

OUR HEARTFELT INNOVATION FOR HEALTH AND FOR WOMEN

Non financial Report 2021



IVIRMA)
Global

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LETTER FROM OUR CEO: 2021, OUR HEARTFELT INNOVATION FOR HEALTH AND FOR WOMEN CONTINUES APACE

We knew that 2021 was going to be tough, given the social changes brought about by the COVID-19 pandemic. But, once again, we were up to the task thanks to our staff members, who again demonstrated their passion, perseverance, and excellence to make the dreams of all the people who come to our clinics come true.

As a global benchmark company in Reproductive Medicine, we will continue to work towards the United Nations Sustainable Development Goals, focusing on SDG 3, Health and Well-being, and SDG 5, Gender Equality, with ongoing listening and satisfaction of our stakeholders as a cross-cutting axis of the way we do business. We believe it is vital for the health sector to get involved and cooperate to help improve the lives of patients, and to do so in a way that is sustainable for the planet.



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Genetics will continue to be a priority in the coming years, hand in hand with artificial intelligence and innovation, pillars that are and will continue to be the cornerstone of our strategy.

This 2021 we have once again been at the forefront of our sector due to:

A focus on patients: this maxim defines us as a company and governs our daily work and values. A philosophy that integrates each of our professionals and which enables us to continue to lead the field of reproductive medicine today.

Specialists in High Complexity Reproduction: many of our patients come to our centers with a difficult background, either because of their age or because of failed treatments in other clinics. However, thanks to our staff members, continuous reproductive innovation and more than 30 years' experience, we can offer solutions to even the most complex cases.

Innovation: a strategic axis that allows us to maintain our global leadership. Projects such as IVI Care, the Launch of the First Center of Excellence in Ovarian Rejuvenation at IVI Alicante or our leadership in terms of published scientific publications are some of the milestones for 2021 as part of our commitment to continuous innovation.

Digitalization: two-factor authentication (2FA), phishing alerts, use of robots, automatic responses, digitalization of the remote workstation or electronic signature on informed consent forms have become commonplace in the daily lives of patients and our staff. In addition, new information systems have been introduced for the digitalization of people management processes, to generate a better value proposition and experience for our professionals.

Exceptional clinical outcomes and audited success rates: Annual external audits ensure the safety and success rates of our operations.





In summary, all that road traveled during 2021 speaks for us both now and in the future. At IVIRMA we are what we do. This statement stems from the conviction that the decisions we make today have an impact on the world for years to come: the future is built by cultivating the present.

A present that right now is replete with new urgent challenges and a social and global panorama that requires our commitment as a company. The war in Ukraine has shocked us as a society, as individuals and as an organization, so we cannot end this letter without showing our full support to the Ukrainian people, a commitment that will be translated into various actions throughout 2022 to do our bit in this humanitarian crisis.

Today more than ever, we do not question our mission for a second and we will continue to put all our heart into it, facing the challenges that arise:

we will continue to innovate from the heart for the benefit of health and for women.

IVIRMA GLOBAL CEO



1 ABOUT THIS REPORT

ABOUT THIS REPORT

Transparency of information is a key element in our commitment to our stakeholders. This report follows the guidelines of clear and transparent communication and is a continuation of the previous one, published in June 2021.

The content of this **Sustainability Report or Non-financial Information Status Report** has been drawn up in compliance and in line with the requirements set out in **Law 11/2018, of December 28, on non-financial information and diversity**.

In this document we provide a rigorous summary of our ethical, social, environmental, and corporate governance performance in the countries in which we operate for the period from January 1 to December 31, 2021. This **report**, which is available on our corporate website, **accompanies the financial statements and the consolidated directors' report for 2021 and is prepared on an annual publication cycle**.

The economic information in this Report corresponds to the data included in the consolidated financial statements of the IVIRMA Group.

In relation to the consolidation scope at corporate level, this document includes all Group companies, following the same scope as the consolidated Directors' Report, except for the IVI Founda-

tion, which is not included in the financial statements, although we include it in this non-financial report due to its relevance in the company's social and environmental issues.

With respect to the 2020 report, operations in Argentina have been excluded from the report, as IVIRMA ceased to operate there in September 2021. However, it is included up to that period in the consolidated financial statements of the IVIRMA Group. In addition, the new Create and Dibimed centers, which joined the group in 2021 and 2022, respectively, have been added to the report.

This 2021 Report does not include the Taxonomy Regulation, as we interpret that the scope of application is limited to those parties bound by the provisions of articles 19 bis and 29 bis of Directive 2013/34/EU, i.e. public interest entities, but not to companies like ours that comply with the assumptions of Law 11/2018.

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For the fourth year running, IVIRMA is proud to publish its annual sustainability report, placing transparency and people's right to understand as the baseline of corporate communication in this area.



PRINCIPLES OF CONTENT AND INFORMATION QUALITY

As well as the content of Law 11/2018, on non-financial information and diversity, this report follows the guidelines established in the **GRI Standards** (2016 and 2018) of the **Global Reporting Initiative**. An index has been constructed and is available at the end of this report to simplify the reading of the document, facilitating the location of the contents of Law 11/2018 and the specified GRI indicators.

To determine the **content of the information**, the following basic criteria established by GRI have been taken into account:



Stakeholder engagement

The interests and expectations of stakeholders have been integrated throughout the process to respond to the needs shown by the different stakeholders with which we interact.



Sustainability context

This Report aims to reflect IVIRMA’s relationship with the environment in a general context of sustainability and considering the impacts arising from the activity of our organization.



Completeness

The information set out in this report has been developed in a reasoned and appropriate manner, giving a response to, and covering all the material topics.



Materiality

Based on the Materiality Analysis, it was possible to determine the economic, social and environmental aspects that were material for IVIRMA. This meant the study was able to conclude that these were the topics with a greater degree of importance for the organization and its stakeholders.

Furthermore, the following principles have been considered to determine the quality of the information included:

Balance. This Report presents a balance between the positive and negative aspects arising from the company’s activity.

Clarity. The wording of the content has been carried out in order to be properly understood.

Timeliness. The information provided corresponds to 2020, in this case specifying the period covered by the Report.

Comparability. The information presented follows a calculation methodology and works in a standardized way to foster comparability with other organizations, as well as to be able to assess the company’s performance in forthcoming years.

Accuracy. The information presented is accurate and detailed.

Reliability. IVIRMA has different audited and certified management systems that support the transparency, accuracy and reliability of the information provided in this Report.



Furthermore, for those aspects required by law and for which the GRI standard does not consider a specific indicator, other indicators have been created that can respond to these requirements, following the GRI principles.

For any doubts or questions regarding this report and its content, queries can be processed through:

RSC@ivirma.com

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32 YEARS HELPING TO
CREATE LIFE



ABOUT US

IVIRMA Global (hereinafter, IVIRMA Group) is the world's leading company in Assisted Reproduction research and science with more than 30 years' experience and success.

OUR SERVICES

At IVIRMA we offer an extensive range of services with the objective that anyone who visits our clinics will achieve their desire to have a child. This journey includes all assisted reproduction techniques and all genetic tests to achieve a healthy baby at home, the educational excellence in Assisted Reproduction that allows us to train present and future professionals in the sector and the continuous innovation that drives our research potential and continuous improvement.

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

Our clinics are equipped with the latest technology to carry out the most advanced techniques applied to the different **Assisted Reproduction** treatments: **Artificial Insemination (AI)**, **In Vitro Fertilization (IVF)** and **Egg Donation**.

Moreover, apart from conventional treatments, we have developed **Genetic IVF**. This treatment includes both IVF and subsequent genetic analysis of the embryos to make the best possible selection and thus increase the chances of pregnancy.

One of the social and medical revolutions offered by Assisted Reproduction in the last decade is the possibility of slowing down the passage of time. A woman's fertility does not last forever. As women age, and specifically from 35 onwards, the quantity and quality of the eggs is significantly lower than it was in years gone by. It may also be the case that, due to medical prescription, the woman undergoes other treatments, such as chemotherapy,



which greatly reduces the possibility of subsequently becoming a mother. In our clinics we offer techniques for **fertility preservation**, such as oocyte vitrification, for women with cancer as well as for those females who wish to postpone their motherhood for a later date, seeking first a job, economic and/or emotional stability.

On the platform of IVIRMA clinics worldwide, all existing assisted reproduction treatments and techniques are performed, in accordance with the prevailing legislation of each country. To do so, we use the latest technology and adapt each process to the patient's diagnosis in order to obtain the best results in the shortest time.

“
IVIRMA, the
largest Assisted
Reproduction group
in the world.”

Juno Genetics, advanced services specialized in genetic testing

Through our state-of-the-art Juno Genetics laboratory, we offer clinically useful information for couples planning to start a family, those undergoing fertility treatments and for women who are already pregnant. The use of the most advanced technology enables us to offer a highly accurate analysis of the widest range of genetic abnormalities during all stages of fertility treatment.

Juno currently has laboratories in the UK and USA and will open a laboratory in Spain in the first quarter of 2022. Between the three laboratories, Juno Genetics will analyze more than 75,000 embryos, making it one of the most important laboratories in the world.

Global Education, a comprehensive educational service of the highest quality

We have an extensive portfolio of masters' degrees and specialized courses for all those who work in an Assisted Reproduction clinic and wish to update their knowledge, or for those who are looking to focus their professional career in this field. In addition, our Global Education area offers consulting services for assisted reproduction units.



WHERE LIFE BEGINS

In 2021 **more than 60,000 people visited our centers** for an initial diagnosis. In addition, **79,600 assisted reproduction procedures have been performed**, including all available techniques and treatments.

Our clinical results make us leaders, but the real success is that every patient achieves their dream, so with that goal in mind we are constantly working to improve our clinical data, which are audited by the independent company SGS.

In **IVF**: Using her own eggs, in the first attempt, there is a 68.8% chance of achieving pregnancy (using all the embryos obtained in that cycle, but in different transfers), reaching 95.1% in the third attempt.

In **Egg donation**: in the first attempt, there is a 77.8% chance of success (using all the embryos obtained in that cycle, but in different transfers), reaching 99.3% in the third attempt.

We believe in the positive impact that **preimplantation diagnosis** has had on the number of live births through embryo transfer in women over 35. This practice allows patients to reduce the number of early gestational losses and bring them into line with those of women under 30, eliminate the interruption of pregnancies due to chromosomal alterations and reduce the number of live newborns with aneuploidy to virtually zero. By 2021, in U.S. clinics, 80% of patients over 37 years of age performed preimplantation diagnosis for aneuploidy detection (PGT-A). This figure in Spain, although slightly lower, has increased significantly in the last 5 years, from 43% to 56%.



We are present in 9 countries with 71 clinics:

USA: 7 locations and 20 clinics:

- » **RMA of New Jersey:** Basking Ridge (NJ), Eatontown (NJ), Englewood (NJ), Freehold (NJ), Marlton (NJ), Morristown (NJ), Princeton (NJ), Somerset (NJ), West Orange (NJ), Springfield (NJ)
- » **RMA of Lehigh Valley:** Allentown (PA)
- » **RMA Philadelphia:** King of Prussia (PA), Langhorne (PA), Abbingdon-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)
- » **Pearl IVF:** San Diego (CA)

United Kingdom: London, Birmingham, Bristol, Cardiff, Herfordshire, Leeds, Liverpool, Manchester, St. Paul's, Oxford y Wimbledon.

Denmark: Copenhagen

Italy: Rome, Milan, Bari

Portugal: Lisbon, Faro

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, MiniFIV, Murcia, Pamplona, Salamanca, Santander, San Sebastián, Sevilla, Tenerife, Valencia, Valladolid, Vigo, Vitoria, Zaragoza

Panama: Panama City

Chile: Santiago de Chile

Brazil: Salvador de Bahía

We also 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 genetic diagnosis center “Juno Genetics” and with Biomedical Supply, world specialists in vitrification. We also have IVI Alcala (Madrid) as a specific donor center. In the other the clinics that offer this service, it is located within the same clinic. In addition to the IVI Foundation, dedicated to research, teaching and social action.



It should be noted that **Biomedical Supply**, a company **specialized in the distribution of products for Assisted Reproduction** and whose trade name is DIBIMED, joined the Group on December 28, 2020.

Today, DIBIMED operates in more than 70 countries in Europe, Central and South America and Africa and offers a broad product portfolio that includes other materials and services for assisted reproduction professionals, such as laboratory consumables, core system and tubal patency study device.

DIBIMED: A success story

DIBIMED has been investing in training and workshops in every corner of the world for more than a decade. Thousands of embryologists have been trained in all aspects of Vitrification at congresses, clinic visits or at collaborating and training centers.

The Kitazato brand Cryotop® Method offers the best survival results on the market and, as a major partner and distributor of the brand, we are committed to helping the embryology community achieve them. Thanks to the training spearheaded by experienced professionals (capacity of more than 300 training sessions per year), the learning process of the theoretical part is reinforced with an eminently practical section, where the trainers share valuable experiences and lessons learned from their daily routine that will help to master the Cryotop® Method, distributed by DIBIMED.



WHAT MOVES US

Mission, Vision, and Values

IVIRMA’s mission is to develop reproductive medicine at the highest level, promoting research, teaching and dissemination of knowledge and professional excellence.

IVIRMA’s mission is to develop reproductive medicine at the highest level, promoting research, teaching and dissemination of knowledge and professional excellence. We aim to be an international benchmark in quality care, research, and teaching.

IVIRMA looks to the future, taking into account the history and **values** that have made it what it is today. Our values, which are the pillars of exemplary conduct and reflect the heart of our mission and vision, are as follows:

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

Patient First. Our overarching goal is the patient’s satisfaction, which is the reason and the center of everything we do, thus constituting our first value, Patient First.

Teamwork. Teamwork is the reason why we are a benchmark for talent and innovation in our sector. Our human team is, without a doubt, the most valuable resource for us to achieve daily excellence.

Honesty. In this area we work with care and attention to detail, with honesty as an underlying principle, something that is reflected in all the relationships we maintain representing IVIRMA Global.

Excellence. Excellence is what keeps us as a benchmark for all those people looking to fulfill the dream that specialize in making come true: to become mothers and fathers. Accordingly, our focus on innovation stands out as a lever for continuous improvement in the scientific and management fields.

Innovation. Innovation is one of the essential pillars of IVIRMA Global, seeking to bring together and promote the most experienced and talented research personnel, to share knowledge, to perfect techniques and to mark the present and shape the future of assisted reproduction.

A SOLID ORGANIZATIONAL STRUCTURE

IVIRMA comprises a network of clinics with a strong international presence offering comprehensive reproductive medicine services. The parent company, IVIRMA Global, operates under the legal form of a Spanish joint-stock company.

The **Board of Directors** is the governing body of IVIRMA Global and is responsible for making strategic decisions in the organization and approves, inter alia, the company's general strategy and policies and supervises the evolution and results. This governing body comprises five directors and meets several times each year.

The Steering Committee shares responsibility for **strategic decisions**. This committee comprise the directors of each area, the Deputy CEO, and the CEO. It meets every week.

The delegation of the Board's functions to specific areas is conducted through specialized cross-cutting committees that assist in management of the Board of Directors.

IVIRMA Group Committees:

Sustainability Committee: in Spain, this is the committee that transversely manages the company's sustainability and social action.

Procurement Committee: in Spain, the body that ensures that purchases are made efficiently and responsibly. It meets weekly.

Center Management Committee (CMC): in Spain, this committee comprises the Director and Managers or Coordinators of each area of the clinic whose objective is to share and transmit relevant information at corporate and clinical level.

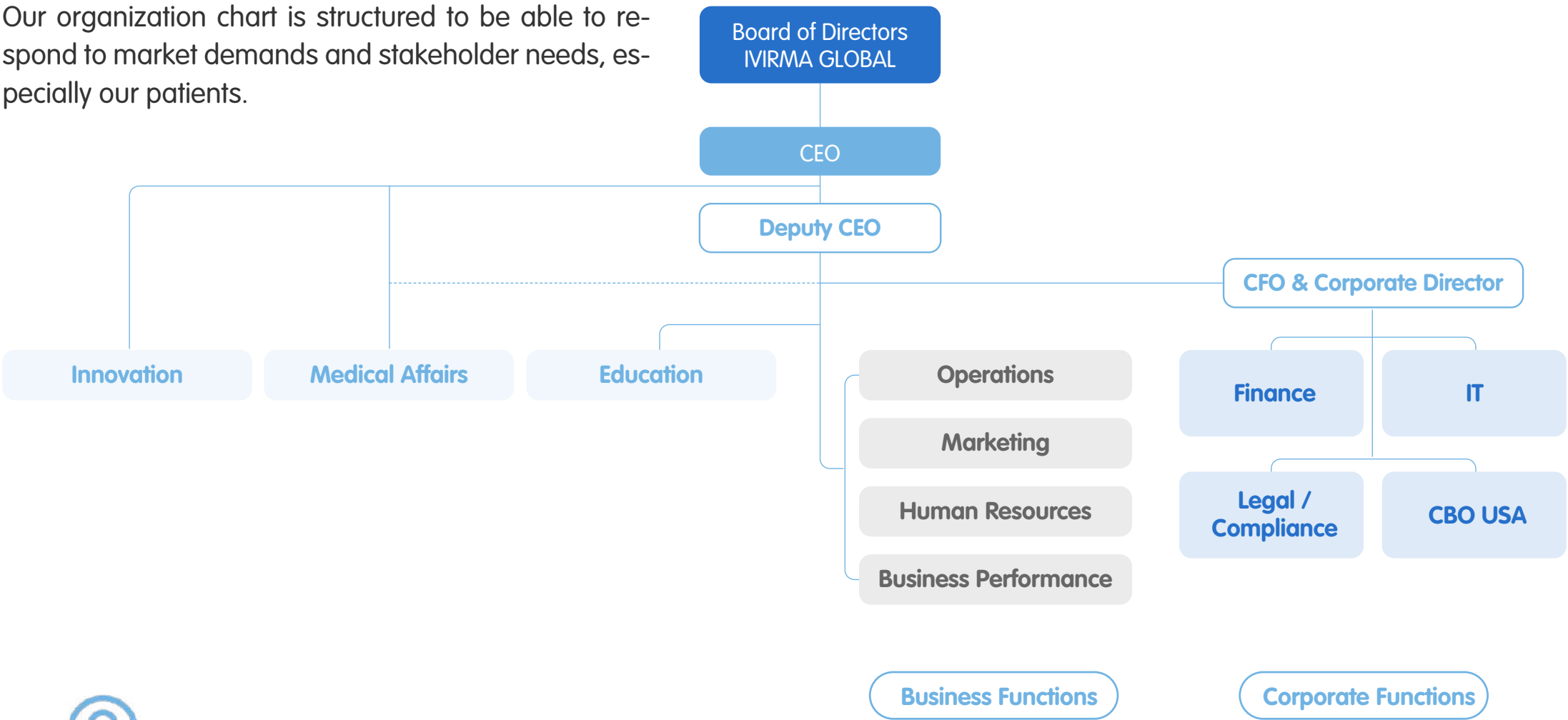
Research Ethics Committee (REC) IVI Valencia: in Spain, specifically in the Community of Valencia. It is a committee expressly accredited by the Directorate General for Research, Innovation, Technology and Quality of the Regional Ministry of Universal Healthcare and Public Health. Its main aim is to assess and follow up on the Clinical Research Projects that are presented to it. Its territorial scope of action covers all IVIRMA centers in the Community of Valencia but extends to projects that go beyond this geographical boundary, provided that an IVIRMA center located in this area is involved.

Openings committee: Its main purpose is to coordinate the different departments in relation to the performance of the works in progress, their subsequent opening to the public, together with the respective authorizations granted by the relevant public bodies. This is an individual monthly operations meeting with each of the area managers.

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IVIRMA's main objective is to offer the best assisted reproductive techniques to patients, using the most efficient management model and focusing on excellence, thus ensuring that we remain their first choice.

Our areas

Our organization chart is structured to be able to respond to market demands and stakeholder needs, especially our patients.



Significant changes in the organization

IVIRMA has promoted its corporate strategy following the principles of sustained and sustainable growth, nurtured on strategic goals that have allowed it to achieve excellent results.

In addition to integrating Biomedical Supply, a company engaged in the distribution of medical devices for Assisted Reproduction, into the IVIRMA group, two important operations for the organization took place in 2021:

- The divestment of the IVIRMA group from the Buenos Aires (Argentina) clinic in September 2021.
- The acquisition of the Create Fertility group (United Kingdom), which effectively means the incorporation of 13 clinics in England and 1 in Denmark.

To achieve and maintain this sustainable growth of the company, it is essential to respond to the expectations of our stakeholders, as well as the continuous satisfaction of their needs.

STAKEHOLDERS

Through the identification of our stakeholders and through our listening system, we are aware of the perceptions, risks and opportunities that allow us to hone our strategies to improve their satisfaction. We carried out the initial identification of our stakeholders in 2013 and revised it in 2018 to adapt it to the company’s new reality. During 2019, it was also adapted to the Quality Management System.

A detailed materiality analysis was conducted in 2021 with responses from a questionnaire answered by more than 200 people. In 2022, the materiality analysis performed in 2021 was reviewed and updated to validate the material issues extracted. The results of this analysis can be found in chapter [4. Materiality analysis](#) of this report.

A regular review process is carried out in coordination with the different areas involved to validate the existing communication channels with stakeholders and their possible information needs:

“
Actively listening to
our stakeholders is our
way of ensuring their
satisfaction.”



Stakeholders

1. Patients

Communications channel

Frequency

Interest/expectations

» Website	» Always available
» Marketing actions	» Multiple each year
» Newsletter	» Monthly
» Telephone	» Always available
» Consultation	» At least two in each treatment
» Social networks	» Always available
» APP	» Always available
» Suggestions box	» Always available in clinic
» Satisfaction surveys	» Throughout the patients’ process
» WhatsApp	» Always available

1. Ongoing search for information to choose IVI.
2. Search for medical and corporate type information.
3. Sending personalized information for each family project chosen.
4. To be listened to and taken into account in decisions to improve
5. Fulfil their desire to be parents in the shortest time and with the best guarantees.

2. Employees

Communications channel

Frequency

Interest/expectations

» Internal Meetings	» In the majority of Business Units, fortnightly
» Work climate surveys	» Biennial
» Employee portal	» Always available
» Notifications	» Daily / Weekly
» CC (Center Committee)	» Monthly
» “We are IVIRMA” portal	» Always available

1. Joint work for the success of the organization.
2. Alignment of personal interests with corporate interests.
3. Reliable and plentiful information.

Stakeholders

<div>3.</div> <div>Corporate governance</div>	<div>Communications channel</div> <div>» Meetings of Governance bodies</div> <div>» Corporate Information Systems, reports</div>	<div>Frequency</div> <div>» Several times over the year</div> <div>» Always available</div>	<div>Interest/expectations</div> <div>1. Need for information to make strategic decisions regarding the business.</div>
<div>4.</div> <div>Medical Community</div>	<div>Communications channel</div> <div>» Conferences</div> <div>» Ongoing training through Global Education</div> <div>» Visits to doctors through our Field Marketing program.</div> <div>» Scientific collaborations. Joint development works</div>	<div>Frequency</div> <div>» Depending on the Conferences</div> <div>» Always available</div> <div>» Weekly</div> <div>» Permanent. Depending on the scientific-type objective/goal</div>	<div>Interest/expectations</div> <div>1. Update on IVI medical procedures necessary for praxis.</div> <div>2. Quest for synergies in business and scientific production.</div>
<div>5.</div> <div>Society</div>	<div>Communications channel</div> <div>» Communication media</div> <div>» Marketing actions</div> <div>» Networking of patients</div> <div>» Periodic contact with non-profit organizations with whom we collaborate</div> <div>» Meetings with Patient Associations</div>	<div>Frequency</div> <div>» Daily</div> <div>» Multiple each year</div> <div>» Ongoing</div> <div>» Frequency not established</div> <div>» Frequency not established</div>	<div>Interest/expectations</div> <div>1. Social content (quality of care, research, innovation, etc.) of the IVI activity, must be transmitted.</div> <div>2. Interest on the part of the NGOs and associations in establishing enduring links, both in the field of social action and the defense of their associates.</div>

Stakeholders

6. Donors	Communications channel	Frequency	Interest/expectations 1. Medical information about the donation process. 2. Financial information on the payments by donation. 3. Non-disclosure.
	» Website	» Always available	
	» Marketing actions	» Multiple each year	
	» Medical consultation	» At least two in each treatment	
	» Social networks	» Always available	
	» APP	» Always available	
	» WhatsApp	» Always available	

7. Public administration	Communications channel	Frequency	Interest/expectations 1. Necessary supervision of medical activities, issuance of licenses and authorizations.
	» Public control mechanisms	» Ongoing in different areas	
	» National Commission of Assisted Reproduction (CNRA)	» Depending on the cases	

8. Suppliers	Communications channel	Frequency	Interest/expectations 1. Search for information for performance of commercial activities.
	» Decisions of the Procurement Committee based on the evaluation of suppliers	» Annual evaluation of the Procurement Department	
	» Public corporate information	» Always available	
	» Exhibitions, conferences	» Periodically	

Stakeholders

9. Mass media	Communications channel	Frequency	Interest/expectations
	» Press releases	» Weekly	<ol style="list-style-type: none">1. Assisted reproduction as a current topic.2. Search for a permanent contact with a reputation, a benchmark in the sector.
	» Interviews		
	» Press conferences		
	» Testimonials		

Key stakeholder engagement

At IVIRMA we encourage communications to create value for our stakeholders. In this regard, during 2021 we have continued working to reach all of them through the multiple communications in our different corporate channels.

Patient Events

51

Talks and events for patients
8 on-site and 43 online

1,602

Attendees (4.272 records)

Audio-visual production

111

videos

Media

35

Number of press releases sent
(+ translations into the corresponding languages)









6

No. of Expert Statements sent to the media

2,256

Number of impacts

Social Media

Europe + LATAM		USA	
	108,478		10,252
	64,736		3,548
	18,191		1,064
	15,565		429

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OUR SUSTAINABLE
AND RESPONSIBLE
MODEL





SUSTAINABILITY: A STRATEGIC PILLAR

Sustainability is **integrated across-the-board** in all IVIRMA initiatives. It represents a fundamental pillar of our corporate strategy, which is underpinned through our **Sustainability Committee**, comprising key people from each of the company’s areas.

“
At IVIRMA,
sustainability means
doing business in a
conscious way, always
actively listening to our
stakeholders.”

WE MINIMIZE ANY RISK

Strategic planning

To respond to IVIRMA’s strategic goals, our strategy revolves around **strategic plans that take the form of action plans** in the different areas of the company.

During 2021, the Strategic Goals were submitted to Head Offices, the Foundation and the first tier of Management, including the Gynecology area, with the aim of transferring the corporate goals to all levels of the organization.

The strategic goals are as follows:

- Pursue clinical excellence through the best results and the best talent.
- Maintain leadership in science, innovation, and teaching.
- Continue to grow, organically and inorganically, to bring reproductive medicine everywhere.
- Continue to seek efficiency in our operations.

We always consider dynamic strategies that help us adapt to the changing reality of the sector given its context of global consolidation.

The strategic plans drawn up in the different areas of the company detail specific goals that are approved by management and followed-up regularly.

When opening a new clinic or starting a new business, priority is given to the allocation of resources in an economically sustainable way to ensure profitability, viability, and the anticipation of possible risks, with a 5-year business plan.

In 2021, the Executive Scorecard for Management (Central Services and Clinics) was developed and improved:

- The scorecards are based on predictive analytical KPIs to anticipate decisions on actions to be taken in the daily evolution of the clinics, along the entire value chain (contacts, first visits, treatments).
- All the Group’s clinics are integrated.
- Developed in Tableau (more than 10,000 visits).

From our Medical Affairs Department we carry out monthly benchmarking between clinics with a detailed follow-up of procedures and results, annually updating the objectives and group policies, guaranteeing that all our patients receive the same quality of care.

The care quality indicators, together with the satisfaction surveys, allow us to quantify as objectively as possible that the activities we carry out aimed at providing a patient-first service are improving. We have indicators such as the proper entry in the electronic record of the timely validation of informed consents and serologies, completion of intervention sheets, use of digital consents and percentage of treatments with nursing consultation.

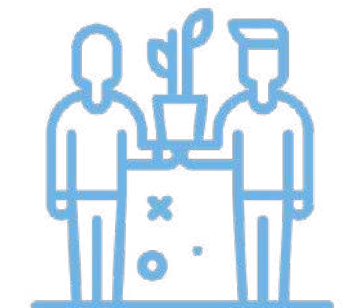
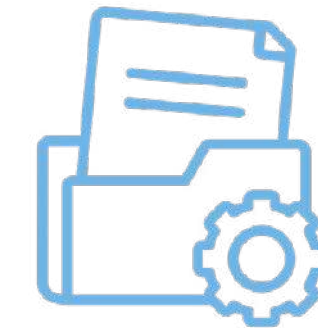
Likewise, in our strategic approach we take into account the key factors and trends that may affect the future performance of the company and the determining factors that could affect the evolution of our activity, such as legislative changes, fluctuations in the population pyramid, variations in policies that affect public health and more specifically the field of assisted reproduction, or the increase in competition in the reproductive sector.

Management System Policy

In December 2021 we reviewed our **Management System Policy** and believe it remains in line with our strategic direction and values. This policy applies to all clinics in Spain, Italy, Portugal, United Kingdom and LATAM.

The Policy establishes the fundamental guidelines for **quality management**, risk management and sustainability, which all personnel are aware of and must respect and accept, and has been considered to remain in force:

- Sustained and sustainable growth based on excellence and innovation.
- **Scientific-technical leadership:** The people who work at IVIRMA maintain a high level of training and recycling so that the scientific content of their activity is as high as possible and always appropriate to patients' needs.
- To be a **benchmark in Quality Healthcare**, focusing on the identification, analysis, and elimination of any risk; for us the patient comes first.
- To offer personalized and highly specialized care in order to exceed the expectations of patients and, consequently, secure their satisfaction.
- IVIRMA regularly reviews the Management System and is committed to **ongoing improvement** and the incorporation of the KAIZEN culture throughout the organization
- To improve the **skills, motivation, safety culture and satisfaction** of our professionals that, in turn, will lead to enhanced patient satisfaction.
- To actively contribute to the **protection of the environment and the prevention of pollution**, adopting all necessary measures to avoid or minimize the environmental impacts from the consumption of natural resources and the generation of waste in our activities.
- To guarantee service quality through compliance with legislation, regulations, and national and international recommendations.



Sistema de Gestión de Calidad

Our Quality and Risk Management System has been developed in accordance with the requirements established in the UNE-EN-ISO 9001, UNE 179007 standards for laboratory quality management and the UNE 179003 standard for patient safety management.

The **Quality Management System** is reviewed and audited each year, internally and externally, and its scope includes the provision of reproductive medicine, gynecology, obstetrics and andrology services.

The IVIRMA centers that, as of December 31, 2021, are certified with the Quality Management System by an independent certification body are listed below. The standards on which these certifications are based are also specified:

- ISO 9001: Head Offices and clinics in Spain*, Lisbon, Panama** and Chile.
- In January 2021, IVI Panama was able to complete the move to the new facilities and reapply for certification of its Quality Management System. After successfully passing the Phase1 and Phase2 audits, the clinic obtained ISO 9001:2015 certification recognition in May 2021.
- UNE 179007: Head Offices and clinics in Spain and Lisbon.
- UNE 179003: Head Offices and clinics in Spain and Lisbon.

- In 2021, the organization renewed the UNE 179007 certification of the centers in Spain* and Portugal (IVI Lisbon), while IVI Chile renewed the ISO 9001 certification of its Quality Management System.
- On the other hand, the organization renewed the recognition of Excellence in Healthcare Quality, QH (Quality Healthcare) Seal, awarded by the Institute for the Development and Integration of Healthcare (IDIS), improving on the level achieved in previous years.
- In 2021, IVI Foundation successfully passed the external follow-up audits of the ISO 9001:2015 and UNE 166002:2014 certifications of the R&D&I Management System.
- In October 2021, Juno Genetics Ltd obtained the accreditation, granted by UKAS, of its Quality Management System ISO 15189:2012.

*Currently, the IVI clinic in Logroño is not included in the scope of the certification.

** Due to the effects of the SARS-COV2 pandemic, the move to IVI Panama's new facilities was delayed, so in December 2020 a decision was made to request a voluntary suspension of this clinic's certification until the move was completed.



IVIRMA has a Quality Management System that ensures compliance with demanding quality standards, and this is maintained whenever changes occur.

IVIRMA's process map identifies 45 processes divided and classified according to their typology: strategic processes, key processes, and support processes, including those specific to the Environmental Management System implemented in IVI Mallorca and certified according to ISO 14001:2015.

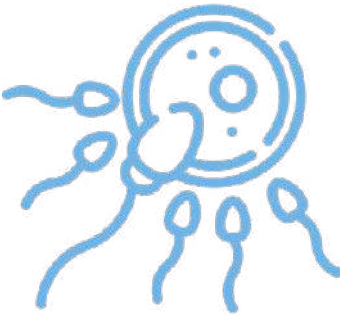
By the same token, there are multiple **standardized work procedures** in all areas (Laboratories, Consultation, Operating Room, Patient Care, etc.) that serve to standardize how the work is to be performed.

IVIRMA has a **Quality Management System** that ensures compliance with demanding quality standards, and this is maintained whenever changes occur.

By controlling the care processes listed below, we guarantee maintenance of the system every time changes are made:

- The availability of skilled staff.
- The availability of information, procedures, and instructions.
- The use of equipment and materials.
- Availability of monitoring and measuring equipment.

Through a control procedure, the Quality and Risk Management System deals with any non-conformity or incident detected by IVIRMA staff that affects or could affect the quality of service or safety of the patient. This is recorded, establishing the appropriate treatment, and proposing and implementing corrective actions to eliminate the cause of such non-conformities. In addition, this process is subject to internal and external audits to ensure continuous improvement.



We offer patients a wide range of the highest quality and safety in the field of assisted reproduction.



“
IVIRMA’s Quality Management System ensures compliance with our demanding internal standards.”

Any risk to patient health or safety is taken very seriously at IVIRMA. For this reason, we regularly participate in internal and external audits. We also conducted an in-depth **risk analysis** and developed a risk map, prepared according to the FMEA (Failure Mode and Effects Analysis) methodology. Based on the classification of risks, **treatment plans** have been defined for moderate and severe risks. These plans are reviewed each year and their implementation is monitored.

Criminal risk compliance and prevention model

All the information relating to the Compliance Handbook and the Code of Ethics can be found in the [“Committed to Ethical Management”](#) section of this report.

Identification of criminal risks

In the process of identifying **criminal risks**, the following risks inherent to the type of activity carried out by IVIRMA were found, which have been classified according to the area or department of the organization that may be affected:

- Against personal and family privacy.
- Fraud.
- Fraudulent bankruptcy / Attempted.
- Against intellectual and industrial property.
- Computer attacks.
- Business secrecy.
- Misleading advertising.
- Corruption between individuals.
- Money laundering / Terrorist financing.

- Against the Public Treasury / Social Security / Subsidy Fraud / Fraud against the General Budgets of the EU.
- Non-compliance with accounting obligations.
- Urban planning.
- Against natural resources and the environment.
- Bribery / Influence peddling.
- Exposure to ionizing radiation.
- Against the rights of workers / Foreign citizens.
- Trafficking of organs.
- Against public health.
- Smuggling.

In 2022, the update of the Compliance Handbook - specific part will be studied to make sure it is in line with the general part of the Compliance Handbook and to update any legislative changes, if necessary.

In 2021, the compliance committee has not been notified of any case likely to be considered a crime since the implementation of the criminal risk compliance and prevention model.

Identification and assessment of environmental aspects and risks

IVI Mallorca uses the ISO 14001:2015 standard to establish its **Environmental Management System** and has it audited every year. The aspects assessed are waste generation (hazardous and non-hazardous), resource consumption, discharges, atmospheric emissions and noise; and the degree of potential contamination, quantity or volume, the clinic’s actual capacity to act and the complaints or denunciations received are evaluated.

In the **identification and evaluation of environmental aspects** conducted in February 2021 according to the requirements established by ISO 14001:2015, the significant environmental aspects determined were:

- Sanitary waste assimilable to urban waste (GII).
- Hazardous waste other than sanitary waste.
- Noise (emergency generator set).

Risks associated with management of supplier companies

At IVIRMA, the quality of the services offered is essential and must be guaranteed under all circumstances. Suppliers are monitored each year through the company’s Quality Management System. This evaluation is carried out according to the type of product or service of the supplier company by IVIRMA’s Procurement Department or the requesting area.

The evaluation is based on the following aspects:

- Compliance with the quality criteria of the product, service, or work.
- Compliance with the delivery terms.
- Attitude of the supplier company.
- Administrative management.

The supplier companies evaluated are classified according to the risks of their products/services. Those supplier companies considered high and medium risk are re-evaluated, as their actions directly affect the quality of the service and/or the safety of our patients. On the other hand, those suppliers classified as low risk are not re-evaluated.

This classification is shown in the following table:

RISKS OF SUPPLIER COMPANIES

High risk	Professional medical services
	Maintenance: AHR equipment and facilities
	Medical devices
	Laboratory analysis
	Health maintenance supplies
Moderate risk	General maintenance supplies
	Transport services.
	Maintenance: common equipment and facilities
Low risk	Marketing
	Non-medical devices
	Basic utilities (water, electricity, etc.)
	Other professional services (legal services, consultants, etc.)
	Travel, events, conferences
	Other services

Assessment of economic, environmental, and social issues by the supreme governing body

The risk map and improvement actions (risk treatment plans) are reviewed every year by management or whenever there is a significant change in the activities of the centers. In addition, Management carries out internal audits and reviews of the management system on an annual basis.

During the first calendar quarter of the year, each management unit, together with the quality coordination, carries out a review of its clinic’s system. This review results in the improvement of the system based on new targets, indicators and action plans that are in turn reviewed by IVIRMA management, which approves or modifies them as it sees fit. In parallel to our daily work, we also **offer continuous training** to our professionals, which allows them to anticipate risk situations our patients may face.



SAFETY ALWAYS AT THE FOREFRONT

Our primary goal is and always will be that each of our patients can fully trust us, at every stage of the treatment, until they achieve their dream.

In terms of processes, the most effective way to reduce the risk of an unwanted situation is to leave nothing to chance and to monitor every step of the way. All our treatments and techniques are protocolized, so that any of our professionals have clear and defined guidelines to act at all times. When we talk about technology, we refer, for example, to the use of automatic traceability control systems, which allow us to verify both the identity of the patient and her gametes and embryos throughout the treatment.

We also, as a group, globally develop and implement policies in our clinics that seek to protect patients. A clear example, would be the single embryo transfer, to avoid multiple pregnancies and thus reduce the risks to the mother or the baby. A further good example can be found in the management of our donors, to whom we carry out genetic studies of disease carriers, to avoid the possibility of transmission.

In parallel to our daily work, we also **offer continuous training** to our professionals, which allows them to anticipate risk situations that our patients may face.

Data protection

The Data Protection Officer (DPO) in the IVIRMA Group plays a fundamental role at a strategic level to develop different lines of action that facilitate the best compliance with the General Data Protection Regulation (GDPR) of IVIRMA.

IVIRMA centers have at their disposal a series of **action guides** on the exercise of rights and the right to GDPR information, recognition of Data processors in accordance with art. 28 of the GDPR, notification of information to employees using the WEARE IVIRMA app, notification of incidents or security breaches and updating of the Record of Processing Activities.

In addition, to ensure a high level of security, they are obliged to analyze existing risks on a regular basis, hold monthly meetings with IT managers, undergo periodic controls and external audits.

Finally, each area of the company has to involve the DPO from the beginning when it intends to develop new services or products that involve risks to privacy and attend to requests for the rights of people concerned.

With these measures, IVIRMA ensures the protection of the data of all stakeholders. This is supplemented by a cybersecurity course launched for all personnel to raise awareness of the risks that exist in the digital world and acting responsibly with oneself and the environment.

In 2021, a document archive of all legal documents has been created at corporate level for better management and control of available documentation. This archive makes it possible to **digitalize all legal contents duly classified**, reducing time and speeding up the work and control of information security to guarantee confidentiality.

“
Sharing our
knowledge with
the industry allows
us to advance and
offer the best fertility
solutions to patients.”

OUR PARTNERS

Part of IVIRMA's culture is to share the main advances and findings in the field of reproductive medicine at the main congresses, courses, conferences and meetings of reproductive medicine that take place around the world.

In addition, IVIRMA is affiliated to and follows the recommendations and best practices of the following **entities**: Sociedad Española de Ginecología y Obstetricia (SEGO), Sociedad Española de Fertilidad (SEF), European Society of Human Reproduction and Embryology (ESHRE), American Society for Reproductive Medicine (ASRM), Society for Reproductive Investigation (SRI), Asociación para el Estudio de la Biología de la Reproducción (ASEBIR), Alpha y Asociación Española de Andrología, Medicina Sexual y Reproductiva (ASESA).

In the field of business associations, since 2016 we have been members of the Leading Brands Club (Club de las Primeras Marcas) a benchmark group that allows us to take part in meetings with other organizations to establish synergies and partnerships and form part of actions that generate notoriety and recognition of the organization.

Furthermore, we are part of the Spanish Association of Procurement, Contracting and Procurement Professionals (AERCE), the Valencian Business Association (AVE), the Association for the Progress of Management (APD) and the Family Business Institute.

In addition, since 2017 we have belonged to the CE+RS, Club of Responsible and Sustainable Companies of the Valencian Community, to promote social and corporate responsibility in the region.

IVIRMA in the USA is affiliated to the following programs:

Ovatures egg donation program: a program that provides an opportunity for potential egg donors to help a couple build their family anonymously.

Be Well: a collaboration that allows us to offer a complete and holistic approach to health and wellness through nutritional counseling, educational classes or even therapeutic yoga classes.

Advanced Reproductive Care (ARC Fertility): a program that offers a range of affordable options to help patients maximize their chance of having a baby while minimizing their financial risk.

Peak Men’s health: an entity dedicated specifically to men’s sexual, reproductive and urological health.

American Society for Reproductive Medicine (ASRM): a multidisciplinary organization dedicated to the advancement of assisted reproductive technologies, science, and the practice of reproductive medicine.

Society for Assisted Reproductive Technology (SART): a leading institution of professionals dedicated to the practice of assisted reproductive technologies.

Human Rights Campaign: this is the largest civil rights organization working to achieve equality for LGBTI Americans.

Family Equality: a program whose mission is to promote legal equality for LGBTI families and for those who wish to form such families.

The Foundation for Embryonic Competence: a non-profit organization dedicated to improving outcomes and promoting knowledge in the area of embryonic research, diagnosis and education.

Babs Siperstein PROUD Center: a center that offers specialized primary care services for the LGBTBI community, committed to providing a safe and supportive environment



4

**ANALYSIS OF
MATERIALITY AND
COMMITMENT TO THE
2030 AGENDA**



ANALYSIS OF MATERIALITY AND COMMITMENT TO THE 2030 AGENDA

ANALYSIS OF MATERIALITY

In 2021, an in-depth materiality study was conducted with the participation of more than 200 people from the entire spectrum of our stakeholders (employees, patients, suppliers, gynecologists, society and donors). The content of this report is based on this analysis, as required by the Global Reporting Initiative (GRI).

Due to the relevance of the previous analysis and its timeliness, a review of this analysis was carried out through a contextual materiality study, conducted in January 2022. The contextual materiality analysis has allowed us to analyze the most significant economic, social, and environmental aspects for IVIRMA by conducting an in-depth market study at Sustainability level.

The contextual materiality analysis conducted in 2022 has not revealed significant changes with respect to the conclusions drawn the previous year, where it was concluded that our strategy dovetails with our stakeholders’ demand for information and trans-

parency. The observations made in the market study have led to the integration of two new materiality themes that have recently gained propensity:



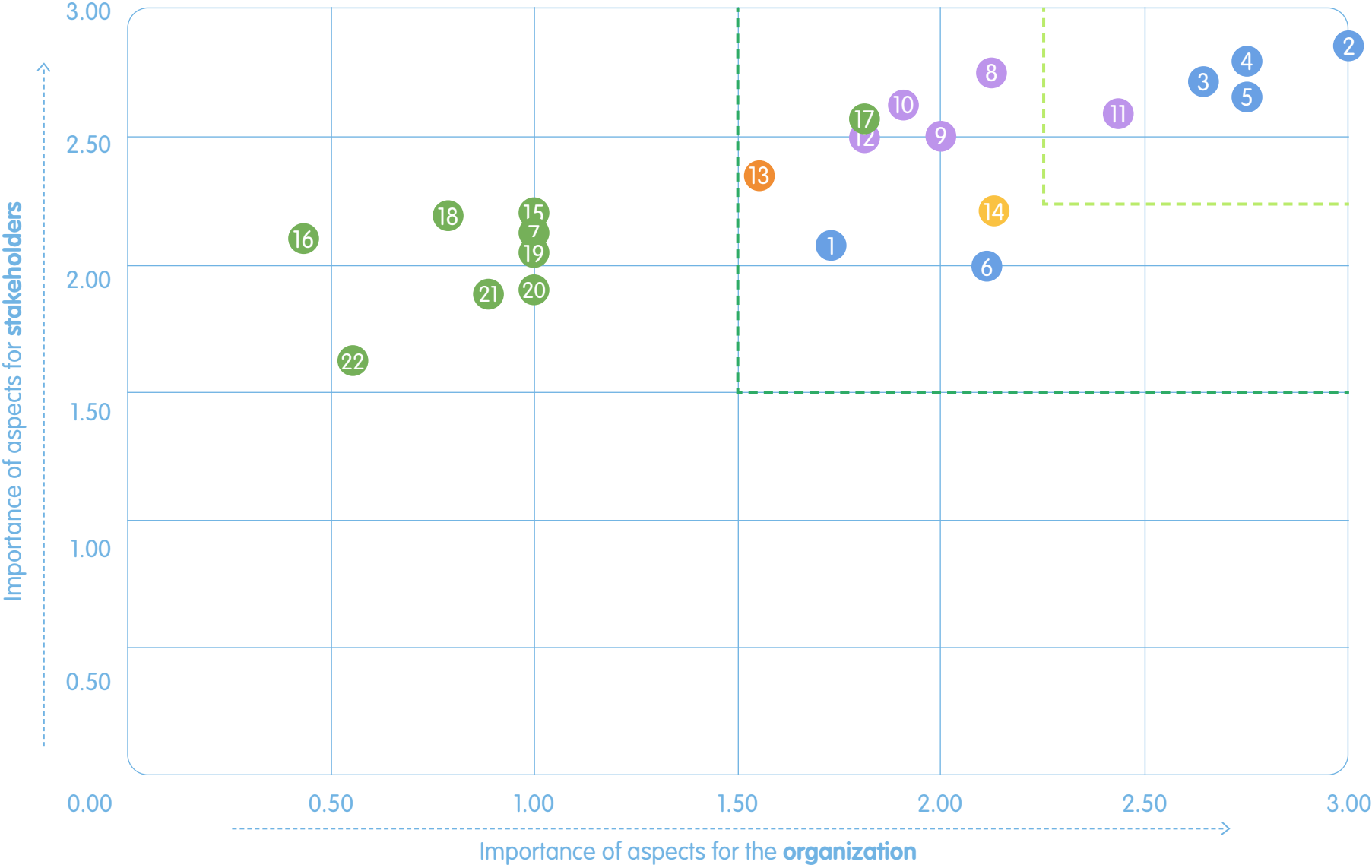
Commitment to
sustainable
development



Information on
medical services

The result of the 2021 participatory process led to preparation of the **Materiality Matrix**, which reflects the degree of importance of the issues considered during the study in terms of:

- Their importance with regard to the economic, social and environmental effects for the organization.
- Their importance in the assessments and decisions of stakeholders.



- Company
- Social and personnel issues
- Respect for human rights
- Fight against corruption and bribery
- Environmental issues

--- Materiality threshold proposal

--- Proposal threshold of highly relevant topics

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. Residuos sanitarios

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

The results obtained in the previous matrix have been taken into account in the preparation of this report. Within the framework of the application of Law 11/2018, IVIRMA's Sustainability Report considers other environmental and social issues, respect for human rights and the fight against corruption and bribery, as well as those relating to personnel, established in this regulation.



Material aspects by scope

The materiality topics updated in 2022 are summarized below by area:



COMMITTED TO THE 2030 AGENDA

The 2030 Agenda, adopted by the United Nations General Assembly in 2015, is a plan of action for people, planet and prosperity, which also intends to strengthen universal peace and access to justice by fostering partnerships. Agenda 2030 sets out 17 **Sustainable Development Goals** (SDGs) covering the economic, social and environmental spheres and incorporating the global challenges we face as a society.

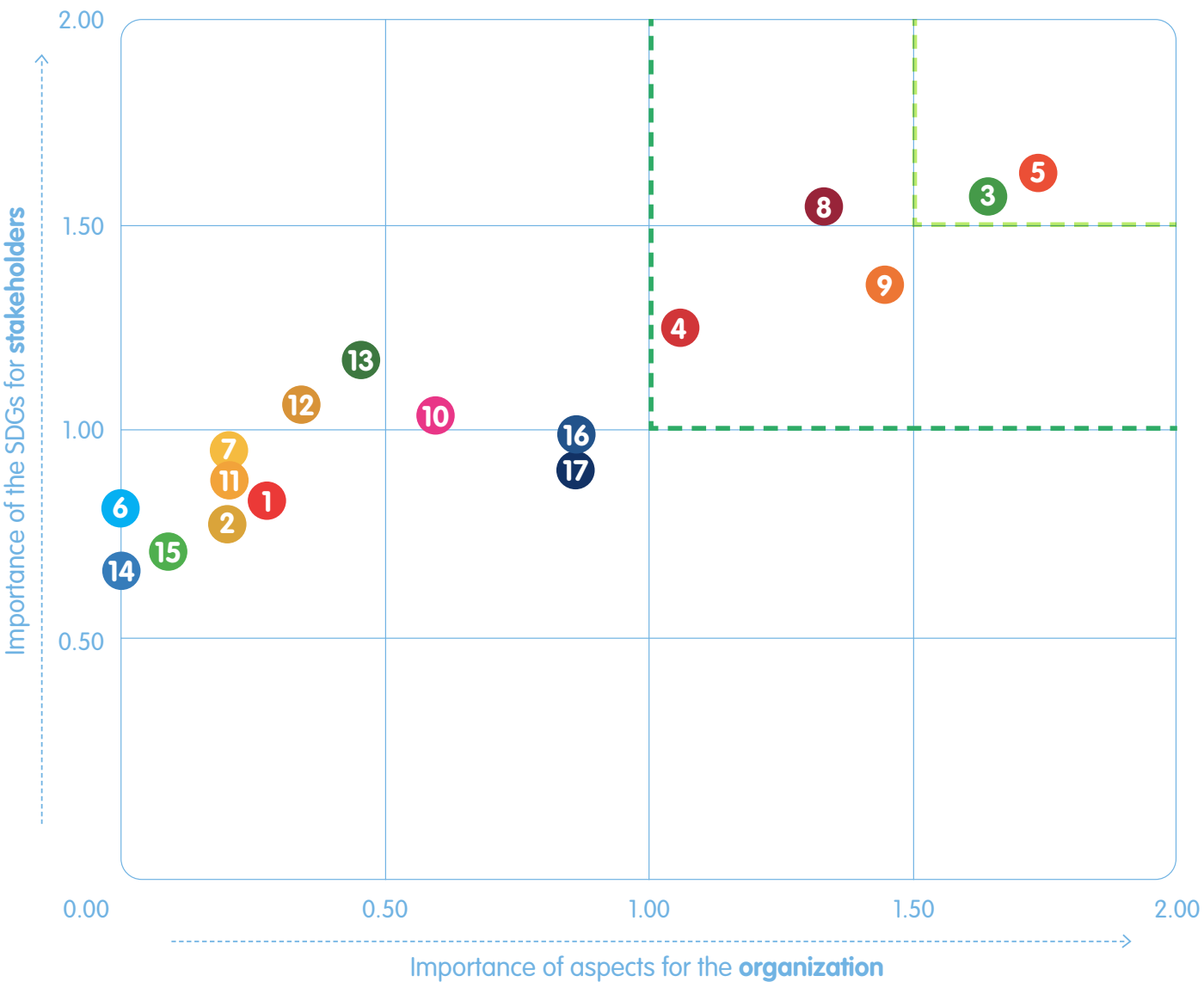


At IVIRMA we also consider the SDGs as key agents of change and, with this corporate commitment, we identified our organization's priority SDGs in the materiality analysis conducted in 2021. This process has served as the basis for the company's sustainability actions.

SDG priorities for IVIRMA

- 1 No Poverty
- 2 Zero Hunger
- 3 Health and wellness
- 4 Quality education
- 5 Gender equality
- 6 Clean Water and Sanitation
- 7 Affordable and Clean Energy
- 8 Decent work and economic growth
- 9 Industry, Innovation and Infrastructure
- 10 Reduced Inequality
- 11 Sustainable Cities and Communities
- 12 Responsible Consumption and Production
- 13 Climate Action
- 14 Life Below Water
- 15 Life on Land
- 16 Peace and Justice Strong Institutions
- 17 Partnerships to achieve the Goal

- Limit relevant / very relevant SDGs
- Non-relevant / relevant SDG limit




HIGH PRIORITY



MEDIUM PRIORITY



The material issues related to sustainability for IVIRMA, their relationship with the priority Sustainable Development Goals and how they are addressed throughout the content of this report are detailed below.

MATERIAL ASPECT	SDG	REPORT SECTION
» Patient health and safety » Occupational health and safety » Information on medical services		5. Our Patients 6. Our Team 2.1 About us
» Diversity and equal opportunities » Reconciliation measures		6. Our Team
» Training and professional development		6. Our Team 8.2. Commitment to Science, Education and Society
» Quality occupancy » Ethical management and anti-corruption » Respect for human rights		6. Our Team 8. Human Rights and Ethics 3. Our Sustainable Model
» Research, innovation and teaching » Commitment to sustainable development		8.2. Commitment to Science, Education and Society





**OUR PATIENTS,
THE HEART OF OUR
BUSINESS**



PATIENT CENTEREDNESS

Patient centeredness is what defines us as a company and governs our daily work and values. A philosophy that integrates each one of our professionals and enables us to continue to lead the field of reproductive medicine today.

The daily work we perform at our clinics is so that our patients can achieve their dream of becoming a mother; that is our main goal, yet always with the utmost peace of mind. We have three pillars:

Excellent
success
rates

The best
professionals
with the highest
quality

Patients
are our top
priority

“Our core objective is the satisfaction of our patients: they are the reason and the focal point of all our work.”



INNOVATION WITH PATIENTS IN MIND

Innovation is a strategic axis in IVIRMA, which allows us to maintain our worldwide leadership.

IVI CARE

IVI Care is a new way of assisted reproduction that represents a step forward in the care of women. With this pioneering program and the services included, we offer our patients a comprehensive way to approach an assisted reproduction treatment, always pursuing their well-being and the common goal of achieving their dream of becoming mothers, in the shortest time and with the best guarantees.

Ovarian activation: Present and future of assisted reproduction

IVIRMA is a leader in Spain in the field of ovarian activation, thanks to its constant research work. This field, better known as “ovarian rejuvenation”, holds a promising future for the majority of patients with ovarian problems who come to Assisted Reproduction clinics. In that regard, in 2021 we promoted the first center of excellence in ovarian rejuvenation and Regenera Endometrio. Both projects are explained below.

Launching of the first center of excellence in ovarian rejuvenation

The Alicante clinic has been chosen to service the entire group by performing highly specialized techniques for ovarian rejuvenation, specifically, intraovarian injection of autologous platelet-rich plasma growth factors and mobilization of stem cells by means of special medications, whose growth factors are recovered and injected into the ovary. These innovative techniques are the fruit of years of research in the Group, improving the chances of patients with low response to successful treatment before opting for gamete donation.

Regenera Endometrio Launch

Optimal endometrial conditions are essential for embryo implantation, so the condition of the endometrium can determine the outcome of an in vitro fertilization (IVF) cycle. Therefore, IVI Regenera Endo will allow us to regenerate the endometrium by obtaining growth factors from the patient's own blood plasma. This process will make it possible for the endometrium to reach the indicated thickness to favor embryo implantation.

In recent years, plasma rich in growth factors (PRGF) has been at the forefront of regenerative medicine. PRGF has a very short-term positive effect in terms of efficacy, safety and minimal invasiveness for the patient. Based on our studies, we have created IVI

Regenera, IVI's clear commitment to the use of PRGF as a novel technology with encouraging results in the treatment of refractory endometrium, premature ovarian failure and low ovarian reserve.

This treatment consists of obtaining growth factors from the patient's own blood plasma, which are then applied to the patient's endometrium.

In addition, since the biological material comes from the patient herself, possible compatibility problems that could arise with donated material are avoided.

PRGF can be applied on the endometrium, in those cases in which this organ does not reach sufficient thickness to result in pregnancy, which is known in reproductive medicine as refractory endometrium.

Mosaic embryo transfer policy

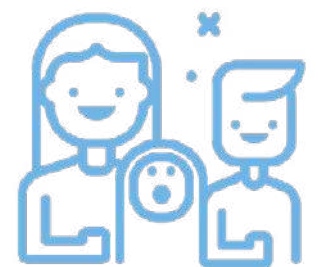
During part of 2020 and 2021 we implemented a new mosaic embryo transfer policy that enabled us to transfer a considerable number of embryos, which otherwise would have been considered aneuploid and therefore not transferable.

Mosaic embryos are those in which more than one chromosomal formula (one of them euploid) is obtained from a single biopsy.

During this same period in our U.S. clinics, clinical studies pub-

lished in prestigious scientific journals showed that with the techniques used in the IVIRMA clinics, mosaic embryos have the same implantation and live birth rates as euploid embryos. (Tiegs et al 2020).

One of the priorities in implementing these protocol changes was to ensure that we never compromised the safety of the offspring based on the scientific evidence that existed at the time. For this reason, the shift toward full openness to transfer of all types of mosaic embryos has been gradual, with the change at U.S. clinics being more rapid.





DUOSTIM Protocol

Time is against women who want to become mothers. Now, at IVIRMA we are once again winning the battle against time, thanks to the DuoStim strategy. This is a protocol based on performing two consecutive stimulations in the same menstrual cycle, without waiting for menstruation. It is therefore one of the key tools for patients with suboptimal responses who, given their characteristics, need to accumulate embryos for preimplantation genetic diagnosis.

In June 2021, Dr. Maria Cerrillo, a gynecologist at IVI Madrid, presented the DuoStim Protocol at the annual Congress of the European Society of Human Reproduction and Embryology (ESHRE).

PROSEPA Project

The loyalty of our patients is a key line of our Patient Care area. Our goal of achieving the longed-for pregnancy with anyone who comes to our clinic can be seen in all our actions, and such commitment has led to the launch of this project, which seeks to follow up patients who abandon treatment to accompany them in a personalized way throughout the process until the final goal of motherhood.

Launch of geneseeker2021 by Juno genetics

We changed platform to perform extended carrier screening tests. With this change we have the opportunity to increase the coverage of analysis in genes whose alterations have a high prevalence and cause serious diseases (cystic fibrosis, beta-thalassemia, sickle cell anemia or spinal muscular atrophy). This enables us to reduce the risk of adverse events in live new-borns generated from donated embryos and in couples who undergo treatment with their own gametes.

This expansion of coverage in specific genes and the consequent decrease in residual risk allows us to safely use donors with cystic fibrosis gene mutations in our treatments, offering minimal risk. We do everything in our power to minimize risk in our treatments, treating all our donors with fairness and respect.

WOMEN AT THE FOREFRONT

IVIRMA is a pro-women company, and its commitment to its patients, to the women who entrust its professionals with their desire to become mothers, has guided our steps for more than three decades.

Thus, during 2021, we reinforced this commitment through the following awareness, communication and marketing actions:

1 Pro-women guides:

As every year, IVIRMA innovates in specific guides for women in order to support, raise awareness and provide them with tools for the process they are going through.

- » **Launch of the Recipient's Guide:** To support women on their path to egg donation in an optimistic and natural way, we have created a free guide that aims to accompany them throughout the process. It is available on IVI's website and has already been downloaded by more than 1,500 people.
- » **Launch of Mothers Guide2:** This guide is for women who, in addition to being a couple, want to be mothers. Women who want to fulfill their dream and who we help with information and testimonials to dispel any doubts that may arise. This guide, launched in Spain in 2020, has this year been published in Portugal, Chile and Panama.

- » **Launch of Single Mothers' Guide in Chile and Panama:** This practical guide for single-parent families aims to provide information regarding this growing family model and to resolve any questions about single parenthood.
- » **Launch of the Endometriosis Guide in Portugal:** In IVIRMA we have an endometriosis unit, formed by great experts, who have prepared a [guide on endometriosis](#) to provide all the details about this disease and how it can help our patients.
- » **Launch of the Late Pregnancy Guide and the Preserve Guide in Brazil**



2 IVI Podcast with Nuria Roca:

In each episode of this podcast hosted by Nuria Roca we have presented the doctor/celebrity pairing, which has been very well received by our potential audience. Podcasts are an innovative and growing communication tool that enables us to reach a wide audience that could potentially be users of reproductive treatments in the future.

3 Updating of waiting room content:

While they are at our clinics, we want each patient to have access to empathetic and human content that responds to their interests and needs. For this reason, we are constantly updating our audio-visual content in the waiting rooms of our clinics with brochures, testimonial videos from other patients and explanations of treatments and processes that may be of interest to them.

4 Constant generation of content in support of patients and donors (FAQs):

Where er respond to the key concerns regarding their reproductive processes.

5 Testimonials:

Our patients are our best subscribers, which is why we offered testimonial content on our different channels throughout 2021 to give voice to the real stories behind infertility treatment.

6 Sending press releases to the media:

To bring assisted reproduction closer to society in general and share the latest advances in reproductive medicine.

7 Contents prepared by medical professionals:

These are published in our social media to bring the medical professionals closer to our patients and potential patients, based on empathy and humanity.

8 Attendance at the main congresses of reproductive medicine:

We are committed to shaping the future of this discipline, offering the best treatments and the best guarantees to our patients.



At local level, some of the main milestones and actions to highlight in favor of women:

In Chile and Panama:

Fertility Day Online: We organize free online meetings, which are conducted through the Zoom digital platform, where one of our doctors presents a specific topic on assisted reproduction treatments, infertility, women, and maternity, among others.

In the United Kingdom:

Language of Fertility: With this action we want to promote a good use of language in the field of fertility targeted at doctors, the media and the general public. The goal has been to break down stereotypes and the misuse of language in reference to the female body in order to improve the emotional health and well-being of women embarking upon this journey.

COVID-19 and vaccination campaign: We launched a Q&A at our IVI London clinic to answer the key questions surrounding maternity and vaccination.

In our Create clinics in the UK and Denmark, **137 webinars** have been held with **8,272 attendees**.

In Portugal:

Partnership agreement with “A Vida mais Fértil”: We signed an agreement with the fertility association “A Vida mais Fértil” with whom we have developed content throughout the year.



A DIGITAL AND SECURE CORPORATE CULTURE

In 2021 we consolidated and extended the use of digital tools that enable us to be more agile and efficient in our patient care processes. Two-factor authentication (2FA), phishing alerts, use of robots, automatic responses, digitalization of the remote workstation or electronic signature on informed consent forms have become commonplace in the daily lives of patients and our staff.

Patient portal 2021

This application allows each patient to locate on their cell phone or tablet, all the relevant information about their consultation, the results of their evaluation, their analysis or a simple explanation of the proposed treatments. In 2021, its use has been increasing with a very good perception of patients who consider it a very useful tool for contact and interaction with the clinic.

Our digital transformation has been key to meeting the challenges of cybersecurity.

First online visit

Our online first visit service was consolidated in 2021 as an essential tool for ongoing communication with patients. Through the Microsoft Teams platform and its integration with the Patient Portal, it has been possible to speed up remote contact and proximity, despite the distance, with patients. In 2021 we have strengthened the role of automatic First Visit e-mail confirmations, in addition to initiating this action in LATAM clinics. Thanks to this, our patients can confirm their appointment at any time of the day, simply by clicking a button, making the IVIRMA experience easier for them.

The figures speak for themselves: In 2021, more than 11,000 first visits were confirmed automatically by e-mail, accounting for 40-45% of the total.

80% of IVIRMA patients use the patient portal during treatment.

Reduction of printed documentation due to digitalization

The increase in the use of digitalized documentation has made it possible to minimize the number of printouts. During 2021, a reduction of more than 30% of printouts was achieved versus the previous period, where the same criteria that have favored video-conferencing (coronavirus, teleworking and socialization of technology) have reduced the need for printouts.

In addition, the explanation of treatments to patients in the office has been digitalized, eliminating the use of paper.

Extension of facial biometrics

There has been an increase in the need to have a digital identity and to enhance aspects such as facial biometrics. Not only from a clinical point of view, but also for patient traceability within the clinic. In this way, facial biometrics allows us to identify patients by matching the photo we have with their own image.

Biometrics ensures that the right patient and the right patient signs the consents, in the right examination rooms, as well as in other locations in the clinics -always digitally- eliminating the current paper-based process, including biometric gynecology and nursing signatures.

Medical prescription

One of the outstanding projects has been the inclusion of the electronic prescription, integrated with the pharmacy service, to obtain medication from a QR code that is received in the patient's portal.

No need to go to clinics to pick up a paper prescription and no need to bring any documentation to the pharmacy other than the prescription itself with a QR code. Its correct issuance is guaranteed, as well as the security and ease of use necessary for patients, also favoring the minimization of the use of paper.

Digital gestational discharge folders

We have replaced the paper material that was given to the patient with a personalized e-mail that contains:

- Medical discharge report.
- Support information adapted to each geography (advice on pregnancy, access to the Psychological Support Unit, Maternal-Fetal Unit, prenatal tests, etc.).

Different countries have joined this initiative throughout the year.

Smart Docs: Design of forms and documents for self-service

At IVIRMA, we make use of a digital data automation tool with the following characteristics:

- Flexibility, since it allows the creation of original documents, as well as clinical management tools.
- Integration with all clinical management tools, patient portal and external services.
- Security, reuse, and centralization.

Voice recognition

A voice recognition tool has been introduced to streamline processes, eliminate the use of paper and make work in the clinics more efficient. The AI engine behind it helps to capture changes in intent in complex multichannel dialogues, so that patients/users always feel that they are being understood.

DIBIMED is also committed to digitalization

Congresses are a very important aspect for DIBIMED, since besides being a showcase for its range of products, it is another opportunity for networking and maintaining contact with the distributor network.

DIBIMED has analyzed the congresses for 2021 and has adapted its participation, optimizing its content and providing value-added with digital format complements to its participation in events: e-mailings, posts on social media, e-leaflets, preparation of audio-visual material and content for e-stands at fairs such as ESHRE Online, IVIRMA Congress, ASRM, Fertility UK.

WE CARE ABOUT THE OPINION OF OUR PATIENTS

Patient and donor satisfaction is a priority for IVIRMA. To discover their opinions and perceptions, **we conduct satisfaction surveys** that help us to continuously improve our services, in addition to having a complaint system incorporated into our Quality policy that allows us to study in detail and share it with the medical area in order to establish the pertinent actions for continuous improvement.

“
Active listening and accompaniment of patients and donors in their process in our clinics is a priority for continuous improvement. Their feedback is key to developing improvement plans.

Satisfaction surveys

During 2021, patient and donor surveys at our clinics continued to be conducted in person at the end of treatment, but we have also been able to complete the web-based survey project through the Patient Portal, upping the number of questionnaires sent to patients.

In fact, we have completed the project of implementing small surveys related to specific moments in the patient’s experience, from the first visit to the end of treatment, to obtain information on patient satisfaction at each stage of the process.

In addition, at the IVI Foundation, the Research Support and Management Unit (UAGI) has implemented a system of surveys from INVESTIGA, aimed at research personnel. Surveys are automatically forwarded after each interaction with the Foundation (UAGI).

Analyzing these reports helps us to unearth areas for improvement, to identify potential causes of satisfaction and dissatisfaction, and to establish the necessary actions to improve the user experience.

The results of the satisfaction surveys are reported to the people in each of the clinics so that all those involved are informed in order to improve the services offered.

At the California and Philadelphia Clinics, 90-minute listening sessions were held with patients who did not undergo treatment to learn about their experience and improve the organization’s pro-

cesses. In addition, in that geographic area, online surveys were conducted with 5,400 patients treated in 2021 to obtain feedback on the service and improve clinical practices. A very positive rating was obtained for the patient portal APP and improved communication with patients, with a score of 92%. With regard to areas for improvement, waiting times and communication with the financial and collection areas were identified.

In the case of **Dibimed**, it contacts customers each year to learn more about their use of its products and their satisfaction with them. The results of these surveys are analyzed, and corrective

“
At IVIRMA we continue to measure the satisfaction of our patients through satisfaction surveys.

actions are introduced when necessary to ensure customer satisfaction, product safety and market performance.

In 2021, the average response rate was approximately 55%. This year, the questions related to the “assessment of DIBIMED’s services” scored above 4, on a rating scale from 1 (minimum rating) to 5 (maximum rating), representing an excellent result.

Create (clinics in England) received a score of 4.6 out of 5 and Vitanova (Denmark) received a score of 4.8 out of 5 in patient reviews.

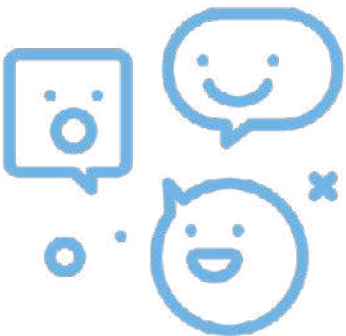
Grievances and complaints system

Within the framework of the Quality and Patient Safety Management System, the clinics certified with ISO 9001 have specific procedures for measuring patient satisfaction and dealing with complaints.

The Quality Department promotes and encourages staff to ensure that any comments or complaints (formal or informal) regarding the service from patients and donors are recorded and communicated internally. This information becomes a fundamental element for continuous improvement.

During 2021 a total of 828 grievances or complaints were received in **Spain**, 43 in **Portugal**, 30 in **United Kingdom**, 13 in **Italy** and 50 in **LATAM (Chile and Panama)**. At the date of compiling this report, IVIRMA had resolved a total of 777 complaints or claims (665 in Spain, 40 in Portugal, 8 in Italy, 15 in the United Kingdom and 49 in LATAM).

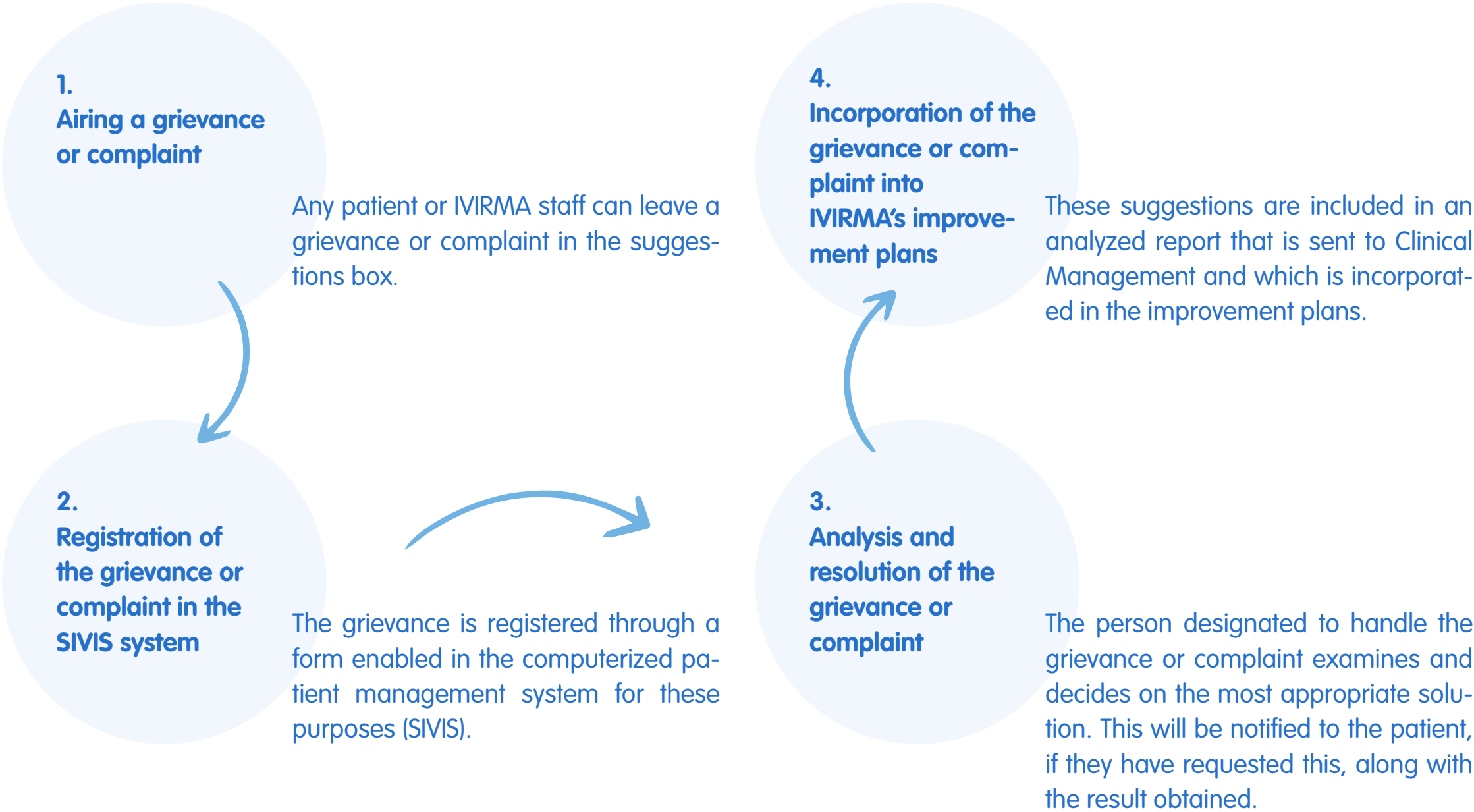
The total complaints recorded in IVIRMA during 2021 have increased (+50%) compared to 2020, and the number of patients seen has also increased significantly. Specifically, 344 more complaints or grievances were registered than in the previous year.



In the case of the **USA**, a system of complaints and information gathering has been established in the patient portal with a very positive satisfaction index that allows us to prioritize actions and establish areas for improvement. On a quantitative level, of the total 44,018 ratings received in 2021, 524 were recorded with a score of 1 or 2 out of 5, which receive a follow-up call for improvement. The remaining 43,494 received a score equal to or greater than 3 out of a maximum of 5. Notably, 93% (40,579) of those 43,494 had a rating of 5. The “Patient Navigator” application allows us to provide real-time improvement issues on a daily basis, which has proven useful in our continuous improvement strategy.

Regarding the new clinics in **England and Denmark (Create and Vitanova)**, 6 complaints were received and have been fully resolved.

How do we handle a complaint or grievance?



In the case of DIBIMED, complaints are handled through the commercial department, general management or through the mailbox specifically set up for this purpose quality@dibimed.com. The DIBIMED team, comprising the Quality, Customer Service and Sales departments, gathers all the necessary information and performs a preliminary assessment. Subsequently, the person is contacted to be told the status of the incident and the information is sent to the corresponding manufacturer for investigation. Once the investigation is completed by the manufacturer, DIBIMED is informed and the information is passed on to the client.

In 2021, the company received a total of 31 grievances, all of which were satisfactorily dealt with, most of them related to doubts about the correct use of the devices marketed.



OUR TEAM, THE
REASON FOR OUR
SUCCESS





OUR TEAM IS AT THE HEART OF IVIRMA’S ACTIVITY

Our leadership model places people at the center of our activity and encourages the development of our staff members, guaranteeing equal opportunities.

With this goal, in 2021 and 2022 all our efforts are focused on introducing new information systems for the digitalization of people management processes to generate a better value proposition and experience for the Staff.

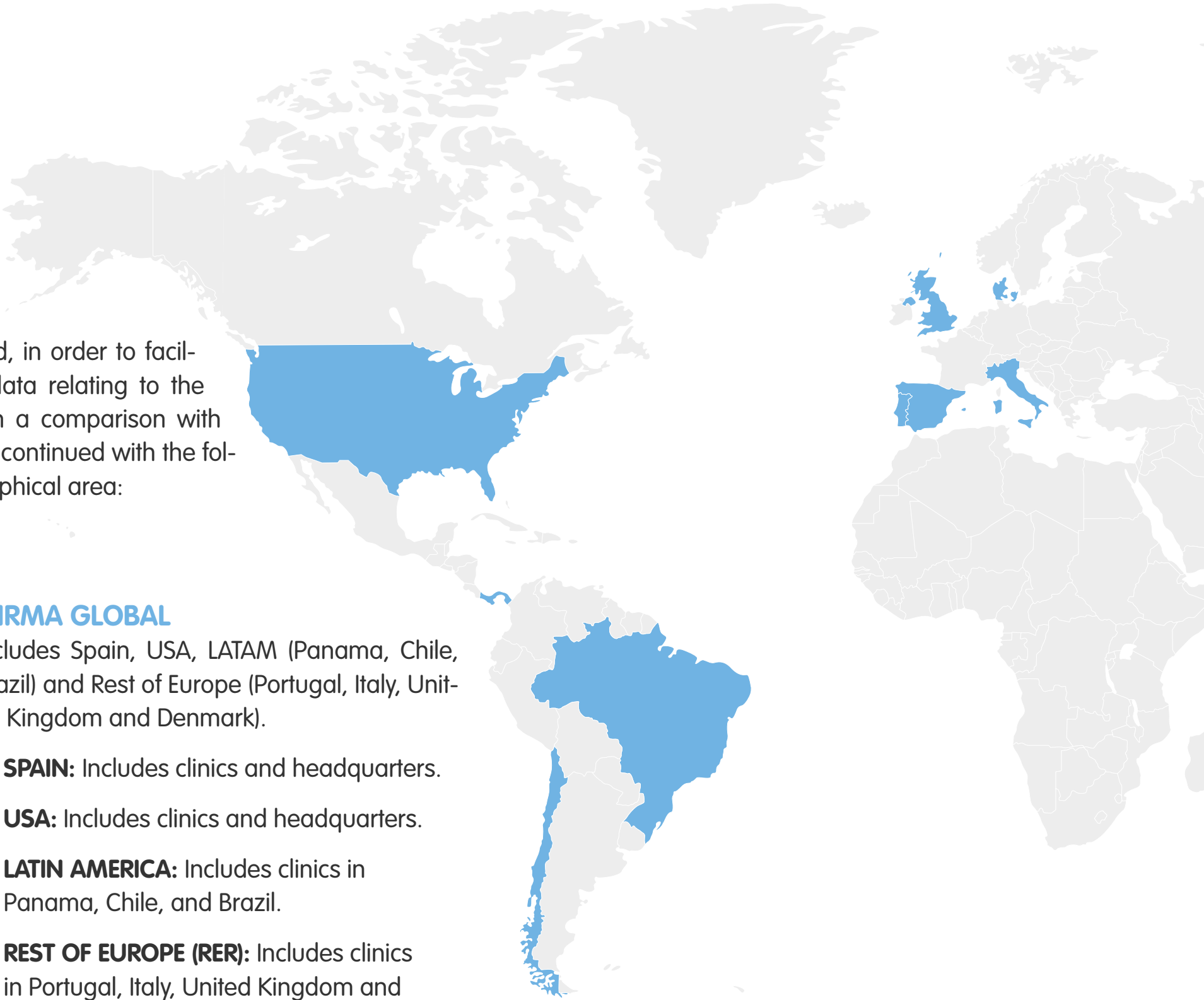
“People are the fundamental basis of all IVIRMA’s activities: our secret ingredient. A committed, professional and results-oriented team that makes us unique and leaders in our sector.”

To analyze the aspects and, in order to facilitate presentation of the data relating to the workforce and to establish a comparison with the previous year, we have continued with the following grouping by geographical area:

IVIRMA GLOBAL

Includes Spain, USA, LATAM (Panama, Chile, Brazil) and Rest of Europe (Portugal, Italy, United Kingdom and Denmark).

- **SPAIN:** Includes clinics and headquarters.
- **USA:** Includes clinics and headquarters.
- **LATIN AMERICA:** Includes clinics in Panama, Chile, and Brazil.
- **REST OF EUROPE (RER):** Includes clinics in Portugal, Italy, United Kingdom and Denmark.



In order to define the professional category, the **IVIRMA categories** have been used, unified at a global level of the entire group, thus allowing for comparison between the data of different countries:

Support functions (HQ):

Includes all the functions of the headquarters and which are provided to the clinics. Marketing, HR, Finance and Operations, etc.

Clinic support: Includes all the functions in clinics that are not included in the nursing, medical, patient care, laboratory and/or management personnel. For example: administrative staff, cleaning staff, etc.

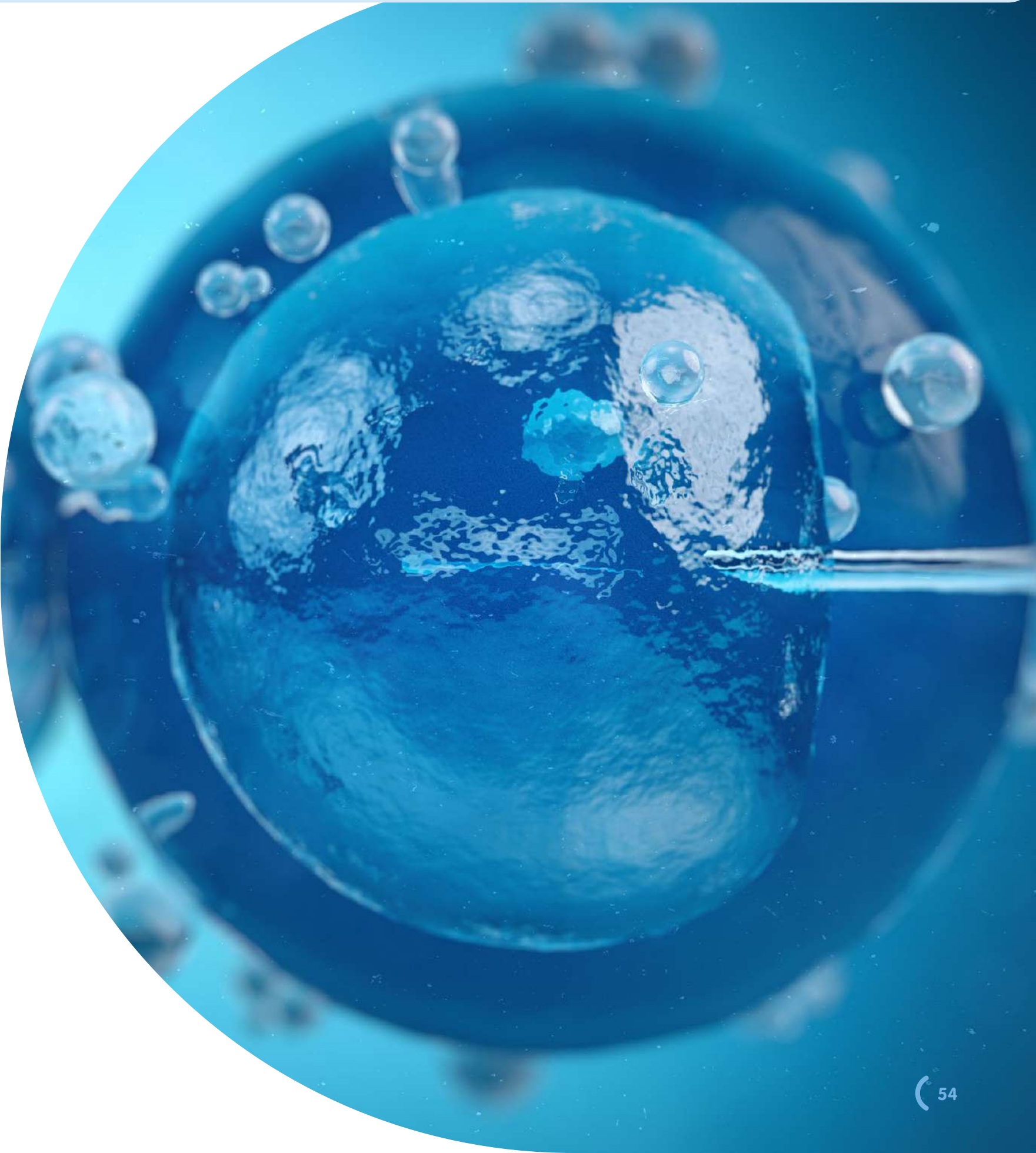
Patient care: Includes all the patient care, reception and switchboard assistants.

Laboratory: Includes all laboratory personnel, IVF laboratory technicians (in vitro fertilization), andrology and general.

Doctors: Includes medical personnel.

Management: Includes Global Direction position (clinics and HQ).

Nursing: Includes nursing staff.

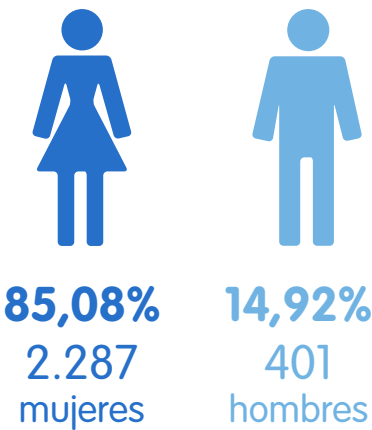


OUR TEAM IN FIGURES

Workforce structure

At IVIRMA we are 2.688 committed professionals in 9 countries to take reproductive medicine to any part of the world.

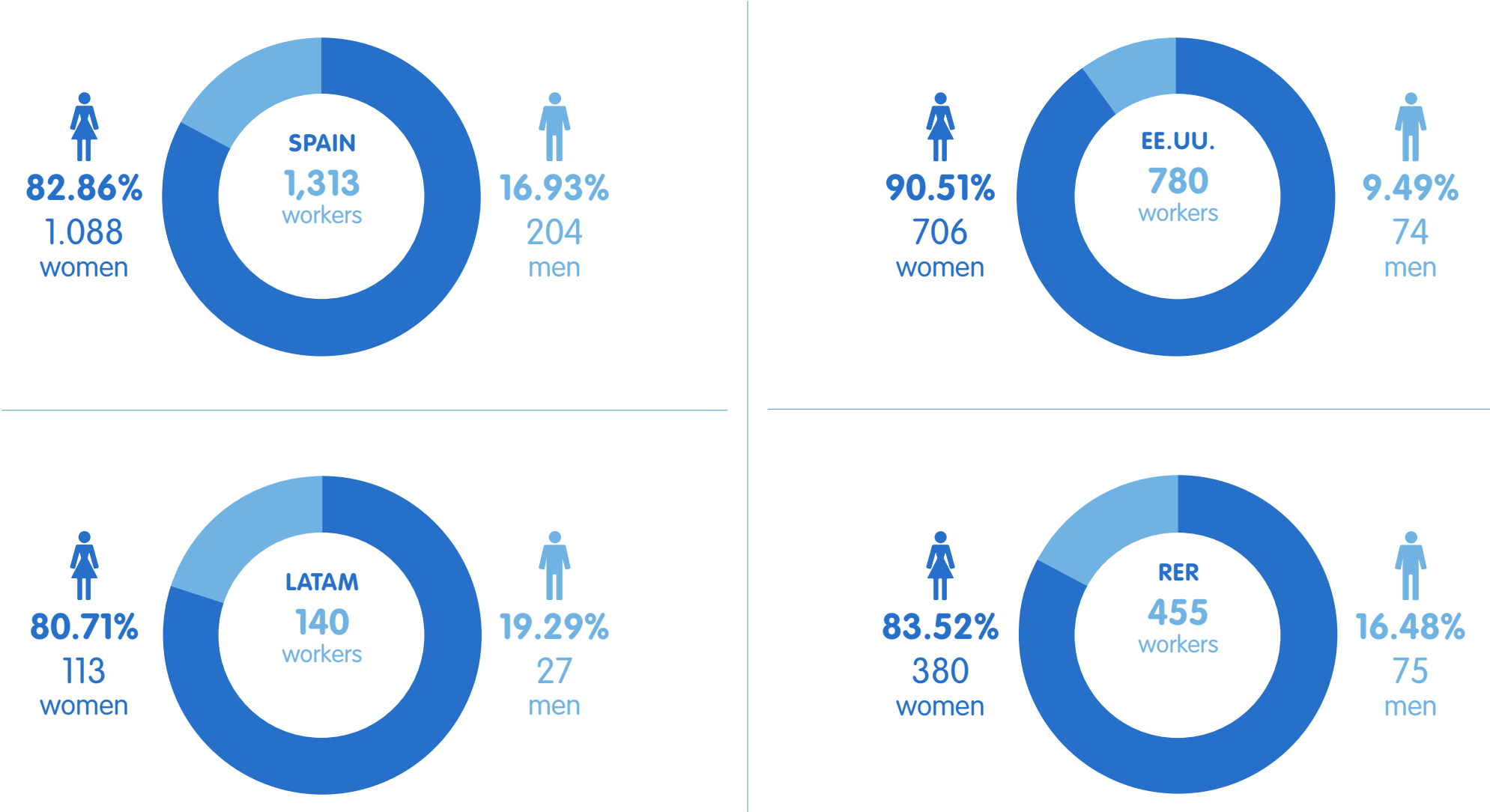
The staff of IVIRMA totals **2.688 workers**¹, of whom 2,287 are women (85.08%) and 401 men (14.92%). The percentage of women and men in the organization has remained fairly stable compared to figures for 2020, which amounted to 84.30% women and 15,70% men.



Women make up the majority of our staff

¹ All workers who form part of the company as of 12/31/2021 have been taken into account (workers who have left the company during the year are not taken into account).

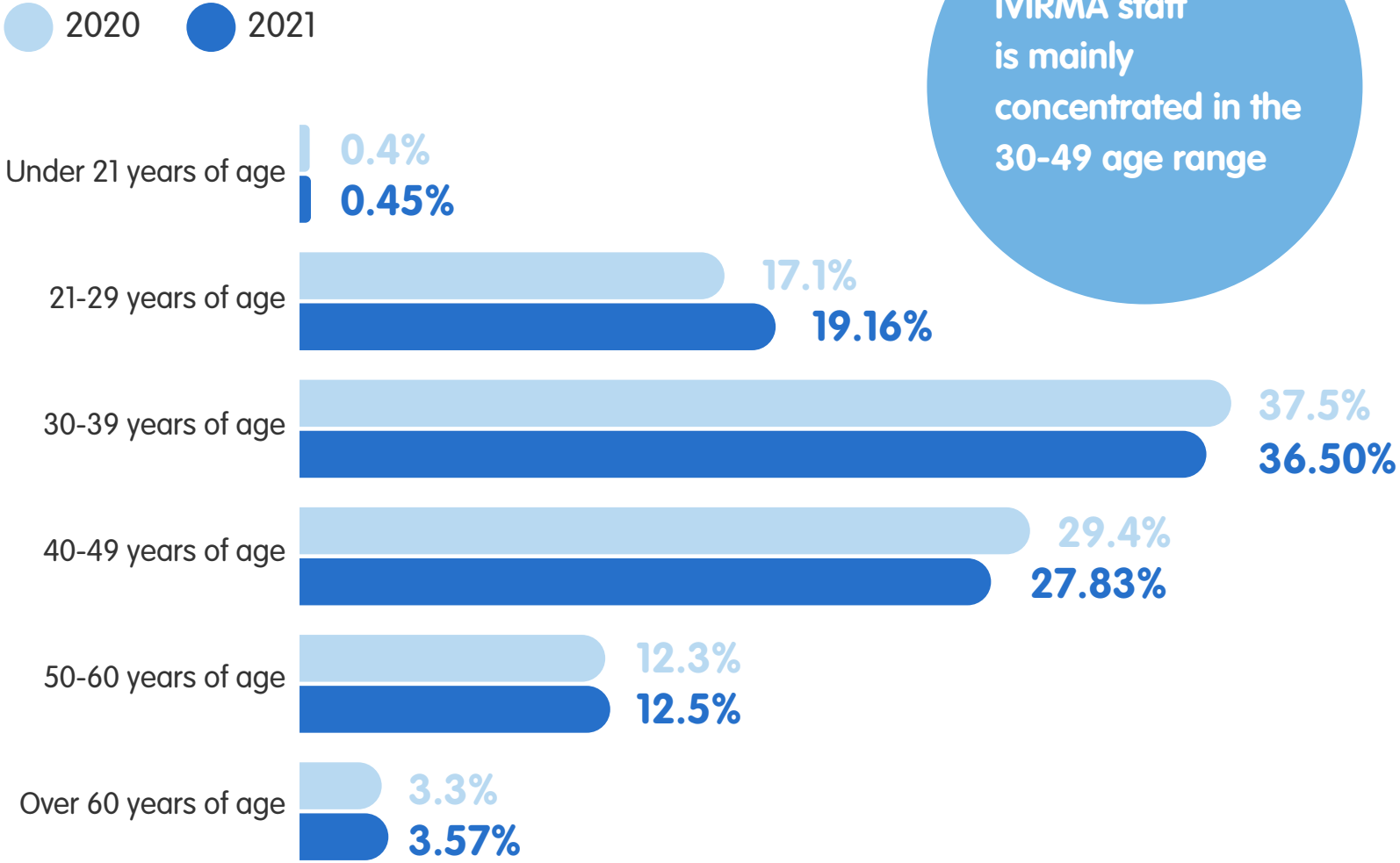
The distribution of these 2,688 people geographically is as follows:



The distribution of IVIRMA's staff in relation to age is mainly concentrated in the 30-39 age range, representing 36,50% of the total, while people under 21 represent a very low percentage (0.45%). The 40 to 49 age group represents 27,83% of the workforce, the 21 to 29 age group 19,16%, the 50 to 60 age group 12.50% and, finally, 3.57% of workers are over 60 years of age.

If we analyze each geographical area, the 30-39 age group is also the one that represents the highest percentage in all countries (except in Spain, where the 40-49 age group is higher), and the presence of the rest of the age groups is similar in all cases. These percentages are similar to those of 2020.

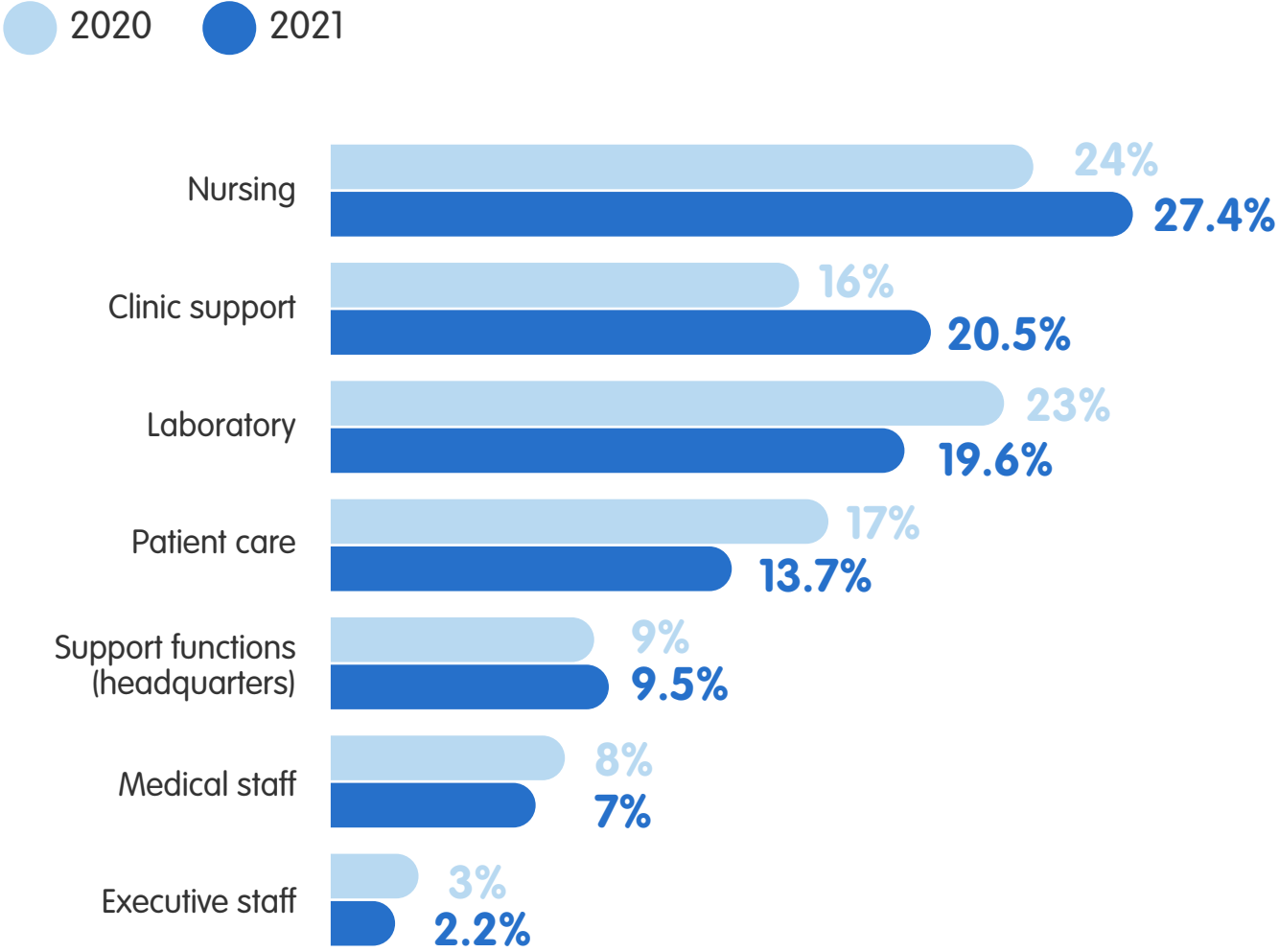
Workforce by age



All employees who worked for the company as of 12/31/2020 and 12/31/2021 have been taken into account.

The majority of our workforce is in nursing (27,4%), clinic support (20,5%), and laboratory (19,6%). Staff with patient care functions represent 13,7% of IVIRMA’s total professionals, while those with support functions (headquarters) represent 9,5% of the staff, followed by medical staff (7%) and management staff (2,2%).

Professional category



All employees who worked for the company as of 12/31/2020 and 12/31/2021 have been taken into account.

Workforce according to gender

	2020		2021	
	Women	Men	Women	Men
Spain	1,035	215	1,088	225
USA	583	71	706	74
LATAM	131	32	113	27
Rest of Europe	131	32	380	75
IVIRMA TOTAL	1,880	350	2,287	401

All workers who are part of the company as of 12/31/2021 and 12/31/2020 have been taken into account.

The distribution of IVIRMA’s workforce by gender, age and professional category and by age, are shown below. In the annex to this document, figures for 2020 are included to facilitate comparison with 2021.



Distribution of workforce by gender, age and professional category

Distribution of workforce by gender, age and professional category - **IVIRMA Global**

IVIRMA Global		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Category		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)		0	4	10	39	25	75	19	47	7	24	1	4	62	193
Clinic support		2	2	17	74	28	127	37	132	12	88	8	26	104	449
Medical staff		0	0	0	1	22	37	20	63	16	18	8	4	66	123
Laboratory		0	1	22	118	42	170	29	103	6	28	1	7	100	427
Nursing		0	3	0	177	2	312	3	161	2	56	0	21	7	730
Patient care		0	0	4	53	10	126	5	108	1	57	0	4	20	348
Executive staff		0	0	0	0	4	1	12	9	19	2	7	5	42	17
TOTAL		2	10	53	462	133	848	125	623	63	273	25	71	401	2,287

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

Distribution of workforce by gender, age and professional category

Distribution of workforce by gender, age and professional category - **Spain**

España		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Category		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)		0	0	6	12	16	41	15	36	5	16	0	2	42	107
Clinic support		0	0	6	8	19	28	29	89	7	51	7	14	68	190
Medical staff		0	0	0	1	7	17	5	39	8	12	3	1	23	70
Laboratory		0	0	10	27	12	84	21	75	3	20	0	1	46	207
Nursing		0	0	0	46	2	126	3	93	2	16	0	2	7	283
Patient care		0	0	1	19	8	74	4	91	1	43	0	1	14	228
Executive staff		0	0	0	0	1	0	8	3	14	0	2	0	25	3
TOTAL		0	0	23	113	65	370	85	426	40	158	12	21	225	1,088

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

Distribution of workforce by gender, age and professional category

Distribution of workforce by gender, age and professional category - USA

USA	under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
IVIRMA Category	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)	0	1	1	15	6	20	0	9	1	8	1	1	9	54
Clinic support	0	1	5	27	1	57	1	26	2	19	0	11	9	141
Medical staff	0	0	0	0	5	9	6	5	2	3	4	2	17	19
Laboratory	0	1	9	52	14	46	4	14	1	8	1	5	29	126
Nursing	0	3	0	90	0	117	0	38	0	24	0	11	0	283
Patient care	0	0	0	29	0	30	0	6	0	7	0	3	0	75
Executive staff	0	0	0	0	2	1	2	4	2	0	4	3	10	8
TOTAL	0	6	15	213	28	280	13	102	8	69	10	36	74	706

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

Distribution of workforce by gender, age and professional category

Distribution of workforce by gender, age and professional category – RER

RER	under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
IVIRMA Category	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)	0	3	3	12	3	14	4	2	1	0	0	1	11	32
Clinic support	1	1	1	34	5	33	4	9	3	13	0	0	14	90
Medical staff	0	0	0	0	7	10	6	15	6	3	1	1	20	29
Laboratory	0	0	2	31	12	28	4	12	2	0	0	1	20	72
Nursing	0	0	0	32	0	51	0	25	0	15	0	8	0	131
Patient care	0	0	3	3	2	10	0	4	0	4	0	0	5	21
Executive staff	0	0	0	0	1	0	1	2	2	1	1	2	5	5
TOTAL	1	4	9	112	30	146	19	69	14	36	2	13	75	380

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

Distribution of workforce by gender, age and professional category

Distribution of workforce by gender, age and professional category - LATAM

LATAM	under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
IVIRMA Category	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Clinic support	1	0	5	5	3	9	3	8	0	5	1	1	13	28
Medical staff	0	0	0	0	3	1	3	4	0	0	0	0	6	5
Laboratory	0	0	1	8	4	12	0	2	0	0	0	0	5	22
Nursing	0	0	0	9	0	18	0	5	0	1	0	0	0	33
Patient care	0	0	0	2	0	12	1	7	0	3	0	0	1	24
Executive staff	0	0	0	0	0	0	1	0	1	1	0	0	2	1
TOTAL	1	0	6	24	10	52	8	26	1	10	1	1	27	113

All workers who are part of the company as of 31/12/2021 have been taken into account

We are committed to a long-term relationship with our staff

Our commitment to quality employment is evident in the overall rate of employees with permanent contracts, which reached 92.45%. This percentage is very similar in each of the geographical areas where the company operates.

In relation to employment termination, in 2021 there were a total of 107 dismissals, affecting all categories. Of these, 19 took place in Spain, 79 in the USA, 5 in LATAM and 4 in RER (Rest of Europe).

“
We are committed to quality employment, 92.45% of IVIRMA’s workforce has a permanent contract.”

Total number and distribution of work contract modalities - IVIRMA Global*:

	2020		2021	
	Men	Women	Men	Women
Indefinite part-time	49	634	50	617
Indefinite full-time	267	1,104	319	1,498
Temporary part-time	3	44	7	37
Temporary full-time	28	93	20	122
Full-time internship	3	5	5	11

	2020	2021
% workers with a permanent contract*	92%	92.48%
% workers with a temporary contract*	8%	7.55%

* All workers who are part of the company as of 31/12/2021 and 31/12/2020 have been taken into account.

The distribution of IVIRMA’s workforce by contract, gender and professional category and by age, as well as the number of dismissals by gender, age and professional category, are shown below. In the annex to this document, figures for 2020 are included to facilitate comparison with 2021.



Breakdown of the workforce by contract type, gender and professional category

Breakdown of the workforce by contract type, gender and professional category – **IVIRMA Global**

IVIRMA Global		Indefinite part-time		Indefinite full-time		Temporary part-time		Temporary full-time		Full-time internship		Total men	Total women
IVIRMA Category		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)		2	16	52	157	0	1	7	17	1	2	62	193
Clinic support		14	91	80	333	1	2	5	17	4	6	104	449
Medical staff		10	21	54	98	0	1	2	3	0	0	66	123
Laboratory		17	99	75	295	4	3	4	27	0	3	100	427
Nursing		1	260	4	416	2	16	0	38	0	0	7	730
Patient care		5	127	13	186	0	14	2	20	0	1	20	348
Executive staff		1	3	41	14	0	0	0	0	0	0	42	17
TOTAL		50	617	319	1,499	7	37	20	122	5	12	401	2,287

All workers who are part of the company as of 31/12/2021 have been taken into account

Breakdown of the workforce by contract type, gender and professional category

Breakdown of the workforce by contract type, gender and professional category – Spain

SPAIN		Indefinite part-time		Indefinite full-time		Temporary part-time		Temporary full-time		Full-time internship		Total men	Total women
IVIRMA Category		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)		0	7	34	80	0	1	7	17	1	2	42	107
Clinic support		7	60	56	118	1	2	4	8	0	2	68	190
Medical staff		2	8	19	59	0	1	2	2	0	0	23	70
Laboratory		14	66	25	120	4	3	3	18	0	0	46	207
Nursing		1	155	4	88	2	16	0	24	0	0	7	283
Patient care		5	121	9	83	0	13	0	11	0	0	14	228
Executive staff		1	0	24	3	0	0	0	0	0	0	25	3
TOTAL		30	417	171	551	7	36	16	80	1	4	225	1,088

All workers who are part of the company as of 31/12/2021 have been taken into account

Breakdown of the workforce by contract type, gender and professional category

Breakdown of the workforce by contract type, gender and professional category – USA

USA		Indefinite part-time		Indefinite full-time		Temporary part-time		Temporary full-time		Full-time internship		Total men	Total women
IVIRMA Category		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)		2	4	7	50	0	0	0	0	0	0	9	54
Clinic support		3	23	6	118	0	0	0	0	0	0	9	141
Medical staff		1	3	16	16	0	0	0	0	0	0	17	19
Laboratory		3	24	26	102	0	0	0	0	0	0	29	126
Nursing		0	79	0	203	0	0	0	1	0	0	0	283
Patient care		0	3	0	70	0	0	0	2	0	0	0	75
Executive staff		0	2	10	6	0	0	0	0	0	0	10	8
TOTAL		9	138	65	565	0	0	0	3	0	0	74	706

All workers who are part of the company as of 31/12/2021 have been taken into account

Breakdown of the workforce by contract type, gender and professional category

Breakdown of the workforce by contract type, gender and professional category – RER

RER	Indefinite part-time		Indefinite full-time		Temporary part-time		Temporary full-time		Full-time internship		Total men	Total women
IVIRMA Category	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)	0	5	11	27	0	0	0	0	0	0	11	32
Clinic support	3	6	10	74	0	0	1	9	0	1	14	90
Medical staff	5	7	15	21	0	0	0	1	0	0	20	29
Laboratory	0	9	19	53	0	0	1	9	0	1	20	72
Nursing	0	25	0	93	0	0	0	13	0	0	0	131
Patient care	0	3	3	9	0	1	2	7	0	1	5	21
Executive staff	0	0	5	5	0	0	0	0	0	0	5	5
TOTAL	8	55	63	282	0	1	4	39	0	3	75	380

All workers who are part of the company as of 31/12/2021 have been taken into account

Breakdown of the workforce by contract type, gender and professional category

Breakdown of the workforce by contract type, gender and professional category – LATAM

LATAM		Indefinite part-time		Indefinite full-time		Temporary part-time		Temporary full-time		Full-time internship		Total men	Total women
IVIRMA Category		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)		0	0	0	0	0	0	0	0	0	0	0	0
Clinic support		1	2	8	23	0	0	0	0	4	3	13	28
Medical staff		2	3	4	2	0	0	0	0	0	0	6	5
Laboratory		0	0	5	19	0	0	0	0	0	3	5	22
Nursing		0	1	0	32	0	0	0	0	0	0	0	33
Patient care		0	0	1	24	0	0	0	0	0	0	1	24
Executive staff		0	1	2	0	0	0	0	0	0	0	2	1
TOTAL		3	7	20	100	0	0	0	0	4	6	27	113

All workers who are part of the company as of 31/12/2021 have been taken into account

Breakdown of the workforce by contract type, gender and age

Breakdown of the workforce by contract type, gender and age – IVIRMA Global

IVIRMA Global		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Type of contract		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Indefinite part-time		2	6	8	89	17	249	14	235	9	95	9	27	59	701
Indefinite full-time		1	4	39	435	127	680	120	430	62	203	21	55	370	1,807
Temporary part-time		1	1	9	28	3	28	2	18	0	3	0	0	15	78
Temporary full-time		0	2	11	85	18	70	0	26	0	11	0	0	29	194
Part-time internship		2	1	3	17	2	3	0	0	0	0	0	1	7	22
FULL-TIME INTERNSHIP		6	14	70	654	167	1,030	136	709	71	312	30	83	480	2,802

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

Breakdown of the workforce by contract type, gender and age

Breakdown of the workforce by contract type, gender and age – SPAIN

SPAIN		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Type of contract		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Indefinite part-time		0	0	4	24	11	163	11	178	3	63	4	12	33	440
Indefinite full-time		0	0	11	46	54	199	81	246	41	94	9	12	196	597
Temporary part-time		0	1	9	26	3	23	2	17	0	3	0	0	14	70
Temporary full-time		0	1	8	56	15	49	0	23	0	9	0	0	23	138
Part-time internship		1	1	1	11	0	1	0	0	0	0	0	0	2	13
FULL-TIME INTERNSHIP		1	3	33	163	83	435	94	464	44	169	13	24	268	1,258

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

Breakdown of the workforce by contract type, gender and age

Breakdown of the workforce by contract type, gender and age – USA

USA		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Type of contract		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Indefinite part-time		1	5	3	53	2	68	2	34	2	19	2	10	12	189
Indefinite full-time		0	1	17	254	36	291	11	100	8	69	9	34	81	749
Temporary part-time		0	0	0	0	0	0	0	0	0	0	0	0	0	0
Temporary full-time		0	1	0	2	0	1	0	0	0	0	0	0	0	4
Part-time internship		0	0	1	0	0	0	0	0	0	0	0	0	1	0
FULL-TIME INTERNSHIP		1	7	21	309	38	360	13	134	10	88	11	44	94	942

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

Breakdown of the workforce by contract type, gender and age

Breakdown of the workforce by contract type, gender and age – RER

RER	under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Type of contract	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Indefinite part-time	1	1	0	11	2	17	1	19	4	12	3	5	11	65
Indefinite full-time	0	3	7	113	31	134	20	58	12	31	2	9	72	348
Temporary part-time	1	0	0	2	0	5	0	1	0	0	0	0	1	8
Temporary full-time	0	0	3	27	3	20	0	3	0	2	0	0	6	52
Part-time internship	0	0	0	3	0	1	0	0	0	0	0	0	0	4
FULL-TIME INTERNSHIP	2	4	10	156	36	177	21	81	16	45	5	14	90	477

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

Breakdown of the workforce by contract type, gender and age

Breakdown of the workforce by contract type, gender and age – LATAM

LATAM		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Type of contract		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Indefinite part-time		0	0	1	1	2	1	0	4	0	1	0	0	3	7
Indefinite full-time		1	0	4	21	6	56	8	26	1	9	1	0	21	112
Temporary part-time		0	0	0	0	0	0	0	0	0	0	0	0	0	0
Temporary full-time		0	0	0	0	0	0	0	0	0	0	0	0	0	0
Part-time internship		1	0	1	4	2	1	0	0	0	0	0	1	4	6
FULL-TIME INTERNSHIP		2	0	6	26	10	58	8	30	1	10	1	1	28	125

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

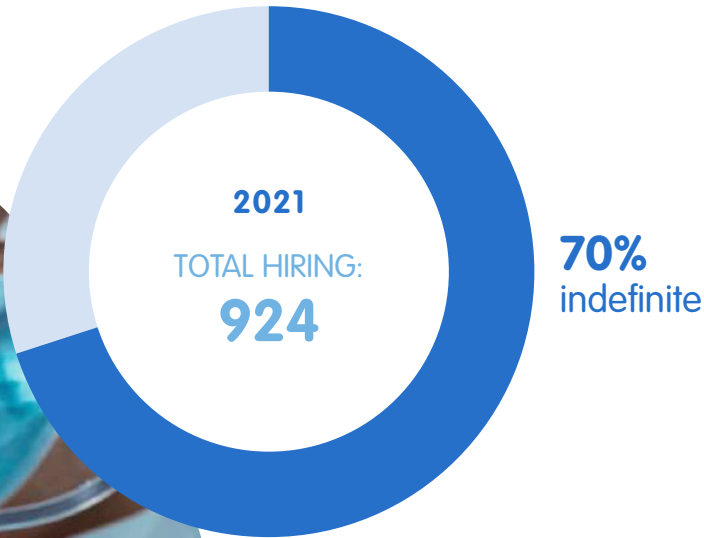
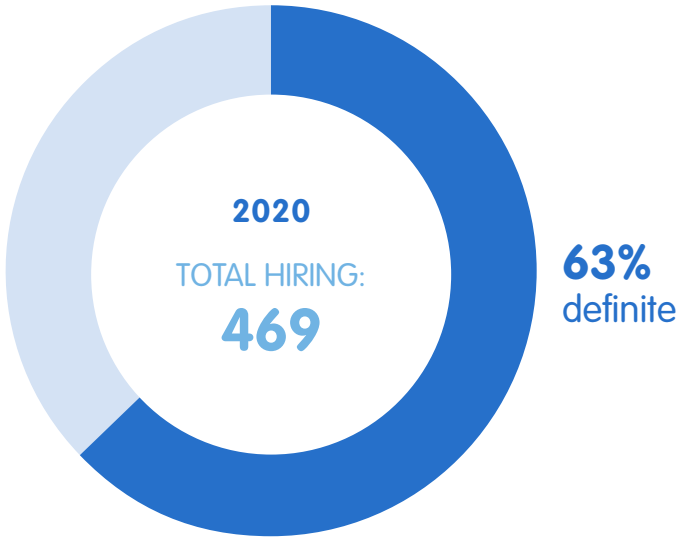
Number of people leaving by gender, age and professional category

IVIRMA Global		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
IVIRMA Category		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)		0	0	0	1	0	5	1	3	0	4	1	1	2	14
Clinic support		0	0	0	12	1	4	1	2	0	2	0	0	2	20
Medical staff		0	0	0	0	1	0	0	0	0	0	1	0	2	0
Laboratory		0	1	3	8	2	9	0	4	0	0	0	1	5	23
Nursing		0	1	0	8	0	8	0	5	0	3	0	0	0	25
Patient care		0	0	0	7	0	3	0	3	0	0	0	0	0	13
Executive staff		0	0	0	0	0	0	1	0	0	0	0	0	1	0
TOTAL		0	2	3	36	4	29	3	17	0	9	2	2	12	95

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

We attract and retain the best talent

During 2021, a total of 924 new people joined the company. This represents an increase of 97% over 2020. Of these new hires, approximately 70% were indefinite-term contracts (partial indefinite-term and full indefinite-term contracts).



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We are looking for the best technical skills, but, above all, people who match our values and corporate culture.

Our corporate website, social media and specialized job portals are the channels used to publish job vacancies. We also promote internal promotion, convinced that our growth is closely linked to the growth of our team. The dissemination of internal promotion vacancies is performed through the various internal communication platforms, such as the corporate intranet and, in the case of Spain, through the Center Committee (CDC), a monthly document that gathers all relevant information for the staff. Both in the United States and in the other countries, there is also a specific section on the corporate website with job vacancies, which can be accessed by the Human Resources Team.

In order to grow the organization’s internal talent, training programs are offered to employees. A clear example of these programs is the Master’s Degree in Assisted Human Reproduction that we promote in IVIRMA and that allows us to incorporate specific talent.

The distribution of IVIRMA’s new hires by gender, age, and professional category and by age, are shown below. In the annex to this document, figures for 2020 are included to facilitate comparison with 2021.

Number of new hires by contract type, gender, and age – IVIRMA Global

IVIRMA Global		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Type of contract		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Indefinite part-time		2	2	2	39	5	53	0	20	3	9	1	4	13	127
Indefinite full-time		1	4	12	217	23	153	12	56	4	26	1	2	53	458
Temporary part-time		1	1	7	20	2	23	2	18	0	2	0	0	12	64
Temporary full-time		0	2	8	71	11	59	0	22	0	7	0	0	19	161
Part-time internship		1	1	1	12	0	2	0	0	0	0	0	0	2	15
FULL-TIME INTERNSHIP		5	10	30	359	41	290	14	116	7	44	2	6	99	825

WE DRIVE DIGITALIZATION AND CORPORATE WELLNESS

New global and innovative tool in people management

In 2021, we began the implementation of SAP technology, a leader in organizational and people management, with the aim of unifying and digitalizing all our Human Resources processes globally. Our main goal, focused as ever on people, is the pursuit of satisfaction and continuous excellence.

Internal communication

Internal communication, understood as a two-way company-professional dialogue, has always been a mainstay at IVIRMA. This commitment to internal communication stems from the conviction that good people management, informed and valued, makes it possible to link the company's goals with the individual's daily work, which has a direct impact on patient satisfaction and organizational success.

The main internal communication tools are:

Internal communication platform

Our global internal communication platform functions as a corporate social platform where interaction is facilitated and a horizontal dialogue is generated to give space to our people. In addition, this portal enables our professionals to have access to personal and private documents, such as payroll or certificates. In 2022, we will work on the new internal communication platform within the people management tool to facilitate the transversality and integrity of this communication channel.

Regular press releases

At a global level, one essential means of communication 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 2021, 390 press releases were sent, all of them transparent and with an inclusive perspective.

Patient first

We declared 2021 as the year of Patient Care at the corporate level to recognize this group, which is essential to the experience of our patients. Three specific actions were carried out:

- » #soisloprimero: video recognition from other departments.
- » #somosloprimero: video recorded by Patient Care staff.
- » Handover of a corporate gift to all members of this group.

There is nothing more important than you

In 2021 we wanted to once again stress how important people are to our success and the importance of the word 'Family': at IVIRMA we are one big family. For this reason, we presented each of the people who work in our centers in Spain with a plant recognizing their value and that the company is fortunate to have each and every one of the people who make up this great family.

“

The implementation of new information systems for the digitalization of people management processes has become a strategic element whose core aim is to generate optimal experience for our Personnel

OUR REMUNERATION POLICY

IVIRMA uses a job classification system to objectively determine the remuneration of all our employees. We always ensure that the criteria used for remuneration decisions are based on our internal principles of fairness, which is fundamental to our Remuneration Policy.

Each and every position in our organization has a salary band associated with it, which is divided into salary brackets. We encourage our employees to evolve within their position according to their performance, always adapting to the characteristics of the varied work environments in which we operate.

The **performance evaluation system** makes it possible to assess the skills of the teams in order to evaluate the strengths of each person and detect areas for improvement. The results of this study, together with the study of the salary bands associated with each position, result in a **matrix of annual** salary increases that are applied according to the economic results of each work center. The results obtained allow us, in some cases, to design **improvement plans for each professional**.

In 2021, this process, which was already underway in all centers in Europe and LATAM, was introduced in the United States. In 2022 we will review the current performance evaluation system with the aim of aligning skills with IVIRMA’s vision, mission, and values, thus fostering professional growth in line with the organization’s goals.

Our pay fairly and remuneration policy is crystallized in the incorporation, in 2021, of a specific Compensation and Benefits function within the people area to address remuneration policy at a global level.

Variable remuneration is one of the fundamental elements of our compensation policy and applies to employees in all areas of the Group’s activity. In this regard, strategic targets are reviewed and set each year, in which the different groups of IVIRMA have a percentage of vari-

able annual remuneration. The **Management** Remuneration Policy is also progressive, depending on the trajectory and evolution of the clinic’s activity.

Beyond the policies, and within the framework of the labor laws of each center, we have formulas adapted to the interests of the employees. One example of this is flexible remuneration, which covers the entire workforce in Spain and allows employees to choose products and services such as transport passes or child-care vouchers that lead to tax savings.

“
The Performance Appraisal System enhances the annual growth of our internal talent.

“
Merit, level of responsibility and talent of each professional are the only criteria used to update salaries.



IVI Advantages

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

During 2021, a total of 511 professionals benefited from this platform, making 6,549 purchases, and generating an average total savings of €9,692.

At IVIRMA Global level, and due to the multitude of profiles that make up our workforce, the associated geographic dispersion and the diversity of functions, we are working on the standardization of jobs at a global level. During 2021 and 2022, a homogenization of categories and positions is being carried out, with the corresponding analysis and valuation of jobs, to improve management in this area through a sized, coherent, equitable and global compensation policy, in line with our corporate commitment to people. This new categorization will be included in the next Sustainability Report for 2022.

As things stand, the categories established ad hoc for the Sustainability Report contain very different profiles and ranges of responsibility. For example, in Support Functions we have middle management, technical staff and administrative staff. These categories are specified in the following tables, which show average pay data broken down by gender, age, and professional category.

Average remuneration broken down by gender, age and professional category

Age	under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60	
IVIRMA Category	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Support functions (HQ)	0.00 €	0.00 €	32,999.97 €	29,749.00 €	38,672.16 €	34,311.73 €	37,488.84 €	38,963.23 €	54,224.72 €	36,907.47 €	0.00 €	56,928.49 €
Clinic support	0.00 €	0.00 €	29,738.93 €	24,506.91 €	28,554.96 €	29,660.81 €	39,387.38 €	36,342.92 €	31,994.30 €	38,500.15 €	29,640.44 €	31,073.61 €
Medical staff	0.00 €	0.00 €	0.00 €	0.00 €	75,966.41 €	64,886.96 €	99,752.32 €	81,347.60 €	91,226.33 €	88,515.88 €	79,779.77 €	0.00 €
Laboratory	0.00 €	0.00 €	23,781.25 €	23,906.60 €	29,991.13 €	32,308.76 €	47,761.13 €	42,814.27 €	71,181.43 €	61,111.75 €	0.00 €	56,760.91 €
Nursing	0.00 €	0.00 €	0.00 €	23,306.70 €	23,306.55 €	27,152.68 €	26,170.74 €	27,487.29 €	26,541.87 €	32,464.33 €	0.00 €	0.00 €
Patient care	0.00 €	0.00 €	26,138.56 €	23,704.69 €	20,566.57 €	22,705.89 €	27,271.22 €	26.042.43 €	0.00 €	27,625.90 €	0.00 €	0.00 €
Executive staff*	0.00 €	0.00 €	0.00 €	0.00 €	83,999.97 €	0.00 €	172,260.96 €	182,823.31 €	189,317.21 €	0.00 €	325,084.62 €	0.00 €

The own categories used at IVIRMA simultaneously make reference to the type of job. We have taken into consideration staff members with an indefinite full-time contract who have been at the company at any time, even if they did not form part of the workforce at 12/31/2021 and considering the annual average gross salary to observe the evolution throughout the year and to facilitate comparability.

Average remuneration broken down by gender, age and professional category

USA		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60	
IVIRMA Category		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Support functions (HQ)		0.00 €	0.00 €	47,747.88 €	44,202.84 €	85,888.35 €	65,328.03 €	0.00 €	63,707.16 €	66,556.26 €	80,940.12 €	0.00 €	60,748.02 €
Clinic support		0.00 €	30,993.38 €	43,747.55 €	36,490.64 €	46.972.19 €	50,091.82 €	0.00 €	46,039.24 €	0.00 €	52,557.75 €	0.00 €	69,526.10 €
Medical staff		0.00 €	0.00 €	0.00 €	0.00 €	234,997.79 €	263,919.55 €	309,050.77 €	309,050.77 €	309,050.77 €	309,050.77 €	298,271.50 €	293,598.23 €
Laboratory		0.00 €	0.00 €	38,466.79 €	40,795.15 €	65,829.82 €	64,185.51 €	79,677.16 €	87,325.12 €	75,462.25 €	129,045.08 €	170,339.82 €	88,024.64 €
Nursing		0.00 €	0.00 €	0.00 €	51,337.51 €	0.00 €	65,076.10 €	0.00 €	68,567.13 €	0.00 €	68,655.99 €	0.00 €	72,825.98 €
Patient care		0.00 €	0.00 €	0.00 €	37,147.37 €	0.00 €	37,166.20 €	0.00 €	39,045.81 €	0.00 €	39,669.30 €	0.00 €	36,133.40 €
Executive staff*		0.00 €	0.00 €	0.00 €	0.00 €	159,089.37 €	0.00 €	264,753.36 €	239,748.05 €	200,413.69 €	0.00 €	209,022.78 €	141,133.06 €

The own categories used at IVIRMA simultaneously make reference to the type of job. We have taken into consideration staff members with an indefinite full-time contract who have been at the company at any time, even if they did not form part of the workforce at 12/31/2021 and considering the annual average gross salary to observe the evolution throughout the year and to facilitate comparability.

Average remuneration broken down by gender, age and professional category

RER	under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60	
IVIRMA Category	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Support functions (HQ)	0.00 €	29,002.90 €	44,827.36 €	31,527.92 €	84,426.25 €	40,439.46 €	103,602.33 €	62,276.78 €	96,543.90 €	0.00 €	0.00 €	0.00 €
Clinic support	0.00 €	0.00 €	22,599.98 €	30,133.81 €	31,096.92 €	35,914.94 €	34,652.75 €	31,248.95 €	42,140.01 €	33,950.23 €	0.00 €	0.00 €
Medical staff	0.00 €	0.00 €	0.00 €	0.00 €	91,398.67 €	85,388.22 €	119,422.71 €	107,324.44 €	124,468.86 €	107,271.00 €	0.00 €	0.00 €
Laboratory	0.00 €	0.00 €	30,613.95 €	32,734.33 €	43,884.24 €	38,430.89 €	61,548.56 €	53,440.13 €	113,230.50 €	0.00 €	0.00 €	0.00 €
Nursing	0.00 €	0.00 €	0.00 €	30,978.97 €	0.00 €	34,038.78 €	0.00 €	40,228.11 €	0.00 €	36,448.54 €	0.00 €	0.00 €
Patient care	0.00 €	0.00 €	13,929.44 €	12,936.42 €	19,476.17 €	16,371.89 €	0.00 €	21,463.39 €	0.00 €	18,989.87 €	0.00 €	0.00 €
Executive staff*	0.00 €	0.00 €	0.00 €	0.00 €	178,785.00 €	0.00 €	343,026.22 €	163,011.23 €	207,426.54 €	154,947.00 €	0.00 €	0.00 €

The own categories used at IVIRMA simultaneously make reference to the type of job. We have taken into consideration staff members with an indefinite full-time contract who have been at the company at any time, even if they did not form part of the workforce at 12/31/2021 and considering the annual average gross salary to observe the evolution throughout the year and to facilitate comparability.

Average remuneration broken down by gender, age and professional category

LATAM		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60	
IVIRMA Category		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Support functions (HQ)		0.00 €	0.00 €	0.00 €	0.00 €	0.00 €	0.00 €	0.00 €	0.00 €	0.00 €	0.00 €	0.00 €	0.00 €
Clinic support		7,748.34 €	0.00 €	10,683.80 €	9,582.12 €	14,719.04 €	9,614.68 €	22,799.80 €	19,027.03 €	0.00 €	11,359.10 €	0.00 €	0.00 €
Medical staff		0.00 €	0.00 €	0.00 €	0.00 €	48,000.00 €	0.00 €	48,000.00 €	57,815.23 €	0.00 €	0.00 €	0.00 €	0.00 €
Laboratory		0.00 €	0.00 €	6,630.04 €	12,383.03 €	27,516.49 €	20,253.29 €	0.00 €	31,167.18 €	0.00 €	0.00 €	0.00 €	0.00 €
Nursing		0.00 €	0.00 €	0.00 €	8,690.51 €	0.00 €	9,153.80 €	0.00 €	13,144.31 €	0.00 €	7,600.75 €	0.00 €	0.00 €
Patient care		0.00 €	0.00 €	0.00 €	9,005.20 €	0.00 €	9,083.48 €	10,402.98 €	10,647.04 €	0.00 €	9,852.98 €	0.00 €	0.00 €
Executive staff*		0,00 €	0,00 €	0.00 €	0.00 €	0.00 €	0.00 €	192,494.48 €	0.00 €	319,512.82 €	0.00 €	0.00 €	0.00 €

The own categories used at IVIRMA simultaneously make reference to the type of job. We have taken into consideration staff members with an indefinite full-time contract who have been at the company at any time, even if they did not form part of the workforce at 12/31/2021 and considering the annual average gross salary to observe the evolution throughout the year and to facilitate comparability.

Regarding calculation of the **pay gap**, men and women are present in different proportions in the different job categories. This occurs naturally in accordance with the structure of the healthcare sector and the organization itself. This aspect, as well as the wide variety of profiles and responsibilities and the different levels of seniority, explain the data obtained. In addition, to provide information by geographical area in line with the content of previous Reports, both LATAM (Panama, Chile and Brazil) and Rest of Europe (RER - Italy, Portugal and UK) include data from countries with very varied socioeconomic levels with a different distribution in the categories, so the average is affected by this variability. The percentages expressed in the tables below, given the level of data aggregation, do not express the existence of a pay gap.



Pay gap by professional category:

SPAIN			
Category	Male average	Female average	Pay gap (%)
Support functions	39,829.71 €	36,811.25 €	7.58%
Clinic support	34,246.68 €	34,935.78 €	-2.01%
Medical staff	111,094.04 €	104,684.33 €	5.77%
Laboratory	40,448.21 €	39,836.12 €	1.51%
Nursing	25,405.42 €	26,776.60 €	-5.40%
Patient care	22,675.60 €	24,897.88 €	-9.80%
Executive staff	184,247.26 €	182,823.31 €	0.77%



USA			
Category	Male average	Female average	Pay gap (%)
Support functions	77,354.50 €	61,530.30 €	20.46*
Clinic support	44,956.79 €	47,235.38 €	-5.07%
Medical staff	288,644.92 €	283,339.83 €	1.84%
Laboratory	62,623.79 €	57,667.14 €	7.91%
Nursing	0.00 €	61,563.74 €	N/A
Patient care	0.00 €	37,563.38 €	N/A
Executive staff	208,397.91 €	190,440.56 €	8.62%

*This category includes 9 men compared to 64 women. Women have a great variety of profiles, the majority with administrative level. However, men have a higher level of responsibility.

Pay gap by professional category:

RER*

Category	Male average	Female average	Pay gap (%)
Support functions	0.00 €	0.00 €	N/A
Clinic support	38,038.46 €	31,328.18 €	17.64%**
Medical staff	70,329.74 €	90,112.84 €	-28.13%***
Laboratory	47,495.91 €	45,362.71 €	4.49%
Nursing	0.00 €	26,903.24 €	N/A
Patient care	21,463.39 €	21,598.79 €	-0.63%
Executive staff	239,013.11 €	201,608.44 €	15.65%

* Because Create joined the group in September 2021, it has not yet been possible for IVIRMA to improve the information systems that allow us to analyze salary data with a minimum of reliability. So as not to distort the data and to show a realistic picture of the work carried out at IVIRMA, Create data are not included in this table, but are present in the other tables for the sake of transparency.

** This category includes 89 women compared to 6 men, who have a higher level of responsibility compared to women, where there is greater variability of profiles.

*** The 28.13% gap observed in the Medical Staff (RER) category is caused by two women in IVI London with the Consultant (female doctor) category, there being no men with full-time contracts in the country. In the United Kingdom, in particular, the wage level is higher than in the other countries included in the analysis (Italy and Portugal), which explains the observed gap.

LATAM

Category	Male average	Female average	Pay gap (%)
Support functions	0.00 €	0.00 €	N/A
Clinic support	14,821.49 €	12,843.75 €	13.34%
Medical staff	48,000.00 €	57,815.23 €	-20.45%
Laboratory	23,339.20 €	19,237.38 €	17.57%
Nursing	0.00 €	9,425.36 €	N/A
Patient care	10,402.98 €	9,707.48 €	6.69%
Executive staff	256,003.65 €	0.00 €	N/A

* If we compare figures from the same country, the % pay gap for the medical profession is reduced to 0%, which reflects the variability produced by incorporating different countries.

** Of the 5 men included in this category, 4 of them are clinical embryologists and 1 is a Laboratory Director. All of them have a position with a higher associated salary than the Laboratory Technician. Of the 22 women in the laboratory, 9 are laboratory technicians. These different profiles affect the data observed in the table.

As mentioned above, equal pay is at the core of our values within the human resources area and we have therefore defined a remuneration system based on salary bands, without making a distinction from a gender perspective, but rather based on the responsibilities and different levels of seniority of the people. The observed pay gap is explained by:

- Existence of different professional profiles within the same category.
- Coexistence of different countries within a geographical area.
- Diversity in seniority ranges.

To facilitate comparisons between the pay gap for the current and previous year, the tables by country for the year 2020 are included in the annex to this document.

WE MAKE WORK-LIFE BALANCE A PRIORITY

For years we have been promoting internal policies that favor flexibility, work-life balance, equality and shared responsibility, as a result of our commitment to the well-being of our staff.

During 2021, work has been carried out on the Time Management Policy, which includes the basic principles regarding time optimization, establishing approval and control flows for overtime in order to avoid being in attendance and to avoid extending the working day. The launch will take place in the first half of 2022.

In addition to granting all the **paid leave** required under prevailing legislation in force in each country and the applicable collective bargaining agreement, we are committed to **flexible working hours** so that our staff can adapt their professional lives to their family needs both in the clinics and in our offices.

The **Teleworking Policy** has been implemented at the **head offices** as part of the time management policy. This procedure applies to all IVIRMA professionals, excluding, due to the nature of their work, those with a health profile, those whose services involve direct interaction with patients or the public, or who, due to their type of work, are required to work in person for the proper development of the center's own functions.

Work in our **clinics** is performed in shifts. To the extent possible and taking into account the exceptions mentioned above, non-health personnel also adjust their shifts for teleworking. Likewise, in order to facilitate the reconciliation of work and family life and to continue providing the best care to patients, during the Easter, August and Christmas periods, we work a single morning shift with an extended working day to be able to provide service to patients.

In addition, in 2021, an IVI Madrid negotiation was carried out with the aim of allowing the integration of the weekend working day into the regular working day. Agreed with the Works Council, this modification favors a **dignified and healthy rest** and, in general, a better **work-life balance**. The company will extend this model to the other work centers throughout 2022, establishing Thursday and Friday as days off so that they can always enjoy 4 consecutive days off after a weekend worked.



Work-Life balance measures

Globally, 275 work-life balance measures were taken in 2021 (up 11.79% compared to 2020).

	2020		2021	
	Women	Men	Women	Men
TOTAL	210	36	255	20
Maternity	115	N/A	131	N/A
Paternity	N/A	15	N/A	16
Nursing leave	4	0	1	0
Risk during pregnancy	7	0	5	0
Reduced workday for child care	0	0	0	0
Reduced workday for family reasons	2	0	0	0
Reduction for being a legal guardian	62	20	101	3
Reduced workday for less severe illness	2	0	3	0
Other	18	1	14	1

Parental leave

Globally, 147 maternity / paternity leaves were taken in 2021 (up 13% compared to 2020).

	2020		2021	
	Women	Men	Women	Men
Total number of employees with the right to parental leave *	2,124	382	2,780	473
Employees that took parental leave	115	15	131	16

All employees who have been with the company at some point in time have been taken into account, although they will not be part of the workforce as of 12/31/2020 and 12/31/2021 and all types of contracts.

*All IVIRMA employees are entitled to maternity/paternity leave, with the exception of trainees.



Absenteeism

Absenteeism rates are an important indicator for our organization that we continually strive to reduce. In this regard, we hold continuous meetings with the health & safety committees of the clinics to improve processes and ensure the health of our staff.

Absenteeism rate

Global	2021			2020		
	Women	Men	Total	Women	Men	Total
Hours of absenteeism	245,373.00	3,345.00	248,715.00	329,725.49	18,574.60	348,300.09
% absenteeism	98.66%	1.34%	100%	84%	16%	100%

Spain	2021			2020		
	Women	Men	Total	Women	Men	Total
Hours of absenteeism	152,552.00	1,096.00	153,648.00	208,922	14,563.49	223,485.49
% absenteeism	99.29%	0.71%	100%	93%	7%	100%

USA	2021			2020		
	Women	Men	Total	Women	Men	Total
Hours of absenteeism	42,765.00	180.00	42,945.00	92,072	80	92,152
% absenteeism	99.58%	0.42%	100%	99.9%	0.1%	100%

LATAM	2021			2020		
	Women	Men	Total	Women	Men	Total
Hours of absenteeism	21,209.00	311.00	21,520.00	16,843	1,480	18,323
% absenteeism	98.55%	1.45%	100%	92%	8%	100%

RER	2021			2020		
	Women	Men	Total	Women	Men	Total
Hours of absenteeism	28,844.00	1,758.00	30,602.00	11,888.49	2,451.11	14,340.60
% absenteeism	94.26%	3.91%	100%	83%	17%	100%

WE TAKE CARE OF
OUR PROFESSIONALS

It is fundamental to our corporate culture to ensure a positive and healthy work environment at all corporate levels. In 2021, we continued to promote the safety and well-being of our employees at all times and have continued to adapt our protocols in this area.

In 2021 we also worked on consolidating the COVID-19 protocols introduced the previous year, using the guidelines provided by the Ministry of Health, as well as the External H&S Service (Quirón prevención) and Mutua Universal. The situation created by COVID-19 has required a rapid and rigorous adaptation of our processes to guarantee the high levels of safety that we always set for our patients in our **Occupational health & safety Management System**.

In relation to the context of COVID-19 which has remained an ongoing concern throughout 2021, the following actions were carried out:

Organizational measures:

Massive overcrowding was avoided at all times, with work stations being organized to maintain the appropriate distances and establishing shifts to limit contact when the health situation required it. In addition, restrictions continued to be placed on the use of common areas to minimize interpersonal contact and ensure that a safe distance was maintained.

Collective and personal protection measures:

New ventilation and cleaning and disinfection measures were introduced. Soap and water, as well as hydroalcoholic gels and disinfectants authorized by the Ministry of Health of the corresponding country were also made available to the staff.

Teleworking:

The company adopted measures for the progressive reincorporation of employees in the workplace and the promotion of the use of teleworking, whenever possible due to the nature of the work activity.

Detection, notification, study and management of cases and contacts:

We established mechanisms for the detection, investigation and follow-up of cases and close contacts, in coordination with public health authorities.

Measures for particularly sensitive workers:

The needs of particularly sensitive people are continuously assessed so that we can adapt to their specific conditions in accordance with the protection measures to be taken.



Each and every one of our clinics has implemented personalized health & safety programs pursuant to the current context. There is also a health & safety officer in each clinic to manage the risks associated with each workstation and to develop specific health & safety standards locally. This is done in conjunction with the Human Resources department.

All new IVIRMA employees receive information on health & safety as soon as they start working at the company and all documents can also be accessed through the **Welcome Portal** and the **Digital Welcome Plan**. In the USA, the Employee Handbook also describes these fundamental aspects. In addition to the information shared with new employees, additional training is organized in first aid, cardiopulmonary resuscitation, blood extraction training, fire drills, informative talks on PPE (personal protective equipment) to ensure maximum health & safety. In this regard, the health & safety service organizes **specialized training**, as well as ergonomic studies of specific areas where workers perform repetitive movements. In the USA, there is a specific training on Occupational health & safety for workers called OSHA Safety.

The section of this report dedicated to our patients details how we ensure that appropriate health & safety processes are in place.

The Human Resources department, together with the accident insurance company, collaborates in the management of occupational accidents and illnesses in Spain.

At IVIRMA, we have a Health and Safety Committee in all the centers where we have a Works Committee. In this regard, employees are involved in the Health and Safety System since they are considered as potential witnesses to work accidents, even though a third party not linked to the company may also be. The management of safety, health and occupational risk prevention in other countries where IVIRMA is present is carried out by a prevention services company that guarantees its management and offers a very similar service to the one we provide in Spain.

In the USA, there is also a very strong corporate commitment to respect the health and privacy of professionals, in accordance with HIPAA (Health Insurance Portability and Accountability Act).

In the USA, The Employee Health Application (EHA) was created and is used in the framework of vaccination campaigns organized in the USA. This application provides personalized information to users regarding their current health status and holds the following personal data:

- Professional’s profile: it contains useful demographic and insurance information.
- Vaccination follow-up: to schedule vaccinations, blood tests and analyses.
- Integration with laboratories: results automatically added to the application.

“We are not only concerned about the health & safety of our employees, but also that of our patients.”



As part of our commitment to health & safety, in the USA we have an inclement weather policy that establishes an action protocol for professionals in the event of a weather emergency or bad weather.

At IVIRMA, we do not only limit our health & safety work to the legal requirements established in each country. We like to go the extra mile to provide the best environment for our employees and patients. One example of this is our strong emphasis on the importance of a healthy lifestyle and our decision to distribute fruit every week at our head offices. We place health at the center of our activities and do everything possible to promote it internally and externally.

In Spain, on the occasion of Sustainable Mobility Week, we launched an awareness campaign to make people rethink the way we move around our cities, in addition to sharing digital information leaflets on the prevention of different types of transport.

Work-related accidents and work-related ill health

In Spain, we prepare annual reports on accidents and occupational ill health suffered in our organization in order to review the evolution of these key indicators, understand their causes and apply preventive measures. This practice is fundamental for IVIRMA and is combined with the work carried out by an external health & safety service that visits each clinic to assess and determine the risks present.

These assessments are essential to know the size of the risks in terms of health & safety and to propose the best possible measures to eliminate or reduce them.

To minimize risks in IVIRMA we use the following resources:

- The provision of information to and training of workers.
- Accident investigation.
- Regular checks.
- Control and use of PPE (Personal Protection Equipment).
- Action measures in emergencies.
- Coordination of business activities.

During 2021, there were no serious accidents at any of IVIRMA’s work centers worldwide.

In 2022, the goal is to maintain the highest level of protection and safety of our employees and patients, in terms of counseling, maintaining facilities in optimal conditions and training. FAQs from our stakeholders regarding procedures in the event of a possible COVID-19 positive contact, quarantine times, diagnostic testing and travel requirements encourage us to remain focused on this recurring concern arising from the social situation.

“

Through this health & safety we reinforce a fundamental aspect for the company: to minimize, to the extent possible, the causes of all the hazards in the workplaces.

Health & safety is present in all IVIRMA processes

Occupational accidents by gender

SPAIN			2021	
TYPE	Men	Women		
Fatalities due to work-related injuries	0	0		
Rate of fatalities due to work-related injuries	0	0		
Victims of serious work-related injuries	0	0		
Rate of serious work-related injuries	0	0		
No. of registered work-related injuries	5	24		
Rate of registered work-related injuries	121.12	113.27		
Main types of work-related injuries	Wounds and superficial injuries	Wounds and superficial injuries		

RER			2021	
TYPE	Men	Women		
Fatalities due to work-related injuries	0	0		
Rate of fatalities due to work-related injuries	0	0		
Victims of serious work-related injuries	0	0		
Rate of serious work-related injuries	0	0		
No. of registered work-related injuries	0	5		
Rate of registered work-related injuries	0	9.62		
Main types of work-related injuries	Wounds and superficial injuries	Wounds and superficial injuries		

Only in Portugal, in the other countries there have been no accidents or injuries recorded.

USA			2021	
TYPE	Men	Women		
Fatalities due to work-related injuries	0	0		
Rate of fatalities due to work-related injuries	0	0		
Victims of serious work-related injuries	0	0		
Rate of serious work-related injuries	0	0		
No. of registered work-related injuries	2	7		
Rate of registered work-related injuries	102.56	106.60		
Main types of work-related injuries	Wounds and superficial injuries	Wounds and superficial injuries		

LATAM*			2021	
TYPE	Men	Women		
Fatalities due to work-related injuries	0	0		
Rate of fatalities due to work-related injuries	0	0		
Victims of serious work-related injuries	0	0		
Rate of serious work-related injuries	0	0		
No. of registered work-related injuries	0	2		
Rate of registered work-related injuries	0	92.7213723		
Main types of work-related injuries		Wounds and superficial injuries		

Only in Chile, in the other countries there have been no accidents or injuries recorded.

Para el cálculo de la tasa de lesiones laborales registradas se ha seguido la siguiente fórmula: (número de accidentes) / (número de horas trabajadas) x 1.000.000

Occupational accidents by gender

2021		
Occupational accidents	Men	Women
SPAIN	605.62	566.36
RER	0.00	480.77
LATAM	0.00	0.00
EE.UU.	512.82	663.61

The following formula has been used to calculate the rate of recorded work-related injuries: (number of accidents) / (number of hours worked) x 1,000,000

Severity index

2021		
Accident severity	Men	Women
Total	3,909.69	0.18

To calculate the rate of accident frequency, the following formula has been followed: (no. of working days lost *1000)/ total no. of hours worked)

Sistema Occupational Health and Safety Management System

All employees are covered by the collaborating social security entity and the mutual accident insurance company. An external health & safety service also exists to minimize the risks inherent to each position in our clinics.

The Health & safety Plan for all IVIRMA centers includes:

- Risk assessment
- Emergency plan and corrective measures
- Investigation into accidents

Each IVIRMA center has assigned a person responsible for documentation and possible incidents related to occupational health & safety. Management also plays an important role in the continuous improvement of health & safety processes and is committed to providing the necessary resources and disseminating them throughout the organization. Management not only assumes responsibility for accidents occurring at the workplace, but also for those occurring during commuting to and from the workplace.

IVIRMA’s Health & Safety Management System covers all the Group’s employees worldwide and is always based on the regulatory framework applicable in the different territories where we operate.



WE FAVOR SPACES FOR SOCIAL DIALOGUE

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

There is legal representation of workers in 6 of our centers: IVI Valencia, IVI Barcelona, IVI Bilbao, IVI Madrid, IVI Seville, IVI Malaga. During 2021, a new Works Council was formed in Almeria, composed of 1 member. The unions that have supported the candidacies and have obtained representatives in all the centers are UGT, CCOO, ELA and CGT. These last electoral processes have been carried out normally, with no incidents in the electoral process or in the constitution of the works councils.

We always promote social dialogue and we do so even more in cases where there is no legal representation. In these cases, we implement direct agreements with the groups involved, extending the agreements reached with the works councils to homogenize company policies, provided that the center's casuistry allows it.

Within the framework of **collective bargaining**, the organization gives priority to the periods agreed with employee representatives as the minimum period offered. In addition, corporate policies in-

clude the minimum times established by law. The period is established according to the measures to be adopted and their scope. In any case, and given the geographical breakdown of IVIRMA's work centers, the minimum period is usually between 3 and 4 weeks, to ensure optimum communication and implementation of the measures to be adopted.

The private healthcare agreement applies to each province in Spain, which guarantees compliance with prevailing legislation on economic matters, recruitment, professional classification and working hours. The company is committed to the legislative monitoring of the 22 different agreements that are maintained at the level of content and salary tables. In addition, during 2021, the salary tables of collective bargaining agreements in A Coruña, Las Palmas, Seville and Zaragoza were updated.

“
There is a strong commitment to employee labor rights and participation rights in the organization.

“
IVIRMA scrupulously follows the legislative framework regarding labor rights for its entire workforce.

At a global level, all group professionals are covered by the legal figures belonging to each country, such as the Labor Code of Panama, Labor Act of the United Kingdom, among others.

In occupational health & safety, most agreements do not have any additional regulation in this regard.

Finally, no operation or supplier company 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.

WE INVEST IN TRAINING AND GROWTH

We believe in our Staff Members and, therefore, we want them to receive the best possible training to guarantee their professional and personal development. We have developed a **training policy** to attract, retain and promote the growth of our staff.

Every day we work to offer **innovative training** with the support of our various groups and in line with our strategic plans. The training is part of the Human Resources Policy and applies to all countries in Europe and LATAM (Spain, Italy, Portugal, UK, Chile, Panama, and Brazil). The USA has a specific training plan with courses adapted to local needs. We differentiate the training courses for the headquarters and for the clinics as follows:

Training for our **headquarters** and the IVI Foundation. These training plans fall into 8 and 2 development areas, respectively: Audit, Compliance & Legal, Operations, Finance, Human Resources, Marketing, Business Controlling, IT and Medical Affairs for Equipo IVIRMA and Innovation and Education for IVI Foundation. In addition, we distinguish between skills, language, computer and other courses.

Training for **our clinics**. We have developed another set of specialized training courses in the following areas: skills, medicine and reproduction, laboratory, languages, IT, UAGI (Research Support and Management Unit) and other courses.

“

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



Some of the training carried out during 2021:

Learning for Excellence

In 2021, we reactivated the Learning for Excellence program, including the Nursing and Psychology groups, to reward excellence to those professionals who achieve the goals established by the organization.

In addition, as a novelty within the program, we began to offer the Laboratories, Nursing and Psychology areas a catalog of online self-enrolment courses to facilitate the achievement of the Excellence score and, in turn, encourage self-learning and continuous training in the company. These course catalogs are the result of synergies between Human Resources and Global Education, as they are training courses offered by our School of Reproductive Medicine to external personnel. Thanks to the signing of copyright transfer agreements requested from the trainers, all our staff can access a selection of these courses completely free of charge.



Assisted Reproduction Training for non-health personnel

This online course, targeted at non-healthcare personnel, was launched in the fall of 2020 as a pilot project for Head Offices. In 2021, thanks to the results obtained, it has been extended to all new personnel, with the exception of gynecologists and biologists, since, after the pilot project, it has been considered very useful for all those who join the company to understand IVIRMA’s activity, including health personnel such as nurses, clinic assistants and laboratory technicians.

Virtual Classroom Training

In 2021 we promoted this type of training, expanding it with courses in skills such as Team Building and Introduction to Mindfulness as a therapeutic tool for psychologists, among others.

Thanks to the improvement in the situation of Covid infection rates, in autumn 2021 we deployed face-to-face training in Leadership and Team Management for the middle management of Equipo IVI and IVI Foundation and for the Nursing and Patient Care Coordination Departments in Spain, Portugal and Italy. In 2022 we plan to extend this training to the rest of the managers in Spain, Portugal and Italy and, in addition, to include all the middle managers of the LATAM and IVI London centers.

Biennial meeting for the Gynecology group

Between October and November 2021, we held the biennial meeting of Gynecologists. In this medical, creative and innovative event, we brought together all our staff from the Gynecology area with several goals, including training in skills, clinical innovations and teamwork through training sessions and team building activities.

Talk on Cybersecurity

After giving a talk to the Head Offices team in 2020, in 2021 this was extended to IVI Alicante and, subsequently, a 100% online course was created on IVIRMA Campus, which has been deployed to all staff in Spain. To date, this training is given to all new recruits with the aim of raising staff awareness of the risks that exist on the Internet, how to detect possible computer fraud and how to protect your own personal data on the Internet. In 2022 we will work with IT to have an edition available for professionals from the other centers in Europe and LATAM.

Specific courses in the USA

In the USA the courses mainly focus on Diversity, Inclusion and Patient Safety and Privacy. Specifically, there are 4 mandatory courses for staff, in the areas of Diversity, Harassment, Health & Safety (OSHA) and Privacy (HIPAA).

Total training hours for staff

Total Hours (IVIRMA Global)	2020		2021	
	Men	Women	Men	Women
Total by gender	3,856	13,887.5	6,657.5	3,9721
Total by year	17,743.5		46,378.5	

“
46,378.5 hours
in 2021



SPAIN			Total number of hours 2021	
Category			Men	Women
Support functions (headquarters)			1,608	4,256
Clinic support			639	2,055
Medical staff			1,620	4,707
Laboratory			1,900	8,706
Nursing			63	12,365
Patient care			177	3,922
Total			6,007	36,183

LATAM			Total number of hours 2021	
Category			Men	Women
Support functions (headquarters)			-	-
Clinic support			-	22
Medical staff			33	24
Laboratory			41	307
Nursing			-	23
Patient care			-	-
Total			74	376

RER			Total number of hours 2021	
Category			Men	Women
Support functions (headquarters)			-	-
Clinic support			24	252
Medical staff			135	251
Laboratory			191	253
Nursing			-	739
Patient care			54	17
Total			404	1,512

USA			Total number of hours 2021	
Category			Men	Women
Support functions (headquarters)			27.50	142.5
Clinic support			15	295
Medical staff			45	42.5
Laboratory			77.5	407.5
Nursing			7.5	567.50
Patient care			-	195
Total			172.5	1,650

People, the torchbearers of their careers and professional development

Career Plans

For IVIRMA, the development of career plans represents an opportunity to harmonize the company’s strategies with the objectives of the employees, increasing their motivation and reducing the turnover rate. In 2021 we started working on the Career Plan for the IVF and Andrology and General Laboratory group with the aim of implementing it in 2022. During this year we will continue to work to progressively develop Career Plans for the company’s different groups.

Professional development in the USA

Our team in the USA benefits from a specific professional development program through which conferences, workshops and seminars proposed by the professional and relevant to their daily work are organized. In addition, they may request reimbursement of tuition for a course leading to a qualification within their field of development.

WE PROMOTE EQUALITY AND DIVERSITY

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

Women are in the majority in IVIRMA’s business areas, where they represent 85% of the total. For this reason, at IVIRMA we strive to implement policies that guarantee equal opportunities in all areas of the organization.

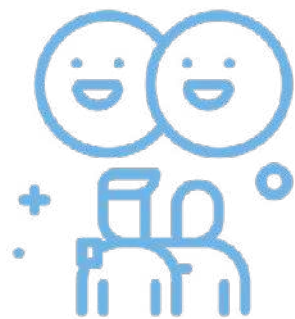
The Code of Ethics and Conduct establishes different commitments in the area of equal opportunities. IVIRMA expresses its commitment to SDG 3 “Health and well-being”, supporting the balance between personal and working life, and SDG 5 “Gender equality”, ensuring equal opportunities for all. The company also promotes access to employment, training, promotion of professionals and working conditions, along with access to and supply of goods and services, with regard to the professional activity of employees. In addition, IVIRMA is committed to its policy of non-discrimination on the basis of race, nationality, social origin, gender or other. Furthermore, in the USA, a section on our commitment to equality is included in the Employee Handbook, with special emphasis on the prohibition of any kind of sexual harassment.

At IVIRMA we want to continue guaranteeing equal opportunities between women and men in the organization, and in this regard, in 2021, we continued to make progress in setting up the Equality Commissions and in specific actions to mainstream the gender approach in our organization. In this regard, in March 2021 we launched the group’s Equality Policy, coinciding with Women’s Day. In addition, we supported the Adecco Foundation in Women’s Week to break down the barriers that thousands of women face when looking for a job.

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

Moreover, in 2022 work will continue on the group Equality Plans. In fact, the new Human Resources platform to be launched during 2022 is designed to extract indicator data by gender on a global level, enabling information to be extracted instantaneously, incorporating Equality analysis into the company’s daily management system.

On the other hand, specific Equality training has been provided to the entire Human Resources department to incorporate this variable in their daily work. With regard to inclusive language, progress has been made in incorporating it into corporate communications and in 2022 the Inclusive Language Guide will be launched within the Internal Communication Policy as a cross-cutting axis of the same.



Diversity in the worforce

2021	Under 30		From 30 to 50		Over 50		Disabled people	
	Men	Women	Men	Women	Men	Women	Men	Women
Support functions (HQ)	10	43	44	122	8	28	1	3
Clinic support	19	76	65	259	20	114	2	3
Medical staff	0	1	42	100	24	22	0	1
Laboratory	22	119	71	273	7	35	0	4
Nursing	0	180	5	473	2	77	0	4
Patient care	4	53	15	234	1	61	0	6
Executive staff	0	0	16	10	26	7	1	0

Data from IVIRMA Global. Workers with all types of contracts as of 12/31/2021 have been taken into account.

In the annex to this document, figures for 2020 are included to facilitate comparison with 2021.

Diversity on the governing body*

2021	Under 30		From 30 to 50		Over 50		Disabled people	
	Men	Women	Men	Women	Men	Women	Men	Women
Board of directors	0	0	0	0	5	0	0	0

* The Board of Directors is understood as the governing body. The data is the same than 2020.

Protocols against sexual or gender-based harassment

For IVIRMA, whose project is to undertake high level reproductive medicine alongside the best professionals, the team of qualified people who make it up is undoubtedly crucial in achieving our goals. Accordingly, the company’s management is firmly committed to avoiding possible “harassment at work” and, to this end, expresses its desire that all employees be treated with dignity, not allowing or tolerating any type of harassment of any kind, especially in cases of sexual harassment and/or gender-based harassment.

Situations of sexual and gender-based harassment in the workplace (or any other situation involving an attack on the dignity or privacy of employees) are taken very seriously at IVIRMA. There is a procedure that establishes the protocol to be followed in the event that one or more of the above-mentioned harassment situations occur. This protocol is available to the entire team through our internal communication platform.

As part of the process of developing the Equality Policy and Plans, in 2021 we worked on creating the Harassment Policy. This policy encompasses two specific and unique procedures, one against workplace harassment and the other against sexual and gender-based harassment. Both procedures stem from the conviction that everyone has the right to be treated with dignity and respect and, by virtue of this right, we reject all types of harassment in the workplace. It is also part of our commitment to the Sustainable Development Goals, specifically SDG 3, Health and Well-being, and SDG 5, Gender Equality. This policy and its two associated protocols are in the process of being negotiated and finalized with the Equality Commissions and will come into force in 2022. It declares zero tolerance for this type of situation and incorporates the institutional and firm commitment against these types of actions.

In addition, they will apply to all centers in Spain, LATAM, Italy, Portugal and the UK. For centers in the USA, where they have an Employee Handbook with a specific section on this topic, in addition to mandatory training, a specific protocol will be established in accordance with the regulations and specific language of the country, although the corporate policies of this protocol will serve as a baseline for the rest.

During 2021 there have been no complaints in relation to this issue.

Universal accessibility for people with disabilities

As of December 2021, we have a total of 25 employees with disabilities on the payroll, 21 of whom are women and 4 men. These 25 people with a disability represent 1% of the total staff.

	2020			2021		
	Men	Women	Total	Men	Women	Total
Staff with disabilities	18	5	23	21	4	25

Number of employees with disabilities still employed by the company as of 12/31/2021 (not taking into account employees who left the company during 2021)

Given the impossibility of finding qualified profiles that would allow us to cover 2% of the workforce with disabilities, during 2021 the Certificate of Exceptionality was renewed in Barcelona and Valencia, which was validated in both cases by the Labor Authority. Once again this year, we have signed a partnership agreement with the Adecco Foundation, through which we provide personalized and comprehensive support to disabled family members of the organization’s employees, promoting their social and labor integration.

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 access-es and toilets, signage, furniture, ramps, access platforms and elevators so that all elements can be understood and used by patients and staff.

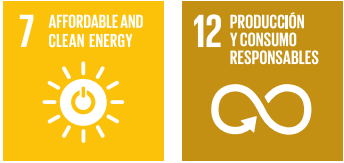


“At IVIRMA we make sure that all people with disabilities feel comfortable thanks to an adequate accessibility and usability in our centers.”



A young child, likely a toddler, is the central figure. They are wearing a bright red, quilted puffer jacket and a yellow ribbed beanie. The child is looking down at a large, yellow maple leaf they are holding in their right hand. The background is a soft-focus outdoor scene with green foliage and trees, suggesting a park or forest. A large, white, stylized number '7' is positioned on the left side of the image, partially overlapping the text. A semi-transparent, light-colored circular graphic element is visible on the right side of the image.

**OUR ENVIRONMENTAL
COMMITMENT, THE BASIS
FOR BUILDING LIFE**



ENVIRONMENTAL MANAGEMENT

Environmental sustainability at IVIRMA is integrated into all aspects of our business. In recent years, various environmental management measures have been developed and implemented to reduce the environmental impact of the company's activities.

This management model is based on a firm commitment on the part of management, reflected in the **Quality Management System Policy** and the **Environmental Policy**, setting out the principles and priorities related to the main aspects of environmental sustainability.

The Environmental Policy responds to the four priority thematic axes linked to different Sustainable Development Goals (SDGs) on which Agenda 2030 is based:

“
IVIRMA is committed to caring for the environment and taking appropriate measures for its protection.”



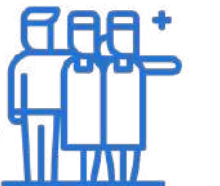
Circular Economy: which addresses the circularity of our processes and our ability to reduce the waste generated.



Resource Consumption: which deals with the level of consumption of the most important resources by the company and where work is carried out to align the production and supply chain with the company's sustainability targets.



Climate Change: focusing on energy consumption and fuel use, taking into account both efficiency and origin.



People: which incorporates a focus on social issues, mainly community relations, good neighborliness and participation.

These four axes make up the general framework of environmental aspects related to sustainability in IVIRMA's activities and facilities. However, it is also important to consider those environmental aspects that are a priority for our stakeholders and the company itself, which were included in the **Materiality Analysis** in 2021 and updated at the beginning of 2022 for this report.

In this regard, with respect to environmental management, within the framework of the Materiality Analysis, the stakeholders consulted by IVIRMA and the members of the company itself assessed the following issues: circular economy, office waste, sanitary waste, consumption of materials, 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. For this reason, we are particularly interested in communicating and reporting information on this topic in this report.

During 2021, the integration of environmental sustainability aspects within the quality system was maintained, as was the availability of information on the company's performance in relation to different environmental impacts.

In the context of preparing our Sustainability Report, in response to Law 11/2018 on non-financial information, we have used the Materiality Analysis and the most relevant issues identified therein as a reference framework.

In order to be as transparent as possible with our stakeholders, we also publish information on the aforementioned non-material topics included in the scope of environmental sustainability.

ATMOSPHERIC, NOISE AND LIGHT POLLUTION

IVIRMA's activities generate **pollutant emissions** in 3 specific areas: the generators used for the production of electricity, the refrigeration systems and our small fleet of vehicles used for activities carried out in the field of Relationship Marketing.

Generators are used on a very occasional basis and are used for back-up purposes in the event of a power outage at the facilities.

The emissions produced by the generators and refrigeration systems are monitored by the Maintenance Department, which performs the pertinent internal and external verifications.

IVIRMA's activity does not generate significant **noise pollution**; however, we are aware that some equipment or installations may be noisy. We always ensure that the mandatory restrictions established by municipal ordinances are applied and that the necessary corrective measures have been implemented so that the

sources of noise, which to date have been mainly the clinics' air conditioning equipment, comply with all requirements and mitigate possible disturbances to the residential areas near some of our clinics.

Lastly, it should be noted that the environmental diagnosis carried out in 2019, the results of which are still valid today, did not identify any of the organization's activities that could generate impacts due to light pollution.



WASTE MANAGEMENT AND CIRCULAR ECONOMY

In the area of waste management, we have a procedure that applies to Spain and Portugal, and which in 2021 was extended to the centers in Italy, the United Kingdom (IVI London) and LATAM, with the specifics of each country.

The aim of our waste management processes is to minimize any risk and to identify those wastes that, due to their potential hazardousness, must be treated by an authorized waste manager and must be deposited in the containers provided for this purpose.

In the case of most of the countries in which we operate, including the USA and UK, we work directly with Stericycle, leaders in waste services, complying with prevailing legislation with the utmost rigor.

The most important materiality issue, and the only one considered relevant to environmental sustainability in our **Materiality Analysis**, is management of bio-sanitary 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.

According to the type of waste generated from the activity carried out in the clinics, they are classified as follows:

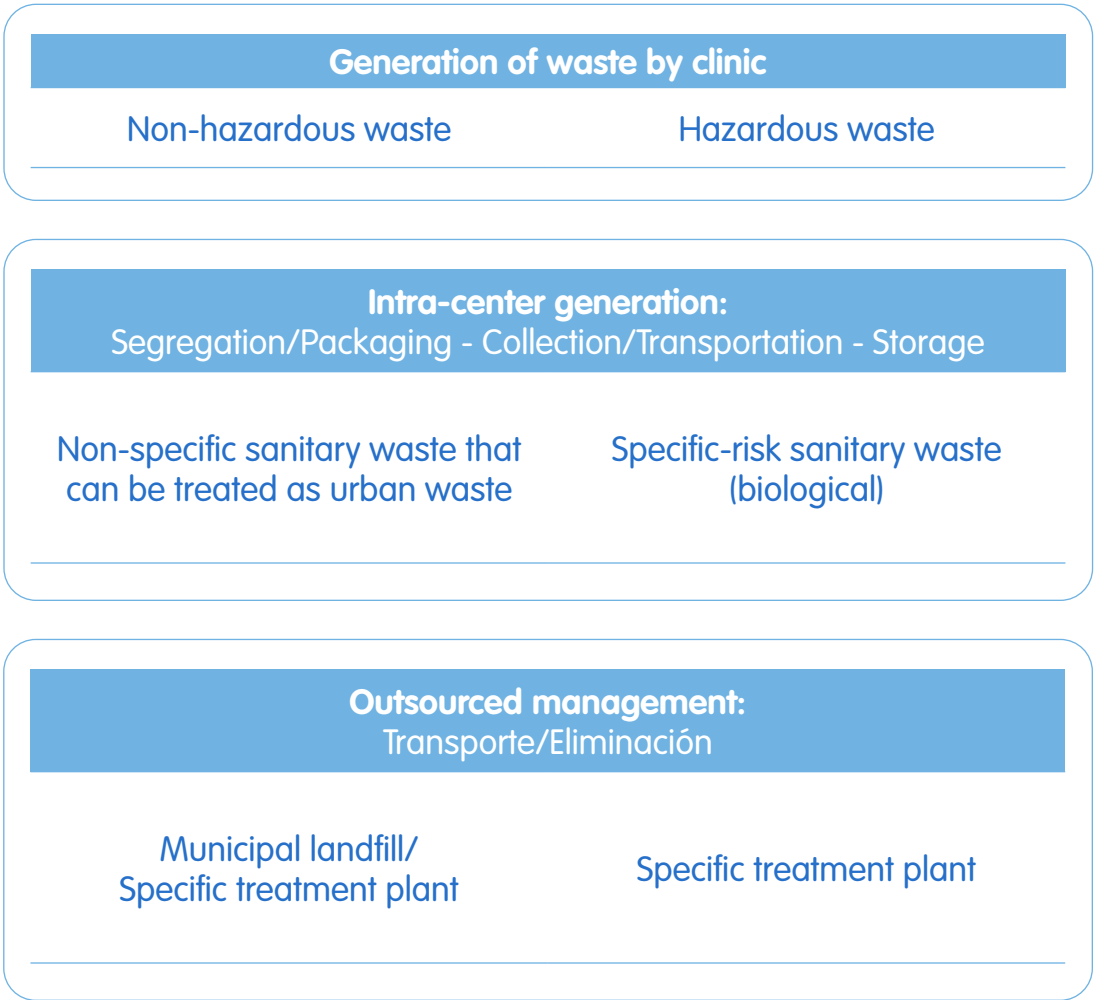
General or solid urban waste: this is managed using the municipal containers and with the recommendation to carry out a previous separation of the same according to whether it is paper, plastics and/or general waste.

Bio-sanitary waste akin to urban waste: a differentiated intra-center management is carried out, and it is disposed of in the general municipal container or are removed by an authorized operator depending on the regulations in force in each case.

Specific bio-sanitary products and special waste: these have a special treatment that is managed by an authorized operator that destroys this waste in a controlled way. As mentioned above, these are the most relevant wastes generated by the company, hence the consideration given to them in the framework of the preparation of this Report.

“

At IVIRMA we take the appropriate measures to reduce the generation of healthcare waste from the organization's activities.



Most of the waste generated at IVIRMA is bio-sanitary waste. Specifically, the three categories of hazardous waste listed below represent 95% of the total waste accounted for by the organization.

- Biohazardous healthcare waste:** infectious waste, human anatomical waste, body fluids, blood and blood products in liquid form and in quantities greater than 100ml are some of the examples in this category.
- Waste in the form of sharp and cutting objects** such as needles, pipettes and other glassware.
- Chemical waste** in this category includes, among others, 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 sanitary and research activities are mainly from infection of people and animals and contamination of water and/or soil. Accordingly, at IVIRMA we take the pertinent measures to avoid the generation of hazardous waste (in particular biohazardous waste) from the organization's activities (our own and those of others in the value chain).

These measures are:

- Formalization of **contracts with authorized organizations** for the management of hazardous waste.
- **Search for viable management alternatives** to minimize environmental impacts, such as, for example, the introduction of reusable containers.
- Ensure the correct **segregation of waste** at the points of generation.
- **Promote people's awareness.**

In this regard, the legislation of each country establishes the requirements to be applied in the management of hazardous waste, as well as the companies authorized to handle waste. However, IVIRMA has appointed managers at the centers and central services to collect and control data on the amount and type of waste generated.

During 2021, the amount of **bio-sanitary waste** (of greater relevance to IVIRMA) **and chemical waste** generated increased to 134.25 tonnes (+65.98% compared to 2020). This increase is mainly due to two factors:

- 1 The integration of new organizations into the IVIRMA group, such as Juno Genetics, Create Fertility and Bio-medical Supply.
- 2 Increased care activity as the context of the COVID-19 pandemic has improved.

Clinics in Spain account for the largest percentage of the amount of hazardous waste generated, with 38%. These are followed by the United Kingdom, with 29%, and the United States, with 17% of the total share of hazardous waste generated.

It should be noted that, in relative terms (the kg/no. transfer ratio), the generation of this waste is decreasing in Spain, Portugal, the United Kingdom, Italy, Chile and Brazil.

Urban solid waste is fully sorted at IVIRMA's clinics, thus facilitating its recycling. In the clinics in Spain this aspect is checked through internal reviews.

Hazardous waste is the most difficult to recycle because at IVIRMA it is mainly biosanitary waste that, in many cases, must be sterilized and/or incinerated for safety reasons. Non-hazardous biosanitary waste is recycled to the extent possible, but represents a minimal percentage of the total amount generated at IVIRMA's clinics.



Waste by type of disposal method

Chemical and biosanitary waste			
Hazardous waste	Treatment	Gross Weight (Tn) 2020*	Gross Weight (Tn) 2021**
Lab equipment cleaning waste	Regeneration and recycling	2.39	3.15
Other chemical products	Regeneration / Incineration	3.69	4.84
Biosanitary	Steam sterilization / incineration	68.83	117.84
Other	Regeneration retrieval, recycling, landfill, incineration	5.20	2.43
Total weight of hazardous waste		80.12	128.26
Non-hazardous Biosanitary	Recycling/landfill	0.76	5.99
Total weight of biosanitary and chemical waste		80.80***	134.25

*Data from clinics in Spain, Portugal, Italy, the United Kingdom, the United States, Argentina, Brazil, Chile and Panama were included in 2020.

**Data for all countries where IVIRMA operates (Spain, Portugal, Italy, United Kingdom, Denmark, United States, Brazil, Chile and Panama) were included in 2021.

*** The calculation of total waste reported in 2021 includes data from the IVIRMA Group’s new subsidiaries: Biomedical Supply (ES), Juno Genetics (UK) and Create Fertility (UK & Denmark).

Office waste (WSU)*

Non-hazardous waste	Treatment	Gross Weight (Tn) 2020	Gross Weight (Tn) 2021
Paper	Recycling	0.52	2.23
Plastic	Recycling	0.29	1.27
Organic	Landfill	0.41	0.66
Total weight		1.22	4.16

Data from the IVI Mallorca clinic.
*Waste akin to solid urban waste.



Prevention, recycling and reuse measures

For several years IVIRMA has been progressively implementing measures for the digitalization of patient care and communication processes. The use of increasingly secure, convenient and efficient applications has sped up over the last two years, which, in turn, has allowed us to introduce good practices in our clinics to reduce paper consumption. These include the patient portal, the biometric signature, the use of electronic prescriptions and the Employee Health Application (EHA). The increased use of digitalized documentation has made it possible to minimize the number of printouts, while the rise of electronic signatures in informed consent forms has led to a drastic reduction in the use of paper in the group's clinics.

For further information, please refer to section [5.4 "A digital and secure corporate culture"](#) on the digitalization of our patient services.

During 2021, participation in the SEUR Foundation's "Caps for a new life" project continued. This project consists of collecting plastic caps in the centers and clinics and delivering them to a recycling plant to help children with serious health problems. From the outset, thanks to the work of the SEUR Foundation and companies such as IVIRMA, more than 130 children have had access to medical and orthopedic treatments not covered by the public health system. IVIRMA's contribution in 2021 achieved the collection of 720,000 plastic caps, which represent avoided emissions similar to those of 360 trees during one year.

On the other hand, and due to the organization's activity, the impact associated with food wastage is not relevant.

ENVIRONMENTAL INDICATORS

The efficient use of materials is a constant concern for IVIRMA, especially when it comes to the water and energy used on a daily basis. It is our responsibility to use resources sustainably in our company and in our environment.

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

Energy consumption

In the energy area, IVIRMA prioritizes the optimization of energy consumption by improving the efficiency of buildings, equipment and vehicles.

In the area of improving energy efficiency in IVIRMA's buildings, two projects in the Seville and Barcelona clinics are worth mentioning. During 2021, work was completed on the new clinic in Seville, incorporating energy efficiency elements. In the case of the new clinic in Barcelona, work began in 2021 on the new headquarters, which have been designed to include sustainability criteria, such as the reuse of water that condenses in the air conditioning equipment for use in toilet flushing.

Fuel consumption

The consumption of natural gas and diesel in some of our facilities, as well as fuels for the fleet of vehicles used by the Relationship Marketing department, have been the main sources of **non-renewable fuels** consumed in IVIRMA.

In the case of natural gas consumption, this was mainly linked to the Valencia clinic, although in 2021 an electric chiller was installed, which has significantly reduced gas consumption. El consumo en 2021 ha sido de 73.051,17 m3, un consumo menor que en 2020, donde fueron 87.494,92 m3.

IVIRMA's **diesel** consumption is mainly related to the generators used to produce electricity in the event of an emergency. In fact, there is no real consumption, since it is mainly stored in the clinic's generator set tank for months. This means that the consumption from performing the monthly tests is minimal. En total, en 2021 se han consumido 7360 litros de gasóleo de calefacción, por debajo de los 9839 de 2020.

In reference to **fuel consumption in vehicles**, during 2021 the fleet remained at 24 vehicles. These correspond to the fleet of IVIRMA's Relationship Marketing department in Spain, Portugal, France, Italy, UK and the USA. Kilometers traveled have grown from 520,292 km in 2020 to 662,493 km in 2021, and the average mileage per vehicle has also increased. One important aspect to highlight is that the entire European fleet has been converted to hybrid vehicles as a matter of environmental sustainability.

In this regard, diesel consumption has been reduced from 23,224 liters in 2020 to 20,529 liters in 2021, which also means a reduction in particulate pollution and other substances derived from the combustion of diesel vehicles. In the case of gasoline, there has been an increase due to the fact that it is the fuel used in hybrid vehicles, rising from 13,272 liters in 2020 to 21,227.03 liters in 2021. Of these, 71% correspond to vehicles used by U.S. clinics.

Fuel consumption is summarized below:

Consumption of non-renewable fuels in volume		
	2020	2021
Heating oil (liters)*	9,839	7,360
Natural gas (m³) **	87,494.92	73,051.17
Vehicle gasoline (liters)***	13,272	21,227.03
Vehicle diesel (liters)***	23,224	20,529.6

Consumption of non-renewable fuels in MJ		
	2020	2021
Heating oil *	359,861	269,192
Natural gas **	3,685,286	3,076,915.28
Vehicle gasoline ***	441,006	705,374
Vehicle diesel	857,789	758,156

* Fuel consumption has been obtained through invoices.

** Natural gas consumption only affects the Valencia clinic, which has natural gas-powered chillers. For natural gas, 11.7 kWh/m3 has been considered following the conversion factors of the Ministry of Industry.

*** The calculation was based on the number of kilometers driven in IVIRMA vehicles by the Relationship Marketing technicians. Fuel consumption has been estimated at 7 liters of fuel per 100 km driven for diesel vehicles, 8 liters per 100 km driven for petrol vehicles and 4 liters of fuel per 100 km driven for hybrid vehicles.

For the conversion of liters of gasoline to MJ, we have used the equivalence of the SEDIGAS infographic <http://gasnam.es/wp-content/uploads/2018/01/Nuevo-formato-2016.01.21-Tabla-GASNAM-SEDIGAS.pdf>

No fuel from renewable sources is consumed.



Electricity consumption

Electricity consumption increased slightly from 46,455,462 (MJ) in 2020 to 51,981,558 MJ, a rise of roughly 10%. Comparing the consumption data of those clinics for which comparative data 2020 vs 2021 is available, we see that energy consumption has grown by 5% as a general trend, although consumption has decreased in 15 of the 41 clinics counted.

Consumption of non-renewable fuels (MJ)		
	2020	2021
Electricity consumption	46,455,462*	51,938,761

* The total electricity consumption indicated is equivalent to 12,904,295 kWh. These data are included to establish the comparison in kWh in the Statement of Non-financial Reporting 2021 (2020 vs 2021).

Electricity consumption (kWh)		
	2020	2021
Electricity consumption	12,904,295	14,427,434

Overall, energy consumption at IVIRMA during 2021 amounted to 56,791,593 MJ, up 9% from 51,830,900 MJ in 2020, and which was mainly due to the higher electricity consumption, mentioned earlier.

In the case of energy from the consumption of fossil fuels, this has been reduced by 14%, mainly due to the lower consumption of natural gas for refrigeration of the Valencia clinic and the lower consumption of fuel for vehicles, especially diesel.

The greater weight of electricity consumption in the total energy consumed is a good indicator of the progress the company is making in decarbonization.

Consumption of non-renewable fuels (MJ)		
	2020	2021
Total energy consumption	51,799,405	56,748,397



Water consumption

To ensure that the quality is adequate, water controls and inspections are carried out regularly in IVIRMA’s clinics by a authorized agency. In addition, we carry out monthly monitoring of **water consumption** in all the Group’s clinics, to spot possible deviations or unusual values that could warn of a fault.

For the IVIRMA group as a whole, total water consumption during 2021 was 32,011 m3, with an increase in consumption compared to the figures for 2020, mainly due to the increased activity of the clinics in the last twelve months compared to the previous year. If we compare the data of the clinics for which we have data for 2020 and 2021, there are a total of 27, of which 5 show a decrease in water consumption.

Likewise, if we look at the data of the individual clinics, some of them have achieved a significant decrease in consumption, as is the case of Salamanca with a reduction of 37% or Zaragoza with 53%. Another highlight is that there are clinics such as IVI Barcelona which, for the second year running, has reduced its water consumption, adding 10% to the 25% of 2020, or the aforementioned Zaragoza, which already has a consumption of only 36% of what it had in 2019.



Water consumption in m³		
	2020	2021
Water consumption	25,573	32,011

Water consumption data have been reported for all countries, in particular for the clinics that have their own contract or have a separate contract from other facilities, the invoices for which they report the information and the meters are working correctly.

Materials used

As mentioned above, the materials used were not identified as materials in the Materiality Analysis conducted with our stakeholders.

In line with our commitment to transparency, we would like to emphasize that the material used in IVIRMA is mainly medical and sanitary, as paper has been gradually phased out thanks to increasing digitalization. This digitalization includes actions such as the elimination of brochures and physical corporate material in marketing and the promotion of telemedicine in patient relations. More information on this overall effort can be found in the [Patients](#) section of this report.

At present, there are no environmental regulations applicable to the materials consumed. With the exception of consumable stationery and computer equipment, these are mainly medical supplies, so the safety regulations they must comply with are paramount and it is not easy to adopt preventive measures to reduce their consumption.

WE ARE WORKING TO REDUCE OUR ENVIRONMENTAL FOOTPRINT

Direct GHG emissions (Scope 1)

Scope 1 direct emissions associated with IVIRMA’s activity are linked to the consumption of natural gas and diesel in some clinics, fuel consumption of Relationship Marketing vehicles and fluorinated gas refills.

As already mentioned in the [Energy section](#), during 2021 the consumption of fossil fuels decreased significantly, especially natural gas, but also diesel, which has had a significant impact on the Scope 1 emissions calculation.

The total CO₂eq emissions in Scope 1 from fuel consumption in IVIRMA’s facilities and equipment was 279.77 Tn CO₂eq in 2021. This amount is divided into:

- Emissions associated with the consumption of natural gas: 155.5 Tn CO₂eq (260.17 Tn CO₂eq in 2020).
- Consumption of diesel for electricity generation facilities in clinics: 19.5 Tn CO₂eq (26.07 Tn CO₂eq in 2020).
- Use of motor vehicles, mainly for commercial activity, amounts to 104.7 Tn CO₂eq (93 Tn CO₂eq in 2020).

During 2021, refrigerant gas refills have been carried out both in clinics in Spain and in Lisbon. Overall, 264.29 kg of refrigerant gases have been refilled, with a CO₂ equivalence of 551.83 tonnes, since all of it is R-410A gas.

Direct (scope 1) GHG emissions		
	2020	2021
Heating oil	260.174 Tn CO ₂ eq	155.55 Tn CO ₂ eq
Natural gas*	26.073 Tn CO ₂ eq	19.5 Tn CO ₂ eq
Vehicle gas	61.544 Tn CO ₂ eq	50.3 Tn CO ₂ eq
Vehicle diesel	31.455 Tn CO ₂ eq	54.4 Tn CO ₂ eq
Fluorinated gas refills	105.54 Tn CO ₂ eq	551.83 Tn CO ₂ eq
TOTAL	484.79 Tn CO₂eq	831.60 Tn CO₂eq

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

We have used the calculation tool of the Ministry for the Ecological Transition to calculate the natural gas, the diesel used for Relationship Marketing vehicles and the refills of fluorinated gases.

generators.

The emission factors are:

Natural Gas: 0,182 kgsCo2eq/kWh.

Heating Oil: 2.65 kg CO2 eq liter

Gasoline: 2.37 kg CO2 eq/ liter

Diesel: 2.65 kg CO2 eq por liter

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

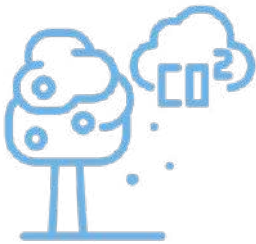
In the case of refrigerant gases, R410-A gas is used in the clinics in Spain and Portugal and the gas equivalents calculated on the basis of its GWP 100 years, according to the data in Annex I, are ARG4, of the 4th IPCC report.

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

Indirect (scope 2) GHG emissions

Scope 2 indirect emissions are related to the consumption of energy from the power grid at our facilities. Previously, in the section on energy consumption, it was noted that electricity consumption has grown slightly due to the increased activity of the clinics, which also implies an increase in Tn CO₂eq emissions in the present scope.

The calculation of emissions in Scope 2 amounts to 3,609.83 tonnes of CO₂eq compared to 3,226.073 tonnes emitted in 2020 (4,000.33 included in the previous Report according to the emission factor available at the time of writing) . In both cases the same emission factor has been used because the emission factor for 2021 has not yet been provided.



Direct (scope 2) GHG emissions		
	2020	2021
Indirect GHG emissions	3,226.073 ton CO ₂ eq	3,606.85 ton CO ₂ eq

The scope of the data is the same as the data reported in the electricity consumption section. The figure offered by the CNMC of “250 g CO₂eq/kWh” has been taken as the general emission factor for the electricity generation system in Spain during 2020 (last value verified by the CNMC at the date of writing this report) and 2021.

Source: CNMC Electricity Guarantees and Labeling Reports https://gdo.cnmc.es/CNE/resumenGdo.do?informe=garantias_etiquetado_electricidad

2 The data in parentheses is the information provided in the 2020 Report. The official emission factor for the year ended is always communicated after the publication of this report. In order to be able to make a real comparison, the emissions included in the Statement of Non-financial information are calculated using the emission factor available at the time the Report was prepared. This implies that the latest updated emission factors are used in the following year’s report, which means that the previous year’s data are updated to facilitate comparability. Since the official value for 2021 has not yet been agreed upon, this will be the case again in the 2022 Report.

Other indirect (scope 3) GHG emissions

In relation to Scope 3, the data referring to 2021 includes emissions from rail and air travel, car rental and accommodation associated with business travel.

There is still a reduction compared to 2020, especially in air travel. The pandemic context has significantly reduced the number of trips, resulting in a significant reduction of greenhouse gas emissions in this Scope 3, by more than 60%, mainly due to the decrease in air travel.

During 2021, there were 2,206 air and train trips, slightly more than the 2,056 train and/or air trips in 2020, however, the increase was mainly in train trips, hence there is a significant reduction in emissions from air travel. In fact, air travel accounts for 67.5%, compared to 46% in 2020. However, in the calculation of emissions, train travel, despite being the majority, only accounts for 9% of the total emissions generated.

One element to highlight is that the travel agency with which IVIR-MA manages the trips has a project to **offset greenhouse gas emissions** with CO2revolution. This project offsets the emissions generated by the travel and accommodation that we provide and contract through the agency.

Other indirect (scope 3) GHG emissions		
	2020	2021
Air Transport*	290.25 Tn CO ₂ eq	92.77 Tn CO ₂ eq
Rail Transport**	5.64 Tn CO ₂ eq	9.13 Tn CO ₂ eq
Use of rental car ***	1.86 Tn CO ₂ eq	0.6 Tn CO ₂ eq
Accommodation ****	14.17 Tn CO ₂ eq	13.71 Tn CO ₂ eq
Total	311.92 Tn CO ₂ eq	116.21 ton CO ₂ eq

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 Ministry of the Environment and Natural Resources and the World Resources Institute. It is also based on the calculation methodology of ICAO - International Civil Aviation Organization.

The calculation of CO2 in flights is calculated based on the number of flight miles.

The formula used was: = YES (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 CO2 per mile and 0.15 or 0.11 the correcting 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 Secretaría de Medio Ambiente y Recursos Naturales (SEMARNAT).

***The main Spanish car rental companies have been asked for their data on kilometers traveled and CO2 emissions for each class of vehicle (ACRIS Code).

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

BIODIVERSITY PROTECTION

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

A photograph of a woman with blonde hair holding a baby. The woman is looking down at the baby with a gentle expression. The baby is looking towards the camera with a slight smile. The image is framed by a large, light blue circular graphic on the right side. On the left side, there is a white circular graphic containing two blue circles, one above the other.

**OUR SOCIAL RESPONSIBILITY:
PROTECTING THE PRESENT TO
DRIVE THE FUTURE**



HUMAN RIGHTS AND ETHICS, THE GUIDING PRINCIPLES OF OUR ACTIONS

Human rights

The defense of human rights is a commitment rooted in IVIRMA's identity, especially in the **respect for freedom of association and collective bargaining, in the rights of minorities** (ethnic, religious, linguistic, gender and sexual, among others), as well as in the rejection of child labor and forced or compulsory labor.

The management of human rights issues internally within the organization is an ongoing process, through which we seek to strengthen communication on this issue and always identify potential risks. During 2021, no operations or suppliers have been identified with significant risk of cases of forced, compulsory or child labor, nor have cases of discrimination been detected, nor have complaints been received for cases of human rights violations.

As indicated in IVIRMA's Code of Ethics and Conduct, updated in 2021, all professionals are committed to respect and protect, in all their activities, the human rights and public freedoms recognized in the Universal Declaration of Human Rights, as well as in the Convention for the Protection of Human Rights and Dignity of the Human Being with regard to the applications of Biology and Medicine.

Our Compliance Committee, renewed in October 2021, exists as a monitoring and control body which, if any situation of non-compliance with human rights is identified, can take the necessary corrective actions.

“
At IVIRMA we continue to manage human rights issues as an innate function within our business.”

HARASSMENT POLICY AND PROCEDURES FOR THE MANAGEMENT OF WORKPLACE, SEXUAL OR GENDER-BASED HARASSMENT

One of IVIRMA’s main concerns and undertakings is to ensure that our staff can work in a safe and comfortable environment and that everyone is treated with dignity and respect and, by virtue of that right, we reject all types of workplace harassment.

For this reason, since 2018 we have had a **Procedure for management of situations of workplace harassment**, sexual harassment and gender-based harassment and any other situation that involves an attack on the dignity or privacy of employees. During 2021 we have worked on a specific Harassment policy with two differentiated procedures, one focused on sexual harassment and gender-based harassment and the other on workplace harassment and other situations. For further information about this section, go to the [Diversity and Equality](#) chapter.

In the USA, in addition, we have again conducted specific training on sexual harassment, which is mandatory for all our professionals. This training will be extended to the other countries, once the Harassment Policy has been implemented.

“
We profoundly reject any behavior that violates the dignity of the person and we do so with forcefulness and a disciplinary procedure.”

Transparency and Good Governance

We strive to ensure that all our stakeholders act in accordance with the organization’s guidelines set out in applicable laws and regulations, codes of conduct and internal policies.

We work tirelessly to achieve a company culture in which irregular and unlawful conduct does not occur or is identified at an early stage. For IVIRMA, ethical behavior is inherent to corporate management, especially given the nature of our sector -the health sector-, which is focused on caring for people. All of us who make up IVIRMA Global are ambassadors of our brand and have the ethical and moral obligation to ensure the trust that our patients have placed in us by maintaining an honest, upright and transparent behavior, every day and in all our activities. To this end, in 2021 we worked on updating our Code of Ethics applicable to the entire organization.

Under this premise, we are committed to integrity and professional excellence, something that is reflected in our observance of the law and compliance with our **Code of Ethics and Conduct**. We are careful not to compromise our values and, accordingly, we make every effort to manage any situation that might do so.

“
Corporate ethics stem from our values and are conveyed to our staff and suppliers.”

COMPLIANCE AND CRIMINAL RISK PREVENTION MODEL

In October 2021, the IVIRMA Board updated part of the documents included in the **Compliance and Criminal Risk Prevention Plan**, such as the General Compliance Handbook and the Code of Ethics and Conduct. In support of these formal rules, we implemented a Whistleblower Channel so that any violation of the General Policies and other internal rules can be reported to and investigated by the Ethics Committee.

Following the same line of thought, we have introduced a series of general and specific preventive controls, as well as **general principles of action** to be followed by all group personnel to prevent any **criminal risk** to the organization.

In addition, IVIRMA complies with all mandatory measures related to Law 10/2010, of April 28, on the prevention of money laundering and the financing of terrorism in Spain. During the period covered by this report, no non-compliance has occurred and no cases of corruption have been identified.

CODE OF ETHICS AND CONDUCT

IVIRMA’s **Code of Ethics and Conduct** reinforces the guidelines of conduct and the set of rules that define the corporate culture, values and principles of the group. The Mission, Vision, Principles, Values and Corporate Policies are the basis for the formulation of the ethical postulates that must guide **the behavior and professional conduct of all company staff**.

The Code of Conduct was launched through an internal communication to all professionals in Spain and is permanently accessible on the internal communication platform. We are working on its language adaptation for its launch in the other countries. In the USA, the corporate Handbook is available, which is in the process of being updated during 2022 and contains the main ethical principles that apply in the country.

COMPLIANCE HANDBOOK UPDATE

As part of the Compliance and Criminal Risk Prevention Plan, in 2021 the Compliance Handbook General Part was updated to include the main legislative changes introduced by Organic Law 1/2019, of February 20. This provision amends the Criminal Code and modifies formal and material issues of the document, to improve the logic of its structure, facilitate its understanding by its recipients and review some aspects related to internal control.

CONFLICT OF INTEREST MANAGEMENT POLICY

Since 2019, all new hires have signed the conflict of interest policy, where they inform the organization of any potential conflict of interest they may have with respect to the group’s activity.

All employees have access to this document and can make use of it if their circumstances change and a new potential conflict of interest arises.

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

THE COMPLIANCE CHANNEL

In 2021 we updated the compliance channel, through which anyone who has indications or suspicions of any irregularity or conduct can report it to the Compliance Committee through a new e-mail address created for this purpose compliance.emea@ivirma.com.

The Compliance Committee is a supervisory body in charge of controlling and supervising the operation, effectiveness and compliance with the company's Criminal Risk Prevention Model. It is formed by the global management of the different areas of IVIRMA Global (HR, IT, Finance, Legal and Medical Affairs).

This committee also has, in relation to the Code of Ethics and Conduct, the following obligations:

- To promote a culture based on the responsible behavior of all IVIRMA Global professionals.
- To promote the principle of absolute rejection of the perpetration of illegal acts or situations contrary to the principles of ethics.
- To ensure that the system of values adopted in the Group's internal regulations is kept up to date, proposing any necessary updates.
- To promote the preparation and implementation of appropriate training and awareness programs of a business-ethical nature.
- To supervise the operation of the communication channels.

- To guarantee the fundamental principles of confidentiality and non-retaliation that govern IVIRMA Global's whistleblowing channels.
- To advise on the resolution of doubts arising in the application of the Code.
- To analyze and intervene in cases of complaints received through the channels established for this purpose.
- To verify the application of the disciplinary procedure in the event of non-compliance with the principles and commitments contained in the Code.
- All other functions arising from regulatory compliance.

IVIRMA's Global Compliance Channel Regulations establish that any person who becomes aware of possible risks or breaches of the Code of Ethics and Conduct and any other IVIRMA internal rules or protocols must report them. Accordingly, any known or suspected action must be reported, on the understanding that the **confidentiality of the reporting** person is guaranteed by IVIRMA. To ensure confidentiality, it is also the obligation of all people who have knowledge of the complaints made through the channel to maintain professional secrecy regarding the identity of the complainant.

The Compliance Handbook and the Compliance Channel Use Policy are available to Staff members on the internal communication platform. Once the complaint has been made, the **Compliance Committee** conducts the appropriate investigations to verify the veracity of the facts reported and to define the proposal of penalties if necessary.



CONTRIBUTIONS TO FOUNDATION AND NON-PROFIT-MAKING ENTERPRISES

During 2021, a specific training course called Compliance and Criminal Risk Prevention Model Course (Compliance Model), aimed at all employees, was developed and launched in January 2022. This course, which is mandatory for all professionals and new hires, aims to inform about the criminal liability of the company and the model of compliance and prevention of criminal risks in order to avoid the materialization of any criminal offense within the framework of the jobs performed by its employees.

In any case, the Code of Ethics and Conduct, available to our professionals on the new corporate platform, also proactively communicates this undertaking in the **Corruption and Bribery** section.

Contributions to Foundation and Non-Profit-Making Enterprises

During 2021, IVIRMA has collaborated with different types of **social projects** (health, childhood and diversity) to which a total of 46,923 euros has been donated. The following table displays the contributions broken down by initiative or project:

ASSOCIATION/NGO	DONATION
Mamas en Acción	3,000.00 €
Plan Familia	25,033.00 €
Fundación Adecco - Semana Mujer	600.00 €
Asparbi	1,000.00 €
Fundación Make a Wish	4,690.00 €
ONG Debra España - Teaming	3,400.00 €
Fundación Josep Carreras - Teaming	5,200.00 €
El Sueño de Vicky	4,000.00 €
TOTAL	46,923.00 €



COMMITMENT TO SCIENCE, EDUCATION AND SOCIETY

IVIRMA’s clinics are located worldwide, which allows us to be within reach of anyone who needs our services and to provide our knowledge and experience so that one day they can achieve their dream of starting a family.

We aspire to create a more just and equal society in terms of rights and opportunities. Respect for local communities and a true sensitivity to their specific features and social needs is essential to our purpose.

The main socioeconomic impact of the IVIRMA centers is the increase in the birth rate observed in the area of operation. It is important to note that no operations with negative impacts on the local communities where IVIRMA is present have been detected.

IVI Foundation

The IVI Foundation was born as a research center in Reproductive Medicine more than 20 years ago with a research, educational and social purpose.

Research to break
new ground in
reproductive medicine:
IVI INNOVATION

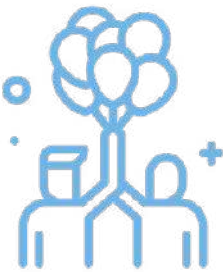
In 2021, we managed to maintain the high level of scientific productivity, which places us as the assisted reproduction group with the highest scientific activity worldwide.

Research in the area of human reproduction and infertility in Europe and the United States is broad and deep. IVI Innovation brings together both environments, making it a strong entity that promotes the most talented research personnel, shares knowledge, perfects techniques and marks the present and shapes the future of one of the most cutting-edge fields of medicine: assisted reproduction.

The research we perform in IVIRMA means we can contribute to the advancement of assisted reproduction and offer excellence in the care of our patients.

The result of this scientific innovation, technological development, research and experience enables us to generate the knowledge to contribute to the advancement and continuous improvement of the treatments we offer and, consequently, to offer excellence in the care of our patients.

One of our core strengths is our ability to adapt to the needs of the place where we are located in order to help reduce inequalities.



Basking Ridge, Madrid and Valencia are IVIRMA's main clinical research centers. Each center promotes and participates in its own research projects. In addition, Basking Ridge, Madrid, Oxford and the IVI Foundation are laboratories specifically designed for basic research. Finally, there is a research management support unit (UAGI) to support the company's research infrastructure.

In 2021 there was a significant change in the scientific management structure, with Professor Juan Antonio García-Velasco, director of IVI Madrid, now being the new scientific director of the IVI Foundation. In addition, a new Scientific Committee on Genetics has been created.

Key figures 2021:

- 179 scientific articles in prestigious journals with an average impact factor of 5.00, compared to 4.42 in 2020.
- We have submitted 136 communications to the most relevant congresses in our specialty, of which 134 have been accepted for discussion.
- The value of the aid obtained is over 3.2 million euros.
- A total of 110 new projects have been initiated, bringing the total number of active projects to 345 simultaneously, 22 of them clinical trials, and, for the first time ever, more prospective than retrospective studies have been initiated.
- The researchers and several of the projects have been awarded mentions and prizes in our scientific activity.
- The usage records of our Innovation website have beaten all previous records, and it is one of the most consulted in the area, due to the interest of its content, having been completely renewed during this year <https://www.ivi-rmainnovation.com/>

Introduction of the research management tool

Following months of development, the research management tool, INVESTIGA, has been definitively introduced throughout the company to facilitate access to real-time information on ongoing research projects, as well as document and financial management. These new processes facilitate the optimization of resources, avoid duplication of research efforts, and promote transparency in the economic management of research projects.

Featured research articles in 2021

Stem cell-secreted factor therapy regenerates the ovarian niche and rescues follicles.

Ovarian senescence is a normal phenomenon associated with age, but growing numbers of young women are affected by diminishing ovarian reserve or premature ovarian failure.

The aim of this study is to test the ability of various sources of human plasma, enriched in stem cell-secreted factors, and the mechanisms underlying their regenerative properties, to repair ovarian damage and promote follicular development.

Our findings suggest that **stem cell-secreted factors** present in both granulocyte colony-stimulating factor and umbilical cord blood plasma **could be an effective treatment to enhance re-**

productive outcomes in women with impaired ovarian function due to various causes. Activated granulocyte colony-stimulating factor plasma, which is already enriched in both stem cell-secreted factors and platelet-enveloped growth factors, appears to be the most promising treatment because of its more potent restorative effects.

Stem Cell Paracrine Signaling for Treatment of Premature Ovarian Insufficiency.

Premature ovarian failure (POF) is a common disorder affecting young women and represents the worst ovarian scenario due to the substantial impact on the reproductive life of these patients. Due to the complexity of this condition, which is not fully understood, effective treatments for these patients have not yet been established. Different experimental approaches are being explored and stem cell-based strategies deserve special attention. Numerous papers point to the efficacy of stem cells in the treatment of POF, and a wide range of clinical trials have been developed to demonstrate the safety and efficacy of stem cell therapy in women with diminished ovarian reserve and POF. The main goal of this review is to **describe the status of stem cell treatment of POF**, especially those using stem cell mobilization or paracrine signaling.

Prediction of embryo survival and live birth rates after cryotransfers of vitrified blastocysts.

In this study, the research question was: which pre-vitrification parameters are most predictive of survival and live birth in vitrified-warmed blastocyst transfer cycles?

The previtrification morphological parameters analyzed for blastocysts in this retrospective study included day of vitrification; degree of blastocyst expansion; degree of trophoectoderm (A, B, and C); and degree of inner cell mass (A, B, and C). Univariate and multivariate generalized estimating equation models were used to analyze survival, clinical pregnancy and live birth rate. A stepwise regression analysis was performed to select and rank the most predictive results.

The result of the study **shows that blastocysts vitrified on day 5 and those with the highest degree of trophoectoderm should be given priority for warming because they have the highest probability of survival.**

Providing fertility treatment during the COVID-19 pandemic

The emergence of the new coronavirus infection that emerged in Wuhan, China, in December 2019 has resulted in an epidemic that has rapidly spread to become one of the most significant public health threats in recent times. The aim of this review is to summarize how this pandemic has affected the activity of a Center for Reproductive Medicine, which introduced a series of measures in parallel to the decisions of governments and scientific societies.

The control measures adopted for the resumption of healthcare activity must be equitable and inclusive. In addition, this pandemic has implied changes in treatments and strategies to be attentive to information that changes daily. Finally, to ensure safe practice for both patients and staff, it is **important to detect asymptomatic patients, so Reproductive Medicine centers must take special care with screening and testing procedures.**

GENERATE KNOWLEDGE TO CREATE A SCHOOL AND A FUTURE: IVIRMA GLOBAL EDUCATION

IVIRMA Global Education is the world’s leading school of Reproductive Medicine, which is why people looking to make a difference in this field of medicine choose us. Global Education is the educational institution of IVIRMA Global and over the last 5 years has become an international benchmark for training in this area of health.

We have an extensive portfolio of masters’ degrees and specialized courses for all those who work in an assisted reproduction clinic and wish to update their knowledge, or for those who wish to focus their professional career in this field.

The excellence of our training programs is the cornerstone of the educational system we offer. These programs are constantly updated and are based on state-of-the-art technologies. Our purpose is to give a holistic view of reproduction, offering training that helps all people involved in the sector to improve their knowledge and skills. This is achieved by constantly improving the quality of practice and boosting global educational activity in reproductive medicine.

Programs offered at Global Education

Masters’ degrees

We offer a wide range of postgraduate studies on Human Reproduction in partnership with prestigious universities, such as the University of Valencia, the European University of Madrid, or the King Juan Carlos University, which are aimed at both graduates in biomedical sciences and specialists in gynecology and obstetrics.

As new projects, we are working on closing agreements with Thomas Jefferson University in the USA to be able to offer programs in the areas of Embryology and Nursing.

“

Our School of Reproductive Medicine is recognized worldwide as a reference for any professional wishing to focus their career in this field or update their knowledge.

Online courses

We have a portfolio of more than 50 online courses on gynecology, assisted reproduction, psychology, nursing, genetics and research that are taught through IVIRMA Campus. It is a multi-language, multi-device platform with gamified content to enrich student learning.

This platform was accredited for the first time in 2019 by the European Accreditation Council for CME (EACCME)- UEMS for all online training conducted through this.

Ad-hoc consultancy and auditing services

We offer ad hoc training according to the specific needs of each of our clients. This service generates a wide network of potential international referrals.

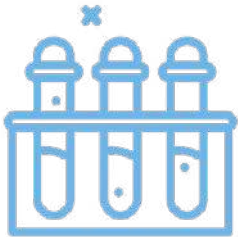
Recently, we have launched a remote auditing service to improve laboratory techniques in clinics in other countries without the need to travel.

Classroom training in clinics

Aimed at both medical specialists and all laboratory, psychology, nursing and other professionals working in the clinic.

This training has been adapting to the digital transformation, which has reached all areas, and a new modality has been gradually offered: streaming courses.

IVIRMA Global Education also coordinates the rotation of specialists in gynecology and obstetrics in our clinics, the organization of internships for students of our masters’ degrees and, in addition, each year we train several fellows in the subspecialty of reproductive medicine, both nationally and in Europe and America.



Student First,
the students at
the heart of our
training.

Commitment to digitalization

Our online offer is part of an innovative learning ecosystem designed to generate a return on students and guide them in the development of skills, thus encouraging their professional growth. To achieve this, we combine first-class theoretical content with cutting-edge learning methods, all adapted to the digital environment.

IVIRMA Campus

Our virtual campus, **IVIRMA Campus**, offers a unique and innovative learning experience. Not only is it the place where materials are deposited, but it is also the perfect venue to interact with faculty and other students, promoting networking from the beginning of the training.

The recognition of the European Accreditation Council for Continuing Medical Education (European body responsible for medical training) means that all medical specialists who study any of the online courses offered by IVIRMA Global Education receive a certificate of completion of the course with the number of ECMEC’s credits corresponding to the hours of training completed. These credits allow the recognition and exchange of credits between European countries, USA and Canada for medical specialties.

User Experience UX

IVIRMA Campus is adapted to a multi-device environment that allows access from smartphone, computer or tablet. Technology is part of the DNA of our company and of our professionals, which is why it is a strategic pillar in our educational program.

Knowledge certification

Our students can certify their knowledge through **digital badges** that they get once they pass the course evaluation and that they can share with the world through their social networks, electronic signature and digital CV.

Educational logbook

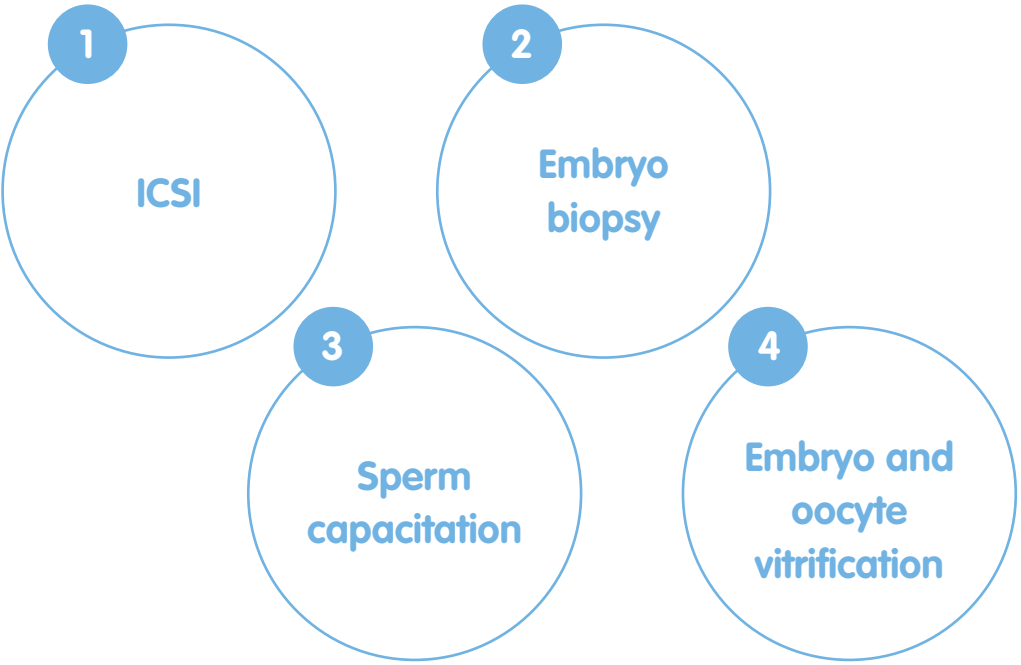
In addition to the foregoing, we offer our students the possibility of creating an **electronic CV** with all the training they have completed with us, so that they can share with the world through different channels those specialized programs they have studied in the field of Assisted Reproduction. The CV includes, inter alia, the skills acquired, the hours of study, the program, the coordinators of each of the training courses, the date of completion.

IVF Skills Remote Evaluation

IVF Skills Remote Evaluation is a new consulting modality that allows us to audit how certain laboratory procedures are performed, with the goal of achieving the best results.

Our aim is to know, without the need to travel and in a swift and easy way, if the lab routine is optimal through a platform that we make available to the client. The first pilot program with an international clinic has been a success.

The procedures to be audited are as follows:



Milestones 2021: An extensive range of offerings adapted to the student body

Online courses		Webinars		Courses in clinics	
73 offered	897 students	22 held	1,993 attendees	36 held	159 students
Masters' degrees		Streaming courses		9th edition IVIRMA Congress	
6 masters' degrees	230 students	5 held	381 students	1,593 attendees	46 speakers
				+70 nationalities	14 exhibitors

International IVIRMA Congress

More than 1,500 attendees gathered last November for the ninth edition of the IVIRMA Congress, an event that was held **online**. The organization was satisfied to have arranged its most open edition, welcoming, in addition to fertility professionals, specialists in gynecology and obstetrics, family medicine, psychologists, as well as resident medical staff.

As a novelty, the ninth edition of the IVIRMA Congress hosted a total of **8 debates** that were the main pillars on which the scientific program was held, these were:

- The appropriate dose of progesterone for the patient.
- Fertility preservation.
- Preeclampsia.
- The recurrent implantation failure.
- Endometritis.
- Immunology.
- Non-invasive PGTA.
- Artificial intelligence.

Among the most important findings reported at the congress was the tremendous advance of PGT-A in quality, accuracy, sensitivity: non-invasive preimplantation diagnosis. Another topic that had huge repercussion and awakened the interest of the specialists, with increased attendance, was ovarian rejuvenation. Ovarian re-activation was outlined at the congress as a promising option.

“The International IVIRMA Congress is the meeting point where best practices are shared to improve success rates in reproductive clinics.”

PROTECTING THE PRESENT TO BOOST THE FUTURE: OUR SOCIAL ACTION

At IVIRMA we help to create life and, with this goal of promoting the future, our challenge is to be a benchmark company in terms of Sustainability, focused on Health and Women. As a driving force for the transformation of society and a lever for contributing to the economic and sustainable recovery of Spain, we work each day to generate value for our stakeholders in our Social Action programs.

Health and women at the core of our sustainability

Our Social Action seeks to contribute to the Sustainable Development Goals of the 2030 Agenda, with special emphasis on SDG 3 "Health and Well-being" and SDG 5 "Gender Equality".

Free fertility preservation program for cancer patients

When the dreaded word "cancer" enters the picture, coping with this disease comes first in the patient's life. In almost all cases, the diagnosis is unexpected and brings everything to a standstill. Future plans disappear and everything is conditioned to overcoming the disease. But becoming a mother after cancer is possible at IVIRMA, with our free fertility preservation program for oncological reasons.

That is why in 2007 we were pioneers in creating the programs "Being a Mother after Cancer" and "Being a Father after Cancer". These are the [fertility preservation programs for oncological reasons](#) that we offer to these patients free of charge. Women and men with a difficult road ahead, but who thanks to this program have hope for the future and a goal to strive for. In the almost 15 years since, about 1,500 women diagnosed with cancer have been able to preserve their fertility. In this way, they vitrify their oocytes before undergoing chemotherapy or radiotherapy treatment, which in many cases can damage fertility.

The best gift is the 49 babies that have already been born thanks to the cancer preservation programs, along with 10 more on the way.

Mamás en Acción (Mums in Action) & IVI, together against loneliness

Did you know that in Spain there are thousands of hospitalized children whom no one visits? In our company we put all our efforts every day to help women who want to be mothers and who cannot. Therefore, our 2021 Christmas campaign was also focused on helping all those children who need the love and company of a mother. We lead an awareness campaign in favor of the NGO "Mamas en Acción", to ensure that there are no children in hos-

pitals without a person by their side, supporting the work of volunteers who dedicate their day to day to keep this NGO afloat. In addition, the IVI Foundation made a corporate donation to support this goal.

IVIRMA with the Adecco Foundation for Women's Day

On the occasion of International Women's Day 2021, we joined the Adecco Foundation in the "Vulnerable" campaign, an awareness-raising action through three anonymous stories of women with the aim of giving visibility, recognition and also to break down the barriers that thousands of women encounter when searching for jobs.

Together with more than 60 other companies, IVIRMA's support for this campaign led to the implementation of over 60 workshops nationwide with women in situations of vulnerability or social exclusion, working breakfasts and seminars to raise awareness of women at risk of exclusion in the labor market.

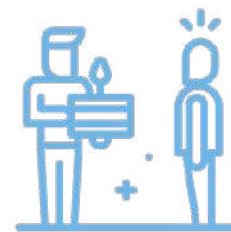
Your help, a dream

We took part through a corporate donation in the gala "Your help, a dream", which raised funds for the Sueño de Vicky (Vicky's Dream), a foundation that raises funds for research projects against child-

hood cancer, and allocated the €25,000 received by all attendees to the Pediatric Brain Tumor Unit at the Niño Jesús Children’s Hospital in Madrid.

Make a Wish

As every year at Christmas time, we have collaborated with the NGO Make a Wish to help fulfill the dream of a girl with a serious illness through the digital platform “Universe of Stars”, where employees left a message for the beneficiary and for each message IVIRMA donated €1.3 to help with her treatment and her hopes.



Our staff: Co-creating social action

Teaming: Listening, commitment and the creation of a fairer society

Jil Van Eyle created Teaming after the birth of her daughter Monica in 1998, who came into the world with a serious illness, hydrocephalus, which turned her life upside down. Thus, [Teaming](#) was born as a solidarity initiative that helps others through micro-donations, but with an important particularity: the amount of collaboration is only one euro per month.

Since it was launched in 2009 at our company, Teaming combines two fundamental factors of the essence of this IVIRMA: teamwork and solidarity. Over the past 12 years, we have contributed €80,000 to around 30 projects, each of which embodies the social commitment of its professionals to sustainability. Not only through their monthly donations -an amount doubled by the IVI Foundation- but also through the submission of projects and their selection, all carried out by the workers themselves, which allows their active involvement in the program, offering them the possibility of proposing and supporting causes for which they feel a special affinity.

2021: 17 projects, over 400 votes, 2 winning projects

The two Teaming 2021 winning projects were:

- **José Carreras Foundation:** The founding goal of the “No Child with Leukemia” is to make leukemia one day a 100% curable disease. Under the slogan “Until we cure it, we will not stop” they develop all kinds of research projects in favor of patients and families.
- **Debra - Butterfly Skin:** An organization whose mission is to improve the quality of life of people with Butterfly Skin, a rare and hitherto incurable genetic disease. Their organizational vision “That there is no one in the world who suffers from Butterfly Skin” acts as their daily impetus.

Adecco Foundation’s Family Plan, the value of Diversity

At IVIRMA we support the #EmpleoParaTodos (#JobsForEveryone) project of the Adecco Foundation, whose mission is to promote the inclusion of people with disabilities in the labor market. In 2021, thanks to our commitment, we assisted 15,231 people with disabilities in their search for employment, generating a total of 4,796 jobs.

We have also been supporting another of the Adecco Foundation's initiatives, the Family Plan, for the past six years. It is an employment orientation program aimed at people with disabilities from 0 to 64 years of age. Its goal is to provide them with the necessary tools to increase their autonomy and employability in the short, medium or long term.

In 2021, 2,105 people with disabilities took part in this program, 12 of whom are family members of IVIRMA employees. The Adecco Foundation team is an expert in disability care and labor inclusion, designing ad hoc intervention plans to meet the needs of each of these people. These intervention plans are based on 5 major aspects, aligned with the Adecco Foundation's cycle of inclusion: 1) Health, 2) Family, 3) Social Area, 4) Training and 5) Employment.

Also, through the Family Plan School, workshops are organized to share and acquire training on disability issues. In many of the workshops of this school, the family participates together with the beneficiary, facing concerns and sharing therapies, tools and mechanisms that enable the members of the whole family to be part of the intervention plan -including the work orientation aspect- of the beneficiary and make it more effective.

Each year a survey is launched for the beneficiaries of the Family Plan, who learn about this initiative through IVIRMA employees, so that they can evaluate it. It has a satisfaction rating of 9.6 out of 10.

Merck Foundation Africa Asia Luminary

In 2021, IVIRMA's doctors Pilar Alamá and Vanessa Vergara participated in the online Congress promoted by Merck Serono to contribute to the social and economic development of Africa and Asia through different sessions on health and development. It brought together more than 1,000 medical specialists, politicians, media, researchers and academics from all over the world. A health education program to generate real development, promote local empowerment and innovative processes in the sector in these two regions.

Mainstreaming environmental care in our social actions

"Caps for a new life"

In 2021, we renewed the "Caps for a new life" project, an agreement with the SEUR Foundation to collect plastic caps to facilitate access to medical and orthopedic treatments for children with serious illnesses, in addition to supporting the fight against climate change by recycling them.

Thanks to the 720,000 plastic caps collected by all our centers in Spain, we have helped, together with other companies, to pay for the rehabilitation sessions for Marcos, the 8-year-old boy with whom we started our challenge. In addition, at the environmental

level, 360 trees would be needed for a year to absorb the CO₂ that we have avoided at the corporate level with the recycling of the caps provided.

Local actions in the USA

In the USA, local actions are also promoted:

Top Performer "Human Rights Foundation"

A movement fighting for the rights of the LGBTIQ+ community, which defends the equality and diversity of this group in the United States and around the world.

Yesh Tikva

We have donated \$1,000 in aid to Bonei Olam, an organization that provides free psychosocial assistance to couples from the Jewish community who wish to undergo Assisted Reproduction treatment.

Building Families Feeding Families (NJ)

The human team of our clinics in the U.S.A. has donated more than 200 bags of non-perishable food to families with limited economic resources.

OUR SUPPLIER COMPANIES, PARTNERS ON THE ROAD TO OUR MISSION

Quality of service, ethical behavior, compliance with delivery conditions and good **administrative management** are key aspects in the choice of the companies we work with.

Although we do not have a local sourcing policy, to the extent possible we favor sourcing in the country of origin of the service, although this depends on the availability of the products. It should be noted that 88% of the companies contracted are local, i.e. they have their registered office in the country of origin of the clinics (see percentages by region in the “Suppliers 2021” table).

We monitor service levels and strive to select companies that have the highest standards of quality and safety.

Our suppliers are numerous and come mostly from the healthcare and cryobiology sectors. We also have service providers for the different support functions of the company.

Suppliers 2021		
	2021	% Local Suppliers
SPAIN	1,880	94%
USA	885	99%
RER	1,363	94%
LATAM	481	94%
TOTAL	4,609	95%

“
We consider our suppliers as partners in our goal to offer the best techniques and treatments to patients.”

Our Procurement Committee is the body in charge of the daily monitoring and implementation of the Purchasing Policy, a corporate procedure that defines the standards and norms related to purchasing management, with the three-prong approach of price, quality and service. This policy is known by everyone and is also supervised through the quality and monitoring policies of supplier companies, managing risks through regular audits.

The Procurement department is very involved in the follow-up of these within the Quality system and in 2021 no case of significant negative social impact or any other situation that would have led to the cancellation of an order was identified.

In the USA this is handled directly through the Operations department, which in 2021 implemented the management of suppliers through the online "Order" system, which allows the tracking and approval of orders placed, in addition to unifying service providers for all the clinics in the region. In addition, we work with 3 offers for each service in order to analyze the one that best suits the requirements. During 2022, work is underway to improve the tool for the establishment of policies and protocols.

“
All our supplier companies are assessed for risk before becoming business partners.

“
The Procurement department closely monitors our suppliers to ensure that none of them violates corporate standards under the Quality Management System.

Evaluation of supplier companies

All suppliers are subject to our specific **supplier evaluation procedure** regulated by the Quality System.

The initial assessment is performed according to the criteria defined in the **product/service risk assessment table** and is carried out each year by the Procurement Department, the General Medical Department or the competent personnel of the center. This table defines 14 different types of supplier companies and, depending on the level of risk identified, the company requires various stages of assessment. It will only be included in **IVIRMA's supplier system when it is validated within the quality system defined above.**

This assessment does not review social, environmental or gender equality criteria in procurement decisions or supplier selection.

Our employees also have at their disposal a **Procurement Desk** where the different offers from suppliers are analyzed in the fairest possible way. Independent departments (financial, corporate and procurement) participate in this process to make the decision based on objective criteria according to existing policies.

In addition, the Mallorca clinic follows the guidelines of the Environmental Management System ISO 14001, managing suppliers according to environmental criteria.



TAX INFORMATION

In the area of taxation, **Corporate Tax and VAT** are the two taxes that have the greatest impact on the organization. At IVIRMA we are structured with Companies in the different cities where we provide services. In this regard, we pay the corresponding taxes in each jurisdiction.

We prioritize tax consolidation, whenever possible, of the existing companies in each country. Corporate Income Tax is under a consolidation umbrella in which it is the Holding Company that finally presents consolidated trading figures to the Spanish Tax Authorities (AEAT) and, therefore, has the balance with the Tax Authorities, both when it is a creditor and a debtor.

On the other hand, the companies of the group to which the general rules of the AEAT are applicable (i.e. which are not subject to a specific regional -foral- regime) can voluntarily join the Aggregate VAT Law group to which the IVIRMA group belongs, thus benefiting from specific specifications based on the group reconciliation of the monthly results by calculating a single amount presented by the Holding company.

In relation to the VAT of the clinics, as they carry out a healthcare activity that is VAT EXEMPT, they have non-deductible input VAT, which means a higher expense for the company. The VAT pro-rata law is applicable, which allows a percentage of the input tax to be deducted, determined according to the use of the goods and services acquired and to the extent that they are used in the per-

formance of activities that entitle the taxpayer to deduct them.

This takes the form of a pro-rata percentage that the clinic will be able to deduct from the total non-deductible VAT for that year. This percentage is recalculated annually based on the volume of these specific operations.

IVIRMA's staff includes a high number of researchers due to the R&D trend in our sector and to ensure we remain at the forefront of treatments. In this way, in Spain the group benefits from certain TA (tax allowances) in the field of R&D.

The part where the greatest profit is obtained is thanks to the TA for R&D and IT in Spain and the United States, given that even if they exist in some other country, they either do not apply to the organization or are immaterial.

In terms of measurement, we use benchmarking among all our companies and the results obtained in previous years. From the Research Support Unit, we manage and bring together all the group's projects, whether or not they involve tax allowances or grants. The aim of this management is to standardize or at least regulate research within the group so that we all meet the same requirements.

The company does not take risks with the tax allowances and obtains reports issued by the Ministry of Economy and Competitiveness and which are binding for the Spanish Treasury. This is the

reason why the deductions are estimated and deferred for one year, so in 2021 we take the tax allowances generated in 2020.

The following tables show the profits obtained country by country and the taxes on the profits paid country by country.



Profits obtained country by country (€)*

	2020	2021
Spain	54,726,848	40,977,995
USA	-3,813,814	12,468,908
LATAM		
Argentina	1,060,121	633,956
Panama	435,405	-368,461
Brazil	11,341	257,682
Chile	-818,926	2,252,292
RER		
Italy	-1,924,315	-2,971,814
Portugal	-1,048,207	2,181,281
United Kingdom	-38,832	1,214,971
Denmark	0	15,522
TOTAL	48,589,619	56,662,334

* The distribution of the profits obtained by country provided in the previous year have been updated in accordance with the correct allocation of the consolidation adjustments that in 2020 were allocated only to the regions of Spain and the USA to make them comparable to the figures for 2021.

Corporation tax paid country by country (€)*

	2020	2021
Spain	-2,748,425	8,067,046
USA	692,447	2,856,071
LATAM		
Argentina	-120,492	0
Panama	516	30,874
Brazil	130,479	145,947
Chile	390,283	738,909
RER		
Italy	27	1,482
Portugal	472,709	682,376
United Kingdom	-5,378	640,023
Denmark		9,061
TOTAL	-1,187,834	13,171,789

*The distribution of the taxes obtained by country provided in the previous year have been updated in accordance with the correct allocation of the consolidation adjustments that in 2020 were allocated only to the regions of Spain and the USA to make them comparable to the figures for 2021.

In addition, the grants received in IVIRMA are mostly for R&D projects carried out at the clinics.

Financial aid received from the government

	2020	2021
Tax deductions and tax credits	3,803,763€	2,916,587€
Grants for Investors, grants for R&D and other types of relevant grants	537,214€	414,915€



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**SUBSEQUENT
EVENTS**

On March 30, 2022, the shareholders of the group to which the company belongs and whose parent company is IVI RMA Global, S.L., announced the sale of a majority stake in the group, backdated to March 27, 2022. The sale was made to the investment fund KKR. The execution of the deal is subject to the corresponding regulatory approvals and other closing conditions which, as of the date of preparation of this Statement of Non-Financial Information, have not been met.





ANNEXED

Distribution of workforce by gender, age and professional category - IVIRMA Global (2021)

2021	under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Categories	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)	0	4	10	39	25	75	19	47	7	24	1	4	62	193
Clinic support	2	2	17	74	28	127	37	132	12	88	8	26	104	449
Medical staff	0	0	0	1	22	37	20	63	16	18	8	4	66	123
Laboratory	0	1	22	118	42	170	29	103	6	28	1	7	100	427
Nursing	0	3	0	177	2	312	3	161	2	56	0	21	7	730
Patient care	0	0	4	53	10	126	5	108	1	57	0	4	20	348
Executive staff	0	0	0	0	4	1	12	9	19	2	7	5	42	17
TOTAL	2	10	53	462	133	848	125	623	63	273	25	71	401	2,287

All workers who form part of the company as of 12/31/2021 have been taken into account.

Distribution of the workforce by gender, age and professional category - IVIRMA Global (2020)

2020	under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Support functions (HQ)	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Clinic support	0	2	7	27	31	67	19	43	6	24	3	3	66	166
Medical staff	1	0	10	27	26	83	23	93	10	56	5	24	75	283
Laboratory	0	0	1	1	15	35	11	56	12	17	6	1	45	110
Nursing	1	2	21	107	30	178	26	117	4	29	0	8	82	441
Patient care	0	0	3	118	0	231	4	129	3	33	0	10	10	521
Executive staff	0	2	4	56	13	120	6	109	1	53	0	5	24	345
Personal directivo	0	0	0	0	6	2	13	6	23	4	6	2	48	14
TOTAL	2	6	46	336	121	716	102	553	59	216	20	53	350	1,880

All workers who form part of the company as of 12/31/2021 have been taken into account.

Breakdown of the workforce by contract type, gender, and professional category – IVIRMA Global (2021)

2021		Indefinite part-time		Indefinite full-time		Temporary part-time		Temporary full-time		Full-time internship		Total men	Total women
Categories		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)		2	16	52	157	0	1	7	17	1	2	62	193
Clinic support		14	91	80	333	1	2	5	17	4	6	104	449
Medical staff		10	21	54	98	0	1	2	3	0	0	66	123
Laboratory		17	99	75	295	4	3	4	27	0	3	100	427
Nursing		1	260	4	416	2	16	0	38	0	0	7	730
Patient care		5	127	13	186	0	14	2	20	0	1	20	348
Executive staff		1	3	41	14	0	0	0	0	0	0	42	17
TOTAL		50	617	319	1,499	7	37	20	122	5	12	401	2,287

All workers who form part of the company as of 12/31/2021 have been taken into account.

Breakdown of the workforce by contract type, gender, and professional category – IVIRMA Global (2020)

2020		Indefinite part-time		Indefinite full-time		Temporary part-time		Temporary full-time		Full-time internship		Total men	Total women
Categories		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)		3	30	61	137	1	2	12	24	0	0	77	193
Clinic support		12	85	59	227	0	3	8	6	3	0	82	321
Medical staff		3	26	44	84	0	0	1	4	0	2	48	116
Laboratory		19	163	62	314	2	11	8	16	0	0	91	504
Nursing		2	247	7	308	1	34	2	41	0	3	12	633
Patient care		9	169	9	184	2	23	5	19	1	1	26	396
Executive staff		5	5	49	10	0	0	0	0	0	0	54	15
TOTAL		53	725	291	1,264	6	73	36	110	4	6	390	2,178

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

Breakdown of the workforce by contract type, gender, and age – IVIRMA Global (2021)

2021		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Type of contract		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Indefinite part-time		2	6	8	89	17	249	14	235	9	95	9	27	59	701
Indefinite full-time		1	4	39	435	127	680	120	430	62	203	21	55	370	1807
Temporary part-time		1	1	9	28	3	28	2	18	0	3	0	0	15	78
Temporary full-time		0	2	11	85	18	70	0	26	0	11	0	0	29	194
Full-time internship		2	1	3	17	2	3	0	0	0	0	0	1	7	22
Total		6	14	70	654	167	1,030	136	709	71	312	30	83	480	2,802

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

Distribution of the workforce by type of contract, gender and age – IVIRMA Global (2020)

2020		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Type of contract		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Indefinite part-time		0	6	9	109	18	263	12	219	8	101	6	27	53	725
Indefinite full-time		1	1	28	250	99	497	91	358	55	130	17	28	291	1.264
Temporary part-time		0	0	3	34	2	31	1	6	0	2	0	0	6	73
Temporary full-time		0	0	16	38	16	44	4	23	0	5	0	0	36	110
Part-time internship		0	0	0	0	0	0	0	0	0	0	0	0	0	0
Full-time internship		1	0	2	4	0	2	0	0	1	0	0	0	4	6
TOTAL		2	7	58	435	135	837	108	606	64	238	23	55	390	2,178

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

Number of people leaving by gender, age and professional category- IVIRMA Global (2021)

2021	under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Categories	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)	0	0	0	1	0	5	1	3	0	4	1	1	2	14
Clinic support	0	0	0	12	1	4	1	2	0	2	0	0	2	20
Medical staff	0	0	0	0	1	0	0	0	0	0	1	0	2	0
Laboratory	0	1	3	8	2	9	0	4	0	0	0	1	5	23
Nursing	0	1	0	8	0	8	0	5	0	3	0	0	0	25
Patient care	0	0	0	7	0	3	0	3	0	0	0	0	0	13
Executive staff	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Total	0	2	3	36	4	29	3	17	0	9	2	2	12	95

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

Number of people leaving by gender, age and professional category- IVIRMA Global (2020)

2020		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Categories		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Support functions (HQ)		0	0	0	2	1	3	0	1	0	1	1	0	2	7
Clinic support		0	0	1	6	3	2	0	2	0	4	0	0	4	14
Medical staff		0	0	0	0	1	1	0	0	0	0	1	0	2	1
Laboratory		0	0	1	4	1	5	0	0	0	0	0	0	2	9
Nursing		0	0	0	9	0	6	0	6	0	0	0	0	0	21
Patient care		0	0	0	3	1	3	0	1	0	1	0	0	1	8
Executive staff		0	0	0	0	0	0	2	0	2	0	0	0	4	0
Total		0	0	2	24	7	20	2	10	2	6	2	0	15	60

Number of new hires by contract type, gender, and age – IVIRMA Global (2021)

2021		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Type of contract		Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Indefinite part-time		2	2	2	39	5	53	0	20	3	9	1	4	13	127
Indefinite full-time		1	4	12	217	23	153	12	56	4	26	1	2	53	458
Temporary part-time		1	1	7	20	2	23	2	18	0	2	0	0	12	64
Temporary full-time		0	2	8	71	11	59	0	22	0	7	0	0	19	161
Full-time internship		1	1	1	12	0	2	0	0	0	0	0	0	2	15
Total		5	10	30	359	41	290	14	116	7	44	2	6	99	825
Personal directivo		0	0	0	0	0	0	1	0	0	0	0	0	1	0
Total		0	2	3	36	4	29	3	17	0	9	2	2	12	95

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

Number of new hires by contract type, gender, and age – IVIRMA Global (2020)

2020	under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total men	Total women
Type of contract	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women		
Indefinite part-time	0	4	1	36	1	31	0	13	1	7	0	0	3	91
Indefinite full-time	0	1	7	79	11	59	0	27	7	10	1	0	26	176
Temporary part-time	0	0	2	27	2	27	1	4	0	1	0	0	5	59
Temporary full-time	0	0	12	25	11	35	4	15	0	4	0	0	27	79
Part-time internship	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Full-time internship	1	0	0	2	0	0	0	0	0	0	0	0	1	2
TOTAL	1	5	22	169	25	152	5	59	8	22	1	0	62	407

All workers who have at some time worked at the company have been taken into consideration, even if they do not form part of the workforce as of 12/31/2021.

Pay gap by professional category - 2020

The pay gap data for IVIRMA’s workforce is detailed below.

SPAIN

Category	Men average	Women average	Pay Gap (%)
Support functions (HQ)	38,297.53 €	33,790.43 €	11.77%
Clinic support	25,846.45 €	31,690.71 €	-22.61%
Medical staff	70,516.68 €	67,207.82 €	4.69%
Laboratory	37,543.60 €	35,725.75 €	4.84%
Nursing	24,224.86 €	25,088.25 €	-3.56%
Patient care	20,646.69 €	21,207.34 €	-2.72%
Executive staff	199,258.31 €	156,966.67 €	21.22%

USA

Category	Men average	Women average	Pay Gap (%)
Support functions (HQ)	78,531.87 €	52,622.51 €	32.99%
Clinic support	48,118.33 €	38,919.43 €	19.12%
Medical staff	196,212.19 €	214,702.59 €	-9.42%
Laboratory	50,997.29 €	45,461.87 €	10.85%
Nursing	0,00 €	62,366.25 €	N/A
Patient care	0,00 €	34,141.77 €	N/A
Executive staff	178,414.49 €	167,027.92 €	6.38%

RER

Category	Men average	Women average	Pay Gap (%)
Support functions (HQ)	0.00 €	0.00 €	N/A
Clinic support	35,042.06 €	38,849.95 €	-10.87%
Medical staff	69,675.92 €	79,782.45 €	-14.51%
Laboratory	39,142.73 €	40,540.70 €	-3.57%
Nursing	0.00 €	34,093.81 €	N/A
Patient care	21,119.02 €	23,375.97 €	-10.69%
Executive staff	270,751.79 €	**	-9.71%

** Salary is not included for privacy reasons as there is only one person in that category.

LATAM***

Category	Men average	Women average	Pay Gap (%)
Support functions (HQ)	0.00 €	27,160.82 €	N/A
Clinic support	17,905.07 €	19,177.54 €	-7.11%
Medical staff	47,389.17 €	36,034.75 €	23.96%
Laboratory	30,550.03 €	19,487.59 €	36.21%
Nursing	0.00 €	10,940.76 €	N/A
Patient care	12,186.53 €	10,089.90 €	17.20%
Executive staff	242,559.72 €	****	42.13%

*** To be taken into account: LATAM includes information from a range of countries with very different socioeconomic levels, meaning the averages and the gap are affected by distribution of the workforce and their different salaries by country. This justifies the 42% gap, since at the managerial level there is only one woman in this geographical area, her country being Brazil.

Diversity in the workforce

IVIRMA’s workforce diversity data are detailed below.

2021	Under 30		From 30 to 50		Over 50		Disabled persons	
	Men	Women	Men	Women	Men	Women	Men	Women
Support functions (HQ)	10	43	44	122	8	28	1	3
Clinic support	19	76	65	259	20	114	2	3
Medical staff	0	1	42	100	24	22	0	1
Laboratory	22	119	71	273	7	35	0	4
Nursing	0	180	5	473	2	77	0	4
Patient care	4	53	15	234	1	61	0	6
Executive staff	0	0	16	10	26	7	1	0

Data from IVIRMA Global. Workers with all types of contracts as of 12/31/2021 have been taken into account.

2020	Under 30		From 30 to 50		Over 50		Disabled people	
	Men	Women	Men	Women	Men	Women	Men	Women
Support functions (HQ)	7	29	50	110	9	27	1	2
Clinic support	11	27	49	176	15	80	2	1
Medical staff	1	1	26	91	18	18	0	0
Laboratory	22	109	56	295	4	37	0	6
Nursing	3	118	4	360	3	43	0	2
Patient care	4	58	19	229	1	58	0	7
Executive staff	0	0	19	8	29	6	1	0

Data from IVIRMA Global. Workers with all types of contracts as of 12/31/2020 have been taken into account.

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TABLE OF CONTENTS



The following table of contents is required under Law 11/2018 of December 28, on non-financial reporting and diversity, pursuant to the GRI Standard. The indicators or aspects that the GRI does not include to respond to the Law have also been incorporated.

Law 11/2018	Reporting criteria	Section
GENERAL ASPECTS		
a) A brief description of the group’s business model, which will include its business environment, its organization and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends that may affect its future evolution.	GRI 102-1 Name of the organization (2016)	
	GRI 102-2 Activities, brands, products and services (2016)	
	GRI 102-3 Location of headquarters (2016)	
	GRI 102-4 Location of operations (2016)	02. 32 years helping to create life
	GRI 102-5 Ownership and legal form (2016)	
	GRI 102-6 Markets served (2016)	
	GRI 102-10 Significant changes to the organization and its supply chain (2016)	
	GRI 102-12 External initiatives (2016)	
	GRI 102-13 Membership of associations (2016)	03. Our sustainable and responsible model
	GRI 102-14 Statement from senior decision-maker (2016)	Letter from our CEO
	GRI 102-16 Values, principles, standards and norms of behavior (2016)	
	GRI 102-18 Governance structure (2016)	02. 32 years helping to create life
	Objectives and strategies of the organization	03. Our sustainable and responsible model
	GRI 102-45 Entities included in the consolidated financial statements (2016)	
	GRI 102-50 Reporting period (2016)	
	GRI 102-51 Date of the last report (2016)	01. About this report
	GRI 102-52 Reporting Cycle (2016)	
	GRI 102-53 Contact point for questions regarding the report (2016)	

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Section

GENERAL ASPECTS

b) A description of the policies applied by the group with respect to these topics, which will include due diligence procedures applied to the identification, review, prevention and mitigation of significant risks and impacts, and of verification and control, including which measures have been adopted.	GRI 102-11 Precautionary principle or approach (2016)	03. Our sustainable and responsible model
	GRI 102-29 identifying and managing economic, environmental and social impacts (2016)	
	GRI 102-30 Effectiveness of risk management processes (2016)	
	GRI 102-31 Review of economic, environmental and social topics (2016)	
c) The results of these policies, including key indicators of relevant non-financial results that allow the monitoring and review of progress and that favor comparability between companies and sectors, in accordance with the national, European or international benchmark frameworks used for each topic.	GRI 102-33 Communicating critical concerns (2016)	Throughout the entire Report
	Indicators included in the Corporate Responsibility Report in the economic, social and environmental fields	
d) The main risks concerning those issues related to the group's activities, including, when relevant and proportionate, its commercial relationships, products or services that may have negative effects in those areas, and how the group manages these risks, explaining the procedures used to detect and review them in accordance with national, European or international benchmark frameworks for each topic. Information on the impacts detected must be included, offering a breakdown of these, in particular on the main short-, medium- and long-term risks.	GRI 102-11 Precautionary principle or approach (2016)	03. Our sustainable and responsible model
	GRI 102-15 Key impacts, risks and opportunities (2016)	
	GRI 102-34 Nature and total number of critical concerns (2016)	
	GRI 102-40 List of stakeholder groups (2016)	02. 32 years helping to create life
	GRI 102-42 Identifying and selecting stakeholders (2016)	
	GRI 102-43 Approach to stakeholder engagement (2016)	04. Analysis of materiality and 2030 Agenda
	GRI 102-47 List of material topics (2016)	
	GRI 103-1 Explanation of the material topic and its Boundary (2016)	03. Our sustainable and responsible model
	Main factors and trends that can affect future evolution of the company	

Law 11/2018	Reporting criteria	Section
GENERAL ASPECTS		
e) Key indicators of non-financial results that are relevant to the specific business activity, and that meet the criteria of comparability, materiality, relevance and reliability. Standards that can be generally applied and that comply with the EC guidelines in this matter and GRI standards will be used, and the national, European or international framework used for each subject should be mentioned in the report. The key indicators of non-financial results should be applied to each section of the non-financial information statement. These indicators should be useful, taking into account the specific circumstances and be consistent with the parameters used in their internal risk assessment and management procedures . In any case, the information presented must be accurate, comparable and verifiable.	GRI 102-46 Defining report content and topic Boundaries (2016)	04. Analysis of materiality and 2030 Agenda
	GRI 102-47 List of material topics (2016)	
	Indicators included in the Corporate Responsibility Report in the economic, social and environmental fields	Throughout the entire Report
INFORMATION ABOUT ENVIRONMENTAL ISSUES		
Detailed information about the current and foreseeable effects of the company's activities on the environment and, where applicable, health and safety, environmental assessment or certification procedures; the resources dedicated to the prevention of environmental risks; the application of the precautionary principle, the amount of provisions and guarantees for environmental risks.	GRI 103-2 The management approach and its components (2016) GRI 103-3 Evaluation of the management approach (2016))	07. Our environmental commitment

Law 11/2018	Reporting criteria	Section
INFORMATION ABOUT ENVIRONMENTAL ISSUES		
– Pollution: measures to prevent, reduce or repair carbon emissions that seriously affect the environment; taking into account any form of air pollution specific to an activity, including noise and light pollution.	GRI 305 Emissions (2016)	07. Our environmental commitment
	L00 Noise and light pollution	
	GRI 103-2 The management approach and its components (2016)	
	Evaluation of the management approach (2016)	
	GRI 306-2 Waste by type and disposal method (2016)	
– Circular economy and prevention and management of waste: prevention, recycling, reuse, other forms of recovery and waste disposal; actions to combat food wastage.	L01 Circular Economy	
	GRI 301-1 Waste by weight and volume	
	GRI 301-2 Recycled input supplies used (2016)	
	GRI 302-1 Energy consumption within the organization (2016)	
	GRI 302-2 Energy consumption outside of the organization (2016)	
– Sustainable use of resources: water consumption and water supply according to local constraints; consumption of raw materials and the measures adopted to improve the efficiency of their use; consumption, direct and indirect, of energy, measures taken to improve energy efficiency and the use of renewable energy.	GRI 303-5 Water consumption (2018)	

Law 11/2018

Reporting criteria

Section

INFORMATION ABOUT ENVIRONMENTAL ISSUES

– **Climate change:** the important elements of greenhouse gas emissions generated as a result of the company’s activities, including the use of the goods and services it produces; the measures adopted to adapt to the consequences of climate change; the reduction goals established voluntarily in the medium and long term to reduce greenhouse gas emissions and the means implemented for that purpose.

GRI 305-1 Direct GHG emissions (Scope 1) (2016)

GRI 305-2 Indirect GHG emissions from power generation (Scope 2) (2016)

GRI 305-3 Other indirect GHG emissions (scope 3) (2016)

GRI 305-5 Reduction of GHG emissions (2016)

Measures adopted for adaptation to the consequences of climate change.

– **Protection of biodiversity:** measures taken to preserve or restore biodiversity; impacts caused by activities or operations in protected areas.

GRI 304-2 Significant impacts of activities, products and services on biodiversity (2016)
GRI 304-3 Habitats protected or restored (2016)

07. Our environmental commitment

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Reporting criteria

Section

INFORMATION ON SOCIAL AND PERSONNEL ISSUES

– **Employment:** total number and distribution of employees by gender, age, country and professional classification; total number and distribution of work contract modalities, annual average of permanent contracts, temporary contracts and part-time contracts by gender, age and professional classification, number of people leaving by gender, age and professional classification; the average remunerations and their evolution broken down by gender, age and professional classification or equal value; pay gap, the remuneration of equal or average positions in the company, the average remuneration of directors and executives, including variable remuneration, allowances, indemnities, payment to long-term savings systems and any other amount payable broken down by gender, implementation of employment disconnection policies, employees with disabilities.

GRI 102-7 Scale of the organization (2016)

06. Our Team

GRI 102-8 Information on employees and other workers (2016)

Breakdown of the workforce by gender, age and professional category

06. Our Team
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Total number and distribution of work contract modalities

06. Our Team

Breakdown of the workforce by contract type, gender, and professional category

06. Our Team
11. Annexed

Breakdown of the workforce by contract type, gender, and age

06. Our Team

Number of new hires by contract type, gender, and age

06. Our Team
11. Annexed

Number of people leaving by gender, age and professional category

GRI 102-35 Remuneration policies (2016)

06. Our Team

L03 Pay gap and average remunerations

Law 11/2018

Reporting criteria

Section

INFORMATION ON SOCIAL AND PERSONNEL ISSUES

– **Organization of work:** organization of working time; number of hours of absenteeism; measures aimed at facilitating the enjoyment of work/life balance and encouraging the co-responsible exercise of these by both parents.

GRI 401-3 Parental leave (2016)

L04 Labor disconnection policies

L05 Work/life balance measures

L06 Hours of absenteeism

– **Health and safety:** occupational health and safety conditions; work-related injuries, in particular their frequency and seriousness, as well as work-related ill-health; broken down by gender.

GRI 403-1 Representation of workers in formal worker-company health and safety committees (2018)

GRI 403-2 Type and rates of injuries, work-related ill-health, days lost, absenteeism and number of fatalities by work-related injuries or work-related ill-health (2018)

GRI 403-3 Occupational Health Services (2018)

GRI 403-4 Participation, consultation and communication on occupational health and safety of workers (2018)

GRI 403-5 Training of workers in occupational health and safety (2018)

GRI 403-6 Promotion of worker health (2018)

GRI 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships (2018)

GRI 403-8 Workers covered by an occupational health and safety management system (2018)

GRI 403-9 Work-related injuries (2018)

GRI 403-10 Work-related ill-health (2018)

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INFORMATION ON SOCIAL AND PERSONNEL ISSUES

– **Social relations:** organization of social dialogue, including procedures to inform and consult staff and negotiate with them; percentage of employees covered by collective agreement by country; the balance of collective agreements, particularly in the field of occupational health and safety.

GRI 102-41 Collective bargaining agreements (2016)

GRI 402-1 Minimum notice periods regarding operational changes (2016)

GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk (2016)

Balance of the collective bargaining agreements, in particular in the field of occupational health and safety

– **Training:** the policies implemented in the field of training; the total amount of training hours by professional categories.

GRI 404 Training and education (2016)

GRI 404-1 Average hours of training per year per employee (2016)

– **Universal accessibility for people with disabilities.**

L07 Universal accessibility

– **Equality:** measures taken to promote equal treatment and opportunities between women and men; equality plans (Chapter III of Organic Law 3/2007, of March 22, for the effective equality of women and men), measures adopted to promote employment, protocols against sexual and gender-based harassment, integration and the universal accessibility of people with disabilities; the policy against all types of discrimination and, where appropriate, management of diversity.

GRI 405-1 Diversity of governance bodies and employees (2016)

GRI 406-1 Incidents of discrimination and corrective actions taken (2016)

L08 Protocols against sexual or gender-based harassment

Measures taken to promote equal treatment and opportunities between women and men
Measures taken to promote employment and occupation

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INFORMATION ON RESPECT FOR HUMAN RIGHTS

Application of due diligence procedures in the field of human rights; prevention of the risks of violation of human rights and, where appropriate, measures to mitigate, manage and repair possible abuses; complaints about cases of violation of human rights; promotion and compliance with the provisions of the fundamental conventions of the International Labor Organization related to respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labor; the effective abolition of child labor.

- GRI 406-1 Incidents of discrimination and corrective actions taken (2016)
- GRI 408-1 Operations and suppliers at significant risk for incidents of child labor (2016)
- GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor (2016)
- GRI 410-1 Security personnel trained in human rights policies and procedures (2016)
- GRI 412-1 Operations that have been subject to human rights reviews or impact assessments (2016)
- GRI 412-2 Employee training on human rights policies or procedures (2016)
- GRI 412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening (2016)

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INFORMATION ON THE FIGHT AGAINST CORRUPTION AND BRIBERY

Measures taken to prevent corruption and bribery; measures to combat money laundering, contributions to foundations and non-profit enterprises.

- GRI 205-1 Operations assessed for risks related to corruption (2016)
- GRI 205-2 Communication and training about anti-corruption policies and procedures (2016)
- GRI 205-3 Confirmed incidents of corruption and actions taken (2016)
- Contributions to foundations and non-profit enterprises

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INFORMATION ABOUT THE COMPANY

– **The company's commitments to sustainable development:** the impact of the company's activity on local employment and development; the impact of the company's activity on local populations and territory; the relationships maintained with local community players and the types of dialogue with them; the association or sponsorship actions.

GRI 103-2 The management approach and its components (2016)

GRI 413-1 Operations with local community engagement, impact assessments and development programs (2016)

GRI 413-2 Operations with significant actual and potential negative impacts on local communities (2016)

– **Subcontracting and suppliers:** the inclusion in the procurement policy of social, gender equality and environmental issues; consideration in relations with suppliers and subcontractors of their social and environmental responsibility; supervisory systems and audits and their results.

GRI 102-9 Supply Chain (2016)

GRI 204-1 Proportion of spending on local suppliers (2016)

GRI 308-1 New suppliers that were screened using environmental criteria (2016)

GRI 308-2 Negative environmental impacts in the supply chain and actions taken (2016)

GRI 414-1 New suppliers that were screened using social criteria (2016)

GRI 414-2 Negative social impacts in the supply chain and actions taken (2016)

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– **Consumers:** measures for the health and safety of consumers; complaint systems, complaints received and the resolution of these.

GRI 103-2 The management approach and its components (2016)

GRI 416-1 Assessment of the health and safety impacts of product and service (2016)

L09 Claims systems, complaints received and resolving these

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– **Tax information:** the profits obtained country by country; corporation tax paid and the public grants received.

GRI 103-2 The management approach and its components (2016)

GRI 201-4 Financial assistance received from government (2016)

Profits obtained country by country and corporation tax paid country by country

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