



# **REPORT FOR GOOD**

**2019 - 2020**



# DEAR FRIENDS,

This is **Report for Good**, a Corporate Social Responsibility report made by MedLife Romania.

**"Getting Romania well"** has always guided us to do as many good things as possible for patients, but also for the community we belong to, both in the medical field and in education and entrepreneurship. We want to progress together and keep up with technological development, digitalization and innovation in the field, and be a source of everyday inspiration. This is the second report for good and this shows that we've had lots to pride ourselves with and we've had a positive impact in the community.

Although it was a difficult year, TOGETHER we succeeded. With the support received from our partners and colleagues from MedLife, we managed to write another chapter and continue to get Romania well. We invested and we got involved in bringing changes to the Romanian health system, we believed in innovation and we dared to aim as high as possible, in order to offer Romanian patients quality, professionalism, care and respect for their needs. Together we developed impactful projects and we managed to play a key role in society and attain the status of the detached leader in pandemic monitoring through active involvement in the research area.

Only together can we get Romania well, every day.

**Mihai Marcu**  
CEO and Chairman of MedLife's  
Board of Directors



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# ABOUT MEDLIFE

MedLife's history begins 26 years ago with a group of enterprising physicians. With enthusiasm and faith in what they do, they decide to open the first private medical office.

For 26 years we have been coming up with new methods of taking care of patients and to getting Romania well. 26 years have passed, full of successes, stories and lessons.

In all these years we have supported the medical system and the people within it, we have invested in technology and we had only one goal: caring for the health of our patients. We didn't stop in the pandemic either: we offered access to quality, safe medical services, and we started medical research programs to know how to act in the fight against the pandemic.

Today, we have gathered all these in the Report for Good. In our eyes, good is done through medicine and science, but also with care and empathy. Being a specialist is not enough. As a doctor, you need to put your understanding, feelings and care next to expertise, experience and innovation. Medicine, as we understand it, brings together the science and knowledge of life.



## OUR BRAND PHILOSOPHY

We are one step ahead in everything that medical services means: the complexity and quality of the medical act, the technology and the professionalism of the medical staff. We know that our patients want to be treated by highly trained doctors and staff and benefit from the most advanced technology.

Therefore, we make every effort to ensure that our services live up to their expectations.

We believe that patients need complete solutions, both for diagnosis and treatment. That's why we created the MedLife Medical System, which integrates clinics, laboratories, hospitals, maternity hospitals, dental centers, centers of excellence and pharmacies.

We are the private medical operator that has invested the most in medical devices and equipment. Thus, doctors work with the latest technologies, and patients benefit from an accurate diagnosis and appropriate treatment.







## OUR MISSION AND VALUES

The desire to do good has become our mission to the nation and the "good" has become our responsibility to those around us.

**We believe in:**



### RESPONSIBILITY

Everything we do is guided by what is important for people's lives and health.



### INNOVATION

We have a constant concern for methods, technology and organization that result in better and more efficient medical solutions.



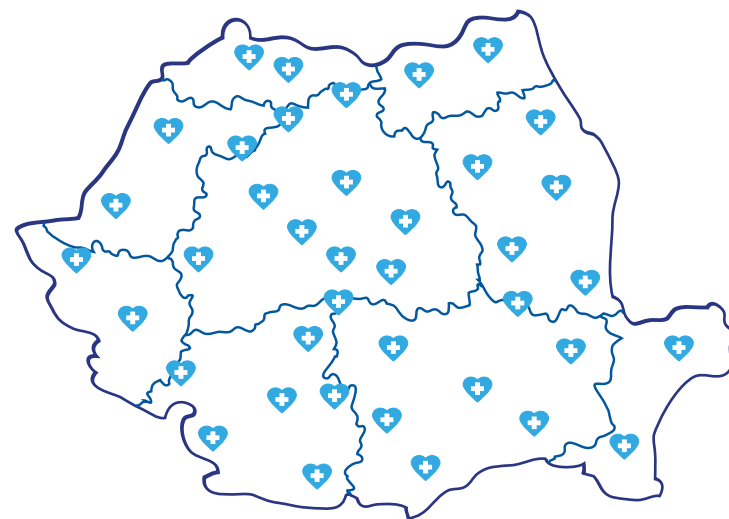
### PROFESSIONALISM

We bring together over 3,000 doctors, professors, associate professors of medicine who do their job every day with dedication and professionalism.



### CARE AND RESPECT

Every patient is important and respected, and everyone's needs are treated with care and attention.



## National Coverage

The largest number of own medical units

- over **5.5** million unique patients visited us
- over **700.000** subscribers
- **7,500** employees and collaborators
- **3,000** doctors
- **2,000** assistants
- **200** collection points
- over **50** clinics
- **33** laboratories
- **23** hyperclinics
- **21** pharmacies
- **12** hospitals
- **13** dental centers
- **4** maternity hospitals
- **1** stem cell bank

# NATIONAL AND INTERNATIONAL COVERAGE AND MEDLIFE PERFORMANCE



## International coverage

- a multidisciplinary clinic in Budapest, Hungary



## Annual performance

**over 1.800.000** visits per year



## Daily performance

**over 30,000** medical tests  
**over 2,800** consultations

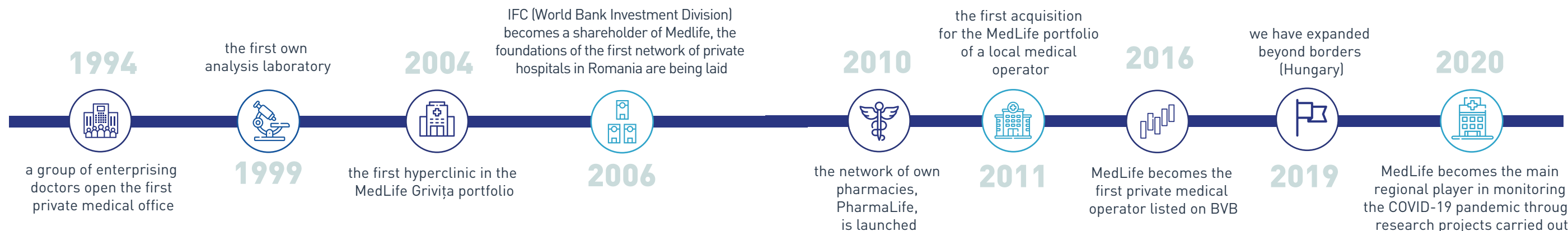


## Expertise

**5.5 million** unique patients who visited us

**over 700,000** employees benefiting from MedLife prevention and prophylaxis

## MEDLIFE HISTORY







# WELL THROUGH SUSTAINABILITY

**"Getting Romania well"** " began with a desire to do good in Romania in many forms, not only in health and medical system.

Thus, we have developed and supported a number of projects, events and ideas for the benefit of our employees and professionals at the beginning, for the benefit of entrepreneurs of today and tomorrow, for the sake of the environment we live in. We continue to lead this mission further, with new ideas and projects to make Romania good.

"Getting Romania well" is not just about our patients, it is about all Romanians, about Romanian society; it is not just about people, it is also about the environment in which they live; it's not just about experienced people, it's also about those who are at the beginning of the road. In order to get Romania well, we must take care of everything around us.

Good is part of our responsibility to those around us, and the desire to do good is the reason why we manage to take extra steps every day for a better Romania.



# WELL FOR OUR EMPLOYEES

## Well-being



### Short work schedule every Friday

In 2017 we started the short working schedule every Friday, a program that continues today. Thus, every member of the MedLife team at the administrative headquarters enjoys a short program every Friday. For a perfect balance between performance and family life, between work and passions.

Despite the pandemic and the shift to teleworking, colleagues in the central office were able to continue to enjoy a short schedule every Friday in order to have a work-life balance.



### Office Massage

The MedLife RelaxLife program has provided employees with headquarters moments of relaxation since 2017. The program consists of office massage sessions conducted by accredited physiotherapists, who provide employees with advice and information on adopting a correct office position and a healthy lifestyle. The purpose of this program is to take care of the health, vitality and well-being of our employees, by restoring the state of functional balance.

Even in a pandemic context, we carried on the program developed by the MedLife - RelaxLife team. Thus, the employees from the headquarters who could not work from home, benefited from massage at the office, in conditions of maximum safety.

The advices and information on adopting a correct office position were also useful to employees who worked from home in 2020.



All these years we have supported people and the medical system, we have invested in technology and we had only one goal: to take care of your health and that of your loved ones. But most of all, we tried to be there for our employees, so that together we could do GOOD.



### The MedLife Club

In 2019, the MedLife Club returned in a new form: workshops that combine passion and well-being. The goal is to satisfy the need to learn new things or to deepen things already known through interactive methods, keeping close the networking component.

Through the MedLife club, employees have access to events in the area of entertainment or interactive activities: live music concerts, plays, improvisation shows, dance lessons, cocktail demonstrations, drumming lessons, etc.

SuperChef edition - how to explore culinary art and tips & tricks in the kitchen.

Through the How we paint like Picasso edition we learned to focus on creativity and discover our hidden talents and at the same time, we learned new painting techniques from artists.



### Kids Club

In 2019 we celebrated Children's Day at EdenLand with the children of our colleagues from the central office. It was a day with lots of smiles, fun and adventure in the middle of nature, and children of all ages thoroughly enjoyed the outdoors.







## Sports Activities

Sport is one of the activities that always helps our body. Therefore, over the years we wanted to take part in the most important sports competitions in Romania and we encouraged our colleagues to participate for a much better mood.

### Sport Guru Timișoara

(May 5, 2019) is a competition with tests for all age categories, so that, in addition to the 21 km route, participants could also choose the 10 km cross country, the popular race or the children's race.

#### Results:

**18** fellow participants



### Bucharest Half Marathon

(May 11-12, 2019) is one of the most popular road running competitions in Romania. The eighth edition of the Volkswagen Bucharest HALF MARATHON brought about 18,000 runners to the start, 37 of them being our colleagues.

#### Results:

**37** fellow participants

### DHL Marathon

(June 22, 2019) is the top mountain running race in Romania. MedLife, a traditional partner in the marathon, participated with on-site medical care, which consisted of: a medical tent with a doctor and an assistant, the provision of an ambulance and an emergency ATV and the RelaxLife team that took care of the participants' muscle problems. .

Of the 1,500 participants in the competition, 19 were colleagues from MedLife.



#### Results:

**19** fellow participants

**1.500** participants



(October 12-13, 2019), one of the most popular road running competitions in Romania. The 12th edition brought to the start 20,000 runners, including 40 of our colleagues.

#### Results:

**40** participating colleagues

**20.000** runners

### X-man Romania Oradea Ironman (June 2019) & Transfer (September 2019)

(September 2019) two sports competitions that bring together competitors from all over the country and abroad, amateurs or professionals, who want to test their limits. Tests: swimming + cycling + running.

Our colleague, Andrei Mogâldea, represented us in the two competitions.

#### Results:

**2** competitions

Andrei Mogâldea participated in both competitions







## Cultural events

Culture makes us feel good and contributes to a healthy mood. Therefore, we always wanted to be where we all find a moment of peace, relaxation and fun and we tried to participate in the most interesting cultural events in Romania.

### Râșnov Film and History Festival (July 19-28, 2019)

In 2019 MedLife was a partner of the Râșnov Film and History Festival (FFIR), which capitalizes on an important chapter of local and world cinema. Relevant topics, interesting films, debates, sophisticated concerts, venerable buildings, exhibitions, book stands. 15 films were entered in the competition and 23 concerts, 20 lectures, 2 plays, debates and workshops took place, attended by 90 guests.

#### Results:

- 15 films entered
- 23 concerts
- 20 lectures
- 2 plays
- 90 participating guests



### Summer Well (August 2019)

Summer Well is one of the most famous festivals in Romania, which is organized annually on the Știrbei Domain in Buftea. MedLife was a partner of the event, with a dedicated area within the festival, **#STAREDEBINE**, but also a first aid tent, where a medical team and a team of physiotherapists offered participants free therapeutic massage and useful information for health, vitality and their well-being.

#### Results:

- 60.000** participants
- Over 30** activations
- 3 days** of the festival
- 17** artists / bands

### Festin Bulevard (October 2019)

A festival organized by the Nottara theater, through which 300 colleagues participated in 42 theater performances.

#### Results:

- 42** theater performances
- 300** participating colleagues





## Art walk street

(September 25-26, 2019)

Art walk street means a street art festival, exhibitions of paintings by well-known painters, newcomers in painting, works by students from UNArte - National University of Arts and students of the high school of fine arts "Nicolae Tonitza", live demonstrations of painting techniques, painting workshops and art galleries. In 2019, MedLife was one of the partners of this colorful festival.



### Results:

**50** exhibitors

**5000** participants

## Ideo Ideis

The 15th edition of the Ideo Ideis Young Theater Festival took place between August 5-9, special conditions. Usually, the structure of the festival is oriented around workshops attended by young theater troupes from all over the country. In addition, Ideo Ideis involves theater performances performed by young participants, film screenings, concerts, talk shows and other cultural events that animate the city. This year, all the activities have moved to the open air, the shows have been replaced by online podcasts, and the theater troupes have never met in one city. MedLife was a partner of the event, supporting the organizers with protective and thermal scanning equipment.

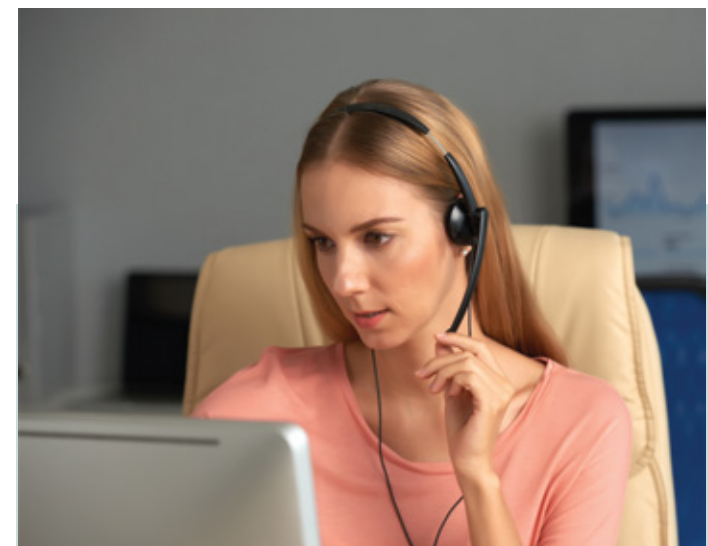


# WELL FOR OUR CLIENTS

Through information, high standards of technology, our commitment to Get Romania Well, we have shown MedLife customers how important they are to us. Only together with our clients can we carry out our mission to Get Romania Well and we thank them because they are always close to us.

## Well through information

Correct information means strength and answers to most difficult situations. That is why we have always tried to provide our customers with the necessary services to be always informed correctly.



## Medical HotLine 24/7

Through the MedLife subscription, each subscriber benefits from medical advice, after which it is determined if a physical consultation is needed. The telephone line is available to subscribers 24/7, offering unlimited access to medical information and advice.

And in 2020, the medical HotLine remained a base service for MedLife subscribers. Thus, each subscriber received medical advice, after which it was determined whether a physical consultation is needed or not. In 2020, this service has been extremely useful, both for doctors and patients.



## Doctor's advice

Doctor's advice is a newsletter dedicated to our clients. Through it, we provided the correct information about various ailments or symptoms. Thus, via e-mail, MedLife customers regularly receive informative materials made with the support of our medical staff.





## Mobile caravans for information

Through mobile caravans, MedLife specialists conduct interactive medical workshops at company headquarters. Thus, company employees receive answers and details about the most common ailments at work, but also advice on how they can be identified and prevented.



## InfoLife

InfoLife magazine is a traditional project, launched 10 years ago, in order to support our patients with medical articles of interest, information about the latest techniques and technologies, interviews with doctors and other Romanians who Get Romania Well.



## Well through technological standards

In MedLife hospitals, we get well today with tomorrow's technology. We are talking about state-of-the-art equipment in medical imaging, including the 3Tesla MRI magnetic resonance device, the most advanced equipment of this type in Romania, which allows the detection of diseases, including malignancies, even from an earlier stage.

Also, in our laboratories we have state-of-the-art equipment, such as the Abbott Accelerator 3600 automatic line from the MedLife Grivița laboratory, the first in Romania and Eastern Europe. The equipment significantly contributes to the increase of the accuracy of the analyzes, to the reduction of the execution time and to a better traceability and follow-up of the samples of each patient. Investing in the potential to improve health is certainly the best investment in the future. With their help and other equipment used by doctors from MedLife, many surgeries were successfully completed, some even becoming medical premiers in Romania.

## Recognition of our clients

Our commitment to Get Romania Well through everything we do, through the resources invested both in technology and medical equipment, and in our medical team, brought us the gratitude of our clients, gratitude which, later, materialized in awards prestigious and internationally recognized accreditations.



### Superbrand in the private clinics category

In the last three years, MedLife has won the "Superbrands" award in the "Private clinics" category, following a market research conducted by Superbrands Romania.



### No. 1 in quality

Romanians have designated MedLife as the operator no. 1 of quality in the private medical system, according to the QUDAL - Quality meDAL study conducted in Romania.



### The most trusted brand

In 2016, for the sixth consecutive year - the most trusted private health care provider in the country: "Trusted Brand".



### Among the strongest Romanian brands

The only medical services company present in the top of the 100 strongest Romanian brands, according to the ranking made by BIZ magazine.



### The most well-known provider of private medical services

A study by GfK showed that MedLife remains the most well-known provider of private medical services nationwide.



# WELL THROUGH EDUCATION MEDICAL

Education is a very important element when we talk about a healthy Romania. Therefore, education is also found in our strategy to make Romania good. We constantly support the development of the medical education segment through a series of events organized by us and others in which we are partners.

## MedLife Events

Whether we are talking about events dedicated to healthcare professionals or events dedicated to our clients, we have always tried to address those topics that are really important to them.

### MedLife National Conference

(October 4-5, 2019)

The largest event organized by MedLife for doctors, which follows two main directions: the scientific - through a multidisciplinary approach and the transmission of know-how and the practical - through workshops dedicated to each medical specialty.

The theme of the fifth edition of the MedLife Conference - "System, doctor, patient. Perspectives 2025" gave us the opportunity to discuss the changes we expect in the coming years with representatives of public and private health systems, Romanian and foreign doctors, anthropologists and technology experts.

#### Results:

**370** participants    **61** speakers  
**3** plenary sessions    **3** sponsors  
**9** workshops





### Constanța Symposium

(August 23, 2019)

Multidisciplinary event dedicated to both internal and external physicians, entitled "The modern approach to the complex patient within the MedLife System".

Topics covered: gynecological pathology, cardiovascular and neurosurgical pathology, abdominal pathology.

### Craiova Symposium

(September 18, 2019)

With the theme "The modern approach of the cancer patient within the MedLife System", the symposium brought together 135 local doctors, 14% specialized in general surgery, 14% in obstetrics-gynecology, 13% family medicine, 12% neurology, and the rest with various specialties.

### Sibiu Symposium

(October 31, 2019)

During the symposium in Sibiu, with the theme "Involvement and role of the patient in medical decision making", emphasis was placed on the importance of the medical-patient relationship to improve compliance with treatment. The audience consisted of doctors specializing in family medicine (33%), ATI (8%), internal medicine (8%), but also students and doctors with other specialties. The event was credited with EMC points.

**Results:**

**3** plenary sessions  
**7** speakers from Bucharest, Constanța, Sibiu, Arad  
**80** participating doctors

**Results:**

**2** plenary sessions  
**10** speakers from Bucharest, Craiova, Sibiu  
**135** participating doctors

**Results:**

**2** plenary sessions  
**17** speakers from Bucharest and Sibiu  
**over 170** participants (doctors, nurses, students)

### Galați Symposium

(November 28, 2019)

The second medical symposium organized in Galați had as its theme "The multidisciplinary approach of the complex patient within the medical system". The audience consisted of doctors specializing in family medicine (34%), pediatrics (9%), ENT (7%), neonatology (7%), internal medicine (5%), but also doctors with other specialties (33%). ). The event was credited with EMC points.

### MindCare Conference

(November 23, 2019)

Cea de-a treia ediție a Conferinței "Healers for Healers – MindCare alături de cei care îngrijesc" a fost adresată asistenților medicali și personalului din recepții. Evenimentul a fost structurat în două ateliere, care au abordat tema comunicării eficiente și cea a sindromului de burnout.

**Results:**

**2** sesiuni plenare  
**2** plenary sessions  
**8** speakers  
**over 140** participating doctors

**Results:**

**2** workshops  
**7** speakers  
**57** participants from Bucharest, Constanța and Timișoara





# MedLife Annual Conference

[16-20 November 2020]

Since 2015, the MedLife Conference brings together dozens of speakers of international caliber, from Europe, Asia or the United States and thousands of doctors from different specialties. The event follows two main directions: the scientific - through the multidisciplinary approach and the transmission of know-how and the practical - through workshops dedicated to each medical specialty.

Theme from 2020 - "Medicine and anthropology in a pandemic context. Adaptive strategies ", received with great interest, gave us the opportunity to discuss the obstacles and opportunities brought by the health crisis together with doctors and anthropologists with experience in different parts of the world.

Results:

- 65 speakers from Romania, Hungary, France, Italy, UK, Netherlands and Canada
- 5 plenary sessions and 13 round tables
- >50 papers presented at the round tables
- 1379 people who watched the event



## Events supported by MedLife

Over time, we supported a series of important events in the medical field.

## URGEMED National Course

[June 6-7, 2019]

National Course under the high patronage of the Ministry of Health and the University of Medicine and Pharmacy "Carol Davila", which aimed to promote new guidelines and protocols for diagnosis and treatment in family doctors' offices.

## Breast surgery conference

[June 6-8, 2019]

The 7th edition of the International Conference dedicated to Breast Cancer, organized by the Romanian Society of Breast Surgery and Oncology, had the theme "Medical Triathlon in the diagnosis and treatment of breast cancer".

## National Congress of Cardiology in Sinaia

[September 18-21, 2019]

Reaching the 58th, the National Congress of Cardiology enjoyed this year the presence of cardiologists from all over the country (61.2%), family doctors (16.3%), internists (13, 3%), but also of other medical specialties (9.2%).



Results:

- 7 scientific sessions
- 6 symposia
- 20 lecturers
- 600 doctors and nurses

Results:

- 50 lecturers
- 65 scientific presentations
- 400 participants

Results:

- 3217 participants
- 72 scientific sessions
- 23 symposia
- 33 foreign guests and 250 Romanian readers



**Congress East meets West**  
(September 26-28, 2019)

Event dedicated to cardiovascular surgery, organized for Central and Eastern Europe and supported by the Society of EndoVascular Specialists in the USA. It is addressed, in particular, to vascular and cardiovascular surgeons, cardiologists, radiologists, but also to doctors with co-interested specialties.

**Orthopedics and traumatology congress - SOROT 2019**  
(October 16-18, 2019)

The XVIII SOROT Congress was an opportunity to bring together experts in the field of Orthopedics and Traumatology, Romanians and foreigners, who for three days took part in lectures, workshops and high quality courses. The audience consisted of orthopedic doctors (82%), imaging (10%), recovery (5%), pediatric orthopedics (3%).

**Romanian Hernia Days**  
(October 17-18, 2019)

Congress dedicated to abdominal wall surgery, in which abdominal hernia repair techniques, tips & tricks were presented, as well as ways to difficult case management. The theoretical notions presented were also put into practice through live operations.

**Results:**

**250** participants  
**12** scientific sessions  
**2** workshops  
**over 80** doctors from the USA and Europe

**Results:**

**1030** participants  
**22** foreign speakers  
**26** papers  
**22** sponsors

**Results:**

**5** scientific sessions  
**2** operations broadcast live  
**over 20** speakers





**Stress Congress**  
[October 31 - November 2, 2019]

Organized by the Ana Aslan International Foundation, the second edition of the congress addressed the topic of stress and longevity. The audience consisted of doctors, pharmacists, nurses and psychologists. The event was credited with EFC, EMC and COPSI points.

**International Medical Students' Congress of Bucharest**

Now in its fourth edition, the event organized by the Society of Medical Students of Bucharest (SSMB) had a complex program, consisting of conferences and interactive workshops. During the congress, two minimally invasive procedures performed by our colleagues Dr. Victor Radu, primary surgeon, Doctor of Medical Sciences and Dr. Dan Șuiaga, neurosurgeon, were also presented.

**Results:**  
**over300** participants  
**13** scientific sessions  
**2** symposia  
**5** international speakers

**Results:**  
**700** participants  
**23** conferences & 56 workshops  
**65** speakers at workshops  
**33** speakers at conferences, of which 17 international speakers

**WELL IN THE  
COMMUNITY**

Every activity carried out by MedLife focuses on the good of the community to which it belongs. When you have a healthy community, the steps towards a better Romania are much easier.



**Blood donation  
campaign**

Between July 1-12, 2019, the internal blood donation campaign took place, carried out within the MedLife Group. Through the “Be a Hero!” Campaign, MedLife employees from 10 cities of the country participated (Arad, Oradea, Iași, Cluj-Napoca, Constanța, Galați, Sibiu, Craiova, Brașov, Bucharest). Each area had an ambassador who ensured both the proper functioning of the donation and the promotion of this humanitarian gesture in the medical units.



Over the course of two weeks, 275 of our colleagues became heroes, donating blood. Each donor can save 3 lives, and we at MedLife, through our heroes, have helped 825 people have a new chance at life.

**Results:**  
**275** colleagues donated blood  
**825** people received a new chance at life



**Healthy Hearts for  
Children Campaign**

During the first edition of 2019 of the “Healthy Hearts for Children” program, 11 children diagnosed with severe heart malformations were treated, with the help of medical teams from Romania, UK, Germany and Sweden.

The second edition of 2019 of the program included 10 medical records of children aged between 4 months and 12 years. The 10 patients were treated at MedLife-Polisano Hospital by a mixed team of surgeons from Romania and England. Their post-operative condition was good, most of them being discharged in a short time.

The “Healthy Hearts for Children” is organized by the Foundation POLISANO with MedLife support.



## From Family Business to Corporation

The From Family Business to Corporation event was organized by MedLife, together with the Bucharest Stock Exchange. During this event, the effects determined by the implementation of good corporate governance practices among state-owned, listed or unlisted companies were discussed.

### Results:

**11** speakeri & **1** keynote speaker

**175** participants



## Free testing for HoReCa employees

To support the HoReCa industry, one of the hardest hit by the pandemic, we launched in July 2020 a free national testing program to detect specific COVID antibodies- 19 dedicated to the staff from the first line of interaction with tourists. Thus, we have provided thousands of free tests that detect the presence of specific antibodies COVID-19 in the body, produced in response to SARS-CoV-2 infection. The aim of the approach was to help both employees and employers to carry out their work with confidence and responsibility, giving them the opportunity to find out if front-line staff came into contact with the SARS-CoV-2 virus.



## Plasma Donation Information Campaign

"We fight to the last drop of plasma. TOGETHER! " Was the call for the information and awareness campaign carried out by MedLife between August and October 2020 at national level. To encourage patients cured by COVID-19 to donate plasma, MedLife provided donors with free RT-PCR tests to confirm healing and serological tests to determine the presence of antibodies. Donors also received two full post-donation medical screenings.



## Free testing for teachers

MedLife aims to measure the degree of immunization of primary school teachers, complementing the measures taken by the authorities to increase safety in schools, with the resumption of courses in September 2020. Thus, we initiated a national test program for teachers to detect SARS-CoV-2 antibodies, through which teachers were able to find out if they had come in contact with the virus and if they had acquired, for a certain period, natural immunity to COVID.







## Research

From our position as the leader of the private medical services market in Romania we felt that we have a moral responsibility to come to the rescue in the context of the pandemic, with real and impactful support. The research was absolutely essential, being in the first line of fighting to stop the spread of the virus and finding quick solutions for treatment or prevention. Since the beginning of the pandemic, MedLife has invested in research into the SARS CoV-2 virus, conducting with its own resources several types of studies that have provided authorities with important information on natural immunization of the population, nationally and in specific outbreaks. dynamics of antibodies against COVID-19, the origin of the SARS-CoV-2 virus circulating in Romania, the mode of transmission or the presence of other strains, as well as the degree of post-vaccination immunization. MedLife has been in constant contact with state institutions, providing for the first time, in real time, crucial information for the management of the COVID-19 pandemic.



### **Study on the degree of natural immunization of the population for COVID-19**

In April 2020, MedLife started the first and largest study in Central and Eastern Europe on the degree of natural immunization of the population for COVID-19, which showed that only 2% of Romania's population had naturally acquired immunity at that time.



### **Study on the natural immunization rate for COVID-19 of the population of Suceava**

Subsequently, we conducted a local study to identify the rate of natural immunization against SARS-CoV-2 among the population of Suceava, considered the epicenter of the epidemic in Romania at that time. The research results showed that 20% of the population over 25 years of age of Suceava was naturally immunized for COVID-19 in May 2020.



### **Study on the evolution of antibodies in people confirmed with COVID-19**

MedLife also started a study in partnership with the Institute of Infectious Diseases Prof. Dr. Matei Balș and the Colentina Clinical Hospital in Bucharest to follow the evolution of the appearance of antibodies in people confirmed positively by the RT-PCR test and to validate some diagnostic tests.



### **SARS-CoV-2 virus sequencing study**

MedLife continued the genome sequencing study of the SARS-CoV-2 virus and announced new results regarding the cases of infection with the British strain detected in Romania. This study was extremely valuable for the national pandemic management strategy.



### **Study on the degree of immunization of the post-vaccination population**

The company is currently conducting a virus sequencing study to monitor the evolution of the virus and the emergence of new strains, as well as another study on the degree of immunization of the post-vaccination population.



## Future Plans

Because we know how important research is for the medical field, we are the first company that has made research a strategic objective. Moreover, this year we allocated between 3 and 5 million euros for the set up of a biosecurity III laboratory, which will become the most modern research laboratory in the field of virology, genetics and molecular biology in Romania and will be located in Bucharest.



# WELL FOR THE ENVIRONMENT

At MedLife, we want to Get Romania Well, and we do not only mean the good of the people, but also the good and protection of the environment in which they live.



## We make Romania Green

Two years after the launch of the project, we continue to reforest areas that are difficult to access and affected by logging. Through this project, we managed to plant 55,000 seedlings. In 2019, a large team of doctors and support staff from Bucharest, Sibiu, Cluj-Napoca, Craiova and Iasi, contributed to the planting of fir and spruce seedlings on a plateau in the Făgăraș Mountains.

In 2019, 15,000 seedlings were planted, through 70 MedLife volunteers.

### Results:

**70** MedLife volunteers planted **15,000** seedlings.



## Environmental policies

Every year we try to recycle as much as possible and use all existing means to reduce consumption and have energy efficiency in every MedLife clinic. We recycle - paper, cooking oil, medical equipment, medical supplies, light bulbs, pens and printer cartridges and toners, reusable containers and scrap metal.



- We have installed selective waste collection bins;
- Operating rooms in hospitals, and beyond, have been equipped with LED lighting and energy-efficient settings have been implemented for heating, ventilation and air conditioning, thus reducing the energy used when rooms are used;
- LED lighting is used in elevators and waiting areas for patients;
- Used batteries and printer cartridges can be collected in specially designed spaces;
- We have installed products that reduce water consumption or reduce the occurrence of contaminated wastewater;



- The new constructions are designed for greater energy efficiency;
- We constantly analyze resource consumption to reduce energy consumption, emissions and waste;
- From one year to the next we reduce the costs for paper investment;
- We work with suppliers to procure equipment and materials that protect the health of patients, staff and the environment;
- We use equipment and materials with minimal packaging, which contain as little lead, mercury, latex, polyvinyl chloride (PVC) and diethylhexyl phthalate (DEHP), perfumes as possible.







# 2020 AND THE PANDEMIC CAUSED BY COVID-19

## BACKGROUND AND ADAPTATION

The coronavirus pandemic has taken the world by surprise, and most countries have tried to ensure that people are properly informed about the virus and implement safety measures to stop it from spreading. MedLife adapted quickly and was the first private or state medical institution to take protective measures against COVID-19. Since the issue of border identification, there have already been signed declarations in MedLife clinics based on which to enter clinics. And that helped a lot. All the actions taken by the company to fight the virus have given confidence to both doctors and MedLife patients.

The first real time PCR laboratories authorized in Romania were at MedLife. The first antibody tests were in MedLife clinics. A number of studies have been launched to better understand the COVID-19 virus and to protect staff and patients.

Among the most important measures taken by MedLife are: medical triage and the creation of new circuits in clinics and hospitals, the provision of sterilization devices, regular testing of medical staff, the provision of protective masks to all who entered MedLife units and floor relocation for patients so that those with respiratory problems employ a separate circuit.

## TAKING CARE OF OURS

We have made it a priority to protect the MedLife team, so that we can maintain patient safety. That's why we made sure that every member of the team was safe and had all the support we needed during this difficult time.



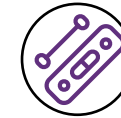
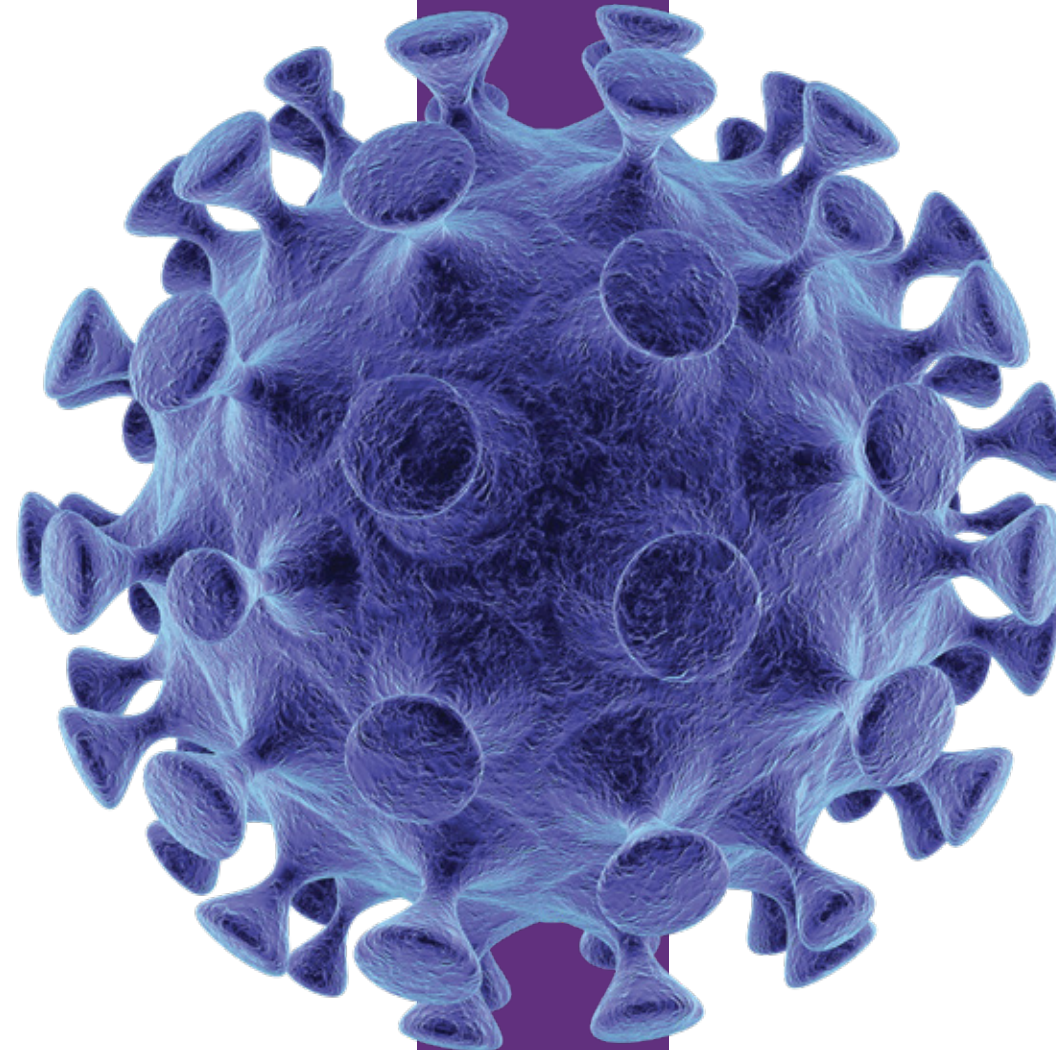
### Protective equipment and sanitary materials

The year 2020 meant a year of constant adaptation and that's what we did, and in the first place were the employees. We made sure that both physicians and support staff in the department have always provided protective equipment and disinfectant. We made special circuits for them, so that the flow of people is safe for all employees and we implemented a system for epidemiological triage.



### Medical triage

The MedLife epidemiological triage team has been implemented since the early appearance of the first cases of COVID-19 in Romania, when the information about it was insufficient. The fact that we adapted quickly and took safety measures to stop the spread of the virus, led to the protection of the entire team.



### Continuous testing program COVID-19

Immediately after the beginning of the pandemic, we invested in the development of our own RT-PCR laboratories in order to detect SARS-CoV-2 infection. Thus, since March last year we have had the ability to test colleagues in MedLife units, medical staff and support staff, who intersected daily with thousands of patients. Thus, through systematic testing we managed to protect our colleagues, to avoid possible outbreaks and to continue our activity in medical units in conditions of maximum safety. Colleagues also benefited from free testing programs to detect the post-COVID-19 and post-vaccine immune response. And the information campaigns carried out were always provided with the latest necessary details regarding the condition of the medical staff and the auxiliary staff, which intersected daily with thousands of patients.



### Remote program for support teams

2020 was a difficult year in many ways, a year in which we had to constantly adapt. That's why working from home has been an important option for many colleagues. We went further with this measure to provide security to support teams, but also to continue to ensure productivity in the business.



# CARING FOR SUBSCRIBERS AND PATIENTS

In addition to science and medical advice, care and empathy are a lot of our work. Thus, during all this time we have made sure that we take care of MedLife patients and subscribers. In order to offer them the best solutions for their problems, we have developed a series of programs to be with them.



## Online consultation platform

We were the first private healthcare company to launch the online consultation platform. Thus, the patient was able to contact the doctor by videoconference and receive a diagnosis and treatment, where the physical visit was not necessary.



## Sport Hour

Another advantage provided by MedLife since the beginning of emergency in Romania is gym / Home Class to counteract the unpleasant effects of sedentary lifestyle, both physically and psychically. Sports Hour allows subscribers to exercise from home, under the guidance of a specialist. A healthy mind in a healthy body! Throughout the lockdown this service was provided free of charge. Thus, through this program we offered 5,000 free hours.



## Psychological counseling

The period of the coronavirus pandemic has been and continues to be fraught with anxiety and confused feelings. There are people who face panic attacks or the inability to handle certain situations and need someone to guide them. Precisely to try to alleviate the burden brought by this period of insecurity, MedLife offers subscribers the service of psychological counseling. We know how important it is to be able to overcome these periods full of anxiety, so we decided to offer this service for free throughout the lockdown.



## Pre-COVID-19 screening programs

We have been fighting the spread of the epidemic from the COVID-19 beginning. We have invested in the development of our own RT PCR virus testing laboratories, performing thousands of tests so far. Since the beginning of the pandemic, we have opened the on-demand testing line for the general public, so that everyone can schedule the test without being conditioned by DSP registration or a doctor's recommendation. It is important to continue to take care of our health and that of our loved ones.





## Screening programs for patients with comorbidities and post-screening program COVID-19

It is better to prevent a condition than to treat it: you gain time, money and health. With this idea in mind, the MedLife team has developed two prevention programs: the Comorbidity Screening Program for Current Patients and the post-COVID-19 Screening Program to address possible short- and medium-term problems inpatients who have been infected with the new coronavirus.

The package provided by MedLife offers specialized consultations on internal medicine both online and offline, laboratory investigations to identify the new coronavirus and medical triage at the company's headquarters.



## COVID-19 and Antibodies Test Programs

It is important to always monitor our health, and an evaluation before the administration of the vaccine helps to establish a starting point: possible health problems in the early stages can be detected and can be treated in time. useful. For this reason, MedLife has created PRE and POST vaccination screening packages to know exactly what our health is like before and after the vaccine.



## Medical Hotline for COVID-19

MedLife provides companies with a dedicated physician who can provide remote counseling services on COVID cases and conduct in positive cases, protective measures tailored to the company's activity, advising employees in case of contact, suspicion, positive COVID test result -19, COVID-19 symptoms and support for the interpretation of COVID-19 tests.



## Information Campaigns

Each campaign information that we have developed has been specially designed to meet patients and our subscribers with information relevant to the pandemic. We wanted to be a real support and help for them in this difficult period, so we carried out a series of information campaigns on various topics:

- **Guide to a safe return to work**
- **Good practices guide for safety at work**
- **Weekly information for companies**
- **Webinars with specialists**
- **Mobile caravans for information - workshops**
- **Guide to combating employee discrimination**



# COMMUNITY CARE

Together with the community we belong to, we want to progress together, keep up with technological development, digitalization and innovation in the field and be a reason for inspiration every day. And caring for the MedLife community has always been at the forefront because when you have a healthy community, you have the first sign that things are going in the right direction.



## Research

In the context of the COVID-19 pandemic, MedLife's priority was to care for the team and patients. All patients who cross our threshold during this period must feel safe and benefit from the best conditions for diagnosis and treatment. All this time, we focused on protecting doctors, nurses and support staff from factors that could pose a risk of infection. The health and safety of MedLife patients and staff came first, and this led to the development of new strategies in everything that the MedLife health system means.

Leader on the Romanian medical services market, MedLife has invested, since the beginning of the pandemic, in the research of the SARS CoV-2 virus, carrying out with its own resources studies on the natural immunization of the Romanian population for COVID-19, including the immunization rate in Suceava, which at one time became the epicenter of the epidemic in Romania. In addition, he joined the efforts of international research teams sequencing the virus strains in Romania. At the same time, he conducted a study that follows the evolution of the appearance of antibodies in people positively confirmed by RT-PCR test and the differences between serological test methods. During this period, a study is underway to monitor the post-vaccination immune response against COVID-19.

In addition, MedLife conducted a survey on the intent to vaccinate against COVID-19 in order to estimate the number of people willing to be vaccinated.

Why are these studies important? Because it aims to answer questions about the COVID-19 pandemic in Romania related to the immunization of Romanians, the spread of the virus, but also the efficiency of testing methods.

All the information obtained following the studies carried out by MedLife exclusively from its own funds, helped the authorities in monitoring and managing the pandemic in Romania.

Research is very important for the medical field, which is why MedLife is the first company to turn it into a strategic goal. This year we have allocated between 3 and 5 million euros for setting up a biosecurity laboratory III, where we will work for the first time with live viruses and which will become the most modern research laboratory in the field of virology, genetics and molecular biology in Romania and will be located in Bucharest.

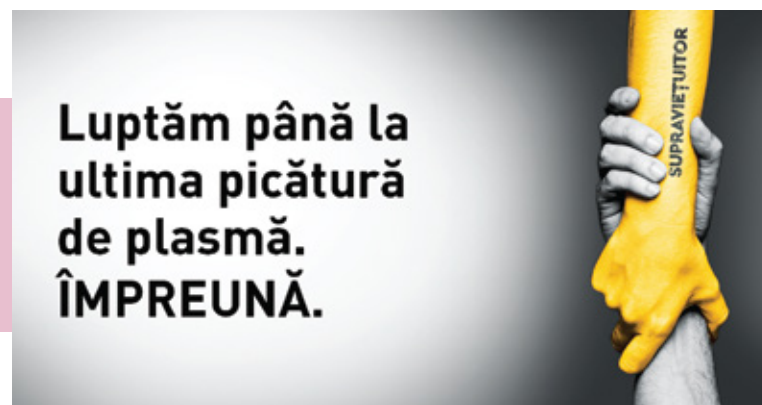




## Information campaign on plasma donation

A number of international studies have shown the effectiveness of plasma treatment in the fight against COVID-19, especially in patients with severe disease, including a significant decrease in mortality. This type of treatment has been approved by the European Commission since the beginning of April, and in Romania it was introduced in the treatment protocol for COVID-19 towards the end of May. MedLife has therefore launched an information campaign about plasma donation and the importance of donation, under the motto 'Let's fight to the last drop of plasma. TOGETHER! ' in order to help increase the number of donors. The information reached about 5 million Romanians. MedLife offered donors the opportunity to receive a free RT-PCR test to confirm healing, if they did not have such a test, and an IgG test, in the case of asymptomatic people who were not confirmed by a Positive RT-PCR test

Donors also received two free medical screenings free of charge for dynamic health assessment after donation.



## Free testing programs for disadvantaged groups in the context COVID-19

Free testing for HoReCa employees  
Free testing for teachers



## Support hospital COVID-19

MedLife made the Genesys Hospital in Arad available to the Ministry of Health as a support unit for COVID-19 MedLife. This is the largest medical unit of the group in the West of the country. The unit has been reconfigured to treat moderate to severe cases requiring intensive care hospitalization.



## Medical equipment made available to support hospitals COVID-19

MedLife provided 22 oxygen concentrators to the Sibiu County Hospital. The equipment was designed to care for patients infected with SARS-CoV-2 who need oxygen. This initiative came to support the county and the Municipality of Sibiu, which had reached a critical area, with an infection rate with the new coronavirus of over 13 per thousand inhabitants at city level, and up to 9 at county level, which is why the health authorities have implemented the decision to quarantine the city.



## Donate masks and disinfectants

MedLife has donated more than 100,000 protective masks to public hospitals and local DSPs to help prevent the spread of COVID-19.



## Own network of vaccination centers

MedLife has proposed to the authorities with information on the vaccination campaign and facilitate people's access to vaccine COVID-19. MedLife thus provided its own network of vaccination centers: in Sibiu, Cluj, Braşov, Timişoara and Iaşi and is being accredited with other vaccination centers in other cities in the country.

Moreover, MedLife has expressed its intention to purchase over one million COVID-19 vaccines (vaccines under approval by the European Medicines Agency) as they become available to commercial operators and has initiated already talks with financiers, but also with manufacturers of medical refrigerators that can store vaccines at temperatures up to -100 degrees Celsius.







# GOOD IN THE FUTURE

We Get Romania Well and with this we move forward. We have made a commitment and we are moving forward with it. This means continuing to support projects that involve a step forward for children, entrepreneurs, teachers, doctors and patients, now or in the future.

Through the projects we support, we wish to:

- improve the health of the Romanian population by facilitating access to medical services, including among disadvantaged people;
- increase the level of education regarding prevention and healthy lifestyles;
- consolidate the health of the Romanian economy through the development of entrepreneurship;
- protect and secure the health of the environment;
- develop the field of research in Romania

The results we have had so far are ambitious, but most of all we are encouraged by the joy and satisfaction of Romanians of all ages who have participated in the projects we have supported.

# Thank you

SISTEMUL  
MEDICAL  **MedLife**

Facem România bine