

Sustainability Report 2021

CARE FOR THE FUTURE



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MedLife
LIFE MEMORIAL
HOSPITAL

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MEDLIFE GROUP VALUES



RESPECT



CARE



TRUST



EMPATHY



HOPE

MANAGEMENT MESSAGE

Dear partners,

As the MedLife Group has evolved, we have also grown and diversified our sustainability actions. The year 2021 marked an important moment in our approach to sustainability, with the decision to realize our first Sustainability Report. Thus, we decided to accelerate our commitment to sustainable development, as an expression of our broader goal of **“GETTING ROMANIA WELL TOGETHER”**, and we set out to capitalize on our expertise and skills to expand the positive impact we have in the health system.

The MedLife Group’s approach to sustainability is coagulated around the commitment to get a country well, a commitment that is based on one of our most important values - **CARE**. This is reflected in quality medical services and continued investments in new healthcare facilities, state-of-the-art technology and equipment for our patients and clients, in attracting, motivating and developing employees, in projects for the community and in protecting the environment. All this is based on a solid system of governance that encompasses the expectations of all our stakeholders. We have reached a degree of maturity that confirms that MedLife is a sustainable and replicable business model, a performance recognized by including the company in the FTSE Russell indices.

The challenges that the COVID-19 pandemic has brought to our country have shown us the important role that we, as the largest private listed medical operator in Romania, can play in supporting the community and

the state to face an exceptional situation affecting national safety and health. Many companies have understood the vital role they can play in helping to resolve this situation, which has proved to be one of the biggest challenges in the world. Thus, profits or purpose should not be a choice - instead they can work together in the service of all stakeholders. That is why we chose to be with those at the forefront of the fight against this virus, ensuring on the clinical segment a monitoring of chronic pathology and patients who went through COVID-19, rapid interventions in chronic and acute patients in the context of activity limitation in state hospitals and we supported our clients in the corporate segment that allowed them to operate safely.

In the pages of this sustainability report, we present in detail all the actions we have implemented during the last year for our patients and clients, for the community, for our colleagues, but also the measures by which a healthy business can contribute to a healthy country. Therefore, I invite you to go through this report in which you will find our results for the year 2021.

Mihail MARCU
President and CEO of MedLife Group



ABOUT THE REPORT

This year we decided to realize the first MedLife Group Sustainability Report which contains information on how we manage the most important sustainability issues for 2021.

In this Sustainability Report we present the impact that our activities have on people, the community and the environment, as well as those aspects of sustainability that have the capacity to influence our position and development. The report has been prepared in accordance with the **GRI Standards: CORE option** and with the provisions of the MFP Order no. 1938/2016 and Order no. 2844/2016 transposing EU Directive no. 95/2014 on non-financial reporting.

The information included in the Sustainability Report covers a period of time between January 1, 2021 and December 31, 2021. In the case of most of the disclosed performance indicators, we also provide information for 2020 to enable readers to better understand our performance.

At the basis of the Sustainability Report is the first materiality analysis that we performed through a complex process consisting of several stages, as follows: identification and prioritization of stakeholders - which allowed us to better understand who we affect and who can influence our work, identify and analyze best practices in the global and national health sector, consult with the most significant internal and external stakeholders and prioritize sustainability issues in terms of the impact of our activities on people, the community and the environment, stakeholder expectations about how we manage sustainability issues, as well as the sustainability risks that can affect our position and the development of our business.

At the same time, in drafting the report we took into account a series of principles mentioned by the GRI Standards, which guided our entire process and allowed us to ensure a level of quality both in terms of content and in terms of view of the presentation form.

In drafting the report, MedLife Group has benefited from the support of INNOVA Project Consulting as an external sustainability consultant.

Data publicării:

28 September 2022

The content of the report was not audited by a third party.

Contact point sustainability issues:

pr@medlife.ro

The data presented in the report are in some cases consolidated, and in other cases only for MedLife S.A. In all cases where we present quantitative information, it is clearly stated whether it is consolidated or refers only to MedLife S.A.

Note:

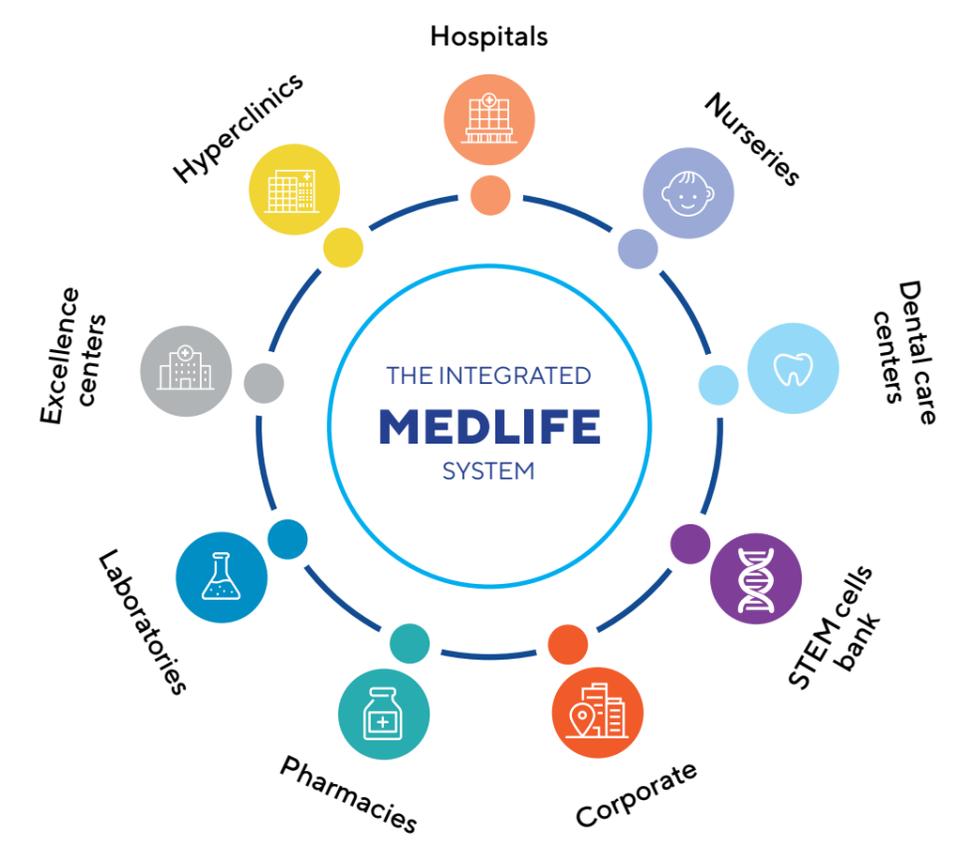
In this report, the terms "Company", "MedLife", "MedLife Group" and "Group" are used for practical reasons when referring to MedLife S.A. and its subsidiaries in general (see MedLife Annual Report, page 9). The structure of the MedLife Group as of December 31, 2021 can be found on page 9 of the Annual Report available at www.medlife.ro/relatia-cu-investitorii.



ABOUT MEDLIFE GROUP

For 27 years, the MedLife Group has been contributing to the development of the private medical system in Romania, becoming the largest private medical operator listed. We are proud to have created in Romania an integrated

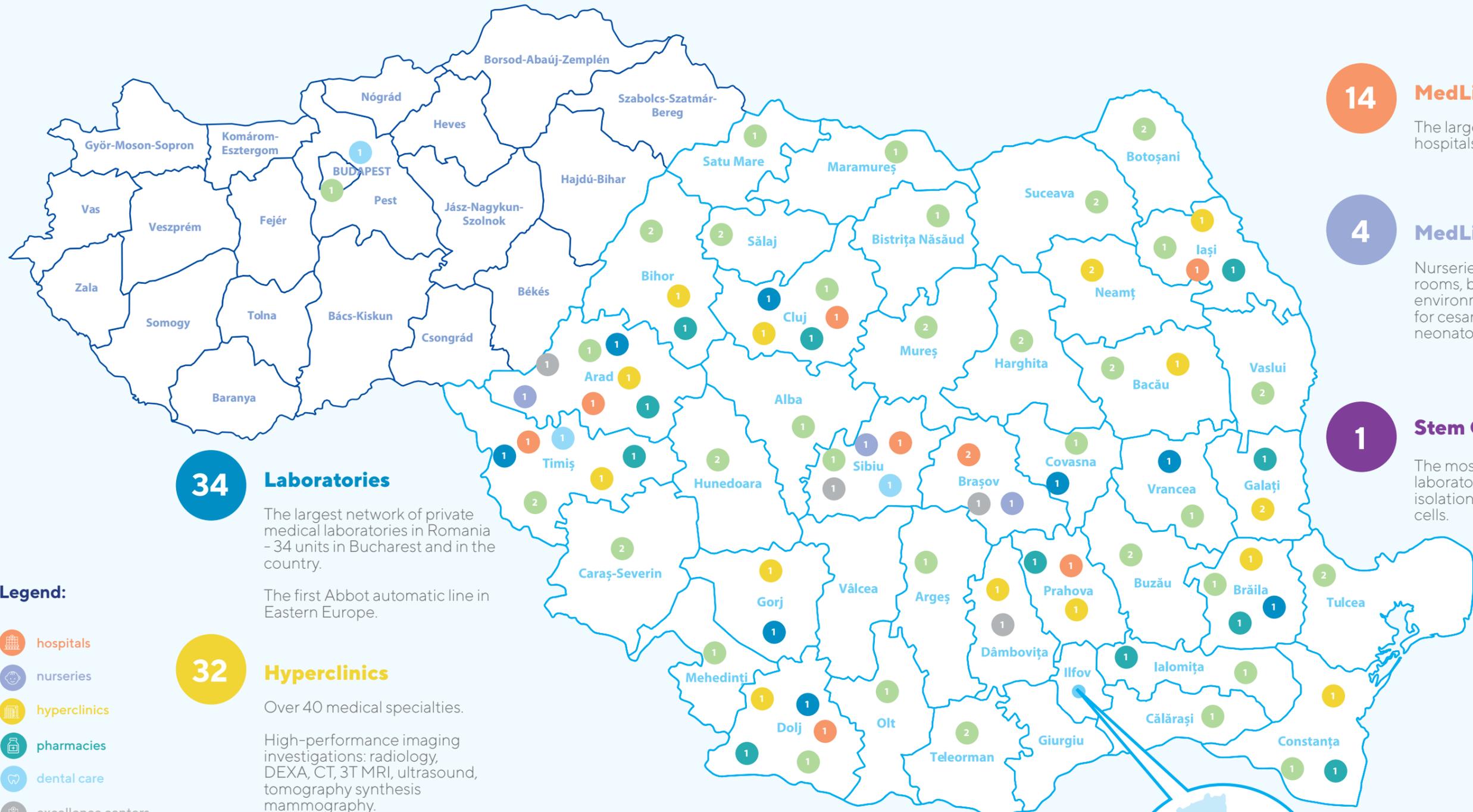
system of medical services for excellence in the health sector in which, since its establishment, over 5.5 million unique patients have benefited from various medical services that we offer with care and professionalism.



Through a sustained organic development plan, but also through an impressive procurement campaign, the Group has identified the Romanian medical excellence and has integrated it into its business model, consolidating and complementing its services nationwide. At 31 December 2021 we had over 62 companies at Group level, being present throughout Romania with 80 clinics (32 hyperclinics and 48 clinics), 17 dental centers, 14 centers of

excellence that operate in some of our hospitals and clinics, 14 hospitals (10 with continuous hospitalization and 4 with day hospitalization), 4 maternity hospitals, 1 stem cell bank, 34 laboratories, 200 collection points and 22 pharmacies. Starting with 2019, we have continued the process of expanding beyond the country's borders, in Hungary, where we have a clinic with 60 medical specialties (which include also day hospitalization) and dentistry.

The Integrated Healthcare Excellence System: MedLife Group



14 MedLife Hospitals
The largest network of private hospitals in Romania.

4 MedLife Nurseries
Nurseries have natural birth rooms, birth rooms in the aquatic environment (Sibiu), birth rooms for cesarean section and ATI and neonatology department.

1 Stem Cell Bank
The most efficient biotechnology laboratory in Romania for the isolation and storage of stem cells.

34 Laboratories
The largest network of private medical laboratories in Romania - 34 units in Bucharest and in the country.

32 Hyperclinics
Over 40 medical specialties.
High-performance imaging investigations: radiology, DEXA, CT, 3T MRI, ultrasound, tomography synthesis mammography.

17 Dental care centers
DENT ESTET by MedLife, the largest network of dental centers for adults and children in the country.

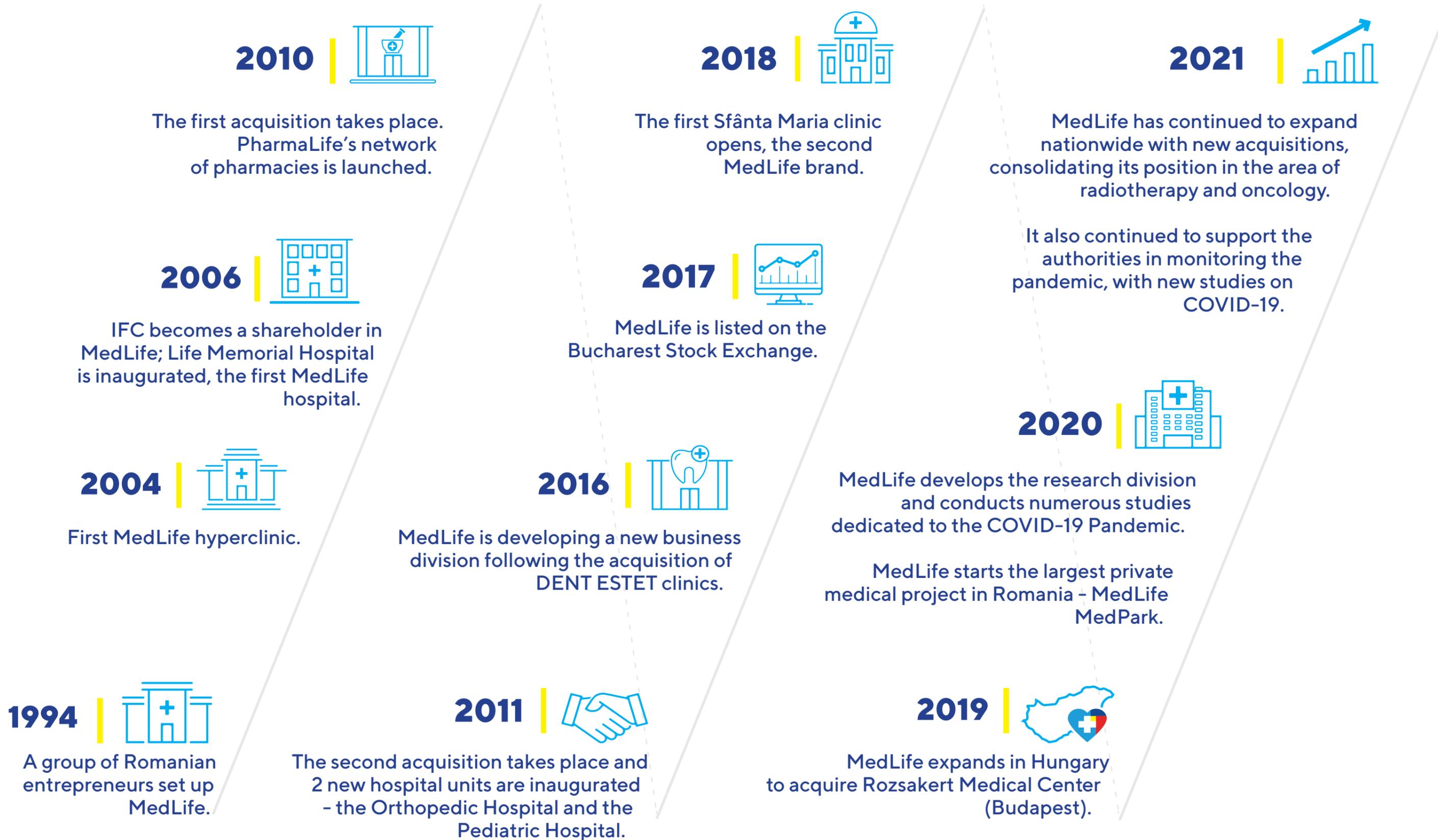
14 MedLife Centers of Excellence
MedLife Centers of Excellence bring together highly specialized physicians, with patients receiving the highest level of medical care, from consultation to diagnosis, analysis and treatment.

22 PharmaLife Pharmacies
Own laboratory, where customers can benefit from specific products.



5.5 million unique patients

- Legend:**
- hospitals
 - nurseries
 - hyperclinics
 - pharmacies
 - dental care
 - excellence centers
 - laboratories
 - clinics
 - corporate
 - stem cell bank

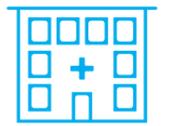


1994 | 
 A group of Romanian entrepreneurs set up MedLife.

2011 | 
 The second acquisition takes place and 2 new hospital units are inaugurated - the Orthopedic Hospital and the Pediatric Hospital.

2004 | 
 First MedLife hyperclinic.

2016 | 
 MedLife is developing a new business division following the acquisition of DENT ESTET clinics.

2006 | 
 IFC becomes a shareholder in MedLife; Life Memorial Hospital is inaugurated, the first MedLife hospital.

2017 | 
 MedLife is listed on the Bucharest Stock Exchange.

2010 | 
 The first acquisition takes place. PharmaLife's network of pharmacies is launched.

2018 | 
 The first Sfânta Maria clinic opens, the second MedLife brand.

2020 | 
 MedLife develops the research division and conducts numerous studies dedicated to the COVID-19 Pandemic.
 MedLife starts the largest private medical project in Romania - MedLife MedPark.

2019 | 
 MedLife expands in Hungary to acquire Rozsakert Medical Center (Budapest).

2021 | 
 MedLife has continued to expand nationwide with new acquisitions, consolidating its position in the area of radiotherapy and oncology.
 It also continued to support the authorities in monitoring the pandemic, with new studies on COVID-19.

The services offered by the MedLife Group are aimed at individual clients (patients) and corporations, and cover all stages of a medical condition: prevention, diagnosis and treatment.

All services are provided through modern, high quality facilities by the largest single group of private doctors and nurses in Romania, totaling



Our clinics offer a wide range of services provided mainly in two formats: Hyperclinics - large facilities with at least 20 medical offices and over 40 medical specialties and areas of over 1,000 square meters for large urban areas - and Clinics - facilities with at least 5 and 12 medical offices, cabinets designed for smaller cities or to serve certain patient concentrations. The Group's imaging diagnostic services offered to clients other than hospitalized patients are also part of this line of business.

The **Hospitals** business line covers the hospitalization activities of the Group, which consist of a wide range of medical and surgical specializations. The Group's 10 hospitals and the four additional day care units form the largest chain of private hospitals in Romania. In our hospitals we have four maternity hospitals where, over the years, over **45,000 babies** have been born.

* The "MedLife" brand, which brings together over 500 own medical units (clinics, hospitals, laboratories, pharmacies, dental centers & stem cells), addresses a segment of clients with medium to high incomes. The new Brand "Sfânta Maria", which already brings together over 50 own medical units (clinics, laboratories & collection points), addresses especially the needs of patients who present with CAS tickets, having the largest network of doctors under contract with the Insurance House.

approximately 3,000 of employed and collaborating doctors and 2,000 of nurses as of December 31, 2021.

Our portfolio covers the spectrum of healthcare in six business lines operating under two brands - **MedLife** and **Sfânta Maria**:



The **Corporate** business line offers subscription-based prevention and prophylaxis packages, in general, to corporate clients, as part of the benefit packages for their employees. These programs, which focus on prevention, such as regular check-ups and access to diagnostic services, complement the statutory occupational health services that the corporate client contracts with MedLife as standard prevention and prophylaxis packages. MedLife has a portfolio of over **742,000** patients with standard prevention and prophylaxis packages from over **8,000** different companies (at 31 December 2021). The Group has the largest base of people who benefit from such services in Romania, according to publicly available data.

The **Stem Cells Bank** is another line of our business and is a biotechnology laboratory of the highest performance in Romania, for the isolation and storage of stem cells.



The **Laboratories** business line offers the following range of services: biochemistry, pathological anatomy (cytology and histology), molecular and genetic biology, hematology, immunology, microbiology and toxicology. During 2021, this line of business processed a total of **8.2 million** laboratory analyzes.

The **Pharmacies** business line offers medical products with prescription, without a prescription and other related medical products in **22** pharmacies belonging to the Group as of December 31, 2021.

The **Dentistry** business line offers a wide range of dental services, from simple check-ups to complicated surgeries.

The MedLife Group takes a responsible and sustainable approach to ensuring medium and long-term value creation for all stakeholders. This approach is visible in all our actions over time, but especially after the outbreak of the pandemic. During this difficult period, in addition to direct support to the authorities in the fight against COVID-19, MedLife was one of the significant contributors to the support of the national economy and economic

development through the economic value generated and distributed in the form of salaries, taxes, contributions, investments, etc., but also by the value and number of financial transactions between the Group companies and their contractors/suppliers.

Scale of the organization	2020	2021
Total number of employees	4,658	5,093
of which women	3,726	4,116
Net sales (RON)	1,077,448,351	1,427,218,373
Profit (RON)	63,763,684	112,913,209
Equity (RON)	268,906,545	381,404,558
Total Liability (RON)	914,587,319	1,036,197,669

Employees	2020	2021
Doctors	595	651
Nurses	2,007	2,194
Other staff	2,056	2,248
TOTAL	4,658	5,093

	U.M.	2020	2021
Clinics	Income RON	307,919,487	407,035,457
	Visits	1,815,055	2,279,580
Hospitals	Income RON	251,943,388	317,305,322
	Patients	82,209	100,230
Laboratory	Income RON	198,519,202	257,907,412
	Tests	5,211,645	8,541,036
Pharmacies	Income RON	44,405,803	59,949,420
	Visits	194,838	361,236
Dentistry clinics	Income RON	61,363,524	93,204,531
	Visits	89,172	154,358
Corporate sales	Income RON	198,530,858	206,070,519
PPM Corporative	Subscriptions	738,582	742,739
Others	Income RON	14,766,089	85,745,712

Economic Value	2020	2021
Generated economic value (RON)	1,077,448,351	1,427,218,373
Distributed economic value (RON)	901,866,575	1,196,657,422
Retained economic value (RON)	175,581,776	230,560,951



Care for Our Business

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GOVERNANCE SYSTEM AND BUSINESS ETHICS

The parent company of the MedLife Group is Med Life S.A. A private company, listed on the Bucharest Stock Exchange starting with the year 2016.

Corporate governance operates according to the provisions of the Companies Law no. 31/1990, republished, with subsequent amendments and completions, of Law no. 297/2004 regarding the capital market, with the subsequent amendments and completions, and of the secondary legislation adopted by the Financial Supervisory Authority (“ASF”) for the application of Law no. 297/2004, of the Code of the Bucharest Stock Exchange (“BVB”) and of the Corporate Governance Code of the Bucharest Stock Exchange (“Applicable Law”), as well as in accordance with the provisions of the Articles of Association in force of MedLife and the applicable internal regulations.

The Corporate Governance Statute was adopted by MedLife’s Board of Directors in March 2017.

General Meeting of Shareholders (GMS)

MedLife’s supreme governing body is the General Meeting of Shareholders (“GMS”). The ordinary and extraordinary attributions of the GMS are provided in the Articles of Incorporation and in the Applicable Law. The GMS is organized and operates in accordance with the relevant provisions of the Applicable Law, the Articles of Incorporation and the Procedure for the

Organization and Activity of the MedLife GMS.

MedLife respects the rights of its shareholders by ensuring that they are treated fairly through procedures, systems and rules that facilitate their exercise of the rights conferred by Medlife’s shares.

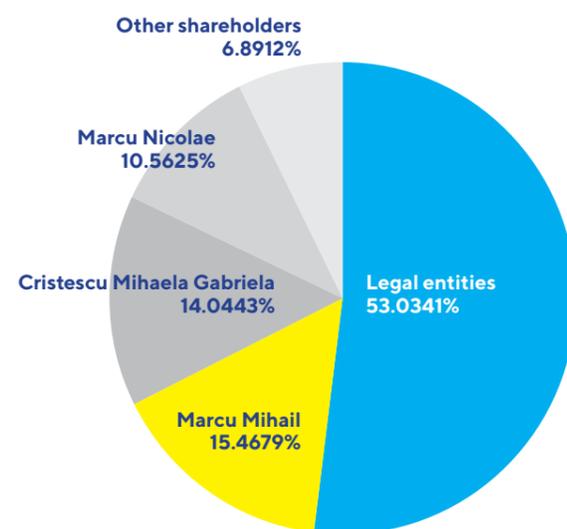
The action implemented are:

- the creation on the web page of the Investor Relations sections - an efficient and active communication system with its shareholders;
- the establishment of an internal corporate structure, which ensures the relationship with shareholders and investors in general.

The company also ensures the publication on its web page of the Code of Organization and Development of the GMS which facilitates several aspects, as follows:

- the participation of shareholders in the operation of the GMS and the exercise of their rights related to the GMS, including participation by representation (by proxy) or correspondence;
- indicates the set of documents that will be made available to shareholders by MedLife for each individual GMS, including, but not limited to, information material on each item on the GMS agenda;
- a comprehensive presentation of the shareholders’ rights related to the GMS;
- voting procedure within the GMS.

Med Life S.A. shareholding structure on December 31, 2021



Board of Directors (BoD)

The company is managed in a unitary system by the Board of Directors (“BoD”) consisting of 7 members appointed by the GMS for a term of 4 years, with the possibility of re-election.

The BoD is responsible for the management of MedLife, acting in the interest of the company and protecting the general interests of its shareholders, by ensuring the sustainable development of the company. According to the Articles of Incorporation, the BoD is responsible for all necessary and useful acts in order to achieve the scope of activity of MedLife, including the management of MedLife subsidiaries or investments, except for the attributions reserved by the AGA law.

The BoD is responsible for setting out the strategic guidelines. At the same time, it regularly monitors the degree to which the objectives set out in the strategy have been met, the Group’s financial and non-financial performance indicators.

In accordance with the Articles of Association, the Board of Directors has set up two advisory committees that include at least 2 members of the Board of Directors. The role of these committees is to make recommendations in various areas.

The Board annually assesses the performance of these committees and includes the key measures and changes resulting from this assessment in the declaration of compliance with the provisions of the BVB Corporate Governance Code. The BoD meets whenever necessary, but at least once every 3 months. In 2021, 8 meetings of the BoD took place.

The Audit Committee

The Audit Committee is composed of three non-executive members of the Board. The main tasks are as follows:

- to examine and review the annual financial statements and the profit-sharing proposal (if applicable);
- to make annual evaluations of the internal control system;
- to evaluate the effectiveness of the internal control system and the risk management system;
- to monitor the application of generally accepted legal and internal auditing standards;
- to assess conflicts of interest in related party transactions;
- to analyze and review transactions with related parties that exceed or are expected to exceed 5% of the Company’s net assets in the previous financial year;
- to make recommendations for the BoD.

Members of the BoD

Name	Executive / Non-Executive	Independent (Yes/ No)	Gender	Role	Other significant positions and commitments, and the nature of the commitments
Mihail Marcu	Executiv	No	Male	BoD Chairman	Member of the Executive Committee - General Manager
Nicolae Marcu	Executiv	No	Male	BoD Member	Member of the Executive Committee - Director of Health and Operations
Dorin Preda	Executiv	No	Male	BoD Member	Member of the Executive Committee - Director of Finance and Treasury
Dimitrie Pelinescu-Onciul	Non-Executive	No	Male	BoD Member	n.a.
Voicu Cheța	Non-Executive	Yes	Male	BoD Member	n.a.
Ovidiu Fer	Non-Executive	Yes	Male	BoD Member	n.a.
Ana Maria Mihăescu	Non-Executive	Yes	Female	BoD Member	n.a.

The Remuneration Committee

The Remuneration Committee is composed of three non-executive members of the Board. The Committee is responsible for making decisions regarding the remuneration of the members of the Executive Committee and other non-executive directors of the company, in accordance with the decision of the Board of Directors.

In making such decisions, the remuneration committee must take into account the long-term interests of Med Life S.A.’s shareholders, investors and other interested parties. The Remuneration Committee implements the decisions of the Board of Directors that fall within the scope of the committee’s activity.

Executive Committee

The management of the Company is delegated by the BoD to the Executive Committee. The BoD appoints a maximum of 10 directors for a period of 4 years. The directors are generally responsible for the

day-to-day running of MedLife’s business within the limits set by the BoD, the Articles of Incorporation and the Applicable Law. This team is led by the Chairman of the BoD, who also acts as General Manager, by the Director of Health and Operations, who is also a member of the BoD, and by the Director of Finance and Treasury, who is also a member of the BoD.

Under the guidance of these managers, the other executive managers are operative. They have solid professional experience, including within the Group, being responsible for the management of functions, business lines and central units.



Members of the Executive Committee

Name	Gender	Role
Mihail Marcu	Male	General Director
Nicolae Marcu	Male	Director of Health and Operations
Dorin Preda	Male	Director of Finance and Treasury
Adrian Lungu	Male	Financial Director
Radu Petrescu	Male	Director of Human Resources
Marius Petrilă	Male	IT Director
Mariana Ilea-Brates	Female	Supply Manager
Mirela Dogaru	Female	Commercial Director
Vera Firu	Female	Economic Director
Larisa Chiriac	Female	Medical Director

The Group’s management is structured on two pillars. Operational management is performed by an experienced management team, which acts under the executive directors of the Group, which is known as the “40+” group of managers.

This body includes the functional managers of the support departments, the different categories of hierarchical superiors and the managers of other larger units. The 40+ Group meets weekly as a broad management committee to identify and address business risks and opportunities and to analyze actual budget performance.

The members of this group, who are from outside Bucharest, usually participate online in the weekly meeting.

Along with operational management, the Group implements a medical management system with the primary objective of

ensuring quality care and medical risk management. Group level medical management is led by the Group Medical Director.

Unit-level medical managers or coordinators meet regularly to review patient cases, identify current and future medical issues, and plan medical resources.

Each medical unit has a medical coordinator and within the more complex hospitals, the medical management structure includes a Medical Director, a Medical Council and an Ethics Council. Performing new medical procedures or modifying existing protocols is usually conditional on the approval of medical management groups.



SUPPLY CHAIN

Thanks to the relationships we develop and maintain throughout our supply chain, we ensure part of the success we have in providing quality medical services, while also contributing to local and national development through contracts with local suppliers.

We have a complex supply chain that includes various suppliers nationally and a small part internationally, from which we purchase products, services and equipment.

The most important types of suppliers are laboratory suppliers - defined according to the degree of automation of the equipment used for which the equipment supplier also provides the consumables and objects necessary for the optimal use of laboratory

equipment, suppliers of medical supplies - structured by types of the medical unit (type of hospital, clinic, laboratory), drug suppliers, which include NHP (National Health Insurance House Program), vaccine suppliers, and catering suppliers that provide food to patients in hospital units.

Medical equipment suppliers have the obligation to organize presentations and courses/symposia/seminars for doctors to facilitate the correct use of equipment, the relationship being direct between providers and medical staff, not mediated by the Procurement Department. We also have other types of suppliers, such as office supplies and stationery, cleaning supplies, laundry and courier service suppliers.

Proportion of expenses with local suppliers*

94% in 2021

95% in 2020

Proportion of expenditure with external suppliers

6% in 2021

5% in 2020

* We support local businesses. 94% of the suppliers contracted at Group level are Romanian companies.

The procurement procedure we have established at MedLife allows us to go through fair, transparent and non-discriminatory processes, by establishing clear criteria for selecting suppliers, rules on how to approve procurement and to implement contracts. The process is ensured by the specialized department with the necessary support from the other departments or companies in the Group for which the purchase is made.

The Procurement Department has the following structure:

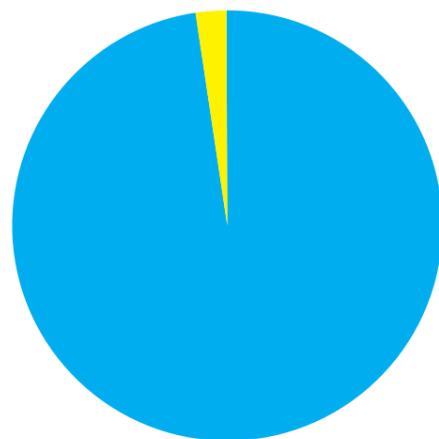
- Contracting and procurement agents, who handle all orders to suppliers, each person having a more medical units in their portfolio.
- Administration Manager that supervises the unit managers and management auditors, who operate and/or validate the records in the management program for all companies in the Group.
- Medical equipment technician, who deals with

the management of service contracts, the relationship with the equipment suppliers, etc.

In the case of the Laboratory business line, given the specificity of certain acquisitions - reagents and laboratory equipment that can significantly influence the quality of analysis results - there is a dedicated team who negotiate specific aspects. In the case of reagent suppliers, the procurement process also requires the presentation of proof of accreditation from the National Medicines Agency demonstrating the right to operate on the market.

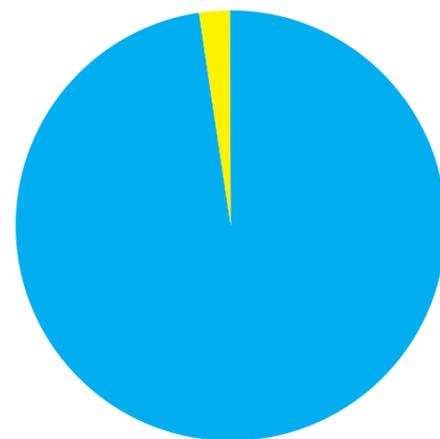
At the beginning of 2021, MedLife started a procurement digitization process that will include management, procurement and contracting.

Number of suppliers in 2021 - MedLife S.A.



■ Local suppliers: 150
 ■ External suppliers: 3

Number of suppliers in 2020 - MedLife S.A.



■ Local suppliers: 160
 ■ External suppliers: 3





OUR SUSTAINABILITY JOURNEY

Our approach for the integration of the sustainability and of the growth beneficial for the inclusion and amplification of the human side in everything we do begins with the quality medical services we provide to our patients and clients and extends to our people who do their job every day, with dedication and professionalism. Furthermore, it continues with the promotion of a healthy, safe and inclusive work environment, with the care we have for the communities and with our actions to minimize the impact on the environment.

Within the sustainability report we present how we manage sustainability issues, but also solutions to maximize the positive impact we have on the community, people and the economy. It is vital for our business to allow all of our stakeholders a dialogue with us so that we can ensure that our activity reflects the needs of the communities in which we live and work.

Through a dialogue with all stakeholders in the first materiality analysis, the MedLife Group identified the essential economic, social and environmental aspects for its work. In this analysis we went through several stages in which we involved representatives of all our business lines, as well as the most significant categories of stakeholders - patients and customers, employees and collaborators, suppliers, shareholders, community, authorities.

Stakeholders involved were identified and prioritized by organizing several workshops

with the participation of MedLife employees. The prioritization methodology was based on two variables: the impact that these categories of stakeholders have or can have on our activities and the level of influence that MedLife has or can have on them.

Prioritization activity was an essential element in the materiality process, more precisely in establishing the list of sustainability issues that are most important for us and our stakeholders.

Thus, in the consultation process we conducted with over 300 stakeholders, we involved the most relevant categories and sub-categories, a process that aimed to obtain information on the level of importance they consider for certain aspects of sustainability, as well as the perception of the performance that the MedLife Group has in managing these aspects.

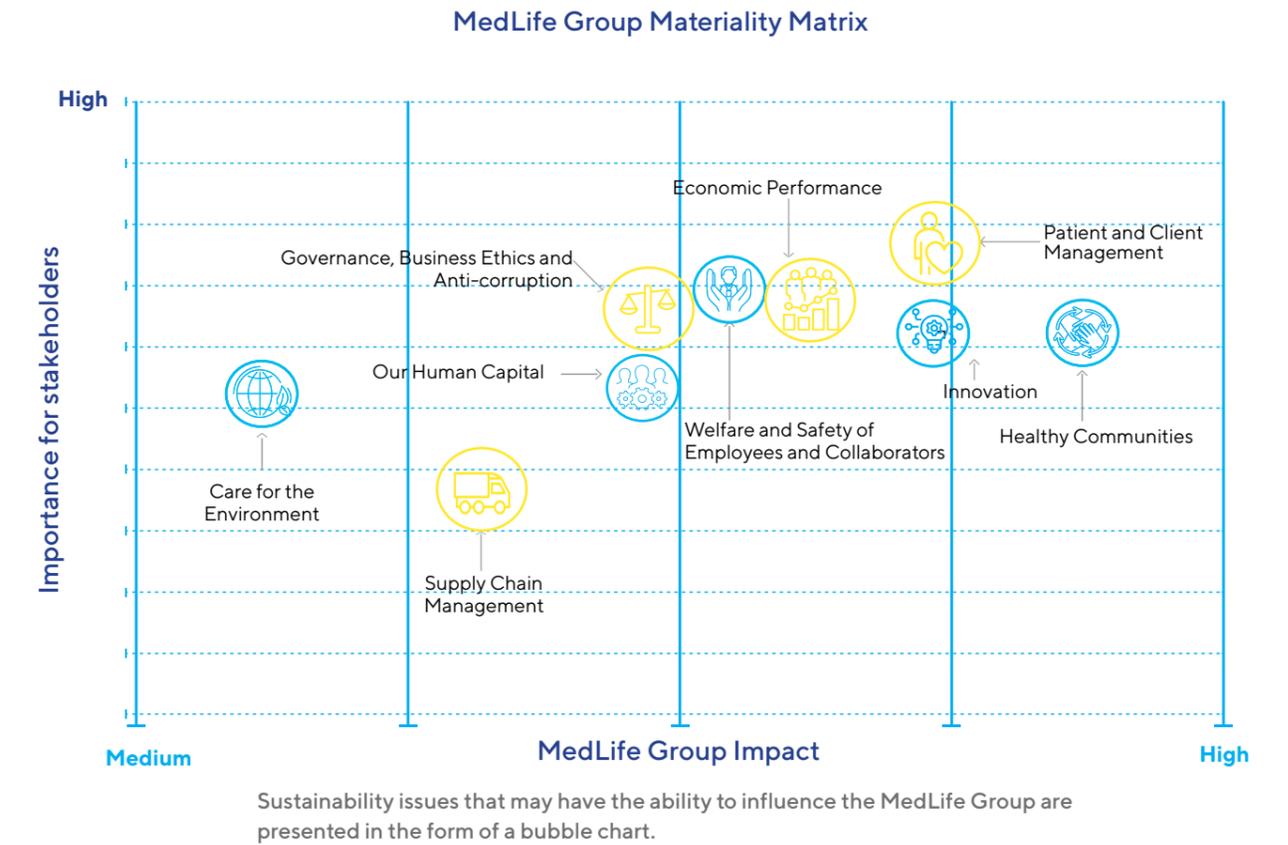
The results obtained allowed us to establish the content of this sustainability report.

The results of the consultation process were integrated with a series of data that were collected through several tools aimed at identifying sustainability impacts and risks. The identified sustainability risks have been integrated in the Group's risk register.

Stakeholder map



Materiality matrix



List of sustainability topics

- Patient and Client Management
- Welfare and Safety of Employees and Collaborators
- Healthy Communities
- Innovation
- Our Human Capital
- Governance, Business Ethics and Anti-corruption
- Supply Chain Management
- Economic Performance
- Care for the Environment



Care for the People

35 Client and Patient Management

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59 Protecting Our Human Capital



CLIENT AND PATIENT MANAGEMENT

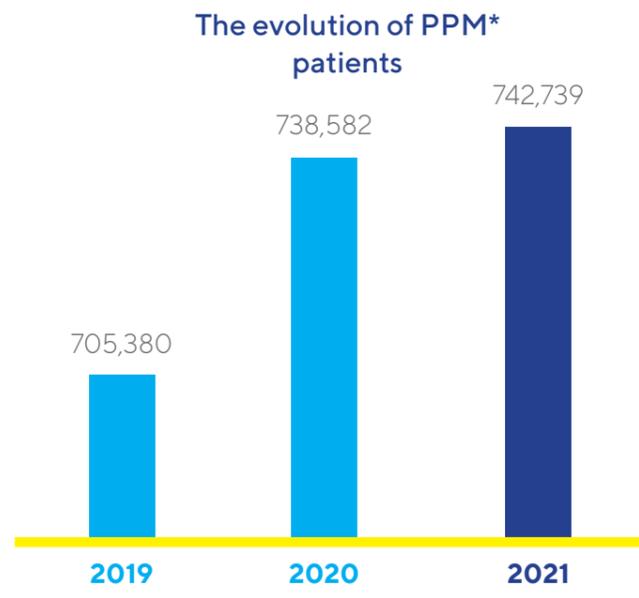
Our business philosophy is based on the commitment “**Getting Romania Well Together**”. We understand the important role we have and we want to do as much good and sustainable things as possible, as our common future requires sustainable solutions. We aim to embrace sustainability in every aspect of our business, in all our business lines and in all the actions we take in.

Our business has evolved and continues to grow at an accelerated pace, mobilizing highly trained doctors and staff and the most advanced technologies to satisfy the needs of our patients and clients through the complexity and quality of the medical act offered.

Within each medical unit, we have the ability

to offer, streamline and scale innovative capabilities and services developed around the health needs of our clients. Thus, we can provide efficient medical services and innovative treatment and diagnostic solutions, conscientiously pursuing a coherent patient-centered approach. We are now developing and implementing for the future a strong direction of integrating sustainability into everything we do, our efforts to invest and finance a national recovery.

Every patient and client benefits from our attention and care, according to their needs and expectations. For legal entities, we provide prevention and prophylaxis packages that bring a series of benefits both to them as an employer and to their employees.



*Prevention and medical prophylaxis packages.

The advantages of prevention and prophylaxis packages:

- occupational medicine services;
- consultations and investigations in medical centers and hyperclinics;
- medical tests; hospital care;
- medical recovery and emergency medical care;
- monitoring the pregnant woman's health;
- monitoring the child's health;
- dedicated corporate consultant;
- medical care anywhere in the country;
- 24/24 medical hotline;
- 24/7 ambulance service;
- personalized employee health report;
- electronic medical record accessible anywhere in the country or in the world;
- mobile crews at the company's headquarters;
- doctor dedicated to the company;
- prevention and medical education programs, including for parents;
- screening campaigns;
- personalized medical assistance through a personal medical consultant;
- vaccination campaigns at the company's headquarters.

Our clients' employees have several benefits that facilitate their access to quality medical services and information, such as: corporate consultant dedicated to the company, support and telephone advice for medical problems, assistance with referral to the emergency service, access to preferential commercial offers at a series of partners, interactive medical seminars organized at company headquarters, where employees will find answers and details on the most common diseases at work, how to identify and prevent them, as well as prevention and medical education programs.

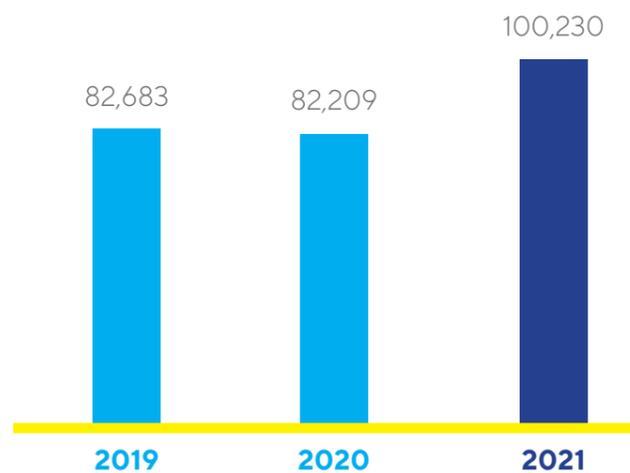
MedLife Hospitals

14 hospital units, 10 with continuous hospitalization and 4 with day hospitalization, in Bucharest and in the country - Arad, Braşov, Cluj-Napoca, Craiova, Iaşi, Ploieşti, Timişoara and Sibiu, and with a total of 975 beds and 38 operating rooms, thousands of doctors, nurses and caregivers.

THE LARGEST NETWORK OF PRIVATE HOSPITALS IN ROMANIA

Within the hospital units in Romania various medical activities of different complexity are carried out, being provided both by full-time or part-time employees and by collaborating doctors. In this way, we attract super-specialized doctors and ensure international and quality expertise in all our hospitals.

Hospitals: number of patients



Out of concern for the future, we are proud of the first and only **Private Pediatric Hospital** in Romania located in Bucharest.

The Pediatric Hospital brings together the best specialists, modern equipment and international expertise to provide safety and 5-star conditions to

all little ones who cross our doors, so that they feel as comfortable as possible.

Pediatric Hospital Facilities



Covid-19 protection measures

- Special circuits
- Epidemiologic screening
- Cleaning procedures
- Special medical teams



Complete services

- 2 operating blocks
- ATI with complete facilities
- Own laboratory
- Own pharmacy



Exceptional doctors

- Experienced doctors
- Care and empathy
- Exact diagnosis
- Professionalism



Multidisciplinary approach

- Overspecialized doctors
- International expertise
- Minimally invasive interventions

At the same time, within **Life Memorial Hospital Bucharest**, which brings together on a surface of 1,400 sqm a modern operating block consisting of 7 operating rooms, there is also a Emergency Room through which we provide medical treatment specialized in emergency medicine for the care of

patients in immediate need 24 hours a day, 7 days a week. Out of concern for our patients and clients, we are constantly concerned to attract to our team famous specialists both in Romania and abroad.

Services available within the Life Memorial Hospital Emergency Room of Bucharest



Emergency Medicine



Imagery



Surgery



Neonatology



ATI



Cardiology



Obstetrics - Gynecology



Urology

At the **MedLife Genesys Hospital** in Arad we have initiated a series of partnerships with local doctors, but also in Hungary, so that our patients here can benefit from the latest methods of diagnosis and treatment.

In Sibiu, we have two hospitals, one of which is the **Polisano Hospital**, an absolute novelty on the Romanian medical services market, both through the exceptional endowment, the ultra-specialized medical team, and through the collaborations established for the first time with prestigious medical universities in Austria, France and Canada, but also through the agreements concluded with the "Lucian

Blaa" University of Sibiu and with the Sibiu County Clinical Hospital.

The Humanitas Hospital in Cluj appreciated for the high quality medicine practiced here and the **MedLife Braşov Multidisciplinary Hospital** which provides patients with integrated outpatient services, imaging, laboratory analysis, surgery and hospitalization, all under one roof, are other exceptional medical units, which are part of our integrated system.

In all our hospitals we care to integrate modern technologies, high-performance imaging, which allows the best and most efficient medical solutions.

MedLife Hyperclinics

32 Hyperclinics | >10 mil. visits to clinics*

The numbers valid for the last 5 years, according to the latest report to investors

MedLife Laboratories

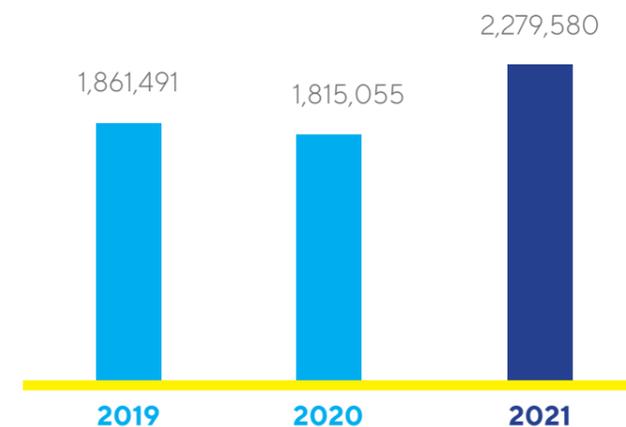
34 Laboratories | >600k tests/month

Over 200 sampling points throughout the country

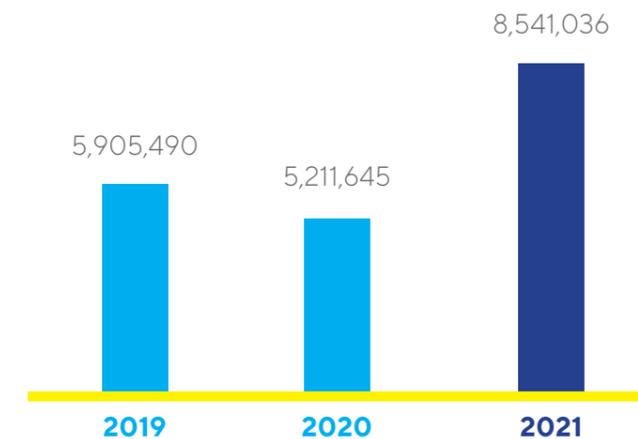
MedLife Hyperclinics are large medical units that encompass all medical specialties, offering in one place consultations, high-performance imaging investigations (radiology, DEXA, CT, 3T MRI, ultrasound, mammography with tomosynthesis) and medical analysis. In our clinics with over 40 medical specialties, more than 3,300 doctors with national and international expertise work.

Our patients can benefit from a wide range of laboratory tests in one of the largest networks of private medical laboratories in Romania, integrating the first Abbot automated line in Eastern Europe. During the pandemic, there were six Covid-19 laboratories and three mobile COVID-19 testing and analysis centers in Bucharest (AFI Cotroceni, Unirii Square, Titan). The activity of the laboratories is supported by the sampling points that are subordinated to the laboratories, being administered by their management, but also by the sampling points in clinics that are subordinated to the clinic where they operate.

Number of visits to clinics



Number of laboratory tests



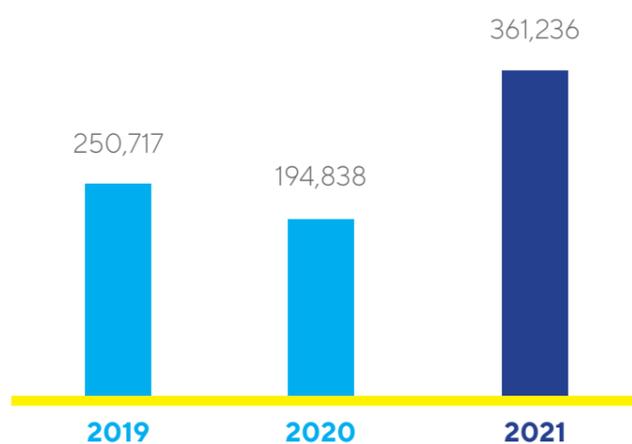
MedLife Pharmacies

The pharmacy network is present mainly in MedLife units with the desire to ensure the widest possible access to state-of-the-art medicines for all our patients. We have a wide variety of products both OTC and prescription drugs.

The activity of PharmaLife pharmacies is supported by our own laboratory, where our customers can benefit from specific products. At the same time, based on the collaboration contracts with the insurance companies, we provide the release of free and compensated medical prescriptions and through the online product platform clickpharm.ro we address those clients who want to purchase our products online.

In order to meet the needs of our customers to have access to quality pharmaceutical products at affordable prices, we also launched our own brand of products - DoctorLife.

Number of visits to pharmacies



Medlife Dental care centers

We are proud of the largest network of dental care centers for adults and children gathered under the brand DENT ESTET, the leader of stomatology in Romania.

In our dental centers, we have teams of ultra-specialized doctors, with multiple certifications obtained in Europe and the United States of America and our own ICU, which allows the application of various sedation techniques.

MedLife Accreditations

In terms of administrative management and coordination, in the case of a hospital unit the activity is much more complex. In Romania, the activity of quality management in hospitals is regulated and monitored by the National Authority for Quality Management in Health (ANMCS). All large hospital units of the Medlife Group that also integrate Nurseries are accredited in category II, undergoing an accreditation process that focused on organizational management, clinical management, ethics and patient rights.

This package of standards includes over 3,500 indicators according to which hospitals are classified. Accreditation is the way we demonstrate that our hospital units are committed to providing quality health care that meets patients' expectations, including their safety by identifying and managing all the risks that could harm units in any way.

ANMCS verifies the way in which medical services are provided and assesses the extent to which it meets the accreditation standards. There is a set of criteria that includes all adverse events associated with medical activity, quality, infections associated with medical activity, claims management and other issues, but each unit has its own rules.

OUR LABORATORIES ARE ACCREDITED ACCORDING TO INTERNATIONAL STANDARDS, RENAR.

At the level of each laboratory there is a quality management system implemented, at the same time carrying out internal audit missions. External audits are carried out in the form of evaluations supported by RENAR annually, for each laboratory according to the standard procedure for medical analysis laboratories.

Regarding the minor patient, within MedLife laboratories we have clear procedures regarding their management. We know how important it is to treat each child with special care, so that their experience in our medical units is as easy as possible. According to our procedures, minors must be accompanied by a parent or tutor. In addition, children receive diplomas of courage at the end of the collection. We try to arrange special spaces for minors in as many of our collection centers as

possible and to provide dedicated staff with training in pediatrics area.

In order to improve the management of the healthcare units we own, we want to consolidate an integrated management, based on common procedures to be followed by all the entities that have joined our Group. However, we are aware that this requires significant resources, both material, human and time, given the complexity and size of the Group.

As part of the management system of all medical units, we recognize and grant the doctor the freedom to carry out his medical activity as he considers, respecting the rules applied by MedLife at process level (type of documents with which the patient presents in the medical unit, duration of the consultation, the type and characteristics of correspondence between medical colleagues, the transfer of a critical patient, what type of investigation requires the agreement of the superior, as well as with what documents the patient leaves the medical unit, etc.), the provisions of the Code of Conduct and Internal Regulations.

EVERY MEDICAL ACTIVITY IS CARRIED OUT ACCORDING TO THE MOST RIGOROUS STANDARDS, WITH EMPATHY AND CARE FOR THE PATIENT

Risk Management

The risk management activity allows us to continue to capitalize on information from our work with clients and patients, which we use to prevent the occurrence of risks and to improve our strategy and approach.

Our risk management team has developed specific methodologies and procedures that help us build a foundation for measuring and integrating risks into relevant processes across all of our medical units. At the level of each hospital there is an obligation to have a risk register, and at the level of the Group an internal audit department that draws up the risk register.

Thus, the initial risks are quantified and monitored and the procedures for reducing the identified risks are established. Only those medium and high level risks at the level of each micro-structure are included in the unit risk register. Of these, those with high priority and significant impact on the activity carried out are prioritized and analyzed annually.

The unexpected epidemiological risk has led to a number of changes in the way epidemiological triage and surveillance of SARS COV-2 infection have been performed at each medical unit.

For these reasons, in order to ensure the health, safety and protection of all our patients against COVID-19 we have implemented special circuits, epidemiological triage, specific cleaning procedures and special medical teams in all our units.

An important component of our management system is the procedures established for carrying out internal audit activities, through which we ensure the quality and compliance of our actions.

The internal audit can be performed from two perspectives: administrative-medical and strictly medical. The first applies to inpatient/outpatient

processes, food allocation and more. In this type of verification, the audit team performing the verification mission consists of the unit's quality management representative, the medical director and a person qualified for the audit. There are people in MedLife who qualify for clinical auditing.

The second type of audit, the strictly medical one, is performed by a team that consists of a specialist in clinical audit, the representative with quality management from the respective unit and an expert in the specialty of the department where the audit is performed. This is a doctor who knows the medical procedures of the audited department and the standard of practice to which the department aligns.

Audit missions are regular or "on the spot" if there is an event that requires such an on-the-spot verification. The results of the audit engagements shall be made known to all parties involved, including the Executive Board.

As part of our management system for the improvement of services and for the efficient management of risks, we analyze and disseminate throughout the Group, the results of analysis performed in case of major events that had or could have had an impact on the care process and the hospitalization episode of the patient.

GETTING WELL IS THE MAIN "GOOD" THAT INTERESTS US.



Emergency preparedness

Disaster and emergency planning is a priority for all organizations, including health care organizations. Without a contingency plan, loss of life and property damage can result.

The MedLife Group is constantly concerned with ensuring the safety of its patients by carrying out and following clear work procedures, but also with intervention in the event of such a situation occurring in any of our locations. In the process of accrediting medical units, three simulation exercises were also included to test our ability to handle emergencies. The simulation exercises refer to a fire situation, to a maximum emergency medical situation and to simulating access to areas that should be protected, where access should normally be restricted (e.g., ICU, Neonatology, Sterilization, etc.).

Client and patient satisfaction

Understanding customer and patient satisfaction is key to ensuring our long-term success. For this reason, we pay special attention to this aspect, which we manage both at the level of the Group through monthly and annual analysis, but also at the level of each medical unit. We measure satisfaction through satisfaction questionnaires that our patients can fill out, and based on the answers provided, we establish the necessary improvement actions.

In the analysis carried out at the Group level, we also follow a series of indicators that help us in ensuring the quality of the services provided, such as the number and type of complaints received. In 2021, we conducted a study to determine the safety and satisfaction of MedLife clients/patients compared to another private medical provider.

The study highlighted the very good appreciation of the quality of the medical act from our patients, but also of the way the medical staff treated them. At the same time, a good score was obtained (8/10) in terms of the activity carried out on the reception area, even if small improvements are needed here.

Anyone interested has the opportunity to address a complaint or a request of any kind concerning our activity through the call center, through the form available on our website or by sending an e-mail to sesizari@medlife.ro.

In addition, in order to ensure the satisfaction of our patients, after at least two presentations in one of our clinics, the patient who has expressed his consent for the processing of personal data receives via e-mail a satisfaction questionnaire.

The Customer Care Department is the structure responsible for managing the suggestions and complaints received, being responsible for monitoring them.

The complaint received by email, physically at the reception or in another way described above, from a client or patient is sent to the department concerned (department / doctor / person concerned), which has the obligation to assess the situation described and to formulate a response that will be made available to the team which handles the complaints. According to the internal procedures, the Customer Care Department aims for a complaint to be resolved as soon as possible (approx. Three days), even if the legal deadline is 30 days.

If there is a complaint or suspicion of malpractice, a disciplinary committee is set up to investigate the case on the basis of an internal procedure consisting of the Group Medical Director, the Medical Director of the unit, the Manager and the HR Director.

Regarding the activity of the laboratories, in case of non-conformities according to the standard regarding the Quality Management System, its

resolution falls under the responsibility of the Heads of Laboratories, and if the situation requires it, management will be involved.

On a daily basis, the heads of the laboratory provide management with a report on the analyzes that could not be performed (non-compliant evidence, incidents in processing) which are sent by e-mail to partners, customers and persons involved to avoid further complaints.

The report contains a series of information to help avoid similar situations or indications that allow the analysis to be repeated, such as: resumption of the harvesting process, non-compliant sample due to transport, non-compliance with pre-analytical behavior, irregularities in finding the result or error of the analyzer, etc.

MedLife strictly complies with the legal regulations, which are transposed in the internal working procedures



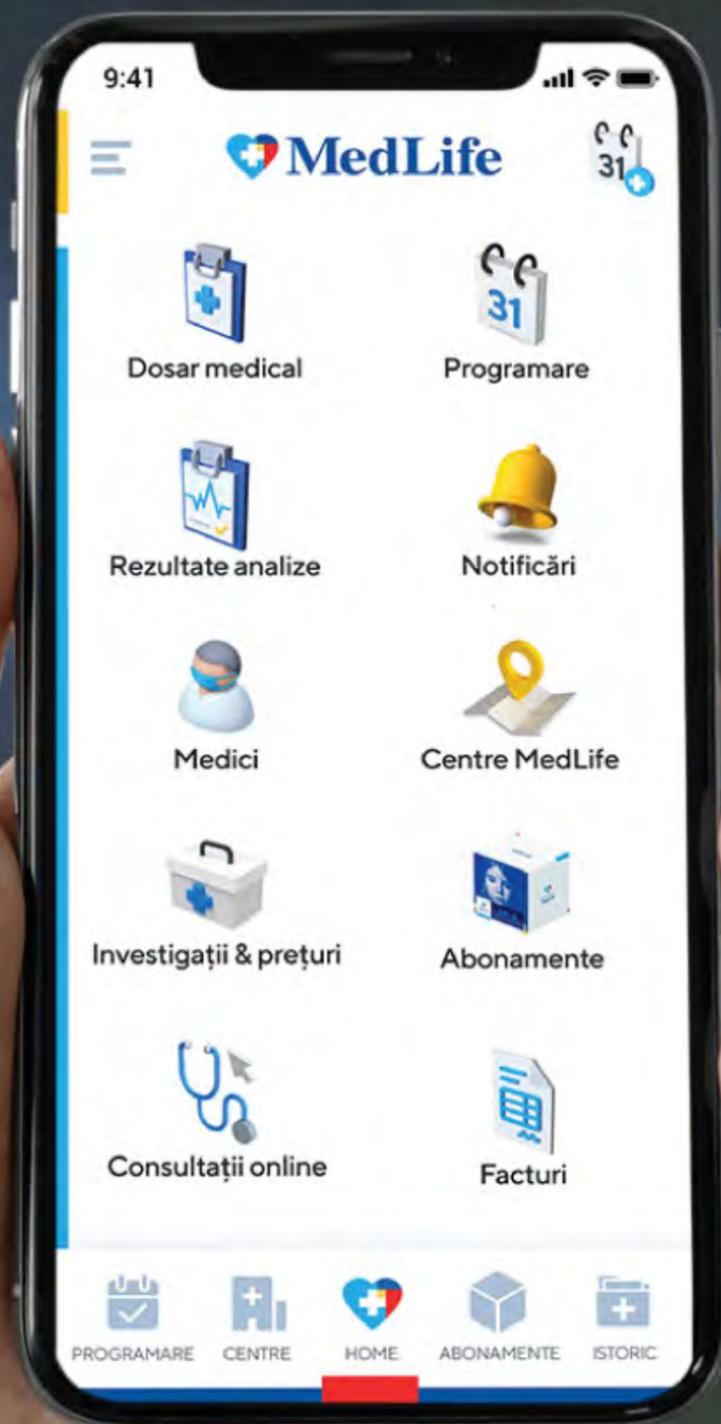
Protect the integrity of confidential and personal information

In Romania, Law no. 46/2003 is the normative act that regulates the patient's rights, including the forms of obtaining the patient's consent regarding the medical investigations and interventions that will be provided to him. At the same time, information is also given on how the patient can request information and documents after the conclusion of the medical act, the terms and the form in which the information can be requested and delivered.

MedLife strictly complies with the legal regulations, which are transposed in the internal working procedures, but also in the various information materials existing in all our medical units. The doctor has the obligation to transmit to the patient all the information provided by the legislation, before performing the medical act. In exceptional cases, strictly regulated by law, a medical act can

be performed without the patient's consent, if it is an emergency and the patient's life is in danger and there is no person from whom consent can be obtained.

The activity at the level of laboratories requires a working procedure that involves the use of unique harvesting codes, the access to results being made on the basis of this code and the CNP. In order to transmit the result by email, it is necessary to obtain the prior written agreement according to GDPR. Each lab employee signs a confidentiality agreement regarding patient information, and access to the database is possible based on personalized user and password access rights.



Descarcă aplicația MedLife!



SISTEMUL MEDICAL
MedLife

Digitization

We recognize that the digital transformation in our industry can have a positive impact if we turn to telemedicine, electronic health records, medical devices and other aspects of technology that can improve both the work of healthcare professionals and their interaction with patients.

On the other hand, this transformation process comes with a series of financial challenges, but also accessibility for patients, especially in a country like Romania where, especially in rural areas, internet access is limited, the availability of equipment that allow access to telemedicine services is not very high, and digital skills are not very developed.

During the COVID-19 pandemic, MedLife developed telemedicine services to allow its patients and clients access to health services.

Thus, MedLife launched a virtual clinic through which chronic patients, but also those who needed initial guidance or counseling for a particular medical specialty could benefit of dedicated support. This project will continue after the end of the pandemic period, and will be extended to as many specializations as possible.

In addition to projects in the area of telemedicine, we have developed a mobile application that allows patients to schedule online, secure password access to imaging investigations, the patient's file visible in all clinics, access to laboratory test results in digital format, the possibility of an online consultation, also viewing the price list by localities, specialties and centers. The application is in the process of being improved, with the aim of expanding it in the next period with a module for doctors.

DURING THE COVID-19 PANDEMIC, MEDLIFE WAS AMONG THE FIRST MEDICAL OPERATORS TO DEVELOP TELEMEDICINE SERVICES TO ALLOW PATIENTS AND CLIENTS ACCESS TO HEALTH SERVICES



INNOVATION

Over nearly three decades, MedLife's integrated healthcare system has sought to improve patients' quality of life, increase life expectancy and provide the latest diagnostic and treatment options, by integrating information technology and proliferating innovation at all levels.

We are aware that health innovation is an important differentiating factor of competitive survival, but also a critical component of business productivity, to ensure the quality of medical services provided and to limit costs.

For us, the MedLife, innovation is the driving force that which propelled us into the position of leader of the private healthcare market in Romania. At the same time, innovation can provide solutions to many of the challenges facing the healthcare system, both nationally and globally. This was very visible in the context of the pandemic triggered by the SARS CoV-2 virus, when research became essential in the fight against stopping the spread of the virus and in finding quick solutions for treatment or prevention.

Since the beginning of the pandemic, MedLife has invested in research into the

SARS CoV-2 virus, conducting with its own resources several types of studies that have provided authorities with important information on natural immunization of the population, nationally and in specific outbreaks, dynamics of antibodies against COVID-19, the origin of the SARS CoV-2 virus circulating in Romania, the mode of transmission or the presence of other strains, as well as the degree of post-vaccination immunization.

MedLife has been in constant contact with state institutions, providing for the first time, in real time, crucial information for the management of the COVID-19 pandemic.

We periodically conduct clinical trials at the level of several medical centers, based on a contract concluded between the provider unit and the main investigator.

BECAUSE WE KNOW HOW IMPORTANT RESEARCH IS IN THE MEDICAL FIELD, WE ARE THE FIRST COMPANY TO MAKE RESEARCH A STRATEGIC OBJECTIVE.



Projects carried out between 2020 and 2021:

Study on the degree of natural immunization of the population for COVID-19.

In April 2020, MedLife started the first and largest study in Central and Eastern Europe on the degree of natural immunization of the population for COVID-19, which showed that only 2% of the Romanian population had naturally acquired immunity to that moment.

Study on the natural immunization rate for COVID-19 of the population of Suceava.

MedLife conducted a local study to identify the rate of natural immunization against SARS-CoV-2 among the population of Suceava, considered the epicenter of the epidemic in Romania at that time. The results of the research showed that 20% of the population over 25 years of age of Suceava Municipality was naturally immunized for COVID-19 in May 2020.

Study on the evolution of antibodies in people confirmed positive with COVID-19.

MedLife also started a study in partnership with the Institute of Infectious Diseases Prof. Dr. Matei Balș and the Colentina Clinical Hospital in Bucharest to follow the evolution of antibodies in people confirmed positive by RT-PCR test and to validate some diagnostic tests.

SARS-CoV-2 virus sequencing study.

MedLife continued the genome sequencing study of the SARS-CoV-2 virus and announced new results regarding the cases of infection with the British strain detected in Romania. This study offered extremely

valuable information for the national pandemic management strategy. MedLife was the only company that studied since the first months of the pandemic the origin of the SARS-CoV-2 virus circulating in Romania, its mode of transmission, but also the presence of strains that cause concern, following the evolution of the British strain (Alpha), identifying the first cases of infection with the South African strain from Romania and monitoring the dynamic evolution of the Omicron strain following the sequencing and pre-screening evaluation processes.

Study on the degree of immunization of the post-vaccination population.

MedLife was the first private operator to conduct a study to assess the post-vaccination immune response at 14 days, 3 and 6 months after booster. The first findings of the study on the body's immune response after vaccination against COVID-19, reported in April 2021, showed that post-vaccination, the risk of infection is very low, only 1% of vaccinated people enrolled in the study became infected with SARS-CoV-2 virus ten days after booster. The company continued the research to monitor the evolution of the degree of immunity even after the administration of the booster dose.

Study to assess the degree of immunization acquired naturally or following vaccination at the urban level.

The research was conducted on a representative sample of 943 people, residents in cities with different characteristics in terms of vaccination rate and infection rate, and the results indicated a degree of collective immunity of over 60% of the population in the sample analyzed.



OUR HUMAN CAPITAL

The success of the MedLife Group depends on doctors, teachers, lecturers, doctors of medicine, nurses, but also non-medical staff, who do their job every day, with dedication and professionalism.

We are proud to have the best talent in our industry, through the modern work environment and the inclusive culture we have developed, the technologies implemented that allow the best and most efficient medical solutions. We work together to achieve our goal and make Romania good.

We respect and consider every employee important and we aim to treat each person's needs with care and attention.

As of December 31, 2021, the Group collaborates with approximately 3,300 doctors and 2,000 qualified nurses in all business lines, including both employees working exclusively for the Group and employees who provide services as self-employed professionals. Also, as of December 31, 2021, more than 1,700 full-time employees were working as support staff and administrative staff.

MedLife Employees 2021

5,093 
Total MedLife employees
(except collaborators)

651 
out of which Doctors

2,194 
out of which Nurses

2,248 
out of which other staff

MedLife Employees 2020

4,658 
Total MedLife employees
(except collaborators)

595 
out of which Doctors

2,007 
out of which Nurses

2,056 
out of which other staff

* In 2021, the total number of employees and collaborators at the level of the MedLife Group is approx. 7,500.

New employees MedLife S.A.

Gender	Age Category	Year	Number	Rate (%)
Men	<30	2020	36	1.76
		2021	38	1.74
	30-50	2020	35	1.71
		2021	56	2.57
	>50	2020	9	0.44
		2021	16	0.73
Women	<30	2020	219	10.70
		2021	305	13.99
	30-50	2020	198	9.68
		2021	335	15.37
	>50	2020	43	2.10
		2021	45	2.06

Staff recruitment, training, development and evaluation

The Human Resources Department, with the support of unit managers and/or department heads, ensures the recruitment, training and evaluation of human resources. At the same time, each employee has the opportunity to communicate to these structures their own training needs to be analyzed and, if necessary, included in the training schedule.

The Human Resources Department deals with the preparation and publication of recruitment announcements and the selection of candidates, the validation being the responsibility of the other structures involved in this process. Assistants at the collection points are finally validated by the coordinators of the collection points. In the case of the Laboratory business line, the recruitment of sales representatives and coordinators is done by the Laboratory Sales Director.

The training activity in the medical field falls under the responsibility of both the individual and the company. Thus, according to the Romanian

legislation, the continuous professional training is in charge of the medical staff, who has the obligation to renew their certificates of free practice, so that they can fulfill their profession both from a legal point of view and from the point of view of quality. Participation in these training courses allows each medical professional to accumulate new knowledge on medical activity, but also to be up to date with the latest technologies in the field. At the same time, medical equipment or reagent suppliers provide training to the staff when the equipment or something in the operating technology is changed.

Education is a very important element for us. For this reason, we constantly support the development of the medical education segment through several types of events and seminars organized by us or in partnership dedicated to medical staff, but also to clients.

Over time, the Group has invested in human resources programs such as Life Academy, Good Practice - Beginner Assistant School, MedLife Club, Talent Academy, workshops and specialized medical events. These training programs are intended to ensure the professional development of the employees, both

those in support and administrative staff, as well as those in the medical units.

Even though during the pandemic, these initiatives have been on hold, starting with 2022 we resumed the training process for some of our staff, focusing on those topics that are of interest to our patients and clients and that allow us improving the relationship management with them.

However, during the pandemic, in order to meet the training needs of the newly hired staff, we organized training sessions internally, through which they received training from existing experienced staff under the coordination of the Medical Director of each unit.

Before the pandemic, we organized the annual MedLife National Conference for doctors, in which we pursued two main objectives: scientific research through a multidisciplinary approach and practice through workshops dedicated to several medical specialties. Also, at these events, as well as at some symposia, we debate various topics of interest with experts from different fields. We intend to resume this activity in the next period, including participating

as a partner in the organization of as many events as possible in order to create a favorable framework for career development for all medical staff and to facilitate the transfer of know-how and good practices in the medical sector.

The evaluation of the employees is done respecting the legal provisions, which ensure our compliance in the accreditation process.

Work environment

We want to be a sustainable growth model for a better future. This means a safe, modern, flexible work environment and an inclusive culture in which our people feel valued and encouraged to participate in our long-term success.

MedLife S.A. Employee Turnover

Gender	Age Category	Year	Number	Rate (%)
Men	<30	2020	32	1.56
		2021	26	1.19
	30-50	2020	79	3.86
		2021	48	2.20
	>50	2020	18	0.88
		2021	14	0.64
Women	<30	2020	237	11.58
		2021	207	9.50
	30-50	2020	381	18.62
		2021	321	14.72
	>50	2020	89	4.35
		2021	49	2.25

We want to continue to protect the rights of our employees and enable them to develop solid professional development that includes fair and competitive rewards.

We intend to continue to give priority in the future to the human capital, to improving our human resources management at Group level and to diversifying our actions in this area. We are committed to investing time and energy to ensure that our human resource management system helps us to become the best employer in the healthcare industry wherever we are.

The collaboration we establish with our medical staff is based on numerous criteria, such as the professional context or the time they can allocate to the services provided to the Group. Medical staff may be employed for an indefinite period on the basis of an individual employment contract, either full-time or part-time, depending on the area of specialization.

Alternatively, doctors may be contracted on the basis of service commitments and are considered by the Group as business partners providing services for the benefit of the Group, as independent contractors in accordance with applicable law.

The Group aims to provide an appropriate level of remuneration or benefits to both doctors and other medical staff in exchange for the provision of quality medical services, as well as in exchange for a commitment to promote the MedLife business model.

The regular compensation package we offer to our employees includes a fixed remuneration, to which is added, depending on the case, a variable remuneration, as well as benefits (meal and gift vouchers). Collaborators are rewarded based on the number of appointments and consultations they have.

We pay close attention to how we communicate with our employees and consult with them and their representatives on a regular basis. In the event that our business model requires major operational changes that could have an impact on our employees, we ensure that we comply with all legal requirements, including informing them of changes for at least four weeks before.

WE ARE DETERMINED TO INVEST TIME AND ENERGY TO ENSURE THAT OUR HUMAN RESOURCE MANAGEMENT SYSTEM WILL HELP US BECOME THE BEST EMPLOYER IN THE MEDICAL SECTOR WHERE WE ARE PRESENT.

Equality of opportunity and non-discrimination

We want to build a culture that generates the diversity of thinking, approach and ideas needed to lead a national recovery - a culture where people's well-being matters and differences are appreciated.

That is why we ensure a safe working environment, in which all people are treated fairly and respectfully, and differences between employees are accepted and embraced. The Group is committed to giving colleagues the opportunity to excel and reach their full potential. The Group does not tolerate any discrimination, intimidation or harassment of or between colleagues. The Group encourages clear and open communication with and between colleagues.



They may and must promptly express any concerns regarding any unethical or illegal behavior by presenting these concerns to the relevant Human Resources Department within the Group. In turn, the Group undertakes to investigate such concerns raised in good faith, while maintaining the confidentiality of such proceedings. At the level of our Group there is a mechanism for monitoring and reporting incidents of discrimination to the HR Department.



PROTECTING OUR HUMAN CAPITAL

We are aware that safety is one of the main concerns of our industry and that is why it is a core value for our business. We want to create and maintain a safe and healthy workplace for all our people and minimize accidents and damage to people.

Occupational health and safety management system

At the level of MedLife S.A. we implemented and developed an Integrated Management System (SR EN ISO 9001: 2015 - Quality Management Systems, SR EN ISO 14001: 2015 - Environmental Management Systems, SR EN ISO 45001: 2018 - Systems of Occupational Safety and Health Management) combining the requirements of the standards implemented in a coherent, unique system, so that the processes using the same resources (human, material, infrastructure, financial, informational) are interconnected to meet the objectives set, meeting patient requirements and customers, employee needs and other stakeholders.

Medlife Management has defined and documented the policy in the field of quality management, environment and H&S. The Integrated Management System allows the proper substantiation of the decision-making act, as well as the establishment of directions for the effective and efficient fulfillment of the organization's objectives. From managing the needs of employees and patients and customers, to studying the performance of competitors, encouraging good practices and minimizing risks and maximizing resource utilization, the integrated approach of the chosen referral management system supports the organization to achieve its strategic goals.

The Integrated Management System includes several positions of Quality Managers, Environmental and H&S Managers (designated workers, Internal Prevention and Protection Service, External Prevention and Protection Service, H&S Committee), so that all jobs and activities from the organization are coordinated, monitored and put into practice, to meet their own objectives.

WE ARE CONCERNED ABOUT CONTINUOUSLY IMPROVING OUR OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

In this sense, we organize monthly/quarterly coordination meetings during which we debate SWOT analysis and, if necessary, we implement corrective actions. The members of the Internal Prevention and Protection Committee are full-time employees as H&S specialists and are certified by diplomas. The External Prevention and Protection Service with which MedLife collaborates is licensed by ITM in the field of Occupational Safety and Health and offers consulting services in the field of Emergency Situations, holding diplomas and ISU certifications.

In order to identify occupational injury and illness hazards, the INDCPM (The National Research and Development Institute of Occupational Safety (INCDPM) - "Alexandru Darabont") assessment method is used, through which a multidisciplinary team constantly identifies and updates these risks.

This team consists of an authorized H&S evaluator, the Occupational Medicine physician, the unit manager or the workplace manager and the employee representative with H&S duties. By assessing the risks of accidents and occupational diseases in conjunction with the constant updating of the Prevention and Protection Plan, correlated with the OHSC (Occupational Health and Safety Committee) meetings, the organization aims to minimize to zero the intrinsic risks that come from the work process. Thus, after each accident/work event, an analysis of the causes or factors that influenced the occurrence of the event takes place and the necessary corrective actions are established, including additional training of employees.

For the investigation of work accidents there is an operational procedure approved by the organization, which establishes the methodological and legal steps.

All employees have the obligation to report to the senior manager about any situation/phenomenon that could generate a dangerous situation or work accident. The organization's policy, namely the Internal Regulations, prohibits retaliation against

employees who report non-compliant situations. However, in the event of a serious and imminent danger as defined by applicable law, there is a company-wide H&S instruction by which any employee has the necessary work authority so that he can stop work immediately without seeking the approval of his superior. This working procedure aims to protect the lives of employees, visitors and patients, this is done through regular training about H&S.

We are aware that the activities we carry out may present a risk to our workers. Our occupational health and safety system has allowed us to identify these risks and establish effective measures to prevent them from occurring and to reduce the negative effects that may occur.

Possible risks are:

- **electrocution by direct or indirect contact** - prevention and protection measures and actions: periodic technical checks; carrying out all works with authorized companies and certified materials; regular H&S training of workers on occupational safety rules and measures.
- **traffic accidents** in case of driving a service car or as a passenger, independent of the actions of the driver - measures and actions of prevention and protection: compliance with the provisions of the Traffic Code; preventive driving and compliance with traffic rules; regular H&S training of workers.
- **earthquake** - measures and actions of prevention and protection: technical expertise and periodic checks of the resistance structure of the buildings; simulations; regular H&S training.
- **performing unforeseen interventions due to workload** (e.g., intervention in the electrical installation, etc.) - prevention and protection measures and actions: periodic technical checks; carrying out all new works with authorized companies and projects, as well as with certified materials; H&S periodic training.

- **use of fire sources in places with high thermal load density** - prevention and protection measures and actions: safety signs; training staff on smoking bans in enclosed medical premises as well as in courtyards.
- **road accidents** - during the normal route from home to work and vice versa - measures and actions of prevention and protection: compliance with the provisions of the Traffic Code; preventive driving and compliance with traffic rules; regular H&S training.
- **contamination with biological agents within the medical act** - measures and actions of prevention and protection: wearing protective equipment, including respirator; vaccination of workers; regular check-up by the occupational physician; providing adequate locker rooms and dining; providing workers with spaces equipped with adequate hygienic-sanitary installations; regular training on how to wear, clean, store, personal protective equipment; regular training in sampling, handling and treatment of samples of human origin; maintenance of the ventilation system; complete sterilization of parts before reuse (autoclave) or use of disposable parts;

separate single circuits; staggered lunch breaks; observational triage of employees; placement of dispensers with disinfectant - antiseptic solutions; natural ventilation and daily cleaning plan; hand washing whenever necessary and disinfection of medical surfaces.

Occupational health medicine services

Through occupational health services is ensured the occupational health of employees at work through on-the-job medical checks, periodically, as well as for workers declared fit conditionally by occupational doctors and general practitioners with the necessary skills, issuing the Sheet of Skills.

Pregnant employees benefit from occupational health care services, taking into account the causal factors that may influence their health at work. Thus, the occupational physician may recommend additional measures specified in the evaluation reports on maternity protection at work.

IN THE LAST TWO YEARS, WE HAVE NOT HAD ANY FATAL OR HIGH-CONSEQUENCE WORK-RELATED INJURIES AT THE MEDLIFE GROUP.



Worker participation, consultation and communication on health and safety at work

All managers assume the legal tasks of occupational health and safety as an integral part of their responsibilities, the efficient organization of the activity in such a way as to prevent accidents and occupational diseases caused by work. Each manager is accountable to the direct senior function and ultimately to the director general for occupational health and safety requirements.

All MedLife employees, visitors, clients and contractors are responsible for complying with occupational health and safety regulations. Occupational health and safety policy is regularly updated through CSSM meetings attended by and consulted by representatives of employees with H&S responsibilities, ensuring continuous adaptation to our needs and is available to both our employees and customers, suppliers or other parties interested.

Within the CSSM are represented all the types of workers. This meets quarterly and reviews occupational safety and health policy and the Prevention and Protection Plan, the introduction of new technologies, the selection / maintenance / use of work equipment and collective and individual protection equipment, requests and proposals for the improvement of working conditions made by workers, as well as the causes of accidents at work and events. After each meeting it is elaborated a report which is transmitted to the ITM.

Training of employees in the field of health and safety at work

We ensure that each person is informed, prior to employment, of the risks to which he or she will be exposed at work, as well as of the technical, organizational, hygienic-sanitary

and other necessary preventive measures, including those relating to first aid, prevention and extinguishing fires and evacuating personnel in case of imminent danger.

Also, our employees benefit from medical service packages both for them and for their husband/wife and children, valid exclusively in MedLife clinics, after the end of the probationary period.

We frequently organize various events and activities for our employees in order to ensure the best possible well-being and health, such as: **Bookster** - a program through which employees can borrow books, **SoNoRo Conac** - a chamber music concert tour, **Money School** - a financial education program in partnership with BCR, **various sports competitions** - participation in the **Bucharest Marathon, Corporate Football Championship, Talent Academy** - program for developing hobbies, **Career Hour** - vocational project for children of employees over 14 years old. Massage sessions are also provided to employees during the working hours, and in the training camps we promote a healthy diet based on fruits, vegetables, salads and healthy foods and outdoor exercise, hiking.

By developing employees' communication skills, work breaks, breathing exercises, adopted lifestyle, physical exercise, a positive attitude towards colleagues and the work environment, and a proper diet, we try to reduce as much as possible the stress at work.



 MedLife

Care for the Community





COMMUNITY RELATIONS

We want to help people improve their lifestyle through the health services we provide, through our experience and expertise, but also through our presence in local communities across the country where through various and concerted actions we can maximize the positive impact of our actions.

How we conduct our business is also reflected in the well-being of the communities. As the largest private provider of medical services, employer, taxpayer and investor in the local community we make an important contribution to the Romanian society. We aim to contribute to a national recovery from all perspectives: medical, social and environmental.

We are a reliable partner of the society. Practical actions and solutions coagulated within the RoMâine platform that address local community issues demonstrate **CARE** and **MedLife's commitment** to the community.

We support people and communities to build their well-being and health through prevention, sports, healthy eating and biodiversity.

Over the years, as part of our commitment to the community, we have taken several types of actions aligned with specific local needs, which have contributed to sustainable development. We provided medical assistance to those who would not have had the opportunity to pay for their medical tests or surgeries, we donated medical equipment and money to various associations (Unicef, Save the Children, Romanian Business Leaders, Zi de zi, etc.) and we implemented several prevention and education programs in collaboration with HotNews - a national information platform.

We are currently running a number of initiatives to increase access to health care for as many people as possible, especially in rural areas and in areas where access to medical services is limited.

WE SUPPORT PEOPLE AND COMMUNITIES TO BUILD THEIR WELL-BEING AND HEALTH, THROUGH PREVENTION, SPORT, HEALTHY NUTRITION AND BIODIVERSITY.



Thus, through the **Mobile Caravan project**, we increase access to medical services for people in disadvantaged areas (where there are no permanent or constant medical staff). The medical team travels on site and offers consultations, echography services and laboratory services. Within 20 minutes the patient receives an assessment of his health.

We intend to implement this program in the long term, so that we can conduct a nationwide analysis of the health of patients in different geographical areas in order to identify effective solutions for improvement.

Healthcare services are complemented by the pro-bono surgeries we offer for disadvantaged groups. These interventions take place within the project **Operations Marathon** that we extended at national level.

For the future, we intend to continue our actions and extend them to national programs.

Our initiatives will include research projects that we want to expand in both the laboratory and oncology areas, by establishing partnerships with institutions in the university environment, and beyond.

At the same time, we intend to develop more actions for young doctors and students in their final years.

VOLUNTARIII MEDLIFE
AU CURĂȚAT PĂDUREA!
AJUTĂ-NE SĂ O
PĂSTRĂM CURATĂ!

CONTINUĂM SĂ FACEM ROMÂNIA VERDE



Care for the Environment





REDUCING THE IMPACT ON THE ENVIRONMENT

Through the management system we have established at the level of MedLife S.A. and which we want to extend to the whole Group, we aim to minimize any negative impact that our activities inevitably have, even if this impact is not significant, and to find opportunities through which we can bring a positive impact on the environment.

At the level of MedLif S.A. we have implemented a management system based on ISO 14001: 2015. The implementation of this standard ensures the management of the company and its employees, as well as external stakeholders (shareholders, investors, institutions, authorities), that the impact of the organization on the environment is constantly measured and improved.

The Group is subject to and complies with Romanian laws and regulations related to environmental issues. These laws and regulations cover, among others, the

management and disposal of hazardous substances and medical waste, exposure to hazardous materials. Prior to the opening of new administrative and medical units, the Group is required to obtain environmental permits, licenses and permits and to inform local authorities. In this regard, in order to ensure compliance with them, at Group level we have developed and implemented internal working procedures specific to each environmental aspect.

In our units we monitor the energy consumption in relation to the surface and the type of activity carried out. We consume natural gas, electricity and fuel, and the main sources of consumption are: air conditioning, MRI devices and other large imaging devices (radiology, angiograph, CT).

At the same time, we are concerned with reducing energy consumption by implementing energy efficiency measures.

Energy consumption

Categories	U.M.	2020	2021
Fuel (petrol and diesel)	t	450.50	674.25
Electricity consumption	MWh	11,746.77	12,834.59
Gas consumption	MWh	11,140.09	11,604.69

Over time, we have implemented 99% of the LED technology we use. Operating rooms in hospitals and beyond have been equipped with devices that allow LED lighting and energy-efficient settings for heating, ventilation and air conditioning have been implemented, thus reducing the energy. LED lighting is also used in elevators and in patient waiting areas. We are currently implementing a set of measures for intelligent control of consumers of various types of energy (thermal, electrical, etc.), the renewal of cooling units (chillers), 2 installations being replaced so far. We consider and analyze the possibility of using photovoltaic panels.

Regarding GHG emissions, we have a legal obligation to report these emissions, the main source of generation being gas fired power plants, followed by emissions generated by the car fleet, but which is in operational leasing in proportion of 90%.

Waste management is an important concern at the Group level, being one of the most significant environmental impacts. The activities we carry out generate both non-hazardous and hazardous waste. In order to manage this aspect effectively, waste disposal is an outsourced activity, with specific contracts for the collection of all types of waste.

Waste generated

Categories	U.M.	2020	2021
Total non-hazardous waste	m ³	11,540.85	10,940.03
of which paper and cardboard	m ³	1,250.40	1,183.56
of which plastic	m ³	1,013.67	1,186.87
of which other waste categories	m ³	9,276.77	8,569.59
Total hazardous waste	kg	301,867.46	321,852.73
of which biomedical waste	kg	278,138.15	300,671.28
of which other than biomedical waste	kg	23,729.31	21,181.44



In order to carry out our activities, we also consume water, which we collect exclusively from the public network.

We monitor water consumption on a monthly basis and through internal working procedures we ensure that we eliminate any risk of biological contamination of discharged water.

At the same time, in our activities we use a series of substances that fall into the category of dangerous

ones, such as drugs and certain substances considered drug precursors (toluene, etc.), for which we also have very strict working procedures.

For the past two years, the MedLife Group complied with all environmental legislation and has not received any fines or warnings

Water withdrawal

Categorie	U.M.	2020	2021
Water withdrawal from public water supply systems	ML	45.04	50.22



Annexes

79 Sustainability performance data

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SUSTAINABILITY PERFORMANCE DATA

Information about employees and other workers
MedLife S.A.

Categories	2020	2021
Employees with ILC, undetermined period, full time	1,748	1,785
of which women	1,479	1,507
Employed with ILC, undetermined period, part time	269	340
of which women	204	262
Employees with ILC, determined period, full time	27	41
of which women	20	35
Employed with ILC, determined period, part time	2	14
of which women	1	12
Number of workers who are not employed*	1,213	1,421

* At the Group level, as of December 31, 2021, we had approximately 3,000 employed and collaborating doctors and 2,000 nurses.

Parental leave MedLife S.A.

Categories	2020	2021
The total number of male employees who took parental leave during the reporting period	0	0
The total number of female employees who took parental leave during the reporting period	82	70
Total number of female employees who returned to work during the reporting period after the end of parental leave	90	85
Total number of male employees who returned to work during the reporting period after the end of parental leave	0	1
Total number of female employees who returned to work after parental leave and were still employed 12 months after returning to work	78	89
The return rate to work of employees who have taken parental leave	70.02	88.1
Retention rate of employees who have taken parental leave	100	100

Employees diversity MedLife S.A.

Categories	2020	2021
Percentage of male employees	16.50	16.50
of which < 30 de ani	2.39	2.98
of which between 30 and 50 years	10.70	10.82
of which over 50 years	3.23	3.27
Percentage of female employees	83.50	83.50
of which < 30 de ani	16.72	20.27
of which between 30 and 50 years	54.25	51.61
of which over 50 years	12.40	12.21
Percentage of female employees with management positions	1.42	1.28
Percentage of male employees with management positions	0.93	0.87
Percentage of employees with a management position under 30 years of age	0.05	0.05
Percentage of employees with a management position aged 30-50 years	1.56	1.49
Percentage of employees with a management position over 50 years	0.73	0.63

EU Taxonomy

For the 2021, at the level of the MedLife Group, no eligible activities were identified with Regulation EU 852/2020.



GRI CONTENT INDEX

GRI Standard	Disclosure	Page number(s) and/or URL(s)
GRI 101: Foundation		
General Disclosures		
Organizational profile		
GRI 102: General Information	102-1 Name of the organization	5
	102-2 Activities, brands, products, and services	7 - 9, 12 - 13
	102-3 Location of headquarters	Calea Griviței 365, Bucharest 010719
	102-4 Location of operations	7 - 9
	102-5 Ownership and legal form	5, 20
	102-6 Markets served	7-9
	102-7 Scale of the organization	14 - 15
	102-8 Information on employees and other workers	79
	102-9 Supply chain	26
	102-10 Significant changes to the organization and its supply chain	Annual Consolidated Statement 2021 pg. 46
	102-11 Precautionary Principle or approach	Being a large Group, MedLife may be exposed to a large number of risks, including legal and regulatory risks. MedLife's risk management system is designed for the early identification, assessment and management of internal and external risks.
	102-12 External initiatives	n.a.
	1102-13 Membership of associations	n.a.
	102-14 Statement from senior decisionmaker	2 -3
	102-15 Key impacts, risks, and opportunities	29 - 31
	102-16 Values, principles, standards, and norms of behavior	MedLife has published on the website www.medlife.ro the Code of Ethics valid for all employees and collaborators of the Group.
	102-18 Governance structure	19 - 23
	102-19 Delegating authority	19 -23

Standard GRI	Disclosure	Page number(s) and/or URL(s)
GRI 101: Foundation		
General Disclosures		
Governance		
GRI 102: General Disclosures	102-35 Remuneration policies	MedLife has the remuneration policy and the remuneration report available on the website www.medlife.ro
Stakeholder engagement		
	102-40 List of stakeholder groups	30
	102-41 Collective bargaining agreements	n.a.
	102-42 Identifying and selecting stakeholders	29
	102-43 Approach to stakeholder engagement	29
	102-44 Key topics and concerns raised	31
Reporting Practice		
	102-45 Entities included in the consolidated financial statements	5
	102-46 Defining report content and topic Boundaries	5
	102-47 List of material topics	31
	102-48 Restatements of information	n.a.
	102-49 Changes in reporting	n.a.
	102-50 Reporting period	5
	102-51 Date of most recent report	n.a.
	102-52 Reporting cycle	annual
	102-53 Contact point for questions regarding the report	5
	102-54 Claims of reporting in accordance with the GRI Standards	5
	102-55 GRI content index	82 -89
	102-56 External assurance	5

GRI Standard	Disclosure	Page number(s) and/or URL(s)
GRI 200 Economic Standard Series		
Material Topics		
Economic Performance		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	7 - 15
	103-2 The management approach and its components	7 - 15
	103-3 Evaluation of the management approach	7 - 15
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	15
	Market Presence	
GRI 201: Market Presence	202-2 Proportion of senior management hired from the local community	77.08% in 2021 and 77.55% in 2020 Top Management
Procurement practices		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	25 - 27
	103-2 The management approach and its components	25 - 27
	103-3 Evaluation of the management approach	25 - 27
GRI 204: Procurement practices	204-1 Proportion of spending on local suppliers	25
Anti-corruption		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	19 - 23
	103-2 The management approach and its components	19 - 23
	103-3 Evaluation of the management approach	19 - 23
GRI 205: Anti-corruption	205-3 Confirmed incidents of corruption and actions taken	0
Anti-competitive behavior		
GRI 206: Anti-competitive behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	0

GRI Standard	Disclosure	Page number(s) and/or URL(s)
GRI 300 Environmental Standards Series		
Material Topics		
Energy		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	73 - 75
	103-2 The management approach and its components	73 - 75
	103-3 Evaluation of the management approach	73 - 75
GRI 302: Energy	302-1 Energy consumption within the organization	73
Water		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	73 - 75
	103-2 The management approach and its components	73 - 75
	103-3 Evaluation of the management approach	73 - 75
GRI 303: Water and Effluents	303-3 Water withdrawal	75
Waste		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	73 - 75
	103-2 The management approach and its components	73 - 75
	103-3 Evaluation of the management approach	73 - 75
GRI 306: Waste	306-3 Waste generated	74, 80

GRI Standard	Disclosure	Page number(s) and/or URL(s)
GRI 300 Environmental Standards Series		
Material Topics		
Waste		
GRI 306: Waste	306-4 Waste generated	74
Environmental compliance		
GRI 307: Environmental compliance	307-1 Non-compliance with environmental laws and regulations	In 2021, MedLife didn't have any non-compliance with the environmental legislation and regulations.
GRI 400 Social Standards Series		
Material Topics		
Employment		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	53 - 57
	103-2 The management approach and its components	53 - 57
	103-3 Evaluation of the management approach	53 - 57
GRI 401: Employment	401-1 New employee hires and employee turnover	54
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	56
	401-3 Parental leave	79
Labor Management Relations		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	53 - 57
	103-2 The management approach and its components	53 - 57
GRI 402: Labor Management Relations	103-3 Evaluation of the management approach	53 - 57
	402-1 Minimum notice periods regarding operational changes	79

GRI Standard	Disclosure	Page number(s) and/or URL(s)
GRI 400 Social Standards Series		
Material Topics		
Occupational Health and Safety		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	59 -63
	103-2 The management approach and its components	59 -63
	103-3 Evaluation of the management approach	59 -63
GRI 403: Occupational Health and Safety	403-1 Occupational Health and Safety	59 - 60
	403-2 Hazard identification, risk assessment, and incident investigation	59 - 60
	403-3 Occupational health services	61
	403-4 Worker participation, consultation, and communication on occupational health and safety	63
	403-5 Worker training on occupational health and safety	63
	403-6 Promotion of worker health	63
	403-8 Workers covered by an occupational health and safety management system	Total number of employees and workers who are not employees of the organization, but whose work and / or job is controlled by the organization, who are covered by the occupational health and safety management system (23 in 2021 and 20 in 2020) . Percentage of employees and workers who are not employees of the organization, but whose work and / or job is controlled by the organization, who are covered by the occupational health and safety management system (1 in 2021 and 1 in 2020)
	403-9 Work-related injuries	0
	403-10 Work-related ill health	0
	Training and Education	
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	53 - 57
	103-2 The management approach and its components	53 - 57
	103-3 Evaluation of the management approach	53 - 57
GRI 404: Training and Education	404-2 Programs for upgrading employee skills programs	54 -55

GRI Standard	Disclosure	Page number(s) and/or URL(s)
GRI 400 Social Standards Series		
Material Topics		
Diversity and Equal Opportunity		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	57
	103-2 The management approach and its components	57
	103-3 Evaluation of the management approach	57
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	21, 80
Non-discrimination		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	57
	103-2 The management approach and its components	57
	103-3 Evaluation of the management approach	57
GRI 406: Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	n.a.
Local Communities		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	67 - 69
	103-2 The management approach and its components	67 - 69
	103-3 Evaluation of the management approach	67 - 69
GRI 413: Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	69
Marketing and Labeling		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	35 - 47
	103-2 The management approach and its components	35 - 47
	103-3 Evaluation of the management approach	35 - 47
GRI 417: Marketing and Labeling	417-1 Requirements for product and service information and labeling	35 - 47

GRI Standard	Disclosure	Page number(s) and/or URL(s)
GRI 400 Social Standards Series		
Material Topics		
Marketing and labeling		
GRI 417: Marketing and Labeling	417-2 Incidents of non-compliance concerning product and service information and labeling	0
Customer Privacy		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	44 - 45
	103-2 The management approach and its components	44 - 45
	103-3 Evaluation of the management approach	44 - 45
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	In the last 3 years, the MedLife Group has registered a minimum number of complaints regarding non-compliance with the confidentiality of patients' personal data (8 in 2020 and 6 in 2021).
Socio-Economic Compliance		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	35 - 47
	103-2 The management approach and its components	35 - 47
	103-3 Evaluation of the management approach	35 - 47
GRI 419: Socio-Economic Compliance	419-1 Non-compliance with laws and regulations in the social and economic area	0

