



SUSTAINABILITY

REPORT 2023

IVIRMA)
Global

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LETTER FROM OUR CEO

We are pleased to present the 2023 Sustainability Report of IVI RMA Global, a reflection of our dedication and strategic efforts to integrate sustainable practices throughout our group. This report highlights the confluence of our medical excellence and business acumen, aiming for a future where both healthcare and environmental, social and governance (ESG) stewardship are intrinsically linked.

This year has been pivotal in our journey toward sustainability. Not only have we continued to innovate and excel in reproductive medicine, but we have also deepened our commitment to environmental responsibility, social responsibility, and ethical governance. Our actions, driven by a strategic vision and executed with precision, ensure that we fulfill both our aspirations as a leading global healthcare provider and our obligations to the planet and its people.

We are proud to share how our collective efforts have led to significant advancements in patient care and safety, employee welfare, community support, and environmental conservation, among others. Each initiative, guided by our core values and the inspiring legacy of pioneers like Dr. Robert Edwards, has been a step toward a more sustainable and inclusive future.

Our governance practices have been refined to uphold the highest standards of medical ethics and compliance, ensuring that our operations not only meet but exceed the expectations of the communities we serve. These initiatives are fundamental to our mission of leading the way in reproductive medicine, setting benchmarks for excellence and responsibility.

As we continue to break new ground in reproductive medicine, we are constantly reminded of our core mission: to help fulfill the dreams of thousands of people worldwide to become parents. In doing so, we are committed to a path towards motherhood that is not only innovative and leading-edge but also sustainably and ethically responsible. Furthermore, we recognize our role as global leaders in reproductive health, striving to improve global health standards and set an example for others in the industry.

We would like to extend our heartfelt gratitude to our employees, partners, and stakeholders for their unwavering support and dedication. Your contributions are invaluable in our pursuit of a more sustainable and healthier world.

Sincerely,

Javier Sánchez-Prieto
Global CEO IVI RMA Global



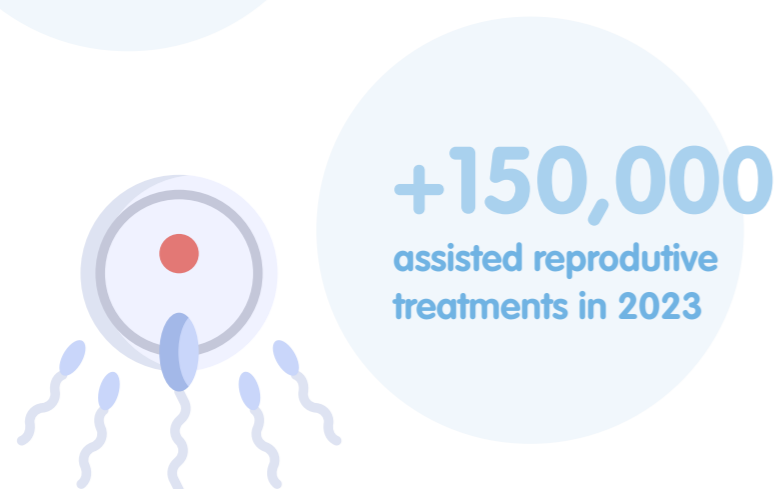
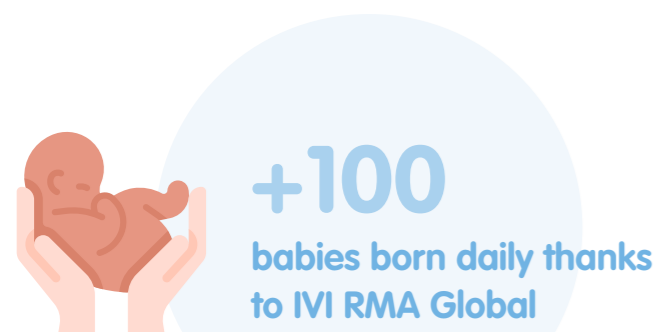


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ABOUT IVI RMA GLOBAL: SHAPING THE FUTURE OF REPRODUCTIVE MEDICINE

Who We Are

IVI RMA Global is the world's premier group in reproductive medicine, renowned for producing the industry's best outcomes through groundbreaking research and development (R&D) platforms and leveraging the sharpest talent available. Our steadfast dedication to excellence and sustainable healthcare practices ensures we remain leaders in global fertility services.



Our Evolution and Milestones

A unique value proposition since 1990, strengthened through the merger with RMA in 2017 and consolidated with the integration of other industry leaders since 2022

1990-2017

Established as “Equipo IVI”, we laid a solid foundation, significantly widening our reach within the fertility sector.

2017

The strategic acquisition of RMA (a leader in the US) united two organizations with aligned values, augmenting our capabilities and reinforcing our commitment to excellence.

2017-2019

We emerged as a leader in fertility services, strengthening our services and enhancing patient care.

2019-2021

We developed a unique fertility platform that integrates state-of-the-art technologies and comprehensive services (Dibimed, Create Fertility, and Juno Genetics).

2022-2023

Our partnership with **KKR**, a leading global investment firm, marks a pivotal chapter in our history. We achieved significant consolidation in Europe with Generalife clinics, establishing a dominant presence.

2023-2024

Our group expanded into North America, establishing global leadership in reproductive medicine.



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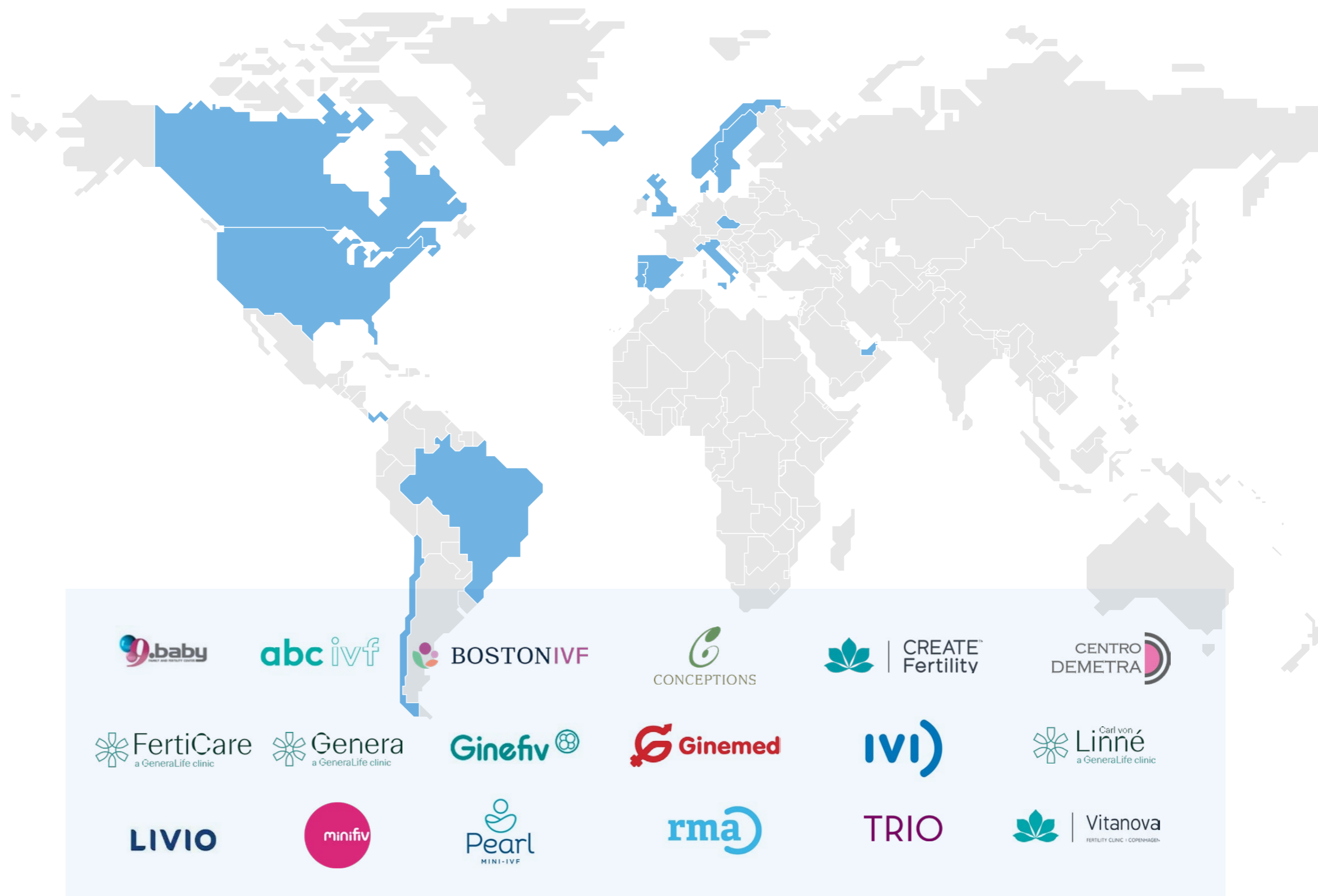
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Global Presence

We operate in 15 countries, with over 190 clinical offices and 95 laboratories worldwide. We welcome patients from more than 180 countries with a substantial clinical footprint across Europe, Latin America, and the US.

All our brands are united by the same philosophy, the same practices, and the same spirit of leadership. Together, as IVI RMA Global, we lead the fertility industry in research, success rates, and patient care.



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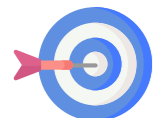
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Core Values and Legacy

Drawing inspiration from Dr. Robert Edwards, a pioneer in IVF whose work earned him the Nobel Prize in Medicine in 2010, we are grounded in values of perseverance, integrity, and a commitment to excellence. These principles guide our operations and shape our strategic decisions, ensuring we continue to innovate and improve patient care.



Mission

We are committed to developing reproductive medicine at the highest levels, promoting cutting-edge research, fostering educational initiatives, and disseminating knowledge to ensure professional excellence worldwide.



Vision

Our vision is to be the preeminent team worldwide in the field of reproductive medicine, setting global benchmarks for quality, research, and education.





Sustainability Commitments

In 2023, we intensified our efforts to integrate environmental, social, and governance (ESG) principles into our core operations. Through concrete actions, we aim to continually strengthen our contribution to society and the environment.



Our Path Forward

At IVI RMA Global, we are more than just a provider of fertility services; we are innovators in reproductive health, inspired by a legacy of excellence and driven by a future filled with hope and success. Each day, our team embodies the values espoused by Dr. Edwards, working tirelessly to advance the field of reproductive medicine while maintaining the highest standards of care and research. Our commitment to sustainability ensures that we lead not only in innovation but also in responsible and ethical medical practice.



Revolutionizing the Path to Motherhood through Science and Innovation: Precision and Care at Every Step

We place the patient at the center of our efforts, tailoring fertility treatments to individual needs to achieve optimal outcomes. Our comprehensive services include Artificial Insemination, where prepared semen is strategically placed in the uterus; In Vitro Fertilization (IVF), combining ova and sperm in a lab setting; and Intracytoplasmic Sperm Injection (ICSI), a precision technique enhancing fertilization. Egg donation and sperm donation extend possibilities for those unable to conceive using their own gametes. Additionally, our pioneering fertility preservation methods, including oocyte vitrification, safeguard the potential for motherhood. Advanced incubation technologies, such as Time-Lapse, provide a unique glimpse into the early stages of embryo development, offering couples a deeply personal connection to the process. Furthermore, we are integrating Artificial Intelligence to enhance our processes and we are continually conducting research in this area to stay at the forefront of

technological advancements in fertility treatments.

At our clinics, we are committed to pioneering advancements in ovarian rejuvenation, providing hope for women experiencing premature menopause to conceive using their own eggs. Our dedicated efforts in regenerative medicine aim to restore ovarian function, offering new possibilities for those affected by early ovarian aging due to various causes, including genetic factors and medical treatments like chemotherapy.

Our genetic screening spans the preconception to prenatal phases, ensuring tailored interventions that enhance the likelihood of successful implantation and healthy development. This includes the latest diagnostics to identify implantation issues, embryo testing for genetic integrity before transfer, and non-invasive prenatal assessments to ensure fetal health.



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SUSTAINABILITY JOURNEY: OUR COMMITMENT TO SOCIETY, ENVIRONMENT, AND GOVERNANCE



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At IVI RMA Global, our guiding principle is to do things right - not just what we do, but how we do it. This commitment to society, the environment, and governance guides every step towards a sustainable future.



The IVI RMA Way: A Sustainable, Responsible, and Innovative Journey to Motherhood

Our journey begins with a patient's first visit, initiating meticulous processes to ensure a safe and fulfilling path to motherhood. From consultation to bringing a healthy baby home, every step is taken with precision, care, and respect for both people and the planet.



Conscious Decisions for a Sustainable Future

In 2023, we have strengthened our sustainability strategy through our Sustainability & ESG Policy and a specific action plan addressing key sustainability issues. This includes integrating a materiality analysis of all our brands, with a plan to update this in 2024 through a double materiality assessment.

Key areas from our 2021 materiality assessment, updated in 2023 for IVI RMA and GeneralLife, include Patient Safety, Clinical Ethics, Employee Engagement, Dangerous Waste, and Diversity, Equity, and Inclusion. While our greenhouse gas (GHG) footprint was not deemed material by our stakeholders, it remains a crucial topic in our action plan.

Through this integrated approach, we aim to not only address immediate environmental challenges but also lay a foundation for enduring corporate responsibility and governance, ensuring long-term sustainability and stakeholder trust.

We have established clear policies and frameworks to ensure the effectiveness of our sustainability initiatives:

- **Continuous Monitoring:** Key Performance Indicators (KPIs) are discussed internally monthly, and the indicators are measured annually with continuous follow-up.
- **Quarterly Oversight:** On a quarterly basis, the Board reviews and assesses our sustainability performance, ensuring alignment with our strategic goals.
- **Transparent Reporting:** We communicate our ESG performance to stakeholders through this annual sustainability report and periodic monitoring on material sustainability topics.

Our approach to sustainability is firmly anchored in the three ESG pillars, forming the core of our strategic efforts to achieve a sustainable future.



In 2023, we achieved significant progress in gender diversity on the board, reaching **30% FEMALE REPRESENTATION**, up from 0% in 2022.



Furthermore, **10% OF MANAGEMENT BONUSES** are linked to our material ESG topics from our materiality assessment, including patient safety and diversity, equity, and inclusion.



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Governance: Leading by Example

Our governance practices reflect our dedication to excellence, with transparency and accountability at the forefront:

- **Board-Level Focus:** Sustainability discussions at the highest levels ensure strategic alignment.
- **Medical Ethics:** We uphold healthcare ethics, ensuring patient welfare and autonomy.
- **Zero-Tolerance Policy:** We enforce strict policies against corruption, fraud, and bribery, supported by comprehensive compliance measures.



Social: Promoting Human Rights and Equity

Our commitment to social equity and human capital is fundamental, ensuring strong relationships across all levels—from employees to communities:

- **Human Team with Heart:** Our committed, professional team drives our sector leadership, focusing intensely on engagement and diversity, equity, and inclusion.
- **Patients First:** Through our patient-centered approach, we maintain high success rates, manage data securely, and prioritize patient safety through robust programs.
- **Community Care:** We engage in significant social projects, collaborating with NGOs and leveraging our committed team to address urgent societal needs.



Environment: Preserving the Planet

We are committed to impactful measures to reduce our environmental footprint:

- **Carbon Footprint Reduction:** We use the Greenhouse Gas (GHG) Protocol to monitor our carbon footprint and track our decarbonization efforts.
- **Hazardous Waste Management:** We ensure the responsible management of hazardous waste, particularly biomedical waste, through protocols for reduction and safe disposal.
- **Going Digital:** Our transition to a paperless environment further supports our sustainability goals and reduces our environmental impact.





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Sustainable Development Goals

In 2015, the United Nations adopted 17 Sustainable Development Goals (SDGs) as part of the 2030 Agenda to strengthen universal peace and justice. The SDGs were developed through public consultations and international negotiations, incorporating global challenges that we face as a society in the social, economic, and environmental fields.

At IVI RMA Global, we also consider the SDGs as key agents of change for a better future. Through our materiality analysis in 2021, we have identified the SDGs where our group can make the biggest impact:



**These goals are our top
priorities and drive our
sustainability actions.**





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GOVERNANCE: LEADING BY EXAMPLE



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At IVI RMA Global, we prioritize conducting our business with respect, honesty, and integrity. To uphold these values, we employ various tools and policies overseen by an independent Compliance Committee. Our Global and Regional Ethics Committees, Code of Conduct, whistleblower channel, and different internal procedures ensure that we foster ethical and transparent practices across our group.



Our Code of Conduct

Our Code of Conduct encapsulates our group's core values and standards of integrity. Throughout 2023, we worked on updating the code, and a new version will be launched in 2024. This code serves as the cornerstone of our ethical practices, ensuring that every member of our organization, regardless of their role or location, acts in alignment with our commitment to ethical conduct while delivering high-quality reproductive medicine and promoting research and professional excellence. The code emphasizes values such as patient prioritization, teamwork, excellence, honesty, and innovation, ensuring these principles guide our daily operations and decision-making processes.



Compliance Committee

Our Board of Directors has established a supervisory and control entity known as the Compliance Committee to oversee the implementation and development of the Compliance Model. This Committee is a collegiate, autonomous, and independent body. Its principal responsibilities include:

- Providing support and guidance to the group in the deployment and management of the Compliance Model.
- Monitoring and supervising the effectiveness of the Model's controls.
- Managing the Internal Information Channel.
- Updating the Model as necessary.
- Reporting to the Governing Body on the Model's performance and compliance.



The Compliance and Criminal Risk Prevention Model

Overseen by the Compliance Committee, the Compliance and Criminal Risk Prevention Model ensures that our group adheres to both internal regulations and current legislation. Throughout 2023, we focused on developing a global compliance channel, which we launched in 2024. Additionally, we have conducted a thorough identification, analysis, and assessment of the most relevant compliance risks, implementing various policies and procedures.

We have implemented anti-corruption and anti-bribery policies, which include due diligence guidelines for procurement processes and third-party interactions, as well as an internal information policy. Additionally, we have promoted an antitrust program.



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Compliance Manuals

The General and Special Compliance Manuals developed throughout 2023 provide a detailed framework for managing the compliance and legal risks associated within our operations.

General Compliance Summary:

This part of the manual outlines the group's organizational model for preventing and managing criminal risks and compliance issues. The manual includes a risk assessment that considers inherent and residual risks, and it reinforces a culture of ethical behavior and compliance. Key components include various control systems, the Internal Information Channel for reporting misconduct, and regular updates to ensure the manual reflects current legal and organizational requirements. The manual also details the responsibilities of legal representatives and employees to prevent criminal activities, highlighting the need for vigilant supervision and the potential legal repercussions for the group and individuals if compliance fails.

Special Compliance Summary:

This part delves into specific criminal risks that could arise from the company's activities. It lists potential criminal acts linked and unlinked to the group's social objective, providing a framework for identifying and managing these risks with appropriate controls and preventive measures. The special manual also includes a risk matrix that categorizes risks by their likelihood and potential impact, guiding the organization in prioritizing risk management efforts and resource allocation.

Overall, these manuals represent a robust endeavor to systematize and streamline compliance and risk management practices across our global operations, focusing on both preventing legal infractions and fostering a culture of compliance and ethical behavior throughout the group.

Other available policies within our compliance program

Due Diligence Procedure for Positions Exposed to Criminal Risks

Due Diligence Procedure with third parties

Internal Audit Procedure

Disciplinary Procedure

Criminal Compliance Policy

Conflict of Interest Management Policy

Public and Private Corruption Prevention Policy





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Internal Information Channel

We have established an Internal Information Channel designed for reporting serious administrative offenses, suspicious activities that may constitute criminal behavior, violations of labor laws regarding health and safety, or actions contrary to the financial interests of the European Union or the internal market.

The Channel is open to communications from members of the Board of Directors, employees, individuals with a professional commercial relationship with the group, suppliers, interns, and other stakeholders.

This Channel is accessible through various IVI RMA web pages, including the following link: <https://canaletico.ivirma.com/>.

Our Internal Information System Policy outlines the general principles and key safeguards of the Channel, along with a Management Procedure for handling the information received through this system.



Human Rights Commitment

In 2023, we developed a Human Rights Policy, which reflects our unwavering commitment to upholding and respecting internationally recognized fundamental human rights. This policy forms a core part of the broader compliance framework that we are set to launch in 2024. It is mandatory for all members of our group, irrespective of their location, and extends to any individual or entity associated with our business activities.

The key principles of this Human Rights Policy include:

- Identifying potential impacts on human rights from our operations, whether conducted directly or through third parties, and establishing preventive mechanisms to mitigate these risks.
- Promoting a culture of respect for human rights across the organization, involving awareness-building actions for all members.
- Ensuring robust communication mechanisms are in place for reporting and resolving human rights issues.

The policy specifies commitments to:

- Reject forced and child labor.
- Ensure safe and healthy working conditions.
- Promote diversity and non-discrimination.
- Respect the right to association and collective bargaining.
- Provide transparent information to clients and donors about our services, specifically in the field of assisted reproduction.



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Sustainability Code for Suppliers

The Sustainability Code for suppliers represents a commitment to ethical and responsible governance across all operations and the global supply chain. This code emphasizes the importance of adhering to social, environmental, and governance regulations, and promotes ethical practices that include integrity, transparency, and respect for human rights. All our suppliers are expected to operate ethically, avoiding corruption, and ensuring fair and safe working conditions, respect for the environment, and protection of intellectual property.

Approved in 2023, this code will be implemented gradually across the various regions where we operate, aiming for maximum efficiency to integrate all the sustainable value chain operations into our systems for timely monitoring. This phased approach ensures that each region can adapt effectively, maintaining alignment with IVI RMA's global standards and local regulations, thereby enhancing accountability.



Healthcare Ethics: Upholding Integrity and Excellence in Care

We recognize the profound relevance that ethical considerations have on the quality of our healthcare services.

Our dedication to healthcare ethics is embodied in the Code of Healthcare Ethics, which governs our clinical staff across all regions. This code aligns with our Corporate Code of Ethics, emphasizing patient-centered care, professional integrity, respect for diversity, and continuous improvement. It mandates adherence to the highest ethical and professional standards, fostering an environment where patient welfare, autonomy, justice, and non-maleficence guide every decision and interaction.

To implement these principles effectively, we have established a robust organizational structure featuring Regional Ethics Committees (RECs) and a Global Healthcare Ethics Committee (HEC). These committees are composed by multidisciplinary experts, including external lawyers, ethicists, physicians, embryologists, nurses, and psychologists. Their role is to ensure the ethical delivery of healthcare, provide guidance on ethical dilemmas, and nurture an educational environment for continuous ethical improvement.





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Ethical Governance and Oversight

The scope of our ethics management is broad, covering bioethics/ research, healthcare quality, compliance, and organizational ethics. Independent committees oversee bioethics and research to ensure compliance with international regulations and audits, coordinated by our Research Management and Support Unit. Our focus is on quality of care, compliance, and the resolution of ethical dilemmas, underpinned by governance principles that prioritize patient autonomy, privacy, dignity, and well-being.

Education and Continuous Improvement

A key component of our ethical commitment is the education and training of our staff. All clinical members will be required to complete healthcare ethics training annually from 2024, cultivating an organizational culture deeply rooted in ethical practices.

Measuring Impact and Efficacy

To gauge the effectiveness of our ethics-focused policy, we rely on Key Performance Indicators (KPIs), such as the percentage of staff reporting a strong ethical culture and the completion rate of ethics training.





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SOCIAL: PROMOTING HUMAN RIGHTS AND EQUITY



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The “Social” dimension of our ESG framework is fundamental. It underscores our commitment to cultivating strong relationships across all levels of our operations—from our employees and suppliers to our patients and the broader communities we serve. By focusing on social equity and human capital, we not only ensure the longevity and success of our business, but more importantly contribute to enhancing the health and well-being of our society.

Our three key areas:



Human Team with Heart

Our people are the foundation of IVI RMA Global. We pride ourselves on a committed, professional, and results-driven team that sets us apart and cements our leadership in the sector. Within this domain, we focus intensely on Employee Engagement and Diversity, Equity, and Inclusion, ensuring that sustainability lives at the core of our team.



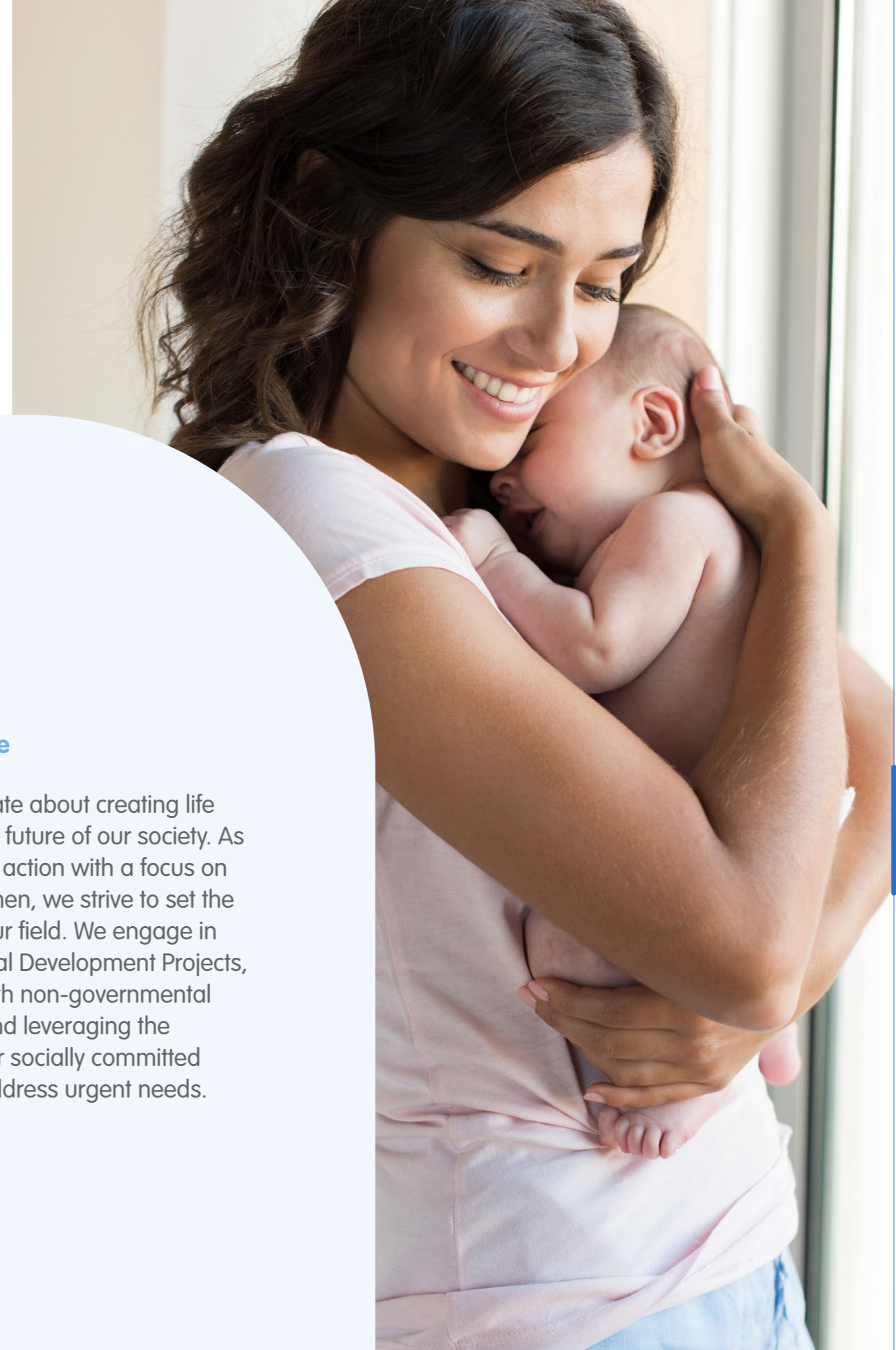
Patient First

Putting patients at the center of everything we do, we are relentless in meeting their expectations. Our commitment includes maintaining and improving our success rates to fulfill our mission effectively. We manage patient and client data with the utmost care, making Cybersecurity a top priority. Safety is a must at our group, backed by a robust Patient Safety Program led by our Medical Affairs department to ensure that every procedure and decision upholds the highest standards of safety.



Community Care

We are passionate about creating life and shaping the future of our society. As leaders in social action with a focus on Health and Women, we strive to set the benchmark in our field. We engage in meaningful Social Development Projects, collaborating with non-governmental organizations and leveraging the dedication of our socially committed employees to address urgent needs.



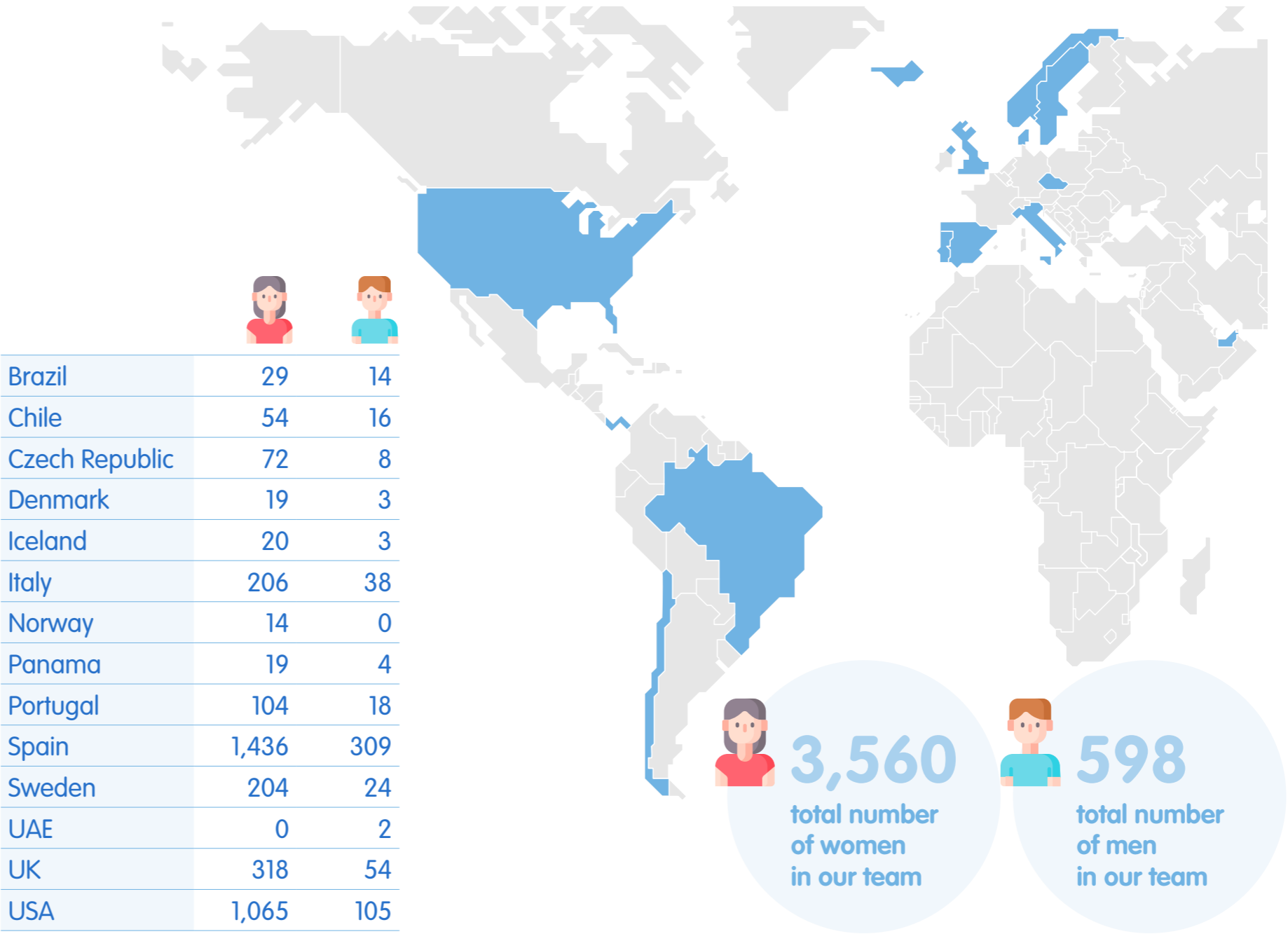
HUMAN TEAM WITH HEART

Our employees are the cornerstone of our reputation as an industry leader, and for over 34 years, we have nurtured high-quality employment. Driven by our core values, we embrace innovation, trust in our team’s potential, pursue excellence, and take pride in our daily work.

As of December 31, 2023, our diverse and talented international team comprises 4,158 professionals, 85% of whom are women.

United in Diversity,
Committed to Well-being:
Shaping the Future Together

The geographical distribution of our team in 2023 is as follows*:



* Since this is a 2023 report, it does not include the new 2024 acquisitions of Trio in Canada and Boston IVF in North America.



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Employee Engagement

In our group, we aim to provide leadership opportunities to all our employees, showcasing the diversity and talent of our team at every level. At the higher tiers—specifically levels L1 and L2, which include key positions such as regional CEOs and global directors, as well as those who report directly to these roles—we are working towards achieving a more balanced representation. Currently, we have 1 woman and 13 men at L1, and 64 women compared to 52 men at L2.

While we are making progress, efforts are ongoing to enhance gender representation in leadership roles within our organization. We are dedicated to fostering a diverse and inclusive workplace and remain committed to advancing this agenda across all levels.

Our two key sustainability priorities concerning our people are Diversity, Equity, and Inclusion (DEI) and Employee Engagement. We have established a specific action plan with concrete objectives to be achieved by 2027 to address these priorities.

Our employees are not only the best representatives of our group culture but also the driving force behind our progress. Their dedication and insights are crucial as we strive to continually evolve and lead our organization toward a more sustainable future.

In November 2023, we launched the global Employee Engagement Survey, underscoring our commitment to fostering an inclusive and responsive workplace. The survey saw an impressive participation rate of 72.59%.

The survey results provide essential feedback, guiding us in developing targeted actions to address specific areas needing improvement. The overall engagement score was a promising 2.43 out of 4, indicating a solid foundation with room for growth. Notably, some units scored above 3, highlighting areas of strength and effective engagement within our team. This score serves as a vital benchmark, identifying where we excel and where we can enhance our efforts.

Our commitment is further demonstrated by our plans to conduct this survey periodically starting in 2024, allowing us to closely monitor improvements and make timely adjustments. This ongoing evaluation aligns with our sustainability objectives, including reaching a target engagement score of 3 by 2027. This target reflects our dedication to building a supportive and transparent workplace environment.





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Annual Recognition Plan

The annual recognition plan is a key initiative that promotes engagement and enthusiasm among IVI RMA employees in Spain, Portugal, and Latin America. Each employee is given the opportunity to vote for up to ten colleagues to honor with the title of "Employee of the Year." The Human Resources department is responsible for collecting and organizing these votes. Votes are communicated via email to all the colleagues who have been nominated. The individual receiving the most votes from each center or area is awarded with a certificate and an extra day of vacation.

In our North America region, our comprehensive employee engagement initiatives throughout the year demonstrate our commitment:



Health and Wellness Promotion:
We support our employees' health through activities and campaigns during Blood Donor Month, Heart Month, National Nutrition Month, Mental Health Month, and Annual Massage Week.



Environmental Awareness Efforts:
During National Environmental Education Week and Earth Day, we educate our teams on eco-friendly practices, emphasizing our commitment to environmental stewardship.



Diversity and Inclusion Celebration:
By honoring events such as Black History Month, International Women's Day, National Infertility Awareness Week, Pride Month, Hispanic Heritage Month, and annual Diversity Lunch we celebrate our diverse workforce and nurture an inclusive environment.



Community Engagement:
Our Diaper Drive and food bank contributions have solidified our role as a socially responsible organization within our local communities.



Social Causes Support:
Participation in Breast Cancer Awareness Month, National Coming Out Day, and International Day for Tolerance underscores our support for pivotal social issues.

Nordic clinics conducted a comprehensive review of its competence supply to better predict and address future organizational needs. Additionally, to enhance employee engagement, we distribute a monthly newsletter, "Bullet," to all staff members, providing them with concise updates on current events from local, national, and global perspective.



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Commitment to the Right of Association

In 2023, we continue to ensure that all employees have access to the necessary resources—such as meeting spaces and digital platforms—to facilitate effective communication and robust social dialogue. This commitment is not only maintained in environments with established legal representation but also actively pursued in contexts where such representation might be absent.

In situations where formal employee representation is absent, we proactively engage with the relevant groups to establish direct agreements. These agreements aim to standardize policies across various centers while considering the specific circumstances of each location.

At a global level, we ensure compliance with local labor laws such as the Labor Code of Panama and the Labor Act of the United Kingdom, among others. These laws provide a solid foundation for our policies and help safeguard the rights of our employees worldwide.

We also rigorously monitor our operations and those of our suppliers to ensure there are no infringements on workers' rights concerning freedom of association and collective bargaining. To date, we are proud to report that no violations have been detected or are suspected within our network.



Our enduring commitment to the well-being of our team remains a core aspect of our organizational philosophy.



Work-Life Balance Measures

In 2023, our enduring commitment to the well-being of our team remains a core aspect of our organizational philosophy. We emphasize work-life balance, flexibility, equality, and shared responsibilities to foster a supportive workplace. Our policies continuously evolve to meet the changing needs of our team members, ensuring alignment with global best practices and local regulations.

We comply with all statutory requirements regarding paid leave as dictated by legislation and collective bargaining agreements in each country of operation. Additionally, we promote flexible working arrangements, allowing staff to tailor their schedules to better integrate professional responsibilities with personal and family life. This flexibility applies to all roles, whether in our clinics or corporate offices.

Our Teleworking Policy, a key component of our time management strategy, has been successfully implemented at our headquarters. This policy accommodates various positions, though it naturally excludes roles that require direct patient interaction or onsite presence due to job-specific demands.

In our clinics, work is organized in shifts to maximize operational efficiency and employee satisfaction. Where feasible, and with consideration for necessary exceptions, non-health personnel are provided opportunities to adjust their work models to include teleworking options. Moreover, to facilitate the integration of work and family life—especially during peak periods such as Easter, August, and Christmas—we operate on a single extended morning shift.



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Human Rights Campaign Top Performer - LGBTQ+ Campaign in the US

Our New Jersey offices have once again obtained the certification of “LGBTQ+ Healthcare Equality Top Performer” for our commitment to the LGBTQ+ community, positioning ourselves with the highest standards in this matter.



Protocol against Sexual or Gender-based Harassment.

As part of our commitment to the dignity and respect of all employees, we have reinforced our stance against sexual and gender-based harassment by integrating it into the global compliance channel launched in 2024.

In Spain, a specific protocol, developed in collaboration with the Negotiating Commission of the Equality Plan, is actively in use and accessible through our internal communication platform. In the United States, our approach is tailored to comply with local regulations while maintaining the core principles of our policies. The Employee Handbook includes a dedicated section on this issue, complemented by mandatory training programs designed to educate and empower our staff. This ensures that every team member, regardless of location, is equipped with the knowledge and tools to uphold and advocate for a respectful work environment.

**As of this Report, no complaints related
to this issue have been reported.**



Universal accessibility

All our clinics follow universal accessibility standards, aligning with the specific regulations of the community or country in which each clinic is based. Our facilities are designed with accessible entrances and bathrooms, clear signage, suitable furniture, ramps, platforms, and elevators to ensure that every aspect of our clinics is comprehensible and usable by all patients and staff.

Diversity, Equity, and Inclusion

In 2023, we have redefined our global Diversity, Equity, and Inclusion (DEI) strategy, culminating in the development and approval of a DEI manifesto and policy in 2024 that has been embraced by our entire leadership.

Key Highlights:

- **Global Strategy Redefinition:** The redefined DEI strategy emphasizes a global framework with a clear directive for each region to craft specific action plans that address local cultural and legal nuances. This ensures that our DEI efforts are not only globally unified but also locally relevant and effective.
- **Manifesto and Policy Integration:** The DEI manifesto firmly establishes our commitment to inclusivity and respect for diversity as central to our identity. The global DEI policy, endorsed by our group leadership, outlines the principles, objectives, and management guidelines that support this commitment.



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Training and Development



By providing education and learning opportunities, our aim is to establish a space where individuals and their talents are the driving force of a group that stands as a global leader in assisted reproduction. Our professional environment supports continuous learning through various channels, including face-to-face and online resources, on-demand training content, internally created materials and knowledge sharing across our organization. As a result of this commitment to continuous learning, we provided a total of 108,448 training hours in 2023, averaging 26 hours per employee.

Our worldwide staff have access to relevant training through our IVI RMA Campus platform. In the US, we use Medsafe to deliver essential training, including Patient Privacy, Diversity, and Health & Safety.



Training Highlights:

Learning for Excellence Programs: In 2023, we continued these programs targeted at our healthcare professionals, with significantly improved participation: 282 out of 848 participants (33%) reached the Excellence score, nearly tripling the number of people achieving the maximum score compared to the previous year. Awards were given in most clinics in Spain, Portugal, Italy, Panama, and Brazil.

Like the previous year, award recipients received a diploma signed by the Medical and Human Resources Directors and a Smart box experience box in recognition of their Excellence score. Internally, we shared this moment of celebration by launching a video to the entire organization, where a representative from each participating collective expressed what achieving Excellence in these programs meant to them. The same video was also shared externally on LinkedIn through our IVI RMA Global profile.

Main Training Courses:

- **Conversations with Patients:** Designed for staff in direct contact with our patients, this new two-year blended training program enables participants to develop skills and competencies for conveying emotionally charged information.
- **Ultrasound for Nursing:** In the latter part of 2023, we introduced this theoretical and practical pilot training program for our nurses in Spain to progressively incorporate ultrasound functions into their role.

- **First Aid:** Launched during the last quarter of 2023, these trainings aim to ensure that all personnel at our Spanish clinics can perform first aid. Each year, one-third of the staff at each center will receive a refresher of this knowledge, to be repeated every three years.
- **Safety and Health:** In Spain, all staff who have been with us for more than two years undergo refresher training on risks associated with their job. Additionally, specific trainings are conducted for maintenance personnel on working at heights, using lifting platforms, and manual handling of loads. In Portugal, all personnel receive training on Hygiene and Safety at work.

In the United States, there are specific mandatory training courses for staff that emphasize Diversity, Inclusion, and Patient Safety and Privacy. These courses include:

[Diversity, Equity, and Inclusion.](#)

[Workplace Harassment.](#)

[HIPAA Privacy Rules covering patient and medical privacy.](#)

[Occupational Safety and Health Administration \(OSHA\) standards.](#)

In the Nordics, all managers and safety representatives have participated in extensive work environment training. This training covers both the physical work environment and the organizational and social work environment.



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Performance Evaluation System

In 2023, our Human Resources department has redesigned the performance evaluation process to better reflect the current state of the organization. The main goal was to create a comprehensive yet straightforward system that recognizes high performers and pinpoints areas needing improvement. Additionally, we have integrated assessment of key competencies such as innovation, adaptability to change, and engagement and commitment. This evolution ensures our evaluation process remains relevant and continues to contribute effectively to individual and organizational growth.

Health and Safety at work

We are committed to maintaining a positive and healthy workplace. Throughout 2023, we have tirelessly worked to enhance the safety and well-being of our employees. We have also continued to update our health and safety protocols to ensure they meet the highest standards. Recognizing the diverse needs of our global workforce, we have implemented specific health and safety plans tailored to each country where we operate, adhering to local regulations and fostering a safe working environment for all.

Every new employee is provided with essential information about occupational risk prevention as they begin their career with us. Additionally, they have access to all relevant documents through our Digital Onboarding Program. Similarly, in the US, this critical information is also detailed in the Employee Handbook, ensuring that all team members are well-informed about these fundamental aspects from the start.



Incident Reporting

We compile annual reports detailing occupational accidents and illnesses within our organization. The purpose of these reports is to track the trends of these critical indicators, uncover their causes, and implement preventive strategies. This vital practice is supported by the efforts of an external prevention service, which conducts visits to each clinic to evaluate and identify potential risks. These assessments are crucial for understanding the extent of health and safety risks and for devising effective measures to eliminate or mitigate them.

We closely observe workplace incidents through our periodical monitoring and reporting. In this regard, there were 45 recorded incidents worldwide in 2023, all of which were minor injuries, and only 10 resulted in lost time. In terms of the Total Recordable Incident Rate (TRIR) for lost time, this amounted to an average of 0.37.

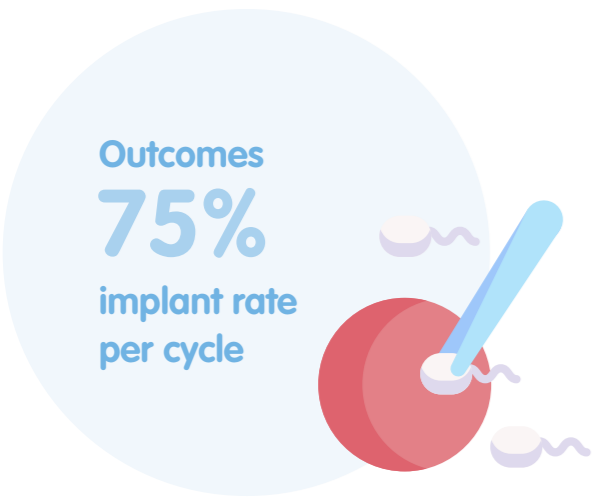


PATIENTS FIRST



Excellence in Patient Care

Patient care excellence is the foundation of our organization’s mission: to fulfill the dreams of every patient who visits our clinics. Therefore, every action, task, and project is aimed at the complete satisfaction of those who entrust us with their health.



Our patient-centered philosophy is deeply integrated into our team’s values, allowing us to continue as leaders in reproductive medicine. We adhere to recognized international standards and policies, implementing a robust quality management system (QMS) that includes annual internal and external reviews. In the US, for instance, we provide HIPAA disclosures at the outset and ensure that patients receive all necessary consents and clear financial information.



OUR EXCELLENCE IS BASED ON
SEVERAL KEY PILLARS



Achieving the highest live birth rates per patient, reflecting the success and efficacy of our treatments.



Offering all infertility treatments, ensuring that each patient finds tailored solutions at our facilities.



Upholding the highest quality standards in our egg and sperm donation programs, guaranteeing the safety and efficacy of the processes.



Operating our own gamete bank, renowned as one of the largest and most complete globally.



Being one of the most awarded and recognized groups in the global area, testifying to our dedication and excellence.



Having the highest number of scientific publications in our field, demonstrating our leadership and contribution to medical advancement.



Possessing a strong commitment to research, development, and innovation, focused on achieving the best possible outcomes.



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Listening to Patients for Continuous Improvement

Understanding the satisfaction levels of our patients and donors is a top priority. We use satisfaction surveys to gauge their opinions and perceptions, enabling us to continuously enhance our services. Our Quality System includes an integrated complaint management system, allowing for detailed examination and collaboration with the medical team to implement continuous improvements.

In Spain, we conduct three customer satisfaction surveys at different stages of the service: after the first visit, during treatment, and post-treatment. We are also working on standardizing the Net Promoter Score (NPS) globally. By 2024, this will allow us to have integrated regional data, further increasing our ability to meet and exceed patient expectations.



Patient Safety: A Core Element of Our ESG Strategy

Since 2017, we have been unwavering in our commitment to patient safety across our clinics in Europe and Latin America, establishing a culture focused on patient-centered systems and safeguards. We comply with international standards such as ISO 9001:2015, integrating risk management into our Quality System, and UNE 179003:2013 for patient safety management in health services.

This commitment extends to meeting all safety requirements stipulated by the HEFA and various health regulators worldwide. In parallel, we have implemented critical safety interventions, including patient identification, traceability, genetics protocols, and the systematic reporting of adverse events and near misses. Our adoption of electronic witness systems in certain locations exemplifies our dedication to leading in patient safety.





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Achievements and Impact in 2023

The year 2023 marked a significant phase in enhancing traceability errors in assisted reproduction, acknowledged as a crucial aspect of patient safety. Implementing electronic witness systems has been key to minimizing risks associated with embryo transfer procedures. By 2023, 54% of our clinics had been equipped with this new technology, and we aim for full implementation by 2027.

To monitor our progress, we have introduced key performance indicators (KPIs): the percentage of clinics with an electronic witness system and the mismatch rate across clinic procedures.

In 2023, we launched a global Survey on Patient Safety from SOP Hospitals 2.0 AHRQ, a pivotal step in engaging our staff and gathering invaluable insights into our safety culture. This survey revealed a strong endorsement of our patient safety measures, with high ratings in supervisor support for patient safety, teamwork, and organizational learning. These positive responses from our employees serve as a testament to the efficacy of our ongoing efforts to advance patient safety and care quality.

Notably, the survey underscored our organization's robust culture of continuous improvement and collaborative efforts, essential pillars in fostering a safe and supportive environment for both patients and staff.

To continually gauge and enhance our efforts, we will repeat the SOPS Hospitals 2.0 Survey annually. This will allow us to track the effectiveness of our initiatives to improve our safety culture, understand the evolving perceptions of our employees, and identify areas for further development.



OUR GLOBAL COMMITMENT AND GOALS FOR 2024

Our approach to patient safety is meticulously structured, with every medical team globally engaged in enhancing our culture of prevention.

In 2024, we have established patient safety as a key management objective, emphasizing its significance for our entire group.

By integrating patient safety as a core component of our ESG plan, we underscore our holistic commitment to sustainable practices across the healthcare sector. Our target for 2027—to equip all clinics with electronic witness systems—represents our dedication to setting new industry standards for patient safety in assisted reproduction.



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Key Pillars of Our Patient Safety Commitment



• Ensuring Traceability of Gametes and Embryos

Traceability reduces the risk of any adverse event related to the exchange of blood, gametes, or embryos, which could lead to serious adverse events like misplacing embryos. It also includes the ability to trace all patients affected by an adverse event related to a defective batch or a potential external toxic episode.

Continuous improvement in traceability protocols and the adoption of advanced technologies like electronic witnessing systems can help mitigate the risks associated with human error.

Electronic witnessing systems are designed to enhance the safety and traceability of gametes (sperm and eggs) and embryos throughout the IVF process. These systems accurately track every step of the IVF procedure, including oocyte retrieval, sperm preparation, fertilization, embryo culture, and embryo transfer. The process includes various steps: patient

identification, sample identification (sperm, oocytes, embryos, blood), and validation and confirmation. Throughout the IVF procedure, the electronic system prompts laboratory staff to verify and confirm the identity of samples at critical checkpoints. This validation helps ensure no mix-ups or errors in handling the gametes and embryos.

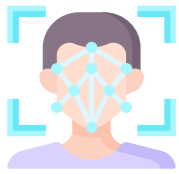
Overall, electronic witnessing systems ensure the accuracy, safety, and traceability of gametes and embryos in IVF laboratories. Automating sample identification and verification helps minimize the risk of errors and enhances the overall quality of care provided to patients undergoing fertility treatment.

Our objective is to guarantee zero risk in traceability through the implementation of electronic witnessing in 100% of our clinics worldwide.



• Updating the Electronic Matcher System

In 2023, many of our clinics across Spain, Portugal, Latin America, and the US (beginning with the RMA Marlton clinic) underwent a significant update of the electronic Matcher system. This update introduced improvements that strengthened workflow processes and reduced the potential for errors at critical points. To ensure a smooth implementation, a schedule was established for each center, complemented by training sessions and follow-up until users were fully acquainted with the new system. Additionally, an automated incident reporting system was set up to provide improved technical support. Furthermore, comprehensive training for all user groups was facilitated via Matcher's e-learning platform, integrated with the Learning for Excellence program.



• Facial Biometrics

Patients and their biological samples must be correctly identified in all processes associated with the clinical practice of our group. Digital identity verification has become increasingly important, and facial biometrics improve patient traceability within the clinic. This technology allows us to verify patients by matching their photos with their actual images on file.

In 2021, our use of biometrics ensured that the correct patient could digitally sign consents in the appropriate examination rooms and other clinic locations. Eliminating the traditional paper-based process, this digital process also facilitated the biometric signatures of gynecologists and nurses.

In 2022, we further extended this technology to start monitoring patient samples in laboratories using facial biometrics. This implementation provided the highest guarantee of patient safety for sample traceability.

In 2023, we have added work procedures linked with Know Your Customer (KYC) protocols, allowing complete traceability of a patient from their initial call and interaction with the Contact Center and/or their visit to Patient Care all the way to the clinic's laboratories.



• Prevention of Adverse Events

Our risk management system continues to reinforce our safety culture through the reporting and analysis of adverse events and non-conformities registered via our computer system all around the world. From these reports, numerous incidents have led to corrective actions that have fed back into the system through protocol changes, the introduction of technical improvements, automation, and training, among other measures.

As new centers have joined the group, our global perspective on patient safety has matured. Implementing a patient safety system that transforms us into a high-reliability organization now goes beyond merely reporting and analyzing adverse events and non-conformities. In 2023, we launched a patient safety course for all clinical staff through the IVI RMA Campus training platform, emphasizing the importance of safety culture and continuous learning in this domain.

Through this global Patient Safety strategy, we remain steadfast in our commitment to pioneering safety advancements within the fertility sector and ensuring that every patient's journey is underpinned by the highest standards of care and safety.



• Genetics

Genetics represents a significant advancement in patient safety. Verifying the genetic compatibility of patients and the viability of embryos is a complex process that has been streamlined in terms of patient management since 2022, enhancing both safety and clinical traceability in patient medical records. Our Juno Genetics laboratory plays a pivotal role in this process.

The management of genetics has been further improved with the introduction of a web portal for analysis requests. This portal reduces the use of paper and mitigates the risks associated with the identification of samples being transported from clinics to the laboratory.



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Global Standardization: Single Embryo Transfer (SET)

We have globally standardized medical procedures through two guidelines to mitigate risks like ovarian hyperstimulation syndrome and multiple pregnancies. These efforts reflect a commitment to improving maternal, fetal, and neonatal health outcomes.

Implementing guidelines for embryo selection methods, blastocyst transfer rates, and single embryo transfer can significantly impact success rates and reduce complications associated with multiple pregnancies. By applying interventions and measuring their impact, we ensure that advancements in science and innovation are effectively incorporated into daily medical practice. This evidence-based approach helps optimize outcomes for patients undergoing assisted reproductive treatments.

Our Medical Affairs team has published a multicenter retrospective analysis of more than 240,000 cycles (Eur J Obstet Gynecol Reprod Biol. Vergara et al 2023) where we analyze how the design of a quality management system impacts homogenization, safety, and efficacy in multiple fertility centers.



Digitalization and Artificial Intelligence to Improve Patient Experience

Omnichannel Communication for Better Accessibility

We have embraced an omnichannel approach in our clinics to foster a seamless and consistent patient experience at every touchpoint. Our aim is to integrate all communication channels with patients, from physical locations to online and mobile platforms.

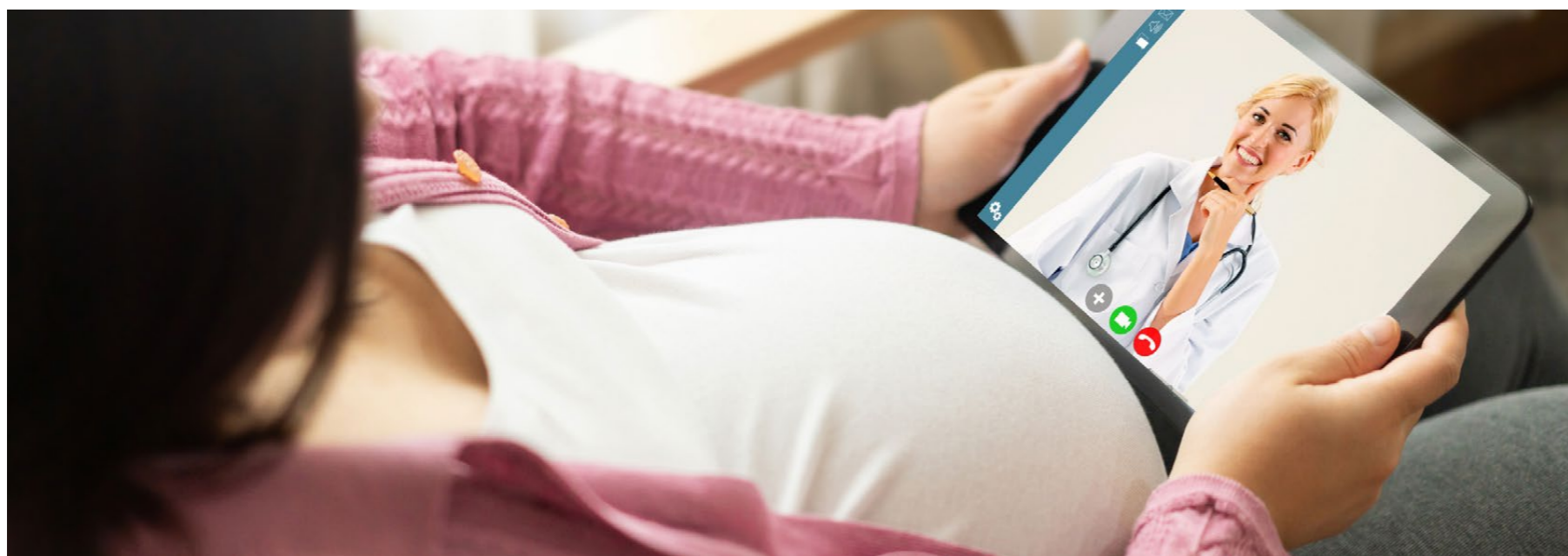
In this context, we have continued to improve proximity with our patients and promote existing tools such as the patient portal and the system for both in-person and distance education.

First Online Visit

In 2023 we have continued to provide close patient communication through established telemedicine systems, which has led to an increase in both initial online consultations and patient diagnostics.

This ongoing trend underscores the effectiveness of our telemedicine services in meeting patient needs, proving that our digital health solutions are both vital and valued. As we move forward, we remain committed to enhancing these services to ensure accessibility, convenience, and the highest standard of patient care.

**In 2023, we recorded around 6,500 initial
online consultations, marking an increase of
nearly 10% from 2022.**





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Patient Portal 2023

To facilitate communication with our patients, we continue to update our innovative patient portal, which is designed exclusively for the group and integrated with our digital medical records system. Through this portal, accessible via a mobile app or tablet, patients can access a wealth of personalized information at any time. This includes explanations provided during consultations, findings from their evaluations, lab results, and straightforward explanations of proposed treatments.

This significant uptake reflects the value and effectiveness of our patient portal in cultivating an informed, empowered, and engaged patient community.

In 2023, we have expanded the functionality of the patient portal to include facial biometrics for patient identification, further enhancing security and personalization of care. Additionally, we have integrated financing options for treatments into the portal, simplifying the management process for patients.

In 2020, 70% of our patients used the patient portal...

...this number grew to 80% during their treatment in 2021, and nearly 90% in 2022. In 2023, we exceeded the 90% mark, with around 4,400 patients actively using the portal in many months of the year.





Privacy and Cybersecurity

Cybersecurity is essential, particularly for the crucial task of protecting data. In the digital age, companies collect and process vast amounts of data, much of which is sensitive and confidential. Cybersecurity ensures that this data is protected from unauthorized access, theft, or manipulation, which is essential for preserving the privacy and trust of stakeholders.

In the previous calendar year, we have maintained a steadfast commitment to cybersecurity and data privacy, recognizing their pivotal roles in safeguarding our stakeholders’ interests. These topics were prioritized on the agendas of board and committee meetings, underlining our proactive approach to these critical areas.



Risk Assessments and Incident Management

Cyberattacks can disrupt normal business operations, resulting in financial losses and reputational damage. By integrating cybersecurity strategies, we can mitigate the risk of severe disruptions and ensure business continuity, which is vital for our long-term sustainability. For this reason, we conduct regular cybersecurity risk assessments and testing, which are fundamental to our risk management strategy.

Additionally, our preparedness is enhanced by cybersecurity insurance and a signed incident response retainer, securing our readiness to effectively handle potential cyber incidents.



Policies and Practices

Our group upholds a comprehensive data privacy policy, addressing our holistic approach to managing and protecting personal data across all operations. This includes data related to both our employees and our patients, ensuring transparency and integrity in every interaction.



Key Roles and Strategies

Our Data Protection Officer (DPO) plays a crucial strategic role within our group. The DPO’s responsibilities involve developing several lines of action to enhance compliance with the General Data Protection Regulation (GDPR). This proactive stance not only aligns with international data protection standards but also fosters a culture of robust data governance.

Our commitment to compliance is demonstrated by our clean regulatory record, with no governmental fines, reprimands, or actions regarding patient or donor data.



Data Management and Security Measures

Our Data Management Process/Policy reflects a rigorous classification based on data sensitivity and retention standards, reinforcing our commitment to data stewardship. Moreover, we enforce encryption of sensitive data both in transit and at rest, specifically within our network, to protect against unauthorized access and ensure data integrity.



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Artificial Intelligence for Managing Complexity

The incorporation of application performance and database metrics has significantly enhanced the optimization of machine resource utilization. By analyzing the number of requests made to each server and the average duration of each request, we can optimize memory and processor usage, thereby reducing energy consumption. Alongside these improvements, the management of mobile devices has been integrated. This addition addresses the demands for speed, security for data and devices, and network requirements, along with scheduled shutdowns and startups.



Patient Community: Main Engagement Initiatives through Digital Outreach and Information Transparency

USA



“From Dreams to Reality” Campaign

Through this campaign, we have shared real patient journey stories and photos of “RMA kids,” reflecting the diversity of our communities, including heterosexual couples, single individuals, and members of the LGBT community. This underscores our dedication to providing an inclusive and empathetic experience, ensuring that every patient feels seen and valued.



FertiliFriends

This initiative supports our mission by providing a safe and supportive online forum where prospective, current, and former fertility service users can share their stories, answer questions, and connect with others on similar paths. By facilitating these connections, we improve the patient experience, offering peer support and a sense of community.



National Infertility Awareness Week

Our participation in National Infertility Awareness Week (NIAW) exemplifies our effort to raise public awareness about fertility issues, a critical aspect of patient care. Throughout the week, we host live events and webinars to educate current and prospective users of fertility services about the latest treatments and trends, so our patients have access to the most up-to-date and relevant information.



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Iberia and Latin America



Pregnancy Guide

To assist women in the complex journey of trying to conceive, we released a comprehensive guide on September 4, 2023, with 1,418 downloads to date. This free resource offers valuable information, tips, and recommendations to aid in the pregnancy-seeking process.



Male Infertility Guide

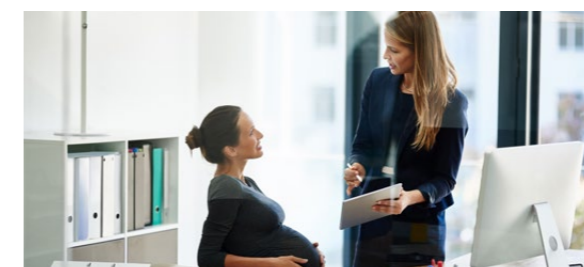
Recognizing a growing demand for male fertility information, we published a guide on May 24, 2023, focused on male fertility issues. This guide, which has been downloaded 530 times and was also launched in UK and Italy, aims to increase visibility of male infertility and offers insights, recommendations, and solutions for this condition, further demonstrating our dedication to comprehensive fertility education.



Pricing Dossier

In 2023, we implemented a pricing dossier for each treatment, achieving 16,985 downloads so far. This initiative provides patients with detailed cost information, success rates, and facility options, enhancing transparency and helping patients make informed decisions with confidence.

UK



#FertilityInTheWorkplace

In UK, our Create clinics launched the #FertilityInTheWorkplace initiative to focus on raising awareness and providing practical support for reproductive health in the workplace. As part of this initiative, we have released a comprehensive whitepaper available on the website for free Download. This document details how infertility, miscarriage, and menopause impact employees and offers practical guidance for employers and HR directors on improving workplace culture around women's health, with examples of implementable workplace policies.

Throughout the year, our Nordics countries have taken significant strides to add value to our patient services by establishing a dedicated contact center. This initiative aims to make it easier for new patients to reach us, offering extended availability and comprehensive, professional advice to potential patients. To date, the contact center supports two of our largest clinics, ensuring that patients receive timely and efficient assistance.



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COMMUNITY CARE

Since the inception of our Social Responsibility Action in 2008, we have been committed to supporting various societal needs through numerous initiatives, particularly focusing on health, women, and children. Our efforts are aimed at aiding the most disadvantaged groups. Through the IVI Foundation, we have established specific community programs that contribute to social projects by providing donations and collaborating with NGOs both locally and globally. This structured approach allows us to have a meaningful impact on the communities we serve.



Main Social Projects Supported:



giving you

In 2023, we launched the “giving you” social aid initiative, a program designed to support NGOs and social entrepreneurship ventures. This initiative provides a funding pool of €10,000 and is open to any organization based in Spain that is working on social projects aimed at vulnerable groups in any part of the world.

Among the many proposals received, the winning project was “Cienciaterapia”. This remarkable project organizes scientific and technological workshops for children in oncology, pediatrics, and mental health units across various Spanish hospitals. By providing educational and engaging experiences, the project enriches the hospital stays of young patients, igniting their curiosity and brightening their days with the wonders of science and technology.



Family Plan, Adecco Foundation

For the past eight years, we have been a proud supporter of the Adecco Foundation’s Family Plan in Spain, an employment support program aimed at helping individuals with disabilities to enhance their autonomy and employability. The program is designed to provide participants with the necessary tools to improve their job prospects in the short, medium, or long term.

In 2023, the initiative supported ten disabled family members of our workforce through customized intervention plans tailored to meet each person’s unique needs. These plans are structured around five key areas as per the Adecco Foundation’s inclusion cycle: health, family, social interaction, education, and employment.

Additionally, the Family Plan School offers workshops that focus on understanding and managing disability. These workshops not only provide training but also foster a communal learning environment where families can engage collectively. By participating alongside the beneficiaries, families can address common concerns and learn about therapies, tools, and strategies, including employment orientation, to enhance the effectiveness of the intervention plan for their loved ones.



Teaming

Jil Van Eyle founded Teaming in 1998 following the birth of his daughter Mónica, who was diagnosed with hydrocephalus, a serious medical condition that profoundly affected their lives. Teaming emerged as a philanthropic initiative that leverages micro-donations to support various causes, with a unique twist: each participant contributes just one euro per month.

For over 13 years, the IVI Foundation has been actively involved in the Teaming project in Spain, where each staff member voluntarily donates one euro from their monthly salary, a sum that the Foundation then matches. In 2023, employees presented 15 initiatives, held around 400 votes, and witnessed significant engagement and commitment.

The winning projects for the year that received the Teaming donation were as follows:



Ronald McDonald House Charities Valencia

This foundation provides a “home away from home” for families with children suffering from long-term illnesses in Spain. It offers a supportive and comfortable environment for families during challenging times, ensuring that they can stay close to medical care without the added burden of accommodation concerns.



Babies Uganda

Dedicated to helping the most disadvantaged children in Uganda, Babies Uganda focuses on nurturing their autonomy and self-esteem. The organization works to ensure these children’s basic needs are met, empowering them to build a better future.



Kleefstra Syndrome Association

This association aims to raise awareness and visibility for Kleefstra syndrome while advocating for the rights and interests of those affected and their families. It plays a crucial role in educating the public and providing support to the community involved.

Our Social Impact in the US

In the US, we sponsor **RESOLVE**, an organization committed to empowering individuals facing challenges in their family-building journeys with essential knowledge, community support, and united advocacy to reach resolution. Additionally, we support **The Chick Mission**, focusing on ensuring that young women newly diagnosed with cancer can preserve their fertility. We help facilitate this through educational programs and advocacy for legislative change.



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ENVIRONMENT: PRESERVING THE PLANET





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The Forest of Life

In celebration of World Environment Day 2023, we launched a challenge across our global team entitled “The Forest of Life”. This creative initiative connected environmental protection with the promotion of well-being and sustainability.

The challenge involved symbolically planting 1,200 trees through a groupwide app. Employees could contribute by uploading actions in two categories:



Wellness and Sports Activities:

Any sports activity, such as walking, running, cycling, yoga, meditation, etc.



Sustainability Activities:

Any day-to-day sustainability action, including recycling efforts, volunteering, crafting, litter collection, and donations of food/clothing.

Each action uploaded to the platform was converted into one tree. In just two weeks—ten days before the challenge concluded—we achieved our goal, thanks to 2,100 recorded sustainable and wellness activities, amassing 578 hours in sports and ecological endeavors. These activities not only contributed to team cohesion and well-being but also reaffirmed our commitment to the health of the planet.

We then donated to Reforestum, supporting an environmental project certified by Spain’s Ministry of Environment. This Collaborative Reforestation project was designed to function as a green lung that will capture 4,110 tons of CO₂ over the next 40 years. Through this contribution, we offset all CO₂ emissions from our business travel during the previous year, aligning our operations with responsible and sustainable practices.

This environmental action forms part of our project to integrate the various brands within our group, enhancing teamwork and connecting people from the US to the Czech Republic. At the same time, this initiative embodies our wider philosophy of promoting life, not only through assisted reproduction but also by creating sustainable ecosystems that support life in all its forms.





Environmental Footprint and Decarbonization Plan

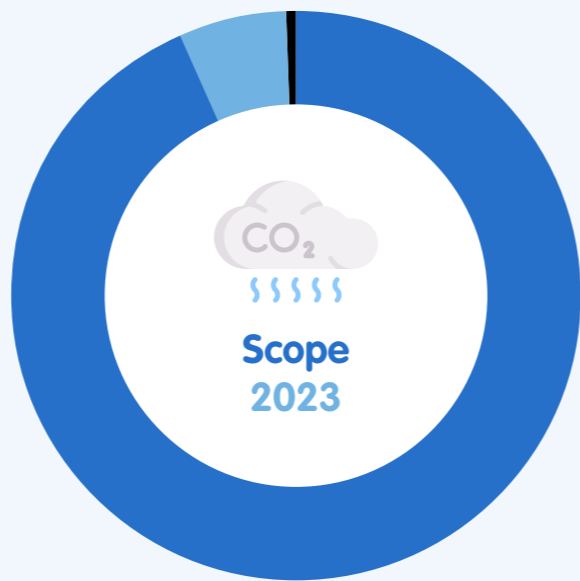
As companies navigate the shifting landscape of environmental regulations and societal expectations, comprehensive carbon footprint reporting has become critical. In 2023, we have made significant strides in this area, diligently measuring, and reporting our greenhouse gas emissions to foster transparency and drive environmental accountability.

In 2023, we adopted the Greenhouse Gas (GHG) Protocol and the Science Based Targets initiative (SBTi) guidelines to ensure rigorous and internationally recognized GHG accounting. The GHG inventory covered all relevant emission sources within our organization, categorized under Scope 1, Scope 2, and selected Scope 3 emissions, providing a holistic view of our carbon footprint.

To reinforce the credibility and accuracy of our environmental reporting, our 2023 carbon footprint, including all emissions calculations, has been audited by an independent third party.

The 2023 GHG inventory serves as a baseline for all our operational sites as of December 2023. This baseline is crucial for setting future reduction targets and for measuring progress in our sustainability initiatives.

Looking ahead to 2024, any new acquisitions or changes in the group's structure will be meticulously incorporated into the next GHG reporting cycle. This ensures that our environmental metrics remain up-to-date and reflective of our evolving operational landscape.



	%	t CO ₂ eq	scope
●	0.44%	380.42	Scope 1. Direct GHG emissions
●	6.18%	5,296.02	Scope 2. Indirect GHG emissions from purchased electricity, heating and cooling (market-based)
●	93.37%	79,996.47	Scope 3. Indirect GHG emissions
	100.00%	85,672.91	TOTAL GHG EMISSIONS

We are actively developing a decarbonization plan in collaboration with all the regional teams to establish science-based targets throughout 2024. Additionally, in 2024, we will conduct an analysis of climate-related risks. This analysis will enable us to identify potential impacts on our operations and develop strategies to mitigate these risks, ensuring our resilience and adaptability in a changing climate.



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Dangerous Waste Management

We predominantly manage hazardous waste, with three key categories constituting 90% of the organization's total waste profile:

Biohazardous Healthcare Waste: This includes infectious waste, human anatomical waste, body fluids, and blood and blood products in liquid form exceeding 100ml, among other examples. These materials require stringent handling procedures to mitigate health risks.

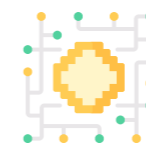
Sharp and Cutting Waste: Items such as needles, pipettes, and other types of glassware fall into this category. Proper disposal methods are critical to prevent injuries and ensure safety within healthcare and laboratory settings.

Chemical Waste: Predominantly generated in laboratories, this category encompasses various types of hazardous chemical residues that must be managed with care to prevent environmental contamination and protect worker safety.

Recognizing the critical importance of healthcare waste management, we are committed to minimizing the generation of hazardous waste and effectively managing its impact as a key materiality topic. To this end, we have established key performance indicators (KPIs) to track and improve our waste management practices:

Dangerous Waste Procedures: We aim to expand the implementation of dangerous waste procedures across all regions. Our goal is to increase coverage from 0.5 out of 4 regions in 2023 to full implementation in all regions by 2027.

Total Tons of Dangerous Waste: At the time of writing this report, we are currently in the process of evaluating and reviewing the 2023 data on the total hazardous waste generated, which amounted to 181 tons. This effort aims to establish a reliable baseline for ensuring accuracy and to set improvement targets for future waste management initiatives.



Advancing Digital Integration

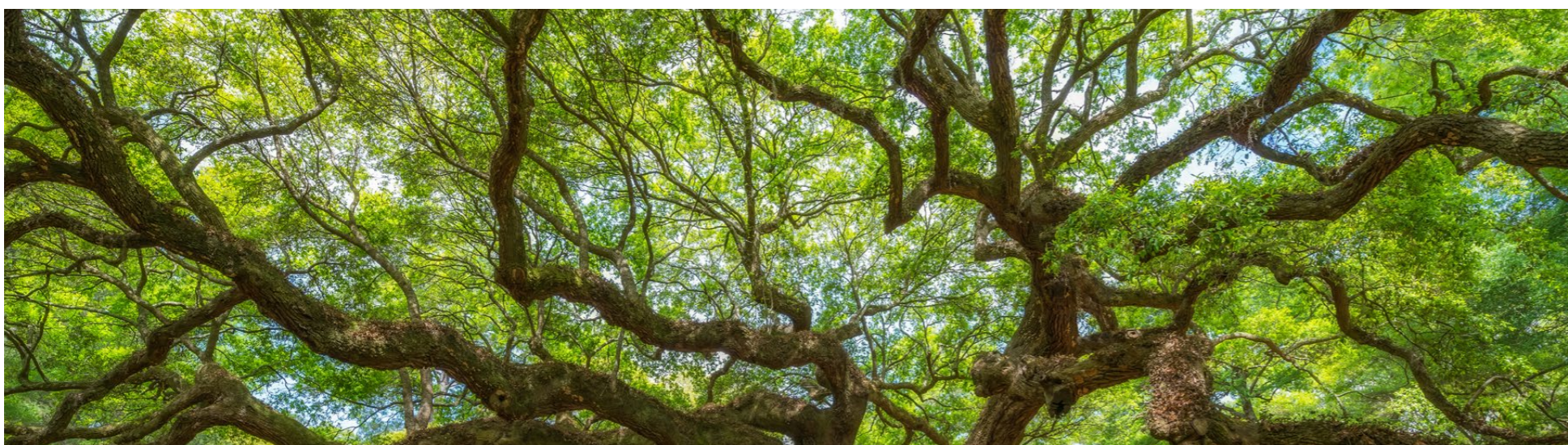
In 2023, we have continued to enhance operational efficiency and environmental sustainability through advanced digitalization. By expanding our digital integration strategies worldwide, we have reduced paper use and improved functionality, with around 1,000 additional employees now benefiting from our digital services.

This year, we enhanced our patient management system by fully integrating presence control and self-identification features in our waiting rooms. These features now connect directly to our Patient Portal, allowing patients to check in and confirm appointments easily.

We also focused on improving communication across language barriers. The Vasco Translator has been key in ensuring that all employees and patients can access information and communicate effectively, supporting inclusion and reducing misunderstandings.

Our efforts have led to a 7% reduction in paper usage over the last year, continuing the downward trend influenced by the ongoing adoption of telework and digital communication tools.

These initiatives reflect our commitment to using digital solutions to improve patient experiences and operational efficiencies while ensuring environmental responsibility.





06

EDUCATION AND INNOVATION FOR MAKING A DIFFERENCE IN ASSISTED REPRODUCTION

OUR 2023 FIGURES



66 Courses Offered

674 Students Enrolled



9 Master's Programs

258 Students Enrolled



35 Courses Conducted

245 Students Enrolled

Advancing scientific research and innovation is critical to our mission as a global leader in reproductive healthcare. Through our educational institution IVI RMA Global Education and the IVI RMA Global Research Alliance, we reinforce our position at the forefront of this field, ensuring that our patients have access to the latest expertise and treatments.

GLOBAL EDUCATION

IVI RMA Global Education stands as the educational institution of the group, specializing in training professionals both externally and internally in the field of Reproductive Medicine.

We offer a broad portfolio of educational programs aimed at both recent graduates and all specialists working in Assisted Reproduction clinics: Physicians, Embryologists, Nurses, Geneticists, Psychologists, and more. These are offered in various formats, including master's degrees, online courses, in-clinic training, and custom programs tailored to meet the needs of our learners.

We are continually integrating cutting-edge technology and new topics into our annual academic offerings. Our goal is to enhance the knowledge and skills of all professionals in the sector through high-quality practice.

For this reason, organizing scientific meetings is a key part of our agenda. We focus biennially on the preparation of the International IVI RMA Congress, held in a Spanish city where the local clinic hosts the Congress, along with Symposia on Reproductive Medicine in various countries.

To certify our programs, we maintain collaborative agreements with various accrediting bodies. The online courses studied through IVI RMA Campus, our training platform, are recognized for continuing education credits by several prestigious entities: the European Council for Accreditation in Medical Education (responsible for medical training across Europe), Continuing Professional Development (CPD) credits recognized in the UK and Commonwealth countries, and American Medical Association (AMA) credits in collaboration with Thomas Jefferson University. This recognition underscores our commitment to ensuring that medical specialists receive verification that enhances their skills and competencies throughout their professional careers.



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X International IVI RMA Congress Malaga, Spain - April 2023

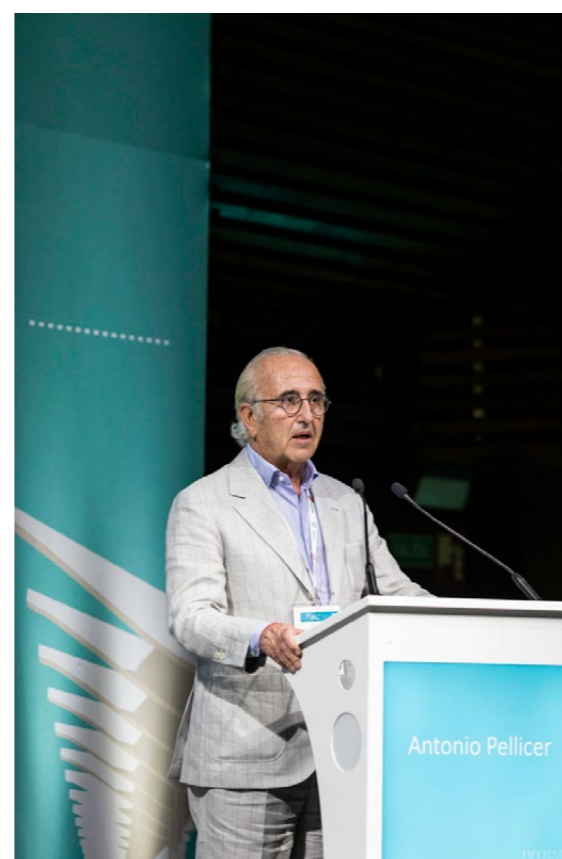
The X International IVI RMA Congress, held in Malaga in April 2023, attracted 1,500 participants from 57 different countries. Featuring 19 exhibitors, 62 scientific posters, and 72 speakers, the event served as a significant hub for scientific exchange and advancement in reproductive medicine.

This biennial congress reviewed the latest findings in ovarian function, endometrial health, and embryo selection, among other major topics. It also ventured into pioneering subjects such as artificial intelligence and ovarian rejuvenation, promoting a forward-thinking approach to medical science.

As always, the congress boasted internationally renowned speakers recognized globally for their contributions to reproductive medicine. The event facilitated three major debates, providing a platform for experts to discuss critical issues such as the existence of the implantation window, the correlation between ovarian reserve and embryo health, and the ethical implications of Preimplantation Genetic Testing for Aneuploidy (PGT-A) in discarding viable embryos.

From a sustainability standpoint, the X International IVI RMA Congress was designed with Environmental, Social, and Governance (ESG) criteria in mind, continuing a tradition that has been part of the congress since 2015. In 2023, the event reinforced its commitment to the UN's Sustainable Development Goals (SDGs), aligning itself with the global effort involving businesses, international communities, and civil society.

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IVI RMA Congress Key Sustainability Actions:



CIRCULAR ECONOMY INITIATIVES

- **Digitalization 360:** Utilization of a mobile app for attendees to access information, thus reducing the need for printed materials.
- **Streamlined Stage Design:** Simplification of stage setups to minimize material use.
- **Exhibitor Engagement in Material Optimization:** Encouragement of exhibitors to reuse materials, with awards for the most sustainable stand.
- **Waste Separation:** Facilitation of proper waste management and recycling.
- **Sustainable Goodie Bags:** Distribution of reusable bags made from sailcloth, recycled cotton, and PET thread, produced by Juno Genetics in collaboration with "Proyectos Extraordinarios," a social enterprise aiding women with limited job market access in Spain and Africa.



CLIMATE CHANGE INITIATIVES

- **Energy-Efficient Venues:** Adoption of energy-saving measures and use of renewable energy sources.
- **Carbon Footprint Calculation and Compensation:** Measurement of the event's carbon footprint (131.94 tons of CO₂, covering scopes 1, 2, and 3) and offsetting it through a conservation project in the Amazon with CeroCO₂.



NATURAL RESOURCE MANAGEMENT

- **Water Efficiency:** Implementation of water-saving measures at the venue.
- **Local Sourcing and KM 0 Food:** Use of locally sourced food and beverages to reduce transportation emissions and support local agriculture.



SOCIAL IMPACT

- **Accessibility:** Ensuring optimal accessibility at FYCMA (Trade Fairs and Congress Center of Malaga).
- **Diversity and Inclusion:** Collaboration with Adecco for inclusive staffing in wardrobe management.
- **Community Engagement:** Direct donations, including €3,000 to Cientiaterapia for educational workshops at the Maternal and Child Hospital of Malaga, and €1 per attendee to a local project, Deméter.



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IVI RMA Summer Course 2023 Valencia, Spain

In July, we held the inaugural IVI RMA Summer Course at the Veles e Vents venue in Valencia. This two-day course targeted gynecologists specializing in Assisted Reproduction.

Professor Antonio Pellicer led the program as the director, with Dr. Pilar Alamá serving as the coordinator. The course aimed to review current topics in assisted reproduction, engage in practical case-solving using the skills learned, and facilitate networking opportunities to expand professional contacts.



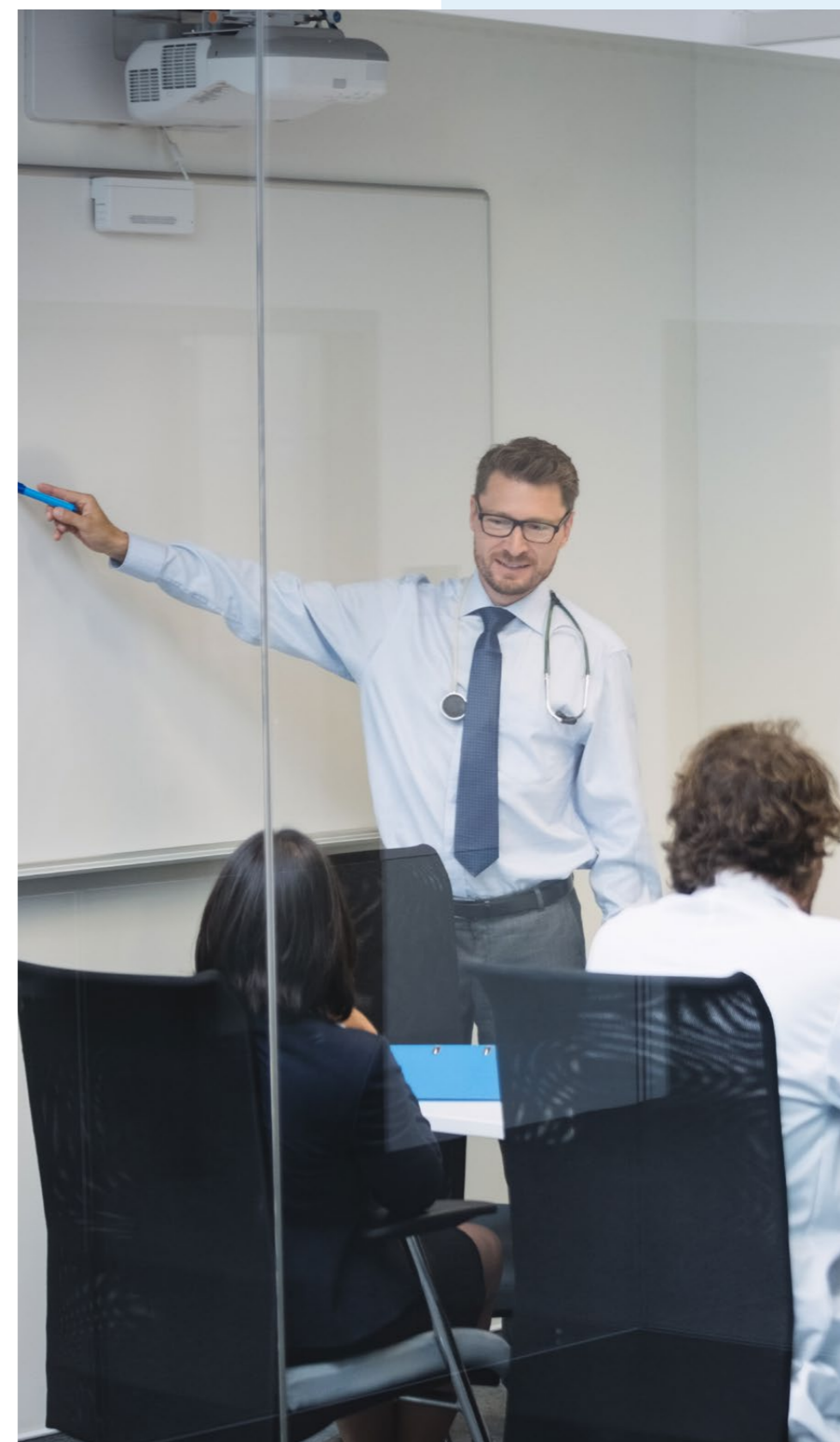
New Training Accredited with Continuing Professional Development (CPD) Credits

CPD is the world-leading organization for those looking to obtain Continuing Professional Development certification for courses and training events in the UK and Commonwealth countries. It boasts over 27 years of experience in accrediting specialized training programs.

The following online courses have been accredited:

- Assisted Reproduction Techniques I
- Assisted Reproduction Techniques II
- Basic Concepts in Assisted Reproduction I
- Basic Concepts in Assisted Reproduction II
- The Basis of Reproductive Genetics I
- The Basis of Reproductive Genetics II
- Biological Fundamentals I
- Biological Fundamentals II
- Female Pathologies I
- Female Pathologies II
- Male Prognosis I
- Male Prognosis II
- The Nursing Role in Assisted Reproduction I
- The Nursing Role in Assisted Reproduction II
- Ovarian Stimulation Protocols I
- Ovarian Stimulation Protocols II

This range of courses ensures that participants receive the latest in educational advancements within the field of reproductive medicine.



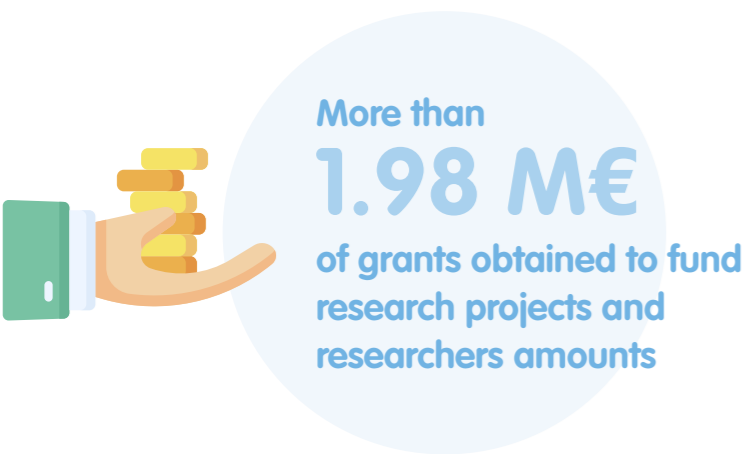
IVI RMA Global Research Alliance

In 2023, we maintained a high level of scientific productivity, positioning us as the most active assisted reproduction research group globally. Research in human reproduction and infertility in Europe and the United States is extensive and profound. The IVI RMA Global Research Alliance brings together both environments, making it a powerful entity that develops advancements in the field, promotes the most talented researchers, shares knowledge, refines techniques, and shapes both the present and future of one of the most cutting-edge and rapidly evolving fields in medicine over recent decades: assisted reproduction.

The result of this scientific innovation, technological development, research, and experience allows us to generate knowledge to contribute to the advancement and continuous improvement of the treatments we offer, thanks to their immediate incorporation into standard clinical practice, and consequently, provide excellence in patient care.

Our research centers in Basking Ridge (New Jersey, USA), Madrid, and Valencia (Spain) lead our clinical research initiatives due to their high patient volume. Additionally, each of our clinics, both nationally and internationally, makes significant contributions through proprietary projects or in collaboration with other members of the IVI RMA Global Research Alliance and external institutions.

Our Research Support and Management Unit (UAGI) provides comprehensive support to our research infrastructure, offering advice in scientific, legal, statistical, and economic areas, and in identifying funding for research projects.



KEY FIGURES 2023

We published **183 scientific articles in prestigious peer-reviewed journals**, with an average impact factor of 5.57, compared to 5.06 in 2022, and a cumulative impact factor of 940.42, reflecting our influence on scientific research.

We have submitted 193 communications to the most relevant congresses in our field, of which 174 have been accepted for oral defense or in poster format.

The value of grants obtained to fund research projects and researchers amounts to **more than 1.98 million euros**.

We have launched 219 new projects, compared to 182 the previous year, making a total of 637 active projects, including 37 clinical trials, 269 prospective, 294 retrospective, 25 basic research, 5 technical setup, 3 meta-analyses, and 4 case reports. This marks a new milestone for our group in research activity and future research potential.

Our researchers and several projects have been awarded with mentions and prizes for our scientific activity.



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Awards and distinctions

We are proud to showcase the outstanding achievements of our employees and researchers in the field of reproductive health. The following awards and recognitions were earned for their innovative contributions and presented at notable international conferences.

Nada Kubikova: ESHRE The Fertility Society of Australia and New Zealand for **“Deficiency of DNA double-strand break repair in human preimplantation embryos revealed by CRISPR-Cas9”**, at the 39th Annual Meeting, Copenhagen, Denmark.

Emilio Francés-Herrero, Clara Bueno-Fernandez, Anna Buigues, Adolfo Rodríguez-Eguren, María Gómez-Álvarez, Amparo Faus, Sonia Herraiz, Antonio Pellicer, Irene Cervelló: SRI President’s Presenter Award for **“Bioengineering an Ovarian-specific ECM Hydrogel to treat premature ovarian failure”**, at the 70th annual meeting of the Society for Reproductive Investigation (SRI), Brisbane, QLD, Australia, March 21-25, 2023.

Ana Corachán, M Victoria Bariani, Qiwei Yang, Hortensia Ferrero, Ayman Al-Hendy: SRI President’s Presenter Award for **“Doxercalciferol Decreases Uterine Fibroid Growth Rate Through the Regulation of ECM Synthesis and Cell Proliferation”**, at the 70th annual meeting of the Society for Reproductive Investigation (SRI), Brisbane, QLD, Australia, March 21-25, 2023.

Palomar A, Sanvicente M, Sánchez-Mejías A, Jaraba-Wallace J, Quiñonero A, Dominguez F, Güell M, Sánchez-Ribas I: SRI Travel Award for **“Targeted Elimination of Human Chromosome 21 (HSA21) in Adult and Embryo Stem Cell Lines Using a Novel CRISPR-Cas3 Genome-Editing Tool”**, at the 70th annual meeting of the Society for Reproductive Investigation (SRI), Brisbane, QLD, Australia, March 21-25, 2023.



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Highlighted research articles

Third Party Reproduction. A Treatment that Grows with Societal Changes

Assisted reproduction through third parties involves the use of donated gametes or embryos, enabling individuals or couples facing infertility to achieve their dream of parenthood. This option is particularly tailored for heterosexual couples with fertility issues, same-sex couples, and single men and women. As family structures evolve, this therapeutic choice not only offers high success rates but also a realistic and satisfying path to parenthood, supported by the necessary medical and legal resources.

Semen processing using MACS before ICSI deemed safe towards obstetric and perinatal outcomes of cycles using either donated or autologous oocytes: a retrospective multicentre study

The study examines the safety of using the Magnetic Activated Cell Sorting (MACS) technique in semen processing prior to intracytoplasmic sperm injection (ICSI) with either donated or the patients' own eggs. Findings from this retrospective, multicentric analysis suggest that semen

preparation using MACS before ICSI is safe for the well-being of mothers and newborns during pregnancy and at birth. However, it is advised that these parameters be closely monitored going forward, with particular attention to conditions such as anemia, to identify any possible minor adverse effects.

The combined effect of BMI and age on ART outcomes

Advanced age and excess body weight are common factors that pose the dilemma of whether it is better to promote weight loss before starting treatment. Studies on the combined effects of BMI and age on fertility are limited and inconclusive. However, the study suggests that significant weight loss over a short period (3 months) may offer some benefits in improving the chances of success in IVF treatments for women over 38 years of age who are overweight.

Oocyte and embryo cryopreservation in ART: past achievements and current challenges

Oocyte and embryo cryopreservation is at the core of modern assisted

reproduction practice. This method has seen remarkable development, evolving from the simple preservation of surplus embryos to the establishment of specialized oocyte and embryo banks. Despite these technical advancements, patient decision-making practices and informed consent procedures have not evolved at the same pace, posing current challenges in the field.

Improving success rates by applying interventions in clinical practice and measuring their impact: a multicenter retrospective analysis of more than 240,000 cycles

An analysis of over 240,000 IVF cycles has demonstrated that monitoring key performance indicators is crucial for improving patient outcomes. Findings suggest that the combined implementation of policies significantly enhances live birth rates, particularly in patients using egg donation. Changes in embryo culture conditions and blastocyst transfers are decisive in patients without preimplantation genetic testing (PGT-A), while trophoblast biopsy is crucial for those undergoing PGT-A. Standardizing

procedures across clinics is also essential to reduce variability and maximize treatment success.

Correlations between a deep learning- based algorithm for embryo evaluation with number of cells and degree of fragmentation on day 2 and 3

The study investigates whether the number of cells and degree of fragmentation in cleavage-stage embryos, which are manually evaluated, correlate with outcomes generated by the advanced deep learning algorithm, iDAScore v2.0. Findings reveal a significant correlation between the values produced by iDAScore v2.0 and manual assessments of cell count and fragmentation in embryos during days 2 and 3 of development. Furthermore, the study highlights that iDAScore has predictive value for the success of live birth, provided that embryo selection is based on morphological criteria.



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CEO

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Reaching new horizons in sustainable healthcare leadership

2023 marked a year of milestones in embracing responsible, ethical practices at IVI RMA Global. We made strides in patient safety, employee well-being, medical research, social impact, and environmental action, among other key areas. Each new development takes us a step further on our sustainability journey and a step closer to our vision of the future: a world in which healthcare leadership goes hand-in-hand with environmental, social, and governance (ESG) stewardship.

As we look toward the road ahead, we will aim to set new standards of ethical governance, patient-centered care, and environmental responsibility. We will continue to cherish the global team that makes our work possible, and to contribute to the well-being of the communities around us. And we will expand the current frontiers of reproductive medicine through scientific research, innovation, and education.

Along the way, tools of transparency and accountability, such as this report, will be fundamental for us to share our sustainable practices, measure our impact, and target areas for future progress.

In undertaking this journey, we join forces with organizations and businesses across the world set on achieving the UN's Sustainable Development Goals. It is both a privilege and a responsibility to promote universal goals such as good health and gender equality as we continue to fulfill our core mission: helping thousands worldwide to reach their dream of motherhood.



