating it for turf fields or mulching for playgrounds in our communities. In addition, we are assessing the use of our own grinding equipment for repurposing waste. The waste in large volumes is extremely heavy, with key manufacturing sites producing more than three million pounds annually. Therefore, the solutions for waste management are geographic, and what we learn can be applicable across sites, but the solutions will almost always be local.

Alignment with UNGC Sustainable Development Goals





WASTE IN OPERATIONAL PROCESSES

CONTINUED

If we can't reduce or reuse, we'll find a way to recycle.

SECONDARY PACKAGING

As we look to the future, West is engaging with our customers to explore more environmentally friendly packaging alternatives. We have a short- to mid-term goal to improve packaging and reduce single-use plastics by 2030.

Simple reductions can be quick, but bigger changes are more complicated. We seek opportunities for more recyclability packaging options with our customers, fostering deeper partnerships that benefit all stakeholders. As part of this commitment, our customers are openly invited to pilot projects around waste management with our team.

INTERNAL PROCESSES

As we approach legislative deadlines for waste data, we have a strong and ever-evolving process in place for collecting data. While we have always had controls and processes for data collection, we are also aiming to gather more granular data at the material or product level. In addition, we are investing in software to help manage data gathering and retention. Our goal is to be a leader in data management for our industry by being aware of our footprint and the ongoing addition of controls we have in place.

Through 2030, we are also focused on an enhanced labeling system which would allow us to more appropriately and efficiently label different materials with recyclability logos for proper disposal. In addition, we have programs in place to assess new materials that could replace carbon-intensive materials. Waste from our own operations, waste from end-use of products and waste from packaging are all factors in our Life Cycle Assessment Program that improved data will support.

2023 WASTE HIGHLIGHTS

78.8%

OF OUR MANUFACTURING WASTE IS DIVERTED FROM LANDFILL

OUR GOAL IS TO BE
100% LANDFILL FREE BY 2030

28.5M

POUNDS OF WASTE RECYCLED IN 2023

PERFORMANCE PLUS SUSTAINABILITY

In 2023, West expanded its collaboration with Corning® to bring sustainable containment solutions to the market.

Corning® Viridian™ Vials offer the following benefits to manufacturers looking to bring performance and sustainability together:

- **20% less glass waste-to-landfill**
- **Up to 30% less CO2-e emissions**
- **Up to 50% fill-finish efficiency improvement**
- **Up to 96% reduction in glass particulate**

Viridian™ Vials are sold exclusively by West Pharmaceutical Services.





R&D FOR THE ENVIRONMENT

Research & Development (R&D) for the environment is one of the top ESG priorities for our customers.



"I'm proud to work for a company that has such a commitment to sustainable business practices, and understands that sustainability is our responsibility for creating a better world – for today's generation and the next."

Tim Osborne | VP, Commercial Development

When it comes to R&D for the environment, West has two primary goals:

1. Collaborate with our customers to explore feasible and value-driven sustainability improvements throughout the product lifecycle.
2. Partner with customers to drive innovation and develop new approaches for reducing, reusing and recycling secondary packaging.

Currently, we are working to devise quantitative targets, in partnership with customers, to understand what is achievable to develop a strategy, roadmap and collaborative KPIs.

A few topics we are examining related to the product lifecycle include:

- Low-carbon aluminum
- Bio-derived plastics for flip-off buttons and poly bags
- Life Cycle Assessments (LCAs)
- Driving emissions down to the product level
- New product materials
- Product take-back programs

Topics related to secondary packaging include:

- Bio-derived poly bags
- Alternative corrugated materials
- Elimination of single-use packaging
- Establishing more robust recycling outlets

We are collaborating with dozens of customers to categorize them into interest areas that align with these topics, and piloting projects that are categorized by these focus areas.

Alignment with UNGC Sustainable Development Goals



PEOPLE FORWARD

West prioritizes people; our team members and the communities in which we work. We're focused on building a diverse and inclusive employee experience that fosters a culture of giving back. Our One West Team is a future-focused, philanthropic workforce with a unified purpose.





TALENT ATTRACTION

Recruiting and Retaining Top Talent

Our priority through 2030: Increase the representation of women globally and under-represented minorities to better reflect community demographics.

Building a diverse and inclusive workforce remains a core principle of our talent acquisition strategy. We utilize specific benchmarks to ensure a broad and representative talent pool is attracted and recruited. This diversity, evident across all levels of the organization, fosters innovative problem-solving and well-informed decision-making, ultimately creating a more valuable team.

We are proud to report that we continue to take action and make progress to address our goals:

1. Increase our ability to attract, develop and retain underrepresented talent at all levels of the organization, with a particular focus on women
2. Deepen culture competence to enhance inclusivity in the workplace



In 2023, we further solidified our Diversity Equity & Inclusion (DE&I) strategy by expanding the Campus & Community Ambassador program. These team members play a critical role in supporting our diversity recruitment goals. Through their efforts, 159 new partnerships were established with key organizations within the U.S., including the Fresh Start Women's Foundation. This partnership empowers women by providing them a pathway towards financial independence within direct labor and skilled trades roles. Additionally, our DE&I team has deepened our engagement with multicultural student groups on campuses and through targeted community outreach, broadening our reach within underrepresented populations. Moving forward, we are strategically expanding our talent acquisition network through reinforced partnerships and

new collaborations that champion diversity, veteran recruitment and hiring members of the disability community.

As a result of these ongoing efforts, 62% of new U.S. hires in 2023 were U.S. People of Color and 36% of our global team members are female. These achievements demonstrate the effectiveness of our DE&I strategy and targeted outreach efforts. We are committed to sustaining this momentum, continuously striving to improve diversity and fostering a truly inclusive work environment.

Alignment with UNGC Sustainable Development Goals





TALENT RETENTION

Our priority through 2030: Identify and address the root causes of gaps in attrition and promotion rates of demographic groups with significant gaps, and work to reduce those gaps.



Talent Engagement & Retention

We understand that to help retain our talented team members, we must continue embedding Diversity, Equity and Inclusion (DE&I) strategies across the entire Employee Experience journey.

Throughout 2023, our Employee Business Resource Groups (EBRGs) continued forming strong connections and expanding networks with team members around the globe, while also providing multiple professional development opportunities. As of today, our EBRG structure now has four groups—Women's Initiatives Network (WIN), Multinational Organization Supporting an Inclusive Culture (MOSAIC), Veterans & Allies Leading for Organizational Results (VALOR) and the West Disability Network (WDN).

Throughout the year, members of the West EBRG community held various professional development sessions, fireside chats and hosted guest speakers whose messaging focused on growth, development and living our values at West. Most notably, this EBRG revitalization has spurred an increase in the formation of "local" EBRG chapters at sites across West.

This year also saw the successful launch and implementation of the Leading the One West Way program, an engaging learning experience that works to establish a consistent understanding of what it means to be a West people leader. Since its inception in mid-2023, 1,160 (over 75%) of global people leaders at West have completed the program.

As we reflect on the initiatives and achievements, it's clear that West is not only committed to but is actively advancing our journey toward excellence in DE&I. The forward momentum is driven by a belief in the value of every individual and the power of a diverse workforce to catalyze innovation, enhance decision-making and ultimately, drive our business success. Looking ahead, we are excited to deepen our engagement with a diverse supplier network, reflecting our commitment to inclusive growth and societal impact. Our ongoing efforts to recruit and retain top talent, including expanding our Campus & Community Ambassador program and reinforcing partnerships for diverse recruitment, underscore our dedication to building a workforce that mirrors the diversity of the communities we serve.

With the successful implementation of the Leading the One West Way program and the expansion of our EBRGs, we are not only fostering a sense of belonging among our team members but also equipping them with the tools and opportunities for professional growth and development.

West's continuous pursuit of excellence in DE&I is more than a commitment—it is a journey of transformative change that we are proud to lead. Through innovation, collaboration and a steadfast focus on our values, we are not just preparing for the future; we are actively shaping a more inclusive, equitable and successful future for all our team members. Together, as One West Team, we look forward to another century of excellence, underpinned by our unwavering dedication to diversity, equity and inclusion.

Alignment with UNGC Sustainable Development Goals





DIVERSITY, EQUITY & INCLUSION

As West continues to move towards another 100 years of excellence, we reaffirm our longstanding commitment to employee experience, DE&I, which is inherent to our core value of One West Team.

We know that DE&I benefits the entire workforce and supports the overall success of our business. West does not tolerate discrimination or harassment of any team member, customer, or service provider because of age, race, color, religion, sex, ancestry, national origin, military service or application, marital status, citizenship status, physical or mental disability, genetic information, sexual orientation, gender identity or expression, or other protected characteristics under applicable laws.

We are working hard to create a safe and inclusive environment that allows all team members to bring their best selves to work each day, ensuring

that our team members across the world with varying life, educational, cultural and family experiences all have a voice. We learn and grow through the wide diversity of thoughts and ideas.

Building on the success of previous years, West's Chief Executive Officer and Executive Leadership Team continue to maintain a steady focus on DE&I objectives, including increasing diversity throughout all team member levels. Currently, a combined 36% of West's Board of Directors are women or U.S. People of Color.. In addition, 43% of senior leaders at West are women and/or U.S. People of Color.



"West's commitment to attracting and retaining team members from diverse backgrounds enables us to have a high performing One West Team. Investing in diversity, equity and inclusion is not just beneficial for our business; it's essential for driving innovation, enhancing resilience and creating a workplace where everyone has the opportunity to thrive."

Mana Fletcher
Sr. Director, Human Resources



Alignment with UNGC Sustainable Development Goals





WEST DIVERSITY BY THE NUMBERS

2023 WEST DIVERSITY

54

DIFFERENT LANGUAGES

20

COUNTRIES WITH A
WEST PRESENCE

10,000+

TEAM MEMBERS WORLDWIDE

34%

OF TEAM MEMBERS WITH SCIENCE,
TECHNOLOGY, ENGINEERING AND MATH
(STEM) DEGREES ARE WOMEN (GLOBALLY)

SENIOR LEADERSHIP AT WEST

Defined as Sr. Directors and Above

43%

OF SENIOR LEADERS AT WEST ARE WOMEN
AND/OR MEMBERS OF A HMC

29%

OF THOSE PROMOTED TO A LEADERSHIP POSITION
WERE FEMALE AND/OR U.S. PEOPLE OF COLOR

WOMEN AT WEST

36%

OF OUR GLOBAL TEAM MEMBERS ARE FEMALE

36%

OF ALL GLOBAL NEW HIRES WERE WOMEN

RACE & ETHNICITY AT WEST

48%

OF OUR U.S. TEAM MEMBERS ARE PEOPLE OF COLOR

62%

OF U.S. HIRES IN 2023 WERE PEOPLE OF COLOR

38%

OF OUR PEOPLE MANAGERS ARE WOMEN
AND/OR U.S. PEOPLE OF COLOR



PHILANTHROPY

Philanthropy continues to be one of the driving forces of West's culture and our One West Team. As we look to the future, we are committed to further expansion of our strategic programs that will showcase West as a global philanthropic leader. In addition, we continue to explore opportunities to focus on ESG initiatives within our philanthropic partnerships.



"I'm grateful to work for a company that is so committed to philanthropy. Through the giving of our time and resources, we not only have the opportunity to enrich our communities and have a positive impact on the world around us, but importantly also nurture a culture of compassion, collaboration and lasting change."

Raquel Checon | Sales Associate, Brazil

West's charitable giving framework is separated into three tiers:

1. Corporate Giving through direct charitable gifts made by West Pharmaceutical Services, Inc., and its subsidiaries. This giving is focused on STEM education (Science, Technology, Engineering and Math), ESG and Community Services, improving access to health care and research for people with disabilities.
2. Foundation Giving through the Herman O. West Foundation, which is focused on West's Scholarship Program, the Employee Emergency Fund, Employee and Campaign Matching, and Dollars for Doers, which encourages employee volunteerism.
3. Employee Giving through our West without Borders* campaigns, which supports our annual global giving campaigns, food drives, local campaigns and global volunteerism.

In 2023, larger impact strategic programs were introduced in Europe with major grants focused on Diabetes/Obesity research and care. In addition, we implemented new programs in Singapore focused on waterways waste reduction.

Our Corporate Giving donations totaled \$2.75 million, with over \$1 million of grants focused on cancer research and support, manufacturing readiness and STEM education, DE&I and scholarships.

Additionally, our team member volunteerism almost doubled from 2022, resulting in nearly 4,700 hours (about 6 and a half months) donated by team members to charities in West communities. In the Americas (US), our partnership with the Philadelphia Eagles focused on sustainability, which will continue throughout 2024 and beyond.

As we begin our next century in business, philanthropy and community involvement will continue to be a focus, driving our One West Team forward in making a meaningful impact in our global communities.

Alignment with UNGC Sustainable Development Goals





PHILANTHROPY

CONTINUED

2023 CHARITABLE HIGHLIGHTS

33CHARITIES SUPPORTED
THAT FOCUS ON PEOPLE
WITH DISABILITIES**21**SCHOLARSHIPS AWARDED
THROUGH THE HERMAN O. WEST
FOUNDATION**99%**INCREASE IN DOLLARS
FOR DOERS VOLUNTEER
HOURS OVER 2022**>85**GRANTS PROVIDED THAT FOCUS
ON ACCESS TO HEALTH CARE**27**EMERGENCY/HARDSHIP GRANTS
THROUGH OUR EMPLOYEE
EMERGENCY FUND**~4,700**DOLLARS FOR DOERS
VOLUNTEER HOURS**19%**INCREASE IN TEAM MEMBER
GIVING OVER PRIOR YEAR**>\$4.3M**IN CORPORATE, EMPLOYEE &
FOUNDATION CHARITABLE GIVING

ACCESS TO HEALTH CARE



Fox Chase Cancer Center Mobile Screening Van

Began Q1 2024 across the greater Philadelphia area in underserved communities.



Unite for Her

Funded expansion into reservation clinic near our Arizona plants—the first of its kind cancer support service. Received Corporate Partner Award for 2023.

ESG



Field Goal Forest Partnership With the Philadelphia Eagles

The Eagles and West will plant 20 trees for each successful field goal throughout the Eagles' season, resulting in 600 trees being planted in 2024.



Watchways Water

Major support initiative in Asia Pacific providing ESG in-school education, plus volunteer days with students and West employees to clean up community waterways.

PEOPLE WITH DISABILITIES



Diabetes Association of Ireland

Implemented strategic funding program focused on childhood obesity, part of which is bringing the popular DigiBete app into Ireland—provides education and direct connection of patients to diabetes clinics throughout the country.

COMMUNITY



American Red Cross

West became a National Home Fires Campaign partner, providing major community support during emergency events throughout the United States.

PROCESS FORWARD

West is increasing responsibility and value within our supply chain and overall operations. Our future will center on improved supplier diversity, increased health and safety for team members, a continued prioritization of quality, adherence to our Core Values, and ensuring business continuity.



RESPONSIBLE SUPPLY CHAIN

When it comes to West's supply chain processes, we are currently working toward including a set of ESG-related standards within a significant portion of our current, and all future, supplier contracts.

The key actions for responsible supply chain management include:

1. Work to establish ESG standards for suppliers.
2. Improve how we quantify scope 3 emissions.
3. Ensure supplier diversity (partner for good quality, reduce risks and have backups).

Scope 3 emissions are an important focus of our emissions reduction strategy. While our targets can change over time, one of the biggest priorities for setting supplier contract standards is ensuring we are gathering additional scope 3 emissions information related to transportation, carbon elements and raw materials. Then, with key suppliers we will develop plans to reduce these emissions. We are also modifying supply chain processes to create more diverse slates, ensure supplier diversity and reduce costs while increasing quality of suppliers.

Last year, we captured scope 3 emissions for the first time and reported these in detail within our Carbon Disclosure Project (CDP) report.

Supplier Diversity

In 2023, our commitment to addressing critical ESG issues led us to recognize the need for a heightened emphasis on supplier diversity within our operations. Recognizing the vital role that a varied and inclusive supply chain plays in reflecting the demographic diversity of our customer base, we aim to increase our efforts to foster connections with suppliers from a broad array of backgrounds and experiences. This initiative not only enhances our ability to meet and surpass customer expectations through innovative solutions and services but also strengthens our business resilience and competitive edge.

Our strategic focus on supplier diversity is more than a business imperative; it's a reflection of our dedication to driving positive societal impact and promoting equality and inclusiveness across the global communities we serve. By actively seeking out and partnering with businesses from a broad array of backgrounds and experiences, we hope to foster and advance a broader sense of social equity.



Alignment with UNGC Sustainable Development Goals





HEALTH & SAFETY

Safety is an essential and fundamental part of our One West Team core value, which means we take responsibility for the health and safety of our team members. This value and commitment to safety is integral and complementary to our commitment to ESG and our pursuit of sustainable business practices.



"As a production operator, I see firsthand the potential safety hazards we face every day in operations. I have loved ones counting on me to get home safely each day, so I am committed to holding myself and those around me accountable to think and act safely in all we do."

Devin Campbell | Westar Operator, Jersey Shore, PA

At our sites, we focused on reducing the risk of incidents, injuries and exposure to health hazards for all team members, visitors and contractors, and we designed operating protocols for our facilities to provide a safe and healthy work environment. In addition to the Company's responsibilities in safety, importantly, we also work hard to cultivate our culture of safety, where every team member has a shared responsibility for and is engaged in safety.

In 2023, we remained steadfast in our relentless approach to safety, and that resulted in positive success in almost every measurable aspect of safety. Throughout the year, we further enhanced our focus on our proactive approach to safety, especially on the prevention of serious events and injuries. A serious event is one that, if conditions or outcomes had been slightly different, could have had a lasting impact on the team member.

The prevention of serious injuries is accomplished through the proactive elimination of hazards, finding safer alternatives, using engineering controls to minimize the probability and severity of incidents, improving processes and through positive changes in behaviors/choices. This takes a cross-functional and coordinated group effort, from our newest team member on the production floor, to our senior leadership team. This focus resulted in West achieving a 21% decrease (i.e., improvement) in our 2023 Serious Injury Rate (SIR) as compared to our baseline year in 2022.

Our team members continued to be fully engaged in the safety process, and in 2023, more than 35,000 See-Do-Say submissions were entered by our team members across our global network of sites. This proactive hazard identification program promotes team members' ability to recognize workplace hazards and provides an outlet for them to take ownership in taking immediate action to mitigate that risk and/or report it to their supervisor.

To help drive accountability, awareness and ongoing education, we continued to hold our annual global Safety Week, which saw high engagement and participation at our sites. Although safety is a focus all year long, this dedicated week gave the opportunity to target several key safety-related topics, including Ergonomics, Power Industrial Truck (PIT) safety and Emergency Preparedness and Safety at Home.

Safety Callouts

- 21% decrease in SIR compared to 2022
- More than 35,000 See-Do-Say Submissions entered by our team members across our global sites
- 52 Safety Impact Awards given to recognize our team members' outstanding commitments to safety
- Our focus on PIT safety resulted in the training of over 2,000 PIT operators
- With a continued focus on leading indicators, 96% of investigations for serious incidents were closed within the goal of 7 shift days

Alignment with UNGC Sustainable Development Goals





QUALITY

Leadership in Quality is one of West's Core Values, serving as a cultural north star across all areas of our business. Our team members are trained to consider quality each day, in every step of every process. As millions of people globally rely on West's products, never compromising on quality is a constant focus of ongoing training, auditing and process development.



"All employees are expected to speak up if they have quality concerns and are empowered to stop the production line if something doesn't look right."

Brian Motter | VP, Quality Operations, Drug Delivery Devices

During our Annual Global Quality Week, our team members were educated on the importance of being proactive versus reactive when it comes to quality; working to control situations and identify future problems as opposed to acting in response. Team members across all areas of the business participated in the interactive, educational Quality Week, with sessions held at West's Corporate Headquarters, virtually and at manufacturing sites across the globe.

Quality Highlights From Across the Business

CONTRACT MANUFACTURING & DEVICE

- We saw a 5% decrease in Out of Specification complaints from 2022 to 2023.
- Root Cause Training was rolled out globally to support our proactive approach to quality.

CONTAINMENT

- We saw a 6% improvement in final reject rates for elastomer manufacturing in 2023 compared to 2022.

- Out of Specification customer complaints were reduced by 28% in 2023, compared to 2022.

SUPPLIER QUALITY

- We established new Supplier Quality processes to proactively drive quality at the supplier level by defining clearer raw material and component requirements and more thorough process validations at suppliers.
- We realized a 19% reduction in Supplier Corrective Action Requests (SCARs) in the period of May through December of 2023 (since we began measuring).

Annex 1

The 2023 European Good Manufacturing Practice (GMP) Annex 1 revision is causing a major shift in drug manufacturing. The regulations have more than tripled in length with this revision, and they contain over 30 references to primary packaging materials alone. This evolving regulatory landscape requires West's customers to ensure they are working with a true expert who can help them navigate the new legislation. We believe West

is best positioned to be a partner to help our customers deal with these new requirements.

European Union's (EU) GMP Annex 1 provides technical guidance on the principles and guidelines for sterile injectable drug products for human use and veterinary use. The revision mandates a holistic Contamination Control Strategy in which companies will need to establish and document a process to identify and assess risks and define actions to prevent contamination of sterile products.

Producing high-quality, ready-to-use packaging components has always been a strength of West, and our customers are leveraging our capabilities to support their Contamination Control Strategy, especially as it pertains to this new legislation. Our Quality teams are working directly with other parts of the business to ensure that West's global Contamination Control Strategies support our customers' ability to comply with the new Annex 1 guidelines.

Alignment with UNGC Sustainable Development Goals





COMPLIANCE & ETHICS

At West, we hold ourselves accountable to the highest standards of integrity and respect—for our team members, customers and the patients whom we ultimately serve.



Each West team member is responsible for ensuring we are fully compliant with the West Code of Conduct ("Code") and adhering to our Core Values. The Code, which is available in multiple languages on Westpharma.com and West's company intranet, underpins our approach to always operating with the highest integrity.

In 2023, we were pleased to release an updated and refreshed [Business Partner Code of Conduct](#) for our customers, suppliers and partners. The updated Business Partner Code of Conduct emphasizes our key principles and expectations of ethical business conduct, including environmental responsibility, fair trade, human rights, quality and transparency of supply chain, and other key business practices.

We also overhauled the Global Compliance Risk Assessment & Mitigation Planning (RAMP) in 2023 by leveraging advanced information technology systems and prior regional assessments.

This has resulted in an actionable data driven plan for communication, education and monitoring for 2024 and beyond.

In addition, West actively promotes open communication at all levels of the organization by providing the following avenues for team members to raise questions or report their concerns without fear of retaliation:

- A manager or shift supervisor
- Any company manager
- Any member of Human Resources or Quality
- Any member of the Business Compliance & Integrity Team
- Any member of the Law Department
- Integrity Helpline (www.west-helpline.com or 1-800-461-9330)

In November 2023, West held its annual Compliance and Cybersecurity Awareness Week, with the theme of Awareness, Recognition and Reinforcement, which highlighted these important topics:

- Awareness about the updated Business Partner Code, West's Business Compliance & Integrity program, and Speak-Up at West—a program that reinforces the importance of speaking up when something does not look right.
- Recognition of Data Privacy and Cybersecurity—featuring a dedicated session on Phishing and online safety.
- Reinforcement of West's annual Code of Conduct and Mutual Respect training requirements.

While we reinforce Compliance throughout the year, Compliance and Cybersecurity Awareness Week gives us the opportunity to drive awareness on ways to protect West, ensure each team member understands the importance of protecting West and reinforces organizational commitment to operating with integrity.

"Empowering everyone at West with compliance and data integrity knowledge is integral to our success as an organization. I'm proud of what we've achieved by putting strong effort into global training and awareness programs, and what more is to come. West truly believes in how this will propel us forward."

Jen Leck | Senior Manager, Business Compliance & Integrity

Alignment with UNGC Sustainable Development Goals





COMPLIANCE & ETHICS

CONTINUED

Data Privacy

West takes its critical responsibility to secure the personal data of its customers, team members and other stakeholders very seriously. We have programs and processes in place to maintain adherence to all applicable data privacy regulations, including the European Union's General Data Protection Regulation, the California Consumer Privacy Act, the Personal Information

Protection Law and many others throughout the world. The number of jurisdictions where data privacy laws have been or will be implemented is constantly increasing. West is committed to protecting personal data and is dedicated to its data privacy program and educating team members on protecting against cyber threats.

Compliance Oversight

The West Business Compliance Committee (WBCC), chaired by West's Chief Compliance and Privacy Officer and comprised of West's Executive Leadership Team and the Head of Internal Audit, continue to provide strategic direction for our Compliance and Data Privacy programs and ensure regular reporting to the Audit Committee of our Board of Directors. With guidance from the WBCC,

our business teams support our global Compliance structure and its corresponding policies and procedures to support our team members in acting ethically in accordance with West's high standards.

Additional information about the Business Compliance and Integrity program is available on [our website](#).



BUSINESS CONTINUITY

West's Business Continuity and Resilience Team is integral to our operations, proactively collaborating with manufacturing sites to significantly enhance our operational health and resilience. These strategic engagements are designed to fortify our ability to deliver high-quality products reliably during disruptions or crises, underscoring our commitment to maintaining our global health care supply chain responsibilities.

Building on this foundation, our Business Continuity Management Program protects our team members, customers and corporate assets while minimizing financial, legal, reputational and strategic risks. Our comprehensive strategy includes:

- Detailed risk assessments
- Continuous monitoring
- Business impact analyses
- Response and recovery strategies
- Specialized training programs
- Designated incident response and crisis management teams to ensure our readiness and agile response capabilities

We engage with a broad spectrum of stakeholders, including customers, suppliers and recognized business continuity and disaster recovery organizations to ensure our resilience efforts align with the latest industry standards and best practices.

Furthermore, our program aligns with ISO 22301 standards, among other regulatory requirements, with executive leadership providing global, regional and local sponsorship and governance.

Through meticulous planning, targeted training, and the precise execution of our continuity strategies, we have effectively mitigated potential impacts to our global manufacturing and supply chain operations. For instance, natural disasters, geopolitical tensions, physical and technological disruptions have had no material impact on our operations. A proactive and adaptive approach ensures uninterrupted operations and underscores our dedication to mitigating business risks and impacts across all facets of the organization.



"Business Continuity is not just a plan, but a promise to persevere, adapt, and thrive no matter the challenge ahead."

Keith Frederick
Director, Global Business Continuity

Alignment with UNGC Sustainable Development Goals





CYBERSECURITY

At West, safeguarding our critical infrastructure and the data of our customers and stakeholders is paramount. Our ongoing cybersecurity initiatives are designed to fortify our defenses, educate internally and mitigate risks effectively.



"In today's digital age, safeguarding data isn't only about protecting our information; it's about safeguarding the trust of our customers, the reputation of our brand and the future of our business."

Brad Gasser | Sr. Solutions Architect, Cybersecurity

We enforce rigorous security measures to prevent unauthorized access and transfer of sensitive information, ensuring the confidentiality of West's data. In addition, we continuously focus on internal training and education to ensure the preparedness of our team members.

Our key infrastructure and cybersecurity initiatives have focuses on:

- **Data Loss Prevention (DLP)**—enforce security and compliance on all managed devices, prevent exfiltration of sensitive data and block unauthorized transfer of West confidential and proprietary data.
- **Automated Asset Detection and Management**—deploy automated tool to manage IT assets with traceability, improve lifecycle management and accelerate incident response.

• **Global Cybersecurity Awareness Program (Phishing)**—establish a robust Cybersecurity Awareness Program to improve user awareness and behavior, evaluate progress and areas for improvement.

By leveraging automated tools, we manage IT assets efficiently, enhancing traceability and accelerating incident response. Additionally, we've implemented a robust program to enhance user awareness and behavior, continuously evaluating progress for further improvement.

We have upgraded our network security capabilities, enhanced network segmentation, and strengthened our defenses. Specifically, we ensured endpoint security coverage with endpoint malware and virus protection software. We utilize DLP to monitor and enforce policies to prevent sensitive data from being accessed,

transferred, or leaked. Additionally, servers and workstations were fortified to minimize exposure and vulnerabilities.

Content enhancements were made to our security awareness training, emphasizing the importance of regular training sessions to ensure maximum global awareness. Each year, we launch an internal Cybersecurity Awareness Campaign globally to reinforce key messages around cybersecurity. West team members are required to complete various trainings on cybersecurity upon hire and on an annual basis, including internally developed cybersecurity training, anti-phishing training and general information security trainings, all of which are provided in multiple languages.

As we continue our commitment to cybersecurity, we ensure the safety and integrity of West's operations and data.

Alignment with UNGC Sustainable Development Goals



GRI INDEX

Year	2022	2023
GRI 302-1 ENERGY WITHIN THE ORGANIZATION^{2,3}		
Thermal Fuel consumption by type (non-renewable)		
Scope 1 (Thermal) (kWh)	173,094,967	170,102,705
Electrical Energy Consumed (non-renewable)		
Scope 2 (Generator Distillate Fuel Oil 4) (kWh)	830,789	702,854
Scope 2 (Electrical) (kWh)	252,989,034	201,570,312
Energy Consumed (renewable)		
Solar Energy Scope 1 Consumed (kWh)	14,775	11,532
Scope 2 (Electrical) Purchased Renewable (kWh)	38,739,656	90,984,029
Total Energy Consumption (kWh)	465,669,221	463,371,432
GRI 302-3 ENERGY INTENSITY^{2,3}		
Energy Intensity Factor	9.94	10.81
GRI 302-4 REDUCTIONS ACHIEVED AS A DIRECT RESULT OF CONSERVATION AND EFFICIENCY INITIATIVES^{2,3}		
Scope 1 (Gas/Oil) (kWh)	950,209	2,194,350
Scope 2 (Electrical) (kWh)	1,666,606	301,331
Total Reductions in Consumption (kWh)	2,616,815	2,495,681
GRI 305-1 DIRECT (SCOPE 1) GHG EMISSIONS^{2,3}		
Scope 1 (Gas) (Metric Tons CO2-e)	31,371	30,828
GRI 305-2 INDIRECT (SCOPE 2) GHG EMISSIONS^{2,3}		
Scope 2 (Generator Distillate Fuel Oil 4) (Metric Tons CO2-e)	224	189
Scope 2 (Electrical) (Metric Tons CO2-e)	91,339	73,173
Total CO2 Emissions (Metric Tons CO2-e)	122,934	104,190

Year	2022	2023
GRI 305-4 GHG EMISSIONS INTENSITY^{2,3}		
Emissions Intensity	2.62	2.43
GRI 305-5 REDUCTION OF GHG EMISSIONS^{2,3}		
Procurement of Green Energy (Metric Tons CO2-e)	10,377	29,678
(Scope 1) Energy Management / Facilities Projects	167	397
(Scope 2) Energy Management / Facilities Projects	416	140
Total	10,960	30,125
GRI 306-3 WASTE GENERATED³		
Total Weight of Waste Generated (lbs.)	45,351,991	45,667,996
GRI 306-4 WASTE DIVERTED FROM DISPOSAL²		
Total Weight of Waste Diverted From Disposal (lbs.)	37,620,176	36,004,067
GRI 303-3 WATER WITHDRAWAL²		
Total Water Withdrawal (Gal.)	314,676,744 ⁵	360,355,858
GRI 403-9 WORK RELATED INJURIES²		
The number of fatalities as a result of work-related injury	0	0
The rate of recordable work-related injuries	0.67	0.74

¹All information reported is believed accurate at the time of inclusion and based upon assumptions, most of which are described in this report. Prior year data may be updated with new information but the impacts are immaterial unless specifically noted in the report.

²West's baselines are based on 2018 Scope 1&2 Energy consumption data and 2018 absolute CO2 emissions. This baseline was chosen as 2018 is the starting year of the 5-year goals with the most up-to-date and accurate information to help establish a firm baseline.

³Based on availability of data and the way West manages its business, some West locations may be excluded. Any exclusions contained within this report are not believed to have a material impact.

⁴Emission factors conversion source: The Climate Registry, U.S. EPA, USA EPA egrid, International Energy Agency (IEA).

⁵In 2023, we reviewed data controls and processes. After careful review, we are now updating reported 2022 water withdrawal figures to reflect any necessary changes.



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