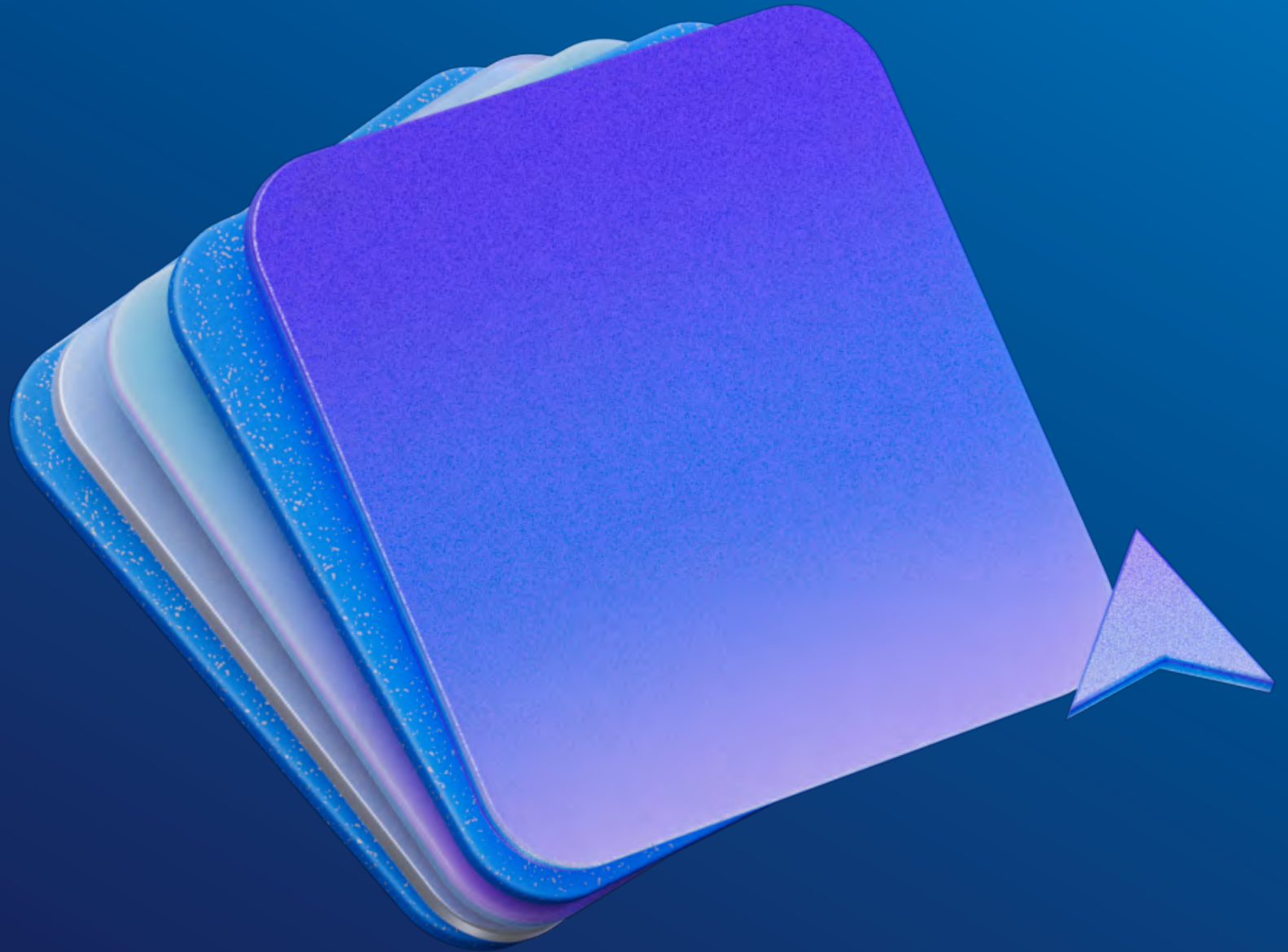


About this report



2024

About this report

GRI 2-1; 2-2; 2-3

Geographic scope

Sanitas owned companies operating in Spain*. Sanitas is made up of the following companies:

- SANITAS EMISIÓN S.L.
- SANITAS HOLDING, S.L.
- SANITAS MAYORES NAVARRA S.L.
- SANITAS MAYORES PAÍS VASCO S.A.
- SANITAS MAYORES S.L.
- SANITAS NUEVOS NEGOCIOS S.L.
- SANITAS S.A. DE SEGUROS
- SANITAS S.L. DE DIVERSIFICACIÓN
- SANITAS SA DE HOSPITALES
- BUPA INVESTMENTS OVERSEAS LIMITED, SUCURSAL EN ESPAÑA
- ELEGIMOSALUD S.L.
- FUNDACIÓN SANITAS
- GRUPO BUPA SANITAS S.L.
- FUNDACIÓN SANITAS HOSPITALES PARA EL DESARROLLO DE LA INVESTIGACIÓN Y LA INNOVACIÓN MÉDICA

Reporting period

GRI 2-3

2024

Activities

GRI 2-6

Insurance, hospital and medical care, dental services, older adult care, health services, and Fundación Sanitas.

Reporting frequency

GRI 2-3

Anual.

Date of the most recent CSR Report

GRI 2-3

2023

This report has been prepared in reference to the GRI Standards.

**Additionally, the 'Part of Bupa' section (We are Sanitas/What we do/Bupa Group) includes data about the geographical areas that make up the Bupa Europe and Latin America unit.*

Creating value for our stakeholders

GRI 2-24; 2-29

We aim to create shared value with all our stakeholders. To improve year after year and adapt our response to their evolving needs, we must listen to them and maintain an open, effective and direct dialogue. To achieve this, we use several channels to understand their concerns, and identify ways to ensure their maximum satisfaction.

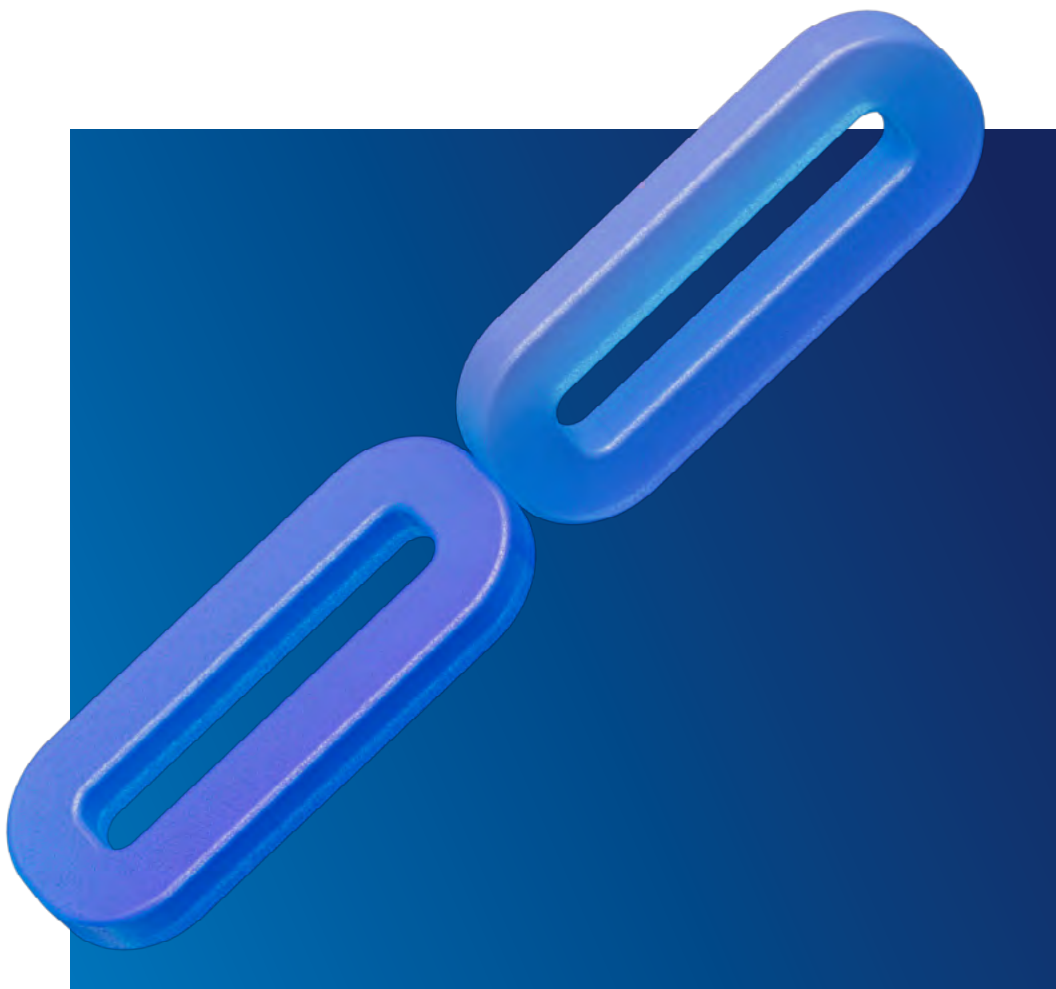
Customers

- **Sanitas Customer Lab:** A virtual community of customers and employees that helps us improve the customer experience and co-design new products.
- **Escucha Activa App:** This mobile app enables us to understand what our customers think and propose solutions for improvement.
- **Sales offices:** These offices offer customers a direct, face-to-face communication channel.
- **Website:** Users can chat directly with our team at seguros.sanitas.es to quickly resolve any questions. They can also contact us by phone through a free helpline.
- **Customer Service Centre:** Our in-house team records claims and feedback received via phone, website, video consultations, WhatsApp or chat.

Employees

- **Internal communication channels:** app, Workvivo and intranet, which improve connectivity and management and streamlines day-to-day processes.
- We conduct an employee survey twice a year.
- Our external **whistleblowing** channel provides a secure and anonymous mechanism to report any breach of our Code of Conduct. Employee representatives, with whom there is a constant flow of communication, and middle management, who serve as a source of insight due to their close contact with teams.





Suppliers

- **Supplier Portal:** This platform improves communication with our suppliers and helps assess legal, operational, environmental, human rights, and corporate governance risks.
- **HCP Portal:** This new digital channel enhances communication and provides technological and management support to our healthcare professionals.

Civil Society Organisations

- **Annual Report:** To ensure maximum transparency and help stakeholders understand our purpose, we publish this report every year to disclose our economic, social, environmental and governance performance. We use the GRI standards and the UN Global Compact Progress Report as our guidelines.

Other Social Agents

- **Discussion spaces:** We take part in forums, seminars, organisations and associations that allow us to share ideas and information with the healthcare professionals who work with us.
- We maintain an **open and constructive dialogue** with a wide range of social stakeholders at local, regional and national levels—including public institutions, patient organisations, NGOs, and business schools. Our aim is to understand current needs while exploring future perspectives and opportunities.

Principles Underpinning this Report

GRI 3-1; 3-2

In 2024, Sanitas updated the process for identifying and reviewing the material topics to be included in its Annual Report. The outcome confirmed that the company's strategy is broadly aligned with global trends. Key topics include cybersecurity, relationships with healthcare professionals, ESG criteria in the supply chain, technological innovation, customer relations, and climate change.

Material Topics

GRI 3-1; 3-2

In addition to applying the GRI Standards in the preparation of its annual reports and sustainability disclosures, Sanitas aligns with the European CSRD framework. In 2024, the company conducted a double materiality assessment in accordance with the European Sustainability Reporting Standards (ESRS).

Below are the material topics identified:

- Mental and physical wellbeing of employees
- Biodiversity
- Climate change
- Cybersecurity
- Open and ongoing communication with stakeholders
- Healthy and inclusive communities
- ESG criteria in the supply chain
- Employee personal development
- Circular Economy
- Sustainability strategy and ESG risk management
- Corporate governance structures
- Business ethics and human rights
- Responsible water management
- Technological innovation
- Fair workplaces
- Social products
- Customer relations
- Relations with healthcare professionals
- Solvency and financial efficiency



Principles Underpinning this Report

GRI 3-1

In 2024, Sanitas carried out a rigorous process to conduct its double materiality assessment, in accordance with the requirements set out in the CSRD Directive and the ESRS standards. The process began with the identification of relevant topics through sector trend analysis in healthcare and insurance, as well as through structured dialogue with key stakeholders—including customers, employees, suppliers, regulators, and other strategic actors—to understand their expectations regarding environmental, social and governance (ESG) issues.

The topics identified were then evaluated and prioritised based on two key dimensions: their actual or potential impact on the environment and society (impact materiality), and their relevance to the company's financial sustainability (financial materiality). The findings were validated by Sanitas' governing bodies, including the Sustainability Committee, and cross-checked against Bupa's global analysis to ensure strategic alignment at group level. The process concluded with the definition of the double materiality matrix and the integration of material topics into the company's sustainability strategy.

Identification

GRI 3-1

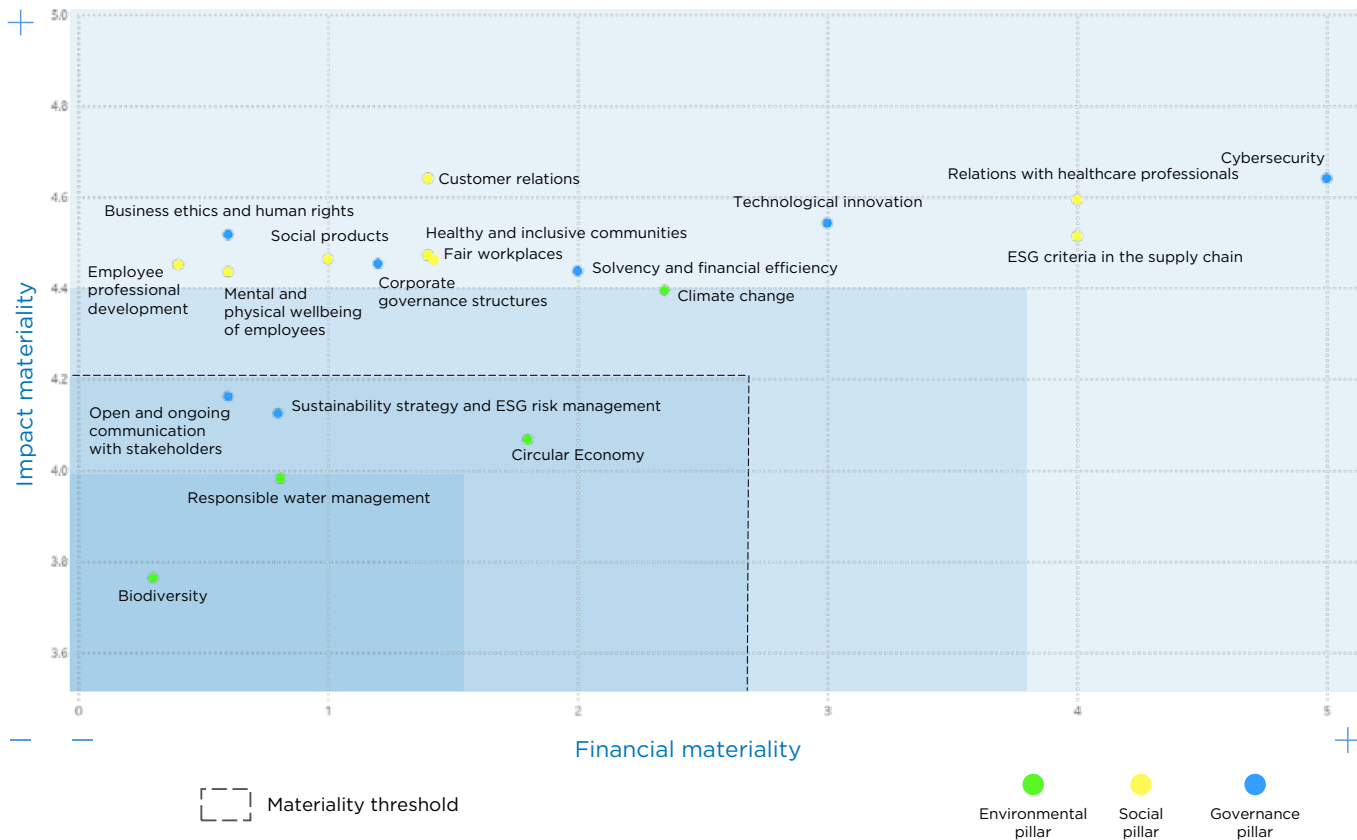
In the material topics identification phase, Sanitas conducted a thorough analysis that included a review of key trends in the healthcare and insurance sectors, benchmarking of sustainability practices among peer companies, and an internal assessment of the company's corporate strategy and business objectives. This approach ensured alignment between the company's strategic vision and the expectations of its stakeholders. As a result, a total of 19 material topics were identified, organised around the three ESG dimensions (environmental, social, and governance), reflecting both the significant impacts of Sanitas' operations and the key issues likely to influence its financial performance in the medium and long term.



Prioritisation and Analysis

GRI 3-1

This is the most important phase of the project. The various material topics identified are subject to internal consultation, ensuring the involvement of the company's senior management, and above all to external consultation, in order to gain a deep understanding of how these issues are perceived by our stakeholders. By combining these insights and assessing the 19 material topics based on their relevance to financial materiality and impact materiality, the double materiality matrix is developed. This matrix, in turn, allows us to understand different levels of priority and helps the company manage each topic more effectively and efficiently. The 2024 materiality assessment was conducted in line with the requirements of Delegated Regulation (EU) 2023/2772 and the recommendations of the European Financial Reporting Advisory Group (EFRAG). This involved consulting internal and external stakeholders on the sustainability topics they considered to be the most relevant for Sanitas, as well as an evaluation by Sanitas' senior leadership and C-Suite of the impacts, risks and opportunities associated with these sustainability topics.



Validation

GRI 2-14

The Sanitas Risk Committee and the Oversight Committee for Compliance with the Corporate Sustainability Reporting Directive reviewed and approved the materiality assessment, both in terms of methodology and reporting implications. Finally, the Board of Directors approved the Group's financial statements and the consolidated sustainability statement, which includes this materiality assessment.

Review

Following the publication of this Annual Report, a content review process will be carried out in the next editions. This process will involve the participation of stakeholders and Sanitas management to ensure that future editions of the report remain aligned with international best practices in corporate reporting.

Stakeholder Engagement

GRI 2-29

Stakeholder engagement was carried out through interviews and surveys. Internal stakeholders (Management Committee and senior executives) analysed the identified sustainability topics in two separate phases: first, through interviews, and then by completing online questionnaires to gather senior management's assessment of each ESG topic.

External stakeholders and employees carried out their assessment of the sustainability topics through online surveys. Responses were received from employees (excluding senior management), members of the public, corporate clients, individual customers, partner organisations, brokers, NGOs, journalists, suppliers, trade unions, and employee representatives, as well as universities and research centres.



Respondents were asked to rate the importance they attributed to Sanitas' activities in relation to each of the identified sustainability topics. The responses were then weighted, with internal stakeholders (C-suite, senior managers and Sanitas Holding employees) accounting for 40% and external stakeholders accounting for the remaining 60%.



Sustainability Context

GRI 2-14

Sanitas views sustainability as a strategic pillar that enables the company to anticipate future challenges and respond to the concerns of all its stakeholders. Sanitas' mission is to help people live longer, healthier and happier lives and to make the world a better place.

Sanitas has a fully dedicated Institutional Relations and Sustainability team responsible for overseeing and guiding the company's CSR agenda. Monitoring indicators focus on the impact of activities across three core areas: social, environmental and governance.

In addition to carrying out a double materiality assessment, Sanitas has aligned its reporting with the European CSRD and the ESRS —placing its report among those adhering to the highest international sustainability and reporting standards.

Completeness

The coverage of the indicators and material topics, as well as the definition of the scope of the report, must be sufficient to reflect the organisation's significant social, environmental and governance impacts, and to enable stakeholders to assess the organisation's performance during the reporting period. The content structure was defined with the participation of the heads of the main business areas.

Contact

GRI 2-3

For more information about the company or any of the topics covered in this Report:

corporativo.sanitas.es

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