

THE BEST PLACE TO BE BORN

2019 Sustainability Report

Non financial Report

IVIRMA)
Global



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IVIRMA

the best place
to be born



THE BEST PLACE TO BE BORN

This 2020 we are turning 30, an corporate age that excites us and fills us with pride. Looking back we see a long road, the result of the effort and dedication of our professionals and thanks to the trust of patients. In this report, we have compiled all our actions and results in the social, economic and environmental spheres that have taken place during 2019. A three-way vision that would have been impossible to achieve without all these years of learning, ongoing improvement and responsibility.

To speak of IVIRMA is to speak of:

Experience. We are pioneers in assisted reproduction, thanks to which more than 200,000 children have been born to date worldwide. This has been possible thanks to the dedication of our medical team that is always at the cutting-edge of reproductive medicine. During these 30 years, we have published more than 1,900 scientific articles and have been rewarded with many of the prestigious awards at the world's largest congresses, endorsing our scientific and professional track record.

Teaching and training. In achieving excellence we have an obligation to train future professionals, to share our knowledge and to be in constant learning and training. We have been doing this since the foundation of our Education area in which more than 14,000 students have studied one of our 8 university master's degree and have participated in over 150 courses organized each year.

Leadership in research. Research is one of our fundamental pillars, with the focus firmly on perfecting our treatments and techniques to maximize the chances of success in the treatments of our patients. Furthermore, we are aware that the only way to continue improving our clinical results is to focus on innovation. We currently have more than 400 projects underway and have multiple research centers in places like Valencia, New Jersey, Oxford and Madrid.

Audited success rates. In our company, 9 out of 10 patients who start a treatment get pregnant. Our success rates are audited every year by an independent third party and are only possible due to our commitment to research, ongoing improvement and quality.



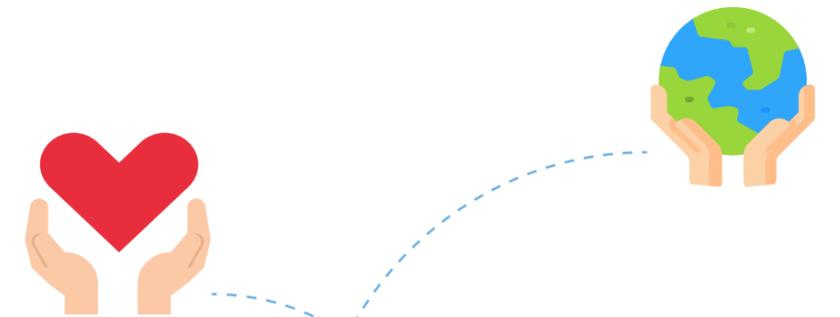


To talk about IVIRMA is to talk about a commitment to society, which has contributed to our being world leaders in reproductive medicine. However, it is also to talk about a philosophy of teamwork that has led us to remain in constant growth and the quest for values.

In short, to talk about IVIRMA is to talk about values, the Patients first, Innovation, Excellence, Honesty and Teamwork:

the best place to be born

IVIRMA Board of Directors



ORGANIZATIONAL STRUCTURE

The **IVIRMA Group** comprises a network of clinics offering a comprehensive reproductive medicine service. Our clinics depend on the parent company **IVIRMA Global**, which operates in the legal form of a Spanish limited liability company.

The IVIRMA Group's **network of clinics** is distributed in 9 countries: Spain, Portugal, Italy, United Kingdom, USA, Panama, Argentina, Brazil and Chile. In addition, we have two headquarters: one in Valencia (Spain) and one in Basking Ridge (New Jersey, United States).

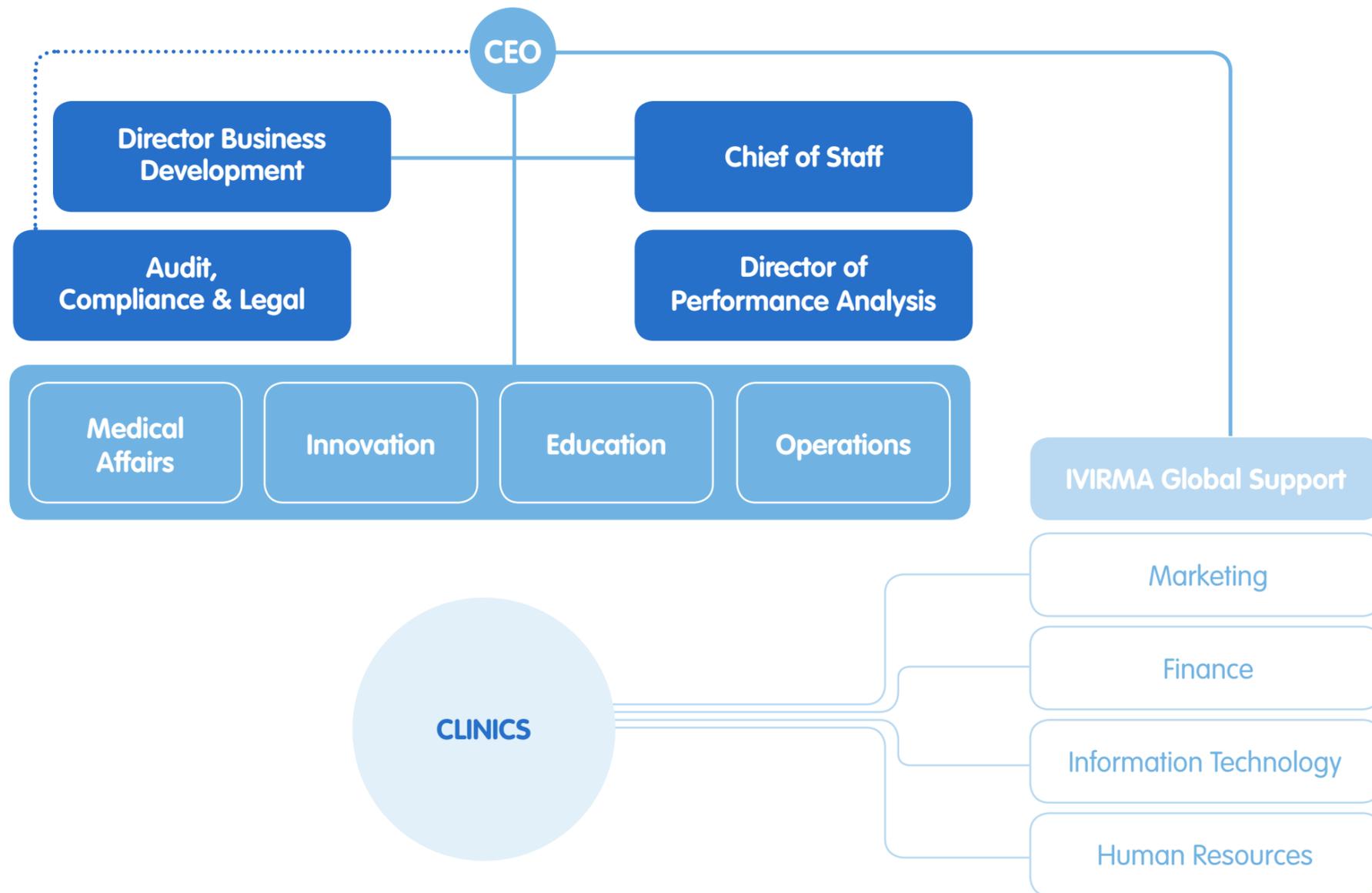


Our core objective is to offer the finest techniques of assisted reproduction using the most efficient management model and committed to excellence so that our patients choose us every day.

The **board of directors** is the governing body of IVIRMA Global and is responsible for making strategic decisions in the organization. This governing body is made up of five directors and meets several times each year.

Decisions relating to specific areas of the company are taken by specialized cross-sector committees that assist the management of the Board of Directors.





The key to our great project are the clinics that make up IVIRMA, as they allow us to provide the best patient experience and continue to be the best place to be born.

At IVIRMA we work to be **the best place to be born**, offering **the best experience to the patient** and always placing them at the forefront of everything we do.

OUR ACTIVITY

A city with children is a city with more life

In 2019 **more than 50,000 people visited our centers** for an initial diagnosis. In addition, around **72,000 assisted reproduction procedures were performed**, including all available techniques and treatments.

At IVIRMA we are constantly working to improve our clinical results, which are audited by the independent company SGS. The certified figures for 2018 support this:

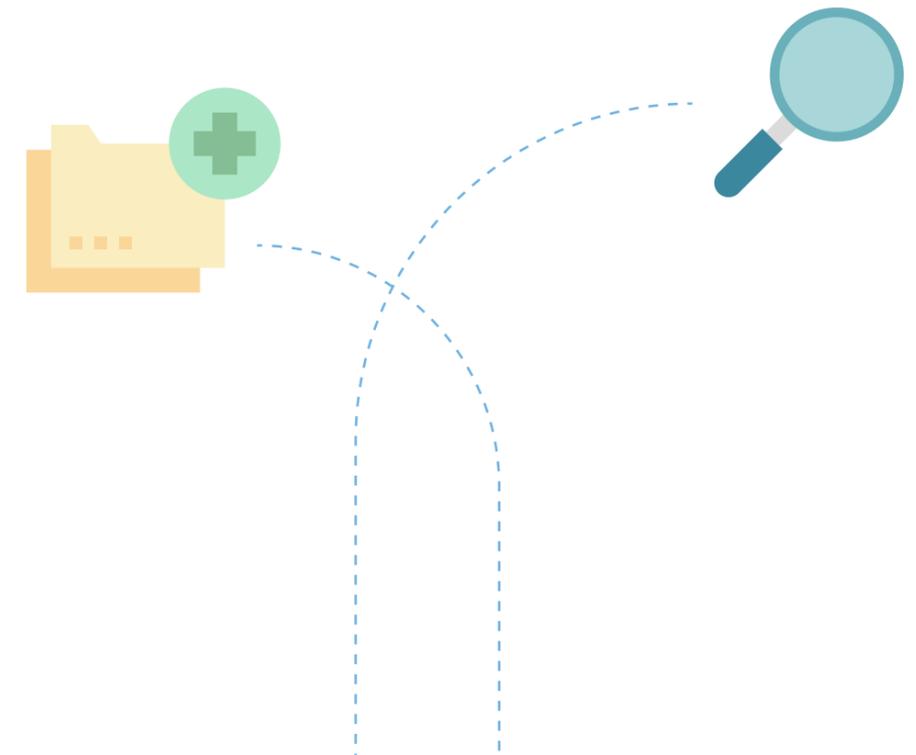


Using own eggs, in the initial attempt there is a 71.3% chance of achieving pregnancy (using all the embryos, in different transfers), a figure that reaches 95.2% in the third attempt.



Regarding ovodonation treatment, the first attempt achieves 79.6%, with the possibility of achieving a 99.2% cumulative pregnancy rate in the third attempt.

At IVIRMA we have a wide range of scientific production, which has earned us some of the most important **awards** in our specialty, such as those granted by the *American Society for Reproductive Medicine*, the *Society for Gynecological Investigation*, the *Fundación Salud 2000* or the *Sociedad Española de Fertilidad*.



IVIRMA has 59 clinics in 9 countries and receives patients from over 180 countries

The annual report includes data for 2019 only. Therefore, the clinics concerned are those that were active as of December, 2019.



USA

Basking Ridge (NJ), Eatontown (NJ), Englewood (NJ), Freehold (NJ), Marlton (NJ), Morristown (NJ), Princeton (NJ), Somerset (NJ), Springfield (NJ), West Orange (NJ), Allentown (PA), King of Prussia (PA), Langhorne (PA), Philadelphia (PA), Willow Grove (PA), Lake Mary (FL), Los Angeles (CA), Palo Alto (CA), San Francisco (CA)

UNITED KINGDOM

London

SPAIN

Alicante, Almería, Barcelona, Bilbao, Burgos, Cartagena, Castellón, Gerona, Ibiza, La Coruña, Las Palmas, Lérida, Logroño, Madrid – Aravaca, Madrid-Centro, Madrid-Alcorcón, Málaga, Mallorca – Palma, Mallorca- Manacor, Murcia, Pamplona, Salamanca, Santander, San Sebastián, Sevilla, Tenerife, Valencia, Valladolid, Vigo, Vitoria, Zaragoza

PORTUGAL

Lisbon, Faro

ITALY

Rome, Milan

PANAMA

Panama City

BRAZIL

Salvador de Bahía

CHILE

Santiago de Chile

ARGENTINA

Buenos Aires

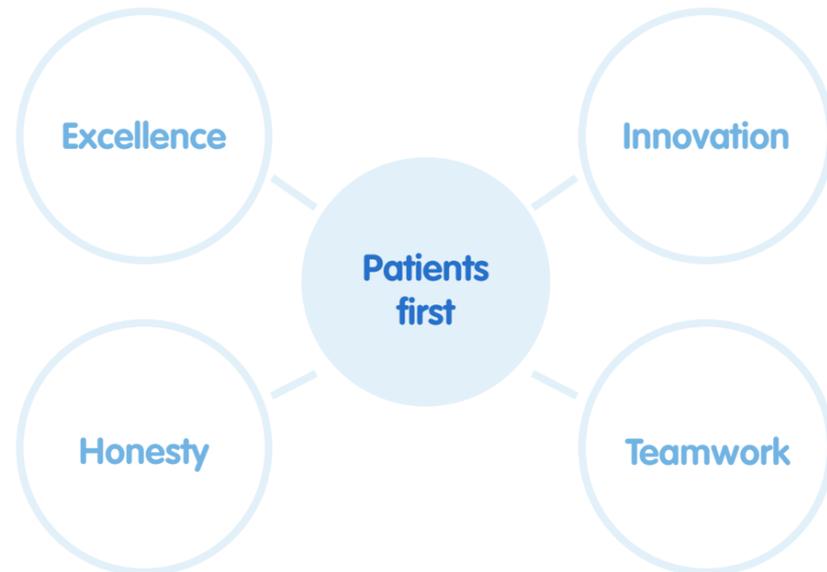
MISSION, VISION AND VALUES

The direction and the reason for our company's existence

IVIRMA's **mission** is to develop reproductive medicine at the highest level, promoting research, teaching and dissemination of knowledge and professional excellence.

Our **vision** is to be a leading team worldwide in the field of reproductive medicine, becoming the group with the most prolific presence and with the best clinical results.

All this based on the development of people and team spirit as essential pillars of the project and fostering the following **values**:



During 2019, IVIRMA's values have been extended to all processes through a project to disseminate them undertaken by the organization's Human Resources division with the aim of informing all professionals of the new values established.



STAKEHOLDERS

At IVIRMA we encourage an attitude of active listening with our stakeholders

Through the identification of our **stakeholders** and through our listening system, we are aware of the perceptions, risks and opportunities that allow us to hone our strategies to improve their satisfaction.



Key stakeholder engagement

At IVIRMA we encourage communications to create value for our stakeholders. In this regard, during 2019 we have continued working to reach all of them through the multiple communications in our different corporate channels.

PATIENTS

Chats and events for same-sex couples:

 **22** events

 **434** attendees

AUDIO-VISUAL PRODUCTION

 **182** videos

MEDIA

 **4,431** impacts

SOCIAL NETWORKS (Total number of followers)

 **110,350** followers

 **31,395** followers

 **19,585** followers

 **10,390** followers

The showcasing of stakeholders is reflected in our **biennial awards**, held within the framework of our 8th International IVIRMA Congress, which recognize the scientific and journalistic work of great professionals who have marked the evolution of reproductive medicine.

Acknowledgments

Acknowledgment of our work

All the work of the people who are carrying out the IVIRMA project has been recognized throughout 2019 by experts in the sector in different settings, including the world's most important congresses.

Acknowledgement as a responsible company

- » *Stronger Together* was the winning CSR project at the **Mediterranean Marketing Night Awards**.
- » *Award to the socially committed company* of the **Valencia Chamber of Commerce 2019** in the Night of the Valencian Economy.

Recognitions in the field of research

- » Recognition in the *Science, Technology and Research category* of the **Ateneo Mercantil de Valencia awards. Civil Society** in which companies and personalities that export the Valencia brand around the world are recognized.
- » *IVI's pioneering vitrification study*, among the best 25 in the history of the **American Society for Reproductive Medicine**, one of the most important in the world. This study, spearheaded by Dr. Ana Cobo - director of IVI Valencia's Cryobiology Unit - is a pioneering work at world level in terms of the clinical application of the method.
- » Recognized with *three awards* at the **75th Congress of the American Society for Assisted Reproduction (ASRM)** that reward the constant and extensive research work of IVIRMA.
- » *Four IVI studies awarded* for their innovative contributions to reproductive medicine at the **66th Annual Congress of the Society for Reproductive Research (SRI)**. The most outstanding was the work on a new progesterone recipient who won the most prestigious award given by SRI: the *President's Plenary Award*, from which only four researchers benefit each year.

Important milestone

During 2019, IVI Seville has made it possible for the birth of a baby who has helped cure his sister's illness. This birth was the first case in the world of HLA-compatible pre-embryonic biopsy at the blastocyst stage to cure Blackfan-Diamond anemia.



02

Committed

to risk management
and safety



STRATEGY AND RISK MANAGEMENT



Strategic planning

We have a **strategic plan** with defined objectives based on three fundamental pillars that make up our **IVIRMA virtuous circle**: the talent of our professionals; clinical results, and research and innovation.



Based on the strategic plan, the different specific areas of IVIRMA draw up management-approved **annual plans**, which set out the goals for each area.

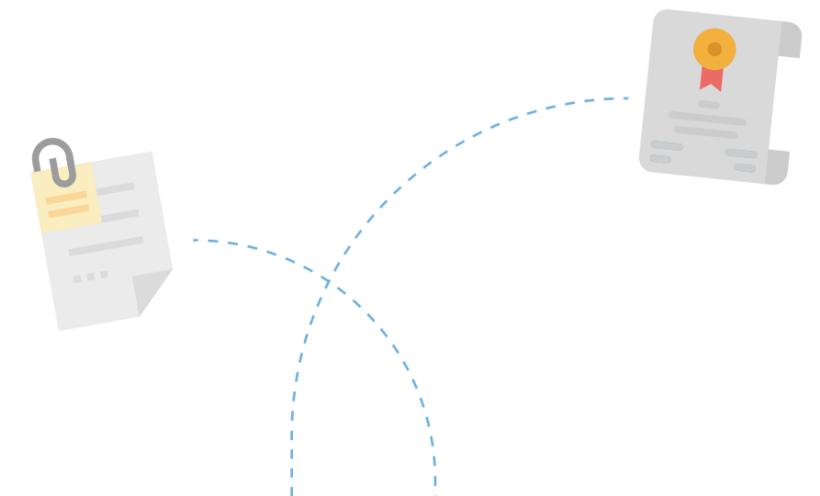
Management system policy

At IVIRMA we have defined the **Management System Policy**, which dovetails with our mission, vision, values and strategic management.

The policy establishes the basic lines of quality management and risk management and sustainability, which all staff know and must respect and accept:

- » Sustained and sustainable **growth** based on excellence and innovation.
- » **Scientific-technical leadership.**
- » To be a **benchmark in Quality Healthcare.**
- » To offer **personalized and highly specialized care.**
- » IVIRMA is **committed to ongoing improvement.**
- » To improve the **skills, motivation, safety culture and satisfaction** of our professionals.
- » To actively contribute to the **protection of the environment and the prevention of pollution.**
- » To **guarantee service quality.**

The policy applies to all clinics in Spain, Italy, Portugal, United Kingdom and LATAM. The last review of this Policy was in November 2017 and a further review is planned during 2020.



Quality and risk management system

Below are the IVIRMA centers that are certified with the Quality and Risk Management System by an independent certification body. The standards on which these certifications are based are also specified:

- » ISO 9001: Headquarters and clinics in Spain*, Lisbon, Panama and Chile
- » UNE 179007: Headquarters and clinics in Spain*
- » UNE 179003: Headquarters and clinics in Spain*

* Due to their recent incorporation into the group, in 2019 the new clinics of IVI Vitoria, IVI Ibiza, IVI Madrid-Centro and IVI A Coruña were excluded from the scope of the Quality and Risk Management System certification. They are expected to be incorporated into the 2020 certification.

In 2019 the organization renewed the ISO 9001 certification of the centers in Spain. In addition, in 2019 the clinics in Spain renewed the QH (Quality Healthcare) seal of the Institute for the Development and Integration of Health.

Criminal risk compliance and prevention model

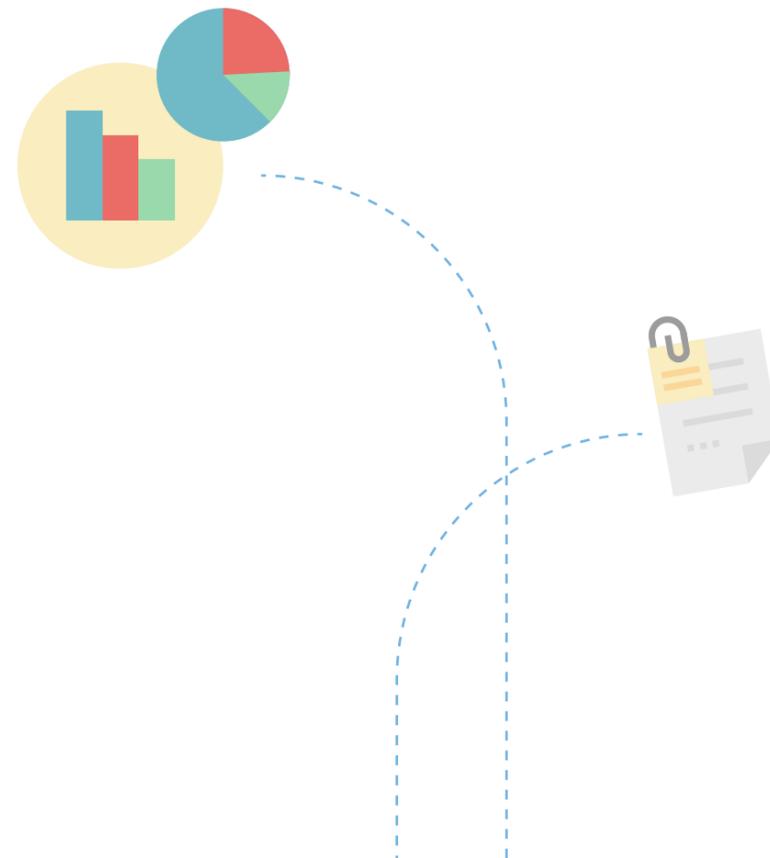
Following the entry into force of Organic Law 1/2015, of March 30, at IVIRMA we developed and introduced a **criminal risks compliance and prevention model**.

The compliance and criminal risk prevention model is currently being applied in Spain and we are working to extend it to the other countries where the company operates.

Identification and assessment of environmental aspects

The IVIRMA clinic in Mallorca has an **Environmental Management System** based on the ISO 14001:2015 standard. Based on the requirements of this standard, the environmental aspects that, from a life cycle perspective, could affect our surroundings and the environment have been identified and assessed.

In addition to the Environmental Management System, during the first half of 2019 an environmental **diagnosis** was carried out to help establish a reference model against which to measure the environmental development of each clinic and of the company as a whole.



The services provided by IVIRMA are focused on offering patients an extensive range, with the utmost quality and safety within the field of assisted reproduction.

Data protection

In IVIRMA we have the figure of the Data Protection Officer (DPO) and an action plan has been defined in relation to data protection. During 2019 the figure of the DPO has been introduced in the rest of the European countries.

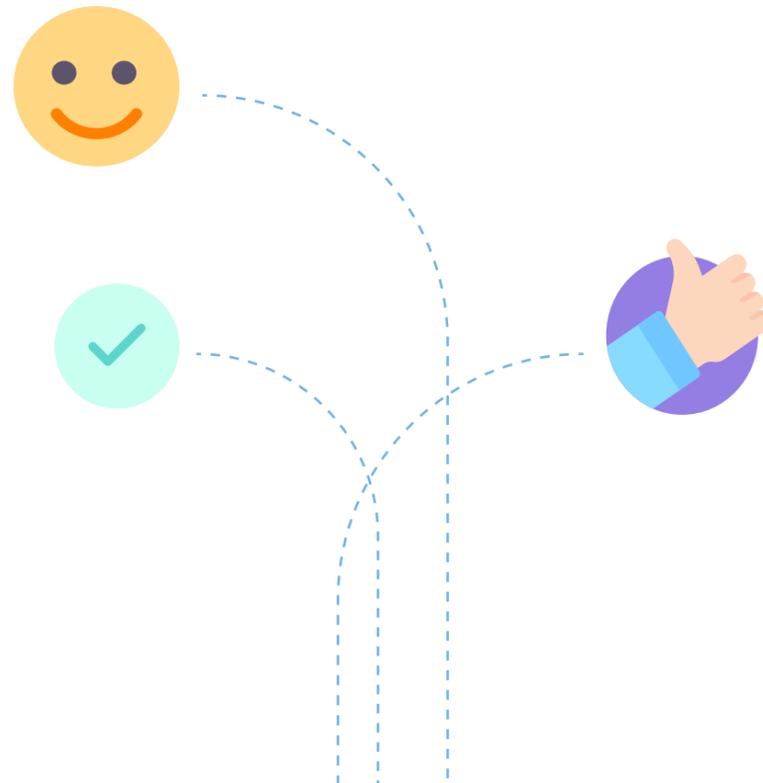
Risks associated with management of supplier companies

IVIRMA's suppliers are also assessed annually within the framework of the Quality Management System. This assessment is carried out on the basis of the following aspects:

- » Compliance with the quality criteria of the product, service or work.
- » Compliance with the delivery terms.
- » Attitude of the supplier company.
- » Administrative management.

Assessment of economic, environmental and social issues by the supreme governing body

The **risk map and improvement actions** (risk treatment plans) are reviewed every year by management or whenever there is a significant change in the activities of the centers. In addition, Management carries out internal audits and reviews of the management system on an annual basis.



03

**Committed to
patients**



COMMITTED TO PATIENTS

At IVIRMA we are clear that **the patient comes first**. We share with them the love for life and we fight to make the world a healthier place and a hopeful future for the babies we help bring into the world, making IVIRMA **the best place to be born**.



Patient Experience Project

The patient is always at the center of our activity. As part of this we have the Patient Experience project. This is an initiative that was born out of the need to optimize and continue improving processes, offering patients a **personalized, comprehensive experience adapted to their needs**.

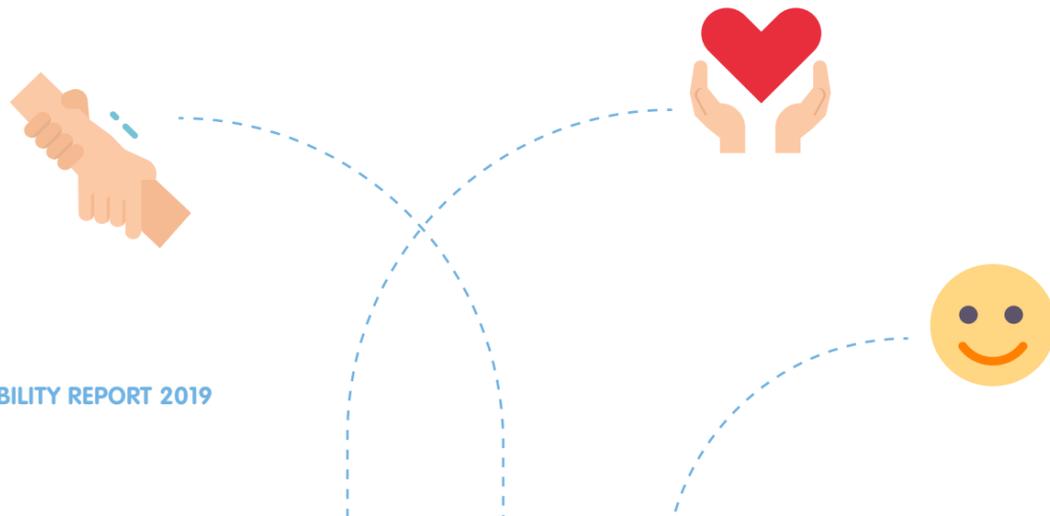
We continue to make progress in digitization

Back in 2017 we introduced the **patient portal**, to avoid printing documents and to guarantee the security and confidentiality of the data related to their clinical records.

During 2019 we have continued to expand the documentation available on the portal and have added the **satisfaction surveys** after the call for an appointment for the first visit and once this has taken place. Also during 2019 we have introduced the integrated **video call** for the initial visits through the portal, which reduces the need for travel by patients.

Another advance in digitization has been the pilot test of the first remote signature by SMS, a process that allows patients to complete the necessary questionnaires by email and sign them by SMS.

We are implementing new tools to continue to guarantee the safety, confidentiality and comfort of our patients



IVIRMA: A pro women organization

Women occupy a central place in that commitment to patients. We are a pro-women company and have been focusing on them for almost 3 decades. During 2019, we have reinforced this commitment through the following **milestones** that demonstrate it:

#IVIMujer round tables

Throughout 2019, we have organized 3 **#IVIMujer** round tables, in Valencia, Madrid and Barcelona. These round tables have outlined the different scenarios in which women find themselves today and the social, political, economic or cultural factors that influence their decisions.

Fertility Day Endometriosis

In November we organized a meeting in Spain to raise awareness of endometriosis, a disease that affects 1 in 10 women and currently has no cure.

Guide for single-parent families

Last November we launched **The best decision**. This guide was created so that any woman who decides to become a single mother can have a document to support and answer her most frequent concerns.

Campaign for motherhood after cancer

In addition to breast cancer month, we wanted to publicize the technique of vitrification, which allows sustainable preservation of the fertility of cancer patients.

IVI Chats

This initiative came about as a desire to bring science closer to life and to break down potential barriers between specialists and the general public in a complex area such as assisted reproduction.

Fertility Days

During 2019, we have held open days under the name of Fertility Day. This is an opportunity for patients at all our clinics to meet with a team of experts to talk, learn more about us, answer any of their questions and take a guided tour of the facilities of our centers.

Women occupy a central place in IVIRMA, because they embody our company's work



#Sharingexperience

A platform born to connect with people. It is a container of emotions, a space that seeks to show the closest and most human side of IVIRMA, bringing medical issues closer and explaining our processes to patients and potential patients in a simple way.

“Essere Mamma Oggi” Event

During 2019, we organized an event called **Being a mother today** at the Majestic Hotel in Milan. We invited journalists from Italian women’s magazines, newspapers and influencers, with the aim of deepening the understanding of what it means to be a mother today, from the differences with the motherhood of the past to the choice or obligation of women today to have children increasingly later, for social, work, economic or personal reasons.

Infertility Meet up in Panama

In June, as part of Infertility Month, we organized a Meet Up (digital meeting) in Panama to talk about the importance of making this disease visible and providing psychological support.

US Campaign as part of the National Infertility Awareness Week

The campaign focused on an emotional video of IVIRMA patients telling the camera how infertility made them feel. The campaign received the award for the best promotional website of 2019 from WebAwards.

Fertil-a-Chat in the USA

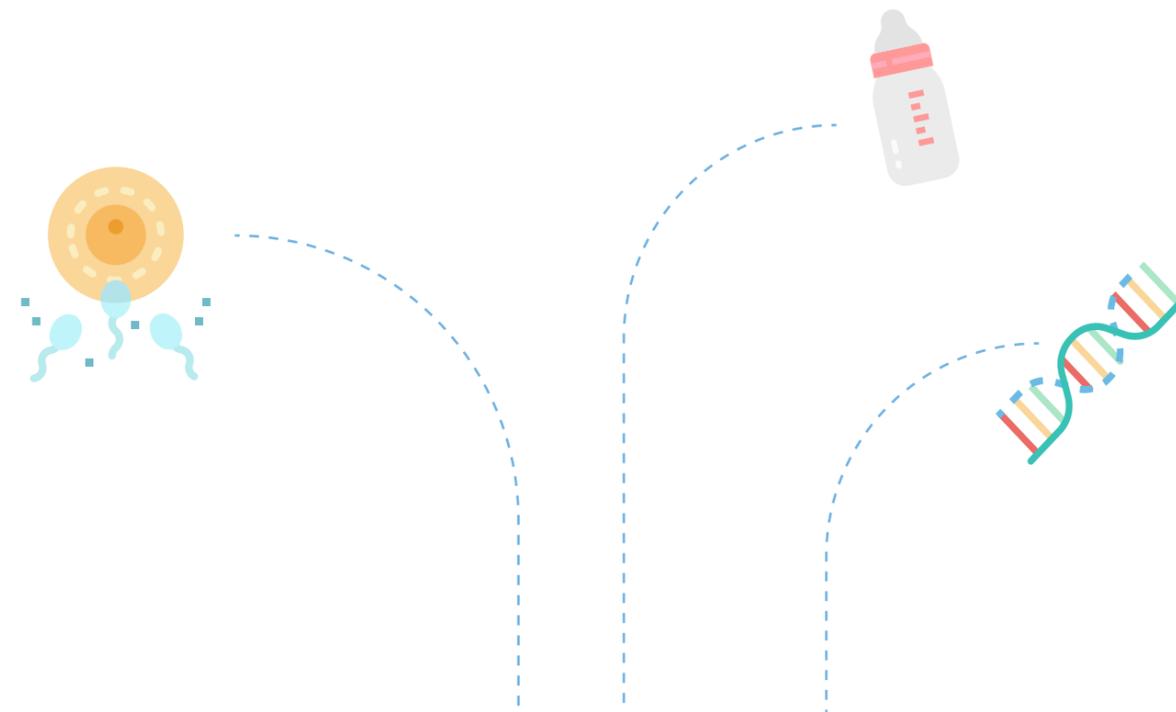
Under the motto “Are you looking for additional support? Do you want to connect with others who receive support?” **Fertil-a-Chat** was launched, a space that helps answer popular questions and shares tips and tricks to make the fertility journey less stressful.

RMA support group for women with fertility problems in the USA

During 2019 we launched a project to support patients with infertility problems that takes place every third Wednesday of the month, under the slogan **Find Comfort When You Need It: The RMA Support Group for Women Coping with Infertility.**

IVI BEM-ESTAR - Os dilemas da Mulher Moderna

Also in 2019 we organized the event **How women’s empowerment influences the decision to become a mother.** The conference was attended by 5 health professionals and dealt with issues such as professional life and late motherhood, and the preservation of fertility and the most appropriate time to do so, among others.



Health and safety of patients

At IVIRMA we know that each patient is unique, which is why we adapt to each person by offering them individualized treatment and work to facilitate the process and **guarantee their health and safety** during treatment.

Risk removal, analysis and elimination allows us to offer the **highest quality and excellent service**, with the aim of being a benchmark in **quality care**.

New service from IVIRMA: Perfect Match

During 2019 we unveiled our new **Perfect Match** service, which offers greater safety and peace of mind to our patients based on the phenotypic analysis, genetic and biometric scan of our donors.

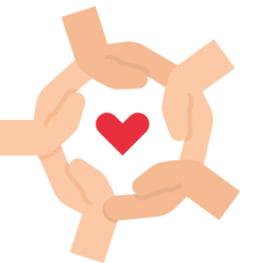
This global project on patient safety aims to develop different kinds of plans and actions that can prevent adverse effects of any kind on patients, their samples and babies born thanks to the techniques used.

Creation of the genetic counseling service

During 2019, the Genetic Counseling service was created within the group, to provide **guidance and advice on genetic issues to our patients**, either to analyze the case and propose an approach (tests to be performed, family members to be included in the study, special permits from the Ministry of Health, etc.), as well as to explain the findings obtained and the risks and implications of the decisions.

In this genetic counseling service, we have handled 1,344 inter-professional consultations, that is, consultations by company professionals, whether they are clinics, contact centers or other departments regarding patients and cases. Furthermore, we have also handled 410 consultations directly from patients concerning their case, their cycle or their results.

We work to continuously improve our services, patient safety and peace of mind is our maxim



Grievances and complaints system

At IVIRMA we have a range of procedures in place to listen to the opinion of our patients and, based on this, to be able to continuously improve our processes.

During 2019 a total of 544 grievances or complaints were received in Spain, 21 in Portugal and 58 in LATAM (Argentina, Chile and Panama). As of the date of the present report, in IVIRMA a total of 500 complaints have been solved (430 in Spain, 17 in Portugal and 53 in LATAM).

On the other hand, at IVIRMA we also measure **our patients'** satisfaction based on the satisfaction surveys we conduct on finalization of the treatment.

Work has been done to implement short **surveys related to specific moments** in the treatment. During 2019 we launched a pilot test, by sending the survey after the call to the Contact Center requesting an appointment and after the first visit.

Another channel where we register grievances and comments from our patients is the **corporate channels**. These channels are fundamental to be able to disseminate our contents and those related to our field, as well as to manage the needs, demands and concerns of the users.

All grievances and comments received through these channels are managed following the protocols established by the organization's QA Department.

Patient care and satisfaction is fundamental for IVIRMA



04

Committed to
people

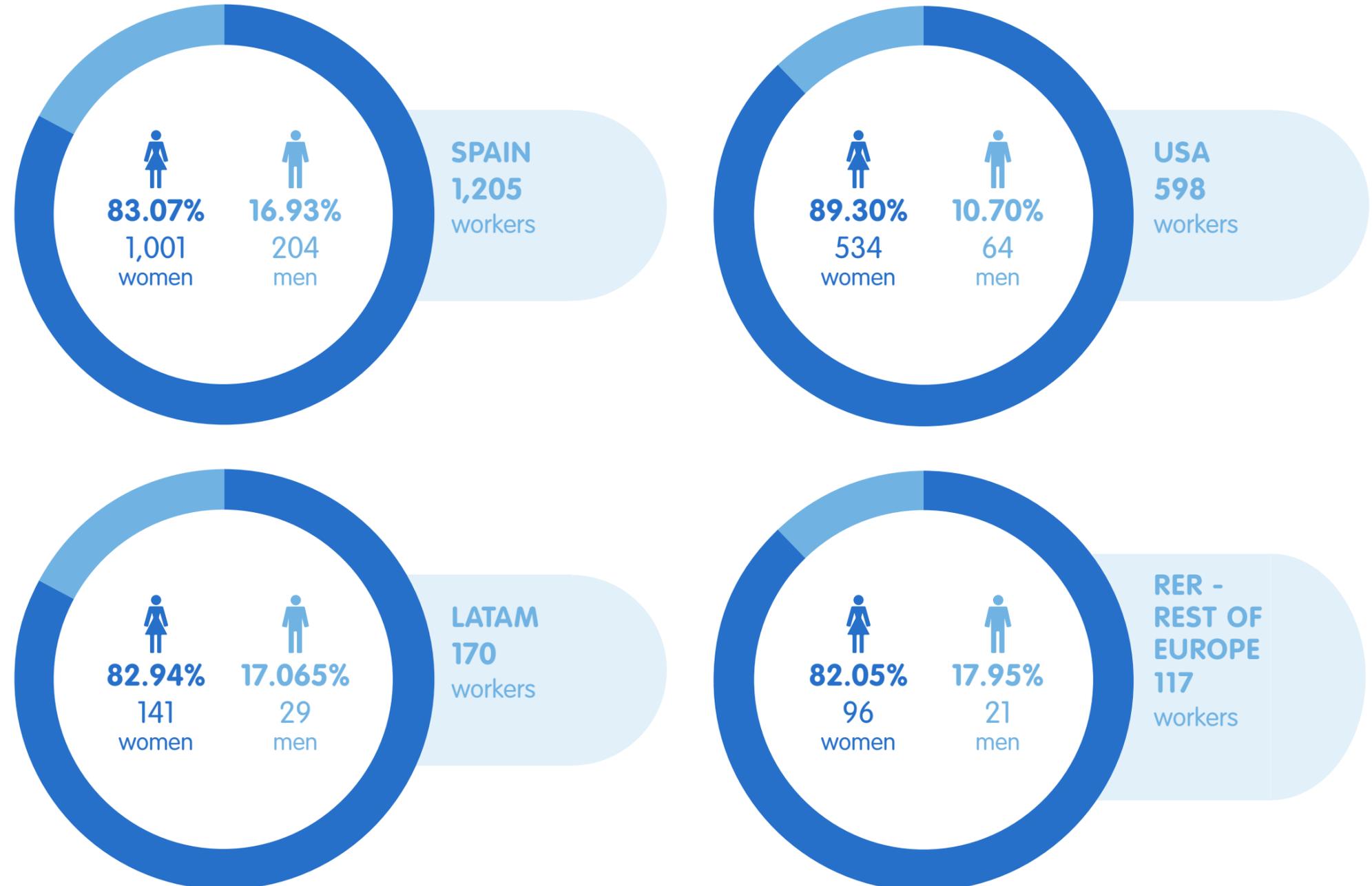


The responsible management of our team represents one of our priorities



Our professionals continue to be the driving force behind our company and are responsible for each of our achievements. We have a unique team, capable of driving excellence and innovation in any corner of our company.

Women make up the majority of our staff



Our team

Workforce structure

The staff of IVIRMA totals **2,090 workers**¹, of whom 1,772 are women (84.78%) and 318 men (15.22%).

The distribution of these 2,090 people in the geographical areas where IVIRMA is present is as follows:

¹All workers who form part of the company as of 12/31/2019 have been taken into account (workers who have left the company during the year are not taken into account).

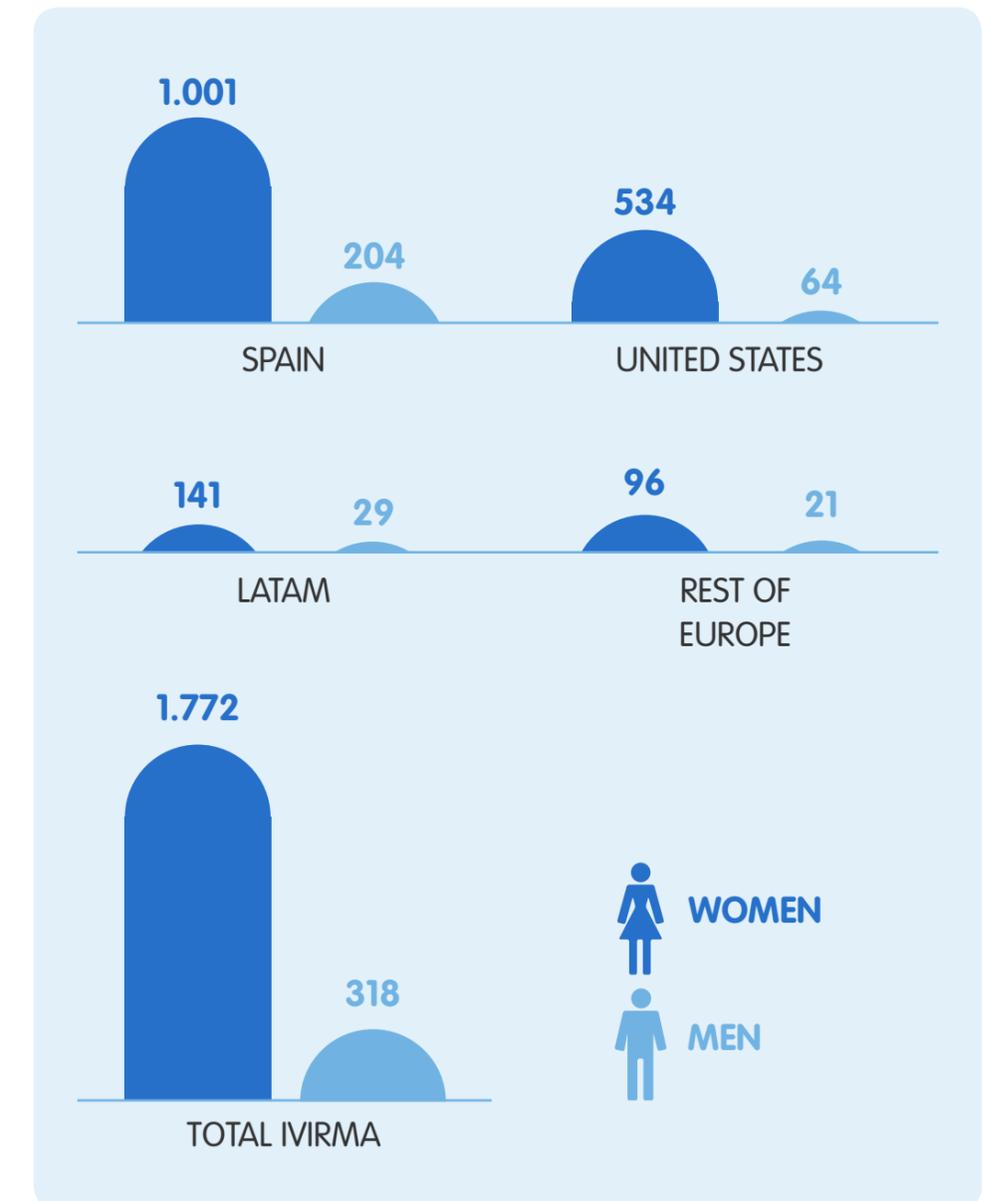
In relation to the **professional categories**, the percentages are very similar to those of 2018. The majority of our workforce is in nursing (24%), laboratory (23%) and clinic support (17%). Staff with patient care functions represent 16% of IVIRMA's total professionals, while those with support functions (headquarters) represent 9% of the staff, followed by medical staff (8%) and management staff (3%).

Workforce by professional categories:

Professional category	2019	2018
Nursing	24%	22%
Laboratory	23%	20%
Clinic support	17%	20%
Patient care	16%	18%
HQ support functions (headquarters)	9%	11%
Medical staff	8%	7%
Executive staff	3%	2%

All workers who are part of the company as of 12/31/2019 have been taken into account.

Workforce according to gender



All workers who are part of the company as of 12/31/2019 have been taken into account.

Distribution of workforce by gender, age and professional category - IVIRMA Global

IVIRMA Global		under 21		from 21 to 29		from 30 to 39		from 40 to 49		from 50 to 60		over 60		Total women	Total men
		Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men		
Categories	Support functions (headquarters)	0	1	18	6	65	31	36	14	20	4	2	2	141	58
	Clinic support	2	0	49	8	68	23	95	20	63	11	18	5	295	67
	Medical staff	0	0	2	2	48	17	48	10	14	9	1	6	113	44
	Laboratory	1	0	96	21	172	27	97	22	26	5	4	0	396	75
	Nursing	0	0	130	2	206	2	117	2	29	2	12	0	494	8
	Patient care	0	0	52	3	111	11	111	3	42	1	6	0	322	18
	Executive staff	0	0	0	0	1	6	5	16	5	21	0	5	11	48
TOTAL		3	1	347	42	671	117	509	87	199	53	43	18	1772	318

All workers who form part of the company as of 12/31/2019 have been taken into account.

Employment stability

At IVIRMA we are committed to a long-term relationship with our team, since, in addition to offering continuity and stability to all our workers, it is better for the organization, due to the high specialization of our jobs.

Our commitment to quality employment is evident in the overall rate of employees on permanent contracts, which reaches 90%. This percentage is very similar in each of the geographical areas where the company operates.

We create quality employment with a rate of permanent employees that reaches 90%

We retain and attract the best talent

We work on recruiting the best professionals, always looking for those who not only have the best technical skills, but who also share our values and corporate culture.

In 2019 a total of 497 people have been hired. Of these hires, close to 70% have been indefinite (indefinite part-time and full-time contracts). This has meant an increase of 9% in fixed-term recruitment compared to 2018.

In 2019 we have increased the number of permanent contracts by 9% compared to 2018

At IVIRMA we work with and for people. We know that nothing would be possible without them and therefore we strive daily to be the best place to work



Remuneration policy

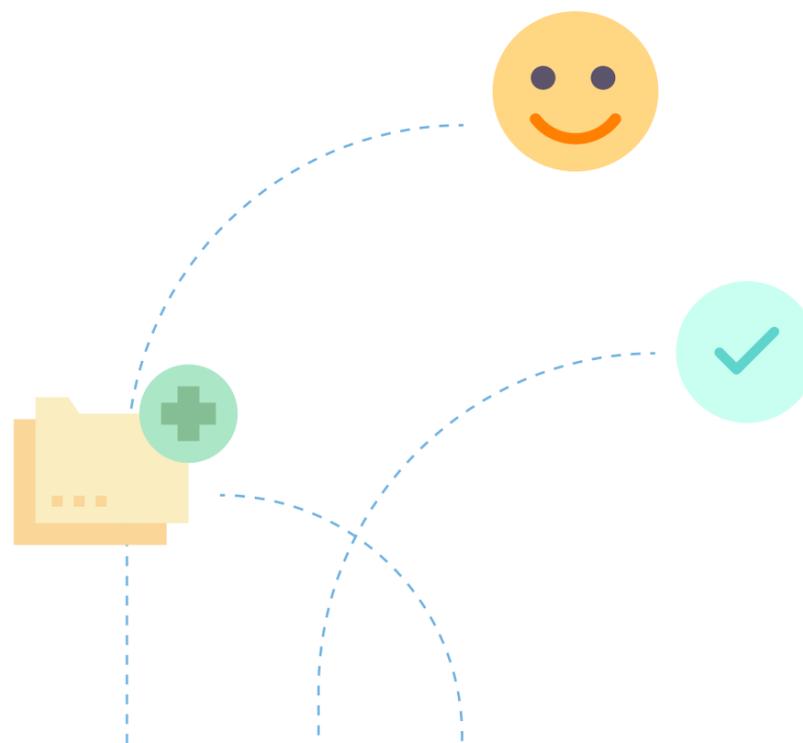
Objectivity and internal fairness are the fundamental criteria on which the Remuneration Policy is designed and implemented at IVIRMA. In this sense, the remuneration model takes into account the results and levels of a job classification system that objectively systematizes the contribution of all company employees.

IVIRMA's remuneration system has a structure around **salary bands** associated with each position, which are divided into tranches. This allows professionals to evolve at the salary level based on performance evaluation. In addition, we adapt to the characteristics of each of the working environments where we operate, always within the framework of our values and taking into account the identity of each geographical region of the Group.

Variable remuneration is one of the fundamental elements of our compensation policy and applies to employees in all areas of the Group's activity. In this regard, **strategic targets** are reviewed and set each year, in which the different groups of IVIRMA have a percentage of variable annual remuneration.

Beyond the policies, and within the framework of the labor laws of each center, we have formulas adapted to the interests of the employees. One example of this is flexible remuneration, which covers the entire workforce in Spain and allows employees to choose products and services such as transport passes or childcare vouchers that lead to tax savings.

We guarantee to treat our staff with objectivity and internal fairness by applying salary bands to our Remuneration Policy



Life and work balance and organization of work

At IVIRMA we grant all **paid leaves of absence** that prevailing legislation of each country and the applicable collective agreement establishes, related to marriage, birth of a child, death or illness of relatives up to the second degree of kinship, moving home, inexcusable duty, preparation for childbirth, medical consultations and personal matters, among others.

IVIRMA has **flexible working hours** so that our staff can adapt their professional lives to their family needs. In addition, during 2019 we have launched a pilot project for the incorporation of **teleworking** once a week at headquarters.

IVIRMA centers reduce their schedules at different times of the year to facilitate the enjoyment of vacations by persons of all the shifts and working hours.

In 2019, 204 people in the organization enjoyed 218 reconciliation measures.

We encourage a balance between work, personal and family life, promoting co-responsibility

Occupational health and safety

We ensure a safe and healthy work environment

Health is one of our priorities, so we work to provide a respectful and healthy work environment at all corporate levels, integrating safety as a basic objective of our **Occupational Risk Prevention Management System** and carrying out personalized prevention programs for each of our clinics.

For this purpose, we have an outsourced prevention service and a person responsible for risk prevention in the clinic, who is in charge of managing the job-related risks and developing preventive policies at a local level, in partnership with the Human Resources area of central services.

At IVIRMA we go beyond the preventive risk policies specified by law, applying processes and actions such as the prevention bonus, which we opt for thanks to our best practices, the training courses we have taken, the ergonomic reports (in the case of biologists, in relation to repetitive movements) and the performance of psychosocial studies when we believe there may be a conflict in some department and we want to know the reason or origin in order to resolve it.

Training and professional development

Training at IVIRMA is one of our fundamental levers for continuous improvement

At IVIRMA we have a **training policy** designed to **attract, retain and, above all, develop the best talent.**

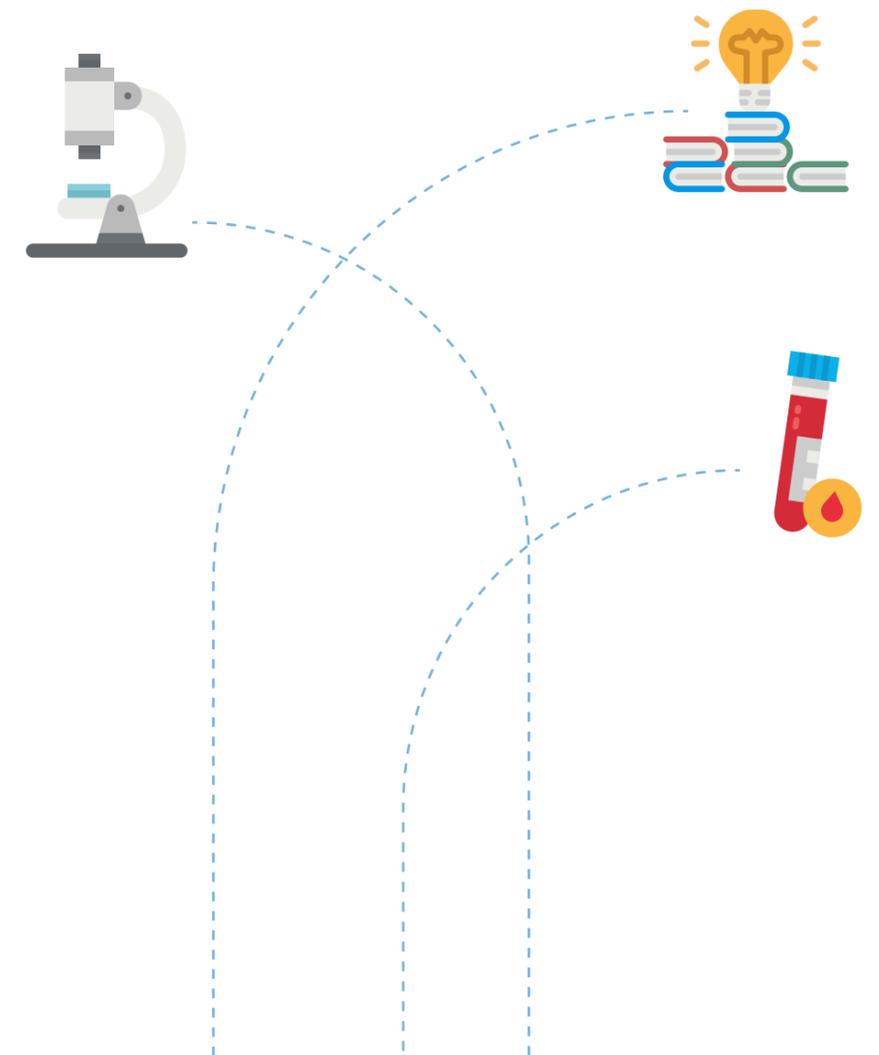
Some of the training given in 2019 is highlighted below:

Patient Experience

During 2019, with the aim of increasing the loyalty of our patients and making their experience at IVIRMA unique, we have deployed specific training for groups that are in direct contact with the patient: gynecology, nursing and patient care.

Laboratory Transformation Program

The Laboratory Transformation Program is one of the innovative projects launched in 2018 that has been completed during 2019. The purpose of this program is to provide oversight and management of teams based on transformative leadership.



Learning for Excellence

Learning for Excellence is a points system to recognize the excellence of those professionals who achieve the targets set by the organization. We launched this project in 2018 with the aim of achieving, through continuous training, the level of clinical excellence required within the organization, both externally and internally.

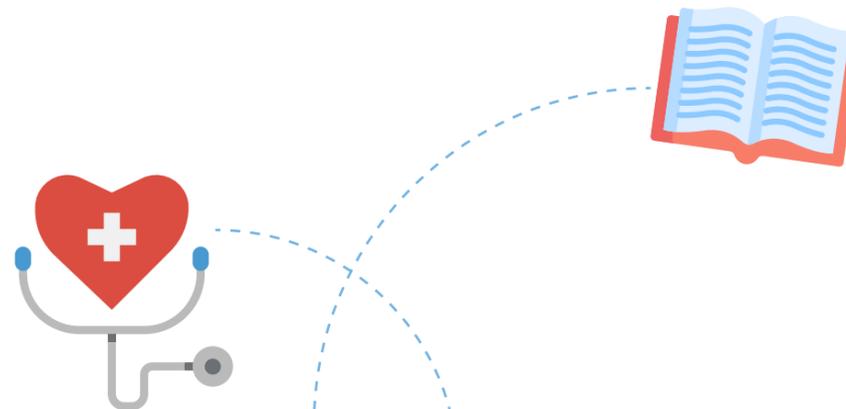
During 2019, this training has been implemented for the Laboratories group.

All training is carried out in our **training center**, where we offer theoretical and practical training, and in the **virtual campus**, where online training takes place.

During 2019 the organization has made a great effort to create and initiate online training to share internal know-how and standardize knowledge and techniques in the centers.

Furthermore, IVIRMA's policy in this area is clearly committed to an internal training model, for which it identifies and maintains a network of internal trainers, who pass on their knowledge to the rest of the company. These trainers, who in 2019 numbered 31, have remuneration associated with the hours of training given.

During 2019, a **total of 34,543.5 hours of staff training** were carried out in Spain, **16,000 hours more than the previous year**. Globally, 38,291 hours of training have been carried out.



Universal accessibility for people with disabilities

All our centers are designed to allow accessibility and usability, as well as to promote the autonomy of disabled persons. In this regard, we adjust and make work more flexible with longer rest times and less time spent working, so that the organization's workers with a disability can perform the job functions normally.

During 2019 we have incorporated SONIX into our work system. SONIX is a tool that allows us to subtitle audiovisual contents in a fast and automated way and thus contribute to our commitment to make these contents accessible to people with hearing disabilities.

At IVIRMA we also work to ensure that all our clinics respect universal accessibility standards, adapting to the regulations of the community or country where the clinic is located. The aim is to be able to guarantee the greatest autonomy for any IVIRMA patient and we do this by eliminating physical barriers.



Diversity enriches us as an organization

Equality and Diversity

In all of IVIRMA's business areas, the workforce mainly comprises women, who represent almost 85% of the total. Accordingly, at IVIRMA we are working to implement policies that guarantee equal **opportunities** in all areas of the organization.

To ensure continuous improvement in the management of equal opportunities between women and men in the organization, IVIRMA considers the preparation and implementation of an equality plan as the objective. During 2019 we have started to develop the equality plans at the Madrid, Barcelona and Valencia centers, with the aim of approving them during 2020 and being able to implement them. In addition, work has been done on the Group's Equality Policy as a strategic framework for its commitment to diversity, which will be launched in 2020.

At IVIRMA we believe that each person is unique and indispensable in achieving excellence in our work



Diversity in the workforce		under 30		from 30 to 50		over 50		disabled persons	
		Women	Men	Women	Men	Women	Men	Women	Men
Category	Support functions (headquarters)	18	7	101	45	22	6	2	1
	Clinic support	51	8	163	43	81	16	3	2
	Medical staff	2	2	96	27	15	15	0	0
	Laboratory	97	21	269	49	30	5	4	0
	Nursing	130	2	323	4	41	2	3	0
	Patient care	52	3	222	14	48	1	6	1
	Executive staff	0	0	6	22	5	26	0	1

Data from IVIRMA Global. Workers with all types of contracts as of 12/31/2019 have been taken into account.

Protocols against sexual or gender-based harassment

At IVIRMA we have a procedure for managing sexual and gender-based harassment in the workplace (or other situations that involve an attack on the dignity or privacy of workers), which establishes the protocol to be followed in the event that one or more of the aforementioned harassment situations occurs. This protocol is available to the entire staff through the employee portal.

No cases of discrimination have been reported during 2019.

05

Committed to
the planet



At IVIRMA we are concerned with reducing the impact on our environment

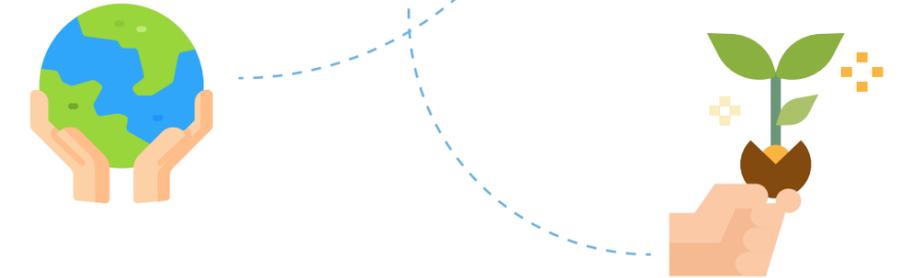


ENVIRONMENTAL MANAGEMENT

At IVIRMA we are committed to integrating environmental sustainability into our activities. Our Quality Management System Policy refers to aspects of environmental sustainability and, in addition, to continue implementing this commitment, we have worked during 2019 on our **Environmental Policy**, which we will continue to develop during 2020.

The Environmental Policy responds to the four priority thematic axes linked to different Sustainable Development Goals (SDGs) on which Agenda 2030 is based:

- » **Circular Economy**, which addresses the circularity of our processes and our ability to reduce the waste generated
- » **Climate Change**, focusing on energy consumption and fuel use, taking into account both efficiency and origin.
- » **Resource Consumption**, which deals with the level of consumption of the most important resources by the company and where work is carried out to align the production and supply chain with the company's sustainability targets.
- » **People**, which incorporates a focus on social issues, mainly community relations, good neighborliness and participation.



To extend this work, which had already been promoted at the centers in Mallorca and Madrid, an **environmental diagnosis** was conducted in 2019, which helped to establish a benchmark model against which to measure the development of each clinic and of the company as a whole.

PREVENTION AND MANAGEMENT OF WASTE AND THE CIRCULAR ECONOMY

In this area, we have a Waste Management Procedure that applies to Spain and Portugal, which aims to protect the health of patients, workers and people who handle waste and to reduce as far as possible the risks of spreading infectious diseases or chemical contamination of the environment from healthcare waste.

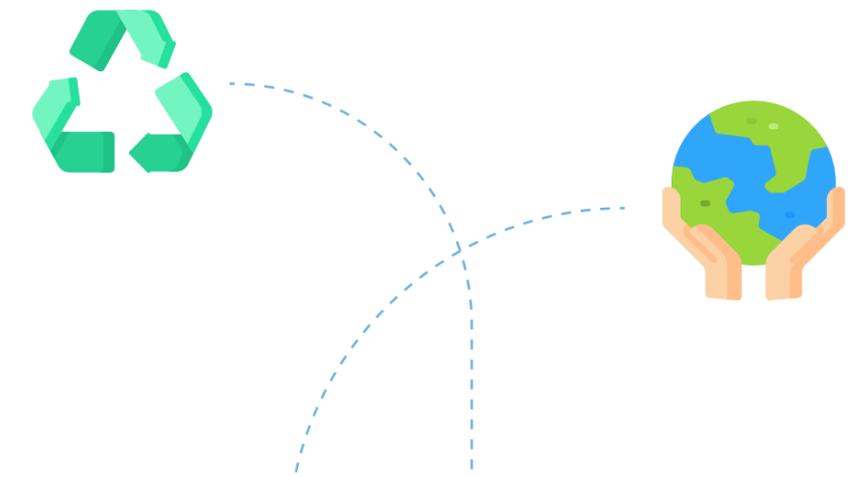
Since mid-2019 we have gradually implemented **measures for the classification of hazardous waste**, especially for the distinction between specific bio-sanitary waste and bio-sanitary waste that can be treated as municipal waste. As a result of these measures, the amount of bio-sanitary waste managed through the hazardous waste manager has decreased significantly. This is an excellent result for IVIRMA, as the proper definition of the materials that should be disposed of in the waste manager's containers allow us to streamline the cost of this service and make better segregation of recyclable materials that hitherto were improperly disposed of.

Waste by type of disposal method

Hazardous waste and treatment			
Hazardous waste	Treatment	Gross weight (Tn) 2019	Gross weight (Tn) 2018
Lab equipment cleaning waste	Regeneration and recycling	2,65	1,75
Other chemical products	Regeneration/Incineration	2,65	1,15
Biosanitary Type III	Steam sterilization	55,04	64,44
Non-hazardous Biosanitary	Recycling/landfill	1,71	0,54
Others	Regeneration retrieval, recycling, landfill, incineration	2,01	7,62
Total weight of hazardous waste		64,05	75,5

The 2019 data are from the clinics in Spain and Panama. No data are available for the rest of the facilities. We will continue to work on collecting this information to include it in the 2020 Report. The 2018 data are from the clinics in Spain.

We have significantly reduced the generation of hazardous bio-sanitary waste



Prevention, recycling and reuse measures

In order to **reduce paper consumption** in all our clinics, we have implemented several actions, including the patient portal and biometric signature, which allow us to reduce the printing of documents. These two best practices have saved the printing that previously involved handing out physical documentation to patients and obtaining their signature.



SUSTAINABLE USE OF RESOURCES

The **sustainable use of resources** has an environmental and economic impact on the company. For this reason, at IVIRMA we strive to control and reduce the consumption of materials, water and energy that we use in our daily activities.

Energy consumption

A reducing in energy consumption and better energy efficiency are our priorities in the energy field.

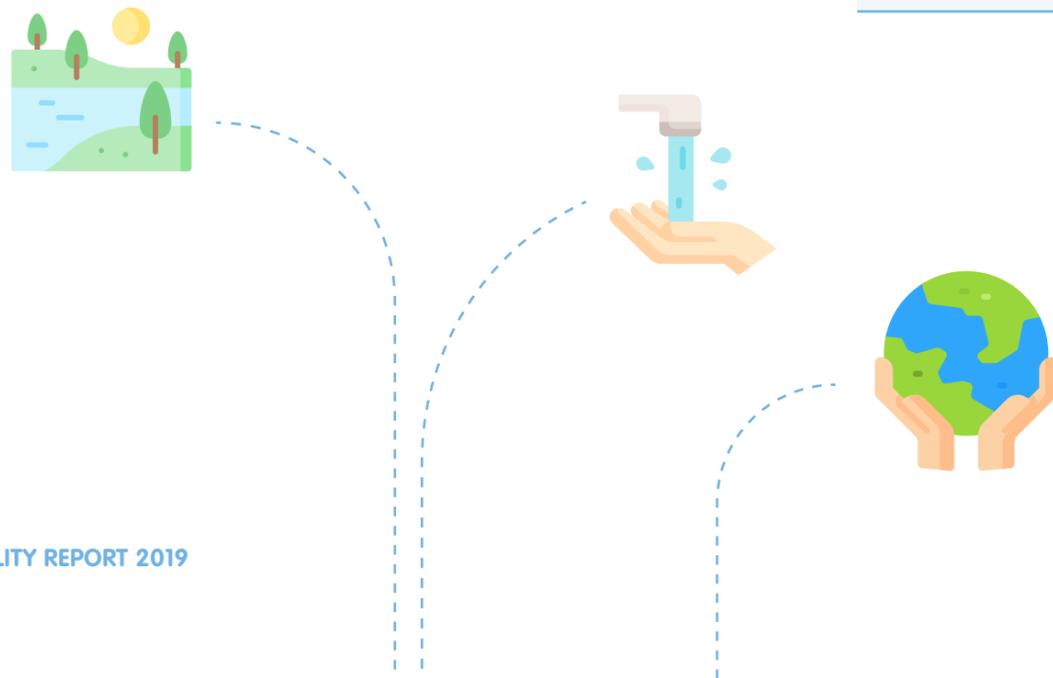
Consumption of non-renewable fuels in MJ		
	2019	2018
Diesel	342,927	423,943
Natural gas	3,594,669	9,063,828
Vehicle gasoline	70,308	
Vehicle diesel	1,029,436	1,051.486

Consumption of non-renewable fuels in MJ		
	2019	2018
Electricity consumption	27,461,303	27,747,551

Water consumption

At IVIRMA the management and control of **water consumption** is monitored monthly in all the Group's clinics to detect possible deviations.

Water consumption in MgL		
	2019	2018
Water consumption	21,654	24,321



CLIMATE CHANGE

Direct (scope 1) GHG emissions

The **direct emissions of scope 1** associated with IVIRMA's activity are related to the consumption of natural gas and diesel at some of our facilities, the use of fuel for Relationship Marketing vehicles and the refills of fluorinated gases.

Direct (scope 1) GHG emissions		
	2019	2018
Natural gas and diesel fuel vehicles	280.96 CO2 eq	527.64 CO2 eq
Fluorinated gas refills	No data	348.77 CO2 eq

Indirect (scope 2) GHG emissions

The **indirect (scope 2) GHG emissions** are related to the clinics' electricity consumption.

Direct (scope 2) GHG emissions		
	2019	2018
Indirect GHG emissions	2,860.55 Tn CO2 eq	2,882.78 Tn CO2eq

Other indirect (scope 3) GHG emissions

In relation to **Scope 3**, we consider the emissions derived from rail and air transport that we carry out for work purposes at IVIRMA.

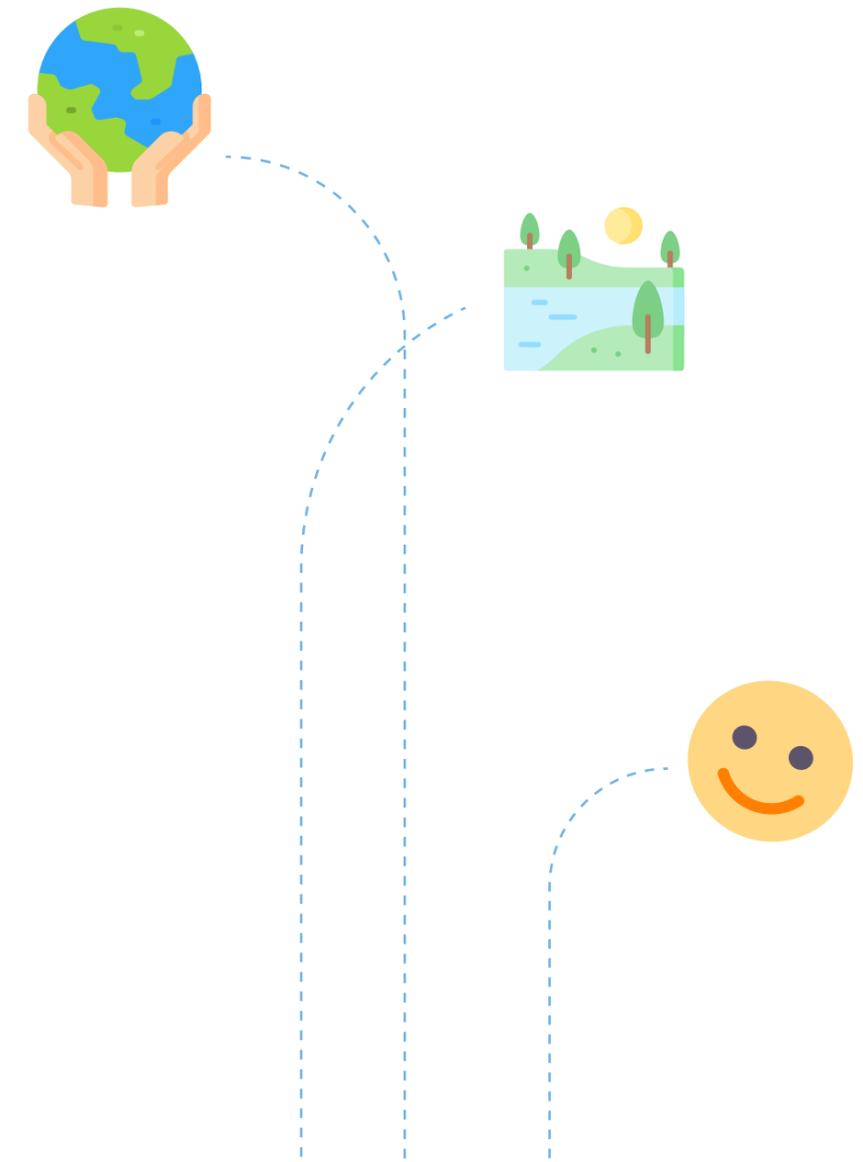
During 2019 we have made about 6,400 trips. 45% of these journeys have been made by train with the aim of reducing our CO2 emissions. Despite the fact that rail accounts for around 45% of journeys, its contribution to emissions is less than 4%, while over 96% of emissions in this range are due to air travel.

The trips made during 2019 have meant a total emission of 592 Tn CO2eq, generating 2.5% more CO2 emissions than the previous year. At IVIRMA we know that the train has a lower environmental impact than the plane. For this reason, 45% of the total trips of our organization are made by train.

During 2019, there has been an increase in the number of journeys by plane due to the holding of the IVI Congress in Palma de Mallorca, as the majority of those attending the Congress have chosen to travel by plane. Due to our environmental commitment to reduce the impact on our events, at IVIRMA we have carried out a **Sustainability Plan for the environmental management of the IVI Congress**, in which actions have been established and developed to offset the carbon footprint generated for this event.

In addition, at IVIRMA we continue to work daily to **reduce unnecessary travel** and find alternative ways to reduce our environmental footprint. For this reason, we use new technologies, such as business Skype and Lifesize, to conduct video conferences and avoid travel as much as possible.

Other indirect (scope 3) GHG emissions		
	2019	2018
Air Transport	572.91 Tn CO2 eq	556.75 Tn CO2 eq
Rail Transport	19.3 Tn CO2 eq	21.14 Tn CO2 eq
Total	592.21 Tn CO2 eq	577.89 Tn CO2 eq



06

Committed to
human rights





COMMITTED TO HUMAN RIGHTS

Our commitment to human rights focuses on respect for **freedom of association and collective bargaining**, the **rights of minorities** (ethnic, religious, linguistic, gender and sexual, among others), as well as the rejection of **child labor** and **forced or compulsory labor**.

Furthermore, at IVIRMA we respect the **right of the human being who is the subject of research**, and his or her personal interest must prevail over the interests of science, society and the company.

We transmit our commitment to human rights to our staff through our **Code of Ethics and Conduct**. It establishes publicly that all IVIRMA professionals must respect human rights and public liberties recognized in the Universal Declaration of Human Rights, thus disseminating our undertaking to the entire company.

With regard to the operational part, within the framework of the **Compliance System** we have identified the risks in relation to human rights and we ensure compliance with these rights in all cases, with the Compliance Committee as the monitoring and control body. This committee may take the necessary corrective actions in the event that any situation of non-compliance with human rights is identified.

In this regard, during 2019, no operations or suppliers have been identified as being at significant risk of cases of forced or compulsory labor or child labor, nor have any cases of discrimination been detected, nor have any cases of human rights violations been reported.

At IVIRMA we have a firm commitment to respect human rights, an aspect that we also keep in mind in our day-to-day activity



07

**Committed
to ethical
management**



COMMITTED TO ETHICAL MANAGEMENT



Code of Ethics and Conduct

IVIRMA's **Code of Ethics and Conduct** is conceived as a set of rules that define the corporate culture, values and principles of the group. These reinforce the company's conduct guidelines, in which it is necessary to enable a set of rules and principles governing the **professional conduct of those who form part of IVIRMA**.

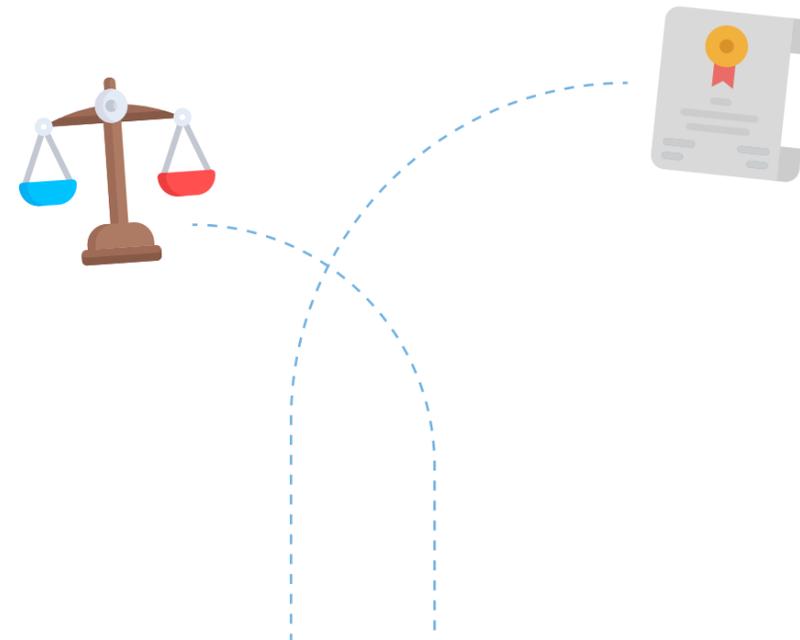
In Spain, in order to make the Code of Ethics and Conduct available to all professionals, this document has been published during 2019 on the new employee platform **We are IVIRMA**. An update of this document is also planned for 2020, in line with our undertakings and our commitment to continuous improvement.

Conflict of Interest Management Policy

In 2019 a **Conflict of Interest Management Policy** has been introduced to enable employees to express any potential conflicts of interest they may have in relation to the Group's activities. Within this framework, professionals may report all cases in which they have a personal interest that conflicts with the interests of IVIRMA, for assessment by the organization.

The Compliance Channel

The compliance channel is the confidential mechanism that the company makes available to workers, patients, suppliers and subcontractors to detect any irregularity or illegal behavior that could jeopardize our organization. This efficient channel operates within national territory and applies to the Spanish companies that form the group.



Contributions to foundations and non-profit-making enterprises

During 2019, MIRMA has collaborated with different types of **social projects** (health, childhood and diversity) to which a total of 80.880 euros has been donated. The following table displays the contributions broken down by initiative or project:

Contributions	
March of Dimes	9,376 €
Fundación Rafa Nadal	3,000 €
ASACO - Association of People Affected by Ovarian Cancer	4,250 €
Malawi Salud	4,250 €
Cienciaterapia	10,000 €
Save Posidonia Oceánica	300 €
Fundación Adecco Family Plan	16,000 €
Make a Wish	4,690 €
Save a Girl - Save a Generation	29,014 €
Total	80,880 €



08

Committed to
society





SOCIAL CONTRIBUTION

At IVIRMA we are sensitive to the characteristics and social needs of those places where we operate, respecting the local communities with the aim of helping to create a fairer and more equal society in terms of rights and opportunities.



La Fundación IVI

With more than 20 years having passed since its creation, **IVI Foundation** is designed as a **research center in Reproductive Medicine** to find the therapeutic and/or diagnostic techniques for the benefit of our patients, generating a global awareness within society that helps to make information available to everyone.

The three pillars of the Foundation are:

- » **Research (Innovation area)**
- » **Knowledge (Global Education area)**
- » **Social Action (Sustainability area)**



Research at IVIRMA

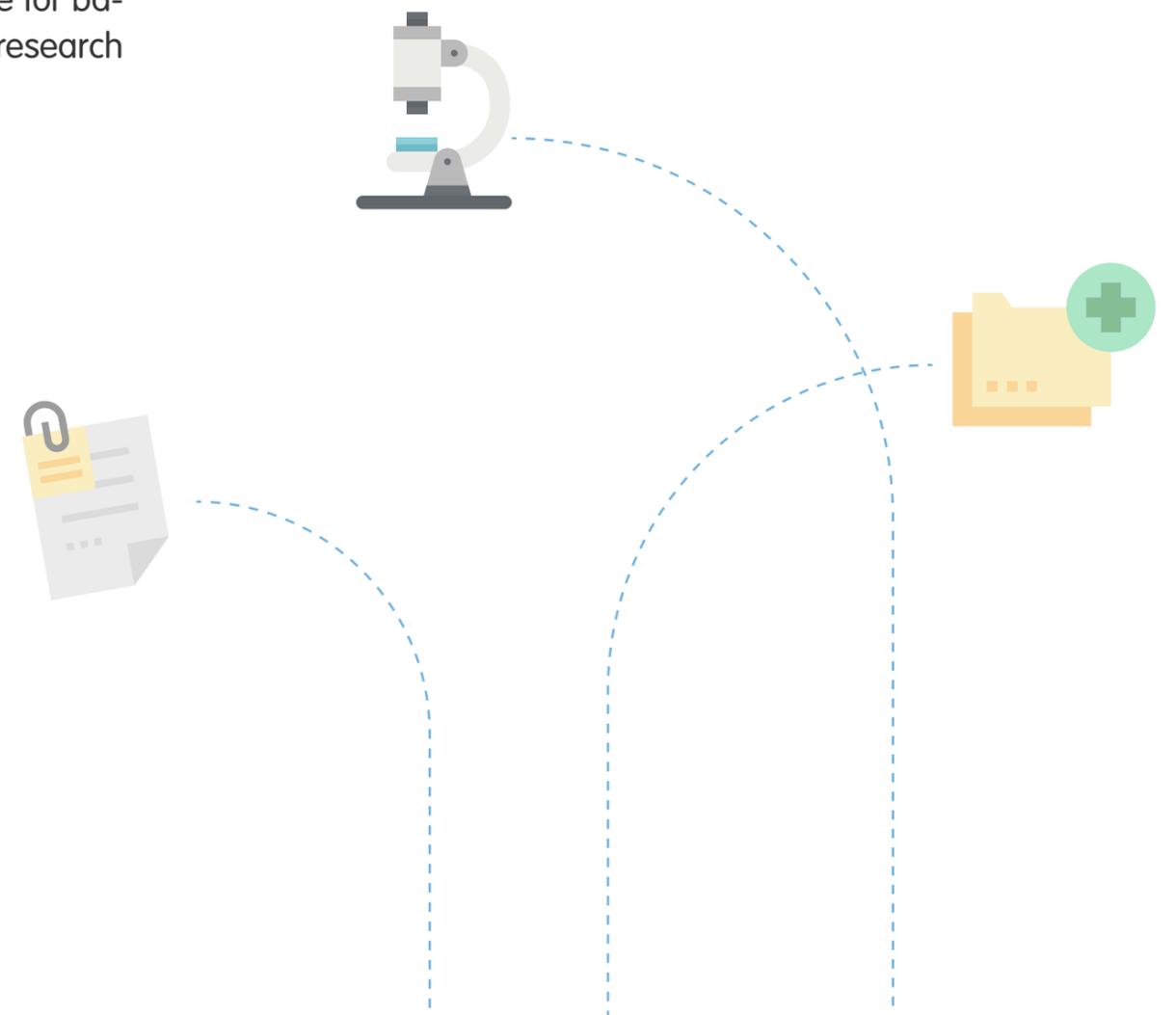
2019 has been the most scientifically productive year in history for IVIRMA. We have made progress in the knowledge of our specialty for the benefit of our patients and society. Specifically:

- » We have published **141 scientific articles** in highly prestigious journals.
- » **We have sent 156 communications** to the three largest congresses in our specialty (ESHRE, ASRM and SRI).
- » External aid worth almost two million euros to fund our research projects in competitive bidding procedures.
- » **113 new research projects** have started during the year. We currently have almost 300 research projects underway.
- » We have received many awards for our scientific activity.

The result of this scientific innovation, technological development, research and experience allows us to offer **excellence in the care of our patients**, generate knowledge to **contribute to the advancement** and continuous improvement of the **treatments** we offer.

In this regard, Basking Ridge, Madrid and Valencia are the designated centers for clinical research. Similarly, Basking Ridge, Madrid, Oxford and the IVI Foundation are responsible for basic research and, finally, there is a support unit for research management (UAGI).

The research we perform at IVIRMA represents a benefit to our patients and to society



Education at IVIRMA

IVI Global Education is the educational institution of IVIRMA Global, which has a wide range of master's degrees and specialized courses, with the aim of training and updating all professionals interested in the world of assisted reproduction and reproductive medicine.

During 2019 we have launched our innovative online training platform: **IVIRMA Campus**. This platform is currently used for all our online courses and operates on the Learning Cloud. IVIRMA Campus is more than an e-learning tool, since it not only organizes online training, but also place-based classroom learning and blended learning. In addition, it is **adapted to a multi-device environment** so that it can be accessed from a mobile, computer or tablet, in order to improve the learning experience.

The most important figures for 2019 in the **field of education** are the following:

- » **72 consultancy services and courses carried out (Training & Consulting).**
- » **21 countries where clients have been provided with consultancy**
- » **212 students enrolled in our master's courses.**
- » **More than 50 IVIRMA teachers teaching our master's courses.**



We are dedicated to training driven by technology, given that innovation is key to our learning strategies

International IVIRMA Congress 2019

In April 2019, the eighth edition of the International IVIRMA Congress was held in Palma de Mallorca. This biennial event is the third most important scientific congress on reproductive medicine in the world.

IVIRMA Congress brings together specialists of renowned international prestige in this field of knowledge, and for three days they participate in presentations and symposia on the most innovative scientific advances and techniques in reproduction.

This edition has been celebrated with sustainability as the focal point. The social and environmental commitment of the event has been a fundamental part of its definition and implementation. The UN's Sustainable Development Goals (SDGs) were present throughout the event, positioning IVIRMA as the driving force behind the first world health congress with a clear commitment to the SDGs.



Sustainability has been the backbone of the IVIRMA Congress 2019

Area	Circular Economy - 0 Waste Philosophy	Climate change - Reduction of greenhouse gas emissions	People - Equality and Inclusiveness	Natural resources and local production
SDG				
Goals	<ul style="list-style-type: none"> » To minimize material consumption. » To incorporate recovery, reuse and recycling criteria in the selection of materials to mitigate impact throughout their life cycle. 	<ul style="list-style-type: none"> » To reduce greenhouse gas emissions through efficiency in the use of energy and the use of renewable sources. » To compensate for emissions generated by staff travel. 	<ul style="list-style-type: none"> » To incorporate social and sustainability criteria when selecting products and services needed for the congress. » To be a congress without physical barriers and with full accessibility to all spaces. 	<ul style="list-style-type: none"> » To prioritize consumption of local or seasonal products and inform attendees about the sustainability benefits of using these products. » To avoid food waste and implement water saving measures.
Result	<p>Recovery of 2,300 kg of organic waste and 800 kg of glass container waste.</p>	<p>100% renewable energy at the Palma Congress Center.</p> <p>Compensation of 100% of the emissions generated: 300 m² of Posidonia supported</p>	<p>Hiring of a social enterprise for the 3Glops project.</p> <p>Collaboration with the Adecco Foundation for the inclusion of women at risk of exclusion. €3,000 for the Rafa Nadal Foundation.</p>	<p>Use of reusable containers and ecological utensils during lunch and breakfast catering.</p> <p>Existence of mechanisms for saving water and raising awareness among attendees: consumption of 150 m³ of water during the congress.</p>

Free fertility preservation program for cancer patients

In 2008, the free fertility preservation program for cancer patients was launched. Since then, 29 babies have been born after their mothers and fathers won the battle against cancer, and seven more are about to be born in 2020.

IVIRMA offers **cancer patients the possibility of vitrifying**, free of charge, ovarian cortex or sperm so that, once their disease has been overcome, they can become parents if they so wish.

During 2019, **136 women diagnosed with cancer have vitrified their eggs.**

Free access to fertility preservation for cancer patients is a priority for IVIRMA



Social projects in 2019

5 years with the Adecco Foundation

We foster long-term relationships with NGOs, such as the Adecco Foundation, with which we have been working for more than 5 years, or **Make a Wish**, through which we have been collaborating for 4 years. This long-term perspective allows projects to be strengthened and helps to bring about real change in society.

gIVING you social aid call

During 2019, we launched the “gIVING you” social aid call, an initiative aimed at NGOs or social entrepreneurship initiatives, endowed with 10,000 euros. Any organization based in Spain that develops social projects aimed at vulnerable groups could be eligible. To align social collaborations with IVIRMA’s priority areas, we prioritized those projects focusing on the areas of health, women and children.

The *Cienciaterapia* project, presented by the National Association for the Scientific Dissemination to Hospitalized Children (ANDCMH), consists of scientific and technological workshops for children hospitalized in children’s oncology, pediatrics and mental health units of several hospitals in Spain.



Stronger Together

Stronger Together is a social initiative through which IVIRMA's employees worldwide have traveled kilometers throughout October to benefit the March of Dimes social project, a North American non-profit organization that helps mothers to have pregnancies that allow the full development and growth of the baby.

More than 350 employees from 27 IVIRMA centers have added more than 4,182 sports activities that have been transformed into 10,000 dollars by the IVI Foundation in favor of the fight for the health of all mothers and babies.



Our social commitment stems from our values

Teaming

Every year we carry out the project called "Teaming", where IVIRMA professionals in Spain have the possibility of contributing one euro of their monthly salary to a social purpose, a donation that the company doubles to reach even more beneficiaries.

There were two winners of the 2019 Teaming: The ASACO and Malawi Salud associations. The former is tasked with disseminating the symptoms of the main gynecological cancers, providing support and visibility to the disease and accompanying women who have gynecological cancer when, due to their disease, they are unable to carry out their daily tasks. The main beneficiaries of MALAWI SALUD are children admitted to the emergency area of the Pediatric Emergency Service at Kamuzu Central Hospital in Lilongwe in Malawi (Sub-Saharan Africa). The NGO sends groups of professionals to work in the field to provide training and assistance, transmitting best practices and working alongside workers in Malawi.

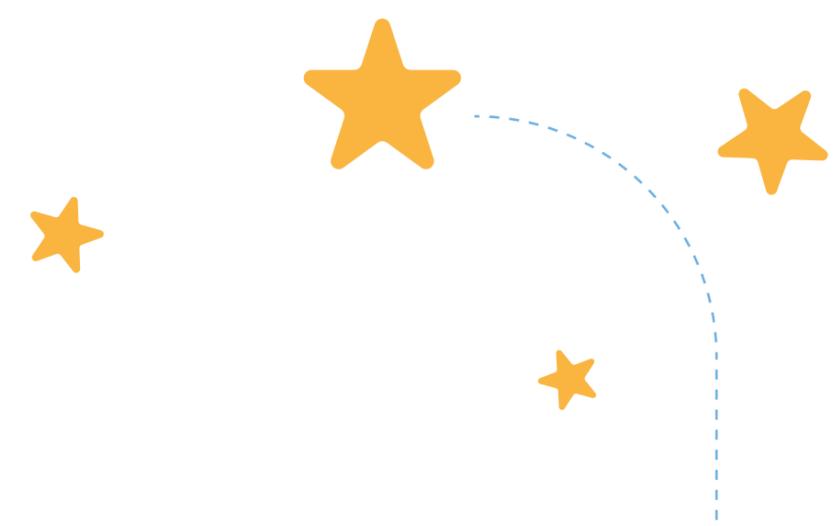
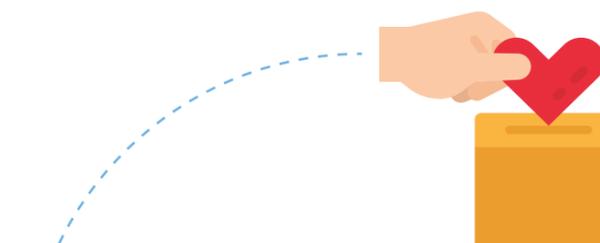
Family plan of the Adecco Foundation

The Family Plan is a program aimed at family members with disabilities of IVIRMA employees in Spain. Through this plan, customized and comprehensive accompaniment is offered to promote the socio-labor integration of the beneficiaries.

In the 2019 edition, a total of 16,000 euros was contributed, supporting seven beneficiaries.

Estrellas de la Ilusión (Stars of Dreams) Campaign

Christmas 2019 has once again been lit up by the Stars of Dreams, a campaign in collaboration with *Make-A-Wish* through which we help to fulfill the dream of Jamie, a 16 year old girl who has been coping with her illness since she was six years old.



You donated, we donated

In IVIRMA we believe in women, in their energy, their determination and their solidarity. For this reason, in 2019 we have launched a new project: **for every egg donor who has passed through our clinics in 2019, from our IVI Donates donor area, we make a donation** to the international NGO *Save a Girl Save a Generation*.

Save a Girl Save a Generation is an NGO that fights against female genital mutilation, child exploitation, forced marriage and all forms of abuse of women



We take a stand for women supporting initiatives that defend their rights

SUBCONTRACTING AND SUPPLIERS

The criteria of **quality of service**, compliance with **delivery conditions**, **ethical attitude** of the supplier and **administrative management** form the crux of the decision process when choosing a supplier. Accordingly, we focus all our efforts on looking for the most suitable suppliers, always from a standpoint of transparency and mutual respect.

Most IVIMRA clinics work with local suppliers (understanding "local" as a company with its registered office in the country of origin of the clinics).



Suppliers directly influence the services that IVIRMA offers our patients. For this reason, their selection is our priority



IVIRMA)
Global