

A close-up photograph of a healthcare worker wearing extensive personal protective equipment (PPE). The worker is wearing a grey hairnet, a blue headband, a clear face shield, gold-rimmed glasses, a white N95-style respirator mask, and blue nitrile gloves. They are holding a white pipette tip. The background is slightly blurred, showing a blue circular logo on a white wall.

MedLife Sustainability Strategy

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MedLife at a glance

Founded in 1996, MedLife is Romania's leading private healthcare provider*, having treated over **6.5 million unique patients** to date.

Listed on the Bucharest Stock Exchange, MedLife focuses on markets in Central and Eastern Europe. The company operates the most extensive network of single-specialty and multi-specialty **clinics and hospitals** nationwide, one of the largest networks of medical **laboratories**, and maintains an extensive customer database for the HPP (**medical prevention package**). The group also includes a **dental** business line and is active in the **pharmaceutical** sector.

MedLife's presence across all key areas of healthcare underpins the group's **unique revenue generation model**, offering patients a comprehensive service, from prevention to diagnosis and treatment. MedLife's balanced and highly synergistic business model, with business lines that complement one another, is outlined below:



Hospitals

18



Hyperclinics

36



Clinics

78



Oncology

7



Laboratories

**42 and
>250**

Individual
sampling points



Maternity

4



Stem cells

1



Pharmacies

19



Dentistry

18

MedLife Group has a track record of successful **growth**, both **organically** and through **acquisitions**. Since 2009, MedLife has completed the acquisition of **100 companies**. Its strong and experienced management team has successfully created and managed these growth opportunities, gaining valuable knowledge and experience, which enables us to find the best way to continue expanding successfully.



Our values

MedLife's mission is **"Making Romania Well"**, a guiding principle that reflects our commitment not only to providing high-quality medical services, but also to making a significant contribution to the health and well-being of Romanian society and the environment.

MedLife is dedicated to fulfilling this same purpose across all its business lines. This is our professional commitment and is reflected in our corporate culture and core values. **MedLife's core values** can be gleaned from its corporate and sustainability reports, highlighting the principles that guide its operations and organizational culture. Frequently mentioned themes include:

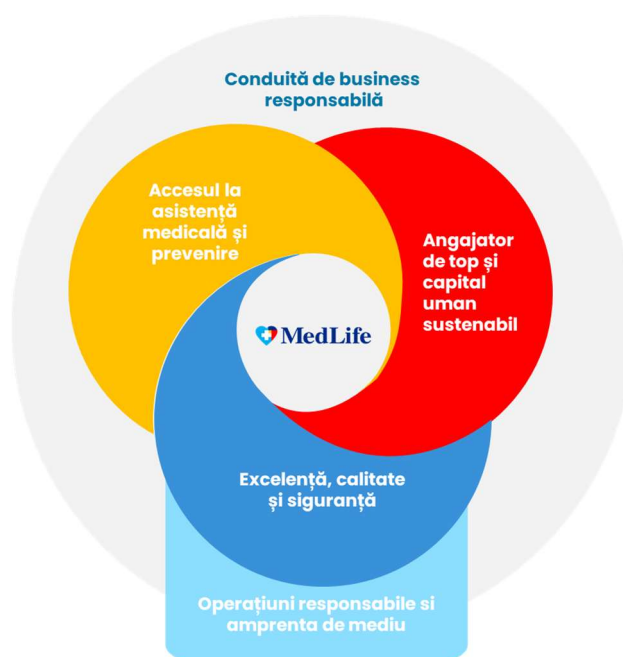
- **Responsibility:** MedLife Group bases its actions on what is important for people's lives and health, striving for the continuous improvement of clinical capabilities and patient experiences.
- **Quality and Professionalism:** MedLife Group brings together over 5,000 doctors, professors, lecturers and medical doctors who carry out their work every day with dedication and professionalism, upholding their commitment to providing medical services to the highest standards.
- **Innovation:** MedLife Group is constantly focused on methods, technology and organization that lead to better and more effective medical solutions;
- **Care and respect:** every patient is important and respected, and each person's needs are treated with care and attention. We are committed to a patient-centered ethos that prioritizes the well-being of individuals and communities as a fundamental priority.

MedLife's Sustainability Framework

MedLife has developed a Corporate Sustainability Framework centered 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).

MedLife's sustainability strategy is structured around clearly defined pillars, which are directly aligned with **the relevant United Nations Sustainable Development Goals (SDGs)**. This alignment ensures that MedLife's activities address recognized social challenges and deliver measurable social outcomes, in accordance with international standards for sustainable finance.

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.



Strategic pillars and associated sustainability challenges



Access to healthcare and prevention

MedLife's main sustainability objective is to improve access to affordable, high-quality medical and preventive services in the markets where it operates. By expanding healthcare infrastructure, promoting prevention and early detection, and providing affordable healthcare solutions, MedLife contributes directly to SDG 3, which aims to ensure healthy lives and promote well-being for all.

This pillar supports improved population-level health outcomes, reduces the need for costly treatments at advanced stages, and enhances the resilience of health systems – key objectives of social investment frameworks.

Top employer and sustainable workforce

MedLife's sustainability objectives also focus on developing and retaining a skilled healthcare workforce and on providing employees and medical partners with tools, systems and training that improve productivity and job satisfaction. These initiatives are in line with SDG 8, which promotes decent work, inclusive employment and sustainable economic growth.

A stable and well-supported healthcare workforce contributes not only to the quality of care but also to overall economic performance, as improved population health directly supports workforce participation and productivity.

Excellence, quality and safety

MedLife's commitment to excellence, quality and safety supports SDG 3, ensuring the delivery of healthcare services in a safe, efficient and patient-centered manner. This pillar focuses on implementing unified clinical standards, robust clinical governance and continuous quality improvement across the MedLife healthcare network, with the aim of improving health outcomes and reducing avoidable risks.

At the same time, this pillar contributes to SDG 16 through sound ethical practices, transparency and accountability in medical decision-making and patient care. MedLife promotes integrity in the doctor-patient relationship, clear clinical accountability and compliance with applicable regulations and professional standards. By strengthening governance, safety and trust, this pillar reinforces the long-term effectiveness and credibility of the healthcare system.

Environmental footprint and responsible operations

MedLife recognizes that long-term health outcomes depend on a healthy environment. The company is therefore committed to reducing its environmental footprint through responsible operations, energy efficiency, waste management and climate-conscious practices, contributing to SDG 13.

Committed and responsible business

Strong governance, transparency and ethical conduct are fundamental to MedLife's approach to sustainability. By operating in accordance with recognized governance frameworks and applicable laws, MedLife supports SDG 16, strengthening trust, accountability and institutional integrity.

Together, these pillars translate MedLife's strategy into a clear social impact. They support the improvement of public health through stronger prevention and early diagnosis, ensure the accessibility of healthcare services when and where they are needed, at an affordable cost, and strengthen the healthcare system by providing healthcare professionals with the skills, resources and conditions necessary to deliver safe, high-quality care.



Life
Memorial
HOSPITAL

The framework's commitments

Our commitment to employees, partners, patients and communities is the cornerstone of our sustainability strategy. We uphold this commitment through clear and consistent policies that underpin our social responsibility initiatives and contribute to building a fair, safe and inclusive working environment, as well as to the development of the communities in which we operate.

Pillar: Access to healthcare and prevention

Objective	Target year
Over 5 million patient visits nationwide*	Annual
+10% Expanding patient access to healthcare services through digital solutions	Annual
+10% Increase in the number of patients enrolled in prevention programs	2030

**in the clinics, hospitals and laboratories business lines*

Pillar: Top employer and sustainable workforce

Objective	Target year
40% of management positions to be held by the under-represented gender	2030
100% of employees receive at least the mandatory training required by applicable legislation and internal policies	Annual
Zero tolerance towards discrimination and harassment of any kind	Annual
Zero serious and fatal accidents in our operations	Annual

Pillar: Excellence, quality and safety

Objective	Target
+5% increase in patient satisfaction score (NPS)	2030
Quality – hospitals: maintaining Level 2 accreditation for hospitals that have already achieved this level and raising the accreditation level for the rest	2030
Quality – laboratories: maintaining international accreditations	2030
Rate of reported medical incidents*	Annual
Zero major patient data security incidents	Annual

** Reported medical incidents = adverse events associated with medical care – less than 1 in 1,000.*

Pillar: Environmental footprint and responsible operations

Medlife and its subsidiaries take an active role in reducing their environmental impact and promoting a low-carbon future. Our commitment to protecting natural resources is reflected in our internal policies, which support the transition to a sustainable economy, in line with the principles of the circular economy and international environmental standards.

Objective	Target year	Baseline year
Monitoring the annual carbon footprint at entity level and maintaining the energy intensity level reported in the base year	2030	2024
50% increase in the value of purchases from inclusive companies*	2030	2024
Zero major pollution incidents	Annual	-

* Suppliers promoting the socio-professional integration of people from vulnerable groups, including sheltered workshops or organizations running documented professional integration programs for people from disadvantaged groups.

Pillar: Committed and responsible business

MedLife and its subsidiaries believe that ethical governance is a fundamental element in building trust and achieving sustainability objectives. In line with our values and principles, we comply with applicable legislation and guide our strategic decisions, management practices and day-to-day operations through a robust ethical framework. Our ethics policies reinforce our commitment to integrity, transparency and responsible conduct, contributing to the creation of a sustainable and credible business environment.

Objective	Target
33% independent members of the Board of Directors	Annual
Zero tolerance for any form of fraud and corruption	Annual
>95% of roles exposed to the risk of corruption trained	Annual
Zero cases sanctioned for anti-competitive behavior or breaches of antitrust legislation	Annual
Zero major cybersecurity incidents affecting the availability of IT systems*	Annual
Mandatory cybersecurity training courses available on the internal platform to all eligible employees (100%)	Annual
Mandatory health and safety at work courses available on the internal platform to all eligible employees (100%)	Annual
Mandatory courses on professional ethics, compliance and personal data protection available on the internal platform to eligible employees (min. 85%)	Annual

* This indicator refers to maintaining the availability and stability of IT systems by preventing incidents that could lead to service interruptions or major operational disruptions.

Measuring our progress

MedLife and the companies within the group are strengthening their commitment to sustainability by implementing a rigorous monitoring and reporting system. This mechanism enables us to align our initiatives with strategic objectives and facilitates a prompt response to changes in performance indicators, as well as to stakeholder expectations. Through this approach, we aim to continuously analyse the progress made, adapt to new challenges, and uphold transparency and accountability in all our actions.

Roles and responsibilities regarding sustainability

Sustainability governance is ensured at the highest level by the Board of Directors. The Board of Directors, together with its advisory committees, plays a key role in setting the business and sustainability strategy, including long-term objectives and the necessary resources.

From 2025, MedLife has established a Coordination and Monitoring Structure (CMS) with dedicated responsibilities for managing sustainability issues. The Coordination and Monitoring Structure actively contributes to integrating sustainability objectives into the company's operational strategy, ensuring they are aligned with the Group's commitments.

The SCM structure reflects a commitment at the highest level, being chaired by Medlife's Deputy General Manager, with the following permanent members: the Human Resources Director, the Medical Director, the Financial Director and the Group Sustainability Manager.

The Coordination and Monitoring Structure delegates operational responsibility to the Sustainability Department, which is responsible for overseeing the implementation and progress of ESG (environmental, social, governance) initiatives.

This structure ensures the cross-cutting integration of sustainability into all strategic decisions. The SCM meets quarterly, or whenever necessary, to ensure the achievement of strategic objectives and to proactively address identified challenges.

Key responsibilities:

- Overseeing the implementation of the sustainability strategy and ensuring its alignment with the organization's strategic objectives.
- Monitoring the organization's ESG performance by analyzing relevant indicators and progress towards set objectives.
- Overseeing the processes for collecting, validating and reporting sustainability data, in accordance with applicable reporting requirements (e.g. CSRD).
- Assessing risks and opportunities associated with environmental, social and governance factors and making recommendations to management.
- Ensuring transparent dialogue with stakeholders and supporting an organizational culture focused on responsibility and sustainable development.

Reporting on progress

Reporting on progress in implementing the sustainability strategy takes place at several organizational levels, ensuring transparency and accountability in the decision-making process:

- Operational structures and support functions provide the data required to calculate performance indicators;
- The Sustainability Department validates and consolidates the collected data, reports on performance indicators and proposes action plans where appropriate;
- The Coordination and Monitoring Structure analyses performance, validates action plans and informs the Board of Directors regarding strategic issues and relevant situations.

Progress in implementing the sustainability strategy is reported transparently through the sustainability report, prepared in accordance with the requirements of the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS), based on the principle of double materiality analysis.