



REGINA MARIA
REȚEAUA PRIVATĂ DE SĂNĂTATE

Sustainability Report

2019





CONTENTS

- 2 **Our evolution over 25 years**
- 7 **Message of the General Manager**
- 8 **About our report**
- 9 **About us.**
Profile of REGINA MARIA Healthcare Network
- 15 **We invest in performance**
- 21 **Sustainable development, a principle from
which we do not deviate**
- 22 **Excellence of our services**
- 29 **Awards**
- 30 **Our environmental performance**
- 31 **GRI content index**



Our evolution over 25 years

○ 30 November 1995

Centrul Medical Unirea, a new name on the market of private medical services! The beginning was a cardiology medical cabinet inside an apartment in Unirii Square, founded by Dr. Wargha Enayati.

○ 1996

We are the first provider of private medical services to introduce the concept of medical subscriptions. Today, we have a portfolio of more than 300,000 subscriptions, ranging from occupational medicine, family medicine, primary medicine, pre-hospital services, outpatient treatments to emergency and hospitalization systems.

○ 1999

We officially inaugurate the first CMU medical center with multiple specializations — **CMU Unirea**.

○ 2001

We open two new clinics — **CMU Enescu** and **CMU Opera Center**. 2001 was also the year of the development of the CMU Net project, the national network of partners that currently exceeds 180 clinics across the country.

○ 2004

We open the Clinic for Women **CMU Arcul de Triumf** - a new concept of medical care on the Romanian market. Since the age of fertility to the period of menopause, every woman benefits from assistance, preventive counseling, monitoring, treatment or even surgical interventions within the new clinic.

○ 2005

The year is marked by the opening of three new polyclinics: **CMU Charles de Gaulle**, **CMU Bucharest Business Park** and **CMU Iride**. In addition, in 2005 are inaugurated both the own **Surgery Clinic** and the collaboration in the public-private field **CMU Elias Maternity Hospital**.

○ 2006

CMU initiates a process for attracting investments, completed in February 2007, when the transaction with **3i Plc** rezultă cea mai mare investiție din sistemul medical privat din România. **The investment giant 3i Plc** takes over a minority stake in CMU.



○ 2008

Year of investments. Expansion of CMU outside Bucharest.

The first step, the acquisition of the **Motilor Medical Center**, owner of two medical clinics in Cluj Napoca. Next is **Avamedica**, 3 medical clinics in Constanta, where the takeover was followed by the building of a new Center for Diagnosis and Treatment, together with Avamedica.

CMU Kids - the first pediatric clinic dedicated to young patients.

Center for Diagnosis and Treatment - early detection of particularly serious conditions through the most advanced techniques and devices available at this time.

REGINA MARIA Obstetrics and Gynecology Hospital - The most modern hospital dedicated to obstetrics and gynecology, with state-of-the-art equipment and techniques, including the possibility of giving birth in water.

Academic Partnership - We have developed a partnership with a series of notables in the medical field in Romania and abroad; 30 professors provide consultations and interventions within the CMU clinics, based on appointments.

VIP Health Check - an innovative program for scanning the health status. A complete clinical examination, during one day, a complex process for assessing the health status.

Stem-Health Unirea - The bank of stem cells benefits from a significant contribution of know-how from New England Blood Cord Bank, the most important bank of stem cells in the world, connected to the Research Center of the Harvard University.

○ 2009

The series of extensions continues: CMU Ploiesti, a greenfield project with local partners.

Two new CMU clinics in Bucharest.

The clinic dedicated to occupational medicine moves to a new space in Iride Park.

CMU Sema Parc — a new polyclinic closer to our patients in district 6.

○ 2010

Advent International takes over a majority stake in CMU.

It is about the largest transaction on the market of private medical services in Romania at that time.

Advent purchased CMU with the vision of developing a player of premium medical services through purchases and organic growth, a leader on the market of private medical services in Romania. Thus, in 2010, CMU almost doubled its activity and infrastructure by adding new clinics and maternity hospitals.

CMU inaugurates the Bacau Center for Medical Investigations, after, in December 2009, it buys the majority stake in CIM Bacau - the largest purchase in the country by then.

CMU Dorobanti Polyclinic opens.



○ 2011

CMU and Euroclinic become **REGINA MARIA, the Private Healthcare Network**.

Following the rebranding, Regina Maria Maternity Hospital becomes REGINA MARIA Obstetrics and Gynecology Hospital, CMU Kids becomes REGINA MARIA Polyclinic for children, and Euroclinic Hospital is called REGINA MARIA Euroclinic Hospital.

Also, Stem-Health Unirea becomes an integral part of the healthcare network under the name of REGINA MARIA Central Bank of Stem Cells, while the own network of laboratories is called the Division of REGINA MARIA Clinical Laboratories.

In partnership with Sfantul Constantin Hospital, we open the REGINA MARIA Medical Campus in Brasov, the largest private unit in the area.

○ 2012

REGINA MARIA Baneasa Hospital, opens, the largest hospital dedicated entirely to the health of mother and child. The maternity department within the hospital was named "the best maternity department" last year, according to the Brand Performance study conducted by Millward Brown in October-November 2014, in the private medical system.

○ 2013

REGINA MARIA Pitesti Polyclinic, opens, to ensure quality medical services at the Network's standards to the patients in the area.

○ 2014

REGINA MARIA continues the expansion of the Network and officially inaugurates 7 new locations:

REGINA MARIA Craiova Polyclinic, a second polyclinic in Cluj – **Muzeului Polyclinic**, **Titu Maiorescu Polyclinic**, the first clinic opened within a university, and four sampling stations, of which 3 in Bucharest and 1 in Ploiesti. Thus, the capital is strategically covered by the 13 polyclinics, 2 hospitals and 3 sampling stations.

And with the opening of the **REGINA MARIA Craiova Polyclinic**, the company reaches 21 own locations nationwide. **Baneasa Hospital** becomes the first and only hospital in Romania accredited internationally for quality and patient safety by the Joint Commission International (JCI) - certification received by only 3.6% of applicants.

○ 2015

It is the year that marks the largest transaction on the market of medical services in Romania, through the full acquisition of the shares held by Advent International and Dr. Wargha Enayati, by Mid Europa Partners - the largest private equity fund with investments in Central and Eastern Europe.

This transaction represents the beginning of a new stage of accelerated development of REGINA MARIA Healthcare Network. Three other clinics are opened: the Delfinariu Polyclinic for Children in Constanta and the first two REGINA MARIA clinics in Iasi and Timisoara - some of the largest in the Network.

We inaugurate the Private Care clinic - an exclusive and unique concept in Romania, through which medical services are customized and tailored entirely to the patient's needs.



2016

2016 begins with three important events:

- Helios Medical Center completes the range of services that we provide to patients in Craiova
- Dr. Grigoras Medical Centers start to consolidate our position in Timisoara
- And Ponderas Academic Hospital in Bucharest becomes part of REGINAMARIA Healthcare Network

Also in 2016, we opened the second polyclinic in Pitesti - Bratianu Polyclinic and the Medical Campus in Targu Mures and we announced the investment in the development of the first private hospital with integrated services in Cluj.

It is 20 years since introducing the corporate subscriptions.

2017

In 2017, we continued to invest in development and we inaugurated the Central Laboratory in Bucharest - the first Roche reference center in Romania.

We opened the Victoria and Perla polyclinics and we took over the Ixia Medica clinic, which became Doamna Ghica Polyclinic.

We turned our attention to the young patients and we inaugurated the Center for Pediatric Somnology within Baneasa Polyclinic, the Center for Medical Recovery for Children within Cotroceni Polyclinic and the Pediatrics Department within Ponderas Academic Hospital.

In the country, we expanded with new polyclinics in Ploiesti and Slatina, we opened centers for Occupational Medicine in Cluj-Napoca, Lugoj and Timisoara and we moved the Piata 700 Polyclinic to a larger location.

In addition, we took over the Santomar Laboratory, the Prompt URG Private Ambulance Service in Cluj-Napoca and the Gastromond Medical Center in Constanta.

And we ended the year with the inclusion in the network of the PULS Hospital in Targu Mures.

2018

2018 meant new purchases and openings:

Kinetic Sport & Medicine became part of the network, providing top services to patients in Bucharest, Cluj-Napoca and Iasi.

We opened an **Analysis Laboratory in Buzau, 3 Sampling Stations in Bucharest** and **four new polyclinics**:

- **Centrul Civic Polyclinic in Brasov**
- **Observatorului Polyclinic in Cluj-Napoca**
- **Pediatrics Polyclinic in Craiova**
- and **Aviatiei Polyclinic in Bucharest**, that provides Occupational Medicine services

In addition, we took over the **Network of analysis laboratories and IDS imaging centers, Histria and Phoenix imaging centers in Bucharest** and **Hiperdia clinics in Cluj-Napoca, Arad and Orastie**.

We ended the year with the **opening of the first private hospital with integrated services in Cluj-Napoca** - the only large-scale unit with minimally invasive surgery in the city and the largest investment of REGINA MARIA outside Bucharest.



2019

In 2019, we continued to expand and we took over:

- **Dr. Birsasteanu and Telescan imaging centers** in Timis and **Pozimed**, in Constanta
- **Gastro Center** in Craiova
- **Genetic Center Laboratories** in Bucharest and Cluj-Napoca
- **Biostandard Laboratories** in Oradea and Baia Mare.

In addition, we put **Tulcea** county on the map of the network, by opening a new polyclinic, with medical services for adults and children.

We continued the purchases and we took over:

- **Première Hospital in Timisoara**, the largest private hospital in the western region of the country.
- **Somesan Clinic in Baia Mare**, the largest private medical center in Maramures county.

In Bucharest, **we expanded the UTM Polyclinic and the Enescu Polyclinic** (which now also houses the first Center for Infertility Diagnostic within REGINA MARIA) and we opened the premium **Polyclinic The Light** - the largest pediatrics polyclinic in the city.

Thus, we reached:

135 own locations



8 Hospitals



4 Centers with daytime hospitalization



4 Maternity hospitals



And more than 5.500 births



10 Medical campuses



25 Imaging centers



25 medical analyses laboratories



70 Sampling stations



311 partner clinics



But all this would not have been possible without a dedicated and ambitious team, currently made up of more than 7,000 employees and collaborators, all with the same mission - **genuine care for people.**



Message of the General Manager

Dear friends, collaborators and partners,

I am pleased to present the first sustainability report published by REGINA MARIA Healthcare Network, which meets your requirements as stakeholders. We want to be transparent and make known to you, in addition to the exceptional medical services you are used to, our performance in the field of sustainability. We aim to present our sustainability performance every year and to make known the most significant data about the impact of our activity in the social, environmental and economic fields, demonstrating our commitment and contribution to the sustainable development of society as a whole.

Because we truly care about people, we make a sustained effort to add value to the quality of life of professionals, patients, and communities in which we operate, generating effects that are reflected nationally and even internationally. For these reasons, we have continued our efforts to build a sustainable, future-oriented medical system and we have developed strategic partnerships with some of the largest healthcare research center.

We act with the belief that the patient must be at the center of our concerns and that this is the only way we can provide him/her with memorable positive experiences. Our main concern is the provision of excellent medical services, and in order to ensure the premises of this desideratum we continuously invest in increasing the level of competencies of our collaborators and employees.

Through our Academy of Nurses we identify and attract high potential graduates. They go through a complete learning process, from theoretical training, to simulation by performing maneuvers in the Training Center and then, after a correct number of iterations, directly on the patient, and up to practice on the equipment in the medical departments - from the EKG and defibrillator to complex devices; after evaluation, the selected graduates are assigned within the network.

In gratitude for the exceptional physicians in Romania, REGINA MARIA Healthcare Network created CLUBUL REGAL AL MEDICILOR, a medical initiative under the patronage of the Royal House of Romania. The club, created as a stimulating and rewarding environment, aims to bring together the medical elites to contribute to supporting the development and professionalism of healthcare services in Romania.

At the same time, we remain committed to reducing the impact we have on the environment through major investments in high-performance, energy-efficient medical equipment, intelligent energy management systems in all our clinics and hospitals, and we are constantly looking for new clean technologies to treat the generated waste.

Together with the management team we remain dedicated to the objectives that will ensure our long-term sustainable development, in accordance with the business growth objectives and we aim to act responsibly towards the society and environment.

Fady Chreih

General Manager of REGINA MARIA Healthcare Network





About our report

The Sustainability Report of REGINA MARIA Healthcare Network is prepared following closely the **Global Reporting Initiative (GRI) Standards Core Option** and presents our non-financial performance achieved during the period 1 January 2019 – 31 December 2019.

Our partner in preparing this report is Ernst & Young SRL, Department of Climate Change and Sustainability. In preparing this report, we used data sources based on internal systems to monitor our sustainability performance. The company, directors, employees and other parties who worked on the report cannot be held liable for any loss, costs or expenses resulting from the use of the information provided in this report.

The main objective of the report is to be transparent to stakeholders and to meet their increasingly demanding requirements. We have prepared this report following the GRI standards identified as important for stakeholders, both internal and external, who have been involved in the process of defining the content of the report.

The identification of relevant aspects for REGINA MARIA Healthcare Network, the central point of GRI Standards, was performed through the involvement of stakeholders. In order to determine the potentially material aspects, the GRI Standards and sustainability reports prepared by other similar companies were analyzed.

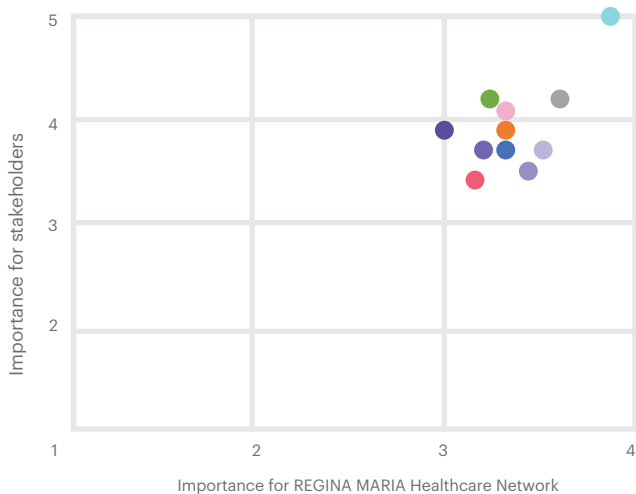
A significant number of stakeholders were invited to participate in the process of determining the most

important sustainability topics, by filling in an online questionnaire. In this way, shareholders, employees, clients, regulators, suppliers, contractors, consultants, NGOs and associations, financial analysts were consulted. Each topic proposed in the questionnaire was evaluated with values between 1 (irrelevant) and 5 (very relevant).

Following the weighting of the answers received from outside and inside REGINA MARIA Healthcare Network, correlated with the answers received from the top management, the importance of each analyzed sustainability topic was determined. Of these, topics that scored higher than 4 were considered relevant for inclusion in our Sustainability Report. Thus, a number of 4 material topics were identified and included in the Sustainability Report of REGINA MARIA Healthcare Network for the reporting period 1 January - 31 December 2019, they being presented in the accompanying materiality matrix. In addition to the identified topics, we have included 3 additional topics in our report to provide valuable information to stakeholders and the general public about our sustainability performance.

To help us become better in everything we do, please contact us via e-mail: serban.semeniuc@reginamaria.ro or by sending your request to our headquarters in Bucharest, district 1, Charles de Gaulle Plaza, 4th floor.

Materiality matrix



List of material topics

- Quality of provided services and patient safety
- Compliance with legal regulations and business ethics
- Environmental issues
- Professional training and development
- Ensuring diversity, inclusion and protection of human rights at the workplace
- Economic performance
- Indirect positive economic impact



About us. Profile of REGINA MARIA Healthcare Network



REGINA MARIA REȚEAUA PRIVATĂ DE SĂNĂTATE

- REGINA MARIA Healthcare Network is made up of a group of companies subsumed CMU1, owned by the investment fund Mid Europa Partners since 2015.
- We have grown continuously, and today we can be proud of the doubling of the number of employees and collaborators during the last 5 years as well as of the opening of new centers through greenfield investments and also of the purchase of other clinics and hospitals all over the country.
- We have grown organically and we have responded promptly to the needs identified in different areas of the country, the clinics have been equipped with high-performance equipment and thus we have remained consistent with our objective of providing exceptional quality services.
- We are renowned nationally and internationally for hospitalization services, outpatient checkups, imaging, laboratory and medical recovery.
- We support Romanian entrepreneurs through purchasing goods and services from them, thus creating value outside REGINA MARIA Healthcare Network. In 2019 alone, we purchased products and services from local providers amounting about 65 million lei.
- Also, during the last year we have made investments of almost 20 million euros and we have supported the local communities by creating new jobs all over the country.
- Through taxes and contributions paid to the state budget and local budgets, we supported the Romanian economy in 2019 with more than 27 million euros. During the reporting period, REGINA MARIA Healthcare Network recorded total revenues of 188 million euros.

¹ https://www.reginamaria.ro/sites/default/files/nota_informare_pacienti.pdf

GRI 102-5, GRI 102-7, GRI 102-9, GRI 102-10, GRI 102-45, GRI 103-1, GRI 103-2, GRI 103-3, GRI 201-1, GRI 203-1, GRI 204-1.



In 2019 we performed more than:



14.000 surgical interventions



5.500 births



135.000 MRI & CT imaging segments



8.300.000 laboratory tests

With a presence in almost the entire country, we have in our portfolio:

45 Polyclinics	311 Partner clinics	10 Medical campuses	8 Hospitals
4 Centers with daytime hospitalization	4 Maternity Hospitals	25 Imaging centers	
25 Medical laboratories	1 Bank of stem cells		

REGINA MARIA in Romania





REGINA MARIA Healthcare Network is the operator of private medical services with the largest coverage in the country, providing exceptional medical services to the 600,000 corporate and individual subscribers who cross its threshold annually.

— **OUR MAIN PURPOSE** is to set the highest standard in private medical services in Romania, based on the best physicians, through a robust system, animated by respect and care for people.

— **IN OUR 25 YEARS OF EXPERIENCE ON THE MARKET OF MEDICAL SERVICES**, we have learned that our patients' trust is earned every day, with every personal experience, and that is why we fulfill our promise to meet the highest professional standards. We are here to build a healthcare network that shows the community we live in that we truly care about people.

— **THE AMPLITUDE** of REGINA MARIA Healthcare Network is determined by the conduct of each employee and collaborator who, through every small or large action, helps us to be the first choice of our patients for many of the provided specializations. Today, the values that unify us are reflected in all the actions and decisions we make in relation to our patients, clients, colleagues and business partners.

— **THE FUNDAMENTAL VALUES** of REGINA MARIA Healthcare Network are:

Impact on
people's
lives

Genuine
care for
people

Entrepre-
neurial
collaboration

Integrity

Continuous
learning



WHAT DO THESE VALUES MEAN FOR REGINA MARIA

Impact on people's lives

A privilege that honors us is the chance to change people's lives through the highly personal services we provide. That's why we work hard and do things differently, so that the interaction with our patients, clients and colleagues is always exceptional and creates a memorable positive experience.

The commitment we have made to our patients and to society as a whole is to build a sustainable medical system, imposing the highest standard in private medical services in Romania, to become an inspiration for those around us.

With passion, we reinvent ourselves every day, transforming and improving both ourselves and our services, remaining open to innovation when the existing solutions are limited.

Entrepreneurial collaboration

WE MAKE THINGS HAPPEN.

We are proud of the business we have built together, we are "Partners", we care about our future and we invest in it. We realize that the success of the team and the company is in our hands, of each of us, that we can influence things and the environment in which we work and we make efforts in this regard. We strongly believe that initiative, creativity, perseverance and responsibility will differentiate us from the competition.

We want each of us to demonstrate a positive and constructive approach in any situation. We are free to innovate and to propose new solutions to old problems. We understand that the activity we perform can only be achieved through collaboration and we believe in solving problems through collaborative negotiation, not through imposing. We understand that an effective collaboration exceeds the limits and objectives/interests of our team and involves collaboration with other teams within the company, and also openness to their objectives/interests.

We are responsible and autonomous in the tasks we have to do but, at the same time, we are aware of the impact of our actions on others.

Genuine care for people

The HUMAN and the well-being of human are at the heart of all our endeavors. Our relationships with patients are created at times when they feel vulnerable and need our support from both a medical and human point of view. Being fully aware of this and because we really care about people, we do everything we can to help them get through difficult times.

For us, the well-being of people, be they patients, clients or colleagues, is a primary goal, and that is why it is important to make them feel as comfortable as possible and to understand that we truly care about each of them.

We strongly believe in an empathic approach, constantly putting ourselves in the place of the patient, client, colleague and we try to understand their expectations and needs. By actively listening and focusing on the needs of the patient, client, colleague, we become better at responding and finding the right solutions for each.

Humanity and ability to have immediate and customized solutions for each patient and each client prevail every time because we treat our patients, clients and colleagues as we would like to be treated, while maintaining a professional behavior towards each person with whom we interact.



Integrity

WE UNDERTAKE RESPONSIBILITY AND WE KEEP OUR WORD.

REGINA MARIA Healthcare Network maintains an ethical and responsible behavior that it promotes in all the relationships it has established and attaches special importance to the promises and commitments made to all its partners, be they patients, clients or healthcare professionals.

Undertaking responsibility for each of us for all the actions and decisions taken is not only a desideratum, but it is a principle that guides us in our work every day. Interpersonal relationships play a key role in our development, so we place great emphasis on fairness and truth, gaining the trust of our patients through the highest quality of services and the support of best physicians, not through exaggerating and distorting reality.

It is very important for us to tell the truth, to act correctly, honestly, respecting all people, internal rules and the law and we behave equally and with equal care towards all people, so that in 2019 no sanctions were imposed against the company.

Continuous learning

BETTER THAN YESTERDAY, IN ANY NEW PROJECT, BUT ALSO SUPPORTING THE LESS EXPERIENCED.

It is vital for us to constantly learn, to become better, every day. At the base of our objectives is the desire of every employee and collaborator to develop themselves, to constantly try to learn from their own experience and from the experience of those around them, and the sharing of knowledge is an essential model of behavior within REGINA MARIA. The organization offers many opportunities and access to both formal and informal learning sources, because we believe that only through continuous improvement can we fulfill the mission undertaken by the entire REGINA MARIA team. We get involved in society beyond the company's borders and we have laid the foundations of a partnership with Titu Maiorescu University in Bucharest, for creating clinical departments in which to perform internships for university students.

We remain dedicated to the mission to provide our patients with the best quality services, we constantly diversify the provided services and we continuously invest in equipping our clinics and hospitals with state-of-the-art medical equipment, only during the last 2 years investing in them more than 17 million euros.

We have constantly transformed to meet the needs of our patients and because we know that time is the most valuable resource we have, we have developed software applications through which the user has access to his/her medical history – checkups, analyses, interventions, etc. (performed within the network), as well as the possibility to make appointments online including by using mobile devices. Also, through the application, patients have functions such as setting

an alert to remind them that it is time to take a particular pill, they can select their favorite physicians and can find the nearest REGINA MARIA polyclinics and hospitals.

At the same time we take care of our patients' data and we offer a series of tools that allow them full control over their own sensitive data and also over the administrative ones. On their own account, available on any type of phone, tablet or PC, each patient can analyze how his/her personal data will be processed as well as the rights to their own data, electronic agreements concerning how the communication takes place between REGINA MARIA and the patient; the patient is offered the possibility to download the medical documents from the medical file or he/she can save medical documents issued by any organization in the records of the organization that constitutes the patient's medical file; he/she also has the possibility to appoint online or pay for services online. Although the kindness and professionalism of the personnel at the receptions of REGINA MARIA Healthcare Network are highly appreciated by our patients, we respect and understand the value of personal time, so we developed the Self-Check-In software application through which the patient activates the appointment and he/she is guided to the cabinet of the physician waiting for him/her.

We provide complete and integrated services, covering all the possible medical needs of patients who have given us confidence. Today we serve almost 600,000 subscribers through services that include occupational medicine, primary medicine, pre-hospital services, outpatient treatments to emergency and hospitalization systems.



PREMIERES WITHIN REGINA MARIA NETWORK

1st

Baneasa Hospital

- We treated for the first time in Romania the spina bifida through open fetal surgery together with a team of renowned neurosurgeons from Brain Institute.
- Baneasa Fetal Center - the only fetal center in Romania where open fetal surgery for meningocele and myelomeningocele (spina bifida) is performed
- The first intrauterine intervention for congenital diaphragmatic hernia through fetoscopic endoluminal tracheal occlusion (FETO) procedure
- The first fetal cardiac intervention in Romania - balloon valvuloplasty performed in week 27 in a fetus with severe pulmonary stenosis
- The first surgical intervention performed in twins with transfuser-transfused syndrome (TTTS)
- The first child in the country with bilateral fetal hydrothorax operated within the hospital
- The youngest baby, born in the 24th week of pregnancy - 570 g

Central Bank of STEM Cells

- The first child with autism to receive therapy with his own stem cells

Ponderas Academic Hospital

- The First Integrated Minimally Invasive and Robotic Surgery Program in Romania - 2 da Vinci robots
- The first training center in laparoscopic surgery (STI)

Euroclinic Hospital

- The first conservative treatment for cervical cancer in a pregnant woman in the 13th week
- The oldest operated patient - 98 years

Self check-in a premiere in Romania.

Campaign „Your business is our business”

- The first integrated screening program for colorectal cancer in Romania, initiated in private - Ponderas Academic Hospital



We invest in performance

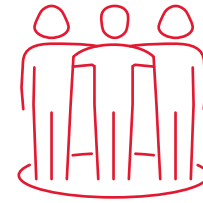
The most valuable resources of REGINA MARIA Healthcare Network are its employees and collaborators

who, through their professional behavior, always orient the organization towards excellence and contribute to the efficient fulfillment of its business objectives. Their dedication ensures the continuous improvement of the safety of its patients and the increase of the quality of its care services.

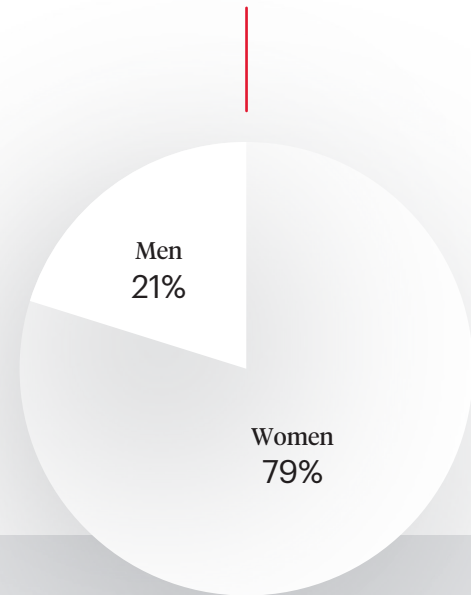
Since its inception, the company's management has provided an environment conducive to reaching the full potential of each healthcare professional through numerous training and improvement courses and has improved the processes and work procedures to increase the safety of each employee and collaborator.

Each of us, with enthusiasm and motivation, creates through his/her own attitude a positive and safe environment, in which medical services achieve excellence. All the members of our teams are encouraged to generate "different" ideas that have the potential to turn into truly successful projects.

Through the approach to situations, regardless of their nature, and through the transmitted messages, our teams find solutions that provide safety and high-performance services to patients. In order to best meet the needs of patients who have given us confidence, our employees and collaborators remain flexible and always looking for efficient, different, unique, fast and simple solutions, in accordance with the organization's strategy and while applying procedures adapted to each specific situation.



Our employees and collaborators at the end of 2019 (Men 21%, Women 79%)



People, our most valuable resource, help us gain the trust of patients, clients and colleagues alike.

They also represent the company's interface with the people we are committed to protecting and helping.

They are constantly attentive and available to the needs of our partners, be they patients, clients or colleagues and they are really looking for the right solutions to meet and solve their needs. REGINA MARIA Healthcare Network encourages open, positive communication and urges calm, the basis that provides the context for finding optimal solutions every time. Through an assertive attitude, while listening carefully to requests coming from patients, clients or colleagues, through questions designed to reveal the state of affairs as accurately as possible, the necessary information is obtained to understand the complexity of each situation.

Within REGINA MARIA Healthcare Network, people are always available to talk to colleagues, to understand them and to help them, paying attention to their requests. Collaboration between colleagues is crucial for all and for achieving the ultimate common goal. Through the respect given to the other and through the constructive approach of some situations in which there are different perspectives, mutually advantageous solutions are revealed, offering to all those involved the comfort and satisfaction of the importance of their own opinions. Our teams support each other, giving importance to each job, which is reflected in the exceptional services from which all our patients and clients benefit.

Integrity is one of the main values undertaken by each of us, propagated by each employee and collaborator.

An honest and fair behavior, which respects the trust of the company, colleagues or patients and clients, is a very important feature that cannot be missed by any member of the REGINA MARIA teams. Our people comply with the applicable legislation and the internal procedures of the company, while remaining flexible and open, able to identify immediate and customized solutions to the needs of each patient or client.

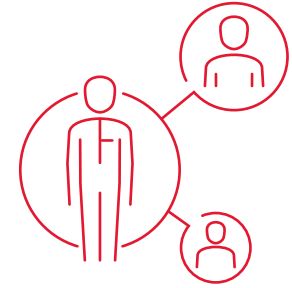


HOW DO WE DEMONSTRATE THE Continuous learning within REGINA MARIA?

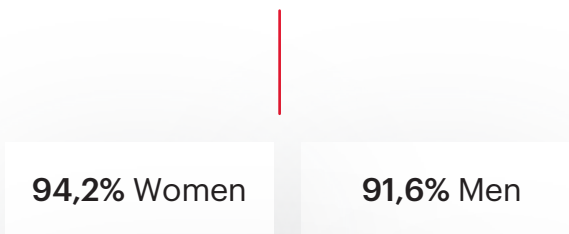
We consider that lifelong learning is the only way in which personal excellence can be achieved, which contributes to the fulfillment of the mission of REGINA MARIA Healthcare Network to provide memorable positive experiences to all its patients.

Our employees and collaborators are interested in continuous improvement, while remaining devoted to the values of the organization and they receive and provide open support and information needed by colleagues to help them identify those areas that can be improved.

Every year we assess the performance of each colleague, and for 2019 we can proudly say that more than 90% of our employees and collaborators received feedback from patients and colleagues with whom they interacted. Only in this transparent and objective way do we have the opportunity to recognize and promote the impactful persons in the company, who, with care for people and integrity, do everything possible to create memorable positive experiences for our colleagues, patients or clients.



The situation of employees with objectives set for 2019 by gender and category of employees



Call center	98,7%
Management	93,9%
Medical personnel	94,1%
Non-medical personnel	92,4%
Sales employees	95,6%

Being governed by the desire to continuously improve, in all aspects, we invest every year in every person in the REGINA MARIA team.

During 2019 we have created partnerships with prestigious international institutions to offer our people the chance to learn from the best.

We have organized numerous courses, trainings, workshops and multiple events dedicated to each employee and collaborator, all our efforts being focused on the growth and professional development of participants, but also on the development of interpersonal skills to facilitate easy interaction with others.



The commitment of REGINA MARIA Healthcare Network to be permanently better than yesterday is reflected in the large number of training hours from which benefited its employees and collaborators during 2019, by **22.2% higher than in 2018**.

The graphs below show the average number of training hours reported at the level of the entire company and of the employees who completed the training courses, broken down by gender and categories of employees.

Gender	Related to REGINA MARIA	Related to trained employees
Men	4,6 hours	29,4 hours
Women	7,1 hours	37,3 hours

Categories of employees	Related to REGINA MARIA	Related to trained employees
Call center	2,2 hours	20,3 hours
Management	8,2 hours	18,3 hours
Medical personnel	9,8 hours	47,3 hours
Non-medical personnel	3,1 hours	21,1 hours
Sales employees	2,5 hours	24,4 hours

During 2019, our employees and collaborators participated in a **multitude of strategic medical trainings organized by the company** meant to improve the professional performance of participants. The courses, workshops and other events for learning and development had technical content, being dedicated to the medical personnel. Some examples of programs are presented below:

- Values and organizational culture within medical teams
- Basic Life Support
- Healthcare associated infections
- Patient care, the main concern of nurses
- Caremap - the importance of nursing plan in patient care



At the same time, we invest in the personal development of medical personnel through **non-medical strategic trainings** that directly contribute to building the desired organizational culture within REGINA MARIA.

Performance management

The role of managers within REGINA MARIA

Change management - creating context is your mission

Recruitment training - behavioral interview

The non-medical personnel at the REGINA MARIA receptions, whose mission is to transform the experience of each of our patients into a pleasant, memorable one, benefited during 2019 from programs dedicated to:

Improving communication

Managing difficult situations

In addition, we offered all the employees, regardless of their position and hierarchical level, the opportunity to grow and develop personally and professionally through the following programs:

Time management

Conflict management

Master in persuasion and influencing

Productivity skills

The Internship Program for Beginner Nurses is held annually within the Academy of Nurses.

This 2-month program focuses on learning essential theoretical concepts, on applying them in practice and on practicing craftsmanship, as well as on developing communication skills with patients and empathic relationships, all of which are necessary for any beginner nurse.

During this program, beginner nurses have the chance, under the guidance of an experienced nurse, to learn from complex medical cases, sometimes national premieres, managed in our integrated medical system. The learning experience is easy and valuable, with access to high-performance equipment and new technologies in which we constantly invest.

In 2019 we obtained the following results:

1.203 Applicants 4 Classes 16 Traineri

98 Qualified for job offers 57 Graduates

57 Nurses employed within REGINA MARIA following the program





REGINA MARIA nurses and housewives that follow the Program for Training Nurses and Housewives contribute significantly to achieving our objective of providing patients with the highest quality services

Program for Training Nurses and Housekeepers

Nurses are serious, kind and very attentive to details, providing prompt and involved care to patients. Our housewives, dedicated to their work, also contribute to a state of increased patient comfort.

REGINA MARIA Healthcare Network has developed, through **Surgical Training Institute (STI)**, the only such private institute in Romania, multiple programs dedicated to physicians, for the development of advanced surgical skills and techniques. Equipped with the latest medical technology for surgery, the center offers access to the latest laparoscopic surgery and endoscopic techniques.

The 17 courses organized in 2019 address multiple specializations and have both a theoretical and a practical component. During the courses held in 2019:

259 lecturers taught the **252** students, who put into practice the accumulated theoretical information on a number of **57** animals.

In partnership with STI we organized the **XIth National Congress of the Romanian Association for Endoscopic Surgery** and the **XIth National Symposium on Bariatric and Metabolic Surgery**

80 lecturers from Romania and abroad contributed to the success of the two events of international interest and which bring valuable information to the more than 300 participants.

Through the scientific sessions, the Masterclass of Robotic Surgery, the two pre-Congress courses and the second live webinar IFSO-EC, the participants benefited from valuable information about minimally invasive surgery techniques.



Clubul Regal al Medicilor, established by REGINA MARIA Healthcare Network performs its activity under the **High Patronage of the Royal House of Romania**, as a sign of gratitude for the exceptional medical personnel in Romania.

The main mission of the Club is to support and reward the evolution of its members in an environment dedicated to the passion for medicine.

The Club, created as a stimulating and rewarding environment, aims to spread medical news and facilitate the exchange of experience and good practices between elite medical personnel, while contributing to supporting the development and increasing the professionalism of healthcare services in Romania.





REGINA MARIA organized, through **Clubul Regal al Medicilor**, numerous events that we present below:

- **National Conference of Nurses. IInd Edition**
- **Multidisciplinary team and management of sleep apnea syndrome. Practical application**
- **Multidisciplinary Congress "Together we build excellence"**
- **News in chronic viral hepatitis; News in nonalcoholic hepatic steatosis - pre-Congress symposium**
- **Sedation outside the operating theater - pre-Congress symposium**
- **Fewer (nosocomial) and better treated infections - how could this be achieved? - pre-Congress symposium**
- **The art of diagnosis and treatment in dermatology. A world of colors, based on evidence - pre-Congress symposium**
- **Medical practice and malpractice: principles for analyzing allegations of malpractice**
- **Multidisciplinary approaches in the treatment of breast cancer**
- **Communication in pediatrics. IInd Edition**
- **Breast cancer - a multidisciplinary approach**
- **Celiac disease - a multidisciplinary approach**
- **Colorectal cancer - landmarks for diagnosis and treatment**
- **Rational phytotherapy applied in pediatric digestive pathology**
- **Apnea - a multidisciplinary approach**
- **Multimodal senology workshop**
- **Respiratory infections and their distant echoes**
- **Vaccination and allergic diseases - practical aspects**

7300 participants in events; **> 3000** physicians, nurses, students, biologists and chemists who attend the annual conferences; **1300** full-time members; **270** sponsorships; **118** events; **4** international conferences



Sustainable development, a principle from which we do not deviate

REGINA MARIA Healthcare Network exercises good corporate governance based on collaboration with the authorities, autonomy, flexibility and agility of management, transparency towards stakeholders and applying best practices, thus ensuring an undisputed reputation and creating the premises for the success of our business.

The BOARD OF DIRECTORS (BOD) is determined to maintain an ethical and responsible behavior in all the activities of the company and promotes these principles in all the relationships it establishes. BOD members have the responsibility to make decisions about the right way to run and grow the business and create long-term values. In order to ensure a balanced perspective, the BOD is composed of representatives of the shareholder, the General Director and 3 physicians, with constant participation in meetings of the Financial Director and the Operating Director. The management of the group is directly involved in the processes of implementation of the decisions taken by the members of the Board of Directors through the General Director and through the Operating Director, who coordinates the Management Committee and the operational management team.

The issues related to our people are managed by the Human Resources Committee. The Medical Advisory Committee, composed of physicians with impressive professional performance, ensures the implementation of best medical practices in accordance with the decisions of the BOD. Persons in management positions of the Group are trained annually on topics related to fair competition and anti-fraud behavior. All these efforts ensured exemplary behavior in the organization, so that although REGINA MARIA Healthcare Network was the subject of an investigation on misconduct together with other healthcare providers, the Company was the only party found not guilty.

The sustainable development of our company, with a focus on creating long-term values, is also reflected in the sharp approach to acts of fraud and corruption, the organization demonstrating ZERO TOLERANCE towards these aspects. By implementing the best standards of corporate governance and in response to the demanding requirements of our investors, we want to ensure an environment that inhibits both fraud and corruption. Anti-corruption policies and procedures were communicated to the 419 persons in the Group's extensive management team, who are responsible for training the entire personnel of REGINA MARIA Healthcare Network.

Our efforts have been successful, so that in 2019, no single incident of corruption was registered within the Group. In order to continue the efficient management of risks related to corruption and fraud, we aim to implement actions that must be taken in order to prevent and quickly detect these harmful behaviors.

In 2019, we performed an extensive project for the identification, analysis and prioritization of fraud risks that targeted 15 departments within REGINA MARIA. The analyses revealed significant risks in four departments. Measures to improve our fraud risk management performance were implemented quickly, so the group-wide Anti-Fraud Policy was updated based on the resulting risk matrix within the project, and the processes that highlighted this risk were updated. At the same time, the company's management participated in the course organized in order to reiterate the fundamental principles of the organization regarding the aspects of fraud, and 233 persons, representing 56% of the personnel with management responsibilities, took an anti-fraud course conducted on-line.

The risks of corruption are also effectively managed even outside the Group, and the anti-corruption policies and procedures of REGINA MARIA Healthcare Network are communicated to all business partners. All the commercial contracts concluded with our business partners include a series of mandatory rules to prevent the commission of acts of corruption. In addition, in the event that such acts are identified with third parties, REGINA MARIA reserves the right to immediately terminate the relationship with that partner, definitively.



Excellence of our services

REGINA MARIA Healthcare Network continuously sets new standards of the highest quality and defines the level of excellence in the field of healthcare services in Romania.

Through major investments in medical equipment, software and specialized licenses, in clinics and hospitals with state-of-the-art medical furniture, through the continuous improvement of the skills of medical and non-medical personnel, the company creates the environment in which its patients feel comfortable and "in good hands".

Our physicians and nurses are part of professional associations, which facilitates their access to the exchange of good practices, both nationally and internationally. In addition, healthcare professionals have access to ClinicalKey, Elsevier's solution, and The British Medical Journal, some of the most up-to-date sources of medical information.

At the same time, we offer subscriptions for customized prevention and treatment medical services both for the employees of large companies, as well as for small and medium enterprises or natural persons. The integrated medical services cover all the medical needs of patients and we offer high quality medical care.

In our clinics we offer medical services in the following specializations:

- Allergology and immunology
- Anesthesia and intensive care
- Infectious diseases
- Cardiology
- Cardiovascular surgery
- General surgery
- Oncological surgery
- Oral and maxilo-facial surgery
- Pediatric orthopedic surgery
- Pediatric surgery
- Plastic surgery – reconstructive microsurgery
- Thoracic surgery
- Vascular surgery
- Dermatovenerology
- Diabetes, nutrition and metabolic diseases
- Endocrinology
- Epidemiology
- Gastroenterology
- Medical genetics
- Geriatrics and gerontology
- Hematology
- Family medicine
- Laboratory medicine
- General medicine
- Internal medicine
- Occupational medicine
- Nephrology
- Neonatology
- Neurosurgery
- Neurology
- Pediatric neurology
- Child neuropsychiatry
- Obstetrics-Gynecology
- Ophthalmology
- Medical oncology
- ENT (otorhinolaryngology)
- Orthopedics and traumatology
- Pediatric orthopedics and traumatology
- Pediatrics
- Pulmonology
- Psychiatry
- Pediatric psychiatry
- Psychology
- Radiology – medical imaging
- Radiotherapy
- Medical recovery
- Rheumatology
- Technician
- Urology



In May 2011, REGINA MARIA Healthcare Network was officially declared provider of the Royal House of Romania.

This distinction honors us and represents a special manifestation of trust in the quality of our services.

By statute, the title of provider of the Royal House of Romania is one of the most prestigious recognitions of the quality of services on the Romanian market. The title of provider is conferred to the persons or companies that have ensured the provision of goods or services to the Royal House, for at least one year. This distinction proves the appreciation of the quality of medical services by the Royal House and it is granted for a period of three years.

REGINA MARIA Healthcare Network proudly retains this precious title even today, almost 10 years after the title was granted.



We remain the only provider of medical service in Romania with experience in obtaining international accreditations for hospitals.

At this moment, three of the 7 REGINA MARIA hospitals have obtained accreditations from some of the most famous and rigorous certification bodies in Europe and the U.S.A.

SRC – S.U.A.

It accredits the best surgeons, physicians and healthcare professionals in the world. Fundamentals of a SRC accreditation are intrinsic to providing safe and effective patient care.¹

Joint Commission International (JCI) – S.U.A.

The world leader in international healthcare accreditations, recognized by the World Health Organization, advocates for promoting rigorous standards of care and for providing solutions to achieve maximum performance in more than 100 countries.²

The Gold Seal of Approval®

It shows our dedication to improving the quality and safety of medical services.

IFSO European Chapter – Europa

IFSO is a scientific organization that brings together surgeons and integrated healthcare professionals involved in the treatment of morbidly obese patients. IFSO regulations aim to optimize the treatment of patients suffering from severe obesity and the treatment of patients suffering from metabolic diseases. One of the main objectives of IFSO is to support its members in matters directly related to their profession, which organizes the annual world congress, creating a forum for the exchange of knowledge on the surgical treatment of severely obese patients, to present new techniques, research and concepts, and to meet experts in the field.³

¹ www.surgicalreview.org/surgeons/accreditation

² www.jointcommissioninternational.org/en

³ www.ifso.com/about-ifso

GRI 102-10, GRI 102-12



Ponderas Academic Hospital

Through Ponderas Academic Hospital, REGINA MARIA Healthcare Network provides patients and healthcare professionals with access to high-quality medical services, within an institutional environment of excellence.

Ponderas Academic Hospital was inspired by Western models and became the only hospital in Southeast Europe that was granted **6 international accreditations for bariatric and metabolic surgery, hernia surgery, colorectal surgery, orthopedic surgery, minimally invasive surgery**. The guarantee of the quality of services provided within the hospital is granted by the accreditations obtained from SRC and IFSO - EC, some of the most prestigious accreditation bodies in the medical field.

We offer patients complete diagnosis and treatment services, from simple outpatient checkups to complex surgical interventions. All patients have access to modern, high-quality medical services and customized treatments provided by multidisciplinary teams.



DaVinci Robot

Ponderas Academic Hospital launched the First Integrated Minimally Invasive and Robotic Surgery Program in Romania.

By using the most advanced robotic surgery system in the world - the **DaVinci Xi Robot**, we provide a wide range of minimally invasive robotic surgical interventions for: oncological surgery, digestive surgery, urology, gynecology and thoracic surgery. Our physicians have more than 1,000 interventions performed through robotic surgery and more than 30,000 cases of minimally invasive surgery.

The "Robot" does not operate alone

The **da Vinci Xi Robot** is a computer system interposed between the surgeon and the patient that significantly increases the physician's contribution. The surgeon - not the "robot" - performs the intervention and completely controls the robotic system and the surgical procedure. The surgeon makes all the operative movements, but with technology and tools that allow him/her to see better, to control the instruments intuitively and to operate from an ergonomic and comfortable position.



REGINA MARIA Training Center

Through the REGINA MARIA Training Center within Ponderas Academic Hospital, surgeons from Romania, and also from abroad, have the chance to participate in intensive specialized courses, in a special space, equipped with the necessary instruments for robotic interventions, laparoscopic interventions, endoscopic interventions, anesthesia, and also open interventions.

The courses are certified by the Romanian College of Physicians. They take place on a monthly basis in the operating theater of the training center, a specially arranged space with six fully equipped operating stations in digitally integrated operating and training rooms, with Full HD 3D live audio-video transmission systems from the operating rooms to the course rooms.

Baneasa Hospital

Baneasa Hospital, the first hospital in Romania accredited for patient quality and safety by JCI, has the best maternity hospital in the Romanian private system.

The integrated and complex patient care system, together with the teams of high-performance medical personnel, passionately provides innovative care and solutions to the highest standards, giving a real chance even to risky pregnancies.

In Baneasa Hospital, for the first time for Romania, extremely complicated interventions were performed, many of them performed **intrauterinely**.



Euroclinic Hospital

The only hospital in Romania accredited as a Center of Excellence for minimally invasive gynecological interventions.

Euroclinic Hospital, specialized in primary oncological surgery, through the exceptional care it provides to its patients, it has become a local alternative to the clinics from abroad.

Multi-disciplinary teams of professionals provide treatment and surgical interventions to international standards.

Within the hospital, the **Center of Excellence in Minimally-Invasive Gynecological Surgery** and the **Center of Excellence in Breast Pathology** were born, both being accredited by the SRC, which confirms the undisputed quality of the services we provide.





REGINA MARIA Cluj Hospital

The new hospital in Cluj is the largest investment of the REGINA MARIA Healthcare Network outside Bucharest and it is a multidisciplinary hospital with integrated medical services.

Through the impressive invested amount of 15 million euros, we offer superlative conditions of hospitalization and treatment, with the help of medical personnel dedicated to their work and the high-performance equipment that we make available to them.

We provide our patients with Outpatient checkups, and care in the following departments: General Surgery, Vascular Surgery, Maternity, Neonatology, Orthopedics, Internal Medicine, ICU, Pediatrics.

Through this ambitious project we have created jobs for approximately 300 medical and non-medical personnel and we have provided treatment for 10,000 patients during the first year after inauguration.

REGINA MARIA Brasov Hospital

REGINA MARIA Brasov Hospital was inaugurated in 2011, and until recently it was specialized only in pediatrics and obstetrics-gynecology.

With its expansion, the current location is arranged on 6,567.24 m², the hospital providing integrated services, outpatient, imaging, laboratory and hospitalization. The generous size, organized on three levels, also houses 3 operating rooms, 3 ICU rooms, 32 hospitalization beds, a new operating theater and one of the most performing medical analyses laboratories in the region.

The medical services now available at the hospital cover the specializations: Pediatrics, Obstetrics-Gynecology, Maternity, Gynecology, Urology, Surgery (general, orthopedic, plastic and reconstructive), Neurosurgery, ENT and Orthopedics.

The imaging department of the medical center was completed with an additional, high-performance MRI device, with the help of which MRI guided breast punctures, peripheral and wholebody angio MRI can be performed.



Première Hospital

After three years of presence in Timisoara, REGINA MARIA Healthcare Network consolidates its medical expertise by taking over Première Hospital, the largest multidisciplinary private hospital in the Western region of the country.

Première Hospital is distinguished through the high training of medical teams, composed of the best professionals in the area, highly specialized in obstetrics, gynecological surgery, maternal-fetal medicine, orthopedics, neurosurgery and general surgery. More than 2,500 surgical interventions and 1,400 births take place here every year.

Endo Institute

REGINA MARIA takes over in 2019 the Endo Institute, the largest center for diagnosis and treatment of endometriosis in Southeast Europe, the only endometriosis management center in Romania internationally accredited by the European Endometriosis League (EEL) as Level 3 Center of Excellence.

The Endo Institute Center of Excellence is a guarantor of the quality and responsibility undertaken in treating patients suffering from endometriosis, with more than 10 integrated medical specializations, more than 30 physicians in these specializations and a multidisciplinary surgical team. Since its establishment, during the 6 years of activity, internationally renowned employees and collaborators have had more than 400 cases operated and more than 2,000 patients examined.

Puls Hospital

Part of REGINA MARIA Healthcare Network, Puls Hospital is a private multidisciplinary medical center that provides complex medical services and investigations.

With a team of more than 70 physicians and medical personnel with expertise, here one can access medical services provided by the more than 30 specializations that are available.

More than 1,000,000 lei have been invested during the last 2 years for purchasing high-performance medical equipment, so that patients from Mures and the Northeastern part of the country can access here medical services or complex medical interventions.



Feedback

We continuously monitor the satisfaction of our clients, in an integrated manner, through 6 feedback channels.

Based on the direct feedback from our patients and other satisfaction studies, we identify the areas that require improvement and we continuously optimize the provided services.

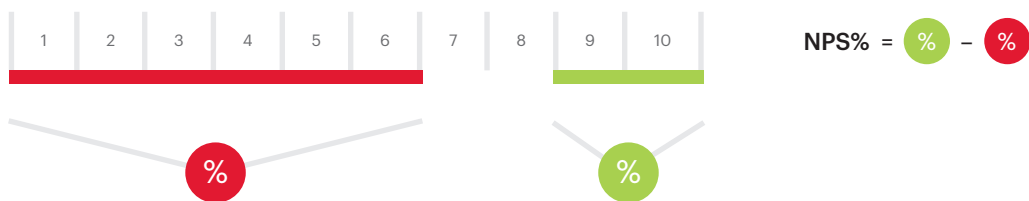
Net Promoter Score

Net Promoter Score (NPS) is a method that measures the satisfaction of clients and the level of loyalty to REGINA MARIA Healthcare Network.

Our clients answer the question "How likely is for you to recommend REGINA MARIA services to friends and family?".

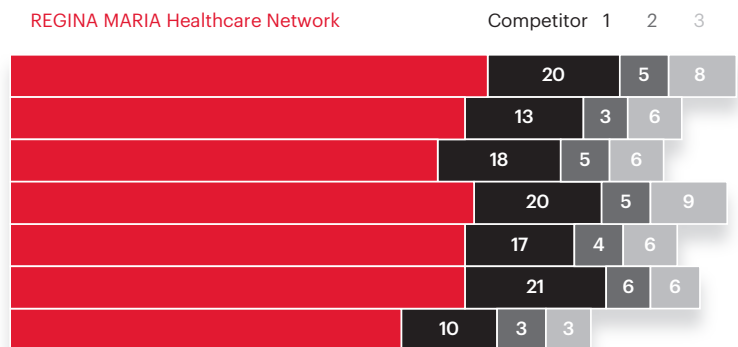
Based on the answers given by 92,813 respondents, REGINA MARIA Polyclinics obtained a score of 74%, and by interviewing 7,948 respondents, REGINA MARIA Hospitals obtained a score of 95%.

Calculation formula of Net Promoter Score:



Performance study

According to the performance study of private medical providers, **we are honored by the trust given to REGINA MARIA Healthcare Network for adult hospitalization, maternity, pediatrics, medical subscriptions and medical imaging services.**¹



¹ The study was conducted online in October 2018 on a sample of 1,846 persons aged between 18 and 55 and above average incomes in 14 cities in the country. Maximum sampling error is ± 2.3%



Awards

REGINA MARIA Healthcare Network, McCann PR & McCann Bucharest awarded with SILVER at Cannes Lions 2019

The "Internet's Residency Exam" campaign (Internet vs. Residency), conducted in November-December 2018 and April 2019, launched a message of education and encouraging preventive behavior in healthcare through a creative and interactive proposal, with one possible answer: **the training and experience of a physician cannot, in any form, be matched by an internet search.**

Together with a journalist, we replicated the Residency exam exactly the day it took place, adding only a fast Internet connection. The result was clear, only 36 answers out of 200 were correct, even with the help of Internet searches.

On the occasion of World Health Day, we invited all those who are looking for online medical answers to pass themselves through a mini-Residency exam, online, on the reginamaria.ro website

"Internet's residency exam" (Internet vs. Residency), the campaign of REGINA MARIA Healthcare Network, together with McCann PR and McCann Worldgroup won Silver in the PR category at Cannes Lions 2019.

The category recorded 1857 registrations, from 67 countries, of which 242 reached the scrutiny list, announced the night before granting the awards.





Our environmental performance

We are dedicated to protecting the environment, and we place great importance on environmental issues.

By adhering to the JCI Standards, an important number of environmental issues are considered very seriously, so we have developed a number of policies and procedures that cover key environmental issues, including water and waste management policies.

Our efforts to continuously manage and reduce the impact on the environment are confirmed during the controls performed by the authorities, which have not fined any clinic or hospital of REGINA MARIA Healthcare Network. In addition, in order to ensure that we comply with environmental legislation at all times, we have the support of an external consultant who supports us in identifying the best solutions for managing our environmental impact.

Within REGINA MARIA, water is supplied from public sources and it is used for sanitary and medical purposes. In order to provide safety to our patients and also a diminished impact on the environment, we monitor both the sterile water in the operating rooms, the filtered water in the endoscopy departments as well as the microbiological composition of the drinking water in the internal wells. After use, wastewater generated by hospitals and laboratory facilities is treated according to specific procedures developed on the basis of JCI standards and the recommendations of the authorities and then discharged into sewage networks.

We respect the environment and we monitor at least twice a year the quality of wastewater from our hospitals and laboratories, the tests being performed by external laboratories, accredited, this way we ensure that our environmental impact is low. In addition, the local water supplier independently monitors the quality of water and performs water tests for wastewater.

All our hospitals have a wastewater chlorination station and each hospital has a water tank that provides the necessary for 48 hours of activity in emergency situations and for fire safety. Water quality is monitored to ensure patient safety even in emergencies.

In 2019, our hospitals discharged approximately 100 m³ of wastewater per month.

We also comply with strict standards and national legislation regarding the waste we generate. We put into operation the first liquid waste neutralizer in the central laboratory as a result of an investment of more than 500,000 lei.

In 2019, 100,635 liters of liquid waste were neutralized.

Compared to 2018, in 2019 we reduced the amount of hazardous stored waste by 30 tons, and of the total hazardous generated waste, we treated more than 50% in accordance with legal requirements.

The transport of waste is provided by specialized companies and authorized according to the legal requirements.

Below are the quantities of generated waste and how responsibly we managed them

Treatment method	Non-hazardous waste	Hazardous waste
Recycling	11090.00 m ³	–
Incineration	–	161558.48 kg
Storage	3334.08 m ³	147416.79 kg

In 2019, in the hospitals and clinics of REGINA MARIA Healthcare Network, more than 14 GWh of electricity and more than 6 GWh of natural gas were consumed.



GRI content index

GRI	Indicator description	Page / Comment
102-1	Name of organization	REGINA MARIA Healthcare Network or REGINA MARIA - Group controlled by SC Centrul Medical Unirea S.R.L.
102-2	Activities, trademarks, products and services	11
102-3	Headquarters address	8
102-4	Location of operations	10
102-5	Property structure and legal form	9
102-6	Served markets	10
102-7	Size of the organization	6, 9, 10, 15
102-8	Information concerning employees and other workers	6, 15
102-9	Provision chain	9
102-10	Significant modifications in the organization and in the provision chain	6, 9, 23
102-11	Precautionary principle	30
102-12	External initiatives	23, 30
102-13	Membership in associations / affiliations	22
102-14	Statement from the decision maker	7
102-16	Values, principles, standards and norms of behavior	11
102-18	Governance structure	21
102-40	List of stakeholder groups	8
102-41	Collective bargaining agreements	At the level of REGINA MARIA Healthcare Network, no representative union was established. However, the rules, procedures and policies of the organization shall be applied equally to all. In particular, there are legal entities within the Group that have negotiated and concluded collective labor agreements before being acquired by REGINA MARIA Healthcare Network.
102-42	Identification and selection of stakeholders	8
102-43	Stakeholder involvement	8
102-44	Relevant aspects	8
102-45	Entities included in the consolidated financial statements	9
102-46	Defining the content of the report and the limits of the material aspects	8
102-47	List of material aspects	8
102-48	Updates to the information from previous reports	Not applicable
102-49	Modifications in reporting practices	Not applicable
102-50	Reporting period	8
102-51	Date of most recent report	Not applicable



GRI	Indicator description	Page / Comment
102-52	Reporting cycle	REGINA MARIA Healthcare Network aims to report annually concerning its sustainability performance.
102-53	Contact person for report related questions	8
102-54	Statement concerning the reporting according to GRI standards	8
102-55	GRI content index	31
102-56	External verification	Not applicable
103-1	Explaining the material theme and its perimeter	9, 11, 13, 15, 21, 22, 24
103-2	The management approach and its components	9, 11, 13, 15, 21, 22, 24
103-3	Evaluation of the management approach	9, 11, 13, 15, 21, 22, 24
201-1	Generated and distributed direct economic value	9
203-1	Supported infrastructure investments and services	9, 10, 11, 13
204-1	Proportion of costs allocated to local providers	9
205-1	Operations assessed for corruption risks	21
205-2	Communication and training concerning anti-corruption policies and procedures	21
205-3	Confirmed incidents of corruption and taken actions	21
206-1	Legal actions for anti-competitive, antitrust and monopoly conduct	21
302-1	Energy consumption within the organization	30
303-1	Interactions with water as a common resource	30
303-2	Management of impacts related to water disposal	30
306-1	Water discharge depending on quality and purpose	30
306-2	Types of waste and disposal methods	30
306-4	Transport of hazardous waste	30
307-1	Failure to comply with environmental laws and regulations	30
404-1	Average number of training hours per year per employee	15
404-2	Training and education programs to improve employees' skills and transition assistance programs	15
404-3	Percentage of employees who receive regular evaluations concerning performance and career	15
406-1	Incidents of discrimination and taken corrective actions	13
416-1	Assessing the impact on health and safety of the categories of products and services	24 100%
418-1	Grounded complaints concerning the breach of client privacy and loss of client data	13 Between 2018 and 2020, the organization was the subject of 3 investigations by the National Authority for the Supervision of Personal Data Processing (ANSPDCP) within these investigations no fines were issued.



REGINA MARIA
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