

SOFMEDICA **Annual Sustainability Report**

2024



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This comprehensive report is structured to provide a clear and detailed overview of SOFMEDICA's sustainability efforts, performance, and future commitments for 2024. Navigate through the sections below to explore our dedication to environmental stewardship, social responsibility, and robust governance practices across our operations in Europe.

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This report adheres to international sustainability reporting standards, ensuring transparency and accountability in all our disclosures. We invite you to read through our progress and join us in building a more sustainable future.

MESSAGE FROM THE CEO

GRI 2-22

At SOFMEDICA Group, we define lasting impact as the ability to improve lives through innovation, education, and human connection. Our commitment goes beyond technology, it's about creating sustainable progress by reducing our environmental footprint, empowering healthcare professionals, and nurturing a culture of inclusion and authentic integrity. For over three decades, we've remained true to our purpose: advancing healthcare for as many, while ensuring that every step we take positively affects our patients, our people, and the society overall. We wish to leave our world in a better shape than the one we found it.

– Georgios Sofianos, CEO SOFMEDICA Group



ABOUT THIS REPORT

GRI 2-2, GRI 2-3, GRI 2-4, GRI 2-5

This **2024 Annual Sustainability Report** provides a detailed account of SOFMEDICA's environmental, social, and governance (ESG) performance and strategic initiatives. It reflects our unwavering commitment to fostering a sustainable future for healthcare and the communities we serve. We believe that transparent reporting is crucial for accountability and continuous improvement.

This report has been prepared in accordance with the **Global Reporting Initiative (GRI 2021) Standards** and presents updated information for the period from January 1 to December 31, 2024, covering all SOFMEDICA operations and activities.

The structure of the report is based on essential criteria for sustainable development, focusing on the economic, social, and environmental impacts of our actions. We have analyzed the needs and expectations of our stakeholders and included information related to achieving the United Nations Sustainable Development Goals (SDGs).

While prepared following full assurance procedures, this sustainability report is published with limited assurance due to data collection constraints and has not yet undergone external verification.

SOFMEDICA is committed to improving its processes and will consider incorporating independent assurance in the future.



SOFMEDICA is member of SOFMEDICA GROUP, an education-driven group of healthcare companies which operates since **1994** in Europe. **Romania, Greece, Hungary, Bulgaria, Cyprus & Croatia.**

The companies of the group provide thousands of patients with innovative medical technologies, aiming to ensure progress for the benefit of as many patients as possible by creating a bridge between the latest and most innovative medical technologies, patients and healthcare professionals.

The company employs more than 200 healthcare-related professionals and continues the investment in the regional medical system, that has been developing for over 30 years.

OUR EUROPEAN PRESENCE: SOFMEDICA ENTITIES

THIS REPORT COVERS THE OPERATIONS OF ALL SOFMEDICA ENTITIES

SOFMEDICA proudly operates across six key European countries, ensuring a broad reach and localized support for healthcare innovation. Each entity is strategically located to serve its respective region, fostering strong relationships with local healthcare providers and communities. This widespread presence allows us to bring cutting-edge medical technologies and educational initiatives to diverse markets.



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Our commitment to these regions underscores our mission to advance healthcare accessibility and quality throughout Europe. By maintaining a strong local presence, we ensure our services are tailored to meet specific market needs and regulatory landscapes, reinforcing our dedication to improving patient outcomes.

OUR MISSION & VISION

Our Mission

Making Life Saving Technologies available to the Remotest Patients in Europe by empowering the Healthcare Professionals with the most reliable Ecosystem of Innovation & Learning.

Our Vision

With the combined power of technological Innovation, lifelong Education, and human Passion, we enable HCPs and provide Patients with the best healthcare available in the world – regardless of their social or financial status.

We make AN IMPACT

by making available
**HEALTHCARE
INNOVATION**

> 50 million

Population covered by the Healthcare Systems in our Region

> 1,3 million

Patients treated through our technologies

**company estimates in 30 years*

> 20,000

Healthcare Professionals trained in our technologies

>157,000

Numbers of Lives our Group touched in the last 12 months

1st Artificial Heart in Romania



1st Home Dialysis in SEE



1st Robotic Surgery Program in CEE



Group Level ISO 9001:2015 Certification





Our work is based on **THREE PILLARS**

● **INNOVATION**



We enable the healthcare professionals to make an impact in patients' lives by providing access to innovative, life-saving technology.

● **EDUCATION**



We provide Healthcare Professionals with a comprehensive healthcare Ecosystem.

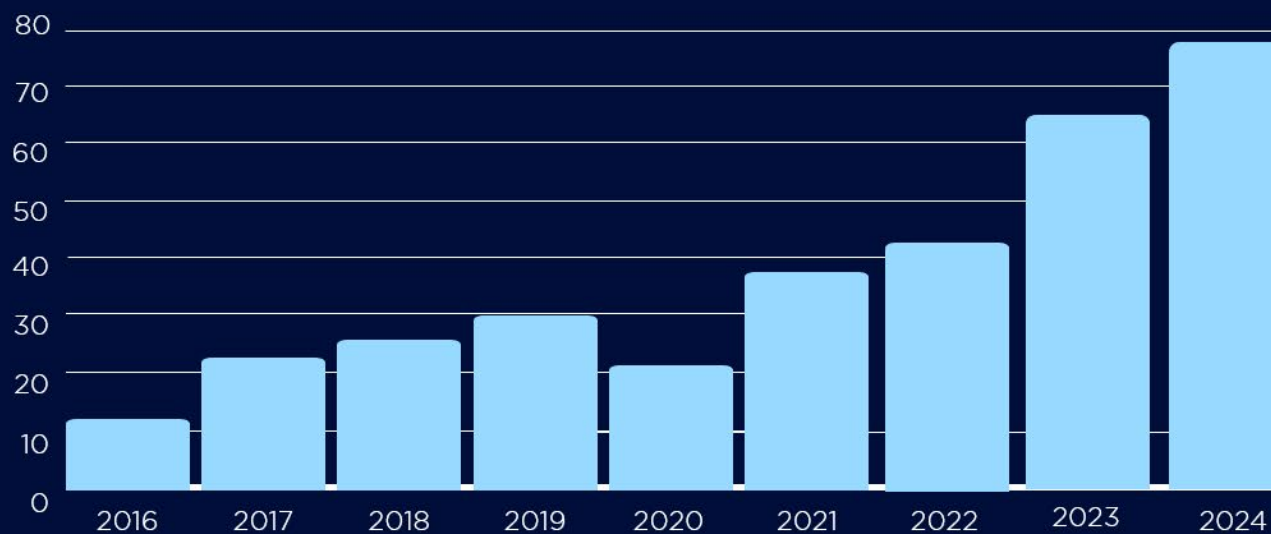
● **COMPLIANCE**



We go above and beyond to assure the quality of our services & products. We believe in doing the right thing.

STRONG FINANCIAL STATEMENTS

Audited by Deloitte



Turnover, Mil. Euro

We are COMMITTED TO COMPLIANCE

Sustainable development
through growth, profitability & environmental responsibility.

Highly regulated activities.

No conflict of interest or incompatibility.



QUALITY

We go above and beyond to assure the quality of our services and products.

PROFESSIONALISM

We are there for the Healthcare Professionals, 24/7.

ETHICS

We believe in doing the right thing.





OUR HISTORY

Innovating European Healthcare Systems for 30 Years

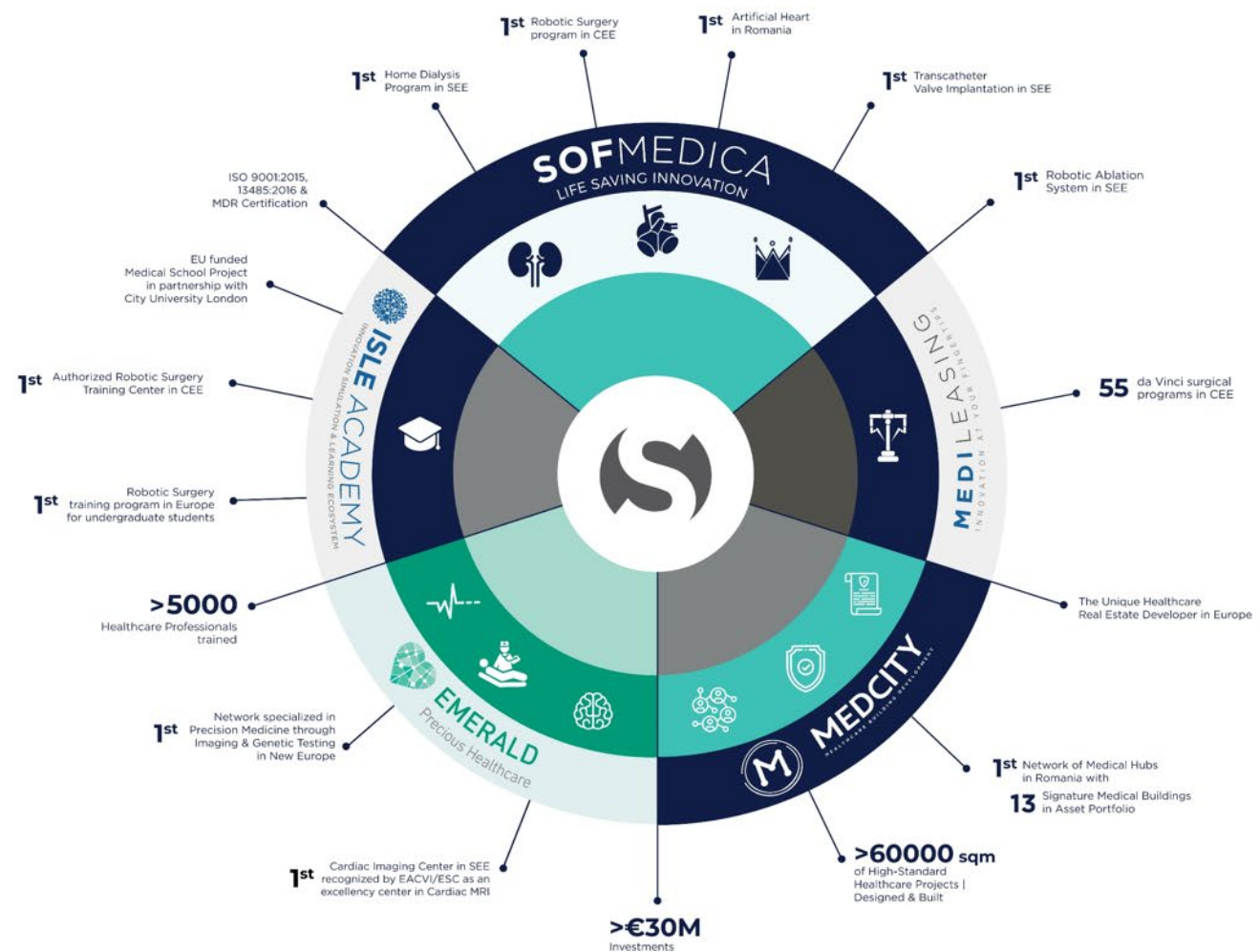
Our presence

Our group of healthcare companies is present in Europe since 1994. With offices and operations in [Romania](#), [Greece](#), [Hungary](#), [Bulgaria](#), [Cyprus](#) & [Croatia](#).

The companies of the group provide thousands of patients with innovative medical technologies, aiming to ensure progress for the benefit of as many patients as possible by creating a bridge between the latest and most innovative medical technologies, patients, and healthcare professionals.

The group employs more than 180 healthcare-related professionals and continues the investment in the regional medical system, which has been developing for over 30 years.

We are part of
SOFMEDICA
GROUP'S
ECOSYSTEM



The companies of the group provide thousands of patients with innovative medical technologies, aiming to ensure progress for the benefit of as many patients as possible by creating a bridge between the latest and most innovative medical technologies, patients and healthcare professionals.

INNOVATIVE PORTFOLIO

This diverse portfolio underscores our commitment to not only providing tools but also fostering an environment where innovation thrives, education empowers, and patient well-being remains at the forefront. By integrating these advanced solutions, SOFMEDICA continues to shape the future of healthcare, making world-class medical care accessible and effective for all.

ONCOLOGY



ROBOTIC SURGERY
Discover more →



SURGICAL CARE
Discover more →



ENDOSCOPY CARE
Discover more →



ELECTRO PHYSIOLOGY
Discover more →

HEART



INTERVENTIONAL CARDIOLOGY
Discover more →



CRITICAL CARE
Discover more →



CARDIAC CARE
Discover more →

NEURO



NEURO CARE
Discover more →

Our Approach to Sustainability

GRI 2-12, GRI 2-13, GRI 2-14, GRI 2-17

We aim to make life-saving technologies accessible to patients in even the most remote areas of Europe. For over 30 years, we have combined cutting-edge medical technology with clinical expertise to empower healthcare providers, enabling them to deliver safer, more effective, and more accessible care.

Sustainability is a fundamental aspect of our operations; it is not an afterthought. We believe that advancing health must go hand in hand with protecting our planet and strengthening the communities we serve. To achieve this, we are committed to reducing our environmental impact by cutting emissions, minimizing waste, and conserving water.

For us, true sustainability encompasses more than just environmental considerations; it includes respect, inclusion, and fairness. We are dedicated to fostering a diverse and inclusive workplace where all employees feel valued and supported. By encouraging collaboration and embracing different perspectives, we create an environment that nurtures innovation and drives progress.

MATERIALITY ANALYSIS

GRI 2-29, GRI 3-1, GRI 3-2

We have conducted a thorough stakeholder consultation to identify and prioritize essential environmental, social, and governance (ESG) topics that matter to both our stakeholders and our organization, in full compliance with GRI requirements. This consultation is a pivotal step in crafting a sustainability strategy that not only embodies our shared values but also propels us to new heights. By aligning our goals with our collective aspirations, we are empowered to create a brighter and more sustainable future for all. We are fully committed to this journey, shaping a world where our values steer our actions and our actions drive positive change. The interconnection between the **material issues** for SOFMEDICA and **Sustainable Development Goals (SDG)** is presented below.

1

VERY SIGNIFICANT ISSUES

- Waste Management **SDG 12 RESPONSIBLE CONSUMPTION AND PRODUCTION**
- Ensuring the health, safety and well-being of employees **SDG 3 GOOD HEALTH AND WELL BEING**
- Working environment/ Secure jobs **SDG 8 DECENT WORK AND ECONOMIC GROWTH**
- Training and development of employees **SDG 8 DECENT WORK AND ECONOMIC GROWTH**
- Inclusion, acceptance of diversity, equality **SDG 10 REDUCED INEQUALITIES & SDG 5 GENDER EQUALITY**
- Human rights and child labor **SDG 8 DECENT WORK AND ECONOMIC GROWTH**
- Human rights of Stakeholders **SDG 8 DECENT WORK AND ECONOMIC GROWTH**
- Health, safety, and well-being of the Medical Devices' users **SDG 3 GOOD HEALTH AND WELL BEING**
- Patient Safety & Product Quality / Access to Healthcare Technology **SDG 3 GOOD HEALTH AND WELL BEING**
- Anti-corruption, anti-bribery and confidentiality policies **SDG 8 DECENT WORK AND ECONOMIC GROWTH**
- Information security **SDG 8 DECENT WORK AND ECONOMIC GROWTH**
- Personal Data protection **SDG 8 DECENT WORK AND ECONOMIC GROWTH**
- Regulatory Compliance **SDG 8 DECENT WORK AND ECONOMIC GROWTH**
- Creation of an Ethical Value Chain **SDG 17 PARTNERSHIP FOR THE GOALS**
- Board commitment **SDG 16 PEACE, JUSTICE AND STRONG INSTITUTIONS**

2

SIGNIFICANT ISSUES

- Reducing greenhouse gas emissions **SDG 13 CLIMATE ACTION**
- Energy consumption **SDG 7 AFFORDABLE AND CLEAN ENERGY**
- Water consumption **SDG 13 CLIMATE ACTION**
- Energy and water required during medical device usage **SDG 7 AFFORDABLE AND CLEAN ENERGY**
- Identifying and addressing the risks and opportunities from climate change
- Prevention of local pollution caused by the company's operations **SDG 11 SUSTAINABLE CITIES AND COMMUNITIES**
- Use of chemicals during the manufacturing of medical devices **SDG 11 SUSTAINABLE CITIES AND COMMUNITIES**
- Use of chemicals during medical device usage **SDG 11 SUSTAINABLE CITIES AND COMMUNITIES**
- Waste produced during medical devices usage **SDG 12 RESPONSIBLE CONSUMPTION AND PRODUCTION**
- Preservation of Biodiversity **SDG 15 LIFE ON LAND**
- Product lifecycle **SDG 12 RESPONSIBLE CONSUMPTION AND PRODUCTION**
- Packaging and transport **SDG 11 SUSTAINABLE CITIES AND COMMUNITIES**
- Social and humanitarian actions/ Supporting vulnerable groups **SDG 11 SUSTAINABLE CITIES AND COMMUNITIES**
- Creation of an ESG value chain **SDG 17 PARTNERSHIP FOR THE GOALS**
- Responsible corporate governance **SDG 16 PEACE, JUSTICE AND STRONG INSTITUTIONS**
- Board diversity **SDG 5 GENDER EQUALITY**

ENVIRONMENT

GRI 3-3, GRI 305-1, GRI 305-2, GRI 3-3, GRI 303-1

We are deeply committed to fostering values that inspire collaboration and promote environmental stewardship throughout our organization. By continuously enhancing our understanding of the environmental challenges we face, we adopt innovative strategies aimed at reducing our carbon footprint. Our goal is to integrate sustainable practices into every facet of our operations, minimizing our environmental impact while cultivating a workplace culture where every team member feels empowered to contribute to a more sustainable and resilient future.



OUR COMMITMENTS

Align with the European Climate Law

We are dedicated to align with the EU's 2050 climate-neutrality objective, a commitment that drives our environmental strategy and informs all our operational decisions.

Emissions Reduction Measures

We have established clear, applicable actions for reducing our Scope 1 & Scope 2 emissions across all operations, continually working to improve our environmental performance.

We recognize that Scope 3 emissions—which include business travel, employee commuting, business events, and procurement—represent the largest portion of our carbon footprint. We are actively monitoring and seeking to reduce these emissions.

ENVIRONMENTAL ACTIONS

At SOFMEDICA, our commitment to environmental stewardship is reflected in a comprehensive set of actions designed to minimize our ecological footprint and promote a sustainable future. We integrate environmental responsibility into every aspect of our operations, striving not only to comply with regulations but to exceed expectations in protecting our planet.

Regulatory Compliance & Impact Reduction

We meet or exceed all relevant environmental legislation standards, ensuring our business operations limit adverse impacts on the environment and actively prevent pollution. Our goal is to conduct all activities with the highest regard for ecological integrity.

Waste Management & Recycling

Minimizing waste is a core principle. We rigorously evaluate our operations to enhance efficiency and actively promote comprehensive recycling programs for paper, packaging materials, plastics, printer cartridges, batteries, and all types of electronic devices.

Employee Empowerment & Training

All our employees receive the necessary information, training, and tools to implement responsible environmental practices in their daily tasks. We foster a culture where every team member is an active participant in our sustainability journey.

Integrated Risk Management

Environmental and climate change considerations are fully integrated into our risk management and business planning processes. This proactive approach allows us to identify potential environmental risks and opportunities, ensuring resilient and sustainable growth.

Carbon Footprint Reduction

We are continuously working towards reducing the carbon footprint of our business. This involves assessing our energy consumption, optimizing logistics, and exploring renewable energy options to lessen our contribution to greenhouse gas emissions.

Resource Conservation

We actively reduce energy and water consumption through the implementation of responsible and more efficient usage practices. This includes investing in energy-saving technologies and educating employees on water conservation techniques.

Continuous Environmental Improvement

We set clear objectives and measurable targets to continually improve our environmental performance. Regular reviews and assessments ensure we are on track to achieve our sustainability goals and adapt to new challenges.

Environmental Incident Response

We maintain robust protocols to report and respond promptly and effectively to all environmental incidents. Our commitment ensures transparent communication and swift corrective actions to mitigate any potential harm.

These actions underscore our dedication to being a responsible corporate citizen, committed to fostering a healthier environment for all.

ENVIRONMENTAL MEASURES

We confidently present our environmental actions that are already being implemented across various entities. As we accelerate our efforts, we are determined to expand these initiatives to all our entities, reinforcing our commitment to a sustainable future.



Energy Efficiency

- Use of motion-activated lights to reduce the electricity consumption and, by extension, eliminate the usage of fossil fuels and the production of CO2 emissions
- Use of LED lighting in order to decrease environmental impact
- Use of inverter devices to achieve higher energy efficiency and thus emit less CO2
- Training of all employees on energy conservation and climate action
- We have purchased electric and hybrid vehicles in Romania and are now extending this initiative to additional countries.
- We installed solar panels in Romania to support our commitment to sustainable energy. We are looking for ways to expand solar panel usage and explore other types of renewable energy in all our locations.



Waste Reduction

- Participation in the recycling programme of each country
- Partnership with the approved Recycling Collectives schemes, to ensure compliance and optimum waste management
- Partnerships for recycling of toner and printer cartridges
- Internal sorting & disposal of waste according to waste streams.
- Replacement of single-use plastic items with reusable items for staff and guests, provided by the company
- Training of employees on waste reduction and sorting

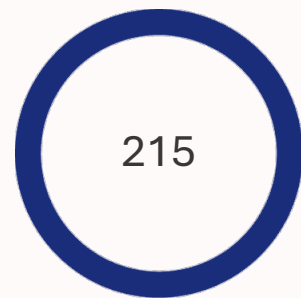


Water Conservation

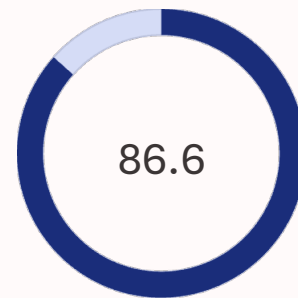
- We actively reduce water use by implementing responsible and more efficient consumption practices.
- We motivate our employees by providing the necessary information, training, and tools to implement responsible environmental practices in their daily tasks
- Water supply coolers

ENVIRONMENTAL RESULTS

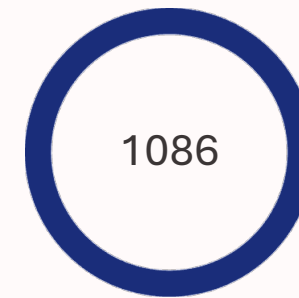
Consumptions



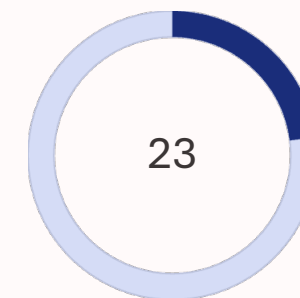
Energy Consumption MWH



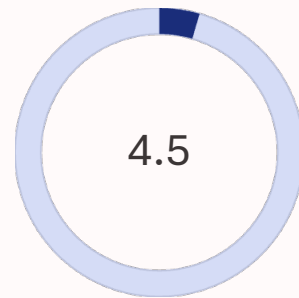
Energy Produced by our solar panels MWH



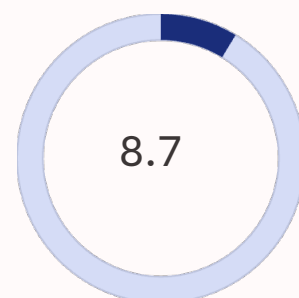
Water Consumption* m³



Packaging material placed into the market (paper) tons



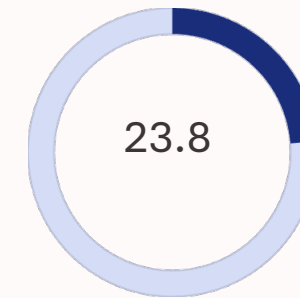
Packaging material placed into the market (plastic) tons



Packaging material placed into the market (wood) tons



Batteries placed into the market tons

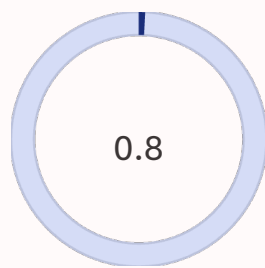


Electric / Electronic devices placed into the market tons

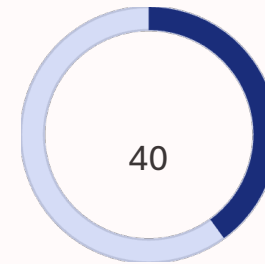
*For some countries (Hungary, Croatia) the water consumption is an estimation, due to lack of precise data

ENVIRONMENTAL RESULTS

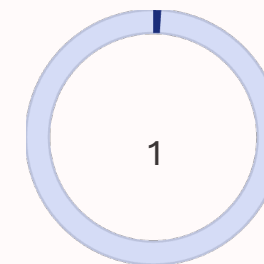
Waste Management



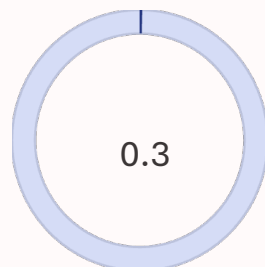
Expired/defective products tons



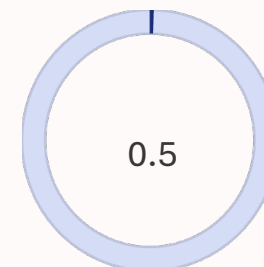
Domestic waste tons



Paper Recycled ton



Plastic Recycled tons



Batteries Recycled kg



Nespresso Capsules Recycled Pieces

OUR PEOPLE

GRI 2-7, GRI 2-21, GRI 2-30, GRI 401-1, GRI 3-3, GRI 403-5, GRI 401-2, GRI 401-3, GRI 404-2, GRI 406-1



At SOFMEDICA, we passionately strive to attract and cultivate exceptional talent, creating a vibrant work environment that fosters well-being and inspires our people. We are committed to promoting equality and inclusion, ensuring that every voice is heard, and empowering our team members to excel and achieve their fullest potential in a fulfilling and dynamic workspace.

TAKING CARE OF OUR PEOPLE

At SOFMEDICA, our employees are at the heart of our success. We are committed to fostering a supportive, engaging, and ethical work environment where every individual can thrive. Our comprehensive approach to employee care encompasses professional development, robust well-being programs, and a strong commitment to ethical conduct and safety.

Professional Growth & Development

We invest in our employees' future by providing clear pathways for career progression and skill enhancement.

- Individual Performance Annual Evaluation to assess achievements and set goals.
- Personal Development and Career Plan designed to support long-term professional aspirations.
- Continuous training programs, including our e-learning portal "Code of Talent."
- We ensure minimum 3 hours of training per employee annually

Health & Well-being Programs

Ensuring the health, safety, and satisfaction of our team is paramount. We offer a range of benefits and initiatives focused on their holistic well-being.

- Comprehensive training on Health and Safety to all employees
- Health Coverage of all employees.
- Medical evaluations by an external provider for all employees, including new hires.
- Occupational Health and Safety Risk Assessment conducted regularly.
- Employee Satisfaction Surveys to gather feedback and drive improvements.
- Flexible organization of work, including hybrid models, to support work-life balance.

Ethics, Integrity & Security

Upholding the highest standards of integrity and security is fundamental to our operations. We equip our employees with the knowledge and tools to maintain these principles.

- Mandatory Training on Anti-bribery and Anti-corruption for all personnel.
- Regular Training of employees on Information Security best practices.
- Robust Remuneration process in place, ensuring fair and transparent compensation.
- Bonus scheme related to company and individual performance.

By focusing on these key areas, SOFMEDICA strives to create a workplace where employees feel valued, supported, and empowered to contribute to our shared vision.

OUR PEOPLE IN NUMBERS

At SOFMEDICA, our strength lies in our diverse and dedicated team. This section provides a snapshot of our workforce, highlighting key demographics and our commitment to an inclusive environment.

Male Employees	112
Female Employees	94
Women in Senior Management	14
Men in Senior Management	22
Women on the Board	1
Men on the Board	2
Trainees / Internships	6
Working Mothers	39
Employees with Disabilities	1
Employee Turnover	10%
Performance Reviews	100%

We are proud of our commitment to employee development and retention, as reflected in our key performance indicators. These figures underscore our dedication to fostering a supportive, high-performing, and inclusive workplace where every individual can thrive. We continuously strive to create an environment that promotes professional growth and overall well-being.



We are proud to report 0 work related accidents or incidents in the reporting period.

CARING FOR THE COMMUNITY



At SOFMEDICA, we are acutely aware of our responsibility within the healthcare ecosystem and the vital role we play in supporting our communities. As a company dedicated to storing, distributing, and maintaining medical devices, we recognize the unique challenges faced by healthcare providers and patients alike. With a heartfelt commitment to promoting sustainable growth in this sector, we focus on the following initiatives:

Through these dedicated efforts, we aspire to create lasting positive change in the healthcare landscape, ensuring that every individual has access to the medical devices they need for healthier lives.

COMMUNITY ACTIONS



Supporting Innovative Technology for better healthcare

We actively collaborate with industry stakeholders and policymakers to advocate for regulations and practices that enhance the efficiency, safety, and accessibility of medical device distribution and maintenance.



Sharing best practices in sustainability

We are committed to promoting environmentally friendly practices in the storage and distribution of medical devices.



Empowering our workforce

We invest in our team's professional development, encouraging them to innovate and implement sustainable solutions that not only benefit our operations but also positively impact the health and well-being of the communities we serve.



Providing Health Education and Awareness

We prioritize initiatives aimed at training medical staff and patients on the proper use and benefits of medical devices. Through comprehensive educational programs, we ensure healthcare professionals are proficient and patients are well-informed to make sound decisions about their health.



Enhancing Collaboration Across the Healthcare Ecosystem

We actively seek to strengthen partnerships with healthcare providers, technology innovators, and academic institutions. This collaborative approach allows us to share knowledge, integrate cutting-edge solutions, and drive innovations that can vastly improve the healthcare experience for all stakeholders involved.



Sponsorships of NGOs and scholarships

We are committed to giving back to the community by supporting student associations, and organizations dedicated to children with health conditions and children with exceptional potential.

Through mentorship, resources, and financial assistance, the company empowers young individuals to pursue their goals, fosters innovation in technology, and improves the quality of life for those in need.

GOVERNANCE

GRI 2-23, GRI 2-24, GRI 408-1, GRI 409-1



Governance Training & Assessment Programs

- Training of employees on information security
- Training of employees on anti-bribery and anti-corruption

At SOFMEDICA, we are steadfast in our commitment to responsible governance, which is integral to our operations in the storage, distribution, and maintenance of medical devices. We actively promote ethical business practices and uphold professional integrity, fostering trust not only within our institutions but also throughout the healthcare community. Our dedication to sustainability includes rigorous safeguarding of our clients' confidential information and a commitment to ensuring the reliability and integrity of our IT systems, all while contributing to the overall well-being of society and the environment.

OUR COMPREHENSIVE POLICY FRAMEWORK

At SOFMEDICA, we have established a robust framework of policies that guide our operations and ensure compliance with the highest standards of governance, ethics, and regulatory requirements. These policies form the foundation of our commitment to responsible business practices.



Code of Business Conduct and Ethics



Quality, Society, Environmental Policy



Informatics System Data Security Policy



Whistleblower Protection Policy



Social Media Policy



Corporate Governance with Authority Maps



Antibribery Policy



Personal Data Protection Policy GDPR



Hybrid Working Policy

GOVERNANCE PRINCIPLES



Ethical Standards

We are dedicated to upholding the highest professional and ethical business standards in the storage, distribution, and maintenance of medical devices, ensuring integrity at every level of our operations.



Independence

We will steadfastly maintain our independence, allowing us to make objective decisions that prioritize the well-being of our people, our clients, the Medical staff and the communities we serve.



IT Security

We are focused on protecting the integrity of our IT systems, continuously enhancing their capabilities to ensure secure and efficient management of vital medical data and operations.

Zero Incidents Achievement

We are proud to report our exceptional track record:



0 reported violations through the whistleblowing mechanism



0 reported incidents of harassment



0 cyber security incidents



0 reported incidents of discrimination



0 reported incidents of bribery



0 reported incidents of discrimination

OUR CERTIFICATIONS

At SOFMEDICA, our unwavering commitment to excellence, environmental stewardship, information security, and ethical governance is formally recognized through a comprehensive suite of international certifications. These certifications are a testament to our adherence to global best practices and our dedication to providing top-tier services across our operations. They underscore our promise to stakeholders that we meet and exceed the highest industry standards.

ISO 9001:2015 CERTIFICATE	Romania, Greece, Cyprus, Hungary, Bulgaria
ISO 14001:2015 CERTIFICATE	Romania, Greece
ISO 13485:2016 CERTIFICATE	Romania, Greece
ISO 37001:2016 CERTIFICATE	Romania, Greece

Each SOFMEDICA entity possesses all Legaly Required Permits and Authorizations for their operations.

These certifications reflect our robust management systems and our proactive approach to compliance and risk management. By consistently maintaining these standards, we reinforce trust with our partners, customers, and regulatory bodies, demonstrating our dedication to quality and responsible operations in every market we serve.

INFORMATION SECURITY

At SOFMEDICA, information security is paramount, reflecting our unwavering commitment to protecting sensitive data, maintaining the integrity of our systems, and ensuring the privacy of our stakeholders. As a critical link in the healthcare ecosystem, handling medical device information and patient-related data, we recognize the profound trust placed in us. Our robust information security framework is designed to mitigate risks, adhere to stringent regulatory requirements such as GDPR, and safeguard all digital assets.



Through these comprehensive measures, SOFMEDICA not only protects vital information but also strengthens the trust of our clients, partners, and the healthcare professionals who rely on our services. We continuously adapt our security strategies to meet evolving challenges, ensuring a secure and dependable environment for all our operations.

INFORMATION SECURITY PRINCIPLES



Data Protection & Privacy

We implement advanced encryption and access controls to protect all personal and sensitive data, ensuring compliance with global privacy regulations like GDPR and fostering absolute confidentiality.



System Integrity & Availability

Our IT infrastructure is designed for maximum reliability and resilience, featuring redundant systems and continuous monitoring to guarantee uninterrupted service delivery and data integrity.



Threat Detection & Response

We deploy cutting-edge security technologies and proactive measures to detect, prevent, and respond to cyber threats swiftly, minimizing potential impacts and securing our digital perimeter.



Employee **Awareness** & Training

Our team members are regularly trained on the latest information security protocols and best practices, empowering them to be the first line of defense against cyber risks and uphold our security culture.

CYBERSECURITY ACTIONS AND MEASURES

At SOFMEDICA, our commitment to information security is backed by a comprehensive suite of actions and measures designed to protect our digital assets, systems, and sensitive data. We implement a multi-layered approach that addresses security at the user, infrastructure, and operational policy levels, ensuring a robust defense against evolving cyber threats.



User-Level Security

We enforce stringent user security protocols including data encryption, mandatory password rotation and complexity, identity-based VPN connections (SAML), 100% two-factor authentication (2FA), professional antivirus software, and the principle of least privilege through unprivileged accounts.



Infrastructure Protection

Our infrastructure is fortified with robust measures such as network segmentation, advanced firewalls, web traffic filtering, and state-of-the-art email protection powered by Microsoft, safeguarding our systems from unauthorized access and malicious activities.



Secure Operations & Policies

We maintain strict security policies, ensure safe storage of digital certificates and Secrets, conduct thorough software verifications and authorization processes before use, and adhere to secure software development methodologies across all our operations.



Risk Assessment & Auditing

Our proactive approach includes regular cybersecurity risk assessments and internal IT auditing. These evaluations focus on specific internal and external topics, ensuring continuous improvement and adherence to the highest security standards.

These collective measures form the backbone of our information security strategy, providing a resilient and adaptive defense that protects SOFMEDICA's operations and the sensitive data entrusted to us, thereby reinforcing trust with all our stakeholders.

We are proud to report 0 incidents related to loss of information or security breaches in the reporting period.

CLIMATE CHANGE STRATEGY

SOFMEDICA is committed to addressing the urgent challenge of climate change through a comprehensive and integrated strategy. Our approach focuses on both mitigating our environmental impact and enhancing our resilience to climate-related risks, ensuring a sustainable future for our operations and the communities we serve.

Reducing Carbon Footprint



We are actively working to minimize our greenhouse gas emissions across all facets of our business. This includes investing in energy-efficient technologies, optimizing logistics to reduce fuel consumption, and exploring renewable energy sources for our facilities.

Sustainable Procurement



Our procurement strategy emphasizes partnering with suppliers who share our commitment to environmental stewardship. We prioritize sourcing products and services that are produced sustainably, ethically, and with minimal environmental impact, thereby extending our positive influence across the supply chain.

Employee Engagement



We believe that our employees are key to driving successful climate action. Through training programs, awareness campaigns, and internal initiatives, we empower our team to adopt sustainable practices in their daily work, fostering a culture of environmental responsibility.

Climate Risk & Opportunity Analysis



Building on our initial assessment, we continuously analyze climate-related risks and opportunities. This involves evaluating potential impacts on our operations, supply chain, and market position, while also identifying avenues for innovation and growth in a low-carbon economy.

Tracking, Reporting & Accountability



Transparency and accountability are fundamental to our climate strategy. We establish clear targets for emission reductions, meticulously track our progress, and report our performance publicly. This commitment ensures we remain accountable to our stakeholders and continuously strive for improvement.

By integrating these pillars into our core business strategy, SOFMEDICA aims to not only mitigate its own environmental impact but also contribute positively to global efforts against climate change.

CLIMATE CHANGE RISK ASSESSMENT

As part of SOFMEDICA's commitment to long-term sustainability and operational resilience, we have initiated a comprehensive Climate Change Risk Assessment. This proactive approach allows us to identify, evaluate, and manage potential risks and opportunities associated with a changing climate across our entire value chain, from procurement and logistics to distribution and client services. Understanding these impacts is crucial for ensuring the uninterrupted delivery of essential medical devices and maintaining our social and environmental responsibilities.

Physical Risks

Assessing vulnerabilities to extreme weather events, such as floods or heatwaves, that could disrupt our facilities, supply routes, or impact our workforce.

Transition Risks

Evaluating potential financial and operational impacts from policy changes, technological advancements, market shifts, and evolving consumer preferences related to climate change mitigation.

Operational Resilience

Strengthening our ability to adapt our operations and supply chains to future climate scenarios, ensuring continuous service and product availability for healthcare providers.

Regulatory & Compliance

Monitoring and preparing for new climate-related regulations and reporting requirements to maintain full compliance and mitigate legal or reputational risks.

This assessment informs our strategies for mitigation, adaptation, and investment in sustainable practices, ensuring SOFMEDICA remains a reliable and responsible partner in healthcare for decades to come.

MAIN IDENTIFIED RISKS AND OPPORTUNITIES

Key Climate-Related Risks

Our analysis reveals several critical risks that require strategic attention:

- Increased scrutiny on climate-related risks to supply chains and distribution networks.
- Expectation for investment in climate-resilient logistics, green technology, and sustainable products.
- More detailed disclosures on carbon emissions, waste management, and energy consumption.
- The necessity for climate-resilient logistics to prevent disruptions from extreme weather events.
- Greater emphasis on disaster recovery plans and stockpiling essential medical equipment.
- Medical devices fulfilling ecological criteria becoming a standard expectation.
- Demands for transparent ESG reporting.
- The imperative for disaster-proof supply chains and logistics.
- The need to adopt environmentally sustainable practices that minimize ecological footprints.

Strategic Opportunities

Alongside risks, our analysis has identified promising opportunities to enhance our competitive advantage and contribute positively to a sustainable future:

- Leveraging our existing experience in regulatory compliance for new climate regulations.
- Embracing technological adaptability to implement green solutions and innovations.
- Building on existing ESG policies that already have initiatives in place.
- Responding to the growing demand for climate-resilient medical devices.
- Fostering sustainability-driven partnerships across our value chain.
- Expansion into emerging markets
- Telehealth and remote care expansion

By understanding and proactively addressing these material issues, SOFMEDICA is better positioned to navigate the complexities of climate change, mitigate potential negative impacts, and capitalize on opportunities to innovate and grow responsibly.

VALUE CHAIN

GRI 2-6

At SOFMEDICA, we prioritize a sustainable approach to our value chain, engaging actively with all stakeholders, particularly our suppliers. Our commitment extends beyond internal operations to fostering responsible practices throughout our procurement processes, ensuring that every link in our chain contributes positively to society and the environment.

Integrated ESG Criteria

We will gradually integrate robust Environmental, Social, and Governance (ESG) criteria into our supplier evaluation processes

Sustainable Value Chain Development

We are dedicated to developing a truly sustainable value chain, working collaboratively with both our suppliers and clients to promote ethical practices and environmental stewardship.

Responsible Product & Service Sourcing

Our commitment includes using products and services that respect the environment, uphold human rights, comply with all labor laws, and adhere strictly to principles of responsible corporate governance.

ANNEX I : MATERIALITY ANALYSIS RESULTS

SOFMEDICA GROUP

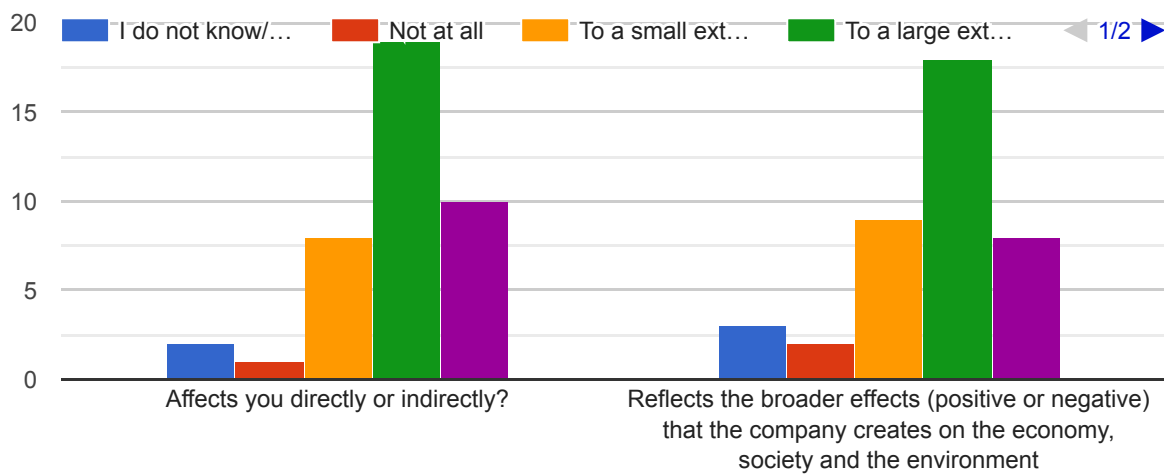
40 responses

[Publish analytics](#)

ENVIRONMENT

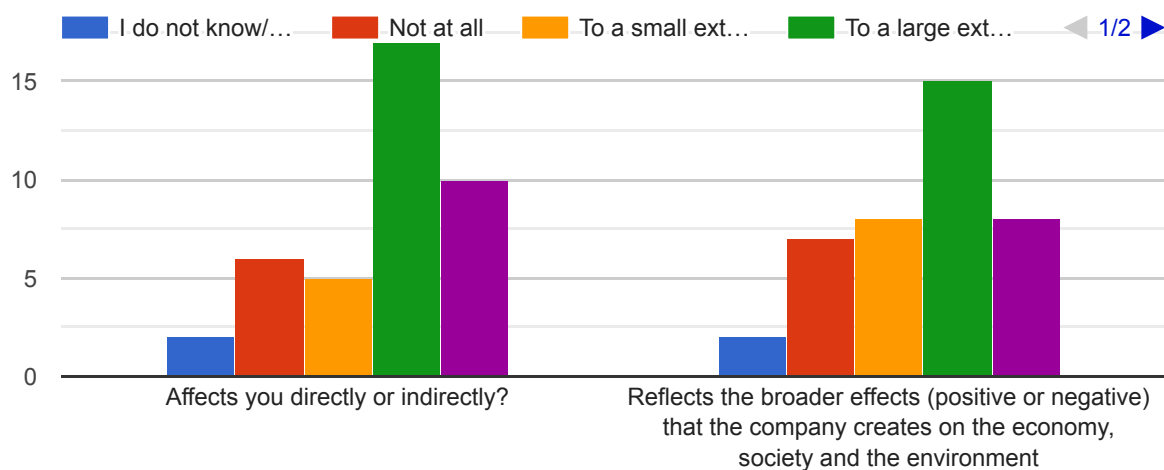
Energy consumption: To what extent do you believe that energy consumption

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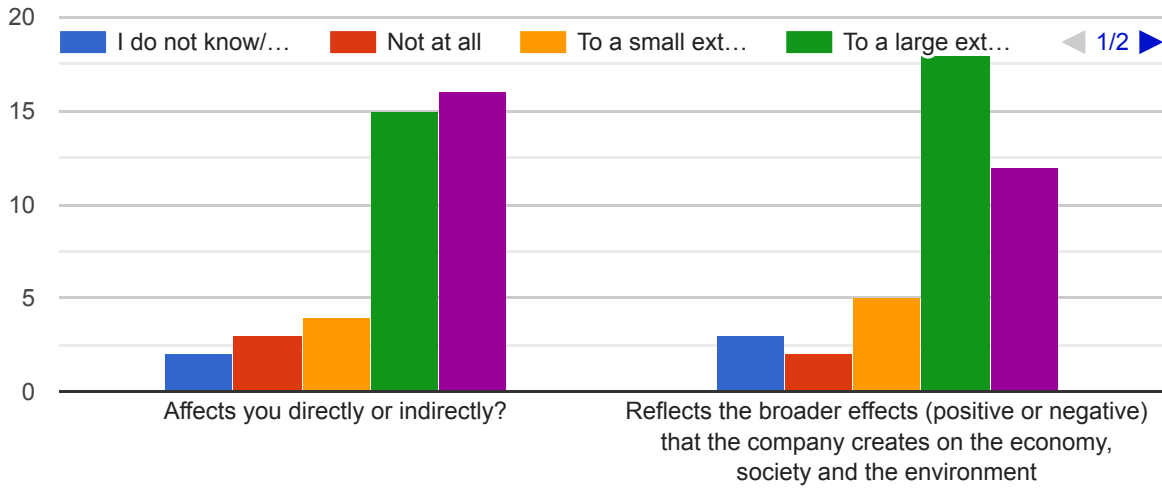


Water consumption: To what extent do you believe that Water consumption

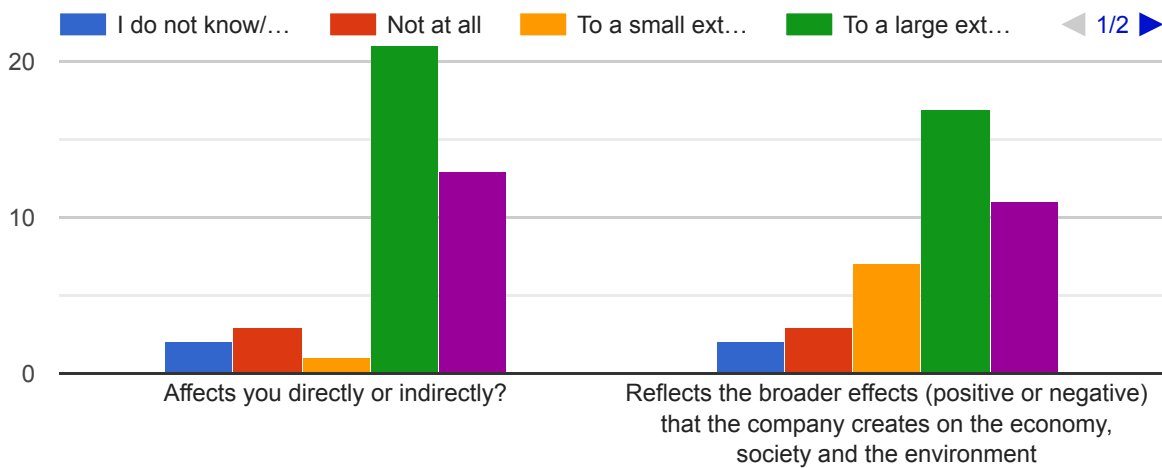
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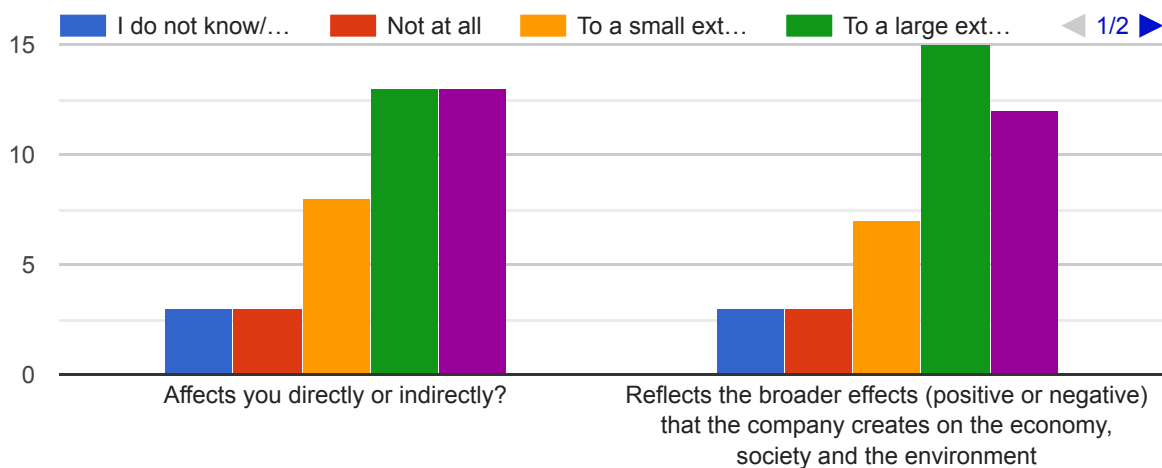
Waste Management: To what extent do you believe that Waste Management



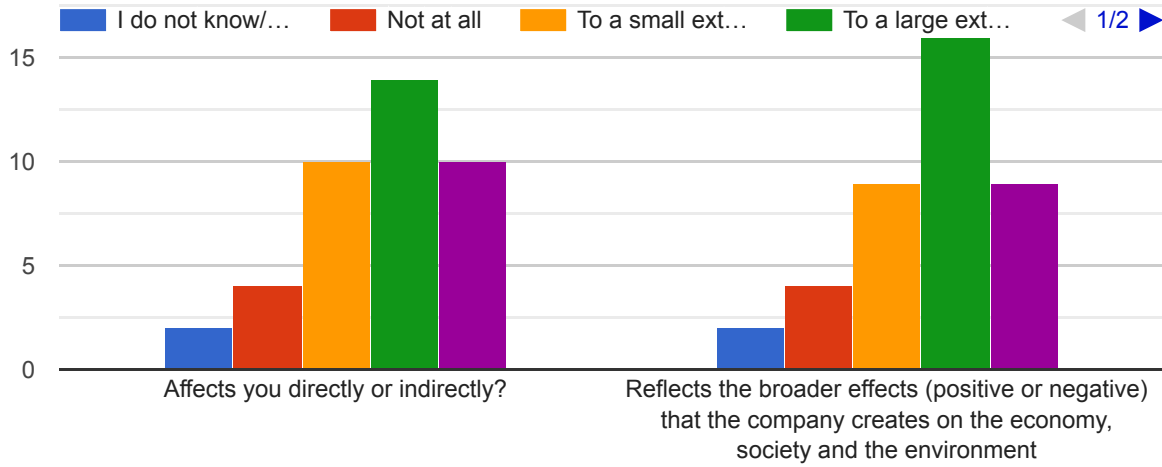
Identifying and addressing the risks and opportunities from climate change: To what extent do you believe that this topic



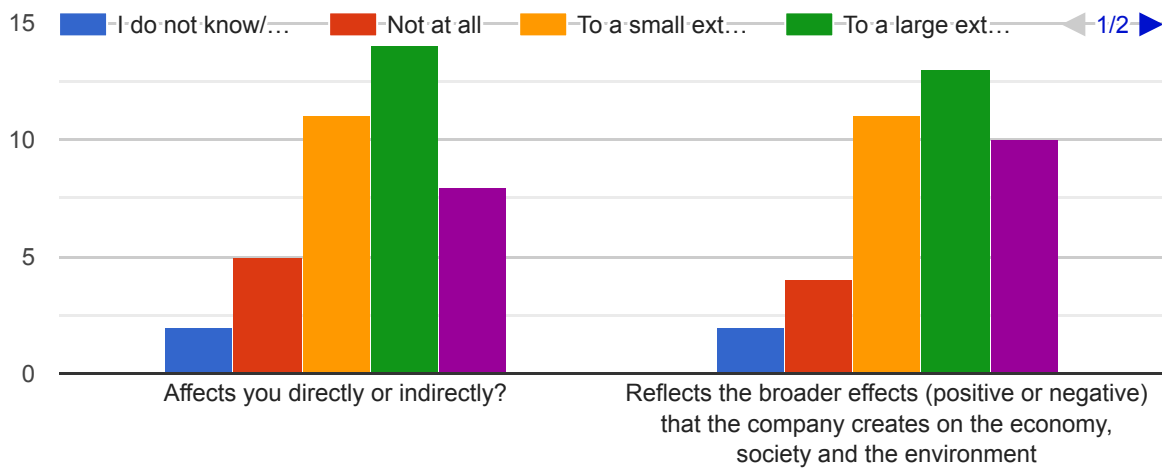
Reducing greenhouse gas emissions: To what extent do you believe that this topic



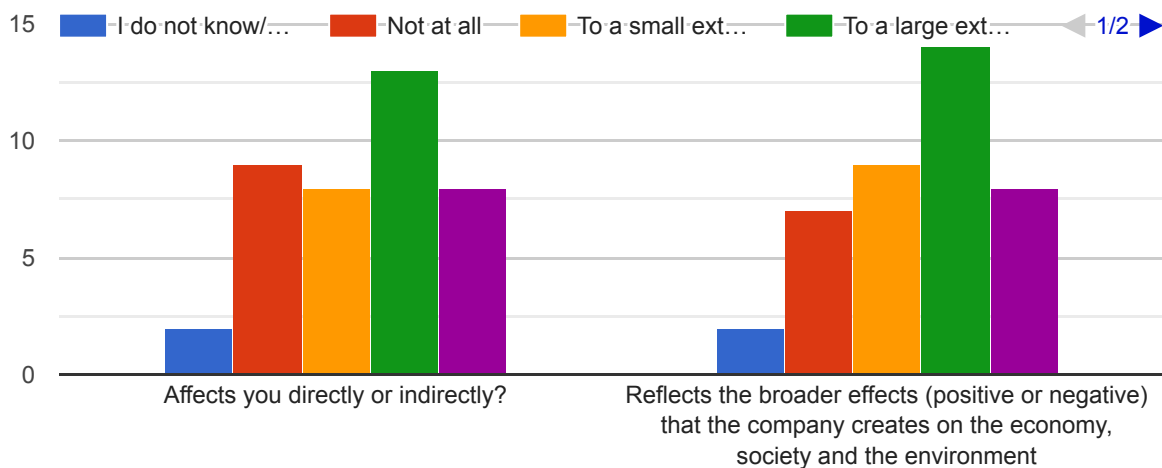
Prevention of local pollution caused by the group's operations: To what extent do you believe that this topic



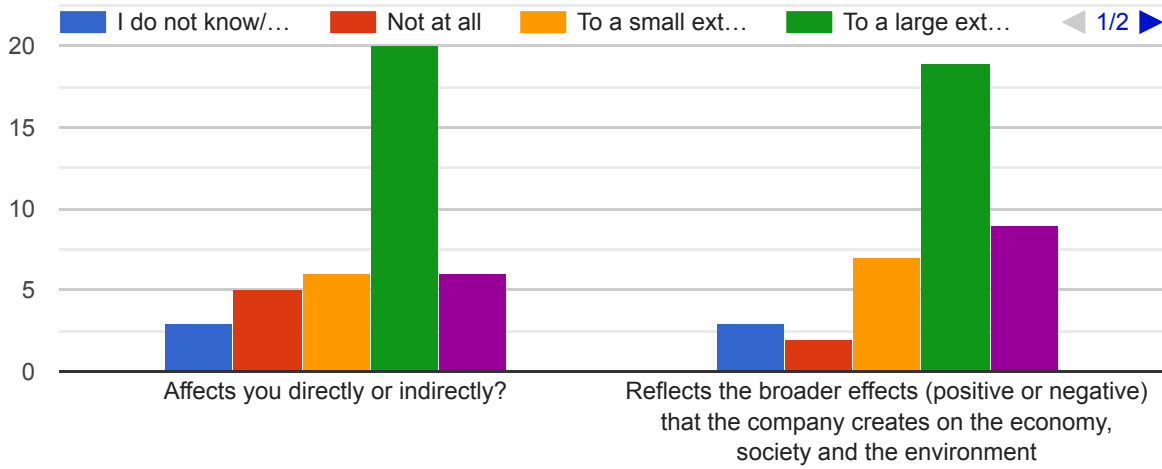
Use of chemicals during the manufacturing of medical devices: To what extent do you believe that this topic



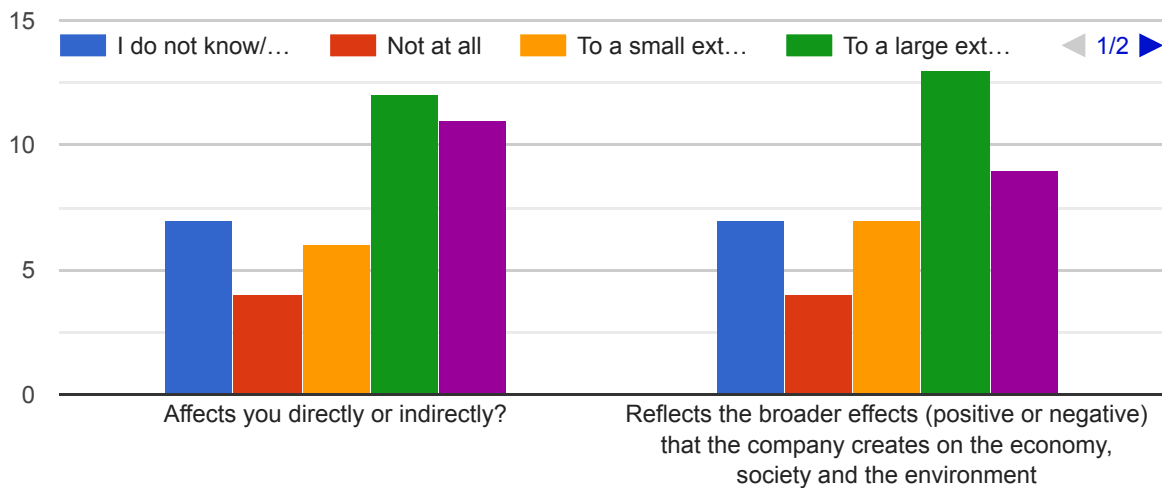
Use of chemicals during medical devices usage: To what extent do you believe that this topic



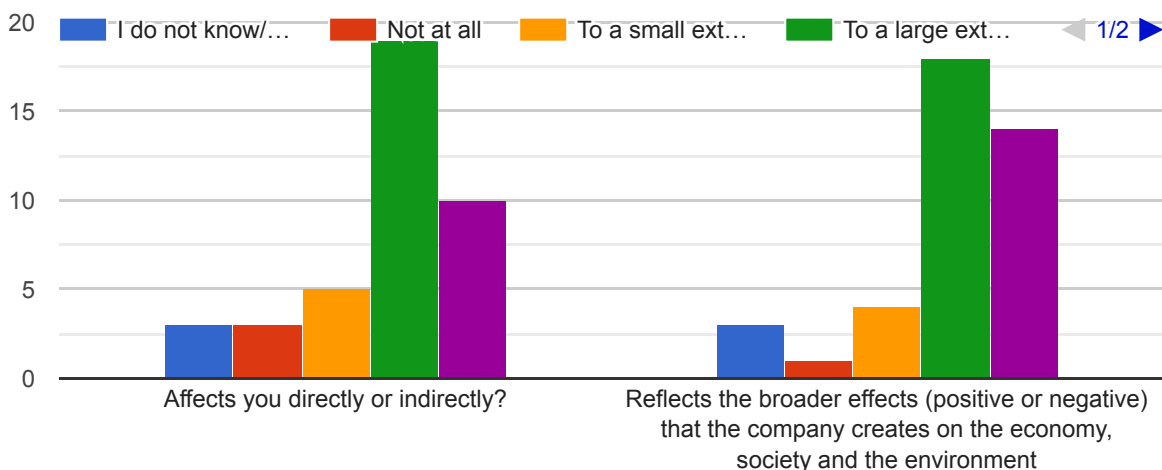
Waste produced during medical devices usage: To what extent do you believe that this topic



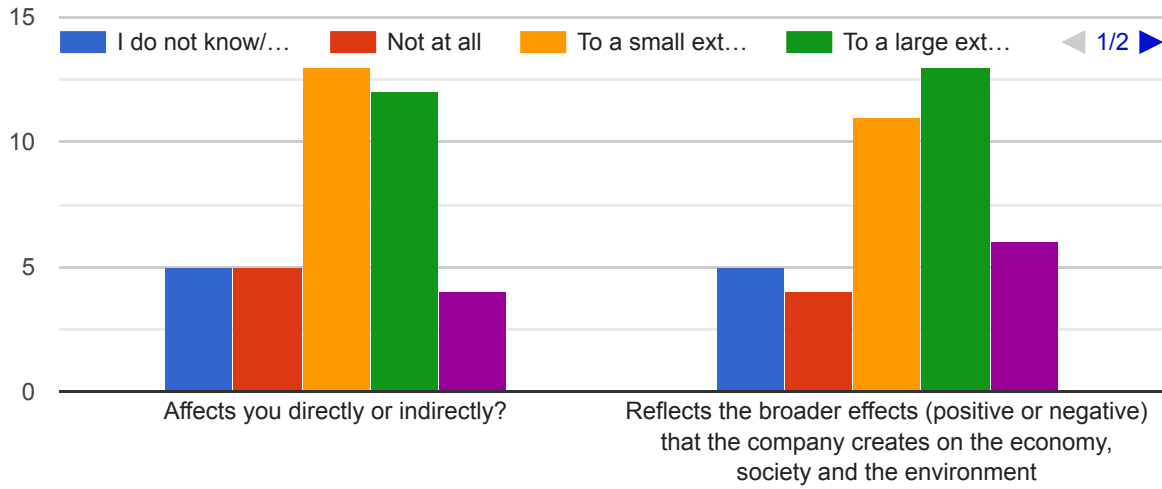
Biodiversity: To what extent do you believe that Biodiversity



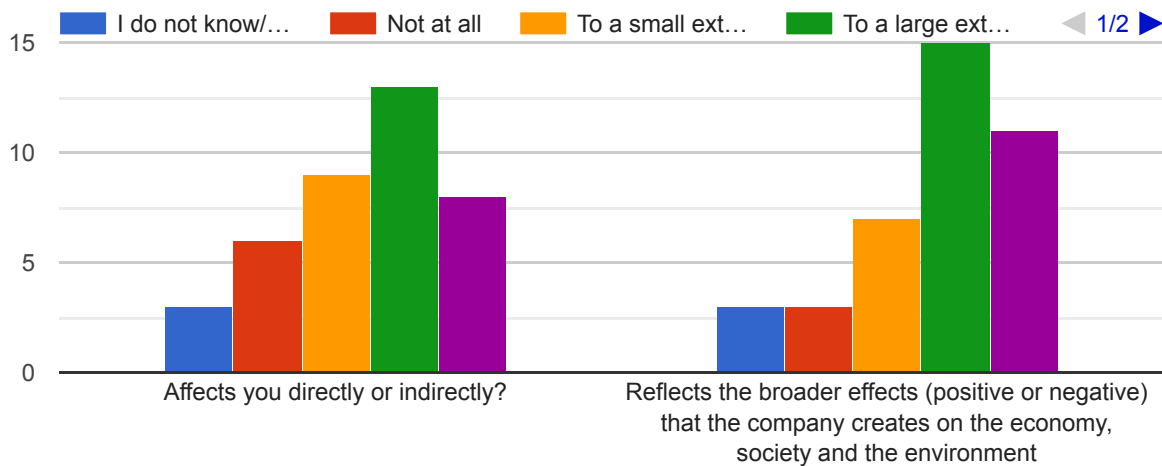
Product lifecycle: To what extent do you believe that the Product lifecycle



Energy and water required during medical device usage: To what extent do you believe that this topic



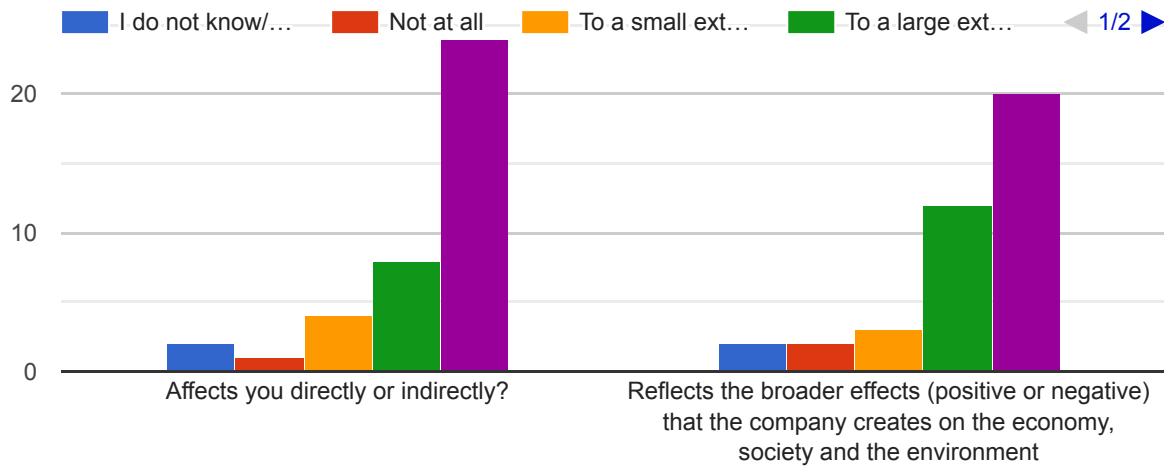
Packaging and transport: To what extent do you believe that this topic



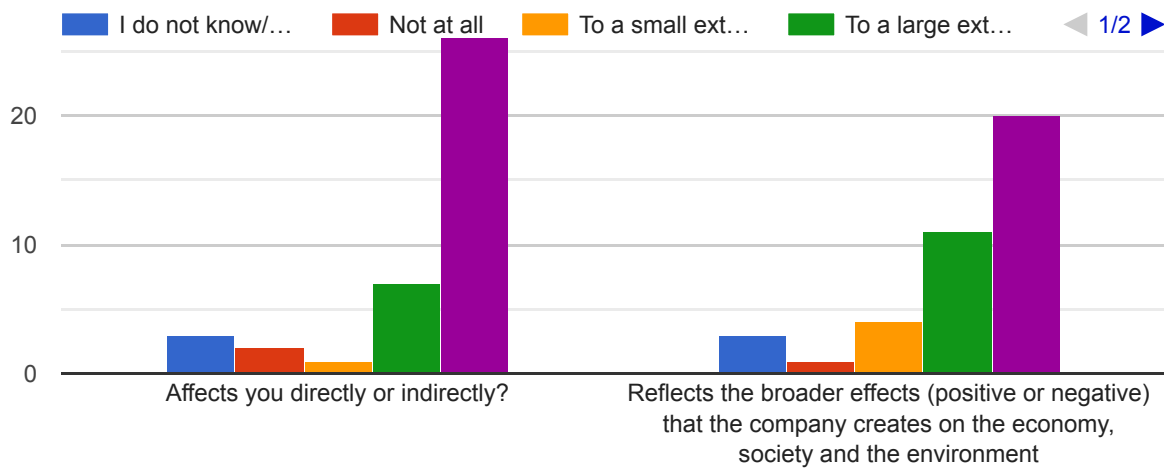
PEOPLE AND SOCIETY



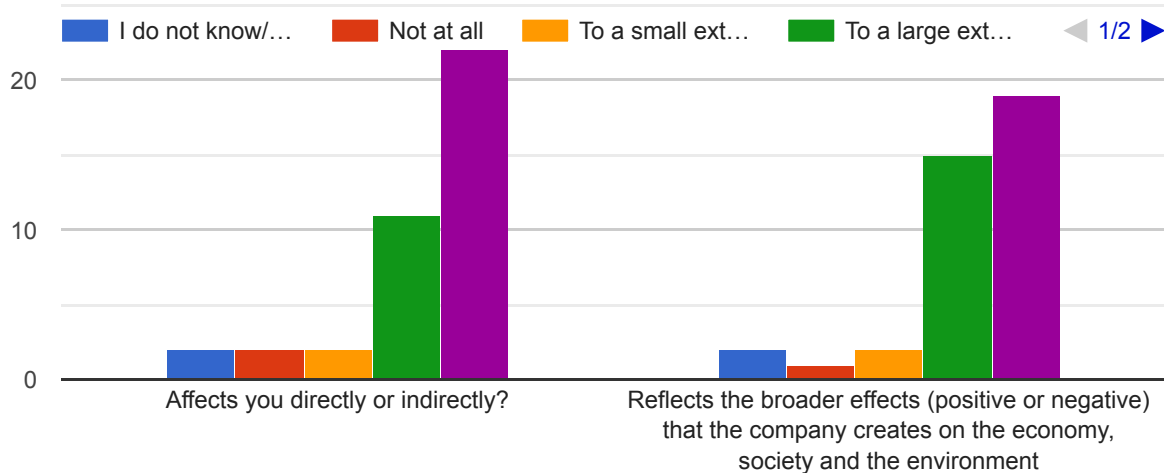
Ensuring the health, safety and well-being of employees: To what extent do you believe that this topic



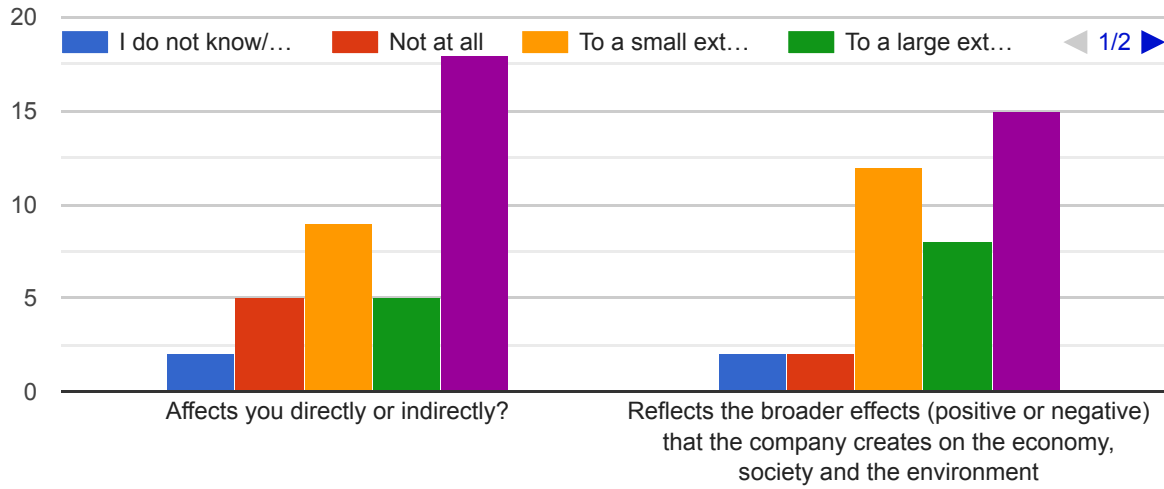
Working environment/ Secure jobs: To what extent do you believe that this topic



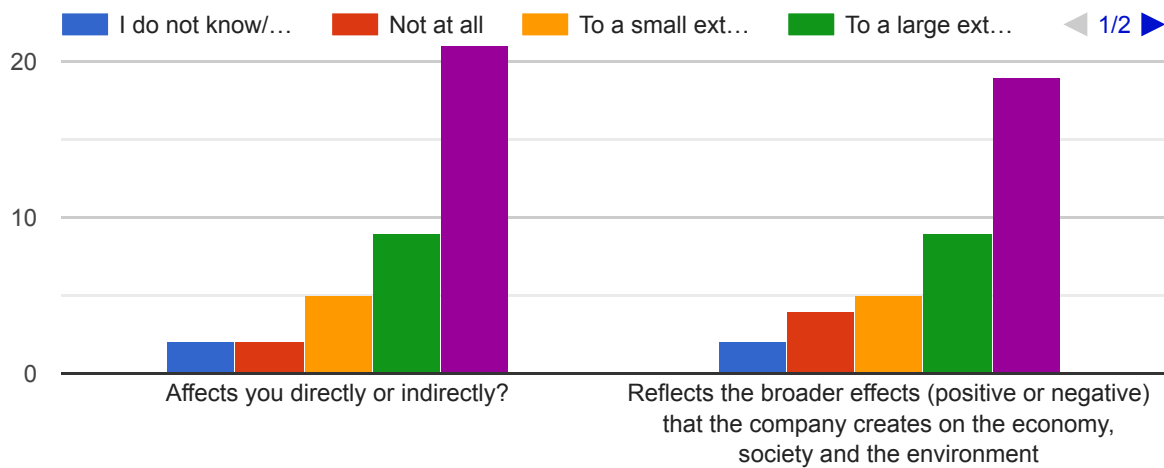
Training and development of employees: To what extent do you believe that this topic



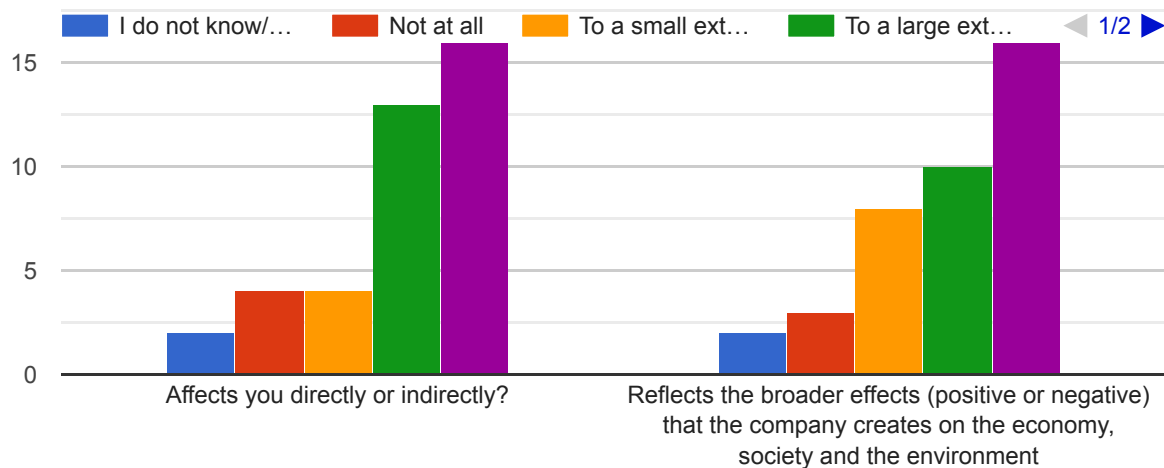
Inclusion, acceptance of diversity, equality: To what extent do you believe that this topic



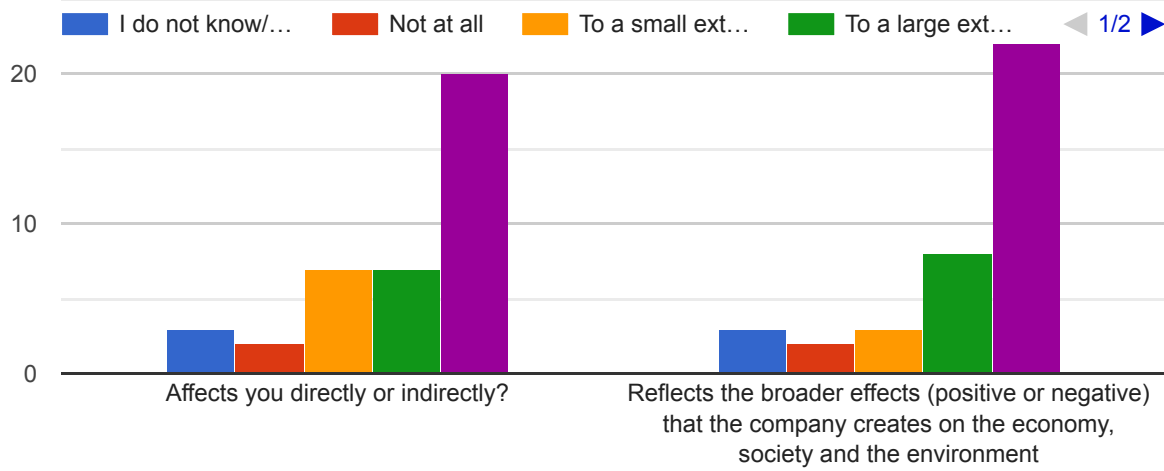
Human rights and child labor: To what extent do you believe that this topic



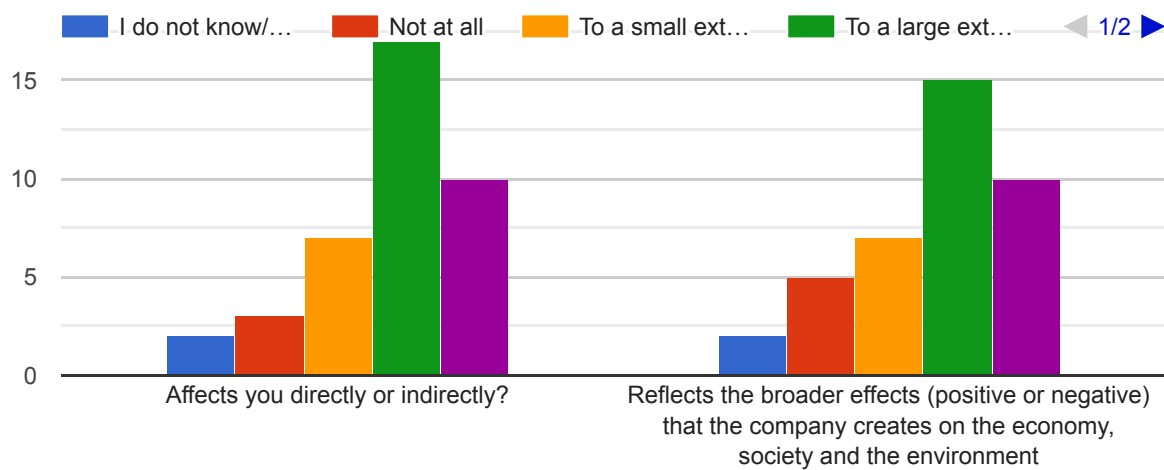
Human rights of Stakeholders: To what extent do you believe that this topic



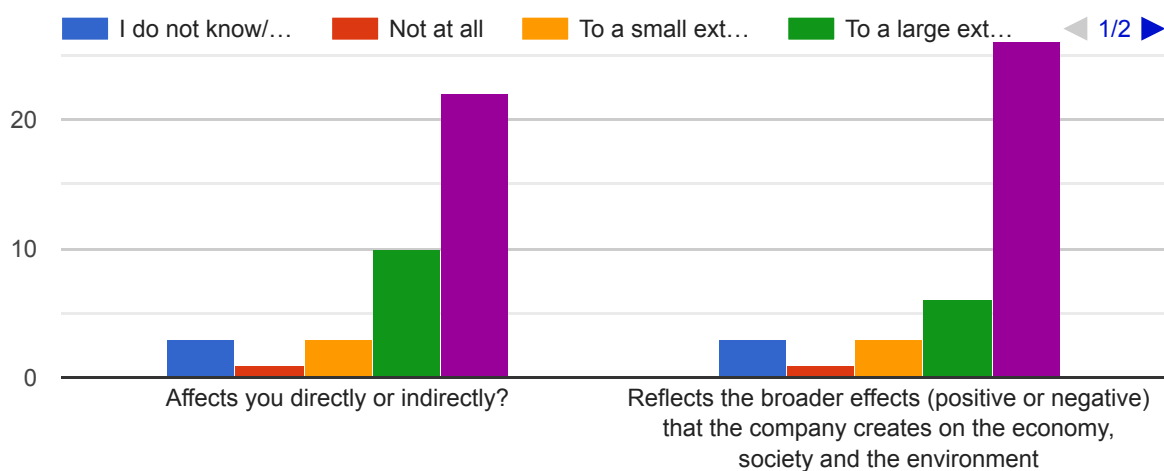
Health, safety, and well-being of the Medical Devices' users: To what extent do you believe that this topic



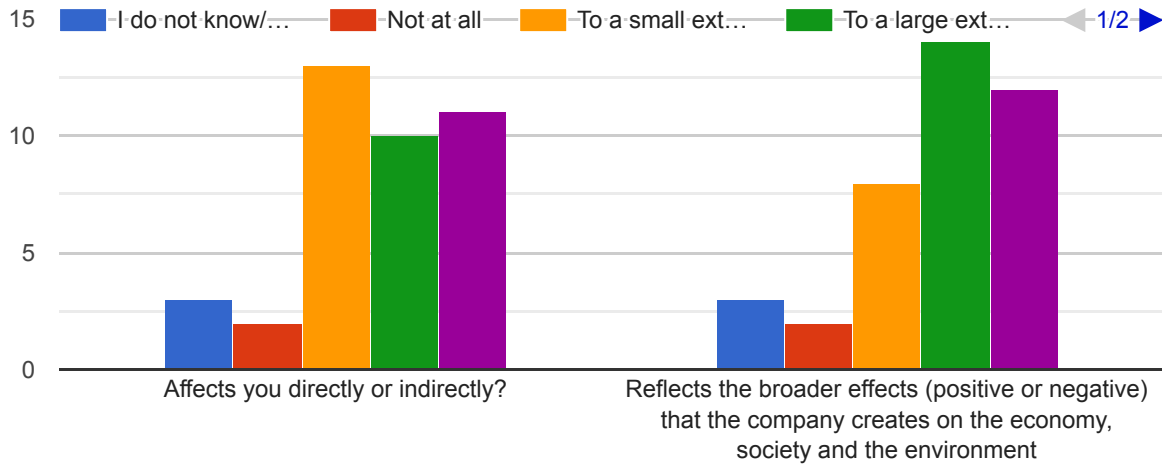
Social and humanitarian actions/ Supporting vulnerable groups: To what extent do you believe that this topic



Patient Safety & Product Quality / Access to Healthcare Technology: To what extent do you believe that this topic

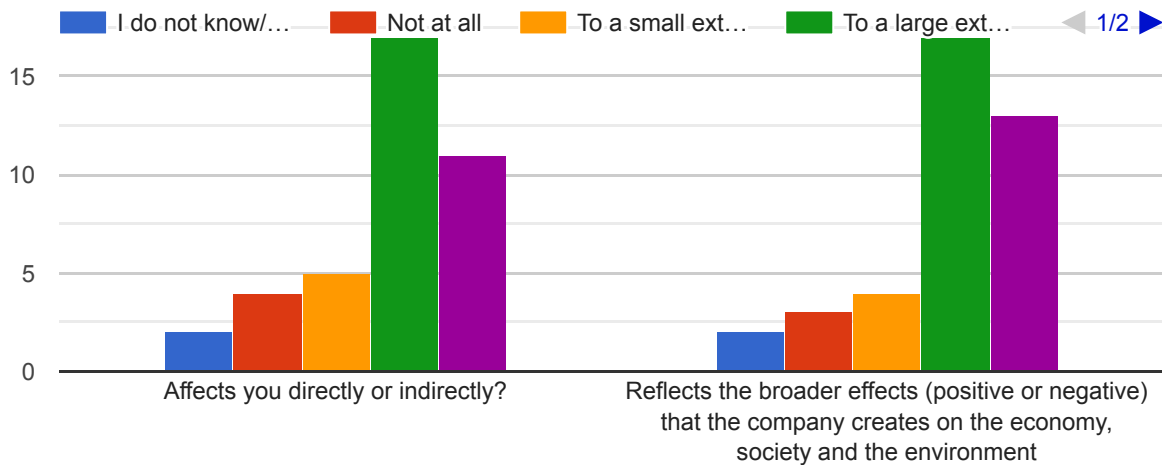


Creation of an ESG value chain: To what extent do you believe that this topic

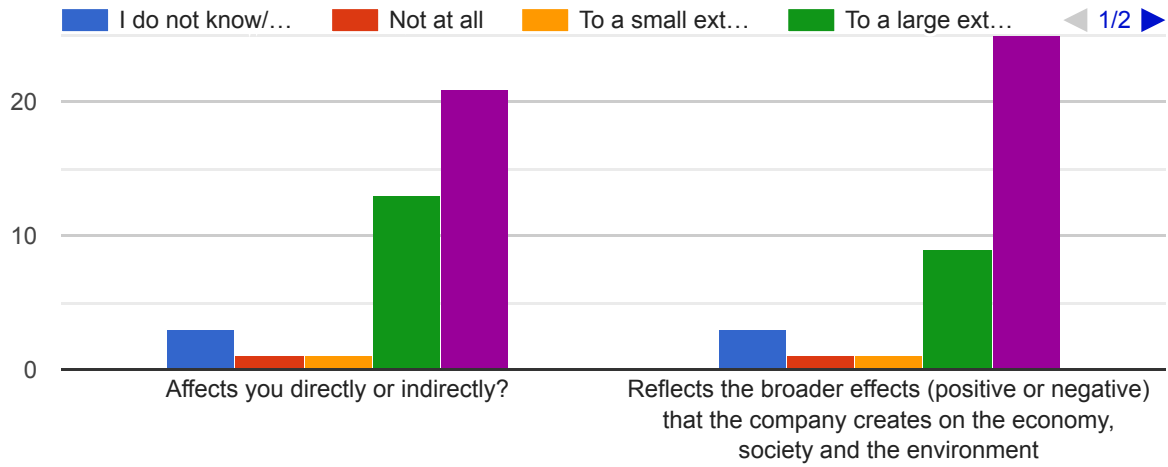


CORPORATE GOVERNANCE

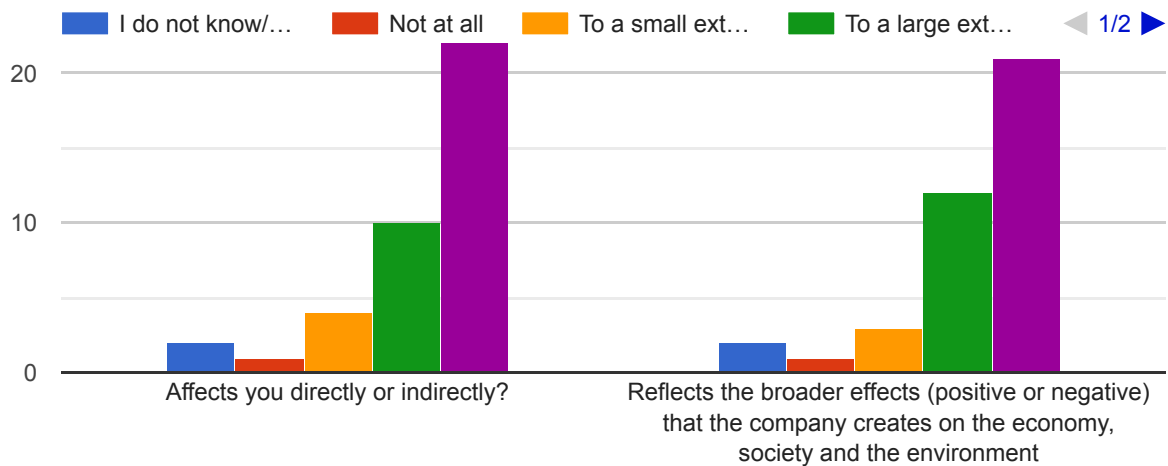
Responsible corporate governance: To what extent do you believe that this topic



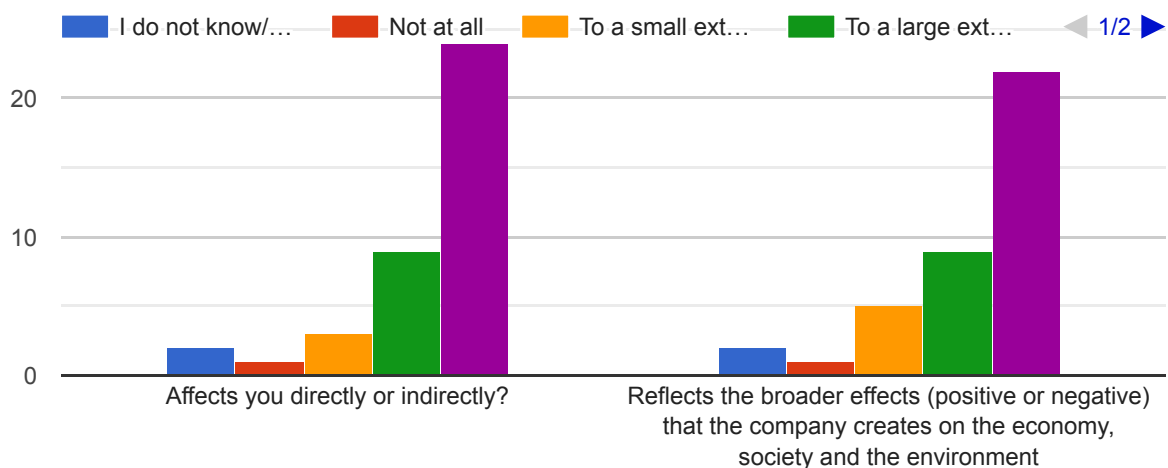
Anti-corruption, anti-bribery and confidentiality policies: To what extent do you believe that this topic



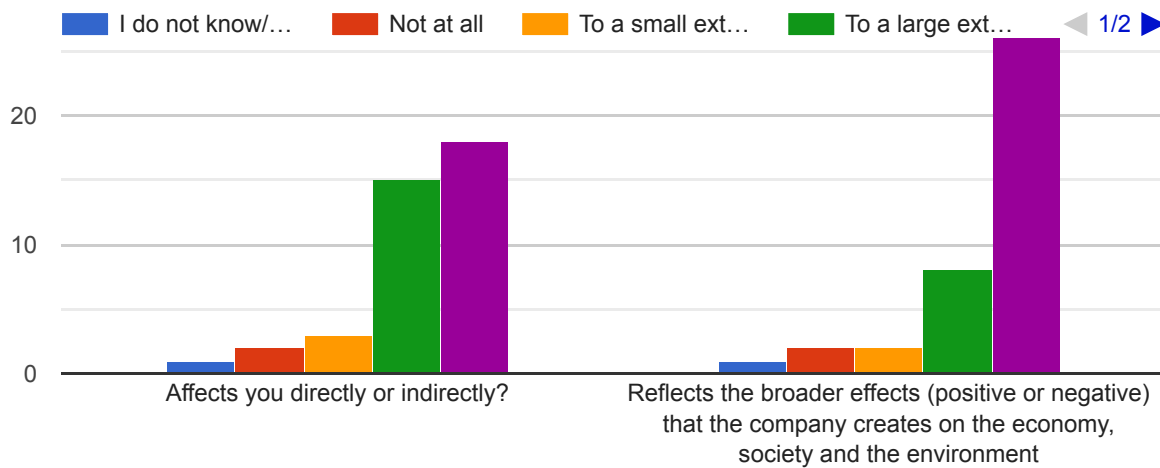
Information security: To what extent do you believe that this topic



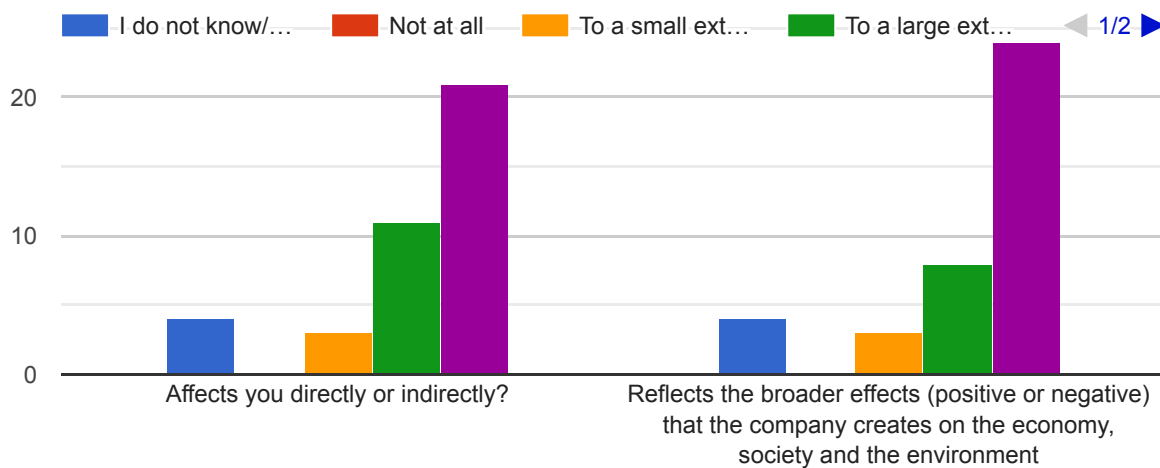
Personal Data protection: To what extent do you believe that this topic



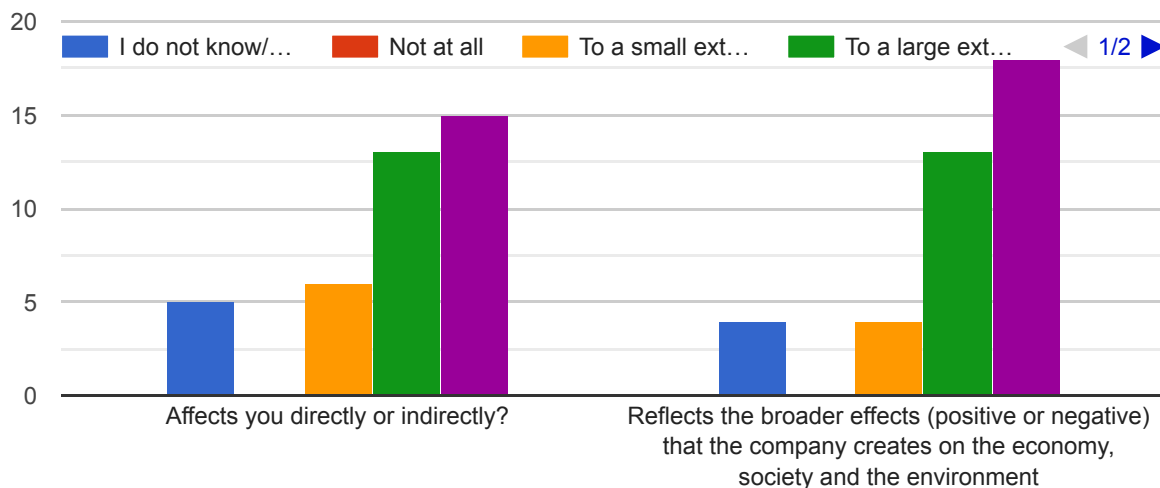
Regulatory Compliance: To what extent do you believe that this topic



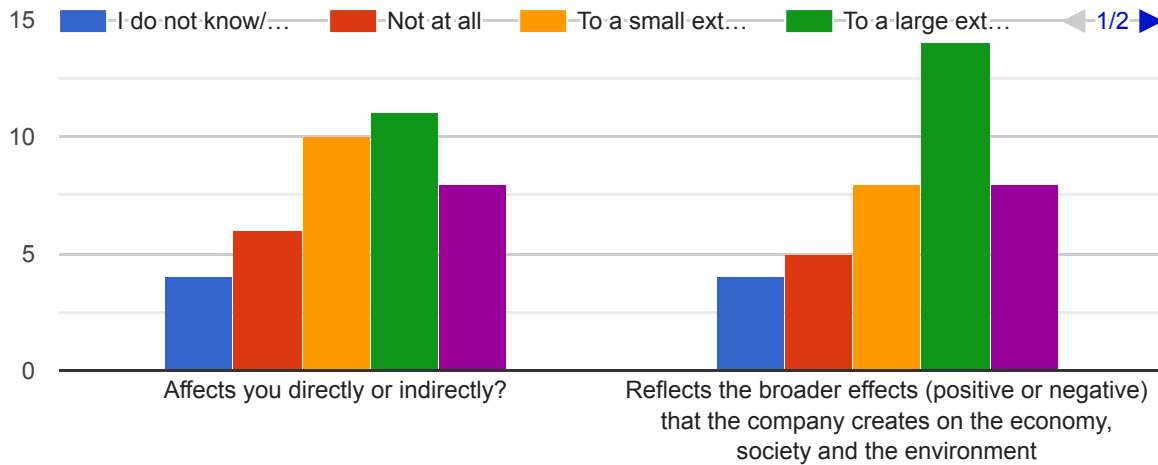
Creation of an Ethical Value Chain: To what extent do you believe that this topic



Board commitment: To what extent do you believe that this topic



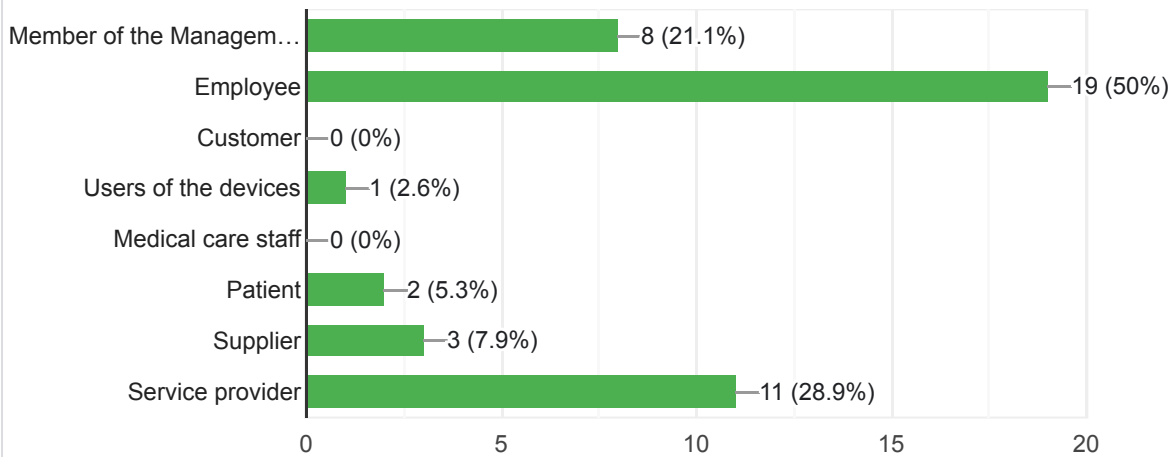
Board diversity: To what extent do you believe that this topic



Please identify your stakeholder category to assist us in analyzing and evaluating the responses.



38 responses



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GRI CONTENT INDEX

SOFMEDICA has published the information included in this GRI Content Index for the reporting period from January 1, 2024 to December 31, 2024.

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GRI 2: General Disclosures 2021	2-1 Organizational details	About This Report
GRI 2: General Disclosures 2021	2-2 Entities included in the organization's sustainability reporting	About This Report
GRI 2: General Disclosures 2021	2-3 Reporting period, frequency and contact point	About This Report
GRI 2: General Disclosures 2021	2-4 Restatements of information	About This Report
GRI 2: General Disclosures 2021	2-5 External assurance	About This Report
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	Our Innovative Portfolio, Value Chain
GRI 2: General Disclosures 2021	2-7 Employees	Our People
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	Our Approach to Sustainability
GRI 2: General Disclosures 2021	2-13 Delegation of responsibility for managing impacts	Our Approach to Sustainability, Compliance
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	Our Approach to Sustainability
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	Compliance
GRI 2: General Disclosures 2021	2-17 Collective knowledge of the highest governance body	Our Approach to Sustainability
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio	Our People
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	Message from the CEO

GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	Message from the CEO
GRI 2: General Disclosures 2021	2-23 Policy commitments	Governance
GRI 2: General Disclosures 2021	2-24 Embedding policy commitments	Our Comprehensive Policy Framework
GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations	Compliance
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	Materiality Analysis
GRI 2: General Disclosures 2021	2-30 Collective bargaining agreements	Our People
GRI 201: Economic Performance 2016		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Financial Statements
GRI 3: Material Topics 2021		
	3-1 Process to determine material topics	
GRI 3: Material Topics 2021	3-2 List of material topics	Materiality Analysis Materiality Analysis
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GRI 3: Material Topics 2021	3-3 Management of material topics	Environmental Actions
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environmental Results
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	Environmental Results
Water Management		
GRI 3: Material Topics 2021	3-3 Management of material topics	Environmental Measures
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Environmental Measures

GRI 3: Material Topics 2021	3-3 Management of material topics	Environmental Actions
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	Environmental Results
SOCIAL		
Human Resources		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Our People
Employee Training and Development		
GRI 3: Material Topics 2021	3-3 Management of material topics	Taking Care of Our People
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	Taking Care of Our People
Occupational Health and Safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	Taking Care of Our People
GRI 403: Occupational Health and Safety 2018	403-5 Worker training on occupational health and safety	Taking Care of Our People
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Governance
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Governance
Employee Benefits		
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees	Taking Care of Our People
GRI 401: Employment 2016	401-3 Parental leave	Taking Care of Our People
Labor Practices and Equality Promotion		
GRI 3: Material Topics 2021	3-3 Management of material topics	Taking Care of Our People

GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Our People
Community Engagement		
GRI 3: Material Topics 2021	3-3 Management of material topics	Caring for the Community
GOVERNANCE		
Regulatory Compliance		
GRI 3: Material Topics 2021	3-3 Management of material topics	Compliance
Information Security		
GRI 3: Material Topics 2021	3-3 Management of material topics	Information Security

ESG CONTACT TEAM

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