

Healthcare with purpose

Affidea's Environmental,
Social, and Governance
Fact Sheet

— nothing is more important than health



Message of Giuseppe Recchi,
Chief Executive Officer
Affidea Group



Dear Partners,

Affidea is the largest, most successful pan-European medical service provider specializing in diagnostic investigations, clinical laboratories, outpatient and cancer treatment services. With 319 centers across 15 countries, the Affidea family has a presence in both Western and Eastern Europe, and our constant growth sets each new year in exciting motion.

Every Affidea employee and contractor is responsible for applying our best-practice and striving for continuous improvement in the metrics we have selected and monitor through our governance.

This applies at every level of the activities we do, whether medical, administrative, in patient care or in the way we conduct ourselves whilst at work. In doing so, we will together maintain Affidea's integrity, its strong relationships with our patients and our reputation for excellence.

Our values - affinity with doctors, patients and staff members; trust and fidelity in everything we do; and progress through ideas and innovation - define who we are, even as we change. As Affidea evolves, we must retain these values, and remain alert to the things that can jeopardies the safety of our patients and the constancy of our reputation. Commitment to excellence in Environmental, Social, and Governance is vital to this, and will help shape our success into the future.

It is the aim of this first report to share Affidea's progress on each of the ESG pillars' components and how we measure the same. As we progress on our development route, we will further report on these various metrics.

I hope this report will provide you with insightful information in what constitutes the essence of Affidea.

Best wishes,
Giuseppe Recchi

Affidea **Mission & Values**

Our mission is to provide our patients with the most advanced and accurate diagnostic screenings, outpatient and high-quality treatments delivered with passion and outstanding patient experience, while creating opportunities for our employees and generating sustainable shareholder value.

Our values are deep embedded in everything we do.

affidea
Affinity with doctors and patients

Affinity recognises our priority for the concerns, feelings and emotions of our patients, colleagues and all stakeholders of the healthcare ecosystem. Through our services, we help doctors to provide excellent care for their patients and contribute to saving lives. We are driven by a restless commitment in understanding peoples' needs and how to respond to them.

affidea
Trust and fidelity in everything we do

Fidelity and trust in everything we do – through our high-quality care, integrity and the best standards of patient safety we are able to reinforce the trust that patients and doctors place in us. We operate in a culture of trust, integrity and mutual respect. We lead by building great teams and putting the needs of others first.

affidea
Constant progress through **ideas** and innovation

Ideas and Innovation – Affidea people are driven by continuous progress through new ideas and innovation always looking for better ways to serve our customers and colleagues. We continuously work to discover new technologies and digital solutions to constantly learn and simplify such to provide the best quality medical care.

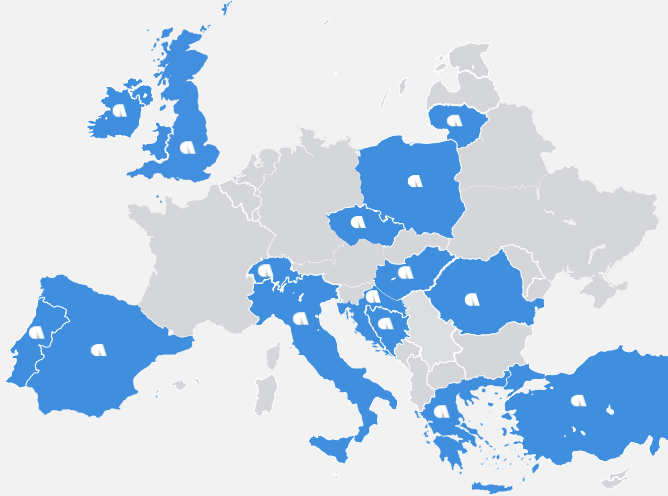
Our commitment at a glance

11.000

PROFESSIONALS

+7.500

DOCTORS



10million

PATIENTS SERVED

15

COUNTRIES

50%

AWARDED CENTERS IN EUROPE FOR PATIENT SAFETY BELONG TO AFFIDEA

77%

NPS SCORE*

15 countries, 2021



Our Approach - Doing business responsibly and sustainably

As a purpose-driven medical provider, at Affidea, we believe it is our responsibility, to create sustainable value for our patients, employees, our partners, the communities we are part of and our shareholders. We invest in innovative and digital solutions to improve our operations efficiency, to enhance our medical outcomes, while offering an outstanding patient experience. Our commitment to responsible business practices is embedded in our daily operations and deeply rooted in our culture and Code of Conduct.



ENVIRONMENT

We aim to minimize our impact on the planet by taking climate action, implementing energy saving, digitizing processes to reduce paper-usage, recycling initiatives and partnering with suppliers with strong focus on reducing their environmental footprint.

SOCIAL

We create positive social impact by delivering best-in class medical services, creating opportunities for our employees, and engaging with our suppliers and the communities we serve.



GOVERNANCE

At Affidea, we uphold our commitment to the highest ethical standards in everything we do. Our governance structure, operating model, ethics framework and robust risk management support this commitment.

Our Goals to contribute to a better world – we committed to **8 of the 17 UN Sustainable Development Goals**

 **SUSTAINABLE DEVELOPMENT GOALS**

1 NO POVERTY

2 ZERO HUNGER

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

6 CLEAN WATER AND SANITATION

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

14 LIFE BELOW WATER

15 LIFE ON LAND

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

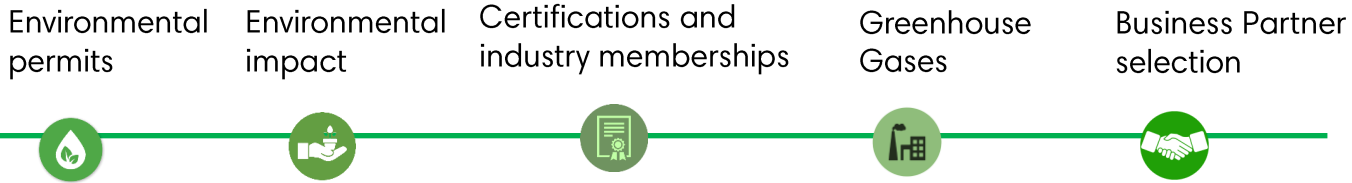
17 PARTNERSHIPS FOR THE GOALS

 **SUSTAINABLE DEVELOPMENT GOALS**

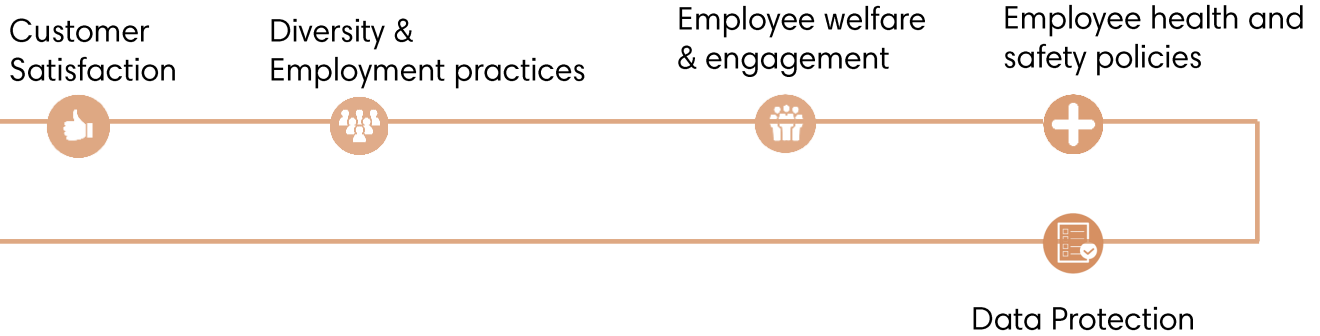
[See all](#)

ESG in our daily behaviours

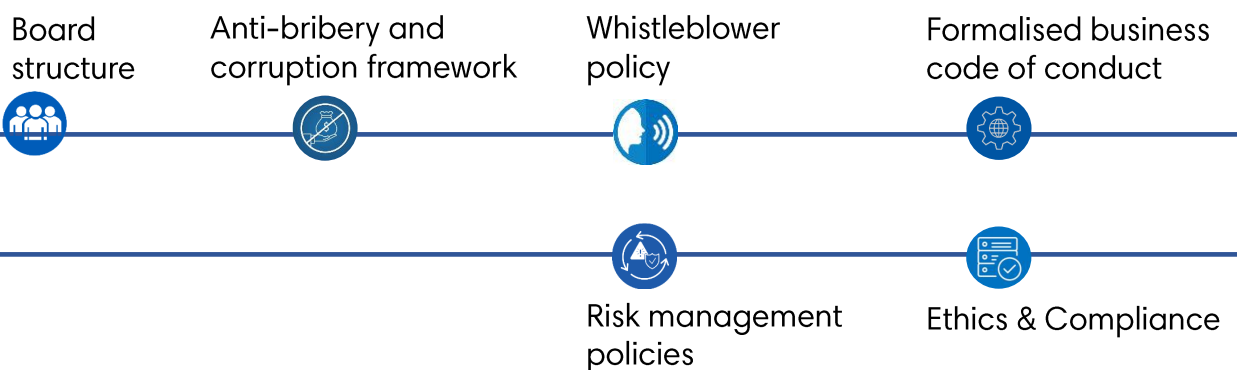
Environmental



Social



Governance



Environmental care in our daily behaviours

Environmental permits



- Affidea medical centers operate under ISO 9001 quality control standards ensuring stringent quality criteria in terms of healthcare and facility management.
- Affidea complies with all relevant environmental permits/licenses/consents.
- There has been no regulatory issues/cases of non-compliance within the last 3 years.

Environmental impact

50%

of the total number of centers awarded in Europe for radiation protection and patient's safety by the European Society of Radiology belong to Affidea.

- We strive to improve the efficiency of our services, as an example we work on scan time optimisation to reduce total scan time and patient's dose exposure while maintaining excellent quality images.



Certifications and industry memberships

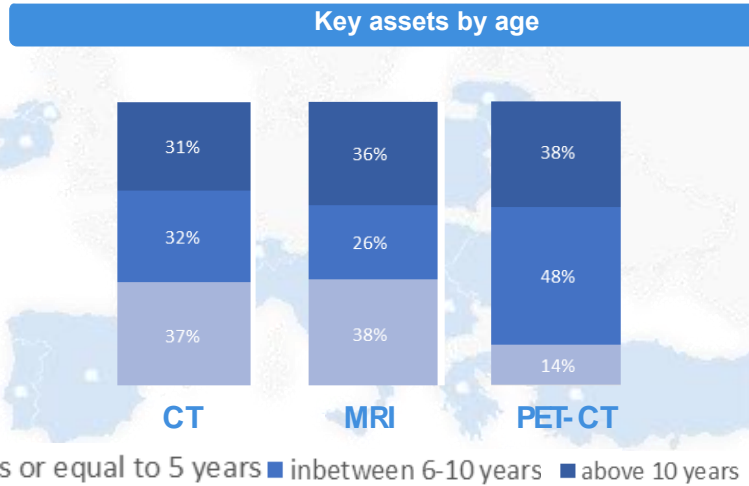


- Affidea complies with all applicable environment protection regulations, in particular for waste management and radioactive material handling. It operates in a highly regulated environment and is regularly inspected (internal and external audit and inspections) and benefits from a number of ISO certifications.
- We routinely participate in international quality control programs, and we pride ourselves of our centers in Europe that have received UEMS/EBNM and JCI accreditations for the highest level of quality standards in diagnostic imaging and nuclear medicine. We have a strong governance model in place supported by our clinical standards and procedures that follow the European Basic Patient Safety Standards.

Environmental care in our daily behaviours

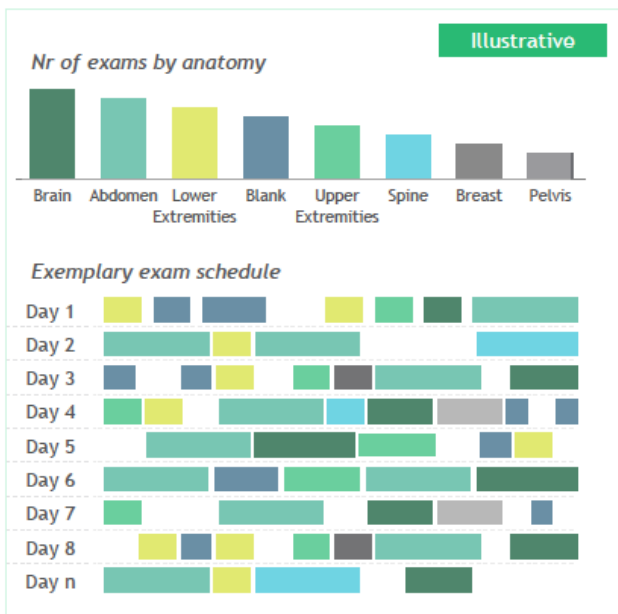
Greenhouse Gases

- We aim to minimize our impact through operational efficiency improvements and energy-saving efforts.
- We invest in our equipment fleet, bringing the most modern and advanced equipment with highest standard and procedures in operating them.

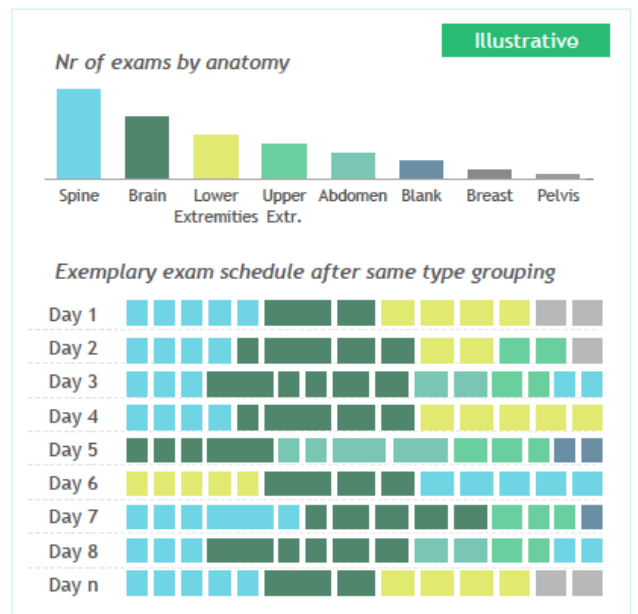


- We also develop the proprietary MRI excellence program to optimise and standardise the scan-time of each patient while enhancing diagnostic confidence.

Before



After introducing MRI excellence



Environmental

care in our daily behaviours



Business Partner selection

- We select reputable vendors with measurable and committed efforts to reduce their GHG emissions in compliance with the 2015 Paris agreement to achieve the long-term goal of sustainable development.



CSR / ESG Ranking (%)
Compared With 26,623 Companies



CSR / ESG Ranking (%)
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Source: CSRHUB, Consensus ESG Ratings

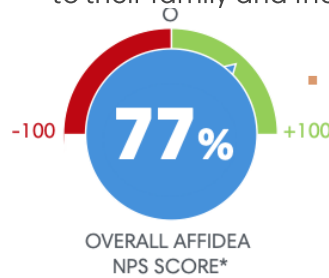
Social care in our daily behaviours



Patients Satisfaction



- Affidea measures patient satisfaction through on an on-going basis across our centers and we report every month the Net Promoter Score and the pain points of our customers. Patients are asked to what extent they agree with statements relating to trust, involvement, waiting time, cleanliness and whether they would recommend Affidea to their family and friends.



- In 2021 we achieved a NPS score of our patients among 15 Affidea countries of 77%.

- We celebrate every year the people that champion the Affidea values, that demonstrate a patient-centric approach and go extra-mile for improving the quality of care in our centers.

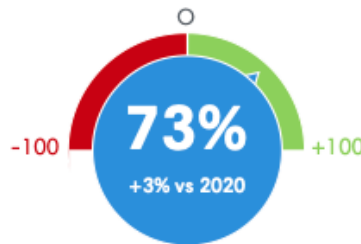


Referring Doctors Satisfaction

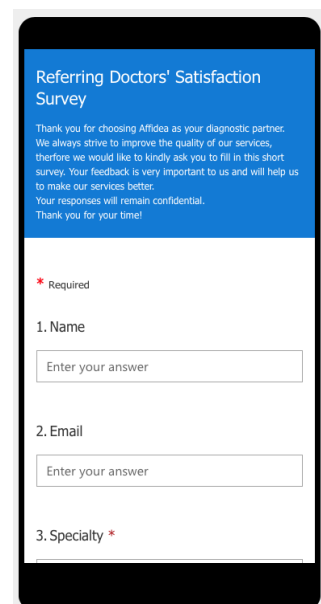
- Referring doctors are an important customer for Affidea as well, therefore their satisfaction related to our services, quality of images and diagnostic are of utmost importance for us. We are measuring every year their satisfaction. The Net Promoter Score among referring doctors in July 2021 across 12 countries was 73%.



DOCTORS RESPONSES COLLECTED IN 12 COUNTRIES



OVERALL AFFIDEA NPS SCORE JUNE 2021



Social care in our daily behaviours

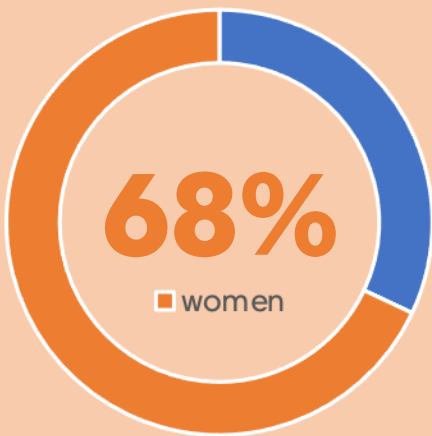


Diversity & Employment practices

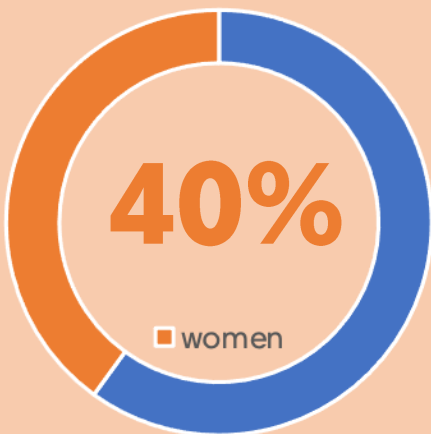
The vast majority of Affidea workforce is either employed or contracted directly by Affidea.

When Affidea needs to use sub-contractors, it selects the vendor based on Affidea's Vendor and Commercial Partners selection policy and require that said vendor abide by the same standards applied by Affidea.

Women across the group



Women in Corporate C-suite



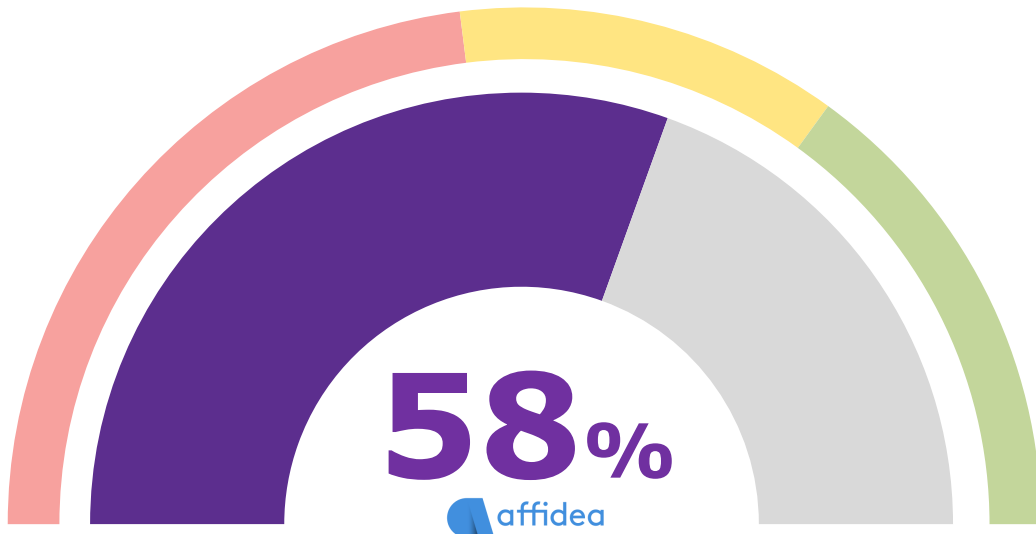
Social care in our daily behaviours



Employee welfare & engagement

- We take employee feedback and engagement very seriously. Our last Staff Engagement Study ran across all Affidea geographies including the Corporate HQ and showed a staff engagement score 3% higher than the average score of the European healthcare industry, at 58%, and equalled Europe’s average. Since then, to offer an example, in Lithuania, Affidea has been awarded twice as Best Employer in the Baltics.
- Staff Engagement improvement plans launched after the Survey energise our people allowing them to contribute to improvement of the company while creating a better work environment. The next Survey will be launched in 2022
- We provide resources, tools and educational support to our employees, so they can serve our patients and customers in the best way possible. In particular, we offer access to a variety of free classes through the Affidea Academy and clinical webinars and sub-specialty trainings for our medical teams.
- Our Human Resources team run the annual Performance Management cycles, Succession Planning & Talent development activities as well as the leadership training/coaching programs.
- We offer flexible working time and comprehensive benefits to foster an environment of support.
- Through career development opportunities, our employees can find ways to grow professionally, having an even greater impact on the communities we serve
- Sport activities organised by the company promote healthy life-style and enable our staff to represent Affidea in sports competitions or enjoy yoga classes
- In some of our markets we have introduced psychological support for front line healthcare workers exposed to Covid

Affidea Staff Engagement Score



Social care in our daily behaviours

+ Employee health & safety policies and data

- Affidea's Code of Conduct emphasizes that we are all responsible for maintaining a safe workplace by following safety and health rules and practices.
- As a healthcare service provider, Affidea is subject to national and regional requirements for the performance of its services and the reporting of any incidents. Affidea has adopted a full set of medical policies and incident reporting processes, strictly conformed to within the Group.
- We immediately report accidents, injuries and unsafe equipment, practices or conditions to a supervisor through Affidea Incidence Management System (AIMS) and/or other authority body.
- Affidea is committed to keeping its workplaces free from hazards.



📄 Data Protection



- Data protection and cyber security is at the heart of what we do. Affidea has built a robust data protection program and implemented all relevant policies and processes from its HQ level down to each of its medical centers.
- Affidea's entire workforce is regularly trained on data protection and cyber security. Affidea has a strong cybersecurity team in place and also subscribed to a data protection and cyber security insurance policy.

Good **Governance** in our daily behaviours



Board structure

- Affidea has a two-tier board structure, the Management board, composed of the CEO and CFO and the Supervisory Board, composed of the Chairman and Vice-Chairman, both non-executive and independent directors. The Supervisory Board meets at least four times per year while the Management Board meets at least 10 times per year. Affidea follows a strict allocation of decision and approval responsibilities summarised in its internal Levels of Authority. The General Counsel acts as the Secretary to the Supervisory Board and the Management Board and records the decisions taken and/or approvals granted.
- Affidea holds annual shareholder meetings approving the financial accounts and renewing/amending the Board and Supervisory board composition.
- The Supervisory Board monitors the compensation of the C-Suite population as well as any Group-wide incentive and retention plans.



Anti-bribery and corruption framework

- While the General Counsel has direct supervisory duty of any issue, the same are immediately brought to the attention of the management and are part of our reporting structure to the Supervisory Board

Anti-bribery & Corruption policy

Whistle-blower Policy

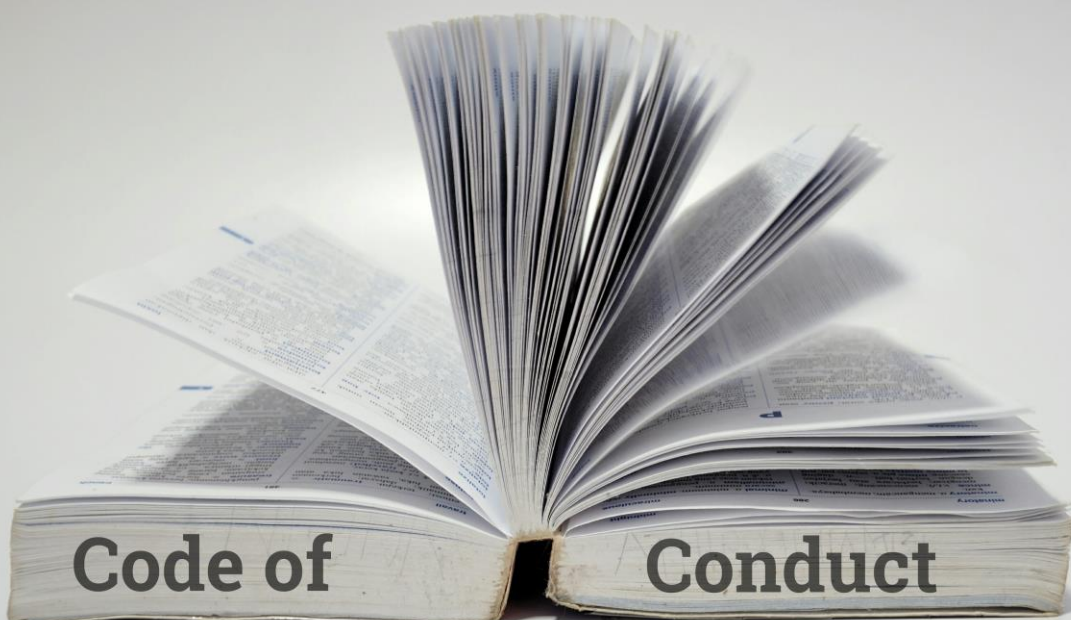
Internal Investigation SOP

Good **Governance** in our daily behaviours



Formalised business code of conduct

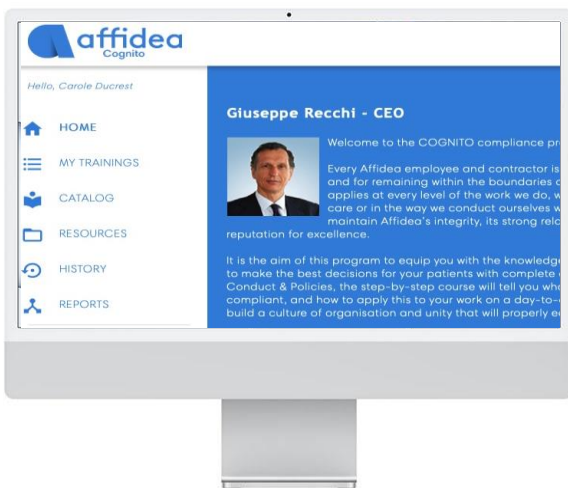
- At Affidea, we uphold our commitment to the highest ethical standards in everything we do. Our promise is anchored in our Code of Conduct. The Affidea Code of Conduct encourages the Affidea community to do the right thing and always act ethically and with integrity. It reinforces company's support to human rights, social responsibility and states its commitment to conduct business in compliance with the law and widely accepted norms of fairness and human decency, and that we require our suppliers to act similarly.
- The Affidea Code of Conduct reiterates Affidea's commitment of protecting the environment and operating our businesses in ways that foster sustainable use of the world's natural resources. We respect the environment by complying with all applicable environmental laws in all countries in which we conduct operations.
- All members of the Affidea workforce (employees and contractors) are trained using the Affidea online training platform COGNITO focusing on ethics, compliance and data protection, with an average of 4 educational campaigns per year.



Good **Governance** in our daily behaviours



Ethics & Compliance



- Affidea runs an **ethics & compliance** speak-up line allowing employees, contractors and third parties to report any suspected compliance breach for further investigation.
- Together the Legal and the Audit & Risk functions operate as the gate keepers for compliance at daily operations level.
- Through our COGNITO online training portal, we train our employees and contractors on compliance, data protection and ethics throughout the year. The interactive courses are delivered in local language and allow for precise completion metrics reporting. In addition, our employees complete a yearly mandatory compliance certification.



Risk management policies

- The Audit & Risk director position, member of the Affidea Executive Committee takes responsibility for risk monitoring. The position has a dual reporting line into the Group CFO and into the Chairman of the Supervisory Board, ensuring full transparency of risk related topics throughout the governance of the Affidea Group.


Corporate social responsibility & patients feedback



Supporting our communities

Investing in the communities where we operate is an important pillar of our corporate social responsibility (CSR) initiatives

In support of the Croatian people living in the area mostly hit by the recent devastating earthquakes, Affidea has donated four mobile houses to families that were hit by this tragedy to have a roof over their heads in the coming winter months. The mobile houses went to four families in Glina and surrounding villages.

What patients say about us



Patient Feedback

"Overall experience was great. The staff were so friendly and professional, they really put me at ease before and during the MRI"

"Excellent care and attention from the minute I walked in. Thank you"

"Extremely happy with my appointment. I was treated with respect and the staff were courteous"



Patient Feedback

"The staff were very helpful. They helped me to relax and guided me through the procedures"

"All good from start to finish. Extremely welcoming and professional"

"State-of-the-art facilities. It's fantastic that scans and reports are available online via the app"



Patient Feedback

"Everything was perfect, explained well and I felt very calm going in for my MRI. So efficient but caring. Thank you"

"Excellent, professional and friendly staff. Everything was explained clearly"

"Excellent service, thank you. Quick and efficient!"

Conclusion

We believe there is nothing more important than health and everyone deserve to have access to high quality healthcare services. At Affidea, we are passionate about providing outstanding care for our patients, by using state of the art technology, the highest standards of quality and safety and bringing the best medical professionals. Our mission is what brings us to different regions across Europe where we can help raise the standards in diagnostic, outpatient and cancer care services.

The wellbeing and safety of our patients is as important for us as the wellbeing of our employees and the communities in which we operate. This ESG report shows that the financial value we create as a business goes hand in hand with our responsible practices and the value we create for our customers, employees and shareholders.

In 2022, we are committed to continue building on the strong practices we have already established, to focus our efforts on long term ESG goals and metrics, and continue to bring our contribution to improving million of lives every year.





affidea

— nothing is more important than health