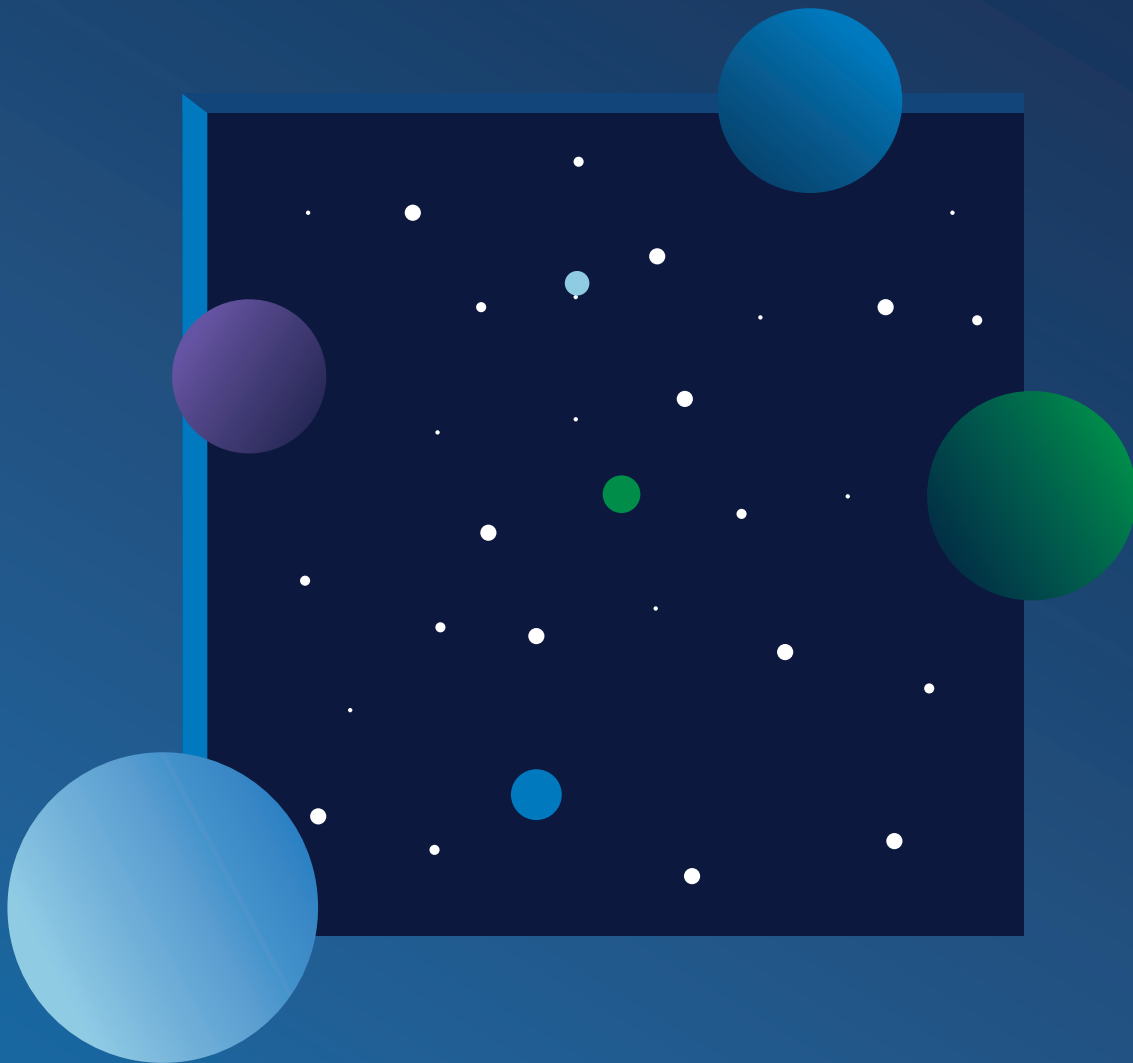


Sanitas Annual Report 2023



Executive Summary

Full Report:



Part of Bupa since 1989

Bupa group employs more than 87,000 professionals across three market units, each with its own autonomous operational structure. Bupa Global and United Kingdom, Asia Pacific and Europe and Latin America (ELA).

Our purpose

To help people live longer, healthier, happier lives and create a better world. Digitalisation and innovation are the keys to achieving our purpose.

Sanitas in figures

2.637 bn€*

turnover
12% more than in 2022

10,713*

employees
7% more than in 2022

210 M€*

operating profit
2% more than in 2022

Bupa group in figures

15.1 bn€

revenue
9% more than in 2022

20.3 M

patients
6% more than in 2022

50 M

policyholders
15% more than in 2022

Sanitas Seguros

1.883 bn€

turnover
12.4% more than in 2022

2.7 M

policyholders
11.3% more than in 2022

21.65%

market share

Sanitas Hospitales

738,341

patients treated

24

multispecialty medical centres

4

own hospitals
(+1 health department under the PPP model)*

9

new advanced rehabilitation centres

Sanitas Dental

208

dental clinics in Spain

40,650

video consultations

2,293,310

customers
15% more than in 2022

Sanitas Mayores

6,072

senior living spots

21

day centres

43

care homes

95.7%

occupation

Sanitas Campus FP

In 2023, we officially opened our vocational training centre for health-care, which will serve as a talent pool for our future professionals.

We offer:

- **4 training courses**
 - Nursing Assistant Diploma, intermediate level
 - Higher Certificate in Dental and Oral Care
 - Higher Certificate in Diagnostic Imaging and Nuclear Medicine**
 - Care Certificate in Safeguarding Vulnerable Persons**
- Job pool



*This data does not include the Manises Hospital, which is no longer managed by Sanitas since May 2024.

**New in 2024.

2023 Milestones

- **2.637 bn€ turnover***
12% more than in 2022
- **210 M€ operating profit***
2% more than in 2022
- **10,713 employees***
7% more than in 2022
- **2.7M policyholders**
11.3% more than in 2022
- **814,736 online consultations**
5.6% more than in 2022
- **738,341 unique patients seen**
5.8% more than in 2022
- **Sanitas Dental continues to grow**
208 centres, 2% more than in 2022
- **Customers trust our care homes**
Occupancy levels have risen to 95.7%
- **Sanitas Campus FP**
New project designed to provide training for healthcare professionals
- **Sustainable anaesthesia**
We have minimised the use of nitrous oxide and desflurane anaesthetic gases and reduced CO₂ output by 600 tons in 2023
- **NetZero Commitment**
78% less CO₂ emissions since 2009**
- **We build healthy cities**
8th edition of Healthy Cities: 24,000 trees and 36 tons of CO₂ saved
- **Solidarity in action**
We partner with UNICEF Spain and foundations such as CEAR, Cesare Scariolo, Jérôme Lejeune, Alentia, Recover, etc.

*This data does not include Manises Hospital.

**Emissions from burning natural gas, LPG and diesel, and from own fleet.

Our commitment to SDGs

At Sanitas we are guided by the SDGs in our mission to help address the challenges facing our society and the planet.





Iñaki Peralta

Chief Executive Officer, Sanitas and Bupa ELA

The company's major milestones in 2023

We strive to provide our patients with the most advanced healthcare available, while maintaining a commitment to financial stability. We have achieved another year of financial growth. This is largely due to our insurance business, which in 2023 outperformed the market, and to Sanitas Dental, which continues to expand its network of clinics and attract patients across Spain. Furthermore, Sanitas Hospitales has expanded its network of multispecialty medical centres across Spain, while Sanitas Mayores continues to operate at near full capacity.

Construction of the Blua Sanitas Valdebebas Hospital, the first digital hospital in Spain, is progressing according to schedule and is on track to open its doors in 2025. This will be Sanitas' fifth hospital. In addition to other facilities, it will house the headquarters of the Sanitas Hospitales Research Foundation.

In 2023, the company continued to invest in development, innovation, and sustainability projects. For yet another year, digital healthcare emerged as an appealing alternative for both patients and medical professionals.

The digital health of the future

To ensure the best healthcare for the greatest number of people, our strategy combines excellent face-to-face care with the digitalisation of our products and services.

New technologies such as artificial intelligence, big data and advanced analytics can help us achieve this, delivering more accurate clinical outcomes, improved patient experience and better tools for professionals. That is why we are constantly researching and have over 50 AI projects under development.

Our new digital services include Fisioterapia digital (Digital Physiotherapy), which provides rehabilitation and physiotherapy treatments; Evalúa tus síntomas (Assess Your Symptoms), which evaluates patients' symptoms to direct them to the right specialists; or Alexa Smart Properties for Senior Living, which brings seniors closer to their family members and loved ones.

At Sanitas, we believe in the future. In 2023 we inaugurated Sanitas Campus FP, our accredited educational centre for Vocational Training in healthcare. This initiative is part of Sanitas' commitment to healthcare excellence and is set to become a talent pool for our future professionals.

Healthcare professionals who are prepared to work in challenging, digitalised environments and with access to the most advanced and innovative therapies.

Healthy and sustainable environments

At Sanitas, we know that caring for the planet's health is also caring for people's health. We invest significant time and resources into the creation of sustainable urban environments.

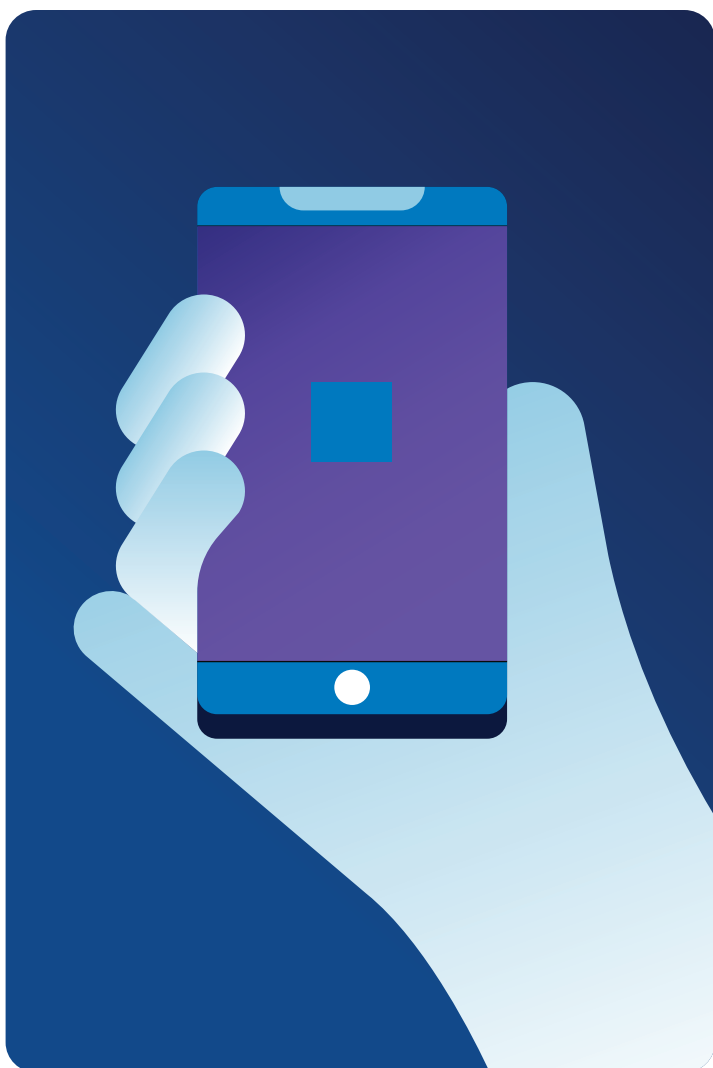
Our goal of achieving net zero in both direct and indirect emissions by 2030 and 2040, respectively, is more relevant than ever. Furthermore, through the Healthy Cities initiative, we are engaged in a number of collaborative projects with various organisations with the objective of restoring ecosystems and promoting healthier and more sustainable cities.

Through our collaboration with Fundación Sanitas and various partner organisations, we are able to extend healthcare services to underserved communities, thereby creating a more positive impact on the communities where we operate.

The medicine we want

Innovation at the service of people

At Sanitas, we are committed to a medicine that merges the human and digital elements together to become a whole. To this end, we leverage the most advanced technology. Proximity and innovation at its best.



Blua: ever-evolving digital health

Our digital health ecosystem facilitates a more complete customer experience with access to the most innovative digital coverages. By 2023 we have incorporated:

Fisio Digital

This service is designed to prevent future injuries and treat symptoms of potential conditions through the provision of online preventive treatment and physical rehabilitation exercises.

Evalúa tus síntomas

Our AI-based virtual medical assistant has provided online triage and pre-diagnosis services to nearly 30,000 customers.

Other Blua services

- Cuida tu mente (Take care of your mind)
- Monitoriza tu salud (Monitor your health)
- Measuring vital signs using facial imaging
- Ambulance geolocation

Video consultations are growing in popularity

814,736

video consultations performed in 2023

3,603

Specialist doctors (2,066 at Sanitas Hospitals, 1,427 at partner medical centres and 154 at SPS)

In all specialties

1,090

centres with online appointment scheduling

Blua Sanitas Valdebebas Hospital

The fifth hospital in the Sanitas network and the first fully digital centre in Spain will be powered by 100% renewable electricity on a site spanning 30,000 m².

- It will be equipped with the most advanced physical and digital facilities and services.
- It will enhance doctors' diagnosis and monitoring capabilities.
- It will offer a comprehensive range of medical specialties.
- It will feature dedicated units for medical oncology, radiotherapy and nuclear medicine, as well as mental health services.
- It will house the headquarters of the Sanitas Hospitales Research Foundation.
- Opening in 2025.



One Health

One Health Concept

We care for people's health and the planet's. Because we are all connected.



Healthy Cities

8th edition of our project

Twofold objective...

to protect people's health
to improve the health of the planet

... and a twofold challenge

walk 6,000 steps daily
leave the car at home at least once a week

In figures

+24,400

participants

+24,000

trees planted

230

participating companies

+6.3 bn

steps

238,000

people benefiting from
restored green areas

36

tons of carbon
emissions avoided

Net Zero Commitment

We are committed to becoming a net zero company in direct emissions by 2030 and in indirect emissions by 2040.

78%*

reduction in carbon
emissions since 2009

1.2 M€

invested in energy
efficiency projects

100%

renewable electricity

*Emissions from burning natural
gas, LPG and diesel, and from
own fleet.

Sustainable anaesthesia

The departments of our hospitals and medical centres with outpatient surgery have minimised the use of nitrous oxide and desflurane, two gases commonly used in surgical procedures.

44%

reduction of carbon
emissions associated
with anaesthetic gases

-1,000

estimated tons of CO₂ in the
next few years

Digitalisation for sustainability

The digital revolution at Sanitas is streamlining and facilitating the delivery of care to people while protecting the planet's health.

- **Sanitas Seguros:** in 2023, the emission of more than 8,000 tons of CO₂ was avoided as a result of digital consultations and downloadable medical reports.
- **Sanitas Hospitals:** in 2023, over 600,000 diagnostic tests were performed, resulting in the avoidance of nearly 450 tons of carbon emissions and savings of more than 75 tons of raw materials and plastic.
- **Sanitas Dental:** thanks to digitalisation, Sanitas dental clinics avoid the emission of 187 tons of CO₂ and 48 tons of waste each year.
- **Sanitas Mayores:** the introduction of digital signatures has enabled us to reduce paper usage by 50 kg.

Fundación Sanitas

3.5 M€

Invested in the community ((includes the company's total investment in community projects).

More inclusive sport

- **Inclusive sports week.** At the 12th edition, a relay race was held with the participation of five teams comprising five Olympic and Paralympic athletes. They covered a total distance of 404.8 metres, with 2,024 metres for each team.
- **Inclusive Sport in Schools (DIE).** More than 400 schools, 1,110 teachers and 50,000 students participated in this initiative to promote self-improvement, respect and empathy in schools.
- **CESA Inclusive Championships.** 9 sports: track and field athletics, badminton, wheelchair basketball, cross country, judo, swimming, rugby, table tennis and triathlon for athletes with and without disabilities.
- **Strategic alliance for inclusive sports.** The Spanish Sports Council, the Spanish Olympic Committee, the Spanish Paralympic Committee and the ONCE Foundation are among the promoting partners.

Sanitas MIR and EIR Award

Since 1996, the Sanitas MIR Award has been presented to the Internal Medical Resident who has demonstrated the highest level of proficiency during their specialised training. Since 2022, the Sanitas EIR Award has been presented to the most outstanding Internal Nurse Resident.

We support vulnerable groups

In partnership with different associations:

- **Fundación Cesare Scariolo.** We help provide access to quality health care for children with cancer.
- **UNICEF Spain.** We detect hearing problems in newborns using universal neonatal hearing screening.
- **Fundación Jérôme Lejeune.** We work together to provide healthcare services for people with intellectual disabilities of genetic origin.
- **Fundación Alentia.** We provide psychological care to foster children and ex-foster children in the Community of Madrid.
- **Fundación Recover.** We improve access to healthcare for more than 1,300 pregnant women in Cameroon.
- **Spanish Commission for Refugee Aid (CEAR).** We help provide mental health care and emotional well-being, as well as oral and dental care.

