

# OUR HEARTFELT INNOVATION FOR HEALTH AND FOR WOMEN

SUSTAINABILITY 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.

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.

“  
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.



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**



**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.



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

## 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.



## 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), Abington-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 and 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 Alcalá (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.



## WHAT MOVES US

### Mission, Vision, and Values

IVIRMA's **vision** 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.

### 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.

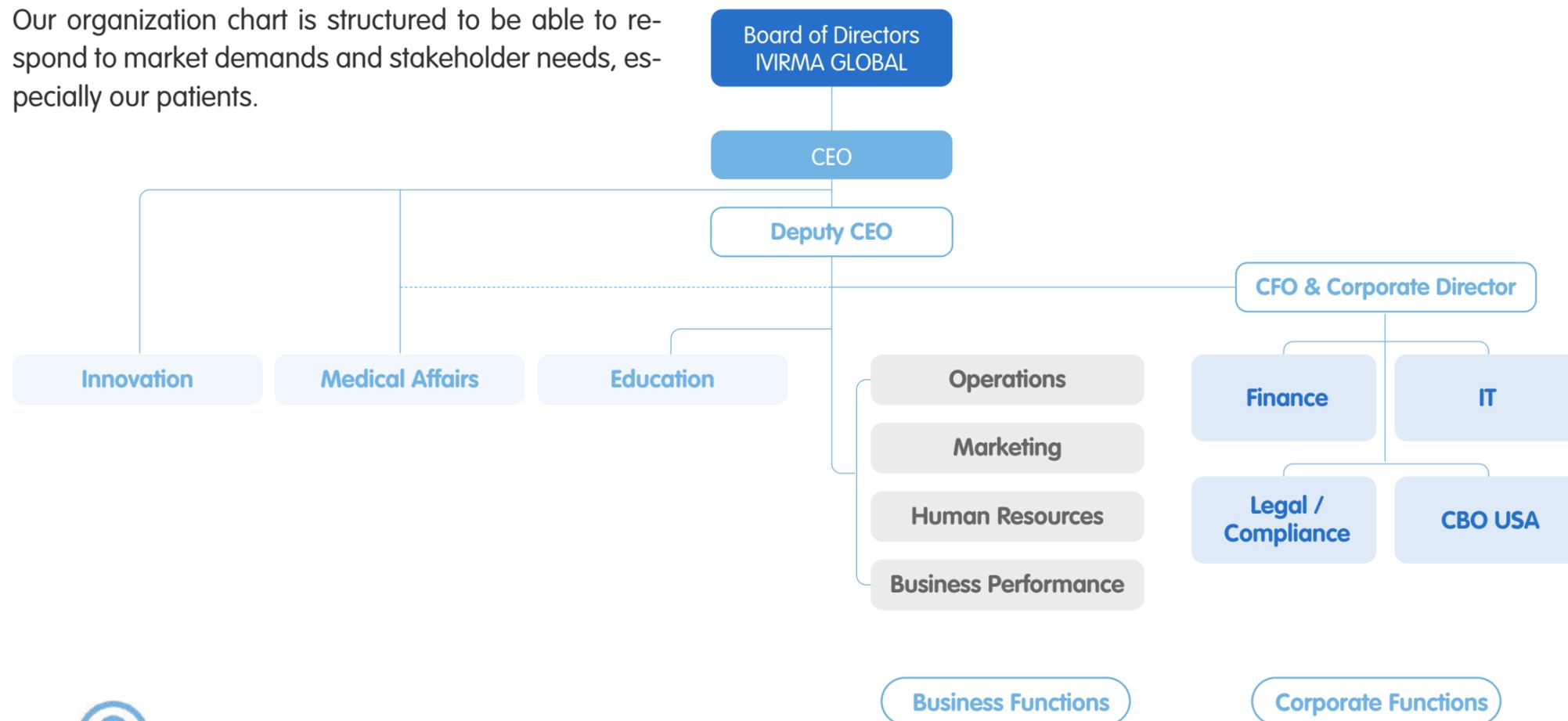
**Honesty.** In this area we work with care and attention to detail, with honesty as an underlying principle, something that is reflected in all the relationships we maintain representing IVIRMA Global.

**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.

## 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.

## STAKEHOLDERS

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



## Key stakeholder engagement

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

### Medios de Comunicación

**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	EUROPE + LATAM	USA
	<b>108,478</b>	<b>10,252</b>		<b>18,191</b>
	<b>64,736</b>	<b>3,548</b>		<b>15,565</b>
				<b>429</b>

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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.

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.

### 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.

\*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.

### Quality and risk management system

The Quality Management System is reviewed and audited each year, internally and externally. It 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 IVIRMA centers that, as of December 31, 2021, are certified with the Quality Management System are:

- 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.

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.

### 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.



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

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

## 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.

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 the persons 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.





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





## PATIENT CENTEREDNESS

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 world-wide leadership.

### IVI CARE

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.

### 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.

### 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.

### DUOSTIM Protocol

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.

### 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.



## 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.
- » **Launch of Mothers Guide2:** This guide is for women who, in addition to being a couple, want to be mothers. 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.**
- » **Launch of the Endometriosis Guide in Portugal:** In IVIRMA we have an endometriosis unit, formed by great experts.
- » **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.

### 3 Updating of waiting room content:

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 we 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.

## A DIGITAL AND SECURE CORPORATE CULTURE

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.

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

“  
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.

### Reduction of printed documentation due to digitalization

During 2021, a reduction of more than 30% of printouts was achieved versus the previous period.

### 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.

### 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.

### 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.

### 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.

## 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

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.

### Grievances and complaints system

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).

#### How do we handle a complaint or grievance?

1. Airing a grievance or complaint
2. Registration of the grievance or complaint in the SIVIS system
3. Analysis and resolution of the grievance or complaint
4. Incorporation of the grievance or complaint into IVIRMA's improvement plans

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

4

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.



## 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**<sup>1</sup>, 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.



**85.08%**  
2,287  
women



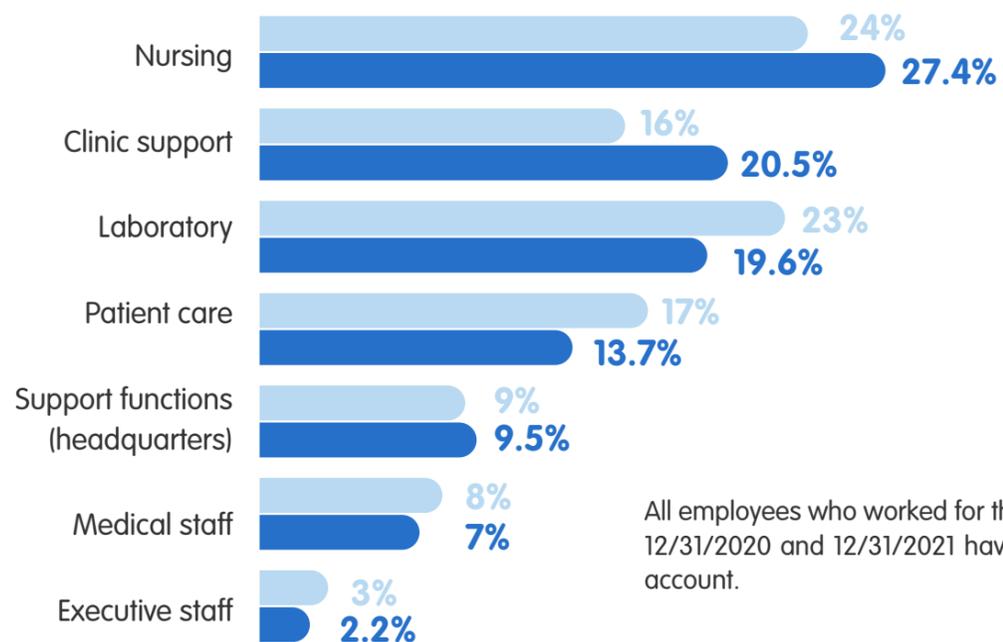
**14.92%**  
401  
men

**Women make up the majority of our staff**

<sup>1</sup> 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).

### Professional category

● 2020 ● 2021



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
<b>IVIRMA TOTAL</b>	<b>1,880</b>	<b>350</b>	<b>2,287</b>	<b>401</b>

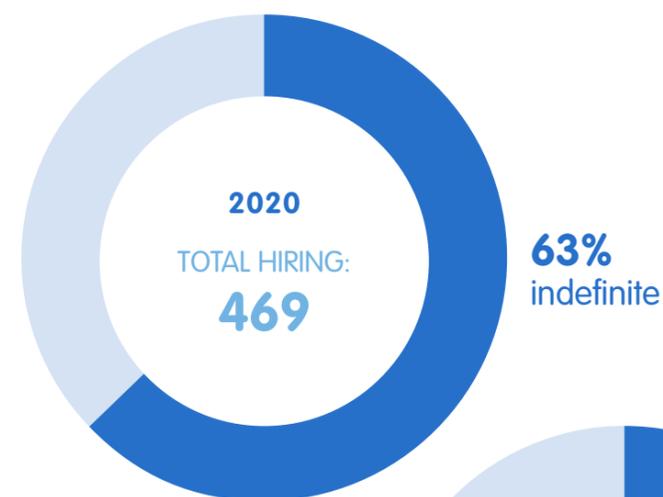
All workers who are part of the company as of 12/31/2021 and 12/31/2020 have been taken into account.

### 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%.

### 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).



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

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

## 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

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.

### Regular press releases

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.

### 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.



## 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**.

### 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.



“  
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.

## 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.

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.

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.

### Work-Life balance measures

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

### Parental leave

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

### 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.

## WE TAKE CARE OF OUR PROFESSIONALS

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.

### 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.

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.

“  
Our commitment to SDG 3, Health and Well-being, begins with the occupational health & safety of our Staff.”

## 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.

## 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 IVIRMA Campus platform is the meeting point for our staff worldwide for training. The “Medsafe” tool is used in the USA. The company has the same purpose of offering essential training, including patient privacy, diversity and Health & Safety.

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.

### 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.

### 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.

“  
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.

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

### 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.

### 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).



## WE PROMOTE EQUALITY AND DIVERSITY

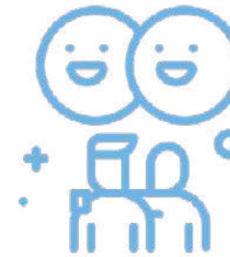
Women are in the majority in IVIRMA's business areas, where they represent 85% of the total. For this reason, at IVIRMA we strive to implement policies that guarantee equal opportunities in all areas of the organization.

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.

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

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

## Diversity in the workforce



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.

## Protocols against sexual or gender-based harassment

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.

As part of the process of developing the Equality Policy and Plans, in 2021 we worked on creating the Harassment Policy.

## 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 persons with a disability represent 1% of the total staff.

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

5

**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.

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.

## 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.



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

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

### 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
<b>Total weight of hazardous waste</b>		<b>80.12</b>	<b>128.26</b>
Non-hazardous Biosanitary	Recycling/landfill	0.76	5.99
<b>Total weight of biosanitary and chemical waste</b>		<b>80.80***</b>	<b>134.25</b>

\*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).

### Prevention, recycling and reuse measures

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.

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



## 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.

### Consumo de electricidad

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).

### Water consumption

Water consumption in m <sup>3</sup>		
	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.

### Energy consumption

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

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/m<sup>3</sup> 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.



## 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.

### 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.



Direct (scope 1) GHG emissions

	2020	2021
Heating oil	260.174 Tn CO <sub>2</sub> eq	155.55 Tn CO <sub>2</sub> eq
Natural gas*	26.073 Tn CO <sub>2</sub> eq	19.5 Tn CO <sub>2</sub> eq
Vehicle gas	61.544 Tn CO <sub>2</sub> eq	50.3 Tn CO <sub>2</sub> eq
Vehicle diesel	31.455 Tn CO <sub>2</sub> eq	54.4 Tn CO <sub>2</sub> eq
Fluorinated gas refills	105.54 Tn CO <sub>2</sub> eq	551.83 Tn CO <sub>2</sub> eq
<b>TOTAL</b>	<b>484.79 Tn CO<sub>2</sub>eq</b>	<b>831.60 Tn CO<sub>2</sub>eq</b>

Direct (scope 2) GHG emissions

	2020	2021
Indirect GHG emissions	3,226.073 ton CO <sub>2</sub> eq	3,606.85 ton CO <sub>2</sub> 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 CO<sub>2</sub>eq/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](https://gdo.cnmc.es/CNE/resumenGdo.do?informe=garantias_etiquetado_electricidad)

### 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.

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

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.





**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.

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.

### 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.

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.

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

“  
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.

### Code of Ethics and Conduct

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.

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

### 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.

### 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](mailto: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).

### 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.

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 €
<b>TOTAL</b>	<b>46,923.00 €</b>

## COMMITMENT TO SCIENCE, EDUCATION AND SOCIETY

### 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.

“  
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.”

#### 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/>



## 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.

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.

### 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.

### 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.

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

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

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

“  
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.

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 hospitals 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.

### 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 childhood 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.

#### 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.

### 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.

#### 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 LGTBQ+ community, which defends the equality and diversity of this group in the United States and around the world.

#### Yesh Tikva

We have donated \$1000 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.

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

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

**IVIRMA**)  
Global