



2022

# SUSTAINABILITY

REPORT

EXECUTIVE VERSION

**IVIRMA WAY,**  
the sustainable and innovative  
path to motherhood





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# 01. LETTER FROM OUR CEO: OUR SUSTAINABLE AND INNOVATIVE PATH TO MOTHERHOOD

We want to thank our whole professional team at IVIRMA for their support and dedication, which allows us to continue achieving our objectives and grow day by day as an organization and team. In 2022, in order to maintain our global leadership, we have remained committed to sustainability, good practices and the Sustainable Development Goals (prioritizing SDG 3. Good Health and Well-being, and 5. Gender Equality). Likewise, just as we maintain our ethical management for another year, we also do so with our involvement and cooperation with improving the lives of patients and always being sustainable with the environment.

To continue leading our industry, we have maintained our commitment to:



**INNOVATION:** It is one of the core and vital strategies that allow us to position ourselves worldwide year after year. In 2022, we have maintained a high level of scientific productivity, consolidating ourselves as the most active scientifically assisted reproduction group in the world. This faithful commitment to research allows us to contribute to the advancement of assisted reproduction and offer the highest excellence in patient care.



**DIGITAL MEDICINE:** Over the years, it has established itself as a strategic and irreplaceable ally of traditional medicine. The growth in the use of our Patient Portal, with 90% usage in 2022, and in the First Online Visits are already a fully established reality and, furthermore, a growing trend. The use of digital tools allows us to offer more accurate health management, focused on prevention and safety. In this regard, this year has meant a qualitative leap in safety



at all levels: safety of the organization, safety of patients with the inclusion of genetics in the day-to-day of its processes and safety of the devices. In addition, Artificial Intelligence is presented as a differentiating element that can help us maintain our competitive advantages. All this, with the necessary control that allows establishing rules to encourage savings in energy consumption and reduce the carbon footprint as an organization. And without forgetting at any time that digitization is a complement to traditional medicine, which translates into a nicer and more humane quality of care for patients.



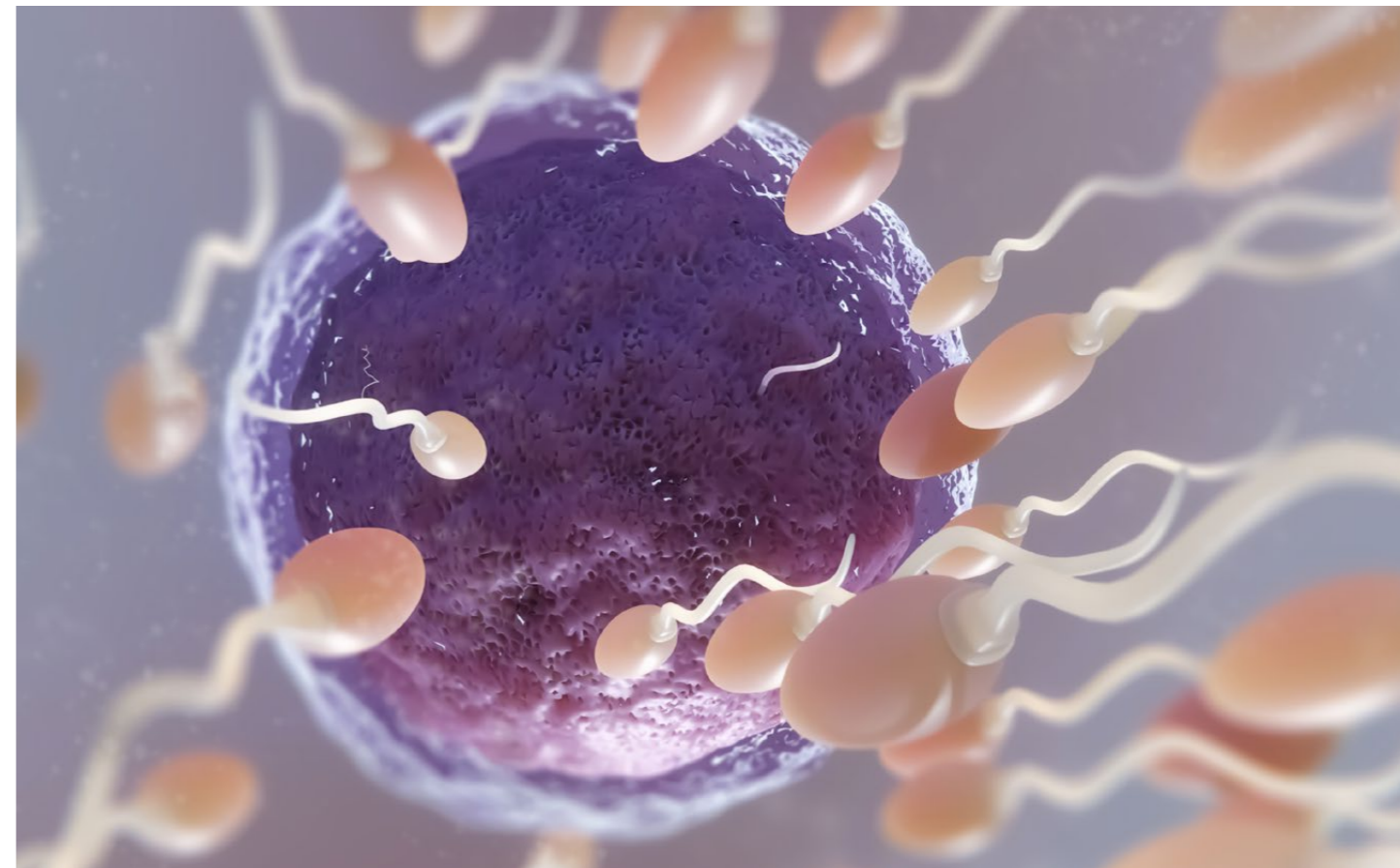
**PATIENTS:** This year, more than 63,000 people have visited our centers and we have performed more than 80,000 assisted reproduction procedures. These data are the result of our prioritization and orientation towards patients, whose satisfaction and well-being govern our daily work and values. This is a deeply rooted philosophy in our team and one of the decisive factors that will allow us to continue leading the industry.



**EXCELLENT CLINICAL RESULTS AND SUCCESS RATES:** Our clinical results makes us leaders, but the true success is that each patient make their dream come true, therefore, with this objective in mind, every year, and this year has not been the exception, ll the clinical results and success indicators of all our operations are audited to ensure the reliability and safety of our processes.



**SPECIALIZATION IN HIGHLY COMPLEX REPRODUCTION:** It is a reality that a considerable number of patients come to our centers with difficult circumstances and complex histories for different reasons (either due to age, other health problems and/or failed treatments). Thanks to our team, constant innovation and investment, and our extensive experience, we are able to offer the best solutions even in the most difficult cases.







To build the health of the future, it is necessary to take care of the environment and people, a maxim crystallized in our commitment to Society, the Environment and Governance. Because, at IVIRMA, we care about what we do, but especially how we do it. And, in our case, that “how” crystallizes in the path towards maternity that begins when a patient calls our centers for a first visit, going through all the internal and external processes in the company, until reaching the goal of a healthy baby at home. All this with the perspective and the belief that, on this path, the decisions we make today will affect the world of tomorrow: the future is built with the conscious steps of the present.

Today more than ever, we will continue to innovate, promoting first-rate care and promoting technological progress, genetics and the growth of our Team to promote our mission and continue promoting the

**“IVIRMA way”:**

Our  
*sustainable and innovative*  
path towards  
*motherhood*



02

Our  
essence:  
we are  
IVIRMA



## 2.1 ABOUT US

### IVIRMA, the largest Assisted Reproduction group in the world

IVIRMA Global (IVIRMA, Group, from now on) is the world's leading company in the Reproductive Medicine sector, with more than three decades of experience and high success rates backed by its long history and a focus on research.

## 2.2 OUR SERVICES

At IVIRMA, we offer all the services that exist today in the reproductive field, always in accordance with the current legislation in each country where we have centers.

Our objective is none other than to bring the latest advances in the field of assisted reproduction to women and couples who need science to fulfill their dream of being mothers and fathers.

### Our clinics and our treatments, at the heart of what we do:

Our centers have the most state-of-the-art technology that makes it possible to carry out cutting-edge techniques applied to the different assisted reproduction treatments: **Artificial Insemination (AI), In Vitro Fertilization (IVF) and Egg donation.**

In addition to conventional treatments, we have developed the IVF Genetic. This treatment includes both in vitro fertilization and the subsequent embryo preimplantation genetic testing

### Juno Genetics is a state-of-the-art laboratory specialized in genetic testing

With more than 350 scientific publications, more than 55,000 embryos analyzed per year and 3 R&D centers, Juno has become one of the most important laboratories in the world, with laboratories in New Jersey (USA), Oxford (UK), Valencia (Spain) and a commercial and research office in Rome (Italy).

to make the best possible selection and thus increase the chances of pregnancy.

In recent years, IVIRMA has pioneered other lines such as Artificial Intelligence applied to embryo selection, which makes it possible to offer greater guarantees in the selection of the best embryo to transfer and, therefore, a growing improvement in the success rates of our treatments.

### Biomedical Supply, SL es

Founded in 2007, DIBIMED has achieved constant growth year after year, mainly thanks to an international distribution agreement with the brand of medical devices for human reproduction Kitazato. Today, DIBIMED operates in more than 70 countries throughout Europe, Central America, South America and Africa.



### Opening of the Juno Laboratory in Valencia

A laboratory in the Technological Park of Valencia has been set up from scratch in record time (6 months) with all the necessary accreditations and validations, with which it has been able to offer its services to its customers during the year 2022.



## 2.3 WHERE LIFE IS BORN

In the year 2022, more than **63,000 people** have visited our centers to make a first diagnosis. Besides, **we have performed more than 80,000 assisted reproduction procedures** that include all the techniques and treatments available.

Our clinical results make us leaders.

**At in vitro fertilization:** In IVF patients younger than 37 years old who did not undergo preimplantation genetic testing for aneuploidy (PGT-A), we increased the implantation rate from 47.76% to 52.66%.

In addition, we believe in the positive impact generated by the **preimplantation genetic diagnosis** in the number of alive newborns by embryo transfer in women older than 35 years. This practice allows patients to reduce the number of early pregnancy losses and equalize them to those of women under 30 years old, eliminate the interruption of pregnancies due to chromosomal abnormalities and reduce the number of alive newborns with aneuploidies to practically zero. The implantation rate in treatments with PGT-A is currently 62.9%. In the year 2022, in the group's clinics (including Spain, Italy, Portugal, LATAM and the United States), we have progressively increased the use of this embryo selection technique, reaching 79% in patients older than 37 years.



**In egg donation:** Today, there is an 83% effectiveness in the first attempt (using all the embryos obtained in that cycle, but in different transfers) and in the third attempt it reaches 100%. Our eSET (Elective Single Embryo Transfer) policy and our intrauterine insemination stimulation protocol have allowed us to maintain an overall multiple pregnancy rate of 2.7%, which reinforces our patient safety policy to avoid obstetric and neonatal complications after our treatments.





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## Taking reproductive medicine to any part of the world, so that anyone can fulfill their dream, pushes us to continue growing:

We are present in 9 countries with 79 clinics:

**In the USA:** 8 locations and 23 clinics:

- » **RMA of New Jersey:** Basking Ridge (NJ), Eatontown (NJ), Englewood (NJ), Freehold (NJ), Jersey City, Marlton (NJ), Morristown (NJ), Princeton (NJ), Somerset (NJ), Springfield (NJ), West Orange (NJ).
- » **RMA of Lehigh Valley:** Allentown (PA).
- » **RMA of Philadelphia:** King of Prussia (PA), Langhorne (PA), Abbington (PA), Philadelphia (PA).
- » **RMA of Florida:** Lake Mary (FL).
- » **RMA of Southern California:** Los Angeles (CA).
- » **RMA of Northern California:** Palo Alto (CA), San Francisco (CA), Danville (East Bay).
- » **RMA of Seattle:** Seattle (WA).
- » **RMA of Houston:** Houston (TX).

**Portugal:** Lisbon, Faro.

**Panama:** City of Panama.

**Chile:** Santiago de Chile.

**Brazil:** Salvador.

**United Kingdom:** Birmingham, Bristol, Cardiff, Hertfordshire, Leeds, Liverpool, London St. Paul's, London Wimbledon, Loughton, Manchester, Nottingham, Oldham, Oxford, Sheffield, Wolverhampton.

**Denmark:** Copenhagen.

**Italy:** Rome, Milan, Bari.

**Spain:** : Alicante, Almería, Barcelona, Bilbao, Burgos, Cartagena, Castellón, Gerona, Ibiza, La Coruña, Las Palmas, Lérida, Logroño, Madrid-Aravaca, Madrid-Centro, Madrid-Alcorcón, Málaga, Mallorca-Palma, Mallorca-Manacor, Murcia, Pamplona, Salamanca, Santander, San Sebastián, Seville, Tenerife, Valencia, Valladolid, Vigo, Vitoria, Zaragoza.

We have two headquarters in Spain and the USA (legal forms in Spain IVI RMA GLOBAL and EQUIPO IVI, and in the USA IVI AMERICA), with a preimplantation genetic testing center Juno Genetics (with offices in Spain, USA, UK and Italy) and with Biomedical Supply, world specialists in vitrification. We also have IVI Alcalá (Madrid) as a specific donor center, and MINIFIV for minimal stimulation cycles. In addition, we have the IVI Foundation, dedicated to research, teaching and social action.

## 2.4 WHAT MOVES US

### Mission, vision and values

Our **mission** is to offer high standards in reproductive medicine and promote research, training and professional excellence.

Our **vision** is to become the world's leading team in the field of reproductive medicine and the group with the greatest and best clinical impact. We want to be an international benchmark where people and teamwork always come first.

IVIRMA looks to the future with history and **values** that make it what it is today. Our values, pillars of exemplary behavior, and key elements that reflect our mission and vision are as follows:



**Patient First.** Our main concern and at the center of what we do is and always will be the satisfaction of patients, which is our *raison d'être*.



**Teamwork.** Cooperative work makes us stand out and makes us a benchmark in the industry in terms of talent and innovation. Without a doubt, our human team is the most valuable asset in the daily search for excellence.



**Honesty.** In our organization we always work with care and attention to detail, with honesty and integrity as the company's guiding principle, which is reflected in all relationships on behalf of IVIRMA Global.



**Excellence.** Excellence makes us a benchmark for anyone who wants to make their dreams come true. As a result of this objective, our position in innovation emerges as a lever for continuous improvement in science, technology and management.



**Innovation.** Finally, innovation is one of the main pillars of our company, whose objective is to gather and promote the most experienced and talented research team, share knowledge, improve methodologies, shape the present and map the future of assisted reproduction.

The company's principles of action are included in the **IVIRMA Code of Ethics and Conduct** with the aim of ensuring responsible behavior in accordance with our values.



## 2.5 A SOLID ORGANIZATIONAL STRUCTURE

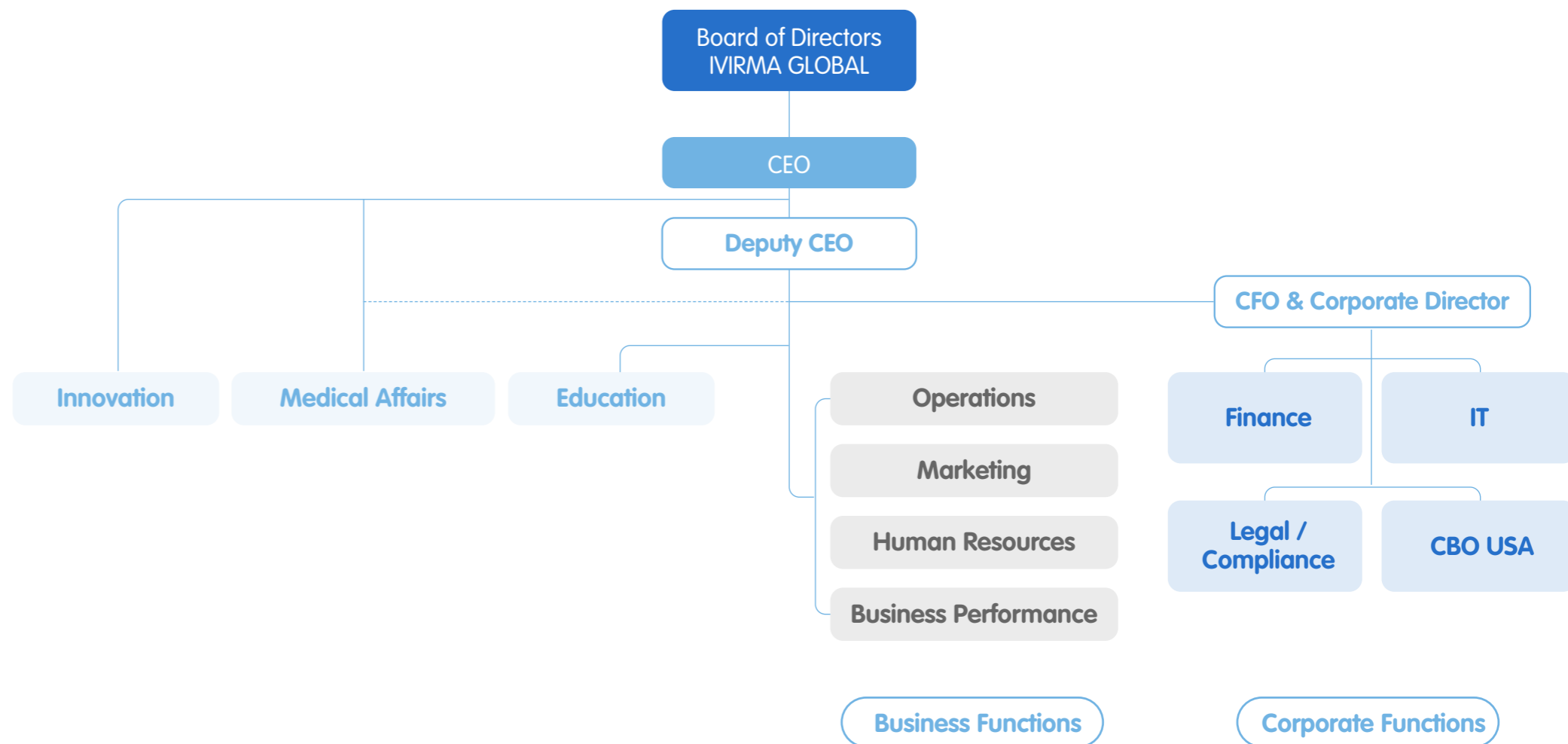
The group is made up of a network of clinics with a strong international presence that offers comprehensive reproductive medicine services. The parent company, S.L. (“**IVI RMA Global**”), operates under the legal form of a limited company.

IVI RMA Global is governed by a board of directors that is responsible for strategic decisions within the organization.

The main objective of IVIRMA is to offer the best assisted reproduction techniques, using the most efficient management model and committed to excellence, thereby ensuring that patients continue to choose us every day

### Our areas

The purpose of our **organizational chart** is to respond to market demands and stakeholder needs.



## 2.6 STAKEHOLDERS

Actively listening to our stakeholders is our way of guaranteeing their satisfaction

In 2021, a detailed materiality assessment was conducted with the responses of a survey answered by more than 200 people. In 2022, the materiality assessment conducted in 2021 was verified and updated to validate the resulting material topics that are still valid today.

Periodically, a coordinated review process is carried out with the different areas involved to validate the existing communication channels with stakeholders and their potential information needs:



### Outstanding communications to our stakeholders

<p><b>Patient Events (Europe + LATAM)</b></p> <p>Talks and events for patients:</p> <p><b>6,122</b> registrations (in all markets)</p> <p><b>1,938</b> Attendees</p> <p>In the case of the US <b>6</b> events were held, focused on the LGBTBI community</p>	<p><b>Media (Europe + LATAM)</b></p> <p>Number of press releases sent: <b>84</b> (+ translations into the corresponding languages)</p> <p>Number of Expert Statements sent to the media: <b>10</b></p> <p><b>Audiovisual production</b></p> <p><b>298</b> videos</p>	<p>Number of impacts: <b>2,255</b></p> <p>In the US, 2 press releases were sent with <b>441</b> million impressions</p>	<p><b>Social media</b></p> <table border="1"> <thead> <tr> <th></th> <th>EUROPE + LATAM</th> <th>US</th> </tr> </thead> <tbody> <tr> <td></td> <td><b>113,683</b></td> <td><b>11,196</b></td> </tr> <tr> <td></td> <td><b>81,648</b></td> <td><b>4,754</b></td> </tr> <tr> <td></td> <td><b>18,425</b></td> <td><b>1,072</b></td> </tr> <tr> <td></td> <td><b>20,779</b></td> <td><b>40,501</b></td> </tr> <tr> <td></td> <td><b>20,300</b></td> <td></td> </tr> </tbody> </table>		EUROPE + LATAM	US		<b>113,683</b>	<b>11,196</b>		<b>81,648</b>	<b>4,754</b>		<b>18,425</b>	<b>1,072</b>		<b>20,779</b>	<b>40,501</b>		<b>20,300</b>	
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03

Our ESG model, the sustainable and innovative path towards motherhood





# 3.1 COMMITMENT TO SUSTAINABILITY AND OUR CORPORATE STRATEGY

## Strategic planning

The strategic objectives mark our corporate priorities and define the annual action plans for each of the areas of the organization.

### These objectives are:

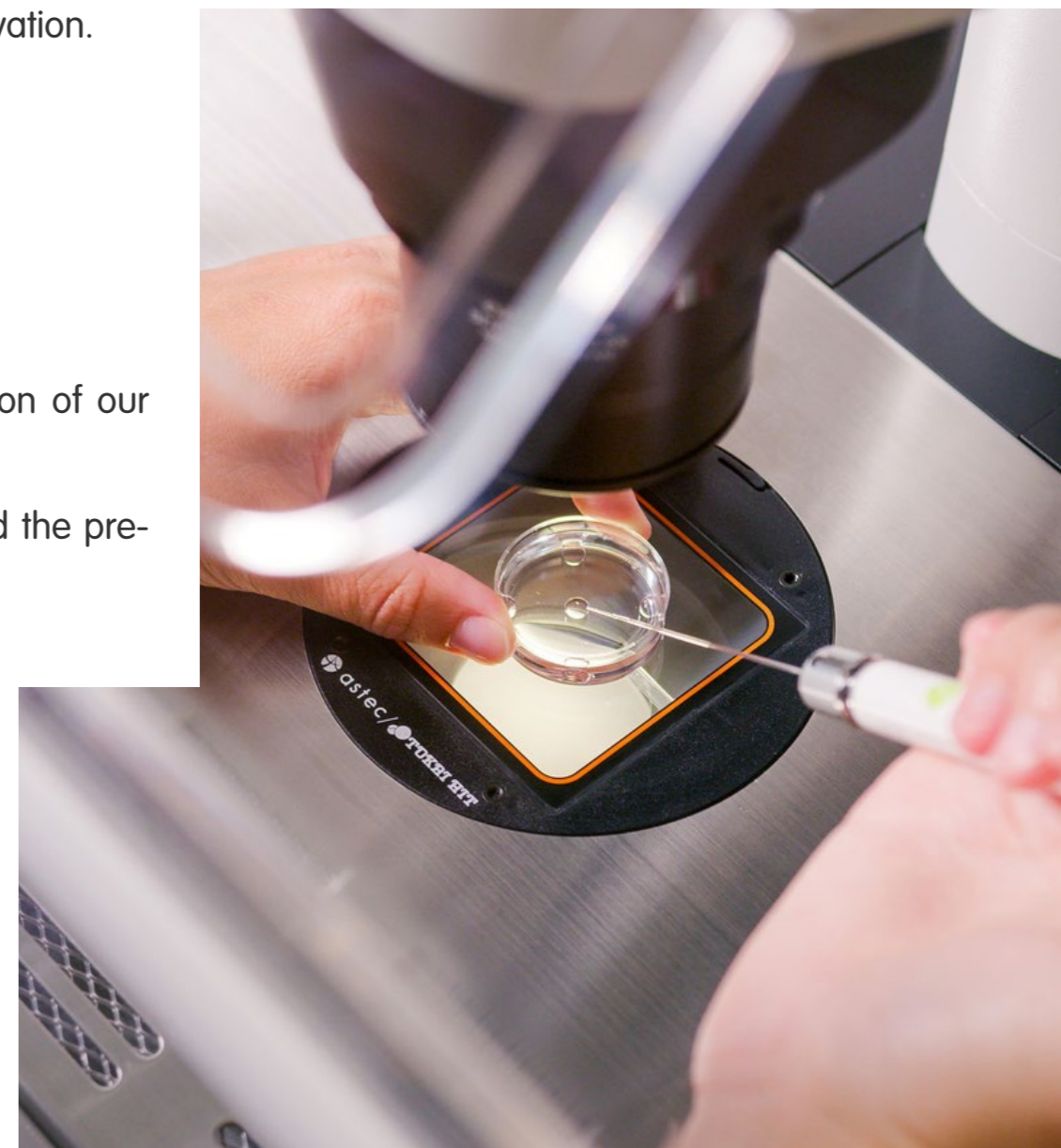
- Pursue clinical excellence through the best results and the best talent.
- Remain at the forefront of science, innovation and teaching.
- Continue growing, organically and inorganically, to take reproductive medicine everywhere.
- Continue seeking efficiency and excellence in our operations.

## Management System Policy

In December 2022, we reviewed the **policies of our management system**, aligned with our management and strategic values. This policy applies to all clinics in Spain, Italy, Portugal, the United Kingdom (IVI London) and Latin America.

The policy establishes the following basic principles:

- Maintain sustainable growth based on excellence and innovation.
- Maintain our scientific-technical leadership.
- To be a reference in Quality of Care: patients come first.
- Offer personalized and highly specialized care.
- Periodically review the Management System.
- Improve the skills, motivation, safety culture and satisfaction of our Team.
- Actively contribute to the protection of the environment and the prevention of pollution.
- Guarantee the quality of the service.





## Quality management system

At IVIRMA, we implement recognized international standards to provide the best possible service to each patient. IVIRMA's **quality management system (QMS)** has been developed in accordance with the requirements of the UNE-EN-ISO 9001 Standard, UNE 179007 for Laboratory Quality Management and the UNE 179003 Standard for Patient Safety Management. In addition, annual internal and external reviews and audits of the Quality Management System are carried out.

**We have a Quality Management System that ensures that high quality standards are met and maintained**

On the other hand, the organization renewed the recognition of Excellence for Quality of Care, QH Seal (Quality Healthcare), granted by the Institute for the Development and Integration of Health Foundation (IDIS, in Spanish), to improve the level reached in previous calls.

In 2022, the IVI Foundation has successfully passed the external follow-up audits of the ISO 9001:2015 certification and the renewal of the UNE 166002:2021 certification of the R&D&i Management System.

For its part, Juno Genetics Ltd. maintained in 2022 the accreditation, granted by UKAS, of its ISO 15189:2012 Quality Management System.

Our process map identifies 45 processes divided and categorized by type: strategic, key and support, including those of the environmental management system implemented at IVI Mallorca and certified according to the ISO 14001:2015 standard.

## Safety always ahead

Our first objective is and will always be that each patient fully trusts IVIRMA at each stage of their treatment until they achieve their dream.

A risk management system and a culture of prevention and patient safety are part of our DNA. Our Medical Affairs area, in its commitment to this basic principle, offers follow-up and standardized reports to all our clinics through an adverse event reporting system integrated into our Electronic Medical Records tool, which allows us to work in favor of a culture of 0 Risk.

In 2022, the system reported more than 200 risk incidents. These incidents are managed and fed back into the security processes of the entire group.

To strengthen our culture of safety, we create spaces for medical study in our periodic group meetings, where the different groups are involved in the service to patients (medical staff, nursing personnel, laboratories).

Parallel to the work we do in our day-to-day, we also **offer continuous training** to our team of professionals, which allows them to anticipate risk situations that patients may face.

Over time, three main areas have been established in risk prevention action.

These areas are:

Zero risk in the traceability of gametes and embryos

Zero risk in patient identification errors

Avoid preventable genetic diseases in offspring



## Data Protection

The Data Protection Officer (DPO) plays a key role in the IVIRMA Group at a strategic level, since it develops several lines of action and activity and promotes better compliance with the General Data Protection Regulation (GDPR) in IVIRMA.

IVIRMA centers have at their disposal a series of guides for action regarding the exercise of rights and the right to information GDPR.

In addition to this, there are also cybersecurity courses and resources available to all employees, which aim to understand the risks of the digital world and promote forms of responsible behavior online.

## Identification and evaluation of environmental aspects and risks

IVI Mallorca uses the ISO 14001:2015 standard as a reference to establish its Environmental Management System. This system is internally and externally audited and has been certified since 2007.

## Assessment of economic, environmental and social issues by the highest governance body

The company's management reviews the **risk map** and improvement measures (risk treatment plans) every year or when significant changes occur in the centers.

This review results in improvements in the Management System based on objectives, indicators and action plans that, in turn, are verified by the company's management and approved or modified if necessary.

## 3.2 OUR PARTNERSHIPS

### Sharing our knowledge with the sector allows us to advance and offer the best fertility solutions to patients

Professionals in our company actively participate in specific entities such as SEF (Spanish Fertility Society), ESHRE (European Society of Human Reproduction and Embryology), ASEBIR (Association for the Study of Reproductive Biology) and REDLARA (Latin American Network of Assisted Reproduction).

As for trade unions or business associations, since 2016, we have been part of the First Brands Club/Group, a reference group that allows us to create synergies and cooperate with other organizations to participate in actions to raise awareness and recognize organizations.



In addition, in 2017 we joined the CE/R+S (Club of Responsible and Sustainable Companies) of the Valencian Community, committed to promoting social and business responsibility in the region.

In the US, another important milestone was that, once again, we were part of the "Human Rights Campaign", obtaining recognition for the best results of the year (Top Performer) for our commitment to the LGTBI+ community.



04

Materiality  
assessment  
and integration  
of the 2030  
Agenda







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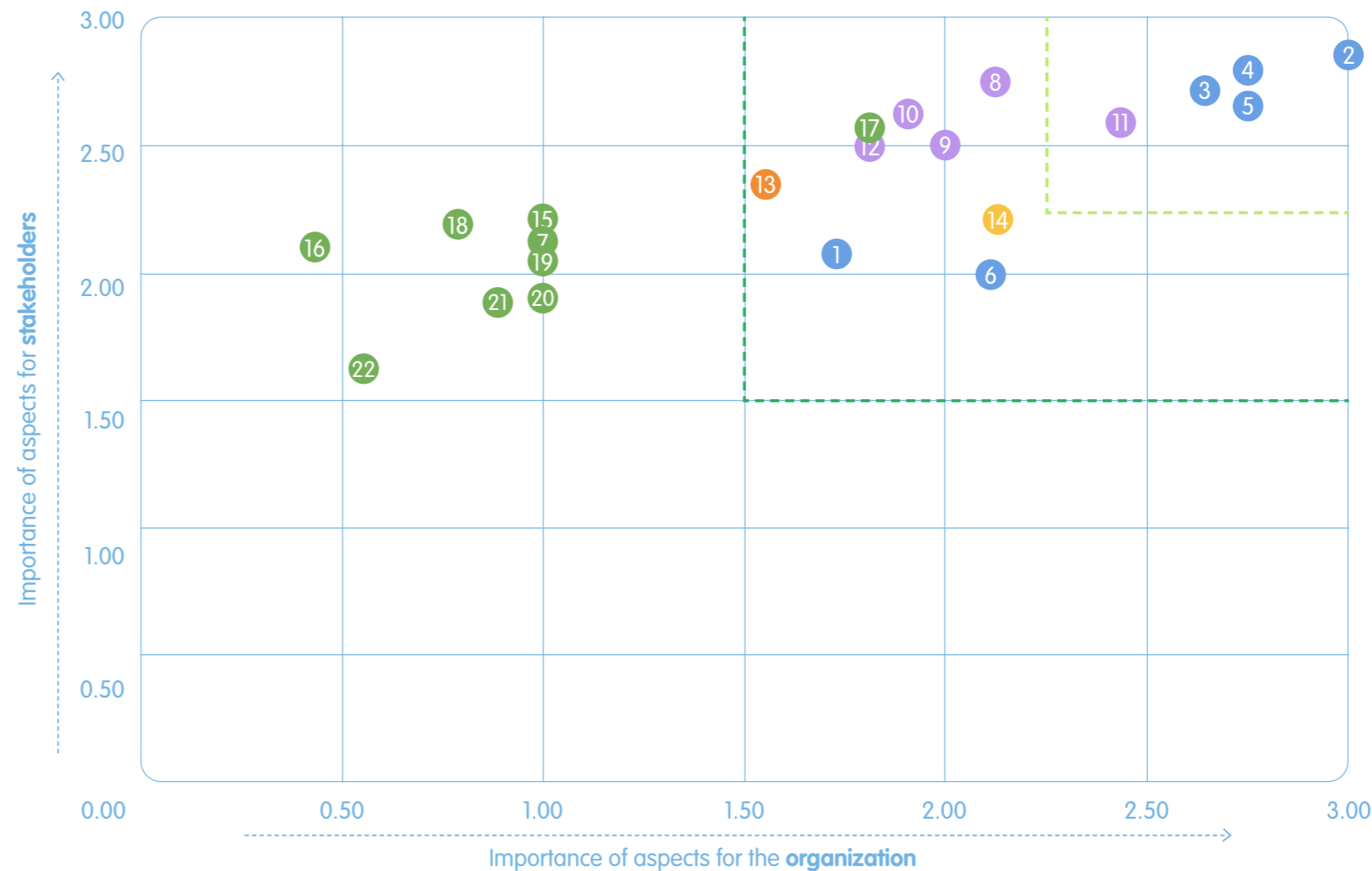
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# 4.1 MATERIALITY ASSESSMENT AND COVERAGE OF MATERIAL ASPECTS

The materiality assessment is based on an in-depth study in which the company's main stakeholders participated (team, patients, suppliers, gynecologists, society and donors). Therefore, this report is based on this assessment, as required by the GRI (Global Reporting Initiative).

Due to the importance of these assessments, reviews are being carried out through contextual materiality studies, which make it possible to analyze significant economic, social and environmental areas.

At IVIRMA, we consider that the SDGs are key as agents of change and this is reflected through the corporate commitment to them. Therefore, the SDGs that are a priority for the organization were identified, the most relevant being SDG 3 (Good Health and Well-being) and SDG 5 (Gender Equality) which, in turn, serve as the basis for developing sustainability actions in the organization.



### Material issues very relevant

- 2. Patient health and safety
- 3. Patient satisfaction
- 4. Quality of service
- 5. Patient privacy and data security
- 11 Occupational health and safety

### Material issues relevant

- 1. Economic performance
- 6. Training and teaching
- 8. Quality occupancy
- 9. Diversity and equal opportunities
- 10. Reconciliation measures
- 12. Respect for human rights
- 13. Ethical management and anti-corruption
- 14. Sanitary waste
- 17. Medical waste

### Material issues - not very relevant

- 7. Social evaluation of suppliers
- 15. Circular Economy
- 16. Office waste
- 18. Materials
- 19. Energy
- 20. Water
- 21. Climate Change
- 22. Noise and light pollution



05

Commitment  
to Patients



## 5.1 PATIENT-CENTERED CARE

Our main goal is the satisfaction of our patients: they are the reason and the core of all our work

In our clinics, we work daily so that each of our patients can achieve their dream of being a mother. Our pillars to achieve that shared dream are three:



Exceptional clinical results



The best professionals with the highest quality



A totally satisfactory patient experience

## 5.2 DIGITALIZATION, SECURITY AND INNOVATION

### DIGITIZATION

The digitalization that we offer is increasingly widespread and is more necessary than ever

#### PATIENT PORTAL 2022

Focused on continuous improvement in communication with patients, we provide them with updates of the Patient Portal, a tool exclusively designed for their satisfaction and connected to our digital medical records system.

In 2020, 70% of patients used the Patient Portal. In 2021, 80% used it during their treatment, increasing to 90% in 2022, with close to 4,000 active patients in many months of the year

### PATIENT EDUCATION HUB

The Patient Education Hub, in addition to being a compliance requirement in the US, has reinforced the objective of education and digitization to improve the understanding of infertility by each patient and thus achieve optimal treatment and, above all, eliminate paper and unnecessary physical presence.

#### DIGITALIZATION OF CONTENTS

After the path started with the digitization of contents resulting from the first visit made, or the description of pathologies and proposed treatment plans and access to different types of images such as 3D uteruses or the visualization of pathologies such as uterine fibroids or syndromes through mobile objects in 2021, during the year 2022 the dissemination of educational videos on the proposed treatment plans has evolved.

### FIRST ONLINE VISIT



Around 5,500 first online visits, both in national and international patients

At IVIRMA, we use video calls or video conferences with easy-to-use and highly effective platforms to share images and explanations in real time as if we were in a face-to-face consultation. In addition, it allows sharing interactive 3D images, easily understandable statistics, explanations of fertility treatments and procedures used by the doctor in consultation.

### PRESCRIPTION

Along with the above, the inclusion of electronic prescriptions in Spain and the US, integrated with pharmacy services, means agility in obtaining medication and better communication with patients.





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## REDUCTION OF PRINTED DOCUMENTATION

After the end of 2022, we are one step closer to completely eradicating paper printing in clinics

For yet another year, the increase in the use of digitized documentation has made it possible to minimize the number of printouts. During 2022, there has been a further reduction in printouts of around an additional 7% over previous years, as the same criteria that have favored videoconferencing (coronavirus, teleworking and technology socialization) have decreased the need for printouts.

## GENETIC AND IMMUNOLOGICAL CONSULTATIONS

Through corporate applications, new medical records have been incorporated for patient follow-up: one for genetics and another for immunology, which have been digitized to eliminate the use of paper.

## THE SECURITY PRESENT IN DIGITALIZATION

We implement new tools to continue ensuring the safety, confidentiality and comfort of each patient

### VIRMA INSIDE: DIGITALIZATION IN DAILY LIFE, SECURITY AND ARTIFICIAL INTELLIGENCE

In 2022, the digitalization of the workplace has continued through corporate platforms, and the monitoring of different aspects of security has increased to improve every day with indicators and comparisons with other similar organizations, with greater emphasis on safety and security, both for patients and information. Tools such as two-factor authentication have become commonplace on a daily basis.

Aligned with the above, this new year has brought considerable improvements at the Cybersecurity level, enhancing the knowledge and use of applications by the entire workforce.

### Artificial Intelligence to manage complexity

The inclusion of application and database performance metrics has made it possible to optimize the use of machine resources. Based on the information on the number of requests made to each server and the average duration of each of the requests, memory and processor consumption is optimized, and therefore has a direct impact on energy consumption.

### FACIAL RECOGNITION

There has been an increase in the need to have a digital identity and to promote aspects such as facial recognition, not only from a clinical point of view, but also for the traceability of patients within the clinic. Facial biometry allows us to identify patients and match the photo we have with their own image.

In 2022, there has been a further extension to get patient samples in laboratories to start monitoring with facial recognition. In this way, we offer the maximum guarantee of patient safety for sample traceability.



### THE EMPLOYEE HEALTH APPLICATION (EHA) WAS CREATED IN 2021, DISSEMINATION IN 2022

The genesis of the EHA Project was to digitally track workforce health activity internally, such as flu vaccines and staff consents.

Throughout 2022, the application has been expanded through a complete reporting system to keep all staff records organized and in compliance with the requirements of each state and federal government agency—which allows ensuring the traceability of interactions with patients—and, in addition, it makes it easier for us to have an internal diagnosis in case of need.

For more information on Patient Safety, refer to the section [“Safety always ahead”](#).

## UPDATE OF THE GUIDELINES FOR GAMETE DONATION

In addition, in 2022, we have introduced important changes in Spain, Portugal, LATAM and Italy by reviewing and updating the guidelines for gamete donation.

One of the most outstanding points is the expansion of the list of diseases, both those considered safe and detected in basic screening tests, as well as those detected as donor exclusion criteria. Likewise, a new informed consent on the Psychological Assessment of donors (required by the CNRHA) has been published, and improvements have been made in its assignment, automating the patient-donor matching process. All of this aimed at continuing to improve patient safety in donation programs.

## ANONYMOUS WAITING ROOMS, WITH PATIENT TRACKING AND ARRIVAL IDENTIFICATION

In 2022, the demand of patients to be able to indicate their arrival autonomously and validate their data was covered, through identification and appointment confirmation forms.

## GENETICS

Verifying the genetic compatibility of patients and the viability of embryos is a complex process that has been simplified from the point of view of patient management in 2022, in order to increase safety and clinical traceability in patient medical records.

To achieve this, complex integrations have been developed among IVIRMA applications, genomic data processing systems and patient data traceability and anonymization processes, to offer all the necessary guarantees in the treatments.

## INNOVATION

Innovation is a core strategy at IVIRMA, which allows us to remain worldwide leaders. Notable actions in this area, in addition to all of the above, have been:

### Ovarian rejuvenation

Ovarian insufficiency is described as a fairly common multidisciplinary problem in reproductive medicine, which is fundamentally related to low response and advanced maternal age. The heterogeneity of patients in the era of personalized medicine has driven research towards the development of new strategies to

meet the challenge of treating this type of patient and explore all reproductive options. As a consequence of this research, a promising line of action has emerged through regenerative medicine, where ovarian activity has been recovered from the patient's own biological material.

We are currently working on several procedures such as the IVI Regenerate Ovary Treatment, ASCOT-1 (injection of stem cells) and OFFA (ovarian reactivation), which seeks to reactivate ovarian activity by promoting follicular development. The results obtained to date have been presented at international conferences and, although these are very preliminary data, they suggest that the intraovarian administration of growth factors reactivates follicular development and allows the performance of assisted reproduction treatment in a population of women with poor reproductive prognosis.

### Mosaic Embryo Policy

To rescue embryos with reproductive potential that were previously ruled out as non-euploid, and without affecting the safety of our treatments, in March 2022, the mosaic embryo transfer policy in Europe was modified and we adapted our protocols to the latest scientific evidence, and, in this way, we unified criteria with our clinics in the United States.

All mosaic embryos are transferable as long as they are analyzed with FEC's (Foundation for Embryonic Competence) patented PGTseq-A procedure (now part of Juno Genetics).

### Changes in the guidelines for ovarian stimulation

Our centers have modified the standard guidelines for new stimulation strategies with very encouraging results.

Medroxyprogesterone acetate emerges as an effective alternative to conventional GnRH treatment in the guidelines for ovarian stimulation for oocyte female donors and in patients who will not undergo fresh embryo transfer.

In a study conducted in fertility preservation patients and cycles with PGT-A, and presented at the ESHRE's 2022 Annual Meeting by Dr. Juan Giles, from our IVI Valencia clinic, who won the award for best poster presentation in Clinical Sciences, it was concluded that the clinical results, the number of oocytes retrieved, and the aneuploidy rates when using AMP are similar to conventional stimulation guidelines.

For more information on Patient Safety, refer to the section ["Safety always ahead"](#).



## 5.3 COMMITTED TO PATIENTS

IVIRMA is a pro-women company, and our commitment to each patient and to the women who trust our professional team with their desire to be mothers has continued to guide our steps for more than three decades.



### I Social Barometer of Spanish women’s perception of motherhood and fertility

We have led the ‘I Social Barometer of Spanish women’s perception of motherhood’, an extensive survey carried out by GFK –a leading company in market analysis– that shows the behavior and attitudes of women between 25 and 45 years old regarding fertility, motherhood and assisted reproduction, within the current social, political and economic framework.

### Initiative “I’m up to the endometrium”

‘I’m up to the endometrium’ is our initiative, together with Endometriosis patients, to put an end to the myths and silences of this disease. This action was born to convey how women who live with this disease or are in the diagnostic process feel, providing them with information resources to answer their questions and encouraging them to share their stories on social networks to end the misunderstanding they suffer.

### Publications on Social Networks

We continue to bring the figure of our medical staff closer to our community of patients to respond to their main concerns and give them the greatest peace of mind in their reproductive processes.

### Sending press releases to the media

The press releases that we send to the media help us to bring assisted reproduction closer to society in general and to be able to share with them the latest advances in reproductive medicine. These press releases are related to more social issues, which respond to the main interests and current social issues, as well as scientific press releases, to disseminate studies, findings and participation in relevant congresses in the reproductive field of our medical and research team.

### Coverage of scientific congresses, conferences and local courses

From our corporate channels, as well as externally, we have reported in real time the main findings and studies presented by IVIRMA at meetings such as ESHRE, ASRM, SEF, ASEBIR or SRI.

### Testimonials

Patients are our best subscribers, because nothing helps other patients more than someone sharing their story with them. This helps to naturalize assisted reproduction and make it more real. Thus, we have offered testimonial content during 2022 on our different channels to provide each patient with that confidence that real stories give.





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## Redesign of page landing about prices

This 2022 we have evolved in the direction of sustainability and transparency by redesigning our price landing towards a more transparent, digital and user-friendly model.

The objective has been to show the information to our patients in a simple and easy-to-interpret way, as well as to support it by sending digital documents that facilitate the understanding of the information.

## Women's Month – New Opportunity Action

As part of our commitment to Women, we launched the “New Opportunity” action, where we offered assistance and economic help to those women who did not start treatment with us, after coming for the First Visit.

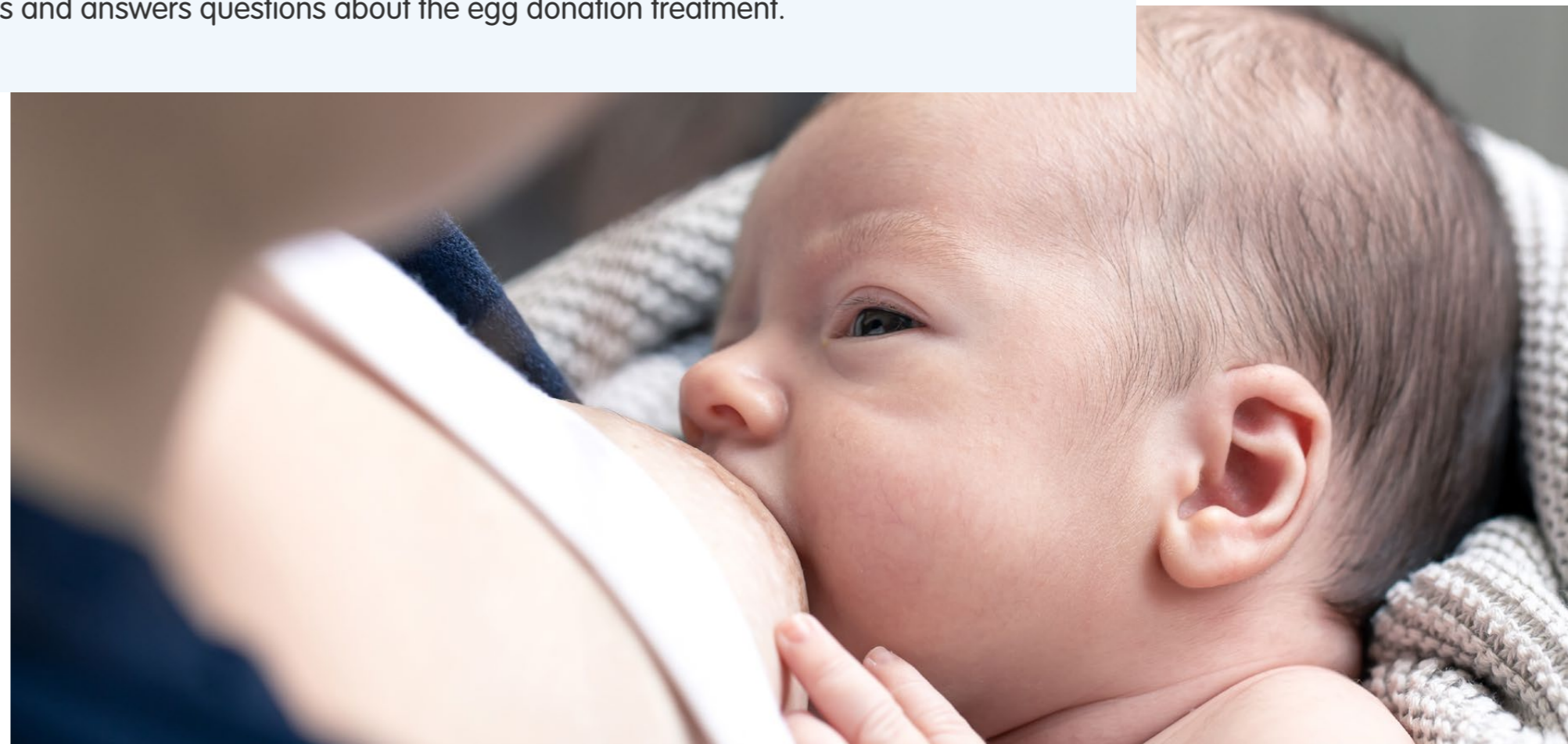
## Email Post FV with Proposed Treatment

We know that the stage after the First Visit is one of the key steps to help our patients fulfill their dream. For this reason, we have strengthened this moment, offering the patient several video resources to clarify any possible doubts they may have and so they decide to do their treatment with us.

## Guidelines for women

Like every year, we innovate in **specific guidelines for women** with the aim of accompanying, raising awareness and giving them tools for the process they are experiencing.

- **Launch of the Polycystic Ovary Syndrome Guide (PCOS):** It is available completely free of charge on the IVI website at <https://ivi.es/guia-ovarios-poliquisticos/>, and, so far, we have had more than 370 downloads.
- **Male Infertility Guide**, in Brazil.
- **Launch of the Single Motherhood By Choice Guide, in Portugal:** this practical guide for single-parent families aims to provide information regarding this growing family model and resolve any question regarding single motherhood.
- **Começa Uma História ('A story begins') Guide, in Portugal:** provides all the necessary tools and answers questions about the egg donation treatment.





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Locally, some of the main milestones and actions to highlight in favor of women are:

**In the United States:**

**Q&A videos from patients and medical staff:** future patients have access to the experiences of other patients on their journey towards fertility to solve the main doubts and any questions that may arise before starting any treatment.

**Awareness campaigns to bring assisted reproduction closer to American society.** The content includes real patient stories across radio and social media platforms, testimonials, and videos created to benefit multiple audiences, including straight couples, single people, and LGBTQ.

**In Panama:**

The **First Center of Excellence** in the region is dedicated to the treatment of ovarian problems, offering patients a new hope of gestating with their autologous eggs.

**In the UK (Create):**

**Awareness campaign on Instagram to support the LGBTQ+ community** through Q&A and answer sessions on our social networks.

**In Italy:**

**AMH Campaign:** In the month dedicated to Mother's Day, we offered a promotion week for a free anti-Müllerian hormone test to allow women to have information about the state of their fertility and quickly carry out the correct controls.

**In Portugal:**

**Uma Vida Mais Fértil ('A more fertile life') Agreement,** infertility community, in Portugal. Our agreement aims to produce content for their mediums to raise awareness.



## 5.4 PATIENTS' OPINIONS

The satisfaction of patients and donors is one of our priorities. In order to know their opinions and perceptions, **we carry out satisfaction surveys** that help us to continuously improve our services, in addition to having a **complaint management system** incorporated into our Quality System.

### Satisfaction surveys

During the year 2022, the surveys of patients and donors from our clinics in Spain, Portugal, Italy, the United Kingdom, Chile and Panama have been carried out on our website through the Patient Portal, increasing the number of questionnaires, which are sent at specific stages of each patient's experience, from the first visit to the end of the treatment, in order to obtain information on the satisfaction of each patient in each stage of the process. In Brazil, we continue to perform them in person at the clinic via tablet.

By analyzing these reports, areas for improvement are detected and the necessary actions are established to improve the user experience.

The results of the satisfaction surveys are communicated to the people in each of the clinics so that the team involved is informed to improve the services offered.

### At IVIRMA we continue to measure patient satisfaction based on surveys at different times of treatment

On the other hand, at IVI Foundation, the Research Support and Management Unit (UAGI, in Spanish) has implemented, during the year 2022, a system of surveys through the INVESTIGA platform, aimed at research staff, for the ongoing assessment of the services provided by the unit in its ongoing improvement plan.

At Create (UK) and Vitanova (Denmark), satisfaction surveys are sent to each patient after the first consultation and after the egg retrieval. In addition, we make it easy for people to give

us specific feedback and we monitor it on a weekly basis. Regarding post-first visit surveys, 579 people responded, of whom 89.3% would recommend the service, scoring 6 out of 10. In the case of post-extraction surveys, there were 542 responses, of which 77% scored 6 out of 10.

In the US, surveys are sent after the first consultation and after pregnancy. It is also encouraged that patients leave reviews on different platforms such as FertilityIQ. In 2022, 442 reviews were obtained, 89% of them were posi-

tive (393), 1% were neutral and 10% negative (49). All of them were answered.

At Biomedical Supply, we also promote satisfaction surveys that are sent to different groups: IVF laboratories, gynecologists and distributors who work with the company. All the answers obtained got the highest mark.



## Complaints and grievances systems

Within the framework of the Patient Safety and Quality Management System, in the clinics in Spain, Portugal, Italy, the United Kingdom, Chile and Panama, we have specific procedures to measure patient satisfaction and deal with grievances or complaints.

During the year 2022, a total of 846 complaints and grievances have been registered, distributed as follows:

GEOGRAPHICAL AREA	2022	2021	Difference
Spain	728	828	-12%
Portugal	42	43	-2%
United Kingdom	27	30	-10%
Italy	6	13	-54%
LATAM	43	50	-14%
<b>TOTAL</b>	<b>846</b>	<b>964</b>	<b>-12%</b>



In the case of the US, a complaint and information collection system has been established in the Patient Portal with a highly positive satisfaction rate that allows us to prioritize actions and establish areas for improvement. At a quantitative level, of the total 49,858 evaluations received in 2022, 385 were registered with a score of 1 or 2 out of 5, which receive a follow-up call for improvement. The remaining 49,473 scored equal or greater than 3 out of a maximum of 5. It should be noted that 47,606 of these scored 5.

In the case of DIBIMED, complaints are managed through the commercial department, general management or through the email box specifically set up for this purpose: [quality@dibimed.com](mailto:quality@dibimed.com).

In 2022, the company received a total of 32 grievances, all of which were satisfactorily addressed.





Commitment  
to the team





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## 6.1 TEAM STRUCTURE AND FIGURES

Our leadership model puts people first and encourages the development of our team, ensuring equal opportunities.

People are the fundamental basis of all IVIRMA activities: our most precious asset.

A committed, professional and results-oriented team that makes us unique and leaders in our sector

With this objective, in 2022, all our efforts in the Human Resources area have been focused on the implementation of a new information system for the digitization of people management processes to generate a better value proposition and experience for the Team. This is crystallized in IVIRMA People, a software tool (SAP) that offers an innovative, global digital space that unifies all processes to offer a personalized experience to our team.



At IVIRMA, we are a staff of 2,995 professionals distributed in 9 countries to bring reproductive medicine to any part of the world.

Out of our **2,995 workers**, 2,546 are women (85.01%) and 449 men (14.99%). The percentage of women and men in the organization has not changed compared to previous years, which in 2021 amounted to 85.08% women and 14.92% men.

### Women continue to be the majority of our staff

All the workers who are part of the company as of 12/31/2022 have been taken into account (the workers who have left during the year are not taken into account).



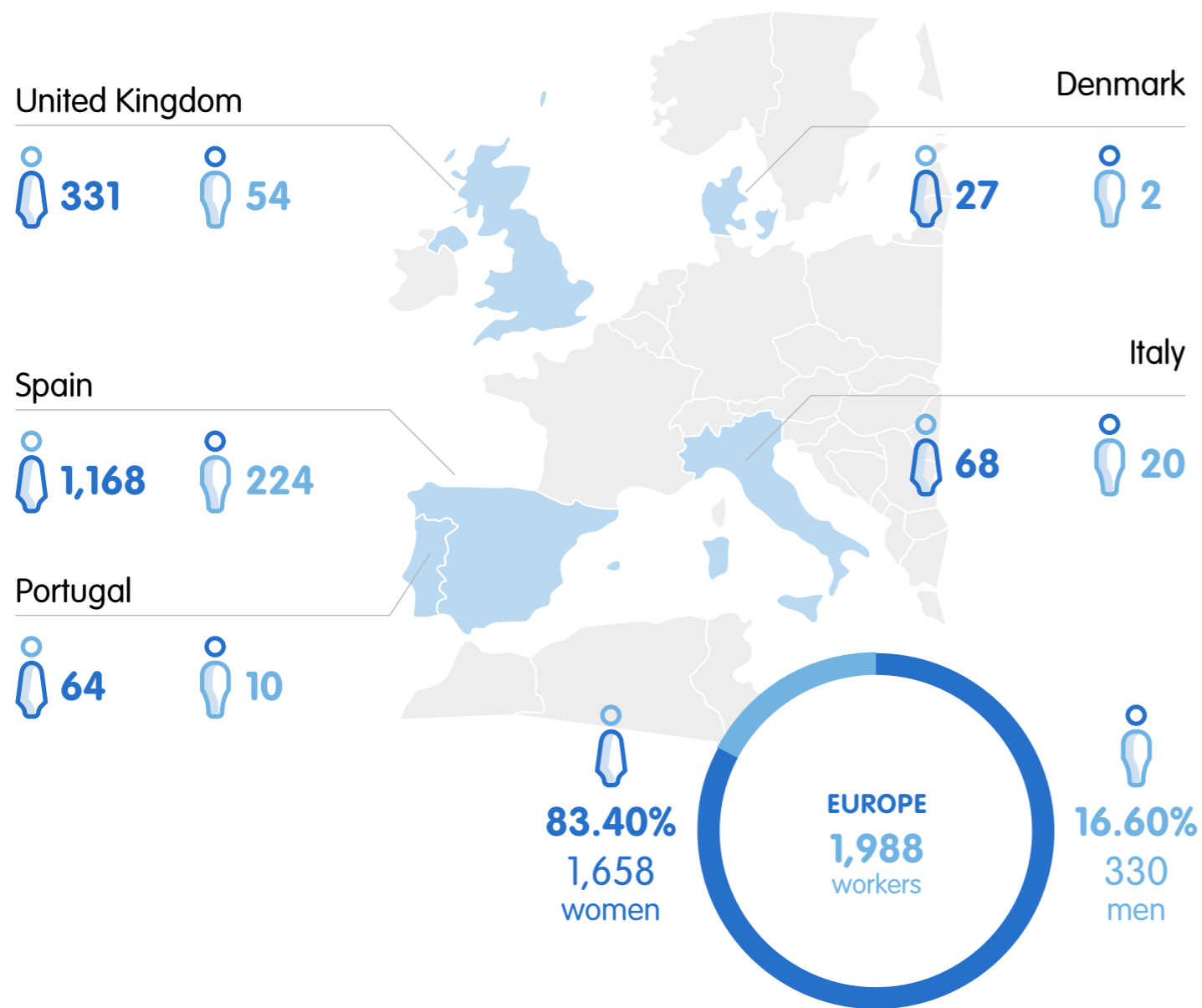


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The distribution of these 2,995 people geographically is as follows:

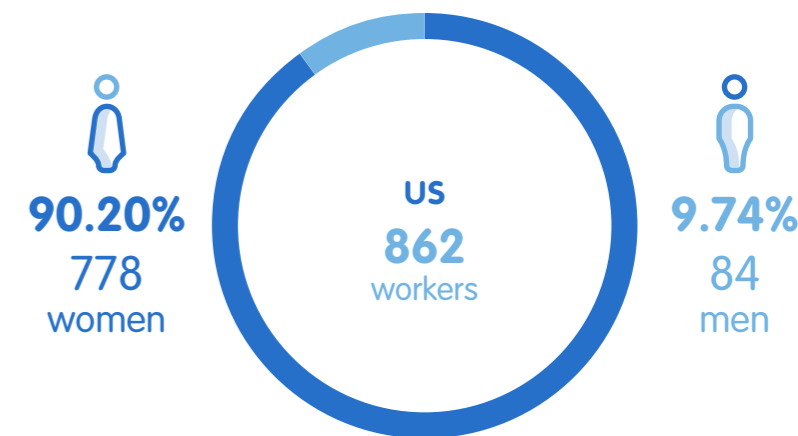
### Europe

1,988 workers, of which 1,658 are women (83.40%) and 330 are men (16.60%). By country, we find the following distribution:



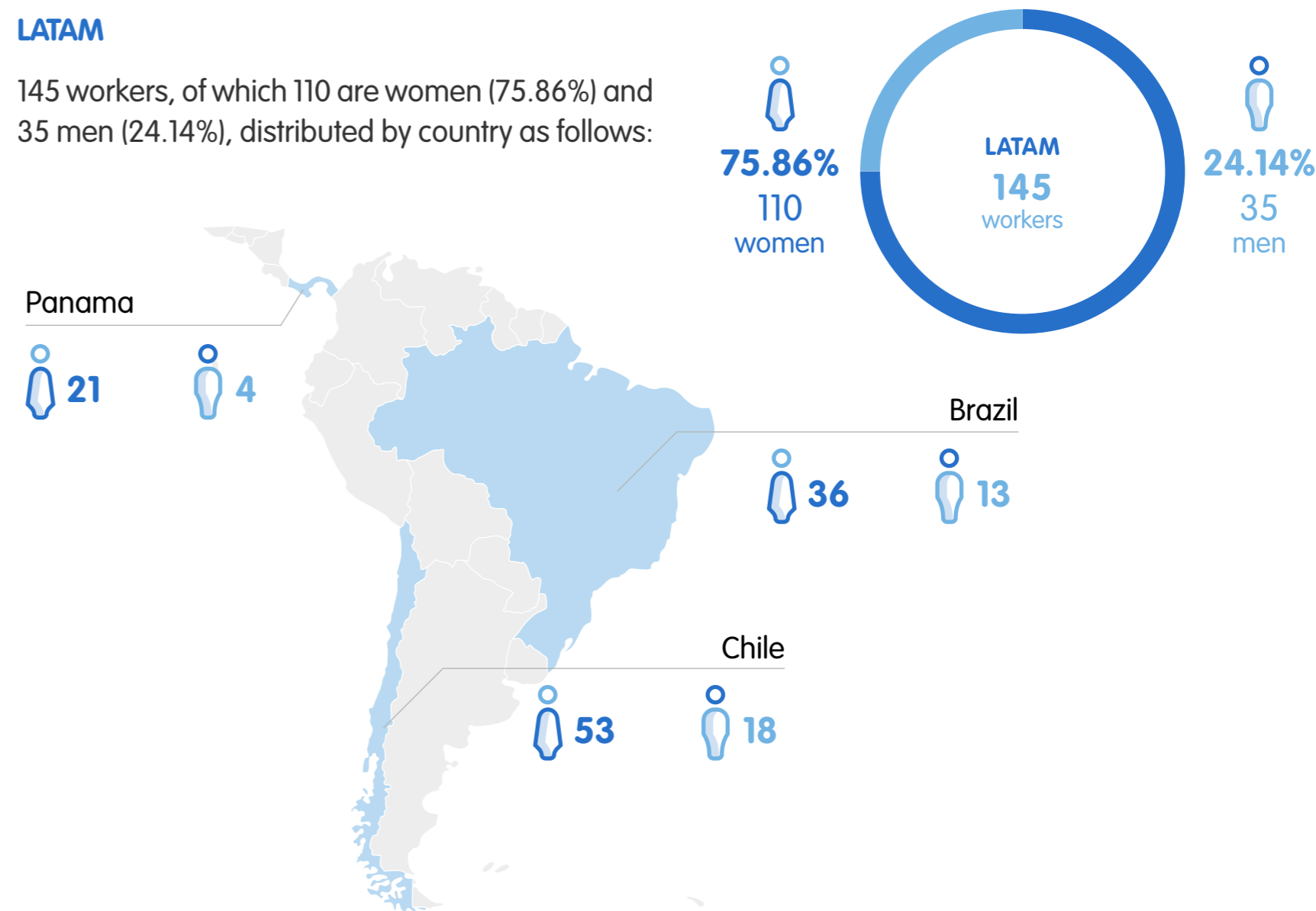
### US

862 workers, of which 778 are women (90.26%) and 84 men (9.74%).



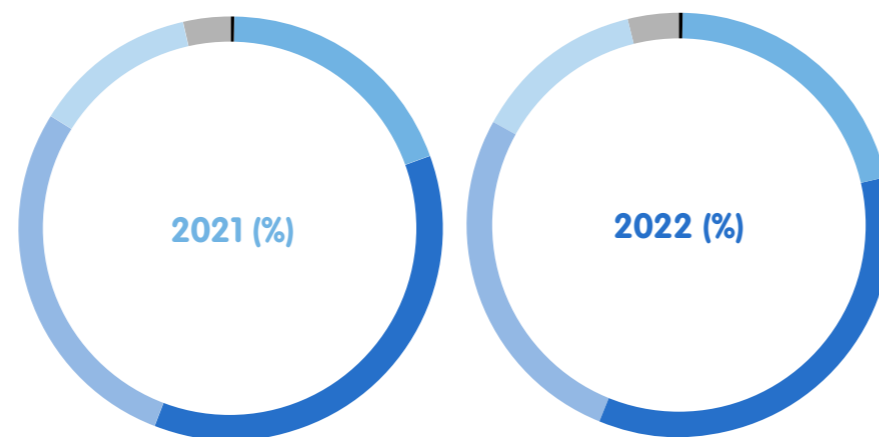
### LATAM

145 workers, of which 110 are women (75.86%) and 35 men (24.14%), distributed by country as follows:



### Staff by age

The highest percentage of workforce is concentrated between 30 and 49 years old

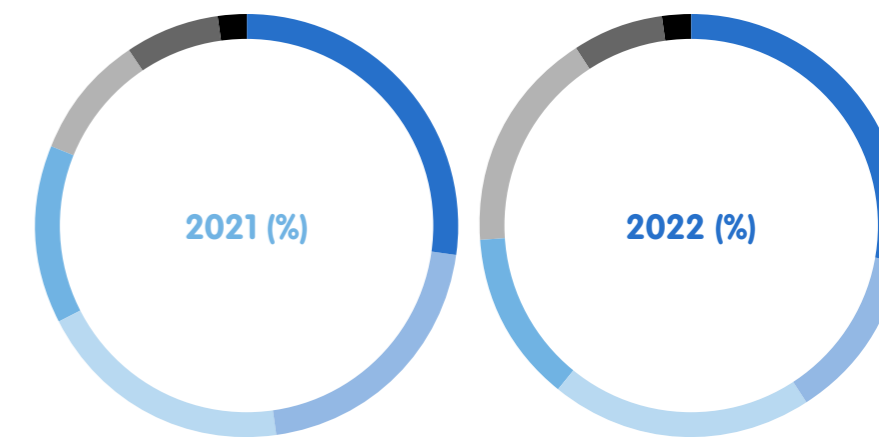


	2021 (%)	2022 (%)
● Under 21 years old	0.45%	0.53%
● 21-29 years	19.16%	20.87%
● 30-39 years	36.50%	34.79%
● 40-49 years	27.83%	26.98%
● 50-60 years	12.5%	13.16%
● Over 60 years	3.57%	3.67%

We have taken into account all the workers who are part of the company as of 12/31/2021 and 12/31/2022.

### Staff by professional category

We have taken into account all workers that are part of the company as of 12/31/2021 and 12/31/2022.



	2021 (%)	2022 (%)
● Nurses	27.4%	28%
● Clinical support	20.5%	13%
● Laboratory	19.6%	20%
● Patient Care Services	13.7%	13%
● Support functions (headquarters)	9.5%	17%
● Medical staff	7%	7%
● Executive staff	2.2%	2%

### Distribution of employment by gender, age and occupation

IVIRMA GLOBAL	Under 21 years old		From 21 to 29 years		From 30 to 39 years		From 40 to 49 years		50 to 60 years		Over 60 years		Total men	Total women
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Occupations														
Support Functions (HQ)	0	3	17	72	41	137	30	97	11	69	2	21	101	399
Clinical support	1	6	13	73	25	78	33	66	14	70	5	13	91	306
Medical staff	0	0	0	5	22	47	15	66	14	22	8	5	59	146
Laboratory	0	0	30	145	40	169	28	118	9	40	2	8	109	480
Nursing	0	5	1	214	5	334	4	198	2	53	0	26	12	830
Patient Care Services	0	1	4	50	11	123	8	118	1	63	0	9	24	364
Executive staff	0	0	0	0	5	5	18	9	22	4	8	3	53	21
<b>Total</b>	<b>1</b>	<b>15</b>	<b>65</b>	<b>559</b>	<b>149</b>	<b>893</b>	<b>136</b>	<b>672</b>	<b>73</b>	<b>321</b>	<b>25</b>	<b>85</b>	<b>449</b>	<b>2,546</b>

All workers who are part of the company as of 12/31/2022 have been taken into account.

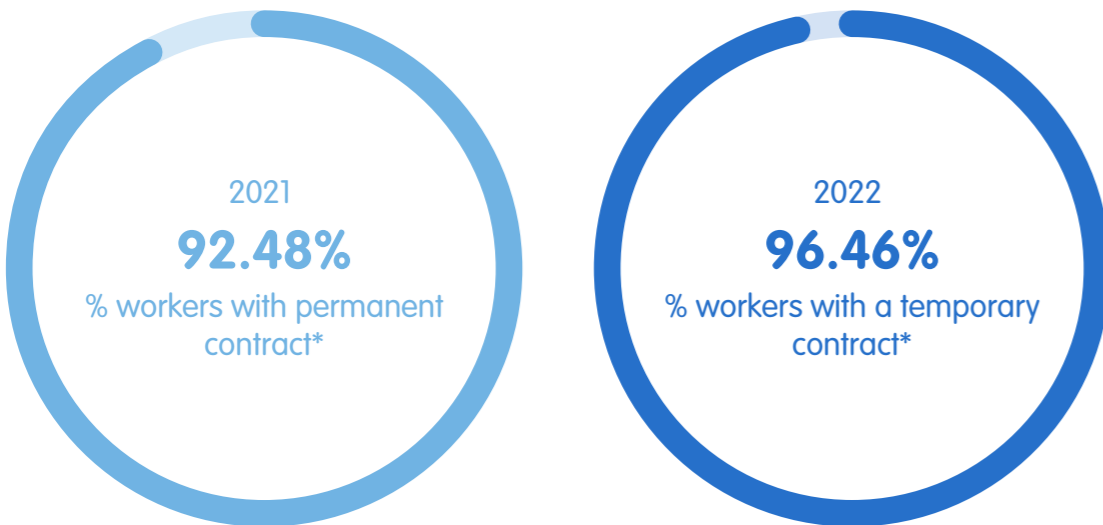


## WE ARE COMMITTED TO A LONG-TERM RELATIONSHIP WITH OUR STAFF

Our commitment to job quality is evident in the overall rate of people employed with a permanent contract, which reaches 96.46%. This percentage is very similar in each of the geographical areas where the company operates.

Regarding the termination of the employment relationship, in 2022 there have been a total of 110 dismissals, which have affected all occupations. Of these, 26 have taken place in Europe, 75 in the US and 9 in LATAM.

We are committed to quality employment, 96.46% of IVIRMA's workers has a permanent contract



\*All workers who are part of the company as of 12/31/2021 and 12/31/2022 have been taken into account.

## Total number and distribution of types of employment contract IVIRMA Global\*:

	2021		2022	
	Men	Women	Men	Women
Permanent part-time	50	617	63	700
Permanent full-time	319	1,498	372	1,754
Temporary part-time	7	37	2	24
Temporary full-time	20	122	12	58
Internships	5	11	0	10

\*All workers who are part of the company as of 12/31/2021 and 12/31/2022 have been taken into account.

## WE RETAIN AND ATTRACT THE BEST TALENT

The recruitment and selection process that we develop at IVIRMA allows us to choose the most competent person for the job

During 2022, a total of 921 new people have joined the company. Out of these new hires, approximately 83.93% have been permanent (permanent part-time contract and permanent full-time contract).





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Through our Human Resources tool IVIRMA People, we manage job offers from the Recruiting unit. The channels used to attract talent are our employment portal linked to the IVIRMA corporate website, social networks and specialized employment portals, all of which are integrated into the People corporate tool. Likewise, during this year, the new employment portal associated with the corporate website has been designed, available in all the languages belonging to the different geographical areas of the IVIRMA Global group.

We also promote internal promotion, convinced that our growth is closely linked to the growth of our team. Internal promotion positions are disseminated through several internal communication platforms, such as our IVIRMA Announcements corporate mailbox, and, in the case of Spain, through the Works Council (CDC, in Spanish), a monthly document that includes all relevant information directed to workers. Soon, the communication of internal promotion positions will be carried out exclusively through Workzone, the new corporate internal communication tool. This practice will be common globally for all internal promotion positions.

## 6.2 OUR REMUNERATION POLICY

At IVIRMA, we use a job classification system to objectively determine the contribution of all our workers. We always make sure that the criteria used for compensation decisions are based on our internal equity principles, which is essential in our Compensation Policy.

### The Performance Evaluation System boosts the annual growth of our internal talent

In 2022, we launched the **new Performance Evaluation model** to align the position of each person with our values in order to build a corporate culture in which not only the objective is important, but also the path.

The merit, level of responsibility and talent of each professional are the only criteria used for the salary update





Our commitment to Equal Pay and remuneration policy crystallized in the incorporation, in 2021, of a specific Compensation and Benefits function within the people area to address the remuneration policy globally.

Every year, we review the different groups that have an annual payment-in-kind percentage and we make sure to set strategic objectives in this area. The Remuneration Policy of **Management** is also progressive, depending on the trajectory and evolution of the clinic's activity.

It should be noted that IVIRMA's employees also profit from other benefits, such as payment-in-kind throughout Spain, transport tickets or childcare vouchers that entail tax savings for our team.

### IVI advantages

Through the IVI Advantages program, our professionals can access social benefits: from internal organization discounts to favorable conditions with other companies for being IVIRMA employees.

During the financial year 2022, a total of 672 professionals have benefited from this platform, generating a total saving of €9,692.

## 6.3 WORK-LIFE BALANCE AND WORK ORGANIZATION AS A PRIORITY

### Work-life balance

Our commitment to the well-being of the team has materialized for many years in our internal policies that are committed to flexibility, work-life balance, equality and co-responsibility.

In addition to granting all **paid leaves** that include the current legislation of each country and the applicable collective agreement, we are committed to the **flexible schedule** so that our staff can adapt their professional life with their family needs both in the clinics and in our offices.

The **headquarters** have implemented **the Telework Policy**, integrated into the time management policy.

The annual work schedule establishes the rest periods for Easter Week, Christmas and August to favor work-life balance by working a single shift. All the schedules have been agreed with the Legal Representation of the Workers in those centers where it exists.





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## Work-life balance measures

Globally, 330 work-life balance measures have been taken in 2022.

	2021		2022	
	Women	Men	Women	Men
Work-life balance measure Total	255	20	303	27
Parental leave	131	16	191	20
Breastfeeding leave	1	0	49	2
Risk during pregnancy	5	0	6	0
Reduction of working hours for child care	0	0	28	4
Leave of absence for family reasons	0	0	2	0
Reduction in working hours for legal guardianship	101	3	24	1
Other	14	1	3	0

## Parental leave

Globally, 211 parental leaves have been taken in 2022.

	2021		2022	
	Women	Men	Women	Men
Employees entitled to parental leave*	2,780	473	2,536*	449
Employees on parental leave	131	16	191	20

\*All employees at IVIRMA are entitled to parental leave, with the exception of trainees.

## We favor spaces for social dialogue

### There is a strong commitment to labor rights of employees and the rights to participate in the organization

The right to **freedom of association** is ingrained in our processes and we ensure that our workers have access to the appropriate infrastructure (meeting space, digital media, among others) to ensure that communication and social dialogue are easy and effective.

The workers have legal representation in the following 6 centers: IVI Valencia, IVI Barcelona, IVI Bilbao, IVI Madrid, IVI Sevilla, IVI Málaga. UGT, CCOO, ELA y CGT are members of an association that supports the candidates and has representatives in all the centers. These last electoral processes have developed normally, without incidents in the electoral process or in the formation of commissions.

We always promote social dialogue and we do so, even more, in cases where there is no legal representation. In these cases, we develop direct agreements with the groups involved, extending the agreements reached with the workers' council to standardize company policies, whenever the center's casuistry allows it.

Within the framework of the **Collective bargaining**, the organization gives priority to the deadlines agreed with the representatives of the workers as the minimum period offered. The minimum term is usually between 3 and 4 weeks, in order to ensure optimal communication and implementation of the measures to be adopted.

\* General Union of Workers (UGT); Workers Commissions (CCOO); Basque Workers' Solidarity (ELA); General Confederation of Labour (CGT).





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The private health collective bargaining agreement applies to each province of Spain, which guarantees compliance with current legislation on economic matters, hiring, professional classification and working hours.

The legal figures belonging to each country, such as the Labor Code of Panama and Labor Law of the United Kingdom, among others, govern the rights of all our workers in the world, with 100% of our employees covered by the agreement that applies by geographic region. Finally, in terms of safety and health at work, in most of the agreements there is no additional regulation in this regard.

Lastly, no operation or suppliers with which the company collaborates has been detected in which the rights of workers in terms of freedom of association and collective bargaining have been infringed or are suspected of being infringed.

**IVIRMA scrupulously follows the legislative framework on labor rights for all its staff**

## 6.4 HEALTH AND SAFETY AT WORK

### We care for people

In 2022, we have continued to promote the safety and well-being of our workers at all times and we have continued adapting our protocols in this matter.

### Our commitment to SDG 3, Good Health and Well-being, begins with the health care and prevention of our Team

Each of our clinics has implemented personalized prevention programs according to the current context. In addition, in Spain each clinic has a person responsible for risk prevention who manages threats related to the activity and develops specific prevention regulations locally. This is done in coordination with the Human Resources Department. In the case of the US, there is a specific health insurance and the department of Business Operations collaborates closely with Human Resources of America in the management of Employee Health and Safety. In the rest of the countries we work with external suppliers, who provide us with health care.

The Human Resources department, together with the accident insurance company, collaborates in the management of occupational accidents and illnesses in Spain. At IVIRMA, each center with a Works Council also has the presence of a **Health and Safety Committee** in which workers participate as witnesses of accidents at work.

In the United States, the EHA (Employee Health Application) application was created as part of a vaccination campaign organized in this country and is still valid today. This application provides users with personalized information about their current health status.

In Spain, on the occasion of the European Sustainable Mobility Week, we launched an awareness-raising campaign to make us rethink the way we move around our cities, in addition to sharing digital informative leaflets on prevention of the different modes of transport.





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## Occupational accidents and diseases

In Spain, we prepare annual reports on occupational accidents and diseases suffered in our organization with the aim of reviewing the evolution of these key indicators, discovering their causes and applying preventive measures.

During the financial year 2022, there have been no severe accidents in any of the IVIRMA workplaces globally.

In addition, given the nature of our activity at all workplaces worldwide, we do not have any occupational disease.

## Occupational health and safety management system

IVIRMA's Health and Safety System covers all Group workers globally, in line with the applicable regulatory framework in the different territories where we operate.

# 6.5 INVESTMENT IN TRAINING AND DEVELOPMENT

## WE INVEST IN TRAINING AND GROWTH

### Training as a pillar of our organization to attract, retain and promote the growth of our people

We believe in our Team and, therefore, we want them to receive the best possible training to ensure their professional and personal development. We developed a **training policy** to attract, retain and promote the growth of our people.

We work daily to offer **innovative training** with the support of our different groups and in line with our strategic plans.

### Some of the training courses carried out during the year 2022:

#### Learning for Excellence

In 2022, we included London, Salvador de Bahia and Italy in the program. This action offers training to achieve excellence in the field of health.

### Step by step to sales for the staff of Patient Care Services

Comprehensive experiential training aimed at our Patient Care Services team, where they were trained on the effective way to present budgets for clear and transparent communication with patients.

### Basic and Immediate Life Support

In Europe, basic resuscitation training has been reactivated, in order to maintain their skills in determining if a patient is in cardiac arrest and using these maneuvers to apply temporary respiratory replacement until they can get medical help.

The medical staff in Spain and Portugal have also resumed their training in Emergency Resuscitation to be able to identify the deterioration of patients in cardiac arrest in time and take the first Advanced Life Support (ALS) measures while waiting for the arrival of the emergency services.

### Leadership Training

In 2021, once we had carried out training courses for the nursing team and the people responsible for patient care services in Spain and Portugal, as well as in headquarters, in 2022, we transferred the same training to the people responsible for the rest of the departments and countries of Europe and Latin America through transformative leadership training.





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## Specific courses in the US

In the US, the courses are mainly focused on Diversity, Inclusion, and Patient Safety and Privacy. Specifically, there are 4 mandatory courses for the staff, which are the following:

- Diversity, Equality and Inclusion.
- Harassment in the Workplace.
- Privacy of patients and medical matters (HIPAA Privacy).
- Health and Safety (OSHA).

A total 75,977 training hours for the workforce in 2022

### Total number of hours GLOBAL

2021

 **46,378.50**  
Total

 **39,721.00**  
women

 **6,657.50**  
men

2022

 **75,977.45**  
Total

 **67,097.95**  
women

 **8,879.50**  
men

## 6.6 DIGITALIZATION, COMMUNICATION AND CORPORATE WELL-BEING

The implementation of new information systems for the digitization of people management processes has become a strategic element whose fundamental objective is to generate optimal experience for our Team

### Internal communication

Internal communication, understood as a two-way company-professional dialogue, has always been present at IVIRMA. This commitment to internal communication stems from the conviction that correct people management, informed and valued people, allows linking the company's goals with the person's daily work, which has a direct impact on patient satisfaction and organizational success.

The main internal communication tools are:

### Internal communication platform

In 2022, work has been done on IVIRMA Live, the new internal communication platform integrated into SAP that we will launch in the first half of 2023. It is a digital, innovative and easy-to-use space through a mobile APP, which allows segmented communication with professional people based on the subject matter and scope of the communication. In addition, this tool adapts to the needs of the Team to streamline day-to-day work and to create a globally shared corporate culture.

### Sending of periodic communications

An essential means of communication globally is the sending of periodic newsletters to the different areas of the company and clinics with relevant content on services, processes and corporate information. During the year 2022, more than 350 communications have been sent seeking transparency and an inclusive perspective in all of them.

### **There is nothing more important than you**

We started the year by launching a clear and necessary message. There is nothing more necessary than you.

This initiative was born from the need to reinforce people’s feeling of belonging, the feeling that all the events experienced could not shake the wonderful team that makes up this organization and that, by being united and caring for each other, we are capable of everything. For this, we made a comparison between this reflection and the casuistry that accompanies any family where, whatever happens, the family always prevails. To add impact to all this, we accompanied the message with a small gift, a plant for each person in the organization, which in turn reinforced the metaphor that we gave life as a gift, just as we do in our daily activity at IVI with each patient who visits our centers.

### **Recognition Plan**

We redesigned our annual recognition plan, whereby each person on the team has the possibility of voting for a colleague with professional arguments. It is an initiative to value the strengths of each person from the perspective

closest to day-to-day: that of the team. This year, to reach more people, we increased the number of votes per person to 10.

The people with the most votes from each center received a diploma at the Christmas event, in addition to an additional day of vacation. The impact was multiplied since all the people who were nominated, regardless of whether they were winners or not, received the messages sent by their colleagues, generating a climate of emotional well-being with the words of encouragement from the team.

### **To those who came to stay**

In this 2022, we wanted to recognize the loyalty of the people, the commitment and the involvement of those who came to stay. Anyone who as of December 31, 2022 had served a minimum of 20 years in the company, was presented with a personalized plaque and 4 additional days of vacation to enjoy at any time in 2023.

### **IVIRMA Global closer to Biotechnology and Applied Biology students**

The purpose of the People department is to bring the reality of the labor world closer to students of master’s degrees and postgraduate courses in health sciences to open up a path for them in the professional environment. For this, we use the potential of our educational area, Global Education, as well as the existing relations with the University, to participate in an informative session during the opening and/or closing day of the master’s degrees in applied assisted reproduction biotechnology.

### **We are committed to the viralization/digitization of content on LinkedIn**

Together with the MKT department, a strategy of unifying profiles on LinkedIn has been worked on to offer an agile and dynamic employment platform through the publication of job opportunities in Spain, the UK, Portugal, Italy and the USA on a weekly basis. In addition, we align ourselves with our brand ambassadors (IVIRMA professionals) so that they join the corporate dissemination in order to find the professional profile that best fits our company.



### **Visits of the HR Department to the clinics both nationally and internationally**

With the aim of building relationships of trust with our main internal stakeholder, people, and offering a space for closeness and transparency, we have promoted face-to-face meetings at the clinics, which allows us to learn about concerns and listen first-hand to the needs of the team.





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## 6.7 EQUALITY, DIVERSITY AND ACCESSIBILITY

We respect and promote the different sensibilities as a unique value for the exchange of ideas and progress of IVIRMA

Respect is a fundamental value at IVIRMA. Our work philosophy and corporate values allow people to work freely and creatively in a collaborative environment. By respecting different characteristics such as nationality, age or gender, we promote the exchange of ideas and progress within our company.

The Code of Ethics and Conduct establishes several commitments related to equal opportunities. We are committed to SDG 5, Gender equality, to guarantee equal opportunities for all. The company also promotes access to employment, training, promotion of professionals and working conditions, as well as access to and supply of goods and services, with regard to the professional activity of workers. IVIRMA is also committed to its non-discrimination policy based on race, nationality, social origin, gender or others. In this sense, in March 2022, we supported the Adecco Foundation within the framework of Women's Week to overcome the barriers faced by thousands of women looking for work. In the US, an awareness campaign was launched under the slogan "Break the Bias", inviting the Team of the American offices to spread the message.

At Create, our female Medical Director, Professor Geeta Nargund, is a co-founder of [Ginsburg Women's Health Board](#), an organization that fights to eliminate gender differences in the area of health, paying special attention to improving the lives of women.

Likewise, in 2023, work will continue on group equality plans that are currently under negotiation with the Negotiating Committee and are expected to be registered in the second quarter of 2023.

### Human Rights Campaign Top Performer - LGTBIQ+ Campaign in the USA.

In our centers in the US, we obtained the certification of "LGBTQ+ Health-care Equality Top Performer" for our commitment to the LGBTQ+ community, positioning ourselves within the 27% of clinics with the highest standards in this matter.





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## Protocol against sexual or gender-based harassment

The company's Management expresses its strong commitment to avoid possible "harassing behaviors at work" and, to this end, expresses its desire that all the team hired be treated with dignity, not allowing or tolerating any type of harassment of any kind, and especially in cases of sexual and/or gender-based harassment.

Situations of sexual and gender-based harassment in the workplace (or any other situation that involves an attack on the dignity or privacy of employees) are taken very seriously at IVIRMA. In 2022, a protocol was developed together with the Negotiating Commission of the Equality Plan to prevent, detect and act in situations of sexual and gender-based harassment.

In 2022, no complaints or reports were received in relation to this issue.

At IVIRMA, we make sure that all disabled people feel comfortable thanks to adequate accessibility and usability in our centers

## Universal accessibility for disabled people

	2021			2022		
	Women	Men	Total	Women	Men	Total
Disabled staff	21	4	25	20	3	23

The number of disabled employees who continue in the company as of 12/31/2022 (employees who have left during 2022 are not taken into account).

Universal accessibility standards are an important basic reference that all our clinics comply with, adapting to the regulations of the community or country where the clinic is located: adapted accesses and toilets, signage, furniture, ramps, access platforms and elevators so that the elements can be understood and used by all patients and staff.







Commitment  
to society



## 7.1 CONTRIBUTION TO SOCIETY: A RESPONSIBILITY FOR THE PRESENT AND FUTURE

We managed our strategic objective by aligning it with the SDGs, specifically, with SDG 3 (Good Health and Well-being) and SDG 5 (Gender Equality). The commitment of our foundation is reaffirmed with our Social Action promoted in 2022, as demonstrated by the following projects:

### IVIRMA with Ukraine

We have supported the critical situation in Ukraine from the beginning, through a fund and a special emergency committee that coordinates the work between the different departments of the company to promote actions with a real impact on the population. This is reflected in the collaborative bargaining agreement with Farmamundi to provide humanitarian aid and meet the most urgent needs of internally displaced persons in Ukraine.

The humanitarian intervention focused on the Poltava Territory, a region where refugees from Sumy, Kharkiv, Kherson, Luhansk, Donetsk, Zaporizhzhia and Dnipro arrive. This emergency action lasted 8 months and was divided into 2 phases. In the first phase, 1,000 internally displaced people or refugees who arrived in Poltava, mostly women, minors, the elderly and/or people with some type of disability, were provided with food kits, basic necessities and hygiene products. In the second phase, material and emergency medical aid were sent.

### IVIRMA with the Adecco Foundation for Women’s Day

As part of our commitment to the United Nations SDG 5 (Gender Equality), we have made a corporate donation from the IVI Foundation to support various activities during the Adecco Foundation Women’s Week, an event that aims to support and advocate for the most vulnerable women and their labor integration.

#### The actions that were carried out were:

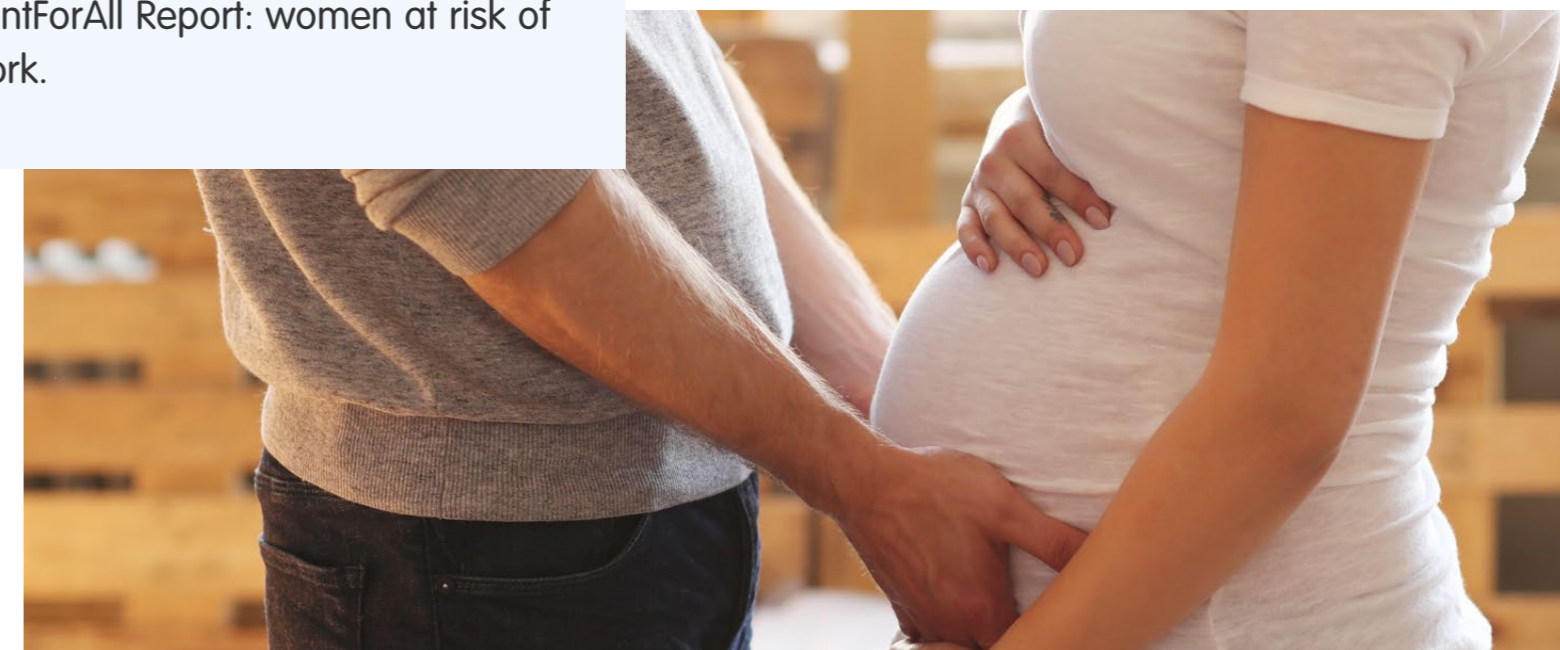
- Workshops with experts, industry webinars, mentoring interviews and empowerment sessions, among others.
- Dissemination and information campaigns to make the situation of women visible.
- Attention to a woman at risk of social exclusion through an employment itinerary.
- Support for the #EmploymentForAll Report: women at risk of exclusion in the world of work.



### Adecco Foundation Family Plan

For 7 years, we have supported another initiative of the Adecco Foundation: the Family Plan. It is an employment support program for disabled people from 0 to 64 years old. The objective is to provide them with the tools they need to increase their autonomy and employability in the short, medium or long term.

In 2022, 10 disabled family members of the workforce were supported through an individualized intervention plan to cover the needs of each person. These intervention programs are developed along 5 large dimensions, adapted to the Adecco Foundation’s inclusion cycle: 1) health, 2) family, 3) social sphere, 4) education and 5) employment.





## Make a Wish

As on every Christmas, this year we have collaborated with the Make a Wish entity with the aim of helping boys and girls with serious illnesses to fulfill an illusion through the digital platform Universo de estrellas ('Universe of stars'). In this way, the people who make up IVIRMA leave a message for the beneficiary on a web page, the IVIRMA digital planet, and, for each message sent to Universo de estrellas, IVIRMA donates €1.3 to help them in treatment and make their dream come true.

Thus, this year we supported Martí, an 8-year-old boy who, at only 5, was diagnosed with a hematological disease and whom we helped with his treatment. In this way, we also helped him through sponsorship to fulfill his dream of going to Disneyland Paris in 2023 to visit Mickey Mouse's house and meet him and Goofy, his two favorite characters.

## Forum Merck Lectures

As in previous years, and through presentations by doctors Anabel Salazar and Irene Rubio, we participated in the 9th edition of the Merck Foundation Africa-Asia Luminary 2022, held online and in person. At the conference, which aims to contribute to the social and economic development of Africa and Asia, a dialogue forum was created for different professionals, where they can exchange experiences and solutions related to the health and social field in these countries, such as the management of health care in the coming years and the empowerment and education of girls.

## Sponsorship of the I International Conference on Responsible and Sustainable Companies in the Valencian Community

We participate as sponsors of this event with the aim of disseminating and promoting sustainability as a comprehensive, cross-cutting and inherent strategy, to value sustainability as a true differential factor at the regional and national level.

## Our team: ambassador of our Social Action

Teaming: Listening, commitment and creation of a fairer society

The commitment of the team is comprehensive, not only through their monthly donations—an amount doubled by the IVI Foundation—but also with the presentation and selection of projects by the people who actively participate in the program by promoting and supporting causes they feel especially united to.

In the US, specific actions are carried out in social matters such as Chick Mission, an organiza-

tion that promotes the preservation of fertility in young women diagnosed with cancer through educational programs and defense of legislative changes in the country, and Resolve, a social community dedicated to providing all those embarking on the path to motherhood with a space for empowerment through knowledge and a sense of community.

12 projects, more than 350 votes, 3 winning projects.

The 3 winning projects of Teaming 2022 were:

- **Diabetes Zero Foundation:** The foundation works tirelessly to find a cure for type 1 diabetes, a disease that affects more than 10 million people worldwide, by supporting and funding high-quality research.
- **Together for Life:** The project was born to support and accompany minors and families affected by the war in Ukraine, create a safe and sustainable refuge and support their social and labor integration.
- **Cystic Fibrosis Foundation (Valencian Community):** The organization provides holistic care to people with cystic fibrosis and their families, through social and psychological care, and respiratory physiotherapy to improve their quality of life and inclusion.



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## 7.2 CONTRIBUTION TO SCIENCE

### Research to open new paths in reproductive medicine and improve treatments for infertile patients

European and American research on human reproduction and infertility is extensive and deep. IVIRMA Innovation, our research area, combines these two environments, becoming a powerful entity that advances in this field, promotes the most talented research staff, shares knowledge and improves technology to lead the way in one of the most advanced fields today: assisted reproduction.

### Scientific awards received in 2022

#### "ASRM Prize Poster"

Marina Segura

"Human blastocysts uptake extracellular vesicles secreted by primary endometrial epithelial cells containing mirnas related to implantation and early embryo development".

American Society of Reproductive Medicine Annual Meeting, Anaheim, California, October 22-26, 2022.

#### "ASRM Star Award"

María José de los Santos / Jason Franasiak / Juan Antonio García-Velasco / Nicolás Garrido / James Hotaling / Marcos Meseguer / Richard Scott / Emre Seli / Dagan Wells / Marie Werner.

#### "Facultad de Medicina de Sevilla"

Research Project Ideas Award 2022, given by the Faculty of Medicine; for the project: "CENP-V as a potential diagnostic marker of damage in human oocytes".

#### The following 2022 milestones reflect that leadership in the field:

- "Prof. Antonio Pellicer is considered the best researcher in Obstetrics and Gynecology and Reproductive Biology in Spain"
- "Professor José Remohí receives national recognition for his contribution to women's reproductive health"
- "Artificial Intelligence reaches 90% accuracy in the selection of chromosomally normal embryos"
- "IVI is awarded by the SRI for its research on ovarian activation and embryonic development and implantation"

#### Key figures for 2022:

- » 136 scientific articles in prestigious journals, and peer review in English, with an average impact factor of 5.06, compared to 5.00 in 2021, and an accumulated impact factor of 688.08 endorse the activity.
- » We have sent 162 communications to the most relevant conferences in our specialty, of which 136 have been accepted for their oral defense or in poster format.
- » The value of the aid obtained to finance research projects and research staff is more than 3.0 million euros, for the 4th consecutive year.
- » 182 new projects have been started, compared to 110 the previous year, making a total of 499 simultaneously active projects, 29 of them clinical trials, 216 prospective, 223 retrospective, 24 basic research, 5 technical development and 2 case reports. It is the moment in the history of IVIRMA with greater research proposals for the future.
- » The researchers and several of the projects have been awarded mentions and prizes for our scientific activity.





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### "SRI 2022 President's Plenary Award"

Maria Marchante

"Combination of Stem Cell Secreted and Platelet Enclosed Growth Factors Restores Ovarian Function in an Aging Mouse Model" at the 69th Annual Meeting of the Society for Reproductive Research (SRI), to be hold in Denver, CO, USA in March 15-19, 2022.

### "SRI 2022 President's Presenter's Award"

Pedro de Castro

"Single Cell Transcriptome Description of Early Development Haploid Androgenotes and Parthenotes" at the 69 th Annual Scientific Meeting, to be hold in Denver, CO, USA in March 15-19, 2022.

Yasmin Medina-Laver

"Deciphering the Role Of PGRMC2 In Decidualization and Trophoblast Invasion Using Primary In Vitro Models" at the 69 th Annual Scientific Meeting, to be hold in Denver, CO, USA in March 15-19, 2022.



## 7.3 CONTRIBUTION TO KNOWLEDGE

Global Education, our School of Reproductive Medicine, is recognized worldwide as a benchmark for any professional who wishes to focus their career in this field or update their knowledge

The excellence of our programs is the main pillar on which our educational system is based. Our annual academic offer is based on constant updates and new topics related to the latest technologies.

**IVF Skills Remote Evaluation winner of the Digital Transformation Award 2022, in Ennova Health 2022, awarded by Diario Médico y Correo Farmacéutico ('Medical Journal and Pharmaceutical Mail')**

The purpose of this award is to recognize the most outstanding initiatives in favor of the digitization of the health sector. The IVF Skills Remote Evaluation is a new consultancy modality that allows auditing how certain laboratory procedures are performed, with the aim of achieving the best results.

### Thomas Jefferson University & IVIRMA Global Education

Throughout 2022, we reached a collaborative bargaining agreement with Thomas Jefferson University in which we have launched 3 new online courses on assisted reproduction. These courses, which are aimed at medical specialists and other professionals in the health sector, have AMA credits for continuing education, which means that once the students complete and pass the evaluation of the course, they will receive the certificate that accredits it.

### 2022 TRAINING DATA:

#### Online courses:

**53**  
offered

**667**  
students

#### Master's degrees:

**7**  
master's  
degrees.

**249**  
students

#### Courses in clinics:

**46**  
celebrated

**540**  
students

#### IVIRMA Assisted Reproduction Symposium:

**900**  
attendees

**+79**  
nationalities

**20**  
speakers



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## IVIRMA Global Assisted Reproduction Symposium

In February 2022, the IVIRMA Assisted Reproduction Symposium was held in collaboration with the Swiss Embassy in Spain and Andorra.

The meeting, held in the Santiago Grisolia Auditorium of the Science Museum of Valencia, brought together some of the world's leading experts in the sector.

## IVIRMA Assisted Reproduction Symposium

The first edition of the IVIRMA Assisted Reproduction Symposium took place in September, which was held online and covered a scientific program of excellence aimed at medical, embryology and nursing personnel.

The data speaks for itself: 900 professionals from 79 countries who enjoyed 20 unique presentations by experts in reproductive medicine.

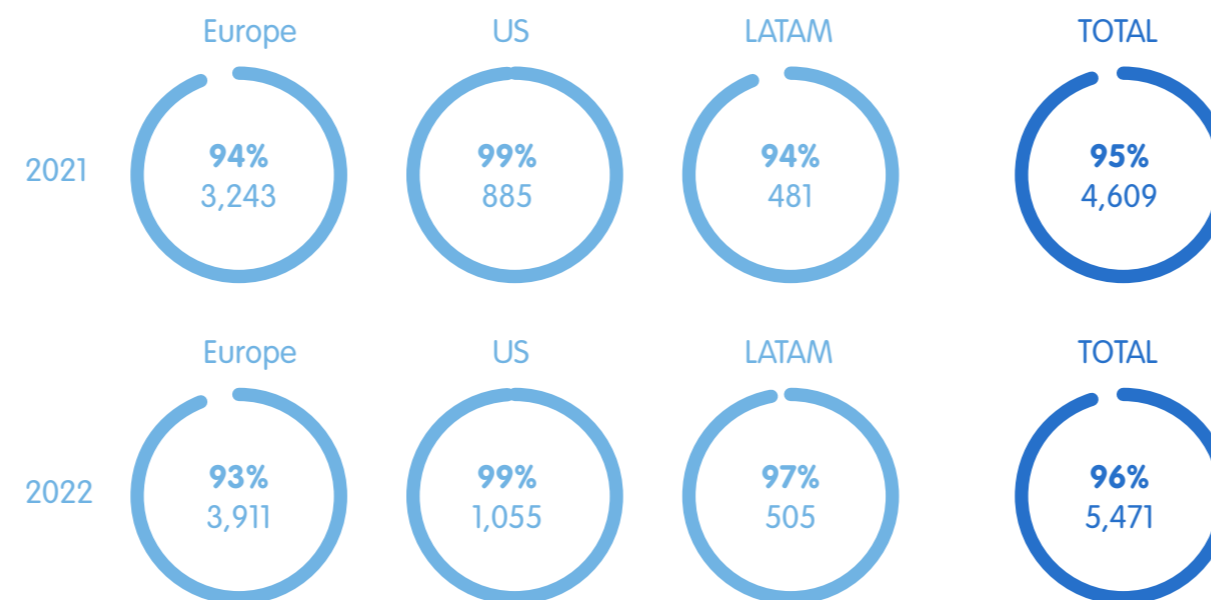
## 7.4 SUPPLIERS

We consider our suppliers as partners in our goal of offering the best techniques and treatments to patients

The **quality of service, the ethical behavior, the compliance with delivery conditions and the good administration** are the main factors when choosing the ideal company to work with IVIRMA.

It is important to note that approximately 96% of the companies hired worldwide are local companies, that is, they have a business name in the country where the clinic is located.

### % of local suppliers:



### Supplier screening

All suppliers in Europe and LATAM with whom we work are subject to a special assessment procedure for suppliers defined according to our quality system.

This assessment is based on the criteria defined through the product/service risk evaluation form and is carried out annually by the Procurement Department, the General Medical Department or the competent staff. 14 different types of suppliers are defined, which, depending on the level of risk identified, must go through several screening stages. It is included in the system of IVIRMA's suppliers only after having been tested in the predefined quality system.

All our suppliers are assessed for risk, before becoming business partners





08

Commitment  
to ethics  
and good  
governance





## 8.1 HUMAN RIGHTS

The fight for the protection of human rights in our organization continues to be an obligation rooted in the identity of IVIRMA, especially with regard to freedom of association and collective bargaining, the rights of minorities (racial, religious, linguistic, gender and sexuality, etc.), as well as the rejection of child and forced or compulsory labor (especially focused on suppliers).

In fact, following the line of reliable commitment in our trajectory of unwavering respect for the Universal Declaration of Human Rights, no activity or suppliers with potential risks or complaints of human rights violations were identified during 2022.

**In addition, no cases of discrimination affecting human rights have been reported.**

## 8.2 CONTRIBUTIONS TO NON-PROFIT ENTITIES

The following table shows the breakdown of donations by initiative or project:

ASSOCIATION / NGO	Input
Farmamundi - Ukraine Project	€30,000.00
Plan Familia ('Family plan')	€18,000.00
Diabetes Zero Foundation	€4,142.86
Together for Life Foundation	€2,428.57
Cystic Fibrosis Foundation (Valencian Community)	€2,428.57
IVIRMA, The Forest of Life - Reforestum	€7,465
	<b>€64,465.00</b>

## 8.3 GOOD GOVERNANCE AND TRANSPARENCY

Corporate ethics is born from our values and is transferred to our Team and suppliers

At IVIRMA, ethical behavior is inseparable from company management, especially given the nature of our sector. The entire IVIRMA Global staff are ambassadors of our brand and, in turn, the moral and ethical obligation to guarantee the trust of patients is intrinsic, always acting with integrity, honesty and transparency in all our activities.

Our strong commitment to integrity and professional excellence is reflected in compliance with the law and the Code of Ethics and Conduct. We are careful not to compromise our values and therefore do our best to deal with any situation that may arise.





The foundation on which our Corporate Governance is based is corporate ethics, based on the highest demanding standards of good governance

**The compliance and criminal risk prevention model**

In October 2021, the Board of Directors of IVIRMA updated some of the documents that make up the Crime Prevention and Compliance Program, such as the General Compliance Handbook, general part, and the Code of Ethics and Conduct. To support these official rules, we have implemented a complaint channel for the Compliance Committee to detect and investigate violations of the General Policies and other internal rules. We also established a series of preventive and specific controls, as well as general principles of action that must be followed by all the group’s staff to prevent any criminal risk for the organization.

In the same way, we obey all mandatory measures related to Law 10/2010, of April 28, on the prevention of money laundering and the financing of terrorism in Spain. No cases of non-compliance and corruption were found during the reporting period.

**The Code of Ethics and Conduct**

IVIRMA’s Code of Ethics and Conduct reinforces the set of rules that define the corporate culture, values and principles of the group. The mission, vision, principles, values and policy of the company are the basis for the development of the code of ethics, which should guide all people in the conduct and professional performance of the company.

**Update of the Compliance Handbook**

In 2022, the specific part of the Compliance Manual to incorporate the legislative changes that have occurred.

**Communication of policies and procedures in any anti-corruption matter**

During 2022, all IVIRMA’s workers in Spain have completed a training course on the Compliance and Criminal Risk Prevention Model.



**The Compliance Channel**

The Compliance Committee is the control body in charge of controlling and supervising the operation, effectiveness and compliance with the company’s Criminal Risk Prevention Model. It is comprised of the Global Management of the different areas of IVIRMA Global (HR, IT, Finance, Legal and Medical Affairs).

Any person who has evidence or suspicions of any irregularity or conduct can notify it to the Compliance Committee through the specific email address of the Compliance Channel ([compliance.emea@ivirma.com](mailto:compliance.emea@ivirma.com)).



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Commitment  
to the planet







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## 9.1 ENVIRONMENTAL MANAGEMENT

### IVIRMA is committed to caring for the environment and taking the appropriate measures for its protection

Environmental sustainability at IVIRMA is integrated into all aspects of our business. In recent years, different environmental management measures have been developed and implemented aimed at reducing the environmental impact of the company's activity.

This management model is based on a firm commitment on the part of management, reflected in the **Quality Management System Policy** and in our Sustainability Policy (pending approval by the Board by 2023), which establishes the corporate priorities in terms of ESG (Environment, Social and Governance). In addition, the policy establishes sanitary waste as a key issue in our environmental performance, in line with the main concerns detected by stakeholders.

In this sense, regarding environmental management, within the framework of the materiality assessment, the stakeholders surveyed by IVIRMA and the members of the company itself assessed the following topics: circular economy, office waste, sanitary waste, material consumption, energy, water, climate change and GHG emissions and noise and light pollution. Of these, only the sanitary waste aspect was considered relevant and was classified as material.

## 9.2 WASTE MANAGEMENT AND CIRCULAR ECONOMY

In the field of waste management, we have a procedure that applies to Spain, Portugal, Italy, the United Kingdom (IVI London) and LATAM, with the specific characteristics of each country. The objective of our waste management processes is to minimize any risk and identify those wastes that, due to their potential danger, must be treated by an authorized waste manager, who must dispose of them in the containers authorized for this purpose.

The most important materiality topic, and the only one considered relevant in terms of environmental sustainability in our **materiality assessment**, is the management of bio-medical waste generated by our activity. This issue is, therefore, the one that has been the subject of the most relevant actions due to its critical nature.

### At IVIRMA, we take the pertinent measures to reduce the generation of sanitary waste derived from the activities of the organization



Bio-medical waste is generated mainly in IVIRMA. Specifically, the three categories of hazardous waste detailed below represent 93.4% of the total waste accounted for by the organization.

- **Biohazardous medical waste:** infectious waste, human anatomical waste, body fluids, blood and blood products in liquid form and in amounts greater than 100ml are some of the examples in this category.
- **Sharps waste** such as needles, pipettes and other glassware.
- **Chemical waste includes,** among others, the waste generated in the laboratory as a result of the use of certain chemical substances or the cleaning of equipment.

The risks arising from the waste generated by the company's health and research activities are mainly infection of people and animals and pollution of water and/or soil. For this reason, at IVIRMA, we take the pertinent measures to reduce the generation of hazardous waste (especially those of biological risk) derived from the activities of the organization (our own and those of others in the value chain).

During 2022, the amount of bio-medical (the most relevant for IVIRMA) and chemical waste generated has increased slightly to 138.62 tons (+3.26% compared to 2021). To assess these results, in the context of 2022, the following factors should be considered:

- The use of reusable bio-medical waste containers, in most of the clinics in Spain.
- The integration of new organizations in the IVIRMA group, as is the case of Juno Spain.
- Increase in the number of centers in the scope of analysis due to the incorporation of Create.
- The increase in healthcare activity (+0.19%) in the group's clinics, especially in the United States (+4.60%).

In the case of Spain, the amount of hazardous waste generated per transfer in 2022 is 1,655 kg/transfer (45,215.12/27,315 transfer). Taking into account this relative value of Kg/transfer ratio, the generation of this waste increases in the USA (6%) and Chile (+13%), while it decreases in Spain (-3%), Portugal (-7% according to data at the close of this report), Italy (-2%), Panama (-3%) and Brazil (-22%).

**Waste by type of treatment:**

<b>BIO-MEDICAL AND CHEMICAL WASTE</b>			
<b>Hazardous waste</b>	<b>Treatment</b>	<b>Gross Weight (Tons) 2021*</b>	<b>Gross Weight (Tons) 2022**</b>
Laboratory equipment cleaning waste	Regeneration and recycling	3.15	5.70
Remains of chemical products	Regeneration/Incineration	4.84	3.68
Bio-medical	Steam sterilization/Incineration	117.84	120.11
Others	Regeneration, recovery, recycling, landfill, incineration	2.43	2.91
<b>Total weight of hazardous waste</b>		<b>128.26</b>	<b>132.41</b>
Non-hazardous bio-medical waste	5.99	5.996.213	6.213
<b>Total weight of bio-medical and chemical waste</b>		<b>134.25</b>	<b>138.62</b>

\*In 2021, data from all the countries where IVIRMA operates (Spain, Portugal, Italy, the United Kingdom, Denmark, the United States, Brazil, Chile and Panama) are included as of December 31, 2021.

\*\* In the case of biosanitary waste, the data corresponding to the clinics in Spain calculate the net weights of those centers that collect the waste in reusable containers. The calculation of the total waste reported in 2022 includes data from all centers as of December 31, 2022.

<b>OFFICE WASTE*</b>			
<b>Non-hazardous waste</b>	<b>Treatment</b>	<b>Weight (Tons) 2021</b>	<b>Weight (Tons) 2022</b>
Paper	Recycling	2.23	3.01
Plastic	Recycling	1.27	1.21
Organic	Landfill	0.66	1.57
<b>Total weight</b>		<b>4.16</b>	<b>5.79</b>

Data from the IVI Mallorca clinic and Biomedical Supply.  
\*Waste assimilable to urban waste.



## 9.3 SUSTAINABLE USE OF RESOURCES

The efficient use of natural resources is a constant concern for IVIRMA, especially when it comes to water and energy sources that are used daily in our activity. It is our responsibility to use resources sustainably, generating the least possible impact on our environment.

Every day is an opportunity to improve the efficiency of our resources



### Direct (Scope 1) GHG emissions

Direct (Scope 1) emissions associated with IVIRMA's activity are linked to the consumption of natural gas and gas oil in some clinics, the fuel consumption of Relationship Marketing vehicles and the refilling of fluorinated gases.

Notes 2022: The scope of the data is the same as the data reported in the fuel consumption section, emissions have been calculated based on the amount of each fuel consumed during 2022.

The Ministry for Ecological Transition's calculation tool has been used to calculate natural gas, diesel for Relationship Marketing vehicles and fluorinated gas refills.

The emission factors are as follows:

Natural Gas: 0.182 kg CO<sub>2</sub>eq/kWh.

Heating Oil: 2.65 kg CO<sub>2</sub>eq per liter.

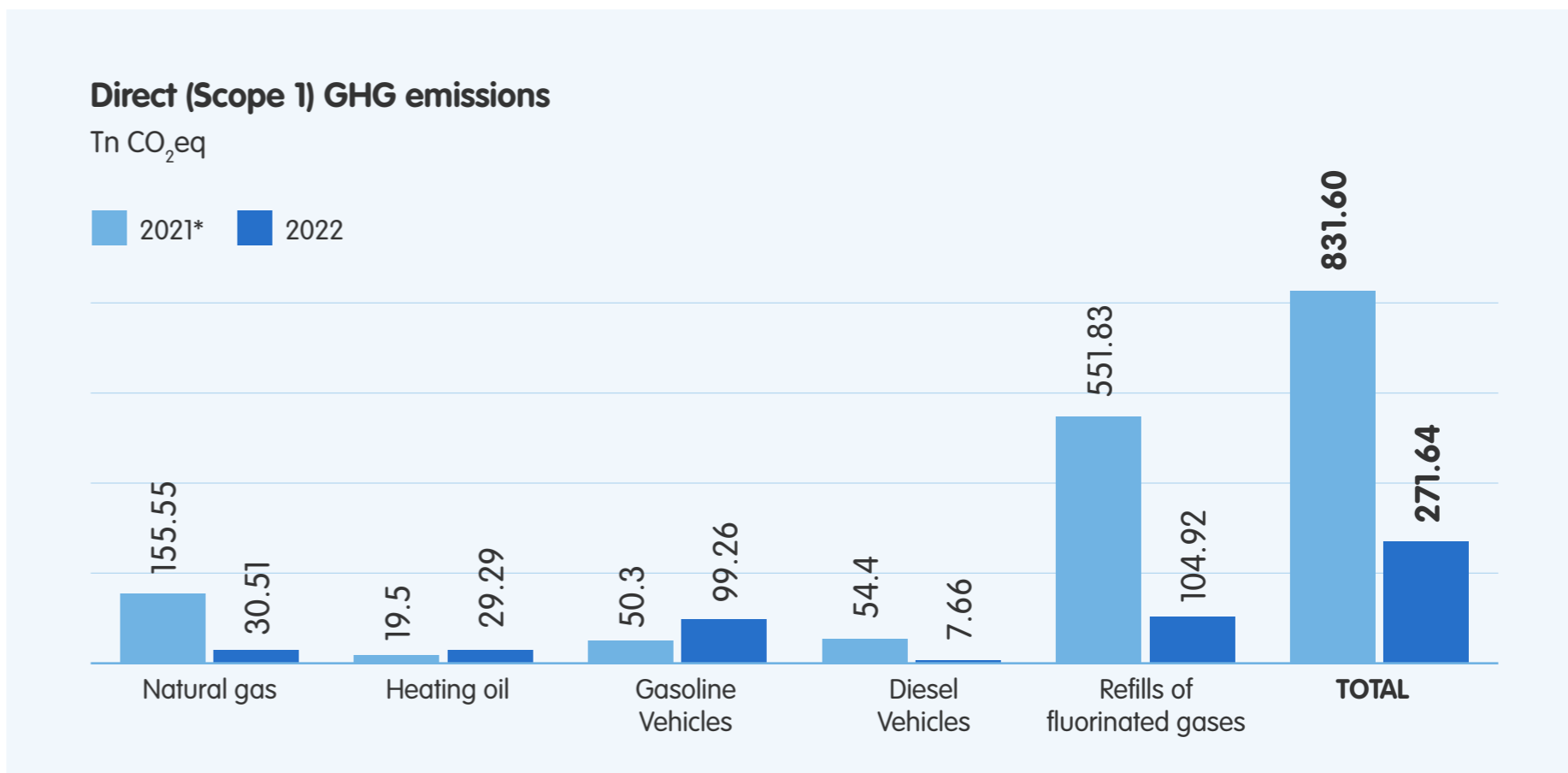
Gasoline: 2.37 kg CO<sub>2</sub>eq per liter.

Gasoil / Diesel: 2.65 kg CO<sub>2</sub>eq per liter.

\*All emission factors are those used by the Ministry of Ecological Transition in its Carbon Footprint calculator.

In the case of refrigerant gases, R410-A gas is used in the clinics in Spain and Portugal and the equivalences of gas calculated according to its GWP 100 years, according to the data in Annex I, are the ARG4, of the 4th IPCC report.

<https://envira.es/es/calculador-de-toneladas-de-co2/>



## Indirect (Scope 2) GHG emissions

The **indirect (Scope 2) emissions** are related to the consumption of energy from the electrical network in our facilities. Previously, in the section related to energy consumption, it has been pointed out that electricity consumption has grown slightly due to the greater activity of the clinics, which means an increase in tons of CO<sub>2</sub>eq emissions in the present scope.

SCOPE 2 (ton CO <sub>2</sub> eq)	2022	2021
Indirect GHG emissions	3,818.90	3,606.85

The scope of the data is the same as the data reported in the electricity consumption section.

The data offered by the CNMC of "250 grsCO<sub>2</sub>eq/kWh" has been taken as the general emission factor for the electricity generation system in Spain for the year 2021 and 259 gr CO<sub>2</sub>eq/kWh (last value verified by the CNMC at the date of writing this report) for the year 2022.

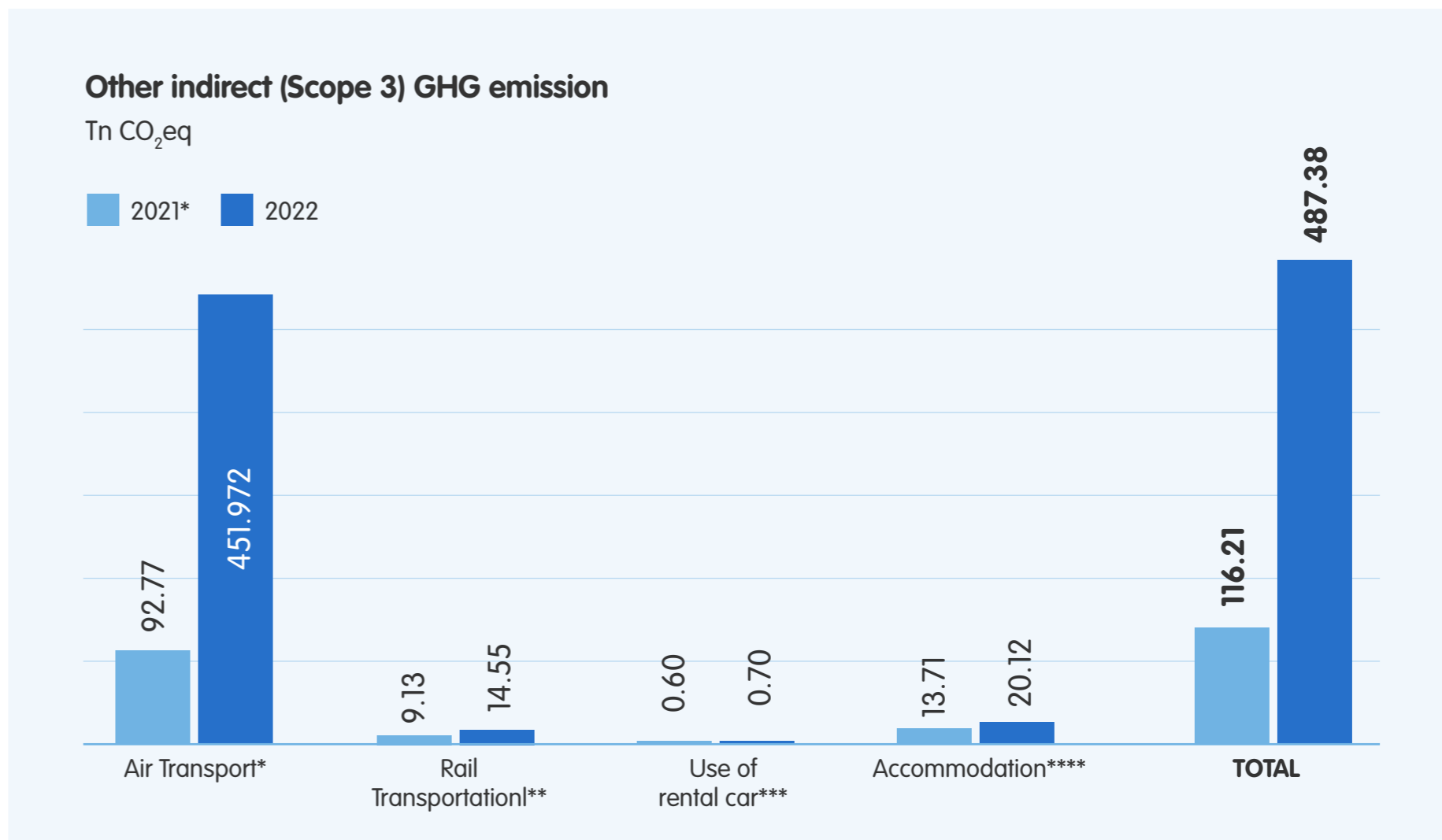
Source: Fuente Informes de Garantías y Etiquetado de Electricidad de la CNMC.

[https://gdo.cnmc.es/CNE/resumenGdo.do?informe=garantias\\_etiquetado\\_electricidad](https://gdo.cnmc.es/CNE/resumenGdo.do?informe=garantias_etiquetado_electricidad)

## Other indirect (Scope 3) GHG emission

Regarding scope 3, the data referring to the year 2022 include emissions arising from rail and air travel, car rental and accommodation associated with business travel.

After experiencing a reduction in 2021, a very significant increase is observed due to two reasons: on the one hand, the recovery of normal activity, and, on the other, the inclusion of data relating to clinics in the USA, which were not previously accounted for.



These data have been provided by the travel agency with which IVIRMA collaborates.

\*The calculation standards come from the Practical Guide for the calculation of greenhouse gas (GHG) emissions published by the Secretariat of Environment and Natural Resources and the World Resources Institute. In addition, it is based on the calculation methodology of the ICAO - International Civil Aviation Organization.

The calculation of CO<sub>2</sub> in flights is calculated based on the number of miles of the flight.

The formula used has been: = SI (C2 < 1865; C2 \* 1.609344 \* 0.15; C2 \* 1.609344 \* 0.11) where C2 is the distance in miles of the segment 1.609344 the Kg of CO<sub>2</sub> per mile and 0.15 or 0.11 the correction factor.

\*\* The Greenhouse Gas Protocol has been used. Corporate Accounting and Reporting Standard developed by three associations: World Business Council for Sustainable Report, World Resources Institute and the Secretariat of Environment and Natural Resources (SEMARNAT).

\*\*\*The main Spanish Rent a Car companies have been asked for their data on kilometers traveled and CO<sub>2</sub> emissions for each class of vehicle (ACRIS Code).

\*\*\*\* The category and geographical location of the hotel and the duration of the stay have been taken into account. Source: Hotel Food Print.



## 9.4 ENVIRONMENTAL FOOTPRINT REDUCTION

We annually review our performance through the data included in this Report, in addition to periodically reviewing consumption as part of the Maintenance and Operations area’s objective of ongoing process improvement. Although our activity is not very intensive in greenhouse gas emissions, in 2022 we offset our Scope 3 emissions through the “Forest of Life” project.

### “The Forest of life”

In June, on the occasion of World Environment Day, we created our own shared forest, within the Reforestum project, for reforestation in Calahorra de Boedo (Palencia). All this with the aim of mitigating our carbon footprint and adding a new path to what we know how to do best: create life.

IVIRMA’s forest of life has an extension of 1.08 hectares and will absorb more than 200 tons of CO<sub>2</sub> in 40 years. During this time, our forest will capture the equivalent of all the CO<sub>2</sub> emissions that we have generated from travel and corporate travel during 2021.

These hectares of forest are home to 1,105 trees of up to 17 different species, generating a carbon sink. The forest is divided into forest shares of 174m<sup>2</sup>, representing each one of the centers of the IVIRMA Global group. It is here where our professionals create life every day.

## 9.5 BIODIVERSITY

No significant impact on biodiversity has been identified, since our clinics are located in urban environments, and, as already noted, the type of materials consumed do not have a direct and verifiable impact on biodiversity either.



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