

2020 SUSTAINABILITY REPORT



LIFEBRAIN

2020 Sustainability Report



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A message to our stakeholders



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CEO's message and CoP Lifebrain Group (Cerba Healthcare Group)

I'm pleased to introduce to you the Lifebrain Group's second Sustainability Report, stemming from the desire to share with all our stakeholders our achievements, our future sustainability commitments and positive impact generated by our actions. We recognize that we can only create value in the long-term if we also manage environmental, social and governance (ESG) issues. Moreover, we strongly believe in ESG as an opportunity to drive innovation and business transformation.

In 2020, we approved our first sustainability strategy, with horizon 2025, based on three fundamental pillars: protection of the public health, fight against climate change and adoption of a model of governance "ESG-oriented".

However, the advent of the pandemic has significantly impacted, directly and indirectly, on the implementation of our sustainability plan, forcing us to redefine priorities and objectives, demonstrating to our stakeholders the resilience, adaptation, and solidity of the group.

Thanks to our know-how and our widespread presence in Italy, Lifebrain was chosen by the Italian Ministry of Health as a partner for the screening campaign for detection of the contagious by Sars Cov-2: for this, our hubs play a first line role in the screening process offering all kind of Covid-19 testing. Also, fundamental has been our role in guaranteeing the health of our staff: through campaigns of screening for employees, we have allowed them to continue their production activity in safety. Thanks to these activities and the continuation of other diagnostic services, we have ensured the health and safety of the communities, achieving one of our sustainability goals, directly contributing to UN Sustainable Development Goal (SDG) 3 (Good Health and Well-Being) and thereby the general expectations of the 2030 Agenda.

However, these initiatives have had a significant impact on our CO₂ emission reduction programs, as they have resulted in a significant increase in the operating time of our machinery and the logistics required to transport samples. This is due to our business model, based on the "Hub and spoke" system which provides for the transfer of samples from collection points to central hubs, resulting in an increase in the consumption of fossil fuels and electricity which we have remedied by renegotiating the electricity supply contracts, from the second half of May completely coming from renewable sources, saving 964 tCO₂ (Scope 2 Market based). For 2021 we are working to change the logistics fleet, substituting the diesel vehicles with EVs in order to lower climate impact.

Thanks to our flexible and diversified supply chain model, built through a supplier selection process based on the sharing of the values of our code of ethics and the principles of the global compact, we have managed to contain the negative consequences deriving from the supply crisis caused by the blockage of world trade, continuing to guarantee our services: a fact that testifies how the adoption of ESG policies contributes significantly to the increase in environmental performance and the creation of value for stakeholders.

Thus, this Report represents our second Communication on Progress in terms of sustainability performance.

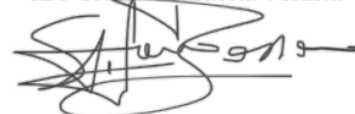
Although these are only a part in our sustainability journey, we are strongly determined to pursue our mission of becoming an Italian leader in both clinical and environmental diagnostics, continuing to adopt a sustainability strategy and creating value for all our stakeholders.

President
Michael Havel

The Lifebrain Group's commitment to support the UNGC is also renewed by Dr Stefano Massaro, CEO of the Cerba Healthcare who acquired Lifebrain at the date of publication of this Communication On Progress.

Stefano Massaro

CEO Cerba Healthcare Italia



Caring as our mission



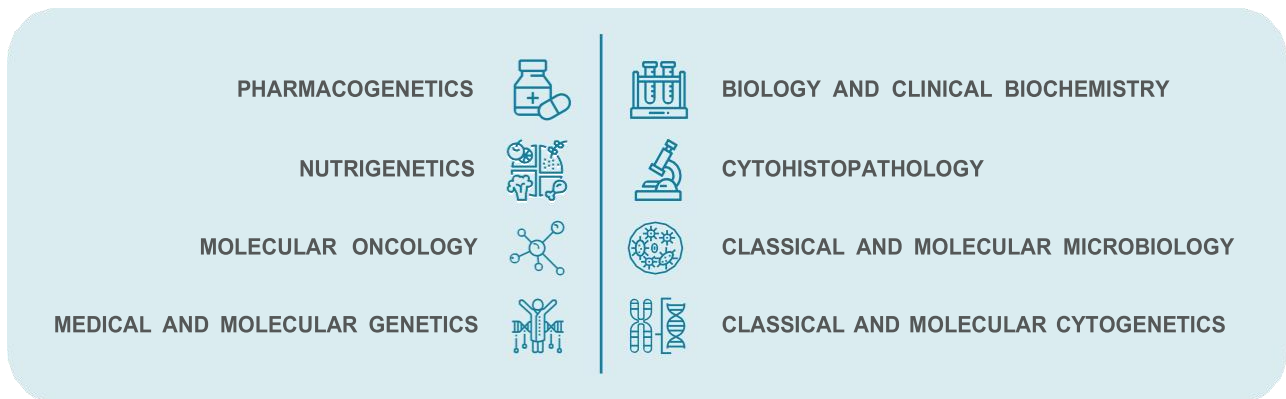
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Lifebrain Group

Lifebrain Group founded in 2013 by Prof. Michael Havel and Dr Bernhard Auer, is currently the largest Italian provider of clinical laboratory testing in the fields of clinical chemistry, haematology, immunochemistry, microbiology, molecular biology, cytology and pathology. In 2018, by the acquisition of Laboratorio Analisi Chimiche Dott. A. Giusto - Servizi Ambiente S.r.l., Lifebrain Group added environmental and food testing services to its portfolio.

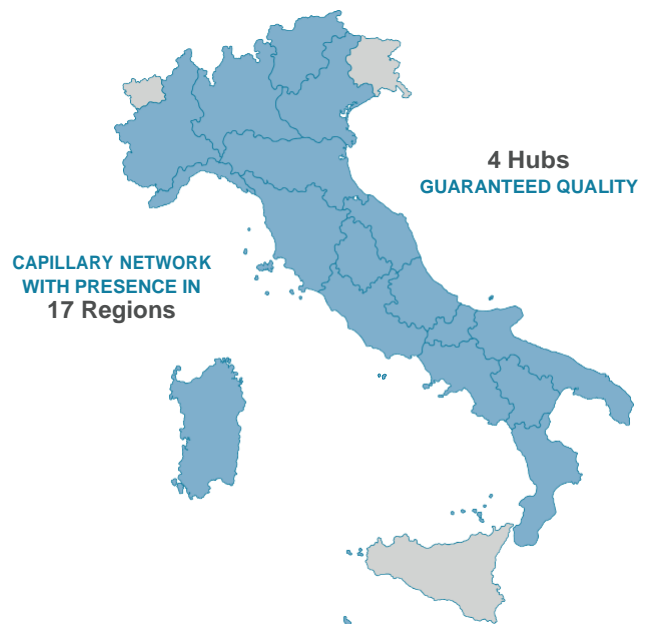
AREAS OF EXCELLENCE



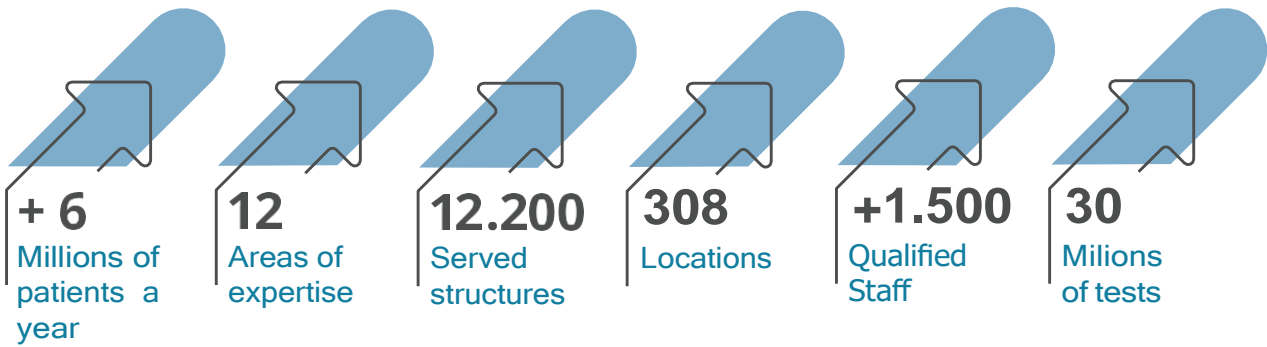
The Lifebrain Group's (hereinafter the Lifebrain Group or the Group) business model is based on acquisitions, with an average of more than 50 laboratories acquired each year since its establishment and the highest growth rate amongst laboratory groups in Europe. Creation of value is achieved by enhancing synergies between the newly acquired companies and the existing companies, resulting from the centralisation of typical laboratory activities and support services.

In 2020, the Lifebrain Group consolidated its presence in more than 360 locations in 17 Italian regions (Abruzzo, Basilicata, Calabria, Campania, Emilia-Romagna, Lazio, Liguria, Lombardy, Marche, Molise, Piemonte, Puglia, Sardinia, Tuscany, Trentino-Alto Adige, Umbria, Veneto). The Group has more than 128 sampling collection points, 4 main laboratories, or hubs, in Rome, Limena (Province of Padua), Nocera Inferiore and Lecce and approximately 155 smaller laboratories, or mini hubs.

With more than 1,800 employees caring for its clients, the Group currently carries out more than 30 million tests every year and is able to analyse over 1,500 testing parameters in its regional hubs and mini hubs for more than 6 million patients per year.

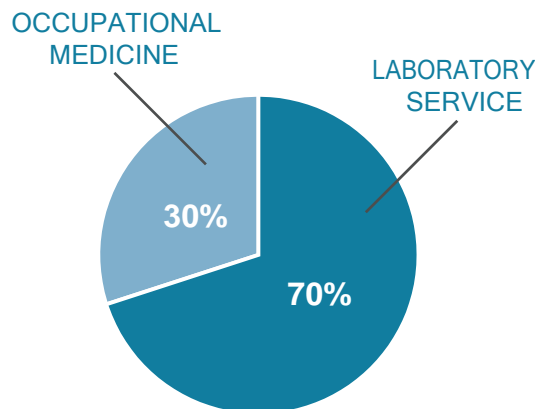


NUMBERS



In addition to public health services provided directly by the Lifebrain Group to citizens, the Group also provides external private services for public bodies, private individuals and companies of national importance. Notably, about 70% of these clients, which consist of public or private entities, such as laboratories, hospitals and healthcare facilities, entrust all or part of their laboratory activities to the Group. The remaining 30% includes companies or public entities that require occupational medicine services, such as health surveillance, periodic medical exams and screening programmes for their employees.

CORPORATE CLIENTS



The widespread presence throughout Italy, its technological innovation, its customised logistics service and its high standards are the basis of Lifebrain Group's excellence.



MISSION

The present of the Lifebrain Group's

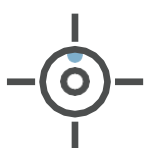


Lifebrain, thanks to its cutting-edge technological innovation and its increasingly widespread presence throughout the country, is increasingly committed to spreading standards of excellence in healthcare and aims to further strengthen its leadership in Italy in the field of clinical and environmental diagnostics, adopting a sustainable strategy of creating value for its shareholders and stakeholders.



VISION

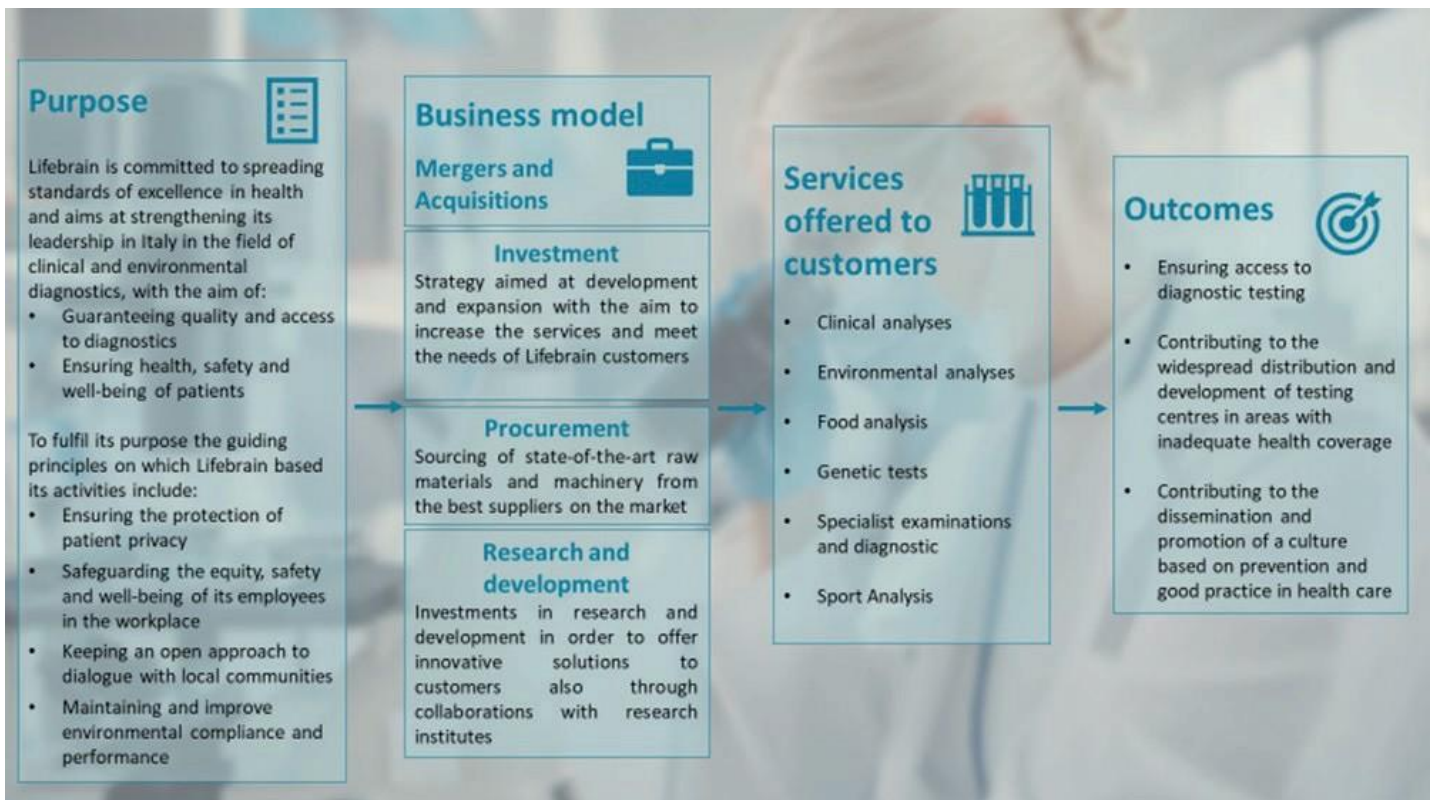
The Future of the Lifebrain Group's



In a word that will be characterised by the affirmation of responsibility towards the community, Lifebrain Group undertakes the commitment to support the protection of health, food safety and the environment of our stakeholder by providing high value-added intersectoral testing solution everywhere.



BUSINESS MODEL



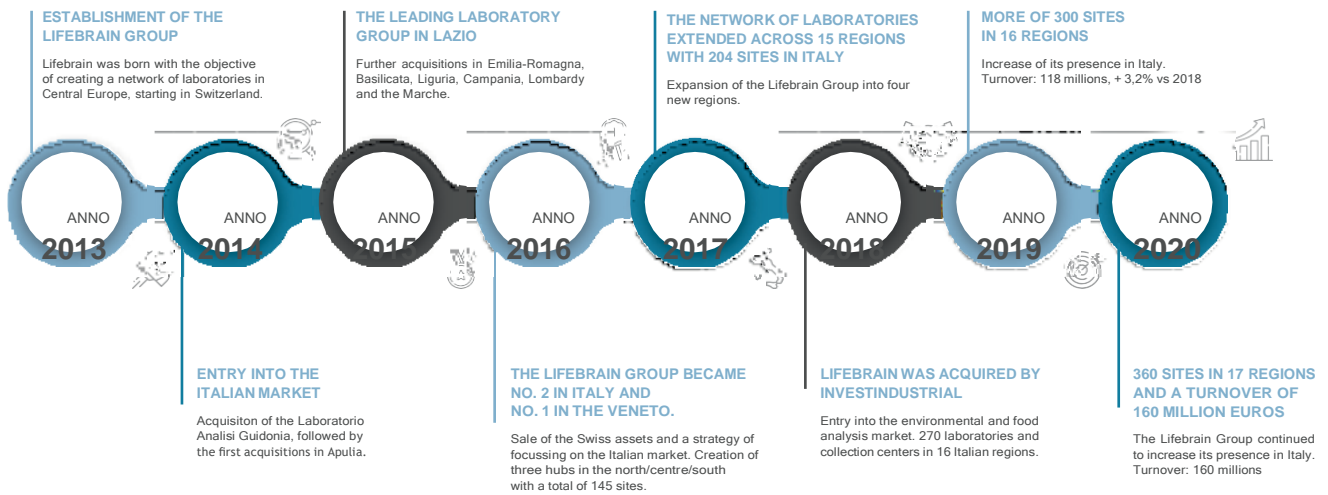
Our hystory



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Lifebrain (hereinafter the Lifebrain Group or the Group), founded in 2013 by Prof. Michael Havel and Dr. Bernhard Auer, is today one of the largest Italian providers of clinical laboratory testing in the fields of clinical chemistry, haematology, immunochemistry, microbiology, molecular biology, cytology and pathology. In 2018, by the acquisition of Laboratorio Analisi Chimiche Dott. A. Giusto- Servizi Ambiente S.r.l., Lifebrain Group added environmental and food testing services to its portfolio.



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The Lifebrain Group was founded by Prof. Havel and Dr. Auer with the intention of creating a Central-European laboratory network, starting in Switzerland. The founders wanted to apply economies of scale to the fragmented health care markets through acquisition of medium-sized diagnostic laboratories throughout Europe.

The Group entered the Italian market with the take-over of Laboratorio Analisi Guidonia in Lazio and its first acquisitions in Puglia (for further details see § Lifebrain origins in Italy: Laboratorio Analisi Guidonia).

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Through a series of acquisitions, the Lifebrain Group entered the markets of Emilia-Romagna, Basilicata, Liguria, Campania, Lombardy, Marche. The Group becomes the leading laboratory group in Lazio by further acquisition.

The Group sold its Swiss activities and fully focused on the Italian market. The Lifebrain Group established 3 central hubs in North, Central and South Italy. With 145 locations already located throughout Italy, Lifebrain Group becomes the leading laboratory in Veneto and the second laboratory group in Italy.

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The Lifebrain Group expanded its network into 4 new regions, namely Piemonte, Sardinia, Abruzzo and Calabria spreading its presence to 15 regions and more than 200 locations.

A fund managed by Investindustrial, a leading European group of independently management investment, holding and advisory companies, became the majority indirect shareholder of Lifebrain Group. The Group diversified its activities through the acquisition of Laboratorio Analisi Chimiche Dott. A. Giusto - Servizi Ambiente S.r.l., specialized in environmental and food testing. Moreover, the Group achieved revenue of Euro 100 million and expanded its presence in 16 regions with 270 locations. Since January 2018, Laboratorio Analisi Guidonia with Lazio Regional Resolution G18631 has become Lazio's reference hub of the Rete Romana Diagnostica.

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In 2019, with the expansion of its network in Umbria, the Lifebrain Group consolidates its presence in 16 regions with more than 300 locations and revenue of Euro 158 million.

The Lifebrain Group strengthens its national presence with 360 locations in 17 regions increasing considerably the turnover.

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Our governance



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The Lifebrain Group's governance is managed centrally at the headquarters of Tecnopolo in Rome, where all the Group's shared functions are located, with the exception of Sales, HR, Quality and safety and Security of the environmental business sector, which is conducted in sub-headquarters in the province of Treviso.

Lifebrain S.r.l. has implemented a control and governance system consisting of:

- a Board of Directors, comprising 3 members¹, which is entrusted with the power of ensuring the ordinary and extraordinary management of the Group;
- a Board of Statutory Auditors, comprising 5 members (including 2 alternates), with the task of supervising proper administration and the administrative-accounting system;
- Supervisory board (Organismo di Vigilanza or "OdV"), comprising 3 members, responsible for supervising the functioning, compliance and updating of the Model of Organization, Management and Control in terms of Italian Legislative Decree 231/01 (hereinafter referred to as "Model 231") and the Code of Ethics.

Lifebrain's Code of Ethics, applicable to all Group companies and updated in 2020, contains the principles and values that guide the Group's activities such as honesty and compliance with the regulations in force in Italy, outlining the key elements on which the Group's identity and culture are based. It provides guidelines for future choices, as well as standards of conduct for all Group employees in the management of their activities and corporate business. The 2020 update of the Code of Ethics also reflected in greater detail the aspects connected with the Group's environmental business.



¹ Among them, one board member is between 30 and 50 years old, while the remaining 2 members are more than 50 years old. Two members are female, and the other member is male.

Furthermore amongst its core values, the Group is committed to guaranteeing excellence in the provision of its services, ensuring the best performance in terms of appropriateness, timeliness, effectiveness and guaranteeing the right of its customers to access high quality healthcare services. Lifebrain is also strongly committed to guaranteeing its employees and collaborators in all capacities a quality, safe and healthy working environment.

Lifebrain S.r.l. first adopted Model 231 in 2012, pursuant to Legislative Decree 231/2001, in order to contribute to the prevention of crimes, which includes whistleblowing procedures. In addition, a policy entirely dedicated to whistleblowing was adopted in 2019 as Lifebrain is firmly committed to fostering transparency, legality and enhancing the skills and abilities of its employees. The policy is aimed at reporting unlawful conduct in order to foster a healthy working environment whilst protecting those who report crimes. In the last two years there have been no alerts arising from whistleblowing procedures.

The Group conducts annual audit cycles on sensitive processes in the parent company and on a representative sample of its companies, in order to guarantee proper implementation of Model 231. To date, the main non-financial risk identified with respect to the Group's activities is corruption of doctors and public authorities in seeking accreditations. In the last three years, there were no cases of corruption or non-compliance with health regulations, nor any cases of revocation of authorisations or accreditations. In addition, Lifebrain's goal for 2021 is to try to carry out regular anti-corruption audits of stakeholders in order to further expand its scope of control. In addition, it should be noted that Lifebrain has not had any legal action relating to anti-competitive behaviour under antitrust legislation.



Business Continuity Plan

Lifebrain, in order to ensure greater business continuity, is drawing up a Business Continuity Plan covering the resources, services and activities required to ensure the continuity of critical facilities.

Its objective is to ensure the business continuity of the Guidonia, Pignatelli, RDI, Trate and Lamberti facilities that could be compromised in the event of a Covid-19 infection of one or more employees of one of the listed facilities. Within the Plan, all actions to be taken are listed according to two scenarios and are based on maximum caution and safety. The first scenario envisages ordinary safety practices such as isolation, activity closure and monitoring, if scenario one is not applicable, scenario two is activated, which envisages the transfer of production between hubs in order to guarantee continuity of service. Lastly, in the event that the contagion occurs at a pick-up point, there is a further to do list to be adopted immediately to ensure the operation of the plan drawn up, ensuring a safe environment for its employees.



The value of our work



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The Lifebrain Group achieved a positive financial performance over the last few years, thanks to its strategy centred on continual acquisitions. Lifebrain Group revenues have increased by 29% over the last year, from €158.4 million in 2019 to €204.5 million in 2020.

The Group economic value generated² in 2020 as equal to €204 million, which increased by 29% as compared with 2019. This economic growth was followed by a 36% increase of the economic value distributed to major stakeholders between 2019 and 2020, from €158 million to € 216 million in 2020. The increase in economic value distributed across different categories of stakeholders is equally relating to an increase in operating costs and in employees' wages and benefits, which have increased over the last 2 years resulting from the Group's growth.

Value generated and distributed (all data are expressed in k€)	2018	2019	2020
Direct economic value generated	108,875	158,575	204,500
Direct economic value distributed	120,937	158,591	216,340
Operating costs	64,464	73,172	129,600
Employee wages and benefits	43,879	68,198	63,290
Payments to lenders	17,110	14,680	15,644
Payments to government (taxes)	4,551	2,432	7,600
Payments to shareholders	-	-	-
Community investment	34	108	57
Economic value retained	-12,062	-17	-11,840

²The economic value generated includes Lifebrain Group's revenues and other earnings. Value generated and distributed are calculated according to GRI Standards 201-1:2016.

Our Sustainability Path



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Lifebrain has the interest of the Group and its stakeholders at heart, which is why in 2019 it began its sustainability journey by the drawing up of its first sustainability report. In order to better organise its governance structure relating to the Group's sustainability strategy, Lifebrain plans to establish a Sustainability Committee, consisting of delegates from each of the Group's departments and a Sustainability Coordinator. The committee will be tasked with overseeing sustainability issues relating to the Group's activities and stakeholder relations and its future objectives include drafting sustainability policies and implement initiatives to achieve the Group's sustainability targets. The Group is also planning to set up a cross-functional Sustainability Department for monitoring and analysing sustainability performance and managing the Group's relations with stakeholders. In addition, in 2019 it became a signatory to the United Nations Global Compact (UNGC), pursuing this commitment in 2020 as well.

Signing the United Nations Global Compact



United Nations Global Compact

In June 2019 Lifebrain subscribed to the United Nations Global Compact (UNGC), a voluntary global coalition initiative aimed at implementing universal sustainability principles with more than 9,000 member companies in over 160 countries.

Through its participation, the Group committed to align its operations, strategy and culture with the ten universally accepted UNGC principles in the areas of human rights, labour, environment and anticorruption, and to take action to contribute to the 17 Sustainable Development Goals (SDGs) of the 2030 Agenda for Sustainable Development.

HUMAN RIGHTS

1. Businesses should support and respect the protection of internationally proclaimed human rights; and
2. make sure that they are not complicit in human rights abuses.

LABOUR

3. ~~Collective bargaining;~~ uphold the freedom of association and the effective recognition of the right to collective bargaining;
4. the elimination of all forms of forced and compulsory labour;
5. the elimination of child labour;
6. the elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

7. Businesses should support a precautionary approach to environmental challenges;
8. undertake initiatives to promote greater environmental responsibility; and
9. encourage the development and diffusion of environmentally friendly technologies.

ANTI-CORRUPTION

10. Businesses should work against corruption in all its forms, including extortion and bribery.

As a demonstration of its commitment to sustainability, Lifebrain decided to draw up a long-term sustainability strategy in which several objectives were set to improve performance on environmental, social and governance issues.

In 2020, Lifebrain drew up the pillars of its sustainability strategy for the coming years, wishing to take an active part in the fight against climate change in a conscious manner. Lifebrain's sustainability initiatives, consisting of objectives and targets with a 2025 horizon, are based on three fundamental pillars: protecting public health, combating climate change and adopting an 'ESG-oriented' governance model.

ESG TOPIC	OBJECTIVE	TARGET/KPI
Climate Change and GHG Emissions	100% coverage of renewable electricity purchased.	% of certified renewable electricity purchased.
	Priority to conference video-call instead of air travels.	Development of a tool for calculating saved emissions tCO ₂ of business travels Scope III emissions
	App to optimize logistics movements	Development of an automation and optimization tool for the routes tCO ₂ of Scope 1 emissions
	Purchase of electric vehicles	tCO ₂ of Scope 1 emissions
Material consumption	Reducing raw material consumption through digitization solutions and paperless approach of activities.	Adoption of a clean-desk policy.
		Adoption of pool printing procedure.
Water consumption	Reducing water consumption through the installation of machinery for the recovery and reuse of water in the main Hubs.	% sanitation and reuse water in internal process.
Protecting Human Rights	Strengthening inclusion and combating discrimination in the workplace.	Maintaining zero cases of discrimination.
		Obtain the SA8000 certifications.

ESG TOPIC	OBJECTIVE	TARGET/KPI
Energy Efficiency	Strengthen the energy efficiency of laboratories. Introducing innovative technological and design solutions for the reduction of environmental impact.	Drawing up the Sustainability Policy
		Development of a tool to calculate energy savings
		Reduction in long-term management costs and energy consumption
Environmental Management System	Full compliance about environmental matters.	Introduction of an Environmental Manager.
		Introduction of an ESG/Sustainability policy
		Definition of an EMS model and a SPM performance evaluation system.
ESG TOPIC	OBJECTIVE	TARGET/KPI
Protecting the employees health	Introduction of an app for "telemedicine" for employees	Days of absence for sickness.
Training	Supporting training and continuous improvement of employees in order to increase employees' knowledge and skills.	Number of training hours.
Supply Chain management	Obtaining from suppliers precise engagements and tightening requirements of economic-financial, ethical-legal, social and environmental character.	Approving of a Code of Ethics for suppliers.
		Adoption of a supply chain policy.
		Training for buyers on supply chain and sustainable purchases practices.
		Obtain CSCP certification.

ESG TOPIC	OBJECTIVE	TARGET/KPI
Sustainability Risk Model	Integration of the Enterprise Risk management policies with non-financial risk analysis.	Adoption of a SERM (Sustainability Enterprise Risk Management).
		Adoption of a policy for Emergency Response & Crisis Management on environmental disasters
Sustainability Reporting	Providing a comprehensive overview of the economic, social and environmental results and impacts.	Introduction of the integrated report
Stakeholders engagement	Activate a channel of Stakeholder Engagement.	Implementation a certified Stakeholder Engagement Model (A1000).
		Annual meeting with internal stakeholders.



Lifebtain Sustainability ESG Asset

The concept of "ESG assets" is connected to the process of increasing the corporate wealth created by the added value generated by ESG parameters it over the years. We can therefore consider the ESG assets as the sum of the increases in wealth created about the environment, society and governance. The calculation system is based on the ICS system (investments, costs, savings): each quantifiable item in the balance sheet becomes a participation, active or passive, in the sustainability report depending on the impact, positive or negative, generated with respect to the group's ESG issues. Using this method what is normally considered as a cost (e.g., the purchase of energy from certified renewable sources) is highlighted as an increase in ESG activities. For the analysis, Lifebtain considered the investments made in the following sectors:

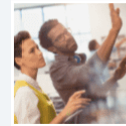
Investments on



- Environmental certifications
- Water consumptions;
- Energy consumptions;
- Consumption of raw materials;
- Waste;
- Environmental suppliers;
- Renewable energy



- Human Rights;
- Human resources development
- Supply chain;
- Local communities
- Customers
- Innovation
- Products/services

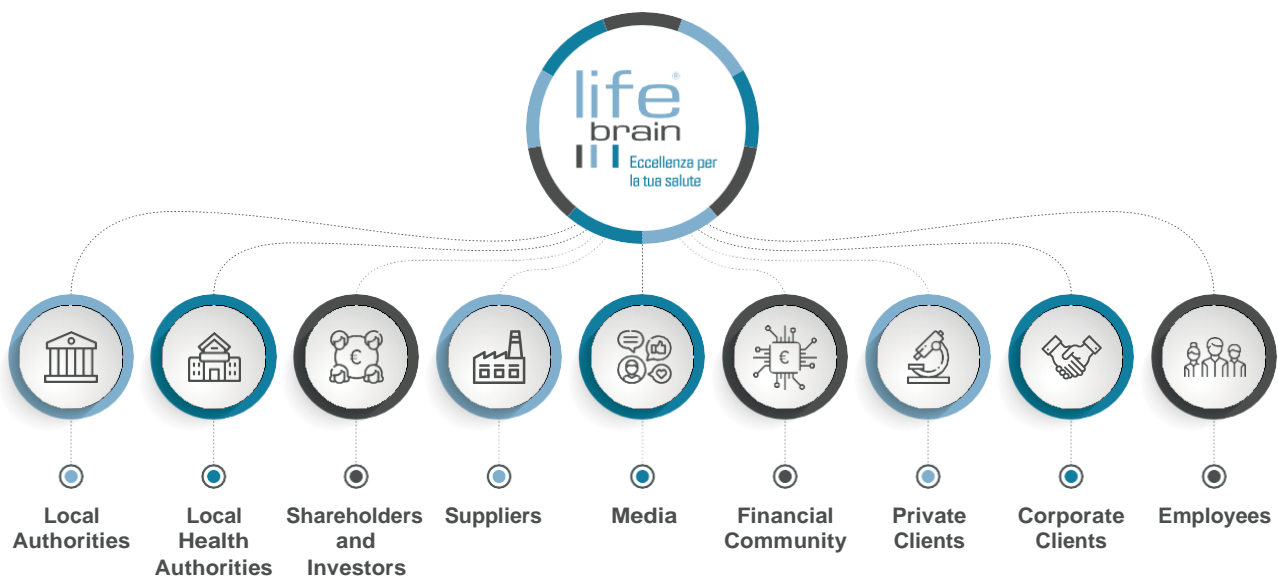


- Independence
- Remuneration on performane
- Compliance
- Anti-corruption
- Shareholders' rights
- Risk management

In order to better structure its sustainability commitment and actions, Lifebrain Group identified its key stakeholders and its material sustainability topics, which reflect the Group's economic, environmental and social impact and issues that influence decisions of its stakeholders.

The identification of stakeholder and material sustainability issues is a fundamental step in drawing up the Sustainability Report in accordance with the "Global Reporting Initiative Sustainability Reporting Standards" ("GRI Standards" for short).

The Lifebrain Group stakeholders were mapped based on an analysis of the Group structure, its business activities, its value chain and of the Group relationship network. With the assistance of the Group's management, they were then classified based on their influence and dependency on the Group.

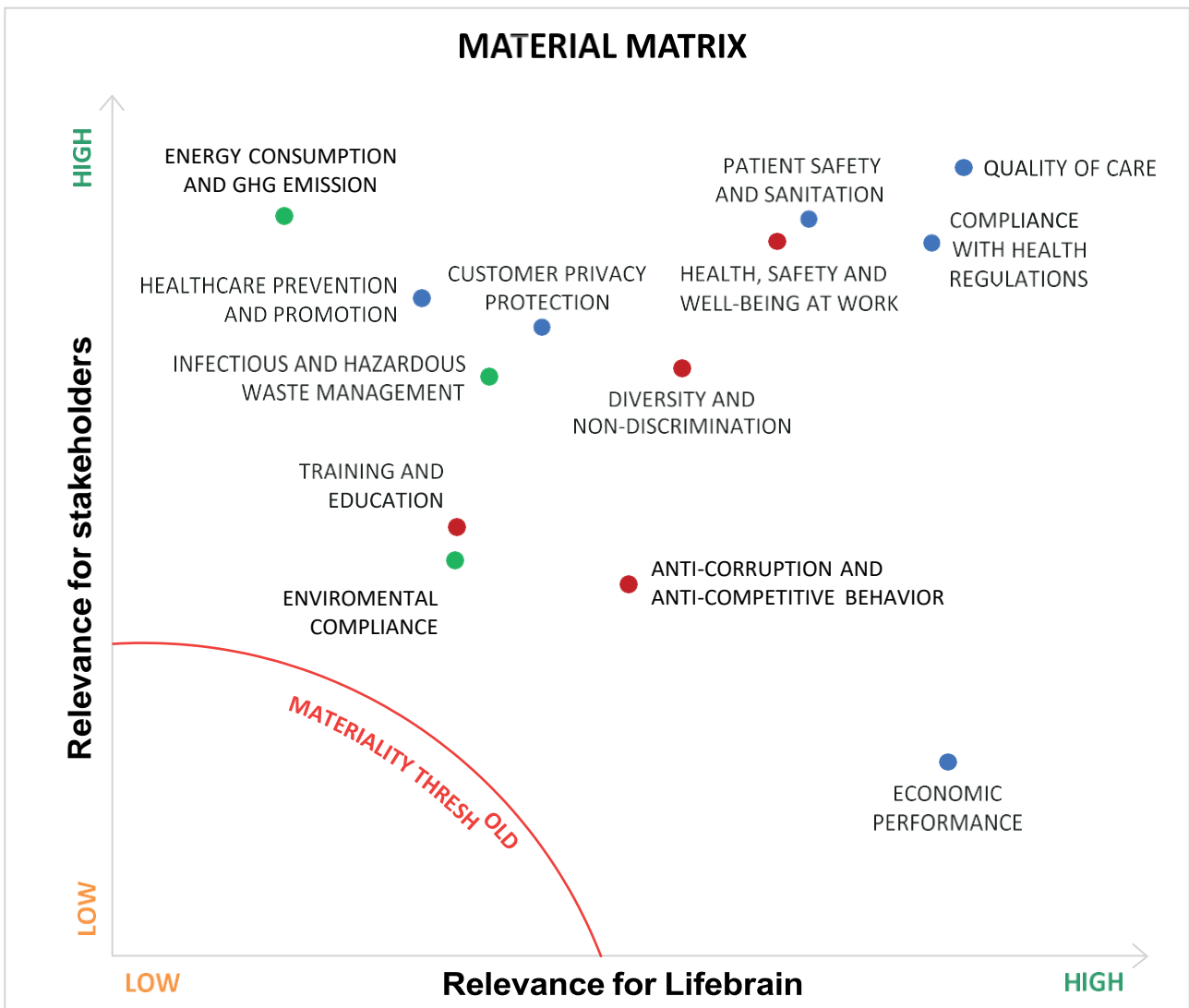


For the first edition of the Sustainability Report, Lifebrain Group conducted a thorough analysis in two principal areas: the execution of preliminary desk analyses and consultation of the managerial functions. More specifically, to determine the relevance of the sustainability topics from the stakeholder perspective, the Group submitted a survey to a limited number of its employees, asking them to give an assessment of the sustainability topics' relevance, and conducted the following desk evaluations:

- a benchmark analysis of comparable Italian and international companies operating in the healthcare industry that enabled the Group to understand which sustainability topics are more often included in public documents;
- a sector analysis of sustainability pressures on the healthcare industry, by identifying those topics most often included in the publications of several international organisations (RobecoSam, SASB, etc.);
- an analysis of global sustainability trends, by mapping the sustainability topics most often considered by major international organisations (GRI, UNGC, etc.) and governmental institutions (EU, UN, etc.).

In order to determine the Lifebrain Group's principal sustainability impact, the Group asked top management to fill in a survey ranking the sustainability topics encompassing not only their personal perceptions, but also the formal Group's commitment with regard to the topics analysed, the Group priorities and the main areas of environmental, economic and social impact of the organisation.

The results of these analyses represent the Lifebrain Group's materiality matrix, which reflects the Group's economic, environmental and social impact, and the issues that may influence decisions of the key stakeholders identified.



- Environmental Topics
- Social Topics
- Governance Topics

As a result of this materiality analysis, the relevant topics for both Lifebrain Group and its stakeholders are:

- **environmental** topics associated with operations' activities: Energy consumption and GHG emissions; Environmental compliance; Infectious and hazardous waste management;



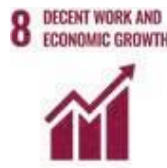
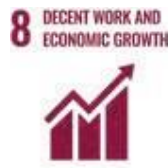
- topics most closely related to **clients** and **services provided**: Patients safety and sanitation; Quality of care; Customer Privacy Protection;



- topics related to **public health** and **local communities**: Healthcare prevention and promotion; Compliance with health regulations;



- topics linked to Lifebrain relations with its **workforce**: Diversity and non-discrimination; Health, safety and well-being at work; Training and Education;



- topics associated to Lifebrain **governance** and **financial performance**: Economic performance; Anti-corruption and anti-competitive behaviour.



SUSTAINABLE DEVELOPMENT GOALS



For our clients



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Excellence in health-care

Thanks to its commitment to disseminating the value of excellence for health, the Lifebrain Group provides high added value solutions that guarantee the inalienable **right to health** to every citizen. The Group is also fully aware of the responsibility that its activities have towards the community in terms of health protection, as well as food safety and environment safeguard. Since its establishment, the Lifebrain Group's objective has been to meet the needs of all its customers by providing the highest level of quality clinical, food and environmental services.

In particular, the Group's healthcare performance aims at achieving excellence for patients' health in terms of quality, reliability, safety, timeliness, punctuality and customisation. The Group ensures efficiency, continuity and easy access to the services offered throughout the Italian peninsula, fully respecting **centrality of the individual**, patient rights, national and regional health plans. Thanks to the high level of quality of care that the Lifebrain Group offers to its patients the Group has not identified any non-compliance with regulations or voluntary codes regarding health and safety of its products and services during the reporting period.

With this approach, Lifebrain, since the beginning of the Covid-19 pandemic, has not only continued to guarantee accessibility for routine laboratory tests throughout Italy, but has also supported patients, local institutions and companies in the fight against Covid-19 from the first moments of awareness of the crisis. The advent of Covid-19 has meant major investments for Lifebrain and the implementation of 16 new production lines for test processing needed to guarantee an efficient service in line with the urgency of fighting this crisis. The market has also changed, with Lifebrain's corporate customers for whom occupational medicine was being carried out requesting contracts linked to Covid-19 surveillance.



Services of testing against spread of Covid-19

In Lifebrain's nationwide centres, different types of tests can be performed to identify CoV-2 SARS infection or the presence of antibodies.

Based on the indications provided by the various Regions, the following Covid-19 tests can be performed in our laboratories:

- Salivary test
- Rapid Antigenic Test
- Molecular swab
- Neutralising Antibody Test
- Serological test

Thanks to the inclusion of the rapid antigen test in their business, Lifebrain has entered into partnerships with Lecce calcio, SIS Roma, SPAL and many others, also evolving further in occupational medicine, in order to allow accurate monitoring of contagions and enable companies to intervene promptly. In addition, next year Lifebrain will enter into a collaboration with AIFA as a clinical research institute for the Guidonia laboratories in order to implement advanced Covid tests compared with the current ones.

With a goal of continually improving the quality of the services offered, Lifebrain updates the procedures in force at group level and improves the technology and skills of its staff, who are given specific training processes. In addition, feedback received from clients serves as an essential and valuable resource and input to continuously improving services. For this purpose, the Group periodically carries out surveys to monitor customer satisfaction through online questionnaires distributed at the collection points. The results of these questionnaires are collated in an annual statistical analysis, used by management to identify those aspects that show the greatest potential for development, entirely from a client-oriented perspective. The questionnaire showed very positive results of customer satisfaction regarding the quality of the services offered and the degree of continuous improvement achieved by the Group.

To further guarantee the quality of its service, Lifebrain S.r.l. has put in place an **ISO 9001 Quality Management System**³ at its headquarters in Rome. Furthermore Lifebrain S.r.l. also has accreditation in terms of **UNI EN ISO 15189:2013**⁴, the international standard regarding quality and expertise of Medical Laboratories. These certifications guarantee the continuous process of improvement, in terms of quality, reliability, safety and timeliness, thanks to periodical investigations conducted by internal and independent third parties.

Furthermore, the analytical performances of all the Group's laboratories are subjected to internal and external quality assessment programmes (**CQI and VEQ**⁵), which assess the reliability of each analysis performed by the laboratories through checks carried out on the instrumentation provided by the supplier and reviews by external parties to assess the accuracy of the instrumentation.

The excellence of the laboratory services offered by the Lifebrain Group is also ensured by the high quality of the laboratory equipment and material used. Specifically, in accordance with the European Directive 98/79/EC and related national laws, all in vitro diagnostic medical devices used by the Group have the **CE IVD** marking, which certifies the level of performance and safety of the instrument, apparatus, appliance and material used in the analyses.

With the goal of offering an excellent service to its customers, the Lifebrain Group carefully oversees its supply chain by **monitoring its suppliers and the purchased materials** necessary for its activities.

Covid-19 has had major consequences on the supply chain both in terms of potential supply breakdowns and in terms of engagement of new suppliers. Firstly, there was a rush on the market for PPE procurement to enable business continuity, then came the problem of procurement of raw materials (e.g. reagents) useful for the Covid-19 services offered by Lifebrain, with a significant increase in the amount of material purchased.

Specifically, in 2020, **179 different suppliers** (96% from Italy) were used for the purchase of direct materials (including PPE) and the spending amounted to approximately **€41 million**, 80% of which comes from

about 13 large national and international suppliers. Lifebrain, in order to include suppliers in its Register of Qualified Suppliers, carries out an assessment process for all its new suppliers. This process includes an assessment of the quality of the products and services offered and a verification of the suppliers' reliability and standing by requesting specific documentation.

Furthermore Lifebrain is committed to constantly engaging its suppliers in ethical and fair practices, in fact all of them are required to sign the Code of Ethics and Group's Model 231.

Lastly, in order to have an even more controlled monitoring system on its suppliers, the group has implemented a system named SAP which allows the parent company to have total control over the orders placed by the different laboratories and centres.

³ The other Group companies that have UNI EN ISO 9001 certification are: Igea S.r.l., Lifebrain Bari Lab S.r.l., Lifebrain Cosenza S.r.l., Lifebrain Crotone S.r.l., Lifebrain Lecce S.r.l., Lifebrain Taranto S.r.l., Rete Diagnostica Italiana S.r.l., Lifebrain Basilicata S.r.l., Lifebrain Lombardia S.r.l.

⁴ The other Group companies that have UNI EN ISO 15189 certification are: Rete Diagnostica Italiana S.r.l., Lifebrain Trentino S.r.l.

⁵ CQI (Controllo di Qualità Interno - Internal Quality Control) and VEQ (Verifica Esterna di Qualità - External Verification of Quality) are programs of internal and external quality assessment carried out through appropriate monitoring tests in the analytical phase of the laboratories.



The importance of prevention



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Prevention is the main tool that can reduce the incidence of diseases and promote citizens' well-being and quality of life. The Lifebrain Group actively contributes to the dissemination of the culture of prevention all over Italy, as the best tool that each one of us has to achieve a higher standard of living and to continuously take care of ourselves.

Every year, the Group promotes several free disease prevention campaigns at its facilities or during public events open to all citizens. However, in 2020, due to Covid-19 restrictions, Lifebrain limited those events in order to safeguard the health of its employees and customers, choosing to organise only one information event aimed at educating the local population on specific diseases and prevention practices. In particular, the Lifebrain Group held a prevention event on HCV (Hepatitis C Virus), with the aim of bringing attention to a silent but important disease.

The Group's objective remains to reach as many people as possible, disseminating information on the value of preventive medicine also through all digital channels and distributing information material available at each collection point and in affiliated medical practices.

In recent years, there have been no incidents of non-compliance with regulations on marketing communication, including advertising, promotion and sponsorship.

Protection of privacy



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Given the sensitivity of the data collected and processed in the health sector, the protection of clients' personal information represents a material topic for Lifebrain. The Group gives the greatest priority to protecting its customers' data, recognising the importance of the highest degree of confidentiality for personal and clinical information.

During 2020, the awareness of the importance of these issues was reinforced, considering also the need of tracking the recipients of the data relating to Covid-19 testing, in fact, as required by law, the test results are communicated to health institutions and this requires that there is an informative report for people to understand the recipients of their medical data.

Since 2017, the Lifebrain Group has implemented a system of privacy protection adopting all measures required by European and national laws, with particular reference to the General Data Protection Regulation (GDPR), that applies to all Group entities. Furthermore, all new companies acquired by the Group are subject to an initial assessment with the aim of identifying any oversights and fully implementing all GDPR requirements.

In addition, data management procedures are regularly updated after internal audits and gap analysis activities carried out on annual basis. Since 2019, all Lifebrain Group's employees received specific training on the provisions of the GDPR and on internal implementation procedures, training activities were suspended during 2020 due to the pandemic and restarted in 2021.

The monitoring of compliance in terms of data protection is carried out by the Group's Data Protection Officer (DPO), which centrally verifies all Group's entities, with particular attention to newly acquired entities.

Prior to each clinical service, the Lifebrain Group provides its clients with all necessary information about data processing and use. Once the analyses have been affected, clients are also provided with access to all information concerning their state of health and participate in decisions with respect to the services to be provided. The patient privacy information sheet is distributed at the Group's collection points. It contains precise information concerning respect of privacy and confidentiality rights and describes how the data are acquired and the purpose of the treatment. Furthermore, it includes a pertinent section in which the patient explicitly gives consent to the processing of his/her data. All clients may also request the withdrawal and deletion of their data through a special online format made available by the Group on its website. Over the last three years, the Group has not received any complaints concerning breaches of customer privacy from third parties or regulatory bodies.

Digitalisation



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The Lifebrain Group is able to handle the large amount of data about its patients thanks to continuous monitoring of its computer systems by specialist personnel. The Group is aware that the highest degree of security of its customers' data can be achieved through the maximum efficiency and quality of its IT systems. In order to constantly improve the level of IT safety, periodic audits of IT systems and infrastructures are carried out twice a year. In addition, during relevant system developments, special penetration tests are also carried out to verify the level of security and reliability of its systems.

Proximity of care, one of the main values of Lifebrain, is combined with a strong investments in the **digitalisation** of services, from booking to online reporting and counselling, to ensure safety, reduce waiting times and schedule access, whilst also ensuring remote diagnostic support wherever possible.

Digitalisation not only makes processes more efficient and improves the service offered to patients: it is also a means that enable agile work within the organisation, with the potential to improve work-life balance of employees. Furthermore, there is also a significant impact on the environment. Indeed, amongst other things, digitalization reduces the use of paper consumed within the organisation and by Lifebrain's patients.

For this reason, Lifebrain's goal is to carry out a project named **Pool printing**, in which the printer will only dispense paper once the employee goes to it and enters a personal pin, avoiding an increase in unnecessary printing and further protecting the privacy of employees or customers, given that the printed document will only be viewed by the person concerned. Furthermore, in the near future the privacy consent of patients will be distributed via digital tablets, saving about 4-5 paper pages for each analysis. Amongst the projects to reduce the environmental impact is a future project that aims to significantly increase digital payments to further reduce the paper consumption of printing receipts. Considering the type of data processed by Lifebrain, the issue of cybersecurity becomes of key importance. the Group is committed to ensuring maximum protection of internal IT systems and, specifically, of patients' medical data. Periodic penetration tests are carried out. During 2020, there were no cases of data breaches, whilst two cases were reported in 2019 involving employees' mailboxes, with no implications on customers or suppliers' personal data.

For our people



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A growing team

Lifebbrain has built its successes on the skills of its employees, irreplaceable people who are fundamental to the achievement of the Group's objectives. Relationships and collaboration within its growing team are the key to their success, based on transparency, the guarantee of a safe working environment, full respect of workers' rights and eliminating any discriminatory behaviour.

At the end of 2020, Lifebbrain Group's employees numbered 1888 people, corresponding to 67.9% of the total workforce, recording an overall increase of 17% as compared with the previous year. The other 32.1% of the total workforce is composed of interns (1.8%), agency workers (<1%) and self-employed workers (30.3%), consisting mainly of doctors. The upward trend in the total number of employees is linked to the high number of acquisitions made each year by the Group and the new hires to cope with the pandemic event.

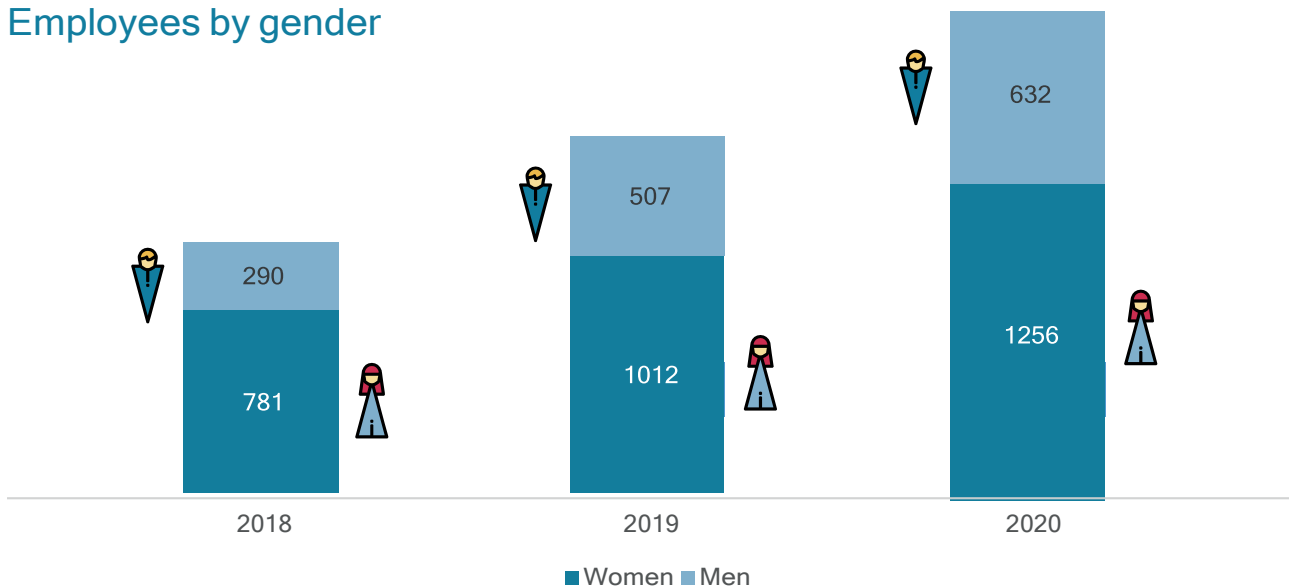
The majority of the Group's employees are female workers, mainly because of a preponderance of women in the healthcare sector, representing around 66.5% of total employees in 2020, whilst men account for the remaining 33.5%.

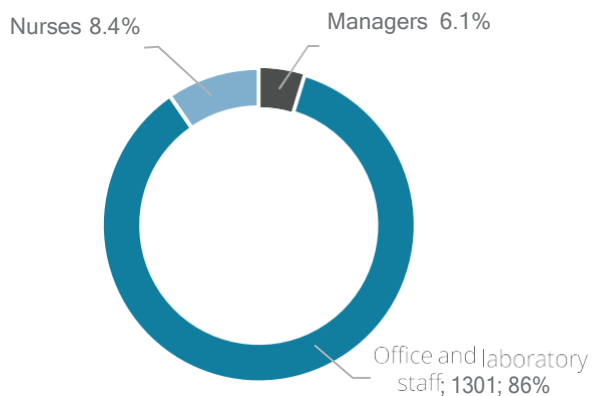
In 2020, office and laboratory staff represented 85.4% of the Group's employees, whilst nurses make up 8.42% of the total and the remaining 6.14% is made up of management staff.

The percentage of employees under 30 years has also increased, representing in 2020 about 17.2% of the total employees. This demonstrates the Group's commitment to investing in the future and enhancing the value of the younger generation, guaranteeing them a continuous path of professional growth.

In terms of employment contracts, the majority of the employees have a permanent contract, around 87% in 2020, as Lifebbrain attaches great importance to building stable and lasting partnerships with its employees. In addition, the percentage of full-time contracts (59.2%) has increased compared with the previous year. All Lifebbrain Group's employees are covered by Italian collective bargaining agreements, principally the national collective labour agreement for professional firms (Contratto Collettivo Nazionale del Lavoro degli studi professionali).

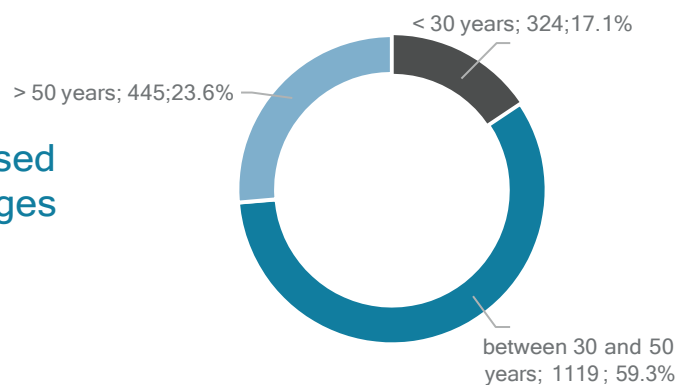
Employees by gender





Employees by employment category, expressed in total amounts and percentages (2020)

Employees by age range, expressed in total amounts and percentages (2020)



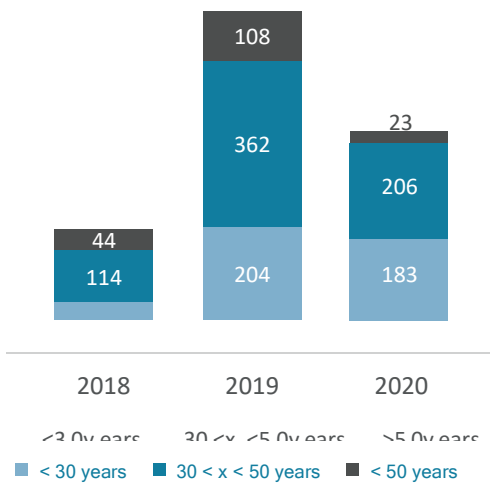
Total Workforce by type of contract	Unit	2018	2019	2020
Employees	n.	1,071	1,519	1,888
Permanent Contracts - total	n.	1,038	1,399	1,635
women	n.	758	933	1,075
men	n.	280	466	560
Temporary Contracts - total	n.	33	120	253
women	n.	23	79	181
men	n.	10	41	72
Full-time Contracts	n.	440	800	1,118
women	n.	270	456	662
men	n.	170	344	456
Part-time Contracts	n.	631	719	770
women	n.	511	556	594
men	n.	120	163	176
Interns	n.	10	10	50
Agency workers	n.	22	21	1
Self-employed workers	n.	1,306	1,433	841
TOTAL WORKFORCE	n.	2,409	2,983	2,780⁶

⁶ It is noted that, due to the acquisitions made by the Lifebrian Group in 2020, the 2019 headcount and 2020 hiring and terminations are not comparable with the 2020 headcount.

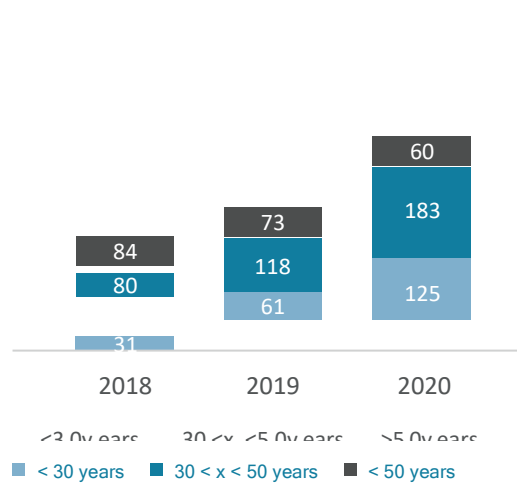
Overall, the hiring rate amounted to 27% in 2020, whilst the turnover rate remained unchanged from the previous year at 24%.



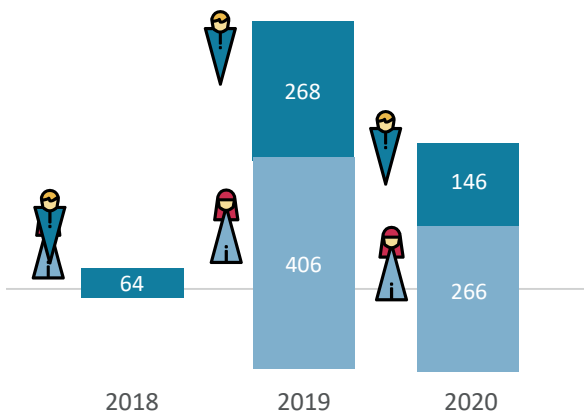
New hires by gender



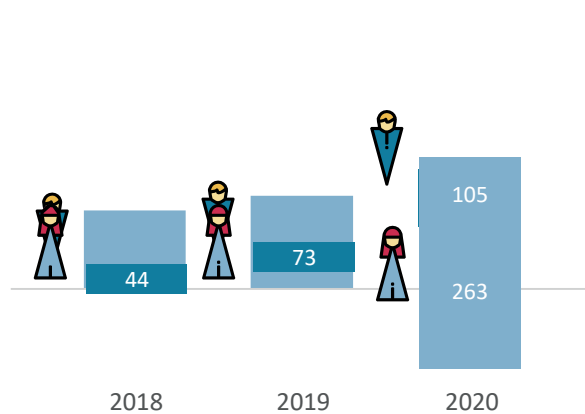
Terminations by gender



New hires by gender



Terminations by gender



Hiring rate			
By age range	Unit	2019	2020
< 30 years	%	19	12
30 < x < 50 years	%	34	14
> 50 years	%	10	1
Total	%	63	27
By gender	Unit	2019	2020
Women	%	38	17
Men	%	25	10
Total	%	63	27

Turnover rate			
By age range	Unit	2019	2020
< 30 years	%	6	8
30 < x < 50 years	%	11	12
> 50 years	%	7	4
Total	%	24	24
By gender	Unit	2019	2020
Women	%	17	17
Men	%	7	7
Total	%	24	24

In 2020, Lifebrain has established several partnerships with the most important universities in central Italy such as LUISS and Tor Vergata University, with whom it has held a few events such as workshops. Specifically, a workshop was held by Lifebrain, during a career day, to present the group and information regarding the selection they carry out to recruit talent, this workshop had the largest number of participants and a high level of interaction with the audience.

The group's aim is to further increase the number of partnerships with universities close to Lifebrain's HUBs, to further consolidate their relationship with local communities.



Wellbeing at work and professional development



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The well-being of its employees is fundamental to Lifebrain and it is for this reason that it is committed to ensuring a stimulating and pleasant work environment by promoting professional development paths and welfare plans that contribute to creating a climate of belonging and well-being.

Amongst the welfare initiatives implemented by Lifebrain there is the **welfare card**, created in 2020 and still being tested, that allows employees to spend a monetary value of around €500 in places affiliated with the group. In addition to the welfare card, the Group offers a free annual check-up for all employees over 40 years of age, cost reduction of particular types of analysis by up to 50% and a health insurance plan, with the aim of improving well-being and promoting the importance of preventative healthcare amongst its employees. In 2020 Lifebrain was also able to implement an app that allows its employees and their families to have 24/7 remote medical assistance.

Employee development programmes include compulsory training and additional orientation and personal development courses, including leadership courses for managers, in order to foster the development of their professional skills and consequently an improvement in the services offered to its customers. Specific on-the-job training is provided for new employees and in the case of acquisitions of new companies, the Group verifies that all mandatory training has been carried out and organises courses to fill any gaps identified.

In addition, this year a course for middle management was created, in order to increase awareness of the different roles of new recruits and to accompany employees on a guided growth path. Thanks to the ongoing training of its employees and the development of their professional skills, the Group guarantees continuous improvement of the services offered to its customers.

The total training hours recorded in 2020 amounted to 32,148, with an increase of 60.7% compared with the previous year and equal to approximately 17.02 hours of training per employee per year.

Training per employee	Unit	2018	2019	2020
Total hours	h	15,115	20,000	32,148
Women	h	11,042	15,133	20,785
Men	h	4,073	4,867	11,363
Average hours	h/employee	14.1	13.2	17.0
Women	h/employee	14.1	15	19,2
Men	h/employee	14	9.6	19
Training by category	Unit	2018	2019	2020
Training provided to managers	h/employee	-	-	-
Training provided to office and laboratory staff	h/employee	13.7	12.7	17.8
Training provided to nurses	h/employee	21.5	23.8	25.6

Furthermore, no cases of discrimination occurred within the group in the last three years, as it ensures its employees that there is no discriminatory behaviour on grounds of colour, sex, religion, political opinion, national extraction, or social origin.



Regulation of smart-working

Lifebrain's goal is to increase the well-being of its employees, which is why it has regulated Smartworking by drafting a procedure that provides the minimum and sufficient guidelines on the proper and coordinated management of smartworking requests by employees of the Lifeanalytics.

Employees who are willing to perform Smart Working can express their interest by accessing the "Self-Certification of Willingness to Perform Smart Working" form, choosing the necessary IT configurations and submitting it to Human Resources.

Once the request is verified and approved, the employee can work wherever they want in their own comfort.

Thanks to this method of working, in addition to improve work-life balance of employees, home-work journeys will be reduced and consequently the respective CO₂ emissions, making work even more sustainable from both a social and an environmental point of view.



Health and safety of workers



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Amongst Lifebrain's missions is to manage the resources necessary to spread and consolidate the culture of safety in an increasingly efficient manner in order to guarantee the highest levels of safety for all its employees and collaborators, with the aim of developing greater risk awareness and consequently more responsible behaviour.

The Group implements preventive actions, periodic audits and updating of the risk assessment documents in compliance with Italian Legislative Decree No. 81 of 9 April 2008 (Consolidated Law on Health and Safety at Work) and subsequent amendments and additions. In order to promote a culture of safety, the Group provides all workers with the tools and personal protective equipment (PPE) required by law, as well as the knowledge necessary for the correct management of risks through continuous training and information.

Furthermore as evidence of this, the Health and Safety Department centrally manages at Group level the processes of analysis, monitoring, planning and management of activities, collaborating with the Human Resources function to define, plan and implement the health and safety training plan targeted for all employees.

Between 2019 and 2020, the number of injuries increased from 20 to 22 mainly due to the increase in the Group's size, number of employees and work hours, corresponding to a 6% increase in the injury rate from 9.0 to 9.6, whilst no high consequence injury or fatalities have been recorded. As identified in the Group's risk assessment document, injuries are mainly relating to laboratory activities, with reference to the use of potentially harmful biological and chemical materials. Amongst the most frequent causes of injury are slipping, spills of solutions, puncture wounds and abrasions. Each accident is recorded and, where necessary, the Group makes an on-site visit to assess possible implementation of corrective actions.

The Lifebrain Group is finalising a health and safety management system, based on the requirements of the ISO 45001:2018 standards and the UNI-INAIL guidelines and is planning to draw up a health and safety policy and an HSE manual applied at Group level.

Health and safety indexes	Unit	2018	2019	2020
Worked hours	hours	1,628,255	2,231,348	2,280,324
Number of injuries	n.	14	20	22
Injury rate [number of injuries x 1,000,000/ hours worked]	n./hours	8.6	9.0	9.6



Covid-19 Management

The Group was able to respond to the needs of its employees right from the start, encouraging smartworking and updating its risk assessment documents in accordance with the specific national law regarding the Covid-19 emergency, consistently applying ministerial and regional decrees. At Lifebrain, particular attention is paid to the care of their employees, which is why they have been very careful about managing Covid-19. In addition to drawing up the Continuity Business Plan and providing all the necessary personal protective equipment, they have set up a protocol of free serological testing for Sars-CoV-2 for their employees in the company's own laboratories and in other healthcare facilities.

The aim of the screening survey on the operators is to assess the supposedly asymptomatic subjects to assess their serological status as regards SARS-CoV-2 in order to monitor the contagions within the group and intervene in a timely manner. For this reason, reports are drawn up every week to certify the monitoring of the status of in-house infections.

This investigation also makes it possible to identify IgM antibodies in the subjects, which are typical of the initial phases of infection and to identify any phases at risk of the first manifestation and/or clinical signs of Covid-19. The outcome of a possible identification of individuals who are positive for SARS-CoV-2 would allow the implementation of all measures for the possible containment and active surveillance of the disease in accordance with the current indications. For each operator involved who voluntarily undergoes the test, if negative, another test is planned in 20-30 days, whilst for those who test positive for IgM for SARS-CoV-2 a standard serological confirmation test is foreseen, followed by an oropharyngeal swab test for those positive for the presence of IgM antibodies to Coronavirus.



For the environment



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Combating climate change

The global community is becoming more and more aware of the need to limit global warming and to combat climate change. During the Paris Climate Conference (COP21) held in December 2015, 195 countries adopted the first universal and legally binding agreement on climate. The agreement established a global action plan to limit the average rise in global warming to 1.5°C compared with preindustrial levels, in order to avoid irreversible damage to our ecosystem.

Within this global scenario and in order to achieve sustainable business growth, the Lifebrain Group is committed to progressively reducing its overall carbon footprint. With the aim of identifying all possible ways of reducing those emissions over the following few years, the Group started monitoring its energy consumption and greenhouse gas emissions (GHG). In recent years, the Group has refined its data collection process, enabling increasingly accurate outputs in terms of energy consumption and GHG emissions.

The Lifebrain Group's energy consumption is mainly linked to fossil fuel consumption for the corporate vehicle fleet and internalised logistics and to heating purposes in offices, sampling points and laboratories.

The growth trend in fuel consumption of cars and commercial vehicles considerably increased due to the continuous growth of the Group and as a result of the internalisation process of logistics. Also, electricity consumption purchased from the national grid increased by 76% compared with the previous year due to new acquisitions and intensive use of new machinery for processing Covid-19 tests. Furthermore, the Group consumed around 61% of the electricity produced by its solar plants installed at some of its laboratories, which yearly produced approximately 270 GJ.

Energy consumptions	UdM	2018	2019	2020
Energy consumptions – for vehicle fleet * of which:	Gj	1,019	5,721	19,029
Diesel vehicles	GJ	634	5,484	18,465
Gasoline vehicles	GJ	173	174	342
Compressed natural gas vehicles	GJ	211	64	222
Energy consumptions - for buildings, of which:	GJ	19,843	12,374	24,346
Natural gas purchased for heating	GJ	9,047	904	2,588
Electricity purchased from national grid	GJ	10,795	11,471	21,758
Electricity auto produced by photovoltaic plants	GJ	161	161	165
Total	GJ	21,023	18,257	43,540
* Fuel consumption was calculated based on the estimation of kilometres travelled by the company fleet and based on data of kilometres travelled by the internal logistics.				

In accordance with the GHG Protocol Corporate Accounting and Reporting Standard, the Lifebrain Group identified and monitored all relevant direct GHG emissions (Scope 1) and indirect emissions resulting from energy purchased (Scope 2)⁷.

⁷ GHG emissions resulting from the electricity purchased from the national grid have been calculated by both the location-based and the market-based method. The first reflects the average emission factor associated with the national energy mix, taking into account both renewable and non-renewable production. The second reflects emissions resulting from the electricity source that the Group has purposefully chosen through, for instance, contractual arrangements; if an organisation does not fully cover its electricity requirement according to such arrangements, an emission factor associated to the energy only produced by solar power plants is used for the portion not covered.

In addition the Group monitored and reported also indirect emissions occurring outside the scope of the organisation (Scope 3). In 2020, the Group decided to expand the scope 3 categories, reporting not only on employee commuting and business travel, but also on goods and services purchased, capital goods, fuel and related services, upstream logistics and waste operations thus obtaining a more representative figure for its carbon footprint. In line with the energy consumptions trend, in 2020 GHG emissions also increased as compared with 2019. With respect to 2019, direct emissions from fossil fuel consumption (Scope 1) increased by 193% and amounted to 2,010 tCO_{2e} in 2020, of which 159 tCO_{2e} due to fugitive emissions of refrigerant gases (F-gas) and 1,708 tCO_{2e} to vehicle fleet and logistics.

According to the location-based approach, indirect emissions from electricity consumption amounted to 2,031 tCO_{2e}, whilst, using the market-based approach, they were equal to 576 tCO_{2e}, given that the Group purchased electricity with guarantee of origin certificates from the second half of 2020, which certify that the electricity supplied to Lifebrain is exclusively produced from renewable energy sources.

Other indirect emissions resulting from the rest of the activity of the Group along the value chain increased by 278% due to the growth of the Group's workforce following acquisitions which occurred in 2020 and to the expansion of GHG emissions monitoring. Analyses carried out in 2020 for the purpose of calculating other Scope 3 emissions highlighted the Group's activities with the highest emission impact. It is on these activities that the Group has planned several initiatives aimed at reducing GHG emissions for the next years. In order to reduce GHG emissions linked to electricity consumption, the Lifebrain Group's goal for 2021 is the purchase of renewable electricity for all the assets. Furthermore, to reduce fuel consumption and therefore the emissions of climate-altering gases, the Lifebrain Group will provide its drivers with an app that will allow them to calculate the best route and to ensure more efficient and environmentally friendly transport. Lastly, the Group aims to purchase electric vehicles and install renewable energy plants in the near future to further reduce their environmental impact allowing the electrification of much of the consumption currently covered by fossil fuels.

GHG Emissions	UoM	2018	2019	2020
Direct emissions (Scope 1)	tCO_{2e}	776	685	2,010
Emissions resulting from natural gas burning used for Group's heating	tCO ₂	506	51	144
Emissions resulting from diesel vehicles	tCO _{2e}	58	462	1,639
Emissions resulting from gasoline vehicle	tCO _{2e}	17	16	31
Emissions resulting from compressed natural gas, electric and hybrid vehicles	tCO _{2e}	72	25	37
Emissions of refrigerant gases resulting from leakages in air-conditioning systems	tCO _{2e}	122	131	159
Indirect emissions (Scope 2) - Location-based	tCO_{2e}	1,077	1,144	2,031
Emissions resulting from electricity purchased from national grid	tCO _{2e}	1,077	1,144	2,031
Indirect emissions (Scope 2) - Market-based	tCO_{2e}	1,429	1,540	576
Emissions resulting from electricity purchased from national grid	tCO _{2e}	1,429	1,540	576

Other indirect emissions (Scope 3)	tCO_{2e}	1,163	1,592	5,622
Emissions resulting from purchased good and services*	tCO _{2e}	N.A.	N.A.	1,087
Emissions resulting from capital Goods	tCO _{2e}	N.A.	N.A.	4
Emission resulting from fuel and related activities	tCO _{2e}	N.A.	N.A.	392
Emissions resulting from upstream logistics and distribution	tCO _{2e}	N.A.	N.A.	226
Emission resulting from waste operations**	tCO _{2e}	N.A.	N.A.	1,521
Emissions resulting from business travel by air***	tCO _{2e}	933	16	10
Emissions resulting from business travel by car	tCO _{2e}	0	25	194
Emissions resulting from business travel by train	tCO _{2e}	8	14	4
Emissions resulting from employee commuting****	tCO _{2e}	221	1,537	2,182
Total (Scope 1 + 2 + 3) emissions (Location-based method)	tCO_{2e}	3,019	3,421	9,663
Total (Scope 1 + 2 + 3) emissions (Market-based method)	tCO_{2e}	3,368	3,817	8,209
<p>* The emissions linked to material purchased were calculated by estimating the composition of the main supplier shipments to all Group laboratories. This collection included about 43% of the total raw materials purchased (spot shipments were not included, for which it was not possible to collect useful data).</p> <p>** The emissions linked to waste operations include also the treatment of water discharge, as well as waste relating to the Group's activities.</p> <p>*** The emissions linked to business travel by air were estimated based on from trips recorded internally by the Group.</p> <p>**** The emissions linked to commuting were calculated from a commuting survey, in which employees provided information on the distance travelled and the means of transport used. The questionnaires involved 898 employees, the remainder were estimated by re-estimating the results over the total number of employees, excluding employees with company cars (whose commuting emissions have already been included in Scope 1 emissions).</p>				

As a further commitment with respect to climate change, Lifebrain decided to purchase carbon credits in order to compensate its overall GHG Scope 1 and Scope 2 - Market based emissions, starting from 2020 reporting year. The initiative allowed Lifebrain to become carbon neutral on the activities falling within the reporting perimeter and is designed as a transition tool to mitigate its impact on the road to effectively reducing carbon emissions.



Carbon offsetting projects

Lifebrain's carbon neutrality is achieved by balancing carbon emissions with offsetting, thus using carbon credits coming from positive impact projects. Each credit is certified according to international standards and it corresponds to the reduction (or removal) of one tonne of CO₂ equivalent. Specifically, the two projects Lifebrain bought the credits from are the "Great Bear Forest Carbon" and the "Guatemalan Conservation Coast".

The **Great Bear Forest Carbon** project aims at improving forest management in British Columbia (BC), the westernmost province of Canada, generating emission reductions through the protection of forest areas that were previously designated, sanctioned or approved for commercial logging. The project activities include changes in land-use legislation and regulation that result in the protection of forest areas and reduction of harvest levels.

The second project is developed in the **Guatemalan Conservation Coast** region by addressing the drivers of deforestation through effective law enforcement, land-use planning, education, economic opportunities and sustainable agroforestry initiatives. The project has also significant perks: over 400 species of birds have been documented in the project area and 120 species depend on the corridor to sustain their great journeys.



Waste management



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The Lifebrain group pays particular attention to its waste production, mainly relating to the activities of its clinical and environmental laboratories, which are characterised by a high consumption of disposable items, chemicals, biological and sanitary substances. For this reason, there is a high consumption of special hazardous waste, which is managed by a certified external supplier who ensures proper storage, transport, treatment and disposal. The only waste that is collected and disposed of in the traditional way is waste from office activities, which is collected and delivered to municipal treatment plants.

During the last three years, the Lifebrain Group has not suffered any significant sanctions, monetary or non-monetary, as regards environmental regulations as all entities in the Group manage the waste generated by their activities in accordance with the requirements of national and European legislation. The percentage of the Lifebrain Group recycled waste is around 10%, mainly due to the fact that most of the chemical, biological and sanitary waste produced by laboratory activities cannot be recycled but must be sent for disposal. Given that Lifebrain carries out mostly clinical analyses, it can be seen that the total waste production has increased by 14% with respect to 2020 in correspondence with the increase in analyses carried out following the pandemic.

Waste	UoM	2018	2019	2020
Hazardous waste	tonne	504.7	662.6	754.9
Non-hazardous waste	tonne	15.8	51.7	61.8
Total waste	tonne	520.5	714.3	816

Reporting Principles and Criteria



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Scope of Reporting

This document represents the second Sustainability Report (hereinafter also “Report”) of Lifebrain Group and provides key information relating to environmental, social and economic aspects that characterise the Group business.

The Sustainability Report of Lifebrain Group has been prepared in accordance with the GRI (Global Reporting Initiative) Global Reporting Standards, according to the “Core” option.

The second Sustainability Report of Lifebrain relates to reporting year 2020 (1st January to 31st December) and contains, when available, the performance trends for the three-year period 2018-2020 for comparative purposes. The data collection process and the report publication activities are structured on an annual basis.

The reporting boundaries of the Report include Lifebrain S.r.l. and its subsidiaries, unless otherwise indicated. The list of companies included in the perimeter is reported in the Annex. The Group registered and administrative offices are in Rome, in Via Giacomo Peroni, 452.

As a signatory of the United Nations Global Compact (UNGC) initiative since 2019, through this report the Group is also fulfilling its commitment to producing an annual Communication on Progress – a public disclosure outlining its progress in implementing the Ten Principles of the UNGC. The UNGC Principles are mapped against the GRI indicators in the GRI Content Index.

At present, Lifebrain Group 2020 Sustainability Report does not directly address the UNGC issues and principles relating to Human Rights, given that the majority of the Group's direct activities and suppliers are located in Europe, where Human Rights are regulated by laws. In addition, some of the most important human rights issues relating to Lifebrain Group's activities, such as the protection of workers' occupational health and safety, are already included amongst the "Labour" principles the Group reports on.

The second Sustainability Report of Lifebrain was not audited by an independent third party.

The process of drawing up the Sustainability Report, coordinated by an internal working group, involved the top management and various Group's functions, who actively contributed to defining the relevant topics and the document layout, as well as gathering the data and information needed to draw up the Report.

In line with the requirements of this standard, the initial stages for the preparation of the Sustainability Report are the identification and prioritisation of the Group stakeholders and the analysis of the materiality of each topic for the Group (materiality analysis), illustrated below in more detail.

Our stakeholders

The Lifebrain group has identified its stakeholders, as could be defined as the entities or individuals significantly influenced by Lifebrain's activities, products and services or those parties whose actions could influence Lifebrain's ability to successfully implement its strategies and achieve its objectives. In fact, Stakeholders' identification is a fundamental for the creation of a sustainability strategy.

STAKEHOLDER	TOPICS/EXPECTATIONS INDICATED BY STAKEHOLDERS	TYPE OF ENGAGEMENT
Shareholders and investors	<ul style="list-style-type: none"> • Create value for the Shareholder • Transparency and timeliness in financial information • Risk management evaluations (ESG factor) 	<ul style="list-style-type: none"> • Institutional channels and written communications • Group's Project • Meeting • Press releases • Exchange of experiences and information
Local health authority	<ul style="list-style-type: none"> • Support to health protection and prevention policies • Compliance with health regulations and laboratory activities. 	<ul style="list-style-type: none"> • Healthcare partnership projects (local and regional initiatives) • Sustainability report
Local authorities	<ul style="list-style-type: none"> • Compliance with regulations • Contribution and support to local initiatives and local communities • Reduction of corruption • Safety and health of citizens 	<ul style="list-style-type: none"> • Continuous discussions and communications; • Partnership for local programs and initiatives • Meetings
Employees	<ul style="list-style-type: none"> • Respect labour regulations • Professional development • Involvement in corporate strategy • Reduce environmental impact due to commuting (home-work shift) 	<ul style="list-style-type: none"> • Meetings • Consultations with group departments • Workshop • Survey
Private customers	<ul style="list-style-type: none"> • Quality of care; • Innovation in health services provided by the group • Sustainability of business activities 	<ul style="list-style-type: none"> • Customer care services • Website
Corporate customers	<ul style="list-style-type: none"> • Sustainability of the business activities • Transparency • Accurate emission measurement 	<ul style="list-style-type: none"> • Customer care services • website • survey • workshop
Suppliers	<ul style="list-style-type: none"> • Business compliance and payment term • Policy and governance • Transparency • Anti-corruption 	<ul style="list-style-type: none"> • Survey • Involve in the "stakeholder's committee" • Workshop
Financial community	<ul style="list-style-type: none"> • Financial management • Economic performance • ESG PKIs for investments 	<ul style="list-style-type: none"> • Meetings • survey • presentation of the sustainability report • investor relations • workshop
Media	<ul style="list-style-type: none"> • Group approach to sustainability trends in the healthcare industry • Environmental impacts of business activities • Transparency and reliability of reporting 	<ul style="list-style-type: none"> • Periodic discussions and communications • press releases • workshop



Material topics



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In accordance with the first paragraph of the Report, the topics discussed in the Report and their level of detail are based on the results of the materiality analysis conducted by the Company.

The following table provides a list of the material aspects for Lifebrain Group and its stakeholders, linked to the corresponding GRI Standards topics (Topic-specific Disclosures), with the corresponding boundaries in terms of impact and any limitations to the scope due to the non-availability of data related to the entities outside the organization.

Lifebrain Group material aspects	Definition	GRI material aspects	Aspect boundary		Limitations of reporting on boundary	
			Within the Organization	Outside the Organization	Within the Organization	Outside the Organization
Patients safety and sanitation	Ensure a constant commitment to patient safety and sanitation.	GRI 416: Customer Health and Safety	Lifebrain Group	Clients	-	Reporting not extended to clients
Quality of care	Satisfy customer expectations, particularly with regard to the quality of care and to the level of service provided.	-	Lifebrain Group	Clients	-	Reporting not extended to clients
Healthcare prevention and promotion	Encourage and promote healthcare prevention, as the key for improving people's quality of life.	GRI 417: Marketing and Labeling	Lifebrain Group	Clients	-	Reporting not extended to clients
Diversity and non-discrimination	Protect diversity and equal rights for all employees and create a working environment free from discrimination.	GRI 405: Diversity and Equal Opportunity	Lifebrain Group	-	-	-
Health, safety and well-being at work	Adopt initiatives and procedures with the goal of safeguarding employees' health and safety, with particular focus on healthcare operators, and of enhancing employee's wellbeing.	GRI 403: Occupational Health and Safety	Lifebrain Group	Suppliers	-	Reporting not extended to suppliers
		GRI 401: Employment	Lifebrain Group	-	-	-
Training and Education	Ensure continuous training of employees with the aim of improving their skills and increasing their satisfaction.	GRI 404: Training and Education	Lifebrain Group	-	-	-
Economic performance	Strengthen financial stability of the organization by improving economic value generated and distributed to external stakeholders.	GRI 201: Economic Performance	Lifebrain Group	-	-	-

Lifebrain Group material aspects	Definition	GRI material aspects	Aspect boundary		Limitations of reporting on boundary	
			Within the Organization	Outside the Organization	Within the Organization	Outside the Organization
Infectious and hazardous waste management	Manage efficiently infectious and hazardous waste in compliance with legal requirements.	GRI 306: Effluents and waste	Lifebrain Group	-	-	-
Energy consumption and GHG emissions	Reduce energy consumption and GHG emissions related to the value chain, with particular focus to logistics.	GRI 302: Energy	Lifebrain Group	Suppliers	-	Reporting not extended to suppliers
		GRI 305: Emissions	Lifebrain Group	Suppliers		Reporting not extended to suppliers
Environmental Compliance	Be a responsible company and comply with relevant environmental regulations.	GRI 307: Environmental Compliance	Lifebrain Group	Suppliers	-	-
Anti-corruption and anti-competitive Behavior	Adopt specific policies, procedures or actions to promote the prevention and effective management of corruption and anti-competitive incidents.	GRI 205: Anti-corruption	Lifebrain Group	-	-	-
		GRI 206: Anti-competitive Behavior	Lifebrain Group	-	-	-
Customer Privacy Protection	Ensure that the protection of privacy and personal data of employees is respected.	GRI 418: Customer Privacy	Lifebrain Group	-	-	Reporting not extended to clients
Compliance with health regulations	Comply with all applicable health regulations.	GRI 419: Socioeconomic Compliance	Lifebrain Group	Clients	-	Reporting not extended to clients

Quality Reporting Principles



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In line with the requirements of the GRI Standards, the contents of this Report were defined based on the following principles:

- **completeness:** the Report should cover the main social, economic and environmental topics, enabling stakeholders to make the most complete assessment possible of Lifebrain Group sustainability performance.
- **sustainability context:** the Report should present the performance of the Group business in the wider context of sustainability;
- **stakeholder inclusiveness:** the Report indicates Lifebrain Group main stakeholders and their engagement;
- **materiality:** the content of the Report is based on the concept of materiality and therefore includes the topics (as defined by GRI Standards) that are most relevant to the Group and to its stakeholders.

In line with the reporting standard, the following principles were also applied to guarantee the quality of the content: **accuracy, reliability, clarity, comparability, balance and timeliness.**



Calculation Methodologies



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This Sustainability Report contains qualitative and quantitative social, environmental and economic/financial information gathered through direct interviews with the heads of various Group departments and by sending specific data collection forms, based on an annual reporting process.

The main calculation methods and assumptions used to calculate the performance indicators are described below, in addition to that already reported in the Report:

- To calculate the indicators relating to health and safety, accidents that have entailed at least one day of absence are included, whilst commuting accidents are not included if the transportation was not organised by the Group. More specifically, the accident frequency index was calculated as shown below:
Frequency index = number of accidents / hours worked x 1,000,000.
- For environmental data, where not available, conservative estimates were used, which led to the assumptions associated to the Group less positive environmental performance figures. The calculation of greenhouse gas emissions was made using the following formula:
*Greenhouse gas emissions = activity data (e.g. kWh of electricity) * respective emission factor.*

Greenhouse Gas emissions calculations are carried out based on the principles outlined in the GHG Protocol Corporate Accounting and Reporting Standard.

Scope 1 GHG emissions are direct emissions occur from sources that are owned or controlled by the company and are relating to emissions from fuel combustion (e.g. natural gas used for heating).

Below are the emission factors and GWPs used to calculate GHG emissions.

GHG EMISSIONS SCOPE 1			
SOURCE	ACTIVITY DATA	EMISSION FACTOR	GWP
Diesel, natural gas and LPG for heating and other purposes	Fuel consumption	DEFRA (Department of Environment, Food & Rural Affairs), Conversion factors - Full set, 2020, 2019 and 2018	-
Company's car fleet	Fuel consumption	DEFRA (Department of Environment, Food & Rural Affairs), Conversion factors - Full set, 2020, 2019 and 2018	-
Leakages from air-conditioning systems of refrigerant gases	Leakage		Global Warming Potentials (GWPs) are taken from IPCC Fourth Assessment Report (AR4)

Scope 2 GHG emissions are relating to the consumption of electricity purchased from the national grid.

GHG EMISSIONS SCOPE 2			
SOURCE	ACTIVITY DATA	EMISSION FACTOR	GWP
Electricity purchased from national grid - location-based method	Electricity consumption	Terna, Confronti Internazionali, 2018, 2019 and 2020 (Total gross production)	Only CO ₂ emissions were considered
Electricity purchased from national grid - market-based method	Electricity consumption	For Poland, Italy and France: AIB - European Residual Mixes, 2018, 2019 and 2020 For USA: Green-e Energy Residual Mix emission factors 2018 and 2019	Only CO ₂ emissions were considered

Scope 3 emissions are the result of activities from assets not owned or controlled by the reporting organisation, but that the organisation indirectly impacts in its value chain. The categories reported by Lifebrain are described below.

- CAT. 1 – PURCHASED GOODS & SERVICES: upstream emissions from the production of raw materials and final products purchased.
- CAT. 2 – CAPITAL GOODS: upstream emissions from the production of capital goods purchased or acquired.
- CAT. 3 – FUEL AND ENERGY-RELATED ACTIVITIES: emissions relating to the production of fuels and energy purchased and consumed.

CAT. 4 - UPSTREAM TRANSPORTATION AND DISTRIBUTION:

- Emissions associated with the transportation and distribution of products purchased in the reporting year, between a company's tier 1 suppliers and its own operations in vehicles not owned or operated by the reporting company.
- Emissions relating to the transportation and distribution services purchased by the reporting company in the reporting year, including outbound logistics (e.g., of sold products) and transportation and distribution between a company's own facilities.
- CAT. 5 - WASTE GENERATED IN OPERATIONS: emissions from third-party disposal and treatment of waste generated by the company's owner or controlled operations.

CAT. 6 - BUSINESS TRAVEL: emissions from the transportation of employees for business-related activities by external means of transport not controlled or owned by the company.

CAT. 7 - COMMUTING: emissions from the transportation of employees between their homes and their worksites.

It should be noted that the calculation of category 1 of scope 3 "Purchased good and service" was made by estimating the composition of shipments from the main suppliers to all the Group's laboratories. Data on "spot" shipments, which make up about 50% of the total purchased good and service, were excluded from this collection as no useful data could be collected for the latter.

GHG EMISSIONS SCOPE 3 (2020)			
SOURCE	ACTIVITY DATA	EMISSION FACTOR	GWP
Materials procured (Cat. 1)	Weight of raw, process and packaging materials procured	Ecoinvent, v.3.7.1 - UK Department of Environment, Food & Rural Affairs (DEFRA), Conversion factors - Full set, 2020	CO ₂ equivalent emissions were considered
Capital goods (Cat. 2)	Weight of raw materials making up the capital goods	Ecoinvent, v.3.7.1 - UK Department of Environment, Food & Rural Affairs (DEFRA), Conversion factors - Full set, 2020	CO ₂ equivalent emissions were considered
Fuel and energy related activities (Cat. 3)	Fuel and electricity consumption	UK Department of Environment, Food & Rural Affairs (DEFRA), Conversion factors - Full set, 2020	CO ₂ equivalent emissions were considered
Upstream logistics (Cat. 4)	Kilometres covered by air, truck or ship multiplied by shipped weight (tonne)	UK Department of Environment, Food & Rural Affairs (DEFRA), Conversion factors - Full set, 2020	CO ₂ equivalent emissions were considered

GHG EMISSIONS SCOPE 3 (2020)			
SOURCE	ACTIVITY DATA	EMISSION FACTOR	GWP
Waste disposal (Cat. 5)	Weight of waste disposed	UK Department of Environment, Food & Rural Affairs (DEFRA), Conversion factors - Full set, 2020	CO ₂ equivalent emissions were considered
Business travel by air, train and car (Cat. 6)	Kilometres travelled	UK Department of Environment, Food & Rural Affairs (DEFRA), Conversion factors - Full set, 2020	CO ₂ equivalent emissions were considered
Commuting (Cat. 7)	Kilometres travelled	UK Department of Environment, Food & Rural Affairs (DEFRA), Conversion factors - Full set, 2020	CO ₂ equivalent emissions were considered

It should be noted that Fuel density and NCV (Net Calorific Value) was taken from DEFRA (Conversion factors - Full set, 2020, 2019 and 2018).

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Content index



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GRI Standards	Disclosure	Paragraph	Omissions - notes
GENERAL DISCLOSURES			
GRI 102: General Disclosures 2016	Organizational profile		
	102-1 Name of the organization	Lifebrain Group	
	102-2 Activities, brands, products, and services	Lifebrain Group	
	102-3 Location of headquarters	Lifebrain Group	
	102-4 Location of operations	Lifebrain Group	
	102-5 Ownership and legal form	Lifebrain Group Our Governance	
	102-6 Markets served	Lifebrain Group	
	102-7 Scale of the organization	Lifebrain Group	
	102-8 Information on employees and other workers	A growing team	
	102-9 Supply chain	Excellence in health care	
	102-10 Significant changes to the organization and its supply chain	Lifebrain Group Excellence in health care	
	102-11 Precautionary Principle or approach	Our sustainability path	
	102-12 External initiatives	The importance of the prevention	
	102-13 Membership of associations	Our sustainability path	
	Strategy		
	102-14 Statement from senior decision-maker	A message to our stakeholders	
	Ethics and integrity		
	102-16 Values, principles, standards, and norms of behaviour	Our Governance Our sustainability path Excellence in health-care	
	Governance		
	102-18 Governance structure	Our Governance	
	Stakeholder engagement		
	102-40 List of stakeholder groups	Our stakeholders	
	102-41 Collective bargaining agreements	A growing team	
	102-42 Identifying and selecting stakeholders	Our stakeholders	
	102-43 Approach to stakeholder engagement	Our stakeholders	
	102-44 Key topics and concerns raised	Our sustainability path	
	Reporting practice		
	102-45 Entities included in the consolidated financial statements	Scope of reporting Calculation Methodologies	
	102-46 Defining report content and topic Boundaries	Calculation Methodologies	
	102-47 List of material topics	Material topics	
	102-48 Restatements of information		The data related to the GRI 401-1 have been restated as a consequence of the fine tuning of the formula used
102-49 Changes in reporting	Scope of reporting		
102-50 Reporting period	Scope of reporting		
102-51 Date of most recent report		2019 Sustainability Report	

GRI Standards	Disclosure	Paragraph	Omissions - notes
	102-52 Reporting cycle		Annual
	102-53 Contact point for questions regarding the report	Contacts	
	102-54 Claims of reporting in accordance with the GRI Standards	Scope of reporting	
	102-55 GRI Content Index	Calculation Methodologies	
	102-56 External assurance		This report is not subject to external assurance
MATERIAL TOPIC			
GRI 200 - ECONOMIC TOPICS			
Economic performance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	The value of the work	
	103-3 Evaluation of the management approach	The value of the work	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	The value of the work	
Anti-corruption			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Our governance	
	103-3 Evaluation of the management approach	Our governance	
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Our governance	
Anti-competitive Behaviour			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Our governance	
	103-3 Evaluation of the management approach	Our governance	
GRI 206: Anti-competitive Behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Our governance	
GRI 300 - ENVIRONMENTAL TOPICS			
Energy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Combating climate change	
	103-3 Evaluation of the management approach	Combating climate change	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Combating climate change	

GRI Standards	Disclosure	Paragraph	Omissions - notes
Emissions			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Combating climate change	
	103-3 Evaluation of the management approach	Combating climate change	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Combating climate change	
	305-2 Energy indirect (Scope 2) GHG emissions	Combating climate change	
	305-3 Other indirect (Scope 3) GHG emissions	Combating climate change	
Effluents and waste			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Waste management	
	103-3 Evaluation of the management approach	Waste management	
GRI 306: Effluents and waste 2016	306-2 Waste by type and disposal method	Waste management	
Environmental Compliance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Waste management	
	103-3 Evaluation of the management approach	Waste management	
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	Waste management	
GRI 400 - SOCIAL TOPICS			
Employment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	A growing team	
	103-3 Evaluation of the management approach	A growing team	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	A growing team	
Occupational Health and Safety			
GRI 403: Occupational Health and Safety 2018, Management Approach	403-1 Occupational health and safety management system	Health and safety of workers	
	403-2 Hazard identification, risk assessment, and incident investigation	Health and safety of workers	
	403-3 Occupational health services		
	403-4 Worker participation, consultation, and communication on occupational health and safety	Health and safety of workers	
	403-5 Worker training on occupational health and safety	Wellbeing at work and professionals development	
	403-6 Promotion of worker health	Wellbeing at work and professionals development	

GRI Standards	Disclosure	Paragraph	Omissions - notes
GRI 403: Occupational Health and Safety 2018, Management Approach	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Wellbeing at work and professionals development	
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	Health and safety of workers	
Training and Education			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Wellbeing at work and professional development	
	103-3 Evaluation of the management approach	Wellbeing at work and professional development	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Wellbeing at work and professional development	
Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	A growing team	
	103-3 Evaluation of the management approach	A growing team	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Our Governance A growing team	
Non-discrimination			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Wellbeing at work and professional development	
	103-3 Evaluation of the management approach	Wellbeing at work and professional development	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Wellbeing at work and professional development	
Customer Health and Safety			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Excellence in health care	
	103-3 Evaluation of the management approach	Excellence in health care	

GRI Standards	Disclosure	Paragraph	Omissions - notes
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Excellence in health care	
Marketing and Labelling			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	The importance of prevention	
	103-3 Evaluation of the management approach	The importance of prevention	
GRI 417: Marketing and Labelling 2016	417-3 Incidents of non-compliance concerning marketing communications	The importance of prevention	
Customer Privacy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Protection of privacy	
	103-3 Evaluation of the management approach	Protection of privacy	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protection of privacy	
Socioeconomic Compliance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Our sustainability path	
	103-3 Evaluation of the management approach	Our sustainability path	
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area		During 2018, 2019 and 2020, the Group did not incur any significant monetary and non-monetary sanction regarding socioeconomic regulations.
TOPICS NOT COVERED BY GRI DISCLOSURE			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics Calculation methodologies	
	103-2 The management approach and its components	Excellent in health care	
	103-3 Evaluation of the management approach	Excellent in health care	



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