

Sustainability Report 2023



1. Proud to be Auna

- Words from the President
- Our Beginnings
- Our Facilities
- Auna in Figures
- Our Awards for the Current Year
- Our Certifications and Accreditations

2. About Auna

- 2.1. Learn More About Us
- 2.2. Sustainability Strategy at Auna

3. Our Corporate Governance

- 3.1. Corporate Governance
- 3.2. Ethics and Compliance
- 3.3. Safety and Transparency
- 3.4. Responsible Supply Chain

4. Building Healthier Societies

- 4.1. Health Innovation
- 4.2. Patient Well-being
- 4.3. Social Management

5. Strengthening Auna Talent

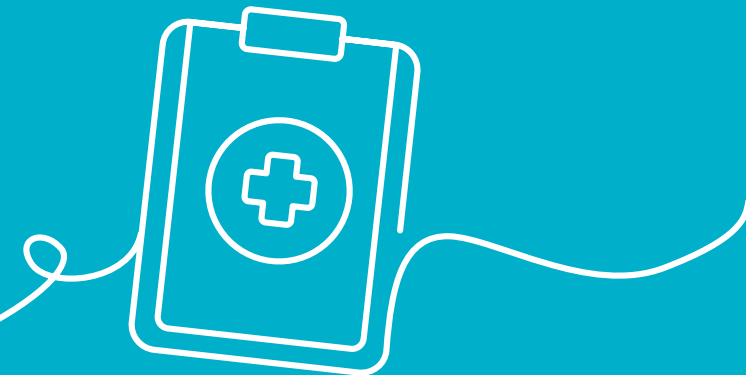
- 5.1. Talent Management

6. Caring for the Environment

- 6.1. Our Environmental Strategy
- 6.2. GHG Emissions
- 6.3. Water and Energy Management
- 6.4. Waste Management

7. Attachments

- 7.1. GRI Content Index
- 7.2. SASB Content Index
- 7.3. Other Indicators



1. Proud to be Auna

03

Proud to be Auna



Words from our President

(GRI 2-22)

Dear patients, members, suppliers, employees, and their families,

It is my pleasure to present to you the Auna Sustainability Report for the year 2023. This document not only reflects our achievements, and the progress made throughout the year but also underscores our commitment to the mission of transforming healthcare in Latin America, always placing people at the core of all our actions.

04

Our mission is to transform healthcare in Hispanic America by preventing illness and maintaining the health of our communities, as well as detecting and treating diseases for all those under our care.

This journey that we are undertaking together—patients, families, doctors, nurses, technicians, and administrators—will lead to the health and well-being of our members and patients.

Since the company's inception over 30 years ago, we have remained true to our mandate of providing access to healthcare, with a particular focus on addressing highly complex diseases, such as cancer. Today, we operate 31 healthcare centers in Peru, Colombia, and Mexico. We firmly believe that caring goes beyond curing; that is why in 2023, **we performed over 130,000 preventive exams, which allow us to detect diseases early and help keep our families healthy.** We also contribute to this commitment by providing optimal medical solutions, achieving high standards of patient survival and experience. We continue to offer insurance products and solutions that enable families to stay protected

and access quality healthcare for high-impact diseases. Oncosalud exemplifies this by offering top oncology programs in the Peruvian market, delivering comprehensive and specialized healthcare to those who need it most. We are aware that this journey has just begun, and there is still much more to be done, with many families still lacking access to healthcare—and we are working on it.

In 2023, **Auna's more than 14,000 employees have worked to bring our ideals to life, achieving significant milestones of success and progress.** We are deeply grateful for their passion and commitment to healthcare, as well as for the support of their families, who have also contributed to the year's great accomplishments. From the more than 50,000 patients in Peru and Colombia whom we continue to treat and support in their fight against cancer, to the 1,069,000 consultations we have provided across various specialties, this report tells a story of dedication and commitment.

At Auna, we aspire to continue contributing to the transformation of healthcare. In 2023, we conducted our first regional materiality analysis, identifying priority issues in environmental, social, and governance (ESG) areas, along with an initial assessment of ESG risks. We have established a Regional Sustainability Committee to strengthen actions in this area, and we are now presenting our second Sustainability Report.

During 2023, we aimed to continue improving patient experience by providing activities and spaces



“
Thanks to
our blood
donation
campaign,
we obtained
more than
26,000
donations
throughout
the region”.

05

designed specifically for them and their families, while offering clear information and constant emotional support. We are pleased to share that we achieved an NPS of 82.0 in Mexico, 65.6 in Peru, and 83.5 in Colombia. In Peru, we see a clear opportunity for improvement, which we will address mainly by expanding our services to anticipate the needs of our patients and their families.

In 2023, **we also led a blood donation campaign, resulting in more than 26,000 donations across the region. Additionally, we donated over 600 mammograms to vulnerable communities in Peru and Mexico.** We continue to develop as advocates and promoters of health, medicine, and good living habits. In Colombia, 986 students and teachers attended conferences held in three schools in Medellín. In Mexico, over 850 people attended, both in person and virtually, our “New Frontiers in Oncology” conference, which we held in Monterrey. Meanwhile, in Colombia and Peru, 790 employees received training at our two medical simulation centers.

We remain committed to managing our environmental impact, and in 2023, 85% of our hospital operations in the region measured their carbon footprint. We have also promoted efficient resource use, environmental care, and best sustainability practices, engaging more than 5,000 employees in our environmental education campaigns, as well as promoting energy savings and the development of sustainable mobility initiatives at our facilities.

The long journey we have traveled so far, marked by many milestones of success, drives us to do even more. We continue to seek and find new ways to provide quality healthcare to those in need, with a focus on empathy and compassion. At Auna, most of our patients and their families feel cared for, supported, and understood. We remain committed to making a

significant difference in the lives of those who trust us with their medical care.

This report represents a collective celebration of what we have built together and what we aim to achieve in the future. Through cooperation and teamwork, we have created a health ecosystem that prioritizes and focuses on the patient and integrates healthcare services and insurance, as well as in-person and digital solutions, to facilitate access and improve experiences.

I invite you to explore this report, not just as observers but as active participants in the story of effort and dedication that we are building, and also as constructive critics of what we can aspire to achieve in the future. May this document inspire us to continue moving forward, facing challenges with determination, and reasserting our commitment to excellence in service to the health and well-being of our communities.

Thank you for being part of our great Auna family, for believing in our purpose, and for contributing each day to the transformation of healthcare in Latin America. Together, we will continue to strive to make a difference in the lives of those we serve.

With gratitude and commitment,

SUSO ZAMORA
President of Auna

Our Beginnings

(GRI 2-1)



06

Proud to be Auna

In 1989, doctors Luis Pinillos Ashton and Carlos Vallejos Sologuren, two visionary oncology physicians, together with Juan Serván Rocha, an insurance expert, and businessman Víctor Hugo Gonzales Castillo joined their efforts to bring Oncosalud to life, a Peruvian healthcare company specialized in cancer prevention, detection, and treatment.

In 2008, with a view to provide services with a renewed approach of people-centered healthcare, Oncosalud was acquired by Enfoca Inversiones, a company engaged in investing in entrepreneurial talent and ideas with potential. Auna was born as a result of this merger.

Auna is a word that reflects its purpose: **integrating, uniting and harmonizing**. As such, Auna was organized with the mission of discontinuing fragmented healthcare and bringing health and well-being to its members and patients. We are committed to the communities and countries where we operate, aiming to **transform health experience**.

With over 30 years in business, Auna is incorporated in Luxembourg and is also present in Mexico, Colombia, and Peru, with more than 14,000 employees. Today, Auna provides **comprehensive healthcare at all stages of life**, through technological solutions, an extensive network of clinics and medical centers, and cross-disciplinary services, placing both the customer and patient at the center of the experience, backed by state-of-the-art medical research.

A History of Development and Growth

07 |



Our Facilities

(GRI 2-1, 2-2)

MÉXICO

Monterrey

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

Ciudad de México

- Dentegra Seguros Dentales

COLOMBIA

Medellín

- Auna Las Américas Clinic – 80 Facility
- Auna Las Américas Clinic – South Facility
- Cancer Institute
- Auna Arkadia Medical Center
- Auna San Fernando Breast Care Center
- Auna City Plaza Medical Center

Montería

- Auna IMAT
- Oncomédica

Barranquilla

- Auna Portoazul Clinic

PERÚ

Piura

- Auna Piura Clinic
- Auna Piura Medical Center

Trujillo

- Auna Camino Real Clinic

Arequipa

- Auna Vallesur Clinic

Chiclayo

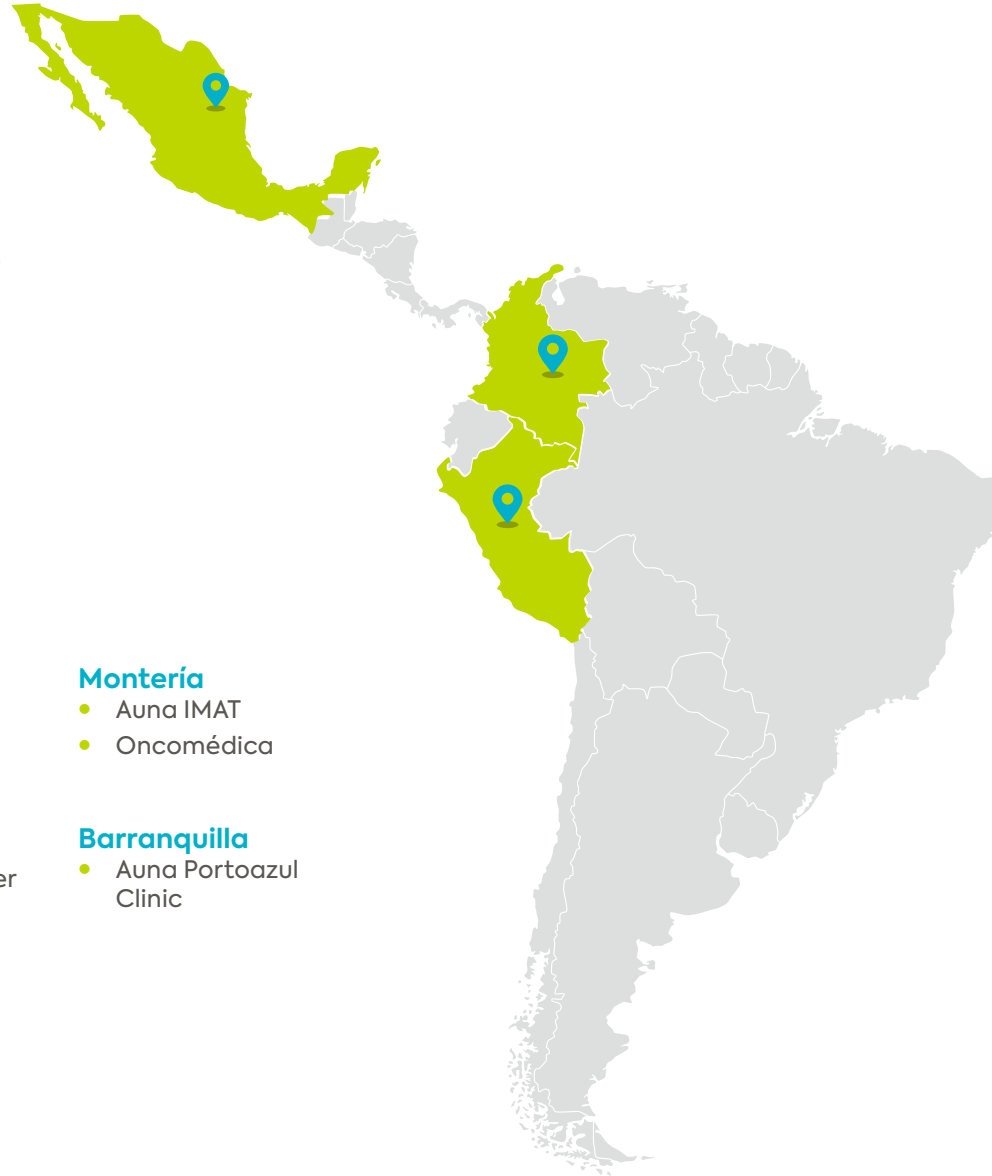
- Auna Chiclayo Clinic
- Auna Servimédicos Medical Center

Lima

- Auna Guardia Civil Clinic
- Auna Delgado Clinic
- Auna Wellness Center
- Auna Physical Medicine and Rehabilitation Center
- Auna Oncosalud San Borja
- Auna Oncosalud Clinic
- Auna Oncosalud San Isidro
- Auna Laboratory

Callao

- Auna Bellavista Clinic



Auna in Figures



14,958

employees in Peru, Colombia, and Mexico



26,944

blood donations in Peru, Colombia, and Mexico



+ 97,100

positively impacted people by Auna's social projects



97.63%

of suppliers and vendors are sourced locally at a regional level



119,000

training hours for our employees in Peru and Colombia



2,308

beds available at the regional level



353,303

received emergency care



88,857

surgeries performed



1,270,930

members

Our Awards for the Current Year

IN COLOMBIA:

IMAT ONCOMÉDICA

Winner of the Gold category in the Lideram Award granted by Corporación del Valle del Sinú y San Jorge.

In recognition of results in environmental management, awarded by the environmental authority of Cordoba.

LAS AMÉRICAS CLINIC – SOUTH FACILITY

LEED (Leadership in Energy & Environmental Design) Certification, an award granted to green buildings that have implemented energy efficiency and a sustainable design.



COLOMBIA'S BLOOD BANK

AABB (Association for the Advancement of Blood & Biotherapies) Accreditation, renewable every two years..

10 |

IN PERÚ:

PERU'S BLOOD BANK

Platinum ACI (Accreditation Canada International) Accreditation, renewable every two years.



ACCREDITATION CANADA

ONCOSALUD, AUNA DELGADO, VALLESUR AND AUNA CHICLAYO CLINICS

Award of the first star of the Peru's Carbon Footprint Program of the Ministry of the Environment (MINAM).



AUNA DELGADO CLINIC

LEED (Leadership in Energy & Environmental Design) Certification, an award granted to green buildings that have implemented energy efficiency and a sustainable design.



MERCO ESG PERU 2023 RANKING

Auna Delgado Clinic ranks 1st in the healthcare sector Top 100 sustainable companies in the country (position 68).



MERCO TALENTO PERU 2023 RANKING

Auna Delgado Clinic ranks 1st in the healthcare sector. Top 100 leading companies in attracting and retaining talent (position 53).



IASLC CANCER CARE TEAM AWARD

Oncosalud's thoracic oncology team was selected as the regional winner for Latin America.



Our Certifications and Accreditations

IN COLOMBIA:

AUNA IMAT ONCOMÉDICA

Good Manufacturing Practices of the National Food and Drug Surveillance Institute (INVIMA).



PORTOAZUL CLINIC

Renewal of Newpalex certification as an excellent palliative care team for home, outpatient, and inpatient services



11|

Good Manufacturing Practices of the National Food and Drug Surveillance Institute (INVIMA).



LAS AMÉRICAS CLINIC – 80 FACILITY

High-Performance Clinical Unit Certification (bronze category)



Good Manufacturing Practices of the National Food and Drug Surveillance Institute (INVIMA).



INSTITUTO DE CANCEROLOGÍA

Certified as a Center of Excellence in Lung Cancer by the ECO Foundation of Spain



Good Manufacturing Practices of the National Food and Drug Surveillance Institute (INVIMA)



IN MEXICO:

AUNA DOCTORS HOSPITAL (DH)

- Health Distinction. 100% smoke- and emissions-free space
- Health Distinction. Hygiene, Trust and Safety in Food Handling
- Health Distinction. Healthy Company
- Distinction H. Hygiene, Trust and Safety in Food Handling



DOCTORS HOSPITAL EAST AUNA

- Health Distinction. Healthy Company
- Health Distinction. Hygiene, Trust and Safety in Food Handling
- Distinction H. Hygiene, Trust and Safety in Food Handling

OCA HOSPITAL

- Distinction H. Hygiene, Trust and Safety in Food Handling
- Health Distinction. 100% smoke- and emissions-free space



IN PERU:

ONCOSALUD S.A.C.

ISO 9001:2015 Certification – Quality Management System Newpalex certification renewal



AUNA PERÚ

ISO 37001: Anti-Bribery

2. About Auna



2.1 Learn More About Us

Our purpose:
Always caring
for life to live
it better

About Us

As an organization, our main commitment is to bring **health and well-being to people**, always focusing on them to transform their healthcare experience.

Since 2008, we stand firm in our purpose of **“Always caring for life in order to live it better.”** We strive every day to provide safety and high standards of care to ensure **the best healthcare experience** for thousands of people.

We offer our patients and members with a network of clinics, hospitals, medical centers, wellness centers, cross-disciplinary healthcare services, insurance products and digital services. All this **with the support of the most advanced medical and academic research, but, in particular, with the aid of a first-class team.**

At Auna, we have focused our efforts on generating an unmatched value proposition for our patients, families, community, and staff to help them lead a long and healthy life. To convey this message in a more comprehensive manner, we have created the **Auna Way**. This approach, which is a demonstration of how we live our purpose, **merges our vision, values, and practices**, which we promote in each of the countries where we operate.

MISSION:

To transform healthcare

VISION:

To be a leader and benchmark for people-centered healthcare in Latin America

¿Why do we talk about the Auna Way?

ACCESS: because we aspire to lead the virtuous circle of healthcare access by providing immediate and high-quality solutions to the populations we serve. We empower our users to take control of their health and well-being, finding in us their preferred partner for providing comprehensive care for the whole family.

CULTURE: because everything we do is based on our greatest asset: our people. Each person at Auna embodies our principles of caring, transforming, being passionate, and surprising, thereby contributing to our institutional excellence in the constant pursuit of the best possible outcomes.

The Auna Way is founded on four key pillars that contribute to our objective:

Person-Centered Care: We prioritize patient safety, the quality of healthcare, medical outcomes, and providing an extraordinary experience. We support the patient journey from prevention and early detection to appropriate treatment, management, and recovery.



Excellence in Healthcare: We offer cutting-edge services and promote evidence-based medicine to achieve excellent results. We deepen our expertise in strategic areas and focus on high complexity through Centers of Excellence.

Integrated Operational Strategy: We deliver a coherent and seamless continuum of care, increasing efficiency and eliminating redundancies. We standardize and scale medical protocols to make data-driven decisions, improving predictability and overall outcomes.

Sustainable Growth: We grow consistently and deliberately, complementing our existing urban and national ecosystems. We invest strategically, prioritizing efficiencies and scaling our proven operational model.

Auna's Cultural Principles

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

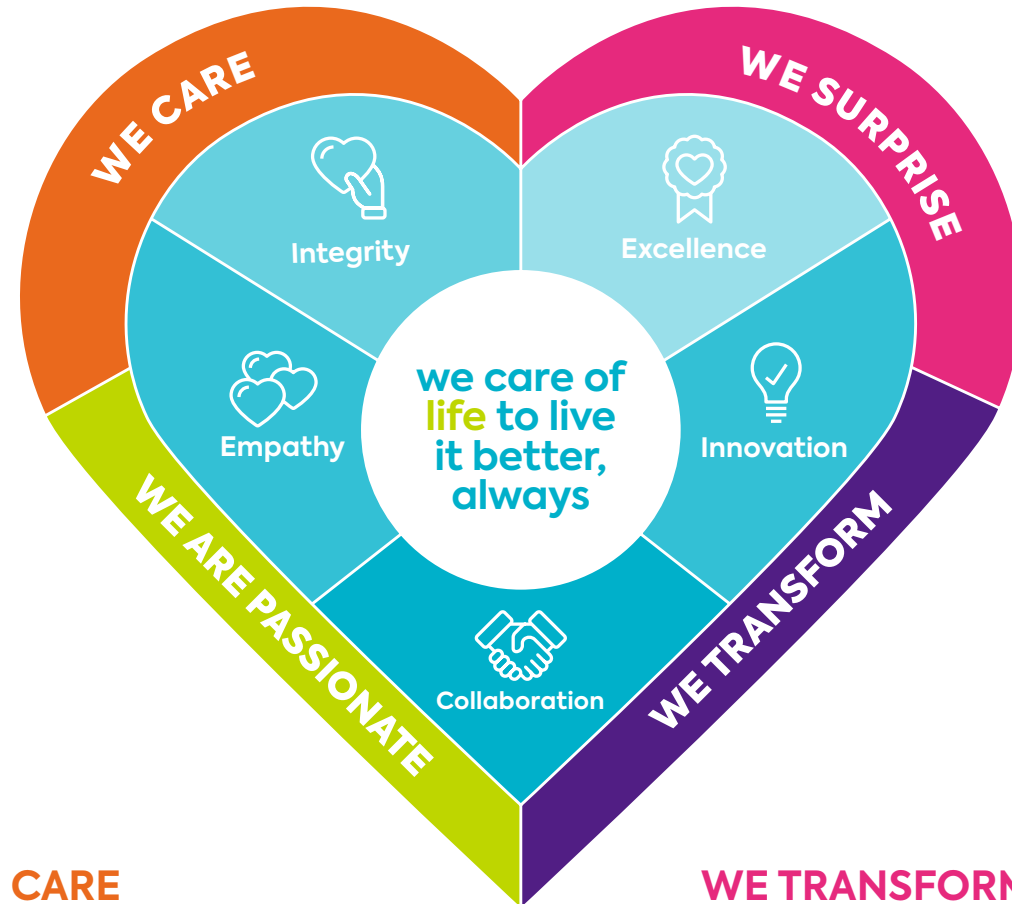
Our origin:

We place people at the core and provide access to healthcare solutions and differentiated care

Our ambition:

To transform healthcare

To be the health ecosystem of choice in Latin America, where we serve populations throughout their lives and offer them the best healthcare experience



WE CARE

We always seek the well-being of people based on a real connection and understanding of their moment of life.

WE ARE PASSIONATE

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

WE TRANSFORM

We constantly devise new ways of making life easier.

WE SURPRISE

We always strive to deliver differentiated value and create meaningful experiences.



Our Values:



EXCELLENCE: We always provide the best quality and the highest standard in healthcare and well-being.



COOPERATION: We work together and in an integrated way (among ourselves and with you and your family) to meet your needs.



EMPATHY: Genuine, lively interest and passion for understanding our patients' needs and emotions as if they were our own.



INNOVATION: We strengthen and reinvent ourselves to always be the best.



INTEGRITY: Honesty and ethics in what we do to deserve your trust.

2.2. Sustainability Strategy at Auna

(GRI 2-3, 2-22, 3-1, 3-2)





Sustainability to transform health: Caring for people and the planet in an ethical and transparent manner

17 | Sustainability at Auna

At Auna, care is our top priority, a philosophy that covers not only our employees and patients but also the communities in which we operate, actively contributing to their development, needs and well-being. We recognize that **transforming healthcare in Hispanic Americas implies having an interdependent impact on society and the environment**. For this reason, we have implemented a sustainability management system that seeks to benefit the community and the environment and is aligned with our business strategy.

Our approach to sustainability consists in **contributing responsibly and transparently to overall health and growth**. As a witness to this commitment, in 2023, we presented our first Sustainability Report, a document that summarizes the work and growth achieved during 2022 in Peru and Colombia in environmental, social, and corporate governance aspects. This initial effort—which allowed us to establish a baseline to measure our sustainability management in the countries where we operate—marks the beginning of our sustainable contribution to the well-being of communities and care for the environment, while working ethically in every line of management.

Our Sustainability Strategy

ESG TOPIC	SUBTOPICS	OBJECTIVE
Environmental	 We care for the environment	Where we live has a direct impact on our health. Therefore, we are committed to responsibly manage our environmental impact.
Social	 Health development and promotion of well-being	We promote health care and prevention. We also promote scientific knowledge and medical research, so that more people can lead longer and healthier lives.
	 Staff empowerment	We place our people at the core, from suppliers and vendors to employees, who are the engine that helps us transform healthcare for more people.
Governance	 Ethical and transparent management	We want to transmit confidence. This is why we always work with honesty and ethics and put our values into practice.



Material Topics

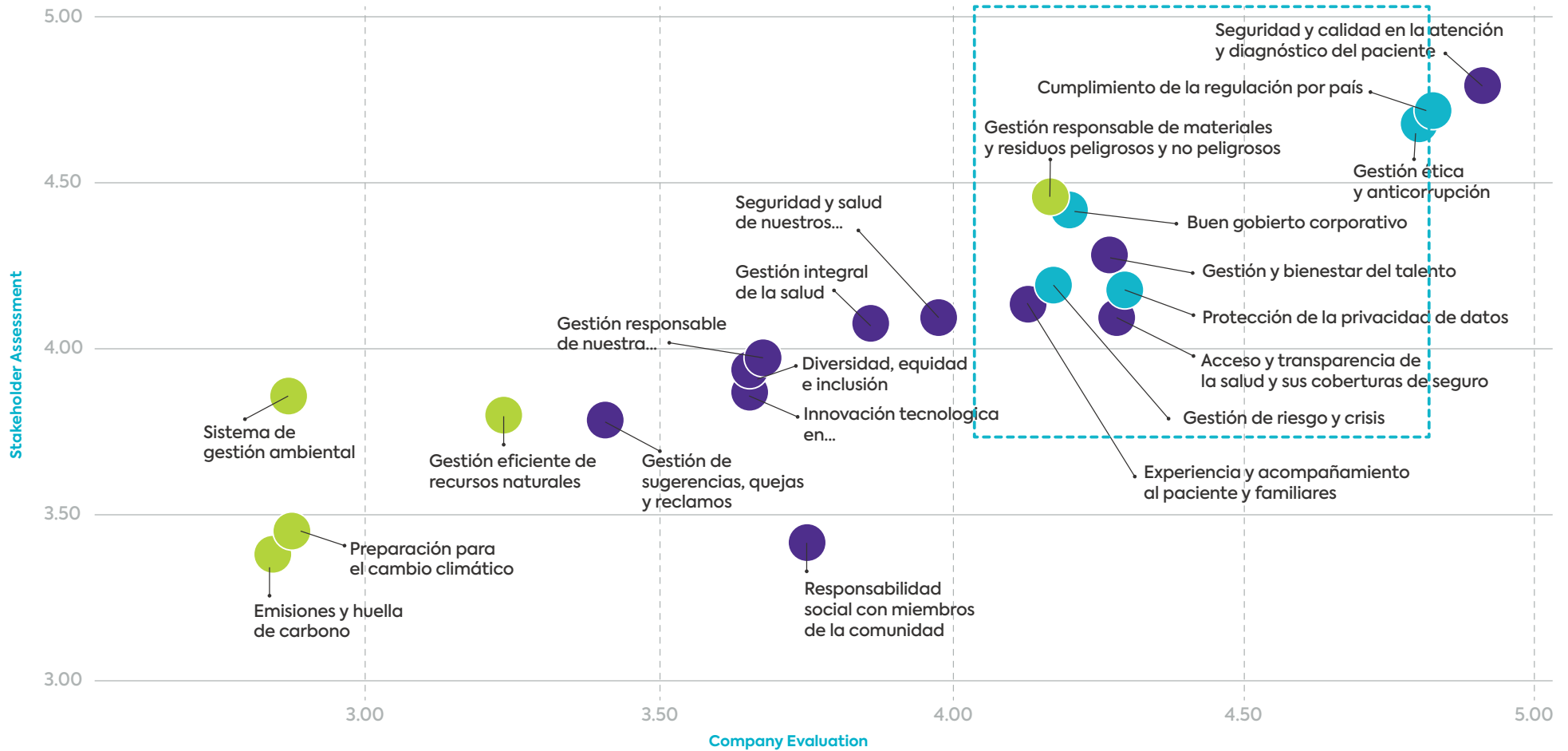
(GRI 3-1, 3-2)

In 2023, we performed a materiality analysis to effectively focus our resources and efforts on the critical **economic, social, and environmental aspects**, both for our company and our stakeholders in each country where we operate. This analysis aims at ensuring that our sustainability priorities are perfectly aligned with the expectations of our stakeholders and in line with future business needs.

The materiality analysis included a comprehensive review of the main sustainability standards, an internal and external organizational analysis, and an assessment of the expectations and interests of our employees, institutional clients, patients and affiliates, suppliers and vendors, community, the state, unions, and the media. To this end, we conducted more than eighty interviews in Peru, Mexico, and Colombia with various internal and external stakeholders. This exercise not only reaffirmed the alignment of our sustainability strategy with the critical issues of the industry, but also strengthened our connection with the different stakeholders that are part of the Auna ecosystem.

This study has led us to identify 21 relevant topics, **7 material topics of which have been prioritized**.

This integrated approach has enabled us **to identify critical issues and prioritize them strategically**, and to ensure that our sustainability actions effectively respond to the demands and expectations of our stakeholders in our business environment.



19

Environmental:	Social:	Governance:
<ol style="list-style-type: none"> Responsible management of hazardous and non-hazardous materials and waste 	<ol style="list-style-type: none"> Talent management and well-being Safety in and quality of patient care and diagnosis Patient and family experience and accompaniment Access to and transparency of healthcare and its insurance coverage 	<ol style="list-style-type: none"> Data privacy protection Risk and crisis management



Sustainability Progress of the Year

(GRI 2-14)

2023 was a year of continued growth and regionalization for Auna in Peru, Mexico, and Colombia—an aspect that was significantly reflected in our sustainability management.

We performed our first **ESG risk analysis**, where we identified the most relevant risks for Auna in each of our operations, considering the special characteristics of each country in which we operate. This analysis was essential to understand how our current strategy mitigates these risks and to guide us towards priority areas of focus.

Finally, we closed the year with the launch of our **Regional Sustainability Committee**, a strategic space designed to ensure the implementation of our sustainability strategy at the regional level. This committee brings together representatives from key areas, including **Human Management, OSH, Culture, Procurement, Environmental, Social Management, Corporate Governance, Auna Ideas, Experience and Compliance** from each country in which we operate. With well-defined roles, the committee undertakes to do the following:

- ✓ Implementing projects that boost our sustainability strategy

- ✓ Acting as Auna's sustainability ambassadors

- ✓ Reporting ESG information in a transparent and effective manner

Impact on the SDGs

At Auna, we are committed to contributing to the United Nations Sustainable Development Goals (SDGs). Our strategic framework, business practices, and operations have an impact on the following objectives:



21

About Auna

3 (3.4.1) **650 MAMMOGRAMS DONATED** in breast cancer prevention campaigns in Mexico and Peru.

(3.4.1) **97,160 PEOPLE BENEFITED AT THE REGIONAL LEVEL** with Auna's social management programs.

(3.4.2) **MORE THAN 2,000 EMPLOYEES** received emotional support care throughout the period.

4 (4.3.1) **+119,000 TRAINING HOURS** for employees.

5 (5.2) **100% OF THE PREVENTION COMMITTEES AGAINST SEXUAL HARASSMENT** were trained.

8 (8.8) **73.75% OF AUNA PERU'S TOTAL EMPLOYEES** received training and education related to Occupational Safety and Health (OSH) at work.

9 (9.5) **7 ACCREDITED CLINICAL RESEARCH LABORATORIES IN THE REGION** that monitor more than 120 tests within our networks.

(9.5) **MORE THAN 100 PUBLICATIONS IN BIOMEDICAL SCIENTIFIC JOURNALS** produced by Auna Ideas.

12 (12.4.2) **2 TONS OF HAZARDOUS WASTE** properly disposed of in the 3 countries.

(12.6) Presentation of the Annual Sustainability Report starting in 2023.

(12.8.1) **73.75% OF AUNA PERU'S TOTAL EMPLOYEES** received training and education related to OSH at work.

13 (13.2.2) **85% OUR MAIN HEALTHCARE CENTERS** have a carbon footprint measurement

16 (16.5) **IN PERU, WE ARE CERTIFIED** with ISO 37001: Anti-Bribery.

17 (17.7) **6 PARTNERS** for the promotion of Social Management.

3. Our Corporate Governance



3.1. Corporate Governance

(GRI 2-9, 2-10, 2-11, 2-12, 2-27, 405-1)

Leading the way in the transformation of healthcare



23

Members of the Board of Directors

Auna's Board of Directors, which plays an essential role in decision making, ensures **professional, ethical, transparent, and reliable management**. The Board of Directors is comprised of eight directors, four of whom are independent. The election of directors is governed by bylaws and takes place at the Special Shareholders' Meeting. In addition, applicants undergo an evaluation prior to joining the Board of Directors.

Since 2023, Auna is no longer Auna S.A.A., and has established its **headquarters in Luxembourg**, which implied a transition process to comply with the laws of that country. This process supports our constant pursuit of standards of excellence and compliance with international best practices and reinforces our global approach and ongoing evolution.

In the face of these changes, the Board of Directors continues to meet periodically (once every three months) to strengthen the **overall strategy and monitor the company's performance** and to ensure a successful transition.

Auna has a **Board of Directors and three Board Committees** that work ethically and transparently.

Description of the Members of the Board of Directors



Jesús Zamora León
Executive Chairman of the
Board of Directors

Jesús Zamora León has been a member of Auna's Board of Directors since 2008 and Executive Chairman since 2022. Mr. Zamora is co-founder, CEO, and chairman of Enfoca, one of Latin America's

foremost investment firms, founded in 2000, where he is responsible for the investment and management of Enfoca's funds. He has over 32 years of investment experience. Before founding Enfoca, he held various executive positions in banking and asset management, including at Banco de Crédito del Perú from 1994 to 1999, BEA Associates from 1992 to 1993, and Salomon Brothers Inc. from 1988 to 1992. Mr. Zamora holds an MBA from Columbia University's School of Business and a bachelor's degree in industrial engineering from the Universidad Nacional Autónoma de México.



Luis Felipe Pinillos Casabonne
Vice Chairman of the Board
of Directors

Luis Felipe Pinillos Casabonne, a co-founder of Auna, assumed the role of Vice Chairman of our Board of Directors in 2022 and has been a member of our board since 2009. Mr. Pinillos

Casabonne has held various high-level positions in the company since 2002, including CEO from 2009 to 2015 and from 2019 to 2022, and CEO from 2015 to 2020. Additionally, Mr. Pinillos Casabonne has been a member of the Board of Directors of Oncosalud since 2008 and of Textil del Valle, a clothing manufacturing company, since 2011. He holds a bachelor's degree in business administration from Universidad de Lima and has completed executive courses in management and corporate governance at the Kellogg School of Management at Northwestern University, as well as insurance courses at the MAPFRE Foundation in Spain.



Jorge Basadre Brazzini

Director

Jorge Basadre Brazzini has been a member of our board of directors since 2008. Mr. Basadre is a co-founder and partner at Enfoca, where he is responsible for the investment and has over 25 years of experience in investments. Before founding Enfoca in 2000, he worked in executive consulting at Booz & Co. from 1996 to 2000, and in banking at Banco de Crédito del Perú from 1991 to 1993. Mr. Basadre holds an MBA from Harvard Business School and a bachelor's degree in business administration from Universidad del Pacífico in Lima.



Leonardo Bacherer Fastoni

Director

Leonardo Bacherer Fastoni has been a member of our board of directors since 2018. Mr. Bacherer serves as Managing Partner at Enfoca since 2023 and previously held executive positions since its incorporation in 2015. Prior to Enfoca, he served as CEO of Maestro (initially an Enfoca portfolio company) after holding executive positions including General Manager and Financial Manager since 2007. He has more than 18 years of experience in the industries of retail, banking, education, and healthcare. Before his tenure at Maestro, he held various executive positions at Ripley S.A. between 2005 and 2007, and at Banco de Crédito del Perú from 2002 to 2005. Mr. Bacherer holds an MBA from Rotterdam School of Management, an advanced management certification from the Wharton School of Business at the University of Pennsylvania, and a bachelor's degree in industrial engineering from the Military Engineering School in La Paz, Bolivia.



Robert Oberrender
Independent Director

Robert W. Oberrender has been a member of our board of directors since 2020. Mr. Oberrender has been an independent investor and advisor since September 2018. From 2002 until his retirement in 2018, he served at UnitedHealth Group

Incorporated for 16 years, holding the positions of Chief Investment Officer and Treasurer, as well as the CEO of its Optum Bank unit from 2016 to 2017. Previously, he was the Administrative and Financial Manager at the Amicus Financial unit of the Canadian Imperial Bank of Commerce, Vice President and Global Treasurer at Sara Lee Corporation, and Financial Manager at Metris Companies Inc. He began his career at JP Morgan in the Corporate Banking and Finance group within the predecessor organization, Chemical Bank. Mr. Oberrender holds an MBA from the Booth School of Business at the University of Chicago and a bachelor's degree in economics from Hamilton College.



Andrew Sousloff
Independent Director

Andrew Sousloff has been a member of our board of directors since 2020. Mr. Sousloff has been a director and a member of the investment committee at Enfoca Investments Ltd. since 2014. Prior to joining Enfoca, he practiced law

as a partner at the international law firm Sullivan & Cromwell LLP for over 30 years, where he specialized in capital markets, mergers and acquisitions, financial regulation, and corporate governance, advising companies and governments in the United States, Latin America, Europe, Canada, and Asia. Mr. Sousloff holds a Juris Doctor from the University of Pennsylvania Law School and a bachelor's degree in history and a master's degree in history, both from the University of Pennsylvania.



John Wilton

Independent Director

John Wilton has been a member of our board of directors since 2020. He has served as Deputy Director of Administration and Finance at the National University of Singapore since 2018. He has also been the General Manager of Wilton Strategy Inc. since 2018. He was a senior advisor at McKinsey & Company from 2016 to 2018, of Administration and Finance at the University of California, Berkeley, from 2011 to 2016, and Executive Director and Head of International Research at Farallon Capital Management from 2006 to 2011. He was also a senior advisor at Hellman and Friedman from 2008 to 2011. Prior to his tenure at Farallon Capital Management, he held various positions at the World Bank in Washington, D.C., from 1983 to 2006, including Financial Manager and Vice President of Strategy, Finance, and Risk from 2002 to 2006. Mr. Wilton has also been a director and member of the investment committee of Enfoca Investments Ltd. since 2014 and a member of the board of directors of Leblon Equities in Brazil since 2010. He holds a bachelor's degree in economics from the University of Cambridge and a master's degree in economics and Statistics from the University of Sussex.



Anasofia Sánchez Juárez

Independent Director

Anasofia holds a Master's degree in Communications, Advertising and Media from the institute National Supérieur d'Études Économiques et Commerciales (INSEEC) in France and a Bachelor's degree in Marketing from the Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM).

Board of Directors Committees

(GRI 2-9, 2-19)

Auna’s Board of Directors is the body responsible for creating committees and appointing their members. We currently have **three Board of Directors Committees**, and each one has its own regulations governing the exercise of its powers and duties, which establish the purpose of the committee, its responsibilities, and procedures

AUDIT AND RISK COMMITTEE	COMPENSATION AND TALENT COMMITTEE	EXECUTIVE COMMITTEE
Chairman	Chairman	Chairman
<ul style="list-style-type: none"> Robert Oberrender 	<ul style="list-style-type: none"> John Wilton 	<ul style="list-style-type: none"> Luis Felipe Pinillos Casabonne
Members:	Members:	Members:
<ul style="list-style-type: none"> Andrew Soussloff John Wilton 	<ul style="list-style-type: none"> Jesús Zamora León Luis Felipe Pinillos Casabonne Jorge Basadre Brazzini Leonardo Bacherer Fastoni 	<ul style="list-style-type: none"> Jesús Zamora León Jorge Basadre Brazzini Leonardo Bacherer Fastoni

*These committees correspond to 2023 and this year we have a governance committee

3.2. Ethics and Compliance

(GRI 2-16, 2-17, 2-23, 2-24, 2-27)

Ensuring ethical practices

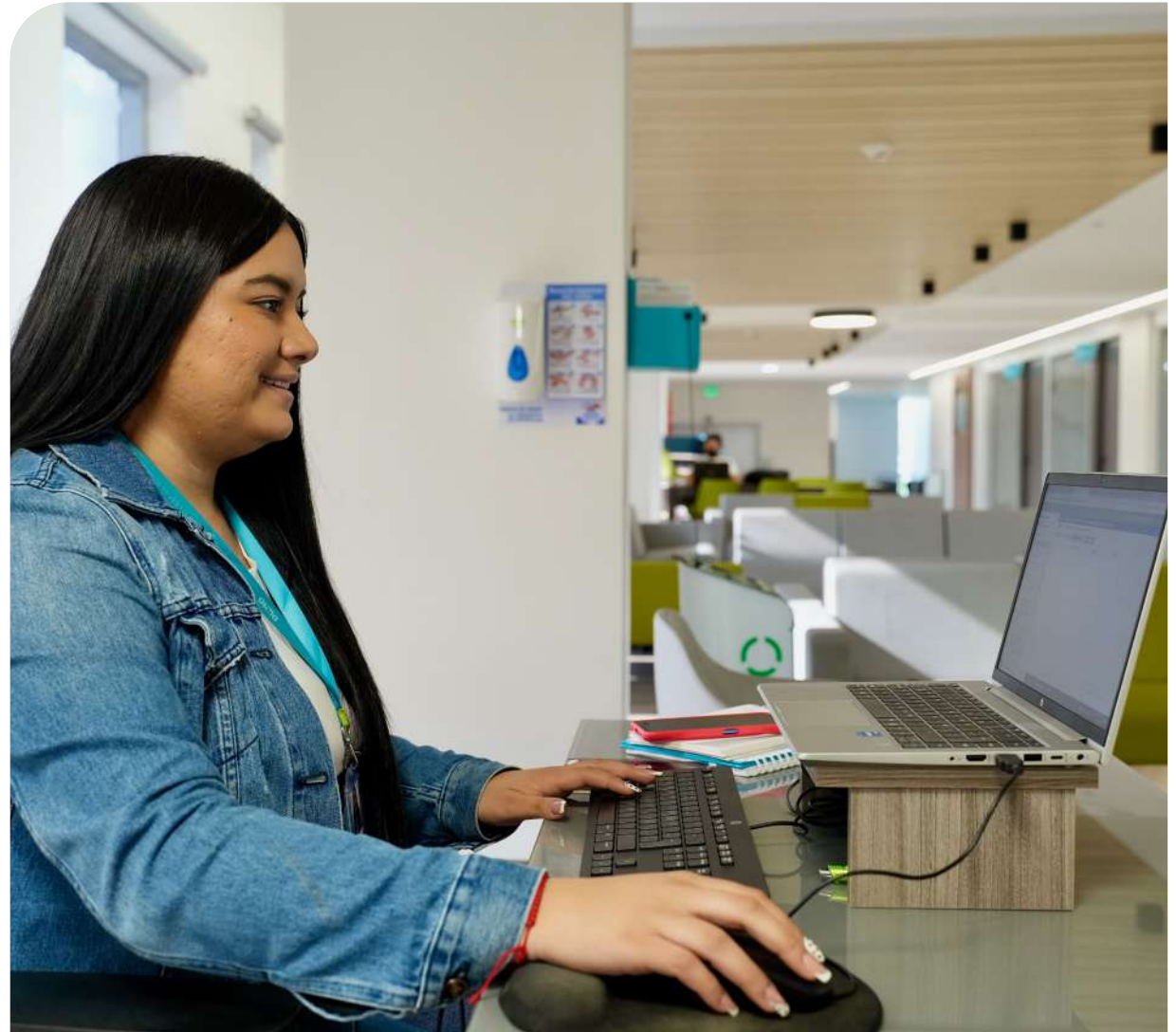
Management approach

At Auna, ethics, transparency, and the fight against corruption—fundamental elements in our organizational culture—are present in each of our processes and in all the countries in which we operate.

These practices are defined in our **Regional Compliance Program, Code of Conduct and Anti-Corruption Policy**, which are applied in a comprehensive manner in Luxembourg, Mexico, Colombia, and Peru. To ensure compliance with country-specific regulations, we have developed specific policies or procedures adapted to the corresponding local regulations.

In addition, we have a rigorous **Ethics Committee and a Regional Audit and Risk Committee**, which ensure the effective implementation of these guidelines and their ongoing monitoring.

29



Programs and Policies

The pillars of our ethical management are outlined in the following programs and policies:



Compliance Program

Our Compliance Program is designed to **foster an ethical culture throughout the organization** and focuses on values and guidelines **aimed at employees and business partners**. Its purpose is to mitigate the risks associated with bribery and corruption, and to ensure that we meet the highest ethical standards in patient care. From the beginning of the contractual relationship with all employees, they participate in an onboarding process, which includes a risk and compliance course in which they become familiar with the Code of Conduct, the Anti-Corruption Policy, and the Ethics Channel. We conduct awareness campaigns supported by regional leaders all year round.



Anti-Corruption Policy

Based on the fundamental principle of always working with integrity, our Anti-Corruption Policy aims at **defining guidelines to guide decision-making consistent with our values** in day-to-day activities. This policy applies to all group companies and their employees, including officers, managers, legal representatives, and directors. Thanks to this policy, **we are able to establish relationships with customers, partners, suppliers and vendors, and third parties** that comply with the law and maintain a conduct that is in line with our principles.



Code of Conduct

The Auna Code of Conduct constitutes the clear statement of our **principles, values and ethical standards that guide the expected behavior** of employees, suppliers and vendors and business partners both inside and outside the organization.

Regional Ethics Committee

The Regional Ethics Committee is responsible for ensuring region-wide compliance with our Regional Compliance Program, Code of Conduct and Anti-Corruption Policy, taking the necessary actions to this end.

It is comprised of the following members:

FERNANDO CARPIO
Regional audit and risk manager

SUSAN LLERENA
Regional Risk and Compliance Manager

MAURICIO BALBI
Regional Legal Manager

CARLOS PUYO
Regional Human Resources Manager

MARCO ROCA
Commercial and Growth EVP

GISELLE REMY
Chief Financial Officer

At the regional level, we comply with the applicable regulations in each country and city where we operate. In addition, we highlight the following advancements in our ethical management:

Grievance handling mechanism:

As part of our firm commitment to transparency, ethics, and integrity, we have implemented the **“Ethical Management” grievance handling mechanism**. This resource offers employees, business partners and stakeholders in Colombia and Peru the possibility of making queries or report any suspicious or potentially corrupt activity in a confidential, secure, and non-retaliatory manner. In 2023, we received nine grievances in Peru and three in Colombia. In Mexico, the grievance handling mechanism will be implemented in 2024.

These advancements underscore Auna’s ongoing commitment to implementing **good ethical business practices** and ensuring integrity and transparency in the operations of the clinics it oversees in the three countries.

In the 2023 period, no grievances were reported in cases of non-compliance with laws and regulations, non-compliance related to product and service information and labeling, non-compliance related to marketing communications, and breaches of legal obligations or environmental regulations, across all our operations.



HIGHLIGHTED BEST PRACTICE:

ISO 37001 Anti-Bribery

In 2022, Auna Peru achieved the ISO 37001 Anti-Bribery Certification, a crucial international standard for preventing, detecting, and addressing bribery in all its business operations. Throughout 2023, Auna Peru demonstrated its ongoing commitment by successfully maintaining this certification, accredited by the United Kingdom Accreditation Service (UKAS).

Anti-corruption Prevention and Training

(GRI 2-17, 205-2)

At Auna, we promote an ethical organizational culture in the business environment, as well as strict adherence to regulations and active crime prevention. In Peru and Colombia, we conduct mandatory inductions for new employees on risk and compliance topics, in addition to training senior management in Peru and organizing a compliance fair in Colombia.

Crisis Management

At Auna, we have implemented a crisis management protocol that establishes guidelines for addressing and managing critical situations. Additionally, we have a crisis committee in each country, which undergoes annual training through a practical workshop dedicated to crisis management. In 2023, the teams from Peru and Colombia participated in this workshop.

32 |



HIGHLIGHTED BEST PRACTICE:

Compliance Fair

In our Colombian facilities, we organized the “Compliance Fair,” an initiative aimed at strengthening integrity and ethics at Auna. This event focused on disseminating and raising awareness among employees about the guidelines of the Risk, Corruption, Opacity and Fraud Management Subsystem (SICOF); the Transparency and Business Ethics Program (PTEE); and the dissemination of the grievance handling mechanisms available in Ethical Management.

3.3. Safety and Transparency

(SASB HC-MC-230a.1, HC-MC-230a.2) (GRI 2-17, 2-23, 3-3)

Building a trust-based foundation. We work to prevent any type of risk and address it in the best possible way to protect our employees, patients, and community.

Risk Management

Through our risk management, we seek to preserve the value of the company by **identifying, assessing, addressing, and monitoring the potential risks we face**. We work hand in hand with our leaders to come up with strategies and action plans that enable us to keep these risks under control as much as possible.

POLICIES AND GOVERNANCE

At the regional level, we have a solid Risk Policy and a Risk Manual, which outline our risk appetite and tolerance.

We have also established risk committees in the country and in the region to ensure adequate risk governance in all our operations.

In addition, we have made significant progress on both our strategic and operational fronts.

STRATEGIC FRONT – AT THE REGIONAL LEVEL

- Our risk team conducts an **annual risk identification** in the entity for the three countries in which we operate.
- Each identified risk is addressed with **specific strategies** and **monitored** to ensure their effective implementation.

OPERATING FRONT – SPECIFIC TO EACH FACILITY

- We identify risks in more detail at each of our hospitals.
- We provide **risk training sessions** to all our employees on a regular basis, as well as additional training when there are changes in leadership.



INCENTIVE SYSTEM

We have a comprehensive communication system with risk leaders and managers in Colombia and Peru to proactively identify and address risks. This mechanism is divided into two parts:



Incident reporting:

We notify the risk area of incidents affecting patients' health, operational disruptions, or reputational issues. This allows us to identify and define improvement actions to prevent recurrence.



Assessment of new initiative:

We encourage preventive communication about risks associated with initiatives or changes, along with actions to mitigate them.

We seek to foster a risk management culture in which each employee understands his or her responsibility and has the support of the risk area to address them effectively.

Information Security and Data Privacy

(GRI 418-1)

At Auna, we recognize the critical importance of managing data in an ethical and responsible manner. Since we deal with large amounts of highly confidential information from our patients, preserving data privacy has become a critical issue in healthcare around the world. At Auna, we are firmly committed to not disclosing or sharing our users' personal data without their explicit consent.

This measure not only reaffirms trust and respect for our patients, but also protects their integrity and fundamental rights.

We seek to safeguard our patients' and members' personal and sensitive information from unauthorized access, use, transfer, disclosure, or modification. These data may include personal information, such as full names, addresses, telephone numbers, e-mail addresses, medical history and any other data that may reveal personal details about your patients or medical staff.



POLICIES AND GOVERNANCE

In every country where we operate, we have implemented measures that ensure the enforcement of ARCO rights (access, rectification, cancellation, and opposition). In Peru, we enforce our commitment to defend these rights for our different stakeholders through the derechosarco@auna.pe mailbox. In the case of Mexico, according to OCA's privacy policy, requests are sent to ARCO Rights (derechosarco@ocahospital.mx) and then handled by the Mexican legal team. In Colombia, Portoazul Clinic's mailbox is datospersonales@clinicaportoazul.com and Las Américas Clinic's mailbox is protecciondatospersonales@lasamericas.com.co.

FIGURES IN 2023

Thanks to these management efforts, we have achieved zero cases of leaks of medical and personal information, zero customers affected by information leaks, and zero substantiated complaints received regarding breaches of customer privacy.

3.4. Responsible Supply Chain

(GRI 2-6)

Building a responsible supply chain for transformative health

36 |

Auna operates in three Latin American countries and leads an extensive supply chain. **We strive to go beyond regulations by seeking to reduce our environmental and social impacts along our supply chain.** We manage and monitor our medical suppliers and vendors through policies and practices that encourage accountability, ethics, and safety in their activities.

Policies and Procedures

In Peru and Colombia, we have a procurement policy that outlines the guidelines for the selection, quotation, and ordering of all types of services and goods across all Auna’s business units. In Mexico, following the recent acquisition of the operation, we are currently adjusting our Procurement Policy to comply with shared standards and establish authorization levels in the system to ensure an efficient workflow. Additionally, in Peru, we have a Supplier and Vendor Selection, Evaluation, and Re-evaluation Policy to ensure compliance with established requirements.

Supply Chain Composition

We are committed to working hand in hand with local suppliers and vendors, which not only strengthens the economy of the countries where we operate, but also boosts indirect employment. **In the three countries where we conduct business, more than 90% of our supplier and vendor portfolio is made up of local companies.** In the case of the Pharmaceuticals area in Peru and the Pharmaceuticals and Medical Devices area in Colombia, 100% of the suppliers and vendors

Indicator	Peru	Colombia	Mexico
# of organization suppliers and vendors	2063	1034	839
# of local suppliers and vendors	2001	1034	824



HIGHLIGHTED BEST PRACTICE:

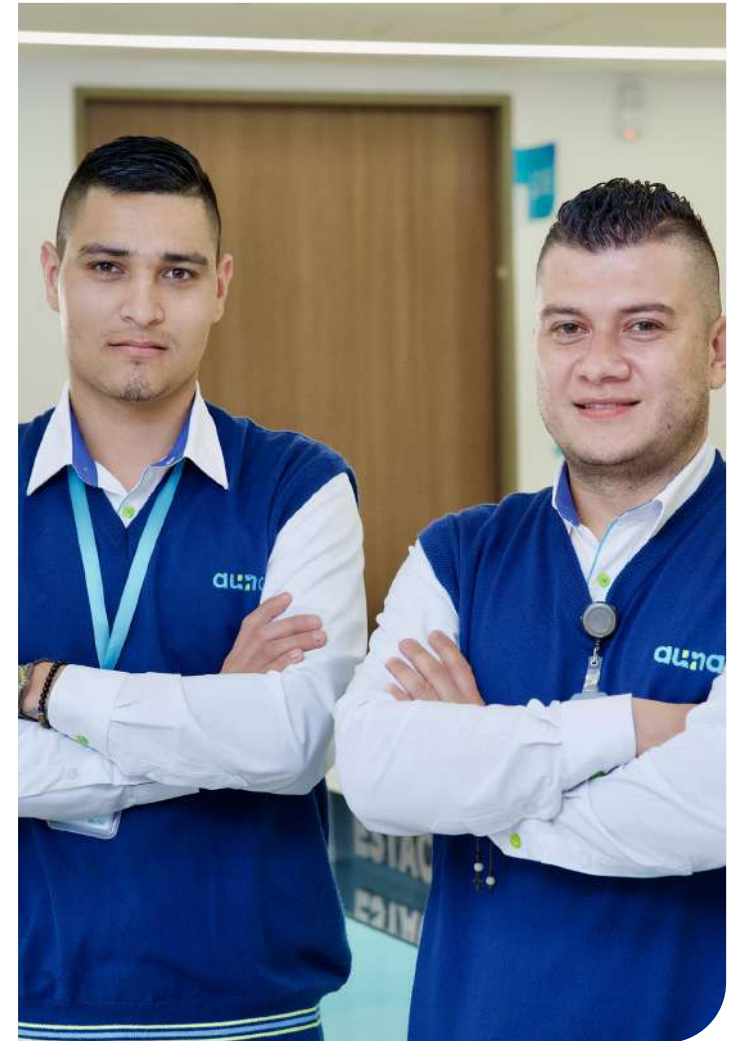
Annual Supplier and Vendor Evaluation with ESG Criteria

In Colombia, we have successfully included environmental and health and safety criteria in the annual evaluation of our suppliers and vendors. These criteria cover aspects such as occupational safety, employee benefit programs, environmental policies, and quality management certifications.

Procurement Committee

We have established several committees in each country that drive key decisions and oversee procurement processes. **By 2024, we aim to implement a Regional Procurement Committee,** whose objective is to establish best practices that promote efficiency in our operations.

Peru	Colombia	Mexico
Interdisciplinary Committee	National Procurement Committee	Materials Committee
<ul style="list-style-type: none"> • The committee meets at the request of Procurement to approve a specific process (bidding) that has a budgetary impact on the provision of services. • Permanent members: Procurement, internal audit, and finance. • Invited members: Service manager and end user responsible for the requested good or service. 	<ul style="list-style-type: none"> • Oversees procurement in the three operating cities. • It supports two additional committees: the Pharmacy and Therapeutics Committee in the procurement of pharmaceuticals, and the Technology Management Committee in the procurement of medical devices. 	<ul style="list-style-type: none"> • It addresses everything from the selection of new suppliers and vendors to input-related complaints.



4. Building Healthier Societies



4.1. Health Innovation

(GRI 3-3)

We develop and innovate healthcare in Hispanic Americas

We believe in creativity, knowledge transformation, and multidisciplinary work as essential pillars for addressing health challenges. Our management focuses on building and implementing innovative technological solutions aimed at optimizing both administrative and medical processes in our care. We foster research and advanced technology adoption to improve diagnoses and treatments, with the goal of achieving innovative and disruptive outcomes that drive health transformation in Hispanic Americas.

39

Building Healthier Societies

Peru

PROINNOVATE
Open Innovation Collaborative Projects Contest Phase II

CONCYTEC/ PRO CIENCIA
Tax Benefits for Innovative Companies

Colombia

ANDI
Call for Selection of Beneficiary Companies for Innovación Más País Antioquia



AUNA IDEAS:
EDUCATION

+7800 People Trained⁽²⁾

At Auna, we aim to develop the best healthcare talent. To achieve this, we have academic coordinators at each facility whose primary role is to identify the needs for continuous medical education and to support residency and internship programs. In 2023, we identified over 500 employees interested in participating as instructors within our hospital network.

We also offer Preceptorship programs, designed as a fundamental learning opportunity for trainees and healthcare professionals. These programs provide essential hands-on experience in a medical care environment, always under the guidance and supervision of experienced professionals in their respective fields. To date, we have conducted four preceptorships in Peru and Colombia. Additionally, interns have the opportunity to train at our two medical simulation centers in Lima and Medellín, where we have successfully trained 790 people.

⁽²⁾. This refers to employees and external personnel who participated in the Medical Simulation Centers, the Continuing Medical Education Center, and courses provided by the Auna Ideas team.

HIGHLIGHTED BEST PRACTICE:

Simulation Laboratories

In Peru, 100% of our facilities are equipped with simulation laboratories that actively contribute to strengthening training processes through experiential learning, facilitating the development of clinical skills and competencies among our employees. In 2023, over 400 employees were trained in BLS.

Regarding our education system, we manage two important fronts: the Continuing Medical Education Center (CME) and the Academic Center (GME). CME offers ongoing training to physicians within our hospital network and external healthcare professionals through congresses, symposia, preceptorships, and workshops. Conversely, GME encompasses the entire formal education ecosystem and hosts university undergraduate and graduate students for their clinical rotations.

CONTINUING MEDICAL EDUCATION CENTER (CME):

During 2023, 39 programs were conducted in CME, with a total participation of 4,462 staff members. Additionally, we have an external course line, which allows for the participation of external personnel. This year, a total of 20 courses were offered, reaching 2,149 external participants in Peru, Colombia, and Mexico.

All of this was made possible thanks to our education partners: Stanford Continuing Medical Education, the Institute for Healthcare Improvement, EAFIT University, Cayetano Heredia Peruvian University, Amazon Web Services, and Educa-Med in Spain.

ACADEMIC CENTER (GME):

In 2023, we aimed to standardize the key policies and procedures governing GME management. These include the Code of Conduct for Trainees, the Responsibility Policy for program directors, academic department coordinators, and instructors, as well as policies and procedures related to responsibilities and rights.

We have a **medical residency and fellowship program** in collaboration with renowned universities and



training institutions, as well as a program for visiting residents in elective rotations, scheduled rotations, and observerships.

We are advancing in establishing **framework agreements with multiple universities** to strengthen collaboration with **Auna Ideas and Auna Education** on innovation, education, and research projects. Currently, we have **17 active agreements with educational institutions in Peru and Colombia**, aimed at facilitating educational cooperation among our Auna facilities.



HIGHLIGHTED BEST PRACTICE:

Accreditation as a Teaching Facility

The Auna Delgado Clinic facility in Lima, Peru, received accreditation as a teaching facility from the National Council of Medical Residency (CONAREME). This accreditation authorizes it to initiate medical residency programs in collaboration with renowned universities.

EXECUTIVE COMMITTEE ON EDUCATION AND LEARNING (CEDEA)

Auna’s Executive Committee on Education and Learning (CEDEA) supports Auna Ideas in various key areas, including **developing and implementing educational strategies, recommending educational resource allocation, overseeing educational programs, and disseminating relevant information.**

CEDEA convenes **every two months** to assist in educational decision-making and provide suggestions to the educational division.

CEDEA members are as follows:

Peru
<ul style="list-style-type: none"> • Frank Young • Martín Núñez • Paola Montenegro • Walter Hidalgo
Colombia
<ul style="list-style-type: none"> • Luis Fernando Botero • Luis José Palacios • Luis Rodolfo Gómez • Mario Andrés Agudelo • Guillermo Oeding

41

Building Healthier Societies



AUNA IDEAS: INNOVATION

USD 600,000 in funding for healthcare innovation

Auna Ideas’ Innovation division is committed to identifying and developing ideas that have the potential to improve people’s health and well-being. In 2023, we achieved remarkable progress in this area, including securing regional funding of **USD 500,000 to digitalize the oncological patient journey.** Additionally, in Peru, we obtained additional funding of **USD 100,000 to improve the efficiency of patient admissions** in the radiology departments. We also launched the first **Venture Client** program, “WeBuild”, which aims at co-creating solutions with leading startups and establishing partnerships with them. Our program has been crucial in forging strategic alliances, particularly in developing the LungWatcher project in collaboration with Oncosalud. LungWatcher represents a comprehensive model for cancer patient care, addressing five key challenges from early diagnosis to integrated treatment. This approach leverages AI-based solutions and predictive analytics to enhance real-time population analysis, automate mass detection, and improve monitoring of affected populations.

We also established a new partnership with the Universidad Peruana de Ciencias Aplicadas (UPC). Through this partnership, the Health Innovation Center with Artificial Intelligence (CenSIA) was created, with the vision of becoming a leading center for innovation, research, and quality. CenSIA aims to collectively enhance healthcare in Peru using technology.

INCUBATOR

We develop innovative product and service models that add value and distinction to the care of our patients using **multidisciplinary team training principles.** Once incubated, the projects are implemented and delivered to operations for deployment. In 2023, we had 6 incubated projects and 3 pilot projects conducted.



Below are some of the projects under development:

LIBERTAD:

The digitization and automation of nursing notes using voice capture technology substantially improves the **quality and accuracy of records**. It also helps reduce the amount of time nurses spend on the task and enhances overall satisfaction.

AUNA IMAGING:

The radiology imaging interpretation enhancement and acquisition system allows radiologists to provide **more accurate and useful interpretations** to clinical staff, while enhancing the efficiency and communication of radiological information, as well as enabling more precise and early detection of anomalies and pathologies.

We acknowledge the fundamental role of our employees and leaders in driving innovation at Auna. To this end, we aim to provide training and education to strengthen the innovative culture within the organization. **In 2023, 47% of our employees acquired practical skills and knowledge in innovation.**

42



**AUNA IDEAS:
RESEARCH**

30% of our hospitals are Clinical Research Centers⁽³⁾



(3). The facilities include Auna Delgado Clinic, Oncosalud Clinic, Auna Vallesur Clinic, and Auna Chiclayo Clinic in Peru, as well as Las Américas Clinic (CLA), Cancer Institute (IDC), and IMAT-Oncomédica in Colombia.

We aim at **contributing to improved clinical management, practice, and outcomes by participating in research projects and applying** new scientific knowledge. During 2023, our management encompassed three areas of interest:

The **clinical research area** coordinates all pharmaceutical industry-sponsored clinical studies, including clinical study feasibility assessment, budgeting, coordination, and execution. Conversely, through the areas of applied and epidemiological research, as well as basic and translational research, we participate in a binational (Colombia and Peru) multicentric project and work on seven projects in cooperation with researchers from IDC and CLA.

AUNA IDEAS RESEARCH COMMITTEE (CI)

74 research projects were evaluated by CI in 2023

The Research Committee (CI) is an interdisciplinary space that brings together experts from various disciplines such as medicine, statistics, molecular biology, epidemiology, and nursing. This team, consisting of employees from our extensive network of hospitals, is responsible for conducting a thorough technical and scientific analysis of all research projects, regardless of whether they are self-initiated, academic, or self-funded.



The projects submitted to CI encompass a wide range of scientific fields, particularly in areas like oncology, pediatrics, cardiovascular diseases, radiology, nuclear medicine, nursing, and infectious diseases.

Over the course of 2023, CI evaluated a total of 74 research projects. 82% of these studies were observational, while 46% used a descriptive approach. Degree projects were distributed as follows: eight undergraduate, four master's, eight specialization, and two doctoral projects. Following a thorough evaluation and approval process by CI, 31 projects were authorized to proceed, demonstrating our commitment to research and innovation in the sector.

KNOWLEDGE DISSEMINATION

In 2023, thanks to the efforts of our basic and translational research department, we identified **103 manuscripts published by Auna researchers** in indexed journals, as recorded in the Scopus database. Committed to disseminating knowledge, we arranged a series of online research seminars from March to October, offering **6 sessions**, during which Auna researchers had the opportunity to present and engage in discussions about their completed projects and publications.


4.2. Patient Well-being

We Focus on Person-Centered Care

At Auna, we are firmly committed to providing a quality experience, always putting the patient at the core. To achieve this, we continually strive to deliver excellent service.


44

Peru



1ST PLACE
in the Customer Experience Index for healthcare sector experience management.

Mexico



MEMBERS OF PLANETREE
We became a member of “Planetree,” an organization that certifies hospitals operating under the person-centered care model.



SATISFACTION AND WELL-BEING

To continually improve our patients’ experience, we evaluate the Net Promoter Score (NPS) and overall satisfaction across our Auna Network using an online methodology through Qualtrics, achieving an 89% satisfaction rate. These measurements help us identify areas for improvement, manage complaints, and provide real-time feedback for informed decision-making. Additionally, we ensure effective management of patient complaints and grievances by providing formal channels, both physical and virtual, for their reception, as well as tracking systems to offer a response within 48 hours.

This is made possible by a team dedicated to the care and well-being of our patients.

82
NPS Mexico

83.5
NPS Colombia

65.6
NPS Perú



45



PATIENT-FOCUSED INITIATIVES

In 2023, we implemented various initiatives that demonstrate our commitment to providing a person-centered healthcare experience for our patients and their families. We ensure they receive clear information about their diagnoses and treatments, as well as emotional support throughout the medical care process. Additionally, we offer guidance and advise on medical services and administrative steps, including the procedure and appointment scheduling.

+7840 people positively impacted through our patient experience initiatives



HIGHLIGHTED BEST PRACTICE:

Musical Experience

At our facilities in Antioquia, Barranquilla, and Montería, we implemented musical experiences including serenades and solo performances tailored to our users' preferences to create a therapeutic environment.





709 people rang the Bell of Hope

Hope Bell: This program celebrates the progress made in the recovery journey of our cancer patients. Each time a patient with this disease is discharged, they ring the bell at our facilities as a symbol of recovery. In 2023, we achieved a total of 709 bell rings.

Expectant Family: This program provides comprehensive training and education on pregnancy, childbirth, and postpartum care to expectant parents, families, nursing mothers, and psychosocial professionals. The project has had a positive impact on individuals in various countries, including Colombia, Peru, Panama, Paraguay, the United States, among others. Over the course of the year, 2,642 people benefitted from the program, supported by the efforts of 12 volunteers.

Educational and Support Groups: These groups aim to facilitate reflective and educational processes for patients diagnosed with communicable and non-communicable diseases. The goal is to strengthen adherence to treatments, promote well-being, enhance quality of life, and encourage self-care. The project, developed in Colombia and Peru, targets patients and their support networks with the collaboration of Auna Network employees. During this period, **489 people participated in Auna's support groups.**



Patient Council and User Association:

At Auna, we have established the Patient Council in Peru and the User Association in Colombia, both formed by chronic or long-term patients. Their feedback helps us continuously improve and maintain excellence in healthcare. Our patients value that their voices are heard and actively participate in decision-making and the continuous improvement of their experience.

Thematic Experiences:

Throughout the year, we focused on commemorating special days with our patients and their families, such as International Childhood Cancer Day, International Women’s Day, Children’s Day, Halloween, Christmas, among others. In each country, we offer experiences to accompany our patients during these occasions, including gifts, commemorative cards, craft workshops, storytelling sessions, and musical experiences.

Distribution of Fun Books:

We continue to provide books containing sudoku, mandalas, and other activities for both children and adults, with the goal of making their hospital stay or outpatient treatment more interesting and enjoyable. In 2023, we distributed over 4,000 books across Peru, Mexico, and Colombia.



“

A couple of amazing young people came to entertain sick patients with their extraordinary music and voices, and the best part is that they are so young and performing music from our time, which is simply spectacular. Many blessings and gratitude to them, and may they continue doing this work cause they’re doing it very well!”

Gloria Ruíz - a patient at Auna Las Américas Clinic, Colombia

4.3. Social Management

Healthier societies:
We transform
communities beyond
our operations.

48| At Auna, we are committed to working not only to deliver quality healthcare to our patients and members but also to promote healthcare access for an increasing number of people in the countries where we operate. In 2023, we managed to positively affect the lives of over 97,100 people across Peru, Colombia, and Mexico through our various social investment projects. Our regional social management is divided into the following action lines: healthcare access, health prevention, and donation management.

+97,100 people benefited



HEALTHCARE ACCESS

Aligned with our mission as a company, our action lines reflect not only who we are for our patients but also for the communities where we operate. In this regard, our first action line, “Healthcare access,” demonstrates our drive to deliver quality health access to those most in need.



HIGHLIGHTED BEST PRACTICE:

Breast Cancer Detection

As part of a comprehensive effort across Auna, we partnered with the NGO Techo in Peru and Mexico, committing to provide 600 free mammograms to women from vulnerable populations. This initiative will be carried out annually over the next five years.

In 2023, we developed various programs to deliver healthcare to those most in need. One such initiative is the “Humanitarian Missions,” where we established a management model to provide free high-complexity surgeries to low-income individuals. During 2023, we carried out this project in Medellín, Colombia, benefiting 45 people with the support of 131 Auna volunteers.

Additionally, we implemented community-focused initiatives such as “Weaving Dreams” and health fairs. Through “Weaving Dreams,” we aimed to contribute to the well-being and quality of life of 35 individuals and their families residing in the areas influenced by Auna Las Américas Clinic. This was achieved through actions focused on human development and personal empowerment, with the participation of 6 volunteers.

Finally, we took part in 2 health fairs organized by the Municipality of San Borja in Lima, Peru, where we provided care to 83 residents in general medicine, family medicine, dermatology, and obstetrics.



“

I am Maria, Martín’s mother, and I wish to express my heartfelt gratitude to all those at Hope Mission for being the beacon of light for many children, for giving me the opportunity to experience countless blessings in life, and above all, for undertaking everything with such love and passion.”

María - Martín’s mother, and a participant of the Hope Mission program



HEALTH PREVENTION

As for the “Health prevention” action line, we aim to disseminate health education to prevent various diseases. In 2023, **we developed programs such as the Hospital Volunteer Program, where we contributed to the well-being of 5,523 hospitalized patients in our hospitals in Colombia.** We added value to patient care through both in-person and remote support during their hospital stay, thanks to the assistance of 11 Auna volunteers. Additionally, **we reached over 270 women in vulnerable situations** with information on the prevention of breast and cervical cancer, partnering with various organizations such as Juguete Pendiente, Techo, Voluntarios.pe, and Cálidda, and deploying these efforts in districts of Lima, Peru.



HIGHLIGHTED BEST PRACTICE:

“On the Spot” (“En la Mira”) Project

In our facilities in Medellín, Colombia, we aim to provide educational and reflective spaces focused on healthy living habits for children and adolescents from educational institutions in the city. The goal is to establish self-care habits from an early age. **The project, which benefited 5,230 people** in 2023, is directed at the entire educational community. It provides conceptual and practical tools for parents to foster health care changes within the family, as well as methodological tools for teachers and school administrators. This approach helps create active agents in health promotion and disease prevention, supported by the work of volunteers.

DONATION MANAGEMENT

Auna Blood Bank: Doctors save lives, and so do blood donors.

26,944 blood donations



Moreover, within our “Donation management” action line, we have established further initiatives to provide psychological support to patients and promote blood donation. These initiatives aim to contribute to the well-being of vulnerable patients and their families, by offering financial support and guidance in activating their support networks. This is achieved through donations, both monetary and in-kind, from individuals or companies. In 2023, **our Psychosocial Support initiative in Colombia benefited 349 people with the support of 37 volunteers.**

MONETARY DONATIONS

All our donations align with our core business, aiming to bring healthcare to more people.

In Peru, our monetary donations strictly adhere to the principles and standards of ISO 37001 to prevent any cases of corruption. During 2023, **we allocated USD 49,767.04 in donations.** These included the donation of medications to Juguete Pendiente for the victims of Cyclone Yaku, the donation of mammograms for breast cancer prevention, and the donation of bed linens, towels, medical center equipment, and medical campaigns, among other causes supported by Ángeles Unidos en Acción.

In Mexico, **we contributed USD 4,664.35 in donations to the Red Cross for the victims of Hurricane Otis in October 2023.** We donated non-perishable products such as bottled water, pasta, rice, canned food, powdered milk, feminine pads, diapers, toilet paper, and other essential items.



The Blood Bank in Peru holds the **PLATINUM LEVEL ACCREDITATION BY ACI.**

One of our most outstanding programs within the Donation Management action line is the Auna Blood Bank. In 2023, **we implemented 330 blood donation campaigns,** emphasizing our commitment to awareness and education in our communities.



The Blood Bank in Colombia is accredited by **THE ASSOCIATION FOR THE ADVANCEMENT OF BLOOD AND BIOTHERAPIES (AABB)**

Following the best practices of previous years, we successfully supported key public health institutions and external clinics not belonging to Auna, such as Hospital del Niño de Breña, Hospital Militar, Casimiro Ulloa, and Hospital Daniel Alcides Carrión in Lima, as well as Conquistadores Clinic in Antioquia.

Additionally, as part of this action line, we trained students in the final grades of educational institutions within both the Medellín, Colombia area of impact and the Auna Network community. The training covered topics related to **promoting blood donation, developing theoretical competencies, and certifying them as blood donation promoters.**

5. Strengthening Auna Talent



5.1. Talent Management

(GRI 2-7, 3-3, 405-1)

Strengthening talent to lead the healthcare revolution

53

Culture is shaped by our mindsets and how we carry out our actions, from decision-making to interactions among leaders and employees, the language we use, our methods of working, and our practices and rituals. At Auna, our culture is the Auna Way, an expression of our personality, forged by the combination of mindsets and behaviors aligned with our four cultural principles: **ca**ring, **tr**ansforming, **su**rprising, and **be**ing passionate.

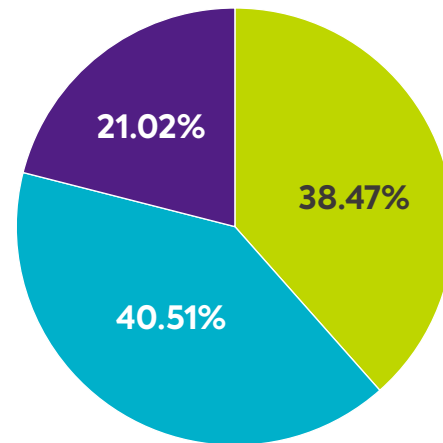
Strengthening Auna Talent

Our workforce

We are convinced that human talent is paramount in healthcare management. At Auna, we acknowledge that our **14,958 employees⁴** are vital in delivering quality people-centered healthcare services. They are the **driving force behind our transformation in healthcare.**

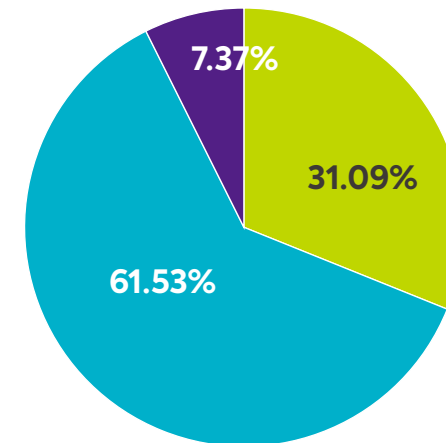
For this reason, we are dedicated to attracting and developing our human talent while promoting excellence in healthcare. We manage talent **through comprehensive training, development, retention, and recognition programs.** Furthermore, **we foster equity and inclusion,** thereby ensuring the holistic well-being of each of our employees.

Total employees



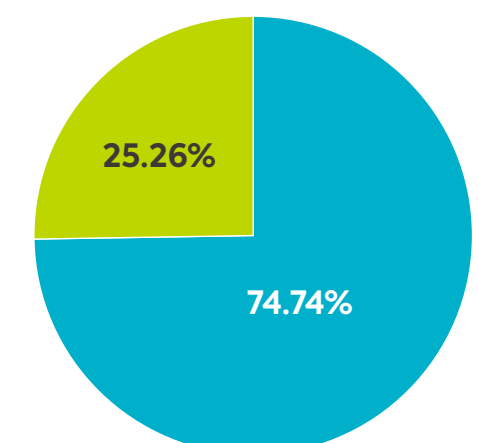
- Colombia: **N° 6,060**
- Mexico: **N° 3,144**
- Peru: **N° 5,754**

Age distribution



- Between 30 and 50 years old: **N° 9,204**
- Over 50 years old: **N° 1,103**
- Under 30 years old: **N° 4,651**

Gender distribution



- Women: **N° 11,180**
- Men: **N° 3,778**

Number of employees as of December 2023

Employees by region, according to contract type

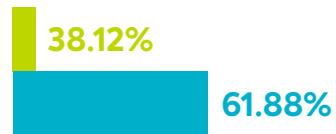
- Open-ended
- Fixed-term

México:



Colombia:

54



Perú:



Strengthening Auna Talent



Development and Growth

(GRI 404-1, 404-2)

Having well-prepared staff to provide an exceptional experience means continually training and recognizing the work that saves thousands of lives.

+119,000 training hours

STAFF TRAINING

At Auna, we have a training and development program enabling our employees to gain new knowledge and skills. This ensures that our organization is well-prepared to satisfy the needs of our patients and members in the best way possible.

WELCOMING NEW TALENT

Corporate Induction: This induction program introduced Auna to 3,970 new employees across each operating country. It provides guidance on the mission, vision, values, and cultural principles, ensuring their adaptation to the organizational culture. The program also aims to equip new joiners with sufficient knowledge, skills, experiences, aptitudes, and abilities to contribute to excellent professional and work performance.

Trainee Program: The program aims to identify, attract, and develop young professionals with leadership potential in administrative departments of Auna. It is currently active in Peru and Colombia, where 13 trainees participated in 2023. In 2024, the program will expand nationally within Peru.

DEVELOPING OUR TALENT

Scholarship Program: The program aims to provide learning and development opportunities, foster a culture of self-learning, and share knowledge among our employees.

Monitoring the Adaptation Experience in the Company: We create opportunities for conversations with new employees to improve their experience and performance, and to identify factors that can optimize their adaptation to the company and the team. In 2023, 104 employees participated in this initiative in Colombia.

Empower Yourself: This program promotes a healthy and safe work environment in surgical settings and aims to identify and implement psychosocial risk intervention strategies to improve the mental health and well-being of healthcare personnel. In 2023, 65 employees in Colombia participated in the program.

55



LiderEx: This program equips **regional and cross-functional leaders with the tools to lead and manage teams effectively.** In 2023, we reached over 500 leaders who developed skills through five modules: Feedback for Development, Change Management, Service and Humanization, Collaborative Work, and Psychological Safety.

Internal Trainers: We promote knowledge exchange among our employees. To achieve this, we trained 47 employees using the Train the Trainers methodology, enabling them to share their **knowledge with 369 colleagues.**



HIGHLIGHTED BEST PRACTICE:

Leadership Pathway 2.0

At our Auna Portoazul Clinic in Barranquilla, Colombia, we have the “Leadership Pathway 2.0” program. This program strengthens the leadership skills of female head nurses in emergency departments to improve the quality of healthcare, optimize team management, and promote an efficient and safe work environment in high-pressure situations. In 2023, we reached 85.7% of head nurses in Colombia.

“

It is the first time I have participated in the company's training program, and I loved the methodology, timing, and topic. It is very important for employees to train and update themselves with the new tools that the work environment demands, and which are useful for the work we do daily. Additionally, it is a plus to have such an enjoyable course experience with colleagues due to the trust, respect, and support.”

Maria Arias Ramirez – Accounting Analyst
at IDC (Colombia)

56

Recognition Program



1500 employees received a cultural recognition

We have a recognition program aimed to highlight the best practices of our human talent through recognition badges. These badges are awarded **by leaders to recognize employees who put into practice Auna's cultural principles**. In 2023, over 200 leaders requested badges to acknowledge one or more members of their team, resulting in 1,500 employees being recognized for their performance aligning with our cultural values.

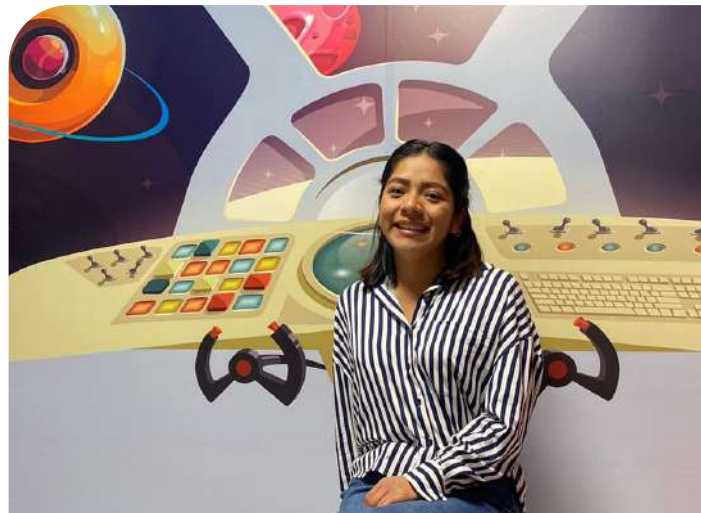
Since 2022, we have recognized stories that showcase team successes through the application of our cultural principles. This year, we received 80 stories. The Auna Attitude Awards – Second Edition ceremony took place in Monterrey, Mexico, with a representative from each finalist story. A total of 12 winners were recognized.



HIGHLIGHTED BEST PRACTICE:

Five-Year Seniority Recognition

At our facilities in Colombia, this recognition aims to appreciate the time each member of the Auna ecosystem invests in advancing our purpose. In 2023, 110 employees received their recognitions and celebrated their five-year work anniversaries.



One of the most wonderful experiences was participating in the Auna Attitude Awards, which gave me the opportunity to visit Medellín, Colombia. During my visit, I toured local hospitals and gained insight into hospital management there.”

Yolanda Martinez Hernandez – Winner of Auna Attitude Awards 2023

Internal Communication



58 | ENGAGING WITH TALENT

At Auna, we create **listening and dialogue** spaces, facilitating the integration of our business strategy with our culture and employees.

+730 employees participated in listening and dialogue spaces

From the top management, spaces have been promoted to facilitate communication within the organization:

Managerial Meeting: A space dedicated to fostering alignment and facilitating the exchange of regional information between the presidential committee and the top three levels of leadership at Auna. Three meetings were held during 2023 in May, October, and December, with each having an average attendance of 300 leaders.

Retrospectives and Challenges: A space for discussion involving all the organization, focusing on the learnings for this year and the actions for the next year. It took place in December 2023.

“Talk with Your Manager” program: A space where managers strengthen their teams’ psychological safety through closeness, democratization of listening, and open dialogue. In 2023, a total of 62 sessions were held, with 432 employees participating.

COMMUNICATING WITH TALENT

For organization-wide communication, we have the VIVE (LIVE) internal brand and the Auna Conectados Digital Magazine and Newsletter.

LIVE Internal Brand: We reinvent ourselves every day to make people’s lives easier, a philosophy that we also incorporate into building our internal brand. Moreover, we uphold our “Auna Attitude” concept, which aims to spread our culture among all employees through specific actions. “Auna attitude” entails living by our cultural principles and collectively contributing to our goal of caring for life to live it better, always.

Auna Conectados Digital Magazine and Newsletter: The aim of the regional magazine and local newsletters is to forge a connection between the business, its culture, and the employees, and to foster closeness and trust within the Auna ecosystem. In 2023, we launched 40 editions of our local newsletters and 5 editions of the Auna Digital Magazine.

WhatsApp Communities: With the goal of expanding our communication reach and providing a better internal communication experience, we used WhatsApp communities as a tool in both Colombia and Peru.

Enhancing Our Mental Health

(GRI 401-2, 403-3, 403-6)

We promote the emotional and psychological well-being of employees under the framework of a healthy organization. To this end, we work within three pillars: **psychoeducation, emotional well-being, and mental health awareness.**

+3000 people benefited from the Emotional Support Service

59

1. MENTAL HEALTH PROGRAM:

The goal of the program is to promote and facilitate the mental health care for Auna employees and their environment, including healthcare, administrative, and sales staff.

Mental Health Thursdays: A day on which psychoeducational information is shared, and weekly activities, including podcasts, webinars, psychoeducational materials, and the Auna Relaxation Ritual, are conducted.

“I Accompany You” Program: Program aimed at managing workplace absenteeism. In 2023, 75% of participants in the program exhibited a reduction in absentee behavior by more than 50%, underscoring the program’s success. Additionally, over 60 employees received training in both basic and advanced psychological first aid during 2023, specifically targeting those likely to be present in emergency situations.

Emotional Support Service: More than 3,000 individuals, including employees and their family members, benefited from the Emotional Support Service, which is designed to provide comprehensive assistance to employees through individual sessions, family services, career guidance for their children, and support for expectant mothers and fathers.



The Mental Health department was awarded **1ST PLACE IN THE AUNA ATTITUDE AWARDS** for its Emotional Support Service for Families.



2. SURVEILLANCE PROGRAM

Psychosocial Epidemiological Surveillance Program: During 2023, we conducted our second psychosocial risk assessment, providing us with a 360° vision by evaluating both workplace and non-workplace variables, including stress levels, to prioritize intervention for at-risk groups. Based on the findings of the psychosocial risks, we developed an action and risk mitigation plan. Furthermore, we implemented individual support and motivational interventions, tailored according to the results related to stress, psychosocial risks, absenteeism, and area prioritization.

Well-being of Our Employees

(GRI 401-2, 403-3, 403-6)

The Well-Being Program provides our employees with various benefits structured around the five pillars of the Employee Quality of Life Program: mental, social, physical, emotional, and financial. These pillars are executed through the planning, design, and implementation of well-being programs that enhance and improve the quality-of-life balance across professional, personal, and family aspects for Auna employees. The benefits are offered to all company employees, regardless of their position.⁵



Mental pillar: We developed two regional programs as part of the mental pillar: Auna Kids and Auna Baby. Auna Kids is a completely free educational programming program, aimed at the children of our employees, impacting 133 children aged between 8 and 14 years old. Auna Baby was created to provide Auna family members with support, information, and other benefits during pregnancy, birth, and the early years of life. During the period, **422 employees participated.**



Emotional pillar: We held a Christmas celebration at all our regional physical facilities, which included panettone distribution and Christmas contests. Additionally, in December, we organized Festi Auna, an event aimed at celebrating the multicultural heritage of Mexico, Peru, and Colombia, **which drew 1,000 attendees.** Furthermore, many holidays such as Mother's Day, Women's Day, Nurses' Day, Father's Day, and Christmas were celebrated.



Social pillar: We organized family activities aimed at integrating the Auna family among employees and their relatives. In 2023, we positively impacted **1,386 employees and their families**



Financial pillar: We host the Auna Entrepreneur initiative, an entrepreneurship fair where employees offer their products to other employees or the public. During 2023, **we positively impacted 337 entrepreneurs,** contributing to the entrepreneurial spirit and economic development in the countries where we operate.



Physical pillar: We have agreements with various sports institutions that provide benefits to our employees and their families.

5656 people benefited from our Wellness Programs

5. Some of the benefits of the Well-Being Program are country specific.



HIGHLIGHTED BEST PRACTICE:

Your Well-Being Starts with Prevention

In Peru, the health fair “Your Well-Being Starts with Prevention” was held, offering services from various medical specialties, including cancer screenings and programs for parents. **Over 1,000 people attended the fair, and 100 parents registered for preventive check-ups.**



Work environment

Throughout 2023, we conducted our work environment survey to give our employees a voice and assess every aspect of their experience within the company. We acknowledge the critical importance of this process, as it **directly impacts the well-being, productivity, and engagement of our team.**

82% satisfaction rate

61



HIGHLIGHTED BEST PRACTICE:

Interest-Free Loans

In Peru, we offer interest-free loans to our employees, addressing various needs such as education, health, emergencies, and financial crises. **This program benefited 1,055 employees.**

Consequently, we achieved an active participation rate of 83.4% among our regional employees, with 82% expressing a high level of satisfaction with their work experience at Auna. These findings offer valuable insights into our strengths and opportunities for improvement. These insights are integrated into action plans and are regularly monitored through monthly pulse surveys.

DIVERSITY MANAGEMENT
(GRI 405-1)

At Auna, we promote comprehensive health care at every moment for all our employees, patients, members, users, and the community, ensuring that everyone is treated with the same respect, empathy, and compassion.

People are at the core of everything we do, becoming key players in health transformation.



Diversity and Inclusion (D&I)

Committee: During 2023, our Diversity Committee continued its meetings and welcomed two new members from Auna Mexico. Over the course of the year, our committee underwent training on crucial issues, including gender and the LGBTIQ+ community.



Regional D&I Policy: This policy, which is mandatory for all employees in Peru, Colombia, and Mexico, reflects our commitment to diversity.



Bias-Free Selection: We provided training for our recruitment personnel in inclusive selection and bias prevention during the hiring process. Over 67 individuals are now prepared to hire the most qualified talent.



Non-Discrimination Training: Over 145 individuals, including members of human resources, recruitment teams, the diversity committee, and medical leaders, participated in training sessions aimed at preventing discrimination.



Statement of Zero Tolerance to

Discrimination: We reaffirmed our stance with a document supporting zero tolerance towards any form of discrimination. This commitment encompasses all aspects of life, including factors outlined in our D&I policy such as ethnic-racial background, origin, age, sexual orientation, gender identity, abilities, language, religion, opinion, socioeconomic status, among others.

We have developed forums that enable us to train our teams in discrimination prevention.

275 employees
trained in D&I



Inclusive Leaders: In 2023, we provided training to our physician leaders, the D&I Committee, business partners, and the human management department, with a total of 103 employees participating.

At Auna, **74.74% of our personnel are women, which is why gender issues and the development of women are concerns we take seriously.** Consequently, in 2023, we developed the Gender Plan aimed at enhancing leadership and well-being for women within the organization. For 2024, our commitment is to implement this plan to provide better development opportunities for women at Auna.



HIGHLIGHTED BEST PRACTICE:

Prevention of Sexual Harassment

In Peru, we developed a management plan to prevent sexual harassment, successfully training over 200 employees. Additionally, we launched a communication campaign for identifying and reporting sexual harassment.



Occupational Health and Safety

(GRI 403-1, 403-3, 403-5)

At Auna, we aim to ensure the well-being of our employees by reducing injuries from workplace accidents or occupational diseases. To this end, we not only comply with the regulations of each country in this area but also strive to create a preventive safety culture based on promoting commitment and leadership at all levels. Thus, occupational health and safety is not solely the responsibility of the OHS department but is also an integral part of our company's daily operations.

The OHS department prepares policies and procedures according to the law, always tailored to meet the realities and needs of each business sector. In this regard, we currently have the following regional documents that apply to Peru and Colombia:

Regional Occupational Health and Safety Policy:

This policy reflects the senior management's commitment to managing occupational health and safety. It also outlines the scope and objectives expected to be achieved through an occupational health and safety program.

Hazard Identification and Risk Assessment

Procedure: This methodology is used to identify the hazards associated with each job position, assess the associated risks and establish criteria for implementing the necessary controls for each level of identified risk.



Policy on the Prevention of Psychoactive Substance

Use: This regional policy underscores our company's commitment to preventing the use of psychoactive substances among our employees.

Hazard Identification and Occupational Risk

Assessment Matrix (HIRAC): This matrix details the processes, activities, and tasks for each position, identifies associated hazards, assesses risk levels, and outlines necessary control measures.

I AM OHS

During 2023, we continued creating a preventive culture in occupational health and safety through our I am OHS campaign in Peru and Colombia.

Our annual campaign has three objectives:

- Encourage **collaboration between Auna employees and leaders** to create safe work environments that promote healthy practices and contribute to people's well-being.
- Foster **healthy behaviors** among all employees to prevent diseases that are more prevalent within the Auna population.
- Promote the **care of physical, mental, and nutritional health** as allies in achieving overall well-being.

OHS TRAINING

OHS training is the most effective method for promoting a culture of workplace risk prevention. It provides comprehensive training that broadens knowledge and develops skills, thereby modifying key attitudes and behaviors.

8,594 employees trained in OHS

We have a training curriculum that ensures compliance with annual regulations and addresses issues identified through risk assessments, measurements, behavioral observations, and safety inspections. Throughout the year, we provide a range of topics designed to promote healthy lifestyle habits, including nutrition and the prevention of psychoactive substance use.



Strengthening Auna Talent

65

The key well-being and prevention initiatives include the following:

“That’s Not a Workplace Accident” Contest:

This engaging activity involves using images to identify accidents and raise awareness about preventable risks such as falls, biological hazards, and overexertion, highlighting the most significant risks at the institution. It was conducted in Peru and Colombia, with 1,218 employees participating.

OHS Month:

It involved activities conducted nationwide across all provinces of Peru and Colombia to promote a culture of prevention and well-being. This included booths on mental health, employee quality of life, as well as interactive activities, with the participation of 3,548 employees.

“Healthy Lifestyle” Webinars:

These informative sessions address topics such as the prevention of psychoactive substances, healthy eating, and physical activity. A total of 132 employees participated in these webinars.



HIGHLIGHTED BEST PRACTICE:

“#WeAreOHS” Platform

In Peru, we have the #WeAreOHS platform, which provides an e-learning induction course on OHS for our suppliers and vendors. This initiative was designed to reduce the risk of accidents and penalties for legal non-compliance while ensuring that our contractors meet OHS induction requirements. It also optimizes the time required for the management of third-party personnel entry. In 2023, 280 contractors in Peru used this platform.

OHS COMMITTEES

The Occupational Health and Safety Committees (OHSC) are not only legally required in Peru but also an essential part of our commitment to health and safety. In 2022, we launched the OHSC Recognition Program, an initiative that aims to support and empower committee members by recognizing outstanding performance based on KPIs related to their functions, responsibilities, and Auna's values. This recognition program continued in 2023, and in January 2024, we will celebrate and acknowledge the committees and their star members.

In the case of Colombia and Mexico, the following committees have been established:

COLOMBIA

- Joint Committee on Occupational Health and Safety (Copasst)
- Employee Relations Committee
- Hospital Emergency Committee (CHE)

MEXICO

- Commission on Health and Safety according to NOM-19-STPS
- Hazardous Materials Committee
- Civil Protection Committee
- Disaster Medical Care and Safety Committee



6. Caring for the Environment



6.1. Our Environmental Strategy

(SASB HC-MC-450a.1)

Protecting people's health by caring for the planet

As a healthcare company, we recognize the close connection between environmental care and people's health. Therefore, we are committed to establishing comprehensive management of our environmental impacts throughout the lifecycle of our services. We focus on combating climate change and its effects on the health of our employees, patients, and communities. Through our environmental strategy, we are implementing actions that contribute to both adapting to and mitigating climate change in the countries where we operate, while also promoting eco-efficiency.

68

Regional Environmental Policy

In 2023, we established our Regional Environmental Policy, which was collaboratively developed by the environmental teams of Peru, Colombia, and Mexico. This policy aims to identify, control, prevent, and reduce negative environmental impacts, as well as promote the adoption of good practices in our hospitals and across our value chain.

Aligned with our commitment to environmental care, this policy outlines a series of key points centered around two pillars, applicable to all regions:

CLIMATE STRATEGY:

This involves measuring the carbon footprint and implementing specific actions to mitigate and adapt to climate change.

OPERATIONAL ECO-EFFICIENCY:

This addresses the efficient use of water and energy, the comprehensive management of hospital waste, and the promotion of a sustainable value chain through green procurement.

Moreover, we take into consideration the comprehensive care for the flora and fauna in specific regions and ensure alignment with national regulations, such as the National Policy for the Integral Management of Biodiversity in Colombia and the General Law of Ecological Balance and Environmental Protection in Mexico. These guidelines are crucial for progressing towards a more sustainable and responsible future and for ensuring the proper implementation of our environmental management system.

REGIONAL ENVIRONMENTAL COMMITTEE

This committee emerged from our need to coordinate projects with regional impact and establish a communication space to address environmental issues in each country. Our goal is to promote the implementation of the Regional Environmental Policy and the action plans derived from it, aiming to narrow environmental gaps and showcase progress and goal achievements.



HIGHLIGHTED BEST PRACTICE:

Environmental Committees in Colombia

In our Antioquia facilities in Colombia, we have two environmental committees that address both cross-cutting and specific issues. Furthermore, we are members of the Antioquia Health Committee, which includes representatives from all 25 clinics in the city.

ENVIRONMENTAL EDUCATION

At Auna, we are committed to raising environmental awareness and promoting sustainable practices among our employees and communities. We highlight the initiatives and programs conducted to train our employees on environmental issues and encourage active participation in environmental conservation.

+8000 employees trained in Environmental Management

Every year, we implement various training sessions for our employees to educate them on environmental management topics such as proper waste management, energy use, and water conservation. In 2023, we reached 8,006 employees through these training sessions.

Additionally, we celebrate "World Environment Day" annually, highlighting the role of the healthcare sector in environmental care. In 2023, our campaign "Caring for Life by Caring for the Environment" offered both in-person and virtual activities across our countries of operation, involving employees and their families.



HIGHLIGHTED BEST PRACTICE:

Environmental Education with the Community

At our facilities in Colombia, we aim to reach not only our employees but also the community and our patients. In Medellín, we conducted educational and recreational sessions on the importance of recycling, benefiting over 250 children. Meanwhile, in Montería, we provided environmental education sessions in the waiting areas for our visitors and clients, focusing on the correct segregation of waste.

6.2. GHG Emissions

(GRI 2-4)

Committed to a healthier future

As part of our commitment to responsibly manage environmental impacts, we are measuring the greenhouse gas (GHG) emissions of our main healthcare facilities in Peru, Mexico, and Colombia. This effort brings us one step closer to expanding our environmental management strategy.

70

Caring for the Environment

Emission Measurement

The carbon footprint is a GHG inventory conducted in accordance with the principles of the GHG Protocol and the guidance of the ISO 14064-1 international standard.

The results of the carbon footprint for Auna Peru in 2022 have been updated due to improvements in data systematization and management. There has been an adjustment in the reported units of anesthetic gases, resulting in a reduction of total emissions.

Unit of Measurement: tCO2e	Scope 1	Scope 2	Scope 3	Total carbon footprint 2022
Perú	2,145.46	3,028.08	3,634.82	8,808.36

At Auna, we consider measuring the carbon footprint essential as a key tool for assessing our environmental impact. In 2023, we measured scopes 1, 2, and 3 of the carbon footprints for 85% of our main healthcare facilities.

Unit of Measurement: tCO2e	Scope 1	Scope 2	Scope 3*	Total carbon footprint 2023
Colombia	1,903.47	2,201.91	3,177.83**	7,283.21
Perú	2,554.38	4,482.18	4,088.84***	11,125.40
México	4,472.63	14,463.15	4,442.46	23,378.24

*The emission sources considered in Scope 3 include staff commuting, air travel, solid waste disposal (both general and hazardous), and water consumption.

**In Colombia, emissions generated by water consumption are not currently accounted for but will be included in year 2024.

***In Peru, emissions generated by general solid waste disposal are excluded due to a lack of primary information but will be included in year 2024.

“

Measuring the carbon footprint in hospitals is crucial for understanding the impact of our working activities on the environment. This tool not only raises environmental awareness but also drives sustainable practices by measuring our activities in terms of greenhouse gas emissions. With this information, we can take steps to reduce our carbon footprint as an organization and help mitigate climate change while monitoring our progress over time.”

Eduardo Sur - Clinical Infrastructure and Facilities Manager at AUNA Monterrey

71|



HIGHLIGHTED BEST PRACTICE:

Sustainable Mobility

At our facilities in Medellín, Colombia, we implement activities and strategies to reduce emissions and mitigate atmospheric events in the area. In this context, we have introduced initiatives such as creating carpooling groups and installing bicycle parking facilities. To date, we have 85 bicycle parking spaces and electric charging stations.

Water and Energy Conservation Campaign

In our facilities in Peru, we developed the internal communication campaign “Water and Energy Conservation at Home and at Auna.” This campaign aimed to promote the conservation of water and energy both at home and in our clinics. It also included training sessions that reached over 160 employees.

6.3. Water and Energy Management

(SASB HC-DY-130a.1)

Being co-efficient in the use of natural resources.

At Auna, we operate in three countries highly vulnerable to climate change, which drives us to constantly work on reducing energy and water consumption to minimize our environmental impact. We achieve this through the implementation of strategies and practices that promote responsible and sustainable use of natural resources, including optimal management of eco-efficiency indicators. This reflects our commitment to environmental management across all our operations.



Our facilities Auna Delgado Clinic and Las Américas Clinic – South Facility have received **LEED CERTIFICATION**, awarded by the Green Building Council under a sustainable building certification system.

ELECTRIC ENERGY CONSUMPTION WITHIN THE ORGANIZATION

	Total electric energy consumption (in kwh)
Colombia	27,407,959
Peru	21,709,980
Mexico	32,987,061
Total Auna	82,105,000

Energy Efficiency

Energy is crucial for the operation of any healthcare facility. Given our consumption and the responsibility that comes with it, we are promoting efficient energy use and the purchase of renewable energy.

We aim to reduce our energy consumption by incorporating advanced technologies such as the Building Management System (BMS), Honeywell’s EBI, and Johnson Controls’ Metasys. These systems help us control the temperature of our operations and prevent energy waste. They are installed in all our facilities. Additionally, in Peru and Colombia, we have implemented energy-saving lights, motion sensors for lighting, and temperature insulators.



HIGHLIGHTED BEST PRACTICE:

Energy Consumption

At our facilities in Colombia, we conducted an energy consumption assessment as part of our plan to reduce energy usage in 2024. Additionally, we purchased 10,805,644 kWh from renewable energy sources, accounting for 13% of our annual consumption coming from renewable sources.

Water Efficiency

In our quest to promote environmental conservation, we have developed and implemented initiatives aimed at ensuring the quality and accessibility of water resources. We emphasize our ongoing commitment to implementing strategies and practices that enable responsible and sustainable use of water and energy.

WATER CONSUMPTION

	Total water consumption (m ³)
Colombia	266,745
Peru	141,578
Mexico	187,930
Total Auna	596,253

We have installed aerators on the faucets at Auna Delgado Clinic in Peru and Las Américas Clinic – South Facility in Colombia to reduce water consumption with each use. In this manner, we aim not only to generate savings in operations but also to **promote optimal management** of eco-efficiency indicators, thereby contributing to the well-being of the planet and the communities we serve.



HIGHLIGHTED BEST PRACTICE:

Water Management

At our facilities in Montería, Colombia, we are firmly committed to water management. Therefore, we have two wastewater treatment plants that remove contaminants from the water, ensuring it does not pose any risk to health or the environment.

At our facilities in Mexico, we organized conferences with the participation of employees and external experts to raise awareness about water conservation, safety, and hygiene. This initiative was conducted in collaboration with “Servicios de Agua y Drenaje de Monterrey,” a utility company in Nuevo León.

6.4. Waste Management

(GRI 3-3, 306-2, 306-3, 306-4)



74

Caring for the Environment

At Auna, we have the great responsibility of ensuring that 100% of our waste is properly managed and delivered with the required regulatory certifications to ensure correct final disposal. In all cases, the waste was responsibly managed, following our waste management plan.

	Total Weight of Hazardous Waste (MT)
Colombia	1,447.60
Peru	862.76
Mexico	291.35
Total Auna	2,601.71

To maximize the utilization of our waste, we comply with the waste management regulations of each city where we operate and maintain contractual agreements with various specialized companies for the collection of all types of waste we generate, especially hazardous biological-infectious waste (HBIW). Additionally, we have designated temporary storage facilities for waste, which are subsequently transported by another collector to an authorized and appropriate disposal site.



HIGHLIGHTED BEST PRACTICE:

Recycling of Non-Woven Fabric

At our facilities in Medellín, Colombia, we use non-woven fabric from the sterilization of surgical supplies to manufacture 32,770 bags, which were used for delivering patient results and for some internal processes at the institution. Additionally, under corporate agreements, we receive non-woven fabric and use it to produce new products, thereby promoting a circular economy. During this period, we delivered 1,055 kg of non-woven fabric.

Together with Auna, we care for what matters most to us: life

At Auna, our dedication to people fuels every action we take. We celebrate our achievements and renew our commitment to moving forward together towards a future of health and well-being for everyone. Through cooperation and innovation, we have created a healthcare environment focused on the individual, where we integrate a wide array of services and solutions to improve people's experiences and ensure access for all. Together, we are making a positive and lasting impact in people's lives, and we are determined to continue with this mission for years to come. **Our driving force is the desire to always care for life to live it better.**

7. Attachments



7.1. GRI Content Index

GRI Standard	Disclosure	Location
GRI 2: 1. The organization and its reporting practices	2-1 Organizational details	Our beginnings Our facilities
	2-2 Entities included in the organization's sustainability reporting	Our facilities
	2-3 Reporting period, frequency and contact point	2.2 Sustainability Strategy at Auna
	2-4 Restatements of information	6.2 GHG Emissions
GRI 2: 2. Activities and workers	2-6 Activities, value chain and other business relationships	3.4 Responsible Supply Chain
	2-7 Employees	5.1 Talent Management
GRI 2: 3. Governance	2-9 Governance structure and composition	3.1 Corporate Governance
	2-10 Nomination and selection of the highest governance body	3.1 Corporate Governance
	2-11 Chair of the highest governance body	3.1 Corporate Governance
	2-12 Role of the highest governance body in overseeing the management of impacts	3.1 Corporate Governance
	2-13 Delegation of responsibility for managing impacts	3.1 Corporate Governance
	2-14 Role of the highest governance body in sustainability reporting	2.2 Sustainability Strategy at Auna
	2-16 Communication of critical concerns	3.2 Ethics and Compliance
	2-17 Collective knowledge of the highest governance body	3.2 Ethics and Compliance 3.3 Safety and Transparency
	2-19 Remuneration policies	3.1 Corporate Governance
GRI 2: 4. Strategy, policies and practices	2-22 Statement on sustainable development strategy	Words from the President 2.2 Sustainability Strategy at Auna
	2-23 Policy commitments	3.2 Ethics and Compliance 3.3 Safety and Transparency
	2-24 Embedding policy commitments	3.2 Ethics and Compliance
	2-27 Compliance with laws and regulations	3.1 Corporate Governance 3.2 Ethics and Compliance

GRI Standard	Disclosure	Location
GRI 3: Material Topics 2021 GRI	3-1 Process to determine material topics	2.2 Sustainability Strategy at Auna
	3-2 List of material topics	2.2 Sustainability Strategy at Auna
Risk and Crisis Management		
GRI 3: Material Topics 2021	3-3 Management of material topics	3.3 Safety and Transparency
Data Privacy Protection		
GRI 3: Material Topics 2021	3-3 Management of material topics	3.3 Safety and Transparency
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.3 Seguridad y transparencia
Responsible Management of Hazardous and Non-Hazardous Materials and Waste		
GRI 3: Material Topics 2021	3-3 Management of material topics	6.4 Waste Management
GRI 306: Waste	306-2 Management of significant waste-related impacts	6.4 Waste Management
	306-3 Waste generated	6.4 Waste Management
	306-4 Waste diverted from disposal	6.4 Waste Management
Talent Management and Well-Being		
GRI 3: Material Topics 2021	3-3 Management of material topics	5.1 Talent Management
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	5.1 Talent Management
	403-3 Occupational health services	5.1 Talent Management
	403-5 Worker training on occupational health and safety	5.1 Talent Management
	403-6 Promotion of worker health	5.1 Talent Management
GRI 401: Employment	401-1 New employee hires and employee turnover	7.3 Other Indicators
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	5.1 Talent Management

GRI Standard	Disclosure	Location
Talent Management and Well-Being		
GRI 404: Training and Education	404-1 Average hours of training per year per employee	5.1 Talent Management
	404-2 Programs for upgrading employee skills and transition assistance programs	5.1 Talent Management
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	3.1 Corporate Governance 5.1 Talent Management 7.3 Other Indicators
	405-2 Ratio of basic salary and remuneration of women to men	5.1 Talent Management 7.3 Other Indicators
Patient Safety and Quality of Care in Diagnosis		
GRI 3: Material Topics 2021	3-3 Management of material topics	4.1 Health Innovation
Patient Experience and Support for Patients and Families		
GRI 3: Material Topics 2021	3-3 Management of material topics	4.1 Health Innovation
Access and Transparency to Healthcare and Insurance Coverage		
GRI 3: Material Topics 2021	3-3 Management of material topics	4.1 Health Innovation

7.2. SASB Content Index

80 |

Topic	Code SASB	Accounting Metric	Reference (section) / Direct response or comment
Customer Privacy & Technology Standards / Patient Privacy & Electronic Health Records	HC-MC-230a.1	Description of policies and practices to secure customers’ protected health information (PHI) records and other personally identifiable information (PII)	3.3 Safety and Transparency
	HC-MC-230a.2	(1) Number of data breaches, (2) percentage involving (a) personally identifiable information (PII) only and (b) protected health information (PHI), (3) number of customers affected in each category, (a) PII only and (b) PHI	3.3 Safety and Transparency
	HC-MC-230a.3	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	(information not available)
	HC-MC-230a.4	Percentage of patient records that are Electronic Health Records (EHRs) compliant with “meaningful use” requirements	(information not available)
Access to Coverage	HC-MC-240a.1	Medical Loss Ratio (MLR)	(information not available)
	HC-MC-240a.2	Total amount of rebates accrued and paid due to non-compliance with the United States Patient Protection and Affordable Care Act (PPACA) regarding Medical Loss Ratio (MLR)	(information not available)
	HC-MC-240a.3	Percentage of proposed rate increases receiving “not unreasonable” designation from the United States Department of Health and Human Services (HHS) review or other state reviews.	(information not available)
Plan Performance	HC-MC-250a.1	Average Medicare Advantage plan rating for each of the following plan types: (1) HMO, (2) local PPO, (3) regional PPO, (4) PFFS, and (5) SNP	(information not available)
	HC-MC-250a.2	Enrollee retention rate by plan type, including: (1) HMO, (2) local PPO, (3) regional PPO, (4) PFFS, and (5) SNP	(information not available)

Topic	Code SASB	Accounting Metric	Reference (section) / Direct response or comment
Plan Performance	HC-MC-250a.4	Plan enrollee grievance rate	(information not available)
Improved Outcomes	HC-MC-260a.1	Percentage of enrollees in wellness programs by type: (1) diet and nutrition, (2) exercise, (3) stress management, (4) mental health, (5) smoking or alcohol cessation, or (6) other	(information not available)
	HC-MC-260a.2	Total coverage for preventive health services with no cost sharing for the enrollees, total coverage for preventive health services requiring cost-sharing by the enrollee, percentage of enrollees receiving Initial Preventive Physical Examinations (IPEE) or Annual Wellness Visits (AWV)	(information not available)
	HC-MC-260a.3	Number of customers receiving care from Accountable Care Organizations (ACO) or enrolled in Patient-Centered Medical Home (PCMH) programs	(information not available)
Climate Change Impacts on Human Health	HC-MC-450a.1	Discussion of the strategy to address the effects of climate change on business operations and how specific risks presented by changes in the geographical incidence, morbidity and mortality of illnesses and diseases are incorporated into risk models	6.1 Our Environmental Strategy
	HC-MC-450a.2	Percentage of healthcare facilities complying with Centers for Medicare and Medicaid Services (CMS) Emergency Preparedness Rule	(information not available)
Energy Management	HC-DY-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	6.3 Water and Energy Management 6.4 Other Indicators
Waste Management	HC-DY-150a.1	Total amount of medical waste, percentage (a) incinerated, (b) recycled or treated and (c) landfilled	(information not available)
	HC-DY-150a.2	Total amount of: (1) hazardous and (2) non-hazardous pharmaceutical waste, percentage (a) incinerated, (b) recycled or treated and (c) landfilled	5.4 Waste Management

Tema	Código SASB	Métrica contable	Referencia (sección) / Respuesta directa o comentario
Quality of Care & Patient Satisfaction	HC-DY-240a.1	Average Hospital Value-Based Purchasing Total Performance Score and domain score, across all facilities	(information not available)
	HC-DY-240a.1	Number of Serious Reportable Events (SREs) as defined by the National Quality Forum (NQF)	(information not available)
	HC-DY-240a.1	Excessive readmission rate per hospital	(information not available)
	HC-DY-240a.1	Magnitude of readmissions payment adjustment as part of the Hospital Readmissions Reduction Program (HRRP)	(information not available)
Management of Controlled Substances	HC-DY-260a.1	Description of policies and practices to manage the number of prescriptions issued for controlled substances	(information not available)
	HC-DY-260a.2	Percentage of controlled substance prescriptions for which a Prescription Drug Monitoring Program (PDMP) database was consulted	(information not available)
Pricing & Billing Transparency	HC-DY 270a.1	Percentage of controlled substance prescriptions for which a Prescription Drug Monitoring Program (PDMP) database was consulted	(information not available)
Employee Health & Safety	HC-DY-320a.1	(1) Total Recordable Incident Rate (TRIR) and (2) Days Away, Restricted, or Transferred (DART) rate	(information not available)
Employee Recruitment, Development & Retention	HC-DY-330a.1	(1) Voluntary and (2) involuntary turnover rate for: (a) physicians, (b) non-physician healthcare practitioners, and (c) all other employees	7.3 Other Indicators
	HC-DY-330a.2	Description of talent recruitment and retention efforts for healthcare practitioners	4.1 Talent Management
Fraud & Unnecessary Procedures	HC-DY-510a.1	Total amount of monetary losses as a result of legal proceedings associated with Medicare and Medicaid fraud under the False Claims Act	(information not available)

7.3. Other Indicators

Communication of Anti-corruption Policies and Procedures

(GRI 205-2)

Topic	KPI	Peru	Colombia	Mexico
Communication and training of employees on anti-corruption policies and procedures	Total number of employees who have been informed of the organization's anti-corruption policies and procedures	100%	100%	Only senior management (17 people)
	1. Number of employees in the category of functional area responsible individuals (managers and supervisors) who have been informed about the organization's anti-corruption policies and procedures	100%	100%	0%
	2. Number of employees in the category of middle management (coordinators) who have been informed about the organization's anti-corruption policies and procedures	100%	100%	0%
	3. Number of employees in the category of qualified professionals/technical specialists (from senior specialists to interns, including specialist physicians, general practitioners, nurses, and technologists) who have been informed about the organization's anti-corruption policies and procedures	100%	100%	0%
	4. Number of employees in the category of employees/workers/administrative staff/assistants (including administrative support, technical, and customer service staff) who have been informed about the organization's anti-corruption policies and procedures	100%	100%	0%
Training on the Code of Conduct	Number of employees who have been trained on the Code of Conduct	100%	100%	Only senior management (17 people)
ESG Suppliers Management	Number of suppliers and contractors who have been trained on the Code of Conduct	100%	100%	0%

83

Employee Turnover Rate

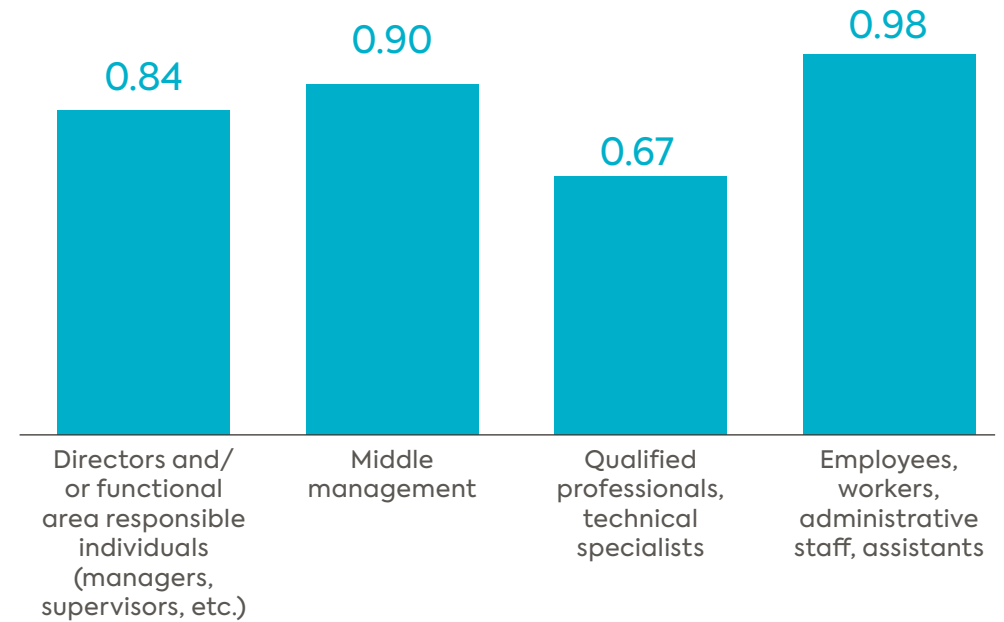
(GRI 401-1) (SASB HC-DY-330a.1)

		Peru	Colombia	Mexico	AUNA
Employee turnover rate	%	35,5%	24,6%	40,9%	32,2%
Employee turnover rate for male employees	%	9.6%	7.7%	10.6%	9.1%
Employee turnover rate for female employees	%	25.9%	16.9%	30.4%	23.2%
Employee turnover rate for employees aged over 50	%	1.7%	0.9%	5.6%	2.2%
Total employees aged over 50 who rotated	#	100	54	177	331
Employee turnover rate for employees aged between 30 and 50	%	24.3%	10.0%	16.6%	16.9%
Total employees aged between 30 and 50 who rotated	#	1,400	603	521	2,524
Employee turnover rate for employees aged under 30	%	9.4%	13.8%	18.7%	13.2%
Total employees aged under 30 who rotated	#	543	836	589	1,968
Annual voluntary turnover rate for physicians	%	14.8%	18.1%	20.0%	16.8%
Annual involuntary turnover rate for physicians	%	9.7%	6.2%	0.9%	7.3%
Annual involuntary turnover of physicians	#	62	43	1	106

Pay Equity (GRI 405-1)

		Peru	Colombia	Mexico	Total
Total employees	#	5,754	6,060	3,144	14,958
Number of employees aged under 30	#	1,043	2,365	1,243	4,651
Number of employees aged between 30 and 50	#	4,367	3,313	1,524	9,204
Number of employees aged over 50	#	344	382	377	1,103

Pay Equity (GRI 405-2)



NB: Calculated as the average compensation of women divided by the average compensation of men.

Innovation Culture

Indicador	2023
Percentage of employees with practical skills and knowledge about innovation	47
Percentage of leaders with practical skills and knowledge about innovation	10
Employees' assessment of the organization's innovation capability	6/10
Number of employees trained in innovation	47
Number of leaders trained or in training for innovation	3
Number of ideas proposed by leaders	4
Number of ideas from non-managerial employees	55
Number of employees involved in innovation activities	>100
Number of innovation challenges offered to employees	4
Number of internal crowdsourcing calls per facility	0

86

Environmental Indicators

(SASB HC-DY-150a.1 , HC-DY-150a.2)

Tema	Indicador	Unidad	Colombia	Peru	Mexico
Waste generated	Total weight of waste generated	TM	2,554	862.76	1,258
Total energy consumption	Total electric energy consumption within the organization	kWh	27,407,959	21,709,980	32,987,061
	Total consumption of fuel from crude oil and petroleum products	gal	29,761	16,673	16,990
Total water consumption	Total water consumption	m ³	266,745	141,578	187,930
Total GHG emissions	Total GHG emissions	tCO ² eq	7,283.21	11,125.4	23,378.24
	1. Total Scope 1 emissions	tCO ² eq	1,903.47	2,554.38	4,472.63
	2. Total Scope 2 emissions	tCO ² eq	2,201.91	4,482.18	14,463.15
	3. Total Scope 3 emissions	tCO ² eq	3,177.83	4,088.84	4,442.46

87|



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