



# COMMITTED TO HEALTH, WELL-BEING AND SAFETY

Sustainability report 2020

No financial Report

**IVIRMA**)  
Global

# INDICE )

2020, A YEAR OF ONGOING COMMITMENT TO HEALTH,  
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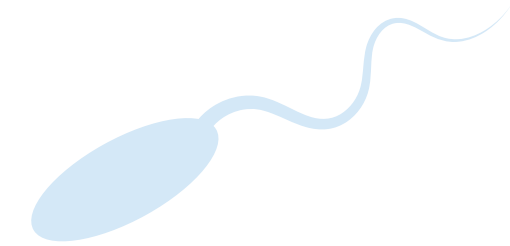
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## 2020, A YEAR OF ONGOING COMMITMENT TO HEALTH, WELL-BEING AND SAFETY

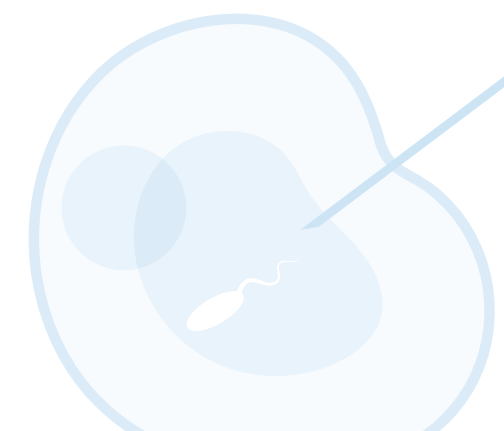
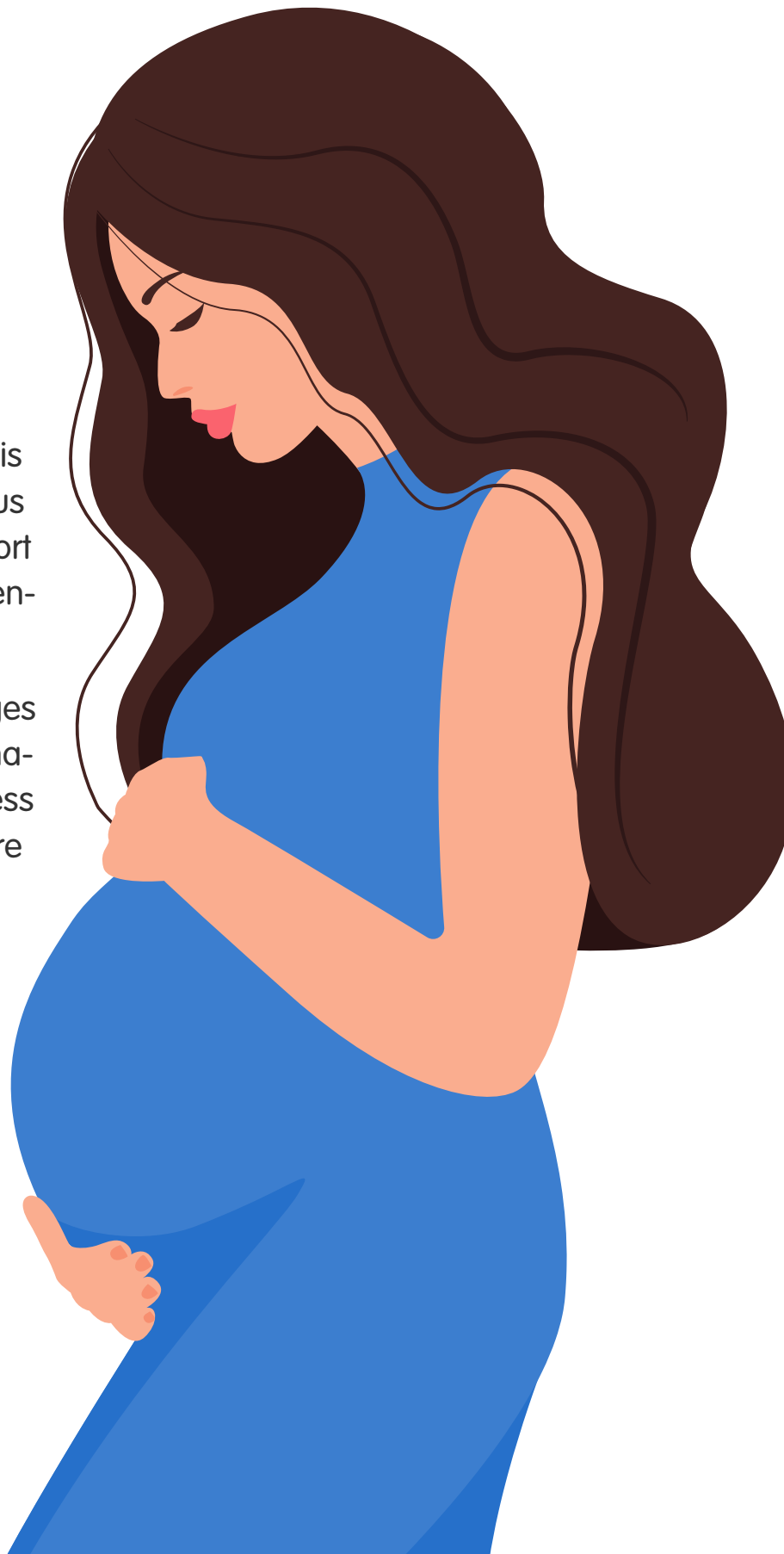
Looking back at 2020 -with everything that the COVID-19 pandemic has changed- is both challenging and an opportunity to reinvent ourselves as a business and to focus on what's really important. For this reason, we would like to begin this Annual Report by thanking our professionals who, with their courage, commitment and tireless endeavor, have been the key to ensuring that health takes precedence.

At this time of uncertainty, addressing social, environmental, and economic challenges requires multilateral responses from all sectors. This is crystallized in the 17 Sustainable Development Goals -approved in 2015 by 193 UN member states- which address humanity's greatest challenges from a global and cross-cutting perspective. They are a mandatory guide for everyone, and we at IVIRMA do our bit too, with a special focus on achieving SDG 3, Health and Well-being. The health, well-being and safety of our stakeholders will continue to be a strategic priority, as well as the introduction of a true preventive culture based on collaboration, teamwork, strong commitment, and participation of all employees and interested parties.

In this complex setting, technology and digital innovation are essential in management of Reproductive Medicine. The path of digitalization at IVIRMA has no

turning back, and in our company we face this paradigm shift with our homework done and with the conviction that digital transformation is the present and the future of our company.

One of our key commitments will continue to be Genetics, through continuous research for the birth of a healthy baby and that will allow us to continue providing clinically useful information of the highest quality for our patients.



This 2020, more than ever, to speak of IVIRMA is to mention:

We are **pioneers** in assisted reproduction, thanks to which more than 200,000 children have been born worldwide. This has been possible thanks to the dedication of our medical team that is always at the forefront of reproductive medicine.

In achieving **excellence**, we have an obligation to train future professionals, to share our knowledge and to be constantly learning and training.

**Research** is one of our essential pillars, with the focus firmly on perfecting our treatments and techniques to maximize the chances of success in the treatments of our patients.

Our **success rates** are audited each year by an independent third-party company and are only possible thanks to our commitment to scientific research, the quality of all our processes, the 1,900+ scientific publications dedicated to solving the infertility problems we work on and, above all, the high level of training of all our specialists. In summary, this means we can offer our patients the best results year after year.



To speak of IVIRMA is not only to talk about commitment to society, which has helped us to become world leaders in reproductive medicine, but also of a philosophy of teamwork that has led us to remain in constant growth and the search for values.

Times are hard, but if we have pursued this path for thirty years we are not about to deviate now.

*Giving the best for the future of Reproductive Medicine remains and will always remain our guiding purpose.*

**IVIRMA Board of Directors**



# 01 ABOUT US





## A SOLID ORGANIZATIONAL STRUCTURE

We are a network of clinics that provides a comprehensive service of reproductive medicine.

We have a strong international presence, in fact, we operate in 9 countries: Spain, Portugal, Italy, UK, USA, Panama, Argentina, Brazil and Chile. In addition, we have two offices that act as headquarters: one in Valencia (Spain) and the other in Basking Ridge (New Jersey, USA).

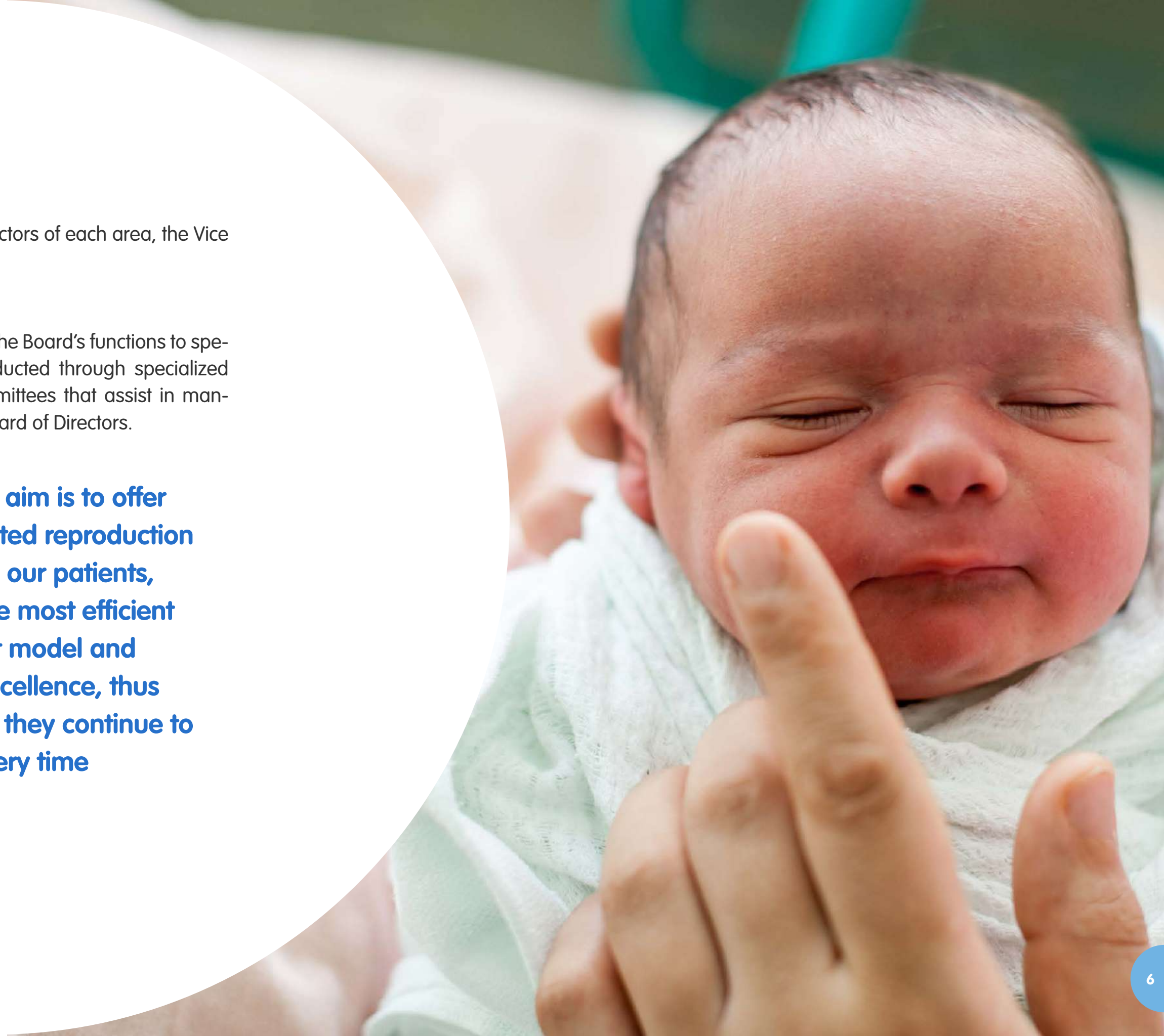
The **Board of Directors** is the governing body of IVIRMA Global and is responsible for making strategic decisions in the organization. This governing body comprises five directors and meets several times each year.

In the second instance, **strategic decisions** are shared with the Steering Committee, which

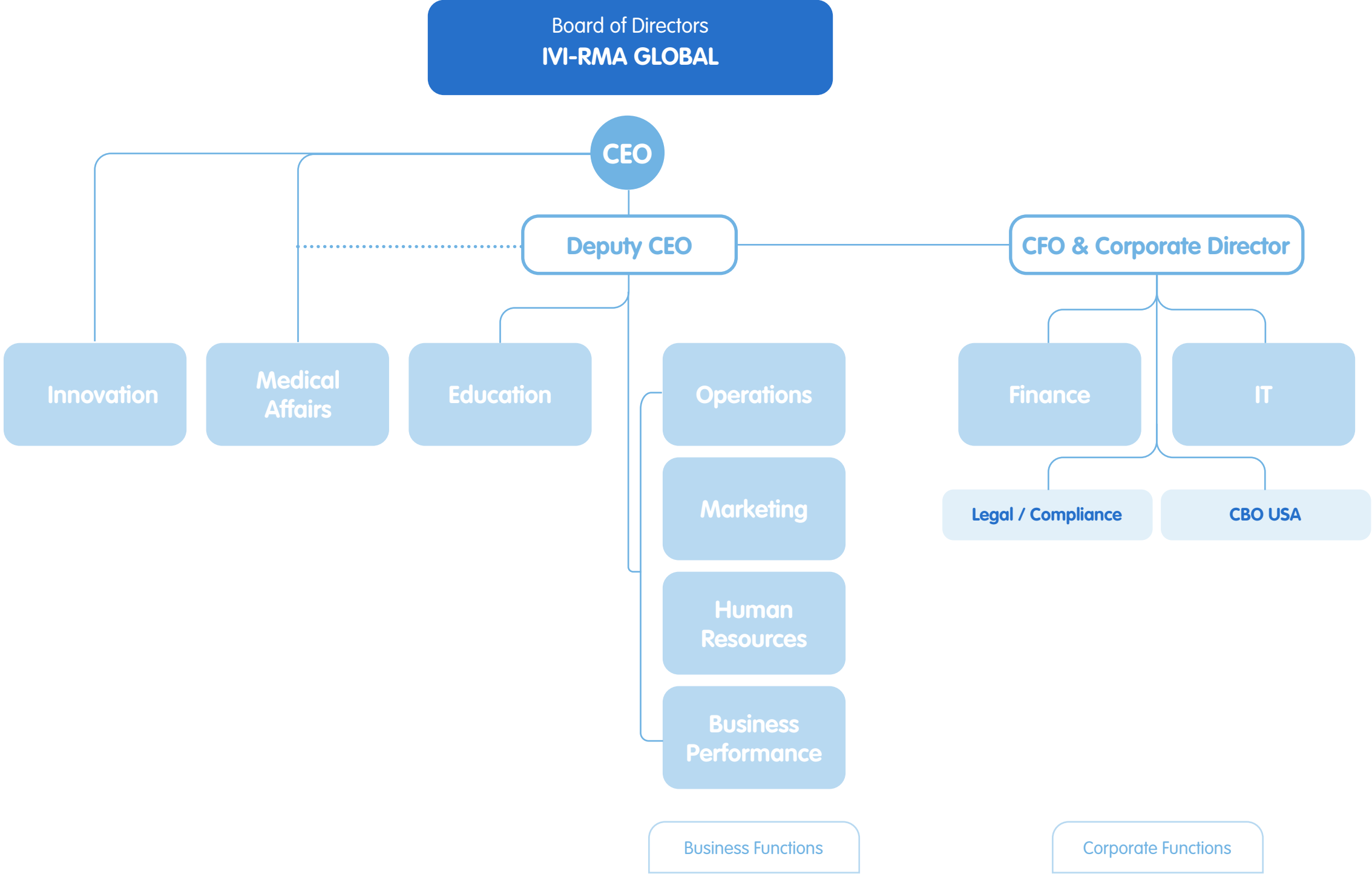
comprises the directors of each area, the Vice CEO and the CEO.

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's core aim is to offer the best assisted reproduction techniques to our patients, employing the most efficient management model and striving for excellence, thus ensuring that they continue to choose us every time**



Our areas



Continuous improvement is the path we follow at IVIRMA to continue offering the best care and experience to our patients

The **patient** is and will always be the focal point of our activity, so our efforts are always aimed at offering them the best care and experience on their way to parenthood.

## WHERE LIFE IS BORN

In our company we have been offering the leading assisted reproduction techniques since 1990, thanks to which more than **200,000 children have been born around the world.**

In 2020, **around 45.000 people visited our centers** for an initial diagnosis. In addition, **48.000 assisted reproduction procedures were performed**, including all available techniques and treatments.

At IVIRMA we are constantly working to improve our clinical results, which are audited by the independent company SGS. The certified figures for 2019 support this:

With your own eggs, in one cycle, there is a 70% chance of getting pregnant (using all the embryos generated in a puncture or oocyte retrieval through one or more embryo transfers), reaching 95% after three attempts.

As regards the Egg donation treatment, in the first attempt there is an 80% chance of getting pregnant (using all the embryos obtained in that donation cycle, but in one or more trans-

fers), reaching 99% in the third attempt.

By the same token, with the aim of continuing to improve and offer the best service to our patients, we have introduced group policies that have allowed us to achieve the following **clinical improvements**:

- We have increased the implantation rate by 6 percentage points in egg donation treatments and 8 percentage points in egg donation treatments over the last 5 years.
- We perform elective single embryo transfer (SET) in almost 100% of the cases.
- We have reduced the number of multiple and twin pregnancies by 17 percentage points in the last 5 years.
- 100% of embryo transfers are of blastocysts.





**IVIRMA has 61 clinics in 9 countries and receives patients from over 180 countries:**

- **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.

- **USA.:** 6 locations and 19 clinics:

RMA of New Jersey: Basking Ridge (NJ), Eatontown (NJ), Englewood (NJ), Freehold (NJ), Marlton (NJ), Morristown (NJ), Princeton (NJ), Somerset (NJ), Springfield (NJ), West Orange (NJ)

RMA of Lehigh Valley: Allentown (PA)

RMA Philadelphia: King of Prussia (PA), Langhorne (PA), Philadelphia (PA), Willow Grove (PA).

RMA of Florida: Lake Mary (FL)

RMA of Southern California: Los Angeles (CA)

RMA of Northern California: Palo Alto (CA), San Francisco (CA)

- **Portugal:** Lisbon, Faro
- **United Kingdom:** London
- **Italy:** Rome, Milan, Bari
- **Panama:** Panama City
- **Chile:** Santiago de Chile
- **Argentina:** Buenos Aires
- **Brazil:** Salvador de Bahía

It also has two head offices in Spain and the USA (legal forms in Spain “IVI RMA GLOBAL” and “EQUIPO IVI” and in the USA “IVI AMERICA”) and a genetic diagnosis center “Juno Genetics”.



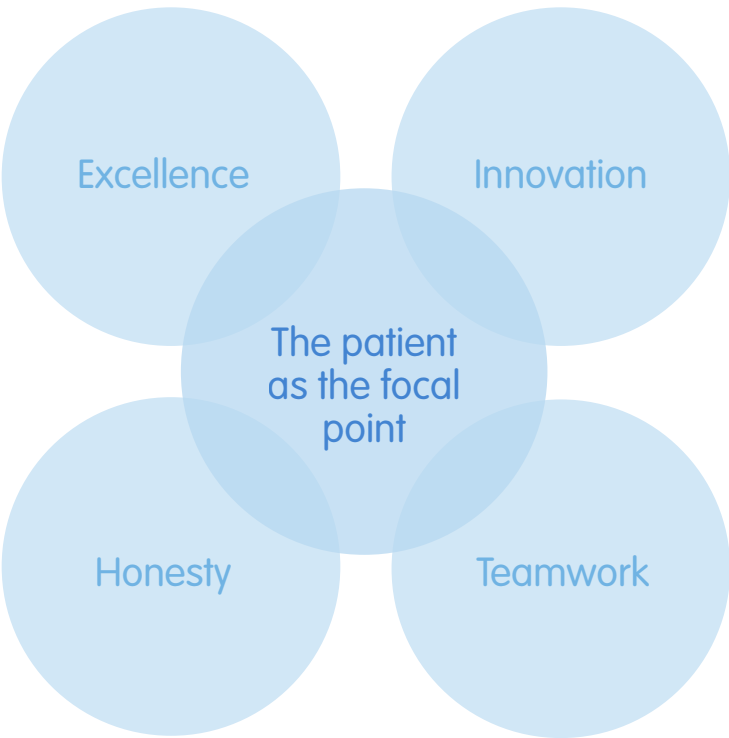
# WHAT MOVES US

## Mission, Vission and Values

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

Our vision is to be a leading team worldwide in the field of reproductive medicine, becoming the group with the most prolific presence and with the best clinical results. We aim to be an international benchmark in quality care, research and teaching.

All this based on the development of people and team spirit as essential pillars of the project and fostering the following **values**:



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



# STAKEHOLDERS

## At IVIRMA we encourage an attitude of active listening with our 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.



## Integration of sustainable development goals

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.



## SDG 3 “Health and Well-being” and SDG 5 “Gender Equality” have been indicated as priority goals and are the ones that articulate the company’s Sustainability strategy

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.

In order to be part of these key agents for development and align ourselves with the 2030 Agenda, we have identified the priority SDGs based on their prioritization by the organization and IVIRMA’s stakeholders. This process was carried out by means of a questionnaire, in the same materiality process, completed by more than 200 people, including stakeholders and IVIRMA key personnel. SDG 3, “Good health and well-being” and SDG 5, “Gender Equality”, are goals that have become a priority and assemble the Sustainability strategy of the company.



## Key stakeholder engagement

At IVIRMA we encourage **communications to create value for our stakeholders**. In this regard, during 2019 we have continued working to reach all of them through the multiple communications in our different corporate channels.

- **Patient Events**
  - Talks and events for patients: 51 (8 face-to-face and 43 online)
  - Attendees: 1,602 attendees (4,272 registrations)
- **Media:**
  - Number of press releases sent: 20 (+ translations into the relevant languages)
  - Number of Expert Statements sent to the media: 12
  - Number of impacts: 678
- **Audio-visual production: 50 videos**
- **Social Media:**
  - FB: 121,084 fans
  - Instagram: 51,990 followers
  - LinkedIn: 12,633 followers
  - Twitter: 18,910 followers



## OUR EFFORT AND COMMITMENT IS REWARDED

### Acknowledgment of our work

During the **76th edition of the Congress of the American Society of Reproductive Medicine (ASRM)**, **IVIRMA was recognized with three awards** that reward its constant and extensive research work. On this occasion, the *Star Awards* were given to three Valencian researchers for their 10-year career paths at the ASRM: Prof. Antonio Pellicer and doctors Marcos Meseguer and Nicolás Garrido.

#### Safer assisted reproduction

Now more than ever, safety is a fundamental pillar for IVIRMA. For this reason, the vast majority of the research we have carried out pursues advances in safety and precision, to offer the best possible guarantees to the women and couples who visit our clinics to achieve what they most desire.

In fact, one of the most important pieces of research that IVIRMA has presented at the ASRM is focused on improving the technique of oocyte vitrification: "One of our studies presented at the ASRM shows how the use of nitrogen at -210°C for the vitrification of embryos could increase the survival rate of these", explains Dr. Antonio Requena, medical director of IVIRMA.

### Acknowledgement as a responsible company

#### Mutua Universal's Institutional Award for Occupational Risk Management

During 2020, a period in which a safe and healthy environment has been fundamental, the panel of Mutua Universal recognized IVIRMA Global for its commitment to sustainability in prevention and the creation of a safe and healthy environment for professionals.



## Milestones

Artificial Intelligence in embryo selection: a reality thanks to our commitment to ongoing innovation

IVIRMA took part in the development of EmbryoScope, an incubator with time-lapse technology launched with the aim of helping in the **development of automatic embryo selection**. Based on EmbryoScope, the KIDScoreD5 was presented, newer software that allows for automatic embryo selection and classification.

SET as a universal policy at IVIRMA

To talk about safety at IVIRMA is also to speak of **obtaining a healthy baby, and the safety of the mother in her treatment**.

In this regard, IVIRMA has reduced the rate of twin pregnancies by 30 percentage points in the last ten years, due to the risks (prematurity, low birth weight, hypertension, etc.) that such pregnancies entail. Our commitment to the safety of our patients and their babies has increased our single embryo transfer rates to 91.5% per cycle in IVF and 99% in egg donation.

Add to that the current rate of twins, which is just 4%, the same as the national rate of naturally conceived twins, which is 2.4%, according to the Centers for Disease Control and Prevention.

At IVIRMA, as well as being pioneers in auditing our data through third parties, we validate them annually through SGS, a world leader in

inspection, verification, testing and certification. In Spain, this allows us to be extremely precise when comparing our data with those of the [SEF \(Spanish Fertility Society\)](#), and in this comparison we extract conclusive data such as the fact that **our rate of implantation with our own oocytes is almost twice the national average in most Autonomous Communities and the gestation rate is around 15% higher than the average**.





### Time and age in assisted reproduction

Many of the advances in assisted reproduction that we have developed allow us to act positively to improve the chances of success in groups of patients with low ovarian reserve and/or advanced age.

- **Oocyte vitrification.** This allows the preservation of one's own gametes in order to decide to use them when the biological, socioeconomic and emotional clocks come together.
- **Ovarian rejuvenation studies.** The diagnosis of premature ovarian failure or premature menopause means the loss of fertility, an immediate problem for many women affected and that can also affect many others in the future. This means that the most viable option for most of these women is egg donation or, alternatively, other methods, such as adoption.

However, numerous working groups have been formed to investigate how to restore ovarian function.

- Use of mesenchymal stem cells (ASCOT), especially useful for their ability to self-renew and differentiate into specific tissues according to the surrounding environment and a specific set of signals.

Injection of plasma enriched with growth factors (IVI OVARIAN REGENERATION), which will allow us to restore and repair the physiological processes involved in follicular recruitment and which will help to recover ovarian function.

- Ovarian fragmentation for follicular activation (OFFA), a process in which we take advantage of the presence of residual follicles in the ovary to activate and recover them, thus improving ovarian function.

Given the potential and benefits of these procedures for the patients involved, it is our commitment to implement them within our clinical activity in the framework of the Ovarian Rejuvenation Unit of Excellence.



# 02 COMMITTED TO RISK MANAGEMENT AND SAFETY





## STRATEGY AND RISK MANAGEMENT

### Strategic planning

IVIRMA's strategy is articulated through strategic plans that translate into action plans in the company's different areas. The strategic goals are as follows:

- Increase our conversion rates.
- Increase growth to take reproductive medicine anywhere.
- The clinical excellence and efficiency of our operations.
- Research, innovation and teaching as a lever for generating value.

IVIRMA's strategy is dynamic and adapts to the sector's changing reality, given its context of global consolidation and the inflow of financial funds.

### Management system policy

In December 2020 we reviewed the **Management System Policy** to ensure that it remains in line with our mission, vision, values and strategic direction. This policy applies to all clinics in Spain, Italy, Portugal, UK and LATAM.

The policy establishes the basic lines of quality management and risk management and sustainability, which all staff know and must respect and accept, and it is still in force:

- Sustained and sustainable growth based on excellence and innovation.
- **Scientific-technical leadership.**
- To be **a benchmark in Quality Healthcare.**
- To offer **personalized and highly specialized care.**
- IVIRMA is committed to **ongoing improvement.**
- 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**
- **To guarantee service quality.**



Quality and risk management system

The IVIRMA centers that, as of December 31, 2020, 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.
- UNE 179007: Head offices and clinics in Spain and Lisbon\*
- UNE 179003: Head offices and clinics in Spain and Lisbon\*

\*\*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.

\*In 2020 the clinics IVI Lisbon, IVI Vitoria, IVI Ibiza, IVI Madrid-Center, IVI A Coruña and Minifiv, were included in the scope of the multi-site certification of the Quality Management System.

The organization also renewed the UNE 179003 certification of the centers in Spain, which IVI Lisbon joined. IVI Chile maintained the ISO 9001 certificate for its Quality Management System.

The services provided by IVIRMA focus on offering patients a broad range of services of the highest quality and safety in the field of assisted reproduction



LABORATORY SAFETY AUDITS

The Medical Affairs department carried out a comprehensive audit of all IVIRMA laboratories in the European region in which it was verified that all processes to ensure safety in the laboratories were complied with.

In the event of any non-conformity, the clinics were informed so that corrective action could be taken straight away. In this regard, the proper application of the corrective measures was confirmed.

RISK PREVENTION MANAGEMENT

As part of the Risk Management System and transparent risk management, we continue to encourage the introduction of non-conformities in our SIVIS, an internal patient management tool, whenever we face an adverse event or potential adverse event or when there is a deviation from the protocol with the intention of improving the system. This system is audited annually by SGS.

## Acting against COVID-19

During 2020, the effectiveness of the risk management approach has been tested following declaration of the COVID-19 pandemic.

Since February 2020, the Medical Affairs area has kept the organization's professionals and patients informed about the risks posed by this virus, its progress, as well as the procedures to be implemented to minimize its effects. In addition, mandatory safety protocols have been established to ensure the safety of our treatments, both for patients and staff. These protocols have been implemented by work area, involving precise instructions for each group, with special emphasis on personal protective measures and equipment and ensuring adequate supplies during the most complicated times of the pandemic.

The professionals at our centers have been provided with the necessary resources to protect themselves and continue to carry out their work under the safest conditions. Our people have lived up to -and exceeded expectations- of what is expected of IVIRMA: commitment to health, to oneself and the environment, to the team and to all the people who visit our clinics.



## We constantly listen

For IVIRMA, the satisfaction of patients and donors is essential. For this reason, we assess the service provided through **surveys**. These surveys are conducted both at the end of treatment and via the website by means of a brief questionnaire sent after the patient's call requesting an appointment with the Contact Center and after the first visit.

During 2020, patient and donor surveys have continued to be conducted in person at the end of treatment, but we have also been able to move forward with web-based surveys (through the Patient Portal), increasing the number of questionnaires sent to patients.

**In IVIRMA we continuously evaluate the service provided to our patients and donors, as their satisfaction is of prime importance**

## Criminal risk compliance and prevention model

Following the entry into force of Organic Law 1/2015, of March 30, at IVIRMA we developed and introduced a **criminal risks compliance and prevention model**.

Currently, the compliance and criminal risk prevention model is applied in Spain, with a view to extending it to the other countries where the company operates.

## Identification and assessment of environmental aspects

The IVIRMA clinic in Mallorca has an **Environmental Management System** based on the ISO 14001:2015 standard. Based on the requirements of this standard, the environmental aspects that, from a life cycle perspective, could affect our surroundings and the environment have been identified and assessed.

### Data protection

During the course of 2020, we have consolidated the figure of Data Protection Officer (DPO) at the IVIRMA Group, enabling the development of different action lines that facilitate better compliance with the General Data Protection Regulation (GDPR) of IVIRMA.

### 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.

### Risks associated with management of supplier companies

IVIRMA's suppliers are also assessed annually within the framework of the Quality Management System. This assessment is carried out on the basis of the following aspects:

1. Compliance with the quality criteria of the product, service or work.
2. Compliance with the delivery terms.
3. Attitude of the supplier company.
4. Administrative management.





# 03 COMMITTED TO PATIENTS





For us, the patient is the driving force of our activity. Everything we do at IVIRMA is focused on offering the best patient care, with the aim of building a healthier world.

## THE PATIENT ALWAYS AT THE FOREFRONT

The patient is always at the center of our activity. This philosophy pervades each of our values and governs the daily work of all our professionals, who seek to provide patients with the utmost safety and best guarantees, leaving patients satisfied.

## WE CONTINUE TO MAKE PROGRESS IN DIGITALIZATION

2020 has been marked by the COVID-19 pandemic, the most complicated global health, economic and social challenge of our time. In this context, IVIRMA’s overarching concern has been to stay close to our patients and, thanks to tools such as the patient portal and the system of face-to-face and distance education that we have been studying, developing and improving for years, it has allowed us to improvise and to safely provide alternatives to continue giving our support at all times.

**The digitalization we offer to our patients has allowed us to keep in touch with them during the pandemic**



Patient portal 2020

With a focus on enhancing communication with our patients, we offer them the updates of the new patient portal designed exclusively for IVIRMA and connected to our digital medical records system. In this way, the patient can have at all times (with the help of an app on the cell phone or tablet) as much information as possible about the explanation they have received, the results of their assessment, their analytical results or a simple explanation about the proposed treatments.

**70% of IVIRMA patients use the patient portal during treatment**

Digitalization in everyday life

2020 has seen the digitization of the remote workplace, with a greater emphasis on security, both of the patient and information. In this regard, omnichannel capabilities have been increased -phone, apps, mail and also video-conferencing-, together with the reinforcement of training to get rid of old practices and to be able to share and reuse information, both internally and with patients.

Video conferencing

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

First online visit

Among the measures proposed during the first peak of the pandemic and the absolute lockdown was implementation of the system of initial visits online.

In this way, we have continued to provide, through established telemedicine systems, close communication with patients.

**From February to August, more than 3,500 first online visits were made, with both national and international patients**

Content digitalization

The digitization of content allows the patient to access different content at any time. These data include the contents resulting from the first visit carried out, or the description of pathologies and proposed treatment plans.

The aim of digitization is to improve the patient's understanding of the disease in order to achieve optimal treatment and, above all, to eliminate paper and unnecessary physical presence.





## OUR COMMITMENT TO PATIENTS

### IVIRMA: A pro women organization

Women are our raison d'être and the driving force behind our activity. During 2020, we have reinforced this commitment through the following milestones that demonstrate it:

- **Launching of Guides.** All the guide launches detailed below were online due to the health situation, accompanied by live social media, patient testimonials in some cases, blog content and branded content in some countries.
  - Endometriosis Guide.
  - Single Mothers Guide.
  - Two Mums Guide.
- **Fertility Day Online.** Adapting to the new reality, we have moved the face-to-face events to digital format, to continue responding to the main concerns and needs of our patients.
- **Sending press releases to the media.** To bring assisted reproduction closer to society in general and share the latest advances in reproductive medicine.
- **Content prepared by medical professionals, published on our Social Media,** to bring the figure of this group closer to our patients and potential patients, through empathy and a human touch.
- **Constant generation of content in support of patients (FAQs),** where we respond to the key concerns regarding their reproductive processes.
- **Attendance at the main conferences on reproductive medicine,** to outline the future of this discipline and offer the best treatments and guarantees to our patients.
- **Dissemination of courses and local events,** bringing assisted reproduction closer to our patients.
- **Content generation to inform and to answer donors' questions.** We never forget that donors are an essential aspect of our activity, so we try to offer them all the information and the best treatment when they visit our clinics.
- **Update of the patients and donors website,** with contents of interest, as this is a fundamental channel of entry and resolution of doubts for these users. Given the health situation, we have constantly updated the sections related to COVID-19.





- **Publication and updating of the audio-visual content of the waiting rooms of IVIRMA clinics.** Our aim is for patients in our clinic waiting rooms to have access to useful and humanistic content that responds to their interests and needs.
- **Training of best practices in Social Media for managers and spokespersons** to offer followers topics of interest, aligned with the brand and the needs of the public.
- **Patient testimonials on our different channels,** because there is nothing more helpful to other patients than someone sharing their story with them. This helps to naturalize assisted reproduction and make it more real.
- **Daily Patient Support.** Daily online patient support program to provide emotional and

psychosocial support to In Vitro Fertilization patients at the Philadelphia clinic. This pilot program is being assessed and is potentially expandable in 2021 in the USA.

- We also carried out **campaigns through testimonials to bring patients closer to reality.** In addition, webinars were held, including those aimed at the LGBTI collective, seminars on mental health support and support in times of COVID.



## HEALTH AND SAFETY OF PATIENTS

**Responsibility and transparency** in acting quickly in the face of unfavorable situations, such as the recent pandemic, allow us to move forward with the best guarantees for patients, workers and society in general.

The overriding goal at IVIRMA is to ensure that each of our patients can fully trust us, at each stage of the treatment, until they achieve their dream. For this reason, we believe that **patient safety and peace of mind are fundamental** to providing quality healthcare services. And to be able to ensure they are effective and safe, they must above all be people-centered.

### Greater security and peace of mind

During 2020 we have continued to work with our **Perfect Match** service, applying it to 100% of our egg donation treatments. This system offers more security and peace of mind to our patients based on the phenotypic, genetic and biometric scan analysis of our donors.

Added to this, the **MATCHER** Traceability System establishes how to **correctly identify patients** so that identification with their reproductive samples (whether in the operating room, transfer room or andrology labs) is complete and secure.

### Genetic counseling

This Genetic Counseling service within the group provides **guidance and advice on genetic issues to our patients**, whether to analyze the case and consider how to approach it (tests to be conducted, relatives to be included in the study, special permits from the Ministry of Health, etc.), as well as to explain the findings obtained and the risks and implications of the decisions.

In this genetic counseling service, we have handled 2,244 interprofessional consultations, that is, consultations by company professionals, whether they are clinics, contact centers or other departments regarding patients and cases. In addition, also in 2020 we handled 457 consultations directly from patients about their case, their cycle or their results.

### Emotional support unit

At IVIRMA, health is integral to everything we do. We are aware that during an assisted reproduction treatment some situations may arise that we are unused to dealing with.

For this reason, all our centers are equipped with an Emotional Support Unit, whose first consultation is included in the treatment, and where guidance is given on the best way to deal with the situation. We also provide our patients with a range of resources in the form of Online Workshops, offering a place of trust where they can express themselves and find the empathy they need to achieve emotional well-being.

### Grievances and complaints system

At IVIRMA we have a range of procedures in place to listen to the opinion of our patients and, based on this, to be able to continuously improve our processes.

During 2020 a total of 512 grievances or complaints were received in Spain, 37 in Portugal, 30 in United Kingdom and 54 in LATAM (Argentina, Chile and Panama). At the date of compiling this report, IVIRMA had resolved a total of 546 complaints or claims (448 in Spain, 33 in Portugal, 28 in the United Kingdom and 37 in LATAM).

At IVIRMA we continue to measure our patients' satisfaction through the **satisfaction surveys** we conduct at the end of treatment. Both patients and donors take part in these surveys, which are carried out digitally.

During 2020, a channel was established to manage patient complaints that are currently made through social media, the Contact Center, the Cryo Management Unit or directly at Head Offices.

### The complaints and claims system allow us to listen to our patients and continuously improve

Another channel where we register grievances and comments from our patients is the **corporate channels**. These channels are fundamental to be able to disseminate our contents and those related to our field, as well as to manage the needs, demands and concerns of the users. It also allows us to know first-hand their perceptions of our actions and initiatives, to be able to share them and to involve them in our activity.



# 04 COMMITTED TO PEOPLE





Women make up the majority of our staff

OUR TEAM IS AT THE HEART OF IVIRMA’S ACTIVITY

Without a shadow of a doubt, our human team is one of the indisputable hallmarks of IVIRMA, and its ability to promote excellence and innovation in every corner of our company has made us a leading company in the Reproductive Medicine sector.

Our team

Workforce structure

The staff of IVIRMA totals **2,230 workers**<sup>1</sup>, of whom 1,880 are women (84.30%) and 350 men (15.70%).

The distribution of these 2,230 people in the geographical areas where IVIRMA is present is as follows:

Spain

1,250 workers, of whom 1,035 are women (82.80%) and 215 men (17.20%).

USA

654 workers, of whom 583 are women (89.14%) and 71 men (10.86%).

LATAM

163 workers, of whom 131 are women (80.37%) and 32 men (19.63%).

RER - Rest of Europe

163 workers, of whom 131 are women (80.37%) and 32 men (19.63%).

In relation to the **professional categories**, the percentages are very similar to those of 2019. The majority of our workforce is in nursing (24%), laboratory (23%) and clinic support (16%).

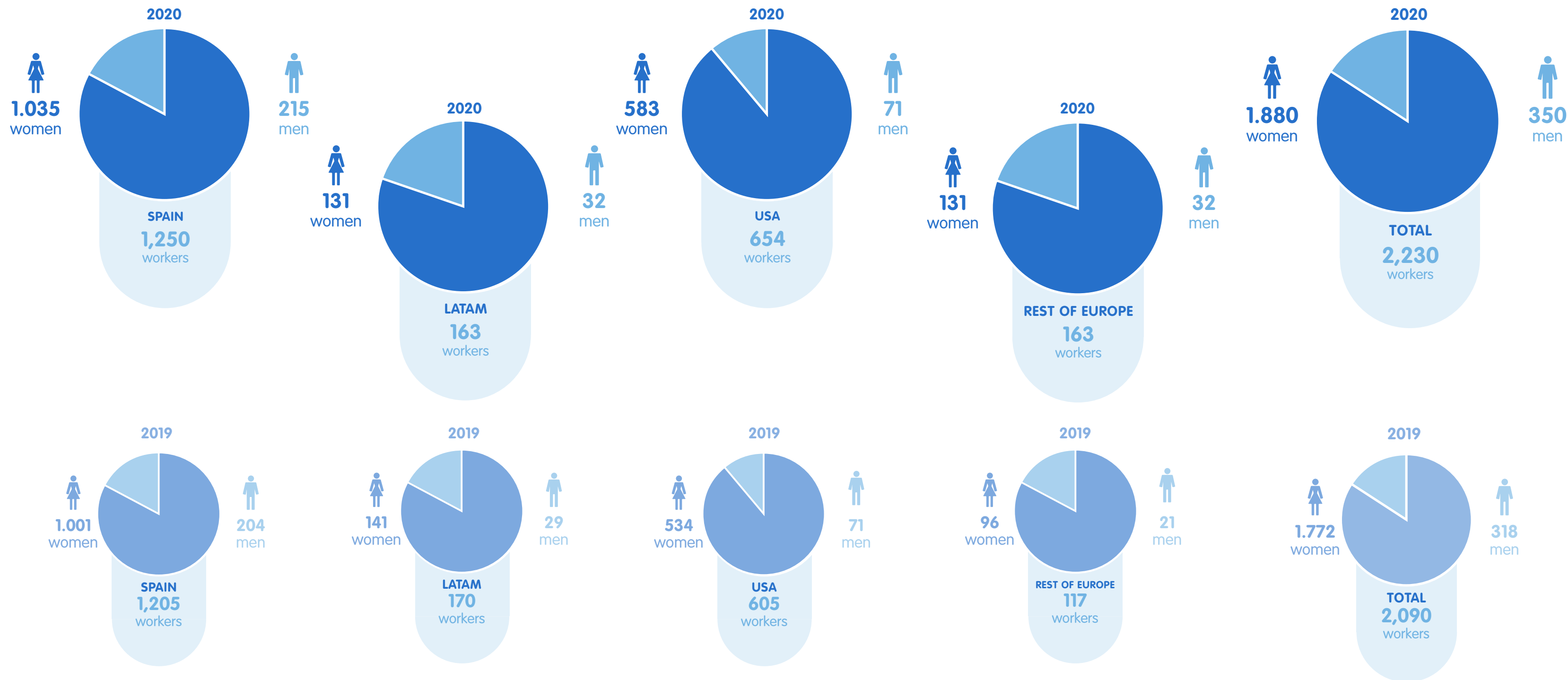
Professional category	2020	2019
Nursing	24%	24%
Laboratory	23%	23%
Clinic support	16%	17%
Patient care	17%	16%
Support functions (headquarters)	10%	9%
Medical staff	7%	8%
Executive staff	3%	3%

<sup>1</sup> All workers who form part of the company as of 12/31/2020 have been taken into account (workers who have left the company during the year are not taken into account).

All workers who are part of the company as of 12/31/2019 and 12/31/2020 have been taken into account.



Workforce according to gender



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

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

	<div> under 21 from 21 to 29 from 30 to 39 from 40 to 49 from 50 to 60 over 60 </div>													
Categories	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Total men	Total women
Support functions (headquarters)	0	2	7	27	31	67	19	43	6	24	3	3	66	166
Clinic support	1	0	10	27	26	83	23	93	10	56	5	24	75	283
Medical staff	0	0	1	1	5	35	11	56	12	17	6	1	45	110
Laboratory	1	2	21	107	30	178	26	117	4	29	0	8	82	441
Nursing	0	0	3	118	0	231	4	129	3	33	0	10	10	521
Patient care	0	2	4	56	13	120	6	109	1	53	0	5	24	345
Executive staff	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 are part of the company as of 31/12/2020 have been taken into account.

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

At IVIRMA we maintain a long-term relationship with our team. Promoting this type of relationship benefits both the people who form part of our organization, offering them continuity and stability, and the organization, due to the high specialization of our jobs.

Our commitment to quality employment is evident in the overall rate of employees on permanent contracts, which reaches 92%. This percentage is very similar in each of the geographical areas where the company operates.



## We retain and attract the best talent

**We seek and retain those professionals who, in addition to having the finest technical skills, identify with our values and corporate culture, thus working to incorporate the best professionals for the organization**

In 2020 a total of 469 people have been hired. Of these hires, close to 63% have been indefinite (indefinite part-time and full-time contracts).

Our purpose is to offer an environment of wellbeing to our human team

**Being the best place to work is a daily priority for IVIRMA, because we work for and with people**

One of the lines of action we follow to manage the talent of our people is to promote initiatives that generate a motivating environment.

For this reason, we put all our effort into making people feel **integrated, valued and important**.

**At IVIRMA we accompany, listen and support our team, especially in the difficult times that have occurred during the pandemic**

## We are IVIRMA

We are IVIRMA is our main internal communication tool that is designed as an authentic corporate social network where interaction is facilitated and horizontal dialogue is generated to provide our professionals with space. In addition, this portal allows our professionals to gain access to personal and private documents, such as payroll or certificates. Our team can also request vacations and manage their time, learn about company protocols and standards, and access internal and external company social benefits and the performance evaluation system. In 2020 the USA adopted this tool, which now offers a global scope.

This tool has been especially important during COVID-19, as it has become a space for partnering, listening and support between centers and individuals.

### Sending periodic newsletters

One essential means of communication at a global level 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 2020, 463 communiqués were sent out, a ratio that had its greatest impact in March, April and May, where there was an extra effort to keep the staff updated with the latest information on the pandemic during the layoff (ERTE) situation and to offer this space for emotional support between colleagues and centers.

### Year of nursing

2020 was the International Year of the Nurse and the Midwife, so at IVIRMA we wanted to carry out employer branding actions to showcase this group, including, in addition, auxiliary staff. We also conducted a salary study in this area, to improve the conditions of the collective.

### Patient first

In 2020, a strategic project started, which will be launched in 2021, with the aim of strengthening our “Patient First” value. To this end, we have internally declared 2021 as the year of Patient Care to recognize this group of people who are essential to the experience of anyone who comes to our clinics.

### IVI Advantatges

We offer our professionals all the comforts and advantages that are within our reach. Through the IVI Advantages program our staff can access social benefits: from internal organization discounts to favorable conditions with other companies through being IVIRMA employees.

During 2020, a total of 409 professionals have benefited from this platform, making 4,812 purchases and generating a total average saving of 7,106 euros.

### Performance evaluation system

Our Performance Evaluation System allows us to evaluate strengths and detect areas for improvement through dialogue between the person in charge of teams and the employee in which 4 skills are assessed (responsibility and commitment, innovation and growth, people orientation, communication and impact) with a series of items that define them and which are evaluated on a scale of four: needs improvement, meets expectations, exceeds expectations and exceptional case.

The results of the performance assessment, 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 financial result of each work center.

The results obtained thanks to this performance evaluation system allow us to design improvement **plans for each professional**.





We listen to you

## We promote the professional development and continuous improvement of our staff

Every two years, we launch the work climate evaluation process, in which our staff assess the different areas of IVIRMA through a survey platform. This process is anonymous and, besides obtaining feedback from the organization, it allows us to maintain and improve the feeling of belonging of all our workers.

The last biennial climate study was conducted in 2018 and was scheduled to be carried out once more during 2020. Due to the exceptional circumstances generated by the state of emergency, this study has been put back to 2021, the launch of which has been carried out for Spain, LATAM and RER. In the case of the USA they have their own satisfaction survey through a customized platform.

In any case, during 2020 another type of survey was launched as a form under the name ***“We listen to you”*** to discover how people felt in a safe, comfortable space and with open questions asking how the exceptional situation given by COVID-19 had affected them in their day-to-day life. The survey was answered with empathy and allowed us to offer support on a human level from the HR area.

Recognition plan

## We value the effort and dedication of all our staff

In 2020 we re-launched the Recognition Plan to continue to value the effort and dedication of our staff at IVIRMA centers. This plan has been launched in Spain, Portugal, Italy and the UK and will be progressively introduced in LATAM and the USA. Following the usual mechanics, each employee nominated two colleagues, highlighting their conduct and skills associated with our corporate values.

Remuneration policy

IVIRMA's remuneration model is based on the results and levels of a job classification system that objectively systematizes the contribution of all employees to the company. Criteria based on objectivity and internal equity are vital to the design and implementation of the IVIRMA Remuneration Policy that affects all the group's employees.

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 variable annual remuneration.



LIFE AND WORK BALANCE AND ORGANIZATION OF WORK OCCUPATIONAL HEALTH AND SAFETY

We are a family-friendly company, we promote the reconciliation of personal and professional life to all IVIRMA employees

At IVIRMA we grant all **paid leaves of absence** that prevailing legislation of each country and the applicable collective agreement establishes, related to marriage, birth of a child, death or illness of relatives up to the second degree of kinship, moving home, inexcusable duty, preparation for childbirth, medical consultations and personal matters, among others.

**Flexible working hours** are available at IVIRMA, as a reflection of the promotion of shared responsibility, equal opportunities and diversity and to ensure our staff can adapt their professional life with their family needs both in the offices and in the clinics of the organization.

A **teleworking policy** has been introduced in 2020, driven by the COVID context, which will continue to be implemented after this period.



At IVIRMA we are always working to provide a **respectful and healthy working climate at all levels of the company.**

In 2020, within the framework of COVID-19, all the adaptations that we have developed in our facilities to ensure safe work have been of particular importance. For instance, we have created a series of **action protocols and best practices** to adapt to this new situation, taking as a guide the guidelines provided by the Ministry of Health, as well as the External Prevention Service (Quirón prevención) and Mutua Universal.

**Training** has also played an important role in this context of adaptation. During 2020, different training and information courses on COVID-19 have been carried out.

The context of COVID-19 has implied an adaptation and a specific control of safety at work, but health has always been a priority issue for us, so we always work to provide a respectful and healthy work environment at all levels of the company, integrating safety as a basic goal of our Occupational Risk Prevention Management System and carrying out customized prevention programs for each of our clinics.



## TRAINING AND PROFESSIONAL DEVELOPMENT

IVIRMA has a **training policy** to **attract, retain and, above all, develop the best talent.**

The following highlights some of the trainings conducted during 2020:

### Learning for Excellence

Learning for Excellence is a points system to recognize the excellence of those professionals who achieve the targets set by the organization. This project was launched in 2018 with the aim of achieving, through continuous training, the level of clinical excellence required within the organization, both externally and internally.

Due to the pandemic, the layoff plans (ERTEs) and the different scenarios of difficulty in the rest of the world's clinics, during 2020 we suspended this program, resuming in autumn the Monthly Seminars exclusively, periodic seminars focused on discoveries in the scientific field by IVIRMA professionals worldwide, and some specific protocols.

We plan to resume these programs 100% during 2021 and to launch them, in addition, to the Nursing and Psychology groups.

### Training in Assisted Reproduction for non-healthcare workers

This online course, aimed at non-health staff, was launched in autumn 2020 as a pilot project for Head Offices. In 2021, depending on the results obtained, this training will be extended to the rest of the staff of the clinics who do not belong to the healthcare groups and to those employees who meet these characteristics.

### Virtual Classroom Training

During 2020, due to the restrictive measures imposed by COVID-19, we have transformed some training courses that were previously held in person to streaming format. This change of format has allowed us to continue giving courses and, in addition, has encouraged us to increase the number of participants, since in the classroom format we had

very limited spaces on the specific courses.

### Fertility and Assisted Reproduction Telemedicine Excellence Program

The team of gynecologists has participated in conferences aimed at improving the capacity of patient care through online consultation and awareness of other aspects related to this new way of being in contact with the patient.

### Talk on Cybersecurity

The Head Office team received a talk from an expert with the aim of raising awareness among professionals about 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 the USA, there is also a specific course on Data Protection aimed at safeguarding patient privacy.

### Diversity and Sexual Harassment Courses

In the USA they have two specific courses on Equality issues, one focused on Diversity in all its forms and the other on Sexual Harassment awareness for the staff. Both training courses are compulsory for IVIRMA professionals. Another transgender training course is scheduled to take place in 2021.

### In-house coaches are key to transmitting knowledge

During 2020, a total of **17,743 hours of training** were provided **to the workforce**. The decrease in training hours during 2020 compared to the previous year is related to the COVID-19 situation.

## UNIVERSAL ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

**At IVIRMA we work to make our centers accessible and promote the autonomy of persons with disabilities**

Faced with the impossibility of finding qualified profiles that would allow us to cover 2% of the workforce with disabled personnel, during 2020 the Exceptionality Certificate was administered in Barcelona and Valencia, which was validated in both cases by the Labor Authority. This is materialized in the collaboration agreement with the Adecco Foundation, through which we provide personalized and comprehensive support to the disabled family members of the organization's employees, promoting their social and work integration.

As of December 2020, we have a total of 22 disabled workers on staff, 20 of whom work in Spain and the rest in RER (Rest of Europe). These 22 persons with a disability represent 1. % of the total staff.

At IVIRMA we also work to ensure that all our clinics respect universal accessibility standards, adapting to the regulations of the community or country where the clinic is located.



## EQUALITY AND DIVERSITY

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

In all of IVIRMA's business areas, the workforce mainly comprises women, who represent almost 85% of the total. Accordingly, at IVIRMA we are working to implement policies that guarantee equal opportunities in all areas of the organization.

To ensure continuous improvement in managing equal opportunities between women and men in the organization, IVIRMA considers the preparation and implementation of an equality plan as the objective.

Over the last year, in application of Royal Decree 6/2019, the Equality Plans of the IVI Valencia, IVI Madrid and IVI Barcelona centers were negotiated and registered. In addition, during 2020 work was carried out on the Equality Policy which was launched in 2021 to coincide with Women's Day.





Diversity in the workforce

	Under 30		From 30 to 50		Over 50		Disabled persons	
	Men	Women	Men	Women	Men	Women	Men	Women
Support functions (headquarters)	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	18	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.

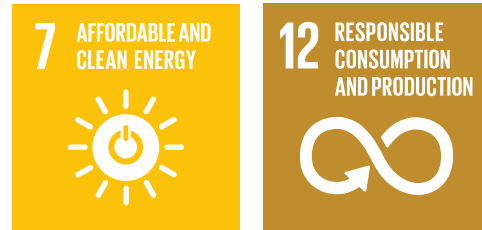
Protocols against sexual or gender-based harassment

At IVIRMA we have a procedure for managing sexual and gender-based harassment in the workplace (or other situations that involve an attack on the dignity or privacy of workers), which establishes the protocol to be followed in the event that one or more of the aforementioned harassment situations occurs. This protocol is available to the entire staff through the employee portal.

During 2020, in one of IVIRMA’s centers, a complaint was made by two workers. To guarantee the right to work in a safe environment, the Harassment Protocol was activated and the necessary measures have been adopted to avoid the repetition of such conduct.

# 05 COMMITTED TO THE PLANET





**We are moving forward to continuously reduce IVIRMA's impact on our environment**

## ENVIRONMENTAL MANAGEMENT

At IVIRMA we are committed to integrating environmental sustainability in our activities.

One clear example is the incorporation of aspects of environmental sustainability in the **Quality Management System Policy** and the work carried out for the preparation of the company's **Environmental Policy**, which we will continue to implement during 2021.

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

- **Circular Economy**, which addresses the circularity of our processes and our ability to reduce the waste generated.
- **Climate Change**, focusing on energy consumption and fuel use, taking into account both efficiency and origin.
- **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.

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



## PREVENTION AND MANAGEMENT OF WASTE AND THE CIRCULAR ECONOMY

In the area of waste management, we have a procedure that applies to Spain and Portugal, and which in 2021 will be extended to the centers in Italy, the United Kingdom and LATAM.

The aim of this procedure is to protect the health of patients, workers and waste handlers and to minimize the risks of spreading infectious diseases or chemical contamination of the environment due to health care waste. In addition, this procedure specifies those wastes that, due to their greater potential hazard, must be treated by an authorized waste manager and must therefore be disposed of in the containers provided for this purpose.

Waste by type of disposal method

Residuos biosanitarios y químicos			
Hazardous waste	Treatment	Gross weight (Tn) 2020*	Gross weight (Tn) 2019**
Lab equipment cleaning waste	Regeneration and recycling	2.39	2.65
Other chemical products	Regeneration/ Incineration	2.39	2.65
Biosanitary Type III	Steam sterilization	68.83	55.04
Non-hazardous Biosanitary	Recycling/ landfill	5.20	2.01
Total weight of hazardous waste		80.12	62.35
Non-hazardous Biosanitary	Recycling/ landfill	0.76	1.71
Total weight of biosanitary and chemical waste		80.80***	64.05



\*2020 includes data from all countries where IVIRMA operates.

\*\*Data for 2019 included only for clinics in Spain and Panama.

\*\*\* The calculation of total hazardous waste reported in 2020 includes the estimate in units of mass, based on data reported in units of volume by some U.S. facilities.

PREVENTION, RECYCLING AND REUSE MEASURES

In IVIRMA we have introduced different best practices in our clinics to reduce paper consumption, including the patient portal and the biometric signature, which cut down on the printing of documents.

During 2020 a very important boost was given to digitalization through telemedicine, which has not only made it easier to maintain doctor-patient contact, but has also increased safety, generating, in addition, an impact on the prevention of material consumption. This reduction in consumption is due to the reduction of face-to-face visits and the promotion of the digitalization of medical records, thus avoiding the printing of documents.

The launch of the “Caps for a new life” project of the SEUR Foundation has also taken place during this year 2020. This project consists of delivering plastic caps to a recycling plant to help children with serious health problems.



SUSTAINABLE USE OF RESOURCES

At IVIRMA we strive to make progress in the efficient use of the materials, water and energy we use in our daily activities. We are aware that the **sustainable use of resources** has an impact on both the company and our environment, and we work every day to continue improving in this area.



Energy consumption

A reducing in energy consumption and better energy efficiency are our priorities in the energy field.

Fuel consumption

	Consumption of non-renewable fuels in MJ	
	2020	2019
Diesel	359,861	342,927
Natural gas	3,716,781	3,594,669
Vehicle gasoline	441,006	70,308
Vehicle diesel	857,789	1,029,436

Electricity consumption

	Consumption of non-renewable fuels in MJ	
	2020	2019
Electricity consumption	46,455,462	27,461,303

Water consumption

	Water consumption in MgL	
	2020	2019
Water consumption	25,573	21,654

CLIMATE CHANGE

Direct (scope 1) GHG emissions

The **direct emissions of scope 1** associated with IVIRMA’s activity are related to the consumption of natural gas and diesel at some of our facilities, the use of fuel for Relationship Marketing vehicles and the refills of fluorinated gases.

Direct (scope 1) GHG emissions		
	2020	2019
Natural gas and diesel fuel vehicles	379.25	280.96 CO <sub>2</sub> eq
Fluorinated gas refills	105.54	Sin datos

Indirect (scope 2) GHG emissions

The **indirect (scope 2) GHG emissions** are related to the clinics’ electricity consumption.

Direct (scope 2) GHG emissions		
	2020	2019
Indirect GHG emissions	4,000.33 ton CO <sub>2</sub> eq	2,364.7 ton CO <sup>2</sup> eq

Other indirect (scope 3) GHG emissions

In relation to Scope 3, we consider the emissions derived from rail and air transport that we carry out for work purposes at IVIRMA. In addition, emissions from accommodation and the use of rental vehicles associated with business travel are included.

The pandemic context has significantly reduced the number of trips, resulting in a significant reduction in greenhouse gas emissions in this Scope 3.

During 2020 we made 2,056 journeys by train and/or plane, just 30% of the nearly 6,400 journeys made during 2019. Of these, 46% of journeys were by train, with the aim of reducing our CO2 emissions, a similar percentage to 2019. These train journeys account for 45% of the total number of journeys made and 12.7% of the kilometers traveled, but only 1.9% of the greenhouse gas emissions emitted on these journeys.

One element to highlight is that the travel agency with which IVIRMA manages the trips, has a project to **offset greenhouse gas emissions** with CO2revolution. Within this project we compensate the emissions generated by our travel and accommodation.

Other indirect (scope 3) GHG emissions		
	2020	2019
Air Transport	290.25 Tn CO <sub>2</sub> eq	572.91 Tn CO <sub>2</sub> eq
Rail Transport	5.64 Tn CO <sub>2</sub> eq	19.3 Tn CO <sub>2</sub> eq
Use of rental car	1.86 Tn CO <sub>2</sub> eq	S/D
Accommodation	14.17 Tn CO <sub>2</sub> eq	S/D
Total	311.92 ton CO <sub>2</sub> eq	592.21 Tn CO <sub>2</sub> eq





# 06 COMMITTED TO HUMAN RIGHTS





Our commitment to human rights focuses on respect for freedom of association and collective bargaining, the rights of minorities (ethnic, religious, linguistic, gender and sexual, among others), as well as the rejection of child labor and forced or compulsory labor.

Furthermore, at IVIRMA we respect the right of the human being who is the subject of research, and his or her personal interest must prevail over the interests of science, society and the company.

During 2020, no operations or suppliers have been identified with significant risk of cases of forced, compulsory or child labor, and no cases of discrimination have been detected, nor have any complaints been received regarding human rights violations. In this regard, we continue to manage internally the aspects related to human rights so that they are always present in the organization, strengthening the communication of these and identifying the risks in this area.

In order to transmit this commitment to human rights to the IVIRMA staff, we have a **Code of Ethics and Conduct**, which specifies publicly that all IVIRMA professionals must respect the human rights and public freedoms recognized in the Universal Declaration of Human Rights, thus transferring our commitment to the entire company.

We have also identified risks in order to respond to this commitment at the operational level. Identification is carried out within the framework of the Compliance System and we have a Compliance Committee as a supervisory and control body which, in the event that any situation of non-compliance with human rights is identified, may take the necessary corrective actions.

In IVIRMA we continue to manage the human rights aspects of our work so that they are ever present in our activity





A pregnant woman is sitting on a wooden bench, holding two ultrasound images. She is wearing a white shirt and black pants. A tabby cat is lying on the floor next to her. The background shows a window with a view of a city.

# 07 COMMITTED TO ETHICAL MANAGEMENT



**The ethical behavior of IVIRMA's employees, suppliers and subcontractors is fundamental to maintaining our reputation**

## TRANSPARENCY AND GOOD GOVERNANCE

### Code of Ethics and Conduct

IVIRMA's Code of Ethics and Conduct is conceived as a set of rules that define the corporate culture, values and principles of the group. These reinforce the company's conduct guidelines, in which it is necessary to enable a set of rules and principles governing the professional conduct of those who form part of IVIRMA. We take as a starting point the Mission, Vision, Principles, Values and Corporate Policies, for the formulation of the ethical postulates that should guide the behavior of the people belonging to the company.

In Spain, LATAM and RER, in order to make the Code of Ethics and Conduct available to all professionals, this document is accessible on the new employee platform **We are IVIRMA**. In addition, we are working on updating the Code of Ethics at a global level, in line with our commitments and our undertaking to continuous improvement.

### Conflict of Interest Management Policy

The Conflict of Interest Management Policy was implemented and consolidated during 2019. During 2020, any new employee joining the staff has signed the corresponding document, by means of which they informed the

This document is also available to any employee in the event that the circumstances surrounding them change and they need to disclose any new potential conflict of interest.

### The Compliance Channel

At IVIRMA we have a **compliance** channel so that all the group's employees, patients, suppliers and subcontractors have a confidential mechanism to detect any irregularity or unlawful behavior that could jeopardize our organization. This efficient channel operates within national territory and applies to the Spanish companies that form the group.





## CONTRIBUTION TO FOUNDATIONS AND NON-PROFIT-MAKING ENTERPRISES

During 2020, IVIRMA has collaborated with different types of **social projects** (health, childhood and diversity) to which a total of 53,466 euros has been donated.

The following table displays the contributions broken down by initiative or project:

	Contributions		Contributions
Plan Familia	24,776.74 €	Bicos de papel	1,000.00 €
AVAPACE	1,000.00 €	Yo soy tú	1,000.00 €
Fundación Ochotumbao	1,000.00 €	Cáritas Sevilla	1,000.00 €
AEFAT	1,000.00 €	Huerfanato de Teresa Calcuta	1,000.00 €
Banco de alimentos	1,000.00 €	Sácale la Lengua a la Ela	1,000.00 €
Fundación gooles	1,000.00 €	Hospital Sant Joan de Dèu	1,000.00 €
Perritos del Higuerón	1,000.00 €	Educo	2,000.00 €
Asociación Animalista Lluc Major	1,000.00 €	Hogares Compartidos	1.000,00 €
Aspanion	1,000.00 €	Make a Wish	4,690.00 €
Muévete por los que no pueden	1,000.00 €	Médicos sin Fronteras	1,000.00 €
Asociación Española contra el Cáncer (AECC)	1,000.00 €	Hispalibros	1,000.00 €
Payasos del Hospital	1,000.00 €	Asociación Quattro Zampe del Quore	1,000.00 €
Asociación María Salus Inforum	1,000.00 €	Total	53,466.74 €



# 08 COMMITTED TO SOCIETY





## SOCIAL CONTRIBUTION

IVIRMA's clinics are located all over the world. This allows us to be within reach of anyone and to be able to contribute our knowledge and experience in helping them to fulfil their dream of having a child.

We are therefore sensitive to the characteristics and social needs of those places where we operate, respecting the local communities with the aim of helping to create a fairer and more equal society in terms of rights and opportunities

### The IVI Foundation

With more than 20 years having passed since its creation, IVI Foundation is designed as a **research center in Reproductive Medicine** to find the therapeutic and/or diagnostic techniques for the benefit of our patients, generating a global awareness within society that helps to make information available to everyone.

The three pillars of the Foundation are:

- **Research** (Innovation area)
- **Knowledge** (Global Education area)
- **Social Action** (Sustainability area)

## Research, one of the pillars of IVIRMA

In 2020, for the fourth year in a row, scientific production has once again beaten the historical record of the previous year.

- We have published **204 scientific articles** in prestigious peer-reviewed journals.
- **We sent 159 communications** to the most relevant conferences in our specialty (ESHRE, ASRM and SRI), of which 133 were accepted.
- **41 talks and 92 poster communications have been presented.**
- The value of external grants obtained by our researchers for projects is once again almost **3 million euros**.
- **106 new projects have been started** in the different areas that affect assisted human reproduction, making a total of 376 active projects developed simultaneously during 2020 throughout the company.
- Several of our researchers and projects have been **awarded mentions** and awards for our scientific activity.
- The usage records of our **Innovation website** have beaten all previous records, and is one of the most consulted in the area, due to the interest of its content.

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

In this regard, Basking Ridge, Madrid and Valencia are the designated centers for clinical research. Similarly, Basking Ridge, Madrid, Oxford and the IVI Foundation are responsible for basic research and, finally, there is a support unit for research management (UAGI).

## Education at IVIRMA

**IVI Global Education** is the educational institution of IVIRMA Global, which has a wide range of master's degrees and specialized courses, with the aim of training and updating all professionals interested in the world of assisted reproduction and reproductive medicine.

Our educational system is characterized by the **excellence of the training programs** on offer, constantly updated and based on cutting-edge technology. We want to continue offering classroom training and enhance our **online and on-demand** training offerings.

Our goal is to be leaders in the field of Human Reproduction Education, achieving excellence in offering educational programs in collaboration with our professionals. This is achieved by constantly improving the quality of practice and boosting global educational activity in reproductive medicine.

**The excellence of our training programmes enables professionals to improve their knowledge and skills**



**Online courses**  
60+ offered during 2020  
700+ students

### Masters' Degrees

- Official Master's Degree in Biotechnology
- Two online masters' degrees in Spanish and English
- 129 students in total

**More than 70 nationalities in our training programs**

**50+ teachers: IVIRMA specialists**

## Free fertility preservation program for cancer patients

IVIRMA's fertility preservation program has enabled 42 babies to be born since it was launched and there are 9 pregnancies in progress.

IVIRMA offers **cancer patients the possibility of vitrifying**, free of charge, ovarian cortex or sperm so that, once their disease has been overcome, they can become parents if they so wish.

About **1,400 women have preserved their fertility** before undergoing their chemo or radiotherapy treatment, most of them diagnosed with breast cancer, the most common tumor among the female population that enquires about vitrification of their oocytes.

During 2020, 102 women diagnosed with cancer have vitrified their eggs.

## IVIRMA's social action in 2020

### At IVIRMA we have approached the social reality that COVID-19 has brought us, by actively listening to our stakeholders

#### Provision of respirators and protective equipment

From the different IVIRMA clinics we wanted to do our bit in the fight against COVID-19 by providing respirators and protective equipment.

Among the hospitals that have benefited from our equipment are: Viamed Montecanal Hospital in Zaragoza, Germans Trias y Pujol Hospital in Barcelona, General University Hospital in Alicante, Peset Hospital in Valencia, Canary Health Service, Miramar Polyclinic in Mallorca, Virgen Macarena Hospital in Seville, Galician Health Service (Pontevedra), Reina Sofia Hospital in Murcia, Virgen del Mar Hospital and Infanta Elena University Hospital in Madrid, Móstoles Hospital, Antequera Hospital and Costa del Sol Hospital in Marbella.

#### Collaboration with Médecins du Monde

Health is our priority, so this year we have joined in the fight against COVID-19 through the social projects of Médecins du Monde around the world.

With this collaboration we have helped to send personal protective equipment, support the organization of COVID-19 treatment centers and the establishment of infection control and prevention protocols in Médecins Sans Frontières projects around the world.

#### Family plan (Plan Familia) of the Adecco Foundation

Family Plan is a program that has been going for **17 years**, exclusive to the Adecco Foundation. Its main objective is to achieve maximum autonomy and social and occupational inclusion of people with disabilities. IVIRMA has been working with the Adecco Foundation for more than 5 years, designing personalized intervention plans to meet the needs of family members of employees with some kind of disability.

In 2020, 10 beneficiaries were supported, working on their autonomy, training and employability to promote their integration into the labor market and society.

## We listen to you

Every year we launch Teaming, which deducts one euro from each employee's monthly salary (an amount that is doubled by the IVI Foundation), for social projects chosen by the professionals and giving you, a call for social aid for NGOs.

On this occasion, we have worked together with the HR department and we have merged both initiatives, creating "We listen to you", an online survey addressed to our professionals with 4 questions. Two of these questions have focused on the personal and professional level on how they have experienced the pandemic and if there has been any specific aspect where we could help them.

Among all the responses, 20 colleagues have sent proposals for social projects that mean a lot to them and that they would like us to support. We have decided to support them all without exception.

### The 20 associations are:

- Aspace (Assisting those with Cerebral Palsy throughout Spain).
- Ochotumbao Foundation (Support for a 4-year-old girl with a genetic disease).
- AEFAT (Association of relatives and people related to patients with ataxia telangiectasia).
- Gooles Foundation (Organization for girls and women in a situation of social vulnerability).
- Perritos del Higuerón (Shelter for abandoned animals in Benalmádena).
- Asociación Animalista Lluc Major (Shelter for abandoned animals in Mallorca).
- Aspanion (Association of cancer-affected children of the Valencian Community).
- Muévete por los que no pueden (Dissemination and awareness of rare diseases).
- AECC (Spanish Association Against Cancer).
- Maria Salus Infirmorum Association (Development Cooperation - education, health - in Africa).
- Bicos de Papel (Association to help cancer-affected children in Vigo).
- Yo soy tú (Soup kitchen in Malaga).
- Cáritas Sevilla (Support for homeless people).
- Teresa of Calcutta Orphanage (Cooperation project in Ethiopia).
- Stick Out Your Tongue for ALS (ALS Visibility and Sport).
- Hospital Sant Joan de Déu (Support for COVID research).
- Hogares compartidos (Association that helps elderly people with limited resources).
- QUATTRO ZAMPE Nel cuore Association (Animal protection in Italy).
- Payasos del Hospital (clowns that visit hospitalized children).

Additionally, 55% of our employees mentioned child poverty as the social issue that most concerns them. For this reason, we collaborate with the NGO Educo, providing lunches for the second and third trimester of the school year to 7 children at risk of poverty and social exclusion. This aid represents a total of 667 meals spread over January to June 2021.





### 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 leave a message in the cloud for the beneficiary and for each message IVIRMA donates €1.3 to help her with her treatment and her hopes.

### Campaign with the “Human Rights Foundation”

Movement fighting for the rights of the LGT-BIQ+ community, which defends the equality and diversity of this group in the USA and all over the world.

### Bonei Olam

A \$10,000 grant has been given to Bonei Olam, an organization that provides financial assistance to couples in the Orthodox Jewish community who wish to undergo Assisted Reproductive Technologies.

### Building Families Feeding Families (NJ)

Employees at our U.S. clinics have donated more than 200 bags of non-perishable food items for low-income families.

## SUBCONTRACTING AND SUPPLIERS

Our goal is always the same, to continue offering the best techniques and treatments to our patients. In this sense, we work with suppliers that meet the **highest standards of service quality**, as quality is a fundamental element at IVIRMA. We also analyze the potential impact of the product or service on the **safety of our patients**, to avoid any possible risk in this area.

In addition to assessing the attitude of the supplier company, at IVIRMA **we give priority to local procurement**. The contracting of the supplier company is based on the availability of materials. For this reason, we do not have a local procurement policy, but whenever possible local suppliers are contracted.

**We are committed to local suppliers, practically 98% of contracted companies have a trade name in the country of origin**





# 09 COVID-19 CONTEXT IN IVIRMA





In view of the impact of the health crisis resulting from the pandemic on IVIRMA's activity, we were forced to reduce such activities and, consequently, to present to the labor authorities, as of April 1, Temporary Layoff Plans (ERTE) due to Force Majeure in the different companies, leaving a team of minimum services to guarantee the start-up of the activity when it could be reactivated.

As soon as we were able to continue with our activity, we monitored the volume of staff on a weekly basis, with the aim of recovering our laid off professionals so that they could return to their previous contractual situation as expeditiously as possible. All the Temporary Layoff Plans (ERTE), approved by the labor authority were due to Force Majeure as a result of the pandemic caused by the Sars-Covid-19 virus, and, in general terms, lasted 3 months, with almost the entire workforce recovering at the end of June 2020.

### IVI Gratuity

IVIRMA, as part of our solid commitment to our staff members, has made an effort to compensate all the people who were subject to the layoffs.

In this regard, all those who lost one month's salary or more received an additional monthly payment in the December payroll and those with a loss of less than one month received an amount proportional to their percentage of loss.

### Health and Safety at IVIRMA in the COVID-19 context

Health and Safety are two aspects that we at IVIRMA always keep very much in mind and especially in 2020 in which, given the health situation, we have applied safety measures and protocols to adapt our centers to this new context.

### Safety protocols in clinics

IVIRMA's clinics comply thoroughly with all the **cleaning and disinfection measures** of the facilities, especially reinforcing all the circulation circuits of patients to **guarantee safety** during their stay in our centers.

In line with this commitment, all employees have been tested for the Coronavirus using antibody tests.

By the same token, to introduce a reference framework for COVID-19, a cross-cutting application document has been drawn up that includes a series of general guidelines with recommendations and a methodology for action on which to base them. To supplement this document, different best practice guides were drawn up for different profiles, in which the actions to be followed are set out, taking into account their areas of work or associated environments.

In addition to the foregoing, a series of safety measures have been introduced to **ensure the health of workers and patients** in the current situation.



