

A close-up photograph of a healthcare worker wearing extensive personal protective equipment (PPE). The worker is wearing a grey hairnet, a clear face shield with a blue headband, safety glasses, a white N95-style respirator mask, and blue nitrile gloves. They are holding a white plastic container in the foreground and a syringe in their gloved hands. The background is slightly blurred, showing a blue circular logo and some text.

MedLife Group Sustainability Policy

MedLife, a leading provider of private healthcare services in Romania, is committed to integrating the principles of sustainability into all aspects of its operations. We believe that people's health is closely linked to the health of the environment and the community, which is why we focus on implementing practices that are responsible from an economic, social and environmental perspective.



1. Our sustainability principles

Our sustainability policy is based on the following fundamental principles:

- **Environmental responsibility** – Reducing the environmental impact of our activities through a transition to a carbon-neutral economy, by conserving natural resources and managing waste sustainably.
- **Improving the quality of life for every patient.** This translates into a commitment to health and social welfare by providing medical services to the highest standards, alongside state-of-the-art equipment and technology, in conditions of impeccable safety and comfort. Our concern for social issues extends not only to patients, but also to our employees and the community in which we operate.
- **Sound financial governance** enables us to achieve long-term financial competitiveness. This is based on principles of transparency and ethics, through adherence to the highest standards of corporate governance, integrity and responsible reporting.

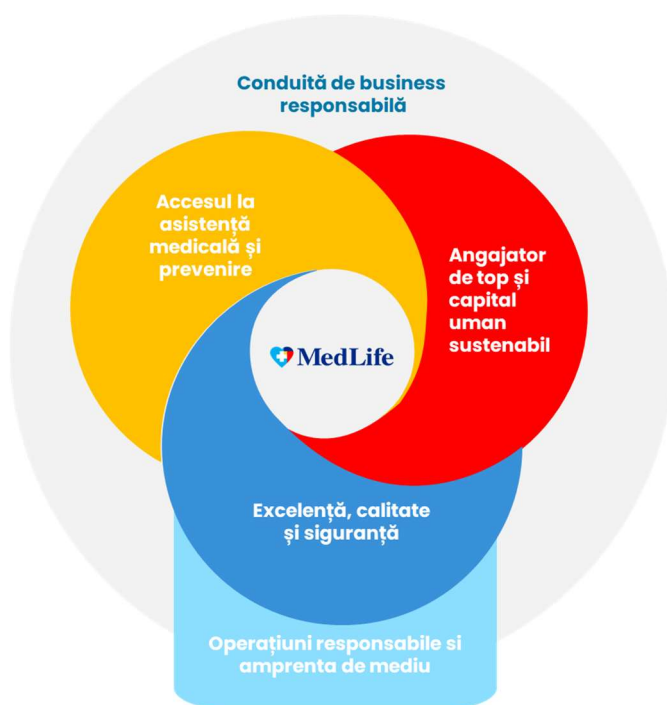
MedLife Code of Ethical Conduct, based on the principles of the UN Global Compact, forms the cornerstone of MedLife's sustainability and governance framework. It sets out MedLife's commitments to employees, patients, partners and other key stakeholders, as well as the ethical standards expected of everyone working on behalf of MedLife. The Code of Conduct serves as a practical guide for responsible decision-making and professional conduct within the organization. MedLife is committed to upholding internationally recognized principles regarding human rights, labor standards, environmental responsibility and the prevention of corruption.

This policy has been developed in line with other interrelated policies, such as those covering: Anti-Bribery and Anti-Corruption Policy, Health and Safety at Work, Human Resources, Data Protection (GDPR compliance), Whistleblower Policy, Supplier Code of Conduct, etc. Together, these policies enable the Group to ensure the operational implementation of its mission, ambitions and strategy.

Through the ongoing engagement of key stakeholders, MedLife has identified the sustainability areas where the organization faces the most significant risks and opportunities. Currently, MedLife encourages proactive measures aimed at:

- reducing the negative impact of its activities on the environment and social factors and, wherever possible, increasing the positive impact;
- capitalizing on opportunities related to social and environmental factors, both in the services it provides and in its relationships with stakeholders.

Based on this assessment, MedLife has developed a Corporate Sustainability Framework focused on three main impact areas, supported by two enabling areas. These areas of focus are closely aligned with the United Nations Sustainable Development Goals (SDGs) to which MedLife has committed. This alignment ensures that MedLife's activities address recognized environmental and social challenges and deliver measurable results.



MEDLIFE has identified the SDGs that are particularly relevant to its mission and operations. The strongest alignment is with **SDG 3: Good Health and Well-being**, which lies at the heart of MEDLIFE's purpose and activities. In addition, MEDLIFE contributes to other SDGs aligned with our key sustainability challenges.

Local communities, in turn, have a direct interest in the development of an accessible and efficient healthcare network that contributes to improving quality of life. Patients, the primary beneficiaries of services, are at the heart of MedLife's policy, with high expectations regarding the safety, efficiency and accessibility of medical care. At the same time, nature, the silent stakeholder, has a fundamental interest in preserving its ability to maintain ecosystem balances, an essential aspect for human health and the sustainability of resources.

These interests have been established through an ongoing process of consultation and analysis, carried out over time through various feedback and evaluation mechanisms. These include patient satisfaction surveys, which provide a direct insight into their needs and expectations, as well as dialogue with local communities to understand the impact of healthcare services on quality of life. By integrating these multiple perspectives, MedLife aligns its policy with the real needs of its stakeholders, thereby strengthening its role as a responsible and sustainable provider of healthcare services.

The purpose, distribution and governance of sustainability aspects

This policy applies to all activities carried out by the legal entities of MedLife Group (hereinafter referred to as the "Group"), as presented in the consolidated financial statements, as well as to any other legal entity that becomes part of the Group.

This policy is communicated to all our employees, non-salaried staff, patients and customers, and to all external stakeholders, including our contractors, to ensure consistency and agreement throughout the implementation process, and is made available to the public on the MedLife website (www.medlife.ro).

This policy has been drawn up taking into account the sustainability standards in force at the time of drafting, such as the standards required under environmental permits, Directive 2008/98/EC, and European Union action plans such as the Circular Economy Action Plan (CEAP), the 'Zero Pollution' Action Plan. It is applicable within the limits of the legislation and regulations in force for the companies concerned.

The policy was drafted under the coordination of the Sustainability Department within Med Life SA and is approved by the Board of Directors of MEDLIFE. Within MedLife Group, the Sustainability Department will support line management in the implementation and monitoring of the sustainability policy.

With regard to environmental sustainability commitments, the network of managers across subsidiaries is coordinated by the Sustainability Department, which also has the following responsibilities:

- facilitating regular meetings within each business line to enable the exchange of information regarding environmental policy, difficulties encountered during implementation, the application of action plans on specific topics, and recommendations arising from audits and best practices;
- ensuring the operational implementation of the policy and its commitments. To this end, it coordinates and oversees working groups, studies and tools relating to environmental issues, whilst also supporting the use of objectives set at Group level;
- measuring, at a consolidated level, the impact of the Group's activities on ESG criteria. Sustainability reporting is based on a data collection tool accessible to subsidiaries;
- informing senior management (the Executive Committee, the Audit Committee and the Board of Directors) regarding the Group's ESG performance, in order to identify potential improvements and propose future action plans. Thus, the Sustainability Team prepares an annual review accompanied by an action plan and supplemented by a report provided by the business units.

Review mechanism

The policy is reviewed annually to ensure its relevance, that it remains up to date, effective and aligned with organizational objectives, legal requirements, technological advances, stakeholder expectations and social or environmental performance. The frequency of reviews may vary depending on several factors, including:

- Legal and regulatory requirements: Compliance with applicable legislation and regulations may require regular reviews to ensure ongoing compliance and the incorporation of any legislative updates or amendments;
- Organizational changes: Changes in the organization's structure, operations or objectives may require adjustments to the sustainability policy to align with new priorities and strategies;
- ESG performance: Monitoring and evaluating performance indicators can help identify areas for improvement and the need to adjust the policy;
- Technological advances: Technological advances may offer new opportunities for managing social and environmental factors and sustainability initiatives, which may require a review of the policy to incorporate relevant innovations;
- Stakeholder expectations: Feedback received from stakeholders, including customers, patients, investors, employees and communities, may influence the need to amend the sustainability policy to address emerging concerns or meet changing expectations;
- External factors: Changes in the external environment, such as shifts in market conditions, ESG requirements, the emergence of new environmental risks or societal trends, may necessitate a review of the policy to maintain its relevance and effectiveness.

2. Environmental Policy

MEDLIFE, together with its subsidiaries, aims to integrate sustainability principles into all its operational activities and processes. Our approach is based on protecting the environment, combating climate change, preventing pollution, promoting the circular economy, the responsible use of water resources, and active collaboration with stakeholders. In this context, we aim to contribute to:

- **Combating climate change and adapting** to its effects by reducing greenhouse gas emissions generated by operations and the value chain, supporting the use of energy from renewable sources, and adopting measures that enhance resilience to climate risks;
- **Reducing pollution** through continuous monitoring of the impact on air, water and soil, as well as through the implementation of the most effective technologies available to prevent and limit pollution;
- **Developing the circular economy** by extending the useful life of products through reuse, repair and recycling, whilst reducing resource consumption and the amount of waste generated;
- **Responsible use of water resources**, by optimizing consumption, assessing associated risks and supporting access to adequate water, hygiene and sanitation services;
- **Active dialogue with stakeholders**, by maintaining open, transparent and constructive communication with communities, customers and partners to identify and develop sustainable solutions;
- **Supporting employees and communities** through training programs, investment in local development and the promotion of inclusive economic growth, in line with the objectives of the energy transition.

The implementation of this policy is supported by a well-defined governance framework, constant monitoring of environmental performance and mechanisms dedicated to continuous improvement. The document is reviewed and updated periodically, taking into account feedback from stakeholders and evolving sustainability challenges.

Maintaining and expanding our ISO certifications demonstrates our commitment to sustainable practices, through a structured approach based on process management, risk assessment and control, continuous improvement, and a focus on customer satisfaction. Our certifications include:

- ISO 9001 – quality management system;
- ISO 14001 – environmental management system;
- ISO 45001 – occupational health and safety management system;
- ISO 27001 – information security management system.

Environmental management is becoming increasingly important and is better understood by the company, and MedLife recognizes the major risks associated with climate change, the overexploitation of natural resources and pollution. Issues such as waste management, including the impact of microplastic generation, water contamination and GHG emissions, are critical concerns, having a direct impact on human health and ecosystems. Furthermore, Romania's geographical characteristics heighten its vulnerability to these challenges, given the still inadequate waste management infrastructure, exposure to water quality risks, and the need for more effective measures to reduce the carbon footprint.

2.1. Climate change

The fight against climate change caused by rising concentrations of greenhouse gases (GHGs) in the atmosphere is recognized by society as one of the greatest challenges of this century. The Group intends to play an active role in combating climate change, understanding the impact of its operational activities on the environment. Last but not least, Medlife Group understands the contribution its business relationships make to climate change and the impact on people within its value chain.

The Paris Agreement, signed by COP21 in 2015, demonstrates a growing global momentum for the accelerated development of concrete solutions to combat these threats. This agreement established the principles of a new international framework, as well as a high level of ambition in the short and long term: limiting global warming to below 2°C, preferably 1.5°C, compared to pre-industrial levels. In setting its climate ambitions, Medlife Group will take into account the benchmarks resulting from the Paris Agreement, the EU Green Deal and Fit for 55, as well as Romania's Long-Term Strategy for Reducing Greenhouse Gas Emissions – Romania Carbon Neutral by 2050.

At the time of drafting this policy, the Group is in the process of calculating its carbon footprint and, based on a subsequent analysis, intends to set medium-term (2030) and long-term (2045) emission reduction targets for direct emissions (Scope 1 and Scope 2).

At the time of drafting this policy, the Group does not have a Transition Plan in place, but intends to establish an appropriate one in the medium term (by 2030).

Our approach to emissions reduction will include:

- The European Green Deal recognizes that two of the three pillars necessary for decarbonization are energy efficiency and the use of renewable energy. At MedLife, the use of renewable energy and the promotion of the most energy-efficient technologies are among the actions being considered. By opting for low-emission energy suppliers, the Group can reduce its Scope 2 emissions. Furthermore, operating in energy-efficient premises and using technologies with higher energy efficiency ratings are two further principles we are considering.
- Increasing the transparency of reporting on the Group's GHG emissions trends.
- Defining clear targets and proposing action plans aimed at decarbonization, which will place us on an emissions reduction trajectory aligned with the Paris Agreement and current European strategies.
- Developing a systematic dialogue with stakeholders to share our approaches, impact analyses and proposals regarding emissions reduction and increased energy efficiency.
- Developing partnerships and collaborations with various associations that promote climate education and sustainability, which can both contribute to technical decarbonization solutions and increase awareness of climate change among the stakeholder groups with whom we engage.

Furthermore, **adapting to climate change** is a key priority for the Group, as its supply chains, infrastructure and operations will be affected by its consequences. Extreme weather events (droughts, fires, storms, heavy rainfall and floods) are likely to increase in frequency and intensity, whilst gradual changes (rising temperatures, etc.) are altering the environment in which economic actors operate. The Group is taking action to adapt to

climate change by increasing the resilience of its infrastructure and services, leveraging adaptation solutions through partnerships, and utilizing its innovative capacity.

The assessment of climate change risks and the development of an adaptation plan will aim to:

- Developing internal knowledge and expertise through a methodology for classifying and prioritizing climate risks and through cross-sectoral working groups (climate, adaptation).
- Strengthening the resilience of our activities to climate change by identifying priority locations with high vulnerability or risk levels and, consequently, proposing local adaptation options. A starting point could be adaptation to the chronic risk of water stress, which was analyzed by the Group as part of the double materiality analysis.
- Anticipating the impact of climate change: integrating risk analysis (non-financial criteria) into new developments, and isolating and integrating climate change-related elements into the Group's scenarios. To ensure robust planning, the Group will assess how climate scenarios may influence both operational costs and the continuity of medical services.
- Communication of actions taken (anticipating regulatory requirements regarding the analysis, assessment, prioritization and communication of risks; positioning the Group as an economic actor committed to integrating sustainability criteria into operations, etc.).

The increased frequency and severity of extreme weather events may lead to increased demand for healthcare services, including for the treatment of heat-related illnesses, water- and air-borne diseases, and respiratory conditions and allergies exacerbated by pollution.

2.2. Conservation of natural resources and the circular economy

Against the backdrop of the global depletion of non-renewable resources and the continuous rise in demand for raw materials and waste generation, the Group attaches particular importance to protecting natural resources, such as water and raw materials essential to its operations. This approach is a strategic priority, aimed at ensuring long-term sustainability and minimizing environmental impact.

Circular economy – Medical activities generate a significant amount of waste, including single-use plastics, used medical equipment, hazardous waste and other residues resulting from daily operations. The effective management of this waste is essential for protecting public health, reducing environmental impact and complying with legislative regulations.

This policy aims to integrate the principles of the circular economy into medical activities, promoting waste prevention, reuse and recycling, as well as optimizing disposal processes in accordance with safety standards and current legislation.

At the same time, the policy aims to improve waste management processes through proper separation at source, the use of low-impact treatment technologies, and strict compliance with regulations on the safe disposal of medical waste, thereby contributing to reducing the impact on the environment and public health.

Our approach to the circular economy will include:

- Prevention and reduction of waste generation
 - Sustainable procurement: Prioritizing reusable, recyclable and biodegradable products over single-use items, where safety permits.
 - Optimizing the use of medical equipment: Adopting efficient practices to reduce the waste of medical supplies and medicines.
 - Digitization of documents: Implementing digital solutions to reduce paper consumption.
 - Staff training: Regular training of employees in the efficient management of resources and waste reduction.
- Reuse of materials and equipment
 - Sterilizing and reusing equipment, where health regulations permit.
 - Redistribution of used (but functional) medical equipment to other healthcare facilities or NGOs, where possible. This approach helps to extend the lifespan of equipment, thereby reducing the need to purchase new products and minimizing the environmental impact. By redistributing equipment, a circular flow of resources is promoted, in which materials and products are used for as long as possible before reaching the end of their life cycle.
- Recycling and waste separation
 - Implementation of a clear system of selective collection, with separate bins for different types of waste.
 - Partnerships with specialist companies for the recycling of plastics and textiles generated by hospital activities.
- Responsible disposal of hazardous waste
 - Monitoring the flow of hazardous waste to ensure it is disposed of in accordance with safety regulations.
- Involvement of staff and patients
 - Information and education campaigns on the importance of the circular economy and proper waste management.
 - Regular training for medical and support staff on waste separation and reduction.
- Monitoring and continuous improvement
 - Transparent reporting on the amount of waste generated and the measures taken to reduce it.
 - Updating the policy in line with current regulations and new available technologies.

By implementing this policy, MedLife Group is committed to analyzing how sustainable procurement and the use of renewable resources can be integrated into its daily activities:

- selection of suppliers based on sustainability criteria: those that comply with environmental standards, using biodegradable materials or renewable energy sources for production.
- the use of organic/biodegradable materials where possible – packaging made from biodegradable materials, hygiene products, etc.

2.3. Conservation of water resources

MedLife Group's objectives are to reduce water consumption by implementing water-saving technologies and promoting efficient water usage practices among employees and visitors. Group entities must gain a better understanding of the water footprint of their activities and decide on actions to ensure water quality remains within regulatory limits and, where possible, to reuse water (particularly in administrative areas).

Our approach to water consumption will continue to focus on:

- Water-saving strategies and measures:
 - Monitoring consumption by installing water meters in various areas of hospital wards, laboratories, kitchens, etc., to identify high-consumption areas and take corrective action. Regular reporting and the creation of an internal system for periodic reporting of water consumption, enabling progress to be monitored and areas for improvement to be identified.
 - Reducing unnecessary consumption: Implementing simple water-saving measures, such as replacing taps with sensor-operated ones and installing water-saving systems (e.g. low-flow showers, water-efficient toilets).
 - Equipment maintenance: Regularly checking and maintaining plumbing and water supply systems to prevent leaks or faults.
 - Efficient technologies: Investing in modern equipment that uses less water, such as washing machines and medical equipment that reduce water consumption.
- Staff education and engagement
 - Staff training: Organizing training sessions for hospital staff on the importance of saving water and how each individual can help reduce consumption.
 - Promoting responsible behavior: Encouraging staff to adopt responsible water-saving behaviors, such as reporting faults and conserving water in administrative and cleaning processes.
- Water collection and reuse measures
 - Water recycling: Implementing water collection and recycling systems where possible.
 - Reuse of wastewater: Promoting a system for reusing water from processes that do not require drinking water (for example, for washing pavements or the hospital's outdoor areas).
- Communication with stakeholders
 - Community engagement: Informing patients and visitors about water-saving policies and the importance of their cooperation in reducing water consumption in the hospital.
 - Collaboration with authorities: Collaborating with local authorities to comply with water consumption regulations and to participate in local initiatives to protect water resources.

As part of the double materiality analysis, an assessment of the Group's exposure to water-related risks was carried out, as the first step in identifying the Group's sites where these measures will need to be implemented.

2.4. Pollution

Water pollution – MedLife SA has implemented, at hospital level, the Policy on the Prevention and Control of Accidental Pollution. This focuses on essential measures for the effective management of risks associated with the contamination of water flows. The policy includes objectives such as identifying potential sources of accidental pollution, analyzing points where uncontrolled leaks may occur. It also sets out the types of response actions, defining specific response methods for each situation. The policy also specifies the means of response, i.e. the equipment and materials required to limit the effects of pollution.

The policy effectively addresses the mitigation of the negative impacts of water pollution through a strategy that includes risk identification, prevention and rapid response measures. Emphasis is placed on identifying critical points within the facility where accidental pollution could occur, and on implementing preventive measures, such as regular inspections of parking platforms, fire protection systems and hazardous substance storage areas. Furthermore, the internal drainage network is maintained to prevent leaks, and clear response protocols are established, including notification of management and the mobilization of emergency response teams.

Microplastics – MedLife recognizes the significance of the impact caused by microplastics, a major factor in environmental degradation within the medical industry. In 2024, the first analysis of microplastics generated by operations in high-impact facilities – namely hospitals, clinics and laboratories – was launched. In light of the preliminary results, MedLife aims, in the medium term, to carry out a detailed analysis of the microplastics generated, based both on data collected directly from hospitals and comparisons with certain academic databases.

MedLife aims to identify and analyse the use of microplastics, as well as the potential for using alternative, biodegradable medical materials or recycling plastics, and to promote staff training and collaboration with suppliers to minimize the use of products that contribute to the generation of microplastics.

Substances of concern - MedLife conducts an annual comprehensive analysis of the substances used in its operations, in accordance with the CLP Regulation (Classification, Labelling and Packaging) and the CSRD (Corporate Sustainability Reporting Directive), to assess the risks and impacts on health and the environment. This analysis aims to identify substances of concern.

MedLife SA has implemented procedures governing the methodologies applied in laboratories to ensure the safety and biosafety of staff, patients, the environment and equipment under normal working conditions, as well as in the event of incidents or emergencies. Furthermore, MedLife aims to identify and monitor the use of these hazardous substances and, where possible, to analyse safer alternatives that pose lower risks to health and the environment.

3. Social Policy

All the Group's policies and processes regarding social issues (those concerning its own employees, employees in the value chain, communities, customers, patients, etc.) are based on principles that require **respect for the human rights of both its own employees and those in the value chain.**

MedLife Group recognizes and respects:

- The fundamental principles of the UN Guiding Principles on Business and Human Rights;
- The ILO Declaration on Fundamental Principles and Rights at Work;
- The Universal Declaration of Human Rights;
- The OECD Guidelines for Multinational Enterprises, thereby ensuring respect for, protection of and redress of employees' rights, the promotion of freedom of association, the elimination of all forms of forced or discriminatory labor, and the guarantee of a fair and safe working environment.

We strongly condemn all forms of forced or compulsory labor, the use of child labor, discrimination, modern slavery, harassment and violence in the workplace. Our policies and processes incorporate human rights requirements where relevant. All policies are consistent with the commitments set out below. We extend our commitment to human rights beyond our own workforce to include the employees of our contractors and suppliers, our customers and our communities. By applying these policies and procedures, we ensure that everyone in our value chain receives the same rights and protections as our own staff.

The human rights policy has been implemented locally through a dedicated policy, as well as through **the Policy on the Prevention of Discrimination and Sexual Harassment in the Workplace.**

Key principles covered by the commitment:

- **Human rights:** Combating forced labor, child labor and unfair treatment.
- **Labor rights:** Respect for the right to organize, health and safety at work, fair remuneration.
- **Non-discrimination and diversity:** Ensuring a fair and inclusive working environment.
- **Due diligence and transparency:** Implementing a system for assessing risks relating to human rights and sustainability.

3.1. Employees and employees in the value chain

All the Group's Human Resources policies and processes promote the following principles in the areas **of diversity, equal opportunities and the prevention of harassment/discrimination in the workplace**:

- a zero-tolerance policy towards any form of harassment and/or discrimination in the workplace, ensuring that all such incidents are treated as a priority and with the utmost seriousness, and investigated in conditions of strict confidentiality;
- equal rights and opportunities in the workplace for both women and men, based on professional competence and the fulfilment of internal requirements – recruitment, internal promotion, remuneration, benefits, access to managerial positions, etc., - regardless of ethnic origin, gender, race, religion, age, disability, sexual orientation, political views, trade union membership or other such factors;
- supporting the development and career progression of all employees, whilst constantly ensuring equal opportunities;
- optimizing the work-life balance, equally for women and men;
- communication free from gender stereotypes;
- equal treatment of employees in employment relationships, in the sense of ensuring non-discriminatory access to certain rights such as the free choice or exercise of a profession or activity; recruitment for all vacant positions, equal pay for work of equal value, performance appraisal in the workplace, working conditions that comply with health and safety at work regulations, promotion at all hierarchical and professional levels, vocational training programs, and career counselling;
- respect for human dignity, with all persons employed within the Group having the right to a working environment free from violence and harassment, and being guaranteed the free and full development of their personality within a work culture based on mutual respect and dignity.

All the Group's Human Resources processes and procedures are based on **occupational health and safety** principles. Through this policy, we adopt **the "Zero Risk"** principle as a fundamental principle of the internal health and safety management system to control the risk of workplace accidents, to reduce risks at source and implement collective and individual protective measures, to improve well-being at work and to prevent psychosocial risks.

Health and safety must also be ensured for employees in the value chain. The health and safety procedures and instructions are comprehensive, given the importance of the subject to the Group. In addition, MedLife has implemented, in most of its subsidiaries, a management system that aligns with legal and international standards, in particular ISO 45001:2018 for occupational health and safety. This standard is specifically designed to protect the health and safety of employees, subcontractors and stakeholders by identifying and addressing workplace hazards, thereby improving overall safety performance. All our employees are covered by this occupational health and safety management system or, at a minimum, by the relevant legal requirements.

The company respects and supports employees' right to freedom of association and collective bargaining, in accordance with applicable Romanian legislation, and is committed

to maintaining an **open and constructive dialogue** with employee representatives, being available for consultation and cooperation to address issues of mutual interest.

The company is committed to ensuring fair and transparent **working conditions**, in accordance with applicable legislation and internal standards. Employment relationships are based on clear contracts, and remuneration and benefits are provided fairly. Furthermore, the company promotes a work-life balance and respect for working hours and rest periods.

The company supports **the continuous development** of its employees through training, professional development and skills enhancement programs. Employees are encouraged to develop their professional skills and realize their potential, and the organization promotes opportunities for career growth and progression.

The company promotes **diversity and inclusion in the workplace** and is committed to providing equal opportunities to all employees. Decisions regarding recruitment, promotion, training or performance appraisal are based on competence, performance and objective criteria, without discrimination.

The company provides employees with **reporting and protection mechanisms** through which they can report, confidentially and without risk of reprisal, any situation that contravenes the principles of this policy or applicable legislation. All reports are investigated seriously, impartially and confidentially, and the company is committed to taking appropriate measures to remedy the situations identified.

3.2. Patients

The main social aspects addressed in this policy are **Quality of services and patient satisfaction, Data confidentiality, Transparency and communication of medical service prices, Access to information and freedom of expression, and Patient health and safety.**

Fundamental principles

- **Patient-centered care.** The company conducts its activities with the patient and their needs at the center of all processes. Medical services are provided with respect for the patient's dignity, rights, confidentiality and safety.
- **Patient safety.** Patient safety is a fundamental priority. The company implements procedures and mechanisms to prevent medical incidents, manage clinical risks and continuously improve the safety of healthcare services.
- **Quality and professional excellence.** The company promotes high standards of medical and professional practice, based on clinical guidelines, medical protocols and scientific evidence. Medical practice is supported by the continuous development of staff's professional skills.
- **Compliance with applicable legislation and standards.** The company operates in accordance with applicable healthcare legislation, accreditation standards and the requirements of the quality management systems implemented within the organization.
- **Continuous improvement.** The company adopts a systematic approach to the monitoring, evaluation and continuous improvement of the quality of medical services, through the use of performance indicators, internal audits and feedback mechanisms.

3.2.1. Service quality and patient satisfaction

Policies regarding service quality and patient satisfaction are implemented locally through the ISO 9001 Quality Policy, as well as through quality policies at the operational unit level (e.g. hospital).

To achieve its quality and patient satisfaction objectives, MEDLIFE is committed to:

- **Provide safe, high-quality medical services.** Medical services are provided in accordance with applicable professional standards and clinical protocols, with a focus on efficiency, safety and optimal medical outcomes.
- **Promote the patient experience and satisfaction.** The company continuously monitors the patient experience and satisfaction levels through dedicated feedback collection mechanisms, including satisfaction surveys, patient experience assessments, and the analysis of complaints or suggestions.
- **Develop the professional skills of staff.** The company invests in the continuous training of medical and administrative staff to maintain and improve professional competence and the quality of services provided.
- **Monitor the performance of medical services and ensure the necessary resources are available.** Service quality is assessed using relevant performance

indicators, including clinical indicators, operational indicators and patient satisfaction indicators.

- **Manage risks and incidents effectively.** The company implements mechanisms for identifying, reporting and analyzing incidents or non-conformities, with a view to preventing their recurrence, enhancing patient safety and continuously improving services.
- **Promote a quality-oriented organizational culture.** All employees are encouraged to contribute to improving the quality of services and to fostering an organizational culture based on accountability, transparency and patient-centered care, in order to enhance the efficiency, effectiveness and quality of the services provided.

3.2.2. Data confidentiality

The principles of the General Data Protection Regulation (GDPR) applicable to medical practice are essential for protecting the data of patients and employees. These principles ensure confidentiality, integrity and transparency in the management of personal data. MedLife Group fully complies with the General Data Protection Regulation and has a dedicated policy in this regard. The policy covers the collection, use, storage, processing, disclosure and destruction of this information, in accordance with legal requirements and best practice in the field. In its use of data, MedLife applies all the basic principles:

- Lawfulness, fairness and transparency – MedLife processes patients' data lawfully, fairly and transparently. Patients must be clearly informed about the purposes and methods of processing their data.
- Purpose limitation – Personal data is collected only for specific, explicit and legitimate purposes, such as the provision of medical care, billing for services or reporting to authorities.
- Data minimization – Only data strictly necessary to fulfil the established purpose is collected and processed, avoiding the excessive collection of information.
- Data accuracy – Data must be accurate and up to date. MedLife Group takes steps to rectify or delete inaccurate or incomplete data.
- Storage limitation – Data is retained only for as long as is necessary for the purpose for which it was collected. Once the statutory retention period has expired, the data is deleted or anonymized.
- Integrity and confidentiality – MedLife implements appropriate technical and organizational measures to protect data against unauthorized access, loss or destruction. These measures include data encryption, access control and staff training.
- Accountability – MedLife Group complies with the principles of the GDPR by documenting processes, appointing a Data Protection Officer (DPO) and carrying out Data Protection Impact Assessments (DPIAs).

3.2.3. Policy on transparency and the communication of medical service prices

This policy aims both to inform patients about the costs of procedures and to set out how information on service prices is published. MedLife implements policies and initiatives to ensure the transparency of medical procedure prices and to clearly communicate relevant information to patients prior to treatment. These initiatives include:

- Providing price information in written format (brochures, leaflets, emails, service confirmation letters).
- Publishing and regularly updating information on the Group's website for easy and accurate access.
- Offering face-to-face consultations, where patients can discuss costs directly with administrative staff before undergoing procedures (call centers, reception desks or hospital staff).

The Group differentiates the way information is provided to patients paying out of their own pocket from those covered by insurance. For insured patients, the Group will liaise with insurers to clarify the amount payable by the patient and the portion covered by insurance. Type of information provided:

- Exact total price for certain standard procedures.
- Price range for treatments with high variability.
- Cost estimates for more complex procedures.
- A breakdown, either as a percentage or an exact figure, of the amount the patient must pay out of pocket.

To ensure price accessibility and transparency, the Group makes the information available through the following methods:

- Publication on a website accessible to the public.
- Informing patients at reception or via the call center, and through information materials available in waiting areas.

This policy reflects the Group's commitment to ensuring cost transparency and supporting patients in making informed decisions regarding their medical care.

3.2.4. Access to information and freedom of expression

Access to information and patients' rights (in line with applicable laws and regulations):

- Patients have the right to be informed, in accessible language, about their diagnosis, treatment and medical progress.
- Access to medical records is provided upon request, in accordance with current legislation.
- Patients have the right to receive information about hospital procedures, the costs of services and their rights within the healthcare facility.
- Information regarding the patient's health may only be disclosed to the patient or authorized persons, in accordance with confidentiality rules.

Freedom of expression and communication

- Patients and their families have the right to express their opinions about the care received, either directly to staff or through the Group's feedback mechanisms.
- Medical staff may communicate freely within the facility, in accordance with internal rules and professional obligations.
- MedLife encourages open and constructive communication, but prohibits offensive or discriminatory speech, or false information that could affect patient safety or the Group's integrity.

- MedLife provides official channels for submitting and resolving complaints from patients and employees. All reports are analyzed transparently, and responses are provided within the statutory timeframe. We regularly hold information sessions and training courses for staff to improve communication and the management of patient relations.

3.2.5. Patient health and safety

MedLife reaffirms its commitment to protecting patient health and safety by providing high-quality, safe and effective medical care.

Specific measures and actions:

- **Prevention of healthcare-associated infections** – Implementation of strict hygiene protocols, use of personal protective equipment, strict adherence to cleaning and disinfection protocols for wards, operating theatres and medical equipment, control of antibiotic use, effective communication, participation in safety training, etc.
- **Medication safety** – Clear procedures for administering medicines, avoiding medication errors.
- **Emergency management** – Clear plans for fires, earthquakes, pandemics and security incidents of any kind.
- **Incident reporting system** – Encouraging staff to report errors or incidents without fear of sanctions, with a view to improvement.

3.3. Communities

Dialogue with communities – whether individuals or organizations – enables the Group to adapt its strategy in line with civil society's concerns, to enrich its vision and to establish a process of engagement. Thus, MedLife Group is committed to listening to the needs and expectations of stakeholders and to conducting this dialogue with integrity, in an open and transparent manner.

The core principles addressed in relation to communities are:

- **Health promotion and education:** We actively participate in health promotion campaigns that emphasize disease prevention, healthy living and environmental health. We do this through a series of initiatives:
 - Organizing digital information sessions, seminars and workshops on public health topics (e.g. nutrition, chronic diseases, hygiene, mental health),
 - Distributing educational materials (leaflets, brochures, guides) to patients and visitors.
 - The medical articles provided by MedLife are valuable sources of knowledge that can offer a deeper understanding of the human body and methods for preventing health problems.
 - Campaigns for the prevention and early detection of diseases (e.g. cancer, diabetes, high blood pressure).
 - Education programs for specific groups (children, the elderly, pregnant women, patients with chronic conditions).
- **Equitable access to care:** We strive to provide equitable, high-quality healthcare services to all members of our community, regardless of socio-economic status, race or geographical location. The medical services provided at Sfânta Maria clinics represent a commitment to the community to serve patients from low-income backgrounds. This initiative supports sustainability and non-discrimination, ensuring access to quality care for a wider range of patients and thereby contributing to improved equity and accessibility of medical services.
- **Increasing access to healthcare** through investment in medical infrastructure and national expansion. By increasing investment in medical infrastructure and expanding its presence nationwide, the Group contributes to improving access to healthcare services for a greater number of people. This strategy responds to the growing demand for healthcare. Thus, expanding infrastructure and geographical coverage helps achieve key economic and social objectives, improving both accessibility and operational efficiency.
- **Community engagement:** We participate in partnerships and initiatives that support local communities and promote public health. These include taking part in community health programs, providing support to vulnerable populations, and contributing to public health education.

Through this sustainability policy, MedLife reaffirms its commitment to providing high-quality healthcare services in a responsible and sustainable manner. We will continue to innovate and adapt to create a positive impact on patients, employees and the community, thereby contributing to a healthier and more sustainable future.
