

Sustainability Report

20 24

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Global

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Sustainability Overview:

We Bring your Dreams to Life
through Cutting-Edge Innovation
and Individualized Care,
for a Healthier Future

Letter from our CEO

“IVI RMA Global is dedicated above all to one mission: to support our patients in bringing their dreams of parenthood to life. Everything we do, from advancing medical innovation to delivering the highest quality care, revolves around this overarching purpose.”

We are living through a time of extraordinary changes. In many countries around the world, one of the most urgent challenges we face is the combination of an aging population with declining birth rates. This demographic shift is already transforming our societies – impacting economies, healthcare systems and the long-term well-being of our communities.

We are also living through a time of extraordinary scientific innovation. At IVI RMA Global, we heed this new reality as a call to action. The cost of inaction in the face of population decline is clear: according to a landmark report released this year, Spain and Italy alone are projected to lose close to

40 million people by the end of the century. If nothing is done to reverse this trend, there will be profound consequences for labor markets, GDP and generational cohesion – some of which we are already beginning to see.

Our mission to bring our patients' dreams of parenthood to life is inseparable from our mission to build a healthier future for all. One in six people worldwide experiences infertility; meanwhile, longer life expectancy has led to the delay of major life milestones such as partnership and parenthood. Advances in reproductive medicine provide an answer to overcoming these obstacles and paving a sustainable path forward.

In Spain today, 11% of all births happen thanks to assisted reproduction. One in every eight families begins with the help of science, care and commitment – the heart of who we are. From achieving scientific breakthroughs and educating the next generation of medical experts to caring for our patients, our purpose is to sustain the future. The case of Spain gives us hope: if assisted reproduction were to reach similar levels in the UK and the US, hundreds of thousands of additional babies would be born each year – each one a powerful response to the demographic crisis.

The 2024 Sustainability Report of IVI RMA Global reflects the work we do every day to serve with compassion, lead with science and act with accountability. What we do transcends medicine; it transforms individual lives and shapes entire societies, offering hope and solutions to an emerging global challenge. Our commitment to social responsibility, ethical governance and long-term impact is essential to fulfilling our core mission: to bring dreams to life through cutting-edge innovation and individualized care, for a healthier future.

Javier Sánchez-Prieto
Global CEO



Addressing the global challenge of aging societies: our demographic landscape in numbers

In 2025, PwC Strategy& conducted a study highlighting the socioeconomic consequences faced by aging societies. By analyzing the effects of demographic shifts in the United States, the United Kingdom, Spain and Italy, the report reveals the diversity of aging-related challenges within the advanced societies. These findings not only provide critical insights on the impact of aging on economic growth, pensions and care systems, but serve as a vital call to action for rethinking our future.

For more information, see: "Shaping the future: socioeconomic challenges and opportunities in aging societies" (April 2025).



Longer Lives, Fewer Children

- » By 2100, **life expectancy** will reach: **90 years** (UK, US) and **93 years** (Spain, Italy).
- » **Fertility rates** in 2023 are far below the replacement rate of 2.1 babies per woman: **1.6** (UK, US) and **1.2** (Spain, Italy).



Social Impact

- » Over **40%** of older people **live alone**.
- » The **ratio of working-age people** (aged 15 to 64) **to seniors** (aged 65+) will plunge from 8:1 in 1950 to **2:1 by 2100** (Spain, Italy, US, UK).
- » Women today are **having their first child** 3 to 4 years later than in 1990, at an **average age of 32** in Spain and Italy.



Population Decline

- » By 2100, **Spain's population** is projected to **fall by 30%**, or 15 million people.
- » By 2100, **Italy's population** is projected to **fall by 40%**, or 24 million people.



Economic Impact

- » By 2100, **Spain and Italy's GDP** could **fall by 60%** due to a shrinking labor force.
- » By 2050, increased annual public spending on pensions and public health will add a **burden** equivalent to **3.8 and 4.8 percentage points of GDP** in the **US and UK** respectively.



Fertility and Assisted Reproduction

- » **Infertility** affects **1 in 6 people** worldwide.
- » In 2022, **assisted reproductive technology accounted for 11% of all births in Spain**, but only 4% in Italy, 3% in the US and 2% in the UK.
- » If assisted reproduction usage in the US, UK and Italy reached Spain's level, this could **add 290,000, 60,000 and 25,000 babies annually** to each country's respective population.

Bringing dreams to life: who we are

IVI RMA Global is the world's premier reproductive medicine group. For more than 40 years, we have established a reputation as leaders in research and development, fertility success rates and patient care. Our steadfast dedication to medical excellence, scientific innovation and sustainable healthcare practices ensures we continue to set new benchmarks in global fertility services.



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+100

babies born
daily thanks to
IVI RMA Global



+117,000

patients visiting
our clinics
each year

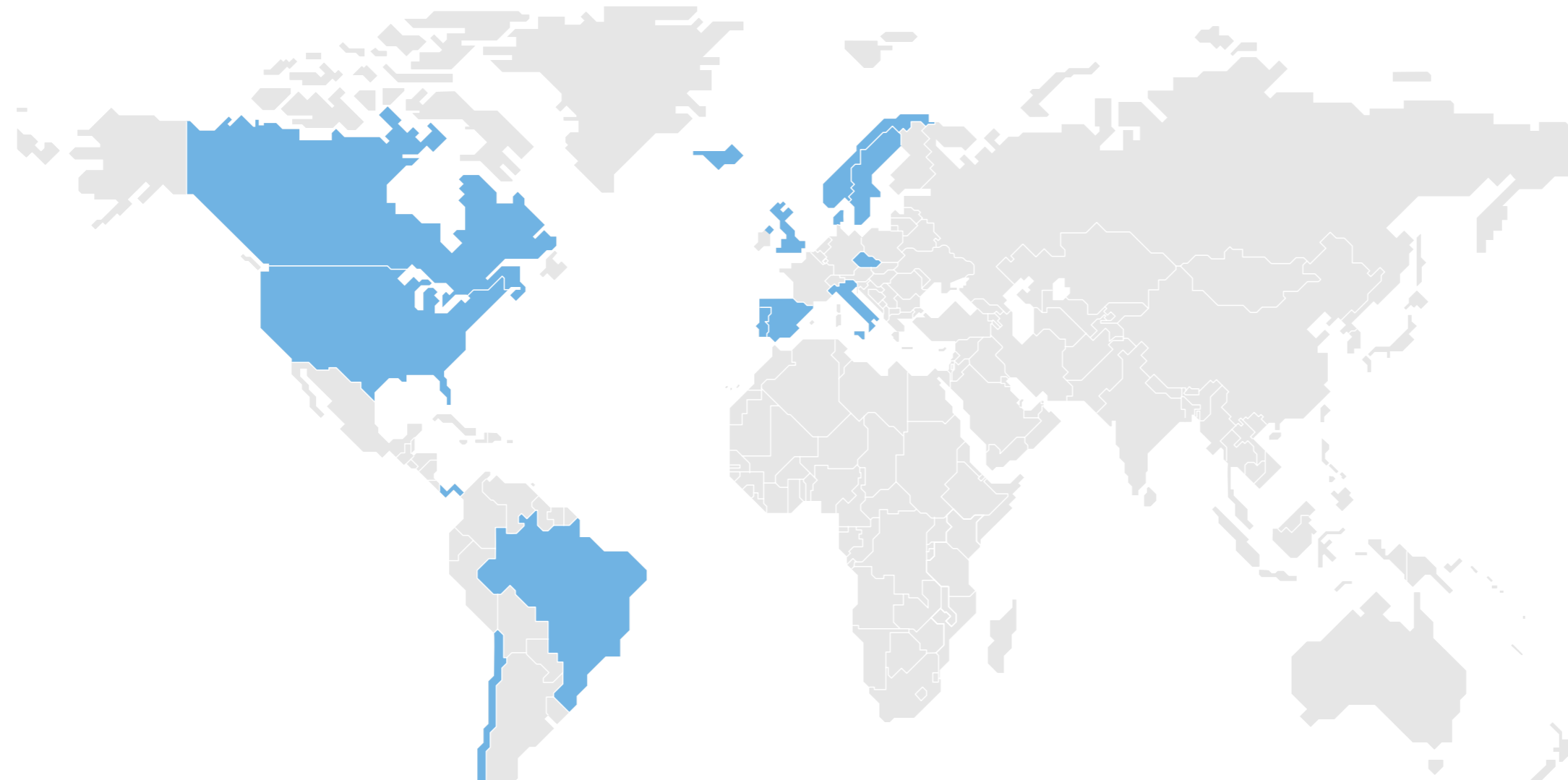


+160,000

assisted
reproductive
treatments in 2024



Global Presence



“ Leveraging the sharpest talent available is key to remaining at the forefront of reproductive medicine. Today, we bring together a network of **over 200 clinics across 14 countries**, supported by a team of **more than 5,000 dedicated professionals**. Our international presence allows us to share expertise, advance science collaboratively and offer individualized care with the highest medical and ethical standards. ”

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In 2024, our network expanded with the incorporation of **Boston IVF** and **TRIO**, two highly respected fertility providers in North America. With over three decades of pioneering clinical work, Boston IVF is one of the largest and most experienced fertility networks in the United States. TRIO, known for its patient-first philosophy and superb clinical outcomes, is Canada's leading fertility clinic.

Our North American expansion continued in 2024 with the acquisition of three prominent fertility clinics from Global Premier Fertility: **Reproductive Health and Wellness Center (RHWC)**, **Rise Fertility** and **Halo Fertility**. Based in Southern California, all three organizations are recognized for their outstanding clinical outcomes and innovative patient care.

Our continued growth reinforces our commitment to providing evidence-based fertility solutions with the greatest chance of success to the greatest number of patients worldwide.



We are a diverse group united by a shared goal: to accompany people in their journey towards parenthood with science, empathy and trust

One United Team Dedicated to Revolutionizing Patient Care

Human talent fuels our quest to revolutionize the path to motherhood through science and innovation. Our **multidisciplinary approach** to assisted reproduction is made possible thanks to the expertise and dedication of our entire team. This includes professionals in science and medicine – such as nurses, andrologists, psychologists, gynecologists, geneticists and embryologists – as well as key contributors in areas such as management, IT, facilities, patient support, legal, marketing, HR and financial services.

Together, **we place the patient at the center** of our efforts, tailoring fertility treatments to individual needs with precision and care at every step. Our pioneering fertility preservation methods, including oocyte vitrification, safeguard the potential for motherhood. Advanced incubation technologies, such as Time-Lapse, provide a unique glimpse into the early stages of embryo development, offering couples a deeply personal connection to the process.

“ The integration of artificial intelligence has enabled us to enhance our processes, and we are continually conducting research in this and other areas to stay at the forefront of technological advancements in fertility treatments. ”



Our Purpose



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In 2024, we carried out a process of strategic reflection involving our entire leadership, across continents and departments. The objective was to reconnect with the deeper meaning that has always existed within each of the entities that form our group – **a shared purpose** that unites our past, present and future.

This purpose is not new. It has guided our care, our science and our culture from the very beginning. Inspired by the legacy of all the medical researchers and IVF pioneers who have paved our path until today, it reflects the essence of who we are and what drives us.

Now, we have given it a voice:

*We bring you dreams to life
through cutting-edge innovation
and individualized care,
for a healthier future*



In 2025, we launched a campaign to demonstrate our commitment to this shared purpose across the organization. Through a series of initiatives, we are developing new ways to bring this purpose to life and rediscover the meaning behind our daily work. In addition to the many purpose-inspired programs and values that have long guided our teams, these exercises offer us fresh opportunities for engagement and reflection. The next edition of our annual Sustainability Report will include a summary of these initiatives.

As we move forward, we remain guided by a clear direction and a deep belief in what connects us: a passion for transforming lives, a commitment to science and care, and a purpose that truly reflects who we are.



Building a healthier future: our ESG priorities



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At IVI RMA Global, our commitment to society, governance and the environment is intrinsically linked to our purpose as an organization.

From conducting cutting-edge research to transmitting scientific expertise and delivering the best individualized patient care, everything we do is aimed at building a healthier future. Our social impact is core to our mission: helping more people fulfill their dream of starting a family, in a world facing the global challenges of an aging population and declining birth rates.

We respond through science, innovation, medical excellence and the thousands of babies born every year across the globe. We do so with a steadfast commitment to sustainability, guided by ethics, the value of our people, and our responsibility to create a better world for the next generation.



Our Commitment to Global Sustainability Standards

In 2024, we proudly joined the **United Nations Global Compact**, the world's largest corporate sustainability initiative. By upholding its Ten Principles, ranging from human rights and labor to ethics and transparency, we reinforce our commitment to responsible business practices and sustainable development.

This milestone strengthens our contribution to the Sustainable Development Goals (SDGs), particularly **SDG #3: Good Health and Well-being**, through improved access to reproductive care in a global context marked by demographic challenges. Guided by medical ethics and the creation of shared value, this step highlights our dedication to ethical, responsible and people-centered healthcare, ensuring a meaningful impact for our patients, our teams and society as a whole.



United Nations
Global Compact

Sustainability Leadership and Oversight

At the governance level, our Board of Directors holds ultimate responsibility for sustainability oversight and reviews material topics on a quarterly basis. Our ESG strategy is led by a dedicated role reporting directly to the Global Chief Financial Officer, who is part of the executive team.

This leadership ensures that ESG priorities are fully embedded across the organization through ongoing monitoring and cross-functional collaboration. In addition, two ESG-related material topics are directly linked to variable compensation as corporate objectives – further reinforcing our commitment to aligning sustainability with strategic performance.

AI-Enhanced Monitoring

“ The integration of artificial intelligence (AI) has enabled us to improve ESG reporting accuracy. ”

In 2024, we took a significant step forward in the digitalization of our sustainability strategy by implementing **AI-powered platforms** to automate the monitoring of key indicators.

This technology now enables us to conduct **real-time, systematic and direct tracking** of our ESG metrics, allowing us to:



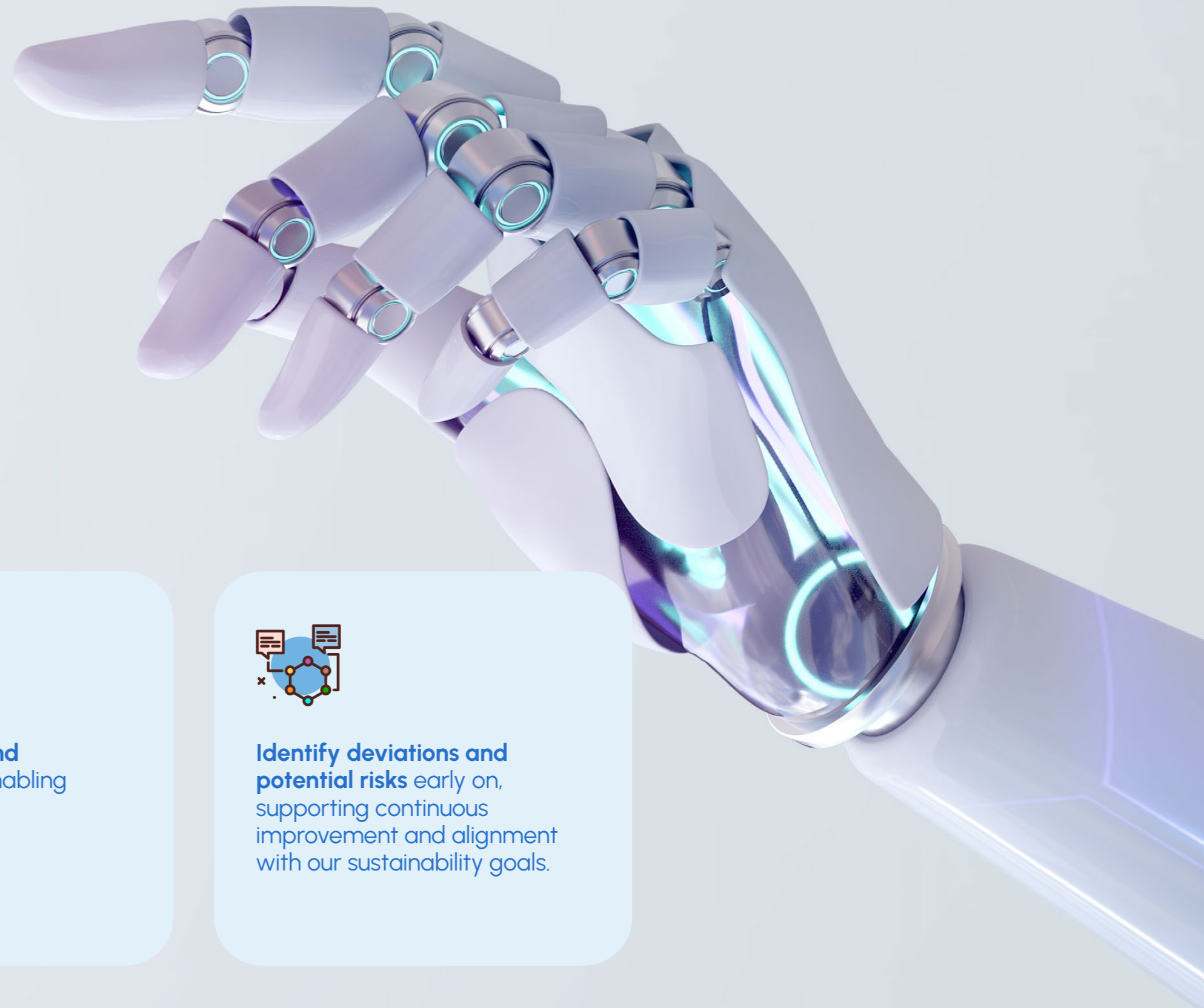
Enhance data traceability and accuracy by extracting information directly from primary sources such as energy, water and fuel invoices.



Reduce analysis and reporting times, enabling faster, data-driven decision-making.



Identify deviations and potential risks early on, supporting continuous improvement and alignment with our sustainability goals.



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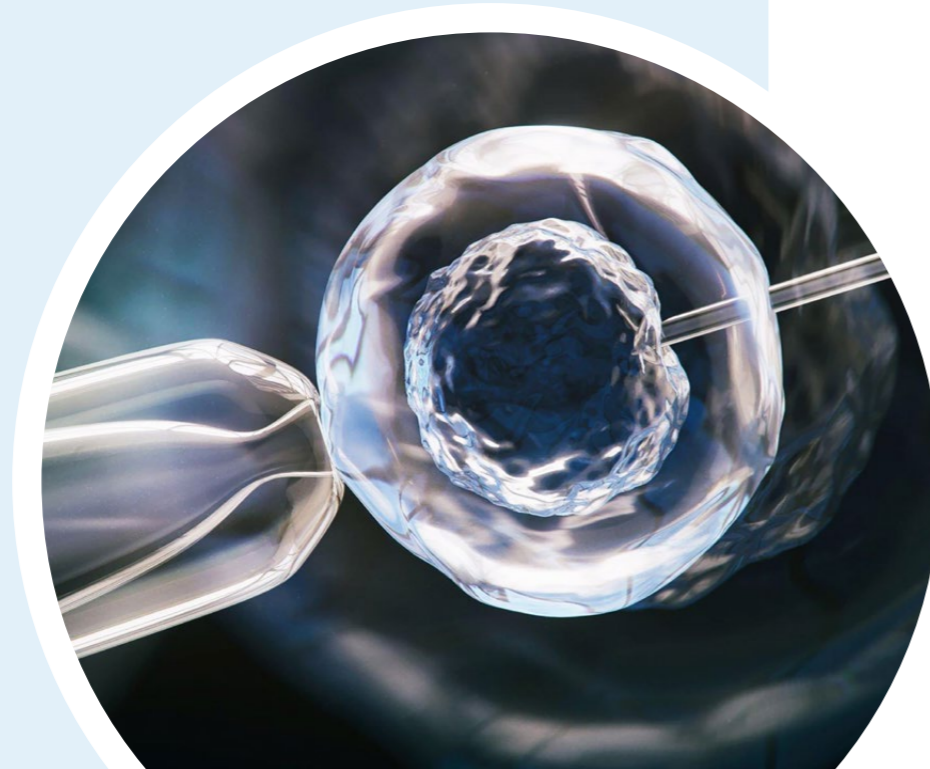
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2024 Performance Overview

In 2024, we maintained strong performance across IVI RMA Global's material sustainability topics, reflecting clear alignment with our ESG strategy and long-term commitments. These topics were defined through previous material assessments and served as the basis for monitoring our progress throughout the year.

To improve clarity and ensure alignment with the structure of this report, the topic names presented in the performance table below have been updated to reflect the terminology used in Sections 2 to 5. This change enhances the consistency between our KPIs and the ESG themes discussed in greater detail throughout the document.



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Organization-Specific Material Topics – 2024 Performance Overview

| Material Topic (Updated Name) | Key Indicator / Objective | 2024 Target | 2024 Value | Trend vs. 2023 | Status | Report Section |
|---|---|-------------|------------|----------------|------------|---|
| Medical Ethics and Professional Integrity | % Clinical staff trained on medical ethics | 65% | 71% | ▲ +21 pts | ● On track | Section 2: Governance |
| Patient Safety and Clinical Quality | % Clinics with Electronic Witnesses | – | 76% | ▲ +21 pts | ● On track | Section 3: Social (Patients First) |
| | % Mismatches in clinics with Electronic Witnesses | 1.3 | 1.15 | ▲ +0.15 pts* | ● On track | |
| Employee Engagement and Well-being | Global engagement survey score | 2.57 | 2.51 | ▲ +0.8 | ● On track | Section 3: Social (Human Team with Heart) |
| Diversity, Equity and Inclusion | % Staff trained in DE&I | 59% | 77% | ▲ +27 pts | ● On track | Section 3: Social (Diversity, Equity & Inclusion) |
| | Diversity score (Employee Survey) | 2.9 | 2.95 | ▲ +0.05 | ● On track | |
| Environmental Performance and Waste | # Regions with hazardous waste procedures implemented | 2/4 | 2/4 | ▲ +1.5 | ● On track | Section 5: Long-term Impact |

* For mismatch rate, a decrease reflects performance improvement.

Double Materiality Assessment: Preparing for CSRD Compliance



Additionally, in 2024 we conducted a **Double Materiality Assessment** that identified additional social and governance priorities. Several of these new focus areas are already addressed in this report and will be consolidated into our updated monitoring structure going forward.

“ This evolution strengthens our ESG approach and supports full alignment with the European Union’s Corporate Sustainability Reporting Directive (CSRD). ”

Following our financial and impact-based analysis, the most relevant material topics fall under the **Social** and **Governance** pillars. These topics will be integrated into our group’s sustainability strategy and KPIs in 2025, ensuring continuity, rigor and enhanced alignment with EU regulatory requirements and investor expectations. While three of these were already present in our previous materiality framework, their relevance was reaffirmed through stakeholder engagement and financial-impact analysis. The other three are newly classified as material and will be formally integrated into our ESG strategy and KPIs in 2025.

All six topics are already reflected in this report through specific actions and content, as outlined below:

Material Topics Identified Through the 2024 Double Materiality Assessment (DMA)

| Pillar | Material Topic | Status in DMA | Reflected in Section(s) | Brief Description |
|---|---------------------------------|------------------|---|--|
|  Social | Social Impact & Family Planning | New | Section 1: Sustainability Overview & Section 3: Social (Community Care) | Supporting reproductive health to address demographic decline and promote family planning. |
| | Patient Health & Safety | Already material | Section 3: Social (Patients First) | Ensuring the highest standards of safety and traceability in reproductive care. |
| | Employee Engagement | Already material | Section 3: Social (Human Team with Heart) | Fostering motivation, well-being and shared value among teams. |
|  Governance | Innovation & Technology | New | Section 4: Education and Innovation | Driving progress in reproductive medicine through digital tools and scientific research. |
| | Ethics & Professional Integrity | Already material | Section 2: Governance | Upholding clinical and corporate integrity through codes, training and oversight. |
| | Cybersecurity & Data Privacy | New | Section 2: Governance (Cybersecurity and Data Privacy) | Protecting patient and organizational data through robust governance and security systems. |

A story of life: coming full circle, from IVI RMA baby to embryologist

We believe that true sustainability begins with people. Every life we help create is a seed of the future – each with their own unique story. Lucía's story is living proof of how purpose, education, science and impact converge at IVI RMA Global.



“ I’m grateful to be here:
to be alive, and to work in the
place where it all started. ”

26 years ago, **Lucía Murria Aguilar** was born thanks to assisted reproduction technology. Today, as an embryologist and researcher at IVI RMA Global, Lucía not only works for the group that fulfilled her mother’s dreams of parenthood, but contributes to harnessing the power of science to help other families bring life into the world.



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A Vocation Rooted in Meaning

For as long as she can remember, Lucía knew that she was an IVI RMA baby. Lucía's mother – a patient of IVI RMA Global in Valencia, Spain – always spoke candidly to her daughter about the complexity of fertility and the invaluable role that assisted reproduction played in her journey to motherhood. As Lucía says, "I was a dream come true!"

After studying biochemistry at university, Lucía discovered the Master's in Assisted Reproduction delivered by IVI RMA Global Education. "When I started this program, I knew I had found my calling – a way to use my passion for science to truly help others."

This path brought Lucía to the Research department at IVI RMA Global, where every day brings new challenges and opportunities. Along the way, her own origin story connects her deeply to her work. She recalls, "The first time I saw the nitrogen tanks in the lab, I became emotional. To think that I was once stored in such a tank! Everything has come full circle. It's incredible to be learning and growing in the very place where it all began."

Science in the Service of Humanity

The personal significance of assisted reproduction in Lucía's own life has shaped her empathy and commitment toward caring for patients. "My mother was the patient – but I exist because of IVI RMA Global. I know firsthand the impact our work has on people's lives, which is why I believe so strongly in our purpose. I'll never forget the first pregnancies I observed while working here – I still remember the patients' names."

Today, as part of her doctoral research, Lucía is examining the use of artificial intelligence to assess oocyte quality. This innovative project aims to improve clinical outcomes while offering real, science-based hope to patients. It is one more step in a medical journey that has already achieved many breakthroughs, as Lucía observes: "Science has come so far since I was born. The success rates for assisted reproduction have significantly improved, and there's still so much potential to explore."

Having lived the purpose of IVI RMA Global from both sides – first as a baby born thanks to its work, and now as a professional transforming lives – Lucía sends a message of hope to current and future patients: "Trust the process. It's not easy, but you are in very good hands."

“Clinics like IVI RMA Global play an essential role today. Not just scientifically, but emotionally and socially. We're not just making treatments possible – we're walking with people through the most meaningful journey of their lives.”

Lucía Murria Aguilar





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Governance:
Leadership Aligned
with Purpose

At IVI RMA Global, we conduct our business in alignment with our purpose, acting with respect, honesty and integrity. To uphold these values, we employ various tools and policies overseen by an independent Global Compliance Committee.

Our Global Healthcare Ethics Committee, Code of Conduct, Code of Ethics, whistleblower channel and different internal procedures ensure that we foster ethical and transparent practices across our group and our value chain. We also manage patient and client data with the utmost care, making cybersecurity a top priority. These practices are essential to fulfilling our duty of care to our patients and to a healthier future.

In this section:



Ethics as a Pillar of Governance



Transparency and Accountability



Medical Ethics and Professional Integrity



Data Privacy and Cybersecurity

Ethics as a Pillar of Governance

An Integrated, Multidimensional Approach

At IVI RMA, ethics is one of the pillars of our governance model. Our commitment to ethical integrity is led from the top, through a dedicated **Board Ethics Committee** that reports directly to the Board of Directors, ensuring that ethics drives decision-making at the highest level.

This governance structure reflects our global ambition to lead with responsibility, transparency and care. The Committee plays a central role in defining, monitoring and reinforcing the ethical foundations of our organization across clinical, research and corporate areas.

“Our focus is on quality of care, compliance and the resolution of ethical dilemmas, underpinned by governance principles that prioritize patient autonomy, privacy, dignity and well-being.”



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To deliver this mandate, the Ethics Committee operates through three interconnected and specialized lines of ethics:

- BIOETHICS AND RESEARCH ETHICS:** Safeguards ethical conduct in scientific work and promotes research that is responsible, patient-centered, and aligned with international standards.
- HEALTHCARE ETHICS (HE):** Addresses clinical quality and ethical dilemmas in patient care, fostering a culture of autonomy, dignity and respect.
- CORPORATE ETHICS:** Oversees organizational conduct, compliance, and alignment with legal, regulatory and integrity principles.

Together, these three pillars form an integrated system that strengthens our capacity to act ethically, globally and consistently — in every clinic, every lab, and every decision we make.



Transparency and Accountability

Our Code of Conduct and Code of Ethics

The code applies to all employees of the organization, regardless of their contract, hierarchical position, responsibilities or work location. It serves as the cornerstone of our ethical practices, ensuring that every member of our organization acts in alignment with our commitment to ethical conduct while delivering high-quality reproductive medicine and promoting research and professional excellence. The code emphasizes values such as patient-centricity, teamwork, excellence, honesty and innovation, establishing them as guiding principles in our daily operations and decision-making processes.

Throughout 2024, we carried out a revision of the Code of Conduct, with an updated version to be released in 2025.

In parallel, we developed a Code of Ethics that reflects our social and corporate commitment to ethical responsibilities in all our business relationships, also scheduled for launch in 2025.

The Code of Ethics will apply to outside parties as well as employees, ensuring that all external entities involved in our operations understand our ethical principles and values and adhere to them accordingly.

“ Our Code of Conduct encapsulates our group’s core values and standards of integrity. ”



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Sustainability Code for Suppliers

The Sustainability Code for Suppliers represents a commitment to ethical and responsible governance across all our operations and the global supply chain.

This code emphasizes the importance of adhering to social, environmental and governance regulations, and promotes ethical practices that include integrity, transparency and respect for human rights.

All our suppliers are expected to operate ethically, preventing corruption, and ensuring fair and safe working conditions, respect for the environment, and protection of intellectual property.

Since its approval in 2023, we have been gradually implementing this code across the various regions where we operate. Our aim is to achieve maximum efficiency in integrating all sustainable value chain operations into our systems for timely monitoring. This phased approach ensures that each region can adapt effectively, maintaining alignment with our group's global standards and local regulations, thereby enhancing accountability.

In collaboration with our newly appointed Global Procurement Manager, we will begin redefining the Code in 2025, with a two-year roadmap to strengthen supplier engagement and sustainability standards across the value chain.



Regional Highlight

Quality Management Processes (North America):

Our centralized North American operations team is actively working to streamline internal processes.

This strategy supports the maintenance of high-quality standards across the organization while enhancing oversight and accountability through the consolidation of supplier relationships. These efforts reflect a strong commitment to operational excellence in every area.

“ The current focus is on centralizing purchasing and vendor agreements to ensure consistency and operational efficiency. ”



Global and Regional Compliance Committees and Officers

Our Board of Directors is in the process of establishing a supervisory and control entity known as the Global Compliance Committee to oversee the implementation and development of the Compliance Model.

This Global Committee is a collegiate, autonomous and independent body. Its principal responsibilities include:

- » Providing support and guidance to the group in the deployment and management of the Compliance Model.
- » Monitoring and supervising the effectiveness of the Compliance Model's controls.
- » Managing the Internal Information Channel.
- » Updating the Compliance Model as necessary.
- » Reporting to the Governing Body on the Compliance Model's performance and compliance.

“ We are also working to establish Regional Compliance Committees in the US and in Spain, and Regional Compliance Officers in other areas. ”

These committees and officers all report to the Global Compliance Committee on the operation of the Compliance Model in the corresponding jurisdictions where our group operates.



Compliance and Criminal Risk Prevention Model

Overseen by the Global Compliance Committee, the Compliance and Criminal Risk Prevention Model ensures that our group adheres to both internal regulations and current legislation.

In 2024, we launched a global compliance channel. Based on a rigorous evaluation of the most relevant compliance risks, we have implemented various policies and procedures, such as anti-corruption and anti-bribery policies – which include due diligence guidelines for procurement processes and third-party interactions – as well as an internal information policy and an antitrust program.

Compliance Manuals

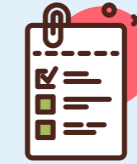
The General and Special Compliance Manuals developed throughout 2023 and 2024 provide a detailed framework for managing the compliance and legal risks associated within our operations. They represent a robust endeavor to systematize and streamline compliance and risk management practices across our global operations, focusing on both preventing legal infractions and fostering a culture of compliance and ethical behavior throughout the group.



General Compliance Manual:

This manual outlines the group's organizational model for preventing and managing criminal risks and compliance issues.

The document includes a risk assessment that considers inherent and residual risks, and it underlines the necessity of ethical behavior and compliance. Key components include various control systems, the Internal Information Channel for reporting misconduct, and regular updates to ensure the manual reflects current legal and organizational requirements. The manual also details the responsibilities of legal representatives and employees to prevent criminal activities, highlighting the need for vigilant supervision and the potential legal repercussions for the group and individuals if compliance fails.



Special Compliance Manual:

This manual delves into specific criminal risks that could arise from the organization's activities.

It lists potential criminal acts linked and unlinked to the group's social objective, providing a framework for identifying and managing these risks with appropriate controls and preventive measures. The special manual also includes a risk matrix that categorizes risks by their likelihood and potential impact, guiding the organization in prioritizing risk management efforts and resource allocation.



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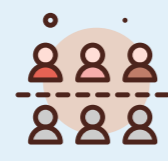
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Other available policies within our compliance program



Due Diligence Procedure for Positions Exposed to Criminal Risks



Due Diligence Procedure with Third Parties



Internal Audit Procedure



Global Disciplinary Procedure



Criminal Compliance Policy



Conflict of Interest Management Policy



Public and Private Corruption Prevention Policy

Internal Information Channel

We have established an Internal Information Channel designed as a global compliance tool for reporting behaviors that may contravene the organization's internal policies and procedures or the law, as well as acts or omissions concerning health and safety, conduct suspected of being a criminal offense, or violations of European Union law affecting the EU's financial interests or impacting the internal market.

Our Internal Information Channel Policy outlines the general principles and key safeguards of the Channel, along with a Management Procedure for handling the information received through this system. The Channel is open to communications from members of the Board of Directors, employees, individuals with a professional commercial relationship with the group, suppliers, interns and other stakeholders.



It is accessible through various IVI RMA web pages, including the following link: <https://canaletico.ivirma.com/>



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Human Rights Commitment



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This policy forms a core part of our broader compliance framework. It is mandatory for all members of our group, irrespective of their location, and extends to any individual or entity associated with our business activities.

This policy ensures that we identify potential human rights violations and prevent these risks throughout our operations (whether conducted directly or by third parties), promote a culture of respect for human rights, and implement robust communication mechanisms for reporting and resolving human rights issues.

“ Our Human Rights Policy reflects our unwavering commitment to upholding and respecting internationally recognized fundamental human rights. ”

Additionally, we outline our commitments to:

- » Reject forced and child labor.
- » Ensure safe and healthy working conditions.
- » Promote diversity and non-discrimination.
- » Respect the right to association and collective bargaining.
- » Provide transparent information to clients and donors about our services, specifically in the field of assisted reproduction.





Healthcare ethics and professional integrity

Code of Healthcare Ethics: Upholding Integrity and Excellence in Care

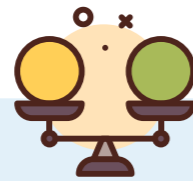
We recognize the profound relevance that ethical considerations have on the quality of our healthcare services. Our dedication to healthcare ethics is embodied in the Code of Healthcare Ethics, which governs our clinical staff across all regions. This code aligns with our Corporate Code of Ethics, emphasizing patient-centered care, professional integrity, respect for diversity, and continuous improvement. It mandates adherence to the highest ethical and professional standards, fostering an environment where patient welfare, autonomy, justice and non-maleficence guide every decision and interaction.

Global Healthcare Ethics Committee and Regional Ethics Committees

To implement, foster and assess the application of the principles of healthcare ethics by the professionals working at our clinics, we have established a robust organizational structure featuring Regional Ethics Committees (RECs) and a Global Healthcare Ethics Committee (HEC). These committees are composed of multidisciplinary experts, including external lawyers, ethicists, physicians, embryologists, nurses and psychologists. Their role is to ensure the ethical delivery of healthcare, provide guidance on ethical dilemmas and nurture an educational environment for continuous ethical improvement.

Medical Responsibility: Education and Training

In 2024, we successfully launched an online course titled "Principles of Healthcare Ethics" across the entire organization.



This mandatory, worldwide training for all employees who interact with patients was hosted on the IVI RMA Campus platform from January 23rd to February 22nd. Its objective was to reinforce the ethical principles that guide our work and to promote a unified approach to patient care and well-being.

The course was designed to foster a shared understanding of medical ethics and strengthen our collective commitment to responsible, compassionate and integrity-based healthcare. Its successful rollout marked the fulfillment of one of our key ESG commitments for the year, reinforcing our dedication to cultivating an ethical and values-driven culture across all regions.



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Cybersecurity and Data Privacy

Our Commitment to Cybersecurity and Data Privacy

Cybersecurity is essential, particularly for the crucial task of protecting data. In the digital age, companies collect and process vast amounts of data, much of which is sensitive and confidential. Cybersecurity ensures that this data is protected from unauthorized access, theft or manipulation, which is essential for preserving the privacy and trust of stakeholders.

In 2024, we have maintained a steadfast commitment to cybersecurity and data privacy, recognizing their pivotal roles in safeguarding our stakeholders' interests. These topics were prioritized on the agendas of board and committee meetings, underlining our proactive approach to these critical areas.

Key Roles and Compliance Strategies

Our Data Protection Officer (DPO) plays a crucial strategic role within our group. The DPO's responsibilities involve developing several lines of action to enhance compliance with the General Data Protection Regulation (GDPR). This proactive stance not only aligns with international data protection standards but also fosters a culture of robust data governance.

Newly established in 2024, our Cybersecurity Department is dedicated to achieving a maturity level in line with our purpose and business goals. Our Global Cybersecurity Regulation also helps to ensure proper compliance with the applicable regulations, supporting the group in becoming more resilient and secure.

In parallel, user awareness programs provide knowledge and techniques to help our employees detect new and complex threats.



Our commitment to compliance is demonstrated by our clean regulatory record, with no governmental fines, reprimands, or actions regarding patient or donor data.



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Policies and Practices

Our group upholds a comprehensive Data Privacy Policy, addressing our holistic approach to managing and protecting personal data across all operations.

This includes data related to both our employees and our patients, ensuring transparency and integrity in every interaction.

Data Management and Security Measures

Our Data Management Process reflects a rigorous classification based on data sensitivity and retention standards, reinforcing our commitment to data stewardship.

“ Moreover, we enforce encryption of sensitive data both in transit and at rest, specifically within our network, to protect against unauthorized access and ensure data integrity. ”





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Social:

Enhancing the Well-being of Society,
One Life at a Time



The "Social" dimension of our ESG framework is fundamental to our guiding purpose at IVI RMA Global:

We Bring your Dreams to Life through Cutting-Edge Innovation and Individualized Care, for a Healthier Future.



This purpose begins with "We" – our people. We pride ourselves on a committed, professional and results-driven team that sets us apart and cements our leadership in the sector. Taking care of those who care for others is an essential part of how we deliver on our mission every day. Our focus on employee engagement, well-being, and diversity, equity and inclusion (DEI) are key to ensuring that sustainability lives at the core of our team.

To "bring your dreams to life", we put patients at the center of everything we do. We are committed to delivering the highest quality care, working relentlessly to maintain and improve our success rates to fulfill our mission effectively. Safety is a must at our group, backed by a robust Patient Safety Program led by our Medical Affairs department to ensure that every procedure and decision upholds the highest standards of safety.

Ultimately, we are passionate about making a positive impact not only on the lives of individual patients and their families but on society at large, paving the way to "a healthier future". As leaders in social action with a focus on health and women, we

strive to set the benchmark in our field. From providing solutions to demographic challenges to engaging in meaningful social development projects, we are dedicated to promoting the overall well-being and sustainability of our society.

In this section:



**Human Team
with Heart**



**Patients
First**



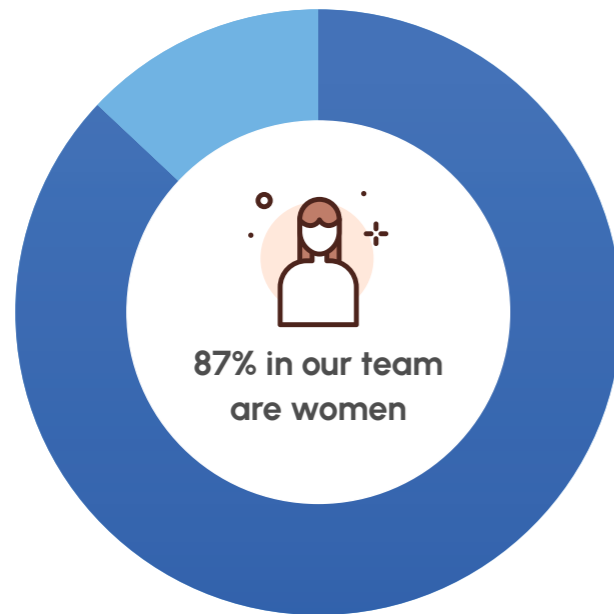
**Community
Care**

Human Team with Heart

Our Global Team: Many Voices, One Mission

At IVI RMA Global, our strength lies in the people who bring our purpose to life every day. We are a global community of professionals committed to excellence, compassion and innovation in reproductive care.

As of December 31, 2024, our team spans **5,061 professionals across 14 countries**, reflecting the international scale and human quality behind everything we do. Of this workforce, **87% are women (4,382)** – highlighting the strong presence of female talent that characterizes the reproductive medicine field and the vital contribution of women to our clinical and scientific mission.



| Country | Number of Employees |
|----------------|---------------------|
| Brazil | 47 |
| Canada | 146 |
| Chile | 65 |
| Czech Republic | 169 |
| Denmark | 25 |
| Iceland | 18 |
| Italy | 272 |
| Norway | 15 |
| Panama | 23 |
| Portugal | 129 |
| Spain | 1,724 |
| Sweden | 227 |
| UK | 353 |
| US | 1,848 |
| Total | 5,061 |

Employee Engagement

Our employees' voices, experiences and commitment shape our culture and drive our collective success. At IVI RMA Global, engagement is not just a metric – it reflects how we care, lead and grow together.

Following the initial baseline established in 2023, in 2024 we once again launched our Employee Engagement Survey, reaffirming our dedication to building an inclusive, transparent and responsive workplace. The results showed a positive evolution across the board, demonstrating growing levels of trust, motivation and alignment with our purpose.

Based on this progress, annual improvement plans have now been implemented across the organization, tailored to the specific needs and insights of each team. These plans are fully backed by our leadership, revealing a genuine commitment at all levels of the group to continuous improvement.

From 2025 onwards, the Employee Engagement Score will be incorporated into our corporate bonus structure, reinforcing our belief that people-driven leadership is essential to achieving our goals.



Examples of Key Regional Highlights



Patient Care Career Plan (Iberia, LATAM & Czech Republic):

A tailored career plan was launched for Patient Care staff, benefiting over 200 professionals. This initiative supports career progression, improves salary structures and enhances performance assessment and training, reinforcing long-term engagement and motivation.



Talent Review and Individual Development Plans (Iberia, LATAM & Czech Republic):

A new 360° evaluation model was implemented, enabling employees to receive feedback from peers, managers and self-assessments. The model promotes a continuous feedback culture and incorporates individualized development plans to support strategic career growth.



Gynecologist Career Plan (Iberia region):

A structured development framework was introduced for gynecologists, defining success metrics, enhancing compensation models, and providing early-career training aligned with professional advancement.



Employee Recognition Programs (North America):

Our team elevated employee recognition with the launch of the Rockstar Recognition Program and the Day in the Life series. More than 534 employees were acknowledged through Rockstar, and 10 were featured in spotlight videos. Additionally, Spirit Awards were presented quarterly, celebrating outstanding contributions and reinforcing a culture of appreciation.



The CARE Employee Engagement Model (North America):

Our CARE framework – Connections, Advancement, Recognition and Equity – guided all engagement efforts:

- » Connections: Strengthened through consistent two-way communication and feedback.
- » Advancement: Supported by career development conversations, internal mobility planning, and access to educational programs such as North America University.
- » Recognition: Embedded in daily operations via structured initiatives like Rockstar and local team acknowledgments.
- » Equity: Fostered through inclusive practices, equitable development opportunities and compensation reviews.





Policy Transparency and Internal Communication (Italy):

Our team updated and distributed key internal policies, including regulations and travel policies, across all entities and clinics in Italy. These updates were shared with staff and unions where necessary, strengthening compliance and ensuring that all employees are informed of the standards and procedures that guide our operations.



Team and Strategy Building Event (Italy):

A large-scale strategy and team-building event was held, bringing together around 60 managers and key personnel from Italian clinics. The event not only encouraged inter-clinic collaboration but also resulted in a co-created strategic design developed directly by participants.



HR Bulletins (Northern Europe):

To enhance internal communication, a bi-monthly newsletter containing concise updates ("HR bullets") has been introduced for all Nordic managers. These messages aim to enhance clarity, promote transparency and strengthen team cohesion by keeping all staff informed and engaged.



Employee Well-being and Benefits

We are firmly committed to the well-being and quality of life of our employees. As part of this commitment, we actively promote work-life balance through flexible work arrangements adapted to each professional profile and clinic context. These include continuous work shifts, adaptable schedules, and specific flexibility measures that foster family care and personal fulfillment.

Employees also benefit from access to fertility treatments with preferential conditions aligned with our group policy. Depending on the country, discounts can reach up to 50%, supporting access to reproductive healthcare for those who are part of our organization and their families.

In 2025, additional internal initiatives have been implemented under the group's guiding purpose: bringing dreams to life for a healthier future. These actions, focused on employee experience and alignment with our values, will be detailed in the upcoming sustainability report.

Examples of Key Regional Highlights



Employee Interview Program (Italy):

Carried out across various clinics and departments, this initiative fosters internal mobility, cross-functional collaboration and the implementation of new training opportunities. As a result of the insights gathered, a new benefit plan for freelance professionals was introduced. This plan covers specific situations such as parental leave and extended sickness absences, contributing to more equitable and inclusive employment conditions.



Compensation Strategy Alignment (Italy):

The salary review and bonus framework were restructured and aligned at a national level, providing greater clarity and consistency across our operations in Italy. This helps ensure fairness and supports retention by aligning reward practices with performance and market conditions.



Daily Clinical Breakfast Meetings (Nordic Clinics):

Each weekday morning, clinics in Northern Europe hold brief multidisciplinary meetings over breakfast. These are dedicated work sessions where medical and laboratory teams review the status of eggs and embryos for current patients, ensuring coordinated care and clinical excellence. At the same time, they foster a culture of collaboration and daily connection among staff.



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Continuous Learning and Development

We strongly believe that knowledge drives transformation, which is why we place continuous learning at the core of our people strategy.

In 2024, we delivered over 100,000 hours of training across the organization – an average of nearly 20 hours per employee – ensuring equal access to high-quality learning resources tailored to each role, function and career stage. This major investment in development is one of our boldest commitments and reflects our dedication to clinical and organizational excellence, strengthening our culture of continuous improvement and mutual care.

Examples of Key Regional Highlights



The Role of the Manager at IVI RMA (Iberia, LATAM and Czech Republic):

A leadership training program for 190 middle managers was carried out in 2024 and will conclude in early 2025. It included practical workshops and HR-led webinars to reinforce the application of new people management policies and enhance team dynamics.



Expansion of Training Programs (North America):

Our Campus Learning Management System has been expanded with 19 new training programs covering topics in compliance, professional development and new hire onboarding. These programs offer structured learning paths that help employees develop essential skills, improve onboarding experiences and support internal career growth, reinforcing our ongoing commitment to employee success.



Leadership Development (North America):

Around 100 managers came together both virtually and in person for two Management Training Days. These sessions focused on leadership development, communication, and change management, equipping our leaders with the skills needed to engage their teams and enhance our organizational culture.



Training Plan (Italy):

A regional training plan was developed based on needs identified by local managers. This bottom-up approach ensures that learning and development efforts are relevant, timely and aligned with real operational demands.



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Diversity, Equity and Inclusion (DEI): A Global Commitment in Action

At IVIRMA Global, DEI is not a checklist – it is a pledge to ensure fairness, dignity and opportunity for every individual, every day.

Through active listening, shared values and global collaboration, we are proud to be building a workplace where everyone feels represented and empowered.

Diversity is a cornerstone of our identity. As a healthcare organization that serves people from every background and circumstance, we are committed to making sure that all voices are heard, respected and supported. In 2024, we continued to strengthen this commitment through concrete policies, global engagement, regional leadership and collective impact.



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Policies and Governance: Our DEI Framework

We have a robust policy structure that supports inclusive and equitable practices at every level of the organization:

- » A DEI Manifesto, signed by the entire Global Executive Team, serves as the foundation of our inclusive culture.
- » A formal internal DEI Policy is in place and available for consultation.
- » Our Global DEI Panel, made up of HR leaders from across the group, actively promotes inclusive leadership and champions gender equity as a driver of transformation.
- » We are also proud to be a signatory of the United Nations Global Compact, with a core commitment to Sustainable Development Goal #3 (Good Health and Well-being) and a strong operational focus on Sustainable Development Goal #5 (Gender Equality).



At the regional level, Iberia participates in the #CEOPorLaDiversidad alliance and has joined the Charter for Equality, demonstrating continued leadership in DEI at the national level

Education and Awareness: Embedding DEI into Culture

Each year, we deliver a global DEI training with a focus on gender inclusion and unconscious bias. These sessions are complemented by region-specific training programs that promote female leadership development, particularly in clinical and scientific roles.

In 2024, DEI training was integrated into our corporate bonus structure, becoming a formal performance objective. We are proud to report that this objective was fully achieved across all regions, reflecting the deep engagement of our teams and leadership on this essential topic.

Diversity Charter Signing

Our group signed the Diversity Charter, reaffirming our voluntary commitment to the 10 guiding principles of equality, diversity and inclusion, regardless of company size or sector.



Examples of Key Regional Highlights



Equality Plans (Iberia, LATAM and Czech Republic):

In collaboration with employee representatives and unions, new Equality Plans were signed in 2024 to promote gender equity through concrete and measurable commitments in IVI and Ginemed clinics.



Diversity and Inclusion Initiatives (Iberia region):

Throughout the year, multiple actions were implemented to support vulnerable groups in accessing the labor market. These included participation in Adecco Women's Week, LGBTI+ Day celebrations and Speed Networking for long-term unemployed individuals and individuals with disabilities.



Cultural Engagement and Inclusion (North America):

Through our Spirit Squad activities, we celebrated diverse cultures, holidays and employee achievements. These inclusive events fostered a sense of belonging and community, enhancing employee engagement across all locations and helping individuals feel valued beyond their daily responsibilities.



LGBTQ+ Diplomas and Staff Training (Northern Europe):

All Livio clinics continued to strengthen inclusive practices through regular staff training on LGBTQ+ awareness, often delivered in collaboration with local or regional non-profit organizations. These sessions aim to build respectful behavior, foster understanding and promote inclusive patient care.



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Standing Together in Times of Crisis: Support After the DANA Storm

Valencia, Spain, is a city that holds a special place in our identity. It is not only part of our origins, but also home to the headquarters of our Iberia team and several members of our global functions. When the DANA storm struck the region in 2024, causing severe flooding and disruption, our response was immediate, united and deeply rooted in our values.

We are more than a healthcare organization. We are a team that shows up for one another – especially when it matters most.



A Human-Centered and Flexible Response

From the first moment, our priority was to support our people. We activated a framework of flexibility and continuous support, allowing affected colleagues to focus on their personal recovery. At the same time, teams across the organization adjusted priorities and stepped in, ensuring operations could continue while others took the time they needed.

Our HR and Marketing team coordinated an internal response to support affected staff. Throughout the process, the HR team remained fully present and committed, listening actively and offering personalized support to each affected team member. A set of practical resources was created and regularly updated, including health recommendations and administrative guidance to access official reimbursements. This action facilitated clear communication and helped streamline support during a time of environmental crisis, reinforcing our internal culture of care and resilience.

Emergency Solidarity Mechanisms

We established an Emergency Fund to offer direct support to those who suffered material losses – whether partial or total damage to homes, loss of vehicles or other verified impacts. This support was designed to complement insurance coverage and governmental aid.

In parallel, a voluntary employee donation campaign was opened for those who wished to contribute personally. The Teaming initiative (voluntary monthly donation from payroll) was also activated and reinforced as part of this effort. All contributions were distributed fairly, following criteria validated by an interdisciplinary working group with the involvement of the IVI Valencia Workers' Committee. In coordination with legal and administrative teams, efforts were made to ensure that the aid provided would be exempt from taxation, preserving its full value for the individuals who received it.



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Patients First

Excellence in Patient Care

Patient care excellence is the foundation of our guiding purpose: to fulfill the dreams of every patient who visits our clinics.

Through cutting-edge innovation and individualized care, our patient-centric approach is aimed at the complete satisfaction of those who entrust us with their health. This commitment to putting patients first is deeply integrated into our team's values, reinforcing our leadership in the field of reproductive medicine.

Key Pillars

- » Achieving the highest live birth rates per patient, reflecting the success and efficacy of our treatments.
- » Offering the widest possible range of infertility treatments, ensuring that each patient finds tailored solutions.
- » Upholding the highest quality standards in our egg and sperm donation programs, guaranteeing the safety and efficacy of the processes.
- » Operating our own gamete bank, renowned as one of the largest and most complete globally.
- » Maintaining our position as one of the most awarded and recognized groups worldwide, testifying to our dedication and excellence.
- » Authoring the highest number of scientific publications in our field, demonstrating our leadership and contribution to medical advancement.
- » Possessing a strong commitment to research, development and innovation, focused on reaching the best possible outcomes.



Listening to Patients for Continuous Improvement

Understanding the satisfaction levels of our patients and donors is a core priority.

We rely on structured satisfaction surveys to capture their experiences, perceptions and expectations – essential tools that allow us to continuously improve the quality of our care and services.

We adhere to recognized international standards and policies, implementing a robust Quality Management System that includes annual internal and external reviews. Our system includes a robust, integrated complaint management process, which ensures that any feedback is thoroughly reviewed and addressed in collaboration with the medical and operational teams, fostering a culture of continuous improvement.

In the US, we provide HIPAA disclosures at the outset and ensure that patients receive all necessary consents and clear financial information. Our 2024 Net Promoter Score (NPS) in North America reached 90, reflecting a high level of patient satisfaction. Feedback is shared with the appropriate teams for review and action to ensure effective complaint management.

We have also established a Patient Experience team, which delivers monthly practice-level NPS reports, shares direct feedback, provides best practice recommendations and offers valuable coaching to promote positive and empathetic communication.

Globally, we took a key step forward by standardizing the NPS methodology across all regions. This harmonization now enables us to collect and analyze patient satisfaction data in a consistent, integrated manner throughout our global network.



With this unified approach, we are better positioned than ever to measure impact, benchmark performance and enhance the patient experience worldwide.



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Patient Safety: A Core Element of Our ESG Strategy

Since 2017, we have been unwavering in our commitment to patient safety across our clinics, establishing a culture focused on patient-centered systems and safeguards. We comply with international standards such as ISO 9001:2015, integrating risk management into our Quality Management System, and UNE 179003:2013 for patient safety management in health services.

This commitment extends to meeting all safety requirements stipulated by the HEFA and various health regulators worldwide. In parallel, we have implemented critical safety interventions, including patient identification, traceability, genetics protocols, and the systematic reporting of adverse events and near misses. Our adoption of electronic witness systems exemplifies our dedication to leading in patient safety.

Achievements and Impact in 2024

In 2024, we made significant progress in our commitment to strengthening patient safety, particularly in reducing traceability-related risks in assisted reproduction procedures. Building on the momentum from 2023, we successfully met our yearly targets in continuing the rollout across our clinics of the electronic witness system – one of the most effective tools for minimizing the risk of mismatches in embryo handling and transfer. With over half of our clinics already equipped, we remain firmly on track to achieve full implementation by 2027.

To ensure accountability and measure progress, we are closely monitoring two key indicators:



The percentage of clinics operating with the electronic witness system.



The mismatch rate across procedures.

In parallel, we continued to promote a strong culture of safety and continuous learning through our second global Patient Safety Survey, based on the SOPS Hospitals 2.0 model (AHRQ). The feedback gathered not only validated the effectiveness of our actions but also reaffirmed our employees' trust in our systems and leadership.

It reflects a culture of collaboration and shared responsibility, highlighting the foundations of a safe, high-quality care environment.



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Our Global Commitment and Goals for 2025

“Our approach to patient safety remains deeply embedded in our clinical culture, with every medical team across the organization actively contributing to prevention, precision and continuous improvement.”

In 2024, patient safety was consolidated as a strategic priority across the group. By integrating it into our ESG roadmap, we reinforce our commitment to sustainable and responsible healthcare practices on a global scale.

We continue advancing toward our 2027 goal of equipping 100% of our clinics with electronic witness systems – a standard that reflects our ambition to lead the field in traceability and safety in assisted reproduction. This year, the implementation plan has also been extended to include newly acquired clinics, ensuring alignment across all centers.

Looking ahead, patient safety has once again been established as a formal management objective for 2025, and its performance will be systematically tracked throughout the year to ensure alignment, accountability and continuous improvement across the organization.

Ensuring Safety and Innovation in Clinical Operations: Key Highlights



Cryotank Alarm Systems: A Group-Wide Reinforcement of Safety.

Ensuring the security of cryopreserved reproductive material is a top priority. In 2024, we implemented a strategic initiative to standardize and strengthen the alarm systems in all cryotanks across the group. These systems are essential for monitoring temperature deviations and ensuring the optimal preservation of sensitive samples.

This initiative was incorporated into the annual budgets of each clinic, enabling a coordinated global rollout. Thanks to this effort, by the end of 2024, over 90% of cryotanks across our network were equipped with real-time alarm systems. This milestone reflects our proactive approach to risk prevention and reinforces our commitment to operational excellence in reproductive care.



Integrated Data, Better Outcomes: Advancing with a Unified EMR Strateg.

In 2024, we took significant steps toward greater integration and consistency in clinical data management across our global operations. While our group continues to operate with two electronic medical record (EMR) systems – one in Europe and one in North America – both are now connected through a centralized data lake.

This structure allows us to maintain regional operational efficiency while benefiting from a unified source of clinical intelligence. Our data lake environment (Tableau) enables us to analyze, compare and track clinical results at scale, supporting data-driven decision-making and continuous improvement in patient care.

This approach reflects our commitment to using innovation and technology to enhance quality, harmonize standards and ensure the best outcomes for our patients worldwide.



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Digitalization and Omnichannel Communication to Enhance Patient Experience

Throughout 2024, we have reinforced our omnichannel communication strategy to provide a smooth, consistent and accessible experience for every patient, regardless of how or where they engage with us. From our physical clinics to mobile platforms, our communication channels are increasingly integrated, allowing for real-time, seamless interaction that supports each patient at every step of their treatment.

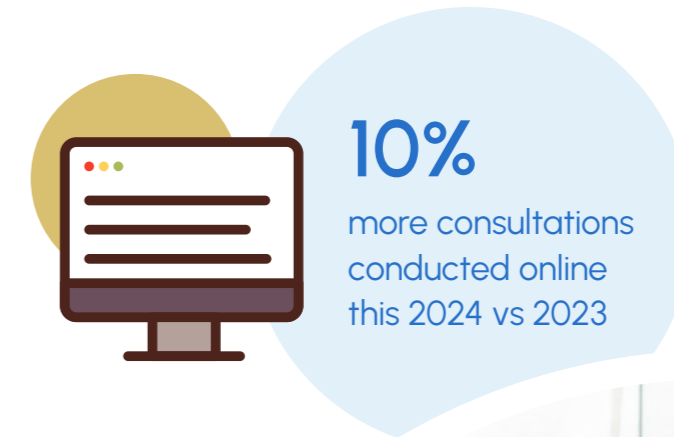
We have continued to strengthen tools such as our patient portal and hybrid education systems, which have proven essential for delivering continuity of care. The integration of new clinics has allowed us to expand this model globally. Countries like Italy, Sweden, Spain and the United States have joined the network, contributing over 20 additional clinics, 1,500 users and 50,000 new patients to our connected ecosystem.

Telemedicine: Removing Barriers, Strengthening First Connections

What began as a way to increase access has become a key channel in how we care for patients. In 2023, we recorded approximately 6,500 initial consultations conducted online, a 10% increase over the previous year. This growth continued into 2024, reflecting how telemedicine has become a preferred and effective format for first visits.

The first consultation is often where trust begins. Offering this moment online has removed barriers for many patients – whether due to distance, time or personal comfort – making it easier to take the first step in their fertility journey. For international patients or those far from our clinics, this has brought faster, more accessible care.

The expansion of this model to new clinics has further accelerated adoption. The integration of more than 20 centers into our telemedicine systems has contributed to a global, unified experience that maintains the same high standards of care, regardless of the location.



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Patient Portal: Simplicity, Security and Empowerment

Our patient portal continues to be one of the most valued tools for our patients. Fully integrated with our digital medical record system and accessible via smartphone or tablet, it provides each patient with personalized, easy-to-understand information about their treatment, test results and medical decisions.

Patient engagement with the portal has continued to grow, with over 90% of patients using it actively throughout their treatment during 2023. In 2024, new features have been added to further simplify the experience and improve security.

In the US, the introduction of electronic document signing has enabled more than 500,000 documents to be processed digitally in one year – an important milestone for both efficiency and sustainability. In Europe, the portal supports identity verification processes through KYC protocols and the integration of facial biometrics, helping patients and clinics alike manage sensitive information such as photos, identity data, and consent documentation in a secure and compliant manner.



In the US, electronic document signing enabled us to process

+ 500,000

documents in one year



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Local Initiatives to Educate and Support Patients and Donors

Alongside our global commitments, IVI RMA Global promotes regional initiatives that respond to the needs of the communities and patients we serve. These actions – a few of which are highlighted here – reflect our broader mission: to inform, accompany and support individuals and families throughout their reproductive journey.



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Examples of Key Regional Highlights

Global



Social Media Education

In 2024, we implemented a renewed social media strategy to improve the accessibility and relevance of fertility-related information. The approach was redesigned to be more informative, empathetic and adapted to real patient concerns. Our worldwide teams regularly post regionally relevant educational content on fertility care and resources on platforms such as Instagram, Facebook and LinkedIn. These posts aim to inform a broader audience about available options, financial access and support pathways. Engagement has grown as a result, confirming the effectiveness of this new direction in building trust and fostering health literacy among patients and donors.



Embryology Workshops to Enhance Patient Understanding (Iberia, LATAM and Czech Republic):

IVI Barcelona, Spain, launched a series of embryology workshops designed to help patients better understand the laboratory side of fertility treatments. Delivered both online and in person, these sessions addressed embryo development, cellular processes and laboratory protocols. Aimed at patients who had already attended an initial consultation, the workshops have been positively received, enhancing patient understanding and reinforcing confidence in clinical procedures.



Fertilifriends (North America):

This initiative offers a safe, supportive online space for past, present and prospective patients to share their experiences, ask questions and connect with others going through similar journeys. It reflects our belief in the value of community and peer connection during fertility treatment.



National Infertility Awareness Week (North America):

Our team participates annually in this initiative by offering free educational and promotional content to raise awareness of fertility-related topics, such as IVF, fertility preservation and egg freezing. The aim is to help reduce stigma and provide individuals with access to clear, up-to-date information during a potentially vulnerable stage in their lives.



Fertility Support Circle (North America):

Led by our dedicated Wellness Center social workers, these events at Boston IVF, USA, provide a compassionate and inclusive space for current patients to connect, share and find emotional support throughout their fertility journey. Different sessions are dedicated to topics such as patients in their 40s, newcomers to IVF, secondary infertility, the male perspective in fertility care, and support for the LGBTQ+ community.

Community care

Committed to Serving the Greater Good

At IVI RMA Global, we are committed to making a positive difference all over the world as well as in the communities we serve. We are dedicated to continuous improvement in reproductive and maternal health, not only within our clinics, but also in the broader global context where access to care remains unequal.

This social engagement reflects our organizational commitment to Sustainable Development Goal #3: Good Health and Well-being, with a strong focus on supporting women's health and rights in vulnerable regions.

From the charitable initiatives of our employees to shaping the global conversation through demographic research, we are driven by the shared purpose of building a healthier future. Together, we believe in bringing dreams to life – not only in our clinics, but wherever they are needed most.

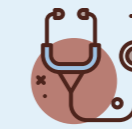
Social Impact Spotlight: LIFE Project in Cameroon

In 2024, we partnered with the Recover Foundation on the LIFE Project – a health initiative focused on reducing the high rates of maternal and infant mortality in Cameroon.

Cameroon faces significant challenges in maternal and child health, with mortality rates well above the benchmarks set by the World Health Organization. The LIFE Project addresses this issue through a comprehensive and sustainable approach that integrates medical, community and capacity-building efforts. These efforts not only work to reduce maternal and infant mortality but also strengthen the local healthcare system with a lasting multiplier effect.

Each action taken today improves the long-term health outcomes of the community, setting a foundation for sustainable development, and demonstrating the importance of cross-sector collaboration in advancing public health globally.

Key Areas of Impact



Specialized Medical Training

The project enhances the skills of local healthcare providers through targeted training programs in prenatal, obstetric and neonatal care. This improves diagnostic accuracy and quality of care – an effort closely aligned with our clinical expertise at IVI RMA Global.



Access to Essential Health Services

By strengthening health infrastructures and ensuring basic prenatal and delivery services are available, the project contributes to safer pregnancies and births for women in underserved communities.



Community Awareness and Prevention Programs

Educational campaigns promote maternal health, nutrition, hygiene, and the prevention of both communicable and non-communicable diseases. These initiatives empower women and families to make informed decisions about their health and that of their children.



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Diversity for Change: Employee Support for Social Causes

On International Women's Day 2024, we launched the second edition of "Diversity for Change", a global initiative that invited employees from across the group to nominate and vote for gender-focused NGOs they believed in. The initiative had wide participation across regions and resulted in direct support to the top eight projects selected by employees.



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Main Awarded Projects

- » **ALBOAN (nominated by IVI Bilbao, Spain):** Supporting Congolese women survivors of sexual violence through access to basic needs and education.
- » **Malkia Initiative (nominated by RMA Basking Ridge, US):** Empowering Maasai girls in Kenya with menstrual hygiene products and education to keep them in school and build self-confidence.
- » **Walk With Me (nominated by Conceptions, US):** Supporting families who have experienced infant loss through financial, practical and emotional resources.

Additional Selected Projects

- » **CAV Roma Ardeatino ODV (nominated by Clinica Valle Giulia, Italy):** Providing prenatal and postnatal support to migrant women in Italy.
- » **Centro GIS (nominated by Ginemed Porto, Portugal):** Supporting LGBTI individuals who are survivors of domestic and gender-based violence.
- » **Kvinna till Kvinna (nominated by Livio – Northern Region, Sweden):** Advocating for women's rights globally through legal and psychological support.
- » **Plena Inclusión Castilla-La Mancha (nominated by Minifiv, Spain):** Promoting sexual rights for people with disabilities through education and social dialogue.
- » **Red Aminata (DJO Aminata) (nominated by IVI Valencia, Spain):** Supporting survivors of female genital mutilation and providing reconstructive surgery, education and empowerment.

Our Social Impact in the North America



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- » We are an accredited member of the **Human Rights Campaign Healthcare Equality Index**, a national benchmarking tool that aims to deliver equitable and inclusive care for LGBTQ+ patients and families. In addition, through Boston IVF, we partner with organizations such as **Fenway Health** to advocate for equal access to fertility care for the LGBTQ+ community.
- » We sponsor **RESOLVE**, an organization dedicated to assisting all people facing challenges in their family-building journeys with knowledge, community support and advocacy.
- » We support **The Chick Mission**, which works to ensure that young women newly diagnosed with cancer have the option to preserve fertility through educational programs and advocacy for legislative change.
- » Boston IVF proudly collaborates with **AllPaths Family Building and Fertility Within Reach**, two esteemed organizations dedicated to supporting individuals and families navigating fertility challenges. Through these partnerships, we contribute to a compassionate community that offers peer support groups, educational resources and advocacy efforts aimed at empowering those on their family-building journeys.



Raising Awareness on Demographic Sustainability (Iberia, LATAM and Czech Republic)

In November 2024, our Iberian team launched the second edition of our “Aging Population” survey to explore public awareness around the concept of demographic winter – a critical issue for the future of population health. The initiative engaged both internal teams and external audiences through surveys, press releases and social media content.

The results contributed to an informed debate and reinforced our role in addressing the broader societal implications of declining birth rates.





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Education and Innovation

Promoting Scientific Excellence



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Advancing scientific research and innovation is critical to our mission as a global leader in reproductive healthcare. At IVI RMA Global, innovation goes hand in hand with our patient-first approach.

These core values fuel our guiding purpose: to bring dreams to life through cutting-edge innovation and individualized care, for a healthier future.

Through our educational institution IVI RMA Global Education and the IVI RMA Global Research Alliance, we reinforce our position at the forefront of this field, ensuring that our patients have access to the latest findings and the best quality treatments. In parallel, we promote the dissemination of knowledge and the transmission of scientific expertise to the next generation of professionals, building long-term frameworks for sustaining innovation in reproductive medicine.

In this section:



**IVI RMA
Global Education**



**IVI RMA
Global Research
Alliance**



IVI RMA Global Education

Educational Excellence in Reproductive Medicine

Through our educational institution, IVI RMA Global Education, we are committed to promoting educational excellence in the field of reproductive medicine. Our mission is to train highly qualified professionals, both within our organization and throughout the broader healthcare sector.

Excellence is the pillar that sustains our educational model. Our educational programs continuously evolve by incorporating the latest breakthroughs in science and technology.

Through this approach, we advance professional development in reproductive medicine through training programs based on rigor, quality, and real-world practice.

Internal Learning for Excellence

Developed in collaboration with our Human Resources department, our Learning for Excellence program ensures that our clinical teams remain at the forefront of the latest medical expertise and practices. This initiative provides direct access to the most advanced knowledge in assisted reproduction, aiming to improve patient care and optimizing clinical outcomes.

External Education Programs

We offer a broad portfolio of educational programs aimed at both recent graduates and experienced specialists in reproductive medicine, including physicians, embryologists, nurses, geneticists and psychologists.

Our educational offerings include:



Master's Degrees, designed in collaboration with world-class universities



Online Courses, combining flexibility and scientific rigor through our IVI RMA Campus platform



Practical Training, carried out in our clinics under the guidance of leading experts



Customized Programs, tailored to the needs of individual professionals or institutions

Additionally, we organize clinical rotations and fellowship programs to provide intensive practical learning opportunities. These experiences are designed for physicians seeking to specialize or enhance their training in assisted reproduction.



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Academic Recognition and Accreditation

We collaborate with international accrediting entities to guarantee the quality and academic recognition of our programs.

These accreditations reinforce the value of our educational portfolio, offering relevant pathways for continuous development throughout all stages of a medical career.

By successfully completing our online courses, offered through IVI RMA Campus, learners can earn education credits and certificates granted by:

- » **European Accreditation Council for Continuing Medical Education (EACCME)**
- » **Continuing Professional Development (CPD)**, recognized in the United Kingdom and Commonwealth countries
- » **American Medical Association (AMA)**, in collaboration with Thomas Jefferson University



International Conferences and Events

Collaboration is key to encouraging innovation, which is why we organize leading global events to foster the exchange of scientific knowledge. Every two years, one of our local clinics in Spain hosts the International IVI RMA Congress, a prestigious event drawing medical experts from around the world. We also promote international symposia in different countries, reinforcing our commitment to the widespread dissemination of medical research and expertise.





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Key Highlights



2nd IVI RMA America Symposium:

Held virtually from May 8th to 11th, 2024, this international event drew 1,575 healthcare professionals representing more than 86 nationalities. The online format eliminated geographical barriers, giving gynecologists, embryologists, nurses, and geneticists from around the world access to the most current scientific knowledge in assisted reproduction. Combining scientific excellence, professional inclusion and global reach, the symposium strengthened our group's presence in the Americas while reinforcing our leadership in the field of reproductive health.



Pathways in Reproductive Medicine 2024: This program in RMA Basking Ridge, New Jersey, represents a direct investment in identifying and developing future medical talent in the US. Aimed at promising residents in obstetrics and gynecology, the program provides participants with expertise and training in Reproductive Endocrinology and Infertility (REI), preparing them to become outstanding candidates for fellowships in reproductive medicine. Fully funded and fostering long-term relationships, the initiative sets a new benchmark in reproductive medicine training and employment.



GENSPARK:

Developed in collaboration with MERCK, this international educational program is designed to foster expertise and shape the next generation of assisted reproduction specialists by targeting gynecologists with one to three years of experience. Throughout the year, the program combines online sessions, including webinars, journal clubs and clinical case discussions, with opportunities for participants to meet in person at the IVI RMA Congress, the annual event of the European Society of Human Reproduction and Embryology (ESHRE), and an intensive three-day training in Barcelona, Spain. Integrating academic training, clinical discussion and practical experiences, the initiative both nurtures emerging talent and enhances our group's scientific and educational leadership.

Our 2024 Figures



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Online Courses



74

Courses Offered

859

Students Enrolled

Master's Degrees



9

Master's Programs

288

Students Enrolled

In-Clinic Courses



36

Courses Conducted

498

Students Enrolled

2nd IVI RMA America Symposium



1,575

Participants

33

Speakers

+86

Nationalities Represented

IVI RMA Global Research Alliance

Innovation at the Cutting Edge

Since its inception in 1997 as a non-profit institution within IVI, the IVI Foundation has pursued a singular mission: to advance reproductive medicine through research, education and social contribution.

What began as a foundational commitment to scientific excellence has evolved into a global force – IVI RMA Global Research Alliance – bringing together some of the most prominent minds and institutions in reproductive science worldwide, after successive merges with leading companies in the field.

At the heart of our innovation strategy lies a vision: to turn scientific knowledge into real, life-changing treatments for patients facing infertility. Each breakthrough, each paper, each lab innovation contributes to that goal. Our research is not theoretical – it is translational. It feeds directly into clinical practice, ensuring our patients benefit from the most cutting-edge advances in the field.

Our Research Centers

With six dedicated Basic Research Centers in locations such as Basking Ridge, New Jersey (USA), Oxford (UK), and Madrid, Barcelona, and Valencia (Spain), we continue to set the global standard in scientific research and development. These centers are equipped with world-class infrastructure, on par with top academic institutions worldwide. In addition, over 200 of our clinics actively participate in clinical research – either independently or through collaborative studies across our alliance.

This networked model ensures that research is a living, breathing part of our daily operations.

To coordinate our global efforts and empower researchers, our Research Management Support Unit (UAGI) and our scientific advisory board (SAB), composed by 14 key opinion leaders on different areas within our field, provides guidance and coordination across scientific, legal, economic and strategic dimensions – enabling projects to scale, secure competitive funding and maintain scientific excellence.

“ Our clinical research thrives not only in our most prominent hubs but also across borders, with each center contributing unique insights based on patient volume, case complexity and regional collaboration. ”



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Strategic Research Priorities

Our Strategic Research Pipeline spans three pillars of innovation:

- » **Basic Research:** Exploring foundational questions such as in vitro oocyte improvement and gamete generation through stem cells.
- » **Applied Research:** Creating new technologies, including AI-based embryo selection, automation in IVF and ICSI procedures, and hyperspectral imaging for endometrial assessment.
- » **Clinical Trials:** Translating innovation into care with novel treatments such as oral protein-based ovarian stimulation, personalized endometrial monitoring, and contractility assessment.

*Through initiatives like **ReproAI Innovations**, we are also leveraging artificial intelligence to optimize reproductive care – enhancing embryo prediction, clinical decision-making and the overall patient journey.*

2024 Global Research in Numbers

\$12M+ invested

in research advancing
reproductive science worldwide

1166

cumulative impact factor

6 Basic Research Centers

across Europe and the US

174 abstracts

presented at leading global
congresses (ASRM, SRI, ESHRE)

200+ clinics

conducting active clinical studies

700+

ongoing research projects

240 publications

in peer-reviewed journals

\$2.68M

in competitive grants

Awards and Distinctions



We are proud to showcase the outstanding achievements of our employees and researchers in the field of reproductive health. The following awards and recognitions reflect their innovative contributions and global impact.

Cristina Rodríguez, Amparo Mifsud, Laura Escrich, Sonia Herraiz, Noelia Ramírez, Sonia Pérez, Carmela Albert, Ma José Escribá:

Spanish Fertility Society (SEF) – First prize for Best Oral Communication for “La suplementación con nicotinamida mononucleótido (NMN) durante el rescate de vesículas germinales (VG) ...”.

Xavier Vendrell Montón, Pedro De Castro San Segundo, Francisco Domínguez Hernández, Ma José Escribá Pérez:

Spanish Fertility Society (SEF) – First prize for Best Basic Communication for “Primeros eventos de activación del genoma cigótico humano: estudio del transcrito de androcitos humanos únicos”.

Agnes Arbart et al:

ESHRE The Fertility Society of Australia and New Zealand for “Efficacy results from the phase II randomized clinical trial: OXO-001 in infertile women undergoing egg donation IVF/ICSI”, at the 40th Annual Meeting.

Penzias A, Cobo A, Franasiak J, García-Velasco JA, Meseguer M, Hotaling J, Jalas C, McQueen D, Tao X, Pellicer A, Penzias A, Sakkas D, Scott R, Seli E, Vaughan D, Garrido N, Wells D, Werner M:

15-Year Service Milestone Award.

Andrea Palomar Rios:

Young Ambassador Award.



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Key Research Highlights

Machine learning tool for predicting mature oocyte yield and trigger day from start of stimulation

A multicenter, retrospective study of 56,490 ovarian stimulation cycles (primary dataset) was conducted from 2020 to 2022 for analysis and feature selection. Of these, 13,090 were used to develop machine learning models for trigger day and MII number prediction, while 5,103 cycles from 2023 (clinical validation dataset) were used for clinical validation. Deep learning algorithms were built using optimal features from the primary dataset based on correlation.

The resulting tool shows strong predictive power for trigger day and MII count outcomes, and can be applied at the start of the ovarian stimulation cycle. However, more data and validation from different clinics are needed.



Study of
56,490
ovarian stimulation
cycles



Use of hyperspectral imaging for the identification of sperm with optimal reproductive prospect as a new non-invasive method of sperm selection before ICSI

A methodology and set-up for hyperspectral imaging (HSI) of single immobilized spermatozoa prior to ICSI was developed. It was reproducible, sensitive and specific for recognizing and extracting information from individual sperm. The use of this HSI method was proven harmless to gametes, showing fertilization, arrival-to-blastocyst, and usable blastocyst rates comparable to standard ICSI in a sibling donor oocyte model.

A U-Net-based segmentation algorithm accurately extracted sperm head data from hypercubes, closely matching manual ROI selection. For predicting "fertilized" and "blastocyst" outcomes, most ML strategies showed higher precision than embryologists. However, their 95%CI overlapped, suggesting a significant uncertainty in those predictions which could not unequivocally demonstrate a theoretical clinical improvement. Nonetheless, for the "usable blastocyst" outcome, chained models using only HSI data surpassed lab success rates with non-overlapping CIs, suggesting this non-invasive HS-AI tool may more accurately identify sperm likely to yield a usable blastocyst than trained embryologists.



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Three-Dimensional Ultrasound-Based Online System for Automated Ovarian Follicle Measurement

Ultrasound follicle tracking is an important part of cycle monitoring. OSIS Ovary (Online System for Image Segmentation for the Ovary) has been conceived aiming to aid the management of the workflow in follicle tracking, one of the most iterative procedures in cycle monitoring during ovarian stimulation.

This study compared OSIS Ovary (as three-dimensional ultrasound-based automated system) with the two-dimensional manual standard measurement method. The aim was to assess the reliability of the main measurements obtained to track follicle growth during ovarian stimulation cycles, the follicle size and count. As three-dimensional ultrasound-based automated system in comparison with two-dimensional manual method standard, we found OSIS Ovary to be a reliable tool for tracking follicle growth during ovarian stimulation cycles.

Nicotinamide mononucleotide supplementation improves oocyte developmental competence in different ovarian damage conditions

Chemotherapy-induced ovarian damage represents a major challenge for women of reproductive age undergoing cancer treatments. In mice, nicotinamide mononucleotide enhances the developmental competence of aged oocytes by preventing oxidative stress, inflammation and apoptosis; however, its potential to restore oocyte quality following chemotherapy-induced ovarian damage remains unexplored.

The results highlight the regenerative role of nicotinamide mononucleotide in mouse and human oocytes exposed to the deleterious effects of chemotherapy and aging, representing a potential therapeutic alternative for fertility preservation and aged patients seeking to achieve motherhood with autologous oocytes.

“ This study aimed to investigate the effects of nicotinamide mononucleotide treatment against the deleterious effects of chemotherapy and aging in mice and human oocytes. ”





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Long-term Impact:
A Responsible,
Embedded Approach



At IVI RMA Global, acting with responsibility is integrated into our day-to-day operations as part of our commitment to sustainable healthcare.

While environmental impact is not classified as a material issue for our business model – due to our limited footprint as a medical service provider – we nonetheless approach this issue with rigor and transparency, aligning with global best practices.

The health of our planet affects the health of everyone, which is why we take measurable steps to reduce our environmental impact, conserve our resources and manage our waste responsibly. These embedded efforts bring us a step closer each day to achieving our long-term goal: a healthier future for all.

In this section:



**Protecting the health
of our planet**

Protecting the Health of Our Planet

Climate Risk Analysis and Resilience Planning

In 2024, we conducted a detailed climate risk and opportunity assessment aligned with the Task Force on Climate-related Financial Disclosures (TCFD) and IFRS S2 frameworks. This analysis examined **physical risks** (such as heat stress and fluvial floods), **transition risks** (including reputational and investor pressures), and **opportunities** related to enhanced positioning and stakeholder trust.

The results showed **low exposure across all categories**, yet confirmed our commitment to proactive climate governance, scenario planning and improved risk awareness. This work reinforces our internal resilience strategy and supports better-informed decision-making for the future of reproductive care, without overestimating the environmental impact of our operations.

GHG Emissions and Carbon Footprint 2024

To foster transparency and drive environmental accountability, we continue to diligently measure and report our carbon footprint. We calculate our full carbon footprint according to the **Greenhouse Gas (GHG) Protocol**, covering all three emission scopes.

2024 GHG Emissions by Scope

| Category | GHG Emissions 2024 (tCO ₂ e) |
|--------------------------|---|
| Scope 1 (Direct) | 1,505.34 |
| Scope 2 (Indirect) | 5,093.64 |
| Scope 3 (Other Indirect) | 92,571.82 |
| Total | 99,170.80 |

Total emissions showed a moderate increase compared to previous years, primarily due to a **change in scope**.

*For comparability, emissions have also been analyzed on a like-for-like basis: excluding scope changes, we achieved a **9% reduction**, while overall emissions decreased by **3%**, meeting our internal reduction target.*

Notably, Scope 2 emissions improved significantly through the expanded use of renewable energy, contributing to a lower carbon intensity per treatment cycle.

In addition, we compensated Scope 3 emissions through verified carbon offset projects, including a **REDD(+) forest conservation program** certified under the Verified Carbon Standard (VCS), which also contributes to biodiversity protection and social development in Latin America.

-3%
overall
emissions



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Emission Reduction Targets

In line with our long-term climate strategy, we have established the following targets for 2030:

42% absolute reduction in Scope 1 and 2 emissions

51% reduction in emissions intensity, including Scope 3



These targets are backed by annual initiatives and ongoing monitoring. Given the **adjustments in our organizational perimeter during 2024**, we **will review these targets during 2025** to ensure consistency, transparency and alignment with best practices in emissions reporting.

Hazardous Waste Management and Digital Optimization

During 2024, we also made progress in environmental performance beyond emissions, focusing on:

» **Hazardous Waste Reduction:**

We implemented a global protocol for hazardous waste management, unifying practices across clinics and enhancing traceability. Progress was tracked using standardized indicators to promote reduction and proper treatment of regulated waste streams, while hazardous material training content and reference materials are being updated to improve safety and operational efficiency.

» **Carbon Footprint Automation:**

We launched a new AI-powered platform to automate the calculation and reporting of our GHG emissions. This tool improves data quality, reduces reporting time, and enables real-time insights to support evidence-based decision-making on environmental performance.



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2024 marked another pivotal year in advancing ethical and sustainable practices at IVI RMA Global.

Building on our previous progress, we deepened our commitments to professional integrity, healthcare excellence and scientific innovation. We know that sustainability and social impact is inseparable from our purpose: bringing our patients' dreams to life through cutting-edge innovation and individualized care, for a healthier future.

As we confront the challenges of a changing world, our responsibility as healthcare leaders has never been clearer. The demographic shifts we face are complex, but they are not insurmountable. With science, compassion and a steadfast commitment to sustainability, IVI RMA Global is helping to write a new chapter – one where reproductive medicine not only creates families but also contributes to the resilience and vitality of our societies.



“ The demographic shifts we face are complex, but they are not insurmountable. ”



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Moving ahead, we will strive to set new benchmarks in ethical governance and patient-centered care. We will continue to value and support our global team, whose dedication makes our mission possible, and we remain committed to improving the lives of the communities we serve.

Through scientific research, innovation and education, we pledge to continuously expand the frontiers of reproductive medicine.

Transparency and accountability, through tools such as this report, are essential to sharing our sustainable practices, tracking our impact, and identifying opportunities for meaningful progress. However, this report is more than a record of what we have achieved in 2024. It is also a reaffirmation of our purpose. We believe that through ethical innovation, inclusive care and global collaboration, we can help to address the population crisis, one life at a time – building a healthier, more hopeful future for generations to come.

“ We believe that through ethical innovation, inclusive care and global collaboration, we can help to address the population crisis, one life at a time – building a healthier, more hopeful future for generations to come. ”



IVIRMA)
Global