



2022
Sustainability
Report

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A message from our Executive Chairman and President

To the patients, members, and staff of the Auna communities and families:

I am pleased to present AUNA's first Sustainability Report, a document that demonstrates our efforts to expand access to high-quality healthcare throughout the region. This report details our commitment to the transformation of healthcare in Latin America, resulting in healthier societies and the modernization of health systems centered on people.

AUNA was created with the passionate purpose of safeguarding our most valuable possession: life. Thus, our proposal of high medical resolution and patient experience is now being implemented by over fourteen thousand employees in Colombia, Mexico, and Peru. In 2022, we have performed seventy thousand surgeries, eighty thousand hospitalizations, and more than two hundred thirty thousand emergency room visits in the three countries. We hope to continue growing in the future and to continue working together for the populations we serve.

If there is one thing that AUNA has done well, it is working together. AUNA entails caring for our society and the environment as a community. Consequently, our view on sustainability is not an isolated axis; it is the right way to conduct business, an opportunity, and a source of pride. Thus, as part

of our commitment to our communities of patients, families, employees, and governments where we operate, we have updated our sustainability axes to refocus our efforts and continue raising the standard of the healthcare sectors where we are present.

At AUNA, our first objective is to contribute in the development of healthy societies and the second is to reaffirm our commitment to health through the continuous promotion of healthy living, as the best



way to prevent diseases, but also with diagnostics and periodic check-ups that help us monitor the state of our health. For example, in 2022 we will promote our annual breast cancer awareness and prevention campaign in Peru and Colombia, reaching more than fourteen million people with prevention content and helping women to be better protected.

During the pandemic, we played a significant role by collaborating with the sector's authorities, prioritizing "we care for those who care" by placing the health of the sector's personnel first, and actively promoting vaccination. We were also a major source of up-to-date information on the virus and the development of vaccines, and we supplied the Peruvian government with national-level vaccination centers to facilitate their work. Meanwhile, in Colombia, we collaborated with Davivienda to develop VitalPass, the country's official vaccination passport. During the pandemic, we learned how to work more efficiently, but more importantly, how to work together to be more efficient.

Our past successes have been attributable to our ability to assemble a pool of exceptional talent, which effectively achieves transparent and ethical management. **We have also institutionalized this by obtaining ISO 37001 certification for bribery prevention by the end of 2022.**

We have taken giant steps together, but we have ways to go. We will transform healthcare in the region with this wonderful team of people that make up AUNA.

Thank you so much for your trust and for accompanying us in taking care of life so that we can live it better.

Muchas gracias por su confianza y por acompañarnos a cuidar la vida para vivirla mejor, siempre.

SUSO ZAMORA

Executive Chairman and President of AUNA

Our origins

In 1989, in the midst of one of the most difficult social situations in Peru, two oncology doctors, Dr. Luis Pinillos Ashton, and Dr. Carlos Vallejos Sologuren; an insurance expert, Juan Serván Rocha; and a businessman, Víctor Hugo González Castillo decided to start a project that would not only change their lives but that of thousands of people: Oncosalud, a company providing healthcare services specialized in cancer prevention, detection, and treatment.

With the arrival of the new millennium and with a new focus on people-centered care, in 2008, Oncosalud joined forces with Enfoca Inversiones, an investment company for entrepreneurial talent and ideas with the potential to generate superior returns, synergies and create AUNA.

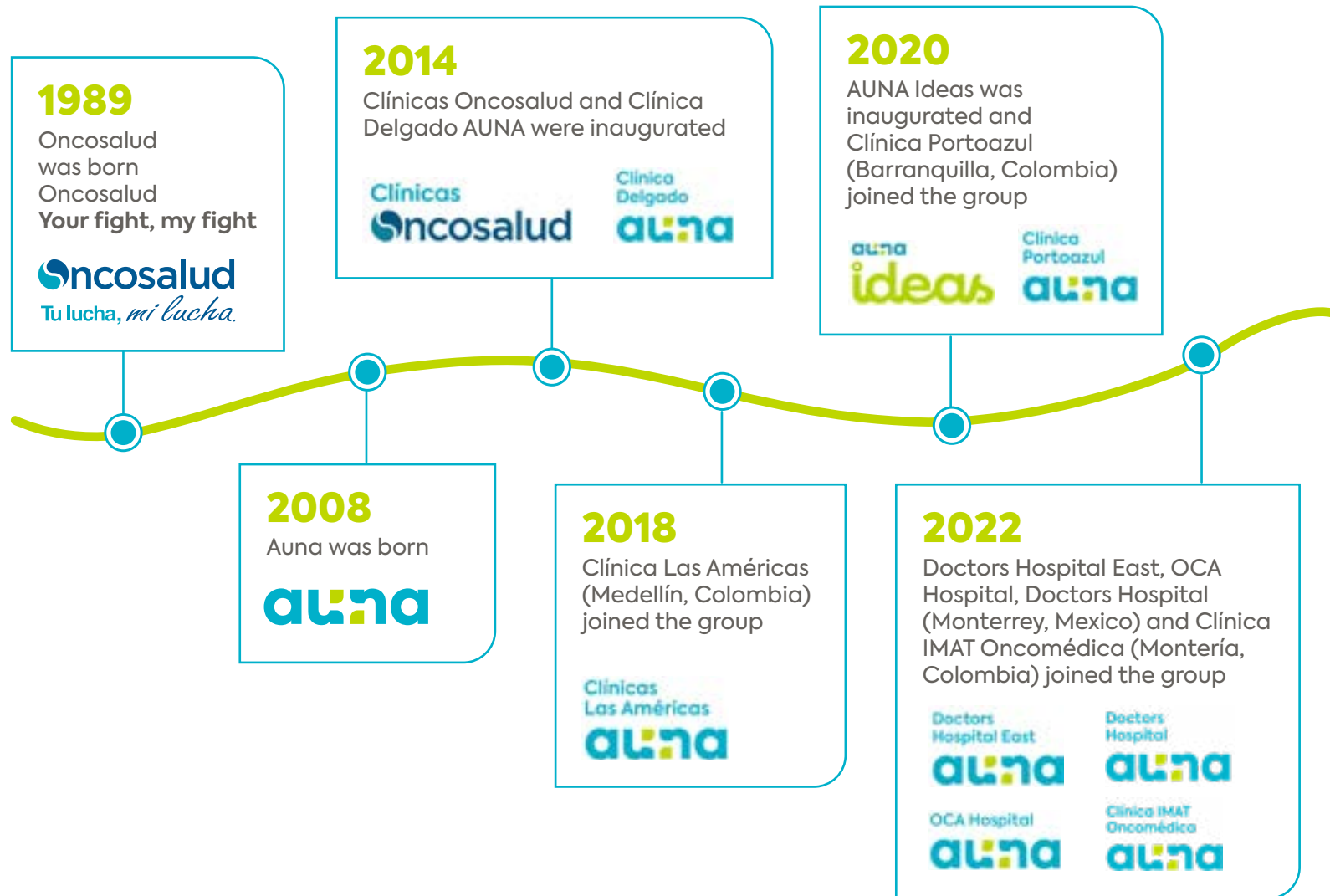
AUNA means “to bring together”; that is, to integrate, unite, and harmonize. Auna was created to integrate healthcare, becoming a leading organization whose commitment is to bring health and wellness to its members and patients, transforming healthcare and focusing on people. For us, this translates into the integration of several dimensions.

We bring together insurance and delivery, a fundamental aspect of our proposal; we bring together the face-to-face proposal with the digital one for the convenience of our patients and medical team; we bring together our services and offer integrated and standardized health solutions in all our regional offices; we bring together the patient with family members and empower them to be the main caregivers; we bring together our medical and administrative teams so that we work together with empathy for the patient.

We are AUNA, a people-centered organization where we recognize that togetherness is greater than individual effort. That's why we have come together to work together, offering trust, safety, and high standards of care, to take care of the most important thing we have: the lives of all people.

Vision of development and growth

A history of service



1.

Auna Pride



1.1. Our ecosystem continues to expand

We entered **Mexico** and expanded our operation in **Colombia**

In 2022, we added Organización Clínica América (“OCA”), located in Monterrey, Mexico, to our ecosystem. This brings together OCA Hospital (OCAH), Doctors Hospital (DH), and Doctors Hospital East (DHE).

We also bolstered our leadership position in Colombia by adding IMAT Oncomédica, a general healthcare network specializing in cardiology, oncology, and research, located in Montería.

México



Doctors Hospital East



OCA Hospital



Doctor Hospital

Colombia



IMAT Oncomédica

Colombia



Clínica del Sur - Colombia

Clínica del Sur: new clinic in Colombia

We opened “Clínica del Sur” in Envigado, Antioquia, with 155 patient beds. It includes an emergency room, general and specialized outpatient consultation beds, diagnostic imaging, physiotherapy, vascular and cardiovascular diagnosis, intensive care units, and high-complexity surgeries.

Sede 80: opening of the Pediatric ICU-ECU

In order to strengthen our critical care service for children, **we inaugurated in Colombia a new intensive care unit (ICU) and pediatric special care unit (PCU)** with a total of ten beds, four of which are devoted to special care and six to intensive care. These spaces are equipped with the best technology to provide the necessary support to our patients from one-month-old to 14 years old..

Clínica Portoazul: new hospitalization floor

In Barranquilla, **we inaugurated a new hospitalization facility with 12 beds**, state-of-the-art infrastructure, and a multidisciplinary medical team available 24 hours a day..

IMAT Oncomédica: expanding our services

IMAT Oncomédica is expanding its services throughout 2022. Today, we provide care in the fields of nuclear medicine, oncological urology, oncological orthopedics, pediatric oncology and hematology, oncological gynecology, oncological rehabilitation, pediatric oncological surgery, and hematopoietic stem cell transplantation.

Perú



Clínica Delgado Auna

AUNA Wellness Center opened its doors in Lima

The AUNA Wellness Center offers services focused on prevention. The new facility is properly equipped with 20 preventive care beds, 4 mammography units, 3 ultrasound scanners, an X-ray room, and equipment for round health check-ups.

Clínica Delgado Auna Integrates state-of-the-art imaging diagnostics

We have incorporated the best digital PET-CT technology in our Delgado AUNA Clinic in Lima. This is the first equipment with these state-of-the-art features in Peru, which improves the sensitivity of the equipment, opening new perspectives in the characterization of small lesions that were previously undetectable. It also improves disease detection in oncology patients, leading to better a management of patient treatments.



Auna Wellness Center

1.2. Our certifications and accreditations 2022



DELGADO CLINIC

- Platinum-level international health accreditation by Accreditation Canada.
- LEED Certification



ONCOCENTER:

- Platinum-level International Health Accreditation by Accreditation Canada



ONCOSALUD IAFAS:

- ISO 9001 certification with scope to the Oncology product.



CLINICAL LABORATORY AT THE NATIONAL LEVEL:

- ISO 9001 certification from receipt to delivery of results, by Bureau Veritas.



CONTINUOUS CARE SERVICE:

- Newpalex certification as an excellent palliative care team at home, outpatient, and inpatient levels.



AUNA PERU:

- ISO 37001 2016 Certification - Anti-bribery



AUNA IDEAS:

- Our research and development platform was accredited as the first Oncology Research Center in Peru by the National Council for Science, Technology and Innovation (Concytec).



CLINICAL LABORATORY HEADQUARTERS:

- NTP 15189:2015 Accreditation, scope to 26 analytes, by INACAL.
- Newpalex certification as an excellent palliative care team at home, outpatient, and inpatient levels



IMAT ONCOMÉDICA:

- Recertification in Good Clinical Practices for research on humans.

1.3 Our awards

Portoazul Clinic



In 2022, we participated in the 31st OES International Forum, where our poster “Experiences that touch the senses” won first place.

This was displayed in the Cartagena hall alongside other posters of institutions working to improve the quality of the health sector’s services through best practices.



IMAT Oncomédica:

The environmental authority of Córdoba has granted us the Lideram Award

for Results in Environmental Management in the Gold category.

Las Americas Clinic

Gold-level award

for the successful implementation of humanized intensive care units.

“Less footprint, more health”

is a platform that aims to reduce the carbon footprint and promote public environmental health. In this way, we have become an institution that manages its emissions.

Delgado Auna Clinic:



Merco Peru 2022
N°1 in healthcare

Merco Empresas y Líderes

- Leading companies
- Talent
- Top 100 leading companies in attracting and retaining talent
- ESG Responsibility in the Merco Empresas y Líderes Perú 2022 ranking

2.

About Auna



2.1 Who we are

We are an organization whose main commitment is to bring health and wellness to people, always focusing on them to transform their healthcare journey.

Since 2008, following our mission statement **“Taking care of life to live it better, always,”** we have worked constantly to establish bonds of trust, security, and high standards of care to provide thousands of individuals with the best experience possible in health care. All of this is performed with a warm demeanor and a genuine interest in your path to wellness.

Where are we?

PERÚ

Lima

- Clínica Delgado Auna
- Clínica Auna Guardia Civil
- Clínica Bellavista
- Cantella Occupational Health Center
- Clínica Oncosalud
- Radiation Oncology Center
- Benavides Medical Center
- Oncosalud Guardia Civil Medical Center
- Auna Independencia Wellness Centers

Trujillo

- Clínica Auna Camino Real

Chiclayo

- Clínica Auna Chiclayo
- Servimédicos Medical Center

Arequipa

- Clínica Auna Vallesur

Piura

- Clínica Auna Miraflores
- Children’s Medical Center

MÉXICO

Monterrey

- OCA Hospital (“OCA”)
- Doctors Hospital (“DH”)
- Doctors Hospital East (“DHE”)

COLOMBIA

Medellín

- Clínica Las Américas
- Clínica Sede 80
- Clínica Sede Sur
- Arcadia Medical Center
- City Plaza Medical Center
- Cancer Institute

Barranquilla

- Clínica Portoazul Auna

Montería

- IMAT Oncomedical



AUNA in numbers



+ 308 800

doses of vaccine against COVID-19 were administered by AUNA to health personnel and the general public in Peru and Colombia.

85%

Satisfaction Ipress Regionall¹.

1 093 499

members in Peru.



+ 12 000

employees in Peru, Colombia, and Mexico



119 684

blood donations in Peru, Colombia, and Mexico.



+ 359 600

people were positively impacted by AUNA's social projects.



+ 42 000

mammograms in Peru, Colombia, and Mexico.



+ 67 000

surgeries performed



+ 200 000

emergency room visits

5-year **cancer survival** rate greater than

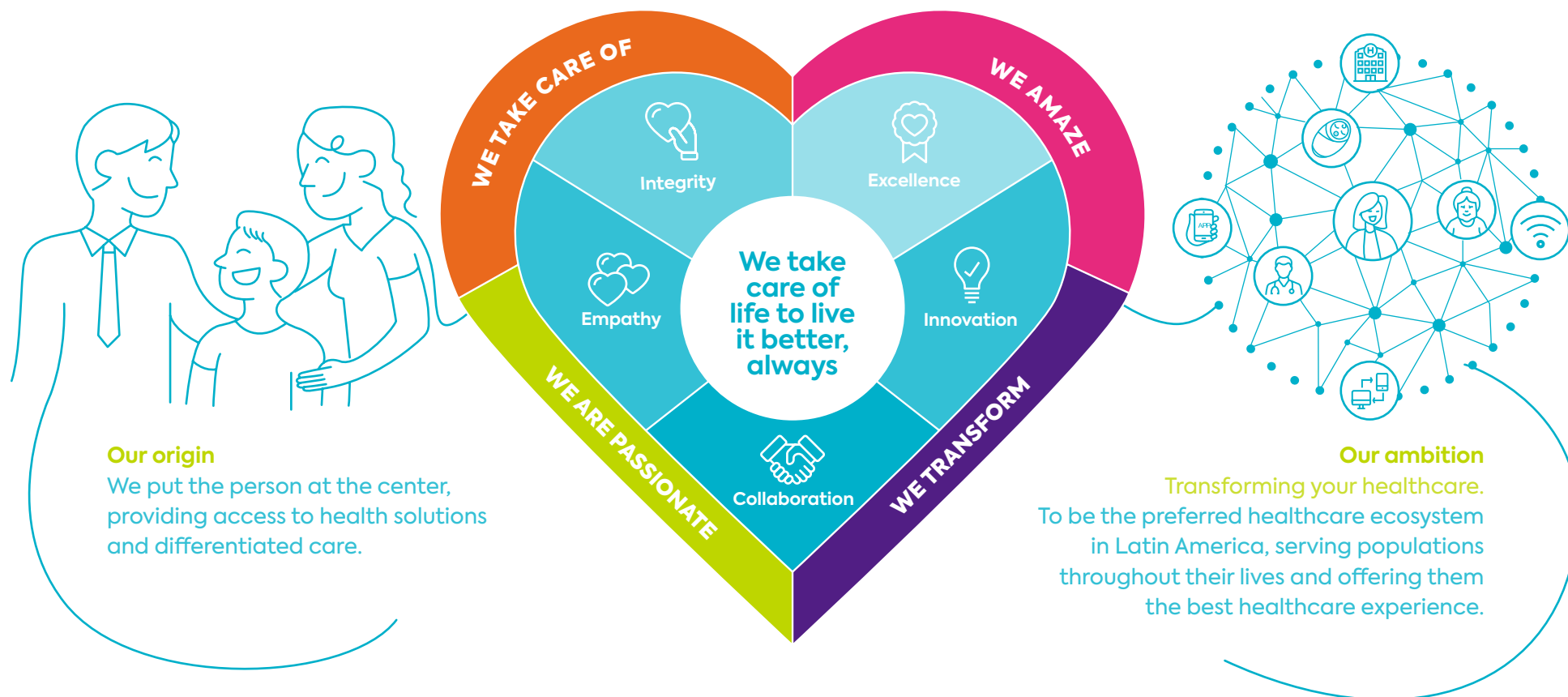
80% Oncosalud⁽²⁾

1. IPRESS: Instituciones Prestadoras de Servicios de Salud (Health Services Providers Institutions)

2. Colonio C, Lecman L, Pinto JA, Vallejos C, Pinillos L. Life expectancy and cancer survival in Oncosalud: outcomes over a 15-year period in a Peruvian private institution. *Ecancermedicalscience*. 2021 Dec 16;15:1336. doi: 10.3332/ecancer.2021.1336. PMID: 35211205; PMCID: PMC8816511.

2.2. Our essence

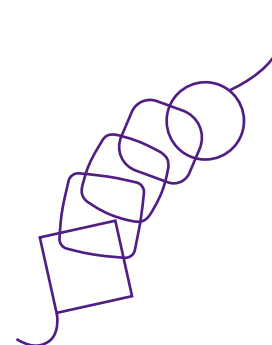
Our priority is to care for people's health and well-being through quality care. To meet this challenge, in 2021 we defined our AUNA cultural framework, which is summarized in **4 CULTURAL PRINCIPLES**:





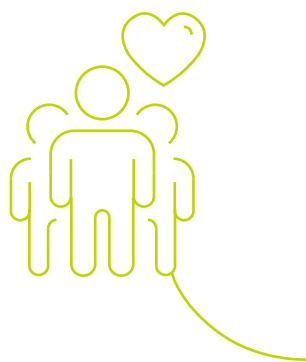
WE CARE:

we always seek the welfare of people from a real connection and understanding of their moment of life.



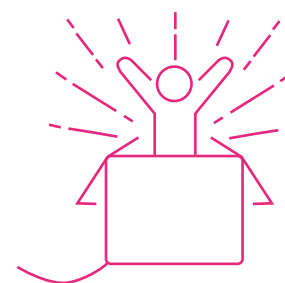
WE TRANSFORM:

we constantly devise new ways to make life easier



WE ARE PASSIONATE:

we know that as a team we enjoy, learn, and achieve better results.



WE AMAZE:

we always do our best to deliver differentiated value and create meaningful experiences.

In turn, these principles have values such as Excellence, Innovation, Collaboration, Empathy, and Integrity. They guide and motivate us to fulfill our purpose, which is **to take care of life to live it better, always.**

2.3. Our sustainability strategy



At Auna, we care. We apply and transcend this not only to our employees and patients but also to the communities in which we operate, contributing to their development, needs, and well-being.

We are aware that transforming health in Latin America is a challenge that necessitates the interdependent development of companies, society, and the environment. Our sustainability management is therefore aligned with our business strategy.

We are convinced that the challenge entails not only caring for health from a medical and scientific perspective, but also **contributing to the well-being of society** as a whole, fostering the growth of the communities in which we operate, and safeguarding the environment.

Our goal is to contribute responsibly and transparently to health and growth. For this reason, in 2022, we are working on our Sustainability Strategy to meet the new challenges that our society, the environment, and ethics pose to us through our work.

Our sustainability axes and sub axes



Visión

To become the leading healthcare provider in our target markets.

Tema ASG

Environmental



Temas

We care for the environment

Objetivo

Our living environment has a direct effect on our health. We are therefore committed to effectively managing our environmental impacts.



Developing health and promoting wellness

We promote preventative care and health care. Additionally, we promote scientific knowledge and medical research so that more people can live long, healthy lives

Social



Staff empowerment

We put our people at the center, from providers to employees, as they are the engine that enables us to transform healthcare for more individuals.

Government



Ethical and transparent management

We want your trust. Because of this, we work with honesty and ethics, putting our values into practice.

3.

We act with ethics and transparency in all our processes

We want to build an ecosystem based on trust. Therefore, we work with honesty and ethics, putting our values into practice.

In this sense, we provide confidence to our stakeholders through ethical and transparent governance. In addition, we protect the integrity, confidentiality, and availability of the information of our patients, members, clients, and employees.



3.1 Ensuring trust and sustainability through our corporate governance

Corporate governance practices are extremely important for the ethical management of the company. In our case, they demonstrate the good practices, transparency, and responsible behavior we have with our investors, customers, and society in general.

Board of Directors

The AUNA Board of Directors consists of seven members, two of whom are independent. They are elected at the Special Shareholders' Meeting and governed by a set of bylaws.

The Board of Directors meets quarterly to design the company's overall strategy and monitor its performance.

Auna has a **Board of Directors** and **3 steering committees** that work in an ethical and transparent manner.



SUSO ZAMORA LEÓN
Executive Chairman of the Board of Directors

Member of our Board of Directors since 2008. Co-founder, Chief Executive Officer, and Chairman of the Board of Enfoca, one of Latin America's most significant investment firms.

He has over 32 years of experience in investment. He has held several senior executive positions in banking and asset management, including Banco de Credito del Peru between 1994 and 1999, BEA Associates between 1992 and 1993, and Salomon Brothers Inc. between 1988 and 1992. He also possesses a Master of Business Administration degree from Columbia Business School and a Bachelor of Science degree in Industrial Engineering from the Universidad Nacional Autónoma de México.



LUIS FELIPE PINILLOS CASABONNE
 Vice Chairman of the Board of Directors

Member of our Board of Directors since 2009. Prior to his appointment as our Chief Executive Officer in 2020, he held a variety of senior positions with the Company beginning in 2002, including Chief Executive Officer from 2009 to 2015 and Chief Executive Officer from 2015 to 2020. Since 2008, he has served on the Board of Directors of Oncosalud and, since 2011, of Textil del Valle, a clothing manufacturer. He earned a bachelor’s degree in business administration from Universidad de Lima and took insurance courses at Fundación MAPFRE in Spain



JORGE BASADRE BRAZZINI
 Director

Member of our Board of Directors since 2008. As co-founder and partner of Enfoca, he is responsible for the investment and administration of the company’s funds.

He has more than 25 years of investment experience and has worked in management consulting for Booz & Co. from 1996 to 2000 and in banking for Banco de Credito del Peru from 1991 to 1993. He holds a Master of Business Administration degree from Harvard Business School and a Bachelor of Business Administration degree from Universidad del Pacifico in Lima.



**OSCAR LEONARDO
BACHERER FASTONI**
Director

Member of our Board of Directors since 2018. He serves as Chief Investment Officer at Enfoca, a group he joined in 2015.

Prior to joining Enfoca, he served as Chief Executive Officer of Maestro (formerly a portfolio company of Enfoca) from 2010 to 2014, Deputy Chief Executive Officer during 2009, and Chief Financial Officer from 2007 to 2008. He has over 18 years of experience in the retail and banking industries.

He also held several executive positions at Ripley S.A. between 2005 and 2007 and at Banco de Credito del Peru between 2002 and 2005. He holds an MBA from the Rotterdam School of Management, an advanced management certification from The Wharton School of the University of Pennsylvania, and a degree in Industrial Engineering from the Escuela Militar de Ingeniería in La Paz, Bolivia



ROBERT OBERRENDER
Independent Director

Member of our Board of Directors since 2020. Independent investor and consultant since September 2018.

From 2002 until his retirement in 2018, he was employed by UnitedHealth Group, Inc. Between 2016 and 2017, he served as Chief Investment Officer, Treasurer, and Chief Executive Officer of Optum Bank for 16 years. Previously, he served as the Chief Administrative and Financial Officer of the Amicus Financial unit of Canadian Imperial Bank of Commerce, Vice President and Global Treasurer of Sara Lee Corporation, and Chief Financial Officer of Metris Companies Inc.

He began his career at JP Morgan within the Chemical Bank's Corporate Finance and Banking Group. He holds a master's degree in business administration from the Booth School of Business at the University of Chicago and a Bachelor of Arts degree in Economics from Hamilton College.



ANDREW SOUSSLOFF
Director

Member of our Board of Directors since 2020. Since 2014, he has served as a Director, Investment Committee member, and senior advisor for Enfoca Investments Ltd.

He was a partner at the international law firm Sullivan & Cromwell LLP for more than 30 years, specializing in capital markets, mergers and acquisitions, financial regulation, and corporate governance. In addition, he advised businesses and governments in the United States, Latin America, Europe, Canada, and Asia.

He holds a Doctor of Jurisprudence degree from the University of Pennsylvania Law School, a Bachelor of Arts degree in History from the University of Pennsylvania, and a Master of Arts degree in History from the University of Pennsylvania.



JOHN WILTON
Independent Director

Member of our Board of Directors since 2020. Since 2018, he has held the position of Vice President of Administration and Finance at the National University of Singapore. Since then, he has also served as Executive Director of Wilton Strategy Inc. From 2016 to 2018, he was a Senior Advisor at McKinsey & Company. From 2011 to 2016, he was Vice Chancellor for Management and Finance at the University of California, Berkeley. In addition, from 2008 to 2011, he served as a senior advisor at Hellman and Friedman.

From 1983 to 2006, he held a variety of positions at the World Bank in Washington, DC, including Chief Financial Officer and Vice President of Strategy, Finance, and Risk from 2002 to 2006. Since 2014, he has been a Director and Member of the Investment Committee of Enfoca Investments Ltd., and since 2010, a Director of Leblon Equities in Brazil. He possesses a Bachelor of Arts degree in Economics from Cambridge University and a Master of Science degree in Economics and Statistics from Sussex University.

Our Committees

The Board of Directors at AUNA is authorized to establish Board Committees and appoint their members. Currently, there are three Board Committees, and each has its own set of rules governing the development of its functions, which define the Committee’s purpose, responsibilities, and procedures*.

Board Committees*:

Audit and Risk Committee

Chairman

- Robert Oberrender

Members

- Andrés Soussloff
- John Wilton

Executive Committee

Chairman

- Luis Felipe Pinillos Casabonne

Members

- Suso Zamora León
- Jorge Basadre Brazzini
- Leonardo Bacherer Fastoni

Compensation and Talent Committee

Chairman

- John Wilton

Members

- Suso Zamora León
- Luis Felipe Pinillos
- Jorge Basadre Brazzini
- Leonardo Bacherer Fastoni

**2023 Committees

3.2. We work with ethical management

AUNA is committed to ethical and transparent management in the countries in which it operates, and our processes are transparent.

We have a Regional Compliance Program, a Code of Conduct, an Anti-Corruption Policy, an Ethics Committee, and a Regional Audit and Risk Committee as a result. Obtaining ISO 37001 certification in 2022 was also a significant accomplishment for our organization.



Compliance Program

Our Compliance Program aims to instill an ethical culture throughout the organization. In order to mitigate the risks of bribery and corruption, we establish values and guidelines for our employees and business partners in the development of their activities with us. This ensures that we adhere to the utmost ethical standards when providing patient care.

From the beginning of our contractual relationship with employees, they are required to complete an on-boarding process in which they are taught about the existence of the code of conduct, anti-corruption policy, and ethics channel. In addition, we devised an awareness campaign throughout the year with the support of our key regional leaders.



Code of Conduct

The AUNA Code of Conduct is a straightforward statement of our principles, values, and ethical standards for the behavior expected from our employees, suppliers, and business partners inside and outside the organization.



Anti-Corruption Policy

Our Anti-Corruption Policy is based on the principle of always working with integrity and aims to establish guidelines that help us make decisions consistent with our values in our daily activities. This policy applies to all group companies and their employees, including officers, managers, legal representatives, and directors.

Through this policy, we hope to establish relationships with customers, partners, vendors, and other parties who uphold the law and conduct in a way that is in line with our principles.

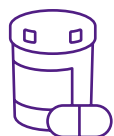


ISO 37001 2016 Certification - Anti-bribery

Bribery is one of the most common forms of corruption in the business world, and to combat it, it is essential for companies to actively promote integrity and transparency in business environments. Therefore, as part of Auna's commitment to ethical and transparent management in the countries where we operate, in 2021 we implemented an anti-bribery policy and program. To this end, we conducted training for key personnel and implemented actions and controls to minimize risks associated with it. As a result of this management, in 2022, we obtained the Anti-Bribery Certificate or ISO 37001, an international standard to prevent, detect, and address bribery in organizations and their business activities.

3.3. Reducing our negative impacts through a responsible supply chain

Auna has multiple operations in three Latin American countries, so our supply chain is extensive. In this way, we strive to exceed regulatory requirements and reduce our environmental and social impacts throughout the supply chain.



Purchases of drugs and medical devices

The year 2022 was marked by two significant challenges: ensuring supply continuity in the aftermath of COVID-19 and slow international logistics. Added to this was the difficulty of maintaining or increasing the cost-effectiveness of oncology treatment. Because AUNA is dedicated to providing the best possible services to its patients and members, we have worked to overcome these two challenges.



Currently, the drug and medical supplies purchasing area has a procedure for the selection, evaluation, and reevaluation of suppliers for the purchase of drugs, materials, and medical supplies, allowing for a transparent selection process. Similarly, a third party conducts a supplier approval process in which our suppliers undergo an internal certification with financial and operational evaluation criteria.

The purchase of medical equipment and drugs in AUNA is a vital component of our supply chain, so the medical and care weight in the evaluation of suppliers is a relevant factor in the final decision. In this sense, the Galeno project has been implemented since 2018. The Quality and Technology Evaluation Committees are chaired by Dr. Vallejos and Dr. Pinillos, the founders of Oncosalud, the leading cancer care clinic in Peru, and are accompanied by various business representatives.



General purchases

In 2022, the implementation of ISO 37001 Anti-Corruption Certification, an international standard that gave us greater control over compliance issues in our bidding processes, was one of the most significant milestones in our supplier management.

Today, the general purchasing area has a Supplier Selection, Evaluation, and Re-evaluation Policy, which enables us to ensure that the products and services purchased by AUNA meet the established standards. In addition, we have a General Purchasing Policy that establishes the general guidelines for selecting, quoting, and preparing purchase orders. Both policies apply to all AUNA business units.

It should be noted that our bidding processes utilize the Ariba platform. Consequently, we trained suppliers participating in bidding processes on how to use this platform in 2022.



Induction in occupational health and safety (OSH) for contractors

The scope of OSH management at Auna extends beyond the workers to include our suppliers. Therefore, in December 2022 we launched the “#SomosSST” platform in Peru and Colombia, which provides an e-learning induction course for contractors. This initiative was developed to ensure compliance with the OSH induction of our contractors, optimizing time in the entry management for third-party personnel and reducing the risk of accidents and penalties for non-compliance with the law.

3.4. We work with transparency and care for the privacy of our customers and affiliates

We understand the importance of responsible data collection and use. Therefore, AUNA is committed to not disclosing or sharing the personal data of our users without their consent.³

In this regard, there are privacy policies, which are housed in the different websites of the AUNA companies. Likewise, fundamental information on the protection of personal data and ARCO rights has been implemented on the website.



Information security

At AUNA we believe that information security is more than an area: it is an attitude and a responsibility of all employees. For this reason, specific policies have been implemented in Peru and Colombia, which seek to ensure the confidentiality, integrity, and availability of information to avoid risks and protect the company's data.

As securing AUNA's information is everyone's responsibility, in 2022 a regional awareness campaign was conducted in Workplace via contests and talks. In addition, social engineering tests were created with the assistance of employees from both countries.

³. Exception of cases: requests for information from authorities in the performance of their duties and within the scope of their authority.

4.

Health development and wellness promotion

We advocate for health care and prevention on behalf of our patients and the communities in which we operate. Additionally, we promote scientific knowledge, medical research, and innovation so that more individuals can live healthier lives.



4.1. We seek to build healthy societies

In addition to providing quality healthcare to our patients and members, AUNA is also committed to expanding access to healthcare in the countries in which we operate.

We were able to impact over 359,600 people in 2022 through the various social management projects that we deployed. In addition to caring for our employees, patients, and members, we also care about the communities in which we operate. Consequently, our Blood Bank in Peru and Colombia conducted over 260 life-saving campaigns in 2022 to raise awareness and educate our communities about cancer.

Finally, we worked to improve the health of vulnerable communities in both countries.



AUNA Blood Bank: doctors save lives and blood donors too

There are numerous instances in which blood units are required to treat patients with specific diseases and to save lives in extremely serious medical situations.

The last few years have been especially difficult for our Blood Banks, as a result of the pandemic, many donors have stopped visiting the tents, and blood reserves have decreased. However, the AUNA Peru and Colombia Blood Bank team continued saving lives by adapting to and adhering to health protocols. In this manner, the following were executed in 2022:

112 523

donations of blood in
Colombia

5 868

donations of blood in
Peru

1 293

donations of blood in
Mexico*

*October, November, and December donations



On the other hand, our Las Americas Clinics Blood Bank is committed to the safety of the entire process, from donation to transfusion, and has a system that allows donors and patients to be traced. This includes an electronic survey, double verification from the system, security filters with clinical history and quality seal of the blood components, communication with the national hemovigilance information system (Sihevi), filtration of all collected units and molecular testing (NAT for all collected units). Additionally, it is CAP and AABB accredited.

It is important to highlight that the blood donations we receive at AUNA not only benefit our patients but also help to save the lives of patients in public hospitals in Peru such as the Daniel Alcides Carrión Hospital, the Children's Hospital, the Dos de Mayo Hospital, among others.

In the period 2020 - 2023, we have supported:

+ 15 institutions of the Integrated Health System (SIS)

We are very proud to have carried out:

267 blood donation campaigns during 2022 at the regional level

and thus continue caring for the lives of more people in our community.

Additionally, the AUNA Ideas Foundation in Colombia implemented the Blood Donation Promoters program, through which we trained students from educational institutions on blood donation promotion topics. We developed and strengthened their theoretical and personal leadership skills through discussions with subject matter experts and group exercises. In 2022, 33 students between the ages of 15 and 18 were trained and certified as blood donation promoters.

Cancer Awareness Campaigns

According to the Pan American Health Organization, cancer is one of the leading causes of mortality in the Americas.

It is estimated that the number of cases in the Region was **4 million in 2020 and will continue to increase to 6 million by 2040**

At AUNA we are committed to caring for the health of our patients and members through our oncology programs and checkups. To contribute to healthy societies, we conducted cancer awareness and education campaigns throughout the year so that the population can adopt healthy behaviors and reduce their risk of suffering from this disease.

Summer 2022: Skin Cancer Awareness Season



During the months of January and February, when a large portion of Peru is exposed to the sun, our Oncosalud brand promoted skin protection through the use of hats, sunscreen, and sunglasses.



May:
Lung Cancer Prevention Month

In May, Oncosalud reached out to young people through the campaign “Why smoking is not cool” to raise awareness about the dangers of smoking and the risk of developing lung cancer.

October:
breast cancer



According to the Pan American Health Organization, breast cancer is the most common form of cancer and the second-leading cause of cancer-related mortality among women in the Americas. For this reason, our Oncosalud brand, which specializes in oncology, ran the largest campaign in its history during the month of October. In addition, IMAT Oncomédica, a leader in the provision of high-complexity oncology-specific healthcare, developed a series of community-based initiatives in Colombia

Because against Breast Cancer, our fight alone is not enough



In October, we launched the largest breast cancer campaign in the history of Oncosalud, utilizing a 360° own media mix, forming alliances with approximately 100 brands from various industries, and collaborating on joint actions with the Peruvian Football Federation (FPF), Subaru, Liga 1, Sporting Cristal, and approximately 100 influencers. All of this is to convey the breast cancer prevention message:

“No matter with whom you get a mammogram or protect yourself, do so immediately. Because the true rival is breast cancer”.

As part of the commitment to prevention that we have with the community, our Oncosalud specialists spoke about breast cancer prevention on both our own platforms and the social media of the Municipality of Miraflores, Municipality of Arequipa, Health Management of Lambayeque, Diresa La Libertad, and COLAT Peru.

Also, we implemented the Mamatour. In addition to a lack of adequate information, many women delay their preventive checkups because they lack the time or resources to visit a medical center. In order for more women to receive a timely breast cancer diagnosis, Oncosalud and the non-profit organization Juguete Pendiente collaborated to bring over 200 women from the soup kitchens of the districts of San Juan de Lurigancho, Manchay, Santa Rosa, and Ancon to the AUNA Wellness Center for free mammograms. The tour, which was organized by the transportation company Civa, took place every Sunday of October.

In order to provide more information to vulnerable communities, Oncosalud doctors visited the soup kitchens of Santa Rosa, Manchay, and Carapongo in Lima to raise awareness about healthy habits to prevent this disease in them and their families.



Mamatour

Thus, through the advertising campaign, interviews with oncology specialists in various media, and social projection campaigns, Oncosalud was able to reach over 14 million Peruvians with a message that aimed to raise awareness about the importance of a healthy lifestyle and regular checkups in preventing breast cancer.

“I had been told that the process was painful, but it is not at all. One should investigate and have these tests done because they save lives.”

Juana from the town of Santa Rosa.

The exam was held on Sunday, October 23.

IMAT Oncomédica Breast Cancer Campaign

In our IMAT Oncomédica clinic, different activities were deployed to educate employees, communities, schools, and companies about the signs and symptoms of breast cancer, risk factors, and breast self-examination, and thus contribute to its early detection.

On October 19, the day that commemorates the fight against breast cancer, the 3rd Pink Forum was held for patients diagnosed with breast cancer and their caregivers. On this day, a breast surgeon, a psychologist, a social worker, an oncology nurse, a nutritionist, and a lymphovascular therapist were present. 37 people, including patients and family members, were present. Also on that day, we inaugurated the Bell of Hope, which was rung by four breast cancer patients who had completed treatment.



Furthermore, we conducted breast self-examination workshops for IMAT employees, schools, and businesses during the month of October. Also, we delivered a presentation entitled “Risk factors, signs and symptoms of breast cancer, and breast self-examination” to the communities of Barrio Villa Margarita and Leticia.

Together with the municipality of Pueblo Nuevo - Córdova, we carried out the “Silueta Rosa” activity, during which breast cancer myths and realities were discussed. In addition to discussing nutrition and healthy lifestyles, the importance of patient family accompaniment during treatment, and holding a workshop on breast self-examination, we discussed nutrition and healthy lifestyles. The event was attended by:

277 people

who were screened by the nursing group.

Caring for the lives of our communities

Partnership with Caritas Felices Mission

In Peru, more than 2,500 children are born each year with cleft lip and/or palate. This malformation can affect their feeding, aggravate ear infections, generate hearing problems, and hinder their speech. From the medical point of view, the most advisable is to perform reconstructive surgery. However, this has a very high cost, even more so for low-income people.

Therefore, since 2015, AUNA has partnered with the organization “Misión Caritas Felices” to provide free reconstructive surgeries and complementary treatments for the total rehabilitation of people born in Peru with cleft lip and/or palate and limited resources.

In 2022, we conducted three campaigns at the AUNA Guardia Civil Clinic, benefiting 32 Lima and provinces children aged one to twenty-one. All of these efforts are being made to continue bringing hope and happiness to more children in the region.



Early childhood development with the Baltazar y Nicolás Foundation



The Baltazar y Nicolás Foundation is a non-profit organization whose mission is to strengthen the relationship between the mother and/or father and their child. The alliance with the Foundation began in 2019 and aims to strengthen the Foundation's actions to promote the integral development of girls and boys from the most vulnerable areas of Lima and other Peruvian cities.

Throughout these years of collaboration, numerous actions have been implemented with the financial support and volunteer participation of our employees.

The COVID-19 pandemic also negatively impacted the lives of children and their parents or primary caregivers. In partnership with Copera Infancia and the Pontificia Universidad Católica del Peru, the Foundation developed the “Continuous Evaluation of the Impact of COVID-19 in Children Under 6 Years of Age” (ECIC-19). AUNA joined this initiative and aided in the elaboration of the results of rounds 8 and 9, in which information was gathered from over

**+ 5 000
individuals**

from various regions of the country.

Our AUNA Ideas Foundation in Colombia aims to break down barriers and create alliances to strengthen the accessibility and social development of people and communities. In that sense, our work focuses on 3 lines of action: community social promotion, health promotion, and disease prevention and accessibility.

Community Outreach



Proyecto en la Mira:

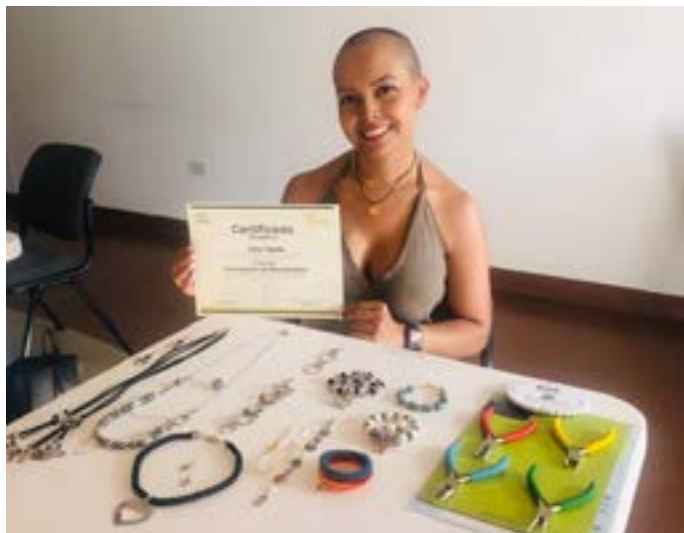
We aim to contribute to health care and disease prevention in the educational communities of the Belén Rincón neighborhood in Medellín, beginning with children and adolescents. Thus, we promote healthy lifestyle habits in educational spaces for students. Parents are also provided with conceptual and practical tools so that they can implement healthcare changes within the family, and teachers and managers are provided with conceptual and methodological tools so that they can be active agents in health promotion and disease prevention.



Weaving dreams:

Our mission is to contribute to the well-being and quality of life of individuals and families residing in the areas of influence of Las Americas Clinic AUNA through actions focused on human development, self-strengthening, and mental health.

Health promotion and disease prevention



Prevention strategies with the community:

We promote education and training in a variety of manual techniques for AUNA Cancer Institute patients. Therefore, we hold monthly virtual and in-person meetings.

Accessibility



Humanitarian missions

surgical procedures and the formation of health brigades. In 2022, we were able to perform surgery on three children with upper limb congenital malformation.



Psychosocial support:

Our volunteers at Las Americas Clinic provide telephone support, face-to-face support, and the Respite Plan as forms of intervention. Thus, 2,114 patients were accompanied by our group of volunteers in 2022.

Accesibilidad



Volunteering:

This strategy is developed using contributions from individuals associated with the various campaigns for low-income patients. 490 patients of Las Americas Clinic AUNA will receive assistance with food, transportation, diagnostic aids, etc. in 2022. Likewise, the donation strategy “Today breakfast or lunch is on me” was launched, which collected 237 per diems that have benefited 56 people.

4.2. We research, innovate, and educate in order to always offer the best

We believe in creativity, knowledge transformation, and multidisciplinary work as the key to solving society's most complex problems. Likewise, we are sure that in order to transform healthcare, the use of technology allows us to obtain the best results, both innovative and disruptive.



Auna Ideas: education



Our Center for Continuing Medical Education is a leader in promoting lifelong learning among healthcare professionals and is accountable for governing and leading AUNA's entire education ecosystem.

It currently has two important fronts: the Center for Continuing Medical Education (CME), which focuses

on providing continuous training to AUNA Network physicians and external health professionals, and the Academic Center for Graduate Medical Education (GME), which regulates the entire formal education ecosystem. In other words, undergraduate and graduate students who rotate at AUNA sites.

The Education and Learning Committee (CEDEA) meets bimonthly to help make decisions about education and provide suggestions to the education division (continuing medical education and academic center) in order to develop and implement the best strategies in education. Nine physicians from Peru and Colombia compose the group. On the other hand, we currently have 2 simulation centers in Lima and Medellin. In 2022, we were able to train over

+ 400 individuals

in medical simulation programs

Center for Continuing Medical Education (CME)

In 2022, the Continuing Medical Education Center (CME) conducted 21 programs, tripling the number of programs since 2021. More than 1,800 Peruvian and Colombian employees participated in these programs. Similarly, enrollment for the external line of courses, which allows external personnel to enroll and participate, reached 53 individuals. Our educational partners, Stanford Continuing Medical Education, Institute for Healthcare Improvement, Universidad EAFIT, Universidad Cayetano Heredia, Amazon Web Services, and Educa-med Spain, enabled us to be able to accomplish these things.

Academic Center (GME)

During 2022, we received a total of 830 visiting interns in Peru and Colombia, 5 residents joined our teaching center and 9 residents from the Oncosalud AUNA teaching center completed their training as specialists. We currently have 5 second-year residents and 4 first-year residents.

Also, continuing with our purpose of seeking excellent training of professionals, we have begun to create Framework Agreements with universities, which give the university the possibility of working with AUNA Ideas and its education, innovation, and research division.





Auna Ideas: Research

We believe in collaborative and open research because it accelerates the development of new ideas, solutions, and treatments for various diseases and populations. In 2022, our AUNA Ideas Research division worked on various projects, allowing us to end the year with 103 scientific publications from the AUNA Regional Network, 19 studies in active recruitment and in the regulatory phase in Antioquia, and 27 in the Clinical Research Centers of Peru.

Listed below are the most significant milestones for our research division in 2022:

Inauguration of the Vallesur Clinic Research Center

In January we opened a research center in Arequipa, Peru, which allows us to expand our capacity for the development of sponsored clinical studies in the provinces.

Las Americas Clinic research: we performed the world's first surgery with a new device

As part of the REBUILD clinical trial, the clinical research team at Las Americas Clinic AUNA in Medellín, Colombia, successfully operated on the world's first patient using a novel medical device in July. This study's device aims to facilitate the use of sutures in abdominal oncological surgeries and prevent complications associated with their use in this area

Application of our partner network

In 2022 we signed a research cooperation agreement with Gencell Laboratory, which has a strong presence in several Latin American countries and is a great partner in molecular analysis and sequencing.

Publication in "Cancers" magazine

With the participation of researchers from AUNA, Oncogenomics, Oncosalud, and AUNA Ideas, the scientific publication "Prognostic capacity of TNBC with a 3-gene score among triple-negative breast cancer subtypes" was published in the journal "Cancers".



Auna Ideas: Innovation

The Innovation division of AUNA Ideas seeks to identify and facilitate the development and scaling of health and wellness-related ideas. This division's three key innovation lines are the Accelerator, Your Great Idea, and the Incubator.

Accelerator

consists of an internal call for technologically innovative health-related projects. We select a project with potential and develop it throughout the year to reinvent the delivery of medical care, achieve better results, and provide our patients with a better value and experience. More than 100 employees from Peru and Colombia, including administrative and medical personnel, worked on 22 projects in 2022

Your Big Idea

is a crowdsourcing program that proposes an innovation challenge open to the entire organization or a particular department. AUNA employees can then submit, rate, and comment on their ideas so that, finally, the chosen projects go to the incubator

Incubator

Based on the principles of multidisciplinary team building, it develops innovative models of products and services that add value and differentials to our patients' care. After being incubated, all projects are deployed and delivered to the operation. In the incubator, we developed five projects in 2022.

Listed below are a few of the initiatives being developed by our Innovation division:

Home Hospital: is a platform that enables home hospitalization services, personalizes care, and augments medical work with contextual AI analysis. The platform can be used to monitor patients, communicate with them via video calls or messages, plan the medical staff's schedule, and manage the stock of devices and pharmacies.



Home Lab: It is a self-testing kit for measuring thyroid stimulating hormone (TSH) levels in the comfort of one's own home. The test kit includes a lancet to collect the blood sample, filter paper to collect the sample, and a biohazard bag to place the sample in and send it to our laboratories, as well as an antiseptic wipe and a band-aid to disinfect the puncture site and cover the wound, respectively. The kit includes the price of sending the kit, sample collection, and the sending of results by e-mail. It also includes a laboratory confirmation test and a teleconsultation in the event that the results are altered..



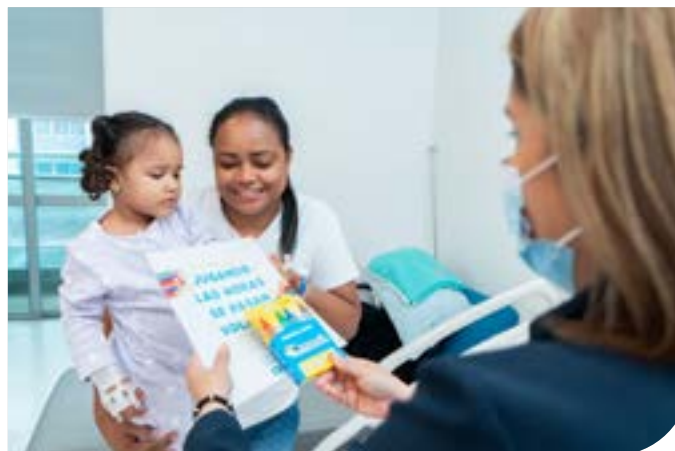
Navify: We are the first organization in Spanish-speaking Latin America to utilize Navify, a Roche platform for digitizing tumor boards, which enables us to centralize patient diagnoses, images, and prescriptions. In four months of platform implementation, 14 tumor boards were created and 72 patients attended.

+ 5 000 patients

have been impacted by Auna innovation projects.

4.3. We are committed to the well-being and satisfaction of our patients

At AUNA we seek to transform the healthcare experience with a person-centered approach. Therefore, throughout 2022, we have endeavored to provide our patients and members with the best experience possible through a variety of activities that allow them to enjoy tranquil, relaxing, and enjoyable spaces, thereby contributing to a better recovery.



Our Patient Advisory Council or User Association

It is vitally important that we hear what our patients have to say. In response, **Patient Councils in Peru and the Users' Association in Colombia were established.** These are groups of chronic or long-term patients who provide us with feedback about the care we provide. This allows us to receive constructive feedback in order to continuously improve.



User experience

Musical experience: we bring joy to our patients and families in outpatient services through music..

Funbook: we provide books with sudokus, mandalas, and other activities for children and adults to make outpatient and inpatient stays more interesting and entertaining.

Virtual reality viewers with pediatric

patients: we want to improve the experience of invasive procedures for our pediatric patients. In order to reduce pain, we have implemented virtual reality viewers for pediatric patients 3 years of age and older..

Bell of hope: Our patients’ battle against cancer is also our battle against cancer. Thus, each time our bell rings, it indicates that our adult or pediatric patients are making progress in their recovery. This ringing is practiced throughout **Peru and Colombia. Our bells rang 650 times in 2022**

The furry family at Las Americas Clinic: At Las Americas Clinic, we understand that your pet is a member of your family. Therefore, Las Americas AUNA has implemented a protocol for allowing pets to visit hospitalized patients.

We conduct face-to-face and virtual activities throughout the year for our pediatric, adult oncology, non-oncology, and maternity patients. Additionally, we celebrate special holidays with them, including Easter, Children’s Day, Halloween, Christmas, etc.



Educational and support groups:

This initiative aims to facilitate reflective and formative processes for patients diagnosed with communicable and non-communicable diseases in order to improve treatment adherence, wellness, quality of life, self-care, and mental health. In this regard,

582 individuals

participated in the educational and support groups in 2022.³

³. Educational and support groups consist of support groups, bereavement counseling sessions, and general lectures.

We are passionate about the well-being and satisfaction of our patients

In an effort to enhance the patient experience, we conducted Net Promoter Score (NPS) and Satisfaction measurements for all AUNA Network businesses using an online Qualtrics methodology. These measurements enable us to identify opportunities for improvement, manage feedback from our online detractors, and obtain real-time feedback that enables leaders to make more informed decisions based on quantitative and qualitative data. Without a team with a passion for care and a genuine interest in our patients' final moments, it would not have been possible to achieve the results shown.

Satisfaction
Colombia 2022:

91%

Satisfaction
Peru 2022

77%

Increased access to healthcare through oncology and general health protection

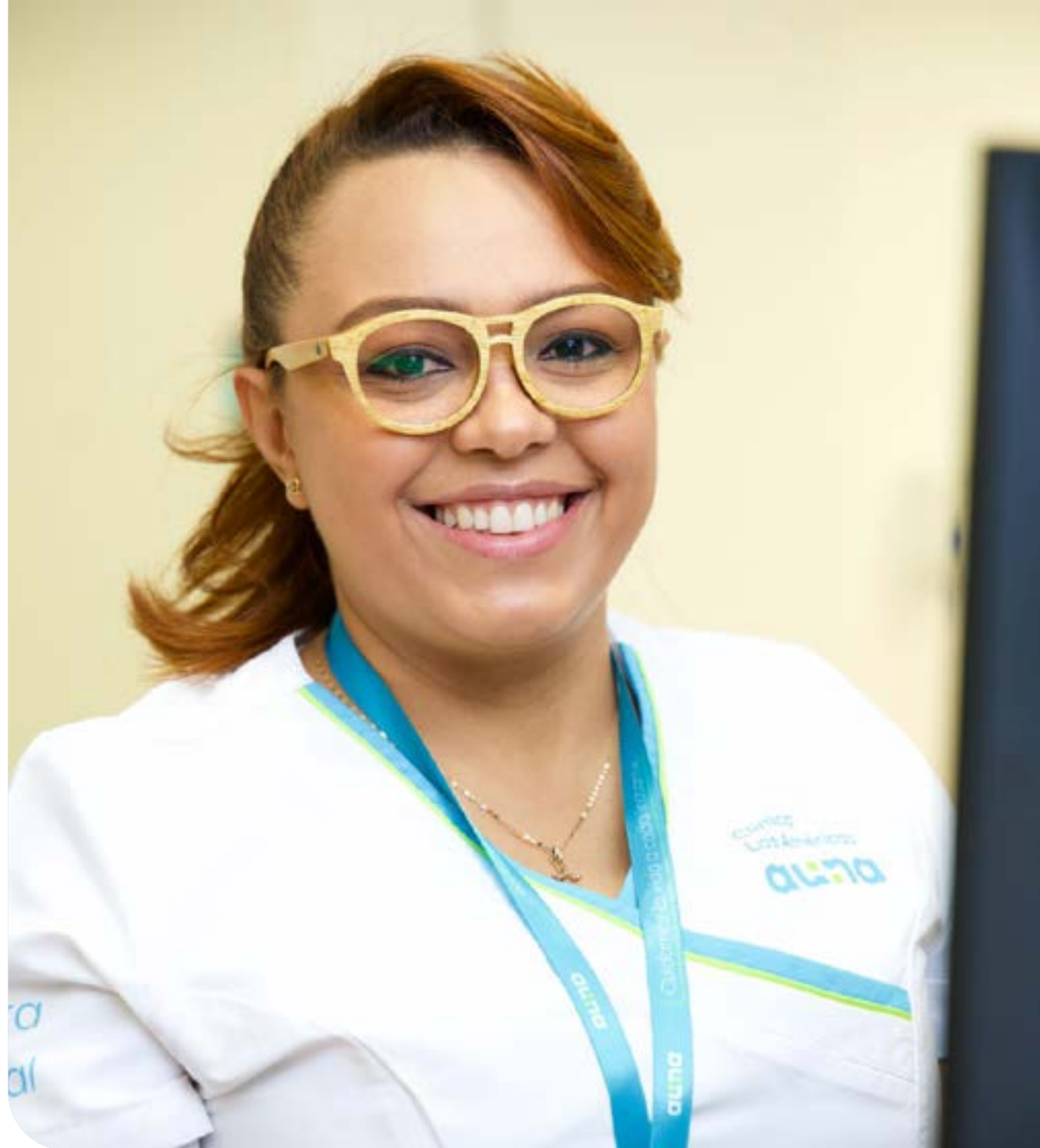
Between 2019 and 2021, AUNA focused on diversifying its protection program portfolio. In addition to oncology programs, we included extensive and specialized programs for general health. As part of our mission to make health care accessible to more people, we are also designing solutions with low-income populations in mind.

These programs include AUNA Salud (classic, premium, senior, and corporate), Dr. AUNA, Zero Accidentes, Siete Vidas, and Hospital Protection.

In 2022, we focused on strengthening the programs we had created, taking into account the vision and requirements of our customers, in order to alleviate pain points in the value proposition, processes, communication, and service levels. To this end, committees for continuous improvement were established to identify opportunities on various customer experience journey fronts. These must ensure the best experience and highest level of satisfaction in every moment of truth in which the affiliate is in contact with us.

5.

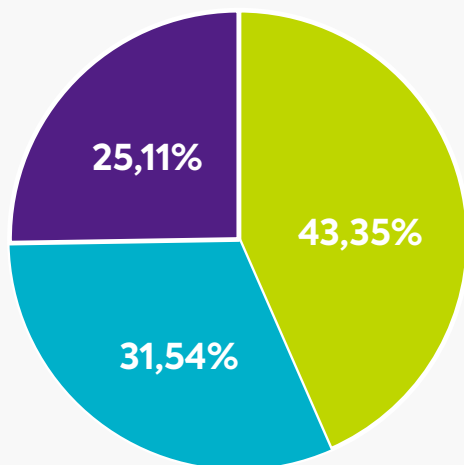
Staff empowerment



At AUNA, we put our 12,549 employees in **Peru, Colombia, and Mexico*** at the center because they are the engine that enables us to transform healthcare for more individuals. This motivates us to implement training, development, retention, and recognition programs for talent management. Moreover, we ensure the well-being of our employees by promoting equity and inclusion for all individuals

Employees by country

Total: N° 12.549 - 100,00%



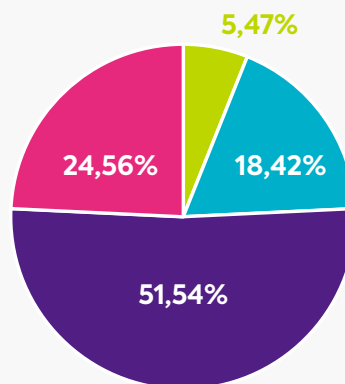
● Perú
N° **5.440**

● Colombia
N° **3.958**

● México
N° **3.151**

Age distribution

Total: N° 12.549 - 100,00%



● Baby Boomers
(1949 - 1968)
N° **686**

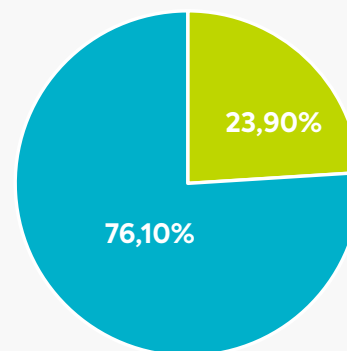
● Generation X
(1969 - 1980)
N° **2.312**

● Millennials
(1981 - 1993)
N° **6.468**

● Generation Z
(1994 - 2010)
N° **3.082**

Distribution by sex

Total: N° 12.549 - 100,00%



● Men
N° **2.999,83**

● Women
N° **9.549,17**

*Number of employees as of December 2022

5.1. We manage talent to achieve better results

We constantly seek to attract and retain a diverse and talented workforce to help us **fulfill our purpose: to take care of life in order to live it better, always.** That is why we are committed to providing benefits and opportunities for our employees to continue building their careers at AUNA, without neglecting their other roles outside of work.

We surprise with memorable experiences: AUNA Cultural experience



Día E: Asistencia Médica Perú

Culturally, 2022 was a difficult year, as we worked to implement a model emphasizing the adoption of attitudes and behaviors aligned with our four core values: **We Care, We Transform, We Surprise, and We Are Passionate.** Our objective is for our employees to embody the AUNA culture and become its protagonists. Thus, we worked on three fronts: spaces for listening and dialogue, and programs for recognition and communication.

In the moments of listening and dialogue, there were opportunities for communication between Senior Management and the organization through initiatives such as **“Organizational Advances,”** a four-monthly opportunity to share business news

and progress with employees. This initiative was created twice per year and reached an average of **one thousand employees.** Another space for listening and dialogue was **“Talk to your manager,”** a space where managers strengthen their relationships with their teams through closeness and unreserved dialogue. In 2022, we held over one hundred meetings throughout the region.



Día E: Tesorería Barranquilla

“E-Day” is a space for listening and dialogue where experience and energy are the priority. Between June and November of 2022,

+ 4 000 employees experienced this event.



Second, we had the Recognition Program, which consisted of words, badges, and AUNA Attitude Awards. We utilized the motivational power of language to recognize accomplishments and cultural behaviors on our Workplace platform. Moreover, badges have the ability to stand out, which is why we will award

1 800 Regional recognition badges in 2022.

Lastly, the Attitude Awards were a ceremony honoring success stories resulting from the application of our cultural principles. In 2022, 69 stories were submitted, and 12 teams were selected as winners.

Lastly, we are working on the VIVE internal brand and the AUNA Attitude concept as part of the communication pillar. The latter seeks to ensure that our employees adhere to our cultural principles so that they contribute to the purpose of taking care of life to live it better, always. Finally, we centralized



internal communication through Workplace, a robust platform that instantly brings us closer together. Thus, by the end of the year, we had created and connected

+9 000 users through this platform.



Five-year anniversaries

334 employees from Medellín and Barranquilla celebrated their five-year anniversaries with the company in 2022

We created the digital magazine and newsletter AUNA Conectados in 2022 to connect employees with the company's business and culture. Thus, at the regional level, we published:



9 editions of the magazine

36 editions of the newsletter

We take care of ourselves by boosting our mental health

The Mental Health area aims to promote and facilitate the care of mental health in our employees, with a healthy organization approach. For this reason, we work under 3 pillars: psychoeducation, emotional well-being, and mental health awareness. To achieve our goal, we have implemented the Mental Health Program and Psychosocial Management.

The Mental Health Program is aimed at all AUNA employees and their environment; however, in certain activities health, administrative, and sales force personnel are distinguished. The main initiatives of this program include the implementation of Mental Health Thursdays, a day on which psycho-educational information is shared in different formats. In addition, psychological first aid training was provided to employees who have a high probability of containing someone in an emergency. Finally, more than 700 individuals, including employees and their families, benefited from the emotional support service, which provides comprehensive assistance to employees. This initiative had a satisfaction rate of 92% among those who participated in it.



700 employees participated in the Auna relaxation ritual.



4. The pillars of the Mental Health Programme have certain strategies for all staff, for specific areas and for specific cases.

We held the mental health week: “Labels stay on clothes” in October 2022 in which activations were held at the headquarters to raise awareness about mental health, promote its care, and eliminate associated stigmas. Regionally, this initiative reached a total of

5 571 employees via face-to-face and virtual modes..

Second, with regard to the Psychosocial Epidemiological Surveillance Program, the first psychosocial risk measurement was conducted, allowing us to have a 360-degree perspective and prioritize intervention for risk groups



The Emotional Support Service Program was awarded second place in the “AUNA Attitude Awards” for its application of the “We take care of ourselves” principle.

“I recommend the emotional support service because it made me reconsider and question many things. Now, every time I have a problem, I remember the phrases I jotted down during my sessions so I can deal with them. I am very grateful for the service.

An employee who participated in the Emotional Support Service

Oasis: a space for the well-being of our employees

At AUNA Las Américas (Medellín), we've created a space called Oasis for our employees' well-being. The name is symbolic of a location for emotional and physical rejuvenation. This is carried out in conjunction with Comfama (Family Compensation Fund).

This space features a reading area with a library that is part of "Comfama's rolling library" program, where texts are updated monthly for Oasis's exclusive use. In addition, there are two permanent massage chairs, a yoga and stretching area for daily classes taught by experts in these fields, and a mandala area. At Oasis, we strive to stimulate our employees' senses through aromatherapy and activities on the artificial grass.



In order to reach a larger number of employees, we also established Oasis Itinerant, a program in which we travel to some of our other headquarters and critical units in order to provide a space for rest and rejuvenation.

We had more than

**+ 3 000 visits to
Oasis in 2022
alone.**

We made more than

**+ 500 visits
in 2022.**

Employee Wellness Program

Mental, social, physical, emotional, and financial well-being are the five pillars of the Employee Quality of Life Program, which is supported by the Wellness Program. These benefits are offered to all employees of the company, regardless of their position.⁵

Para nosotros, lo más importante es la salud de nuestros colaboradores y sus familias. Por ello, como parte del pilar físico hemos implementado diversos beneficios de salud para nuestros colaboradores en cada país.

67% of our employees in Peru are enrolled in the AUNA Salud Mixed Plan, which is comprised of the Mapfre EPS plan and the corporate AUNA Salud plan. We are also working to be a more inclusive company, which is why we also have the Mixed Potential Health Plan for the LGTBIQ+ community, as well as paternity and adoption leave extended to 30 days. In addition to the AUNA Senior Plan affiliation for over-61-year-old parents of our employees, this pillar also offers the option of an oncology checkup after six months of affiliation for the employee and his or her beneficiaries.⁶



Torneo de bolos - Medellín

At various times of the year, visual brigades and massage sessions were held in Monteria. A partnership between AUNA Medellín and the Antioquia Swimming League enabled 285 of our employees and their families to enroll in swimming classes. In addition, a bowling tournament and ecological walks were planned.

⁵ Some of the benefits of the Wellness Program are unique to each country

⁶ As a rule, a preventive oncological check-up can be carried out after one year of membership



Caminata - Medellín



Webinars

As part of the physical pillar, webinars and talks for employees on healthy eating and ergonomics were held at the regional level. These were published through Workplace once a week throughout 2022.

In the emotional pillar, our employees in **Peru** receive different discounts on health services of our brands, as well as in gyms and theaters. In Monteria, the **Humanization and Wellness Week** was held with the participation of 480 employees. In Medellín, the Pensionados (Pensioners) Program was held to thank our employees who are ending their working lives and beginning a new stage in their lives. In addition, we organized the Future Pension Program, through which we provided training in “Self-management” to personnel who are in the group closest to retirement. In 2022 we had 31 participants



Baby AUNA

In the social pillar, more than 5,000 employees in Peru received their Christmas bonus cards. In Monteria, we held the Institutional Comparsa, the Kite Festival, and the inauguration of the breastfeeding room, a space created so that our employees have a suitable place to promote breastfeeding. On the other hand, in Medellín, we implemented the family compensation fund with different benefits for our employees.

AUNA MatPower and Baby AUNA are two regional programs that were developed in 2022 as part of the mental pillar. In the first, we supported the academic development of the school-aged children of our employees, and through a partnership with Matlab, we assisted 60 children aged 8 to 13 in the area of mathematics. We awarded prizes at the end of the year to the two most dedicated students. On the other hand, the Baby AUNA program was developed to provide

support, information, and other benefits to AUNA family members during pregnancy, birth, and the first years of life. This program was launched in December 2022, with 190 employees participating.



Expectant family:

With this project, we contributed to the education and welfare of pregnant women and their families in the stages of pregnancy, childbirth, and postpartum from a comprehensive approach. For this, we have our partners “Liga de la leche Colombia” and “Portoazul Clinic AUNA”. During 2022, 2 courses were held with the participation of our employees and the general public.

Finally, in the financial pillar, during 2022, school, health, and calamity loans were granted. Also, at the regional level, we developed the Learn to Manage Your Finances Workshop, with the participation of 147 employees. In **Peru**, we created the First AUNA Entrepreneur Fair, in which 41 entrepreneurs from Lima, Chiclayo, Arequipa, and Piura participated. In **Colombia**, the Housing Fair was held to create a space in which employees could learn about the different housing projects, types of credit, and financing and receive information about housing subsidies. A total of 296 employees participated in this initiative.



Feria Presencial Emprendedor Auna



Semana de Calidad de Vida: Tu bienestar empieza con la prevención

During Quality of Life Week, employees received free preventive exams in a variety of specialties, including triage, general medicine, optometry, laboratory, mental health, ophthalmology, dentistry, massage, and occupational safety and health. Also this week, there were five webinars on mindfulness, nutrition, the prevention of chronic disease, and financial health. The week ended with a bio-health fair and bingo.

We are passionate about the growth of our employees

The world is moving fast and we want our employees to be ready to take on new challenges. For this reason, at AUNA we have a training and development program that allows our employees to acquire new knowledge and skills, which makes us an organization that is ready to respond to the needs of our customers in the best way possible.

The following programs were developed in 2022:

LíderEX

our training program for leaders that seeks to strengthen and promote the knowledge and skills of our AUNA leaders. In this way, by 2022 we will train **more than 800 leaders in Peru and Colombia** according to our leadership model

Internal trainers:

At AUNA, our employees are interested in sharing their knowledge. For this reason, **in 2022 we trained 43 employees in Peru and Colombia** in the Train de Trainers methodology so that they can share their knowledge with other employees.

Trainee Program:

seeks to identify, attract, and develop the best young professionals who have the potential to assume future leadership positions in administrative management areas of the organization. **During 2022, 8 new members joined our ecosystem and had the opportunity to rotate through 3 projects in the administrative areas**, where they were involved in the development of challenging projects with high impact on the business.

Challenge yourself with the AUNA” scholarship program:

we seek to provide a grant to some of our employees so that they can develop a course of their interest that also has an impact on the organization. The aim is that these people can then deploy this knowledge to other teams. In this way, last year **we invested US\$40,000 in 48 scholarships for our employees**

“One of the great learnings I had thanks to the AUNA 2022 Trainee program is that it is good, even necessary, to get out of your comfort zone. Moving to a different area is a new beginning that can generate uncertainty, but we must think that this change will make us a better version of ourselves and make us more capable of generating an impact on the organization.”

Omar David Juarez Vara

Business Model Analyst. Trainee Class of 2022

With all the above-mentioned programs, during 2022, we were able to promote

780 employees at the regional level

women



men



Work environment



In May of 2022, we conducted a work environment survey with the intent of listening to our employees and assessing all aspects of the company and their experience. Then, based on the results of each management or area, we developed action plans that are monitored by monthly pulse surveys.⁶

At the regional level, the results showed a high level of satisfaction:

79%

⁶ 81% of employees participated in the survey.

5.2. Our diversity, equity, and inclusion plan

Our purpose is to **“take care of life to live it better, always,”** and we wish for this to be true for everyone without exception..

We promote comprehensive health care at all times for all of our employees, patients, members, users, and allies, ensuring that everyone is treated with the same degree of respect, empathy, and compassion.



Therefore, AUNA is firmly committed to promoting an inclusive and diverse culture. People are the focal point of everything we do, making them the protagonists of healthcare transformation.

In this sense, we began our diversity initiative in 2022 by laying the groundwork with the approval of our Diversity and Inclusion Policy, the formation of the Regional Diversity Committee, and the committee’s first training on fundamental concepts related to this topic.

Similarly, in Peru, we established and trained Sexual Harassment Committees for each company. In Colombia, we continued to provide ongoing training on topics including emotional intelligence, conflict management, and empathy to our labor coexistence committees at Las Americas Clinic. In 2022, every case of workplace harassment was thoroughly analyzed.

5.3. We take care of the health and safety of our employees and suppliers

Our Occupational Health and Safety (OHS) area aims to ensure the well-being of our employees, reducing the damage caused by the occurrence of occupational accidents or occupational diseases. Therefore, we comply with the regulations of each country in this area, but we also seek to create a preventive safety culture based on the promotion of commitment and leadership at all levels. In this way, occupational health and safety is not only the responsibility of the OSH area, but it is a way of conducting our company's day-to-day business.

Our policies and procedures



The OSH area prepares policies and procedures under the law, always grounded in the reality and needs of each business line. In this sense, we currently have the following regional documents:

- Regional Occupational Health and Safety Policy,
- Hazard Identification and Risk Assessment Procedure,
- Policy for the Prevention of Psychoactive Substance Use and a matrix for the identification of hazards and evaluation of occupational risks (IPERC).

In addition, policies and procedures have been developed under the regulations of each country.

I am OSH

In 2022, the communications campaign “**Yo soy SST, hacia una cultura de seguridad y trabajo positivo**” (I am OSH, towards a culture of safety and positive work) was developed in Peru and Colombia. This initiative had 3 objectives: to encourage the joint participation of AUNA employees and employers, generating safe workspaces that promote healthy practices and contribute to the well-being of people; to encourage healthy behaviors in everyone, focusing on the prevention of diseases that are more prevalent in our employees; and to promote physical, mental and nutritional health care, as allies for the achievement of integral well-being.

First, in order to encourage our employees to create safe environments and promote healthy behaviors daily, it was necessary to educate them on these topics using playful and dynamic methods. Thus, competitions were held in Peru and Colombia with participation from over a

+1 000 employees

In addition, we developed webinars and regulatory and non-regulatory seminars aimed at promoting a culture of occupational risk prevention and raising awareness. In addition, education was provided



regarding the prevention of cardiovascular risk diseases, as a high percentage of AUNA employees were found to have this risk. In this way, more than 30 thousand hours of training were provided to our employees in Peru and Colombia.

Taking advantage of the return to face-to-face work, we were encouraged to conduct activities in all of our clinics and offices in Peru, as well as in Medellin and Barranquilla, Colombia. Fruit and healthy recipes were distributed to **more than 6,000 employees, and 121 Auna employees participated in rumbatherapy classes.**

OSH Committees (CSST)



The OSH Committees (CSST) are teams formed within a legal framework for compliance with regulations. However, in 2022 we initiated a program designed to empower and assist committee members. Thus, we developed the “OSHA Committees Recognition Program” in order to recognize the individuals with the best performance in the fourth quarter of 2022, tying their committee roles and responsibilities to AUNA’s core values..

“Being a part of the OSHA Committee has been a rewarding experience of which I am extremely proud, as my work as secretary of the OSHA Committee of Oncocenter contributes to the implementation of prevention and protection at all levels, as well as measures to ensure a safe working environment and promote healthy lifestyles among our employees. My commitment moving forward is to continue fostering a positive Safety and Health at Work culture!”

Rosario del Pilar Lurita Correa

Medical Technologist in the Imaging area, Radiological Protection Officer, and Secretary of the OSHA Committee.

6.

We care for the environment

Our well-being is directly affected by where we reside. According to the Pan American Health Organization, climate change is a threat to health, and as a result, there will be an additional 250,000 deaths per year over the next few decades. We are therefore committed to responsibly managing our environmental impacts.

In 2022, we organized and produced a database that allowed us to implement responsible and efficient resource management processes and programs, thereby minimizing our operations' environmental impact.



6.1. Our environmental strategy

As a healthcare company, we are aware of the effects that climate change can have on the health of our employees, patients, members, and communities, and we acknowledge the crucial role that businesses play in the fight against climate change. Consequently, the objective of our environmental strategy is to generate actions that contribute to the Adaptation and Mitigation Plans for Climate Change in the countries where we operate

Our Environmental Policy



We currently have an Environmental Policy that aims to establish guidelines for comprehensive environmental management that are aligned with Sustainable Development Goals (SDGs) 6, 12, 13, and 17, which are concerned with the protection of natural resources and the fight against climate change through strong partnerships to ensure the well-being of present and future generations. Thus, the document includes our commitment to climate change and operational eco-efficiency, the comprehensive management of hospital

waste, the comprehensive management of water resources, the efficient use of energy and savings, a sustainable value chain, and the establishment of environmental governance and corporate environmental culture.

We are aware that for our environmental management system to be effective, each participant must understand their role and how their actions affect the environment. In this regard,

76 Environmental Policy trainings have been developed.

Environmental education, a fundamental pillar on the road to a culture of environmental stewardship

During 2022, we worked to generate a culture of environmental sustainability among our AUNA Colombia employees.

1 469 employees

successfully completed the virtual course on environmental management with an average score of 4.30 out of 5.



Also, on Tuesdays throughout the year, environmental information was shared with them on the company's internal platforms. In addition, training on waste segregation was given to 14 employees at Sede 80 Clinic and Sede Sur Clinic, in Colombia, who handle waste, which led to an increase in the amount of recycled material.

In order to encourage employees in favor of an environmental culture that seeks a sustainable life inside and outside the workplace, we developed environmental fairs in the headquarters of AUNA Colombia where we had the participation of 114 employees.

On the other hand, in conjunction with the AUNA Ideas Foundation, environmental awareness workshops were held for children in schools in the Belén Rincón neighborhood, part of our area of influence in Colombia, in order to bring a culture of sustainability to sectors close to the institution.

Visitas de inspección de la calidad ambiental



In 2022, 115 environmental quality inspection visits were conducted, allowing us to continuously monitor the proper management of hazardous waste, adherence to the segregation of recyclable waste, and the conditions of the premises with an emphasis on pest control. These inspections generate reports that allow us to identify improvement actions.

6.2. Management of our GHG emissions

As part of our commitment to the responsible management of our environmental impacts, we measure greenhouse gas (GHG) emissions in Peru and Colombia. In 2023, we will continue our efforts to reduce these emissions by measuring the carbon footprint of AUNA's main operations at the regional level.

Measurement of GHG emissions

The Carbon Footprint is a greenhouse gas inventory, which is conducted in compliance with the principles of the GHG Protocol and the guidance of the international standard ISO 14064-1.

At Auna, we use the Carbon Footprint measurement as one of our main sources to know how we are doing in terms of our impact on the environment. In 2022 we measured the scopes 1, 2, and 3 of the Carbon Footprint 2022 for our main clinics in Peru, we measured our 4 main sites: Delgado Clinic, Oncosalud Clinic, Vallesur Clinic, and Chiclayo Clinic. In Colombia, we have been measuring it since 2019, in Sede 80 Clinic and Las Americas Clinic Sur. In 2022, the Imat and Oncomédica Clinics have joined the measurement program.

Carbon footprint 2022 (unit of measurement: TCO₂ eq)

	Scope 1	Scope 2	Scope 3	Total
Colombia	634.81	1503.68*	1429.57	1264.72
Perú	8667,98	3027,42**	3634,85	15330,25

***Colombia:** Market-based. Scope 2: Energy generated by hydroelectric power with renewable energy certificates (REC) - implementation of environmental practices that do not generate emissions for Sede 80 and Las Américas.

****Peru:** Location - based

Sustainable mobility

As part of our efforts to reduce our greenhouse gas (GHG) emissions, we promote sustainable transportation. More than 1,900 people are mobilized daily in Medellín, so we've implemented strategies to reduce emissions, such as carpooling and bicycle parking at Sede 80 Clinic and Sede Sur. Likewise, in Peru, we have assigned spaces for clean transportation in Delgado Clinic and Oncosalud (Sede Guardia Civil – block 2) for our patients and employees who use bicycles, scooters, or electric vehicles.



6.3. Efficient water and energy management

AUNA operates in three countries that are extremely susceptible to climate change's effects. In order to minimize the company's environmental impact to the greatest extent possible, we are constantly developing strategies to reduce energy and water consumption.

Efficient energy management and use



In Las Américas AUNA Colombia, efficiency measures have been implemented, such as raising awareness of the responsible use of this resource through a module of the E-learning course for employees in Colombia. Also, in 2022, 3,728 MWh were purchased from renewable energies. Finally, in 2022 we worked on the progressive replacement of fluorescent lighting with LED-saving technology, reaching the end of 2022 with:

1890 LED lamps installed in Colombia

As a result of this agreement, different tools were identified that have a high potential for energy efficiency management, such as the use of renewable energies, efficient air conditioners, and the installation of lighting intensity regulators and presence switches (home automation).

Efficient management and use of water resources



During 2022, the drinking water quality monitoring schedule was implemented at Sede 80 Clinic, Sede Sur Clinic, Centro Médico Arkadia, IDC, Laboratorio Médico and Centro Médico City Plaza. As a result of this monitoring, the conditions in which water is consumed were verified.

AUNA Colombia discharges water from services with high contamination, which is treated with a microbiological plant. In the case of Sede 80 and laboratories, during 2022, :

492.5 m³ of water per month was treated in the PTARnD (Industrial Wastewater Treatment Plant (Non-Domestic)).

In the case of Peru, we currently reuse water from the air conditioning system to irrigate green areas. Likewise, at Delgado Clinic Perú, we have a real water and energy monitoring system called VMS. We are the only clinic in Peru with this system.

Indicador*	
Total energy directly consumed by AUNA in 2022 (in kWh)	43 923 870
Total water emissions in 2022 (in metric tons)	124 423,34

*Values for Peru and Colombia

6.4. Innovating through waste management

In 2022 in AUNA Colombia we generated 1,445 tons of waste⁷, which was managed responsibly. This is because we have a waste management plan that applies to the entire Antioquia region and which is beginning to be implemented in Portoazul - Barranquilla. In all cases, we have a great responsibility to ensure that 100% of our waste is properly managed and delivered with certificates.

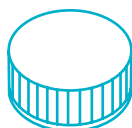


Delivery of waste electrical and electronic equipment (WEEE) and contributions to social causes:

2,000 kg of WEEE were delivered to a company specialized in the management of waste electrical and electronic equipment. For each delivery of waste, “Green Points” are accumulated, which are transformed into aid and benefits for different social or environmental causes. During 2022, 706,938 “Green Points” were donated by us to foundations with social causes.



On the other hand, at AUNA Peru we responsibly managed 479,777 kg of hazardous waste (biocontaminated and special). This year we will continue working on our regional waste segregation project.



Caps for life: in 2022, 263.9 kg of caps were delivered to the Medicancer Foundation under the “Tapitas para la vida” (Caps for life) program. This foundation supports cancer patients who do not have sufficient financial resources to receive their treatment.



Bottles of love: all of our cafeterias are equipped with receptacles for employees to deposit all food packaging and wrappers generated by the service. Under the “Donate a bottle of love” campaign, we delivered 70.4 kilograms of love bottles to a recycling company in 2022.

In order to make the most of our waste, we have implemented the following programs in Colombia during 2022:

⁷ Waste corresponding to the Las Américas Auna 80 clinic, Las Américas Auna south clinic, Cancerology Institute, Medical Laboratory main office, M Centres and Portoazul Clinic



Use of nonwoven fabric: Nonwoven fabric is a by-product of the sterilization process of surgical supplies. During 2022, nonwoven fabric was used to manufacture 14,501 bags, which were used to deliver results to patients and for some of the institution's internal processes. These bags are manufactured by a person from the Belén Rincón neighborhood, under an agreement with the AUNA Ideas Foundation. Additionally, we have business agreements where they receive the non-woven fabric and use it to manufacture new products, thus promoting the circular economy. During the year 2022, 2,145 kg of nonwoven fabric were delivered.



Plastic container recycling program: in 2022, 970 plastic containers, or 1,743 kilograms, were recycled, ensuring the material's return for new processes.

In Peru, we have a Solid Waste Minimization and Management Plan that contributes to providing safe working conditions for healthcare personnel by preventing, controlling, and minimizing health and occupational risks through the proper management of solid waste. This applies to all of our AUNA Peru network operations. By 2023, we will implement initiatives for integrated solid waste management

7.

We take care of our employees, customers, affiliates, community, and family



We care for ourselves in order to care for others



In response to the COVID-19 pandemic, we joined the Peruvian and Colombian governments' efforts to vaccinate as many people as possible in the shortest amount of time, thereby saving more lives. We started giving vaccinations to our health personnel in Peru and Colombia for this purpose



+1 545

doses applied to physicians and health personnel



+7 300

doses applied to physicians and health personnel at Las Americas Clinic and Portoazul Clinic.

Vaccination information campaign



The campaign “You get vaccinated, Peru gets vaccinated” was conducted in collaboration with RPP, Peru’s leading media outlet, to increase the population’s awareness of the effectiveness of the COVID-19 vaccine and answer the most frequently asked questions.

Thanks to the reach of RPP and the expertise of our doctors, we were able to empower over six million people by providing access to high-quality content, answering questions, dispelling myths, and enhancing vaccination participation

Our vaccination Centers



Centro de vacunación Lima

In 2021, we will be the private health network in Peru with the greatest number of vaccination centers, located in Lima, Piura, Chiclayo, and Arequipa. We joined the initiative of the Peruvian government by providing the Peruvian Ministry of Health (MINSA) with logistics and personnel for vaccination deployment.

The objective was crystal clear: to vaccinate as many people as possible in the shortest amount of time in order to save the most lives.

Similarly, the work model within our vaccination centers was presented at work tables in conjunction with the “Pan American Legacy” in order to share learning and knowledge for the rapid and efficient implementation of our vaccination centers.

We managed to apply

+300 000

doses in our vaccination centers nationwide

with the support of

112 volunteers
22 support brigades

Generating

130 jobs

from this initiative.



Centro de vacunación Chiclayo

Vacunate.info



At Auna we worked on the Vacunate.info platform, which sought to raise awareness and provide accurate and quality information so that people could make an informed decision about vaccination.



Dra. Julia

“Dr. Julia” is a web-based platform that employs Artificial Intelligence to classify chest CT imaging findings of patients suspected of having COVID-19. This facilitates timely decisions regarding the type of treatment to be administered and allows clinics to utilize care capacity more efficiently. This technology has been used to evaluate :

+18 323 patients

with a response time of less than 5 minutes.

Vitalpass: Colombia’s official digital vaccination passport



Vitalpass is the COVID-19 digital vaccination passport, co-created by the AUNA Ideas Foundation’s Innovation and HealthTech division.

This initiative was created using blockchain technology, an extremely trustworthy and transparent technological procedure. This passport documents the entirety of the COVID-19 vaccination process and is valid worldwide.

This project was chosen by the Government of Colombia as the country’s official certificate.

+30 millones

certificates have been generated



Together, we care for our most valuable possession: **life**

Because we are a people-centered organization, all of the work presented in this report is carried out because every member of our organization desires a society where everyone has access to health care. We are dedicated to our work, unified by this purpose for which we have such a strong passion: caring for life to make it better for everyone, always

AUNA: We take care of life to live it better, always



Taking care of life to
live it better, always.

aluna