

2023

SUSTAINABILITY REPORT



REGINA MARIA
REȚEAUA PRIVATĂ DE SĂNĂTATE

Table of contents

<i>REGINA MARIA is reshaping the future of healthcare</i>	4
<i>About REGINA MARIA, the Healthcare Network</i>	5
REGINA MARIA in 2023	7
The impact of our investments in recent years	8
<i>Our sustainability strategy</i>	10
<i>About our sustainability report</i>	13
<i>Increasing access to modern medical services</i>	16
Developing the national healthcare infrastructure	17
REGINA MARIA for patients	17
REGINA MARIA for current and future generations of specialists	17
Medical subscriptions – an investment in infrastructure	18
<i>Quality at international standards</i>	19
The only medical service provider with 18 international accreditations	20
Quality indicators for medical care	21
Patient feedback	23
Telemedicine and digital innovation	24
Virtual Clinic	24
REGINA MARIA Mobile App	24
Information and education for prevention	25
Medical subscriptions – an investment for health	25
„Screening saves lives!“	26
Mental and emotional well-being #InTherapy	27
#WithMomToMammo	27
Educational content on the REGINA MARIA website	27
Community Impact - Our Commitment	28
Medical support for vulnerable communities	28
Sponsorships	29
CCIFI Challenge	29

<i>Human resources development</i>	30
Investment made in the performance of our employees	31
Responsible recruitment and selection	32
Employee development and continuous learning	32
Health and Safety at Work	33
Engagement and open communication	33
Equal opportunities, non-discrimination, and respect for rights	34
Work-life balance	34
Employee data	35
<i>Environmental responsibility</i>	42
Energy	45
Water management	46
Materials management	47
Waste management	48
<i>Ethics and integrity</i>	50
REGINA MARIA management	52
The Board of Directors	52
The Medical Advisory Committee	52
The Ethics Council	52
The Sustainability Committee	52
Ethical behavior at REGINA MARIA	53
Sustainability assessment of suppliers	54
<i>GRI content index</i>	55



REGINA MARIA is reshaping the future of healthcare

As the quality market leader in Romania, we have been driven, for 28 years, by our unwavering commitment to patient safety and patient care – the true engine of our development. Our vision and long-term strategy have positioned us as leaders in medical service quality and significant contributors to a sustainable future for Romanian healthcare.

We began our journey with a steadfast commitment to setting international standards of excellence in medicine - from one hospital to four accredited, and now as the leader in quality medical services in Romania, REGINA MARIA cares for the health of over 6.6 million patients across all 42 counties of the country.

Our mission is to shape a network that genuinely cares about people and communities, ensuring access to medical services for as many Romanians as possible. This has driven us to invest in digitization, allowing any patient with internet access to connect with a doctor from their mobile phone, thus increasing accessibility to medical services. Technology is the future of healthcare, and we are at the forefront of this transformation. Our investments in digital innovations empower our patients to take proactive control of their health, ensuring they have the tools needed for a healthier life.

Nonetheless, we are deeply committed to the positive social impact we generate – we strive to provide healthcare access to vulnerable communities through partnerships and initiatives aimed at making a difference. We commit to continue focusing on health education and prevention, understanding our responsibility to contribute to a healthier society.

Recognizing the impact of climate change on health, we are optimizing our environmental footprint and expanding our mental health services to address these challenges. Our strong corporate client retention rate of 97% to 99% reflects our ability to adapt –

we introduced new services like mental health support, dental packages, screening programs, and awareness initiatives – all in partnership with some of the largest employers in the Romanian market.

Financially, REGINA MARIA is a cornerstone of the national economy, contributing over 50 million euros in taxes annually and investing 250 million euros in medical infrastructure, revolutionizing healthcare services for Romanian patients.

Our strategy is simple yet impactful: reinvest all profits into the continuous development of our medical infrastructure and services. This guarantees every patient access to the highest quality of care. Our relentless investment in healthcare infrastructure, cutting-edge technology, and the professional development of our medical staff solidifies our role as a leader in the healthcare sector, dedicated to enhancing the lives of millions of Romanians.

In our 28-year journey, we've been a beacon of health, education, social and environmental stewardship. As we look ahead, we pledge to continue nurturing a healthcare system that cares for our planet and our people, today and for generations to come.

Fady Chreih,

CEO



1



About

REGINA MARIA

The Healthcare Network

REGINA MARIA –
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

Human resources
development

Environmental
responsibility

Ethics
and Integrity

GRI
Content Index

About REGINA MARIA, the Healthcare Network

REGINA MARIA, the private Healthcare Network is recognized as a leader in medical quality in Romania. The 18 international accreditations we have obtained confirm the quality and safety of the services we offer and qualify us as one of the most respected medical service providers in Europe. REGINA MARIA stands out through the widespread adoption of digital solutions and artificial intelligence in healthcare, being a leader in the country in terms of the use of these technologies.

Since 2015, REGINA MARIA, the Healthcare Network has been part of the investment portfolio of MidEuropa, benefiting from its unique expertise in the healthcare services sector and significant support in implementing acquisition and consolidation strategies in the healthcare field.



Looking to the future, our vision for medicine in Romania

is based on four strategic pillars:

Quality at international standards:

establishing a national benchmark for the quality and safety of medical services

Infrastructure and technology:

developing, at modern standards, medical infrastructure and technology, emphasizing digitalization

Education:

continuously investing in the education and professional training of medical and non-medical staff

Access and prevention:

increasing population's access to medical services and supporting prevention

REGINA MARIA in 2023:

+ **9,000**
EMPLOYEES AND
COLLABORATORS

+ **52 MILLION**
EUROS
CONTRIBUTION TO THE
STATE BUDGET

+ **830,000**
MEDICAL
SUBSCRIPTIONS

+ **6,6**
MILLION
PATIENTS

+ **395 MILLION**
EUROS
TURNOVER

+ **11,000**
CORPORATE
CLIENTS

The digital medicine platform Virtual Clinic reaches a new record in Romania: 1 million online appointments

Over 2,000 doctors, rated through 600,000 reviews provided by patients after medical consultations

Leader of private medical services in Romania with a national footprint, REGINA MARIA offers integrated care that covers all the medical needs of our patients.

>115,800 m² total area of medical services

+250 million euros invested in medical infrastructure in less than 10 years

Integrated emergency system: Emergency room, 24/7 medical hotline, Ask a doctor



64 CLINICS
WITH OVER 70 MEDICAL
SPECIALTIES

**350 PARTNER
CLINICS**

WHICH COMPLEMENT OUR
OWN NETWORK

14
INTERNATIONAL CENTERS
OF MEDICAL EXCELLENCE

7 HOSPITALS
IN TOP CITIES

**4 MATERNITY
HOSPITALS**

**28 IMAGING
CENTERS**

19
DENTAL CLINICS

**36 MEDICAL
LABORATORIES**

**150 BLOOD
COLLECTION POINTS**

4
PHYSIOTHERAPY
CENTERS

**1 STEM
CELL BANK**

**2 IVF
CENTERS**

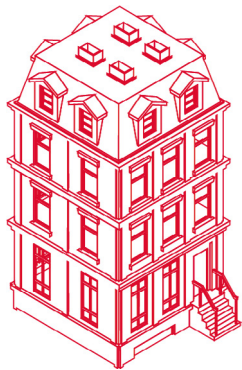
The impact of our investments in recent years

In its commitment to modernize and strengthen the medical system in Romania, REGINA MARIA, the Healthcare Network has made significant progress, successfully integrating a total of 42 medical companies into its structure. These efforts have consolidated our position as leaders in terms of quality and digitization of medical services in Romania.

Through the continuous development of REGINA MARIA, the Healthcare Network, we have enhanced our ability to offer high-quality and accessible medical services nationwide, while also facilitating the exchange of expertise and best practices between our employees. Through this consolidation, we have managed to diversify the medical specializations available in the REGINA MARIA Network and continuously expand our geographic coverage, thus ensuring that our services are more accessible to an even greater number of patients. This strategic initiative reflects our dedication to meeting the complex health needs of the population, significantly contributing to the improvement of healthcare standards at the national level.

2021

In a year of increasing challenges, our priorities have been focused on prevention, the safety of our partners and the communities we are part of, as well as expanding into niche medical segments.



- *The first study in Romania that tracked the post-vaccine immune response against COVID-19*
- *Launching the Safe Classroom national program, for testing students and teaching staff from vulnerable environments*
- *Launching the first medical packages for students, adapted to their needs*
- *Opening a medical hub dedicated to online consultations, for doctors consulting in the Virtual Clinic*
- *Acquisition of Columna Medical Center, the largest clinic specializing in assisted human reproduction and in vitro fertilization*
- *The implementation, for the first time in Romania, of an artificial intelligence software that ensures diagnostic accuracy in imaging*
- *Euroclinic Hospital is equipped with a daVinci xi surgery robot*



REGINA MARIA –
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

Human resources
development

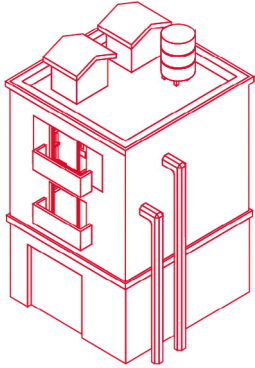
Environmental
responsibility

Ethics
and Integrity

GRI
Content Index

2022

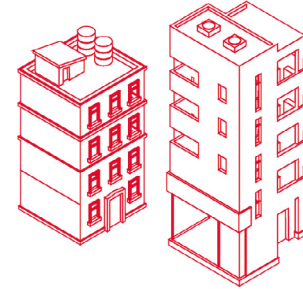
In a complex context, marked by international and national instability, the REGINA MARIA Network focused both on the expansion of existing medical facilities and new takeovers, as well as on increasing the level of adoption of digital tools and artificial intelligence in everyday activity.



- Expansion of the polyclinic in Iasi
- Takeover of the Bucovina Medical Center in Suceava, one of the main imaging providers in the north of the country
- The Central Laboratory becomes the first laboratory in Romania accredited by RENAR for the integration of artificial intelligence in the quality management system
- Expansion of the maternity unit at Première Hospital Timișoara, by inaugurating a new neonatology department
- Launching the first Virtual Assistant, which assesses patients' symptoms online, through conversational AI technology
- The implementation, for the first time in Romania, of the DoseWatch system in imaging, for radiation dose control
- Takeover of Ophtalens, the most modern center specializing in ophthalmology in Cluj
- Taking over the Oana Nicolau psychotherapy clinic, with 13 years of expertise in the field

2023

2023 was a year of significant progress for REGINA MARIA, the Health Network, marking major expansions and innovations in the medical field.



- Launch of a new medical project - EXAVET, the first Veterinary Analysis and Imaging Laboratory within the Network
- NATIVIA joins our network, to establish a center of excellence and professional training in obstetrics-gynecology
- Dr. Leahu Dental Clinics join our network, representing the largest transaction of the year in the private medical sector
- Opening of the largest polyclinic in Cluj and the most modern REGINA MARIA outpatient facility in the region - E. Grigorescu Polyclinic
- Opening of the largest and the most modern polyclinic in Timisoara - Banat Polyclinic

Main services offered in 2023:

+16 MILLION
LABORATORY TESTS

+590,000
IMAGING INVESTIGATIONS

>23,000
SURGERIES

+3 MILLION
OUTPATIENT CONSULTATIONS

+170,000
CONSULTATIONS IN
THE VIRTUAL CLINIC

>5,800
BIRTHS

>5,000
DENTAL CLINICS PATIENTS
PER MONTH

2

REGINA MARIA

our sustainability strategy

REGINA MARIA –
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

Human resources
development

Environmental
responsibility

Ethics
and Integrity

GRI
Content Index



Our unwavering vision is to grow as a vibrant, socially active organization that prioritizes the health and education of the communities it is part of, while being environmentally conscious. We are dedicated to proactively addressing our patients' multifaceted needs amidst the ever-evolving medical field. Aligned with the United Nations Sustainable Development Goals, our enduring sustainability strategy seeks to enhance and magnify our sustainability endeavors, firmly established by REGINA MARIA, the Healthcare Network.



Established in 2022, the Sustainability Committee of REGINA MARIA assessed the impact of our organization from a social, economic, environmental and governance point of view. The meticulous analysis allowed the Committee to identify and set a number of strategic priorities with the aim of optimizing and expanding our sustainability initiatives. These priorities include:



Increasing access to modern medical services

is a key priority in our strategy to improve health and quality of life for all members of society. To achieve this goal, we have initiated and continue to develop several strategic projects and programs, including:

- » Development of the national health infrastructure
- » Quality at international standards
- » Telemedicine and digital innovation
- » Information and education for prevention
- » Medical and educational support for vulnerable communities

Human resource development

is crucial for ensuring a high standard of medical services and for supporting a positive and productive work environment. Our initiatives in this direction include:

- » Creating and enhancing skills
- » Equity and equal opportunities
- » Employee welfare

Environmental responsibility

is a central pillar in our sustainability strategy, reflected in initiatives and practices dedicated to reducing the impact of our activities on the environment. Thus, we focus on the following main areas:

- » Digitization of services and operational flows
- » Health in the context of climate change
- » Waste management
- » Wastewater management
- » Carbon footprint measurement and optimization

Business ethics and integrity

are fundamental to maintaining the trust of our patients and partners and are an essential component of our strategy. Therefore, we have implemented a number of policies and procedures aimed at ensuring an honest and transparent working environment:

- » Compliance with anti-corruption, anti-conflict of interest procedures
- » Ensuring the confidentiality of personal data
- » Responsible procurement practices

Our strategic priorities are designed to ensure that the activities of REGINA MARIA, the Healthcare Network not only meet immediate needs, but also stabilize the foundation for sustainable development, with benefits for patients, the environment, and the community as a whole. Our initiatives are essential for maintaining an optimal working environment, where employees are not only competent and well trained, but also motivated and healthy, thus contributing to ensuring the quality of the medical services we offer. Through our firm commitment to responsible and sustainable practices, REGINA MARIA promotes the values of integrity and ethics at all levels of the organization. This approach strengthens our organizational culture and ensures compliance with the highest standards of professional responsibility, leading to a healthy and sustainable future for all.

About our sustainability report

REGINA MARIA – The Private Healthcare Network (hereinafter referred to as „the Group“, „REGINA MARIA Network“, or „REGINA MARIA“) continues to publish an annual sustainability report, presenting its progress from a sustainability perspective and commitments to a more sustainable future. This fifth sustainability report includes detailed data and analysis about the social, economic, and environmental impact for the period January 1 - December 31, 2023.

The report is prepared following the current recommendations of international sustainability reporting standards – Global Reporting Initiative (GRI), Core option, and complies with the provisions of Order No. 1802/2014 of the Ministry of Public Finance concerning annual financial statements. In preparing the document, we also considered the European Commission’s non-binding guidelines for reporting non-financial and climate-related information.

A detailed assessment of the operational context and our business led to the decision to use the materiality analysis developed in mid-2023. We are committed to updating this assessment at least every two years or whenever significant changes occur in our activity or in the operational environment. To provide a faithful and consistent presentation of our results from the perspective of business sustainability, we continued to capitalize on stakeholder feedback obtained in the process of identifying priority issues for the REGINA MARIA Network.

In addition, the results obtained were supplemented by analyzing recent sustainability initiatives and regulations, both European and global, while also examining the GRI standards and relevant information from the online press.

Through this process, we identified 19 priority topics proposed by the 12 stakeholder categories, actively engaged through an online questionnaire designed to facilitate efficient and accessible interaction.

Our report further presents relevant information on environmental, social and governance (ESG) topics addressed within REGINA MARIA.

In preparing this report, we used data sources based on our internal sustainability performance monitoring systems. The company, its directors, employees and other parties involved in the preparation of the report cannot be held liable for any loss, cost or expense arising from the use of the information provided in this report.

To help us become better at everything we do, please contact us by submitting your request to our headquarters in Bucharest, 1st district, Globalworth Tower, 17th floor, 201 Barbu Văcărescu Blvd., 02027.



REGINA MARIA –
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

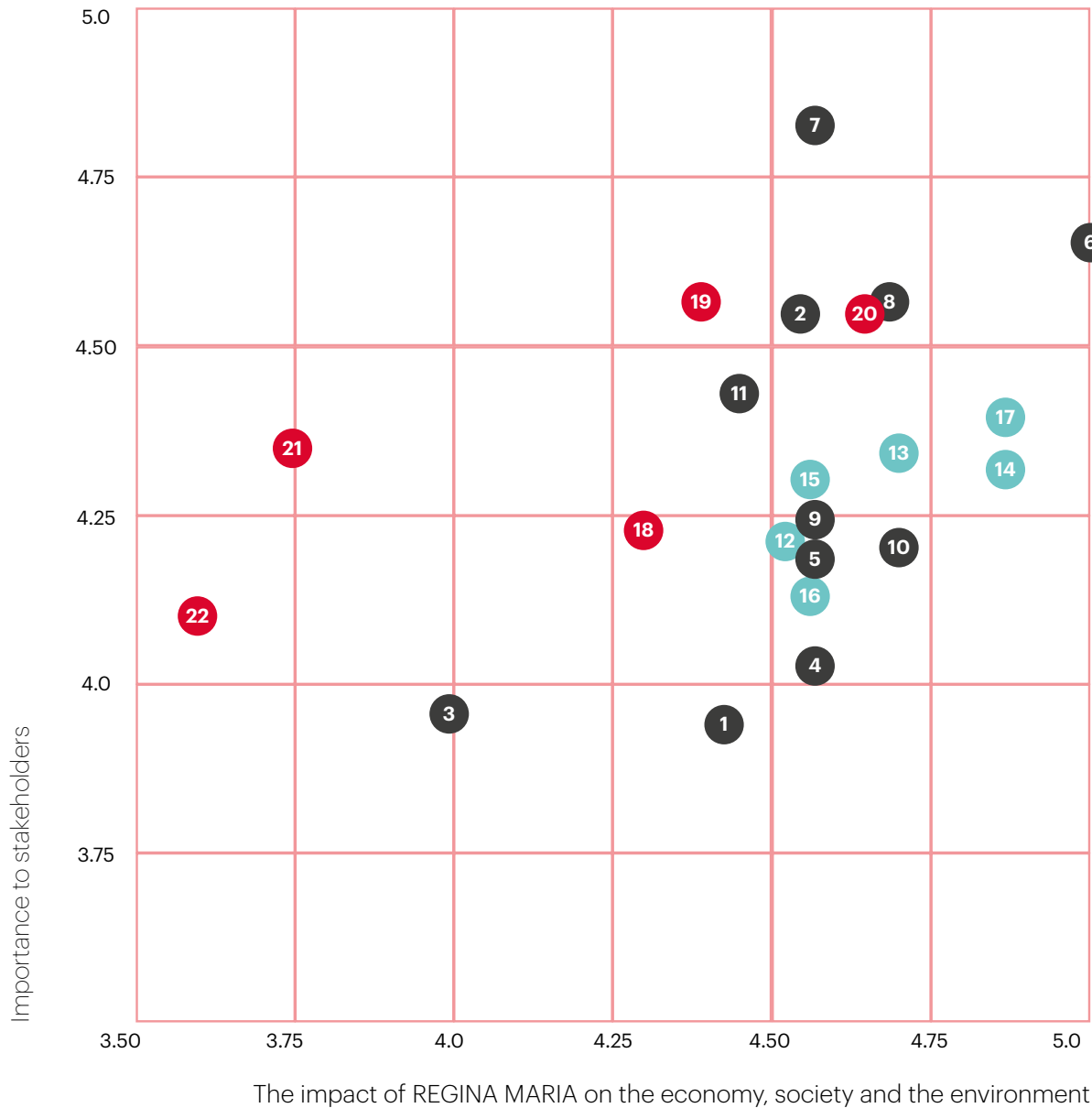
Human resources
development

Environmental
responsibility

Ethics
and Integrity

GRI
Content Index

MATERIALITY MATRIX



The topics presented in the report resulted from the stakeholder consultation process

● **Social responsibility**

- 1 - Respect for employee rights
- 2 - Health and safety of our employees
- 3 - Employee wellbeing
- 4 - Recruitment, development and retention of employees
- 5 - Professional education and training for the medical community
- 6 - Quality of medical care and patient satisfaction
- 7 - Privacy of patient data
- 8 - International recognition of quality and patient safety
- 9 - Contribution to community development
- 10 - Medical education and prevention
- 11 - Facilitation of access to medical services

● **Economic sustainability**

- 12 - Economic impact
- 13 - Development, modernization and strengthening of the medical infrastructure in Romania
- 14 - The impact of medical subscriptions in the Romanian economy
- 15 - The impact on society
- 16 - Responsible purchasing practices
- 17 - Business ethics

● **Environmental sustainability**

- 18 - Responsible use of resources (electricity, water, natural gas)
- 19 - Compliance with environmental regulations
- 20 - Responsible waste management
- 21 - Reducing the impact on climate change, including through the implementation of digital solutions
- 22 - Impact of climate change on human health and medical infrastructure

3

Increasing access to

MODERN MEDICAL SERVICES

REGINA MARIA -
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

Human resources
development

Environmental
responsibility

Ethics
and Integrity

GRI
Content Index

With a history of more than 28 years, the REGINA MARIA Network has evolved into a strong and well-established organization, able to integrate health innovations into daily activity with agility. Excellence in medical services, patient satisfaction and a state-of-the-art infrastructure, both physical and digital, are the foundation of all our activities. These pillars enable us to achieve and maintain global standards of medical performance to support patients in preserving or regaining their health.

Developing the national healthcare infrastructure

REGINA MARIA stands out as the most significant investor in Romania's medical system, allocating over 250 million euros in recent years solely for the development of modern medical infrastructure. This substantial investment highlights our commitment to constantly improving access and quality of medical services through state-of-the-art facilities and equipment, to meet the needs and expectations of our patients.

+ 115,800 M²
MEDICAL SERVICES AREAS
+2.500 M² VS. 2022

+ 70
ON-SITE CLINICS AND CONSULTATION ROOMS,
AT THE PREMISES OF LARGE EMPLOYERS

+ 565
CONSULTATION
ROOMS

REGINA MARIA

For patients:

The REGINA MARIA Network offers its patients a diverse and complex medical infrastructure, being one of the most extensive and integrated healthcare networks in Romania. With over 28 years of experience in the medical field, the REGINA MARIA Network includes international centers of medical excellence, hospitals in major cities, specialized clinics and analysis laboratories.

14
INTERNATIONAL
CENTERS OF MEDICAL
EXCELLENCE

7 HOSPITALS
IN MAJOR CITIES
OF ROMANIA

1
STEM CELL BANK

VIRTUAL CLINIC

28
IMAGING
CENTERS

64 CLINICS,
COVERING MORE THAN 70
MEDICAL SPECIALTIES

4
MATERNITIES

350
PARTNER CLINICS, IN ALL
COUNTIES OF THE COUNTRY

2
FERTILITY AND IN VITRO
FERTILIZATION CENTERS

36
LABORATORIES

150
BLOOD COLLECTION
POINTS

4
PHYSICAL THERAPY AND
MEDICAL RECOVERY CENTERS

4
PSYCHOTHERAPY
CENTERS

REGINA MARIA for current and future generations of specialists

REGINA MARIA is deeply involved in the education and ongoing development of healthcare professionals. This is reflected in a series of consistent efforts to provide training and development opportunities through advanced training programs and world-class facilities.

Surgical Training Institute

THE ONLY PRIVATE CENTER DEDICATED TO TRAINING IN MINIMALLY INVASIVE SURGERY, INCLUDING ROBOTIC-ASSISTED AND ENDOSCOPIC TECHNIQUES

NURSING ACADEMY

THE ONLY PRIVATE CENTER IN ROMANIA THAT OFFERS PRACTICAL TRAINING COURSES FOR MEDICAL ASSISTANTS

THE ROYAL CLUB OF PHYSICIANS

A PLATFORM THAT BRINGS TOGETHER THE ELITES OF ROMANIAN MEDICINE, WITH THE PURPOSE OF FACILITATING THE EXCHANGE OF KNOWLEDGE, AND SUPPORTING THE DEVELOPMENT AND PROFESSIONALISM IN ROMANIA'S HEALTHCARE SERVICES

Through these platforms, REGINA MARIA ensures that professionalism and excellence in medicine are effectively passed from one generation to the next, thus strengthening the future of quality medical care in Romania.

Medical subscriptions – an investment in infrastructure

Launched 27 years ago, for the first time in Romania, medical subscriptions are today among the most important extra-salary benefits, enjoyed by approximately 2 million employees. REGINA MARIA's strategy is to reinvest all profits, including those from subscriptions, into the development of the medical infrastructure, continuously improving services for Romanian patients.

The REGINA MARIA portfolio includes three categories of medical subscriptions: corporate, which caters to large companies, entrepreneurial firms, as well as small and medium-sized businesses, and individual subscriptions for adults and children. This diversification allows covering a wide spectrum of needs and preferences, both for corporate entities and individuals.

+ 830,000
MEDICAL
SUBSCRIPTIONS

+ 11,000
CORPORATE CLIENTS

+ 70
ON-SITE CLINICS AND
CONSULTATION ROOMS

9
OCCUPATIONAL
MEDICINE CLINICS



REGINA MARIA –
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

Human resources
development

Environmental
responsibility

Ethics
and Integrity

GRI
Content Index

Quality at international standards



As a leader in Romania's private medical services sector, REGINA MARIA is shaping the future of healthcare and is dedicated to achieving excellence in all its activities. This commitment allows and also obliges us to provide services at the highest standards of exigency, which ensures the satisfaction of our patients - the most valuable recognition of our work.

The accreditations and certifications obtained from independent third-party organizations recognized internationally, which reassess the activity of our centers of excellence every three years, are clear evidence of the superior quality of our services and the long-term maintenance of the highest medical standards. At the same time, these reflect our firm commitment to exceed regulatory expectations and fulfill our responsibilities towards all stakeholders, demonstrating a level of accountability that strengthens the trust of our patients and partners.

REGINA MARIA -
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

Human resources
development

Environmental
responsibility

Ethics
and Integrity

GRI
Content Index

The only medical service provider with 18 international accreditations

For over 9 years, we have been focusing our efforts on implementing international standards of patient care and medical safety at the national level. We are the only medical provider in Romania with 18 international accreditations, which guarantee the quality of medical care, being evaluated and monitored by prestigious international institutions. The accreditations obtained from Joint Commission International (JCI) and Surgical Review Corporation (SRC) demonstrate our firm commitment to excellence in the medical field and attest the compliance with extremely rigorous parameters, including: high level of medical safety, low complication rates, efficiency and effectiveness of medical care, as well as the level of cooperation among medical teams.

JCI accreditation, the most prestigious and rigorous international accreditation for hospitals

+ 2 years
of preparation

285
quality standards
evaluated

+ 4,000
hours dedicated
to analysis

1,166
indicators analyzed



SRC accreditation, recognition of the safest and most effective care, by medical specialties

+ 6 months
of preparation

65%
reduction in
complications

71%
improvement in
patient safety

53%
improvement in
patient satisfaction



To maintain this standard of excellence, hospitals are required to be re-evaluated every three years.

The level of compliance with the SRC standards is reassessed annually, both for the physician receiving accreditation and for the center of excellence accredited for a particular specialty.



REGINA MARIA –
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

Human resources
development

Environmental
responsibility

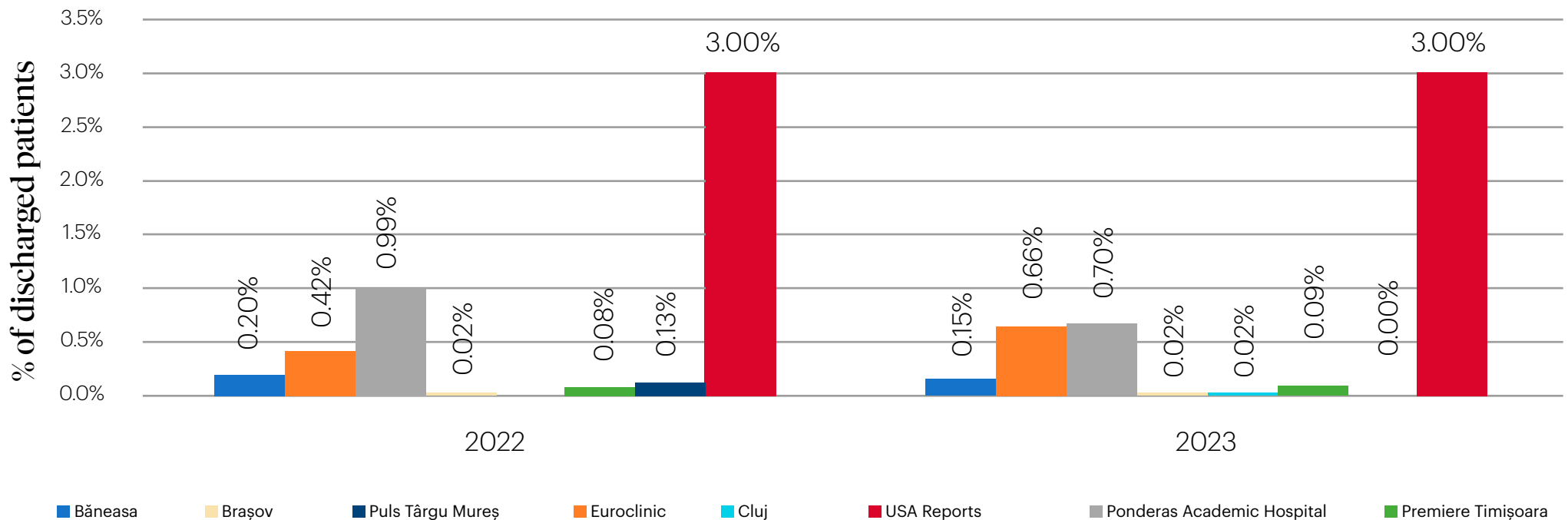
Ethics
and Integrity

GRI
Content Index

Quality indicators for medical care

Patient safety, addressed in all its complexity, is one of the fundamental aspects we focus on at REGINA MARIA hospitals. We aim to continuously improve the quality of our services, and the quality indicators of medical care that we monitor help us evaluate the performance achieved in accordance with international standards of excellence. This is how we ensure that our services meet expectations and fulfill our commitment to provide the highest quality of care. These indicators are also essential for patients, giving them the opportunity to make informed decisions and to clearly understand the level of performance achieved in our hospitals.

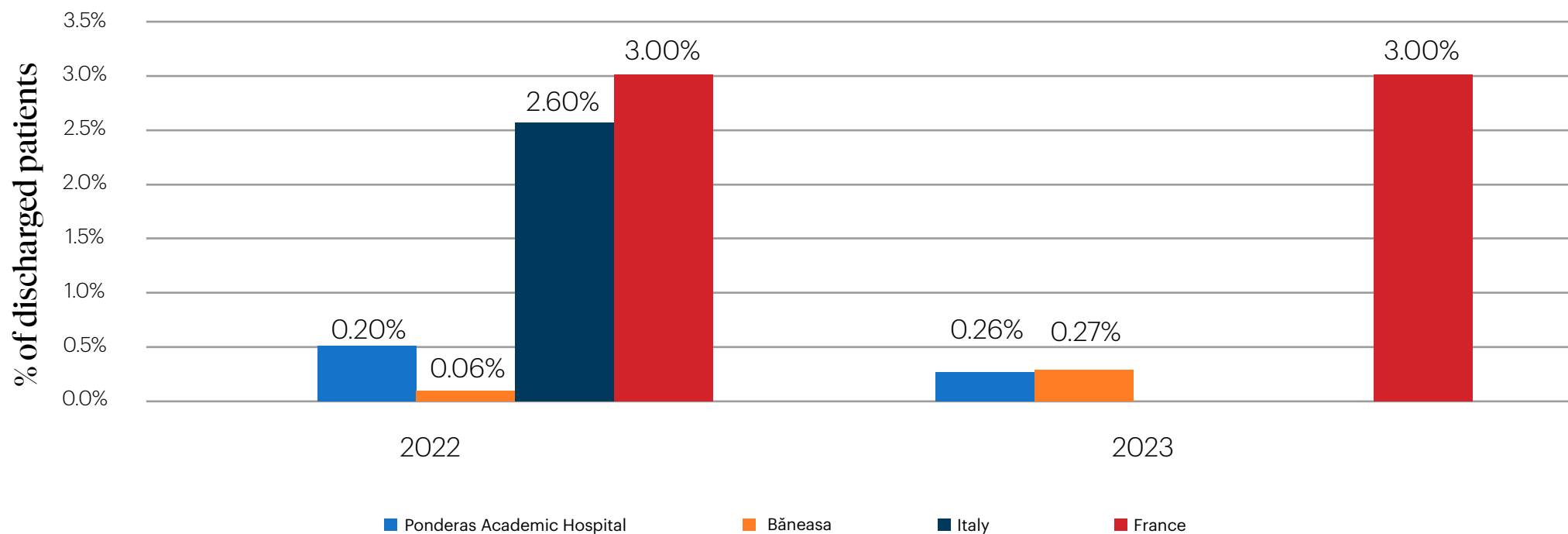
Healthcare-associated infections (HAI) vs. Benchmark [%]

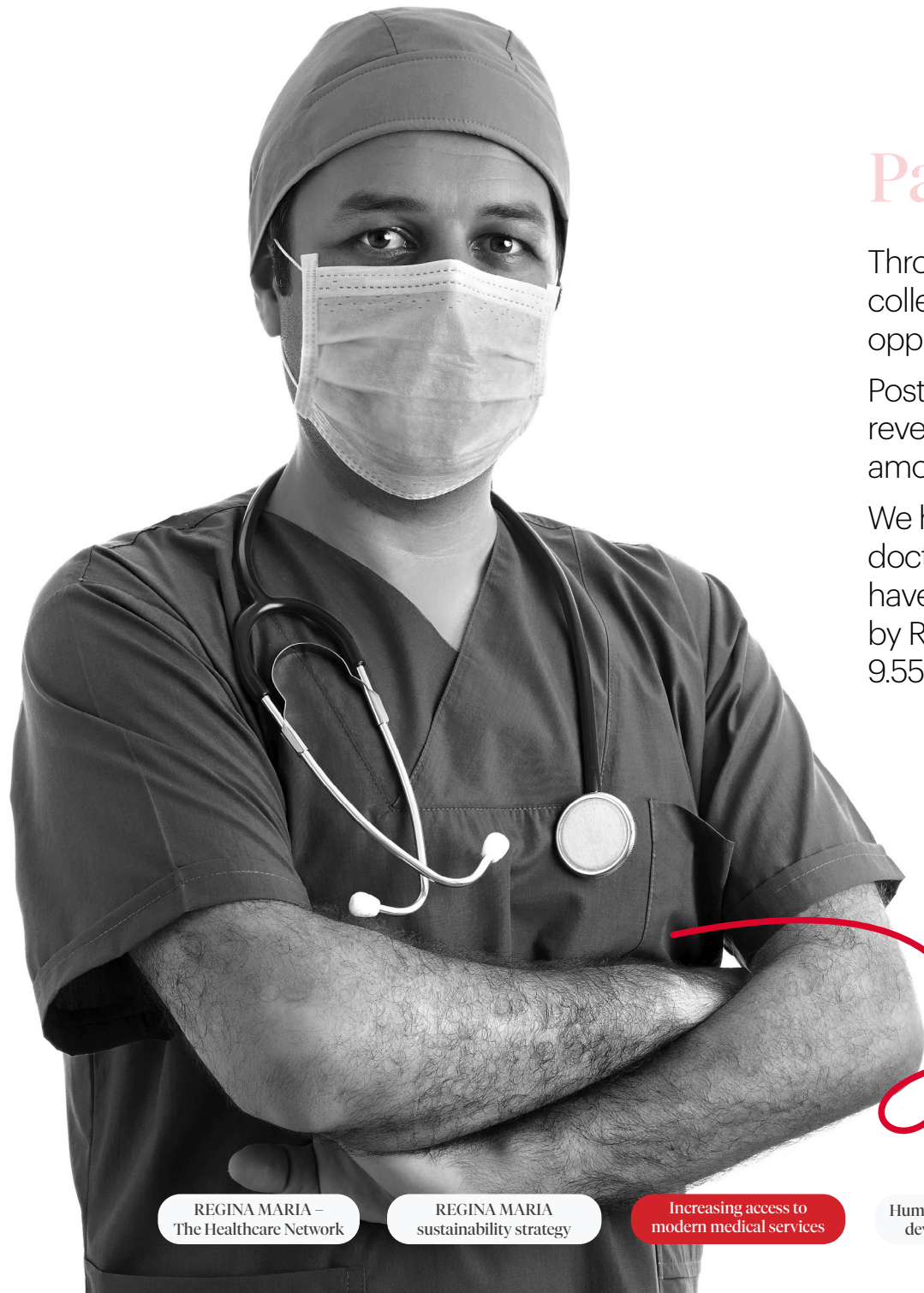


95% of monitored REGINA MARIA locations meet international patient safety targets, demonstrating a high level of compliance.

To reduce the impact of infections on the health of patients, in REGINA MARIA hospitals we focus our efforts on the continuous improvement of infection prevention and control practices. Concurrently, we pay special attention to monitoring indicators related to healthcare-associated infections, thus ensuring that we apply the most effective methods to protect the health of our patients.

Surgical site infection rate (SSI) compared to international reference standards





Patient feedback

Through various feedback channels, we continuously collect and monitor our patients' opinions to understand opportunities for improving our services.

Post-consultation and post-surgery surveys have revealed a high level of satisfaction (Net Promoter Score) among our patients, averaging 85% for the year 2023.

We have implemented a system for patients to evaluate doctors after consultations. So far, over 630,000 reviews have been collected, and the average score received by REGINA MARIA doctors, based on patient reviews, is 9.55 out of 10.



Telemedicine and digital innovation

Virtual Clinic

We are convinced that the potential of technology to transform the healthcare sector is significant. REGINA MARIA, through consistent investments in digital innovations, aims to raise generations of informed and autonomous patients, for whom personal health management becomes a central responsibility and a clear priority. The implementation of technological solutions allows patients to efficiently manage their time and have full control over how they access medical services. Thus, we facilitate not only faster and more efficient access to healthcare services but also a better understanding of medical options, contributing to a healthy lifestyle and the prevention of diseases.

In the Virtual Clinic, the entire interaction of patients with REGINA MARIA can be conducted online, which facilitates access to medical opinions for patients, as well as for our clients abroad, even in areas with a shortage of doctors or inadequate physical medical infrastructure.

1,000,000

appointments since launch

Over 500

doctors available online

More than 40

medical specialties

85%

patient satisfaction level

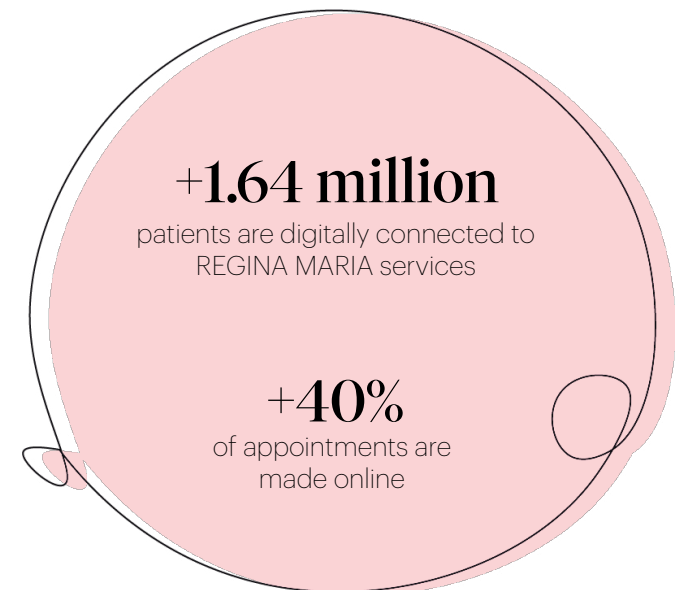
REGINA MARIA Mobile App

The REGINA MARIA mobile app enables patients full control over their medical appointments and medical history (electronic health record). They can view test results, medical recommendations, as well as advice and prescriptions from doctors. The patient's account can be activated online through remote data validation.

My Account portal provides access to:

- The electronic medical record, which integrates the entire medical history in the Network, the progression of laboratory test results, and the list of doctors
- Direct appointments, without the need to contact the call center or reception

- Online payment of bills
- Doctor reviews, based on feedback received from other patients.
- The medical subscription owned, including free and discounted services, as well as the option to see in real time the amount saved through the subscription
- The costs of investigations
- REGINA MARIA online shop
- Medical news and updates



Information and education for prevention

Prevention is a fundamental pillar in our work at REGINA MARIA, where we emphasize the importance of education and proactive health management through our initiatives that promote preventive medical visits. By adopting a preventative health strategy, our goal extends beyond simply reducing the risk of illness. We aim to detect health issues in their early stages and to increase patients' awareness and involvement in managing their health. This proactive approach gives our patients control over their health, the ability to make informed decisions that contribute to their overall well-being, preventing complications before they arise.

Medical subscriptions – an investment for health

At REGINA MARIA, we consider that the most accessible form of prevention is the medical subscription, especially by increasing health awareness among our subscribers. Prevention and primary care services are included in any subscription, making it an affordable option for a broad segment of the population – both from a financial point of view and in terms of service proximity. Subscriptions include a variety of medical services, offer personalized solutions, as well as medical screening and prevention programs, specialized consultation, and efficient monitoring of one's own health state.

Additionally, medical subscriptions provide simplified access for organizations in monitoring compliance with legal regulations in

occupational medicine, while offering valuable additional services for organizations and their employees.

To encourage Romanians to visit the doctor and take care of their health, subscribers have access in the REGINA MARIA app, „My Subscriptions” section, where all information about the services included in the subscription, free or with a discount, as well as those not covered by the subscription, is available. Additionally, subscribers can view in real time the locations, specialties, and doctors they have access to under the subscription and have the possibility to schedule their own appointments with doctors directly from the mobile app.

Medical subscriptions

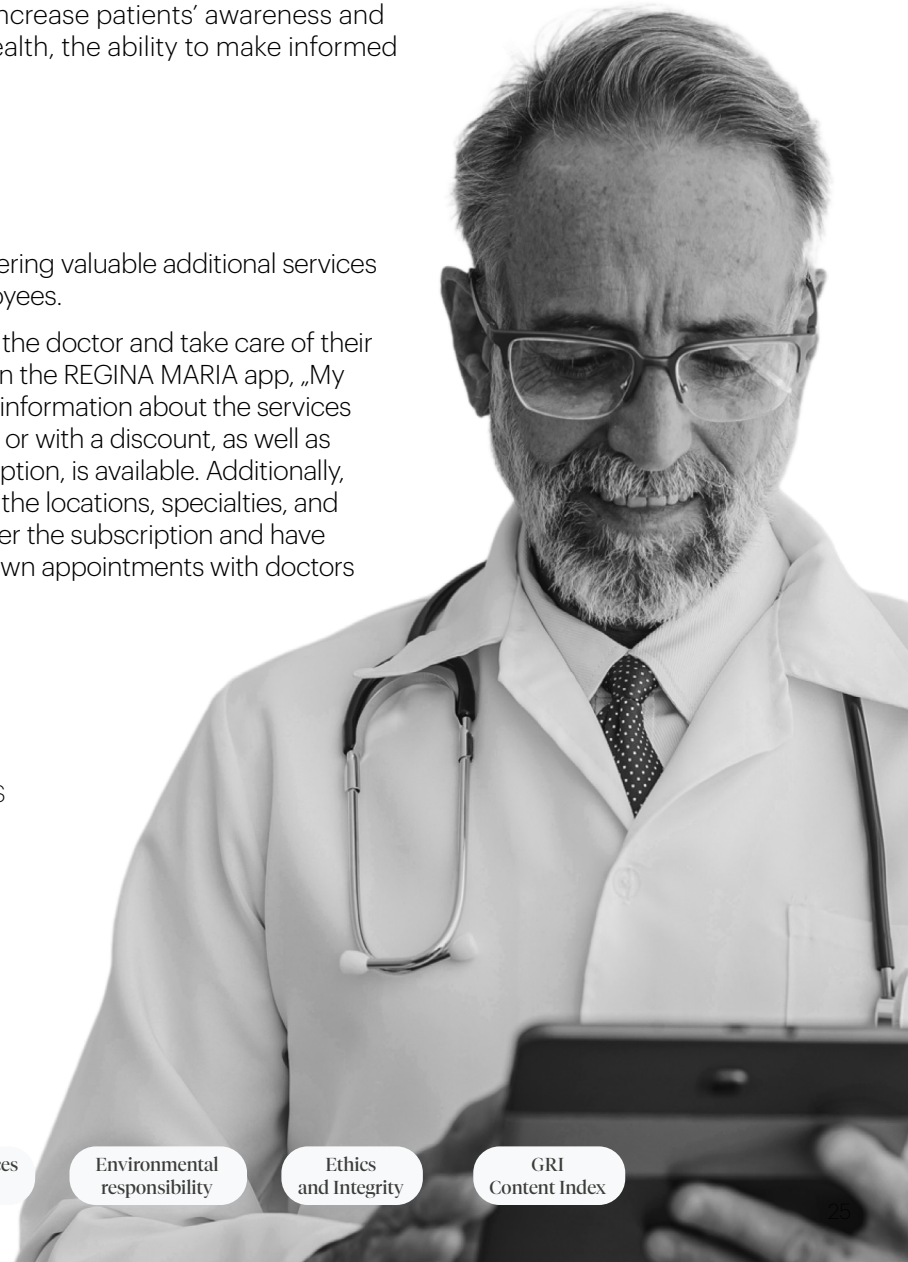
Contribute to the development of healthy lifestyle habits and choices.

Reduce financial and emotional burden of treating illnesses for subscribers and their families.

Generate increased efficiency and productivity among employees and lower sick leave costs.

Help the early detection of several serious conditions.

Bring tangible savings, which can be visualized in real time as subscription services are accessed.



Corporate Sano is a wellbeing program launched in 2023, aiming to contribute to the development of a strong and balanced business community through a holistic view of employee health. Integrated, modular, and customizable, Corporate Sano addresses the needs of companies from five perspectives: mental health, sleep quality, the importance of nutrition, physical activity and ergonomics, and prevention.

Start-up BT. – dedicated to start-up businesses and designed in partnership with Banca Transilvania, this special package for occupational medicine and prevention has zero costs in the first year. REGINA MARIA supports the growth of the Romanian entrepreneurial environment through its partnership with BT STUP, offering startups both the mandatory occupational medicine package and a prevention component, which can be customized according to needs and the stage of the business at the time of accessing consultancy services from STUP.

STUP members receive significant cost reductions, applied to the chosen medical packages.

REGINA MARIA – Partner for SMEs

We offer support to the SME sector through advantageous medical packages, personalized for different types of businesses. Under the name „Gama Partener pentru IMM”, we provide three types of subscriptions specially designed for small and medium-sized enterprises.

“ Screening saves lives! ”

In the medium and long term, health education initiatives contribute to lowering hospitalization costs and reducing instances of serious conditions through prevention and early treatment.

As health education becomes increasingly important, companies and private healthcare providers are taking on this essential role for the well-being of employees and the working population. An example in this regard is the „Screening saves lives!” program, initiated by REGINA MARIA in collaboration with Banca Transilvania. Now in its sixth year of implementation, it continues to promote a healthy lifestyle through regular monitoring and annual screenings, thus complementing the services offered through medical subscriptions.

From March 2017 to March 2023, over 17,700 screenings of various types were carried out (89.9% women, 10.1% men), and in 18.9% of cases, malignant or advanced-stage conditions were discovered.



Mental and emotional well-being #InTherapy

„Psychotherapy is a long-term process, with results being built over time. To reach the point of asking for help, you need to be informed and understand that you don't have to bear a stigma – nowadays, seeking therapy is something natural and necessary for your health.“, explains Oana Nicolau, co-founder of the psychotherapy clinic bearing the same name, part of REGINA MARIA.

For four days, during the UNTOLD 2023 edition, the Central Park in Cluj-Napoca hosted over 200 discussions with psychotherapists at the first Emotional First Aid Point at a music festival in Romania, organized by REGINA MARIA, the Health Network.

Throughout the festival, we tried and hope that we succeeded in providing real support for young people who are exploring their own emotional universe. We aimed to shape a positive experience that changed something within them, making them more confident about therapy and sharing personal issues.

The conversation about therapy had a wider echo – during the festival days, REGINA MARIA, the Healthcare Network offered visitors over 3,000 prizes consisting of free therapy sessions, value vouchers, therapy subscriptions, as well as t-shirts and tote bags from the #InTherapy clothing collection.

In 2023, REGINA MARIA joined the ING Unfollow Self:Hate campaign, an initiative focused on the psycho-emotional health of young people. Through this campaign, REGINA MARIA provided a free 24/7 hotline through which REGINA MARIA's specialized psychotherapists offered support to people going through difficult times. Additionally, as part of this campaign, we offered discount vouchers for both individual and group therapy.

#WithMomToMammo

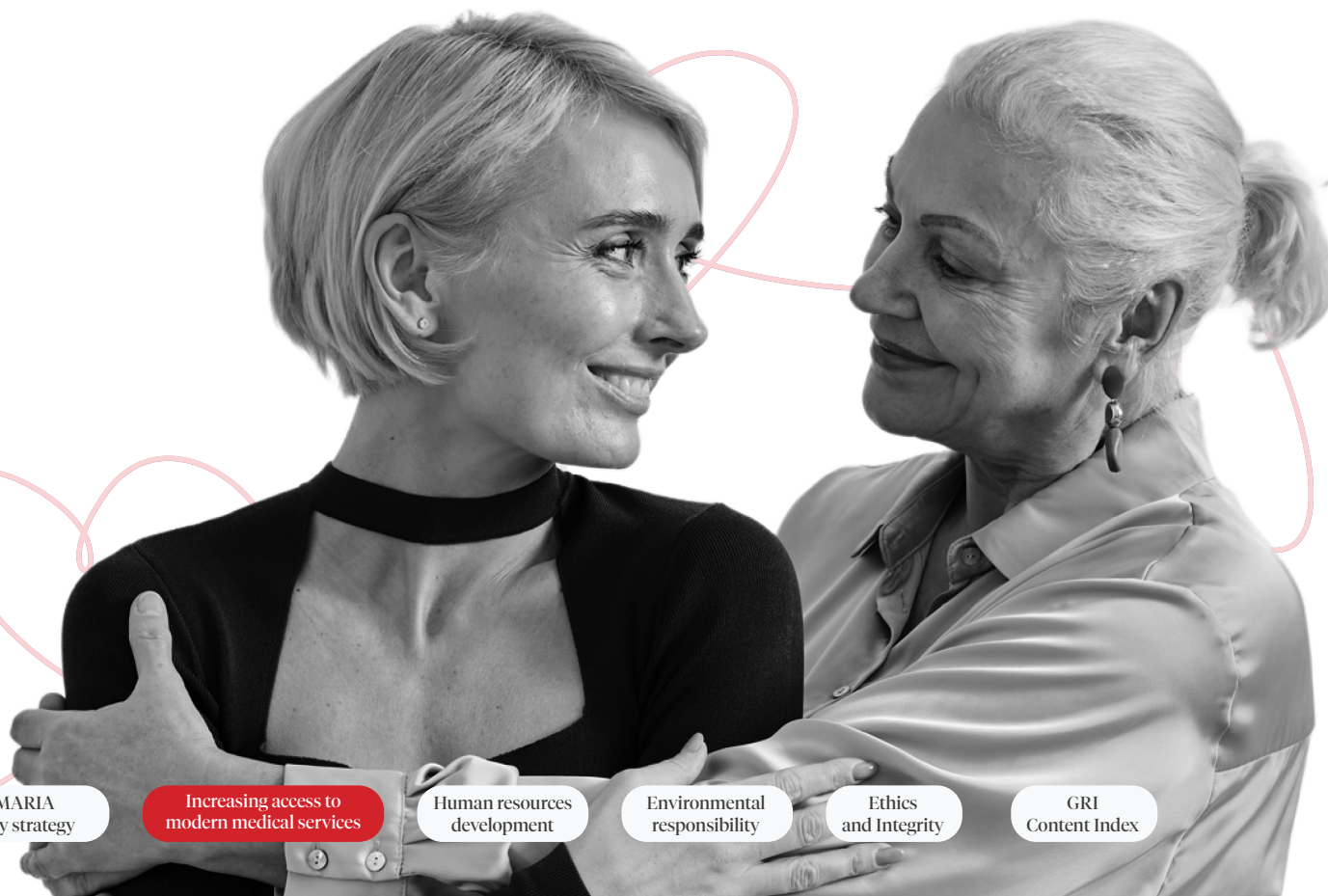
Breast cancer is the most common form of cancer in women and the second leading cause of death from malignant tumors, after lung cancer, in the female population.

Through the #withMomToMammo initiative, in the absence of a national screening program and adequate education about the importance of early detection of breast cancer, REGINA MARIA aims to raise public awareness about the necessity of annual breast screenings.

Educational content on the REGINA MARIA website

Throughout 2023, our editorial team has produced medical articles to provide reliable, high-quality medical information, accessible to the general public. These articles are thoroughly documented and reviewed by specialist doctors. Through them, we aim to increase health awareness and education, thus facilitating a better understanding of complex medical topics and promoting informed health decisions.

Among the medical articles that captured the most reader interest are „Blood Donation: everything you need to know“ and the article about platelets.



REGINA MARIA –
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

Human resources
development

Environmental
responsibility

Ethics
and Integrity

GRI
Content Index

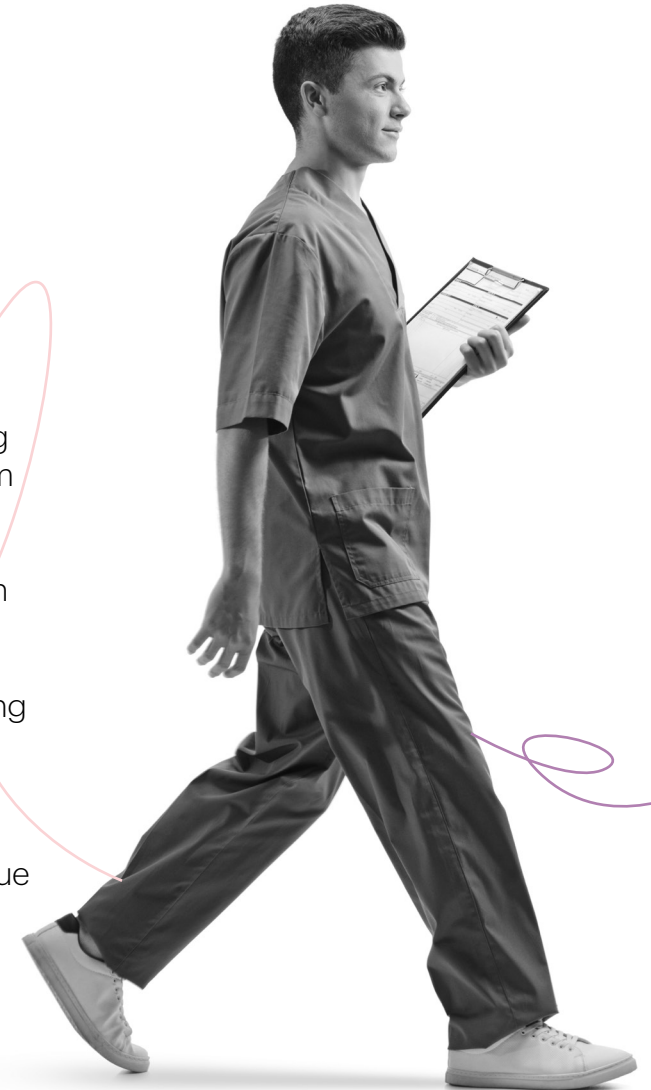
Community Impact - Our Commitment

Medical support for vulnerable communities

The continuous expansion of the REGINA MARIA Network plays a crucial role in improving access to quality medical services for smaller communities and vulnerable groups that often lack adequate medical care.

In 2023, in collaboration with our partner NGOs, Asociația Casa Bună, Teach for Romania, and United Way Romania, we continued the REGINA MARIA medical caravans project, which consists of providing medical services in mobile units, equipped to perform medical examinations, ultrasounds and laboratory tests. In 2023, 1,000 children from vulnerable communities, most of whom had not previously been examined by a doctor, benefited from a series of free services through the 13 REGINA MARIA medical caravans, thus reinforcing our commitment to bringing medical care where it is most needed.

We, thus, have achieved our commitment to double the number of beneficiaries of the medical services offered through the caravans, achieving a service value of over 1 million lei. These 13 social actions would not have been possible without the great implication of around 200 volunteers, of which approximately 50 have been doctors.

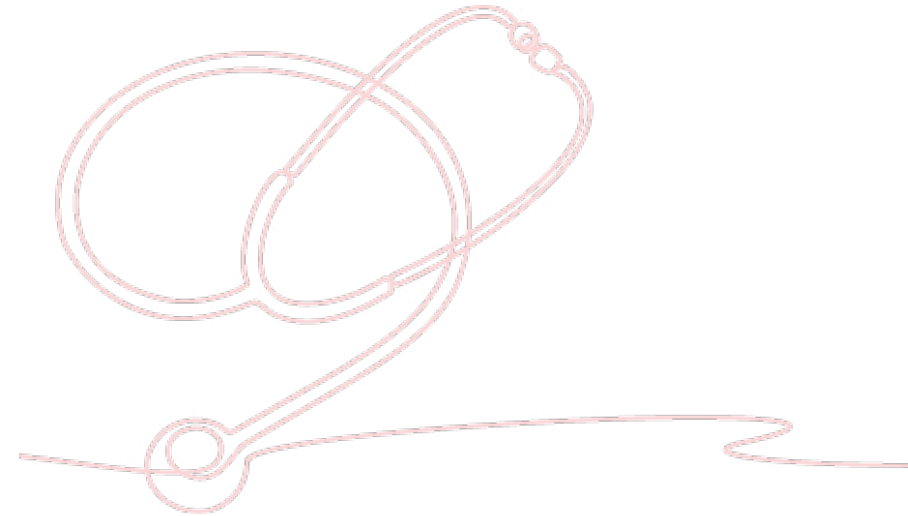


Community Impact - Our Commitment

Sponsorships

In supporting our commitment to assist and improve living and educational conditions in disadvantaged communities, we have renewed partnerships with several renowned NGOs that positively impact the communities they serve.

In addition to the programs already mentioned, REGINA MARIA also contributed with sponsorships amounting to approximately 3.5 million lei, a sum nearly three times higher compared to the previous year. These funds were mainly allocated to sports, cultural and social initiatives, with the aim of supporting quality education for children from vulnerable backgrounds.



CCIFI Challenge

In 2023, a team of 5 REGINA MARIA employees took part in the CCIFI Challenge. This is a sporting and social challenge between companies and countries, proposed to company employees, with the aim of promoting a healthy lifestyle and creating team cohesion through sports. Additionally, the REGINA MARIA team participated in a tree-planting event in the CCIFER Forest in Lipănești, Prahova County, during which our colleagues planted 50 acacia trees.

4

HUMAN RESOURCES

development

REGINA MARIA –
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

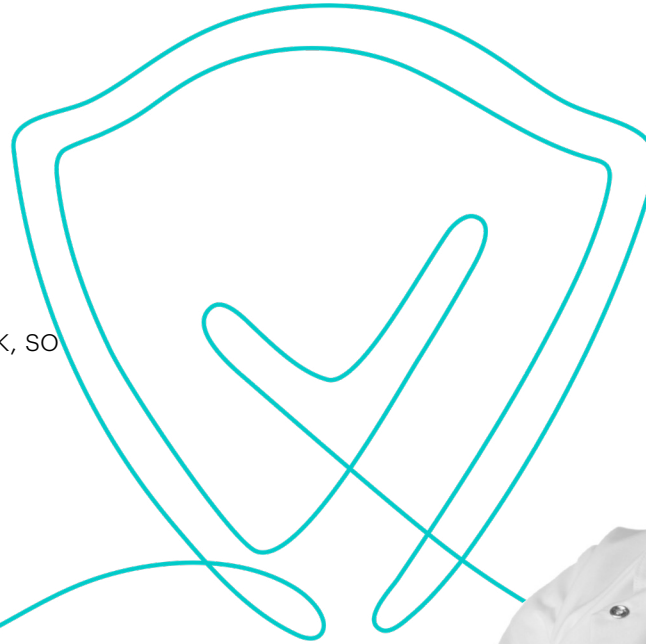
Human resources
development

Environmental
responsibility

Ethics
and Integrity

GRI
Content Index

Our staff plays a crucial role in the success of REGINA MARIA, which is why we place special importance on attracting and retaining the most competent medical professionals. We offer competitive salary packages, real career advancement opportunities, and ongoing training programs. We want every team member to feel valued and supported within the Network, so they can provide the best care and services to our patients.



Investment made in the performance of our employees

Sustainability involves a deep commitment to the people of REGINA MARIA; they are essential in providing and developing our medical services, contributing to the creation of a healthier and more equitable society for all community members. In the context of the emigration of medical staff, human resource management in healthcare becomes a significant challenge. We are committed to addressing this issue with utmost responsibility and attention, promoting harmonious and sustainable growth that benefits both our staff and the society in which we operate.

In 2023, we ranked second in the Top Employers in the Health and Pharma sector conducted by the website undelucram.ro.

An internal survey conducted to measure the level of employee engagement within REGINA MARIA showed that 82% of employees are actively and positively engaged in their daily activities. This figure reflects a strong organizational culture and an effective human resources policy that support staff satisfaction and well-being, essential elements for maintaining a motivated and dedicated workforce. This high engagement rate also highlights the success of REGINA MARIA's initiatives to create a positive and stimulating work environment for all its employees, directly contributing to enhancing organizational performance as well.

The care for our employees and the working conditions we offer have earned us the Top Employer certification, obtained after an extensive process of analysis and evaluation by the Top Employer Institute – the global authority in recognizing excellence in HR practices and people management. This certification highlights our dedication to accelerating and enriching the world of work through exemplary people practices.



Responsible recruitment and selection

At REGINA MARIA, the recruitment of staff begins by identifying and attracting candidates who share the company's values and commitment to sustainability. By approaching the recruitment process in a responsible and ethical manner, the company brings motivated and engaged individuals into its team who are committed to its sustainable goals.

The integration of new employees is based on the detailed onboarding process outlined in the „Post-Employment Training Program“. This process lasts two weeks and begins immediately after signing the employment offer.

Employee development and continuous learning

Sustainability means constant adaptation to an ever-changing environment. To be sustainable in the long term, REGINA MARIA has set the goal of becoming a „learning organization“. In support of this objective, we have focused on continuous learning starting from our values and continuing with each project completed, every action taken, and each of our behaviors (organizational and individual). Following the annual performance evaluation process, an individual professional development plan is established for each REGINA MARIA employee with the aim of helping the employee develop their skills so that they can perform in their current role or advance to another position.

We have created the Online Continuous Learning Platform, aiming to facilitate the learning process as much as possible. Through this platform, all REGINA MARIA employees can access online professional development programs (for example, integration courses/training and other types of courses/training, as well as the Internal Regulations and all work procedures) and they can enroll in online courses and offline sessions.

The courses were aimed at all categories of employees, from cleaning staff to company management, including administrative personnel. The courses were organized both with internal resources and through specialized service providers. Participation in these professional training courses was free of charge for employees, REGINA MARIA covering the costs where necessary.

• In 2023, REGINA MARIA spent 428.000 EUR + VAT on professional training courses for its employees.

In addition to the professional training courses offered, REGINA MARIA encourages its employees to participate in academic programs or professional training, including offering them paid leave to attend these programs.

• In 2023, over 1,850 employees benefited from study leaves, accumulating a total of over 570 days of study leave.

28,000
hours of training
for employees

3,500
participants

570
days of study leave

+ 80
different courses

4,5
the average number of
training hours/year/
employee

Health and Safety at Work

One of the core pillars of REGINA MARIA's approach is adapting work to people. At REGINA MARIA, we realize that each employee is unique and has individual needs and capabilities; as such, we strive to provide working conditions that take these aspects into account. Through job design, we aim to avoid the monotony of work and the predetermined pace, which can have a negative impact on employees' health. We promote a diversity of tasks and responsibilities, as well as rotation within the team, to keep employees motivated and engaged.



REGINA MARIA also focuses on selecting appropriate work equipment and providing safe and ergonomic working methods. The company invests in modern equipment and technologies that facilitate employees' work and reduce the risk of accidents or injuries. Through training and educational sessions, employees are taught how to properly use equipment and are encouraged to report any issues or deficiencies with the work equipment.

Within REGINA MARIA, the Occupational Health and Safety Committee (CSSM) is organized and operates, comprising representatives equally appointed by the employer and the workers.

At hiring and periodically, employees participate in occupational medical examinations, and, when necessary, the specialist doctor makes medical recommendations to employees. Quarterly, during the CSSM meetings, the health status of REGINA MARIA employees is analyzed, and the preventive and protective measures implemented within the company integrate these results. The occupational health doctor is directly involved in analyzing and communicating safety measures.

During the year 2023, there were 24 work accidents, of which 16 were minor, with no incapacity for work. There were no serious injuries or deaths, and no occupational illnesses were recorded among REGINA MARIA employees.

To reduce the likelihood of work accidents, REGINA MARIA organizes training sessions for both employees and maintenance, security and cleaning services providers. The training for

employees is conducted in accordance with legal requirements and includes general introductory components, on-the-job training, periodic training, and additional training. The frequency of the training is determined by the training and testing programs.

Engagement and open communication

Employee involvement in the decision-making process is vital for the company's success. Through open dialogue and consultation, the company can benefit from diverse ideas and perspectives from its employees, while simultaneously providing them with an opportunity to feel valued and involved in the decision-making processes. Employee involvement is measured at the end of each year through opinion surveys called SOA (Employee Opinion Surveys).

Effective communication about the company's goals and progress in sustainability encourages employees to identify with these values and contribute to their achievement. This questionnaire provides us with information that helps us improve the climate and performance within REGINA MARIA, enhance the quality of managerial activity, and streamline organizational aspects.

The survey is strictly confidential and participation is voluntary. In 2023, 67% of REGINA MARIA employees completed this questionnaire.

Equal opportunities, non-discrimination, and respect for rights

Equality of opportunities and treatment, as well as non-discrimination, are principles that govern our relationship with employees right from the recruitment process. Through the Internal Regulation, we have established strict and effective procedures that protect all our employees and collaborators against discrimination, whether direct, indirect or by association, sexual, psychological or any other form of harassment, both at the workplace and at any social event or other activities organized or supported by the company.

In 2023, there were 13 reports of incidents of discrimination or harassment. All reports have been analyzed and no case of discrimination or harassment has been confirmed within REGINA MARIA.

Through its values and policies, REGINA MARIA is firmly committed to respect human rights both in relation to its own employees and not to use goods or services from companies that violate human rights, use child labor or use modern slavery. In 2023, 1,667 employees participated in training courses on respect for human rights, thus investing a total of 833 hours.

At REGINA MARIA, we guarantee the right of collective association of the employees and the active participation of the employee representatives in the decisions taken by the company, and which may have an impact on the employees. Periodically, employees are given information about the right to choose their representatives to participate in collective negotiations with the company's management.

Work-life balance

We think that happy people are also motivated and productive employees, thus we offer our employees the right environment to have a balance between their professional and personal lives. The pandemic has taught us all that we can be just as efficient if we work from home. We have kept this facility for workplaces where physical presence is not mandatory and after the end of the restriction periods, to give employees the opportunity to stay with their children or family.

As a company with a high proportion of young women among our employees, we pay special attention to maternity protection in the workplace.

We are always there for expectant mothers, providing them with the necessary framework to carry out their work in conditions of maximum safety, both during the prenatal and postnatal periods.

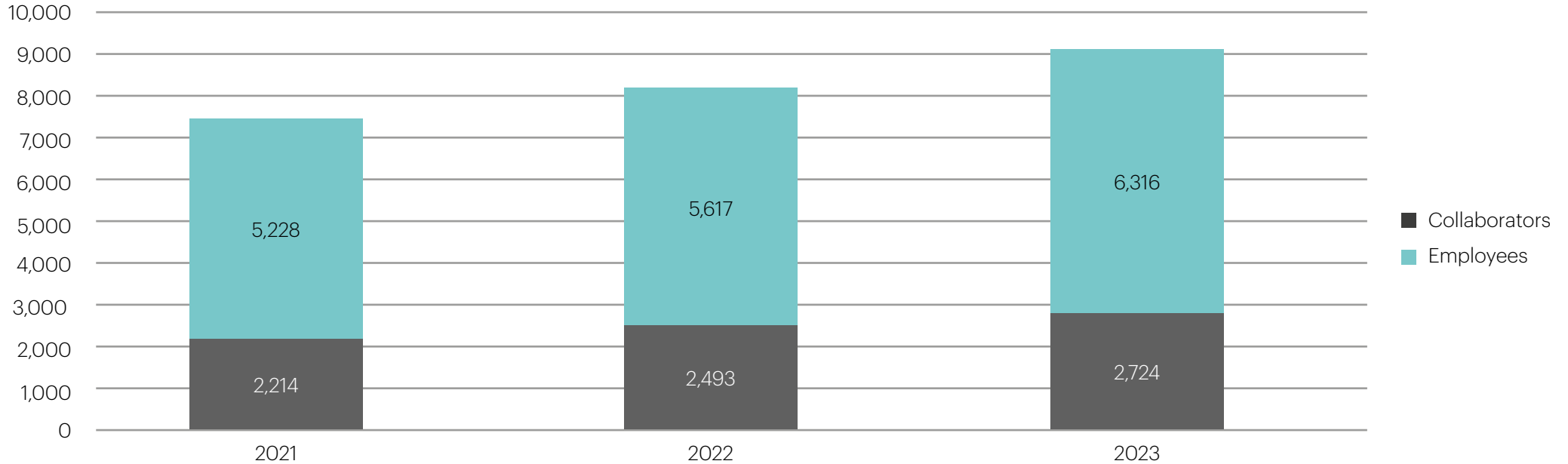
All REGINA MARIA employees, regardless of gender, have the right to parental leave in accordance with the legal provisions. After the end of this leave, they are reinstated in the same or a similar position to that held before the leave.

Employee data

9,040 At the end of 2023, REGINA MARIA had over 9,000 employees and collaborators.

11.5% In the last year, the number of REGINA MARIA employees and collaborators registered an 11.5% increase compared to the previous year.

REGINA MARIA's personnel structure as of December 31st



Number of employees as of December 31st (HC)	<30 years old			30-50 years old			>50 years old			Total		
	M	F	Total	M	F	Total	M	F	Total	M	F	Total
2021	245	1,439	1,684	481	2,500	2,981	116	447	563	842	4,386	5,228
2022	267	1,467	1,734	495	2,506	3,001	166	716	882	928	4,689	5,617
2023	261	1,482	1,743	570	3,076	3,646	174	753	927	1,005	5,311	6,316

Considering the specifics of the activity sector, women naturally hold a very large share of the total number of employees of REGINA MARIA. Thus, in 2023, 85% of REGINA MARIA employees were women, this level being roughly constant in recent years.

Labor market mobility in the field of medical services in Romania is very high, considering the development of the medical sector and the growing demand for health services. This high mobility is specific to the activity sector and is not directly generated by REGINA MARIA's behavior on the medical labor market.

	<30 years old			30-50 years old			>50 years old			Total		
	M	F	Total	M	F	Total	M	F	Total	M	F	Total
Number of new employees (HC)												
2021	154	771	925	159	902	1,061	46	253	299	359	1,926	2,285
2022	196	946	1,142	160	781	941	46	154	200	402	1,881	2,283
2023	138	851	989	86	575	661	27	110	137	251	1,536	1,787
<p>The gender structure of new employees is approximately the same as the overall gender structure of all REGINA MARIA employees; however, the age structure of new employees is significantly different from that of existing employees in the company, correlated with the employee turnover rate by age category. Thus, of the 1,787 new employees in 2023, 55% were under the age of 30, corroborated with a fluctuation rate of 38% in this age category.</p>												
Number of employees leaving voluntarily (HC)												
2021	86	502	588	84	544	628	19	135	154	189	1,181	1,370
2022	126	623	749	84	551	635	21	108	129	231	1,282	1,513
2023	94	575	669	97	557	654	19	108	127	210	1,240	1,450
Employee hiring rate												
2021	63%	54%	55%	33%	36%	36%	40%	57%	53%	43%	44%	44%
2022	73%	64%	66%	32%	31%	31%	28%	22%	23%	43%	40%	41%
2023	53%	57%	57%	15%	19%	18%	16%	15%	15%	25%	29%	28%

Employee turnover rate

2021	34%	31%	31%	15%	19%	19%	19%	24%	23%	21%	23%	23%
2022	43%	35%	36%	15%	19%	18%	11%	13%	13%	22%	22%	22%
2023	36%	39%	38%	18%	20%	20%	11%	15%	14%	22%	25%	24%

Employees under 30 show the highest mobility in most sectors of the economy, including within our company. With the return of the labor market after the Coronavirus pandemic, the staff turnover rate among employees under 30 years old in the company also increased from 27% in 2020 to 38% in 2023.

Regarding the distribution of employees by age category, in 2023 there was an increase in the share of employees aged between 30 and 50 from 54% to 58%, while the share of employees under 30 years of age decreased from 31% to 28%, the share of employees over the age of 50 remaining constant.

Share of employees as of December 31st (FTE) by age

	<30 years old	30-50 years old	>50 years old
2021	33%	57%	10%
2022	31%	54%	15%
2023	28%	58%	15%

We want to retain our employees through various benefits proportional to length of service and by offering employment contracts for an indefinite period and, where appropriate, for full-time work. Thus, at the end of 2023, over 98.5% of the employment contracts within REGINA MARIA had an indefinite period and over 88% of the contracts were for full-time positions.

Share of employees with permanent contracts as of December 31st (FTE) by gender

	M	F	Total
2021	98.5%	97.3%	97.5%
2022	99.0%	98.3%	98.4%
2023	98.8%	98.5%	98.5%

Share of full-time employees as of December 31st (FTE) by gender

2021	85.7%	87.9%	87.5%
2022	85.6%	88.0%	87.6%
2023	87.2%	88.7%	88.5%



The high proportion of women within REGINA MARIA is also reflected at the management level, with women occupying 70% of the management positions within REGINA MARIA at the end of 2023.

Distribution of management positions as of December 31st (FTE)	30-50 years old			>50 years old			Total		
	M	F	Total	M	F	Total	M	F	Total
2021	3	6	9	1	5	6	4	11	15
2022	3	5	8	1	7	8	4	12	16
2023	4	5	9	1	7	8	5	12	17

We respect our employees' freedom to express their personality and be authentic, but at the same time we value privacy. Diversity issues often fall within the realm of employee confidentiality. Thus, we do not collect data on these aspects, which is why we can present in this report only information on diversity from the perspective of falling into a category of vulnerable persons in accordance with the legal definition of this term. The share of these people in the company has increased slightly in each of the last 3 years.

On the other hand, we are delighted to have foreign doctors among us, even in the management structure of the company.

Employees from vulnerable groups (%)	2021	2022	2023
	0.4%	0.5%	0.6%

In 2023, the average gross salary within REGINA MARIA was 8,920 lei, approximately 21% higher than the average gross salary in Romania¹.

	Average monthly gross salary ²				Average monthly base salary			
	M	F/M %	F	Total	M	F/M %	F	Total
2021	9,657	73%	7,074	7,424	7,254	80%	5,821	5,997
2022	10,528	75%	7,924	8,276	8,023	81%	6,537	6,718
2023	11,147	8,484	8,920	76%	8,508	6,924	7,183	81%

Throughout the organization, employees benefited from an average gross salary increase of 8%.

In addition to salary, we offer our employees a competitive fringe benefits package that includes:

- benefit-type days off granted according to seniority and job category;
- one paid day off in the month of the employee's birthday;
- up to 5 days of paid leave for volunteering activities, studies/professional development;
- medical prevention packages and discounts on childbirth, bariatric or STEM packages within REGINA MARIA, as well as discounts on medical investigation services, both for employees and for their family members;
- discounts for medical insurance for employees and their family members;
- access to the Bookster platform;
- discounts, discount cards, special prices, payment facilities offered for partners' services/ products;
- „Time for yourself” - holiday voucher of up to 2 basic salaries granted on the retirement date;
- temporary flexible work schedule, depending on the personal needs of the employees;
- flexible individualized work schedule, where it can be implemented.

¹Relative to the average gross monthly salary earnings published by the National Institute of Statistics for 2023

²Includes the value of meal vouchers



Every year we evaluate the performance of our employees, based on which individual salary increases and promotions are determined. In addition, our employees and collaborators receive feedback from patients and colleagues with whom they have interacted.

5

ENVIRONMENTAL

responsibility

REGINA MARIA –
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

Human resources
development

Environmental
responsibility

Ethics
and Integrity

GRI
Content Index

Prevention is the best way forward, both in the medical field and for the health of the planet, and we are doing everything we can to develop and implement sustainable practices within REGINA MARIA.

Environmental responsibility is a major priority for us, which is why we have implemented a well-defined governance framework appropriate to our environmental responsibility. This framework is essential to ensure that our approach to environmental matters is sustainable and responsible.

REGINA MARIA's governance framework for the effective management of environmental issues includes several vital elements:

1. Policies and firm commitments: We have defined policies and firm commitments aimed at minimizing our environmental impact, conserving natural resources, and promoting sustainability in all our activities, as well as specific objectives and targets to achieve these goals.

2. Role of management: Management is actively involved in setting strategic environmental protection objectives and ensuring the effective implementation of sustainability policies and commitments. Additionally, they ensure that all employees are informed about the importance and responsibility of protecting the environment.

3. Integration into business processes: Environmental responsibility is integrated into all our business processes, taking into account factors such as energy efficiency, waste minimization, and judicious use of resources.

4. Monitoring and reporting: We monitor and transparently and regularly report our environmental performance, with the aim of continuously improving our actions and reducing our environmental impact.

5. Education and awareness: We are committed to educating and raising awareness among employees and the wider community about their environmental responsibility, thereby promoting sustainable practices and developing a culture of environmental protection.

6. Collaboration with stakeholders: We work together with various stakeholders to identify environmental impacts and promote the exchange of best practices, actively participating in joint environmental initiatives.



By implementing this robust governance framework, REGINA MARIA takes responsibility for the environment and contributes to its protection and conservation, promoting a healthy and sustainable environment for the community and future generations.

Within the REGINA MARIA Network, our environmental protection efforts are strategically directed towards three main areas, recognized for their potential to generate significant environmental impacts. This commitment reflects our deep awareness of ecological responsibility and the desire to implement sustainable solutions in all aspects of our activities. The three main areas are:

Energy usage

Operating buildings and medical equipment requires significant amounts of energy. Therefore, we focus on optimizing the energy efficiency of our facilities. This includes modernizing infrastructure, using state-of-the-art technologies that consume less energy, and encouraging energy-saving practices among staff. Additionally, we have begun integrating renewable energy sources into our energy system to reduce dependence on fossil fuels.

Water usage and wastewater treatment

Water is a vital resource in our activities, from hygiene to complex medical procedures. We are committed to using water as efficiently as possible, reducing consumption where feasible and utilizing recycling and purification treatment systems to minimize the impact on local water resources. Additionally, we treat wastewater with advanced technologies to ensure that liquid waste is disposed of in an environmentally friendly manner, thus protecting the health of communities and local ecosystems.

Waste management

Medical waste represents a major challenge due to its potentially hazardous nature. We adopt strict policies for waste segregation, treatment, and responsible disposal to ensure that medical waste is managed safely and sustainably. Our commitment includes using methods that reduce the volume of waste, as well as collaborating with certified partners for waste treatment and recycling, thereby minimizing the environmental impact.

Through these initiatives, REGINA MARIA aims to become a leader in environmentally responsible healthcare, actively contributing to a more sustainable future. These directions not only help protect the environment but also ensure a healthier environment for our patients, employees, and communities.

In addition to focusing on the main areas of environmental protection mentioned previously, in the REGINA MARIA Network, we take seriously all aspects that could negatively influence the environment, adopting responsible measures to minimize any adverse impact. This holistic approach is reflected in all our processes, from design to implementation and monitoring, ensuring that sustainability is integrated into every stage of our activities.

From the design stage of new workflows, we assess the impact on resource usage and identify solutions to optimize consumption. This can include selecting equipment that uses resources efficiently, planning spaces to maximize the use of natural light, or implementing automated systems to reduce energy and water requirements. After implementing the solutions, we continuously monitor their effectiveness through various monitoring and evaluation methods. This process allows us to identify opportunities for improvement and adjust practices based on the results obtained. This ensures not only a reduced ecological impact, but also an increased efficiency in our activities.

Our strategic objective at REGINA MARIA is focused on significantly reducing our impact on the environment, thus reaffirming our firm commitment to achieving the ambitious goals set by the European Commission. These objectives include reducing CO2 emissions and achieving carbon neutrality. Therefore, we are dedicated not only to improving the health of the community we serve, but also to preserving the health of our environment.

We are committed to actively and continuously contribute to the improvement of the quality of the environment through initiatives that minimize our carbon footprint and by adopting best practices in the field.

Through these efforts, REGINA MARIA not only fulfills its ecological responsibilities, but also proactively contributes to a healthier and more sustainable environment for current and future generations. This approach reflects our commitment to excellence and innovation in all aspects of our activities, reinforcing our commitment to promoting a green and responsible future.

To ensure continued compliance with environmental protection legislation, REGINA MARIA collaborates with a specialized consulting firm, essential in guiding and achieving our goals of detailed and accurate reporting to the relevant authorities. This collaboration facilitates us not only to comply with legal requirements, but also to adopt the most efficient and appropriate practices in our field of activity.

Our commitment in this regard is reflected by the regular and transparent communication of data and information to regulatory and supervisory bodies, including the Joint Commission International, the National Authority for Quality Management in Health (ANMCS), Public Health Directorates, as well as environmental protection agencies. We ensure that all necessary information is provided periodically and that it is complete and compliant with the required standards.

In addition, our ongoing efforts to manage and reduce the impact of our activities on the environment are evaluated and confirmed by periodic inspections conducted by the authorities. These inspections not only validate our compliance with applicable legislation, but also help us identify opportunities for continuous improvement of our environmental performance. Thus, we manage to fulfill our environmental responsibilities and actively contribute to promoting a healthier and more sustainable environment for the community we serve.

In 2023, REGINA MARIA received a single fine related to the delayed monthly testing of wastewater from Floreasca Polyclinic in Bucharest in accordance with the water withdrawal agreement. This deficiency was corrected in a very short time by the company.

Energy

In 2023, we began implementing a pilot project to install solar panels on the roof of the Euroclinic hospital, and in the near future, we intend to install solar panels on other buildings we own that are currently undergoing renovation works. Additionally, REGINA MARIA aims to implement green energy solutions (solar panels and heat pumps) in all new projects (hospitals and clinics).

For better management of energy consumption, we have appointed individuals responsible for monitoring energy consumption in each of the major hospitals within the REGINA MARIA Network. Additionally, we have implemented or will implement in the near future the following measures:

- Developing energy consumption reduction plans tailored to each REGINA MARIA hospital;
- Implementing measures to reduce energy waste in building management systems, as well as installing smart meters to measure energy consumption;
- Optimizing the temperature settings of climate control systems in accordance with working hours;
- Installing smart switches and sockets, LED lighting fixtures, and twilight and motion sensors where applicable;
- Installing sensors to turn off the climate control system when a window is open;
- Installing thermostatic valves on radiators

and sensor faucets on sinks;

- Conducting awareness and responsibility campaigns for employees regarding specific measures that can reduce energy waste;
- Renewing the vehicle fleet with hybrid or electric vehicles.

Energy consumption in kWh

	2022	2023
<i>Electricity</i>	19,431,312	22,333,760
<i>Heating</i>	10,999,429	11,948,974
<i>Fuel</i>	3,547,870	4,341,405
Total	33,978,611	38,624,139



Water management

In the REGINA MARIA Network, water resource management is essential both for ensuring the quality of medical services and for protecting the environment. The water source for all our locations comes from public networks and is used in a variety of medical and sanitary applications.

All wastewater generated is collected and directed back into the public network. All hospitals in the REGINA MARIA Network have implemented wastewater purification/treatment systems before discharging into the public network, either manually or through chlorination stations. This process is regulated by the requirements of local environmental or administrative authorities and JCI standards, and can be performed manually or automatically through chlorination stations available at certain locations. These chlorination stations are checked daily and refilled periodically. For the upcoming period, we aim to equip all high-risk REGINA MARIA locations with chlorination stations.

This process is monitored through internal audits conducted by the Technical Department and the Quality Department, and its efficiency is regularly evaluated through periodic testing of wastewater quality. Specifically, for locations in Bucharest that have water intake agreements with the local supplier, we have instituted a monthly wastewater testing obligation since a couple of years ago.

In the REGINA MARIA Network, water is subjected to various types of controls, with the frequency of these controls determined by the requirements of local authorities and REGINA MARIA's internal quality standards.

The first type of control is periodic testing conducted by an external laboratory accredited by the Ministry of the Environment to perform such tests, with a frequency of at least once a year.

The second type of control is carried out by the local drinking water supplier. They monitor water quality and independently conduct additional testing of the wastewater.

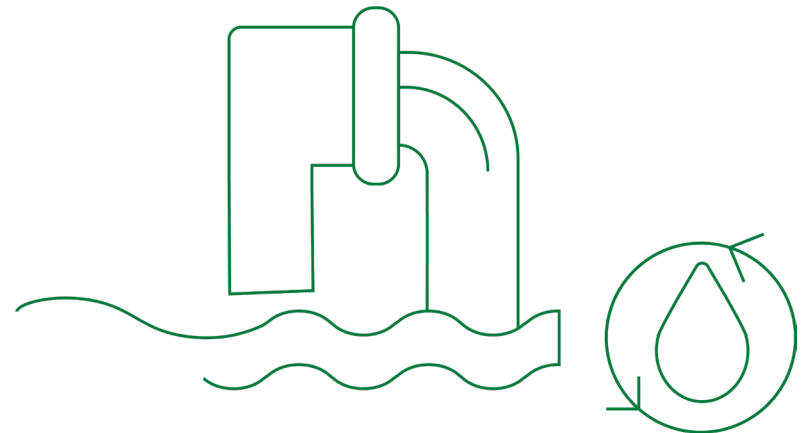
The third type of control is self-control, conducted by hospitals. Each hospital has a biannual collection plan for testing drinking water, and the tests are done in laboratories accredited by the Public Health Directorates.

The samples are collected using specific procedures and are analyzed in specially accredited laboratories, monitoring the physico-chemical and bacteriological composition of the water, in accordance with the standards imposed by local authorities.

To efficiently and transparently manage relationships with national and international authorities, REGINA MARIA collaborates with an external consultant. The consultant's role is to:

- **recommend necessary actions to the management team to ensure compliance with current legislation.**
- **report all data requested by national and international authorities. The reports, which are mandatory and periodic, are submitted to entities such as the Joint Commission International, the National Authority for Quality Management in Health Services (ANMCS), public health directorates, and environmental agencies.**

We are always prepared to offer the best medical services, even in emergency situations. All REGINA MARIA hospitals are equipped with emergency water tanks, which provide the necessary water for at least 48 hours when needed or for fire-fighting reserves. The water in the drinking water tanks is constantly circulated and subjected to the same strict verification and testing regimen.



Materials management

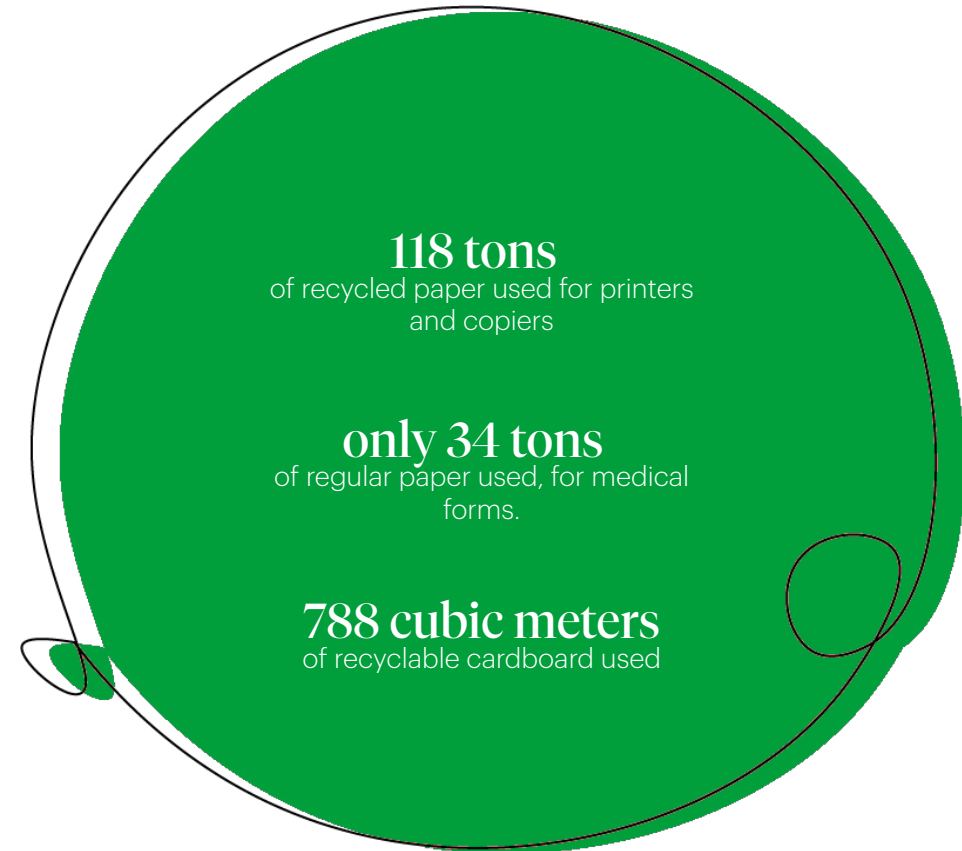
At REGINA MARIA, we are committed to continuously reducing our environmental impact while adapting to the requirements and needs of our patients in a rapidly changing world. In this regard, we are working on the continuous development and improvement of the functionalities of the REGINA MARIA app, which provides patients with instant access to their electronic medical records. This initiative significantly reduces paper usage, thereby contributing to a decrease in natural resource consumption and the amount of waste generated.

However, some processes within our medical activities still require the use of paper. To minimize the ecological impact of these needs, starting in January 2021, we decided to use exclusively recycled paper in all our operations. Recycled paper is a more sustainable choice, as the energy and water consumption required for its production is significantly lower, and the carbon emissions produced are reduced compared to those generated by the production of non-recycled paper.

Moreover, using recycled paper contributes to reducing the volume of waste that ends up in landfills, considering that paper can be recycled 4-5 times. This is a cycle that not only conserves natural resources but also supports the circular economy, an essential aspect in reducing our ecological impact. Although this choice entails an additional cost, REGINA MARIA's management has accepted these expenses as a necessary investment in environmental protection and the promotion of responsible business practices.

This approach not only aligns us with modern environmental protection standards but also ensures that we serve the interests of patients and of the community in a responsible and ethical manner.

In 2023, we reduced the amount of non-recycled paper used by 35% compared to 2022.



Waste management

REGINA MARIA, The Healthcare Network pays special attention to the management of hazardous waste, having written procedures for efficient management at all stages: collection, storage, transport, and selective disposal. In addition, there are separate procedures for the management of non-hazardous waste.

We aim to implement selective waste collection measures in as many of our locations as possible. In 2023, a selective collection system was implemented and operational in 13 main locations of the REGINA MARIA Network. Unfortunately, we are unable to carry out selective collection in all our locations, either because the buildings where we have rented spaces do not have a selective waste collection system implemented, or because patients or staff are not familiar with the principles of selective collection. In 2023, we conducted an internal campaign to inform, educate, and raise awareness about selective collection, both among our staff and patients, to successfully implement an efficient selective waste collection system and recycle as much waste as possible.

The REGINA MARIA Network has implemented a rigorous and efficient procedure for the separate collection, temporary storage, and transportation of biological risk and household waste. This procedure establishes the method for sorting and storing biological risk products until they are handed over for incineration to the company specialized in this

operation. These regulations apply to all areas within the REGINA MARIA Network facilities where biological risk waste is generated. The procedure stipulates that a person who undergoes a specific course for waste management is responsible for monitoring waste management activities and is designated at each location. The designated person periodically organizes training sessions with the staff at the workplace on waste management.

In addition to this general procedure, specific plans are developed for the hospitals in the REGINA MARIA Network, which detail waste management in a comprehensive manner:

The annual plan for hazardous waste management and disposal

sets out detailed strategies and actions for the safe and efficient handling of hazardous waste from segregation to disposal.

The medical waste management plan

focuses on optimizing the collection and processing of waste generated from medical procedures in order to minimize health and environmental risks.

The program for the prevention and reduction of waste generated

aims at reducing the volume of waste at the source, by implementing sustainable practices in daily activity and by optimizing the use of resources.

Always paying attention to compliance with legislation, the annual plans for hazardous waste management and disposal are approved and registered by the Public Health Directorate to which each unit belongs, and each REGINA MARIA unit reports monthly the quantity of waste disposed of to the national authorities.

REGINA MARIA aims to select a provider for hazardous waste disposal that uses neutralization methods at the time of disposal, with minimal environmental impact.

The verification of the compliance of waste management activity with the plans and procedures is carried out at least once every six months by the Quality Department through audits in each unit, thus monitoring compliance with the safe disposal circuits for hazardous waste. The traceability of these processes is ensured through waste disposal forms, prepared in accordance with the legal requirements in force. During internal audits, both the traceability documentation and the proper collection of waste are checked.

Waste management

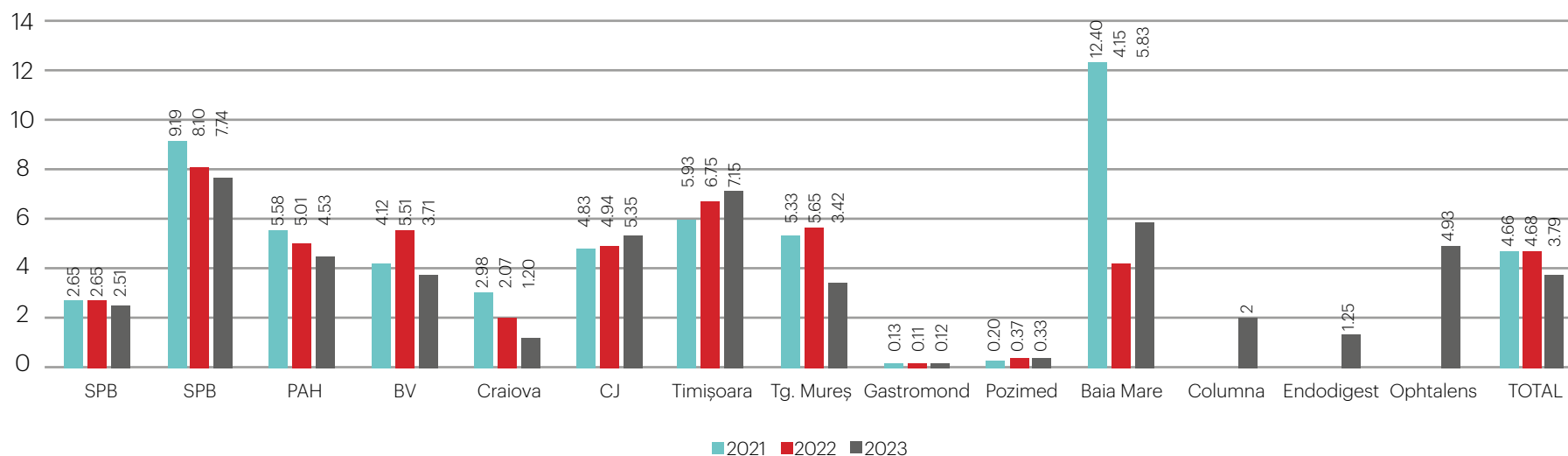
In 2023, the amount of hazardous waste generated by REGINA MARIA was 507 tons, 14% less than the previous year.

The Central Laboratory of REGINA MARIA has developed, within its own premises, a system for neutralizing chemical waste before disposal. Annually, the amount of waste neutralized by this system exceeds 27 tons.

Starting from 2022, the amount of hazardous waste generated per hospitalization day and patient indicator is monitored for each hospital. The evolution of this indicator is analyzed annually in comparison between locations in order to achieve the best possible uniformity in the amount of hazardous waste generated in each location (compared to other similar locations) and to gradually reduce the amount of hazardous waste generated by that location.

The average amount of hazardous waste produced per hospitalization day decreased to 3.79 kg/day of hospitalization in 2023 from 4.68 kg/day of hospitalization recorded in 2022.

The amount of hazardous waste per hospitalization day (kg)



6

ETHICS AND INTEGRITY

REGINA MARIA –
The Healthcare Network

REGINA MARIA
sustainability strategy

Increasing access to
modern medical services

Human resources
development

Environmental
responsibility

Ethics
and Integrity

GRI
Content Index

We are proud to be among the most visible and appreciated medical service providers in the country and in Europe. Our leadership team and MidEuropa are fully aligned on the importance of being a model in terms of sustainable development of the Network and are taking on responsibilities beyond the strict adherence to legal requirements. We engaged the entire team in an extensive prioritization process, together with other stakeholders, from employees, patients and suppliers to corporate clients.

After completing the process, together with our partners MidEuropa, we have developed a clear and well-structured approach to sustainability within REGINA MARIA. We are committed to being a socially involved company, concerned with the health and education of the community we are part of, and taking responsibility for the environment.



Integrating good corporate governance practices into the daily management of the REGINA MARIA Network is a constant and essential priority for us. We recognize the importance of this aspect in the sustainable development of our activity and in ensuring ethical and responsible conduct in all aspects of our business.

By implementing high standards of corporate governance, we ensure that we make informed decisions transparently, manage risks effectively, protect the interests of all stakeholders, and maintain our commitment to our core values.

At the same time, we ensure that we are a reliable partner for patients, employees, investors, and all stakeholders, thereby contributing to the sustainable development of the healthcare sector in Romania.

REGINA MARIA builds its operations on a solid foundation, emphasizing adherence to the Code of Ethics, legislation, the Medical Ethics Code, the Anti-Bribery and Anti-Corruption Policy, and other internal regulations. These serve as the essential pillars that guide our decision-making and ensure that we conduct our business in an ethical, responsible, and transparent manner. By adhering to these standards and internal rules, we demonstrate our commitment to all stakeholders and ensure that we promote positive development in the future, based on trust, integrity, and responsibility.

We believe that our mission to build a healthcare network that truly shows the community we live in that we care about people can only be achieved in conjunction with ethical behavior from each of us. To this end, we have implemented effective organizational structures and assigned roles and responsibilities throughout our organizational framework, which contributes to upholding the high standards of corporate governance we adhere to.

REGINA MARIA management

The Board of Directors

Under the leadership of MidEuropa, one of the most significant private equity funds in Europe, the Board of Directors plays a crucial role in developing the vision and strategic direction for REGINA MARIA.

Through this partnership, we are able to consistently invest in expanding our operations in order to fulfill our mission of providing high-quality medical services and meeting the needs of our patients. We allocate the necessary resources to develop our medical infrastructure, to hire and retain highly qualified medical personnel, and to implement advanced technologies, aiming to ensure superior care and to offer innovative health solutions. In this way, we strengthen our position as leaders in the provision of high-quality medical services in Romania.

The Board of Directors is composed of representatives of the shareholders, the CEO, and three elite doctors, who are responsible for making decisions regarding the management and development of our business and creating long-term value. The Group's leadership is directly involved in implementing the decisions made by the board members, through the CEO, who coordinates the Executive Committee.

The Medical Advisory Committee

supports, from a medical perspective, the medium and long-term strategy of REGINA MARIA. It is composed of the medical directors of our hospitals, as well as medical directors or doctors with impressive professional achievements.

The Medical Advisory Committee is the body that

reviews, discusses, and approves all aspects related to the proper coordination and functioning of our units, ensuring that patients receive the same high-quality services, regardless of the medical unit they approach.

The Ethics Council

operates within REGINA MARIA as an integral part of the Medical Advisory Committee; its activities are regulated by the Administration and Operation Regulation of the Ethics Council. At each hospital, ethics committees are organized, which operate based on a specific regulation and are composed of representatives from all staff categories, regardless of the contractual form. Through its activities, the Ethics Council has the following responsibilities:

- **to promote** the ethical standards of the organization in all aspects related to the provision of medical services,
- **to monitor** compliance with ethical principles in medical practice,
- **to discuss** issues related to the non-compliance with the principles governing medical activities, the relationships between healthcare professionals, the relationship with the patient, and to provide solutions to the ethical issues analyzed.

The Sustainability Committee

manages the relevant aspects for the sustainable development of REGINA MARIA and is chaired by the CEO. In 2022, within REGINA MARIA, a

new dedicated position was created with direct reporting to the CEO; the Sustainability Manager works closely with the previously established Sustainability and ESG Committee.

Sustainability aspects are documented within the company and reported to the Board of Directors and shareholders, as well as externally; for example, updates on relevant sustainability issues are included in board materials, management reports, annual sustainability reports to shareholders, etc. Reports on sustainability activities and progress are presented at the Sustainability and ESG Committee meetings – including potential and actual issues, with updates communicated periodically. The Sustainability Manager, directly supervised by the CEO, ensures the preparation of the annual sustainability report and is involved in updating and implementing the REGINA MARIA Network's Sustainability Strategy.





Ethical behavior at REGINA MARIA

Our organizational structure is designed to support and promote an exceptional level of quality in medical care, patient safety, and to providing positive experiences to all our patients within REGINA MARIA, the Health Network. The governance bodies involve a series of specialized departments and teams that work together to deliver high-quality medical services and optimal care for our patients.

We are aware that our activities may be exposed to the risk of bribery and corruption, and combating these issues is a priority for us. We have strict policies and regulations in place, such as the Anti-Bribery and Anti-Corruption Policy, which set clear standards, and we are committed to complying with current legislation and ethical standards in all our interactions.

To prevent and detect possible cases of bribery and corruption, we have implemented internal control measures and confidential reporting mechanisms, through which employees and other stakeholders can report any deviations or violations of our policies and regulations. These reports are treated confidentially and thoroughly investigated, and appropriate

disciplinary measures are taken in case of any substantiated misconduct.

Education and continuous training are also important aspects in the fight against bribery and corruption. We organize training and awareness programs for employees, providing them with information and tools to identify and manage risk situations and promote integrity in our day-to-day activities.

REGINA MARIA, the Healthcare Network annually offers training courses to the employees in management positions, as part of their induction, on topics such as fair competition and anti-fraud behavior, as well as training on REGINA MARIA's policies regarding anti-corruption, anti-fraud, anti-bribery and conflict of interest. In 2023, approximately 88% of the company's newly-hired executives participated in specific trainings. In addition, to ensure that the Anti-Bribery and Anti-Corruption Policy is known throughout the organization, we run an annual program to test all employees in management positions on their knowledge of fraud prevention rules. All these efforts ensured exemplary behavior within the organization, so that REGINA MARIA, the Healthcare Network has not been involved in acts of corruption and was not the subject of any investigation regarding unfair competition practices.

Our employees receive annual training focusing on social and governance aspects. In addition, they attend trainings and seminars on healthcare quality and patient safety and workplace safety; moreover, our employees have access to the online Training Library, where the internal policies of the REGINA MARIA Network are also presented.

REGINA MARIA Network has a ZERO tolerance policy against all forms of bribery and corruption and prohibits bribery and corruption, whether direct or indirect, through third parties, in any form, in all its operations. The company actively encourages its employees to report any suspicion of corruption without fear of retaliation via the email address: integritate@reginamaria.ro.

To avoid being in a conflict-of-interest situation, we exclude from our professional relationship any activity, relationship or personal financial interest that could influence our independence or objectivity in personal judgment.

To ensure transparency and accountability, all employees in management positions and all employees in the Procurement & Technical, Marketing and Strategic Business Development Divisions are required to annually complete a conflict-of-interest questionnaire, available on the REGINA MARIA intranet platform.

By completing this questionnaire, employees inform us about potential conflict of interest situations they may face in their professional activity. This enables us to effectively identify and manage potential conflicts of interest, protecting integrity and objectivity in all our decisions and actions. It is the responsibility of each employee to accurately complete the questionnaire and to report any conflict-of-interest situations. We ensure that this information is treated confidentially and is used to prevent and properly manage conflicts of interest.

Following the assessment and management of situations of potential conflict-of-interest, REGINA MARIA Network was not involved in any incident or situation of conflict-of-interest during the reporting period.

This confirms our commitment to ethics, transparency and fairness in all aspects of our work.

Complementary to the Anti-Bribery and Anti-Corruption Policy, at REGINA MARIA, the Health Network, the Conflict-of-Interest Policy is applied. At REGINA MARIA, we are building a culture of responsibility and integrity. In this context, when we act and when we take decisions, we adhere to the company's values and maintain objectivity. We are aware that being in a conflict-of-interest situation of any kind may influence our objectivity and lead to a distortion of judgment, even in situations where we do not intend to do so.

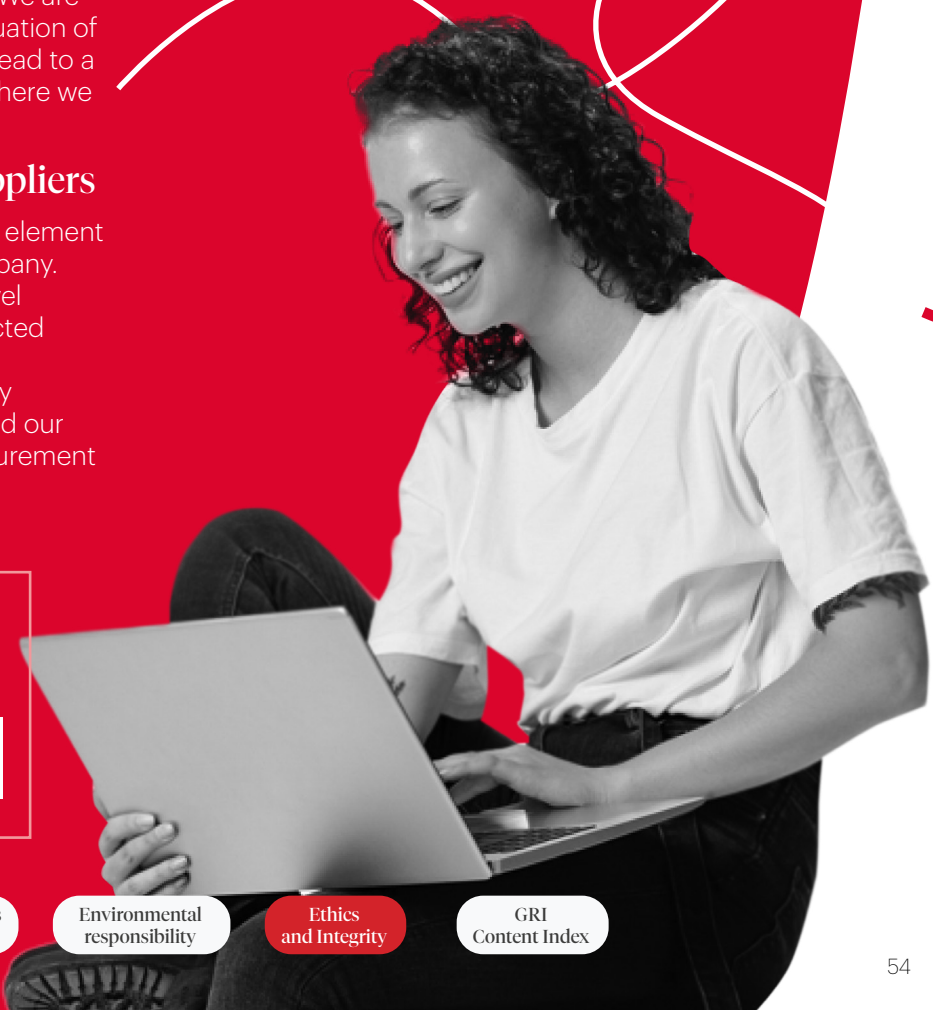
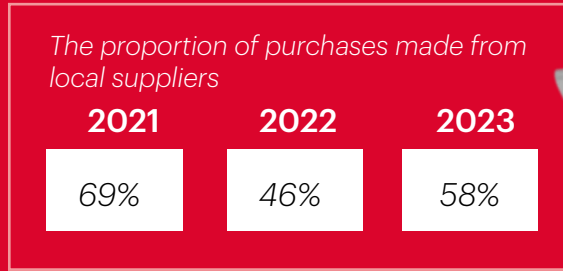
Sustainability assessment of suppliers

The sustainability of the value chain is a key element in achieving sustainability goals of the company. REGINA MARIA extends its responsibility level to strategic service providers, who are selected in accordance with the Supplier Evaluation Procedure, which contains a series of quality and environmental criteria. We have updated our supplier code of conduct and internal procurement procedure by establishing ESG compliance requirements for our top 20 suppliers.

In addition, in the case of laundry and cleaning service providers, a specific requirement pertains to the reduced use of processes and substances that can have a negative impact on the environment.

REGINA MARIA ensures that its waste management service providers comply with current legislation through specific audits.

REGINA MARIA supports Romanian companies. In addition to the medical subscription packages it offers to companies, it aims to make purchases from local suppliers as much as possible. Purchases made from Romanian suppliers have increased from 46% in 2022 to 58% in 2023.



GRI Content Index

Statement of use
GRI 1 used

REGINA MARIA – The Healthcare Network has reported in accordance with the GRI Standards for the period from January 1st to December 31st, 2023.
GRI 1: Foundation 2021

GRI Standard - General Disclosures 2021

Location in the Report

Omission



ORGANIZATION PROFILE AND REPORTING PRACTICES

- 2-1 Organizational details
- 2-2 Entities included in the organization's sustainability reporting
- 2-3 Reporting period, frequency and contact point
- 2-4 Restatements of information
- 2-5 External assurance

ACTIVITIES AND WORKERS

- 2-6 Activities, value chain and other business relationships
- 2-7 Employees
- 2-8 Workers who are not employees

GOVERNANCE

- 2-9 Governance structure and composition
- 2-10 Nomination and selection of the highest governance body
- 2-11 Chair of the highest governance body
- 2-12 Role of the highest governance body in overseeing the management of impacts
- 2-13 Delegation of responsibility for managing impacts
- 2-14 Role of the highest governance body in sustainability reporting
- 2-15 Conflicts of interest

About REGINA MARIA – The HealthcareNetwork
https://www.reginamaria.ro/sites/default/files/nota_informare_pacienti.pdf

About our sustainability report

Not the case.

The sustainability report has not been audited/externally validated

Ethics and integrity

Human resources development

Human resources development

Ethics and Integrity

Ethics and Integrity

Ethics and Integrity

Ethics and Integrity

Ethics and Integrity

Ethics and Integrity

Ethics and Integrity

Requirement(s)
omitted

Reason for
omission

Explanation

STRATEGY, POLICIES AND PRACTICES

STAKEHOLDER ENGAGEMENT

2-16 Communication of critical concerns
 2-17 Collective knowledge of the highest governance body
 2-18 Evaluation of the performance of the highest governance body
 2-19 Remuneration policies
 2-20 Process to determine remuneration
 2-21 Annual total compensation ratio

2-22 Statement on sustainable development strategy

2-23 Policy commitments

2-24 Embedding policy commitments
 2-25 Processes to remediate negative impacts

2-26 Mechanisms for seeking advice and raising concerns
 2-27 Compliance with laws and regulations
 2-28 Membership associations

2-29 Approach to stakeholder engagement
 2-30 Collective bargaining agreements

Ethics and Integrity
 Ethics and Integrity

 MidEuropa evaluates the organization's leadership performance annually.

Our sustainability strategy

About REGINA MARIA, the Health Network
 Our sustainability strategy

Our sustainability strategy

Increasing access to medical services
 Human resources development
 Environmental responsibility

Ethics and Integrity

Ethics and Integrity

Coalitia pentru Dezvoltarea României
 Coalitia România Sustenabilă

About our sustainability report

Human resources development

Requirement(s) omitted

Reason for omission

Explanation

Confidential information.
 Confidential information.
 Confidential information.

GRI Standard - General Disclosures 2021

Location in the Report

Omission

MATERIAL TOPICS

GRI 3-1 Process to determine material topics
 GRI 3-2 List of material topics

About our sustainability report
 About our sustainability report

MARKET PRESENCE

GRI 3-3 Management of material topics
 GRI 202-1 Ratios of standard entry level wage by gender compared to local minimum wage

Human resources development
 Employee data

INDIRECT ECONOMIC IMPACTS

GRI 3-3 Management of material topics
 GRI 203-1 Infrastructure investments and services supported

Increasing access to medical services
 Increasing access to medical services

ANTICORRUPTION

GRI 3-3 Management of material topics
 GRI 205-2 Communication and training about anti-corruption policies and procedures
 GRI 205-3 Confirmed incidents of corruption and actions taken

Ethical behavior at REGINA MARIA
 Ethical behavior at REGINA MARIA
 Ethical behavior at REGINA MARIA

ANTI-COMPETITIVE BEHAVIOR

GRI 3-3 Management of material topics
 GRI 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices

Ethical behavior at REGINA MARIA
 Ethical behavior at REGINA MARIA

Requirement(s) omitted

Reason for omission

Explanation

MATERIALS

- GRI 3-3 Management of material topics
- GRI 301-1 Materials used by weight or volume
- GRI 301-2 Recycled input materials used

Materials management
 Materials management
 Materials management

Requirement(s)
omitted

Reason for
omission

Explanation

ENERGY

- GRI 3-3 Management of material topics
- GRI 302-1 Energy consumption within the organization
- GRI 302-4 Reduction of energy consumption

Materials management
 Energy
 Energy

WATER AND EFFLUENTS

- GRI 3-3 Management of material topics
- GRI 303-1 Interactions with water as a shared resource
- GRI 303-4 Water discharge
- GRI 303-5 Water consumption

Environmental responsibility
 Water management
 Water management
 Water management

GRI Standard - General Disclosures 2021

Location in the Report

Omission

WASTE

GRI	3-3	Management of material topics
GRI	306-1	Waste generation and significant waste-related impacts
GRI	306-2	Management of significant waste-related impacts
GRI	306-3	Waste generated

Environmental responsibility
Waste management
Waste management
Waste management

Requirement(s)
omitted

Reason for
omission

Explanation

ENVIRONMENTAL COMPLIANCE

GRI	3-3	Management of material topics
GRI	307-1	Noncompliance with environmental laws and regulations

Environmental responsibility
Environmental responsibility

EMPLOYMENT

GRI	3-3	Management of material topics
GRI	401-1	New employee hires and employee turnover
GRI	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees
GRI	401-3	Parental leave

Human resources development
Human resources development
Human resources development
Human resources development

LABOR/MANAGEMENT RELATIONS

GRI	3-3	Management of material topics
GRI	402-1	Minimum notice periods regarding operational changes

Human resources development
In accordance with legal requirements

OCCUPATIONAL HEALTH AND SAFETY

GRI	3-3	Management of material topics
GRI	403-1	Occupational health and safety management system
GRI	403-2	Hazard identification, risk assessment, and incident investigation
GRI	403-3	Occupational health services
GRI	403-4	Worker participation, consultation, and communication on occupational health and safety
GRI	403-5	Worker training on occupational health and safety
GRI	403-6	Promotion of worker health
GRI	403-9	Work-related injuries
GRI	403-10	Work-related ill health

Health and Safety at Work
 Health and Safety at Work
 Health and Safety at Work
 Health and Safety at Work
 Health and Safety at Work
 Health and Safety at Work
 Health and Safety at Work
 Health and Safety at Work
 Health and Safety at Work

Requirement(s)
omitted

Reason for
omission

Explanation

TRAINING AND EDUCATION

GRI	3-3	Management of material topics
GRI	404-1	Average hours of training per year per employee
GRI	404-2	Programs for upgrading employee skills and transition assistance programs
GRI	404-3	Percentage of employees receiving regular performance and career development reviews

Employee development and continuous learning
 Employee development and continuous learning
 Employee development and continuous learning
 Employee development and continuous learning

DIVERSITY AND EQUAL OPPORTUNITY

GRI	3-3	Management of material topics
GRI	405-1	Diversity of governance bodies and employees
GRI	405-2	Ratio of basic salary and remuneration of women to men

Equal opportunities, non-discrimination, and respect for rights
 Equal opportunities, non-discrimination, and respect for rights
 Equal opportunities, non-discrimination, and respect for rights

NON-DISCRIMINATION

GRI	3-3	Management of material topics
GRI	406-1	Incidents of discrimination and corrective actions taken

Equal opportunities, non-discrimination, and respect for rights
 Equal opportunities, non-discrimination, and respect for rights

LOCAL COMMUNITIES

GRI	3-3	Management of material topics
GRI	413-1	Operations with local community engagement, impact assessments, and development programs

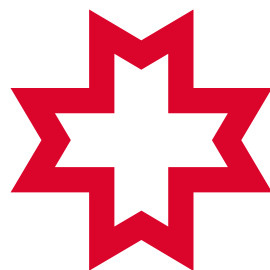
Increasing access to medical services
 Increasing access to medical services

CUSTOMER PRIVACY

GRI	3-3	Management of material
GRI	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data

https://www.reginamaria.ro/sites/default/files/nota_informare_pacienti.pdf
 In 2023, there were no substantiated complaints regarding breaches of customer confidentiality or loss of customer data.

Requirement(s) omitted	Reason for omission	Explanation



REGINA MARIA
REȚEAUA PRIVATĂ DE SĂNĂTATE