

Sustainability report 2020

GeneraLife



1	Introduction		
	Message from CEO	4	
	2020: A challenging year	6	
2	We are GeneraLife		
	Organisational profile	8	
	The pillars to our strategy	13	
	Governance	17	
	A proactive player in society	21	
3	At the top, the patient		
	The challenges we're addressing	28	
	Our services	28	
	Patient-focused	29	
4	Leading by innovation		
	Innovation in GeneraLife	34	
	Our achievements in 2020	35	
5	In good hands		
	Catalysts for success	44	
	Talent at the service of our patients	49	
	Together with our collaborators	51	
6	The environment, a challenge for everyone		
	Our commitments	56	
	Taking action	57	
	Annexes		
	About this report	62	
	GRI Context Index	65	

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Introduction



1

Message from the CEO

The year 2020 will certainly leave its mark on all of us. Affected by the biggest health emergency in a hundred years, it will undoubtedly represent a paradigm shift. All sectors have attempted to adapt to the extraordinary circumstances created by the pandemic and this has helped to alleviate the economic crisis, although it has not been able to stop it entirely. In the eurozone, the 6.6% fall in GDP is double the world average, while in the EU as a whole the drop was 6.3% due to the slump in consumption as a result of the restrictions required to cope with the disease. A year that has also altered our scale of priorities, with family, home and health at the top of the list.

Faced with this situation, our response has been to continue working as hard as possible to provide our patients with the answers they need, aware of how important every second of delay could be for them. We have been very active, for instance, in ensuring their safety, implementing the health recommendations, helping patients to continue their treatment and facilitating online care, adapting as much as possible to the changes in people's movement. At a country level, Spain and Italy have been the hardest hit as a result of the extensive lockdowns imposed during the first wave of the pandemic.

In 2020 Generalife consolidated as a European leader in assisted reproduction, with the integration of Genera, Demetra and Livet and Carl von Linnékliniken in Sweden. As a result, we have expanded our service capacity, ending 2020 with 14 clinics in Italy, Spain, the Czech Republic and Sweden and providing a total of 7,303 IVF treatments throughout

the year, 53 more than in 2019. Even in a scenario of severe restrictions on movement, we continue to receive patients from all over Europe who trust us to make their dreams of starting a family come true. And this is achieved every day thanks to the joint efforts of each and every one of the people who make up Generalife today.

Total patient satisfaction is our main aim, something which would not be possible without our firm commitment to innovation and research. To ensure all our decisions are science-based, we have an Executive Scientific Committee and Medical Board that establishes the operational guidelines for our professionals and ensures their ongoing training. We continue to devote significant resources each year to basic research, the cornerstone of health, resulting in a record 27 publications in 2020, many of them directly related to COVID-19 and its impact on the field of reproductive medicine.

Attracting and developing talent is essential for effective management. It is the soil in which the company's future takes root and, to make it grow, we provide our teams with high quality training, recognise their achievements and promote a working environment focused on safety and wellbeing where, by sharing best practices, we contribute to creating value for patients and shareholders alike. People are therefore one of the key aspects of our sustainability strategy, along with innovation, a patient orientation and sound environmental management.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

In the coming years, we will intensify our efforts to develop innovative businesses such as fertility preservation, which increases the chances of success in subsequent treatments. We will also develop our compliance system with the corresponding protocols and policies. We will deploy our best parameters of excellence throughout our network of clinics, in the scientific, technological and management fields, in addition to building a desirable working environment based on our values and the pride of belonging to GeneralLife.

This is how we are able to meet our patients' expectations and also evolve with them, in a permanent commitment to quality in its broadest sense. Our view for the future of GeneralLife combines ethical and scientific concerns, alongside commercial, financial and technical aspects, to continue contributing to Europe's reproductive health and, in doing so, to help make the Sustainable Development Goals related to health, education, equality and the environment a reality by 2030.

And now I would like to invite you to take a look at our first sustainability report and discover what GeneralLife is today, our challenges and achievements of 2020 and the projects that will become a reality in the near future. Many thanks to all those who, every day, make this possible. In the coming years, we will intensify our efforts to develop innovative businesses such as fertility preservation, which increases the chances of success in subsequent treatments. We will also develop our compliance system with the corresponding protocols and policies. We will deploy our best parameters of excellence throughout our network of clinics, in the scientific, technological and management fields, in addition to building a satisfactory working environment based on our values and the pride of belonging to GeneralLife.

Marcos Bueso
CEO GeneralLife



2020: A challenging year

The exceptional circumstances experienced in 2020 have given us the chance to demonstrate our commitment to our patients and also society as a whole.

Supporting our patients

- During the first wave of the COVID-19 pandemic between March and May, given the lockdowns imposed:
 - In Italy: collaborating with scientific societies
 - In Spain: only ongoing treatments continued between March and May.
 - In the Czech Republic and Sweden: clinics remained open the whole year.
- Enabling remote consultations.
- Throughout the year, we implemented safety protocols in our clinics to ensure the safety of our patients and employees regarding COVID-19.
- Assisted fertilisation treatments increased, recording a year-on-year rise of 600% in Genera Italia clinics in August and 50% during Christmas, usually times when patients take a pause from IVF.
- We took part in Italy's Fertility Day awareness campaign.
- We launched our online pre-diagnostic tool.
- In October, we took part in the Italian League's annual Nastro Rosa campaign to help combat tumours.

Building a sustainable organisation

- We announced the launch of GeneraLife, European leader in assisted reproduction.
 - Acquisition of Genera, Demetra and Livet in Italy.
 - Acquisition of Carl von Linnékliniken in Sweden.
- Opening of the Ginefiv clinic in Barcelona (Spain).
- 2020 carbon footprint calculated for our activity in Spain and the Czech Republic.

- 27 scientific publications produced by GeneraLife professionals in 2020.
- Study in Spain on "Women's fertility knowledge and habits", during the month of World Fertility Awareness in June.
- An article published by our professionals received the LH2020 Award in October as part of the Virtual World Conference on Luteinizing Hormone in ART.
- Presentation of the Master in Nutritional Biology for Human Reproduction (Rome), with the participation of GeneraLife professionals and internships at its facilities.

Promoting scientific knowledge

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

We are GeneraLife

2



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

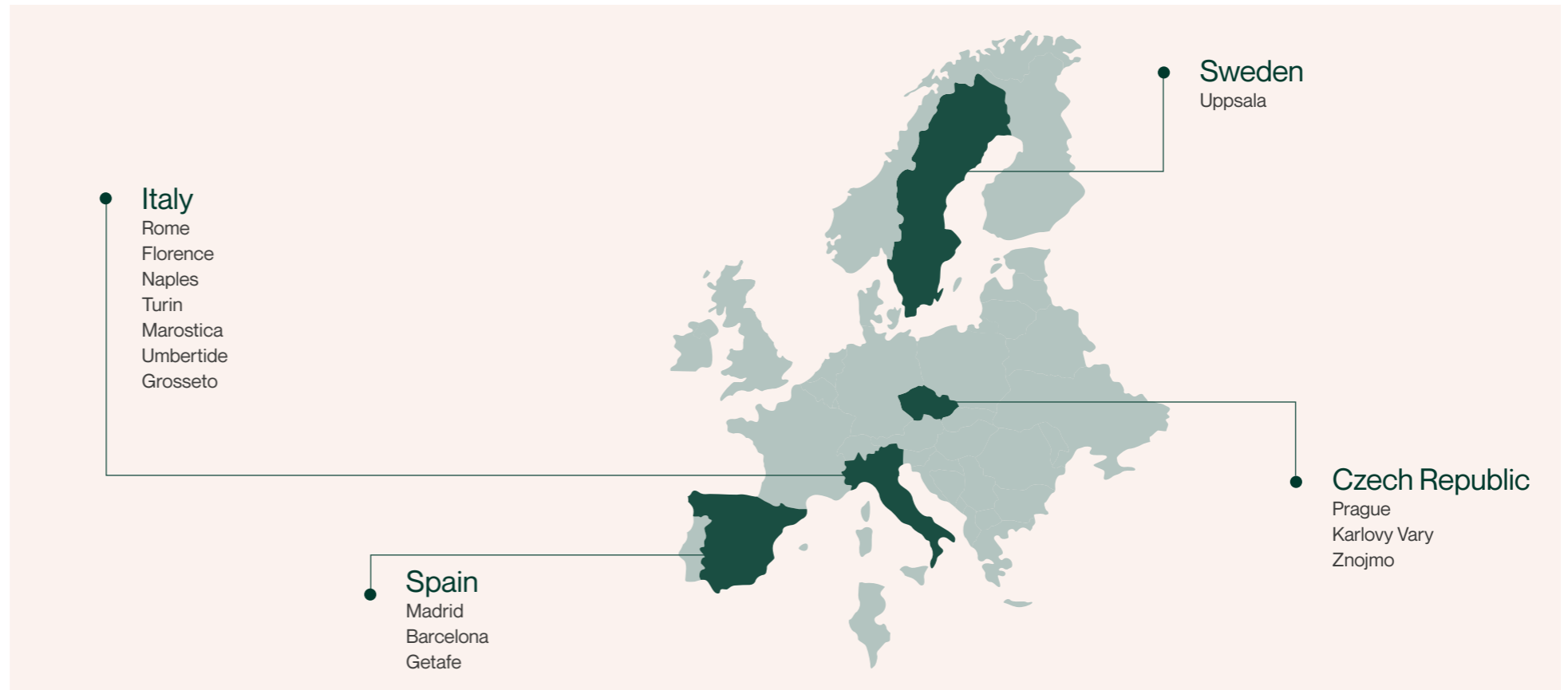
ANNEXES

Organisational profile

Today, Generalife is one of the largest fertility clinic groups in Europe. We help people with fertility problems to create a family, using the best and most advanced technologies. We also offer fertility preservation and wellness and nutrition services for women hoping for a baby.

Benchmarks for assisted reproduction in Europe

Although our Group is young, we benefit from the successful track records of the companies that now make up Generalife, present in Spain, Italy, Sweden and the Czech Republic.



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

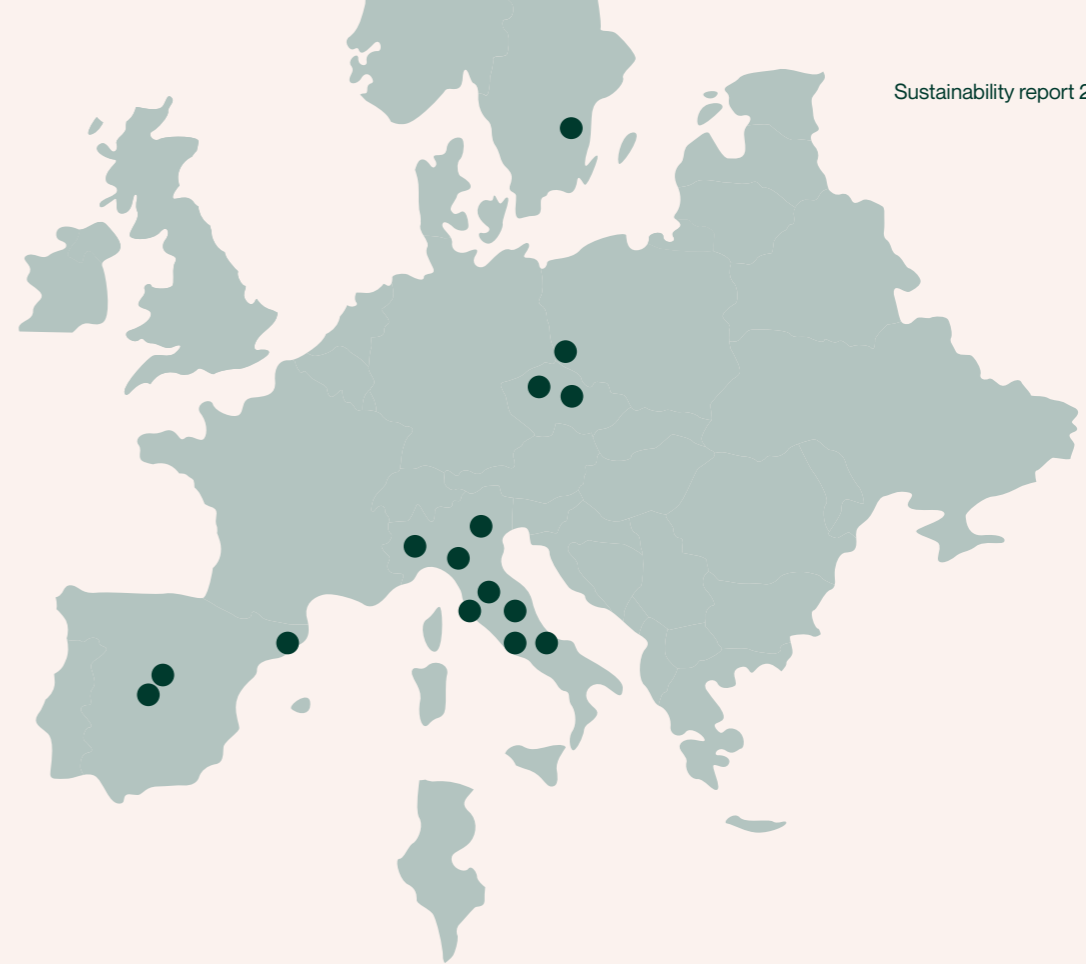
IN GOOD HANDS

6

THE ENVIRONMENT, A CHALLENGE FOR EVERYONE

ANNEXES

2020 was a year of expansion, the first step that has laid the foundations for future growth and consolidated our leadership in the sector.



April 2019

Generalife starts out with the acquisition of Ginefiv, one of the major players in the Spanish market with over 30 years' successful experience.

August 2019

The Ferticare group of clinics (Czech Republic) joins Generalife.

July 2020

Generalife enters the Italian market, the fastest growing in Europe, with the acquisition of Genera, a leading group of fertility clinics with operations in Rome (headquarters with a training centre), Umbertide, Marostica and Naples.

August 2020

Acquisition of Livet, the leading private fertility clinic in Turin, established in 1997.

October 2020

Generalife grows further with the incorporation of Demetra, founded in 1980 and present in Florence and Grosseto, one of the foremost clinics in Tuscany, with access granted also by the Italian public health service.

October 2020

We complete our acquisition of Sweden's leading private fertility clinic, Carl von Linnékliniken, based in Uppsala.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT, A CHALLENGE FOR EVERYONE

ANNEXES

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

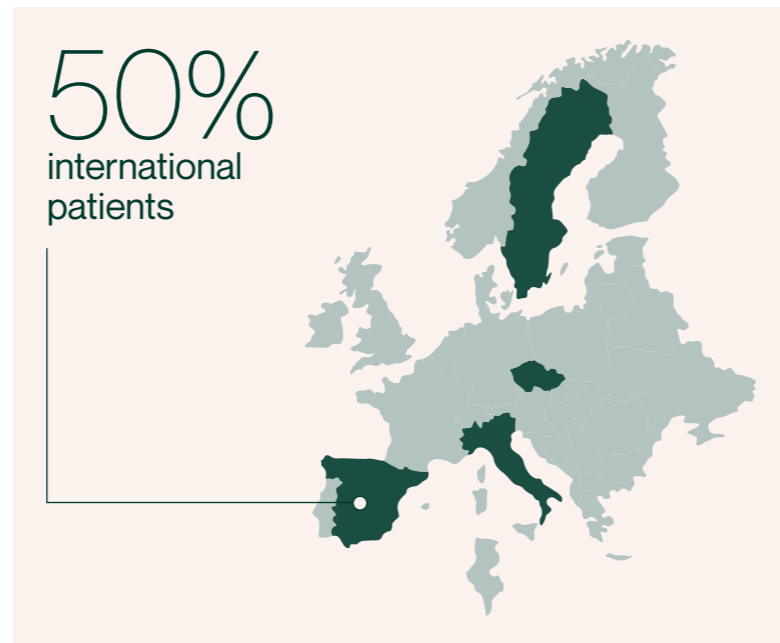
THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Welcome to Generalife

We meet the needs of the patients from our 14 clinics located in 4 strategic countries in Europe. Every year, these clinics receive people, both local rather than national and from other countries, who are looking for the very best service.

Italy is currently the fastest growing market while Spain receives the largest number of international patients, as they represent around 50% of the cross border patients in Europe. We also offer our scientific knowledge, technological excellence and compassion to treat patients from Eastern and Northern Europe, thanks to our presence in Sweden and the Czech Republic.



Generalife's services are aimed at various categories of patients with fertility problems, both couples and individuals and of any sexual orientation. These services are provided in accordance with the regulations in force in each of the countries where the company is based.



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

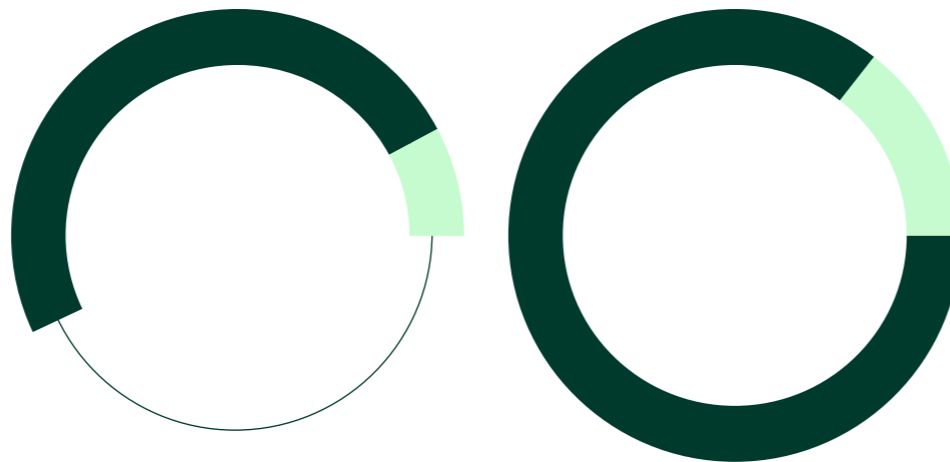
THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

2020 in figures

Number of employees at the end of the reporting period

Full Time Equivalent (FTE) employees



2019

● Male
19

Total
133

● Female
114

2020

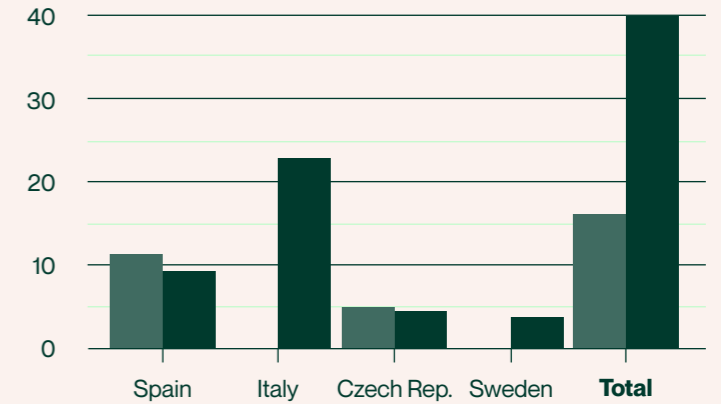
● Male
34

Total
232

● Female
198

Turnover

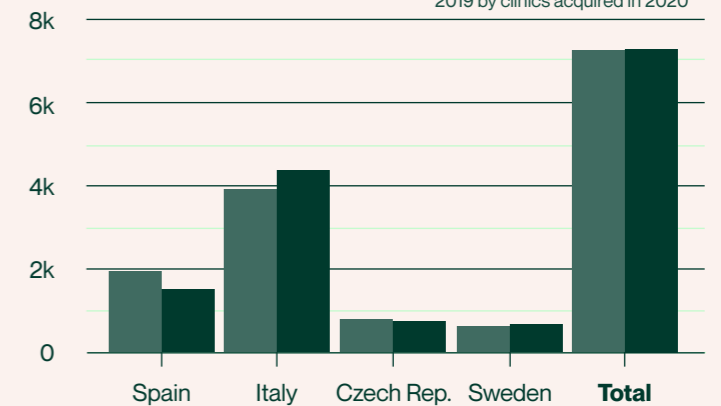
MLN euros ● 2019 ● 2020



Number of treatments (IVF only)

● 2019 ● 2020

Including treatments performed in 2019 by clinics acquired in 2020



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

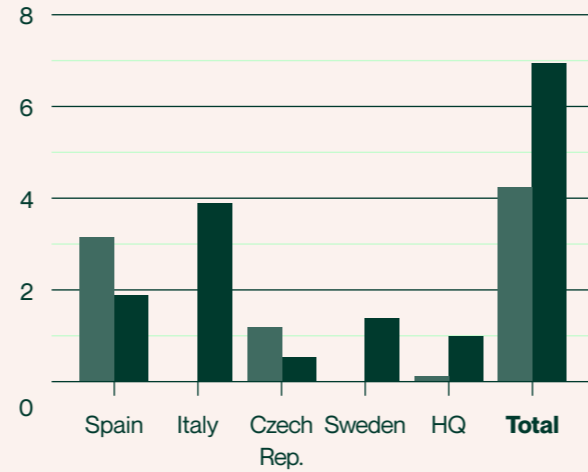
6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

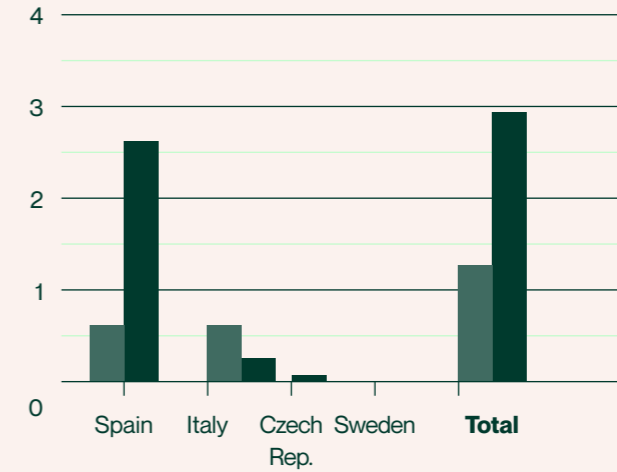
EBITDA

Euros MLN



CAPEX

Euros MLN



● 2019
● 2020

The pillars to our strategy

Generalife didn't ease up in 2020. At the same time as consolidating our expansion strategy with the acquisition of new clinics in Italy and Sweden, we also began to equip ourselves with the governance tools required for decision-making in a complex industry and within a diverse regulatory and cultural environment.

Our Corporate Vision is the result of the assessment we carried out to identify the most relevant impacts related to our activity and the stakeholders affected, with the aim of implementing actions that respond satisfactorily to their expectations. Being chosen by families in the most important decision of their lives is cause for great pride but, above all, it's a formidable responsibility.

Our Vision

We gain our patients' trust by always focusing on their personal journey and talking to them honestly. As a Group, our mission is to deliver the highest quality solutions through teamwork, as well as the latest scientific innovations, always from a place of integrity and with the patients' needs at the core.

The Values of Generalife

Our Values are the fundamental catalyst that makes us who we are, assuring our stakeholders that the decisions we take will be in line with this Vision.



We are crystal clear

We're frank and human; we believe that truth is the way to go, answering your doubts openly. We explain everything with patience and work as a team with every patient. We know it's a tough journey so we don't create false hopes by promising what we can't achieve. We use all our means to establish realistic predictions that will help us both achieve a common goal: your baby.

We believe in family

We guide you closely throughout the entire journey because we understand what this process means to everyone who undertakes it. We offer you advice from our hearts, always going beyond the treatment and offering you additional services to help and support you in this stage of life.

Experts in what we do

We don't stop; we're constantly looking for the best treatments. Our rigorous scientific work and the thousands of treatments carried out enhance our expertise on a daily basis, making our procedures and solutions safe for our patients. We have combined technology and humanity to train talented professionals who are constantly working with passion to bring new families into the world.

We speak up for the future

We fight for a shameless fertility, raising awareness of the issue and conveying refreshing messages to build an informed community. We believe in a positive transformation in how infertility is perceived; we are the Group that will lead this change in the industry.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES



Guided by these Values, we've embarked on a path towards our Vision. Our daily Mission is made up of four core elements that are essential for the company to become a leader in reproductive medicine.

Patients lie at the heart of what we do

- All treatments involve safety, timeliness, efficiency, fairness and a patient-driven focus.
- We care for patients' individual preferences and ensure all clinical decisions are based on their needs and values.
- Continual, easy access, engagement, comprehensive information, efficient coordination, a patient focus and publicly available information.
- The quality of each treatment meets our patients' expectations, using the clinical strategies available to achieve their estimated chance of success.

Transparency

Generalife specialists will never encourage false hopes; they work with the most probable outcome by always referring to published evidence based on former experiences.

Innovation

Each new technology, device, strategy and approach is implemented only after careful validation at each clinic.

The Generalife team refers primarily to published evidence that can even be consulted independently by our patients.

Networking with international colleagues, universities and scientific associations

Generalife encourages collaboration in all fields. It also frequently takes part in both national and international meetings through talks and debates.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Based on our Mission, Vision and Values, we have drawn up a sustainability strategy supported by four key pillars. Each of these pillars includes specific objectives and various initiatives to achieve them, as well as a budget that guarantees the necessary resources are provided.

Among its targets, this roadmap includes the contributions made by the company, through its activities, to achieving the Sustainable Development Goals contained in the United Nations' Agenda 2030. Fulfilment of the UN Sustainable Development Goals lies at the centre of all Generalife's work to ensure universal access to reproductive health-care services, in accordance with the provisions of Target 7 of Goal 3 on good health and well-being:



“By 2030, ensure universal access to reproductive health-care services, including for family planning, information and education, and the integration of reproductive health into national strategies and programmes”.

Our Sustainability Strategy

Vision

We gain our patients' trust by always focusing on their personal journey and talking to them honestly. As a Group, our mission is to deliver the highest quality solutions through teamwork, as well as the latest scientific innovations, always from a place of integrity and with the patients' needs at the core.

Vision

Patients – People – Innovation – Environment

SDGs

Objectives and initiatives

The chapters on each of these four pillars contain details of the initiatives and specific targets to be achieved, as well as the estimated length of time required. The company has been making progress on its sustainability commitments and is on track to complete its sustainability strategy and objectives over the next five years.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT, A CHALLENGE FOR EVERYONE

ANNEXES

Vision

Patients

The excellence we provide to patients is based on empathy, personalisation of treatments and honesty regarding the results we can achieve. We gain patients' trust with high quality, validated clinical strategies tailored to them: we give hope but without compromising integrity or ethics.



- Grow the fertility preservation business within the Group.
- Increase the size and efficiency of the donor programme.
- Roll out the B Woman programme to all countries (nutrition, psychology, acupuncture, etc.).

People

We're committed to high standards of work satisfaction and believe it's the most powerful way to achieve success for our employees and also for our patients, where teamwork and dedication are key and form part of our DNA as a company. The commitment and loyalty of our team is achieved by treating everyone with fairness, respect and kindness.



- Provide specific, integrated tools to improve our employees' work experience and environment.
- Reinforce our corporate values and a sense of belonging.
- Develop and implement a training programme for clinical positions.

Innovation

We aim to establish a vibrant, collaborative network intent on developing breakthroughs for the IVF of the future, starting from basic science and ultimately achieving clinical application via reliable results and evidence. We achieve excellence and the best results through evidence, reliable protocols and a total patient focus.



- Digital transformation of clinics.
- Foster a perception of scientific contribution in the communities where we operate.
- Develop a scientific Master programme focusing on innovation.

Environment

Respect and protection of the environment are our responsibility as a socially committed company. Our high ethical standards and social responsibility with regard to our environment, community and sustainable growth lead us to operate with a great deal of integrity and respect and to implement state of the art processes and technology to reduce our impact.



- Green energy transformation.
- Reduce paper consumption.
- Engage with the community via environmental programmes.
- Set a carbon emissions reduction target in line with science-based targets (SBT).

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

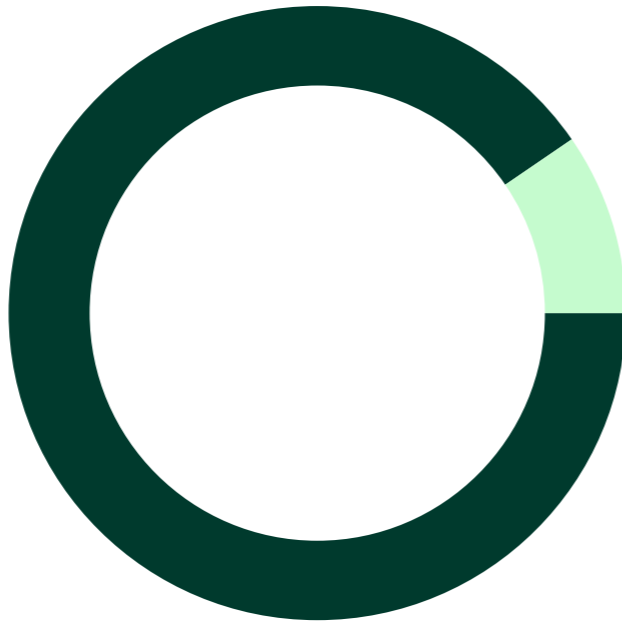
6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Governance

As at 31 December 2020, GeneralLife was owned by the following companies:

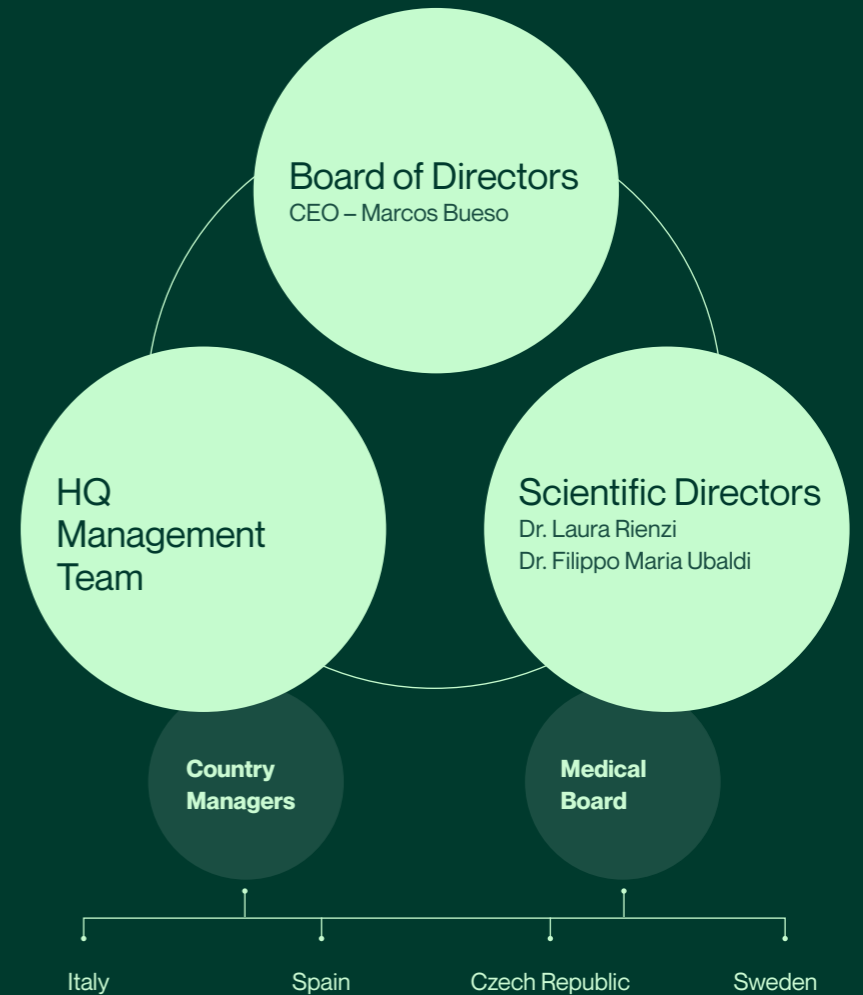


● Global Clinics
Investments S.à r.l.
90,71%

● Other investors
9,29%

Governance structure and organisation

The Board of Directors is the company's highest governance body, with the support of the management team at the headquarters and the Scientific Committee.



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

HQ Management Team

Gabriel Moralejo
(CFO)

Mario Ruberte
(Financial Controller)

Christelle Berenbach
(Operations & Patient
Care Director)

Eduardo Cano
(Chief Digital Officer)

Barbara Di Chiara
(Communications Director)

Danilo Cimadomo
(Science & Research Manager)

The work of the Board of Directors is complemented by that of the management staff, who are in charge of matters related to the company's administration business; the Executive Scientific Committee, which acts as a joint medical management committee and is responsible for ensuring strict adherence to safe and efficient healthcare protocols in all the company's clinics in Europe; and, finally, the Medical Board, which acts as a vital bridge between the management team and the clinics.

The Medical Board was set up in 2020 and is made up of the CEO, the members of the Executive Scientific Committee, the Science & Research Manager and one representative from each clinic (or more than one, serving in turn). It meets three to four times a year and at least two of its meetings should be in person, subject to recent pandemic-related restrictions.

Role of the Medical Board

- Raise doubts, concerns and ideas: brainstorming
- Conduct an evidence-based and critical analysis of the clinical data
- Update the Group's performance and projects
- Identify strategies to improve the safety, efficacy and efficiency of our clinical activity
- Define and approve clinical protocols, SOPs and KPIs
- Share knowledge with and update our own centres and obtain constructive feedback

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

After the company's expansion in 2020, GeneralLife is now developing a self-regulation and compliance framework appropriate to its size which will enable it to tackle the potential threats to the company in terms of carrying out its business and meeting its stakeholders' expectations. The aim is to further integrate policies and procedures that allow us to adopt a common approach to all relevant issues in the countries where we are present.

Information security and control

It's essential to properly manage and store the data related to our patients and projects to ensure the quality of our services and continuation of our business. The Board of Directors is therefore responsible for cybersecurity. Every quarter, the company's CEO reports to the Board on the developments and status of the most important issues related to this area.

In the facilities located in Spain, certified in accordance with the ISO 27001 standard, a corporate information security policy is also in force, which is expected to be gradually rolled out to the rest of the Group's clinics. All GeneralLife employees are trained to minimise risks in this area.



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

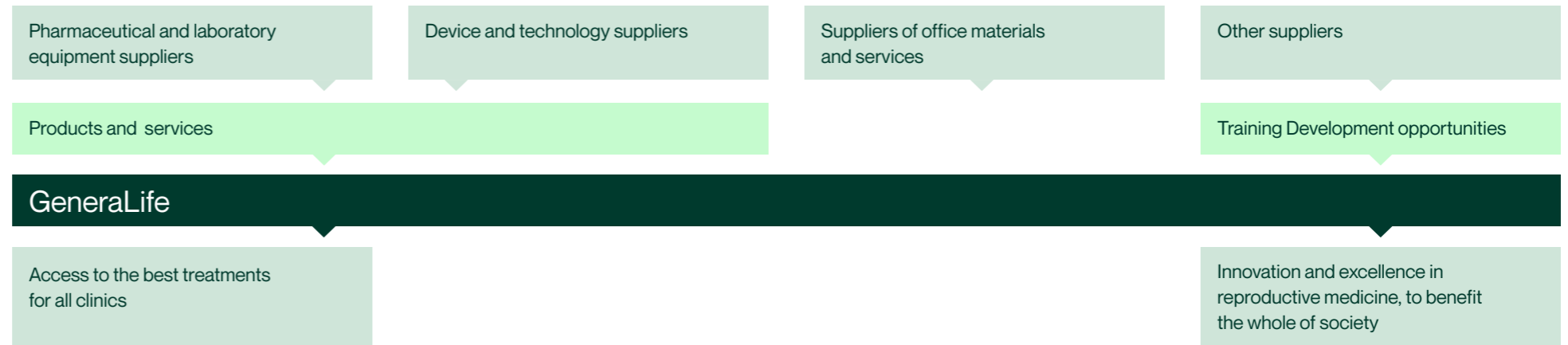
Suppliers, our allies for success

The service we provide would not be possible without a close, efficient relationship with our suppliers. Above all, we consider our suppliers to be our allies and we collaborate daily to progress together.

Generalife carries out projects together with different suppliers that enable the validation of devices and products for marketing, after previously carrying out impartial and thoroughly scientific studies. These collaborative projects are carried out following the principles of honesty and transparency that govern our decision-making, focusing not only on providing our patients with the best possible service but also, and especially, on creating opportunities for our suppliers to progress and to contribute to improving the health of the whole community where we operate. One notable example of such collaboration are the projects related to non-invasive techniques, a growing trend in the health sector as a whole with clear benefits for both patients and the healthcare system.

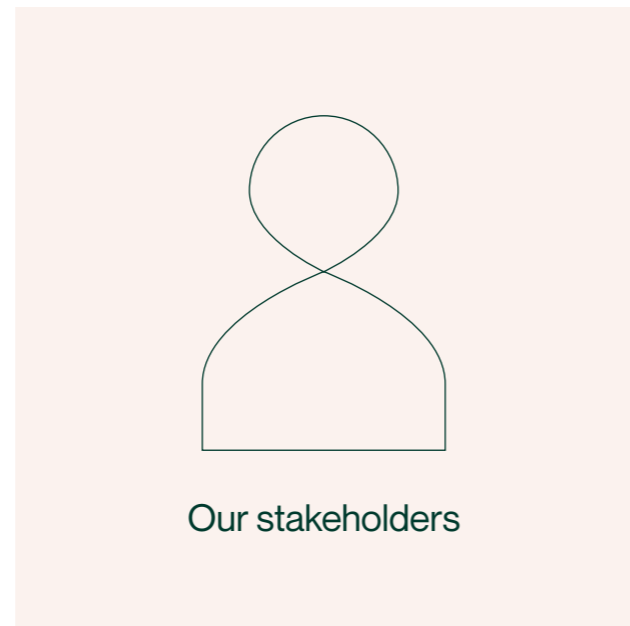
Today, our facilities in Rome are a centre of excellence in the European assisted reproduction sector, providing specialised training to clients and suppliers.

Although still pending completion at year-end 2020, the Group is working on drawing up and implementing a supplier approval policy to be used by all its sites, in addition to the existing quality monitoring mechanisms. Also planned are corporate commitments regarding respect for human rights, in line with the OECD guidelines.



A proactive player in society

Science and research form part of our DNA, as well as their use to resolve society's needs under the best conditions and with the greatest guarantees. In order to achieve this aim, we count on the collaboration and support of our stakeholders who, in turn, trust us to find satisfactory answers to their demands in the field of reproductive medicine.



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT, A CHALLENGE FOR EVERYONE

ANNEXES

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Patients

They come to us pressed for time, looking for transparent, objective, sound advice to make their dreams come true, with guaranteed safety and the application of tried and tested technologies.

- Consultations
- Satisfaction surveys
- Customer service centre
- Publications
- Website, press, social media

Team

Our professionals actively participate in scientific meetings and societies, networking with colleagues, suppliers and academia. Their decisions are based on the scientific method and reliable publications, as well as closely monitoring clinical practice and available evidence.

- Seminars, courses, workshops, meetings
- Support material
- Internal communication tools (employee portal, intranet, etc.)
- Publications
- Website, press, social media

Referrers

Patient-centred, caring and supportive. We keep them up-to-date through training events and meetings to share knowledge and experiences, as well as providing them with standardised protocols in our clinics.

- Technical meetings
- Support material
- Publications
- Website, press, social media

Peers

We've developed an extensive collaborative network with national and international clinics to share experiences and scientific advances.

- Meetings and seminars
- Publications
- Website, press, social media

Academia

We've set up various lines of collaboration with academia, including several Master courses, and work together on research projects. We use various institutions to train our professionals, as well as benefitting from the talent they can provide by hiring interns.

- Courses and seminars
- General and specific publications
- Website, press, social media

Suppliers

We offer the best quality products and services and advance together to promote the development of reproductive medicine through research grants and collaborative projects.

- Specific relations and communications with departments
- Training and demonstrations
- Publications
- Website, press, social media

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Throughout 2020, our doctors took part in numerous scientific congresses, held online due to COVID restrictions. In the coming years, we hope to return to face-to-face events, both in terms of participation and organisation, particularly in the area of training. Our centre in Rome is a global benchmark in the field of reproductive medicine, where doctors from all over the world come every year to improve their knowledge with the cooperation of our professionals.

– **Ferty School is a training centre specialising in education in Assisted Reproductive Technology (ART), located in Rome.** Ferty School organises international workshops, courses and training for gynaecologists, embryologists, geneticists and psychologists specialising in assisted reproductive technologies. The courses have ad hoc scientific programmes that include practical and theoretical sessions, case studies and visits to the Group's clinics. All the programmes are designed under Società italiana di embriologia riproduzione e ricerca, in which the R&D manager is member of the executive committee with the coordination of Dr. Danilo Cimadomo. The aim of this school is to build up a strong network for communication, collaboration, interaction and exchange between various professionals.

Generalife's Scientific Directors are or have been presidents of Italian scientific societies, where they work with the entire sector in defining protocols and controls, among other tasks. In 2020, during the toughest moments of the health crisis, these experts were actively involved in defining the good practices recommendation to be followed by our doctors and our patients throughout the weeks of lockdown.

The company is present in several sector-based organisations in the different regions where it operates:

– **European Society of Human Reproduction and Embryology**, in which Generalife is a member and participant in special committees and working groups for good practices, as well as attending scientific events, represented by doctors and biologists from the Group.

– **Società Italiana Di Fertilità E Sterilità - Medicina Della Riproduzione (SIFES-MR)**, in which the Scientific Director of Generalife holds the position of President and collaborates with the government and parliament to amend and draw up standards relating to infertility treatment.

– **Italian Society of Embryology Reproduction and Research (SIERR)**. Our science and research manager is member of the Executive Committee.

– **Alianza de la Sanidad Privada Española (ASPE)**. Main organization that represents private healthcare sector where Generalife has an active role.

The creation of Generalife, its novel approach to assisted reproduction and renowned as a sustainable Group in the IVF field, aroused considerable interest in the media, appearing more than 300 times in six months. The results of our studies were also disseminated widely on social media in 2020, with thousands of reactions and comments that highlight our position as an ethical organisation using evidence-based communication.

Generalife's main contribution to the communities where we live and work can primarily be seen in the creation of families, as well as creating intellectual value for the whole of society thanks to our efforts in scientific training and promoting health. However, we also carry out social actions linked to the cities where our clinics are located, strengthening our local ties with families, students and future professionals. Our clinics in the Czech Republic support the annual Breast Cancer Race in Prague and also implement initiatives aimed at single women, while our clinics in Spain sponsor the local women's football team Futbolellas, from Torrejón de Ardoz (Madrid), as a sign of support for sportswomen, for whom being mothers and staying active is a real challenge.

We are committed to initiatives that highlight our ability to offer women who've had to postpone motherhood every possible chance to fulfil that dream.

In addition, we firmly believe that companies have a significant role to play in achieving the objectives set out in the Sustainable Development Goals (SDGs) contained in the United Nations' Agenda 2030. Attempting to achieve these goals will provide new growth strategies and market opportunities but also, and above all, it will help us, and the new generations we work so hard to bring into the world, to follow the path of sustainable development.

Generalife has identified SDGs related to its business strategy, to which we contribute through our service innovation and sustainability initiatives.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT, A CHALLENGE FOR EVERYONE

ANNEXES



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT, A CHALLENGE FOR EVERYONE

ANNEXES

Generalife and the SDGs

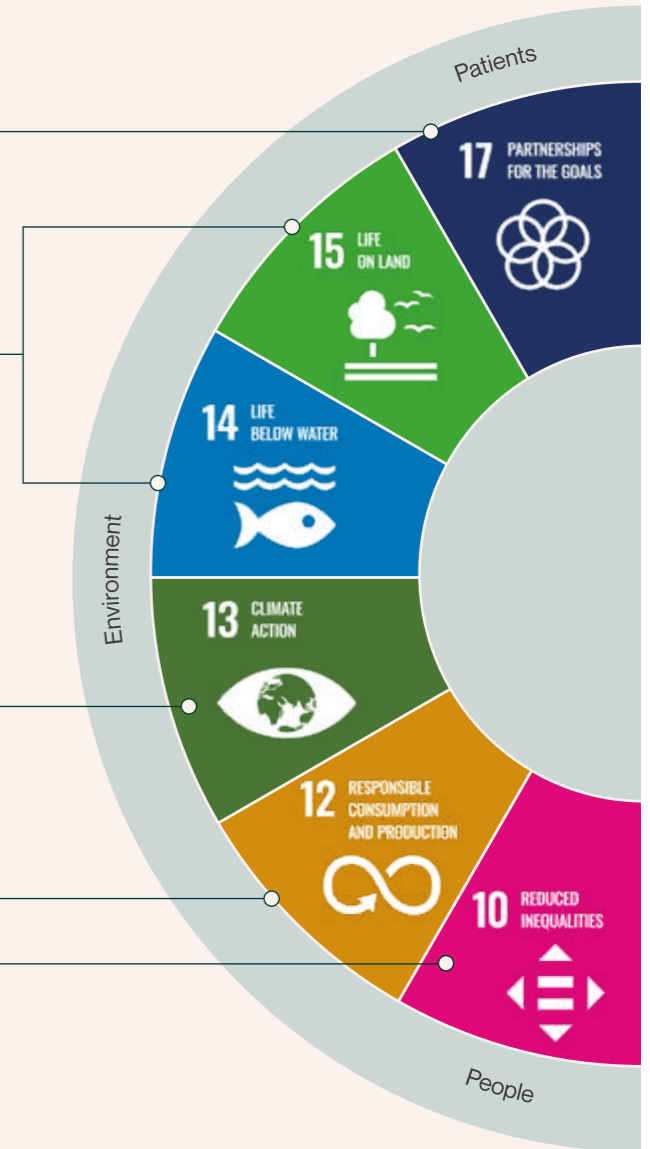
SDG 17 ● We multiply the social value of our knowledge and experience by collaborating with companies and institutions.

SDG 15 ● We're reducing the impacts associated with our activities by publishing our strategic sustainability plan.

SDG 13 ● We've calculated our carbon footprint for 2020, setting the baseline to reduce our greenhouse gas emissions, and offset our residual 2020 scope 1 and 2 emissions to become carbon neutral.

SDG 12 ● We're committed to reducing plastic and paper consumption, with quantitative targets as from 2021.

SDG 10 ● We help to create families for those with problems having children, regardless of creed, race or sexual orientation, and we support professional talent in terms of equal opportunities.



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

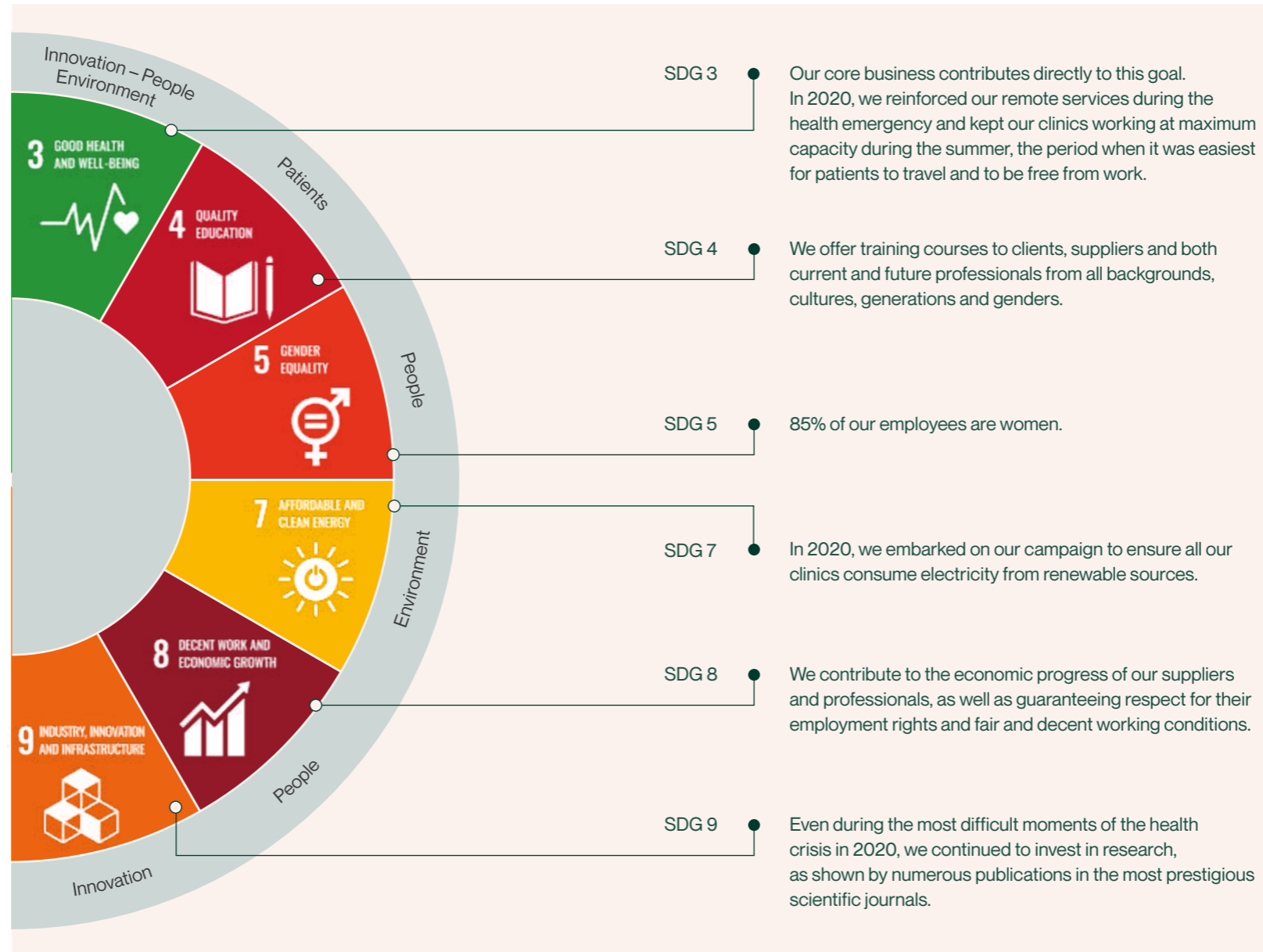
5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

At the top, the patient

3



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

The challenges we're addressing

Generalife has a clear commitment to its patients: offering the most appropriate treatment for their particular needs by using the best technologies, procedures and techniques available and thereby maximising the chances of success in their dream of starting a family.

Today, Europe is the most ageing continent in the world, due to longer life expectancy but also to very low birth rates, which are the consequence of many different factors. The most important of these factors, namely the age at which women have their first child, which since the 1980s has risen from 24 to 32, has been affected by circumstances such as difficulty in finding work or housing. This factor represents a serious obstacle to conception, as well as increasing the risks associated with pregnancy. Likewise, changes in diet and lifestyle can also have a negative effect on male and female fertility.

These factors are compounded by others, such as greater or lesser legal flexibility and the limitations of state-funded healthcare. Spain is the leader in specify, leader in IVF, in Europe and receives around 20% of international patients, while Italy is the fastest growing market.

Given the existing discrepancies in terms of both state-funded healthcare and legislation, for years now private enterprise has been providing answers to families who want to have children but are unable to do so.

As in other sectors, the COVID crisis has helped to speed up existing trends. Beyond the uncertainty of the first few weeks of the crisis, the sector has performed very well throughout the year thanks to a good response from patients and the efforts made to ensure their safety and maintain their confidence. Generalife quickly adapted to the restrictions in order to continue offering its patients the best possible service and was soon able to regain previous levels of activity. Consequently, the Group's clinics were hardly affected by the subsequent waves of infections throughout the year.

One example worth mentioning is the fact that clinics remained opened during traditional holiday periods, such as the summer and Christmas.

Digital transformation has also become an evident area of investment, not only making us more efficient and effective but also providing a clear contribution to improving patients' quality of life and experience, thanks to the larger number of virtual visits.

Our services

Our assisted reproduction services, the Group's core business, are provided at clinics in various European countries that share best practices and offer patients with fertility problems the necessary combination for success: a warm, friendly approach and scientific merit. We have also developed several complementary services aimed at patient overall well-being, such as B-Woman and MyFertile.

As part of our quest to ensure the most satisfying experience possible during the journey of starting a new family, we offer complementary services to our assisted reproduction treatments. Our B-Woman centre, located in Rome, offers professional, personalised psychological and nutritional services to women at the different stages in this journey: before conception, during conception and pregnancy, and after the birth.

We have a highly qualified multidisciplinary team that works to promote well-being and physical and mental health, planning a parallel, complementary path for each medical treatment. Scientific evidence increasingly shows how nutrition and psychological support play a very important role in helping

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES



Patient-focused

patients throughout their reproductive treatment, allowing them to take advantage of the synergies of every task to make each family's journey as satisfactory as possible.

MyFertile is a special fertility preservation programme. The techniques we use allow women who want to preserve their reproductive potential to maintain their reproductive capacity. In most cases, oocyte cryopreservation offers the possibility of starting a family when each person is ready and, at the same time, reduces the pressure to reproduce, making it compatible with people's social, work and health goals.

MyFertile also offers a programme for companies that want to find a way to commit to the well-being of their employees. A work-life balance project that offers more options and takes the personal goals of each employee into account. Although there are already large corporate groups in several countries that offer this service to their employees, there is still a certain degree of ignorance about fertility preservation techniques and their advantages which hinders penetration in some markets. This is an area of service and knowledge with superb potential, on which Generalife plans to focus much of its efforts in the coming years.

It should also be noted that the quality management at our clinic in Sweden, Carl von Linné Kliniken HB, is certified according to the ISO 9001:2015 standard. The procedures at the Ginefiv clinics in Spain are certified according to the ISO 9001:2000 standard.

Patients lie at the heart of all our decisions. The company's future survival can only be guaranteed with a solid reputation backed by a tried and tested scientific vision based on trust and the honesty we offer those who come to our clinics in search of a solution. A solution is not always possible and there is no such thing as a standard package: each person deserves to have their case reviewed with the utmost attention in order to find the most effective and specific answer to their problem.

This dedication to service lies at the root of Generalife and underpins its sustainability strategy, designed to promote patient service quality, both indirectly - by strengthening the team, our commitment to innovation and by managing our environmental impact - and with actions focusing directly on patients, in the fields of fertility preservation, donation programmes and complementary services.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

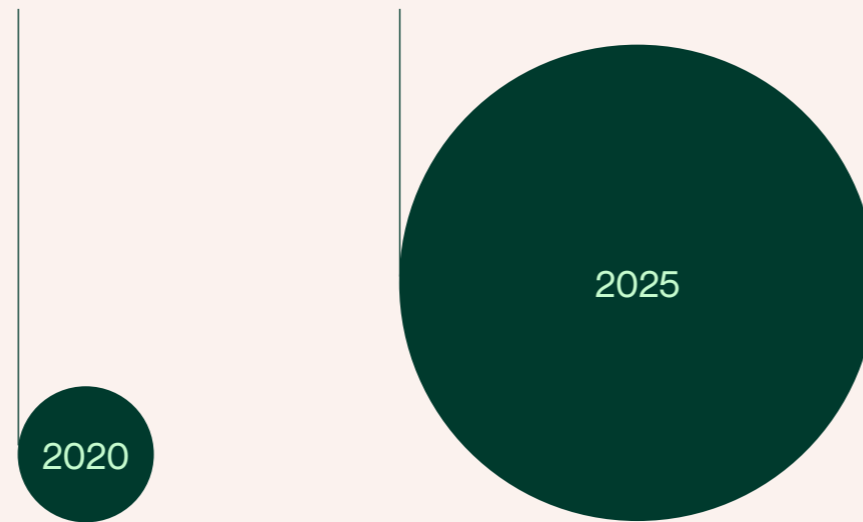
ANNEXES

To grow the fertility preservation business within the Group

- Optimisation of the clinical management workflow in the donation program.
- Launch of the EGG donation in Sweden.
- Reinforcement of the program.

313
treatments

1,000
treatments

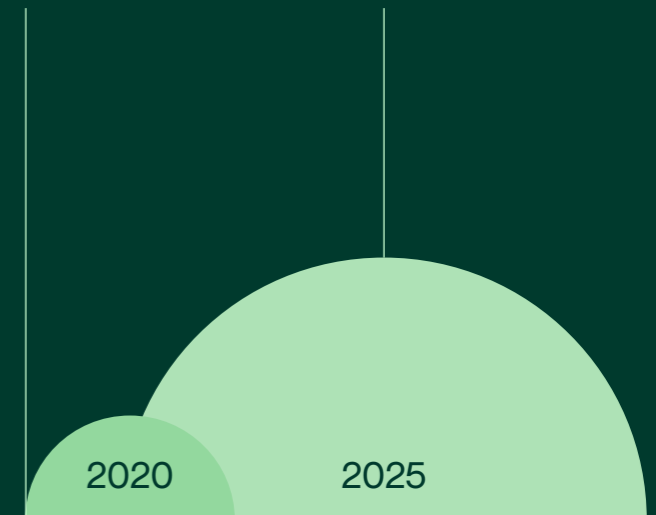


To increase the size and efficiency of the donors programme

- Improve efficiency of the Madrid bank (marketing actions, conversion).
- Launch the programme in Sweden and obtaining firts results in the Czech Republic.
- Identify opportunities and promote the programme in new clinics.

40
treatments
a month

100
treatments
a month



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

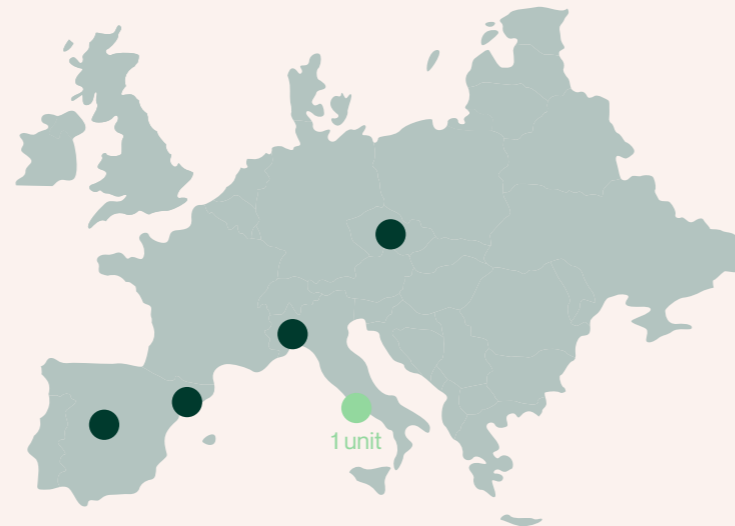
6

THE ENVIRONMENT, A CHALLENGE FOR EVERYONE

ANNEXES

Implementation of “B Woman” in all countries

- Replicate the unit in Rome to other clinics in Italy.
- Adapt the business model to other countries.
- Reinforce the “B Woman” brand with communication actions in each country.




Open “B Woman” centres

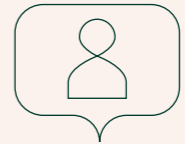
● 2020

● 2025

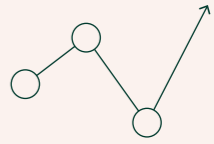
In 2020, a large proportion of our efforts were directed towards ensuring patient safety and keeping treatments going in spite of the COVID restrictions, avoiding delays as much as possible and providing the necessary means for patients to be able to attend consultations:



Enabling remote consultations



Distributing information and news on social media and the website, aimed at supporting our patients during lockdown



Intense activity during the summer months, the only time of the year when it was possible to travel

To facilitate the first step, the most difficult one for many future parents, we have started offering the first online consultation free of charge.

Also notable in 2020 was the opening of a new clinic in Barcelona, an innovative, safe and well-designed centre run by Dr Monica Aura Masip, who has a long and solid track record in the field of assisted reproduction.

In addition, in countries where the legislation authorises this, we offer an eggs donation programme for specific kind of couples with infertility problems in the woman.

The integration of activities has involved significant effort in terms of communication. This was particularly the case of our extensive press campaign aimed at informing the whole market, transparently and with a standardised approach, about the founding of Generalife and its value proposition. All clinics have now included the ‘by Generalife’ on their websites as well as a landing page with information about the Group. We have also begun a co-branding exercise to unify the corporate image of the different centres.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES



Metrics to keep on improving

Evaluating patient satisfaction is essential in order to know whether the steps we're taking are going in the right direction in term of patient endorsements and consolidating our benchmark position in the market. In 2020, each country carried out its own assessment procedures:

- The patients in **the Czech Republic** clinics are offered a guide for serious complaints, and also the possibility to insert their reviews on Google or Facebook, or fill in a form, so that the review is published on the website. Besides, when a therapy comes to its end, the patient is also offered to add a review. Reviews available in Google or Facebook show a high level of satisfaction, with an average score between 4 and 5 stars.
- **Sweden** manages and monitors any grievances, which are included in the corresponding patient dossier. This monitoring is a requirement of its ISO 9001:2015 certification. The clinic also takes part every year in a national survey, usually with positive results: the study published in 2020, with data from 2019, shows our Swedish clinic to be the most highly rated by patients in the areas analysed (medical care, availability, information, service and participation).
- In addition to making a letter of complaint available to patients, the clinics located in **Italy** include their quality commitment and service quality standards in the documentation provided to patients. They also have a satisfaction survey that patients can complete if they wish, in which they can rate all the services provided, indicate whether they would recommend the service and make suggestions for improvement. The most recent results correspond to 2018, where the most highly rated aspect was the acceptance time (4 points

out of 4), while other aspects, such as the information provided, the facilities and the degree of discretion and friendliness of the staff received scores of 3.5 out of 4.

- In **Spain**, any incidents are recorded in each patient's history and a digital complaints log has been developed to monitor any grievances received via social media. Two instruments are used to assess patient satisfaction: an NPS (net promoter score) satisfaction survey after the first visit and a satisfaction survey at the end of the cycle (day of transfer or insemination), sent to all patients. The latter makes it possible to evaluate the degree of satisfaction by department (medical team, nursing, reception, laboratory, patient care service, administration) and facilities. Comments are given and overall satisfaction is assessed, as well as whether the respondent would recommend the clinic. Overall satisfaction has been higher than 9 out of 10 for more than 3 years, while satisfaction by department has always been above 9, with the exception of a few months in 2020 when the availability of the patient care service and administration was rated at 8.8 or 8.9. In 2020, the NPS value stood at 80% for the care provided by the patient care service, 86% for the care provided by the medical team and 36% for visit punctuality.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Leading by innovation

4



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

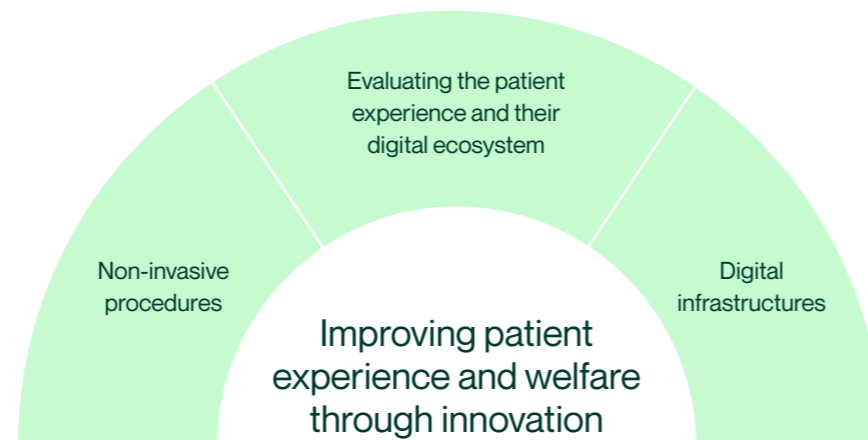
ANNEXES

Innovation in GeneraLife

At GeneraLife innovation is key. We realise that achieving success requires paying careful attention to all stages in the process, which is why we support both basic research and its further development and testing, promoting its consolidation into methodologies and practices that improve our patients' medical experience.

Our clinics have a long history of success in research, a strength that makes us leaders and which we aim to enhance with the creation of GeneraLife. In order to reinforce our capacity to create value from the current systems and maintain our leading position in innovation, the company's sustainability strategy establishes three lines of work which account for 45% of the budget allocated for the period 2021-2025.

Digital transformation of the clinics: In 2020, the current situation was diagnosed, helping us to develop a solution for all clinics, to be implemented by 2025.



Contribution to the community: the solid reputation of our Rome centre, whose professionals frequently publish scientific papers, is key to boosting our contribution to the progress of the communities where we operate.

Rate of people involved in scientific activities employed outside Rome

30%
in 2020

50%
by 2025

Extending the level of excellence to the entire Group, encouraging 50% of people involved in scientific activities outside Rome to contribute to publication by 2025.

- Having at least one professional from each clinic on our research team
- Internal award to promote applied research

Master programme focusing on innovation, scheduled to be launched in 2022.

Masters' course in collaboration with the University of Pavia

Research projects in collaboration with companies applying ground-breaking technologies

Education and training of new talents in IVF

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

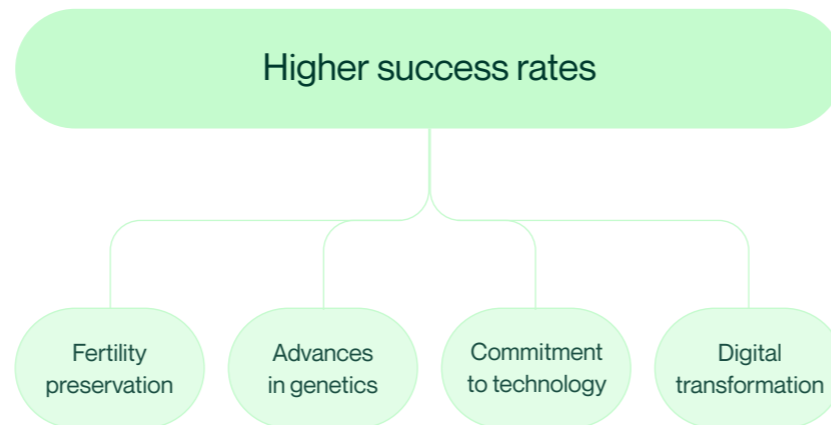
THE ENVIRONMENT, A CHALLENGE FOR EVERYONE

ANNEXES

Our achievements in 2020

2020 was an exceptional year in all its aspects. The very process of integrating the different clinics was, in itself, a significant challenge which, in terms of innovation, requires us to place all the clinics at the same level of excellence, ranging from attracting talent to the ability to deliver results to our patients. The COVID crisis has made this challenge even bigger, putting the capabilities of all our professionals to the test.

Four trends define the industry's situation at the start of the decade. Working on these will help us to achieve better and better results and consolidate our business and scientific leadership:



Advances in digital transformation

Our actions aimed at the company's digital transformation are based on four main lines of action:



Internally, the use of collaborative tools with the necessary safety measures.



Work in cloud environments.



The first Design Thinking sessions, splitting projects and milestones into sprints. This will lead to continuous improvement and repetition, implementing "Lean Company" techniques.



Agile framework and methodology for all projects with our partners.

In 2020 we started to digitise the Group's facilities, with actions aimed at implementing the same software for everyday management tasks, thereby simplifying workflows throughout the Group.

The work carried out focused on three main areas:

Marketing platform and MarTech ecosystem

IT and cybersecurity assessment

A 3-year roadmap

Among the initiatives undertaken, it's worth highlighting the choice of the marketing platform to be used for our client generation and conversion campaigns, together with the signing of the first agreements with digital partners that will help us to implement roadmap for digital transformation, in the areas of IT and process assessment, marketing initiatives and marketing automation set-up and the cybersecurity audit scheme.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

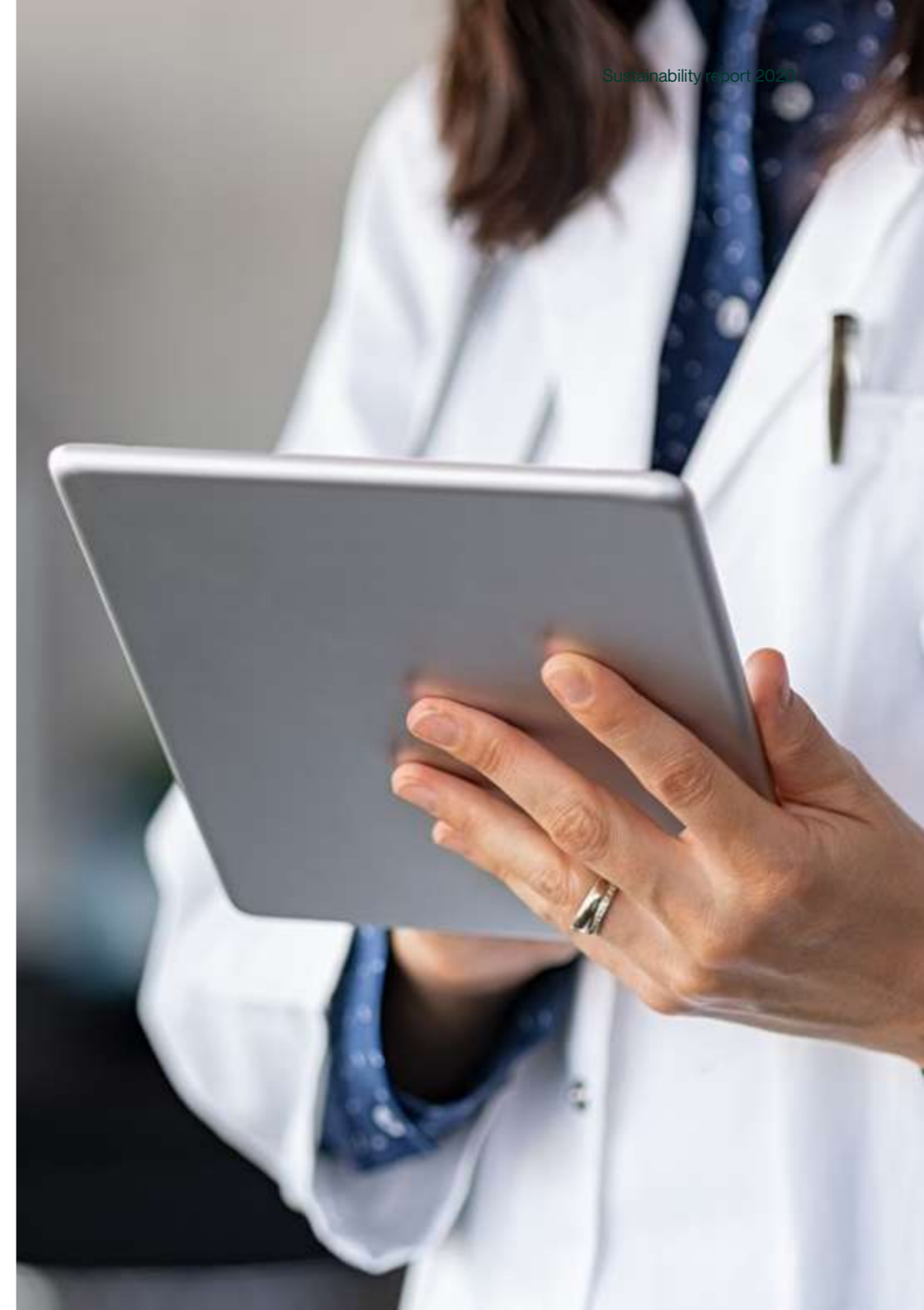
5

IN GOOD HANDS

6

THE ENVIRONMENT, A CHALLENGE FOR EVERYONE

ANNEXES



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

In 2021 we're working on various projects aimed at consolidating digitisation by 2025, as envisaged in our sustainability strategy:

Mitigating cybersecurity risks in line with the assessments carried out.

Rolling out our IT and cybersecurity assessment to all countries where we're present.

Studying and assessing the main IaaS (Infrastructure as a Service) platforms in the market according to our needs.

Defining and implementing the Group's value proposition, mission and values in all the clinics, starting with a re-branding initiative for communication via digital channels.

Benchmarking and defining the different development standards for the health industry to develop our SaaS (Software as a Service) ecosystem for all the Group, focusing on; HIS (Health Information System) and EMR (Electronic Medical Record).

Defining new marketing processes, funnel conversions and buyers thanks to the implementation of the marketing platform, as an extension of our MarTech ecosystem.

Defining our IT-Cloud ("To-Be"), IT processes, Data Modelling, Data Governance and Data Warehouse

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES



Generating knowledge

One of the most notable research projects carried out in 2020 was the work related to obtaining gametes from donors in oocytes banks, as well as fertility preservation by freezing oocytes at an early age.

Our goal as a Group is to produce at least 10 high quality scientific papers per year. In 2020 we published 27, given the new demands generated by the COVID-19 pandemic. Specific issues, such as recommendations for keeping laboratories safe and advice for mothers-to-be who may contract COVID-19, have been added to a long list that emphasises our contribution to the health of society as a whole.

Publications in 2020

PMID: 33288477

Blastulation rates of sibling oocytes in two IVF culture media: an evidence-based workflow to implement newly commercialized products.

Fabozzi G, Albricci L, Cimadomo D, Amendola MG, Sanges F, Maggiulli R, Ubaldi FM, Rienzi L.

Reprod Biomed Online. 2021 Feb;42(2):311-322. doi: 10.1016/j.rbmo.2020.10.017. Epub 2020 Nov 4.

PMID: 33246206

Endometriosis shows no impact on the euploid blastocyst rate per cohort of inseminated metaphase-II oocytes: A case-control study.

Vaiarelli A, Venturella R, Cimadomo D, Conforti A, Pedri S, Bitonti G, Iussig B, Gentile C, Alviggi E, Santopaolo S, Zullo F, Rienzi L, Ubaldi FM.

Eur J Obstet Gynecol Reprod Biol. 2021 Jan;256:205-210. doi: 10.1016/j.ejogrb.2020.11.024. Epub 2020 Nov 11.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

PMID: 32968815 No abstract available.

Septate uterus and reproductive outcomes: let's get serious about this.

Alonso Pacheco L, Ata B, Bettocchi S, Campo R, Carugno J, Checa MA, de Angelis C, Di Spiezio Sardo A, Donnez J, Farrugia M, Ferro J, Franchini M, Garzon S, Gianaroli L, Gergolet M, Gubbini G, Gordts S, Grimbizis G, Haimovich S, Laganà AS, Li TC, Mencaglia L, Rienzi L, Saravelos S, Soares SR, Tanos V, Ubada A, Ubaldi FM, Van Herendael B, Vereczkey A, Vitagliano A, Vitale SG, Zullo F.

Hum Reprod. 2020 Nov 1;35(11):2627-2629. doi: 10.1093/humrep/deaa230.

PMID: 33234401 Review.

Perinatal and obstetric outcomes in singleton pregnancies following fresh versus cryopreserved blastocyst transfer: a meta-analysis.

Conforti A, Picarelli S, Carbone L, La Marca A, Venturella R, Vaiarelli A, Cimadomo D, Zullo F, Rienzi L, Ubaldi FM, Alviggi C.

Reprod Biomed Online. 2021 Feb;42(2):401-412. doi: 10.1016/j.rbmo.2020.09.029. Epub 2020 Oct 5.

PMID: 33096627 Free PMC article.

Phthalates and Bisphenol A: Presence in Blood Serum and Follicular Fluid of Italian Women Undergoing Assisted Reproduction Techniques.

Paoli D, Pallotti F, Dima AP, Albani E, Alviggi C, Causio F, Dioguardi CC, Conforti A, Ciriminna R, Fabozzi G, Giuffrida G, Gualtieri R, Minasi MG, Ochetti S, Pisaturo V, Racca C, Rienzi L, Sarcina E, Scarica C, Tomasi G, Verlengia C, Villeggia R, Zullo F, Lenzi A, Botrè F, De Santis L.

Toxics. 2020 Oct 21;8(4):91. doi: 10.3390/toxics8040091.

PMID: 33236289

When embryology meets genetics: the definition of developmentally incompetent preimplantation embryos (DIPE)-the consensus of two Italian scientific societies.

Cimadomo D, Capalbo A, Scarica C, Sosa Fernandez L, Rienzi L, Ciriminna R, Minasi MG, Novelli A, De Santis L, Zuccarello D. J Assist Reprod Genet. 2021 Feb;38(2):319-331. doi: 10.1007/s10815-020-02015-x. Epub 2020 Nov 24.

PMID: 33026886

Cryopreserved Gamete and Embryo Transport: Proposed Protocol and Form Templates-SIERR (Italian Society of Embryology, Reproduction, and Research).

Paoli D, Dal Canto M, Baldi E, Cervi M, Ciotti PM, Ciriminna R, Dabizzi S, Farace D, Garelo C, Garolla A, Giacchetta D, Gualtieri R, Menegazzo M, Minasi MG, Oneta M, Pisaturo V, Rienzi L, Scarica C, Taliani G, De Santis L.

Biopreserv Biobank. 2021 Feb;19(1):27-32. doi: 10.1089/bio.2020.0080. Epub 2020 Oct 7.

PMID: 32844159

Update on the management of poor ovarian response in IVF: the shift from Bologna criteria to the Poseidon concept.

Drakopoulos P, Bardhi E, Boudry L, Vaiarelli A, Makrigiannakis A, Esteves SC, Tournaye H, Blockeel C.

Ther Adv Reprod Health. 2020 Jul 31;14:2633494120941480. doi: 10.1177/2633494120941480. eCollection 2020 Jan-Dec.

PMID: 32951051

The euploid blastocysts obtained after luteal phase stimulation show the same clinical, obstetric and perinatal outcomes as follicular phase stimulation-derived ones: a multi-centre study.

Vaiarelli A, Cimadomo D, Alviggi E, Sansone A, Trabucco E, Dusi L, Buffo L, Barnocchi N, Fiorini F, Colamaria S, Giuliani M, Argento C, Rienzi L, Ubaldi FM.

Hum Reprod. 2020 Nov 1;35(11):2598-2608. doi: 10.1093/humrep/deaa203.

PMID: 32693991

Assessment and management of the risk of SARS-CoV-2 infection in an IVF laboratory.

Maggiulli R, Giancani A, Fabozzi G, Dovere L, Tacconi L, Amendola MG, Cimadomo D, Ubaldi FM, Rienzi L.

Reprod Biomed Online. 2020 Sep;41(3):385-394. doi: 10.1016/j.rbmo.2020.06.017. Epub 2020 Jun 27.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

PMID: 32500104.

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ESHRE PGT Consortium and SIG-Embryology Biopsy Working Group, Kokkali G, Coticchio G, Bronet F, Celebi C, Cimadomo D, Goossens V, Liss J, Nunes S, Sfontouris I, Vermeulen N, Zakharova E, De Rycke M.

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PMID: 32588675

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Bulletti C, Allegra A, Mignini Renzini M, Vaiarelli A.

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PMID: 32458102

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De Santis L, Cimadomo D, Capalbo A, Di Pietro C, Zuccarello D, Anastasi A, Licata E, Scarica C, Fernandez LS, Klinger FG; Italian Society of Embryology, Reproduction and Research (SIERR).

J Assist Reprod Genet. 2020 Jul;37(7):1579-1582. doi: 10.1007/s10815-020-01813-7. Epub 2020 May 26.

PMID: 32622702

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Hickman C, Rogers S, Huang G, MacArthur S, Meseguer M, Nogueira D, Portela R, Rienzi L, Sharp T, Ye H.

Reprod Biomed Online. 2020 Aug;41(2):141-150. doi: 10.1016/j.rbmo.2020.05.006. Epub 2020 May 21.

PMID: 32470458

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Rubio C, Navarro-Sánchez L, García-Pascual CM, Ocali O, Cimadomo D, Venier W, Barroso G, Kopcow L, Bahçeci M, Kulmann MIR, López L, De la Fuente E, Navarro R, Valbuena D, Sakkas D, Rienzi L, Simón C.

Am J Obstet Gynecol. 2020 Nov;223(5):751.e1-751.e13. doi: 10.1016/j.ajog.2020.04.035. Epub 2020 May 26.

PMID: 32488239

Corrigendum. Definition of a clinical strategy to enhance the efficacy, efficiency and safety of egg donation cycles with imported vitrified oocytes.

Rienzi L, Cimadomo D, Maggiulli R, Vaiarelli A, Dusi L, Buffo L, Amendola MG, Colamaria S, Giuliani M, Bruno G, Stoppa M, Ubaldi FM.

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Fabozzi G, Cimadomo D, Maggiulli R, Vaiarelli A, Ubaldi FM, Rienzi L.

Fertil Steril. 2020 Jul;114(1):9-15. doi: 10.1016/j.fertnstert.2020.04.054. Epub 2020 Jun 9.

PMID: 32441746.

The dawn of the future: 30 years from the first biopsy of a human embryo. The detailed history of an ongoing revolution.

Cimadomo D, Rienzi L, Capalbo A, Rubio C, Innocenti F, García-Pascual CM, Ubaldi FM, Handyside A.

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1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

PMID: 32220293

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Girardi L, Serdarogullari M, Patassini C, Poli M, Fabiani M, Caroselli S, Coban O, Findikli N, Boynukalin FK, Bahceci M, Chopra R, Canipari R, Cimadomo D, Rienzi L, Ubaldi F, Hoffmann E, Rubio C, Simon C, Capalbo A.

Am J Hum Genet. 2020 Apr 2;106(4):525-534. doi: 10.1016/j.ajhg.2020.03.005. Epub 2020 Mar 26.

PMID: 31837743

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Vaiarelli A, Cimadomo D, Conforti A, Schimberni M, Giuliani M, D'Alessandro P, Colamaria S, Alviggi C, Rienzi L, Ubaldi FM.

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PMID: 32038484 Free PMC article.

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DuoStim - a reproducible strategy to obtain more oocytes and competent embryos in a short time-frame aimed at fertility preservation and IVF purposes. A systematic review.

Vaiarelli A, Cimadomo D, Petriglia C, Conforti A, Alviggi C, Ubaldi N, Ledda S, Ferrero S, Rienzi L, Ubaldi FM.

Ups J Med Sci. 2020 May;125(2):121-130. doi: 10.1080/03009734.2020.1734694. Epub 2020 Apr 25.

PMID: 32373068

Heterogeneity Among Poor Ovarian Responders According to Bologna Criteria Results in Diverging Cumulative Live Birth Rates.

Romito A, Bardhi E, Errazuriz J, Blockeel C, Santos-Ribeiro S, Vos M, Racca A, Mackens S, Kelen AV, Panici PB, Vaiarelli A, Tournaye H, Drakopoulos P.

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PMID: 32354663

COVID-19 and ART: the view of the Italian Society of Fertility and Sterility and Reproductive Medicine.

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Reprod Biomed Online. 2020 Jun;40(6):755-759. doi: 10.1016/j.rbmo.2020.04.003. Epub 2020 Apr 8.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

PMID: 32268352

COVID-19: the perspective of Italian embryologists managing the IVF laboratory in pandemic emergency.

De Santis L, Anastasi A, Cimadomo D, Klinger FG, Licata E, Pisaturo V, Sosa Fernandez L, Scarica C.

Hum Reprod. 2020 Apr 28;35(4):1004-1005. doi: 10.1093/humrep/deaa074.

PMID: 32240287

Definition of a clinical strategy to enhance the efficacy, efficiency and safety of egg donation cycles with imported vitrified oocytes.

Rienzi L, Cimadomo D, Maggiulli R, Vaiarelli A, Dusi L, Buffo L, Amendola MG, Colamaria S, Giuliani M, Bruno G, Stoppa M, Ubaldi FM.

Hum Reprod. 2020 Apr 28;35(4):785-795. doi: 10.1093/humrep/deaa009.

PMID: 31916573

The effect of ICSI-related procedural timings and operators on the outcome.

Maggiulli R, Cimadomo D, Fabozzi G, Papini L, Dovere L, Ubaldi FM, Rienzi L.

Hum Reprod. 2020 Jan 1;35(1):32-43. doi: 10.1093/humrep/dez234.

PMID: 31701304

Similar miRNomic signatures characterise the follicular fluids collected after follicular and luteal phase stimulations in the same ovarian cycle.

Cimadomo D, Carmelo R, Parrotta EI, Scalise S, Santamaria G, Alviggi E, De Angelis MT, Sarro G, Vaiarelli A, Venturella R, Rienzi L, Zullo F, Ubaldi FM, Cuda G.

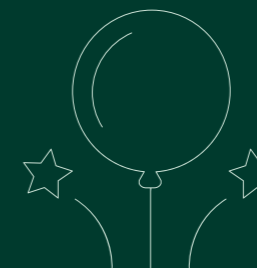
J Assist Reprod Genet. 2020 Jan;37(1):149-158. doi: 10.1007/s10815-019-01607-6. Epub 2019 Nov 7.

PMID: 32404170 Free PMC article.

COVID-19 and assisted reproductive technology services: repercussions for patients and proposal for individualized clinical management.

Alviggi C, Esteves SC, Orvieto R, Conforti A, La Marca A, Fischer R, Andersen CY, Bühler K, Sunkara SK, Polyzos NP, Strina I, Carbone L, Bento FC, Galliano D, Yarali H, Vuong LN, Grynberg M, Drakopoulos P, Xavier P, Llacer J, Neuspiller F, Horton M, Roque M, Papanikolaou E, Banker M, Dahan MH, Foong S, Tournaye H, Blockeel C, Vaiarelli A, Humaidan P, Ubaldi FM; POSEIDON (Patient-Oriented Strategies Encompassing IndividualizeD Oocyte Number) group.

Reprod Biol Endocrinol. 2020 May 13;18(1):45. doi: 10.1186/s12958-020-00605-z.



In addition, from 2021 our professionals will have the chance to go in for the company's Scientific Award, which is scheduled to be held annually and will entitle them to attend the ESHRE Campus or another leading European event on reproductive medicine. The prize will be awarded for scientific papers published between January and December of each year. The whole workforce will be able to vote for a winner among the candidates shortlisted by the Scientific Committee.

In good hands

5



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

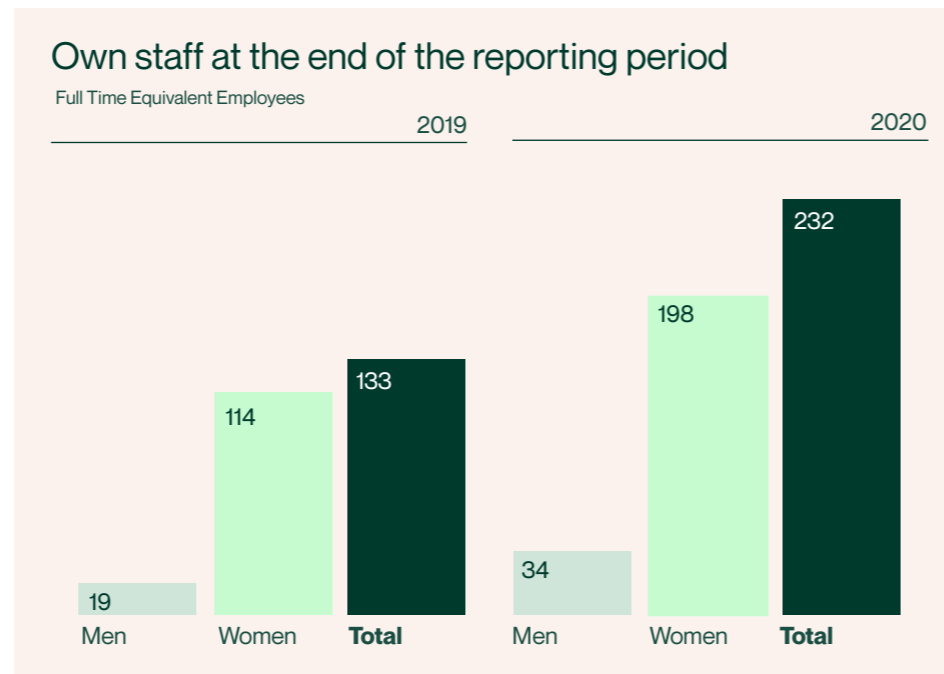
ANNEXES

Catalysts for success

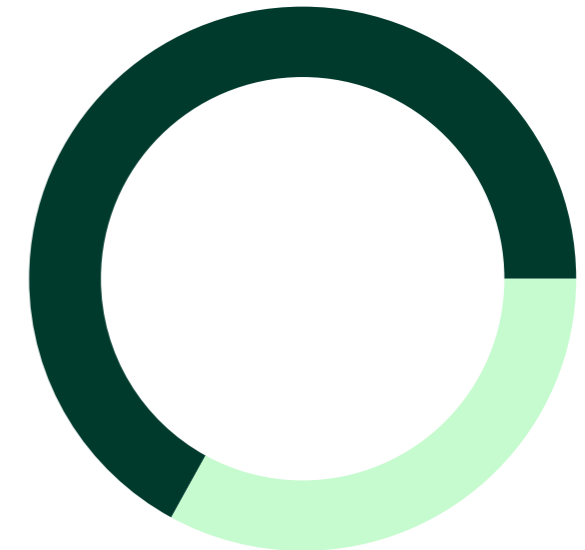
Generalife can only be appreciated by viewing the capabilities of its professionals as a whole, a sum whose results go far beyond simply adding together its component parts. Thanks to sharing experiences, continuous training and developing opportunities within the company, our team members contribute a high and growing value to patients and society as a whole.

People represent one of the pillars in our sustainability strategy which includes, among its actions, advancing in both cultural and management integration.

Our team in figures



Subcontractors



2020

● Men
33%

● Women
67%

Total Men
37

Women
75

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Contract type per gender at the end of the reporting period

Permanent employees (FTE)

Temporary employees (FTE)

Total employees Generalife 2019

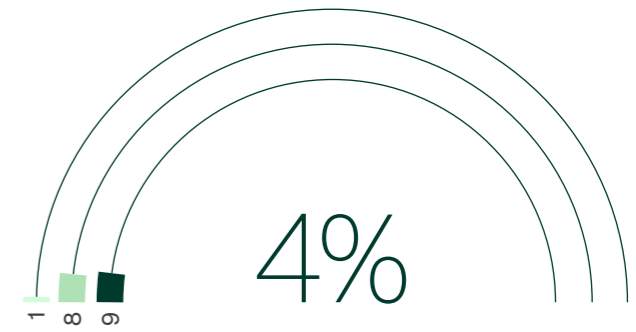
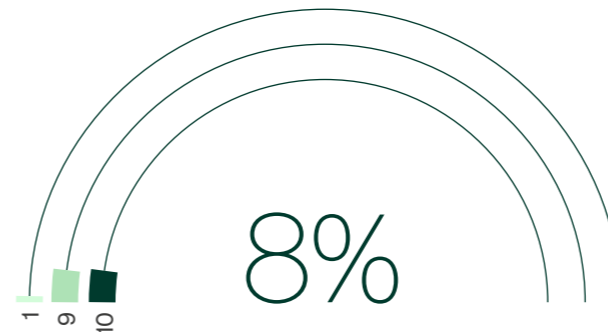
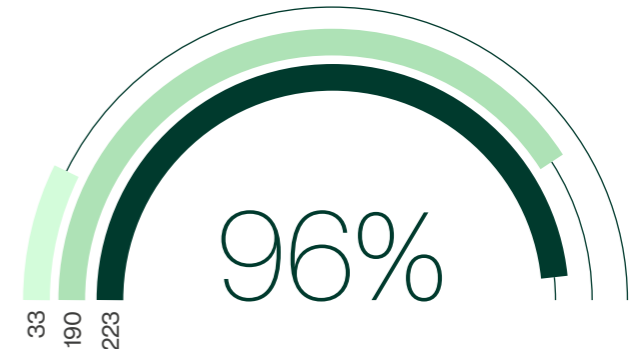
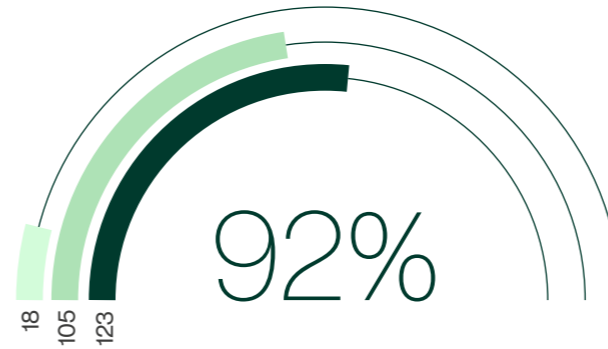
133

2019

Total employees Generalife 2020

232

2020



Men

Women

Total

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Contract type per gender at the end of the reporting period, per country - 2020

Permanent employees (FTE)



99%

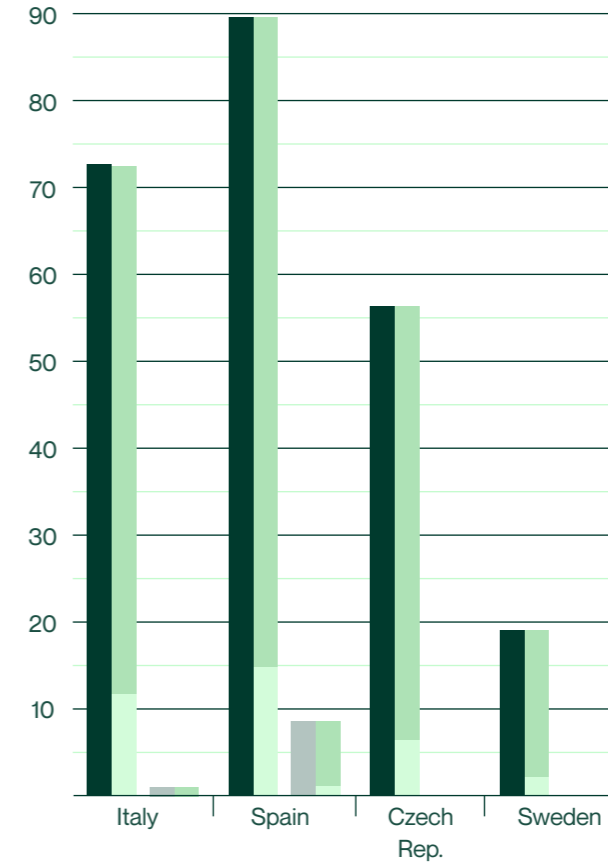
91%



100%

100%

Total 96%



Total

	Total
Permanent employees (FTE)	223
Temporary employees (FTE)	9

Permanent employees (FTE)	Total
Men	33
Women	190

Temporary employees (FTE)	Total
Men	1
Women	8



Italy and Sweden have formed part of the Group since 2020. The comparison with 2020 data is not representative.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

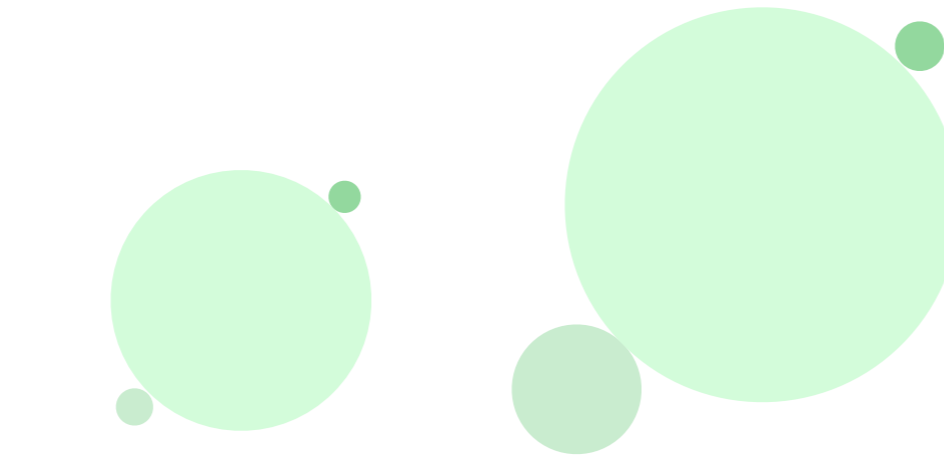
Total employees at the end of the reporting period, by age

Total 2019

133

Total 2020

232



<30 years old
15

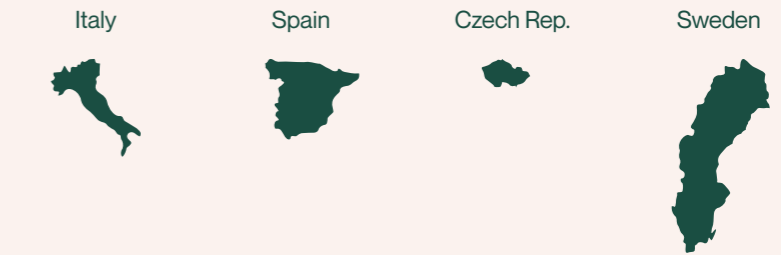
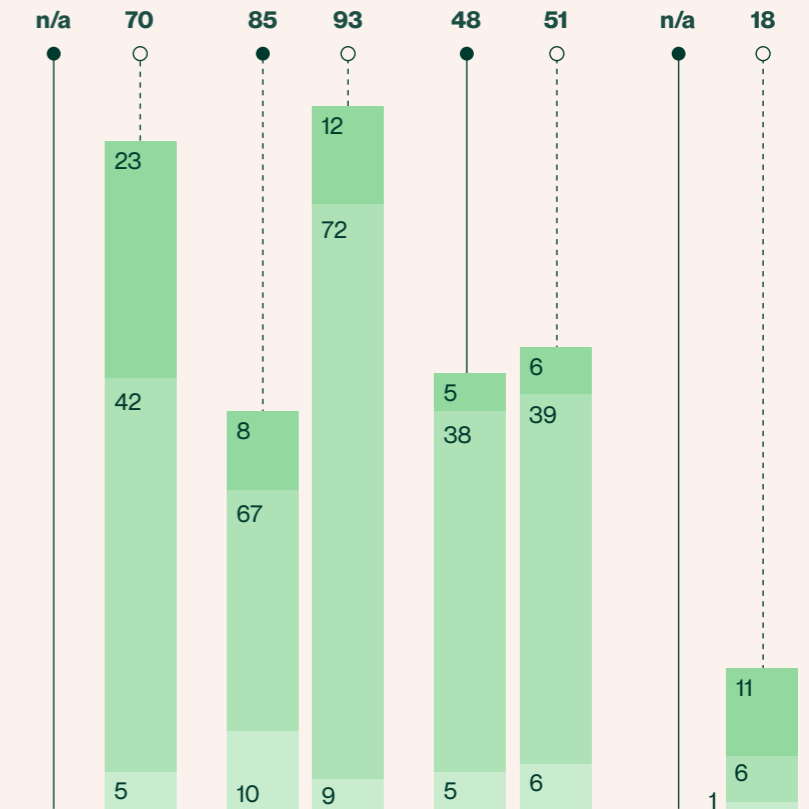
30-50 years old
105

>50 years old
13

<30 years old
21

30-50 years old
159

>50 years old
52



● <30 years old
 ● 30-50 years old
 ● >50 years old
● Total 2019
 ○ Total 2020

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

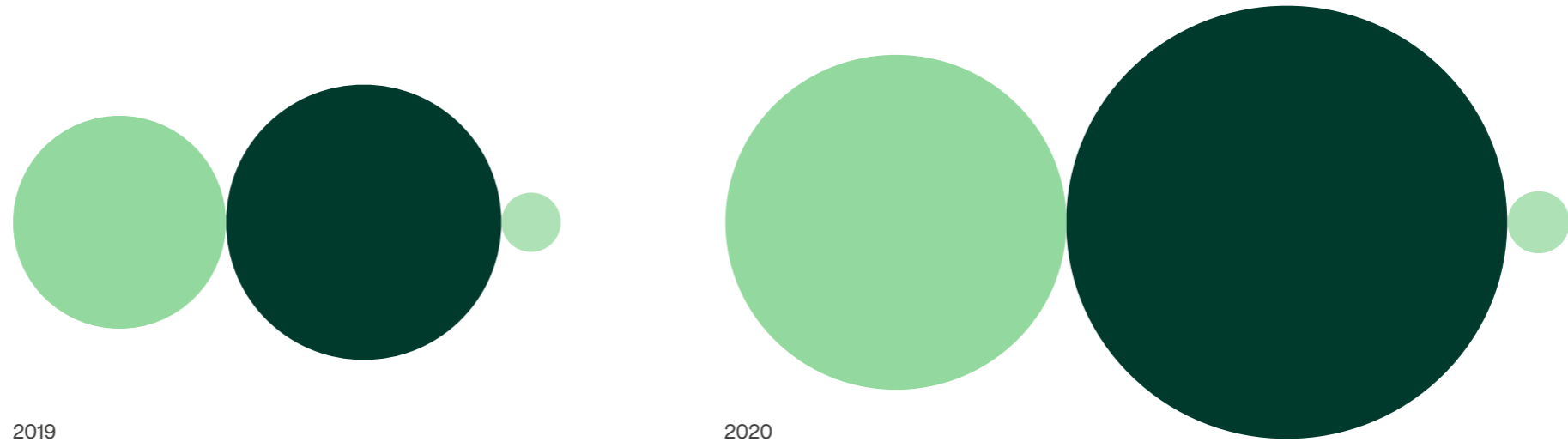
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THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Part-time employees at the end of the reporting period

- Total Women
- Total Men
- Total



Total Men 2019

3

Total Men 2020

5

2019 – 2020

67%

Total Women 2019

11

Total Women 2020

39

2019 – 2020

254.5%

Total 2019

14

Total 2020

44

Total 2019-2020

214.3%

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Talent at the service of our patients

The quality of our team is one of the hallmarks of Generalife. Both our health professionals and those dedicated to other tasks all realise that combining a warm, friendly approach with professional merit helps our patients to have confidence in our services, encouraging them to choose us.

In addition to different actions aimed at maintaining the satisfaction and welfare of our team, we also work to attract and retain talent, for instance by taking part in training that gives participants the chance to carry out internships at our clinics. Given the size of the company, the work climate is analysed using informal instruments, these indicating a high degree of motivation and commitment.

In Spain, the work climate studies carried out indicate a 90% commitment level: in general, employees identify with the company and its values.

In 2020, new hires were largely in line with departures during the year, showing the company's commitment to maintaining the quality of its services and adapting these to existing demand.

Number of permanent (FTE) hires during the year 2020



Men
8

Women
25

Total
33

Number of permanent (FTE) departures during the year 2020 (voluntary and involuntary)



Men
6

Women
24

Total
30

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Committed to diversity

The best talent has nothing to do with nationality, background or, of course, gender or beliefs. At Generalife we've put together a diverse team with proven technical skills who are committed to our values.



Quality training, a key factor in our excellence

Generalife's leadership in innovation is directly linked to the constant training of our teams in all areas. Not only are we leaders in terms of applying and disseminating scientific advances in the field of assisted reproduction, we also contribute to the development of different technologies that improve the patient experience by collaborating with suppliers and continuously training our professionals. All of these have the opportunity to attend internal and external sessions where they can learn first-hand about the main advances in our field of business, as well as acquire knowledge related to health and safety and the use of management tools.

Total training hours in 2020

21.900

Training hours per employee in 2020

94

Weighted average, Italy, Spain and Czech Rep.

Looking ahead to 2023, we aim to develop and implement a training programme for clinical positions that can be rolled out throughout our network. This programme will be based on an annual scientific update meeting and the development of specific programmes for different specialties. Our model is our centre in Rome, a European benchmark in training for both internal and external professionals.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES



Together with our collaborators

Regarding the pillar of “people”, Generalife’s sustainability strategy seeks to reinforce our business values and improve the work environment, as generators of value that complement training. Our work focuses on two main areas:

- Moving towards an integrated information management system, which is expected to be implemented in all the Group’s clinics by 2023. This information is detailed in Chapter 3.
- Reinforcing our corporate values and a sense of belonging, developing a global corporate culture by promoting internal communication and participation mechanisms.

In this respect, we ensure the safety of our workers and subcontractors according to the highest legal requirements and reward their efforts, dedication and talent by giving them decent, appropriate remuneration. In 2020 we started to promote working from home for positions where this is possible, both for safety reasons and for its potential to improve people’s work-life balance. In the coming years, the company plans to advance in this area with various initiatives related to the welfare of its employees.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

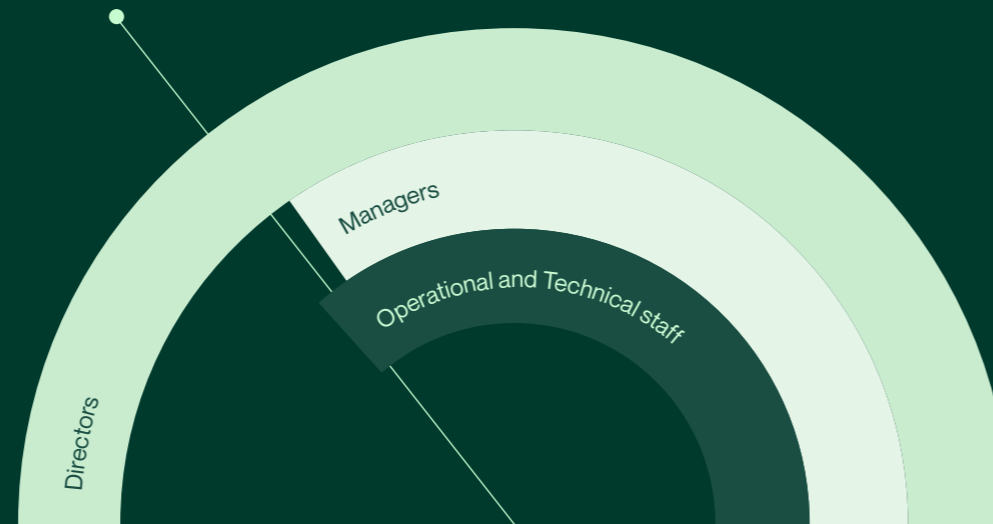
THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Ratio of the average total remuneration of women to men, by employee category

- **Director**
129%
- **Managers**
90.8%
- **Operational and Technical staff**
94.5%

91,8%
Total Group



A satisfying work environment

GeneralLife is also committed to providing all its employees with a decent salary that's appropriate to their responsibilities and in line with the living standards in the countries where we work. Regarding variable remuneration, this can also be used as a means of rewarding excellence and performance. Remuneration is established in accordance with the collective agreements in force in each country but can also be improved via individual negotiations, thereby ensuring that all employees can meet their needs with their income.

Currently, 37.2% of the women working at GeneralLife receive variable remuneration in addition to their salary. This proportion is 43.7% in the case of men. Given the high proportion of women in the overall workforce, it's women who account for most of the amount paid overall by the company as variable remuneration, 82.1%.

By the end of 2020, only the facilities located in Italy had employee representatives while 100% of the employees in Spain and Italy are covered by collective bargaining agreements, in accordance with current legislation. Workers in the Czech Republic and Sweden are not covered by collective agreements.

Occupational health and safety

The safety of our workers is a daily concern for the company and the special circumstances experienced in 2020 made it necessary to reinforce measures in offices and clinics. In each country, occupational health and safety is governed according to the national regulations, as well as each job's requirements. In all cases, occupational health and safety requirements are applicable to both our own employees and subcontracted workers carrying out their work at GeneralLife's facilities.



In Italy, safety-related matters are regulated by Legislative Decree no. 81, of 9 April 2008, "Implementation of Article 1 of Law no. 123 of 3 August 2007 on the protection of health and safety in the workplace". A key element for the health and safety of workers is the DVR (Documento di Valutazione dei Rischi - Risk Assessment Document) through which the employer maps out the potential risks to which a worker may be exposed according to the role and/or function held. All employees undergo examinations and tests scheduled according to the activity carried out, and receive direct training on use of the equipment, furnishings and machinery functional to the prevention of accidents and safety in the workplace.



In Spain, the reference is Law 31, of 8 November 1995, on Occupational Risk Prevention, establishing the integration of health and safety measures in the general management system, in all activities and at all hierarchical levels, by implementing and applying a health and safety plan. This health and safety plan includes the organisational structure, responsibilities, duties, practices, procedures, processes and resources needed to carry out preventive actions in the company, as established in the regulations. The company carries out the necessary actions to make sure the actions contained in the plan are implemented and ensures that workers periodically receive the risk assessment associated with their job. It also provides the corresponding theoretical and practical training.



In the Czech Republic, the national laws are reflected in company's policies and updated regularly. According to them, each clinic has its own Health & Safety Manager and all workers receive training appropriate to the risks associated with their job. Clinics implement also regular checks for compliance with health and safety measures and offer their employees wellness vouchers, onboarding health check and sport membership cards.



In Sweden the employer has a high degree of responsibility as regards occupational health. Anyone who develops work related illness will be the employer's responsibility to rehabilitate, so to have a structured plan for this, should it happen, is mandatory. The clinic addresses these issues through repeated staff meetings where such matters (among others) are discussed and provides ergonomic IT equipment and computer screen/terminal glasses for anyone in need of them. Yearly vaccination against influenza is offered for all employees. Besides, every employee who wants to go training or engage in health activities receives a wellness grant. The clinic also pays for private healthcare insurance. To prevent and treat aches / muscular problems from static (such as keyboard/IT/lab) work a masseuse comes every three weeks, and offers 30 minutes of massage to anyone who wants to have it.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

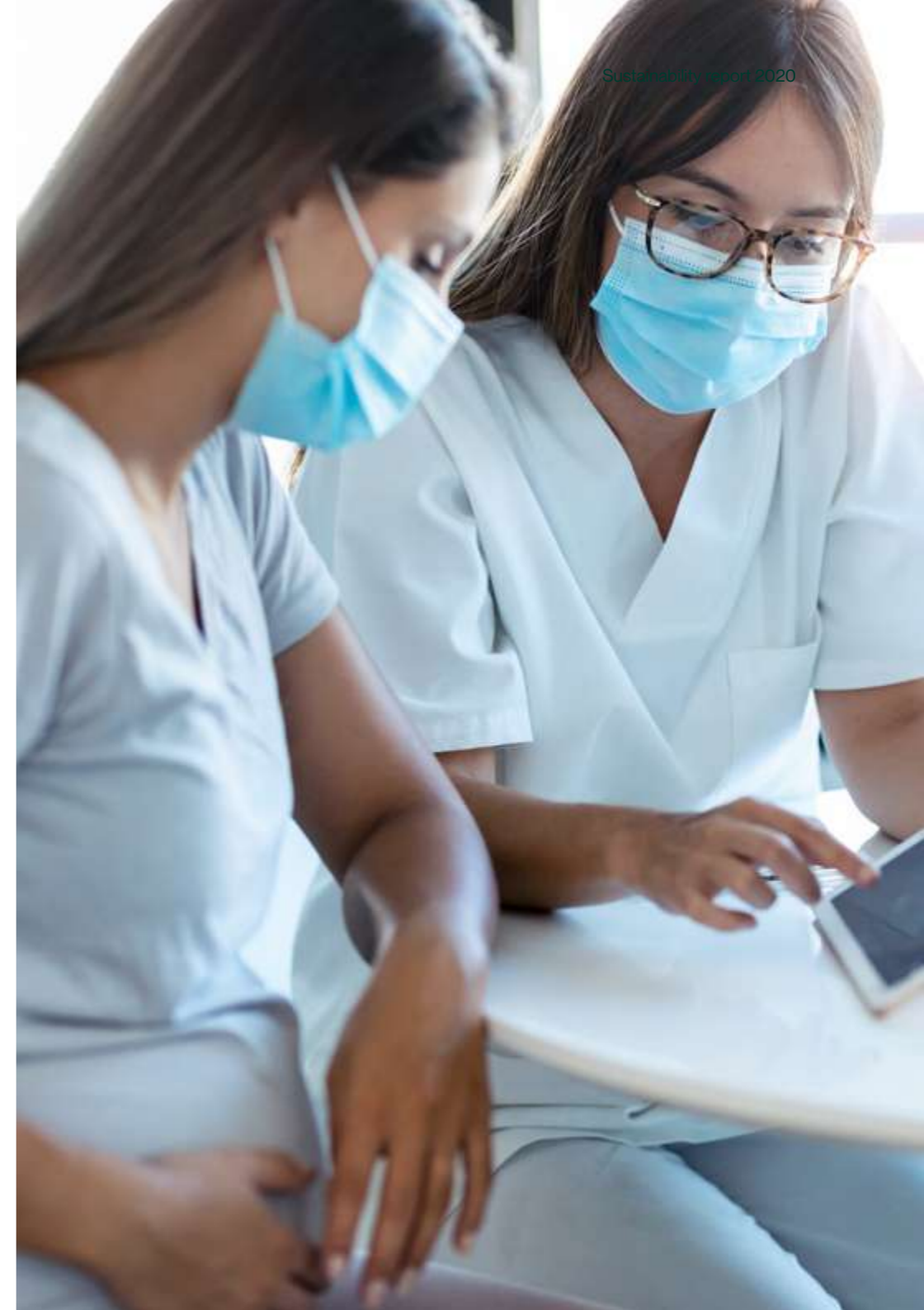
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THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Performance 2020

- Total number of recordable work-related accidents and incidents resulting in injuries: 1 in Spain, 0 in Italy, Czech Republic and Sweden.
- Rate of recordable work-related injuries: 0.3 (The rate is calculated by multiplying the number of recordable work-related injuries by 200,000 divided by overall no. of hours worked in the reporting period).
- Total number of recorded near-misses/ close calls events: 0
- Number of lost time injuries to direct employees: 1
- Direct employee lost time injury frequency rate (LTIFR): 0.5 (Calculated by the total number of lost time injuries multiplied by 200,000 divided by overall no. of hours worked in the reporting period).
- Number of lost time injuries to contractors: 0
- Contractor lost time injury frequency rate (LTIFR): 0
- Total number of lost time injuries: 1
- Lost time injury frequency rate (LTIFR): 0.3 (A lost time injury is an injury or disease where the injured party has at least one complete day or shift off work. It's calculated using the total number of lost time injuries multiplied by 200,000 and divided by the overall no. of hours worked in the reporting period. Includes all permanent and temporary staff and contractors who work under direct supervision).
- Number of work days lost due to work-related accidents: 0 (Data only for the Czech Rep. and Italy. Data are not available for the clinics in Spain).



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

The environment, a challenge for everyone



6

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Our commitments

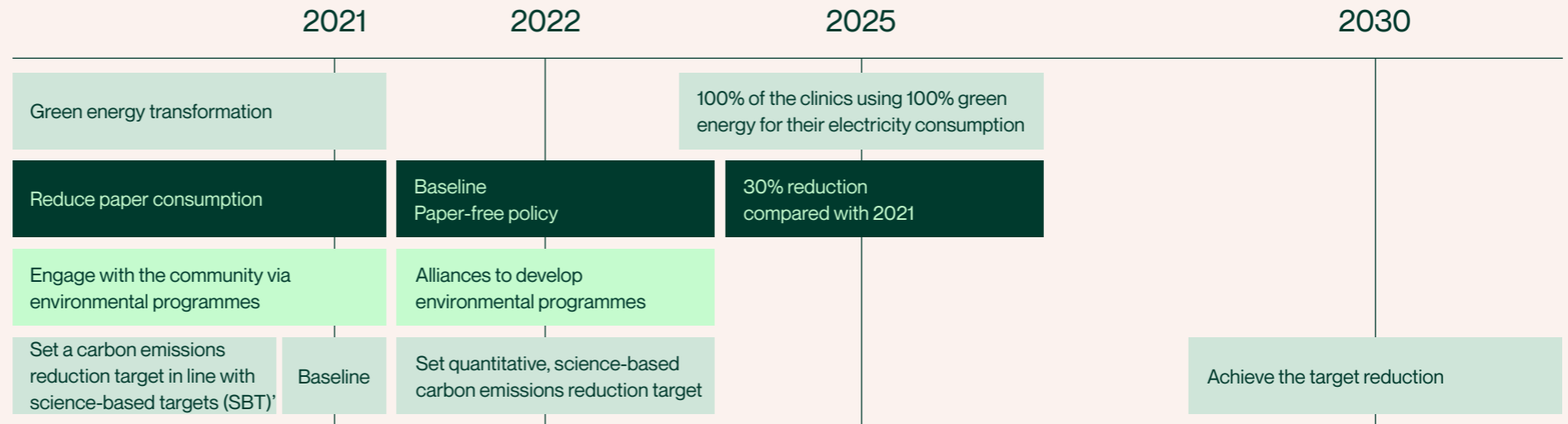
One of the key aspects of Generalife’s commitment as a responsible citizen is the attention we pay to the environmental impacts associated with our activities. These include direct impacts, such as those associated with the consumption of paper, water and energy at our clinics and offices and, above all, indirect impacts related to the movement of patients and purchases of materials, both from various origins.

Understanding quality in its broadest sense requires a global view of these impacts and an awareness of the potential environmental repercussions of each decision we make. We therefore focus on integrating environmental variables into our daily management:

- Using the most advanced and efficient technology.
- Taking environmental implications into account when developing our internal management processes.
- Seeking alliances with suppliers in line with our commitments.

In 2020 we defined our sustainability strategy, which plans actions for 2021 onwards. In terms of the environment, this strategy contains objectives in four different areas which will enable us both to improve how we manage our own local impacts and also successfully address major global challenges.

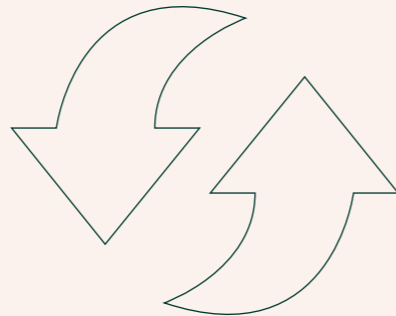
Our path to success



Taking action

Having a plan approved by senior management and allocating specific resources is the first step in ensuring that environmental issues are given the attention they deserve at GeneralLife. With the incorporation into the Group of the clinics in Sweden and Italy, 2020 was a year to assess and establish objectives appropriate to our activity, as ambitious as our commitments to society.

We carried out the preparatory work required to get to the starting point, first measuring and assessing different aspects of our current performance, with the aim of establishing measures for improvement throughout the Group and a common framework for action that will be reflected in a corporate sustainability policy. In that way, it is remarkable to underline that the Swedish clinic has an ISO 14001: 2015 certification that endorses its current environmental management system.



Sustainability



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

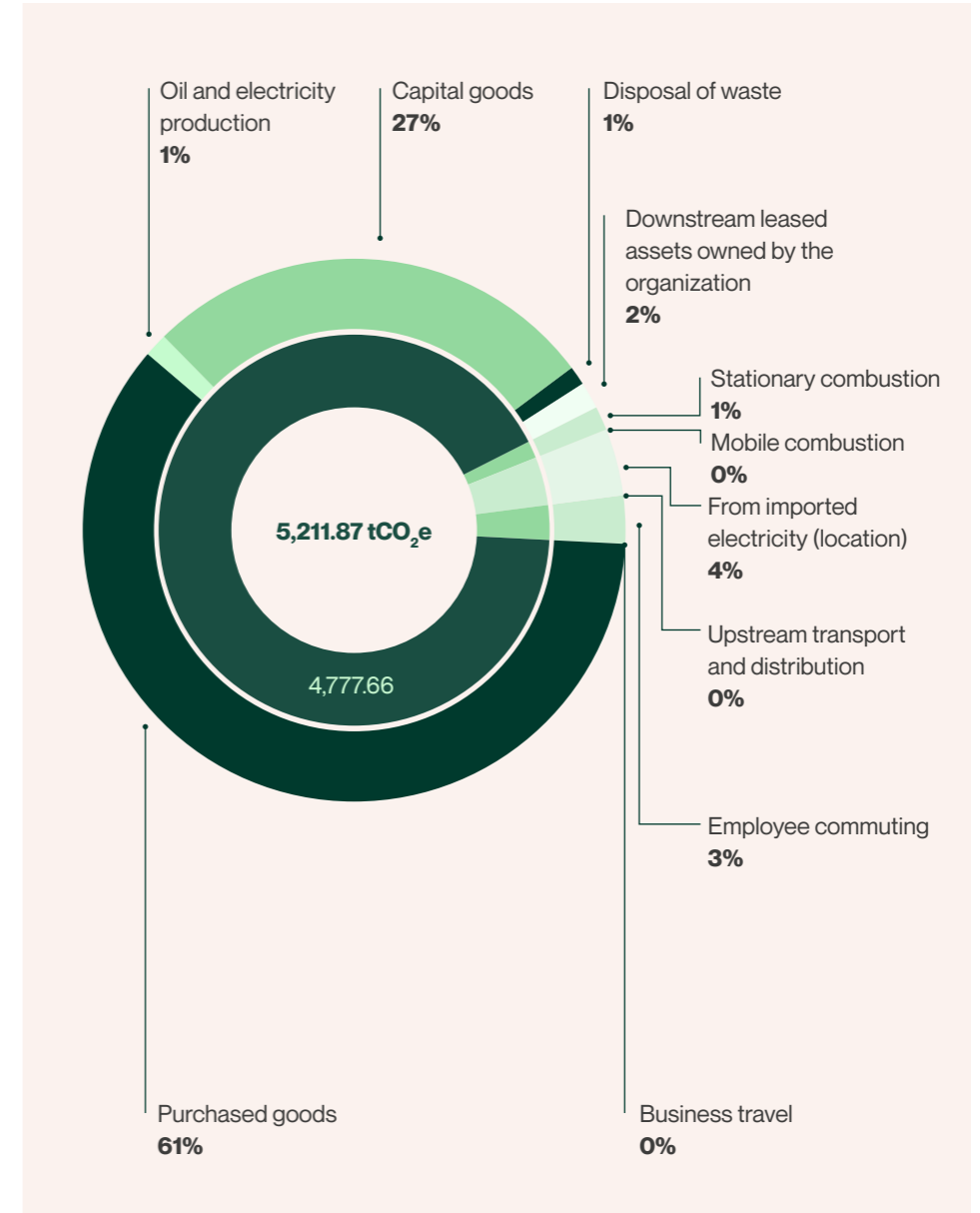
ANNEXES

Transforming to green energy

In accordance with the commitments set out in the company's sustainability policy, Generalife has calculated its carbon footprint for 2020, although this analysis does not include the clinics in Sweden as they joined the Group at the end of the year. The results were as follows:



- Direct GHG emissions and removals (Scope 1)
1%
- Indirect GHG emissions from imported energy (location based) (Scope 2)
4%
- Indirect GHG emissions from transportation (Scope 3)
3%
- Indirect GHG emissions from products used by the organisation (Scope 3)
92%



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES



The impact of the COVID crisis must be taken into account when interpreting the results of this inventory as it strongly affected 2020, with strict lockdowns in Europe and restrictions on the movement of people throughout the year. This situation has naturally had an impact on clinic activity levels and professional travel. Nevertheless, although it has affected the total volume of emissions and their percentage shares, it has had little effect on our main conclusions.

It can be seen that the biggest share comes from the products used by the organisation to carry out the activities that form part of its corporate purpose, mainly machinery and specialised medical and laboratory equipment. Globally, there are relatively few suppliers for such equipment, even more so when the aim is to ensure maximum quality, as is the case with Generalife. This means that, in many cases, the product needs to travel great distances to reach its destination, often by plane or ship, multiplying the associated greenhouse gas emissions.

The first measures planned by Generalife to reduce its carbon footprint include increasing the proportion of renewable energy consumed and furthering the company's digital transformation, reducing unnecessary travel as much as possible. The company is also working on developing a procurement policy that will take environmental criteria into account when selecting suppliers.

Among the measures adopted by the Group to offset its carbon footprint for the part that is impossible or at least very difficult to reduce, it's worth highlighting the Treedom initiative, which will be launched in 2021.

Treedom

Generalife has pledged to plant a tree for each new birth achieved in a year after patients have used its facilities. A wonderful and lasting gift for each family, who'll be able to follow the tree's development on the initiative's website.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

At a local level, although there are no formal procedures in place, working with suppliers active in the fight against climate change is encouraged as far as possible.

The consumption of electricity purchased from external suppliers, the main component of the Group's energy consumption, totalled 932,650 kWh in 2020. By the end of 2020, only Italian clinics were using electricity from renewable sources, equivalent to 2% of their consumption.

In addition, the clinics located in Italy have natural gas boilers, whose consumption in 2020 totalled 358,546 kWh.

Initiatives to reduce energy consumption at the Group's clinics	
Italy	Spain
<ul style="list-style-type: none"> – LED lighting – Monitoring energy consumption – Photovoltaic systems 	<ul style="list-style-type: none"> – LED lighting – Presence detectors

Resource consumption

Given that its main activity focuses on providing services, the consumption of raw materials by the GeneralLife Group is relatively small. The main impacts identified are associated with water consumption and, above all, paper consumption, for which there are specific reduction measures in the sustainability plan, as mentioned above.

Water consumption in 2020 totalled 56,937 m³, this being obtained through public distribution networks as the Group's clinics are located in urban areas.

Regarding paper consumption, the Group's objective is to achieve a 30% reduction by 2025 compared to the baseline consumption in 2021. Data for 2020 are not available.

Initiatives to reduce water consumption at the Group's clinics

Italy	Spain
<ul style="list-style-type: none"> – Awareness-raising initiatives 	<ul style="list-style-type: none"> – Low consumption taps

Waste management

The waste generated by the Group's clinics is mostly urban in nature, such as paper, packaging, glass and organic matter. However, as health-related services are provided, sanitary and chemical waste of different types, classified as hazardous, is also generated every year. In 2020, the weight of this type of waste was 20.6 tonnes.

This hazardous waste is handled by external specialists, in accordance with the regulations in force at each site. In 2020, the company was not aware of any spills or dumping of hazardous substances related to this waste.

With regard to urban waste, it should be noted that all the Group's clinics have containers for the separate collection of the different fractions, in accordance with the recommendations of the corresponding local authorities.

Annexes

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

About this report

This annual Sustainability Report is Generalife's letter of introduction to its stakeholders. It therefore includes details on how the most relevant impacts associated with its activity were managed in 2020. The scope of the activities described is limited to this company and its subsidiaries: Ferticare SE, in the Czech Republic; Ginefiv SL and Instituto de Estudios Citogenéticos, in Spain; group Genera Healthcare Srl, in Italy; and Linné IVF AB, in Sweden

To prepare this report, corresponding to the year 2020, the guidelines and principles set out in the Global Reporting Initiative (GRI) Standards, "core" option, have been followed. The procedure implemented by the team preparing the report ensures its quality and completeness, as well as its comparability with other similar documents.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

Phase 1

Materiality assessment

Materiality workshops

- Identify stakeholders and material topics
- Review values and formulate vision

Strategic workshops

- Develop the strategic framework
- Objectives, initiatives and budget for each strategic pillar

Phase 2

Prioritisation

The analysis carried out made it possible to gauge the importance of the topics identified, both for the company and its stakeholders.

Phase 3

Validating the list of material topics

Phase 4

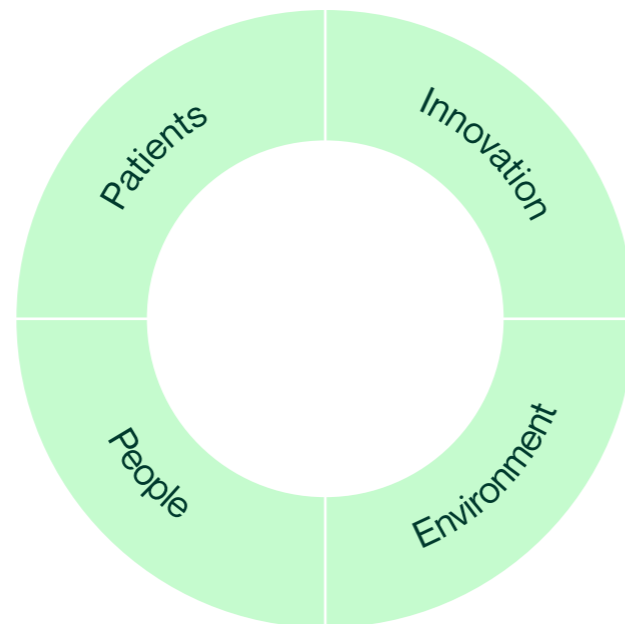
Preparing the report

Data were collected according to the requirements of the GRI Standards, determining the content and producing texts and charts.

Phase 5

Disclosure

The topics highlighted by the workshop participants helped to define a materiality matrix and were subsequently grouped into four fundamental pillars for the business. Together with the vision, strategic objectives and planned initiatives, these four pillars form the company's sustainability management framework:



1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES



Patients

The excellence we provide to patients is based on empathy, personalised treatments and honesty regarding the results we can achieve. We gain patients' trust through high quality, validated clinical strategies tailored to them: we give hope but without compromising integrity or ethics.



Innovation

We aim to establish a vibrant, collaborative network intent on developing breakthroughs for the IVF of the future, starting from basic science and ultimately achieving clinical application based on reliable results and evidence. We achieve excellence and the best results through evidence, reliable protocols and a total patient focus.



People

We're committed to high standards of work satisfaction and believe it's the most powerful way to achieve success for our employees and for our patients, where teamwork and dedication are key and form part of our DNA as a company. The commitment and loyalty of our team is achieved by treating everyone with fairness, respect and kindness.



Environment

Respect and protection of the environment are our responsibility as a socially committed company. Our high ethical standards and social responsibility with regard to our environment, community and sustainable growth lead us to operate with a great deal of integrity and respect and to implement state of the art processes and technology to reduce our impact.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

The materiality workshops also resulted in a list of key words that reflect the essence of Generalife and have enabled it to formulate its Corporate Vision: Patient Focus, Trust, Honesty, Excellence, Ethics, Teamwork, Innovation, Quality.

Each of the pillars was associated with one or more of the GRI Standards in order to incorporate the material topics identified in the 2020 report. The table below shows this association and specifies where the associated impacts occur:

Material topics identified	Associated GRI standard	Location of impact
Patients	Economic performance	Internal + External
	Occupational health and safety	Internal
	Customer health and safety	Internal + External
	Marketing and labelling	Internal + External
	Customer privacy	Internal + External
People	Occupational health and safety	Internal
	Training and education	Internal
	Diversity and Equal Opportunity	Internal
Innovation	Economic performance	Internal + External
	Training and education	Internal + External
People	Occupational health and safety	Internal + External
	Training and education	Internal + External
	Diversity and Equal Opportunity	Internal + External

To draw up the report, it was decided to structure the content according to these four pillars, as well as integrating their association with the Sustainable Development Goals, which was also obtained in the course of the materiality analysis and is included in Chapter 3, "Profile".

All the data contained in the report come from reliable, identified sources. When the data are estimates, this is indicated next to the corresponding figure. When the required information could not be collected, this is indicated in the GRI Index. Data on external impacts, over which the company has no control, are not provided in this report.

The sustainability report can be downloaded at www.generalife.com

GRI content index

The following table shows the GRI content index for the general and specific disclosures made in accordance with the Core option of the GRI Standards.

Foundation and general disclosures

GRI Standard	Page/direct response
GRI 101 Foundation 2016	
GRI 102 General Disclosures 2016	
Organisation profile	
102-1 Name of the organisation	UNIVERSAL CLINICS, S.L. operating under the brand GeneralLife
102-2 Activities, brands, products, and services	Chapter 1, section “2.1. Organisational profile”; section “Benchmarks for assisted reproduction in Europe”. Chapter 3, section “3.2. Our services”. The services provided by GeneralLife are subject to different regulatory frameworks depending on the countries, related to their social traditions and culture which determine the type of patients who can access the services.
102-3 Location of headquarters	Paseo de la Castellana, 91 28046 Madrid, Spain
102-4 Location of operations	Chapter 2, section “Welcome to GeneralLife”.
102-5 Ownership and legal form	Company owned by private equity (controlling shareholder) and non-controlling interests. The Group holding company is Universal Clinics S.L. with subsidiaries in Italy, Spain, the Czech Republic and Sweden.
102-6 Markets served	Chapter 2, section “Welcome to GeneralLife
102-7 Scale of the organisation	Chapter 2, section “2020 in figures”.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

GRI Standard	Page/direct response
102-8 Information on employees and other workers	Chapter 5, section "5.1. Catalysts for success". The number of external personnel working in the company only exceeds 20% in Italy, which has been part of the Group since 2020.
102-9 Supply chain	Chapter 5, section "5.1. Catalysts for success".
102-10 Significant changes to the organisation and its supply chain	Chapter 2, section "Benchmarks for assisted reproduction in Europe"; section "Suppliers, our allies for success".
102-11 Precautionary principle or approach	Chapter 2, section "2.2. The pillars to our strategy" Chapter 6, section "6.1. Our commitments"; section "6.2. Taking action".
102-12 External initiatives	Chapter 2, section "Welcome to GeneralLife
102-13 Membership of associations	Chapter 2, section "2.4. A proactive player in society".
Strategy	
102-14 Statement from senior decision-maker	Chapter 1, section "1.1. Message from the CEO".
Ethics and integrity	
102-16 Values, principles, standards and norms of behaviour	Chapter 2, section "2.2. The pillars to our strategy"; section "2.3. Governance".
Governance	
102-18 Governance structure	Chapter 2, section "2.3. Governance".

GRI Standard	Page/direct response
Stakeholder participation	
102-40 List of stakeholder groups	Chapter 2, section "2.4. A proactive player in society".
102-41 Collective bargaining agreements	Chapter 5, section "A satisfying work environment"
102-42 Identifying and selecting stakeholders	Chapter 2, section "2.4. A proactive player in society".
102-43 Approach to stakeholder engagement	Chapter 2, section "2.4. A proactive player in society".
102-44 Key topics and concerns raised	Annexes. Section "About this report".
Practices for producing reports	
102-45 Entities included in the consolidated financial statements	Annexes. Section "About this report".
102-46 Defining report content and topic boundaries	Annexes. Section "About this report".
102-47 List of material topics	Annexes. Section "About this report".
102-48 Restatements of information	None. This report is the first one produced by the company.
102-48 Restatements of information	None. This report is the first one produced by the company.
102-49 Changes in reporting	None. This report is the first one produced by the company.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

GRI Standard	Page/direct response
GRI 102 general disclosures	
Practices for producing reports	
102-50 Reporting period	Annexes. Section "About this report".
102-51 Date of most recent report	This report is the first one produced by the company.
102-52 Reporting cycle	Every year
102-53 Contact point for questions regarding the report	Annexes. Section "About this report".
102-54 Claims of reporting in accordance with the GRI standards	This report has been prepared in accordance with the GRI Standards: Core option
102-55 GRI content index	Annexes. Section GRI Content Index.
102-56 External assurance	This report has not been submitted to external assurance.

Material topics

GRI Standard	Page/direct response
Economic topics GRI 200	
GRI 201 Economic performance 2016	
103-1 Explanation of the material topic and its boundary	Annexes. Section "About this report".
103-2 The management approach and its components	Chapter 1, section "1.1. Message from the CEO"; section "Suppliers, our allies for success". Chapter 3, section "3.1. The challenges we're addressing"; section "3.3. Patient-focused".
103-3 Evaluation of the management approach	Chapter 1, section "2020 in figures". Chapter 3, section "3.3. Patient-focused"; section "Metrics to keep on improving"
201-4 Financial assistance received from government	The company operating in the Czech Rep. has been the only one to receive such an assistance in 2020, a COVID loan guarantee.
Own material topic: Innovation (R&D+I)*	
103-1 Explanation of the material topic and its boundary	Annexes. Section "About this report".
103-2 The management approach and its components	Chapter 4, section "4.1. Innovation in GeneraLife".
103-3 Evaluation of the management approach	Chapter 4, section "4.2. Our achievements in 2020".

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

GRI Standard	Page/direct response
INN-1 Number of scientific papers published	Chapter 4, section "Generating knowledge".
Environmental topics GRI 300	
GRI 302: Energy 2016	
103-1 Explanation of the material topic and its boundary	Annexes. Section "About this report".
103-2 The management approach and its components	Chapter 6, section "Our commitments"; section "6.2. Taking action".
103-3 Evaluation of the management approach	Chapter 6, section "6.2. Taking action".
302-1 Energy consumption within the organisation	Chapter 6, section "6.2.1. Transforming to green energy".
GRI 305: Emissions 2016	
103-1 Explanation of the material topic and its boundary	Annexes. Section "About this report".
103-2 The management approach and its components	Chapter 6, section "Our commitments"; section "6.2. Taking action".
103-3 Evaluation of the management approach	Chapter 6, section "6.2. Taking action".

GRI Standard	Page/direct response
305-1 Direct (Scope 1) GHG emissions	Chapter 6, section "6.2.1. Transforming to green energy".
305-2 Indirect (Scope 2) GHG emissions	Chapter 6, section "6.2.1. Transforming to green energy".
305-3 Other indirect (Scope 3) GHG emissions	Chapter 6, section "6.2.1. Transforming to green energy".
GRI 307: Environmental compliance 2016	
103-1 Explanation of the material topic and its boundary	Annexes. Section "About this report".
103-2 The management approach and its components	Chapter 6, section "6.2. Taking action".
302-1 Energy consumption within the organisation	Chapter 6, section "Our commitments"; section "6.2. Taking action".
103-3 Evaluation of the management approach	Chapter 6, section "6.2. Taking action".
307-1 Non-compliance with environmental laws and regulations	In 2020, Generalife did not register any significant fines or non-monetary sanctions for non-compliance with environmental laws and/or regulations.

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

GRI Standard	Page/direct response
Social topics GRI 400	
GRI 403: Occupational health and safety 2018	
103-1 Explanation of the material topic and its boundary	Annexes. Section "About this report".
103-2 The management approach and its components	Chapter 5, section "5.3. Together with our collaborators".
103-3 Evaluation of the management approach	Chapter 5, section "5.3. Together with our collaborators"; section "Occupational health and safety".
403-1 Occupational health and safety management system	Chapter 5, section "Occupational health and safety".
403-2 Hazard identification, risk assessment, and incident investigation	Chapter 5, section "Occupational health and safety".
403-3 Occupational health services	Chapter 5, section "Occupational health and safety".
403-4 Worker participation, consultation, and communication on occupational health and safety	Communications to employees are carried out through the channels established by the regulations in force. Worker representatives are currently only present in the clinics located in Italy.
403-5 Worker training on occupational health and safety	Chapter 5, section "Occupational health and safety".

GRI Standard	Page/direct response
403-6 Promotion of worker health	At year-end 2020, the organisation was not carrying out any health promotion programmes.
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Chapter 5, section "Occupational health and safety".
403-8 Workers covered by an occupational health and safety management system	Chapter 5, section "Occupational health and safety".
GRI 404: Training and education 2016	
103-1 Explanation of the material topic and its boundary	Annexes. Section "About this report".
103-2 The management approach and its components	Chapter 5, section "5.1. Catalysts for success"; section "5.2. Talent at the service of our patients".
103-3 Evaluation of the management approach	Chapter 5, section "5.2. Talent at the service of our patients".
404-1 Average hours of training per year per employee	Chapter 4, section "Quality training, a key factor in our excellence".
GRI 405: Diversity and equal opportunity 2016	
103-1 Explanation of the material topic and its boundary	Annexes. Section "About this report".

1

INTRODUCTION

2

WE ARE GENERALIFE

3

AT THE TOP, THE PATIENT

4

LEADING BY INNOVATION

5

IN GOOD HANDS

6

THE ENVIRONMENT,
A CHALLENGE FOR
EVERYONE

ANNEXES

GRI Standard	Page/direct response
103-2 The management approach and its components	Chapter 5, section "5.1. Catalysts for success"; section "5.3. Together with our collaborators".
103-3 Evaluation of the management approach	Chapter 5, section "Committed to diversity"; section "A satisfying work environment".
405-2 Ratio of basic salary and remuneration of women to men	Chapter 5, section "A satisfying work environment"
GRI 416: Customer health and safety 2016	
103-1 Explanation of the material topic and its boundary	Annexes. Section "About this report".
103-2 The management approach and its components	Chapter 3, section "3.2. Our services".
103-3 Evaluation of the management approach	Chapter 3, section "3.3. Patient-focused".
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	In 2020, Generalife did not register any incidents of non-compliance concerning the health and safety impacts of products and services.
GRI 417: Marketing and labelling 2016	
103-1 Explanation of the material topic and its boundary	Annexes. Section "About this report".

GRI Standard	Page/direct response
103-2 The management approach and its components	Chapter 3, section "3.2. Our services".
103-3 Evaluation of the management approach	Chapter 3, section "3.3. Patient-focused".
417-2 Incidents of non-compliance concerning product and service information and labelling	In 2020, Generalife did not register any incidents of non-compliance concerning product and service information and labelling.
GRI 418: Customer privacy 2016	
103-1 Explanation of the material topic and its boundary	Annexes. Section "About this report".
103-2 The management approach and its components	Chapter 3, section "3.2. Our services".
103-3 Evaluation of the management approach	Chapter 3, section "3.3. Patient-focused".
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2020, Generalife did not register any substantiated complaints concerning breaches of customer privacy and losses of customer data.

