



SISTEMUL MEDICAL  
**MedLife**

Sustainability Report 2022

**TOGETHER WE BUILD  
A BETTER FUTURE**

[www.medlife.ro](http://www.medlife.ro)

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# 1

## Introduction

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SISTEMUL MEDICAL  
**MedLife**



## 1.1 MESSAGE FROM THE MANAGEMENT

Dear Partners,

In 2022, we made significant progress regarding our commitment to sustainability and social responsibility, believing that these not only provide long-term resilience and success but also a positive impact on society, the environment, and future generations. Although last year was marked by economic and social uncertainties stemming from the pandemic crisis and the war that broke out right on Romania's border, MedLife once again has demonstrated adaptability and agility in the face of change, with our achievements serving as a testament to the strong resources and determination of our management team.

Our efforts were bolstered by the dedication, professionalism, and high standards of the MedLife team. We thank our colleagues for their commitment to the mission of GETTING ROMANIA WELL TOGETHER and for their passion in delivering quality medical services. Thanks to them, 6 million unique patients have crossed our threshold over time.

Through our firm commitment to contribute to a better tomorrow, we take responsibility for each patient individually as well as for the community through continuous and active involvement. We strive to be a beacon of excellence and act in line with existing needs through our supported projects. We contribute to the medical education of Romanians by consistently providing accurate and useful information through online platforms. We support relevant events in the medical sector, ensuring that our doctors and professionals are always up to date with the latest industry information. Lastly, we actively engage in promoting a greener Romania, organizing annual

greening actions that encourage our employees and partners to adopt a responsible attitude toward the environment.

In our sustainability report, which I invite you to read, you will find a series of actions we have taken to create sustainable value for the community. You will observe that for us at MedLife, CARE for patients, employees, the community, and the environment goes beyond the boundaries of a simple responsibility; it is our core value, as we understand that in an ever-changing world, only through unwavering and dedicated care we can build a sustainable, ethical, and prosperous society.

Looking to the future, we aim to maintain our commitment to patients and to Romania, providing top-notch medical services. We will learn from past experiences and leverage the expertise gained in the nearly three decades of making history on the Romanian medical market to strength our leadership position and offer the best medical services to our patients.

Together, we will continue to build a strong and sustainable future in the private medical industry.

Together, we pledge to support and develop projects for the benefit of our community.

Together, we get Romania well.

**Mihail MARCU**  
President and CEO of MedLife Group





## 1.2 ABOUT THE REPORT

We are pleased to present the second Sustainability Report of MedLife Group, in which we present the 2022 results regarding the management of the most important sustainability aspects identified through the materiality analysis.

The 2022 Sustainability Report was prepared in accordance with the provisions of MPF Order no. 1938/2016 and MPF Order No. 2844/2016, which transpose EU Directive no. 95/2014 on non-financial reporting. In addition, this report was developed with reference to the GRI Standards.

The information presented relates to the period January 1 – December 31, 2022. For the majority of the disclosed performance indicators, we also provide information for the years 2020 and 2021 to allow readers to have a better understanding of our performance.

The Sustainability Report is based on a materiality analysis that allowed us to identify the most important sustainability impacts we have on people, the community, and the environment, as well as those sustainability aspects that have the ability to influence our position and financial performance.

The materiality analysis followed a complex process consisting of several stages: identification and prioritization of stakeholders, identification and analysis of the best sustainability practices in the health sector, at global and national level, consultation of the most significant internal and external stakeholders, and prioritization of sustainability aspects in terms of the impact of our activities on people, the community and the environment, as well as the analysis of sustainability risks that can affect our position and financial performance.

In drafting the report, we considered a series of principles mentioned in the GRI Standards, which guided the entire process and allowed us to

ensure a level of quality in terms of both content and presentation.

For the realization of this report, MedLife Group has benefited from the support of INNOVA Project Consulting as external sustainability consultant.

Publication date: **December, 2023.**

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

**Contact point for sustainability issues:**  
pr@medlife.ro

The data presented in the report in most cases refer to the following companies within our Group: **MEDLIFE S.A., PHARMACHEM DISTRIBUȚIE S.A., Policlinica de Diagnostic Rapid (PDR), Clinica Polisano SRL, MNT HEALTHCARE EUROPE SRL (NeoLife), Genesys Medical Clinic, DENT ESTET CLINIC, ONCO CARD SRL, Anima Specialty Medical Services, PharmaLife Med.**

In some cases the information is also presented at consolidated level, and in others, it refers only to MedLife S.A. In all situations where we present quantitative information, it is clearly stated whether it is at the level of certain companies within the Group, at consolidated level, 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 generally to MedLife S.A. and its subsidiaries.

The structure of the MedLife Group as of December 31, 2022 can be found on pages 3-4 of the Consolidated Administrators’ Report available at [www.medlifeinternational.com/investor-relations](http://www.medlifeinternational.com/investor-relations).

# 1.3 ABOUT MEDLIFE GROUP

For almost three decades, MedLife Group has been an important pillar in the development of the private medical system in Romania, providing high-quality medical services.

We take pride in being chosen by almost 6 million unique patients since our establishment, who have found in us a trusted partner in their healthcare journey.

Over the years, we have consistently invested in state-of-the-art technology and medical equipment to provide the best solutions and tailored medical treatments to meet the needs of our patients.

We aspire to be an example to follow in the Romanian society and a catalyst for those who wish to contribute to the transformation of Romania into a better place for future generations.

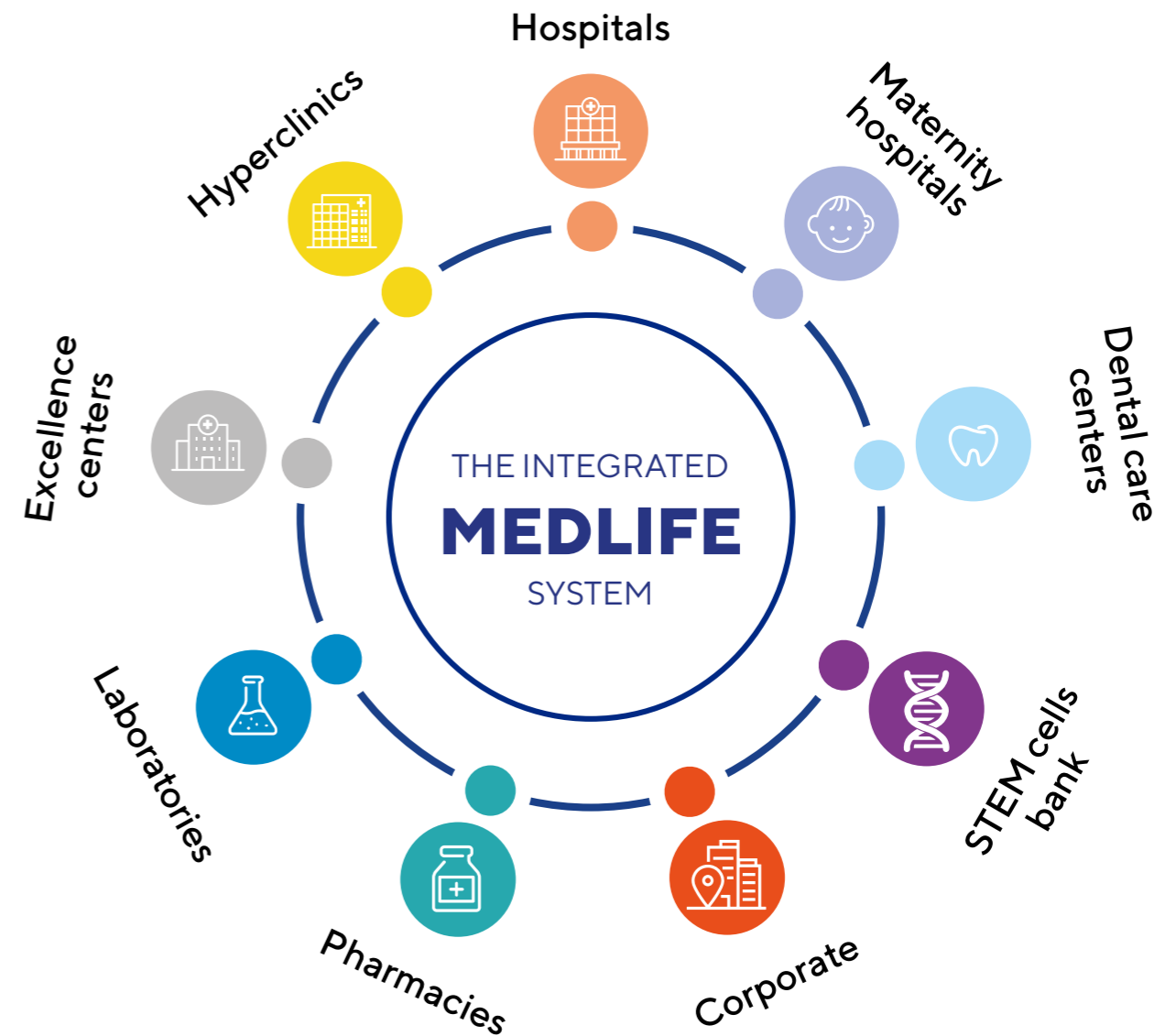
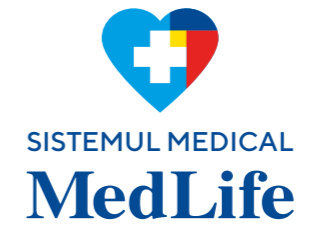
## MedLife Group: Integrated Medical System

In 2022, we continued to develop our business, achieving outstanding results in various areas. We opened 7 new units and completed 13 acquisitions, which allowed us to become the most important diagnostic and medical treatment platform in Romania.

Since 2019, we have also expanded beyond the Romanian borders in Hungary, where we own a clinic with over 60 medical specialties, including day hospitalization and dental services.

Thus, as of December 31, 2022, our Group consisted of 82 companies, being present throughout Romania with:

- **98** clinics (34 hyperclinics and 64 clinics)
- **18** dental centers
- **14** excellence centers
- **11** hospitals
- **4** maternity hospitals
- **1** stem cell bank
- **36** laboratories
- **> 180** collection points
- **23** pharmacies
- **> 170** partners represented by private clinics in Romania

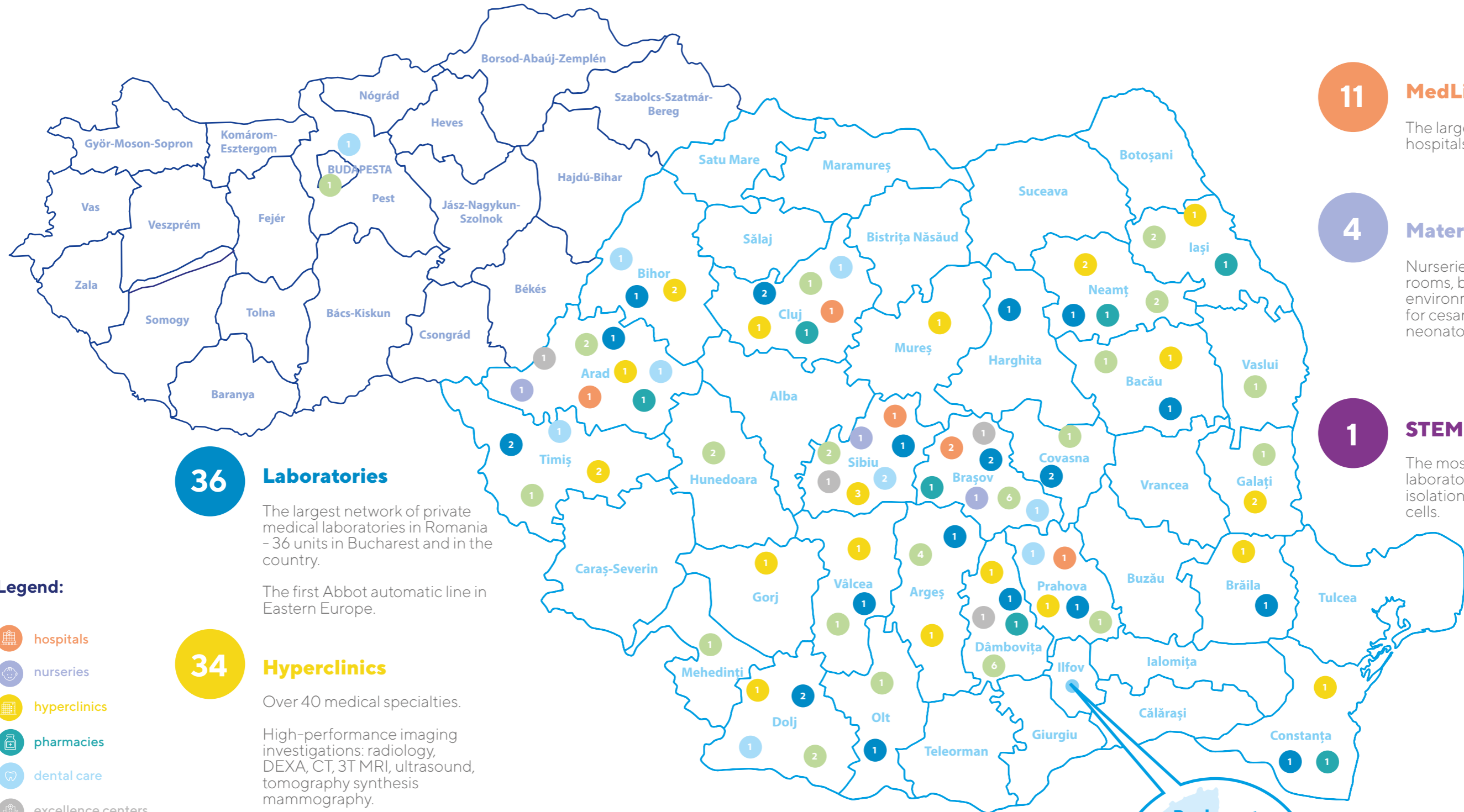


### MEDLIFE GROUP VALUES



# About MedLife Group

## The Integrated Healthcare Excellence System: MedLife Group



**11 MedLife Hospitals**  
The largest network of private hospitals in Romania.

**4 Maternity Hospitals**  
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.

**36 Laboratories**  
The largest network of private medical laboratories in Romania - 36 units in Bucharest and in the country.

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

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

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

**23 PharmaLife Pharmacies**  
Own laboratory, where customers can benefit from specific products

**Bucharest**  
**6 million** unique patients

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

**We grow together with you: yesterday, today and tomorrow**

**1994**



A group of Romanian entrepreneurs set up MedLife.

**2004**



First MedLife hyperclinic.

**2006**



IFC becomes shareholder of MedLife; Life Memorial Hospital is inaugurated, the first MedLife hospital.

**2010**



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

**2011**



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

**2016**



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

**2016**



MedLife is listed on the Bucharest Stock Exchange.

**2018**



The first Sfânta Maria clinic opens, as Medlife secondary brand.

**2019**



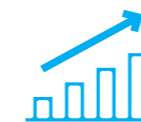
MedLife expands in Hungary by acquiring Rozsakert Medical Center (Budapest).

**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.

**2021**



MedLife continues to expand nationwide with new acquisitions, consolidating its position in the area of radiotherapy and oncology.

It also continues to support the authorities in monitoring the pandemic, with new studies on COVID-19.

**2022**



MedLife completes the acquisition of OncoCard Hospital, Neolife, Opticristal Clinic and Sweat Concept Gyms.  
MedLife continues the development with 13 acquisitions and enters new business segments - wellness and health insurance. Thus, MedLife becomes the only integrated operator in Romania offering prevention, wellness and treatment services.





We are specialized in providing personalized medical services for both individual clients (patients) and legal entities, covering all stages of a medical condition: prevention, diagnosis and treatment. Our entire team consists of specialists with diverse experience and competencies, who constantly update their knowledge by participating in training programs. We use the most advanced technologies and medical equipment to provide the best services to our patients.

As of December 31, 2022, our team includes approximately **4,500 employed and collaborating doctors** and **2,600 nurses**

Our company's portfolio consists of two major brands in the medical industry - **MedLife** and **Sfânta Maria**, which together cover the full spectrum of healthcare in six business lines. MedLife is a well-known brand with over 500 own medical units, including clinics, hospitals, laboratories, pharmacies, dental care centers, and a stem cell bank. These cater primarily to the middle to high-income segment of clients seeking high-quality medical services.

On the other hand, Sfânta Maria is a relatively new brand that has already brought together more than 50 proprietary medical units, including clinics, laboratories and collection points. It serves the needs of patients with CAS tickets, having the largest network of doctors under contract with the National Health Insurance House.



## MedLife Clinics

Our company operates a wide range of medical facilities to provide quality and affordable services to our patients. Hyperclinics are a format specially created for large urban areas with a population of over 175,000 residents, which consist of large medical units with over 20 medical offices and areas exceeding 1,000 square meters.

These facilities are designed as a one-stop-shop for clinical and imaging examinations such as radiology, bone density - DEXA, CT, MRI, 2D-4D ultrasound and mammography. These facilities also host other lines of business, such as collection points for laboratories or pharmacies. Our clinics, which typically have between 5 and 12 medical offices, are designed for smaller cities or to serve specific concentrations of patients.

They offer a wide range of services from general medicine to specialized medical consultations, covering the basic needs of our patients and those who opt for services settled by the National Health Insurance House. Our smaller clinics act as referral networks for more specialized services offered in hyperclinics.

## MedLife Hospitals

The Hospitals business line covers the inpatient activities of the Group, which include a wide range of medical and surgical specializations. The Group's 11 hospitals and four additional day care units form the largest private hospital chain in Romania.

Within our hospitals, we have four maternity units where over the last five years, more than **45,000 babies** were born.

## Corporate

The Corporate business line offers subscription-based prevention and medical prophylaxis (PPM) packages generally to corporate clients, as part of their employee benefit packages.

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 from MedLife as standard prevention and prophylaxis packages.

MedLife has a portfolio of more than 800,000 patients with standard prevention and prophylaxis packages from over 8,000 different companies (as of December 31, 2022).

The Group has the largest base of individuals who benefit from such services in Romania, according to publicly available data.

## STEM Cells Bank

Our Stem Cell Bank is another business line and represents a state-of-the-art biotechnological laboratory in Romania for isolating and storing stem cells.

We utilize cutting-edge biotechnology for the storage and processing of umbilical cord blood, which is one of the most important sources of stem cells.

To ensure quality and safety, we employ the Sepax 2 system, which is currently the most advanced storage system available.

## Laboratories

The Laboratories business line complements our diagnostic services and offers the following range of services: biochemistry, pathological anatomy (cytology and histology), molecular and genetic biology, hematology, immunology, microbiology and toxicology.

During 2022, this business line processed a total of **8.5 million laboratory tests**.

## Dentistry

Our Group's Dentistry business line offers a wide range of dental services, from simple check-ups to complicated surgical procedures, through the largest network of specialized dental centers under the DENT ESTET brand.

Our team of highly specialized doctors holds multiple certifications obtained in Europe and the United States, and provides comprehensive dental services for both adults and children.

To ensure the comfort and safety of our patients, we have our own intensive care unit where we apply specific sedation techniques.



## Pharmacies

The Pharmacies business line completes the circle of integrated services and provides prescription-based medical products, without a counter, and other related medical products in 23 pharmacies owned by the Group as of December 31, 2022.

In addition to the 6 main lines of business, the MedLife Group, through its acquisitions, includes a pharmaceutical distribution company, Pharmachem Distribuție S.A. This company represents one of the main pharmaceutical distribution companies in Romania, with total sales of 176 million RON in 2022. Pharmachem is particularly focused on providing high-quality healthcare products and services and plays a crucial role in the country's pharmaceutical supply chain.

By collaborating with a diverse range of suppliers, Pharmachem ensures that pharmacies and other healthcare service providers have access to a wide range of medications and medical supplies to meet the needs of their patients. As a pharmaceutical distribution company, Pharmachem is responsible for the storage, handling, and transportation of pharmaceutical products from manufacturers to end users. This involves complying with strict regulations and maintaining a high level of quality control to ensure the safety and effectiveness of the distributed products.

In 2022, MedLife expanded its business portfolio by acquiring **Sweat Concept fitness centers**, thus entering a new business line, the **wellness industry**.

This acquisition complements the comprehensive medical services offered nationwide. Sweat Concept will be rapidly developed throughout the country in the coming years to achieve synergies with the existing corporate business line.

## Economic Performance

MedLife Group responsibly and sustainably addresses the creation of long-term value for all stakeholders, which is evident in all actions taken over time, but particularly during the pandemic period.

2022 was intense, as after two years of pandemic, we faced a series of additional factors such as war, inflation, and energy crisis, which put considerable pressure on national and global economic development. Nevertheless, we managed to adapt and continue our expansion strategy through organic projects and strategic acquisitions, despite these challenges.

In 2022, MedLife accelerated its nationwide expansion by opening 7 new units and completing no less than 13 major acquisitions in the first nine months of the year. These acquisitions included both businesses with integrated medical services,

following our model, and niche businesses in oncology, ophthalmology, and wellness. Together, our aim was to provide our patients with the best solutions for their needs.

Furthermore, we focused our efforts on developing personalized solutions for our nearly 800,000 subscribers and the millions of patients who visited our 700 MedLife units, which was one of the biggest achievements of the year.

In the future, we will continue to invest in the consolidation of the MedLife network in the medium and long term, at both national and regional levels, with the ambition to become a strong regional player. In the short term, after intense acquisition activity in recent months, a period of stabilization, consolidation, and integration of the acquired companies into the Group will follow.

The size of MedLife Group	2020	2021	2022
Total number of employees	4,658	5,093	6,281
out of which women	3,726	4,116	5,276
Net sales (RON)	1,077,448,351	1,427,218,373	1,795,432,748
Profit (RON)	63,763,684	112,913,209	37,432,555
Equity (RON)	268,906,545	381,404,558	482,038,245
Total Liabilities (RON)	914,587,319	1,036,197,669	1,669,938,084

MedLife Group employees	2020	2021	2022
Doctors	595	651	734
Nurses	2,007	2,194	2,604
Other staff	2,056	2,248	2,943
TOTAL	4,658	5,093	6,281

# 2

## Care for our business

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SISTEMUL MEDICAL  
**MedLife**

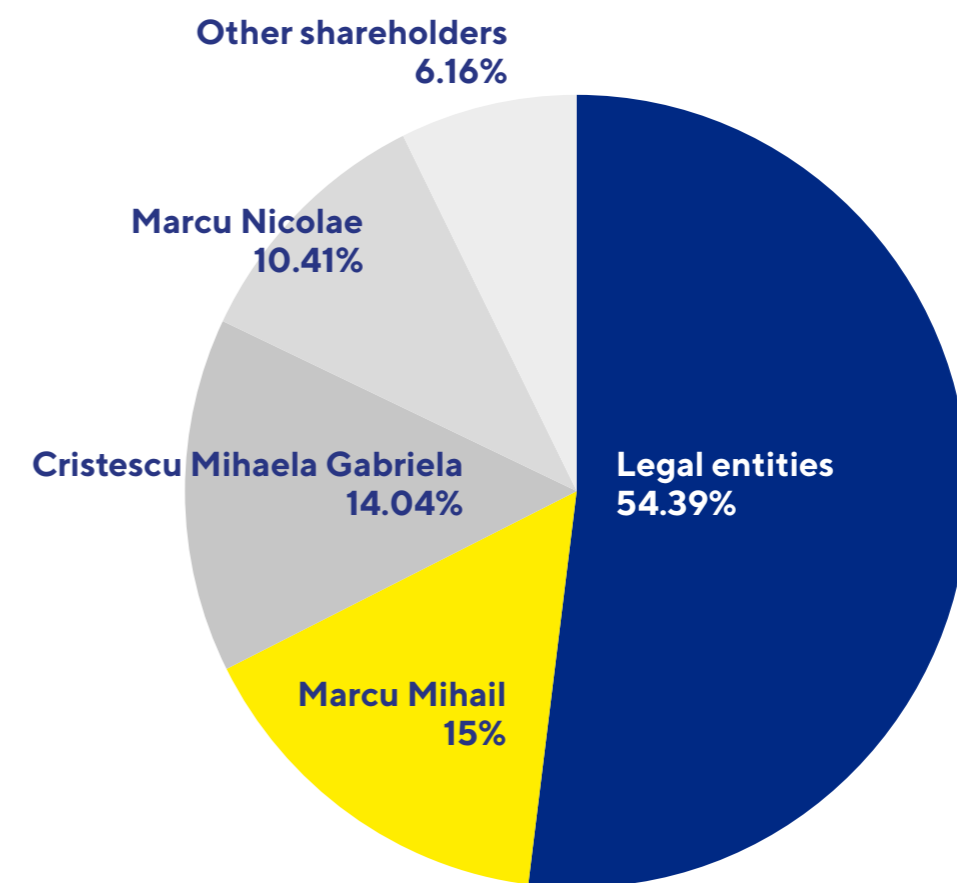




## 2.1 GOVERNANCE SYSTEM AND BUSINESS ETHICS

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

### MedLife S.A. Shareholding Structure, on December 31, 2022



The corporate governance of the company operates according to the provisions of Companies Law no. 31/1990, as amended and supplemented, Law no. 297/2004 on capital markets, as amended and supplemented, and the secondary legislation adopted by the Financial Supervisory Authority ("FSA") for the application of Law no. 297/2004, the Code of the Bucharest Stock Exchange ("BSE"), and the

Corporate Governance Code of the Bucharest Stock Exchange ("Applicable Law"), as well as in accordance with the provisions of the current Articles of Incorporation of MedLife and the applicable internal regulations.

[The Statute of Corporate Governance](#) was adopted by MedLife's Board of Directors in March 2017.





## The General Meeting of Shareholders (“GMS”)

The supreme governing body of MedLife is the General Meeting of Shareholders (“GMS”). The ordinary and extraordinary powers of the GMS are provided in the Articles of Incorporation and 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 Conduct of MedLife GMS.

MedLife respects the rights of its shareholders, ensuring fair treatment through procedures, systems and rules that facilitate the exercise of the rights conferred by the shares held in MedLife.

To ensure effective and active communication with its shareholders, MedLife has created a dedicated section on its website (<https://www.medlifeinternational.com/investor-relations>),

entitled Investor Relations, and has established an internal corporate structure to generally facilitate the relationship with shareholders and investors.

Additionally, the company publishes the [Procedure for the Organization and Conduct of the GMS](#) on its website, which facilitates shareholder participation in the GMS and the exercise of their rights related to the GMS, including participation through representation (by proxy) or by correspondence.

The procedure also indicates the set of documents that will be made available to shareholders by MedLife for each individual GMS and provides an exhaustive presentation of shareholders’ rights related to the GMS, as well as the voting procedure within the GMS.



## 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 4-year mandate, with the possibility of reappointment. The BoD is responsible for the management of MedLife, acting in the company’s best interests and protecting the general interests of its shareholders by ensuring sustainable development.

According to the Articles of Incorporation, the BoD is responsible for all necessary and useful acts to achieve MedLife’s scope of activities, including the management of subsidiaries or investments of MedLife, except for the responsibilities reserved for the GMS by law.

The BoD is responsible for setting strategic directions. It periodically monitors the degree

of achievement of targets set by strategies, as well as financial and non-financial performance indicators at Group level.

In accordance with the Article of Incorporations, the BoD has established two advisory committees, each consisting of at least 2 members of the BoD. The role of these committees is to provide recommendations in various areas.

Annually, the Board evaluates the performance of these committees and incorporates the measures and key changes resulting from this evaluation into the statement on compliance with the provisions of the Bucharest Stock Exchange Corporate Governance Code. The BoD meets as often as necessary but at least once every 3 months. In 2022, there were a total of 17 board meetings.



## Members of the Board of Directors

Name	Executive/ Non-Executive	Independent (Yes/No)	Gender	Role	Other significant positions and commitments, and the nature of commitments
Mihail Marcu	Executive	No	Male	BoD Chairman	Member of the Executive Committee – General Manager
Nicolae Marcu	Executive	No	Male	BoD Member	Member of the Executive Committee – Director of Health and Operations
Dorin Preda	Executive	No	Male	BoD Member	Member of the Executive Committee – Director of Finance and Treasury
Dimitrie Pelinescu-Onciul	Non-Executive	No	Male	BoD Member	Not applicable
Voicu Cheța	Non-Executive	No	Male	BoD Member	Not applicable
Ovidiu Fer	Non-Executive	No	Male	BoD Member	Not applicable
Ana Maria Mihăescu	Non-Executive	No	Female	BoD Member	Not applicable

## Audit Committee

The Audit Committee of MedLife consists of three non-executive members of the BoD. Its main tasks include reviewing and examining the annual financial statements and the proposal for profit distribution (if applicable), conducting an annual assessment of the internal control system and the effectiveness of the risk management system. Additionally, the committee monitors compliance with legal standards and generally accepted internal audit standards, evaluates conflicts of interest in transactions with related parties, and analyzes transactions with related parties that exceed or are expected to exceed 5% of the company's net assets in the previous financial year. Furthermore, the committee provides recommendations to the BoD.

## Remuneration Committee

The Remuneration Committee is composed of three non-executive members of the BoD. 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, according to the decision of the BoD.

In making such decisions, the remuneration committee must take into consideration the long-term interests of the shareholders, investors, and other stakeholders of MedLife S.A. The Remuneration Committee implements the decisions of the BoD that fall within the committee's scope of activities.

## Executive committee

The BoD appoints a maximum of 10 directors for a period of 4 years who form the Executive Committee. The directors are generally responsible for the day-to-day operations of MedLife's business within the limits set forth by the Board of Directors, the Articles of Incorporation and Applicable Law. This team is led by the Chairman of the BoD who also fulfills the role of General Manager, the Director of Health and Operations who is also a member of the BoD, and 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.

The management of the Group is structured into two pillars. Operational management is carried out by an experienced leadership team that operates under the executive directors of the Group, 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 with the objective of

identifying and addressing risks and opportunities that may arise in the business and analyzing actual performance against the budget.

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.

## Membrii Comitetului Executiv

Name	Gender	Role
Mihail Marcu	Male	CEO
Nicolae Marcu	Male	Director of Health and Operations
Dorin Preda	Male	Director of Finance and Treasury
Adrian Lungu*	Male	Chief Financial Officer (CFO), until September 30, 2022
Alina Irinoiu*	Female	Chief Financial Officer (CFO), starting with September 20, 2022
Radu Petrescu	Male	Director of Human Resources
Marius Petrilă	Male	IT Director
Mariana Ilea-Brates	Female	Supply Manager
Mirela Dogaru	Female	Director of Sales and Marketing
Vera Firu	Female	Economic Manager
Larisa Chiriac	Femeie	Medical Director

\* Mr. Adrian Lungu's mandate contract ended on September 30, 2022, and the position of CFO was taken over by Ms. Alina Irinoiu on September 20, 2022, through appointment by the Company's Board of Directors.

Medical management at Group level is led by the Group Medical Director. Unit-level medical managers or coordinators meet regularly to review patient cases, identify current and future medical problems, and plan medical resources.

Each medical unit has a medical coordinator, and in 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.



## Business ethics

MedLife is committed to implementing and adhering to the highest standards of conduct in all aspects of its business. The [Code of Ethics and Conduct](#) establishes a set of rules regarding behaviors and standards of conduct applicable to MedLife and all its subsidiaries at all levels: administrators, executives, directors, employees, subcontractors, or consultants, whether they are permanent or temporary employees of MedLife. Employees and collaborators of MedLife are required to comply with the provisions of this Code in the performance of their activities within the Group. The Group and its subsidiaries are committed to complying with the laws, regulations, and applicable regulatory acts in any country in which they operate, including legal

provisions relating to the environment, health, fire prevention, and security. The Group aims to create and maintain beneficial relationships with its patients by promoting a climate of trust and transparency, along with innovation and good medical practices. The Group does not tolerate any discrimination, bullying, or harassment of colleagues.

The Code of Ethics and Conduct of MedLife focuses specifically on the following aspects: compliance with the law, responsibility towards clients, suppliers, and competitors, relationships with colleagues, conflicts of interest, corruption, information management, market abuse, and external communication.



## 2.2 SUPPLY CHAIN

Being a medical company, the supply chain is extremely important as it ensures our access to essential equipment, consumables, and medications necessary to provide quality services to our patients. Each component of the supply chain - from production and procurement of materials to storage, transportation, and management - is carefully managed to ensure the continuity of goods and services in a safe and efficient manner.

Any shortage or delay in the supply of essential products can have a significant impact on us, including our reputation, patient trust, as well as revenues and our ability to provide adequate care. Therefore, ensuring an efficient and reliable supply chain is crucial for the success of our Group.

With the help of the relationships we develop and maintain along our supply chain, we ensure a part of the success we have in delivering quality medical services, while also contributing to local development. Procuring medicines and medical consumables directly from local manufacturers represents not only a way for our business to support the development of the national business environment but also a financial benefit by reducing expenses in product acquisitions.

Our supply chain includes primarily national suppliers, with a small portion at international

level. The purchases we make mainly involve products, services, and equipment.

The most important suppliers are:

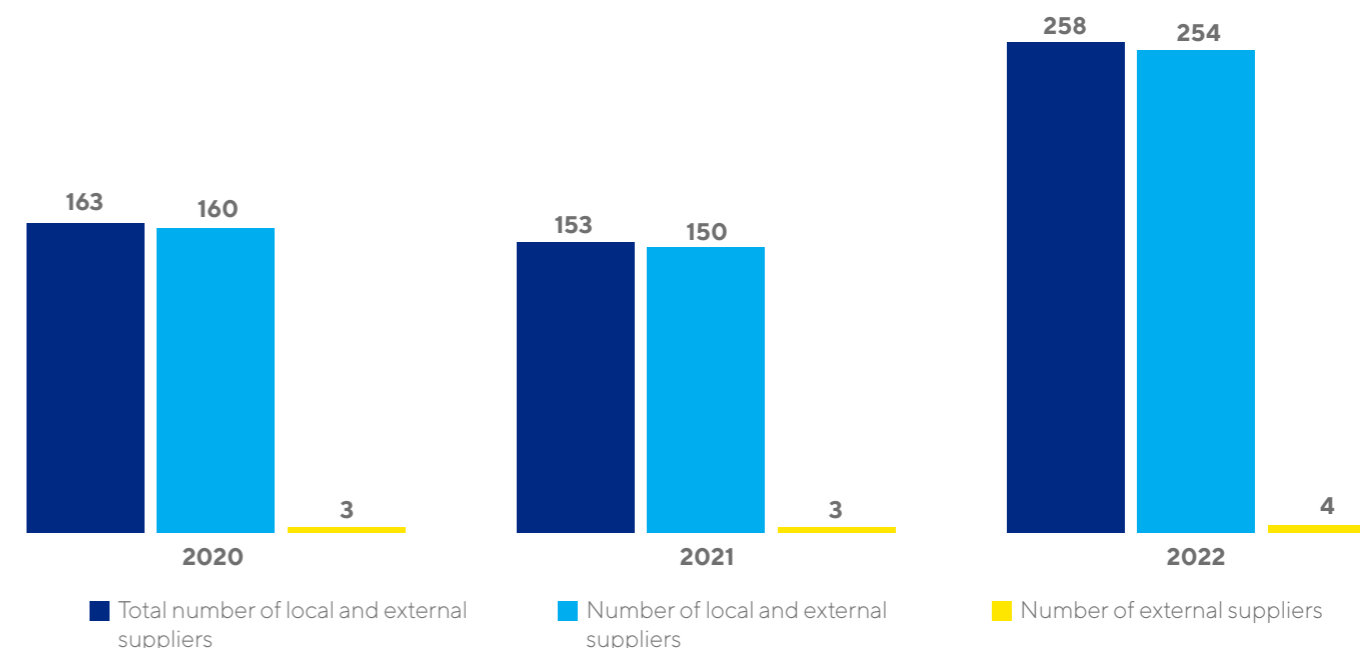
- laboratory suppliers** - defined based on the degree of automation of the equipment used, where the equipment supplier also provides the consumables and necessary items for optimal use of the laboratory equipment;
- medical consumables suppliers** - structured according to the type of medical unit (hospital, clinic, laboratory);
- medication suppliers** including the National Health Insurance Program (PNS);
- vaccine suppliers**;
- catering suppliers** who provide food for patients in hospital units.

Medical equipment suppliers are obligated to organize presentations, courses, symposiums, and seminars for doctors to facilitate the correct use of the equipment. The relationship is directly between the suppliers and the medical staff, not mediated by the Procurement Department.

Additionally, we have other types of suppliers such as stationery and office suppliers, cleaning material suppliers, and laundry and courier service providers.

Supply Chain 2022						
	Medlife S.A.	Policlinica de Diagnostic Rapid (PDR)	Clinica Polisano SRL	Genesys Medical Clinic	Dentestet Clinic	ONCO CARD SRL
Total number of suppliers (local and external) in 2022	258	127	186	116	80	62
Out of which local suppliers	254	125	184	115	80	62
Out of which external suppliers	4	2	2	1	0	0

## MedLife S.A. Suppliers



## Proportion of spending with local suppliers MedLife Group

	Medlife S.A.	Policlinica de Diagnostic Rapid (PDR)	Clinica Polisano SRL	Genesys Medical Clinic	Dentestet Clinic	ONCO CARD SRL
Proportion of spending with local suppliers in 2022	100%	100%	100%	100%	100%	100%

## Proportion of spending with suppliers MedLife S.A.

Medlife SA	2020	2021	2022
Proportion of spending with local suppliers	95%	94%	100%
Proportion of spending with external suppliers	5%	6%	0%





At Group level, the procurement is conducted in accordance with a procurement procedure that enables us to follow fair, transparent, and non-discriminatory processes, by establishing clear criteria for supplier selection, rules for procurement approval, as well as contract implementation.

The procurement department has a well-defined structure, consisting of contracting and procurement agents who are responsible for managing orders to suppliers, and inventory managers who monitor and validate records in the management system.

Additionally, there is a medical equipment technician who handles service contracts and maintains relationships with medical equipment suppliers. The department receives support from other departments or companies within the Group to ensure proper procurement for all healthcare facilities.

In the case of the Laboratories business line, given the specifics of certain procurements - reagents and laboratory equipment that can significantly influence the quality of the analysis results - there is a dedicated team that negotiates the 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.



## 2.3 OUR SUSTAINABILITY JOURNEY

Our approach to integrating sustainability and fostering inclusive growth while amplifying the human aspect in everything we do starts with the high-quality medical services we provide to our patients and clients and extends to our dedicated and professional staff who carry out their daily work.

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 this Sustainability Report we present how we manage the most important sustainability topics, the measures we implement to mitigate the current and potential adverse impacts we have or may have on the environment and people, as well as information about our efforts and solutions to maximizing the positive impact we have on people and the economy. It is vital for our business to enable a dialogue with all our stakeholders to ensure that our business reflects the communities in which we live and work.

Through a dialogue with all stakeholders within a materiality analysis, MedLife Group has identified the essential economic, social, and environmental topics for its activities. In this analysis, we went through several stages involving representatives from all our business lines and the most significant stakeholder categories, including patients and clients, employees and collaborators, suppliers, shareholders, the community, and authorities.

This year, as part of the materiality process, we conducted an impact analysis covering 10 companies within MedLife Group, selected based on their generated revenue according to the

Financial Statements as of December 31, 2021, representing 75.23% of the total Group revenue. A significant starting point was the list of impacts established by the United Nations Environment Programme (UNEP) for the healthcare sector, to which we added impacts collected from major healthcare service companies in Europe and globally.

At the end of the significant impact identification stage, we also considered the most important impacts from various sustainability standards and methodologies, such as the GRI and SASB standards.

The second stage of the materiality analysis involved assessing and prioritizing the identified impacts through a consultation process with experts from the healthcare sector. The prioritization criteria we considered were based on the recommendations of the GRI Standards.

The evaluation of the significance of negative impacts was determined based on the severity and probability of the impact, while the evaluation of the significance of positive impacts was determined by their magnitude, scope, and probability.

As a result, we obtained a list of current and potential, negative and positive impacts, which we further validated in another stage with the most significant stakeholders of our Group.





## Stakeholder Map



Associations, including those in the sector of activity



Capital market participants



Competitors & Peers



Patients & Clients



Education, science and research organizations



Employees



Physicians with whom there is no direct contractual relationship



Authorities



Accreditation, Certification & Regulatory Bodies



Local Communities



Mass-media



Suppliers & Contractors



Pharmaceutical producers



The validation activity was carried out by applying a questionnaire to a sample of approximately 300 stakeholders and it represented an essential element of the materiality process. Initially, the stakeholders involved were identified and prioritized by organizing different 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.

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 collected through

various tools aimed at identifying sustainability risks and opportunities that can influence the position and financial performance of our Group.

Some of these risks pertain to the increasing costs associated with energy usage due to national and European economic and financial instability, as well as geopolitical volatility stemming from the conflict in Ukraine. Additionally, climate change was considered in our analysis.

The increased frequency of extreme weather events in the short and long term has the potential to negatively impact the safety of employees and patients.

There is a higher risk of illness and loss of human life due to floods or high temperatures. In hospitals, these conditions also affect infection

control and the ability of units to maintain the necessary temperature control for certain procedures. All of these factors can affect profits, the value of physical assets, and the cost of human capital.

Another sustainability topic that can pose a risk to our business is derived from the context of the Paris Agreement and the European Green Deal. According to these agreements, all companies will need to reduce their greenhouse gas (GHG) emissions in the coming years, both direct and indirect emissions.

This will put pressure on all companies, requiring them to make investments in energy efficiency for

buildings, procure more efficient equipment, and use/purchase less polluting vehicle fleets.

The identified sustainability risks and opportunities have been integrated into the Group's risk register, and we consider mitigation actions for each of them.

These actions include calculating the carbon footprint and establishing an action plan to reduce GHG emissions, assessing exposure and vulnerability to climate risks to identify appropriate adaptation measures, and improving energy management within the Group.





Sustainability topics	ID	Impact	Type
Care for the Environment	01	Reducing air pollution as a result of limited mobility by providing digital medical services	Positive
	02	Emissions (scope 1 and 2) related to buildings / structures / equipment / installations / vehicles	Negative
	03	Indirect emissions (Scope 3) resulting from the company's supply chain	Negative
	04	Waste generated	Negative
	05	Energy consumption	Negative
	06	Water consumption	Negative
	07	Reducing the impact on the environment in the supply chain	Positive
Welfare and Safety of Employees and Collaborators	08	Affecting the employees and collaborators health and safety, given the nature of the services provided by the company (health services that can endanger the health and safety of employees and collaborators)	Negative
	09	Impact on labor market development	Positive
Our human Capital	10	The contribution to respecting human rights	Positive
	11	The contribution to respecting equal opportunity and diversity	Positive
	12	Contribution to health access	Positive
Healthy communities	13	Contribution to ensuring a high standard of living	Positive
	14	Encouraging a healthy lifestyle	Positive
	15	Facilitating access to health	Positive
	16	Reducing negative impact on people in local communities	Positive
	17	Contributing to the support and educational development of the medical community	Positive

Sustainability topics	ID	Impact	Type
Governance	18	Contribution to the fight against corruption	Positive
Innovation	19	Contribution to R&D development	Positive
	20	Supporting local producers of medicines and medical supplies	Positive
Supply chain	21	Reducing the negative impact on people in the supply chain	Positive
	22	The payment policy and compliance with the payment terms	Negative
Patient and client management	23	The quality of health services	Positive
	24	Protection of customers' personal data	Negative
	25	Failure to comply with human/patients rights by not transmitting information on procedures/treatments	Negative
	26	The direct monetary value added to the national economy	Positive
Economic performance	27	Contribution to a positive market presence	Positive
	28	Contribution to the economic well-being of the workers who carry out the activities of the organization	Positive
	29	The contribution to the development of national/local infrastructures and services supported (for example, transport links, utilities, community social facilities, health centers, social assistance and sports centers for employees but also available for the community)	Positive
Climate Change	30	Contributing to the preparedness and resilience of the private health system to deal with health problems (different diseases and premature deaths) that arise or may arise from the impact of climate change on the population	Positive
	31	Affecting the health and safety of people, following the impacts that can or could derive from physical climate risks to which the company and its infrastructures are exposed and vulnerable	Negative

# 3

## Care for the People

44

61

63

69



SISTEMUL MEDICAL  
**MedLife**





### 3.1 CLIENT AND PATIENT MANAGEMENT

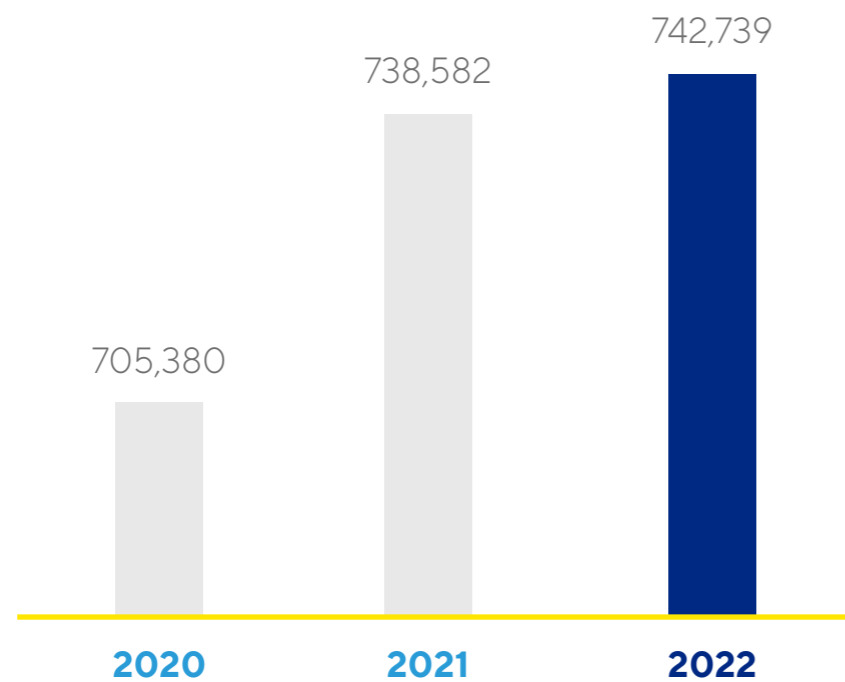
Our business philosophy is based on the commitment “Getting Romania well together”. We understand the important role we have and strive to do as many good and sustainable activities as possible, as our common future requires sustainable solutions.

We are committed to embrace sustainability in every aspect of our business, across all our business lines, and in all actions we implement. We are dedicated to promoting the health and well-being of every patient through innovative and personalized medical services. We believe that access to quality healthcare should be available to all, and this is our central vision. Our team of doctors and medical staff consists of high-skilled professionals who put patients first in everything they do. We are always looking for new techniques and approaches to provide the best treatment.

As a result, we can provide a wide range of efficient medical services and innovative treatment and diagnostic solutions, allowing our patients to benefit from a holistic approach to their healthcare needs. These services include general medical consultations, diagnosis and treatment of conditions, including surgeries, and patient care in hospitals.

We are currently developing and implementing a strong direction for integrating sustainability into everything we do, including our efforts to invest in and finance national healthcare improvement. Every patient and client receives our attention and care, tailored to their needs and expectations. For corporate entities, we provide prevention and prophylaxis packages that bring a range of benefits to both employers and their employees.

MPP\* patients evolution



\* Medical Prevention and Prophylaxis package

We have the largest number of subscribers in Romania and we aim to expand it. The advantages of our prevention and prophylaxis packages include:

- occupational medicine services;
- consultations and investigations in medical centers and hyperclinics;
- medical tests;
- hospital care;
- medical recovery and emergency medical care;
- monitoring the health of the pregnant woman;
- 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 headquarters;
- doctor dedicated to the company;
- prevention programs and medical education, including for parents;
- screening campaigns;
- personalized medical assistance through a personal medical consultant;
- vaccination campaigns at the company 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, telephone support and advice for medical problems, assistance with referral to the emergency service, access to preferential commercial offers at a series of partners, interactive medical seminars on the most common diseases at work, how to identify and prevent them, as well as prevention and medical education programs.

### MedLife Hospitals

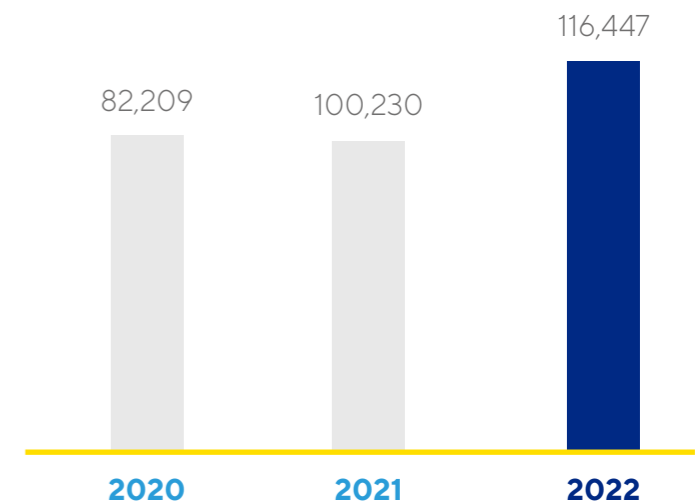
MedLife hospitals are equipped with modern medical equipment and have well-trained and experienced medical and paramedical staff in the field of healthcare.

Their main objective is to improve the health condition of patients and provide personalized and high-quality treatments to ensure quick recovery and disease prevention.

### The largest network of private hospitals in Romania

11 hospital units in Bucharest and in the country – Arad, Braşov, Cluj-Napoca, Craiova, Iaşi, Ploiesti, Timişoara and Sibiu, with a total of 1,064 beds and 38 of surgical operating rooms, thousands of doctors, nurses and caregivers.

Hospitals: number of patients



Out of concern for the future, we proud ourselves with the first and only private Pediatric Hospital in Romania located in Bucharest. The Pediatric Hospital provides medical services for children and teenagers, from newborns to the age of 18, bringing together the best specialists, modern equipment and international expertise to ensure safety and 5-star conditions to all the little

ones that cross our doors, so that they feel as comfortable as possible. Among the services offered are pediatric consultations, laboratory investigations and medical imaging, medical and surgical treatments, as well as care and treatment for cardiovascular, neurological, endocrinological, respiratory, gastroenterological, and other conditions.

## Facilities within the Pediatric Hospital



### Covid-19 protection measures

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



### Complete services

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



### Exceptional doctors

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



### Multidisciplinary approach

- High-specialized doctors
- International expertise
- Minimally invasive interventions

At the same time, within the **Life Memorial Hospital Bucharest**, which brings together a modern operating block consisting of 7 operating rooms on an area of 1,400 square meters, there

is also an Emergency Room where we provide specialized medical treatment in emergency medicine for the care of patients in immediate need of medical help 24 hours a day, 7 days a week.

## Services available within the Life Memorial Hospital Emergency Room of Bucharest



### Emergency Medicine



### Imaging



### Surgery



### Neonatology



### Intensive care



### Cardiology



### Obstetrics-Gynecology



### Urology

Out of concern for our patients and clients, we are constantly concerned to attract in our team the most famous specialists both in Romania and abroad.

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

In Sibiu, we own two hospitals, one of which is the **Polisano Hospital**, an absolute novelty on the Romanian medical services market, both due to its exceptional facilities, highly specialized medical team, and pioneering collaborations with prestigious medical universities in Austria, France and Canada, as well as agreements concluded with the "Lucian Blaga" University of Sibiu and 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 Lotus Hospital** has been operating since 2004, providing both continuous hospitalization and day hospital services. The operating block is equipped with state-of-the-art equipment, modern operating rooms, anesthesia machines, electrocautery devices, laparoscopy towers, and HD hysteroscopy equipment.





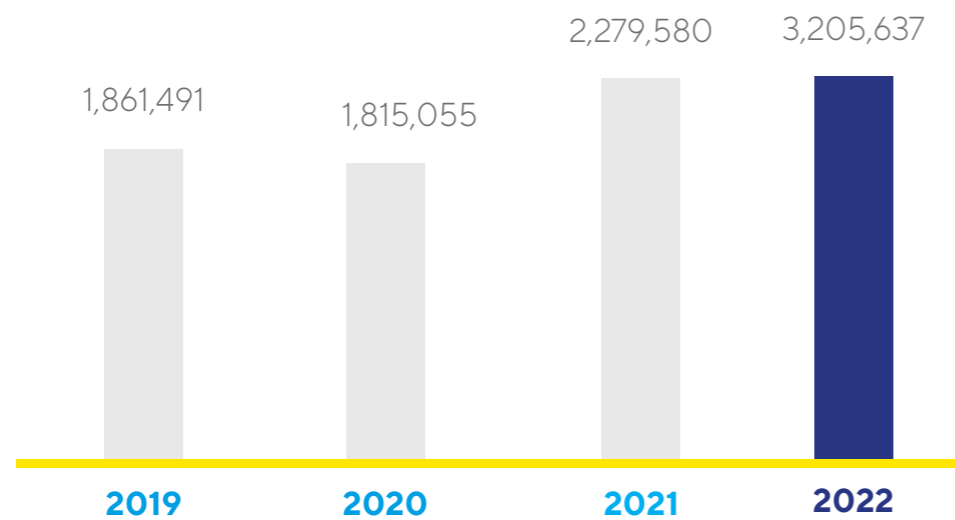


## MedLife Hyperclinics

MedLife hyperclinics are large medical units that encompass all medical specialties, providing consultations, high-performance imaging investigations (radiology, DEXA, CT, 3T MRI, 2D-5D ultrasound, mammography with

tomosynthesis) and medical analyzes in one place. In our clinics with over 40 medical specialties, more than 3,300 nationally and internationally renowned doctors carry out their activities.

Number of visits in clinics



**34**

Hyperclinics

**>10 mil.**

visits to clinics\*

\*Figure valid for the past five years, according to the latest report to investors.

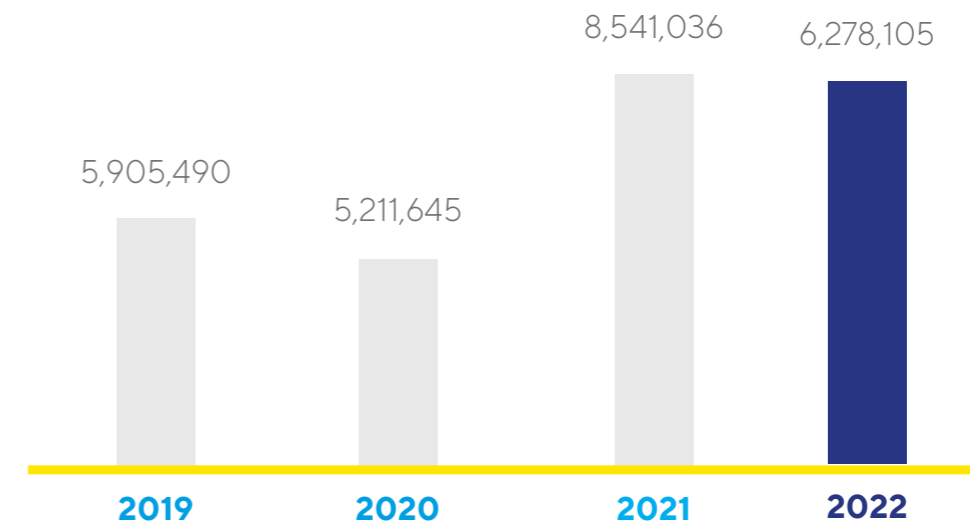
## MedLife Laboratories

MedLife Laboratories are a network of medical laboratories that integrate the first automated Abbott front line in Eastern Europe and provide high-quality diagnostic medical services based on the latest technologies and state-of-the-art medical equipment. These laboratories are available to MedLife patients, offering a wide range of medical analyses as well as personalized services to meet the individual needs of each patient. During the pandemic, six COVID-19

laboratories and three mobile COVID-19 testing and analysis centers operated in Bucharest (AFI Cotroceni, Piața Unirii, Titan).

The laboratories' activities are supported by collection points that fall under the laboratories' authority and are managed by their leadership, as well as collection points within clinics that fall under the jurisdiction of the clinic where they operate.

Number of laboratory analysis



**36**

Laboratories

**>600k**

tests/month

Over 180 collection points throughout the country

## 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, including OTC and prescription drugs.

The activity of PharmaLife pharmacies is supported by our own laboratory, where our customers can benefit from specific products.

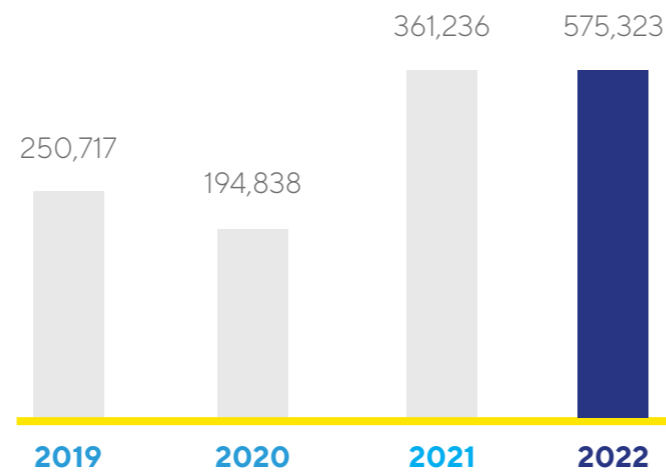
At the same time, based on the collaboration contracts with the National Health Insurance Houses, we provide the release of free and compensated medical prescriptions. In order to meet the needs of our customers to have access to quality pharmaceutical products at affordable prices, we also launched our own brand of products - DoctorLife.

## MedLife Dental care centers

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

At the end of 2022, DENT ESTET took over DentaLife, becoming the 18th clinic in the DENT ESTET portfolio, after the opening of a clinic in Arad, following a partnership with MedLife Genesys, in November, and of a clinic in Craiova in April 2021. In the near future, the DENT ESTET group will implement a diversified range of subscriptions and medical packages in all 18 dental clinics in Bucharest, Sibiu, Braşov, Timișoara, Oradea, Cluj-Napoca, Ploiești, Craiova, Arad, to provide patients with medical services that meet their needs. Additionally, MedLife subscribers who receive dental services at the

Number of visits to Pharmacies



DentaLife clinic will be able to access treatments at any of the 8 DENT ESTET clinics in Bucharest.

## MedLife Accreditations

In terms of administrative and coordination management, in the case of a hospital unit the activity is more complex. In Romania, the quality management activity in hospitals is also regulated 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 focuses on organizational management, clinical management, ethics and patient rights.

Accreditation is a process that verifies whether a hospital unit meets national standards regarding the quality of medical services, and once granted, it demonstrates that the unit provides high-quality medical services.

This package of standards includes over 3,500 indicators according to which hospitals are classified.

Thus, accreditation is the means through which we demonstrate that we are a trusted provider of medical services, and our hospital units strive to provide quality medical care that meets patients' expectations, including their safety by identifying and managing all risks that could pose harm to our units.

This improves patients' trust in the medical services provided and contributes to improving the image and reputation of our company.

ANMCS verifies how medical services are provided and evaluates the extent to which they comply with accreditation standards.

There is a set of criteria that includes all adverse events associated with the medical activity, infections associated with the medical activity, claims management, and other issues, but each unit also has its own set of rules.





## Our laboratories are accredited according to international standards, **RENAR**.

At the level of each laboratory, a quality management system is implemented, and internal audit missions are carried out at the same time. External audits are carried out in the form of evaluations supported by RENAR annually, for each individual laboratory, according to the standard procedure for medical analysis laboratories. Regarding the minor patient, within the MedLife laboratories we have clear procedures for their management.

We know how important it is to treat each child with special attention and care, so that their experience in our medical units is as smooth as possible. According to our procedures, minors must be accompanied by a parent or tutor. In addition, the children receive diplomas of courage at the end of the collection process. 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 pediatric area.

In order to improve the management of the healthcare units we own, we want to strengthen our 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 of material and human force, but also of time, considering the complexity and the size of the Group.

As part of the management system of all medical facilities, we recognize and grant doctors the freedom to carry out their medical activity as they consider, respecting the rules applied by MedLife at process level (the type of documents with which the patient comes in the medical unit, the duration of the consultation, the type and characteristics of the correspondence between medical colleagues, the transfer of a critical patient, the type of investigation for which the approval of the superior is required, what documents the patient leaves the medical unit, etc.), the provisions of the Code of Conduct and the Internal Regulations.



Every medical activity is carried out according to the most **rigorous standards**, with **empathy** and **care** for the patient.

## Risk management

Through an appropriate risk management, we can protect not only the organization and its reputation, but also the health and safety of patients and customers. Additionally, this process can also improve the efficiency and profitability of our activities, facilitating a better management of resources and avoiding financial losses.

Risk management activity involves the assessment of possible threats and vulnerabilities, as well as the identification and implementation of measures to prevent and reduce risks. This process is continuous and dynamic, which we adapt both to changes in the business environment and to those in the medical field.

Our risk management team has developed specific methodologies and procedures that help us to 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 the obligation to have the risk register, and at the level of the Group we have established 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. At the level of micro-structures, only the risk with medium and high scores are included in the risks register of the unit. Out of these, the ones with high priority and with

a significant impact on the activity carried out are prioritized and analyzed annually.

The unexpected epidemiological risk determined a series of changes in the way epidemiological triage and surveillance of SARS COV-2 infection have been performed at the level of each medical unit.

For these reasons, 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 represented by 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 medical only.

The first type of audit applies to inpatient/ outpatient processes, food allocation and others. In this type of verification, the audit team performing the audit mission consists of the unit's quality management representative, the medical director, and a person who is qualified to conduct the audit.

At MedLife there are employees who are qualified for clinical auditing.

The second type of audit, the medical only one, is conducted by a team that consists of: a specialist in clinical audit, the unit's representative for quality management and an expert in the specialty of the department where the audit is performed.

The latter 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 audit. The results of the audit missions are brought to the attention of all parties involved, including the Executive Board.

As part of our management system for the

## Emergency preparedness

Disaster and emergency planning is a priority for all organizations, including those operating in the healthcare sector. Without an emergency plan, loss of life and property damage can result.

A well-designed emergency plan can be essential in crisis situations, such as an earthquake, fire, flood, or other natural or man-made events that may endanger the safety and health of patients and medical staff.

The MedLife Group is constantly concerned with ensuring the safety of its patients by implementing and following clear work procedures, as well as intervention procedures in the event of such a situation occurring in any of our locations.

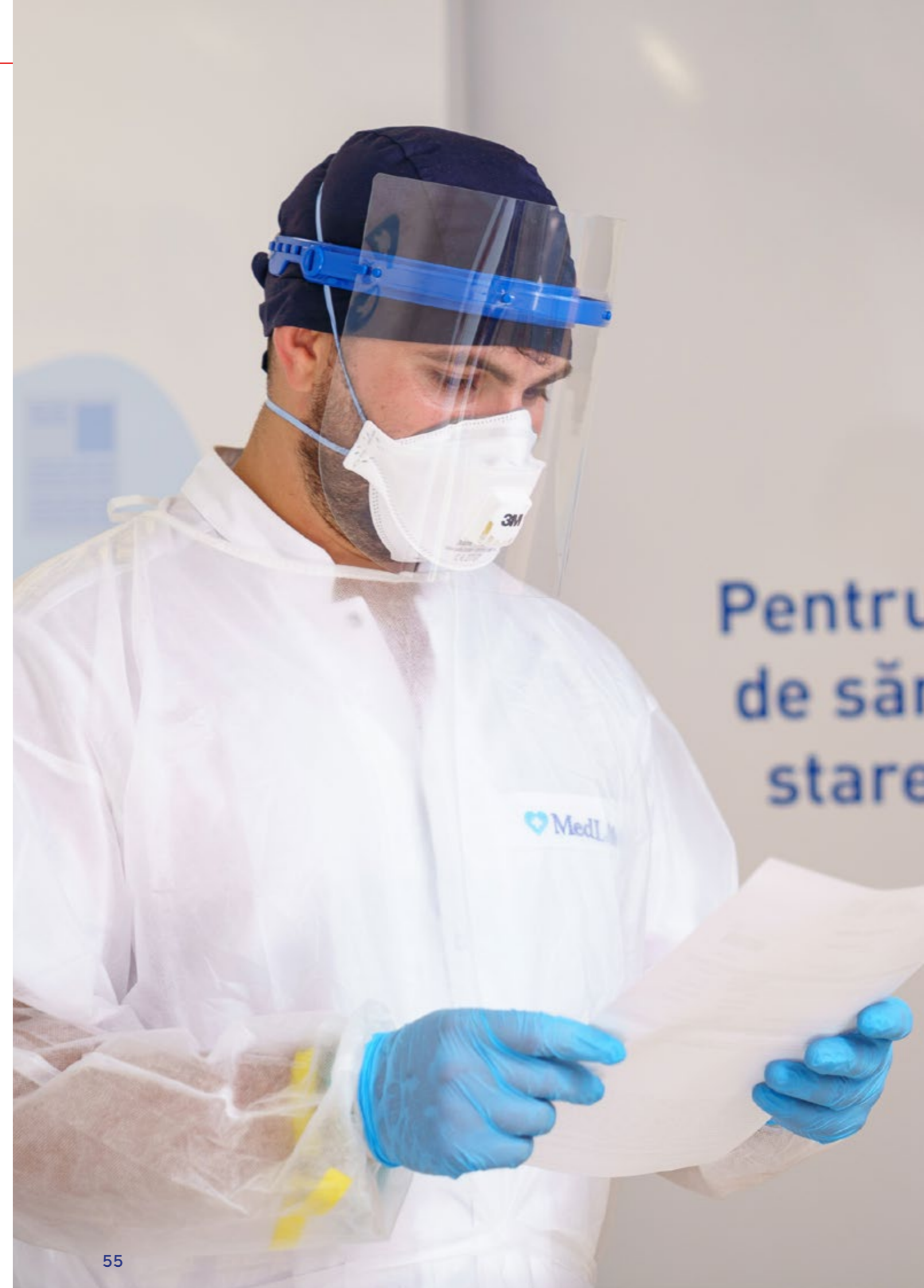
improvement of services and for the efficient management of risks, we analyze and disseminate throughout the Group the results of the analysis performed in case of major events that have had or could have had an impact on the care process and the hospitalization experience of the patient.

Getting well is the main "good" that interests us.

We consider it extremely important to develop and regularly update emergency plans, so that we can respond quickly and effectively in crisis situations and minimize the loss of life and property.

Three simulation exercises were also included in the medical facility accreditation process to test our ability to manage emergency situations.

These simulation exercises relate to a fire situation, a maximum medical emergency situation and a simulation of access to areas that should be protected, where access should normally be restricted (e.g., ICU, Neonatology, Sterilization, etc.).



## Client and patient satisfaction

Client and patient satisfaction is essential for our Group. Understanding the needs and expectations of our clients and patients helps us deliver superior quality services and establish long-term trusting relationships. For this reason, we pay special attention to this aspect, which we manage both at the level of the Group through monthly and annual surveys, but also at the level of each individual medical unit.

We measure satisfaction through satisfaction questionnaires that our patients can fill out online or at the reception, and based on the answers provided, we identify potential sensitive points and we guide our actions to optimize our patients' experience.

In the analysis carried out at Group level, we also track a series of indicators that help us ensure 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 levels of MedLife clients/patients compared to another private medical services provider.

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

Any interested person has the possibility to file a complaint or a request of any kind regarding our activity through the call center, the form available on our web page or by sending an e-mail to the address [sesizari@medlife.ro](mailto:sesizari@medlife.ro).

Additionally, in order to ensure the satisfaction of our patients, after at least two visits in one of our clinics, the patient who has expressed his consent for the processing of personal data receives a satisfaction questionnaire by e-mail. The Customer Care Department is the structure

responsible for the management of received suggestions and complaints. The complaint received by email, physically at the reception or by another method described above, from a client or a patient is transmitted to the concerned department (department/doctor/person in question), which has the obligation to evaluate the situation described and formulate an answer 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 of 30 days.

If there is a complaint or suspicion of malpractice, a disciplinary committee will be established to investigate the case based on an internal procedure, formed by the Group Medical Director, the Unit Medical Director, the Unit Manager and the HR Director.

Regarding the activity of the laboratories, in case of non-conformities according to the Quality Management System standard, their resolution falls under the responsibility of the Heads of Laboratories, and if the situation requires it, the company's management will also be involved.

On a daily basis, the heads of the laboratories provide the company's management with a report regarding the tests that could not be processed (non-conforming samples, processing incidents) which is also sent by email to partners, clients and the people involved to avoid the appearance of further complaints.

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

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



## Protecting 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 situations, strictly regulated by the 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 the consent can be obtained.

The activity at the laboratory level requires a working procedure that involves the use of unique collection codes, access to the results being made based on this code and the CNP.

In order to transmit the result via email, it is necessary to obtain in advance 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.



## Digitization

By utilizing state-of-the-art technology, we can enhance the operational efficiency of our Group, including reducing the time and costs allocated to healthcare administration. In this way, we contribute to increasing the accessibility of our services to a larger number of patients. Telemedicine, electronic health records, medical devices, and other aspects of technology can improve both the work of medical staff and their interaction with patients. On the other hand, this transformation process comes with a series of financial challenges as well as accessibility issues for patients, especially in a country like Romania where internet access is limited, the availability of equipment enabling access to telemedicine services is not widespread, and digital skills are not highly developed.

In 2022, we continued to meet the needs of our patients with innovative solutions to enhance the quality of the treatments provided.

Thus, within the MedLife Medical Park, the largest medical hub of the Group, we have made available to patients the opportunity to benefit from robotic interventions performed with "da Vinci Xi" technology. The robotic surgery system can be used to treat a wide range of conditions, including gynecological, urological, digestive, oncological, bariatric and abdominal wall-related conditions.

According to specialists, the da Vinci Xi robotic system combines conventional laparoscopic technique with high-precision robotic technology. This complex system is an extension of the surgeon, which, thanks to the four multi-articulated arms and a special technology, allows the real-time translation of the doctor's indications into highly delicate and precise movements, surpassing human capabilities. At the same time, the console from which the robotic arms are coordinated allows a 3D visualization of every structure of the human body, magnified up to 10 times if necessary. This feature offers the

surgeon greater safety and precision in separating diseased tissues from healthy ones, without undesired effects such as bleeding or other complications.

Moreover, part of this year's investments focused on upgrading the equipment and facilities in our units across the country. One of these investments was realized in MedLife Lotus Hospital in Ploiești, which currently utilizes the most advanced ultrasonography system currently available worldwide, the Voluson Expert 22. Our hospital is among the first healthcare units in Romania that provides patients with the advantages of this technology, enabling the visualization of high-quality, clear and detailed images.

This plays an important role in the early identification of various pathologies and in the establishment of a correct diagnosis. With the help of high-resolution images, doctors manage not only to gain a clearer perspective on pelvic pathologies for women, but also to monitor the development of fetal anatomical structures from the first trimester of pregnancy, achieving unprecedented performance.

At the MedLife Humanitas Hospital, starting with 2022, patients can benefit from treatments with the new Dp Dermaceuticals EXO-SKIN range and the Dermapen4 device. The Dp Dermaceuticals EXO-SKIN range and Dermapen4 microneedling device represent the latest innovation in regenerative therapy in the field of aesthetic medicine.

In September 2022, a team of neurosurgeons at MedLife Humanitas Hospital in Cluj tested the most advanced robotic technology and integrated neuronavigation system available worldwide for potential implementation in the hospital. The navigation and robotic neuronavigation platform used by the doctors in Cluj is employed in major neurosurgical centers abroad for interventions



on the spinal column. Following the acquisition of this technology, MedLife Humanitas Hospital will become the first center in Transylvania to offer patients the benefits of this revolutionary technological solution.

In previous years, MedLife launched a virtual clinic through which chronic patients and those in need of guidance or initial counseling for a specific medical specialty could receive dedicated assistance.

This project will continue even after the pandemic period, with plans to expand it to cover a wider range of specializations.

In addition to telemedicine projects, we have developed a mobile application that allows patients to schedule appointments online, securely access imaging investigations with a password, view their patient records across all clinics, access digital laboratory test results, engage in online consultations, and explore a price list categorized by locations, specialties, and centers.

The application is currently undergoing improvement, with future plans to expand it to include a module specifically designed for healthcare professionals.

## 3.2 INNOVATION

For us, MedLife, innovation is the driving force that has propelled us to the position of market leader in Romania's private healthcare services. Throughout the nearly three decades of our activity, the MedLife integrated healthcare system aimed to improve the quality of patients' life, increasing life expectancy, and providing the latest options for diagnosis and treatment through the integration of information technology and proliferation of innovation at all levels.

As a leader of the private medical services market, we have established a local research center with the purpose of delving into medical topics and contributing to the development of local solutions tailored to the specific needs of our country.

We aim to launch research projects with relevant objectives and strong added value for the issues we face in the public health sector. The MedLife Research Center is based on a perfect mix between the activity of clinics and hospitals, laboratory services, conducted to the highest standards of excellence, state-of-the-art technologies and internationally renowned partners. Our goal is to continue to innovate, evolve and expand based on the medical priorities of our patients.

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

costs. At the same time, innovation can provide solutions to many of the challenges faced by the healthcare system, both at the national and global levels.

This was particularly evident in the context of the pandemic caused by the SARS-CoV-2 virus, where research became essential in the fight to stop the spread of the virus and find rapid treatment or prevention solutions.

From the beginning of the pandemic, MedLife has invested in researching the SARS-CoV-2 virus, conducting various types of studies with its own resources that have provided authorities with important information regarding natural population immunity, both nationally and in specific outbreak areas, the dynamic evolution of antibodies against COVID-19, the origin of the SARS-CoV-2 virus circulating in Romania, the mode of transmission, the presence of other strains, as well as the level of immunity post-vaccination.

MedLife has maintained constant communication with state institutions, providing crucial real-time information for managing the COVID-19 pandemic.

Periodically, we conduct clinical studies across multiple medical centers based on a contract between the healthcare provider unit and the principal investigator.

The development of the robotic surgery division is part of the **first stage of consolidation** for MedLife Medical Hub, the largest medical hub within the Group.



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 caused 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 postvaccination 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 immunization even after the administration of the booster dose

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

## 3.3 OUR HUMAN CAPITAL

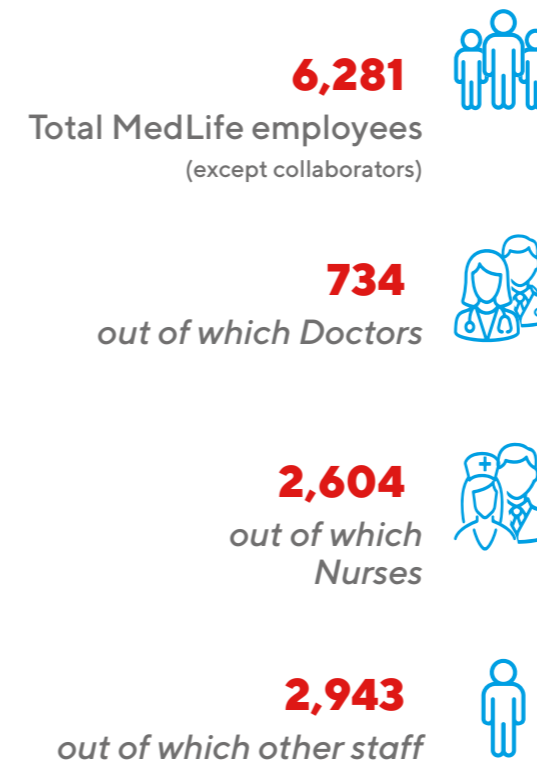
Our human capital plays a crucial role in the development, success, and sustainability of our business. The success of the MedLife Group relies on the expertise and dedication of our doctors, professors, lecturers, medical doctors, medical assistants, as well as our non-medical staff, who carry out their work with dedication and professionalism on a daily basis.

We take great pride in attracting and retaining the best talents in our industry, thanks to our modern work environment and inclusive culture that we have developed. We have also implemented cutting-edge technologies that enable us to provide the best and most efficient medical solutions.

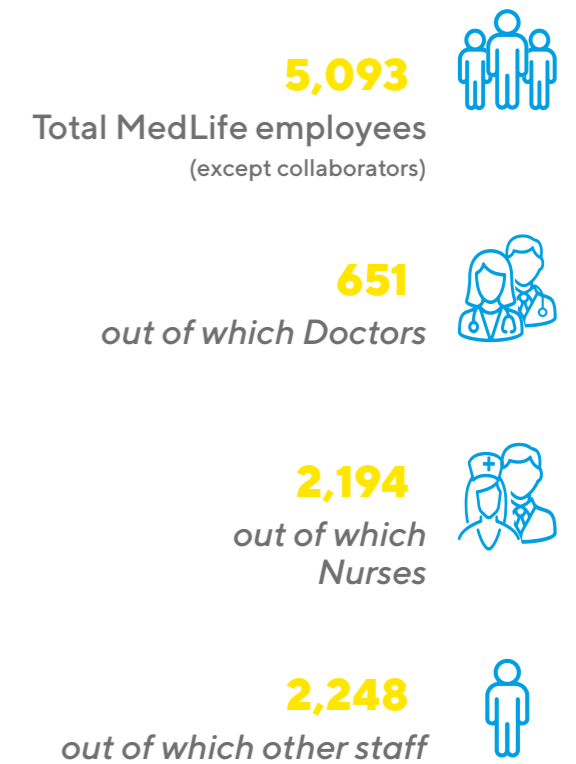
Together, we work towards achieving our goals and making a positive impact in Romania. We deeply respect and value each employee, and we strive to address and cater to the individual needs of every member of our team with care and attention.

As of December 31, 2022, the Group was collaborating with approximately 4,500 doctors and 2,600 qualified assistants across all lines of business, including both employees working exclusively for the Group and collaborators who provide services as independent professionals. Also, as December 31, 2022, more than 2,500 of full-time employees were working in support and administrative roles.

### MedLife Group Employees 2022\*



### MedLife Group Employees 2021



\*In 2022, the total number of employees and collaborators at the level of the MedLife Group is approx. 10,212.





Medical Personnel Employed by MedLife SA	2020	2021	2022*
Doctors	282	235	272
Nurses	804	819	822
Other staff	960	909	933
<b>Total</b>	<b>2,046</b>	<b>1,963</b>	<b>2,027</b>

\* It represents the average number of employees

## Staff recruitment, training, development and evaluation

A strong and sustainable company must develop its internal talent and consider the opportunity to hire new talent to maintain a competitive advantage.

The quality of the medical services provided largely depends on the competence, experience and skills of our employees. Hiring and retaining experts in their respective field within the company can increase the quality of medical services provided while reducing administrative and training costs.

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 is responsible for drafting and publishing recruitment announcements and screening candidates, the validation falling under the responsibility of other structures involved in the process. Collection point assistants are validated by the coordinators of the collection points. In the Laboratories business line, the recruitment of sales

representatives and coordinators is conducted by the Laboratory Sales Director.

Training activities in the medical field fall under both individual and company responsibility. According to the Romanian legislation, continuous professional development is the responsibility of medical professionals, who are obliged to renew their practice certificates in order to legally and qualitatively perform their profession.

Participation in these training courses allows each medical professional to acquire new knowledge in the medical field and stay updated on the latest technologies. Additionally, providers of medical equipment or reagents ensure training for staff when there are changes in equipment or operating technology.

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, Practica de bine - 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 roles, as well as those in medical units.

In this regard, on December 5th, MedLife Humanitas Hospital hosted the launch, for the first time in Romania, of the new Dp Dermaceuticals EXO-SKIN range, presented by Dr. Andrew R. Christie-Schwarz, the world's most renowned specialist in aesthetic microneedling and Global Medical Trainer for Dermapen World.

The event was attended by over 30 dermatologist doctors from the MedLife Group, as well as from other medical facilities, who were provided with all the information about the latest innovation in regenerative aesthetic medicine and its benefits for treating various dermatological conditions. The event consisted of a workshop where Dr. Andrew R. Christie-Schwarz presented the novelty brought by the Dp Dermaceuticals EXO-SKIN product range, along with the functionality

of the Dermapen 4 device, followed by a demonstrative session with a patient.

Before the pandemic, we organized the annual MedLife National Conference for doctors, focused on two main objectives: scientific research through a multidisciplinary approach and practice through workshops dedicated to several medical specialties. Additionally, during these events and symposiums, we engaged in discussions with experts from various fields to address changes and advancements.

We aim to participate as partners in organizing a greater number of events in the upcoming period, with the purpose of creating a proper framework for career development for the entire medical staff and facilitating the transfer of know-how and best practices in the healthcare sector.

The evaluation of employees is conducted in accordance with legal provisions, ensuring compliance with the accreditation process.



## Work environment

We aspire to be a model of sustainable growth for a better tomorrow. This means providing a safe, modern, and flexible work environment, along with an inclusive culture where our people feel valued and motivated to contribute to our long-term success.

We are committed to protecting the rights of our employees and enabling their solid professional development, which includes fair and competitive rewards.

Going forward, we will prioritize human capital, improve our human resources management at Group level, and diversify our actions in this area. We are determined to invest time and energy to ensure that our human resources management system helps us become the best employer in the medical sector wherever we operate.

Our collaboration with our medical staff is based on various criteria such as professional context and the time they can allocate to the services provided by the Group. Medical personnel can be employed for an indefinite period under an individual employment contract, either full-time or part-time, depending on their area of specialization.

Alternatively, doctors can be engaged through service agreements and are considered commercial partners who provide services for the benefit of the Group as independent contractors in accordance with applicable legislation.

The Group aims to provide a suitable level of remuneration or benefits to both doctors and other members of the medical staff in exchange for delivering quality medical services and promoting the MedLife business model.

Our typical compensation package for employees includes a fixed salary supplemented by variable remuneration and benefits such as meal vouchers and gift vouchers.

We pay great attention to how we communicate with our employees and consult with them and their representatives periodically. Whenever our business model needs major operational changes that could impact our employees, we ensure compliance with all legal provisions, including informing them about the changes at least four weeks in advance.

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 wherever we are present.





## Equal opportunities and non-discrimination

Promoting equal opportunities in the workplace is of great importance to us as it enhances employee morale and contributes to the formation of cohesive teams focused on achieving positive results for the company. It also helps stimulate creativity and innovation.

We aim to build a culture that fosters diversity of thinking, approach, and ideas necessary to drive national healthcare improvement - a culture where people's well-being matters and differences are valued. Therefore, we ensure a safe working environment where all individuals are treated fairly and with respect, and where differences among employees are accepted and embraced. The Group is committed to providing colleagues with opportunities to excel and reach their full potential.

The Group does not tolerate any form of discrimination, bullying, or harassment among colleagues. We encourage clear and open communication with and among colleagues.

They can and should promptly raise any concerns regarding unethical or illegal behavior by presenting these concerns to the competent Human Resources Department within the Group. In return, the Group is committed to investigate the concerns brought forth in good faith while maintaining the confidentiality of the proceedings.

At Group level, there is a monitoring and reporting mechanism for incidents of discrimination to the HR Department.



## 3.4 PROTECTING HUMAN CAPITAL

We are aware that safety is one of the primary concerns for our industry, and therefore, it is a core value for our business. We aim to create and maintain a safe and healthy work environment for all our people. With these considerations in mind, we have

implemented workplace safety measures, we provide regular training to employees regarding safety procedures and personal protective equipment, and monitor and report all incidents to minimize accidents and harm to individuals

### Occupational health and safety management system

At MedLife S.A. we have 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 – Occupational Health and Safety Management Systems), combining the requirements of these standards into a coherent and unique system. This ensures that processes utilizing the same resources (human, material, infrastructure, financial, informational) are interconnected to meet the established objectives and fulfill the requirements of patients, clients, employees, and other stakeholders.

Safety Managers (appointed workers, Internal Prevention and Protection Service, External Prevention and Protection Service, Occupational Health and Safety Committee). This ensures that all workstations and activities within the organization are coordinated, monitored, and put into practice to achieve their specific objectives.

MedLife's management has defined and documented the policy in the field of quality, environmental and occupational health and safety management. The Integrated Management System enables informed decision-making processes and establishes the directions for effectively and efficiently achieving organizational objectives. From managing the needs of employees, patients, and clients to studying competitor performance, from encouraging best practices to minimizing risks and maximizing resource utilization, the integrated approach of the chosen management system supports the organization in achieving its strategic goals.

The Integrated Management System involves several positions such as Quality Managers, Environment and Occupational Health and



## We are concerned about **continuously improving** our occupational health and safety management system.

In this regard, we organize monthly/quarterly coordination meetings where we discuss SWOT analyses and, if necessary, implement corrective actions.

The members of the Internal Prevention and Protection Committee are full-time employees specialized in occupational health and safety (OHS) and are certified by diplomas. The External Prevention and Protection Service, with which MedLife collaborates, is authorized by the Labour Inspectorate (ITM) in the field of occupational health and safety and provides consultancy services in emergency situations, holding diplomas and ISU certifications.

To identify hazards of accidents and occupational illnesses, we use the evaluation method provided by INCDPM (National Research and Development Institute for Occupational Safety - INCDPM "Alexandru Darabont"), through which a multidisciplinary team identifies and constantly updates these risks. This team is composed of an authorized OHS evaluator, an occupational health physician, the unit manager or workplace supervisor, and the employee representative with OHS responsibilities.

By evaluating the risks of accidents and occupational illnesses, combined with the constant update of the Prevention and Protection Plan and correlated with the meetings of the Health and Safety Committee (CSSM), we aim to minimize the intrinsic risks arising from the work process within the organization. Thus, after each accident/work-related event, an analysis of the

causes or factors that influenced the occurrence of the event takes place, and the necessary corrective actions are determined, including additional training for employees.

For the investigation of work-related accidents, there is an approved operational procedure within the organization that establishes the methodological and legal steps. All employees have an obligation to report to their immediate superior any situation/phenomenon that could lead to a hazardous situation or work-related accident. Through the organization's policy, specifically the Internal Regulations, reprisals against employees who report non-compliant situations are prohibited.

Additionally, in the event of a serious and imminent danger as defined by current legislation, the company has an occupational health and safety briefing where any employee has the necessary authority to immediately stop work without seeking approval from a superior. This working procedure aims to protect the lives of employees, visitors, and patients, and it is achieved through periodic occupational health and safety training.

We are aware that the activities we carry out may pose risks to our employees and collaborators. Our occupational health and safety system has allowed us to identify these risks and establish effective measures to prevent their occurrence and mitigate any potential negative effects.



**The possible risks are:**

- Risk of electrocution through direct or indirect contact - prevention and protection measures: regular technical inspections; carrying out all work with authorized firms and certified materials; periodic occupational health and safety training for employees on safety regulations and measures.
- Risk of traffic accidents when driving company vehicles or as a passenger, regardless of the actions of the driver - prevention and protection measures: adherence to the provisions of the Traffic Code; defensive driving and compliance with traffic rules; periodic occupational health and safety training for employees.
- Risk of earthquake - prevention and protection measures: technical expertise and periodic checks of the structural integrity of buildings; simulations; periodic occupational health and safety training.
- Risk of unforeseen interventions related to work task (e.g., intervention in electrical installations, etc.) - prevention and protection measures: regular technical inspections; carrying out all new work with authorized firms, as well as using certified materials; periodic occupational health and safety training.
- Risk of using open flames in areas with high thermal load - prevention and protection measures: safety signage; training of staff on the prohibition of smoking in enclosed medical spaces, as well as in inner courtyards.
- Risk of commuting accidents during regular travel from home to work and vice versa - prevention and protection measures: compliance with the provisions of the Traffic Code; defensive driving and adherence to traffic rules; periodic occupational health and safety training.
- Risk of contamination with biological agents in the medical act - prevention and protection

measures: wearing personal protective equipment, including respiratory masks; vaccination of workers; periodic monitoring by the occupational health physician; provision of appropriate spaces for changing rooms and meals; provision of workers with spaces equipped with adequate hygiene and sanitary facilities; periodic training on the proper wearing, cleaning, and storage of personal protective equipment; periodic training on the sampling, handling, and treatment of human-origin samples; maintenance of ventilation systems; complete sterilization of reusable items before reuse (autoclave) or use of disposable items; separate dedicated circuits; staggered meal breaks; observational triage of employees; placement of dispensers with disinfectant-antiseptic solutions; natural ventilation and daily cleaning plans; handwashing whenever necessary and disinfection of medical surfaces.

In the last two years, we have not had any fatal or high-consequence work-related injuries at the level of MedLife Group.

**Occupational medicine services**

Occupational health services ensure the occupational health of employees in the workplace through medical examinations at the time of employment, periodic check-ups, as well as for workers conditionally declared fit by occupational health physicians and general practitioners with the necessary competencies, issuing the Skills Certificate.

These services also include the assessment of workplace risks, promoting a culture of health and safety in the workplace, counseling, and training employees on accident prevention measures and occupational health. The aim of occupational health is to provide a safe and healthy working

environment for employees, protecting them from the harmful effects of professional activities and reducing absenteeism.

Pregnant employees receive medical services from occupational health professionals, taking into account causal factors that can influence their health in the workplace.

Therefore, the occupational health physician may recommend additional measures, as outlined in assessment reports, regarding the protection of maternity in the workplace.





## Worker participation, consultation and communication on occupational health and safety

All managers are responsible for the tasks related to health and safety at work as integrated part of their duties, for the efficient organization of activities to prevent accidents and work-related illnesses.

Each person in a leadership position is responsible to their superiors and ultimately to the CEO for fulfilling the requirements of health and safety at work.

The responsibility for complying with health and safety regulations lies with all employees, visitors, clients, and contractors of MedLife.

The policy regarding occupational health and safety is periodically updated through CSSM meetings, where representatives of employees with occupational health and

safety responsibilities participate and provide consultation, ensuring continuous adaptation to our needs.

The policy is available to our employees as well as clients, suppliers, or other stakeholders.

CSSM includes representatives from all types of workers. It meets quarterly to analyze the safety and health policy, the Prevention and Protection Plan, the introduction of new technologies, the selection/maintenance/use of work equipment and collective and personal protective equipment, requests and proposals for improving working conditions from employees, as well as the causes of workplace accidents and incidents.

After each meeting, a minutes of the meeting is prepared and sent to the labor inspectorate (ITM).

## Training employees in occupational health and safety

We ensure that each person is informed, prior to employment, about the risks they will be exposed to in the workplace, as well as the necessary technical, organizational, hygiene and sanitary measures, including those related to first aid, fire prevention and extinction, and personnel evacuation in case of imminent danger.

Additionally, our employees benefit from medical service packages, available exclusively at MedLife clinics, for themselves, their spouses, and children, after completing the probationary period. We frequently organize various events and activities for our employees aimed at ensuring their well-being and promoting good health.

These include Bookster, a program that allows employees to borrow books, SoNoRo Conac, a

tour of chamber music concerts, Școala de Bani, a financial education program in partnership with BCR, various sports competitions such as participating in the Bucharest Marathon and the Corporate Football Championship, Talent Academy, a program for developing hobbies, Ora de Carieră, a vocational project for employees' children aged over 14.

Additionally, during working hours, we facilitate massage sessions for employees, and during professional training camps, we promote a healthy diet based on fruits, vegetables, green salads, healthy foods, outdoor activities, and mountain hikes. Such initiatives contribute to maintaining good health and increasing motivation and productivity within the company.

In 2022, we launched the Talent Academy, a program dedicated to MedLife's people and their passions, where colleagues have the opportunity to showcase their talent under the guidance of a trainer.

The first course was cooking, and the "fresh graduates" marked the end of the course with a special event by cooking for the children and volunteers from the Casa Bună Association. The second session launched in autumn was the mobile phone photography course, where

participants had the opportunity to learn more about the art of photography and how to capture various types of photos: studio, product, fashion, street, landscape, or portrait.

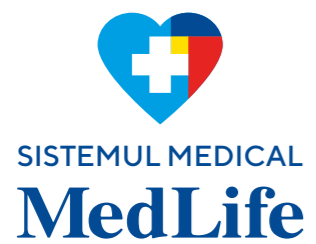
By developing employees' communication skills, incorporating breaks during work, practicing breathing exercises, adopting a healthy lifestyle, engaging in physical activities, fostering a positive attitude towards colleagues and the work environment, and maintaining a proper diet, we strive to minimize workplace stress.



# 4

## Care for the Community

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## 4.1 COMMUNITY RELATIONS

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

The way we conduct our business is reflected in the well-being of the communities. As the largest private provider of healthcare services, an employer, a taxpayer, and an investor in the local community, we make a significant contribution to Romanian society.

The practical actions and solutions formulated within the RoMâine platform, addressing local and community-related issues, demonstrate MedLife's CARE and commitment to the community.

Over the years, as part of our commitment to the community, we have undertaken various types of actions aligned with specific local needs, which have contributed to sustainable development.

**We support people and communities** in their efforts to build their well-being and health through prevention, sports, healthy nutrition and biodiversity.

Through the Mobile Caravan project, we are increasing access to medical services for people in disadvantaged areas where there is no permanent or consistent medical staff available. The medical team travels to the location and provides consultations, ultrasound services, and laboratory tests. Within a 20-minute timeframe, the patient receives an evaluation of their health status. The

We have provided medical assistance to those individuals who would not have been able to afford medical tests or surgeries, donated medical equipment and funds to various associations (Romanian Business Leaders, Zi de bine, etc.), and implemented several prevention and education programs in collaboration with HotNews, a nationwide information platform.

Currently, we are implementing several initiatives aimed at increasing access to medical services for a larger number of people, especially those in rural areas and regions with limited access to healthcare.

Out of care for children and a better tomorrow, MedLife has launched the first free genetic testing program for children recently diagnosed with cancer, with the aim of improving therapeutic success. A single test analyzes the majority of genetic mutations occurring in 523 genes associated with multiple types of cancer.

project continued in 2022 in disadvantaged communities in the Moldova region, where we provided free medical services in May through a mobile unit. Through a joint initiative with the "Zi de Bine" Association, MedLife deployed the mobile clinic along with specialized medical staff to rural areas to provide medical services. As a result, patients from the Vlădeni and Movileni







in Iași County and Puiesti in Vaslui County were able to benefit from a free general screening, including a consultation, a set of tests, an electrocardiogram (EKG), and an abdominal ultrasound within a maximum of 30 minutes. In October 2022, the MedLife Health Caravan also reached the village of Necșești in Teleorman County.

Since the launch of the Health Caravan project, the MedLife Mobile Clinic has traveled over 5,000 km, providing free investigations, consultations, and tests to over 3,000 people. These actions have focused on improving access to medical services for disadvantaged individuals in isolated communities.

Additionally, the project has dedicated efforts to support frontline medical personnel during the pandemic, children who have lost parents due to COVID, patients with chronic diseases, interventions at festivals or company headquarters, and medical assistance for refugees from Ukraine.

Our goal is to implement this program on a long-term basis, allowing for a nationwide analysis of the health status of patients from different

geographical areas in order to identify effective improvement solutions.

The medical assistance services are complemented by pro bono surgical interventions provided to disadvantaged groups. These surgeries are part of the project Operations Marathon, which we have expanded nationwide.

Another way in which we strive to be close to the community and maximize our role as a leading company in the medical services sector is through humanitarian aid provided to Ukraine. MedLife has delivered humanitarian aid in three stages, targeting military hospitals, as well as hospitals for children and adults in Ukraine. The aid consisted of individual emergency kits for military personnel, medical consumables, sanitary materials, rabies and tetanus vaccines, blankets, and medicines. Furthermore, MedLife sent the mobile clinic to the Sighetu Marmăției border point to provide support and first aid to refugees.

For the second consecutive year, MedLife has been a partner at the 8th edition of the Electric Castle festival, with the Mobile Clinic, where a team of specialized medical personnel performed general medicine evaluations. The

unit is designed to travel on-site to provide medical assistance and is equipped with two multidisciplinary consultation rooms, a mobile medical laboratory, a medical imaging compartment, and a blood collection point.

MedLife participated as a medical partner in the EC\_Special edition in 2021 as well, offering free antigen tests with a 24-hour validity to facilitate access to a special edition of the festival under safe conditions. As a result, nearly 10,000 people were tested at the MedLife Mobile Clinic, as well as at the Hyperclinic and MedLife collection centers in Cluj-Napoca, and they were able to enjoy the festival experiences.

### The health of SMEs

In Romania, SMEs represent over 90% of the companies operating in the market and have a significant contribution to the local economy.

For us, the smooth functioning of micro-enterprises and the Romanian business environment is closely related to the health of employees, as good health has a favorable impact on business productivity and helps reduce costs associated with inefficiency, sick leaves, hospitalizations, or presenteeism (when an employee is present at work but too tired, sick, or stressed to perform their tasks). With these considerations in mind, MedLife Group

has decided to support the local business environment and launched a program dedicated to SMEs in 2022, within the digital banking platform of Banca Comercială Română, George. Through this program, small and medium-sized companies that have access to the bank's application can purchase MedLife SME medical subscriptions at preferential prices, benefiting from a 30% discount until mid-June, and continuing with other offers thereafter.

As we aim to contribute to a comprehensive national improvement in the medical, social, and environmental aspects, we regularly organize various actions focused on environmental protection.

### Actions for a greener tomorrow

As part of our commitment to make Romania greener, on the occasion of World Environment Day celebrated annually on June 5th, MedLife participated in a clean-up event organized in collaboration with Let's Do It Romania.

Forty MedLife employees, together with the Let's Do It Romania team, cleaned up an area in Străulești Forest and collected approximately 1 ton of irresponsibly disposed waste in just a few hours. This year's action is part of a broader



project started in 2017, when the company planted a tree for every child born in MedLife maternity hospitals.

At the end of 2018, MedLife successfully completed the reforestation of 10 hectares of land in the Făgăraș Mountains, planting 40,000 spruce, beech, and fir seedlings. This laid the foundation for the ecological reconstruction of a highly inaccessible area deeply affected by improper forestry exploitation. In 2018, the company also created the longest letter of promises for future generations.

Over a period of five months, the letter gathered over 2000 messages from parents, future parents, and MedLife employees. To ensure that these promises take root, the letter was symbolically planted in a time capsule in the Făgăraș Mountains, at the starting point of a new tourist trail in the Făgăraș Mountains area, especially after the forest takes root and transforms the landscape. In 2019, a large team composed of doctors and support staff from Bucharest, Sibiu, Cluj-Napoca, Craiova, and Iași contributed to the planting of spruce and fir seedlings on a plateau in the Făgăraș Mountains. Thus, 70 MedLife volunteers planted 15,000 seedlings for a greener Romania.

## Action for innovation

For the future, we intend to continue our actions and expand them to national programs. Our initiatives will also include research projects, which we aim to expand both in the laboratory and oncology areas through partnerships with academic institutions and beyond. Additionally, we plan to develop more initiatives for young doctors and final-year medical students.



# 5

## Care for the Environment

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SISTEMUL MEDICAL  
**MedLife**

[www.medlife.ro](http://www.medlife.ro)



## 5.1 REDUCING THE IMPACT ON THE ENVIRONMENT

Through the management system we have established at MedLife S.A. and aim to expand throughout the entire Group, we seek to minimize any negative impact that our activities may have, even if the impact is not significant, and identify opportunities to make a positive impact on the environment.

At MedLife S.A., we have implemented an environmental management system based on ISO 14001:2015.

The implementation of this standard ensures that the company's management, employees, and external stakeholders (shareholders, investors, institutions, authorities) are assured that the organization's impact on the environment is measured and continuously improved.

The Group is subject to and complies with Romanian laws and regulations related to environmental aspects. These laws and regulations pertain, among other things, to the management and disposal of hazardous substances and medical waste, as well as exposure to hazardous materials.

Prior to opening new administrative and medical units, the Group is required to obtain environmental permits, licenses, and authorizations, and inform local authorities.

To ensure compliance with these requirements, we have developed and implemented internal working procedures specific to each environmental aspect at the Group level.

Within our facilities, we monitor energy consumption in relation to surface area and the type of activities conducted. We consume natural gas, electricity, and fuel, with the main sources of consumption being the air conditioning

system, MRI machines, and other large imaging devices (radiology, angiography, CT scans). Additionally, we are committed to reducing energy consumption through the implementation of energy efficiency measures.

Over time, we have implemented LED technology, which we currently use in 99% of our lighting. Operating rooms in hospitals and other areas have been equipped with LED lighting devices, and energy-efficient settings have been implemented for heating, ventilation, and air conditioning, thereby reducing energy usage.

LED lighting is also used in elevators and patient waiting areas. Currently, we are implementing a set of measures for intelligent control of various energy consumers (thermal, electric, etc.) and the replacement of cooling units (chillers), with two units already replaced. We are also considering and evaluating the possibility of using photovoltaic panels.

Regarding greenhouse gas (GHG) emissions, we have a legal obligation to report these emissions. The main source of GHG emissions is the gas-fired heating plants, followed by emissions generated by the vehicle fleet, which is primarily under operational leasing, accounting for 90% of the fleet.

Waste management is an important concern within the Group, as it represents one of the most significant environmental impacts.

Our activities generate both non-hazardous and hazardous waste. To effectively manage this aspect, waste disposal is outsourced, and we have specific contracts for the collection of all types of waste.

Water is also consumed in our operations, and we exclusively source it from the public water supply.

We monitor water consumption on a monthly basis, and through our internal procedures, we ensure that there is no risk of biological contamination in the discharged water.

Furthermore, we use a range of substances in our activities that fall into the category of hazardous materials, such as medicines and certain

substances considered drug precursors (e.g., toluene, etc.). For these substances, we have strict working procedures in place.

In the last two years, the MedLife Group had no non-compliance with environmental legislation and received no fines or warnings in this regard.





## Annexes

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SISTEMUL MEDICAL  
**MedLife**

## 6.1 SUSTAINABILITY PERFORMANCE DATA

### Information about employees and other workers

GRI 2-7	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polissano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services	Pharmalife Med
2022								
Total number of employees	no.	2,027	401	419	293	181	206	51
out of which men	no.	365	41	56	39	28	26	1
out of which men under 30 years	no.	65	4	12	4	14	6	0.25
out of which men between 30-50 years	no.	240	21	33	26	8	16	1
out of which men over 50 years	no.	60	16	11	9	6	4	50
out of which women	no.	1,662	360	363	253	153	180	2
out of which women under 30 years	no.	419	73	89	75	85	58	35
out of which women between 30-50 years	no.	1,028	216	211	145	60	100	13
out of which women over 50 years	no.	215	71	63	33	7	22	0
out of which female employees with management positions within the organization	no.	21	4	1	4	4.50	0	1
out of which male employees with management positions within the organization	no.	13	5	6	3	1.33	1	0
out of which employees with a management position under 30 years old within the organization	no.	0	0	0	0	0	0	0

GRI 2-7	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polissano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services	Pharmalife Med
2022								
out of which employees with management positions aged 30-50 within the organization	no.	21	8	4	7	3	1	0
out of which employees with management positions over 50 years in the organization	no.	13	1	4	0	3	0	0
out of which female middle manager employees within the organization	no.	15	5	11	5	6	9	0
out of which male middle manager employees within the organization	no.	5	1	3	3	2	3	0
out of which middle manager employees under 30 years old within the organization	no.	0	1	0	0	2	2	0
out of which middle managers employees between 30-50 within the organization	no.	16	4	9	4	5	9	0
out of which middle manager employees over 50 years in the organization	no.	4	1	4	4	1	1	0
out of which doctors	no.	272	43	70	37	25	60	0
out of which nurses	no.	822	192	213	156	79	64	37
out of which other staff	no.	933	165	136	99	77	82	0

## Information about employees and other workers

GRI 2-8	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services	Pharmalife Med
2022								
<b>Employees with ILC, undetermined period, full time</b>	no.	1,651.44	372.11	396.83	281.43	178.32	189.20	51
out of which women	no.	1,414.74	334.75	193.87	249.82	150.71	165.74	0.75
<b>Employed with ILC, undetermined period, part time</b>	no.	138.21	28.49	11.63	7.56	2.88	15.71	0.50
out of which women	no.	98.91	25.73	9.63	3.47	2.25	13.83	0
<b>Employees with ILC, determined period, full time</b>	no.	50.45	0	6.50	3	2	1	0
out of which women	no.	38.45	0	3.50	2	1	1	0
<b>Employed with ILC, determined period, part time</b>	no.	6.13	0.63	4.38	0.63	1	0	0
out of which women	no.	4.38	0.5	2.75	0.63	1	0	0
<b>Number of workers who are not employed</b>	no.	0	0	0	0	109	0	0
out of which women	no.	0	0	0	0	77	0	0

GRI 2-8 MedLife S.A.	2020	2021	2022
<b>Employees with ILC, undetermined period, full time</b>	1,748	1,785	1,651
out of which women	1,479	1,507	1,415
<b>Employed with ILC, undetermined period, part time</b>	269	240	138
out of which women	204	262	99
<b>Employees with ILC, determined period, full time</b>	27	41	50
out of which women	20	35	38
<b>Employed with ILC, determined period, part time</b>	2	14	6
out of which women	1	12	4
<b>Number of workers who are not employed</b>	1,213	1,421	0
out of which women	0	0	0

## New employee hires

GRI 401-1	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services
2022							
<b>Total number of new employee hires</b>	no.	735	143	117	100	181	96
Total number of new male employee hires (< 30 years old)	no.	48	2	5	0	17	7
Rate of new male employee hires (< 30 years old)	rate	0.07	0.01	0.04	0	0.09	0.07
Total number of new male employee hires (30-50 years old)	no.	58	6	13	8	11	6
Rate of new male employee hires (30-50 years old)	rate	0.08	0.04	0.11	0.08	0.06	0.06
Total number of new male employee hires (> 50 years old)	no.	9	3	1	3	4	3
Rate of new male employee hires (> 50 years old)	rate	0.01	0.02	0.01	0.03	0.02	0.03
Total number of new female employee hires (< 30 years old)	no.	268	48	32	35	98	38
Rate of new female employee hires (< 30 years old)	rate	0.36	0.34	0.27	0.35	0.54	0.40
Total number of new female employee hires (30-50 years old)	no.	296	61	52	48	44	38



## New employee hires

GRI 401-1	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polissano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services
<b>2022</b>							
Rate of new female employee hires (30-50 years old)	rate	0.40	0.43	0.44	0.48	0.24	0.40
Total number of new female employee hires (> 50 years old)	no.	56	23	14	6	7	4
Rate of new female employee hires (>50 years old)	rate	0.08	0.16	0.12	0.06	0.04	0.04

## New employee hires MedLife S.A.

GRI 401 MedLife S.A.	Age category	Year	New hires	
			Number	Rate
Men	<30	2020	36	1.76
		2021	38	1.74
		<b>2022</b>	<b>48</b>	<b>0.07</b>
	30-50	2020	35	1.71
		2021	56	2.57
		<b>2022</b>	<b>58</b>	<b>0.08</b>
	>50	2020	9	0.44
		2021	16	0.73
		<b>2022</b>	<b>0</b>	<b>0</b>
Women	<30	2020	219	10.70
		2021	305	13.99
		<b>2022</b>	<b>268</b>	<b>0.36</b>
	30-50	2020	198	9.68
		2021	335	15.37
		<b>2022</b>	<b>296</b>	<b>0.40</b>
	>50	2020	43	2.10
		2021	45	2.06
		<b>2022</b>	<b>56</b>	<b>0.08</b>

## Employee turnover

GRI 401-1	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polissano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services
<b>2022</b>							
<b>Total employee turnover</b>	<b>nr.</b>	<b>751</b>	<b>142</b>	<b>133</b>	<b>72</b>	<b>163</b>	<b>88</b>
Male employee turnover (<30 years old).	no.	48	3	3	3	13	2
Male employee turnover (<30 years old)	rate	2.60	0.75	0.72	1.03	7.17	0.97
Male employee turnover (30-50 years old)	no.	66	8	15	4	12	9
Male employee turnover (30-50 years old)	rate	3.57	1.99	3.58	1.37	6.62	4.37
Male employee turnover rate (>50 years old)	no.	14	1	7	1	2	4
Male employee turnover rate (>50 years old)	rate	0.76	0.25	1.67	0.34	1.10	1.94
Female employee turnover (<30 years old)	no.	260	34	29	20	76	35



## Employee turnover

GRI 401-1	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polissano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services
<b>2022</b>							
Female employee turnover (<30 years old)	rata	14.08	8.47	6.92	6.83	41.94	17
Female employee turnover (30-50 years old)	nr.	303	72	55	38	52	35
Female employee turnover rate (30-50 years old)	rata	16.41	17.94	13.12	12.99	28.70	17
Female employee turnover (>50 years old)	nr	60	24	24	6	9	3
Female employee turnover rate (>50 years old)	rata	3.25	5.98	5.72	2.05	4.97	1.46

## Employee turnover MedLife S.A.

GRI 401 MedLife S.A.	Age category	Year	Employee Turnover	
			Number	Rate
Men	<30	2020	32	1.56
		2021	26	1.19
		<b>2022</b>	<b>48</b>	<b>2.60</b>
	30-50	2020	79	3.86
		2021	48	2.20
		<b>2022</b>	<b>66</b>	<b>3.57</b>
>50	2020	18	0.88	
	2021	14	0.64	
	<b>2022</b>	<b>14</b>	<b>0.76</b>	
Women	<30	2020	237	11.58
		2021	207	9.50
		<b>2022</b>	<b>260</b>	<b>14.08</b>
	30-50	2020	381	18.62
		2021	321	14.72
		<b>2022</b>	<b>303</b>	<b>16.41</b>
	>50	2020	89	4.35
		2021	49	2.25
		<b>2022</b>	<b>60</b>	<b>3.25</b>

## Parental leave

GRI 401-3	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polissano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services	Pharmalife Med
<b>2022</b>								
Total number of male employees who took parental leave during the reporting period	no.	4	0	9	0	0	0	0
Total number of female employees who took parental leave during the reporting period	no.	92	11	25	11	11	10	0
Total number of female employees who returned to work during the reporting period after the end of parental leave	no.	66	16	30	11	5	4	0



## Parental leave

GRI 401-3	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services	Pharmalife Med
2022								
Total number of male employees who returned to work during the reporting period after the end of parental leave	nr.	3	0	3	0	0	0	0
Total number of male employees who returned to work after parental leave and were still employed 12 months after returning to work	nr.	9	0	3	0	0	0	0
Total number of female employees who returned to work after parental leave and were still employed 12 months after returning to work	nr.	134	28	42	21	12	10	0
<b>Return-to-work rate of employees who took parental leave</b>	<b>rata</b>	<b>0.91</b>	<b>1</b>	<b>1</b>	<b>0.79</b>	<b>0.83</b>	<b>1</b>	<b>0</b>
The return-to-work rate of female employees who took parental leave	rata	0.92	1	1	0.79	0.83	1	0
The return-to-work rate of male employees who took parental leave	rata	0.75	0	1	0	0	0	0

## Parental leave

GRI 401-3	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services	Pharmalife Med
2022								
<b>Retention rate of employees who took parental leave</b>	<b>rata</b>	<b>0.44</b>	<b>0.57</b>	<b>0.73</b>	<b>0.46</b>	<b>0.38</b>	<b>0.40</b>	<b>0</b>
The retention rate of male employees who took parental leave	rata	0.30	0	1	0	0	0	0
The retention rate of female employees who took parental leave	rata	0.45	0.57	0.71	0.46	0.38	0.40	0

## Parental leave MedLife S.A.

GRI 401-3 MedLife S.A.	2020		2021		2022	
	Men	Women	Men	Women	Men	Women
Total number of employees who took parental leave during the reporting period	0	82	0	70	4	92
Total number of employees who returned to work during the reporting period after the end of parental leave	0	101	1	101	3	66
Total number of employees who returned to work after parental leave ended and were still employed 12 months after their return to work	0	78	0	89	9	134
Return-to-work rate of employees who took parental leave	n.r.	70.02	n.r.	87.10	0.75	0.92
The retention rate of employees who took leave to raise a child	0	100	100	100	0.30	0.45

## Employee diversity

GRI 405-1	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services	Pharmalife Med
2022								
Male employees within the organization	%	18.01	10.16	13.42	13.44	15.58	12.79	2.43
Female employees within the organization	%	81.99	89.84	86.58	86.56	84.42	87.21	3.88
Male employees under 30 years old within the organization	%	3.21	1.06	2.77	1.37	8	2.79	0.49
Female employees under 30 years old within the organization	%	20.68	18.19	21.19	25.65	47.15	28.20	67.48
Male employees between 30-50 years old within the organization	%	11.83	5.13	7.91	9.04	4.49	7.95	1.94
Female employees between 30-50 years old within the organization	%	50.67	53.96	50.30	49.46	33.40	48.47	26.21
Male employees over 50 years old within the organization	%	2.97	3.96	2.74	3.03	3.11	2.05	97.57
Female employees over 50 years old within the organization	%	10.63	17.70	15.09	11.45	3.86	10.54	0
Female employees with management positions within the organization	%	1.14	1.08	0.24	1.37	2.48	0	1.94
Male employees with management positions within the organization	%	0.70	1.25	1.43	1.03	0.73	0.49	0
Employees with management positions under 30 years old within the organization	%	0	0	0	0	0	0	0
Employees with management positions between 30-50 years old	%	1.14	1.99	0.95	2.39	1.56	0.49	0

## Employee diversity

GRI 405-1	UM	MedLife S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	Genesys Medical Clinic	DENT ESTET CLINIC	Anima Specialty Medical Services	Pharmalife Med
2022								
Employees with management positions over 50 years old within the organization	%	0.70	0.33	0.95	0	1.66	0	0
Female middle manager employees within the organization	%	0.81	1.16	2.62	1.71	3.59	4.37	0
Male middle manager employees within the organization	%	0.27	0.25	0.72	1.03	1.10	1.30	0
Middle manager employees under 30 years old within the organization	%	0	0.16	0	0	1.10	0.97	0
Middle manager employees between 30-50 years old within the organization	%	0.87	1	2.15	1.37	3.04	4.45	0
Middle manager employees over 50 years old within the organization	%	1.2	2.45	7.11	10.17	3.54	3.80	0

## Employee diversity MedLife S.A.

GRI 405-1 MedLife S.A.	UM	2020	2021	2022
<b>Percentage of male employees</b>	%	<b>16.5</b>	<b>16.5</b>	<b>18.01</b>
out of which <30 years old	%	2.39	2.98	3.21
out of which 30 - 50 years old	%	10.7	10.82	11.83
out of which 50 years old	%	3.23	3.27	2.97
<b>Percentage of women employees</b>	%	<b>83.50</b>	<b>83.50</b>	<b>81.99</b>
out of which <30 years old	%	16,72	20,27	20.68
out of which 30 - 50 years old	%	54.25	51.61	50.67
out of which 50 years old	%	12.40	12.21	10.63
<b>Percentage of female employees with managerial positions</b>	%	<b>1.42</b>	<b>1.28</b>	<b>1.14</b>
<b>Percentage of male employees with managerial positions</b>	%	<b>0.93</b>	<b>0.87</b>	<b>0.70</b>
<b>Percentage of employees with management positions under 30 years old</b>	%	<b>0.05</b>	<b>0.05</b>	<b>0</b>
<b>Percentage of employees with management positions between 30-50 years old</b>	%	<b>1.56</b>	<b>1.49</b>	<b>1.14</b>
<b>Percentage of employees with management positions over 50 years old</b>	%	<b>0.73</b>	<b>0.63</b>	<b>0.70</b>

## Energy consumption within the organization

GRI 302-1	UM	MedLife S.A.	Pharmachem Distribuție S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	MNT Healthcare Europe SRL (NeoLife)	Genesys Medical Clinic	ONCO CARD SRL	Anima Specialty Medical Services	Pharmalife Med
2022										
<b>Total fuel consumption within the organization from non-renewable sources</b>	t	351.80	226	55.17	32.26	32.33	68.27	5.97	36.35	0.94
out of which gasoline	t	237.70	2	38.32	17.11	32.33	34.10	1	14.10	0.41
out of which diesel	t	112.50	224	16.85	15.15	n.r.	34	4.97	19.38	0.53
out of which LPG	t	1.59	0	0	0	n.r.	0	0	2.87	0
<b>Electricity consumption</b>	MWh	5,363.23	195	1,047.43	2,487	1,398.63	42.18	1,066	273	2.4
<b>Heating consumption (gas)</b>	MWh	4,439	140.44	1,398.70	1,965	531.06	725.51	775	696	0

## Water withdrawal

GRI 303-3	UM	MedLife SA	Pharmachem Distribuție S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	MNT Healthcare Europe SRL (NeoLife)	Genesys Medical Clinic	ONCO CARD SRL	Anima Specialty Medical Services	Pharmalife Med
2022										
Water from public water supply system	m <sup>3</sup>	26,292	470	7,570	13,746	8,641.10	4,280	4,361	7,748	n.r.

## Total amount of non-hazardous waste generated

GRI 306-3	UM	MedLife S.A.	Pharmachem Distribuție S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	MNT Healthcare Europe SRL (NeoLife)	Genesys Medical Clinic	DENT ESTET CLINIC	ONCO CARD SRL	Anima Specialty Medical Services	Pharmalife Med
2022											
Paper waste	kg	0	0	0	0	0	0	0	0	0	6,000
Plastic waste	kg	1,908,55	2,940	3,552	8,325	24	5,200	275,15	0	0	1,200
Cardboard waste	kg	19,330,92	11,500	3,101	9,288	1,995	1,326	24,33	6,006	0	4,800
Household waste	m <sup>3</sup>	5,262,10	73,76	1,296	601	1287,13	1,505	1068,18	552,20	120	6,000

## Total amount of hazardous waste generated

GRI 306-3	UM	Medlife S.A.	Pharmachem Distribuție S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	MNT Healthcare Europe SRL (NeoLife)	Genesys Medical Clinic	Dentestet Clinic	ONCO CARD SRL	Anima Specialty Medical Services	Pharmalife Med
2022											
Biomedical waste	kg	11,298.50	0	28,705.50	2,452	10,403.52	2,353.70	0	12,359	1,557.80	0
Other hazardous waste	kg	150,783.10	100	77,191.71	43,074.80	1,712	23,301.85	6,682.70	0	10,035.55	201.59

## Recycled waste

GRI 306-4	UM	Medlife S.A.	Pharmachem Distribuție S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	MNT Healthcare Europe SRL (NeoLife)	Genesys Medical Clinic	DENT ESTET CLINIC	ONCO CARD SRL	Anima Specialty Medical Services	Pharmalife Med
2022											
Non-hazardous waste recycled	kg	21,239.47	14,440	6,653	17,613	2,019	6,526	299.48	6,006	0	12,000

## Waste directed to disposal

GRI 306-5	UM	Medlife S.A.	Pharmachem Distribuție S.A.	Policlinica de Diagnostic Rapid	Clinica Polisano SRL	MNT Healthcare Europe SRL (NeoLife)	Genesys Medical Clinic	DENT ESTET CLINIC	ONCO CARD SRL	Anima Specialty Medical Services	Pharmalife Med
2022											
Total non-hazardous waste directed to disposal - landfill	kg	0	0	1,296	0	1,287.13	10	0	552.20	0	0
Total hazardous waste directed to disposal - incineration (without energy recovery)	kg	162,081.60	0	37,103	2,462	10,168.32	25,655.55	6,682.70	12,359	11,593.35	201.59

## Economic performance

	UM	2020	2021	2022
<b>Clinics</b>	Income (RON)	307,919,487	407,035,457	616,905,378
	Visits	1,815,055	2,279,580	3,205,637
<b>Hospitals</b>	Income (RON)	251,943,388	317,305,322	378,428,206
	Patients	82,209	100,230	116,447
<b>Laboratories</b>	Income (RON)	198,519,202	257,907,412	199,919,067
	Tests	5,211,645	8,541,036	6,278,105
<b>Pharmacies</b>	Income (RON)	44,405,803	59,949,420	80,941,361
	Visits	194,838	361,236	575,323
<b>Dentistry clinics</b>	Income (RON)	61,363,524	93,204,531	119,068,495
	Visits	89,172	154,358	176,437
<b>Corporate sales</b>	Income (RON)	198,530,858	206,070,519	221,374,274
<b>PPM Corporate</b>	Subscriptions	738,582	742,739	834,434
<b>Others</b>	Income (RON)	14,766,089	85,745,712	178,795,966

## Economic value

	UM	2020	2021	2022
<b>Generated economic value</b>	RON	1,077,448,351	1,427,218,373	1,795,432,748
<b>Distributed economic value</b>	RON	901,866,575	1,196,657,422	1,562,910,386
<b>Retained economic value</b>	RON	175,581,776	230,560,951	232,522,362

## EU Taxonomy

For the 2022, at the level of the MedLife Group, no eligible activities were identified with Regulation EU 852/2020.

## 6.2 GRI CONTENT INDEX

<b>Statement of use</b>	MedLife S.A. has reported the information cited in this GRI content index for the period 1 January - 31 December 2022 with reference to the GRI Standards.
<b>GRI 1 used</b>	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURES	LOCATION (Page number and/or link)
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	<a href="#">10-12, 23</a>
	2-2 Entities included in the organization's sustainability reporting	<a href="#">9</a>
	2-3 Reporting period, frequency and contact point	<a href="#">9</a>
	2-4 Restatements of information	<a href="#">9</a>
	2-5 External assurance	The report was not assured by a third party.
	2-6 Activities, value chain and other business relationships	<a href="#">10-18, 30-33</a>
	2-7 Employees	<a href="#">19, 63, 90-92</a>
	2-8 Workers who are not employees	<a href="#">19, 63, 90-92</a>
	2-9 Governance structure and composition	<a href="#">23-27</a>
	2-11 Chair of the highest governance body	<a href="#">26</a>
	2-13 Delegation of responsibility for managing impacts	<a href="#">26-27</a>
	2-14 Role of the highest governance body in sustainability reporting	The Sustainability Report is approved by the BoD.
	2-16 Communication of critical concerns	<a href="#">26-27</a>
	2-19 Remuneration policies	MedLife has the remuneration policy and the remuneration report available on the website <a href="http://www.medlife.ro">www.medlife.ro</a>
2-22 Statement on sustainable development strategy	<a href="#">6</a>	
2-25 Processes to remediate negative impacts	<a href="#">56</a>	
2-27 Compliance with laws and regulations	In the year 2022, no cases of non-compliance with the legislation and regulations were recorded.	
2-28 Membership associations	n.a.	
2-29 Approach to stakeholder engagement	<a href="#">35-39</a>	



GRI STANDARD	DISCLOSURES	LOCATION (Page number and/or link)
	3-1 Process to determine material topics	<a href="#">35-41</a>
<b>GRI 3: Material Aspects 2021</b>	3-2 List of material topics	<a href="#">40-41</a>
	3-3 Management of material topics	<a href="#">23-27, 30-31, 44-60, 61-62, 63-68, 69-75, 78-83, 86-87</a>
<b>GRI 201: Economic performance 2016</b>	201-1 Direct economic value generated and distributed	<a href="#">104</a>
<b>GRI 202: Market presence 2016</b>	202-2 Proportion of senior management hired from the local community	<a href="#">92</a>
<b>GRI 204: Procurement Practices 2016</b>	204-1 Proportion of spending on local suppliers	<a href="#">31</a>
<b>GRI 205: Anti-corruption 2016</b>	205-3 Confirmed incidents of corruption and actions taken	During the year 2022, no confirmed incidents of corruption were recorded.
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During the year 2022, no legal actions for anti-competitive behavior, anti-trust, and monopoly practices were recorded.
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	<a href="#">102</a>
<b>GRI 303: Water and effluents 2018</b>	303-3 Water withdrawal	<a href="#">102</a>
	306-3 Waste generated	<a href="#">102-103</a>
<b>GRI 305: Waste 2020</b>	306-4 Waste diverted from disposal	<a href="#">103</a>
	306-5 Waste directed to disposal	<a href="#">103</a>
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	<a href="#">93-97</a>
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	<a href="#">66</a>
	401-3 Parental leave	<a href="#">97-99</a>
<b>GRI 402: Labor/ Management Relations 2016</b>	402-1 Minimum notice periods regarding operational changes	<a href="#">66</a>
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	<a href="#">69</a>
	403-2 Hazard identification, risk assessment, and incident investigation	<a href="#">70-71</a>
	403-3 Occupational health services	<a href="#">73</a>
	403-4 Worker participation, consultation, and communication on occupational health and safety	<a href="#">74</a>
	403-5 Worker training on occupational health and safety	<a href="#">74-75</a>

GRI STANDARD	DISCLOSURES	LOCATION (Page number and/or link)
<b>GRI 403: Occupational Health and Safety 2018</b>	403-6 Promotion of worker health	<a href="#">74-75</a>
	403-9 Work-related injuries	No work-related injuries were recorded during the year 2022.
	403-10 Work-related ill health	No work-related ill was recorded during the year 2022.
<b>GRI 404: Training and Education 2016</b>	404-2 Programs for upgrading employee skills and transition assistance programs	<a href="#">64-65</a>
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	<a href="#">100-101</a>
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	No cases of discrimination were recorded during the year 2022.
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	<a href="#">78-82</a>
	417-1 Requirements for product and service information and labeling	<a href="#">44-60</a>
<b>GRI 417: Marketing and Labeling 2016</b>	417-2 Incidents of non-compliance concerning product and service information and labeling	No incidents of non-compliance regarding product and service information and labeling were recorded during the year 2022.
	417-3 Incidents of non-compliance concerning marketing communications	No incidents of non-compliance regarding marketing communication were recorded during the year 2022.
	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 noncompliance with the confidentiality of patients' personal data (8 in 2020, 6 in 2021, 1 in 2022).

