How a pharmaceutical leader leverages sustainability achievements to drive long-term financial resilience.

Case study: Sustainability data management and reporting

Overview

A global healthcare leader was looking to infuse sustainability throughout its organizational strategy as part of a broader business transformation. While these internal efforts were strong, the company needed a way to externally communicate impact — not just on operational sustainability, but also on its mission to improve women's health worldwide.

Several forces created pressure and opportunity for the company to act:

- **Investor and regulatory pressure** – Growing expectations for sustainability transparency and disclosure.
- **Healthcare equity gaps** – Persistent disparities in women's health outcomes globally.
- **Talent attraction and retention** – A competitive environment for top STEM and healthcare talent, with employees seeking purpose-driven employers.
- **Market differentiation** – The need to stand out among global healthcare peers who were investing in sustainability positioning.

The most important driver was the need to demonstrate leadership and accountability, beyond product innovation alone. Stakeholders want evidence that the company is delivering measurable social and environmental impact aligned with its mission—something only a sustainability report could achieve in a comprehensive, transparent way.

The challenge

The sustainability team set out with a clear mandate: to capture and communicate the progress the company had already been making in sustainability. Much of the data and impact stories existed across the business, but the team quickly recognized the challenge was not a lack of activity—it was the ability to collect, organize, and synthesize that information in a consistent, repeatable, and scalable way. Establishing this framework would not only allow them to tell a more compelling, data-driven story today, but also ensure a stronger foundation for future stakeholder communications.

However, as they advanced their work, the group ran into familiar challenges that many organizations face, including:

- **Data governance and audit trails:** A limited structure made management of their sustainability program harder than it had to be. There was no system in place to track data changes and team inputs.
- **Manual data collection:** An over-reliance on tools like spreadsheets, desktop applications, and emails led to inefficiencies and redundancies.
- **Addressing and advancing material issues:** Progress on critical sustainability issues required both ongoing engagement with executives and cross-functional awareness-raising and education efforts. This was especially time-consuming in the absence of a centralized system of record for their data.
- **An external landscape of evolving regulations:** Staying up-to-date on shifting regulations in their operating markets demanded continuous monitoring.

The approach

To overcome these challenges, the company implemented a comprehensive Sustainability Data Management and Reporting tool through Broadridge's strategic partner, Novisto, which provided a structured and scalable foundation for their reporting efforts.

Streamlined data collection: By simplifying how information is gathered from across the business, the tool allowed the team to quickly consolidate input from subject matter experts (SMEs) and generate ready-to-share outputs with just a few clicks. This efficiency not only saved significant time but also freed up experts to focus more on insights and less on administrative burdens.

Strengthened governance and auditability: With a clear audit trail in place, the team can now track historical data, monitor changes, and document what had been previously agreed upon. This governance structure brings new levels of accuracy, transparency, and accountability to the reporting process.

Preparedness for mandatory reporting: Equipped with reliable, centralized data, the company is now confident in its ability to meet evolving regulatory requirements. The sustainability team has already begun preparing submissions for frameworks such as the UN Global Compact (UNGC) and CDP, while also positioning themselves to respond more effectively to sustainability ratings and rankings in the future.

Through these steps, the sustainability team advanced from a fragmented, manual process to a streamlined, transparent, and future-ready reporting framework that reinforces credibility with stakeholders while saving time and resources.

Key takeaways

With a tailored sustainability solution and specialized industry knowledge, the company transformed its ability to make faster, smarter decisions while tracking performance in real time — achieving significant outcomes:

- **Enhanced compliance and oversight:** Equipped with reliable, centralized data, the company is now confident in its ability to meet evolving regulatory and reporting requirements, while ensuring a robust audit trail, offering transparency and accountability with a comprehensive record of all activities.
- **A single source of truth:** Provision for a historical data lake for their sustainability data, ensuring the efficient retrieval of pertinent information.
- **Streamlined workflows:** Previously, any change in the data triggered a cumbersome process involving multiple stakeholders, external consultants, and internal adjustments. With these intermediary steps eliminated, subject matter experts (SMEs) and key stakeholders are empowered to work directly within a single platform.
- **Time savings:** Transitioning from manual to automated processes — and from many "sources of truth" to one — has yielded greater efficiencies.

Driving smarter sustainability data management and reporting through Broadridge and its partner Novisto

Broadridge works tirelessly to bring you the best of the best. That's why we joined forces with Novisto, a leader in enterprise sustainability software, to bring you an advanced solution to address rising data demands. The strategic collaboration underscores our commitment to our clients' sustainable business models.

Our partnership combines years of sustainability experience and advanced technology to offer contextualized guidance, improving processes and decision-making around sustainability disclosures and performance.

novisto

Revolutionize your reports with Broadridge

Contact your account representative for an in-depth look at Broadridge Sustainability Data Management and Reporting.

Broadridge empowers Corporate Issuer clients with trusted expertise and the transformative data and technology to help them optimize engagement with investors, regulators and capital markets.

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Our technology and operations platforms process and generate over 7 billion communications per year and underpin the daily trading of more than $10 trillion of securities globally. A certified Great Place to Work®, Broadridge is part of the S&P 500® Index, employing over 14,000 associates in 21 countries.

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