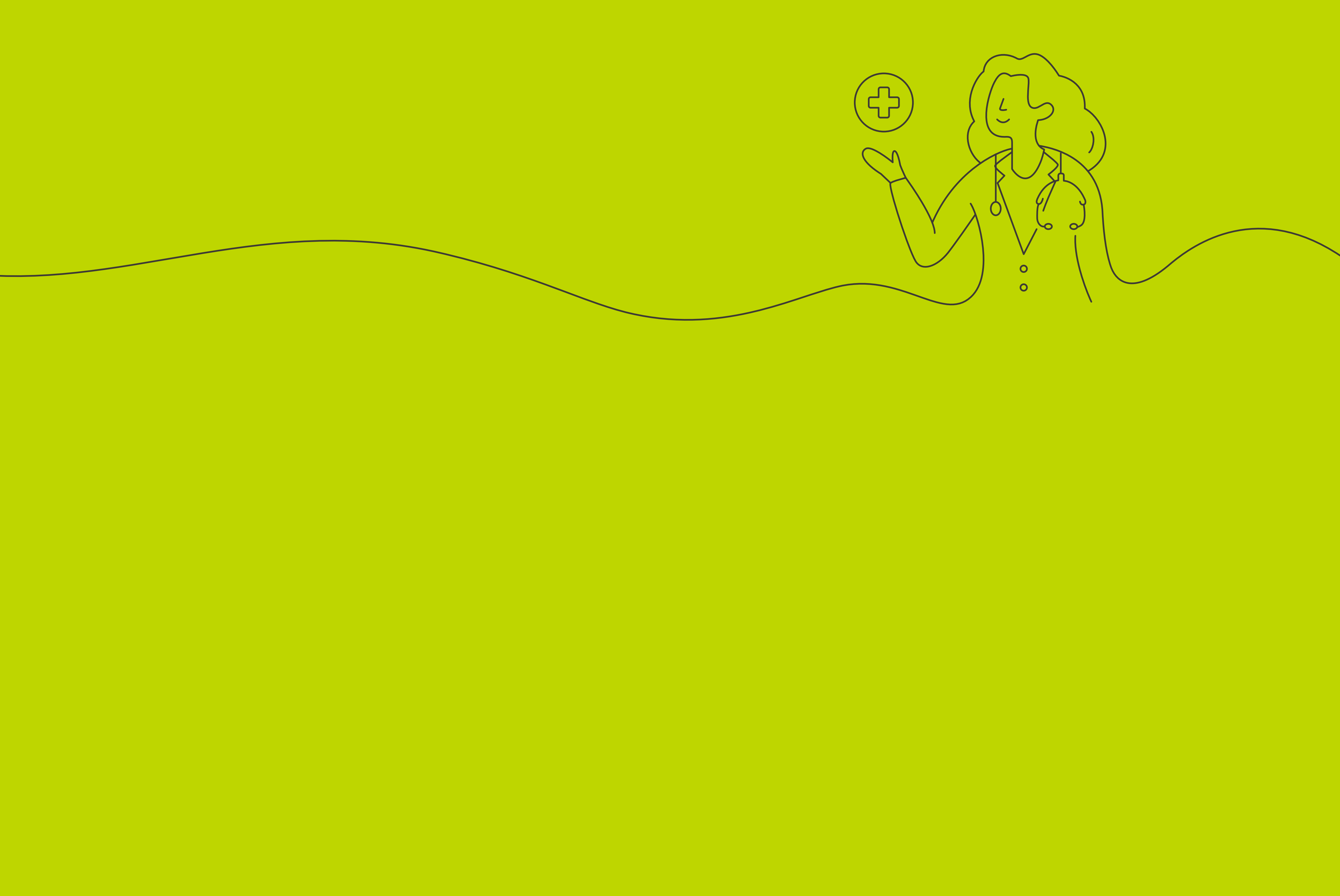


Sustainability Report 2024





Introduction

Sustainability is core to Auna's business success and our ability to deliver reliable healthcare services across Peru, Colombia and Mexico. This report sets out how we are contributing to transforming healthcare in Latin America, while integrating sustainability into our business.

In the report, we present our sustainability strategy and highlight the progress made in 2024. It not only celebrates our achievements so far and gives stakeholders a clear view of how we approach sustainability, but also serves as a call to action to sustain momentum on our journey towards a healthier and more sustainable future – both for our business and the communities we serve.

We invite you to explore this report, engage critically with its contents, and share your feedback. Your insights will help us continue to improve our sustainability performance and enhance the quality of our reporting.

The report has been prepared with reference to the GRI Standards, as it was in previous years. The detailed mapping of the GRI Standards to the disclosures in this report can be found on [page 53](#). Our SASB index is on [page 63](#).

The report covers all business and consolidated entities.

Performance data relates to the reporting year from January 1 to December 31, 2024, unless otherwise stated.

President's welcome



It is my pleasure to welcome you to our 2024 Sustainability Report. This year has been one of notable progress, and I am proud to highlight our unwavering commitment to transforming healthcare in Latin America. At Auna, our patients remain at the heart of everything we do, with sustainability top of mind.

Promoting health, preventing and early-detection of diseases, and delivering high quality medical care is more crucial now than ever as we strive to positively impact our communities and build better societies. Complex diseases continue to be a major public health threat across the region and a growing financial challenge. Rates of cancer, cardiovascular and respiratory disease, and diabetes are rising as lifestyles become more urban and sedentary, diets shift, and populations age.

However, many in Spanish-speaking Americas still have limited or no access to healthcare while on the other side the healthcare system struggles to deliver to a growing number of citizens with a right to healthcare. With this in mind, Auna plays a decisive role in the transformation of our healthcare sectors with the goal of serving more people without access.

During 2024 we accomplished various milestones. In March, we made history becoming the first Latin American health services company to list on the New York Stock Exchange (NYSE). Thus, we accomplished the significant goal of accessing the international capital markets and this will allow us to continue to raise capital at the most-convenient terms and allocate it to our healthcare mandate. This is as well the confirmation that our passionate strategy to transform our health sector and achieve better results for our patients, their families, our payors, our employees, their families, and our shareholders works for these distinct group of stakeholders.

Our operations in the region continue to strive for excellence in all the services we deliver and we have made great inroads to deliver superior service. In addition, our sustainability standards as well have a high hurdle of excellence and principally of social impact.

Most recently we launched Oncosalud in Mexico, our flagship cancer insurance plan in the country. This is no doubt a significant achievement in a country where the majority of its citizens are lacking adequate healthcare coverage options to remain in health and deal with disease. We expect to be a significant player and more importantly a transformation agent in Mexico's healthcare development, particularly with respect to our core practice in oncology.

At the end of 2024 we operated 31 healthcare centres, including hospitals, outpatient, prevention and wellness facilities with almost 2,300 beds and 1.4 million health plan members. In 2024, in Peru, Colombia and Mexico we performed 88,668 surgeries, more than 365,942 patients received emergencies, and delivered 1,069,000 medical consultations. These numbers speak volumes for our positive impact, and yet at Auna, we know that care goes before illness. Thus, in 2024, we performed early detection examinations, including 52,311 mammograms.

As we continue to expand, we are mindful that we cannot pursue healthcare expansion at the expense of the planet, upon which life and health depend. In 2024 we measured 100% of our carbon footprint across our operations, providing us with the information we need to manage and reduce our emissions. We have detailed plans to further reduce our impact on the globe.

We strive to be an inspiring and motivating place from which to build communities of health care, within our care facilities and out of care facilities. Promoting a healthy lifestyle and an engaged population with their own health, as well as the use of our capabilities to further health is an important mandate that promises to be contagious in the countries we operate. Complementarily we also inspire and motivate our workforce of over 14,842 collaborators to model, excel and serve the populations we care for. This year, we recognized and celebrated more than 2,100 employees for their performance in upholding our Cultural Principles.

We know our employees' mental health is crucial in caring for them and for them caring for others. Since 2020, our Mental Health Program has supported thousands of employees with their mental health. We are very active with weekly mental health awareness campaigns, webinars and talks, training courses on stress management and sleep hygiene, and a dedicated Mental Health Week. This event was attended by 7,359 people in person and 382 virtually in 2024. Our Emotional Support Service, in addition, provided support for over 2,075 people in 2024 through voluntary, free and confidential individual and family therapeutic sessions with clinical psychologists. It is worth highlighting the launch of

our first undergraduate medical program, publishing of over 100 scientific papers in top global medical journals, hosting 7 clinical oncology preceptorships, and over 443,799 training hours to support employee career progression. We also continue to grow in our blood donation campaigns resulting in more than 26,000 donations across the region.

This has been achieved because of the brilliant team that Auna counts as key members of our community, and of course, their families, that support them. I have immense gratitude for their passion, tenacity and results.

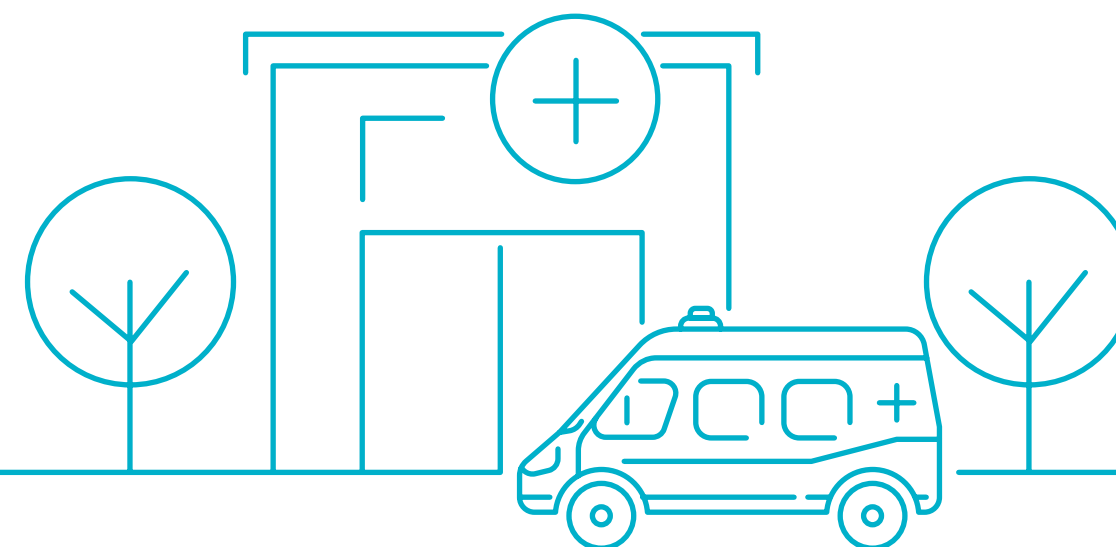
Looking back at our journey last year, I am encouraged and proud of what we have achieved. Looking forward I am excited about what is to come.

I extend my deepest gratitude again to our people, whose passion and commitment have brought us this far, our communities of care, our payors, and our stakeholders. It is my privilege to continue serving our patients and their families to transform healthcare in Spanish-speaking Latin America.

Kindly,

Suso Zamora

Executive Chairman of the Board and President



2024 in Figures



USD 1,165 million
revenue



84,143 people
positively impacted
by Auna's social projects



365,942 patients
receiving emergency care



23.1% EBITDA
margin



**75% of suppliers
and vendors**
are sourced locally



88,668 surgeries
performed



**14,842
employees**



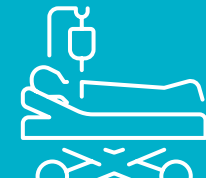
**443,799
employee**
training hours



1,365,028 health
plan members



+ 26 thousand
blood donations



2,214 beds
available



**52,311
mammograms**
performed

Business activities and operations

Our company was originally founded in 1989 to address an unmet need in the quality and accessibility of cancer treatment in Peru. Since then, Auna has grown into one of the largest and most advanced healthcare providers in Latin America, expanding our presence across Peru, Colombia and Mexico. Today we employ over 14,000 dedicated professionals, all committed to deliver high-quality, integrated healthcare services across the region.

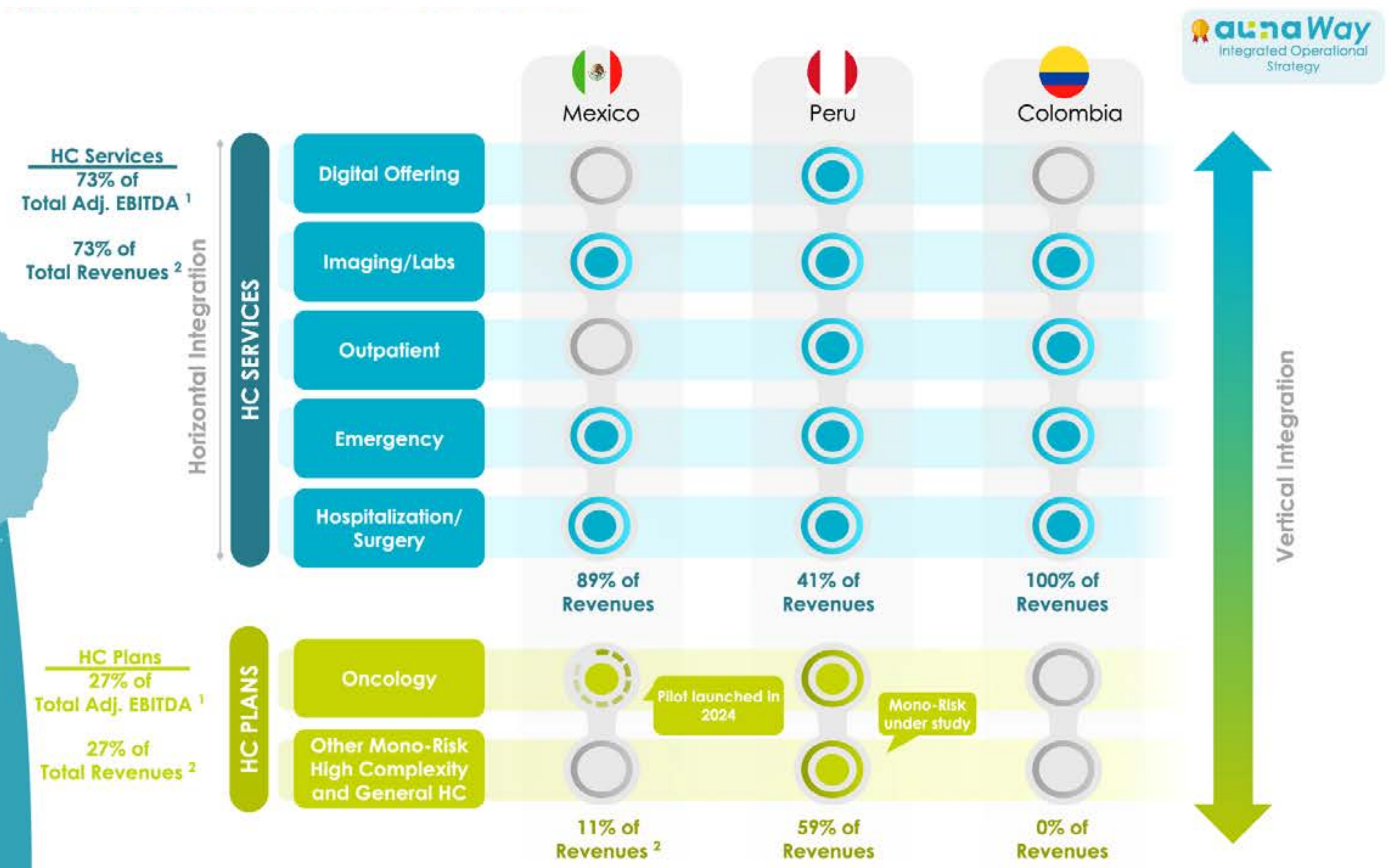
Today we address a range of 79 complex diseases through our healthcare services and insurance plans, delivered through a sophisticated network of 31 healthcare centers.

Our revenue structure reflects our commitment to holistic healthcare: 73% comes from our broad spectrum of healthcare services – including emergency care, outpatient treatments, surgeries, digital health solutions, laboratory services, and imaging – while the remaining 27% is driven by our oncology and other tailored healthcare plans.

Alongside these two core elements of our business, Auna Ideas, our nonprofit biomedical and innovation hub-pioneers breakthrough research, cutting-edge technology, and transformative education, positioning us as a healthcare innovation and thought leadership in Latin America.



Business model built around horizontal and vertical integration across our markets



Notes: As of FY24. ¹Adjusted EBITDA is a non-GAAP measure. ²Attributable to vision and dental plans. Total Adjusted EBITDA excludes - 1% in Holding & Eliminations. ² Consolidated revenue excludes intercompany revenue from Peru segments.

Mission, vision, purpose, values

As a leading healthcare provider in Latin America, Auna’s mission is to transform healthcare in the region by prioritizing prevention, sustaining community well-being, and delivering world-class detection and treatment for all those entrusted to our care.

Our vision

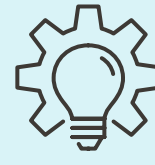
Is to be a leader and benchmark for people-centred healthcare in Latin America. Our patient-centric model offers an accessible and integrated healthcare experience supported by our regional network of hospitals, clinics, and health plan offerings.

Our purpose

Is “Leading the healthcare transformation in Latin America.” This means caring, healing but also prevention, detection, and treatment of the complex medical conditions in which we specialize. We provide our members and patients with access to life-long healthcare and empower them to be in control of their own health journey.

Our culture

Is shaped by our core values:

-  **Excellence**
-  **Cooperation**
-  **Empathy**
-  **Innovation**
-  **Integrity**



The Auna Way (The Auna Way: [page 10](#)) encapsulates our mission, vision, purpose, and values in a set of messages that we communicate throughout our business.

The AunaWay

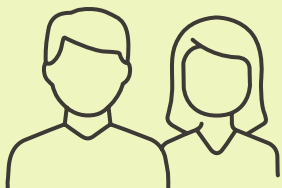
The AunaWay is our unique approach to managing our business and operations. It creates value for patients, families, and our staff, and achieves sustainable competitive advantage and growth. The AunaWay reflects our organization’s spirit, values, and deeper meaning, and is what we revert to for clarity of action.

Access

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.

Patient Centricity

We prioritize patient safety, quality of care, medical outcomes, and providing an extraordinary experience. We guide patients through their health journey – from prevention and early detection to treatment, management, and recovery.



Medical Excellence

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



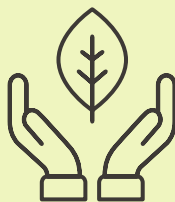
Integrated Operational Strategy

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 health systems. We invest strategically, prioritizing efficiencies and scaling our proven operational model.



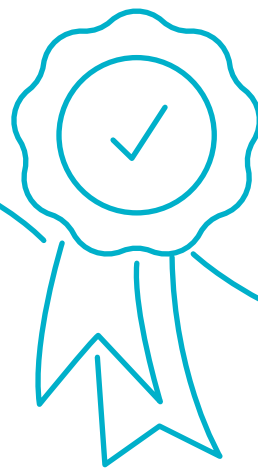
Culture

Our organizational culture is critical to our aspirations and depends on our greatest asset: our people. Every 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.

Resting on four pillars, it helps us provide access to high quality healthcare, supported by our organizational culture.

Our awards for the current year

We are proud of the recognition we received this year.



Colombia

Colombia in IntelLat 2024 Best Hospitals Ranking #5 Best Hospital in Colombia

Global Health Intelligence - Hospirank 2024 - IMAT Oncomedica Clinic and Las Americas Clinic

This ranking lists the best-equipped Latin American hospitals in 8 different categories. Our clinics obtained outstanding results in these categories:

- N. 2 best installed base to treat cancer
- N.2 hospital with highest Q of equipment for diagnostic imaging
- N. 3 best equipped for high-risk patients
- N. 3 highest number of surgical teams
- N. 4 best equipped to receive patients
- N. 4 best base for primary diagnostics
- N. 7 best infra to accommodate high volume of procedures

World’s Best Hospitals Ranking - Top 16 Best Hospitals in Latin America 2024 – Las Americas Clinic

We obtained this position in the ranking in recognition of our efficiency, sustainability, patient’s experience and safety.

Organisation for Health Excellence - 33° OES International Forum in alliance with Fundacion Santa Fe de Bogota and Planetree International

We obtained two recognitions in the patient-focused care category for our posters “Music to heal” and “Celest Code, end of life focused on the person and their family”.

LIDERAM - Golden Category - IMAT Oncomedica Clinic

Recognition for our management and socio-environmental business performance, promoted by the Autonomous Regional Corporation of Valles del Sinú and San Jorge.

World Stroke Organisation - Golden Category in Angels Awards - Las Americas Clinic

Recognition of excellence in the management and results obtained with patients that suffered a stroke.

Cuenta de Alto Costo - Entities with best results in risk management of High-Cost Diseases in Colombia - Las Americas Clinic and IMAT Oncomedica Clinic

We obtained three recognitions across two of our clinics for achieving the best results in the risk management of High-Cost Diseases:

- Las Americas Clinic: Cervical cancer and Lung cancer
- IMAT Oncomedica: Acute myeloid leukaemia



The Peruvian Association of Blood Donors (APDS) The Peruvian Association of Blood Donors has recognised Auna as a friendly business towards blood donation in 2024 and as a leader within the private sector in voluntary donation complying with ACI International Standards.
National Health Superintendence (Susalud) – Vallesur Clinic As part of the Health Ministry, this public entity in charge of protecting Peruvians’ health rights, has positioned our Vallesur Clinic as: - N.1 in the region in the category of Emergencies - N.1 in the region in the category of CEX - N.2 in the region in the category of Surgery - N.2 in the region in the category of Hospitalisation
Effie Worldwide - Bronze Effie Award – Oncosalud Recognition as seasonal brand for our 2023 campaign ‘your fight is my fight’
Merco Talento 2024 Ranking – Delgado Clinic This world reference ranking in attracting and retaining talent has ranked Clínica Delgado - First place in Health sector. - Top 35 of business leaders in attracting and retaining talent.
Merco ESG 2024 Ranking – Delgado Clinic This globally known ranking analyses the environmental impact, social commitment and governance practices of major organisations and has ranked Delgado Clinic a Top Leader in Healthcare Delivery



Global Health Intelligence – OCA Hospital Auna Top 6 best installed facilities to treat cancer
Global Health Intelligence – Doctors Hospital Top 9 highest amount of surgical equipment.
Best Private Hospitals in North Mexico Ranking according to Fundación Mexicana para la Salud – Doctors Hospital Auna Top 5
Best Private Hospitals in North Mexico Ranking according to Fundación Mexicana para la Salud – OCA Hospital Auna Top 7

Our certifications achieved on 2024

 Colombia	ECO Foundation – Excellence Certification The certification seal as a Center of Excellence offered by the ECO Foundation is a benchmark in quality of care in oncology, made by and for medical oncologists. Auna has obtained: - Certification in Center of Excellence in Lung Cancer – Cancerology Institute, oncological outpatients’ services. - Certification in Center of Excellence in Genitourinary Cancer – Cancerology Institute, oncological outpatients’ services.
	EFQM-UCAD Colombia Excelente – Las Americas Clinic This is a certification of high-performance clinical units with the EFQM UCAD Model for the Health Sector. Las Americas clinic has obtained the certification for its outpatients’ service and its hospital care. Las Americas Clinic obtained this certification in two different categories: Hematopoietic stem cell transplant (Bronze Category) and Infectious diseases (Silver Category)
	American College of Pathologists – CAP Certification for Las Americas Clinic’s Clinical Laboratory This certification provides accreditation to laboratories testing specimens from human beings or animals, using approved methodologies and clinical application.
	Association for the Advancement of Blood and Biotherapies (AABB) Certification for Las Americas Clinic’s Site 80 blood bank. AABB is a leader in establishing standards that optimize and improve quality and safety in the field of blood and biotherapies.
	Humanising Intensive Care – Certification H-UCI for Las Americas Clinic’s hospital care. This certification certifies compliance with high standards of intensive care. The certification demonstrates that the facility has met the key requirements for providing patient-centric and quality care.
	Leadership in Energy & Environmental Design (LEED Certification) for Las Americas Clinic’s South Site. LEED is the world’s most widely used green building rating system. It provides a framework for healthy, highly efficient and cost-saving green buildings, which offer environmental, social and governance benefits.
	New Health Foundation – New Palex for Portoazul Clinic’s outpatients and hospital care. The NewPalex® Methodology is a comprehensive management system that delivers excellence in palliative care programs involving the organisation, professionals and community.



Accreditation Canada International (ACI).

For over 60 years, Accreditation Canada has been working with health, social and community service organizations to promote quality and safety. Accreditation Canada offers a range of assessment programs for health and social services organisations, by Health Standards Organisation (HSO) and customised to local needs.

Our hospitals holding this accreditation are:

- Delgado Clinic – Facility-wide
- Oncosalud Clinic: Oncosalud for its San Borja and San Isidro outpatients’ sites in their continuous care units
- Oncocenter: Radiotherapy, Outpatient Site at Cuadra 5, and Oncosalud Clinic at the hospital location

New Health Foundation – New Palex – Continuous Care Unit of Oncosalud Clinic

NTP ISO 15189 accredited by INACAL (National Quality Institute) for Clínica Delgado, Auna Laboratories

This standard aims to promote the wellbeing of patients through quality and competence of medical laboratories and is accredited by national accreditation bodies such as INACAL. Achieving this accreditation provides objective and independent confirmation of AUNA Laboratories’ commitment to quality and technical competence.

ISO 9001

The internationally recognized standard for Quality Management Systems is a seal of excellence in quality management, from process optimisation to increasing customer satisfaction. This accreditation is held:

- Across all sites of Auna Labs at national level
- Oncosalud IAFAS (Health insurance fund administration institution) for its Oncological product.

ISO 37001 – GPS Servicios Generales S.A.C.

International standard for Anti-Bribery Management Systems. It is designed to help organisations to implement and maintain measures that help prevent, detect, and address bribery throughout the organisation and its activities.

Auna achieved this standard for GPS Servicios Generales S.A.C., which is our process of centralised purchasing.

Latin American Assisted Reproduction Network (RED LARA) – Clínica Delgado

This accreditation aims to achieve excellence in centres that perform assisted reproduction procedures in Latin America and guarantee the safety of their patients.

Leadership in Energy & Environmental Design (LEED Certification) – Clínica Delgado.
(see above).



Mexico

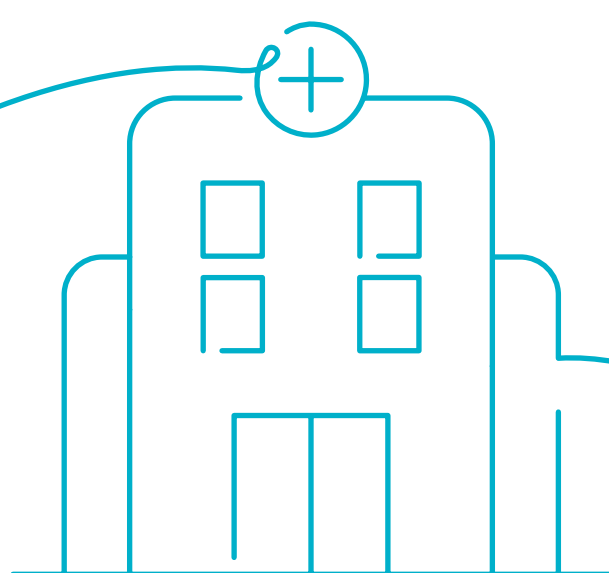
World Stroke Organisation (WSO)

Certification granted by WSO. It is essential to ensure that hospitals implement and monitor all priority strategies that improve patient outcomes in the event of a stroke to reduce mortality and disability. Auna achieved two different certifications:

- Advanced Stroke Center Certification. Doctors Auna Hospital
- Essential Stroke Center Certification. OCA Auna Hospital

Good Manufacturing Practices (GMP) Certification. Doctors Hospital Auna

Thanks to the implementation of LabLogic's PETra at a cyclotron in Monterrey, Mexico, where a range of isotopes are produced to supply the hospital.



Sustainability Governance

Sustainability
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Sustainability governance structure, roles and responsibilities

The Auna Board has oversight and accountability for the management of business risks and opportunities including those relating to sustainability.

The Sustainability Steering Committee brings together C-level leaders from Culture and Talent, Operations, Strategy and Equity Capital Markets and Audit; with the support of Legal and Sustainability and Corporate Communications, to oversee the delivery of the sustainability at Auna. The Committee takes strategic decisions on the implementation of the sustainability strategy, allocates resources, reviews KPIs, ensures that goals are met, and identifies and manages sustainability risks.

This Steering Committee is supported by the Regional Sustainability Committee, comprised of senior representatives from Human Resources, Occupational Health and Safety (OHS), Culture, Procurement, Environment, Social Management, Corporate Governance, Auna Ideas, Experience and Compliance, and chaired by the Sustainability and corporate communications manager. The Committee meets three times a year to review progress.

Policies and procedures

Our sustainability policies (found in the Policies Table on page 46) guide and drive our action on sustainability.



Sustainability
Governance

Stakeholder engagement

Businesses like ours do not exist in a vacuum; our relationships with stakeholders are critical to our success. Open dialogue helps us to better understand their needs and expectations, ensuring that we continue to evolve and improve. Stakeholder engagement is not just a responsibility; it is a strategic instrument that helps shape our sustainability approach and drive meaningful impact.

At Auna, we actively engage with our seven key stakeholder groups through a variety of channels to foster collaboration, transparency, and trust:

Stakeholder Group	How we engage
 Patients, members [and their families]	Patient surveys, patient councils
 Communities	Ethics hotline
 Staff	• Staff surveys • CEO letters • Virtual and live townhall meetings • Internal Communications App • Ethics Hotline
 Clients	• Experience survey • Closed Circuit TV
 Shareholders	• Annual General Meeting • Special Shareholder meetings and presentations • Quarterly results broadcasts
 Suppliers and third parties	• Supplier meetings • Ethics hotline • Code of Conduct • Anti-corruption policy
 Research, innovation and education collaborators	Bilateral meetings

Throughout the year, we ran weekly communications, and a virtual course – “Sustainable Auna” – for all employees, to improve staff understanding of what sustainability means for a healthcare company like Auna and why it is important.

Stakeholder engagement is a valuable instrument to help shape our sustainability strategy. In the next section, we explain how, in 2024, we engaged stakeholders to inform our analysis of the sustainability issues that are material to our business.

Material topics

In 2023, we performed our first materiality analysis to identify the critical economic, social, and environmental topics for our business in each country where we operate. This has helped us tailor our strategy and focus our resources on the topics which matter most to our business and stakeholders. The analysis involved an extensive stakeholder engagement exercise including 80 interviews with a range of internal and external stakeholders including employees, institutional clients, patients and affiliates, suppliers, communities, media, and the states from the countries we work at. The results are showed on the following page.

The study identified 21 relevant sustainability topics, 10 of which are material and which we have prioritized in our sustainability strategy:

1

Responsible management of hazardous and non-hazardous materials and waste

2

Talent management and well-being

3

Patient care and diagnostic safety and quality

4

Patient and family experience and support

5

Access to and transparency in healthcare and insurance coverage

6

Data privacy protection

7

Risk and crisis management

8

Ethical management and anti-corruption

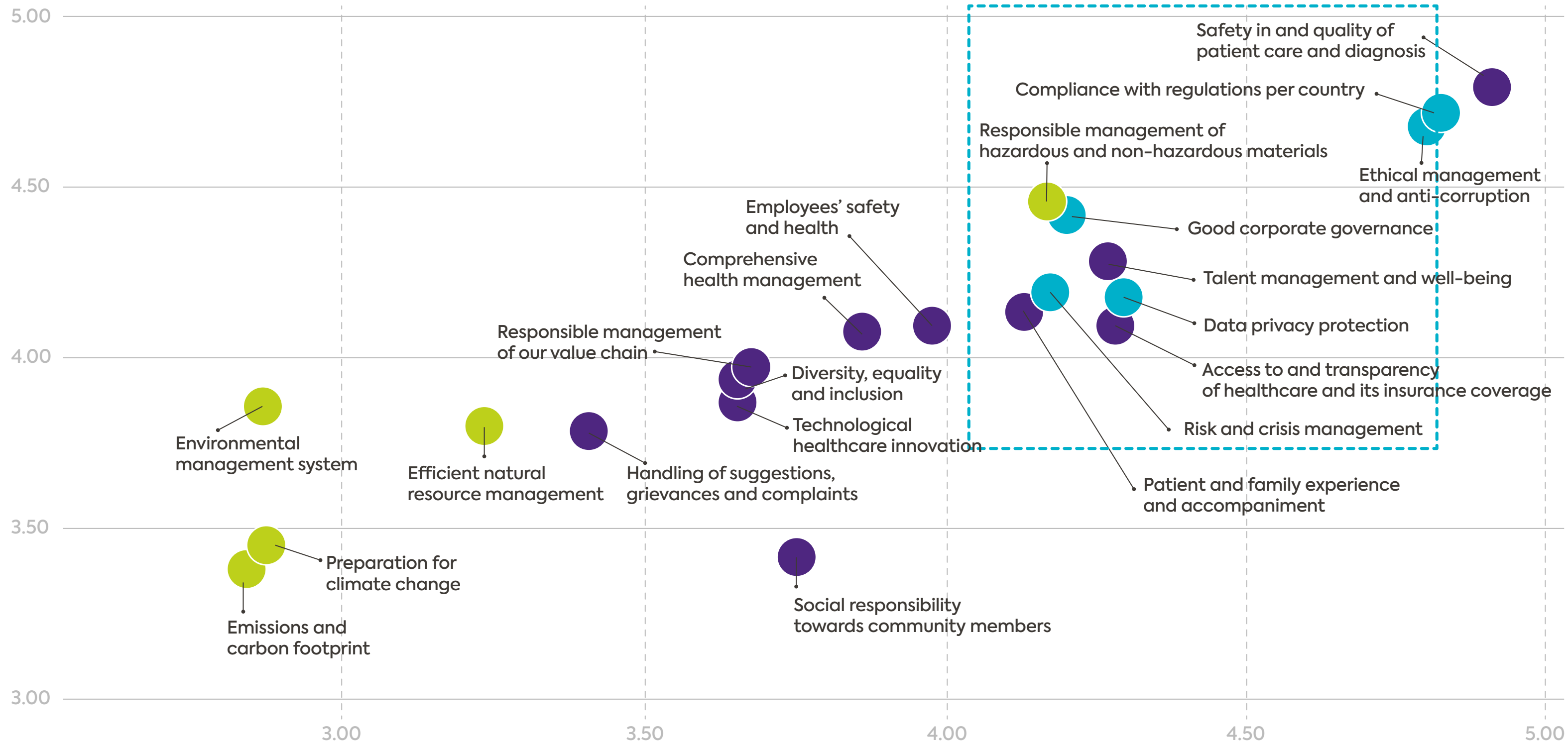
9

Compliance with country-specific regulations

10

Good corporate governance

We will evaluate our material topics again in 2025, using the concept of double materiality.



Material topics

Environmental

Responsible management of hazardous and non-hazardous materials and waste

Waste, [page 42](#)

Social

Talent management and well-being

Talent attraction, development and retention, [page 30](#)

Patient care and diagnostic safety and quality

Patient safety, [page 28](#)

Patient and family experience and support

Patient experience, [page 28](#)

Access to and transparency in healthcare and insurance coverage

Access to healthcare, [page 24](#)

Governance

Data protection

Data privacy and security, [page 51](#)

Risk and crisis management

Risk management, [page 50](#)

Ethical management and anti-corruption*

Ethics and compliance, [page 48](#)

Compliance with country-specific regulations*

Ethics and compliance, [page 48](#)

Good corporate governance*

Corporate governance, [page 46](#)

Sustainability strategy and goals

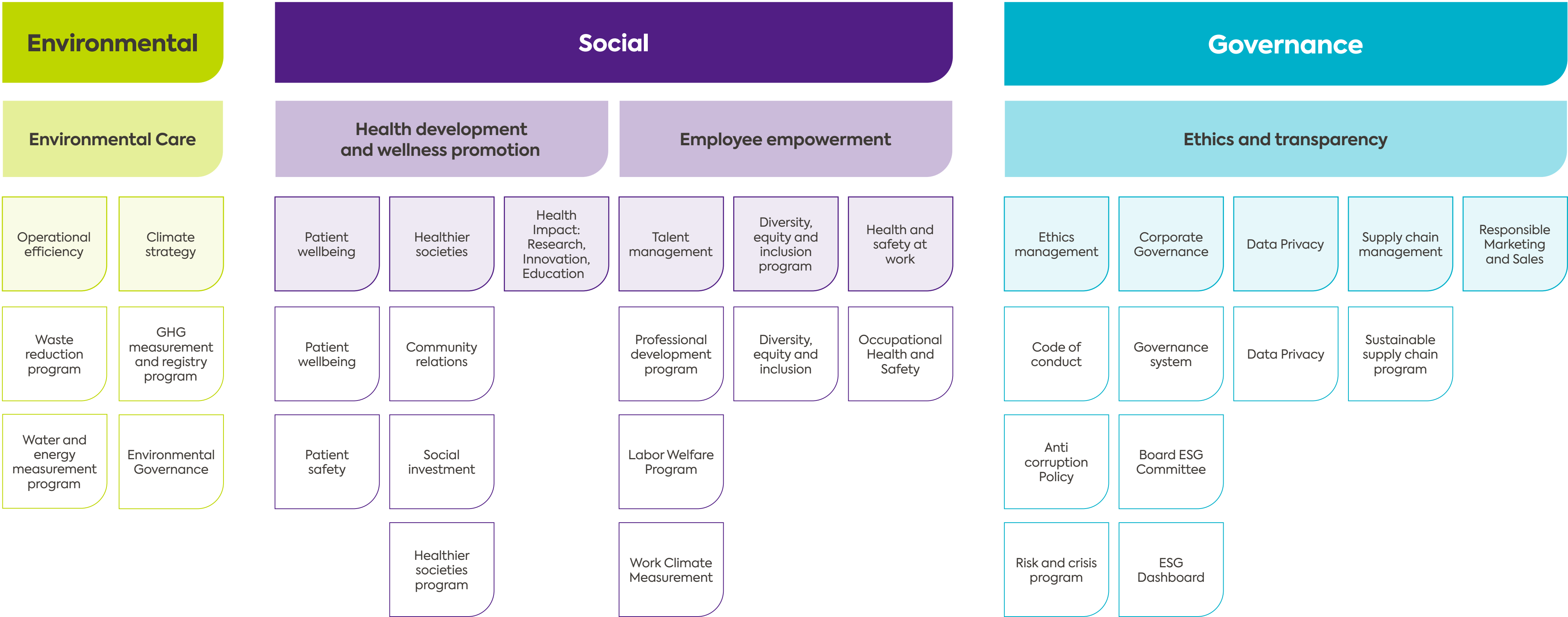
At Auna, caring is our top priority, a philosophy that covers not only our employees and patients but also the communities in which we operate, actively contributing to their development, needs, and well-being. We have implemented a sustainability strategy that seeks to positively impact patients, members, employees, the community and the environment and is aligned with our business strategy.

Under three headings – environment, social, governance – our strategy covers the sustainability topics that are most pertinent to our business.

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	Why we always work with honesty and ethics and put our values into practice.

Sustainability Strategy



Our impact on the SDGs

Auna is taking action to advance the United Nations Sustainable Development Goals (SDGs). Among other actions: we donate mammograms to prevent breast cancer in Mexico and Peru (SDG 3), we run social programs across the region that benefit nearly 100,000 people (SDG 3), we ensure that all hazardous waste is disposed of safely (SDG 12) and our Peruvian operations are ISO 37001 certified (SDG 16).



SDG 3: Good health and Well-being

3.4.1: Donated 350 mammograms in Mexico and Peru to support breast cancer prevention.

3.4.1: Social programs reached nearly 84,143 beneficiaries across the region.

3.4.2: Provided over 2,075 free psychological support sessions in 2024 for our employees and their families.

SDG 4: Quality Education

4.3.1: Delivered 443,799 hours of employee training.

SDG 5: Gender Equality

5.2: Trained 171 employees, including committee members, business partners, and leaders in Peru and Mexico, on sexual harassment prevention.

SDG 8: Decent Work and Economic Growth

8.8: Over 11,000 employees received training on occupational health and safety.

SDG 9: Industry, innovation and infrastructure

9.5: Auna published 106 scientific papers in leading global journals.

SDG 12: Responsible Consumption and Production

12.6: Presentation of the annual sustainability report starting in 2023.

SDG 13: Climate action

13.2.2: 100% of our healthcare and administrative facilities in Peru, Mexico, and Colombia measured their carbon footprint.

SDG 16: Peace, justice and strong institutions

16.5: GSP Servicios Generales S.A.C., part of Auna Peru, successfully passed its second ISO 37001 maintenance audit, reaffirming compliance with international anti-bribery standards.

SDG 17:

17.7: 8 partners for the promotion of social management.

Building Healthier Societies

Sustainability
Report
2024



Building Health

Patients

For our patients, we aim to deliver more than just clinical expertise – we provide compassionate, patient-centric care that supports both their physical and emotional health. We understand that healthcare is not just about treating an illness but also about empowering patients to live healthier, more fulfilling lives. Through our advanced treatment options, educational programs, and support services, we help patients take control of their health and well-being.



Patient Health Impact

We support the health of our patients and members by:

- 1 Promoting accessible and adaptable disease prevention practices.
- 2 Offering personalized, timely screening for early disease detection.
- 3 Managing and controlling chronic diseases.

These principles are guided by our data-driven Population Health Management initiatives. We segment our member population by health risk and our automated workflow, this sends them educational content, referrals to the Auna blog, and recommendations, accordingly.

Additionally, we use algorithms to assess oncological risk, combining data from multiple sources to identify high risk individuals. We engage with these members through various channels, encouraging them to undergo the necessary screening procedures to rule out suspicions and reach early diagnosis, ultimately improving survival outcomes.

At Auna, we aim to be more than a private healthcare provider, we strive to provide prevention, accompaniment, and to improve our patients' quality of life.

As experts in cancer treatment, we are committed to doing our best. In 2024, we introduced over 18 new drugs for cancer treatment in our insurance coverage in Peru. We expect these new medical technologies will have a positive impact on patient survival rates.

Our analytic segmentation model has been strengthened to identify members with higher oncological risks based on personal and family health profiles. These individuals are provided with prevention care and early detection procedures. In addition to cancer treatment, we understand the challenges of living with chronic illnesses. Building on our 2023 high blood pressure program, we focused on supporting patients with type 2 diabetes and dyslipidemia in 2024. Our goal is to manage these conditions, improve patients' wellbeing, and prevent complications. Currently, over a 100 people are benefiting from these programs, which boast a 98% satisfaction rate and no complications in the past year. In 2024, we also worked on optimizing the care of oncological patients. Through our partnership with 10 Care, a specialist in coordinating patient care, we focus on detecting cancer early within our network. When a potential case is identified, the patient is automatically enrolled and guided through a personalized treatment plan. We track wait times and use this data to improve both patient experience and operational efficiency.

A key milestone in 2024 was the launch of Oncosalud in Mexico. Our goal is to provide more than just healthcare insurance—we offer prevention, support, and evidence-based cancer treatment. Oncosalud aims to give expanded access to quality healthcare, bring people access to top-quality doctors, financial protection, and democratize healthcare for those without private insurance.

Health Innovation

Creativity and knowledge transfer are essential for addressing healthcare challenges. Auna is at the forefront of healthcare research, innovation, and education in Latin America, helping to build the future of health.

Auna Ideas: Research

Actively participating in academic, scientific, and clinical research projects enables us to generate insights that drive innovation, enhance medical practice, and improve patient care. Auna Ideas, our nonprofit biomedical research, education and innovation hub, manages our scientific and clinical research initiatives ensuring our work contributes meaningfully to the global medical community.

We operate seven clinical research sites across Latin America, overseeing over 120 active clinical trials within our healthcare networks, our teams conduct annually over 50 applied research projects and consistently produce peer-reviewed publications in top-tier biomedical journals. In 2024, Auna published 106 scientific papers in leading global journals, a testament to the credibility and impact of our research efforts.



Auna Ideas: Innovation

At Auna, we believe that innovation is the key to transforming healthcare. Our Open Innovation Ecosystem promotes cutting edge innovation through five flagship programs, designed to accelerate impactful solutions that enhance patient care and operational efficiency:

- **WeBuild:** A venture client model that strategically collaborates and invests in startups to drive healthcare innovation. In 2024, we invested more than \$500,000 in six high-potential startups, pioneering digital and biotech solutions to transform the oncological patient journey. By the adoption of cutting-edge technologies, this project enhances awareness, early diagnosis, treatment and patient outcomes, reinforcing Auna's commitment to next generation healthcare.
- **"Tu Gran Idea":** A crowdsourcing platform that empowers employees to contribute creative solutions to solve key healthcare challenges, driving innovation and a culture of continuous improvement
- **Living Labs:** A network of real-world testing environments where startups and innovators adapt, validate, and scale their technologies within the Latin American healthcare landscape. Living Labs aims to bridge the gap between innovation and implementation, allowing for scalability assessments, impact validation and patient experience enhancement.
- **Incubator:** Where we scale high-impact solutions across our network. In 2024, Auna Ideas incubated six groundbreaking projects, including:
 - **SurgAI Notes:** AI and voice-assisted technology were integrated to digitize and automate surgical workflows, significantly enhancing documentation efficiency and operating room management.

- **"Lab@Home":** A patient-centric e-commerce platform built to enhance the patient experience leveraging secure, efficient, and cost-effective technology. Initially launched as a Pilot in mid 2024, it now organically generates more than 10,000 interactions per month, providing seamless access to Auna's Laboratory services leveraging the interaction with the private patient
- **Accelerator:** A competition that selects and accelerates high-potential projects providing them with Auna Ideas' strategic support to refine, develop, and integrate into our regional operations.



Collaboration is at the heart of Auna Ideas' success. Through partnerships with universities and global corporations we drive healthcare innovation and scale high-impact projects. Innovation partnership highlights in 2024 include:

Hackathon with UPC: Auna Ideas hosted its first international hackathon in collaboration with the Universidad Peruana de Ciencias Aplicadas (UPC). This event brought together participants from over 20 Ibero-American universities to tackle pressing healthcare challenges, and demonstrated the power of collaboration between academia, technology, and healthcare.

Collaboration with Harvard Business School: Auna Ideas partnered with a team from Harvard Business School's FIELD Global Immersion Program for our "Home Hospital" project – a digital platform delivering hospital-grade care directly to patients' homes. Over 10 days, the Harvard team supported design-thinking workshops, site visits, and customer interviews in Peru. Their insights provided valuable strategies to expand and refine the program.

Leveraging Artificial Intelligence: "Lung Watcher" is a data-driven platform designed to digitize the oncology journey for lung cancer patients. By leveraging AI, the program provides personalized care plans and tracks health outcomes, positioning Auna as a leader in digital oncology. We have partnered with the Universidad Peruana de Ciencias Aplicadas in Lima, which houses an AI laboratory focused on clinical and operational applications.

Auna Ideas:
Education

Auna is dedicated to providing world-class learning opportunities for healthcare professionals through our Continuing Medical Education (CME) and Graduate Medical Education (GME) centers. In partnership with prestigious institutions such as the Stanford Center for Continuing Medical Education, we offer courses, rotations, fellowships, preceptorships, and internships. In 2024, these programs impacted 4,314 of current and aspiring healthcare professionals across Peru, Colombia, and Mexico.



Continuing Medical Education Center (CME)

CME offers ongoing training to physicians within our network and beyond, through conferences, symposia, preceptorships, and workshops. In 2024, we expanded the program by hosting seven clinical oncology preceptorships in Peru and Colombia, offering hands-on learning under expert guidance. These initiatives have reinforced Auna’s reputation as a leader in Latin American healthcare education.

2024 CME Impact

PERU

31

Number of educational programs

2,500

Number of participants

COLOMBIA

24

Number of educational programs

2,600

Number of participants

Academic Center (GME)

The GME Center forms the backbone of our support for formal medical education, hosting university students for clinical rotations, internships and shadowing programs. A major milestone in 2024 was the launch of AUNA’s first undergraduate medical program, which we developed in partnership with EAFIT University in Medellín. The program combines medical sciences with emerging fields like AI and data analytics, to redefine undergraduate medical education in Latin America and help build the pipeline for the next generation healthcare leaders.

OCA Nursing School

Auna’s nursing school in Monterrey, Mexico, focuses on advanced care and mental health support for students. It promotes scientific research, cultural activities, and healthy living, aiming to strengthen the nursing sector. In October 2024, the school launched a new Research Academy and ran its first research seminar in December.

Governance of our Healthcare Education Initiatives

The Education and Learning Committee (CEDEA) meets bimonthly to oversee Auna’s educational initiatives, guiding strategy, resource allocation, and program development. Composed of nine medical doctors, the committee ensures that our educational initiative develops and aligns with Auna’s mission to advance healthcare excellence.

Patient Safety, Experience and Well-being

Patient Safety

Delivering high quality and safe care for patients is a top priority at Auna. We have implemented evidence-based patient safety practices to improve safety in patient care and create a culture of safety.

In 2024, key achievements included:

- Establishing a regional Patient Safety Policy and Implementation Plan
- Creating a Regional Patient Safety Committee, which meets monthly
- Standardizing incident reporting
- Implementing the World Health Organization’s measures for assessment and continuous improvement

Auna tracks several patient safety indicators such as adverse events, fall rates, hand hygiene, infections related to medical devices, and medication-related adverse events. Notable improvements include a rise in hand hygiene adherence (from 79.8% in 2023 to 82.2% in 2024) and a decrease in pneumonia related to mechanical ventilation.

The patient safety culture at Auna is driven by leadership, open communication, continuous training, teamwork, and patient involvement. The culture is assessed through the AHRQ (Agency for Healthcare Research and Quality) survey.

While the results vary between different operations, overall performance is positive, with ongoing action plans to close gaps and optimize patient safety standards.

These initiatives are being introduced in Mexico and plan to be included in Colombia over the next year.

Patient Experience

We are deeply committed to providing a patient-centred experience and high levels of patient satisfaction. We actively monitor patient and customer experience through the Net Promoter Score (NPS) and direct customer satisfaction. In 2024, our hospitals achieved an NPS of 80, with a satisfaction rate of 88% among hospital patients and 81% among medical insurance customers. Our patient surveys allow us to identify opportunities for improvement, address concerns, and provide real-time patient feedback to inform decision-making.

We prioritize clear communication about diagnoses, treatments, and emotional support throughout the medical journey. We always try to be as helpful as possible, providing guidance on medical services and assisting with administration of often complex treatment pathways.

In 2024, we expanded and enhanced our efforts and introduced several initiatives that reflect our commitment to delivering a patient-centered healthcare experience, and emotional support for our patients.





Highlights from 2024 include:

Patient Councils: In 2024, we replicated the successful Patient Councils model in Peru and Colombia by launching a Patient Council in Mexico. The patient councils are invited to share their feedback with us to help us maintain and improve the quality of care we provide. Patients appreciate that their voices are heard, and they play an active role in shaping their healthcare experience.

Educational and Support Groups: These groups, aimed at patients diagnosed with both communicable and non-communicable diseases, focus on strengthening treatment adherence, promoting well-being, and encouraging self-care. Developed in Colombia and Peru, the project engages patients and their support networks with the help of Auna staff. In 2024, 850 individuals and 22 volunteers participated in Auna's support groups.

Golden Classrooms: The Golden Classrooms program ensures that children undergoing long hospital stays can continue their education. By collaborating with key partners such as the Government of Córdoba, the Secretary of Education, and IMAT Oncomedica Auna, the initiative provides continuous learning for hospitalized children. In 2024, this program celebrated its first graduates – 13 children, including one high school graduate – and enhanced students' emotional and academic growth through self-learning tools like RolliKob and experienced teachers in hospital settings.

By Your Side: The By Your Side project in Colombia focuses on providing emotional and practical support to patients and their caregivers while they navigate tough health challenges. The program offers activities in waiting areas to help patients cope with their situations, giving them emotional and mental tools to improve their well-being. It also creates opportunities for patients and caregivers to bond with each other. This support has had a positive impact, with 90.9% of participants reporting satisfaction with the activities and 100% feeling that their overall well-being improved.

Workforce

Our employees are at the heart of our efforts to improve health outcomes. We care about their professional development and overall wellbeing. By investing in their professional development, we ensure they have the skills and tools they need to deliver exceptional care. But it does not stop there – by fostering a work environment based on respect, collaboration, and continuous learning, we create a culture that supports and motivates employees to perform at their best. Healthy, happy employees are more likely to positively impact the patients they care for, creating a virtuous cycle of well-being throughout the organization.

Talent attraction, development, and retention

We are dedicated to attracting, developing, and retaining top talent. Through training, development, and recognition programs, we prioritize employee growth.

1

Attracting and welcoming new talent

In 2024, we participated in job fairs and built partnerships with universities in Peru, Colombia and Mexico to attract the best talent.

Our corporate induction program was attended by 3,170 new employees across our operating countries, introducing them to the Auna Way and equipping them with the knowledge and skills to help them excel in their roles.

2

Developing Auna talent

We completed a regional talent mapping exercise to identify employee skills and career progression opportunities, categorizing talent into four groups: Curie, Flemming, Nightingale, and Pasteur.

We delivered 443,799 training hours to support employee career progression. Through our Auna Ideas education program, which includes scholarships and apprenticeships we continued to train the best professional healthcare talent in the region.

Our Onboarding Program helps new employees at Auna smoothly transition into the organization. It aims to strengthen their connection to the corporate culture and provide them with the necessary tools to effectively use their skills and have a positive impact in their role.

Our Trainee Program grew in 2024; 15 trainees participated. The program, currently running in Colombia and Peru, identified and develops young professionals with leadership potential in administrative functions.

Meanwhile our LiderEx Leadership Program, equipped 68 cross-functional leaders from the IMAT and Oncomédica Clinics with tools to lead and manage teams effectively.

Our senior management promoted listening and open dialogue with employees to support and strengthen teams. In 2024, 48 ‘talk to your manager’ sessions were held, with 550 employees taking part.

443,799 training hours

3

Recognising Auna talent

Our Recognition Program highlights exceptional performance by employees who put Auna’s cultural principles into practice. In 2024, more than 400 leaders awarded the badge of recognition to 2,100 employees. 15 employees were awarded the gold badge which recognizes them as Auna Culture Ambassadors.

Since 2022, the Auna Attitude Awards have recognized teams that demonstrate our cultural principles. In 2024, 30 stories were nominated, with the award ceremony held in Medellín, Colombia, attended by representatives from the 12 finalist teams.

We also have a program designed to identify the next generation of employees who are qualified to take on key positions. Once we recognize these talented individuals, we support their long-term growth within the company by offering training and recognition.





Workforce Health, Safety and Well-being

Promoting health and well-being is our reason for being, and it starts with our employees.

Occupational Health and Safety at Auna

Our Occupational Health and Safety (OHS) program helps us minimise workplace accidents and injuries and promote healthy behaviours amongst our employees. We strive to create a culture of health and safety throughout our organization.

Our Regional Health and Safety Policy stipulates our senior management commitment and sets out our objectives.

Our OHS Committees in each country are responsible for embedding OHS in their operations.

Our Hazard Identification and Risk Assessment Procedure is used to identify the hazards associated with every job role, risks associated with those hazards and establishes controls to minimize and eliminate those risks.

Details are documented in our Hazard Identification and Occupational Risk Assessment Matrix (HIRAC).

In 2024, we ran our annual regional OHS campaign to raise awareness of OHS, promote healthy behaviours among employees, and encourage collaboration to create a safe working environment. More than 11,000 employees attended OHS training on a range of relevant OHS topics.

Well-being at Auna

We offer a range of benefits including parental leave and remote working arrangements for employees who are able to do their roles outside our operations. In 2024, 164 employees took up remote working arrangements, and 530 men and women benefitted from parental leave.

Our dedicated Quality-of-Life Program promotes and protects the health, safety and well-being of workers across five pillars: physical health, emotional health, mental health, social-family health, and financial health. Highlights from this year include:

Our Work Environment Survey gives our employees a voice, helping us understand their needs and well-being. In 2024, we achieved an 88% participation rate. The feedback showed that our efforts are positively impacting teams, with 83% of employees expressing high satisfaction at Auna. The results also highlighted areas for improvement, which inform our action plans, and we regularly monitor progress through pulse surveys.

Our regional Occupational Health and Safety (OHS) campaign “I am OHS. At Auna we take care of ourselves: Committed to a Culture of Health and Safety in the Workplace”, aims to incentivise and strengthen our employees’ self-care and overall wellbeing, as well as that of their colleagues’. Key activities include team dynamics, webinars, short videos from OHS allies, selfcare stations, active pauses, and more.

Spotlight on Mental Health

Healthcare workers worldwide face higher risk of mental health issues such as stress, depression, and anxiety compared to other professions. This was exacerbated by the Covid-19 pandemic, which emphasized the urgent need for adequate mental health support for people working in the field.

Since 2020, our Mental Health Program, guided by the principle “Caring for life for better lifelong living ”, has supported thousands of employees with their mental health. During 2024, the Mental Health Program was successfully implemented in Mexico, covering 100% of our operations in the three countries.

The Program focuses on three pillars: psychoeducation, emotional wellbeing, mental health awareness. These are implemented through individual and business-wide strategies.

In 2024, these expanded to various provincial sites in Peru, with key activities including awareness campaigns, webinars

and talks about emotional management and its impact on interpersonal relationships. Meanwhile our leadership team was trained in emotional management and assertive communication. Colombia and Mexico’s leader carried out psychological first aid training. Finally, the Mental Health Week was attended by 7,359 people in person and 382 virtual participants.

Our Psychosocial Vigilance Program seeks to identify, evaluate, prevent, intervene and monitor those psychosocial risk factors among our employees, with the goal of reducing their negative impact on health.

Our Emotional Support Service provided over 2,075 individual and family sessions of voluntary, free, and confidential support and psychological guidance in 2024, focusing on situations of transient emotional dysregulation, with clinical psychologists.

The Family Emotional Support Service provides vocational advice to our employees’ children and provides support to expectant mothers and family dynamics.



Workforce Health, Safety and Well-being KPIs

Metric	2024
Proportion of employees by contract type	
Permanent	10,945
Fixed term	3,555
Contractors	304
Employee turnover rate	
All	32%
Male	9%
Female	23%
<30	43%
30–50	28%
50	31%

Metric	2024
Injuries resulting in serious consequences	3

Workforce Diversity, Equity and Inclusion

The benefits of a Diversity, Equity and Inclusion (DEI) are well established. In the same way that we are committed to treating our patients, members and their families with respect, empathy and compassion regardless of their backgrounds or personal characteristics, we strive to create a diverse, inclusive and tolerant workplace. Our Regional DEI Policy sets out our expectations and our DEI Committee meets regularly to drive its implementation. Every employee is made aware of their role in fostering an inclusive culture where every individual is treated with respect and empathy.



Diversity, Equity and Inclusion KPIs

Metric	2024
Employees worldwide (headcount)	14,842
Employees worldwide FTE	14,842
Female employees	
% female employees	
Peru	73.97%
Colombia	72.84%
Mexico	77.62%
% of female employees in Senior Management positions	
Peru	49.43%
Colombia	50.41%
Mexico	48.76%
% of Senior Managers (of total workforce)	4.39%
% of Managers (of total workforce)	4.51%
% of Qualified Professionals (of total workforce)	50.25%
% Operational (of total workforce)	40.85%
Part-time employees	3,538
% part-time employees	24%
Employee age groups	
<30	4,255
30-50	9,449
50+	1,100
Employee turnover rate	
Male	9%
Female	23%

In 2024 we continued to promote DEI in the following ways:

Inclusive Hiring

Our hiring process is designed to prevent discrimination based on any characteristic. In the first half of 2024, we launched an inclusive hiring training program for our recruitment teams and business partners, focusing on diversity and tools to support the recruitment of diverse candidates. Over 70 Human Resources staff were trained. We also analyzed over 200 job roles to identify opportunities to include people with disabilities in our workforce.

We participated in job fairs for people with disabilities in Peru and Colombia, collaborating with organizations that support people with disabilities in Medellín and Barranquilla (Colombia) and Lima and Arequipa (Peru). These fairs expanded our talent pool and provided interview and CV support.

Zero Tolerance for Discrimination

We maintain a zero-tolerance policy for discrimination. Throughout the year, we ran a “Diversity Bootcamp” for operations leaders managing our clinics and hospitals, helping them better understand and address diversity in patient care.

Preventing Sexual Harassment

In 2024, we implemented a regional Sexual Harassment Prevention Policy across all Auna companies in Peru, Mexico, and Colombia. This policy applies to all employees and external service providers.

We launched weekly digital communications to educate everyone on recognizing, preventing, and reporting sexual harassment.

We provided in-person and virtual training for our sexual harassment prevention committees, business partners, and leaders in Peru and Mexico, reaching a total of 171 participants.

On the International Day for the Elimination of Violence Against Women, we held virtual sessions to raise awareness about preventing violence, including sexual harassment.



Community

Beyond our healthcare facilities, we engage with our local communities to promote health, help prevent disease and be a good neighbour. Through outreach programs and partnerships, we provide education on healthy living, offer screenings for early disease detection, and support initiatives that address health disparities.

In 2024, we positively impacted the lives of over 84,143 thousand people across Peru, Colombia, and Mexico through the four strands of our community program: providing access to our healthcare services for underserved communities, educating the public about disease prevention, being a good neighbour, and donations.



Access to healthcare

In 2024, we organized two humanitarian initiatives in Medellín, providing complex surgeries to low-income patients free of charge. A dedicated team of 37 volunteers from Auna contributed 1,240 hours of work, helping improve the lives of 53 patients.

“I am Manuela, mother of 12-year-old Salomé. I feel an infinite gratitude for this team of people and professionals who, with their dedication and love, have changed the lives of so many people.”

Manuela, patient’s mother, Colombia

“I am Marcela, mother of 2-year-old Mara. I will be eternally grateful for improving my daughter’s quality of life and for having made the impossible possible.”

Marcela, patient’s mother, Colombia

Our “Misión Esperanza” program aims to improve the quality of life of people with congenital defects or injuries in their upper limbs. In 2024, 26 people had surgery under this program.

As part of **our “Misión Operation Walk” program**, we partner with other companies such as Smith and Nephew to offer free hip and knee replacement surgeries to low-income patients. In 2024 the program delivered 29 surgeries.

Psychosocial support – donations: The program focuses on getting donated resources to support the basic needs of patients and their families (food, transport, medical tests). These donations are part of our “Anjelipes de Esperanza”, “Miriam Winograd” and “Breakfast or lunch are paid by me” initiatives.

Psychosocial support – volunteering: Over 20 volunteers contribute to the wellbeing of hospitalised patients in Las Americas Clinic, providing support to them during their hospital stay.

Being a Good Neighbour is another important strand of our community outreach efforts. Since 2023, we have participated in two health fairs organized by the Municipality of San Borja in Lima, Peru, where our doctors provide free consultations for local residents. In 2024, we expanded our services, offering 90 dermatology, general medicine, and pediatric consultations.



Disease Prevention

We run community health education initiatives and campaigns to raise awareness of disease prevention.

Our ‘En la Mira’ project in Medellin runs conferences, focus groups and workshops for parents, teachers and school administrators on healthy nutrition, first-aid, and living habits for children and adolescents. Through the program, students are empowered to drive change in their families and schools promoting health and disease prevention. In 2024, the project reached 4,280 individuals, including parents, students, and teachers.

In partnership with the Uayki organization, we held a nutrition workshop for 20 teachers from primary and secondary schools across the Peruvian regions of Ayacucho, Cajamarca and Callao. This initiative provided them with tools to promote healthy habits within their school communities.

We run several breast cancer awareness campaigns.

Our Pink Force campaign focuses on the importance of early detection and providing emotional support to patients. This year, we emphasized the benefits of mammography through events, workshops, educational talks, and media outreach. Over 1,000 people participated in our ‘Dance for Life’ rumba therapy events across Colombia. In Barranquilla, we hosted educational workshops and breakfast gatherings for over 200 women. In Monteria, 120 people attended our Pink Forum, and in Medellin, our educational talks reached an average of 120 attendees per talk.

In Peru we talked about the experiences of breast cancer patients with our campaign “we can overcome this fight together”. We also conducted talks, visits to gyms, and our own sites, providing prevention tips. In Parque de las Aguas, in Lima, we projected testimonies of breast cancer patients in the water of the main fountain. In Clinica Delgado’s heliport, we illuminated the sky with laser lights coming from the clinic. We worked alongside 140 companies to spread the message. Our breast cancer awareness campaign in 2024 reached 16,000 people.

In Mexico, our campaign “prevention is life” aimed to encourage women to undertake mammograms based on age or family history. Our sites in Monterrey were lit in pink and we shared pink ribbons to increase visibility of the illness.

“The most important trip of your life” was a regional breast cancer prevention campaign. It aimed to promote self-care and early detection, not only in our patients, but our employees and communities too. This was divided into two parts:

- We partnered with Techo in Peru and Cáritas in Mexico to provide 350 free mammograms to women from vulnerable populations. In Mexico, around 200 women in vulnerable positions were able to access a mammogram. Over 780 people in total participated in our talks about early diagnosis.
- We partnered with public transport providers: Metropolitano in Lima, Peru, Metrorrey in Monterrey, Mexico and Metro de Medellin in Colombia, where we deployed specific pop-ups with games about cancer awareness factors, teaching how to do a self-examination and talks about how to prevent this disease.

Blood donations

Our Auna Blood Bank in Peru, Colombia and Mexico is a cornerstone of our social impact efforts. In 2024, we collected over 10,000 volunteer blood donations – 2,761 in Peru, 7,361 in Colombia, and 572 in Mexico, replenishing and growing our blood bank, and supporting external hospitals with life-saving blood transfusions.

Our efforts have received external recognition. In Peru, in 2024, we were honoured by the Peruvian Association of Blood Donors for our commitment to blood donation. In Colombia, we were re-certified by the Association for the Advancement of Blood & Biotherapies (AABB). Though our blood donation program in Mexico is still in its initial stages, it is growing rapidly.

Donor satisfaction remains high, with 98% of donors in Peru indicating that they would donate again.

We continue raising awareness about the importance of donating blood through campaigns and educational initiatives. For example, in Medellín, we trained and certified 49 students to promote blood donation within their networks, with the aim of increasing blood donations in 2025.

Monetary and in-kind donations

All our donations are aligned with our core mission of expanding access to healthcare. In 2024, we supported two Peruvian non-profit organizations – Techo and Juguete Pendiente. Techo runs development projects to help people in poverty. Juguete Pendiente runs social projects for vulnerable populations and communities. Within our hospitals, we organize food, transportation and medical examination donations for low-income patients and their families, to support their basic needs and improve their hospital experience and meeting basic needs.



Caring for the Environment

Sustainability
Report
2024

Caring for the
Environment



Human health and environmental health are deeply interconnected. It is crucial that we care for our planet so that current and future generations of humans can thrive. At Auna, we recognize this responsibility and strive to make a positive impact.

We are aware of complying with all local and national environmental laws and regulations across our operations, implementing strict controls to ensure that our environmental impacts remain within legal limits. However, we aim to go beyond legal compliance. We operate in three countries that are particularly vulnerable to climate change and water stress which drives us to minimize our overall environmental footprint.

Harmonising our environmental reporting across all sites has been a big focus for us this year. Our key environmental impacts stem from energy use in our clinics and hospitals, waste generated by our healthcare centers, and water consumption. To address these challenges, we have implemented a comprehensive Regional Environmental Policy that promotes sustainable practices across our operations and value chain. Our Environment Strategy focuses on the most critical environmental topics for our business including adapting to and mitigating climate change, promoting the responsible and sustainable use of natural resources, and improving waste management.

We are members of the Global Green and Healthy Hospital Network (GGHH), an international network of hospitals, health care facilities, health systems, and health organizations dedicated to reducing their environmental footprint and promoting public and environmental health.

Energy

Energy is essential to the operation of our hospitals and clinics – powering lights, air conditioning and ventilation, and critical medical equipment. We are committed to promoting energy efficiency and the purchase of renewable energy. Not only is this the right thing to do, but it offers business benefits by helping reduce our energy consumption.

We aim to lower energy consumption by incorporating advanced building management technologies, such as the Building Management System (BMS), Honeywell’s Enterprise Buildings Integrator (EBI), and Johnson Controls’ Metasys. These systems, which are implemented in all our facilities, help us monitor and control temperatures, preventing unnecessary energy waste.

In 2023, we also achieved LEED certification at our Las Americas Clinic, South Site in Colombia. LEED (leadership in energy and environmental design) is one of the world’s leading green building rating systems, and the certification proves that our building has been designed, built, and is operated in an environmentally responsible way.

In Peru and Colombia, we have introduced energy-saving lighting and motion sensors for lighting,

98% of Clínica Las Américas-80 has this

In Mexico, our teams conduct regular patrols to turn off lights in unoccupied areas, and we have begun replacing incandescent lighting with LEDs, and installing light sensors in bathrooms. All the light fixtures at Doctors Hospital East have been replaced with LEDs,

42.5% have been replaced at OCA Hospital

34.2% at Doctors Hospital are equipped with motion sensors

We are also increasing our purchase of renewable energy. In Colombia, for instance, we purchased 7753 MWh from renewable sources, which accounted for 25.64% of our total annual electricity consumption. In Peru, more specific for Auna Arequipa (Vallesur) clinic we purchased 1184.7MWh from renewable sources, which accounted for 6.02% of our total annual electricity consumption.



Energy data chart/table including energy from renewables and narrative

Total electric energy consumption (MWh)	
Peru	19,669.12
Colombia	30,232.69
Mexico	31,828.48
Total Auna	81,730.29



Greenhouse Gas Emissions

In 2024, we expanded and standardized the measurement of greenhouse gas (GHG) emissions across

100% of our healthcare and administrative facilities in Peru, Mexico, and Colombia, underscoring our regional commitment to sustainability.

The measurement was carried out in accordance with the GHG Protocol and ISO 14064-1 standards, covering scopes 1, 2, and 3. These advances reflect our evolution towards a more accurate, standardized, and continuous GHG accounting across all of our operations.

Emission data chart and narrative incl. on improving our understanding of scope 3 emissions

Unit of measurement: tCO ₂ e	Scope 1	Scope 2	Scope 3	Total
Peru	1.978,06	4.034,36	7.108,47	13.120,89
Colombia	2.215,36	2.123,04	6.376,63	10.715,03
Mexico	3628,43	13.940,97	5.295,53	22.864,93

The results showed that our main source of emissions is electric energy consumption, totaling 20.098,37tCO₂e, followed by other indirect emissions, with 18.780,63tCO₂eq. These findings allow us to strategically focus on high-impact reduction initiatives, with priority actions in energy. In Colombia, we purchased **Renewable Energy Certificates (RECs)** for our Medellin hospitals, and in Peru, we have a renewable energy certificate for the Vallesur clinic in Arequipa. On the other hand, we have launched our eco-efficiency procedure in all three operating countries to strengthen our commitment to reducing energy consumption.

Waste

At Auna, we take full responsibility for managing all our waste – both hazardous and non-hazardous – responsibly and according to local and national regulations. Our strict Waste Management Plan and operating procedures, provide guidelines for the safe handling and disposal of waste. We partner with reputable licensed waste management companies that collect our waste from designated temporary storage areas and transport it to authorized disposal sites.

Over time , we plan to improve our efforts to segregate, measure and report volumes of waste. This will allow us to identify opportunities for waste reduction.

Waste data table and narrative

Total weight of hazardous waste (MT)	
Peru	975.90
Colombia	1,042.30
Mexico	271.45
Total Auna	2,289.65



CASE STUDY: Recycling of fabric from sterilization process

At our facilities in Medellín, Colombia, we have recycled non-woven fabric used in the sterilization of medical instruments to enable the manufacture of 32,770 bags. The bags are used to deliver test results to our patients. In 2024, through the scheme we recycled 716.3 kilograms of non-woven fabric.

CASE STUDY: Energy from waste in Colombia

Since July 2024, we have been converting hazardous medical waste from the Las Américas Clinic in Colombia into fuel for furnaces and boilers. In 2024, we converted 144 tons of medical waste into fuel.



Water

Access to clean water is essential for our patients and staff – whether for drinking, cleaning, and disinfecting equipment, or preparing medications. We focus on maintaining high water quality – of the water we use and the water we discharge – and reducing water consumption.

Water quality

We have established water intake quality monitoring processes across all operations.

- For drinking water, we conduct regular sampling to ensure it meets quality standards. If a sample is below the required limit, we implement a corrective action plan to address the issues before the next sample.
- Our water tanks are cleaned every four to six months, and regular testing is conducted to ensure compliance. Any results outside the acceptable range prompt a follow up test and immediate corrective actions.
- In Colombia and Mexico we have water treatment plants and microbiological procedures that treat water before discharge.

In Peru, we train our staff on how to disinfect and perform microbiological analyses to ensure the water is safe for both patients and staff. Monitoring is carried out daily in accordance with the current Peruvian regulations, and microbiological analyses are conducted through an accredited laboratory, ensuring high quality parameters.

In Mexico, our water quality process for all hospitals is accredited by an external laboratory. In Colombia, environmental committees in Medellín, Monteria and Barranquilla oversee all environmental topics, including water management. In Montería, we have two wastewater treatment plants that ensure wastewater does not pose a risk to health or the environment.

At all of our sites, we have contingency plans with water truck suppliers in case of supply failure. In Colombia we have storage tanks that provide up to 48 hours of autonomy. While in Peru we have water tanks at all sites, and we have worked in 2024 to extend the autonomy in case of an outage.

Reducing water consumption

To reduce water consumption, and according to our LEED-certified branches, at Auna Delgado Clinic in Peru and Las Américas Clinic – South Facility in Colombia, all the faucets installed included water-saving components from the design stage.

Water consumption table and narrative

Total water consumption (m3)	
Peru	123,827.00
Colombia	290,337.07
Mexico	90,067.68
Total Auna	504,231.75

Environmental training and education

We are committed to raising environmental awareness and promoting sustainable practices among our employees, empowering them to contribute to a more sustainable future. In 2024, we trained over 8,000 employees on environmental management, focussing on both non-hazardous and hazardous waste management, including safe handling, segregation, and disposal.

CASE STUDY: Clean Day Hospitals campaign in Peru

In our hospitals in Peru, we have implemented this educational campaign focused on reinforcing the importance of proper cleaning and disinfection of hospital surfaces to prevent cross-contamination. This strategy includes continuous training for our staff on best hygiene and disinfection practices, ensuring that established protocols are followed to maintain a safe environment for both patients and staff. Through this initiative, we aim to minimize the risks associated with healthcare-associated infections and ensure that all hospital spaces are kept in optimal condition to provide quality care.

To celebrate World Environment Day, we held events across Peru, Colombia, and Mexico to engage more than 583 employees on environmental issues and the healthcare sector’s role in environmental care. Highlights included:

- Medellin and Monteria Environment Fair with the support of suppliers: carried out in partnership with service providers who have stands where they explain more about topics such as correct waste segregation and eco-efficiency.
- Symposium on environmentally sustainable organizations in Monteria broadcast live to Peru, Mexico, and Colombia: A half-day event in which employees, university students and some authorities are invited to receive talks on current environmental issues.
- Training events in hospitals in Peru and Mexico: playful dynamics in which we visit clinics, medical centers and laboratories for employees to participate in a roulette with questions on environmental issues while they are given a short training.
- Awareness events on proper waste management with suppliers in Lima, Peru: we raised awareness about the segregation and proper disposal of hazardous and non-hazardous waste.

Training Overview:

Country of Operation	Number of Employees Trained
Peru	5,882
Colombia	1,699
Mexico	2,578



Corporate Governance



At Auna, we are committed to upholding strong corporate governance, ethics, transparency, and the fight against corruption.

In 2023, Auna transitioned from Auna S.A.A., to establish its head office in Luxembourg. The Board of Directors meets quarterly to reinforce the general strategy and monitor the company’s performance. In March 2024, Auna made history by becoming the first Latin American healthcare services company to list on the New York Stock Exchange.



Board of Directors

Auna’s Board plays a crucial role in decision-making, ensuring professional, ethical, transparent, and trustworthy management. As of 2024, the Board consists of eight directors, who are elected at the Shareholders’ Meeting. Each candidate undergoes a thorough pre-assessment before joining the Board to ensure they meet the technical, moral, and legislative suitability requirements for the role.

Number of board members 2024*	
N° Directors	8
N° Independent Directors	4
N° Male Directors	7
N° Female Directors	1*
N° Directors with professional experience in business risk and crisis management	3

*AnaSofia Sanchez Juarez stepped down in 2024.

In 2024, the Board appointed Teresa Gutiérrez and Guadalupe Phillips to the Board effective in January 2025, supporting gender diversity and majority of independent members of Auna’s senior leadership.

Full profiles of our Board members can be found on our Investor Relations pages.

Board committees

The Board of Directors establishes committees to oversee specific areas. With the Governance Committee’s inauguration in 2024, we now have four active Board committees, each governed by a clear set of guidelines outlining their purpose, responsibilities and procedures.

Risk and Audit Committee	Talent and Compensation Committee	Executive Committee	Governance Committee
Chair	Chair	Chair	Chair
Robert Oberrender	John Wilton	Luis Felipe Pinillos Casabonne	Andrew Soussloff
Members	Members	Members	Members
Andrew Soussloff	Robert Oberrender	Jesús Zamora León	Luis Felipe Pinillos Casabonne
John Wilton	Leonardo Bacherer Fastoni	Jorge Basadre Brazzini	Jorge Basadre Brazzini
		Leonardo Bacherer Fastoni	Robert Oberrender





Ethics and compliance

At Auna, ethical business practices and transparency are essential to our culture. We reinforce these practices through our Compliance Program, Code of Conduct and Anti-Corruption Policy, which apply across our operations in Luxembourg, Mexico, Colombia, and Peru. Our Ethics Committee and a Regional Audit and Risk Committee ensure the effective implementation of the Compliance Program.

2024 was a year of embedding our ethical business practices throughout our recently acquired operations. As in previous years, we measured performance by monitoring activity of our grievance hotline and tracking the number of hours of training completed by Auna staff.

Compliance Program

Our program focuses on mitigating bribery and corruption risks and upholding ethical standards in patient care. New employees undergo induction training on our Code of Conduct and Anti-Corruption Policy, and we run awareness campaigns throughout the year, supported by regional leaders. In 2024, 100% of the employees were trained in Auna's Code of Conduct across Peru, Colombia, and Mexico.

Code of Conduct

Our Code of Conduct establishes the principles and behaviours expected of our employees, suppliers, vendors and business partners everywhere that we do business. We stress to our employees the importance of acting in accordance with the guidelines set out in the Code. The Code covers all conduct topics that are pertinent to a healthcare

company, including: conflicts of interest, receiving and paying bribes, interacting with public officials and political contributions, protecting data and intellectual property, and ethical principles in medicine.

Training

In 2024, 100% of our new employees and 50% of our suppliers in Peru were trained on the Code of Conduct. In Peru and Colombia, training included in-person events called "Compliance Fairs". We also ran campaigns on our internal communications platform, Conectauna, to heighten awareness of best practice amongst our employees.

Grievance handling

We provide a confidential ethics hotline, supported by Ernst & Young, for reporting illegal, unethical, or other behaviour that violates professional standards. Anonymous reports can be submitted by web form, email, telephone or post and are received and evaluated by Eerst & Young (EY).

Anti-bribery and corruption

Corruption continues to be a major threat in Latin America, and globally. Transparency International's Corruption Perception Index (CPI), the most widely used global corruption ranking in the world, positions Colombia, Peru and Mexico in positions 92, 127 and 140 for out of 180 countries for perceived levels of public sector corruption. It is therefore critical that we have robust corruption prevention mechanisms in place at Auna.

Our Anti-Corruption Policy provides clear guidelines to ensure that all relationships align with our Code of Conduct. The policy helps us maintain integrity in all our business dealings with customers, partners, suppliers and vendors, and third parties.

Clinical governance and clinical trials

+450 Standardized Clinical Practice Guidelines,
+1,300 Healthcare Protocols

Clinical trials are an important part of Auna’s strategic scientific development. At Auna, we seek to contribute to improving patient management and implementing novel and the best clinical practices. To achieve this, we actively participate in clinical and collaborative research projects. All sponsored clinical trials are coordinated by our clinical research department.

Currently, Auna has seven clinical research sites, three of them based in Colombia (with a fourth one in the process of accreditation) and three more in Peru.

One of these research sites is a Clinical Site Partnership with MSD Clinical Trial. This site is based in Monteria (Colombia) and is the only site of its kind in Latin America. This partnership gives Auna, through IMAT Oncomedica, the opportunity to play a key role in selecting which clinical trials will be brought to Colombia, as well as giving Auna an early advantage on those studies.

We are proud that our Oncocenter site was the only site in Peru, and one out of the two in Latin America, participating in the TMIST trial, a multicenter study on cancer prevention and early detection sponsored by the ECOG-ACRIN Cancer Research Group.

This trial allowed participants with early access to a more specific and precise diagnostic tool during routine preventive check-ups, with over 2.700 participants enrolled to date.

The Regional Ethics Committee is responsible for ensuring regional compliance with our Regional Compliance Program, Code of Conduct and Anti-Corruption Policy, and acts as required. It is comprised of the following members:

Fernando Carpio
Regional Audit and Risk Manager

Susan Llerena
Regional Audit and Risk Manager

Mauricio Balbi
Regional Legal Manager*

Carlos Puyo
Regional Human Resources Manager

Marco Roca
EVP Commercial and Growth

Giselle Remy
Chief Financial Officer

*Marco Roca left the organization in 2024 and Mauricio Balbi at the beginning of 2025. Joining the committee will be Mauricio Camargo, VP Health, and Edgardo Cavalie, Chief Legal Officer & General Counsel.



Risk management

Our risk management approach safeguards the company’s value, reputation, and our ability to deliver reliable healthcare. The relevant teams proactively identify, assess and address potential Strategic, Operational, Reputational, Financial, Legal/Regulatory and Health risks, and continuously monitor them to ensure that we stay ahead of challenges. At the regional level, we have a clear Risk Policy and a Risk Manual, which outline our risk appetite and tolerance. Risk committees at the Regional and local level oversee risk management, while employee training fosters a risk-aware culture.

Incentives System

We have a robust communication system with leaders and risk managers in Colombia, Peru, and, since 2024, Mexico, to proactively identify and address risks. This system operates on two fronts:

- Incident Reporting: We notify the relevant risk area of incidents impacting patient health, operations, or reputation, to identify corrective actions and prevent reoccurrence.
- Initiative Evaluation: We encourage early communication about potential risks and develop mitigation strategies.

Our goal is to create a culture of risk management where every team member understands their role and receives support from the relevant risk area. In 2024, we launched regional awareness campaigns to further this objective.

CASE STUDY: Case study: Auna Peru certified with ISO 37001

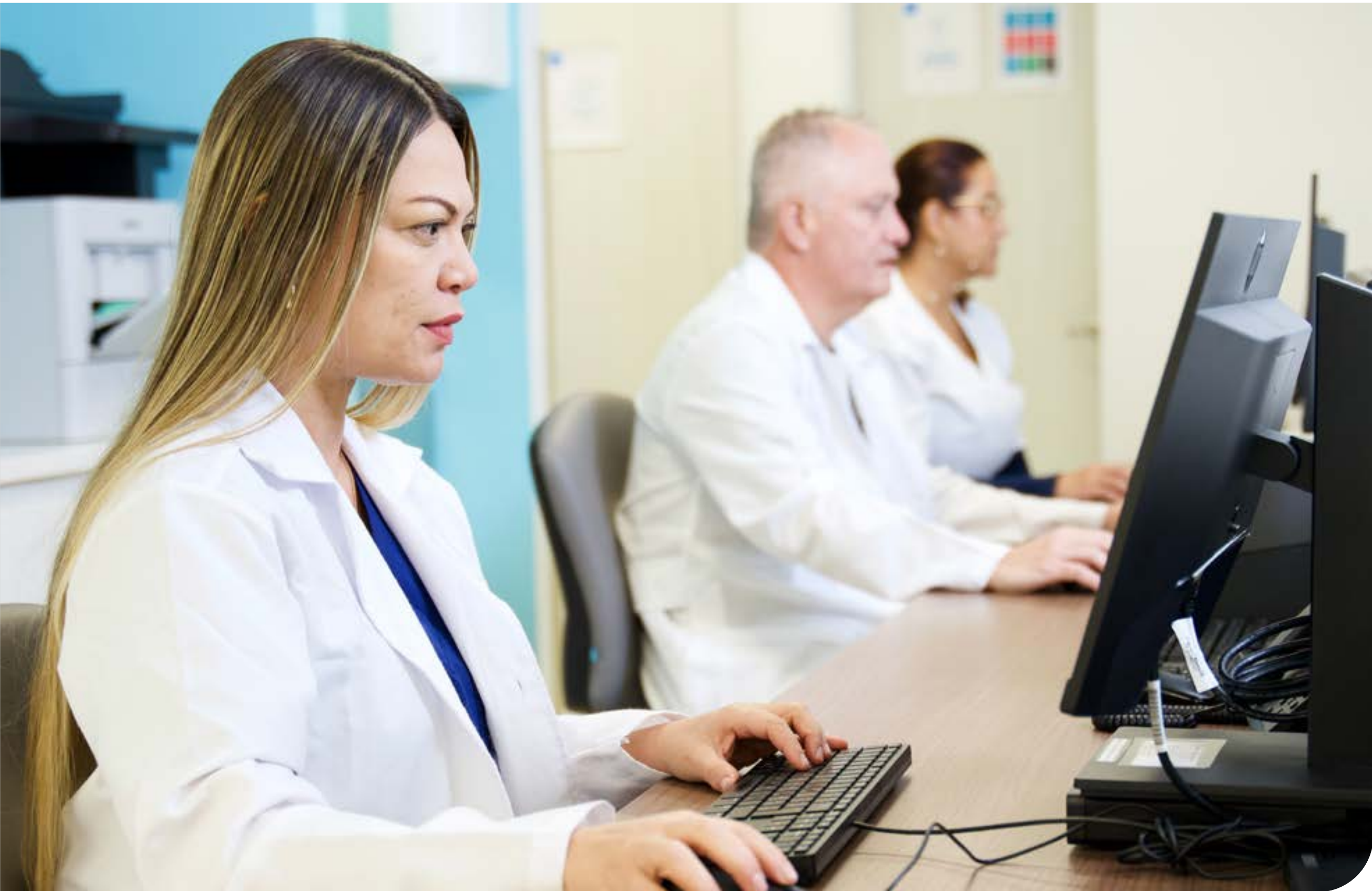
In 2024, Auna Peru successfully passed the second maintenance for ISO 37001, demonstrating that our Peruvian operations maintain world-class anti-bribery management systems including adequate policies, training, and effective reporting mechanisms. The ISO 37001 – Anti-Bribery Management System is for GSP Servicios Generales S.A.C. and is applicable to the Centralized Services Procurement Process.



Data security and privacy

Auna takes the privacy and security of our data subjects seriously. As a healthcare company, we handle large volumes of highly confidential patient information. We follow stringent data management protocols, ensuring personal data remains secure, reinforcing the respect that we have for our patients and colleagues and their fundamental right to privacy.

Protecting personal data extends to our members’ and employees’ personal data too.



Our robust data management systems and dedicated team of cybersecurity and data protection engineers work tirelessly to protect the business against external hacking attacks. In 2024, we achieved 0 material breaches or unauthorized access incidents to medical and personal information and substantiated complaints regarding data privacy violations. In November, we ran our Information Security Week during which we ran activities and conferences to enhance cybersecurity awareness among our employees. Throughout the year, we used simulated phishing to train staff to recognize threats. While the number of “failures” increased in Peru in 2024 compared to 2023, Colombia and Mexico saw notable improvement. We will continue these tests and track success rates so we can focus future cybersecurity awareness raising efforts.

In each country where we operate, measures have been implemented to guarantee the fulfilment of ARCO rights (access, rectification, cancellation and opposition). In Peru, we ensure the commitment to these rights for our different stakeholders, through the mailbox derechosarco.pe@auna.org. In the case of Mexico, in accordance with OCA’s privacy notice, requests are sent to the ARCO rights mailbox derechosarco.mx@auna.org and are managed by the Mexican legal team. As for Dentegra, ARCO requests can be addressed to segurodental@dentegramx.com. In Colombia, in case you want to know, update, rectify or request the deletion of data, you can contact the personal data protection officer, at the following email addresses Medellin: protecciondatospersonales@auna.org, Barranquilla: datospersonalescpa@auna.org, Monteria: oncomedica.co@auna.org

We have begun work on updating our data privacy and security guidelines and plan to establish a regional policy which applies across Peru, Colombia and Mexico. This will harmonize and consolidate existing country specific policies and privacy notices. The effort aligns with the ISO 27001 standards and the NIST Cybersecurity Framework, which allow us to harmonize our regional governance.

Our commitment to data privacy is not just about meeting regulatory requirements – it is about ensuring our patients, employees, third parties and investors can trust us with their most sensitive information.



Responsible supply chain

Auna operates in three Latin American countries with an extensive global supply chain. From the medicines we procure for treating patients, to the materials we use for fitting out our treatment centres, we are committed to using our influence to help reduce negative environmental and social impacts in the supply chain.

Local sourcing

Our local sourcing efforts strengthen the economies and create employment opportunities in the countries where we operate. In 2024, over 75% of our suppliers and vendors across all three countries were local (sourced from within the country). In Peru, we reached 100% local sourcing for our pharmaceutical and medical device procurement categories.

In Colombia, we have developed a supplier and contractor management control system, where supplier performance is monitored and analyzed every 12, 18 and 24 months. Based on the results and depending on the supplier's importance to Auna, we hold group sessions with the supplier to identify strengths, areas for improvement, and develop an improvement plan to close the gaps.

Procurement committees

Dedicated procurement committees in each country oversee the procurement process and guide decision making. Through these committees, we ensure that all procurement activities are aligned with our values of transparency, responsibility, and community support.

Risk assessment and monitoring

We already actively monitor our critical medical suppliers to ensure that they adhere to our accountability, ethics and safety standards. In 2024, we launched our new Sustainable Procurement Program to systematically identify ESG risk and strengthen practices across our supply chain. As a part of a pilot program, a small selection of critical suppliers in Peru , Colombia and Mexico underwent ESG risk assessments and received targeted evaluations focusing on the most relevant sustainability issues to their operations. Four of these suppliers were invited to complete a questionnaire to check whether their practices meet our standards. This is a program that we look to scale up in the following years.

Supplier commitment

In 2024, we launched our supplier sustainability commitment. The document sets out Auna's guidelines on human rights, pollution prevention, data privacy management, among other topics, and invites suppliers to commit to upholding our standards.

GRI Content Index

GRI data table

	GRI Standard	Disclosure		Location
GRI 2: General Disclosures 2021	1 The organization and its reporting practice	2-1 Organizational detail	a. Legal name	Corporate Governance
			b. Nature of ownership and legal form	Corporate Governance
			c. Location of its headquarters	Corporate Governance
			d. Countries of operation	Introduction
		2-2 Entities included in the organization's sustainability reporting	a. List all its entities included in its sustainability reporting;	Introduction
			b. If the organization has audited consolidated financial statements or financial information filed on public record, specify the differences between the list of entities included in its financial reporting and the list included in its sustainability reporting;	
			c. If the organization consists of multiple entities, explain the approach used for consolidating the information, including: Whether the approach involves adjustments to information for minority interests; How the approach takes into account mergers, acquisitions, and disposal of Entities or parts of entities; Whether and how the approach differs across the disclosures in this Standard and across material topics.	Introduction
		2-3 Reporting period, frequency and contact point	a. Specify the reporting period for, and the frequency of, its sustainability reporting;	Introduction
			b. Specify the reporting period for its financial reporting and, if it does not align with the period for its sustainability reporting, explain the reason for this;	Introduction
			c. Report the publication date of the report or reported information;	
			d. Specify the contact point for questions about the report or reported information.	

	GRI Standard	Disclosure		Location
GRI 2: General Disclosures 2021	1 The organization and its reporting practice	2-4 Restatements of information	a. Report restatements of information made from previous reporting periods and explain: i. the reasons for the restatements; ii. the effect of the restatements.	N/A
		2-5 External Assurance	a. Describe its policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved;	
			b. if the organization’s sustainability reporting has been externally assured: i. provide a link or reference to the external assurance report(s) or assurance statement(s); ii. describe what has been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; iii. describe the relationship between the organization and the assurance provider.	
	2. Activities and workers	2-6 Activities, value chain and other business relationships	a. Report the sector(s) in which it is active	Introduction
			b. describe its value chain, including: the organization’s activities, products, services, and markets served; the organization’s supply chain; iii. the entities downstream from the organization and their activities;	Corporate Governance – Responsible Supply Chain
			c. report other relevant business relationships;	Patients – Auna ideas; Workforce – Talent attraction, development and retention; Community
			d. Describe significant changes in 2-6-a, 2-6-b, and 2-6-c compared to the previous reporting period.	

	GRI Standard	Disclosure		Location
GRI 2: General Disclosures 2021	2. Activities and workers	2-7 Employees	a. report the total number of employees, and a breakdown of this total by gender and by region;	Diversity, Equity and Inclusion KPIs
			b. report the total number of: i. permanent employees, and a breakdown by gender and by region; ii. temporary employees, and a breakdown by gender and by region; iii. non-guaranteed hours employees, and a breakdown by gender and by region; iv. full-time employees, and a breakdown by gender and by region; v. v. part-time employees, and a breakdown by gender and by region;	Diversity, Equity and Inclusion KPIs
			c. describe the methodologies and assumptions used to compile the data, including whether the numbers are reported: i. in head count, full-time equivalent (FTE), or using another methodology; ii. at the end of the reporting period, as an average across the reporting period, or iii. using another methodology;	Diversity, Equity and Inclusion KPIs
			d. report contextual information necessary to understand the data reported under 2-7-a and 2-7-b;	
			e. describe significant fluctuations in the number of employees during the reporting period and between reporting periods.	
		2-8 Workers who are not employees	a. report the total number of workers who are not employees and whose work is controlled by the organization and describe: i. the most common types of worker and their contractual relationship with the organization; ii. the type of work they perform;	
			b. describe the methodologies and assumptions used to compile the data, including whether the number of workers who are not employees is reported: i. in head count, full-time equivalent (FTE), or using another methodology; ii. at the end of the reporting period, as an average across the reporting period, or iii. using another methodology;	
			c. describe significant fluctuations in the number of workers who are not employees during the reporting period and between reporting periods.	

	GRI Standard	Disclosure		Location
GRI 2: General Disclosures 2021	3. Governance	2-9 Governance structure and composition	a. describe its governance structure, including committees of the highest governance body;	Corporate Governance
			b. list the committees of the highest governance body that are responsible for decision- making on and overseeing the management of the organization's impacts on the economy, environment, and people;	Corporate Governance – Board of Committees
			c. describe the composition of the highest governance body and its committees by: i. executive and non-executive members; ii. independence; iii. tenure of members on the governance body; iv. number of other significant positions and commitments held by each member, and v. the nature of the commitments; vi. gender; vii. under-represented social groups; viii. competencies relevant to the impacts of the organization; ix. stakeholder representation.	Corporate Governance – Board of Directors; Board Committees
		2-10 Nomination and selection of the highest governance body	a. describe the nomination and selection processes for the highest governance body and its committees	Corporate Governance – Board of Directors
			b. describe the criteria used for nominating and selecting highest governance body members, including whether and how the following are taken into consideration: i. views of stakeholders (including shareholders); ii. diversity; iii. independence; iv. competencies relevant to the impacts of the organization.;	Corporate Governance – Board of Directors
		2-11 Chair of the highest governance body	a. report whether the chair of the highest governance body is also a senior executive in the organization;	Corporate Governance – Board of Directors
			b. if the chair is also a senior executive, explain their function within the organization's management, the reasons for this arrangement, and how conflicts of interest are prevented and mitigated.	Corporate Governance – Board of Directors

	GRI Standard	Disclosure		Location
GRI 2: General Disclosures 2021	3. Governance	2-12 Role of the highest governance body in overseeing the management of impacts	a. describe the role of the highest governance body and of senior executives in developing, approving, and updating the organization's purpose, value or mission statements, strategies, policies, and goals related to sustainable development;	Sustainability Governance
			b. describe the role of the highest governance body in overseeing the organization's due diligence and other processes to identify and manage the organization's impacts on the economy, environment, and people, including: i. whether and how the highest governance body engages with stakeholders to support these processes; ii. how the highest governance body considers the outcomes of these processes;	Sustainability Governance
			c. describe the role of the highest governance body in reviewing the effectiveness of the organization's processes as described in 2-12-b, and report the frequency of this review.	Sustainability Governance
		2-13 Delegation of responsibility for managing impacts	a. describe how the highest governance body delegates responsibility for managing the organization's impacts on the economy, environment, and people, including: i. whether it has appointed any senior executives with responsibility for the management of impacts; ii. whether it has delegated responsibility for the management of impacts to other employees	
			b. describe the process and frequency for senior executives or other employees to report back to the highest governance body on the management of the organization's impacts on the economy, environment, and people.	
		2-14 Role of the highest governance body in sustainability reporting	a. report whether the highest governance body is responsible for reviewing and approving the reported information, including the organization's material topics, and if so, describe the process for reviewing and approving the information;	
			b. if the highest governance body is not responsible for reviewing and approving the reported information, including the organization's material topics, explain the reason for this.	
		2-15 Conflicts of interest	a. describe the processes for the highest governance body to ensure that conflicts of interest are prevented and mitigated;	
			b. report whether conflicts of interest are disclosed to stakeholders, including, at a minimum, conflicts of interest relating to: i. cross-board membership; ii. cross-shareholding with suppliers and other stakeholders; iii. existence of controlling shareholders; iv. related parties, their relationships, transactions, and outstanding balances.	

	GRI Standard	Disclosure		Location
GRI 2: General Disclosures 2021	3. Governance	2-16 Communication of critical concerns	a. describe whether and how critical concerns are communicated to the highest governance body;	Corporate Governance – Ethics and compliance
			b. report the total number and the nature of critical concerns that were communicated to the highest governance body during the reporting period.	
		2-17 Collective knowledge of the highest governance body	a. report measures taken to advance the collective knowledge, skills, and experience of the highest governance body on sustainable development.	
		2-18 Evaluation of the performance of the highest governance body	a. describe the processes for evaluating the performance of the highest governance body in overseeing the management of the organization’s impacts on the economy, environment, and people;	
			b. report whether the evaluations are independent or not, and the frequency of the evaluations;	
			c. describe actions taken in response to the evaluations, including changes to the composition of the highest governance body and organizational practices.	
		2-19 Remuneration policies	a. describe the remuneration policies for members of the highest governance body and senior executives, including: i. fixed pay and variable pay; ii. sign-on bonuses or recruitment incentive payments; iii. termination payments; iv. clawbacks; v. retirement benefits;	
			b. describe how the remuneration policies for members of the highest governance body and senior executives relate to their objectives and performance in relation to the management of the organization’s impacts on the economy, environment, and people.	
		2-20 Process to determine remuneration	a. describe the process for designing its remuneration policies and for determining remuneration, including: i. whether independent highest governance body members or an independent remuneration committee oversees the process for determining remuneration; ii. how the views of stakeholders (including shareholders) regarding remuneration are sought and taken into consideration; iii. whether remuneration consultants are involved in determining remuneration and, if so, whether they are independent of the organization, its highest governance body and senior executives;	
			b. report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable.	

	GRI Standard	Disclosure		Location
GRI 2: General Disclosures 2021	3. Governance	2-21 Annual total compensation ratio	a. report the ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees(excluding the highest-paid individual);	
			b. report the ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual);	
			c. report contextual information necessary to understand the data and how the data has been compiled.	
	4. Strategy, policies and practices	2-22 Statement on sustainable development strategy	a. report a statement from the highest governance body or most senior executive of the organization about the relevance of sustainable development to the organization and its strategy for contributing to sustainable development.	CEO/President Welcome; Sustainability Strategy and Goals
		2-23 Policy commitments	a. describe its policy commitments for responsible business conduct, including: i. the authoritative intergovernmental instruments that the commitments reference; ii. whether the commitments stipulate conducting due diligence; iii. whether the commitments stipulate applying the precautionary principle; iv. whether the commitments stipulate respecting human rights;	
			b. describe its specific policy commitment to respect human rights, including: i. the internationally recognized human rights that the commitment covers; ii. the categories of stakeholders, including at-risk or vulnerable groups, that the iii. organization gives particular attention to in the commitment;	
			c. provide links to the policy commitments if publicly available, or, if the policy commitments are not publicly available, explain the reason for this;	List of policies
			d. report the level at which each of the policy commitments was approved within the organization, including whether this is the most senior level;	
			e. report the extent to which the policy commitments apply to the organization's activities and to its business relationships;	
			f. describe how the policy commitments are communicated to workers, business partners, and other relevant parties.	

	GRI Standard	Disclosure		Location
GRI 2: General Disclosures 2021	4. Strategy, policies and practices	2-24 Embedding policy commitments	a. describe how it embeds each of its policy commitments for responsible business conduct throughout its activities and business relationships, including: i. how it allocates responsibility to implement the commitments across different levels within the organization; ii. how it integrates the commitments into organizational strategies, operational policies, and operational procedures; iii. how it implements its commitments with and through its business relationships; iv. training that the organization provides on implementing the commitments.	Ethics and Compliance
		2-25 Processes to remediate negative impacts	a. describe its commitments to provide for or cooperate in the remediation of negative impacts that the organization identifies it has caused or contributed to;	Responsible Supply Chain Caring for the Environment
			b. describe its approach to identify and address grievances, including the grievance mechanisms that the organization has established or participates in;	Ethics and Compliance – Grievance handling
			c. describe other processes by which the organization provides for or cooperates in the remediation of negative impacts that it identifies it has caused or contributed to;	
			d. describe how the stakeholders who are the intended users of the grievance mechanisms are involved in the design, review, operation, and improvement of these mechanisms;	
			e. describe how the organization tracks the effectiveness of the grievance mechanisms and other remediation processes, and report examples of their effectiveness, including stakeholder feedback.	
		2-26 Mechanisms for seeking advice and raising concerns	a. seek advice on implementing the organization's policies and practices for responsible business conduct;	
			b. raise concerns about the organization's business conduct.	Ethics and Compliance

	GRI Standard	Disclosure		Location
GRI 2: General Disclosures 2021	4. Strategy, policies and practices	2-27 Compliance with laws and regulations	a. report the total number of significant instances of non-compliance with laws and regulations during the reporting period, and a breakdown of this total by: i. instances for which fines were incurred; ii. instances for which non-monetary sanctions were incurred;	
			b. report the total number and the monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period, and a breakdown of this total by: i. fines for instances of non-compliance with laws and regulations that occurred in the current reporting period; ii. fines for instances of non-compliance with laws and regulations that occurred in previous reporting periods;	
			c. describe the significant instances of non-compliance;	
			d. describe how it has determined significant instances of non-compliance.	
		2-28 Membership associations	a. report industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role.	
	5. Stakeholder engagement	2-29 Approach to stakeholder engagement	a. describe its approach to engaging with stakeholders, including: i. the categories of stakeholders it engages with, and how they are identified; ii. the purpose of the stakeholder engagement; iii. how the organization seeks to ensure meaningful engagement with stakeholders.	Stakeholder Engagement
		2-30 Collective bargaining agreements	a. report the percentage of total employees covered by collective bargaining agreements;	
			b. for employees not covered by collective bargaining agreements, report whether the organization determines their working conditions and terms of employment based on collective bargaining agreements that cover its other employees or based on collective bargaining agreements from other organizations.	
GRI 3: Material Topics 2021	2. Disclosures on material topics	3-1 Process to determine material topics	a. describe the process it has followed to determine its material topics, including: i. how it has identified actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights, across its activities and business relationships; ii. how it has prioritized the impacts for reporting based on their significance;	Material Topics
			b. specify the stakeholders and experts whose views have informed the process of determining its material topics.	Material Topics
		3-2 List of material topics	a. list its material topics;	Material Topics
			b. report changes to the list of material topics compared to the previous reporting period.	

	GRI Standard	Disclosure	Location
GRI 3: Material Topics 2021	2. Disclosures on material topics	3-3 Management of material topics	a. describe the actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights;
			b. report whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships;
			c. describe its policies or commitments regarding the material topic;
			d. describe actions taken to manage the topic and related impacts, including: i. actions to prevent or mitigate potential negative impacts; ii. actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii. actions to manage actual and potential positive impacts;
			e. report the following information about tracking the effectiveness of the actions taken: i. processes used to track the effectiveness of the actions; ii. goals, targets, and indicators used to evaluate progress; iii. the effectiveness of the actions, including progress toward the goals and targets; iv. lessons learned and how these have been incorporated into the organization's operational policies and procedures;
			f. describe how engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).

SASB Content Index

SASB Disclosures Template for Auna Sustainability Report 2024

Health Care Delivery Sustainability Accounting Standard

Topic	Code SASB	Accounting metric	Reference (section)/Direct response or comment
Energy Management	HC-DY-130a.1.	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	Energy section
Waste Management	HC-DY-150a.1.	Total amount of medical waste: percentage (a) incinerated, (b) recycled or treated and (c) landfilled	NA, unless this becomes 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	NA, unless this becomes available
Patient Privacy & Electronic Health Records	HC-DY-230a.2.	Description of policies and practices to secure customers personal health data records and other personal data	Data security and privacy section
	HC-DY230a.3.	(1) Number of data breaches (2) percentage involving (a) personal data only and (b) personal health data, (3) number of customers affected in each category, (a) personal data only and (b) personal health data	Data security and privacy section
	HC-DY-230a.4.	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	Data security and privacy section
Access for Low-Income Patients	HC-DY-240a.1.	Discussion of strategy to manage the mix of patient insurance status	Access to healthcare section (under Community)
Quality of Care & Patient Satisfaction	HC-DY-250a.2.	Number of serious reportable events	Patient health impact section
	HC-DY-250a.3.	Hospital-acquired condition rates per hospital	
	HC-DY-250a.6.	Number of (1) unplanned and (2) total readmissions per hospital	

Topic	Code SASB	Accounting metric	Reference (section)/Direct response or comment
Management of Controlled Substances	HC-DY-260a.1.	Description of policies and practices to manage the number of prescriptions issued for controlled substances	Patient safety, experience and well-being
Pricing & Billing Transparency	HC-DY-270a.1.	Description of policies or initiatives to ensure that patients are adequately informed about price before undergoing a procedure	
	HC-DY-270a.2.	Discussion of how pricing information for services is made publicly available	
	HC-DY-270a.3.	Number of the entity's 25 most common services for which pricing information is publicly available, percentage of total services performed (by volume) that these represent	
Workforce Health & Safety	HC-DY-320a.1.	Total recordable incident rate (TRIR) for (a) direct employees and (b) contract employees	Incident reporting
Employee Recruitment, Development & Retention	HC-DY-330a.1.	(1) Voluntary and (2) involuntary turnover rate for: (a) physicians, (b) non-physician health care practitioners, and (c) all other employees	Workforce Health, Safety and well-being KPIs
	HC-DY-330a.2.	Description of talent recruitment and retention efforts for health care practitioners	Talent management and well-being section
Climate Change Impacts on Human Health & Infrastructure	HC-DY-450a.1.	Description of policies and practices to address: (1) the physical risks because of an increased frequency and intensity of extreme weather events, (2) changes in the morbidity and mortality rates of illnesses and diseases associated with climate change and (3) emergency preparedness and response	Caring for the environment section
Fraud & Unnecessary Procedures	HC-DY-510a.1.	Total amount of monetary losses as a result of legal proceedings associated with medical fraud	



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