

# DIAGNOSTYKA Group

## ESG report for 2022



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## Letter from the President of the Management Board

[GRI 2-22]

Dear Sir or Madam,

I am presenting to you the third Sustainability Report of the Diagnostyka Group for 2022, including the activities of DIAGNOSTYKA S.A. and its subsidiaries in the areas of corporate governance, society and the environment.

In 2022, the coronavirus pandemic that had so changed our lives was fortunately waning. In our work, we have seen how the number of Covid tests has been gradually decreasing and how the routine work of laboratories, collection points and other units of our Group is returning to the pre-pandemic state. We have performed tests for over 16 million patients and we are proud of the trust they place in us. All Diagnostyka Group employees work to build this trust every day, offering patients their knowledge and commitment. We believe that our work will translate into both prevention and earlier initiation of treatment, because there is no good therapy without reliable diagnostics. I would like DIAGNOSTYKA to be a leader in innovation, offering tests to individual patients - so that they can take proper care of their health, and also to doctors - so that they can offer patients the best possible therapy.

We have been operating continuously since 1998, building the position of DIAGNOSTICS in a long-term and systematic manner. We are the leader in Poland in terms of the number of tests, laboratories and collection points performed, which is why we feel obliged to consider ESG factors in the conduct of our business. As a doctor, I know well that health depends on the environment in which we live, on the working conditions we perform and on the way we spend our time. That is why we are scrupulously building understanding in the Group for the principles of sustainable development, the effects of which in 2022 are presented in the next ESG report.

We want to be an example in this respect for other entities from the medical industry and take an active part in building a sustainable economy of our country. In 2022, we improved the data collection and analysis methods required for reporting. We have established an ESG Team at DIAGNOSTYKA, which consists of internal experts on individual sustainable development issues that are important to us, because the content of the ESG report is the result of the work of the entire organisation.

Our mission obliges us to undertake educational and pro-social activities. From the very beginning of the company's existence, our motto has been that "DIAGNOSTYKA is more than a result". We implement our social responsibility by providing reliable knowledge about the importance of laboratory tests in health prevention. In 2022, we continued to participate in the nationwide Profilaktyka 40 PLUS programme and prepared our own preventive and educational campaigns. We describe them in the Report.

Russia's unprecedented attack on Ukraine caused us to put all current matters on the back burner, and the priority became taking aid measures and taking care of the injured. We actively participated in aid activities for Ukraine, including: through the creation of an aid fund and joint activities with Employers of the Republic of Poland. At all Collection Points in our network, patients from Ukraine could take advantage of free laboratory tests. DIAGNOSTYKA was also involved in other fields - in addition to dedicated budgets, purchases of medical equipment and material assistance, the employees of our company deserve great praise, who coordinated aid activities throughout Poland and organised collections of needed gifts, thus once again showing the power of Diag Heroes.

On behalf of the entire Management Board, I would like to thank all DIAGNOSTYKA employees and collaborators. Your commitment and professionalism enable us to maintain our leadership position.

The trust that patients place in us, thanks to the conscientious work of our entire team, is a reason to be proud and a strong motivation to further improve our services. We are optimistic about our development and are fully ready for the challenges of the future.

Thank you for your interest in our activities and I cordially invite you to read the report.



**dr. hab. n. med. Jakub Swadźba**  
President of the Management Board  
DIAGNOSTYKA S.A.

  
dr. hab. n. med. Jakub Swadźba

President of the Management Board

Chapter 1

# About the Diagnostyka Group



## 1.1 Basic Information about Diagnostyka S.A. and the Diagnostyka Group

[GRI 2-6]

**We are the largest network of medical laboratories in Poland. We specialise in providing professional services from collecting and transporting biological material, through performing tests, to providing the results of medical analyses in the shortest possible time.**

**2022 was another year of growth for our business. The coronavirus pandemic has been brought under control, which was also visible in the significant decrease in the number of tests for Covid-19, and the laboratories, collection points and other units of the Group have returned to routine work.**

**The Diagnostyka Group currently runs almost 200 medical laboratories, where in 2022 we performed tests for nearly 16 million patients and provided over 1,100 points for collecting test material. We are trusted by over 11,000 contractors throughout the country.**

DIAGNOSTYKA was established in Kraków in 1998 and conducts medical activities throughout Poland. In 2022, we offered over 3,000 types of tests, including a wide range of routine and specialist analyses (genetics, allergology, infections, bacteriology, autoimmunology, histopathology and others). We are introducing new tests that doctors are waiting for, and we offer our own dedicated test panels for patients.

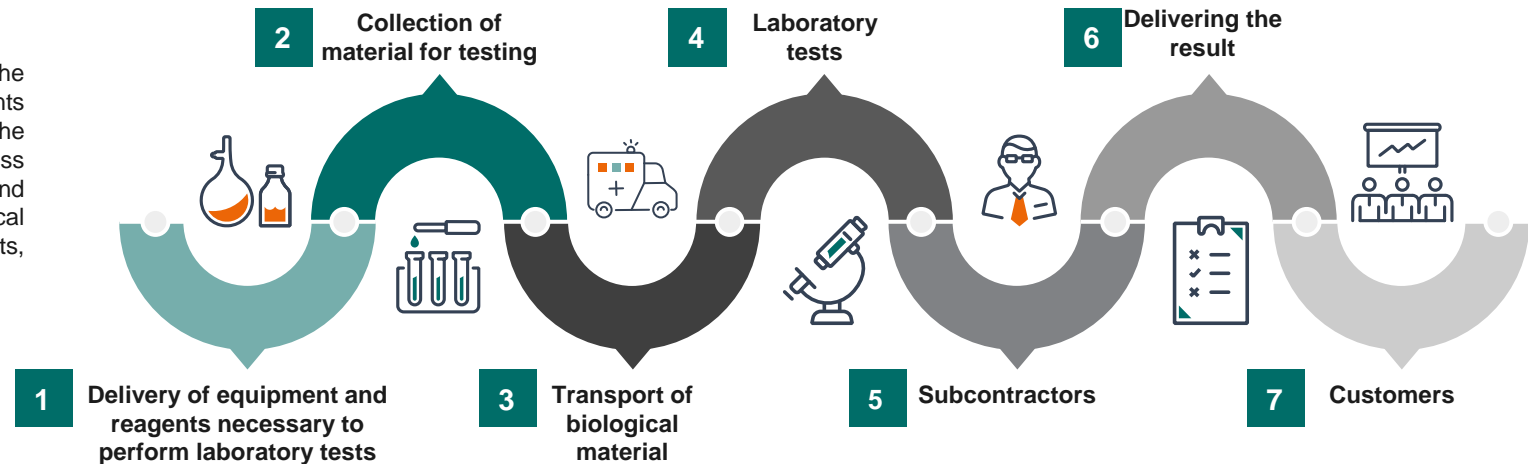
Our laboratories are equipped with the highest quality analytical equipment. We employ high-class laboratory diagnosticians - specialists in all fields of medical analysis, technicians, nurses and midwives, paramedics as well as doctors, including doctors with specializations in pathology and genetics. Thanks to the solutions we have implemented, it is possible to provide the results of medical analyses in the shortest possible time - less than 24 hours in the case of routine tests. Rigorous quality controls and openness to innovation guarantee continuous improvement of both the services offered and customer service. Thanks to an extensive network of collection points throughout Poland, we facilitate access to laboratory tests for patients and doctors. With our own, specialised courier fleet, we provide the required conditions for transporting biological material from the place of collection to the laboratory.



## 1.2 Value chain

[GRI 2-6]

The DIAGNOSTYKA value chain includes: the purchase of medical equipment and reagents necessary to perform laboratory tests, the provision of services for individual and business clients through its own companies and subcontractors, as well as the delivery of medical analysis results to contractors and patients, increasingly often via an online platform.



**1 Delivery of equipment and reagents necessary to perform laboratory tests** - We use the services of over 40 suppliers from: Poland, the USA, Sweden, Austria, France, Italy, Germany, the Czech Republic, Spain, Japan, Switzerland, Hungary and Denmark. We mainly purchase equipment for diagnostic tests, medical devices and reagents for medical laboratories.

**2 Collection of material for testing** - We serve patients at 1,100 collection points available all over the country. We also offer mail-order tests, for which the patient collects the material himself at home. Our contractors also collect material for testing in their units.

**3 Transport of biological material** - We transport material from the point of collection (from our own collection points as well as from contractors) via our own courier network. In 2022, we employed over 600 couriers in the Group, who covered over 24 million kilometers in 2022.

**4 Laboratory tests** – we perform all routine and specialised tests, as well as pathological and genetic tests. In 2022, we performed over 125 million tests in nearly 200 modern laboratories of the Diagnostyka Group and also at our subcontractors..

**5 Subcontractors** - We only commission tests to subcontractors that are regulated by law (including Provincial Sanitary and Epidemiological Stations, District Sanitary and Epidemiological Stations, Regional Blood Donation and Blood Treatment Centers, National Institute of Public Health - National Institute of Hygiene, etc.) and rare tests ordered occasionally. We carefully select our research subcontractors and subject them to systematic evaluation.

**6 Delivering the result** - Patients can collect their test results at collection points and by logging in to the website [wyniki.diag.pl](http://wyniki.diag.pl). Doctors also widely use the Internet to collect their patients' results. We enable our patients to receive SMS notifications about the test and the availability of the result online.

**7 Customers** – We provide services to two types of customers, i.e. individual customers - these are natural persons who use the offer at collection points or via the Internet on an e-commerce platform, and for institutional customers, which we call contractors. These are public and non-public medical entities: medical offices, primary care and specialist offices, hospitals, as well as clinics and institutes. We also perform laboratory tests for universities as part of research programs, as well as preventive programs organised, among others, by local governments.

## 1.3 Our vision and mission

In our activities, we place emphasis not only on activities important for the economic development of the company, but also important for our identity and corporate social responsibility. Through effective, ethical and socially responsible management, we strive to fulfill our mission.

### Our mission

We want to be the most frequently chosen network of medical laboratories in Poland. We work on this by performing the highest quality research, developing a high level of customer service, as well as educational and pro-social activities.



### Our values

- Providing analytical services of the highest quality
- Customer well-being and satisfaction
- Availability of research
- Employing high-class specialists
- Full transparency
- Pro-social activities
- Reliability and punctuality
- Clear procedures

### Our vision

Thanks to scrupulous quality controls and openness to innovation, we constantly improve the level of services offered. We develop responsibly for the benefit of our employees, patients, business partners, investors and society.

The values that guide us in fulfilling our mission are also our competitive advantages and guidelines applicable to all companies of the Diagnostyka Group..



## 1.4 Diagnostyka Group in numbers

In 2022, the Diagnostyka Group continued its development, which is illustrated by the values below.



**1 100**  
collection points

We are constantly improving customer service in our network of Collection Points.



**nearly 200**  
laboratories

In 2022, we worked in nearly 200 modern medical laboratories.



**104**  
doctors

The group employs doctors, including specialists in pathology and genetics.



**over 3 000**  
tests and services

We perform all basic tests, specialised tests in the field of microbiology, toxicology, genetics and molecular biology, as well as pathomorphology.



**nearly 32 mln**  
orders handled

The well-being and satisfaction of patients is one of our most important values. We are proud of the trust our patients have in us.



**nearly 125 mln**  
tests performed

Such a large number of tests performed proves the confidence our patients and institutional clients have in us.



**8 749**  
workers

85% of our staff are women. We create a friendly and safe working environment.



**2215**  
laboratory diagnosticians

In 2022, 2,215 diagnosticians worked in the Diagnostyka Group, including 349 with specialization



**2 820**  
nurses/midwives/  
paramedics

At our collection points, we provide the highest quality of patient service.

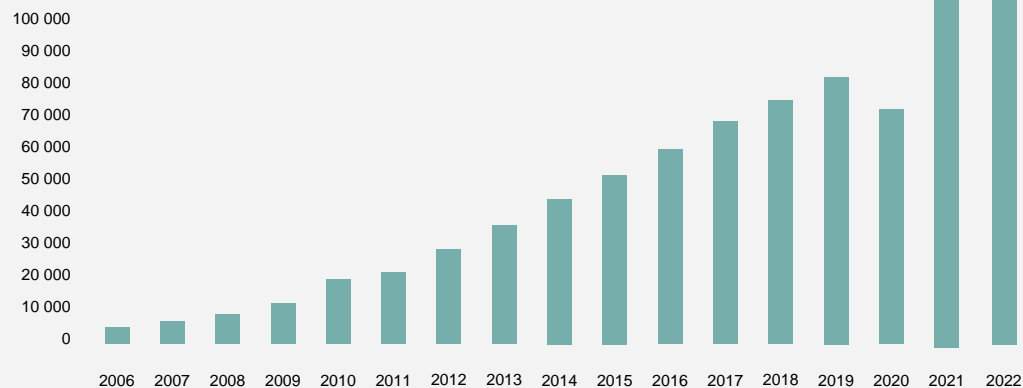


**669**  
number of couriers

Our fleet provides fast, safe transport of biological material that meets all legal requirements.



**Total number of tests completed by DIAGNOSTYKA S.A. in thousands in 2007-2022 (in thousands)**

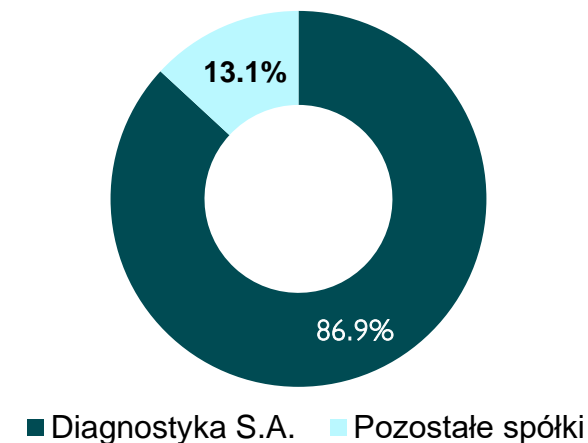


In the years 2007-2022, an upward trend was observed in the number of tests performed. The exception here was 2020, in which a smaller number of tests were carried out due to restrictions related to the SARS CoV-2 coronavirus pandemic.

**Percentage of tests performed by Diagnostyka Group companies**

DIAGNOSTYKA S.A. is the largest company of the Group and performs nearly 87% of all research conducted by the Group.

**Percentage of tests performed by Diagnostyka Group companies**



## 1.5 Diagnostyka Group structure

[GRI 2-1, GRI 2-2]

DIAGNOSTYKA S.A. is the parent company of the Diagnostyka Capital Group, and its headquarters is located in Kraków, at ul. Prof. Michała Życzkowskiego 16. Diagnostyka Capital Group operates only in Poland.

The core business of the Group is the provision of laboratory services, from collecting and transporting biological material, through testing, to delivering the results of medical analyses.

### Ownership structure of DIAGNOSTYKA S.A.

Shareholder	Percentage [%]
LX Beta S.A. R.L	47,83
Acer Capital Partners SCSP	18,88
Acacia Capital Partners SCSP	18,88
Jakub Swadźba	9,43
UBA Capital Partners SCSP	4,20
Paweł Pirkł	0,76
Grzegorz Głównia	0,0003
Jacek Prusek	0,0003
Marcin Fryda	0,0003

### Companies included in the Diagnostyka Group as of December 31, 2022

Companies performing research:				
basic and highly specialised laboratory	Pathological	Genetic	E-commerce companies	Special purpose companies
<ul style="list-style-type: none"> <li>• DIAGNOSTYKA S.A.</li> <li>• Dr. n. med. Teresa Fryda Laboratorium Medyczne Sp. z o.o.</li> <li>• Diagnostyka Tarnów Medyczne Centrum Laboratoryjne Sp. z o.o</li> <li>• Laboratorium Medyczne OPTIMED Kuriata, Wroński Sp. z o.o.</li> <li>• VITALABO Laboratoria Medyczne Sp. z o.o</li> <li>• Medicom Centralne Laboratorium Analityczne Sp. z o.o.</li> <li>• Laboratorium Analityczne Sp. z o.o. -in liquidation</li> </ul>	<ul style="list-style-type: none"> <li>• Diagnostyka Consilio Sp. z o.o.</li> <li>• Diagnostyka Consilio Sp. z o.o. Poznań sp.k.</li> <li>• Histamed Diagnostyka Consilio Sp. z o.o. sp.k.</li> </ul>	<ul style="list-style-type: none"> <li>• Oncogene Diagnostics Sp. z o.o.</li> <li>• Centra Genetyki Medycznej Genesis Sp. z o.o.</li> <li>• Genomed S.A.</li> <li>• GenXone S.A.</li> <li>• NowaGenetyka.pl</li> </ul>	<ul style="list-style-type: none"> <li>• Badania.pl Sp.z o.o.</li> <li>• ZdroweGeny.pl; Platforma Badań Genetycznych Sp. z o.o.</li> </ul>	<ul style="list-style-type: none"> <li>• DIAG INVEST Sp. z o.o.</li> <li>• Vitalabo Diag Invest Sp. z o.o.</li> <li>• Diagnostyka Digital Hub Sp. z o.o.</li> </ul>

The table above shows the composition of the Diagnostyka Group as of December 31, 2022. Changes in the composition of the Diagnostyka Group in the reporting year include: establishment of the company Vitalabo Diag Invest Sp. z o. o., Diagnostyka Częstochowa was absorbed into the structure of DIAGNOSTYKA S.A. in February 2022.

## 1.6 Diagnostyka Group companies

### Companies performing laboratory tests:

#### DIAGNOSTYKA S.A.

It is the parent company of the Group and performs over 87.1% of laboratory tests in all specialties, running almost 200 medical diagnostic laboratories - from small ones performing routine tests, through hospital laboratories, highly specialised laboratories, as well as the largest laboratories in Poland. It offers the widest range of tests. It develops innovative systemic and organizational solutions aimed at constantly expanding access to laboratory tests for patients and doctors.

#### Dr n. med. Teresa Fryda, Laboratorium Medyczne Sp. z o.o.

Leader of the Silesian market and one of the 4 largest national laboratory networks. It mainly operates in hospital laboratories.

#### Diagnostyka – Tarnów, Medyczne Centrum Laboratoryjne Sp. z o.o.

A network of laboratories operating in the Lesser Poland and Podkarpackie voivodeships. It offers over 2,500 types of routine and highly specialised tests in the field of immunology, hormonal tests, diagnostics of infectious diseases, tumor markers, bone metabolism markers, monitoring of drug and drug concentrations, and a full allergy panel.

#### Laboratorium Medyczne OPTIMED Kuriata, Wroński sp. z o.o.

A network of laboratories operating in the Masovian and Warmia-Masurian Voivodeships. The company offers a wide range of tests in the field of laboratory diagnostics and microbiology.

#### VITALABO Laboratoria Medyczne sp. z o.o.

A network of laboratories in the Kuyavian-Pomeranian Voivodeship. Provides laboratory services both for individual patients and for institutional clients, including non-public health care facilities, hospitals, specialist doctors' offices and workplaces.

#### Medicom - Centralne Laboratorium Analityczne sp. z o.o.

Laboratory located in Ziębice in the Lower Silesian Voivodeship. The company operates a medical diagnostic laboratory offering basic laboratory tests.

#### Laboratorium Analiz Medycznych sp. z o.o.

Laboratory in Elbląg, running an outpatient medical laboratory with a collection point and offering basic laboratory tests.



## Companies performing pathological tests :

### Diagnostyka Consilio Sp. z o.o.

It has Departments of Pathology in Łódź, Warsaw and Kraków providing a full range of histopathological and cytological services, as well as histo- and immunohistochemical tests, intraoperative tests, specialist consultations, autopsy tests, cancer genetics tests, examination of core needle biopsy materials, examination of aspiration biopsy materials, genetic research.

<https://consilio.pl/>

### Diagnostyka Consilio sp. z o.o., Poznań Sp.k.

Diagnostyka Consilio Sp. z o.o. Poznań sp.k.,  
siedziba ul. Jana Henryka Dąbrowskiego 77a; 60-529 Poznań

Zakład Patomorfologii Prześmierowo 62-098,  
ul. Rzemieślnicza 54

The Department of Pathology provides a full range of histopathological and cytological services, intraoperative examinations, histo and immunohistochemical tests, fine and core needle biopsies, autopsy examinations, specialist consultations.

<https://consilio.pl/kontakt/>

### Histamed Diagnostyka Consilio Spółka sp. z o.o., sp.k.

The histopathology laboratory in Gliwice, operating since May 1993, performs a full range of histopathological and cytological examinations. From April 1, 2022, it operates under the name Histamed DC Sp. z o. o. As a group of histopathology laboratories, it has the ability to quickly consult and issue test results to contractors. Performs microscopic histopathological examinations of sections, oligobiopsy material and surgical material - necessary during cancer diagnosis, diagnosis of degeneration, inflammation or during monitoring of treatment progress..

<https://histamed.pl/>



## Companies performing genetic testing:

### Oncogene Diagnostics Sp. z o.o.

Based in Kraków, ul. Mogilska 86/3, 31-546 Kraków. The laboratory specialises in performing molecular, cytogenetic and immunohistochemical tests in cancer diseases. These tests are used for in-depth oncological diagnostics necessary to qualify patients for the latest drug therapies, as well as to determine predispositions to inherited genetic diseases. The laboratory carries out orders for medical centers throughout Poland and cooperates with universities and research institutes in the field of molecular research.

In order to ensure the highest quality standards of the services provided, the laboratory takes part in European quality inspections of the tests performed every year.

<https://oncogene.pl/>

### Genomed S.A.

A company providing services in the field of DNA sequencing, analysis and synthesis for over 200 research centers, biotechnology companies and medical institutions. The company's activities are focused on implementing modern technology in the field of personalised medicine based on DNA sequencing and diagnostics of genetic diseases. Currently, the company's basic offer includes analysis of mutations responsible for over 140 diseases.

### GenXone S.A.

It specialises in NGS sequencing and medical diagnostics. It is the first in Poland and one of the first ten in the world laboratories using nanopore sequencing technology in many areas of science, business and medicine. We cooperate as a commercial partner with Oxford Nanopore Technologies - a global leader in biotechnological innovations ([www.nanoporetech.com](http://www.nanoporetech.com)) and we have full ONT certifications.

<https://genxone.eu/>

### Centra Genetyki Medycznej Genesis Sp. z o.o.

The headquarters of CGM Genesis is in the city of Poznań, and its area of operation covers the entire country. CGM Genesis provides medical services to patients with all groups of genetically determined diseases and developmental defects, as well as to their family members. Medical services include consultations with geneticists and genetic counseling, as well as diagnosis of genetic diseases, congenital defects and reproductive failures. The educational activities of CGM Genesis include training in medical and clinical genetics for students of the Medical University, cooperating physicians and CGM Genesis employees; also educates people with genetic diseases and their families. CGM Genesis carries out scientific research in the field of clinical genetics and cytogenetics. Research results are published in scientific journals and presented at meetings, conferences and symposia. CGM Genesis is the unit with the longest experience and history (among both private and public units) in the Greater Poland Voivodeship. Patients from the Greater Poland Voivodeship, but also from all over Poland, benefit from medical care at CGM Genesis. Providing genetic care to approximately 2,000 new genetic risk families annually and performing approximately 2,500 karyotype tests annually. CGM Genesis is a leading clinical genetics center in Poland.

<https://www.genesis.pl/>

### Nowa Genetyka.

The company is formed by a team of specialists operating based on an interdisciplinary approach to genetic diagnostics. The team's activities are based on high-class genetic counseling provided by experienced clinicians specialising in clinical genetics, in cooperation with laboratory diagnostic specialists who perform tests in renowned and certified genetic laboratories with many years of experience in performing genetic and molecular tests, based on proven and modern technologies. In addition to online consultations, our patients also have the option of visiting stationary genetic clinics located in several cities in Poland.

<https://nowagenetyka.pl>

## E-commerce companies:

### ZdroweGeny PL sp. z o.o; Platforma Badań Genetycznych.

The largest diagnostic platform in Poland, bringing together test offers from the largest and best laboratories in Poland. It facilitates clients' access to specialised and modern tests, and also enables them to consult test results with medical specialists. The platform serves several thousand patients annually and enables tests to be performed at almost 500 collection points throughout Poland.

<https://zdrowegeny.pl/>

### Badania.pl.

A company that facilitates access to laboratory tests for patients and doctors via the Internet through the possibility of creating an e-referral, selecting a test package, performing unit, and receiving e-test results.

<https://badania.pl/>

## Special purpose companies:

### DIAG INVEST sp. z o.o.

The property management company of the Diagnostyka Capital Group. It supports the Group in the administration of the real estate it purchases, including their construction, commercialization and professional management. It offers the rental of office and service space, adapted to the activities of medical entities, to the highest standard and in the best locations in many cities in Poland, as well as comprehensive consulting and supervision of surface finishing works. The company carries out investments in key places of laboratory activity of the Group's companies, providing the largest turnkey medical laboratory projects. In 2022, the Company purchased a property in Łódź at ul. Niciarniana for investment in a medical laboratory for DIAGNOSTYKA S.A. and in the histopathology laboratory for Diagnostyka Consilio sp. z o.o.

<https://www.diaginvest.pl/>

### Vitalabo DiagInvest sp. z o.o.

The company was established to implement investment plans regarding laboratory space in Bydgoszcz.

### Diagnostyka Digital Hub sp. z o.o.

It is located in Krakow at ul. prof. Michała Życzkowskiego 18. This is the technological innovation center of the Diagnostyka Group, which, by creating digital products, optimises technologies for laboratory diagnostics and the health care system. The company develops, among others: Diagnostyka e-store software and a system for presenting test results for patients and doctors.

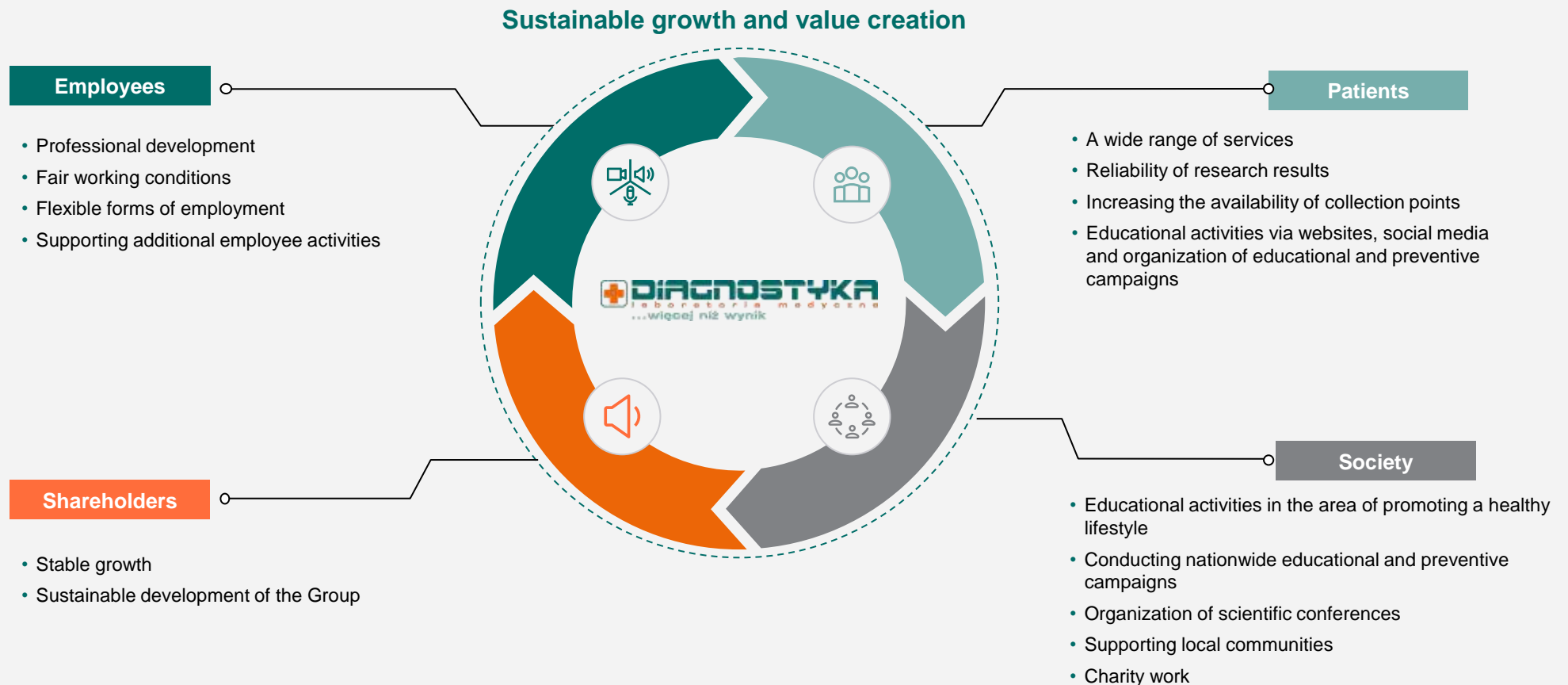
<https://diagnostyka.digital/>



## 1.7 DIAGNOSTYKA – more than the result

DIAGNOSTYKA has been focusing on education in the area of prevention and promotion of a healthy lifestyle for years. From the beginning of our activity, we have been an active organiser, partner and participant of campaigns and educational events. As the company develops, the importance of our responsibility for patients' health increases. That is why we want our patients to have access to evidence-based medical knowledge.

We share it on our website and on our YouTube channel, as well as in information materials available at download points. For us, the coexistence of initiatives in the field of disease prevention and the promotion of a healthy lifestyle is not only a manifestation of the entrepreneur's social responsibility, but also allows us to build a competitive advantage and gives us the opportunity to achieve the company's mission in the long term.



## 1.8 Sustainable development strategy

The activities we undertake in the field of sustainable development are closely related to our mission and implemented business strategy. These activities focus on building knowledge about the importance of laboratory tests in health prevention, increasing access to laboratory tests, and reducing our negative impact on the climate and the environment.

-  **Constantly improving the quality of customer service**
-  **Constantly increasing the competences of our employees**
-  **Reducing environmental impact**
-  **E-commerce development**
-  **Innovating and developing laboratories**
-  **Digital transformation**

### Our sustainability priorities include:

#### Our goal is to increase the availability of laboratory tests for patients and doctors

- introducing new tests to the offer based on medical knowledge
- using the latest technology
- meticulous quality control of tests
- improving the skills of collection point employees,
- increasing the number of staff in facilities
- employing experienced collection point employees - nurses, midwives, paramedics and registrars,
- increasing the comfort of service for patients, especially children,
- increasing the availability of collection points also by extending the operation time of collection points,
- improving the work comfort of collection point staff
- close cooperation with doctors through care provided by dedicated sales representatives,
- transport of testing materials carried out by our own courier network,
- providing contractors with modern systems for collecting blood and other materials,
- educational activities for contractors and patients.

#### Constantly increasing the competences of our employees

We consistently focus on the development of our employees through dedicated training and clear development paths. We develop an employee training system and supervise the effects of training via an e-learning platform. We pay special attention to obtaining specializations by our laboratory diagnosticians through training leaves dedicated to them and subsidies.

#### Reducing environmental impact

From 2021, Diagnostyka Group consistently builds awareness of ESG issues among employees and management bodies. In the coming years, our priority will be to reduce our carbon footprint. We focus mainly on the electrification of our courier cars - in 2022, we already used 25 electric cars on courier routes and constructed 10 two-station charging stations. We make every effort to ensure that car charging stations are supplied with green electricity. We optimise courier routes with the support of a dedicated courier application, which also aims to reduce the use of liquid fuels.





### E-commerce development

After the pandemic, e-commerce activities focused on promoting prevention and selling preventive tests from a standard offer addressed to specific target groups. Sales of "non-Covid" tests in e-commerce in 2022 increased by 35% compared to 2021 and by 173% compared to the pandemic year 2020.

The possibility of ordering tests by the patient and, above all, receiving the test results via the Internet reduces the consumption of paper and toners in printers and also reduces the need for the patient to collect the results in person at the collection points. It also reduces the need to transport results in paper form to doctors.

Currently, a total of 1,653 tests are available in the online store, and 64 new test packages were introduced for sale in 2022. In 2022, 352,459 transactions were made in the e-shop and 419,815 vouchers were issued, of which 231,464 were for test kits selected independently by the patients (contained 849,473 tests) and 188,351 vouchers for defined test packages.

### Introducing innovations and developing laboratories

Our goal is to constantly develop laboratories, implement innovative technological and organizational solutions and expand the research offer. In response to the growing demand for our services, we are investing in the construction of new laboratories with higher efficiency, which will be able to cope with the increasing number and diversity of tests we perform. We constantly implement modern technologies, increasing the automation of the laboratory process.

In the largest and most modern diagnostic laboratory in Warsaw at ul. Jutrzenki 100, tests are performed on analysers including: by ROCHE and ABBOTT connected into the largest, modern, fully automatic lines for transporting test tubes. We encourage you to view the details:

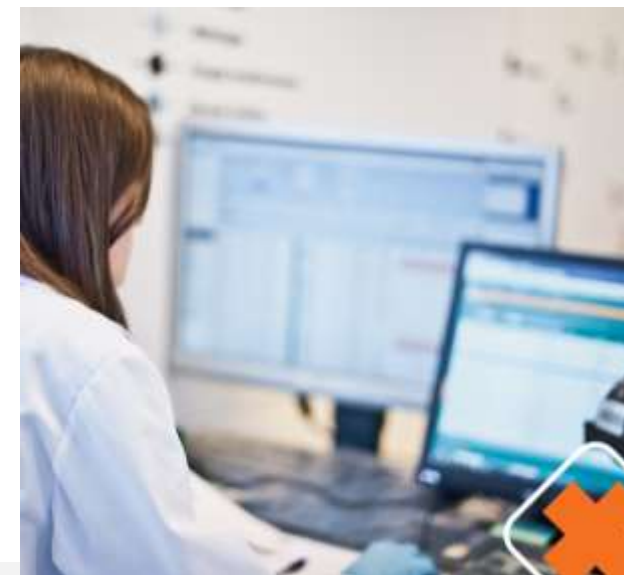
[https://www.jutrzenki.diag.pl/files/ugd/78abc3\\_4223c9bdf01445778a7cf3aa02359fa1.pdf](https://www.jutrzenki.diag.pl/files/ugd/78abc3_4223c9bdf01445778a7cf3aa02359fa1.pdf)

We are involved in a project financed by NCBiR "System for automatic prediction of laboratory tests and optimization of quality control and workload of analysers", based on "machine learning", which will reduce the number of repeated determinations, reduce the consumption of control materials and reagents, and thus increase our efficiency and reduce our impact on the environment.



### Digital transformation

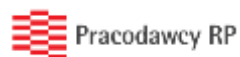
DIAGNOSTYKA is constantly developing to provide its patients with the highest quality of services offered. However, the development concerns not only the medical sphere, but also a number of other areas, the efficient and effective operation of which ensures the comfort and safety of the company's patients and clients, including the security of medical data. One of the most important and most complicated areas is IT. IT processes in DIAGNOSTYKA are primarily concerned with the care of the entire laboratory process and the information entrusted to the company, the amount of which is impressive - the DIAGNOSTYKA database contains millions of unique PESEL numbers and personal and medical information assigned to them. One of the key projects the IT Division worked on in 2022 was the implementation in the company - with the help of the Integrale IT partner - of the Fortinet Secure SD-WAN solution.



## 1.9 Associations

[GRI 2-28]

**Our representatives are active in many industry organizations.**



**Pracodawcy RP [Employers of the Republic of Poland]** – an association of private medical service providers, including market leaders of employee health programs, listed companies and local health care employers, which constitute an important link in the public health system. Private Medicine Employers are part of Employers of Poland.

The DIAGNOSTYKA representative chairs the Laboratory Medicine Forum operating within the Association. Representative of DIAGNOSTYKA S.A. is a member of the Association's Management Board.



**Polskie Towarzystwo Diagnostyki Laboratoryjnej [Polish Society of Laboratory Diagnostics]** – a scientific association of laboratory diagnosticians and doctors, whose activities are aimed at disseminating current knowledge in the field of laboratory medicine, training activities and supporting the scientific activities of its members. Several of our employees operate in the branch structures of the Society.



**Izba Pielęgniarek i Położnych [Chamber of Nurses and Midwives]** – professional self-government, whose task is to ensure compliance with the provisions of law regarding the practice of the profession and the principles of professional ethics of nurses and midwives. All Our employees with the title of nurse or midwife are members of the Chamber.



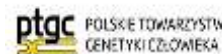
**Naczelna Izba Lekarska [Supreme Medical Chamber]** – a local government representing over 200,000 doctors and dentists from all over Poland. All doctors employed in the Group's companies are NIL members.



**Polskie Towarzystwo Patologów [Polish Society of Pathologists]** – a nationwide scientific society, bringing together medical specialists as well as specialists from other medical professions, providing and disseminating the achievements of modern medicine. All pathologists employed in the Group's companies are members of the Society, two people work in the central structures and two people in the regional structures of the Society.



**Krajowa Izba Diagnostów Laboratoryjnych [National Chamber of Laboratory Diagnostics]** – professional self-government for laboratory diagnosticians, associating and representing people performing the profession of laboratory diagnostics and supervising the proper performance of laboratory diagnostics activities. All Our employees with the title of nurse or midwife are members of the Chamber. In 2022, two of our employees were members of the Presidium, and six more were members of the National Council of Laboratory Diagnostics.



**Polskie Towarzystwo Genetyki Człowieka [Polish Society of Human Genetics]** – a society that brings together nearly 500 members from the group of doctors - clinical geneticists, diagnosticians specialising in the field of laboratory medical genetics and people representing other specialties in the field of medical, biological, humanities and other sciences.



**Pracodawcy dla Zdrowia [Employers for Health]** – an association of employers in the medical industry, both institutions offering health services and companies providing them with equipment and services. The union is part of the Lewiatan Confederation, Representative of DIAGNOSTYKA S.A. is the vice-president of the Association.



**Polskie Towarzystwo Mikrobiologów [Polish Society of Microbiologists]** – a society whose goal is to promote the development of microbiological sciences and popularise the achievements of microbiology among the members of the Society and wide circles of society.



**HL7 Polska** – an organisation that aims to create and disseminate interoperability standards in the field of health care. One of the Group's employees was on the management board of the organisation.

## 1.12 Prises and awards

**Jakub Swadźba Manager of the Year 2022** - the founder and President of the Management Board of the DIAGNOSTYKA laboratory network was awarded as Manager of the Year 2022 in the private facilities category in the Success of the Year in Health Care - Leaders of Medicine competition. The prestigious awards were granted for the twenty-second time. The aim of the competition, organised by Termedia Publishing House and the editorial offices of "Menedżer Zdrowia" and "Kurier Medyczny", from the very beginning was to select and reward people and entities that have particularly distinguished themselves in Polish medicine.

**Jakub Swadźba was ranked first in the Business Leaders Ranking 2022** - Forbes Polska magazine. The ranking is created with the support of investment bankers and selects the entrepreneurs who achieved the greatest successes in the year just ended. Jakub Swadźba was appreciated, among other things, for "long-term and systematic building of the position of DIAGNOSTYKA", as well as developing new areas such as genetic tests.

**Jakub Swadźba was among the winners of the "50 after 50" plebiscite organised by Forbes magazine.** - the idea of the plebiscite was to distinguish representatives of Polish business who proved that success is not defined by age, and that the most valuable - and most difficult - accumulated capital is knowledge and experience.

**Commvault Customer Innovation Awards** - DIAGNOSTYKA, as the only Polish company, was honored in the first edition of the global Commvault Customer Innovation Awards plebiscite, i.e. a competition for the most innovative approach in implementing Commvault's data solutions..

**"Responsible Business" report** - Good practices of the "Responsible Business Forum". The activities carried out by DIAGNOSTYKA were once again appreciated by the Responsible Business Forum and distinguished in the latest Report "Responsible business in Poland. Good Practices" for 2022. This year's edition of the Report included all activities reported by the company.

**DIAGNOSTICS with distinction during the Vaccine Forum** - Good practices of the "Responsible Business Forum". DIAGNOSTYKA S.A. was among the companies that were distinguished in the VACC Award competition held as part of the VACCINE FORUM 2022 Congress. This event, which was held for the second time, is devoted to the topic of vaccinations and aims to change awareness and build positive communication in this area. The main goal of the VACC Award competition was to distinguish institutions and organizations that promote preventive activities, companies that are friendly to vaccinations of their employees in the workplace and people providing reliable and substantive content on vaccinations..

**Leader of Lesser Poland 2022** - DIAGNOSTYKA was awarded the title of "Leader of Lesser Poland" for 2022 in a competition organised by the Association of Municipalities and Poviats of Małopolska. For 23 years, the Competition Chapter has been distinguishing the "Locomotives of Lesser Poland Development" every year - the most important projects with a social dimension, important for the spiritual sphere, identity, education, quality of life of residents, infrastructure investments, companies dynamically investing in Małopolska, with new technologies, creating new jobs.

**"Construction of the Year" competition** - two office and medical buildings used by Diagnostyka Group companies were appreciated and awarded in the "Construction of the Year" competition. The distinction went to: the Aquarius office and service building in Krakow and the Warsaw Central Laboratory, which, apart from its medical character, is also the headquarters of the Central and Eastern Region of DIAGNOSTYKA. The competition is organised annually by the Polish Association of Construction Engineers and Technicians, with the participation of the Ministry of Construction and the General Office of Construction Supervision, and is one of the most prestigious reviews of the achievements of the Polish construction industry.



## 1.11 UN Sustainable Development Goals

Activities undertaken by DIAGNOSTYKA contribute to the implementation of 4 out of 17 Sustainable Development Goals (SDGs) defined by the UN for 2015–2030 and to the fulfillment of the so-called Paris Agreement of 2015, adopted under the United Nations Framework Convention on Climate Change.



### 3 – Ensure healthy lives and promote well-being for all people of all ages

Our goal is to provide high-quality laboratory services and support the healthcare system. Our companies are involved in numerous research projects, including: We continue to participate in the "Profilaktyka 40 PLUS" program of the Ministry of Health, aimed at promoting prevention among Poles. For several years we have been participating in the National Health Fund's "Cervical Cancer Prevention" program by performing gynecological cytology.



### 4 – Provide quality education for all and promote lifelong learning

We provide all our employees with equal access to training to improve their professional qualifications. We offer paid specialist internships within the scope of specialization for diagnosticians and student internships. We have implemented an integrated quality management system. We spread knowledge about the importance of laboratory diagnostics among our patients. We provide specialised knowledge to our contractors – doctors, nurses and midwives. We engage in various research projects and share knowledge through activities within industry organizations and nationwide preventive campaigns.



### 8 – Promote stable, sustainable and inclusive economic growth, full and productive employment and decent work for all

At DIAGNOSTYKA, we make every effort to protect employee rights and promote a safe work environment for all our employees. We support young talents by offering them internships and a career path enabling their development. We provide full and productive employment and dignified work for all women and men, including young people and people with disabilities. We strive to provide equal remuneration for work of equal value. We offer a competitive remuneration package and attractive benefits.



### 13 – Take urgent action to combat climate change and its consequences

We take actions aimed at managing environmental risk in terms of emissions and hazardous waste. We have set ourselves goals to reduce emissions and increase the use of renewable energy. We plan to electrify the courier car fleet, further optimise courier routes and optimise media consumption. We require our suppliers to act in accordance with the ISO 14001 standards used by DIAGNOSTYKA S.A. and general environmental protection requirements for suppliers.

Chapter 2

# Corporate governance



**The nature and scale of our business obliges us to establish and adhere to a sound corporate governance framework.**

**The management system implemented in the Diagnostyka Group assumes continuous improvement and care for the safety of our patients. The Diagnostyka Group's values promote transparency and credibility of our activities.**

Our activities are regulated in particular by the "Code of Commercial Companies" and the "Statute of DIAGNOSTYKA S.A." (determining, among others, the principles of appointing members of the Management Board), as well as internal regulations.

[GRI 2-9, GRI 2-10, GRI 2-11]

### Supervisory Board

The Supervisory Board of DIAGNOSTYKA S.A. exercises constant supervision over the activities of the Diagnostyka Group in all areas of its operations. It operates on the basis of applicable legal provisions, provisions of the Statute, resolutions of the General Meeting and the Regulations of the Supervisory Board. Members of the Supervisory Board are appointed and dismissed by the General Meeting. Their joint term of office lasts 5 years.

As at December 31, 2022, the Supervisory Board consisted of 7 people, appointed on September 2, 2021 :

- **Artur Olender** - Chairman of the Supervisory Board
- **Jacek Prusek** - Member of the Supervisory Board
- **Grzegorz Jan Głównia** - Member of the Supervisory Board
- **Marcin Fryda** - Member of the Supervisory Board
- **Paweł Malicki** – Member of the Supervisory Board
- **Marek Rodak** – Member of the Supervisory Board
- **Matthew Strassberg** – Member of the Supervisory Board

In the reporting period, the Supervisory Board consisted of 100% men. Four qualified for the over 50 age group and three for the 30-50 age group. Two members of the Supervisory Board of DIAGNOSTYKA S.A. are employed by the Company (as mergers and acquisitions consultant and outsourcing consultant).



## Management Board

The Management Board of DIAGNOSTYKA S.A. is responsible for the strategy and operational activities of the Diagnostyka Group.

The principles of operation of the Management Board are specified in the Company's Statute. The Management Board is appointed for a period of 5 years.

In the reporting period, the Management Board included 3 men and 1 woman. One person from the Management Board was aged 30-50, and three were over 50. All members of the Management Board are executive members.

### [GRI 2-10]

The rules for appointing and dismissing members of the Supervisory Board and Management Board are set out in the Statute of DIAGNOSTYKA S.A. Pursuant to this document, both the Investor - LX Beta s.a.r.l. and the Appointed Founders - J. Swadźba, J. Prusek, G. Głownia, have personal rights to appoint a specific number of members of the Supervisory Board and the Management Board. There are no other formalised criteria for appointing members of the company's governing bodies in DIAGNOSTYKA.



**dr hab. n. med. Jakub Swadźba**  
Chairman of the Board  
Chief Executive Office

Responsible for the company's development strategy, digital transformation, investments and medical division.



**Dariusz Zowczak**  
Vice President  
Chief Sales Officer

Responsible for the legal area, sales and supervising the activities of the regions



**Marta Rogalska-Kupiec**  
Vice President  
Chief Operating Officer

Responsible for operational activities, administration, HR, ESG and coordination of laboratories and sampling points.



**Bartosz Cieśllicki**  
Vice President  
Chief Financial Officer

Responsible for the financial department

## 2.2 Management of the ESG area

[GRI 2-12, GRI 2-13, GRI 2-14]

Management Board of DIAGNOSTYKA S.A. takes active actions in the management of the ESG area and is involved in the process of stakeholder analysis and identification of the impact of DIAGNOSTYKA on the surroundings, including the environment, as well as managing this impact. The Management Board develops action plans for sustainable development, sets goals in this area and periodically monitors progress in achieving these goals.

Management Board of DIAGNOSTYKA S.A. approves the selection of material topics to be disclosed in the ESG Report, as well as approves the ESG Report before its publication.

In the structure of the company DIAGNOSTYKA S.A. There is a position of Management Representative for Project Management and ESG, which reports directly to Marta Rogalska - Kupiec, Vice President. The Management Board Representative for Project Management and ESG is responsible for preparing proposals for a strategy for ethical and responsible business conduct in the entire Diagnostyka Group. The representative coordinates and supervises the process of creating annual ESG reports, preparing a non-financial data collection system for the Diagnostyka Group in consultation with the management boards of the Group's companies, selecting significant indicators and analysing the expectations of investors and other interested parties.

The Management Board's Representative for Project Management and ESG is also responsible for developing new sustainable development projects and then for their implementation, as well as for organising training in the field of sustainable development for the Group's employees.

[GRI 2-17]

Thanks to many years of professional experience, members of the Management Board of DIAGNOSTYKA S.A. have the necessary competences in conducting sustainable business activities. Members of the Management Board regularly expand their knowledge in this area by taking on challenges, participating in conferences and dedicated workshops and trainings.

[GRI 2-25]

Diagnostyka Group makes every effort to identify and take active measures to reduce the negative impact on the environment. The Group continuously monitors its Impact on the environment, including by calculating its carbon footprint. The next step was to set goals for its reduction, including by electrifying the courier fleet. For the Group, we have developed a comprehensive carbon footprint calculation system and calculated it for 2022 in scopes 1 and 2 for important companies. The data obtained are an introduction to the development of a reduction plan. We also strictly comply with legal regulations regarding hazardous waste management and monitor the waste we produce.





## 2.3 Ethics and human rights

**In relations with employees, patients, contractors and all other stakeholders, we do not accept behavior other than ethical. We place emphasis on transparency of activities and clear procedures.**

**100% of DIAGNOSTYKA employees are familiar with anti-corruption, anti-discrimination and anti-mobbing procedures.**

[GRI 2-23, GRI 2-24]

### Regulations in the area of ethics

Diagnostyka Group operates in a transparent manner, in accordance with applicable law and internal procedures, and is guided by globally recognised human rights agreements. The most important regulations in this area include:

- DIAGNOSTYKA S.A. Anti-Corruption Code
- Anti-discrimination and anti-mobbing procedure
- Impartiality and confidentiality policy
- Internal reporting regulations
- Code of Ethics for Laboratory Diagnostics
- Code of Ethics for Nurses and Midwives
- Code of Medical Ethics

The Anticorruption Code of DIAGNOSTYKA S.A. and the Internal Reporting Regulations have been approved by the Management Board of DIAGNOSTYKA. These documents are publicly available to all employees and reflect a coherent system of rules and procedures in force at the Diagnostyka Group.

[GRI, 3-3, GRI 2-24, GRI 205-1, GRI 205-2]

### Counteracting corruption

Our employees are aware that corrupt activities are reprehensible and carry certain consequences, including criminal ones. DIAGNOSTYKA S.A. applies the „zero tolerance" principle towards corrupt behavior.

DIAGNOSTYKA S.A. Anti-Corruption Code specifies in detail prohibited activities and their consequences. Employees are obliged to report corruption proposals and immediately notify their direct superior of any violation of anti-corruption rules. Members of the Management Board of DIAGNOSTYKA S.A. may make such reports to other Members of the Management Board.

Moreover, the Employee is obliged to report to his or her direct superior any intention to give or accept a gift (as well as an invitation) as well as any gift or invitation offered or accepted. We consider gifts of cash or cash equivalents unacceptable. The exception are vouchers for tests offered by DIAGNOSTYKA S.A., worth up to PLN 200. Gifts with a higher value than the agreed value accepted by an employee should be returned immediately, and those whose return is not possible under the circumstances are transferred to the Company. Management Board of DIAGNOSTYKA S.A. keeps a register of gifts and invitations addressed by and to DIAGNOSTYKA employees exceeding the values indicated above.

Each employee is obliged to sign a declaration of receipt and familiarization with the Anti-Corruption Code and the rules of criminal liability for the crimes specified therein..

### Counteracting discrimination and mobbing

In all companies of our Group, any forms of discrimination against both employees and our stakeholders are prohibited. We do not tolerate actions or behavior that constitute direct or indirect discrimination, mobbing, sexual harassment or behavior that is contrary to good customs and principles of social coexistence.

The anti-discrimination and anti-mobbing procedure in force at DIAGNOSTYKA, which is part of the Work Regulations, establishes internal rules for counteracting discrimination and mobbing as well as methods of solving problems that have already arisen in our company. Any employee who believes that he or she has been subjected to prohibited behavior or has encountered such actions may submit a written complaint to the HR director. Getting to know the Anti-Mobbing and Anti-Discrimination Procedure is an element of the initial training. Once a year, we assess whether the provisions of the procedure are properly implemented.

### Impartiality and confidentiality

We provide services impartially, confidentially and honestly, using the same procedures for all clients. Our staff knows, understands, observes and implements the Impartiality and Confidentiality Policy, and the implementation of its assumptions is supervised by a person appointed by the Management Board of DIAGNOSTYKA S.A. Representative for the Quality Management System.

DIAGNOSTYKA S.A. Anti-Corruption Code contains regulations regarding conflict of interest. Situations that may result in a conflict of interest are reported to the Compliance and Corruption Prevention Inspector and then, with his recommendation, they are sent to the direct superior.

With respect to members of the Management Board, in 2023 a resolution of the Management Board was adopted regulating the management of situations that may cause a conflict of interest in relation to members of the Management Board.

[GRI 2-16, GRI 2-24, GRI 2-26]

### Violation reporting system

The company conducts - with the help of DZP Compliance P.S.A. whistleblowing service and has adopted Internal Reporting Rules.

The system was adopted in the company long before the legal obligation in this respect was introduced. From 2021, DIAGNOSTYKA S.A. has internal reporting regulations supervised by an external law firm. The Company has a Compliance Officer who supervises the process of receiving and considering notifications in accordance with the Regulations and legal provisions. He is also responsible for cooperation with the law firm and chairs the Clarification Committee, which may be appointed by him to clarify the notification and indicate follow-up actions.

The irregularity notification system has been operational since February 2022. There are two official reporting channels:

- electronically via the platform available at: [sygnalisci.diag.pl](https://sygnalisci.diag.pl),
- personally to the Compliance Officer.

In the case of a personal report, it is entered into the system by the Compliance Officer during the conversation (together with the Whistleblower) or immediately after the conversation. Applications sent via the Platform are then accepted by an external law firm, which ensures impartiality of their consideration at the initial stage. The law firm reports monthly to the Compliance Officer on the status of the irregularity reporting system in individual companies. The Compliance Officer reports annually on the status of the irregularity reporting system in the Group to the President of the Company's Management Board.



#### Centrum zgłoszeń

Dodaj lub sprawdź status zgłoszenia

[Dodaj zgłoszenie](#)

[Sprawdź status zgłoszenia](#)

### Co stanie się z moim zgłoszeniem?

1

#### Nowe zgłoszenie

Żeby dokonać zgłoszenia musisz wypełnić prosty formularz. W czterech krokach poprosimy Cię o najważniejsze informacje, które umożliwią nam szybkie rozpatrzenie Twojej sprawy. Zapewniamy poufność i możliwość anonimowego zgłoszenia.

2

#### Weryfikacja zgłoszenia

Po tym jak otrzymamy zgłoszenie, przejdzie się ono w weryfikacji. Zaufana osoba weryfikuje zbite i jego zasadność i podejmuje decyzję o przyjęciu lub odrzuceniu zgłoszenia. Przekazujemy Ci o podjętej decyzji i jej motywacji.

3

#### Postępowanie wyjaśniające

Po pozytywnym zweryfikowaniu zgłoszenia, zostaną podjęte działania wyjaśniające. Rozwiernie zbierzemy wszystkie okoliczności sprawy i zbierzemy jak najwięcej informacji o zdarzeniu przez Ciebie nieprawidłowości.

4

#### Wdrożenie środków korygujących

Po wyjaśnieniu sprawy przystąpimy do wdrożenia środków korygujących, czyli próby naprawy sytuacji. Wdrożymy też mechanizmy mające zapobiegać powstaniu nieprawidłowości w przyszłości.

[GRI 2-23]

## Ethics

In 2022, the Diagnostyka Group had three separate codes of ethics, dedicated to individual professional groups: laboratory diagnosticians, nurses and midwives and doctors.

*RI 2-27, GRI 205-3]*

In 2022, no cases of corruption, violations of procedures regarding ethics and respect for human rights, or discrimination or mobbing were detected in the Diagnostyka Group. In 2022, no penalties were imposed on the Group for non-compliance with laws and regulations.

*[GRI 2-15, GRI 2-24]*

## Conflict of interest

The principles of avoiding and managing conflicts of interest (including informing about a potential conflict) are regulated in detail in the Anti-Corruption Code of DIAGNOSTYKA S.A. and in its annex. According to this document, a conflict of interest is a situation that has a potential or actual impact on the objectivity of an Employee [understood as employed on any legal basis] due to the fact that his own interest may conflict with the interest of the Company or the Company's business partner.

In 2022, the Company repeated the information to its Employees regarding the obligation to report situations that may give rise to a conflict of interest, and starting from the turn of 2022 and 2023, it is receiving numerous reports, each time assessed by the Compliance Officer.

The Company takes steps to prevent, identify and manage conflicts of interest. DIAGNOSTYKA S.A. Anti-Corruption Code contains Instructions on managing conflicts of interest, which sets out the rules of conduct in the event of their occurrence. All Employees, regardless of their position and form of employment, are obliged to avoid actions and entering into relationships that could be contrary to the interests of the Company or negatively affect its reputation. Employees are prohibited from accepting any benefits that could influence their impartiality and objectivity when making decisions. They are required to immediately report any situations that have led or could potentially lead to a conflict of interest in the Company, and in particular to inform their direct superior about this fact and to send the report to the dedicated address. The Compliance Officer and the management staff analyse the reported information on circumstances potentially leading to a conflict of interest and take actions to prevent the negative consequences of its occurrence.

Employees participate in dedicated training to build appropriate awareness of the risk of conflict of interest, and the management staff takes further actions to promote the rules of conduct through appropriate internal communication. Employees are required to sign declarations that they have read the Code of Conduct regarding conflict of interest management.



Members of the Supervisory Board are obliged to inform Members of the Management Board about starting a business activity, employment for another entity and accepting functions in the management or supervisory bodies of another entity whose activities constitute competition for the Diagnostyka Group.

DIAGNOSTYKA maintains a Conflict of Interest Register, which collects information enabling effective counteraction, identification and management of conflicts of interest. Only persons authorised to process personal data contained in the Register have access to the register.

### Sponsorships and donations

DIAGNOSTYKA makes donations and sponsors, among others: artists and athletes. However, such activities are prohibited if the transfer of funds exposes the company to the risk of corruption, loss of reputation or a conflict of interest. Moreover, a donation is not granted if the conclusion of a business transaction is conditional on its granting, or if its granting is to influence the course or nature of an already implemented transaction or business relationship.

The rules for granting donations and sponsoring are included in a dedicated Instruction, which is part of the Anti-Corruption Code. A necessary condition for making a donation or providing sponsorship is acceptance of the application. Applications for donation or sponsorship should be submitted to the Compliance Officer by sending them to a dedicated e-mail address. The decision to grant a donation or sponsorship is made by the Management Board on the basis of a verification previously carried out by the Compliance Officer.

The Company makes donations only for specific and precisely described social goals, consistent with the mission of a given beneficiary.

DIAGNOSTYKA S.A. does not make donations to or sponsor any entities conducting political activities or public officials.

In 2022, DIAGNOSTYKA S.A. made a donation of PLN 100,000.00 to implement the campaign

“Aid for Ukraine coordinated by Employers of Poland; organised joint help from numerous Polish enterprises.

[GRI 2-20]

### Remuneration policy

DIAGNOSTYKA has Remuneration Regulations in force, regulating the principles of determining basic remuneration and additional work-related monetary benefits, including the granting of individual awards.

In the Diagnostyka Group, remuneration is determined in a gender-neutral manner and solely on the basis of professional qualifications, experience and results achieved. DIAGNOSTYKA periodically monitors the labor market, conducts salary research and analyses benchmark data to ensure the competitiveness of the current remuneration system.



## 2.4 Risk management

[GRI 3-3]

**The primary goal of risk management in the Diagnostyka Group is to identify, monitor and take appropriate actions to reduce or eliminate risks and take advantage of emerging opportunities..**

The superiors of individual organizational units are responsible for identifying and managing risks in the Group's operations.

The basic document in the field of risk management at DIAGNOSTYKA S.A. is Procedure PN/ZSZJ/62 "Risks and opportunities". The purpose of the procedure is:

- identification and assessment of risk for management, system, research and other processes,

- development of risk management plans and
- identification of opportunities and opportunities for improvement.

As part of the risk management system, we identify financial and non-financial risk factors that may impact our business operations. The above-mentioned procedure is updated and made available on an ongoing basis. We conduct constant monitoring in order to identify risk early and develop adequate plans to prevent its occurrence or, if necessary, respond to the risk.

Area	Risk description	Actions to mitigate identified risks
<b>Personal data protection</b>	Risk of violating personal data protection regulations, in particular leading to unauthorised disclosure or access to sensitive patient data. Risk of possible staff errors when processing data in the field of laboratory test reports in electronic form, which may affect the integrity, confidentiality and data availability.	<ul style="list-style-type: none"> <li>• The Group has detailed policies regarding the protection of personal data.</li> <li>• Employees undergo dedicated training in the field of personal data protection.</li> <li>• Audits in this area are performed regularly.</li> <li>• Communication with staff and taking actions to review and update procedures regarding the processing of laboratory test reports in the IT system and introducing changes in the IT system.</li> <li>• Monitoring the data processing process on laboratory test reports and reacting to service errors in this regard.</li> </ul>
<b>Information Safety</b>	Risk of data leakage and other challenges related to maintaining cyber security.	<ul style="list-style-type: none"> <li>• A cybersecurity strategy has been developed.</li> <li>• Detailed procedures in this regard have been implemented.</li> <li>• ISO 27001 certification.</li> </ul>
<b>Risk of interruption of business continuity</b>	Risk related to disruption of business continuity due to a failure or cyber attack	<ul style="list-style-type: none"> <li>• A cybersecurity strategy has been developed. Detailed procedures have been implemented in this area</li> </ul>
<b>Reputation and trust of stakeholders</b>	The risk of occurrence of phenomena, actions or associations that negatively affect the trust of stakeholders, resulting from, among others, customer complaints, court proceedings.	<ul style="list-style-type: none"> <li>• Implementation of a strong Group management framework, based on legal regulations and good market practices</li> <li>• Maintaining and developing a certified quality management system.</li> <li>• Staff training.</li> </ul>



Area	Risk description	Actions to mitigate identified risks
<b>Laboratory activities</b>	<p>Risk related to undesirable effects of laboratory activities and potential errors of this activity, e.g. risk of issuing an incorrect test result.</p> <p>Risks related to improper handling of hazardous waste.</p>	<p>Implementation and maintenance:</p> <ul style="list-style-type: none"> <li>• Accreditation of laboratories in accordance with the requirements of ISO 15189 and ISO 1702 standards,</li> <li>• Certified management system according to the ISO 9001 standard</li> <li>• Supervised intra-laboratory control system</li> <li>• Participation in external laboratory control programs</li> <li>• Certified environmental management system according to ISO14001.</li> </ul>
<b>Workers</b>	<p>Risk of accidents at work.</p> <p>Risk of losing talent and employee retention.</p>	<ul style="list-style-type: none"> <li>• The group conducts training in the field of occupational safety and constantly develops occupational health and safety systems.</li> <li>• The Group undertakes activities for the development of its employees and professional training</li> <li>• The group offers attractive benefits.</li> </ul>
<b>Counteracting corruption</b>	<p>Counteracting corruption</p> <p>Risk of employee involvement in corruption.</p>	<ul style="list-style-type: none"> <li>• Introduction of an internal channel for reporting potential abuses.</li> <li>• Introduction of a policy aimed at ensuring compliance of the activities of employees and contractors with applicable legal provisions and ethical principles.</li> </ul>
<b>Environment</b>	<p>Risk of non-adjustment of the Company's activities to environmental protection regulations.</p> <p>Climate risk</p>	<ul style="list-style-type: none"> <li>• The company has an environmental policy and complies with applicable legal requirements.</li> <li>• The company has an environmental management system certificate in accordance with ISO 14001:2015 standard.</li> <li>• The company has an environmental management system certificate in accordance with the ISO 14001:2015 standard.</li> <li>• The company implements a fleet policy, according to which cars are replaced every 5 years or after covering 200,000 kilometers. The company is implementing a plan to electrify its courier fleet.</li> </ul>

## 2.5 Personal data protection

[GRI 3-3, GRI 2-23, GRI 2-24, GRI 418-1]

**The Diagnostyka Group has developed and implemented personal data protection policies, based on the applicable legal provisions regarding the protection of personal data.**

The key data protection documents applicable to DIAGNOSTYKA are:

- Personal data security policy,
- IT system management manual,
- Procedure for supervising personal data protection violations.

The company has implemented internal personal data protection policies as part of the implementation of organizational measures for the protection of personal data in order to comply with the provisions of the General Data Protection Regulation - GDPR. The policies are approved by the Company's Management Board and made available to staff who are familiarised with them and obliged to apply them when processing personal data. The policies are reviewed and updated, and their implementation is supervised by a team of personal data protection specialists and persons to whom the Company has assigned such responsibility.

The Personal Data Security Policy specifies the actions to be performed and establishes principles and rules of conduct to be applied to properly secure personal data processed in DIAGNOSTYKA S.A. The company manages the security of personal data in order to ensure the efficient performance of its tasks and the tasks performed on data entrusted under agreements and in compliance with legal regulations.

In 2022, additional detailed procedures were developed and implemented regarding such personal data protection processes as data retention and handling the rights of people in connection with the processing of personal data. The implemented procedures allowed for the improvement of the handling of requests from data subjects and also improved the supervision and process of deleting personal data in accordance with the retention periods adopted by the Company.

Detailed policies and documents regarding personal data protection applicable in the Company:

- Procedure P/PB/04 Supervision over the implementation of people's rights under the provisions of the GDPR
- Procedure P/PB/05 Data retention based on the provisions of the GDPR
- Detailed personal data protection policies
- Procedure P/PB/01 Personal Data Security Policy
- Procedure P/PB/02 IT System Management Manual
- Procedure P/PB/03 Supervision over personal data protection violations

The basic priority related to the protection of personal data is to ensure the security of the personal data of the Company's clients, including special categories of personal data that the Company processes in connection with the type of medical activity conducted. It is very important for us to share our experience in the field of personal data protection with our partners and institutional clients in order to strive to ensure secure data exchange during cooperation.

An important goal is also to ensure the availability of data, in particular medical documentation for our patients, therefore the Company must ensure the availability of information and medical documentation to patients while ensuring the security of the data collected there.

### Our priorities in terms of personal data protection :

- Supporting activities aimed at implementing the GDPR industry code for the health care sector.
- Adapting our procedures and personal data processing processes to the draft GDPR industry code.
- Eliminating human errors when processing personal data.
- Strengthening and supporting the team responsible for managing the protection of personal data, with particular emphasis on the increasing challenges related to cybersecurity and the growing importance of privacy protection.
- Ensuring a consistent approach to personal data protection across the entire Diagnostyka Group.

DIAGNOSTYKA undertakes continuous actions to raise the awareness of its employees on issues related to the secure processing of personal data, in particular through training, communication with employees and audits. We undergo regular internal and external audits aimed at assessing compliance with the requirements of personal data protection regulations and to confirm the adequacy of the technical and organizational measures used to protect personal data. On the basis of the information obtained in this way, necessary actions are taken to fulfill the recommendations resulting from the audits.

In 2022, the personal data protection process was assessed as part of an audit for compliance with the ISO 27001:2017 standard at DIAGNOSTYKA S.A. The audit did not reveal any discrepancies in this respect and confirmed that the process of personal data protection in the context of information security is carried out correctly. Independently, the Company decided to undergo another external audit in 2023 for compliance with the provisions of the General Data Protection Regulation, in order to conduct a detailed assessment of the Company's fulfillment of its obligations arising from the personal data protection regulations. The last comprehensive audit in this area took place in 2021.

Each newly employed employee of DIAGNOSTYKA S.A. is obligatorily trained in the principles of personal data protection. The training is tailored to the job position and the risks involved. Refresher training is also carried out for permanent employees - our goal is for every employee of DIAGNOSTYKA S.A. he underwent such training, at least once a year, and also in situations when significant changes are made to personal data protection procedures. In 2022, the Personal Data Inspector conducted remote and traditional training sessions, attended by over 200 people, mainly from the management staff.

The training was attended in particular by laboratory managers, managers and coordinators of collection points, quality management system specialists, and regional directors. The Data Protection Inspector also organised training for representatives of companies in the Diagnostyka Group. In 2022, a GDPR educational campaign was also carried out for our contractors. For this purpose, materials containing good practices in the field of personal data protection and recommendations were prepared, which were then disseminated among approximately 3,000 of our contractors.

A register of incidents has been kept since the beginning of the GDPR implementation. All employees have the opportunity and obligation to report any situations and events that, in their opinion, may have led to a breach of personal data protection, which is supervised by the Personal Data Inspector. In 2022, we did not receive any complaints regarding personal data protection from the Office of Personal Data Protection. The process of handling violations is carried out in accordance with a detailed procedure, which is periodically assessed and updated.





## 2.6 Cybersecurity

[GRI 3-3]

**In the Diagnostyka Group, DIAGNOSTYKA S.A. was created and approved by the Management Board. 5-year cybersecurity strategy. The strategy contains a vision for management and improvement in this area and a list of projects planned for implementation. In order to ensure the most effective management of cybersecurity, we have implemented an information security management system in accordance with the ISO/IEC 27001 standard in force. Our cybersecurity system is regularly subject to external audits. An audit was also carried out in 2022, which resulted in maintaining the certificate for the next year. All companies of the Group are covered by the system.**

A business continuity plan has been implemented at DIAGNOSTYKA. It is a set of activities, including documented procedures and instructions, developed and maintained in readiness for use in the event of a crisis or emergency situation. The aim of the plan is to minimise the risk related to the occurrence of an emergency or crisis situation, which has a direct impact on ensuring the continuity of the Company's operations. The procedure defines the rules of conduct in the event of an emergency or crisis, allowing, among other things, protection of people's health and life,

ensuring uninterrupted service for patients and contractors, protecting the image and good name, and maintaining the trust of customers and business partners..

We are also bound by the Personal Data Security Policy, which sets out the basic principles of personal data protection regardless of the data processing systems (e.g. IT) and the method of processing in these systems. It includes physical, logical and communication security of processed information.

In 2022, the Fortinet Secure SD-WAN system was implemented. This project was related primarily to the need to modernise the digital environment that had been built over the years. The purpose of introducing the new solution was to improve the efficiency of the infrastructure, ensure appropriate reliability of services, improve the quality of problem identification and response options, and, above all, increase security, which was a key factor when choosing the solution manufacturer. The implementation of the solution was a large undertaking - the entire process, i.e. delivery, synchronization and optimization of the solution in several hundred DIAGNOSTYKA branches, took place during the pandemic, i.e. complete lockdown. This is the largest implementation of SD-WAN in Poland during this period and one of the biggest IT challenges in the Diagnostyka Group in 2022.



## 2.7 Due diligence in the supply chain

[GRI 3-3, GRI 308-1, GRI 308-2]

### Due diligence in the supply chain

We consciously approach the selection of suppliers and subcontractors. Before establishing cooperation, all our suppliers are subject to initial assessment and approval. Moreover, they are obliged to comply with the principles contained in our Quality Policy and Environmental Policy, as well as the principles of personal data protection and information security.

Every year, we conduct periodic assessments of suppliers and subcontractors. Obtaining an unsatisfactory rating necessitates the introduction of corrective and remedial actions or causes removal from our list of suppliers. Moreover, in the event of deterioration of the quality of the service or product, an increase in the number of complaints, etc., DIAGNOSTYKA conducts an audit of the supplier, which aims to identify areas that constitute a potential risk.

Our laboratory testing subcontractors are required to complete detailed surveys that allow for verification of the implemented processes and the quality of the services provided, in order to ensure an equally high standard as that represented by DIAGNOSTYKA. Like suppliers, they are subject to strict verification and audits.

Supplier evaluations are performed by laboratory managers for local suppliers of materials and reagents. Central suppliers are also rated by laboratory managers, with these suppliers' ratings being aggregated and rated centrally.

### We require all suppliers to:

**High quality of delivered products, materials and services, in accordance with the principles set out in the document "General conditions for products and services supplied externally to DIAGNOSTYKA S.A."**

**Compliance with the principles of personal data protection and information security.**

### When selecting, we prefer suppliers and subcontractors:

**Compliant with ISO 14001 standards used by DIAGNOSTYKA S.A. and general environmental protection requirements for suppliers.**

**Having a quality management system (ISO)/accreditation, or a declaration of compliance with quality requirements.**



Chapter 3

# Impact on the environment



## 3.1 Environmental management

[GRI 2-23]

**At DIAGNOSTYKA, we have implemented and are constantly improving an environmental management system that meets the requirements of the ISO 14001:2015 standard. In accordance with the requirements of the standard, we carry out annual system control audits. The audit in 2022 ended with maintaining the certificate of compliance with the standard for the next year.**

**The system consists of policies, procedures and other regulatory documents. The most important of them are:**

- **Environmental policy.**
- **Assessment of environmental aspects** – a summary of environmental aspects occurring in our activities, with an assessment in terms of criteria such as frequency, environmental impact, range of impact, effects and likelihood of an emergency situation related to the aspect.
- **Environmental programme** – a summary of the most important directions of activities with the determination of the environmental impact and goal, assigned tasks, people responsible for implementation and their planned date.
- **Management system review report** – a review of the environmental management system, a document prepared annually.

[GRI 3-2]

**As part of the review of the environmental aspects, the following key environmental themes were identified:**

- Waste management
- Energy consumption
- CO<sub>2</sub> emissions

### Environmental footprint management

#### Environmental policy

DIAGNOSTYKA is constantly developing and improving, wanting to provide patients and contractors with the highest quality services. Our goal is to maintain a strong position on the medical market in the field of laboratory diagnostics, and thus provide our partners with full satisfaction with the cooperation and a sense of the best service. We want to achieve this, among other things, through easy access to advanced diagnostic solutions, the widest range of operation, the largest offer of tests on the market and friendly service, while maintaining the principles of respect for the natural environment. Therefore, in April 2016, the Environmental Policy was introduced in accordance with the ISO 14001:2015 standard at the company's headquarters located at ul. Życzkowskiego 16 in Kraków.

#### Review of the environmental management system

The external audit by TUV SUD for compliance with the ISO 14001:2015 standard was carried out on March 7-08, 2022. No non-compliance was found during the audit. However, ten potentials for improving the system were identified. During the audit, employees' high awareness of the Environmental Policy and the tasks arising from it, as well as a detailed analysis of environmental risks and opportunities, were noticed. We have also implemented actions to reduce CO<sub>2</sub> emissions in connection with the operation of the car fleet, by presenting a program for the electrification of the car fleet for 2022-2025 and systematically equipping the fleet with cars with EURO 6 class engines.

#### Assessment of compliance with legal and other requirements

The Environmental Management System operates taking into account the current legal status. Compliance assessment of legal acts is carried out on an ongoing basis and obligatorily every six months. 2022 assessments were conducted on June 17, 2022 and December 21, 2022.

## 3.2 Our environmental footprint

We have identified and monitor key environmental indicators. We present them per one performed diagnostic test. This is our method of comparing results year to year. We calculate these indicators for DIAGNOSTYKA S.A. (not for the Group) due to the dominant share of its operations.

**Main environmental indicators per one diagnostic test performed in specific years for DIAGNOSTYKA S.A.:**

The name of the indicator	Unit	2022	2021	2020
Number of tests performed	pcs.	110 295 282	107 172 264	72 083 602
Waste quantity indicator (amount of waste in grams / per 1 test)	g	11.26	9.86	11.77
Fuel consumption indicator (amount in milliliters / 1 test) Counted: amount of fuel/number of tests*1000	ml	19.98	19.98	23.27
VOC emission rate (amount in grams / per 1 test)	g	0.06	0.03	0.05
Packaging consumption rate (amount in grams / per 1 test)	g	0.08	0.16	0.28
Energy consumption indicator (total energy consumption / number of tests performed)	kWh	0.315	0,353	0,419



## 3.3 Waste management

[GRI 3-3, GRI 306-1, GRI 306-2]

**As part of our activities, we have identified a significant environmental aspect related to waste management: soil pollution related to the production of hazardous waste.**

Taking into account continuous improvement in the area of waste management, as well as legal requirements related to the management of hazardous and non-hazardous waste, we ensure proper handling of waste and its management in a manner that is safe for people and the environment. DIAGNOSTYKA measures and discloses information regarding the management of generated waste.

### Waste generation and significant waste-related impacts

Waste is a consequence of DIAGNOSTYKA's service operations.

Materials and input products that contribute to waste are:

- chemical reagents,
- biological material,
- products for collecting material for diagnostic tests (plastic, metal, glass, rubber),
- paper,
- laboratory, computer and office equipment,
- batteries.

We are aware that these materials, in addition to the impact related to their use for DIAGNOSTYKA, contribute to the environmental impact at the stage of their production.

### Waste management and significant waste-related impacts

Waste generation rates are monitored in detail by us. Waste supervision and management of medical waste involves its proper collection and labeling. In these processes, it is of key importance to protect employees and subcontractors (employees of waste collection companies) against exposure to infectious agents. We implement detailed procedures for dealing with hazardous waste as well as washing and disinfection procedures for staff.

Pursuant to the Act of December 14, 2012 on waste, medical waste is waste generated in connection with the provision of health services. Pursuant to the provisions of the Act, infectious medical waste is obligatorily neutralised through thermal transformation in hazardous waste incinerators. DIAGNOSTYKA approaches this issue rigorously.



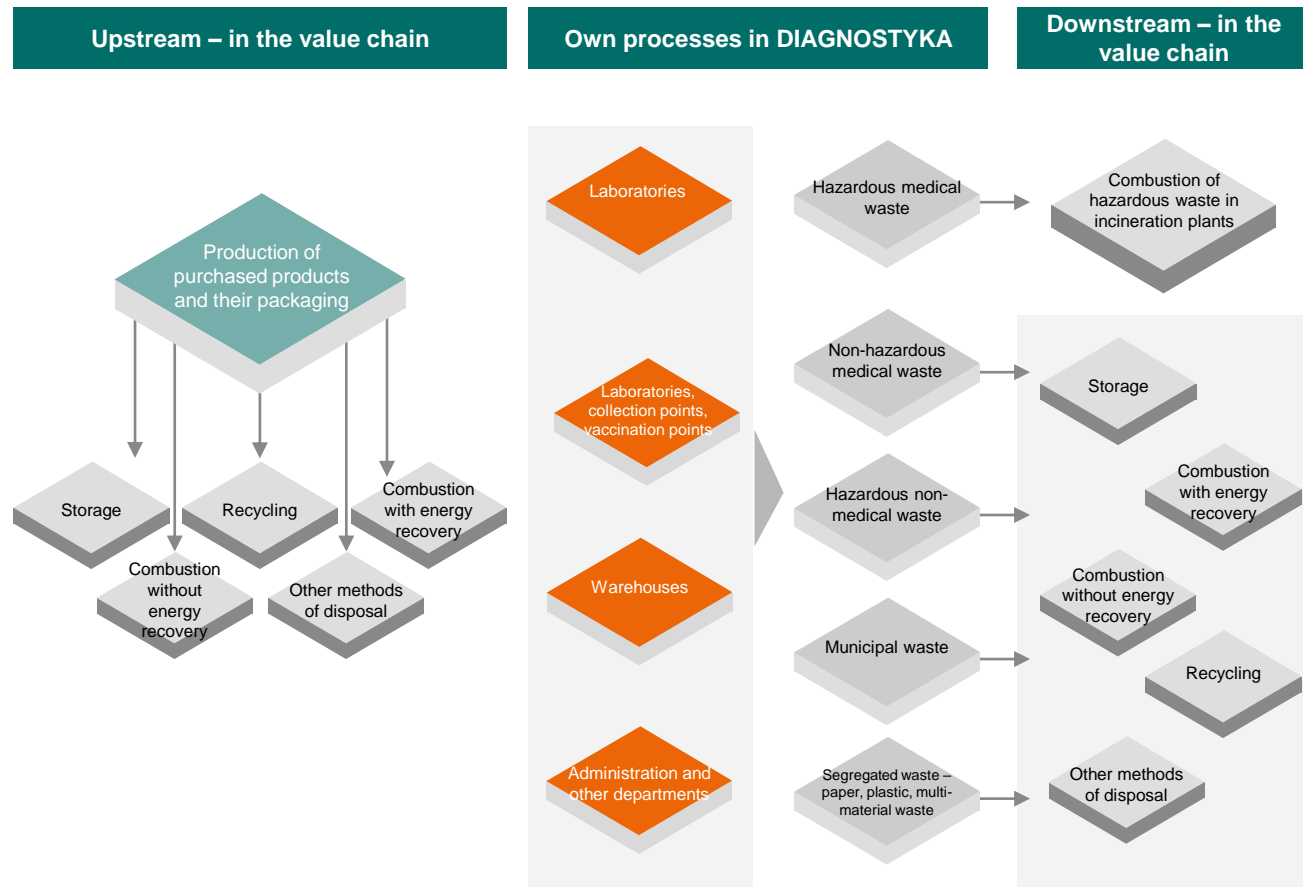
[GRI 3-3, GRI 306-2]

**Activities that lead to waste reduction in the organization and value chain**

1. Monitoring the technological consumption of chemical reagents and small laboratory equipment, enabling precise determination of the demand for materials in a given period. This action allows you to reduce the amount of medical waste resulting from too large orders - e.g. expired reagents and materials.
2. Rational purchase (quantity and quality) and specific procedures for replacing computer equipment. Computer equipment must meet the quality requirements specified by the Company in order to ensure operation within the expected period of its life and without the need for prior replacement.
3. Organisational culture related to reducing the use of office paper: electronic signatures, electronic communication, archiving scanned documents, e-mail footer template for employees with the information "Think about the environment before you print this e-mail."
4. Actions aimed at increasing the number of results transmitted exclusively electronically, primarily to contractors.
5. Reuse of packaging in laboratories - including: large reagent containers are used as liquid waste containers.
6. Reusing packaging in warehouses - e.g. each box in which products are delivered is given a second life; we also reuse Styrofoam containers, wooden pallets and plastic pallets.

7. Processes of selective waste collection are also being implemented in laboratories, collection points and other facilities for later recycling.
8. In accordance with legal regulations, the Company transfers infectious medical waste for disposal through thermal transformation in hazardous waste incinerators.
9. DIAGNOSTYKA conducts its own assessment of waste recipients and verifies them in terms of their waste management decisions.
10. The company regulates waste management in contracts for supporting services, e.g. printer leasing, renovation, maintenance and construction works.

**Waste management scheme in the Diagnostics Group**



[GRI 3-3, GRI 306-3]

**Waste generated**

The largest group of waste, in terms of quantity, was hazardous medical waste with the code 180103. They accounted for 89.02% of all waste generated in 2022 by DIAGNOSTYKA S.A. In total, hazardous medical waste accounted for 98.28% of all waste generated in 2022.

**Quantitative characterisation of waste**

Type of waste	Quantity [Mg]		
	2022	2021	2020
Hazardous waste	1 221	1 028	915
Non-hazardous waste	21	28	5
<b>Total</b>	<b>1 242</b>	<b>1 056</b>	<b>920</b>

[GRI, 3-3, GRI 306-5]

**Waste sent for disposal**

In accordance with legal regulations, DIAGNOSTYKA transfers infectious medical waste for neutralization through thermal transformation in hazardous waste incineration plants. Processes of selective waste collection are also implemented in laboratories, collection points and other facilities for subsequent recycling. DIAGNOSTYKA conducts its own assessment of waste recipients.

**Management of waste generated in 2022**

Type of waste generated	Quantity [Mg]		
	Own management 2021, 2022	Managed by external companies 2022	Managed by external companies 2021
<b>Hazardous waste</b>			
Incineration in a hazardous waste incineration plant	0	1 221	1 028
<b>Non-hazardous waste</b>			
Management by an external recipient (segregated and unsegregated municipal waste)	0	21	28
<b>Total</b>	<b>0</b>	<b>1 242</b>	<b>1 056</b>





## 3.4 Energy consumption

[GRI 3-3, GRI 302-1]

When examining the impact of the Diagnostyka Group on the environment, we identified that our greatest impact is on air pollution resulting from greenhouse gas emissions. In 2022, we conducted detailed research on the sources and amounts of energy consumption from all identified sources.

The calculation of energy consumption concerned electricity, heat and the consumption of natural gas and liquid fuels.

The greatest energy consumption occurred from the combustion of liquid fuels in cars. The consumption of electricity, heat and natural gas combustion was related to the use of over 1,200 premises throughout Poland in which Diagnostyka Group conducts laboratory and medical activities.

Significant consumption of energy (electricity and heat from the combustion of natural gas) is related to the Group's core activities, i.e. running laboratories and collection points. Most of the premises needed for this business are rented. In the case of premises owned by DIAGNOSTYKA, or premises where DIAGNOSTYKA uses its own media metering, the consumption of electricity and heat was determined based on invoices. The consumption of electricity and heat in premises rented without their own metering is based on data obtained from the tenants of the premises. In premises where such information was not obtained, the consumption was estimated on the basis of the area of the rented premises according to the key adopted by DIAGNOSTYKA S.A.

In 2022, the quantity and reliability of the data obtained regarding the type of heating of premises increased significantly - hence the consumption of thermal energy (CO) is significantly lower than in the previous year in favor of the consumption of natural gas for heating - primarily st for DIAGNOSTYKA SA.

In 2022, in the location in Bielsko-Biała, a photovoltaic panel installation was installed on a pilot basis, which provided 46.48 MWh of electricity, entirely used for own needs.

### Energy consumption in the Diagnostics Group

Indicator name – Consumption in MWh	DIAGNOSTYKA S.A.				Diagnostyka Group	
	2022	2021	2020	2019	2022	2021
Total electricity consumption	9 537	9 111	7 954	7 697	11 805	11 137
Total thermal energy consumption	4 436	9 410	7 163	6 864	5 182	10 849
Total natural gas consumption	2 890	1 079	889	849	3 369	3 116
Total consumption of liquid fuels	17 823	18 197	14 218	14 388	19 854	20 284
<b>Total</b>	<b>34 686</b>	<b>37 797</b>	<b>30 224</b>	<b>29 797</b>	<b>39 698</b>	<b>45 385</b>

At DIAGNOSTYKA S.A. we have been monitoring electricity consumption since 2019, while in the remaining companies of the Diagnostyka Group - from 2021.

## 3.4 Energy consumption

DIAGNOSTICS measures and reveals information about energy consumption in the organization. We monitor the consumption of liquid fuels in company cars in order to optimise consumption. DIAGNOSTYKA has had a fleet policy for years, according to which cars are replaced every 5 years or after covering 200,000 kilometers. At the end of 2022, our car fleet consisted of 705 cars (467 are courier cars transporting biological material), of which 697 are vehicles with an engine class that meets Euro 5 and 6 standards. The maximum age of our vehicles is 4 years. We supervise and optimise courier routes using a dedicated courier application. We constantly train couriers on safe and therefore optimal driving.

In 2020, DIAGNOSTYKA SA began work on the electrification of its courier fleet. We assume the replacement of 50% of courier cars with electric vehicles in 2021-2025. However, we are aware that this project is also influenced by external factors and depends on many suppliers, hence a change in strategy is possible. In 2022, the number of electric cars used by our couriers increased to 25, and in 2023 we plan to buy another 10 cars. The construction of vehicle charging infrastructure in own locations in Poland is progressing. In 2022, we had 10 two-station stations. We submitted the construction of the charging station for funding under the National Fund for Environmental Protection and Water Management.

In 2022, there is a slight decline in the consumption of liquid fuels in terms of diesel and gasoline.

In 2022, Diagnostyka Group's cars traveled nearly 30 million kilometers, which was related to the consumption of liquid fuels.

Fuel type [liter]	DIAGNOSTYKA S.A.			Diagnostyka Group	
	2022	2021	2020	2022	2021
Gas	639 927	673 818	537 422	738 972,32	755 467
LPG liquid gas	1 224 765	1 135 901	1 041 820	1 285 180,38	1 228 335
Diesel	295 690	331 826	224 712	350 646,72	391 874



## 3.5 Greenhouse gas emissions

[GRI 3-3]

**Top management attaches great importance to the organization's impact on climate change and calculating its carbon footprint.**

In 2022, a more detailed inventory of emission sources was used compared to 2021, based on which the carbon footprint calculation was carried out in scopes 1 and 2. In the following years, it is planned to continue these calculations and disclose the carbon footprint calculation in scope 3.

**We have identified the following significant environmental aspects in our business:**

- air pollution as a result of CO<sub>2</sub> emissions related to maintaining your own car fleet,
- air pollution as a result of waste incineration (process carried out outdoors, by a waste incineration plant).

Taking into account continuous improvement in the area of DIAGNOSTYKA's impact on air pollution and climate change, as well as future legal regulations related to greenhouse gas emissions, DIAGNOSTYKA measures and discloses information on the carbon footprint in scopes 1 and 2.

Direct emissions (scope 1) of greenhouse gases released into the atmosphere as a result of DIAGNOSTYKA's operational activities are related to the combustion of natural gas in stationary installations and fuels in the engines of cars in the company's own fleet, as well as to leaks of refrigerants.

Indirect energy emissions (scope 2) arise from electricity and heat energy purchased by DIAGNOSTYKA.

[GRI 3-3, GRI 305-1]

### Greenhouse gas emissions

Calculations of greenhouse gas emissions were carried out in accordance with the requirements contained in the "Greenhouse Gas Protocol" standards. A Corporate Accounting and Reporting Standard, "GHG Protocol Scope 2 Guidance Amendment to the GHG Protocol Corporate Standard". The greenhouse gases identified and included in the calculations are CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O, as well as HFCs, which are expressed as CO<sub>2</sub> equivalent. No biogenic emissions of CO<sub>2</sub> were identified. Emissions from 2021 were assumed as the base. In the Diagnostyka Group, no sources of direct emissions were identified from process sources or from agricultural sources. Operational control was employed as a consolidation approach.



[GRI 3-3, GRI 305-1]

**Greenhouse gas emissions**

Scope 1	Emission [Mg CO <sub>2</sub> e] GHG		Emission [Mg CO <sub>2</sub> e] CO <sub>2</sub>		Emission [Mg CO <sub>2</sub> e] CH <sub>4</sub>		Emission [Mg CO <sub>2</sub> e] N <sub>2</sub> O		Emission [Mg CO <sub>2</sub> e] HFCs	
	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
Direct emissions from combustion in stationary sources	681.49	574.73	680.18	573.59	0.94	0.87	0.37	0.27	-	-
Direct emissions from combustion in mobile sources	4 496.07	4 550.90	4 470.00	4 524.67	6.97	7.87	19.1	18.36	-	-
Direct emissions from unorganised sources	52.4	54.7	-	-	-	-	-	-	52.4	54.7

Emission factors for natural gas, petrol, diesel oil and LPG were taken from the DEFRA database for 2022 (Department for Environment, Food and Rural Affairs in the British Government). The GWP factors were adopted on the basis of the Fifth Assessment Report (AR5) of the IPCC.

[GRI 3-3, GRI 305-1]

**Direct emissions from combustion in mobile sources - car fleet**

Our main action for the coming years, as part of the implementation of environmental policy, is the electrification of DIAGNOSTYKA transport. The initiative aims to minimise CO<sub>2</sub> emissions of the cars we operate.

The project assumes that by the end of 2025, most 50% of courier cars will be replaced with electric ones. We want the process to run smoothly because we ultimately intend to replace most of the fleet. However, we are aware that this project is also influenced by external factors and depends on many suppliers, hence it is difficult to provide more precise estimates. Additionally, the project assumes the construction of our own vehicle charging stations in locations managed by DIAGNOSTYKA - at the end of 2022, we had 10 two-station stations located primarily in locations owned by the Group's companies.

Moreover, for our largest location, i.e. in Warsaw at ul. Jutrzenki 100, where 3 two-station charging stations are built and 7 electric cars are used, 100% zero-emission energy has been purchased.

[GRI 3-3, GRI 305-1, GRI 305-2]

**Greenhouse gas emissions from combustion in stationary sources**

The amount of emissions from the combustion of natural gas for heating DIAGNOSTYKA premises was calculated based on data on the consumption of this fuel in 2022 according to meter readings..

[GRI 305-7]

**Methane and nitrogen oxides (NO<sub>x</sub>) and other relevant gases**

Nitrogen oxides and other relevant gases have been identified as a result of the combustion of liquid fuels and have been included in GHG emissions. Indicators from the DEFRA database for 2022 (Department for Environment, Food and Rural Affairs in the British Government) were used for the calculation. The calculation also took into account the emission of gases used in air conditioners used in DIAGNOSTYKA locations (HFCs).

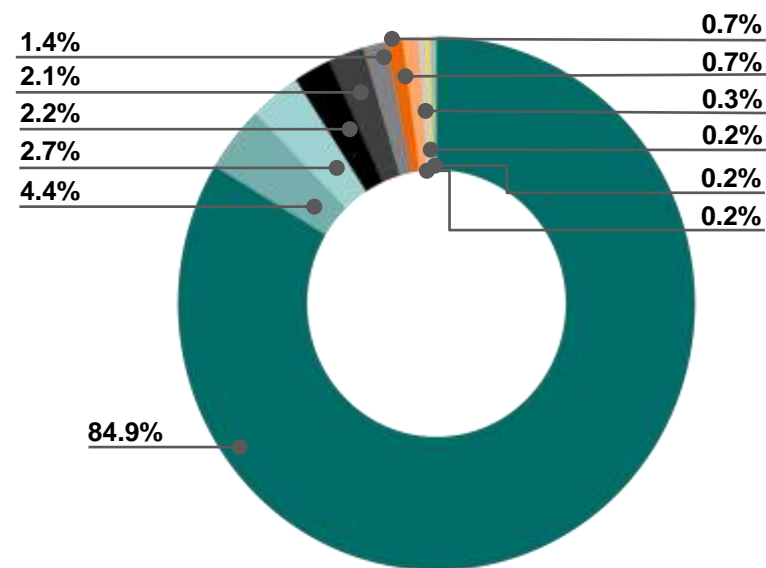
The use of disinfectants resulted in the emission of volatile organic compounds (VOCs) - ethyl alcohol in the amount of 6,529.24 kg.

Scope	Emissions 2022 [Mg CO2e] Diagnostyka S.A.	Emissions 2022 [Mg CO2e] Diagnostyka Group	Emissions 2021 [Mg CO2e] Diagnostyka Group
Scope 1	4 614.25	5 229.96	5 180.33
Scope 2 = heat emissions + electricity emissions (location-based method)	8 834.50	10 823.24	11 623.68
Scope 1+2 (location-based method)	13 449.75	16 053.21	16 804.01
Scope 2 emissions related to heat + electricity (market-based method)	7 131.94	8 624.19	11 086.91
Scope 1+2 (market-based method)	11 746.19	13 854.15	16 267.24

### Greenhouse gas emissions – figures

The amount of emissions from the production of consumed electricity was calculated according to two methods: the location-based method (emissions related to electricity calculated using the average national emission factor) and the market-based method (emissions related to electricity calculated using the emission factor applicable to the energy seller). In the case of the location-based method, the average emission index for Poland was used (according to the National Center for Emission Balancing and Management KOBise, published in December 2022), and for the market-based method, the indicators published by energy suppliers were used. In the absence of information about the energy supplier, the residual mix indicator was used. The emission factor for heat was adopted according to the data of the Energy Regulatory Office of the Energy Regulatory Office.

Greenhouse gas emissions by percentage by company in 2022



- Dr n. Med. Teresa Fryda, Laboratorium Medyczne Sp. z o.o.
- Diagnostyka Tarnów sp. z o.o.
- HISTAMED Diagnostyka Consilio sp. z o.o. sk
- CENTRA GENETYKI MEDYCZNEJ GENESIS SP. Z O.O.
- Oncogene Diagnostics Sp. z o.o.
- DIAGNOSTYKA S.A.
- VITALABO Laboratoria Medyczne Sp. z o.o. Bydgoszcz
- LABORATORIA MEDYCZNE OPTIMED KURIATA, WRONSKI SP. Z O.O.
- Diagnostyka Consilio Sp. z o.o.
- genXone SA
- DIAGNOSTYKA CONSILIO SP. Z O.O. Poznań SP.K.
- DiagInvest sp. z o.o.

Calculations were carried out for each subsidiary (identified as tangible, small entities, e.g. e-commerce company, omitted). 100% of emissions in scope 1 and 2 from individual locations of the Diagnostyka Group were taken into account.

[GRI 3-3, GRI 305-1, GRI 305-2]

### Greenhouse gas emissions by companies in 2022

Company	Scope 1	Scope 2 Location-based	Total Scope 1 and 2 Location-based	Scope 2 Market- based	Total Scope 1 and 2 Market-based
DIAGNOSTYKA S.A.	4 614.25	8 834.11	<b>13 448.36</b>	7 131.94	<b>11 746.19</b>
VITALABO Laboratoria Medyczne sp. z o.o.	204.84	470.42	<b>675.26</b>	403.60	<b>608.45</b>
LABORATORIA MEDYCZNE OPTIMED KURIATA, WROŃSKI SP. Z O.O.	140.89	300.57	<b>441.38</b>	233.08	<b>373.88</b>
Diagnostyka Consilio Sp. z o.o.	51.71	522.95	<b>574.67</b>	247.46	<b>299.18</b>
DR N.MED. TERESA FRYDA LABORATORIUM MEDYCZNE SP. Z O. O.	56.91	277.16	<b>334.07</b>	237.15	<b>294.07</b>
Diagnostyka Tarnów sp. z o.o.	57.66	148.55	<b>206.21</b>	142.80	<b>200.46</b>
HISTAMED Diagnostyka Consilio sp. z o.o. sk	22.02	85.82	<b>107.84</b>	74.99	<b>97.01</b>
CENTRA GENETYKI MEDYCZNEJ GENESIS SP. Z O.O.	19.36	77.35	<b>96.70</b>	72.77	<b>92.12</b>
Oncogene Diagnostics Sp. z o.o.	17.44	36.99	<b>54.42</b>	30.28	<b>47.72</b>
genXone SA	18.21	18.14	<b>36.35</b>	16.05	<b>34.26</b>
DIAGNOSTYKA CONSILIO SP. Z O.O. Poznań SP.K.	4.79	28.30	<b>33.08</b>	26.55	<b>31.34</b>
DiagInvest sp. z o.o.	21.97	22.88	<b>44.86</b>	7.51	<b>29.46</b>
<b>Total</b>	<b>5 229.96</b>	<b>10 823.24</b>	<b>16 053.21</b>	<b>8 624.19</b>	<b>13 854.15</b>

## Chapter 4

# Our employees



## 4.1 HR area management

[GRI 2-23, GRI 2-30]

**All processes in the employee area, from recruitment and the employee's first steps in the company (onboarding), to the termination of the employment relationship, are carried out in accordance with modern human resources management standards. We apply transparent procedures and best practices in this area.**

**Employee area at DIAGNOSTYKA S.A. are regulated by the following documents:**

- **Work regulations** - determining the organisation and order in the work process as well as the related rights and obligations of the employer and employees;
- **Remuneration regulations** - defining the principles of remuneration for work and other work-related benefits and the conditions for granting them;
- **Anti-discrimination and anti-mobbing procedure** - obliging DIAGNOSTYKA to prevent any symptoms of discrimination, mobbing and harassment;
- **Anti-corruption code** - covering issues related to the prevention of corruption, supervision of donations and sponsorship, and management of conflicts of interest;
- **Recruitment procedure** - regulating the rules for filling individual positions and conducting recruitment;
- **Company guide for new employees "First steps"** - a document whose aim is to facilitate and standardise

the process of introduction, implementation and adaptation of a new employee to the company; strengthening attitudes and behaviors consistent with the organization's culture;

- **Training policy** - specifying the principles of supporting employee development before DIAGNOSTYKA and the principles of financing training.

**Our activity is based on a qualified team of professionals. We continually make efforts to ensure that we are an attractive and safe place to work.**

There is freedom of association and collective bargaining in DIAGNOSTYKA. We do not have a collective agreement. We have the following trade unions: Inter-Enterprise Trade Union of Medical Analytical Technicians based in Szczecin, Inter-Enterprise Trade Union of Health Care and Social Welfare Employees based in Lubin, Inter-Enterprise Trade Union NSZZ Solidarność '80 based in Wrocław, Independent Self-Governing Trade Union of the Częstochowa region in Częstochowa.

### Our HR policy priorities:

- Providing the Company with the needed employees, primarily laboratory diagnosticians with the required specialties, nurses and IT specialists.
- Creating stable employment conditions in terms of remuneration and other criteria.
- Creating a good working atmosphere based on mutual trust and respect.
- Maintaining a rigorous approach to occupational health and safety.
- Development of employees by offering and financing training and support in obtaining specialization.
- Employee involvement in social activities such as sporting events and charity activities.





## 4.2 Our staff in numbers

[GRI 2-7]

**DIAGNOSTYKA employs a team of highly qualified laboratory diagnosticians and medical analytical technicians, nurses, midwives, paramedics and doctors, as well as couriers, IT specialists and managers..**

At the end of 2022, we employed a total of **8,722** people in the Diagnostyka Group under employment contracts and civil law contracts.

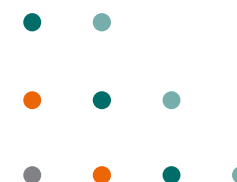
The majority of the Group's employees are employed by the parent company (86%). Number of employees of DIAGNOSTYKA S.A. increased in 2022 by 8%.



**Total number of employees by gender and type of employment in DIAGNOSTYKA S.A. and the Diagnostyka Group**

Employee category	DIAGNOSTYKA S.A.		Diagnostyka Group	
	2022	2021	2022	2021
<b>Number of employees employed under an employment contract for an indefinite period</b>				
Women	2197	2 024	2589	2 568
Men	405	364	457	423
<b>Number of employees employed under a fixed-term employment contract and a trial period</b>				
Women	1086	1 064	1273	1 280
Men	153	159	182	185
<b>Other civil law contracts</b>				
Women	3097	3197	3573	3 738
Men	537	605	648	724
<b>Total</b>	<b>7475</b>	<b>7413</b>	<b>8722</b>	<b>8 918</b>

Data expressed in the number of people as at December 31, 2022, covering the following companies: Medical Genetics Centers GENESIS sp. z o. o., Diagnostyka CONSILIO sp z o. o., Diagnostyka Consilio Poznań, Histamed sp. z o. o.; DIAGNOSTYKA S.A., Diagnostyka Tarnów Medyczne Centrum Laboratoryjne sp. z o. o., Ph.D. Teresa Fryda Medical Laboratorium sp. z o. o., Oncogene Diagnostics sp. z o. o., Vitalabo Medical Laboratories sp. z o. o., genXone S.A. 8722



## 4.3 Acquiring new employees

[GRI 401-1]

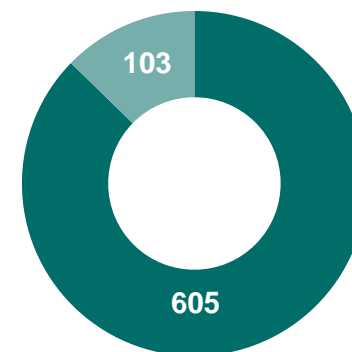
**In 2022, we conducted approximately 900 recruitment projects. These are both external and internal recruitments, in which employees are given the opportunity to take up another position in the company. In 2022, 714 new people started working in the Diagnostyka Group.**

In order to attract young talents, i.e. students and graduates, we take part in medical job fairs and conduct presentations at universities. We also organise "Open Days" in laboratories, during which students have the opportunity to see the workplace from the inside, learn about our offer and talk to the laboratory manager. DIAGNOSTYKA accepts students of the following fields: medical analytics, biology, chemistry, biotechnology for summer internships, which allows them to learn practically in a medical environment. As part of cooperation with the Frycz Modrzewski Krakow Academy, DIAGNOSTYKA S.A. also conducted internships for 40 students of Emergency Medical Services.

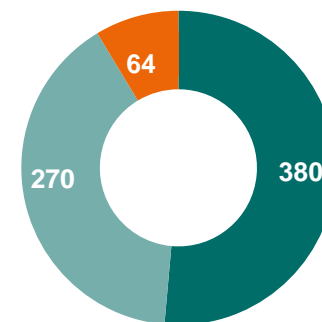
In 2022, we have created a new "career" tab on the website [www.diag.pl](http://www.diag.pl). We have implemented recruitment tests that allow us to examine candidates' competences and shorten the recruitment process. HR department employees have undergone certification training in the use of the Assessment Center method used for highly specialised recruitment and managerial positions..



**Number of new employees in the Diagnostyka Group in 2022, broken down by age and gender**



■ Kobiety ■ Mężczyźni



■ <30 ■ 30-50 ■ >50

## 4.4 Employees rotation

In 2022, 714 new employees joined the Diagnostyka Group and 616 left. The turnover rate was 13.4% and was a lower result than in 2021.

### Total number of newly hired employees

Employee category	Diagnostyka S.A.		DIAGNOSTYKA Group*	
	2022	2021	2022	2021
<b>Broken down by gender</b>				
Women	514	564	605	708
Men	87	514	109	103
<b>Total</b>	<b>601</b>	<b>652</b>	<b>714</b>	<b>811</b>
<b>Broken down by age</b>				
Under 30 years old	314	330	380	417
30–50 years old	229	261	270	324
Over 50 years old	58	61	64	70
<b>Total</b>	<b>601</b>	<b>652</b>	<b>714</b>	<b>811</b>

Data expressed in the number of people as at December 31, 2022, covering the following companies: Medical Genetics Centers GENESIS sp. z o. o., Diagnostyka CONSILIO sp z o. o., Diagnostyka Consilio Poznań, Histamed sp. z o. o.; DIAGNOSTYKA S.A., Diagnostyka Tarnów Medyczne Centrum Laboratoryjne sp. z o. o., Ph.D. Teresa Fryda Medical Laboratorium sp. z o. o., Oncogene Diagnostics sp. z o. o., Vitalabo Medical Laboratories sp. z o. o., genXone S.A.

Total turnover rate	Diagnostyka S.A.		DIAGNOSTYKA Group*	
	2022	2021	2022	2021
<b>Rotation rate</b>	14.7 %	14.9%	13.4%	14.1%

Data expressed in the number of people as at December 31, 2022, covering the following companies: Medical Genetics Centers GENESIS sp. z o. o., Diagnostyka CONSILIO sp z o. o., Diagnostyka Consilio Poznań, Histamed sp. z o. o.; DIAGNOSTYKA S.A., Diagnostyka Tarnów Medyczne Centrum Laboratoryjne sp. z o. o., Ph.D. Teresa Fryda Medical Laboratorium sp. z o. o., Oncogene Diagnostics sp. z o. o., Vitalabo Medical Laboratories sp. z o. o., genXone S.A.

Job departures are primarily the result of the end of cooperation with hospitals with which DIAGNOSTYKA ran laboratories as part of competitions (outsourcing). After the contract ends, employees working in the laboratory "return" to employment in the hospital. In the 50+ group, employees retire.

### Total number of job departures

Employee category	Diagnostyka S.A.		DIAGNOSTYKA Group	
	2022	2021	2022	2021
<b>Broken down by gender</b>				
Women	359	351	400	422
Men	205	203	216	232
<b>Total</b>	<b>564</b>	<b>554</b>	<b>616</b>	<b>654</b>
<b>Broken down by age</b>				
Under 30 years old	186	181	221	227
30–50 years old	222	219	235	252
Over 50 years old	156	154	160	175
<b>Total</b>	<b>564</b>	<b>554</b>	<b>616</b>	<b>654</b>

### Parental leave

[GRI 401-3]

In the Diagnostyka Group, 191 women and 1 man took parental leave in 2022, while 176 women and 31 men returned to work after the end of the leave during the reporting period.

## 4.5 Equality and diversity

[GRI 3-3, GRI 405-1]

The health care sector is characterised by a high percentage of employed women. In the Diagnostyka Group, women constitute as many as 85% of employees, which is in line with sector trends.

Number of employees by gender and age

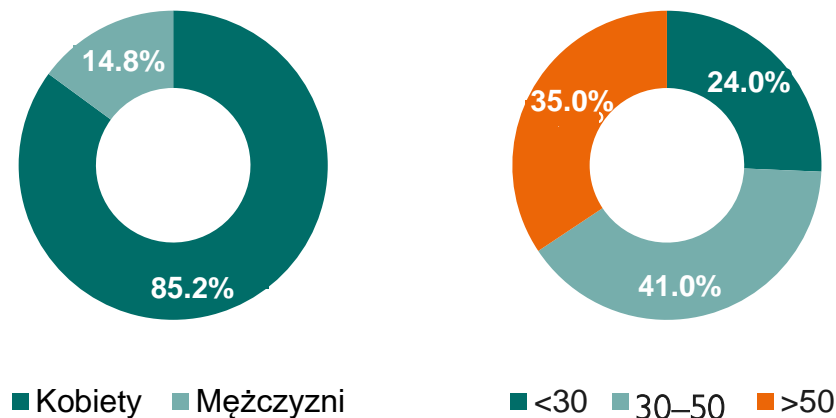
Employee category	Diagnostyka S.A.		DIAGNOSTYKA Group	
	2022	2021	2022	2021
<b>Broken down by gender</b>				
Women	6 380	5 781	7 435	7 586
Men	1 095	1 128	1 287	1 332
<b>Total</b>	<b>7 475</b>	<b>7 413</b>	<b>8 722</b>	<b>8 918</b>
<b>Broken down by age</b>				
Under 30 years old	1 790	1 914	2 090	2 288
30–50 years old	2 992	2 944	3 576	3 567
Over 50 years old	2 693	2 555	3 056	3 063
<b>Total</b>	<b>7 475</b>	<b>7 413</b>	<b>8 722</b>	<b>8 918</b>

Data expressed in the number of people as at December 31, 2022, covering the following companies: Medical Genetics Centers GENESIS sp. z o. o., Diagnostyka CONSILIO sp z o. o., Diagnostyka Consilio Poznań, Histamed sp. z o. o.; DIAGNOSTYKA S.A., Diagnostyka Tarnów Medyczne Centrum Laboratoryjne sp. z o. o., Ph.D. Teresa Fryda Medical Laboratorium sp. z o. o., Oncogene Diagnostics sp. z o. o., Vitalabo Medical Laboratories sp. z o. o., genXone S.A.

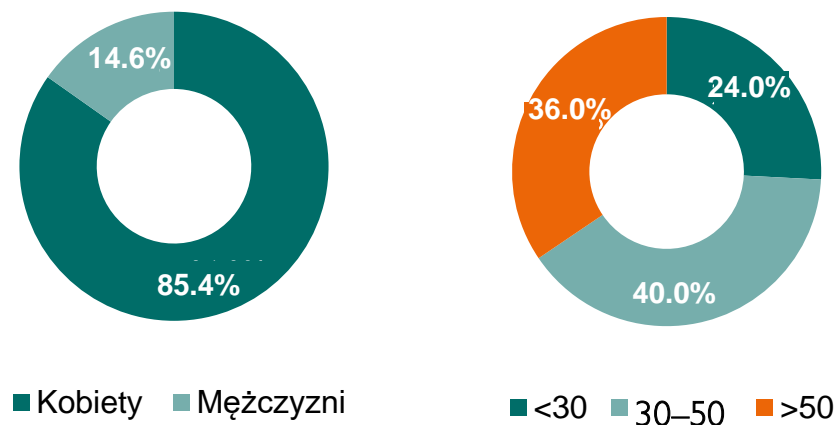
[GRI 2-24]

Each employed employee is familiarised by his or her supervisor with the policy of counteracting mobbing, harassment, violence or discrimination. In 2022, we recorded no cases of discrimination. The employee undertakes in writing to comply with the provisions described in the documents regulating the above-mentioned areas.

Employees of the Diagnostyka Group in 2022 by gender and age



Employees of DIAGNOSTYKA S.A. in 2022 divided by gender and age



[GRI 3-3, GRI 405-1]

We strive to make DIAGNOSTYKA a workplace for everyone. Diversity and inclusion are very important to us, so we take steps to remove barriers from the recruitment process.

Composition of the management staff by gender and age

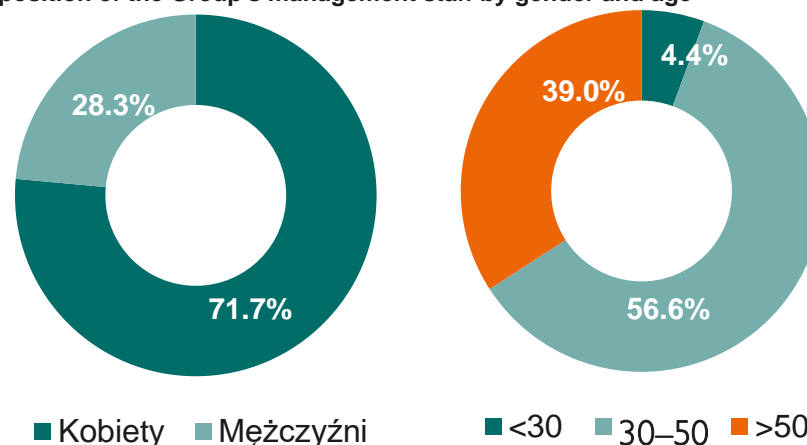
Employee category	DIAGNOSTYKA S.A.		Diagnostyka Group	
	2022	2021	2022	2021
<b>Broken down by gender</b>				
Women	296	261	355	354
Men	98	115	140	109
<b>Total</b>	<b>411</b>	<b>393</b>	<b>495</b>	<b>463</b>
<b>Broken down by age</b>				
Under 30 years old	19	22	22	26
30–50 year old	230	235	280	279
Over 50 years old	162	136	193	158
<b>Total</b>	<b>411</b>	<b>393</b>	<b>495</b>	<b>463</b>

Data expressed in the number of people as at December 31, 2022, covering the following companies: Medical Genetics Centers GENESIS sp. z o. o., Diagnostyka CONSILIO sp z o. o., Diagnostyka Consilio Poznań, Histamed sp. z o. o.; DIAGNOSTYKA S.A., Diagnostyka Tarnów Medyczne Centrum Laboratoryjne sp. z o. o., Ph.D. Teresa Fryda Medical Laboratorium sp. z o. o., Oncogene Diagnostics sp. z o. o., Vitalabo Medical Laboratories sp. z o. o., genXone S.A.

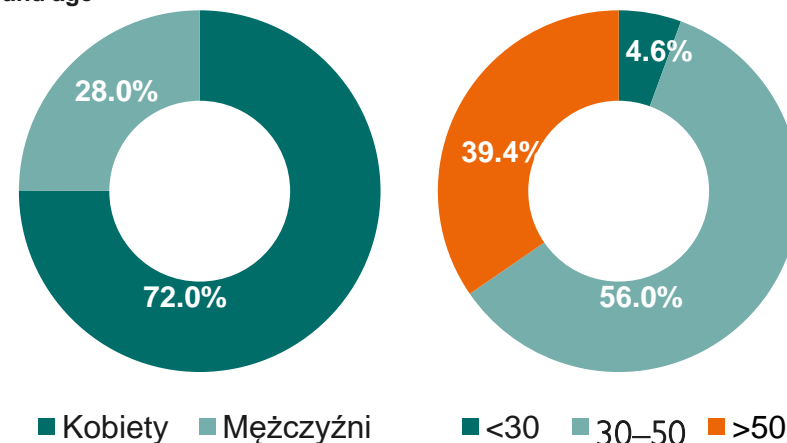
Employment of people with disabilities

We strive to make DIAGNOSTICS a workplace for everyone. Diversity and integration are very important to us, which is why we take steps to remove barriers from the recruitment process and increase the number of people with disabilities we employ every year. In 2022, DIAGNOSTYKA S.A. all people with disabilities employed under all types of contracts were included.

Composition of the Group's management staff by gender and age



Composition of the management staff of DIAGNOSTYKA S.A. broken down by gender and age



Employee category	DIAGNOSTYKA S.A.		Diagnostyka Group	
	2022	2021	2022	2021
Managers	13	11	15	bd
Other employees	437	258	494	bd

## 4.6. Actively solving personnel problems in medical laboratories

[GRI3-3]

The decision to close post-secondary schools preparing for the profession of "medical analysis technician" was made several years ago, resulting in the disappearance of employees with this education in medical laboratories. To ensure the continuity of laboratory operation, we employ graduates of biology, biotechnology and other professions useful in laboratory diagnostics, for whom we have created the position of "laboratory technologist" - junior assistant. After training, these people actually perform the activities of medical analysis technicians. Younger assistants have the opportunity to develop into quality control, IT or economic systems, depending on the employee's predispositions and skills.

The disappearing profession of medical analysis technician is a serious problem not only in laboratories, but also at points collecting material for laboratory tests, for which technicians are authorised. This is also compounded by the problem of employing nurses and midwives.

DIAGNOSTYKA, operating within the Association of Employers of Private Medicine together with the Opiekun Medyczny Foundation, a few years ago put forward an initiative to grant the right to collect blood and other materials for laboratory tests (phlebotomy) to a professional group, such as medical caregivers in Poland. Several years of efforts resulted in the issuance of a regulation by the Ministry of Education and Science in 2021 amending the core curriculum for teaching medical caregivers in the field of phlebotomy.

In 2022, we organised a series of webinars titled: "Wednesday with Phlebotomy", during which lecturers from DIAGNOSTICS and from the largest laboratory companies in Poland, together with manufacturers of blood collection systems, provided knowledge about the principles of blood collection for laboratory tests and pointed out that this procedure is crucial to obtaining the correct blood test result.

<http://opiekunmedyczny.org/sroda-z-flebotomia-cykl-webinarow/0>

Nearly 1,000 participants took part in the online webinars. All lectures were made available free of charge to medical caregivers and anyone interested in this subject and are available on the website of the Opiekun Medyczny Foundation

<http://opiekunmedyczny.org/akademia-opiekuna-medycznego-2/>

The webinars also attracted interest from the industry press, including: Health Market:  
<https://www.rynekzdrowia.pl/Nauka/19-stycznia-druga-Sroda-z-flebotomia-Webinar-dla-opiekunow-medycznych-i-pielegniarek.228757.9.html>

As part of the Association of Private Employers, working with the Trade Union of Paramedics, we also led to a change in the regulation of the Minister of Health regarding the activities of a paramedic enabling blood collection at collection points also by this professional group.

**ŚRODY Z FLEBOTOMIĄ**  
KAŻDA ŚRODA  
OD 12. STYCZNIA  
DO 2. LUTEGO 2022

- > JESTES NAUCZYCIELEM NA KIERUNKU OPIEKUN MEDYCZNY?
- > JESTES SŁUCHACZEM MEDYCZNEJ SZKOŁY POLICEALNEJ?
- > JESTES PIELEGNIARKĄ KTÓRA CHCE JESZCZE LEPIEJ POBIERAĆ KREW PACJENTOM?
- > JESTES OPIEKUNEM MEDYCZNYM, KTÓRY CHCE SIĘ PRZYGOTOWAĆ DO NADCHODZĄCYCH KURSÓW DOSKONAŁĄCYCH?

ORGANIZATORZY

SYNLAB ALAB synevo DIAGNOSTYKA

TEN CYKL SPOTKAŃ JEST WŁAŚNIE DLA CIEBIE!

**AKADEMIA OPIEKUNA MEDYCZNEGO**

MATERIAŁY SZKOLENIOWE DOTYCZĄCE POBIERANIA KRWI I INNYCH PROB DO BADAŃ LABORATORYJNYCH DLA:

- > SŁUCHACZY KIERUNKU OPIEKUN MEDYCZNY I STUDENTÓW KIERUNKÓW MEDYCZNYCH
- > OPIEKUNÓW MEDYCZNYCH I INNYCH ZAWODÓW MEDYCZNYCH
- > NAUCZYCIELI PRZEDMIOTÓW TEORETYCZNYCH I PRAKTYCZNEJ NAUKI ZAWODU NA KIERUNKU OPIEKUN MEDYCZNY I INNYCH ZAWODÓW MED.

ZAREJSTRUJ SIĘ JUŻ DZIŚ!

ZAJRZŹ NA:  
AKADEMIA.OPIEKUNMEDYCZNY.ORG

Opiekun Medyczny Diagnostyka

## 4.7 Training and development

[GRI 3-3]

**One of the Diagnostyka Group's priorities is to enable employees to improve their competences and create an environment conducive to professional development.**

The group employs both experienced employees as well as people with no previous professional experience.

We know that the high quality of laboratory tests, which is the priority of our activities and responsibility, is the result of the knowledge and experience of our employees.

Our training policy assumes supporting the employee in his/her professional development. Employees have access to both external and internal training. Each laboratory diagnostician is obliged to collect the so-called 100 educational points. DIAGNOSTYKA enables diagnosticians to participate in training by granting training leave and financing the training in part or in whole.

### DIAGNOSTYKA Internal Academy

One of the basic training activities is systematic internal training at workplaces - primarily for all laboratory employees but also for collection points and couriers. Each employee of these departments, as part of the Quality Management System according to the ISO 9001 Standard, is covered by a supervised cycle of on-the-job training; this system is subject to strict internal and external audits and is described in detail in the procedure IL/ZSZJ/146 "Staff training". Among the specialists working in DIAGNOSTYKA,

we have selected internal consultants from specific areas who conduct training in laboratory diagnostics as part of the DIAGNOSTYKA Internal Academy.

We also offer internal training, including: in the field of quality of customer service, teamwork and interpersonal communication. In 2022, we have prepared 8 types of internal courses dedicated primarily to customer service but also to the organization of work in teams.

We also offer external training, primarily in the field of laboratory medicine because it is a branch of medicine that is developing very quickly. In 2022, our laboratory diagnosticians participated in 40 types of courses and training conducted by experts in specific fields of laboratory diagnostics.

### We support achieving specialisation

We offer our laboratory diagnosticians the opportunity to undergo specialisation during their employment relationship. It can be completed by any diagnostician who has a license to practice the profession and has at least one year of experience in DIAGNOSTYKA. We grant training leave and pay for all or part of the courses taken as part of the specialization, and employees are entitled to paid days off and paid time off from part of the working day for the duration of the specialization program, including a basic specialisation internship, specialised courses and internships, on dates and in the number agreed with the employer. By the end of 2022, 294 diagnosticians employed in Diagnostics had specialisations, and in the entire Group we employed 336 diagnosticians with specialisations.

All DIAGNOSTYKA employees undergo mandatory training in the field of personal data protection and occupational health and safety, conducted upon employment and periodically during work.



### Average number of substantive training per employee - by gender\*

Indicator	2022	2021
Average number of training sessions per employee	1.73	1.12
Women	1.79	1.08
Men	1.38	1.31

\*data for DIAGNOSTYKA S.A.

### Number of substantive training sessions dedicated to specific positions\*

Training type	2022	2021
training for managerial staff	220	24
training for laboratory staff and collection points	12 583	324
training for couriers and warehouse workers	67	20
IT training	106	27
<b>Total</b>	<b>12 976</b>	<b>395</b>

\*data for DIAGNOSTYKA S.A.

### Number of substantive training sessions conducted for employees, divided into types of training

Training type	2022	2021
external training	840	226
internal training	12 136	3 915

\*The table includes the number of direct training participants, which, after recording, are used to train subsequent employees. Due to organisational limitations, the completion of such training has not been recorded so far.

Significant differences in the number of training sessions between 2021 and 2022 result from the introduction at DIAGNOSTYKA S.A. digital training platform, thanks to which it is possible to record training more precisely.





## Employee knowledge management

At DIAGNOSTYKA S.A. in 2022, an IT platform for knowledge management was implemented. It is an advanced IT tool for personnel management that provides a number of HR functions aimed at employee development. The main goal of launching the platform is to provide DIAGNOSTYKA employees who work in over 1,200 facilities throughout Poland with appropriate development tools, tailored to their needs while monitoring progress. The platform is also a convenient tool for managers to supervise and stimulate the development of their subordinates.

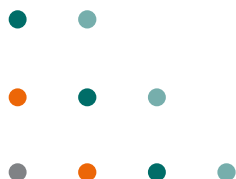
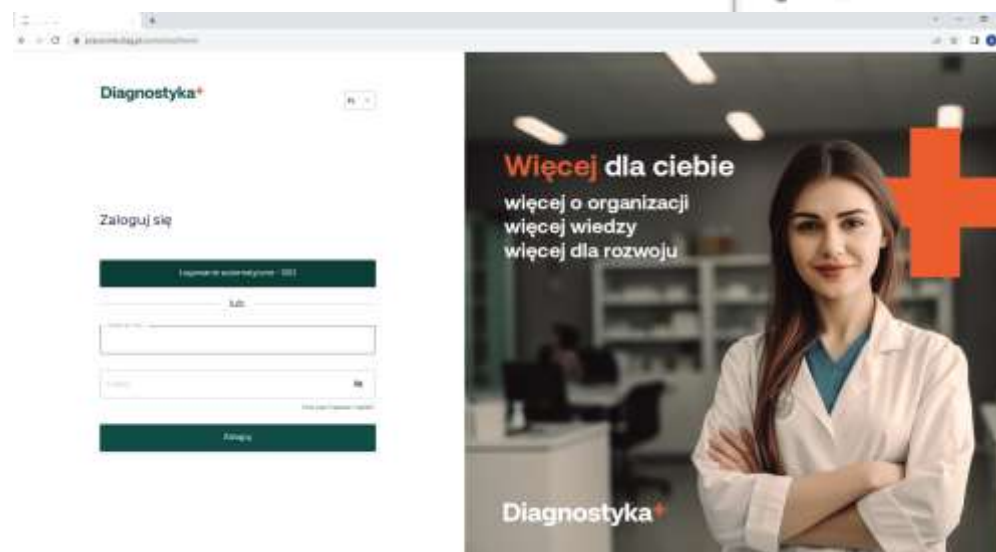
<https://pracownik.diag.pl/protected/home>

In 2022, we released the first platform modules, including:

- **Training** - a module that allows users to sign up for training tailored to their needs and, at the same time, keep records of the training conducted. The participant can return to the training materials and plan his or her participation in subsequent training sessions.
- **Development paths** – a module in which e-learning programs are made available to employees. The program content is adapted to the employee's professional position. In November 2022, on-boarding was launched as a program for each new person employed at Diagnostyka.

- **Online courses** – e-learning training on a specific topic, available according to a given position, concerns competences useful in a given position
- **Tests** – a module enabling sharing and recording knowledge tests verifying knowledge acquired during training. It is also possible to create and share tests to check competences between training periods and enable training design
- **Tasks** – a module in which specific tasks are prepared and made available to employees, which are focused on preparation for training or practical application of competences acquired during training.
- **Knowledge base** – a module in which all educational, development and support materials for everyday work are made available to employees. Through convenient access to procedures, instructions, operational descriptions applicable throughout the organisation, as well as necessary documents and information from individual areas of the Company's operations.

Terminy	Godz. rozp.
<b>09-04, poniedziałek</b>	
2023-09-04, 09:00	09:00
<b>09-07, czwartek</b>	
2023-09-07, 13:00	13:00
<b>09-11, poniedziałek</b>	
2023-09-11, 09:00	09:00
<b>09-14, czwartek</b>	
2023-09-14, 13:00	13:00
<b>09-18, poniedziałek</b>	
2023-09-18, 09:00	09:00
<b>09-21, czwartek</b>	
2023-09-21, 13:00	13:00
<b>09-25, poniedziałek</b>	
2023-09-25, 09:00	09:00



## 4.7 Attractive workplace

**We are an attractive employer. We offer our employees:**

### Values resulting from interesting work

- We offer work consistent with the employee's interests, predispositions and competences.
- We employ people with various degrees of professional experience, including people just starting their careers.
- We offer internships and internships for laboratory diagnosticians during their specialization studies.

### Development values

- We are a company with a high organisational growth rate, and Our employees grow with us.
- We offer a rich package of external and internal training.
- Diagnosticians have the opportunity to start/continue specialisation.
- We use transparent development paths and internal recruitment.
- 73% of our managerial staff comes from internal recruitment.
- We shape employees' future professional opportunities.
- The experience gained from working in DIAGNOSTYKA is valuable in the context of your future career.
- As a company aspiring to be a knowledge-based organization, we are currently working on the development of the online hcm deck platform with access for employees, with modules: e-learning, onboarding, periodic assessment, communication and knowledge base.

### Economic values

- We are a large, strong organisation, present on the market for 25 years.
- We guarantee stable employment and economic security.
- We invest in modern technologies and tools that make it easier to perform tasks in a given position.
- We offer market remuneration, comprehensive health care, retirement benefits, and days off related to the implementation of the specialization program.
- As a nationwide employer, we offer continuity of employment within our structures in the event of an employee moving to another city.

### Values of a social nature

- We provide a friendly workplace by investing in technologically modern laboratories, collection points and offices in good locations.
- We conduct preventive campaigns addressed to all employees
- We offer employees a number of benefits that they can use from the moment they are hired and during the trial period.
- The company conducts team-building activities in the form of regular team-building meetings and activities to maintain the well-being and health of employees
- Employees have the opportunity to participate in sports activities and team games - volleyball and running teams.
- We organise team-building meetings (trips, family picnics, holiday gatherings)

[GRI 401-2]

### Employee benefits

- Preferential access to laboratory tests performed at Diagnostyka for employees and their families.
- Private medical care packages.
- Group insurance offer.
- Language courses available on a remote platform.
- MultiSport card from Benefit System.
- Social benefits fund.
- Parental leave.

### Health promotion through sport

DIAGNOSTYKA values the passions of its employees and finances sports initiatives. The idea of health promotion through sport has been developing continuously since 2008, when we created an internal sports event - the National Volleyball Tournament for the Cup of the President of Diagnostyka S.A. Employee participation in the annual tournament requires regular training, which is why DIAGNOSTYKA constantly finances sports halls for volleyball teams throughout Poland. Our employees take part in Business Runs, Runmageddons, marathons, charity running campaigns, and virtual runs. In 2022, a total of 76 people took part in running events. Our employees have unlimited access to the Multisport program - activities in sports centers, recreation and more. Currently, 1,319 employees and 267 accompanying persons are using the program.

## 4.8 Employee safety and health

Contact with infectious material of our employees is part of our work, and we approach occupational safety aspects with extreme care. Our employee always comes first for us. Every day we try to create a comfortable working environment in which we all feel safe. Joint commitment to activities for health and safety at work guarantees the health of all Diagnostyka employees.

Each new, identified threat is analysed in order to eliminate or minimise possible risks. The introduced occupational health and safety policy helps to improve the image and trust in the employer and in a safe workplace.

Risk management influences greater innovation, reduction of resource consumption and better employee attitude towards the company.

[GRI 3-3, GRI 2-23, GRI 2-24, GRI 403-2, GRI 403-5]

DIAGNOSTYCE has an Occupational Health and Safety Policy in place, which sets long-term goals and principles that we follow in order to ensure safe working conditions and minimise occupational risk. The implementation of the obligations arising from the regulations has been entrusted to occupational health and safety specialists, who are supported by quality management specialists in each region and the management staff. The dispersed structure of the organisation requires special involvement of the health and safety service in the implementation of its tasks. The effectiveness of occupational health and safety audits and controls has increased, due to, among others, from changes in the way corrective actions are documented. Preventive actions resulting from post-accident investigations or confirmed occupational diseases are implemented in all units of the organisation.



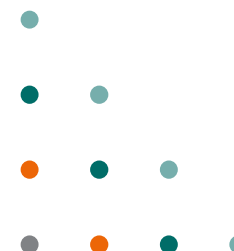
For occupational health and safety training from 2022. We use a training platform where employees are provided with the necessary knowledge in a modern form, the platform becomes one of the channels for reporting adverse events.

Work is being carried out to improve the management of chemical substances used - access to current cards, required registers, personal protective equipment used, and the need to conduct environmental measurements.

The occupational health and safety area is regulated in the procedures and instructions of the quality management system according to the ISO 9001 standard and in job instructions. The main document describing threats at workplaces is the Occupational Risk Assessment, which includes an assessment of risks and hazards in the case of work without and after applying preventive measures. In accordance with the implemented procedures, this document is updated every 3 years and additionally in each case of reporting changes in the work process, accidents at work or external inspections suggesting additional actions.

### Our health and safety priorities:

- Preventing infectious diseases and infections among staff, patients and subcontractors by preventing complications following sharp instrument injuries;
- Aiming for zero sharps injuries and therefore zero exposure to infectious material;
- Using disinfectants that are safe for staff and at the same time meet disinfection requirements and have a possibly low negative impact on the environment;
- Reducing the number of near misses.



**Due to the specific nature of our activities and the exposure of our employees to biological factors, we have also implemented a dedicated procedure under which - in consultation with managers - a list of harmful biological factors was established.** We monitor the use of harmful factors. We have created a list of activities during which exposure to harmful factors occurs or may occur, and we also keep records of exposed employees.

In 2022, DIAGNOSTYKA participated in the National Labor Inspectorate's preventive program "Effective occupational risk management". The program resulted in changes in the internal procedure regulating this topic, and the time needed to update occupational risk assessments was shortened - currently, the assessment is performed every 2 years. The method of determining occupational risk when working with hazardous substances has been changed. Preventive actions in the case of the use of chemical agents with carcinogenic effects have been expanded (measurements of the working environment, monitoring of threats, equipping employees with personal protective equipment that constitutes a barrier to agents posing a threat, measures have been provided to deal with emergency situations. The method of documenting employees' familiarization with occupational risk has been changed.

The possibility of reporting near-accident events using a QR code was introduced, but the reporting of "near-accidents" has significantly decreased.

In the Group, due to the threats resulting from the use of harmful biological agents in the work process, occupational exposures occur. Events of this type mainly concern employees of collection points and laboratories.

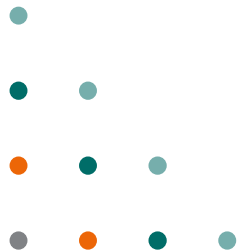
*[GRI 403-5]*

In accordance with applicable law, occupational health and safety training is conducted for all employees.

The training is conducted by the Occupational Health and Safety Inspector. Occupational health and safety training is regulated in the internal procedure of the QMS (P/BHP/25). Initial occupational health and safety training is conducted by occupational health and safety specialists, an important element is the implementation of a training platform where the topic of occupational health and safety is included in the on-boarding. The effectiveness and attractiveness of training new employees has increased significantly.

Periodic training is conducted for all professional groups employed in the Group. Training programs are adapted to the specific nature of the work and the risks arising from it. The possibility of "refresher training" was introduced for employees returning to work after longer absences.

In 2022, the Diagnostyka Group conducted over 2,000 occupational health and safety training courses.



## 4.9 Accidents and injuries

[GRI 403-2, 403-9]

Accidents at work are divided into :

- accidents at work,
- potentially accidental events (accident without injury),
- occupational exposures (including contact with biological material through injury with sharp instruments or objects). These are events specific to the medical industry.

Data on accidents and injuries in DIAGNOSTYKA

	DIAGNOSTYKA S.A.			Diagnostyka Group	
	2022	2021	2020	2022	2021
Total number of accidents	29	24	25	31	27
Number of near-accident events	124	10	-	125	10
Number of injuries	70	46	33	74	49
Number of fatal accidents	0	0	0	-	0
Number of deaths caused by diseases resulting from conditions at work	0	0	0	-	0
Number of days of incapacity for work due to accidents at work	991	439	931	993	504
Lost days rate (LDR)*	26.06	6.23	13.71	-	14.89
Accident rate	7.65	6.87	7.45	-	3.14
Accident Severity Rate**	34.17	18.29	37.24	-	11.30

\*calculated as an indicator of the total number of days lost to the number of planned working hours of employees in the reporting period x200,000. The above data applies to DIAGNOSTYKA S.A. as of December 31, 2022

\*\* quotient of total absence caused by accidents at work to the number of injured persons

A significant increase in the number of near-accident events in 2022 compared to 2021 is due to the detailed records of all traffic incidents that did not result in an injury. Collecting knowledge about this type of events is a good practice in the proactive policy of the Diagnostics Group to prevent accidents at work.

The upward trend demonstrated - the base number of injuries in 2021 (46) reflects the smaller number of patients served at collection points during the pandemic and greater caution of collection point employees.



Chapter 5

# Social impact



## 5.1 Areas of our social involvement

[GRI 3-3]

**In line with our mission "DIAGNOSTYKA more than a result", we engage in activities important for our identity and sense of conscious, corporate social responsibility.**

**Our areas of social involvement include:**

- **Scientific cooperation with universities** - thanks to it, we increase investments in human resources, create jobs and develop competences. We are constantly cooperating with the Frycz Modrzewski Kraków Academy, and in 2022, as part of an agreement with the Medical University of Warsaw, our Central Laboratory in Warsaw hosted training classes for students of medical analytics at the Faculty of Pharmacy.
- **Promoting knowledge in the field of laboratory tests and modern solutions in this field** - we organise scientific conferences, meetings with experts, and publish information materials. Our employees are recognised experts in various fields of laboratory medicine who share their knowledge and experience with a wide range of interested parties.
- **Educational and preventive campaigns** - our educational and preventive campaigns reach over 500,000 people. In each of them, on average several thousand people benefited from dedicated research campaigns or research packages.

**Cooperation with social partners and supporting public benefit organizations** - over the last few years, we have provided financial, material and service assistance to various non-governmental organizations, educational and care facilities. We take care of individual initiatives and support artists and athletes.

DIAGNOSTYKA, is an active member of the Association of Private Medicine Employers, engages in and initiates legislative and image-building work regarding laboratory medicine. These activities are carried out together with the largest private diagnostic companies in Poland. More information about this initiative can be found in the "Acquiring new employees" section.

In 2022, DIAGNOSTYKA S.A. organised a total of 52 preventive campaigns, including several long-term ones (from 1 week to 2 months) with educational and preventive characteristics. In total, over 17,500 recipients took part in these campaigns. Based on current marketing indicators, we estimate that the total reach of the above-mentioned campaign could reach over 1.7 million recipients.

### More than a result



Quality



Technology



Education



## 5.2 Promoting knowledge in the field of laboratory tests

### DIAGNOSTYKA pays particular attention to promoting knowledge about laboratory tests.

In spring and autumn, as every year, we prepared nationwide preventive campaigns, under which we offered patients examination packages specially prepared for a given season. Seasonal preventive campaigns are permanently included in our company's calendar - this year's campaigns are their 17th and 18th edition, respectively.

In addition to promoting specialised tests, we conduct educational activities during this period, supported by expert articles and advice prepared by the Medical Department of DIAGNOSTYKI S.A.

We provide knowledge about laboratory tests via our websites:

<https://www.facebook.com/diagnostyka.laboratoria>  
<https://www.youtube.com/@GrupaDIAGNOSTYKA>  
<https://www.instagram.com/diagnostyka.laboratoria/>  
<https://diag.pl/pacjent/> <https://diag.pl/pacjent/artykuly/>

In 2022, a webinar on breast cancer prevention:

<https://www.facebook.com/diagnostyka.laboratoria/videos/936266984444324>

- Peak number of viewers during the broadcast: live and online: 53
- Average viewing time: 3:59
- Number of total recipients: 244
- Most viewers were from Małopolska, Mazovia and Greater Poland.
- The vast majority of recipients were women - 90.8%, mainly aged 35-44 and 45-54.
- 23 comments/questions (FB only)

**Total number of views on YouTube: 12 744**

the entire webinar, divided into 6 parts, is available here:

[https://www.youtube.com/watch?v=ddSINqPUnWY&list=PLS8lOIX1h6xl\\_hWDl1A0rD6QuiW\\_PewCf](https://www.youtube.com/watch?v=ddSINqPUnWY&list=PLS8lOIX1h6xl_hWDl1A0rD6QuiW_PewCf)

In 2022, we also started a series of #CloserDiagnostics webinars, during which, during online meetings, our experts and invited guests discussed popular health issues and answered questions from gathered participants.

We constantly monitor the effectiveness of our educational campaigns.

**Number of views of posts and reports regarding prevention in social media**  
*(data from SoTrender tool):*

**19,301,659 views**

**65,096.29 average daily range**

**4375 reactions under posts**

**1514 post shares**

**427 comments on the post**

**The number of people participating in seasonal preventive campaigns is approximately 1.5 million users.**





## 5.3 Educational and preventive campaigns in 2022.

### Prevention 40 PLUS Program

In 2022, the Ministry of Health extended the deadline for the Program and the laboratories from the Diagnostyka Group actively continued the program aimed at increasing public awareness and encouraging regular preventive tests - especially after the COVID-19 pandemic. We have provided nearly 550 collection points throughout the country for patients. In 2022, in the DIAGNOSTYKA network laboratories, nearly 350,000 tests were performed under the Program. patients, which constitutes over 50% of all patients who took part in the Program in Poland during this period.

Diagnostyka Group's laboratories are also the main subcontractor of tests under the Program for family doctors, who have significantly increased their participation in the implementation of the Program since 2022.



### Practical Vocational Training for students

The company also focuses on educating not only its patients, but also students and future employees of the medical industry. The Central Diagnostyka Laboratory in Warsaw, pursuant to an agreement with the Medical University of Warsaw, in 2022 carried out classes in the subject of Practical Vocational Training for fifth-year students of Medical Analytics at the Faculty of Pharmacy. Future diagnosticians, under the supervision of experienced DIAGNOSTYKA supervisors, became familiar with the organization of work and safety rules in both the Medical Diagnostic Laboratory and the Medical Microbiological Laboratory. This way, they had the opportunity to develop their skills and deepen the knowledge acquired at the university in the largest and most modern medical laboratory in Poland.



### We share the knowledge of our experts

Our employees - industry experts - share their knowledge and experience, which contributes to the professional development of medical caregivers (including in the field of phlebotomy) in Poland. Our employee, the Management Board Representative for Laboratory Medicine in Diagnostics, was appointed by the Minister of Health to a team of experts to develop a program of a qualification course for medical caregivers as part of the project "Development of professional competences and qualifications of medical caregivers, responding to the epidemiological and demographic needs of the country".



### COVID - 19 vaccination campaign

In 2022, we continued vaccination campaigns as part of the National Vaccination Program against COVID-19

## Solidarity Package

As part of a special version of the "Noble Parcel" project, aimed at helping those affected by the war in Ukraine, 50 DIAGNOSTYKA volunteers from 6 headquarters from all over Poland jointly prepared over 100 parcels.

## Tomasz Marczyński's bicycle racing

In August, and then at the turn of September and October, DIAGNOSTYKA had the pleasure of being a partner of cycling events organised by Tomasz Marczyński - a Polish road cyclist, Polish Champion and participant of races such as the Tour de France and Vuelta Espana. The route of the first race led through Stary Sącz, while the second one moved to Wieliczka and Niepołomice.

## Lesser Poland Tennis Federation

In August, working with the Lesser Poland Tennis Federation, Diagnostyka had the pleasure of being a partner of two international tennis events taking place in Kraków - the Charlie Berszakiewicz Memorial (International Lesser Poland U18 Championships) and the Kraków Cup (International Lesser Poland Voivodeship Championships under 12). The first tournament took place for the 6th time and every year it is an expression of commemoration of the young, talented tennis player from Kraków, multiple Champion of the Lesser Poland Voivodeship, Charles Berszakiewicz. The boy tragically died in August 2015 due to an undetected heart defect. For this reason, the event is not only an opportunity for sports competition, but also for education on preventive health care and regular examinations.

## Solec Sports Association in Warsaw

BABA CUP is a doubles tournament for amateur tennis players, which, thanks to its unique and positive atmosphere, has become a permanent part of the tennis events calendar and has been held every year for 20 years. The event focuses not only on sports competition, but also on a comprehensive approach to a healthy lifestyle - the matches are accompanied by medical wellness attractions. Thanks to the FIT & ACTIVE packages prepared by DIAGNOSTYKA, the winners could undergo tests assessing their health, metabolic efficiency and possible endocrine disorders. The final matches of BABA CUP 2022 took place on the weekend of September 2-4 at Silva Sport courts in Warsaw.

## SeniorApp

DIAGNOSTYKA became a partner of the 2nd edition of the SeniorApp Foundation's report "Assessment of the support needs of Seniors in Poland", which indicates possible actions to improve the quality of life of Seniors in Poland. The publication identifies the main areas of unmet expectations of older people and aims to sensitise society to the problems of those in need, indicating possible actions aimed at improving the quality of life of seniors..



## Our Educational and Preventive Campaigns

We understand our mission as taking care of the health of our current and future customers by spreading knowledge about the importance of regular, preventive laboratory tests, also by organising preventive actions.

- DIAGNOSTYKA promotes prevention in Lower Silesia (<https://grupadiagnostyka.pl/diagnostyka-promuje-profilaktyke-na-dolnym-slasku/>)
- A series of lectures on allergies intended for doctors, patients and their families prepared by the Medical Diagnostics Department presents current knowledge about allergic diseases and Diagnostics' proposals for their examination (<https://grupadiagnostyka.pl/alergia-csesc-i/>)
- The finale of the "Health Week Under Control" - on May 14, the finale of the Health Week Under Control took place, during which members of the International Association of Medical Students IFMSA Poland conducted basic preventive examinations and educated about broadly understood health in shopping malls throughout Poland (<https://grupadiagnostyka.pl/final-tygodnia-zdrowia-pod-kontrola/>)
- Spring Preventive Diagnostics Campaign - Healthy Start for Spring (<https://grupadiagnostyka.pl/akcja-edukacyjno-profilaktyczna-zdrowy-start-na-wiosne/>)
- "Spring Power of Health" campaign (<https://grupadiagnostyka.pl/ogolnopolska-kampania-profilaktyczna-wiosenna-moc-zdrowia/>)
- 18th nationwide educational and preventive campaign "Autumn dose of health". The campaign lasted from October 10 to December 9, 2022 and attracted the interest of many people who want to take additional care of their health for the autumn and winter season. (<https://grupadiagnostyka.pl/jesienna-akcja-profilaktyczna-2022/>)
- More information can be found on our website (<https://grupadiagnostyka.pl/edukacja-i-rozwoj/>).





In 2022, DIAGNOSTYKA S.A. made a donation of PLN 100,000.00 for the implementation of the campaign:

"Aid for Ukraine coordinated by Employers of Poland; organised joint assistance from numerous Polish enterprises.



Our employees collected clothing, food, hygiene products and school materials for children.

We have established cooperation with the proNGO Foundation in the field of packing the transport of donations. Our couriers used company cars to transport parcels to the Budomierz Hruszów border crossing



DiagHero Group for Ukraine was established on February 28, 2022. from the need to provide assistance to the people of Ukraine harmed by the armed conflict ongoing on the territory of their country. The actions were initiated by employees who asked the HR Department from different parts of Poland at the same time with one question: How can we help?



We took part in the "Solidarna Paczka" campaign, preparing over 100 parcels that we handed over to those in need from Ukraine

## 5.4 Cooperation with social partners and support for public benefit organisations

### International Medical Students Association IFMSA-Poland

Every year - during the European Cervical Cancer Prevention Week - it organizes the PINK LIPS action, a preventive and educational campaign drawing attention to the prevention of cervical cancer. DIAGNOSTYKA has been supporting the project for several years now, providing free cytological tests as part of the campaign.

### Support for Ukraine

Due to Russia's aggression against Ukraine and the growing needs of all those affected, DIAGNOSTYKA immediately decided to actively and seriously participate in aid activities. At the initiative of the Company's Management Board, a special aid fund of PLN 500,000 was created. PLN, from which funds were successively allocated to the most urgent needs of the injured, including financing medical supplies, hygiene products and providing basic care to those most in need. In cooperation with the Szczecin Rotary Club, DIAGNOSTYKA took care of 37 people (22 children and 15 caregivers) evacuated from a Kyiv orphanage.

DIAGNOSTYKA also financially joined the action coordinated by the Employers of Poland organization, organizing joint assistance from many Polish enterprises, co-financing the activities with the amount of PLN 100,000. Additionally, the Company's authorities provided a complete gasometer with reagents necessary for the continued operation of one of the few cardiac surgery and intensive care units in the hospital in Lviv.

In addition to dedicated budgets, purchases of equipment and material assistance, DIAGNOSTYKA also actively supports its employees who independently provide help to refugees from Ukraine and participate in actions organised outside the Company. A special #DiagHEROESdlaUkrainy group has been created inside the company, which coordinates aid activities throughout Poland and, according to demand, allocates gifts to specific foundations on an ongoing basis. To support logistics, DIAGNOSTYKA company cars transport gifts to the Budomierz-Hruszew border crossing. The drivers are volunteers - employees of the Company. At all Collection Points of the DIAGNOSTYKA network of laboratories, based on the documents presented, patients from Ukraine could benefit from free tests in the field of Primary Health Care.

### Virtual Great Orchestra of Christmas Charity Run

DIAGNOSTYKA employees took part in a virtual run supporting 30th Finale of the Great Orchestra of Christmas Charity. 60 people got involved in the action and ran over 500 km for good cause.

### Mamo Pracuj Foundation

DIAGNOSTYKA joined the „Mom, take care of yourself” campaign organised by the Mamo Pracuj Foundation, presenting dedicated examination packages for women to remind them of the important role of preventive examinations.

### STO Primary School No. 3 in Kraków

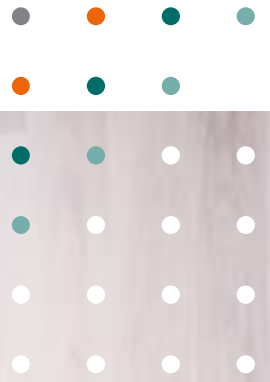
In April 2022, students of the Kraków STO Primary School No. 3 won in Gdynia the opportunity to represent Poland at the finals of the international "Odyssey of the Mind" Competition, held in the United States. In order to fulfill their dream of flying to the USA and complete all the formalities, students performed tests for the SARS-CoV-2 virus at our Point, necessary to travel abroad.

### Szlachetna Paczka [Nobel Parcel]

DIAGNOSTYKA joined Szlachetna Paczka for the first time in spring, during a unique edition of the project - during the organisation of aid for families from Ukraine. The huge number of employees and their involvement in creating dedicated pacs meant that DIAGNOSTYKA joined the next, this Christmas, edition of the project. Throughout Poland, in accordance with the number of the company's regions, 10 staffs were established to coordinate work on the completion of packages for families in need.

Chapter 6

# Our clients



## 6.1 Our clients i usługi

[GRI 3-3]

### DIAGNOSTYKA serves both individual clients (patients) and business clients (contractors).

Our offer includes segmental tests:

- basic tests,
- specialist tests,
- microbiology and mycology,
- transfusion serology,
- toxicology,
- genetics and molecular biology, including tests for SARS-CoV2,
- pathomorphology.

#### Basic tests

In this category of laboratory tests, we offer tests that are often performed as first-line tests in the diagnostic process of many diseases. Thanks to the results of basic and biochemical tests, the doctor can obtain important information about the patient's general health and functional disorders of individual systems and organs.

#### Specialist tests

We perform tests ordered by doctors for specialised diagnostics. Our offer includes tests enabling, among others, the diagnosis of infections such as Lyme disease or influenza, hormonal diagnostics, among others, for thyroid and parathyroid diseases, or the diagnosis of osteoporosis and anemia. We also offer tests in the areas of allergology, autoimmunology, serology, toxicology and microbiology. The full offer of tests is available on the website.

[www.diag.pl](http://www.diag.pl).

#### Genetics

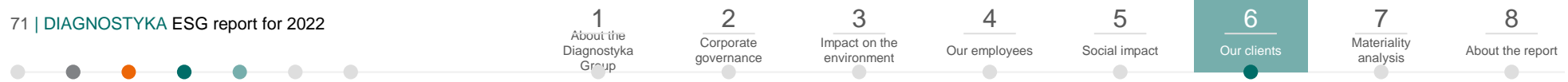
Our genetic companies provide medical services to patients with all groups of genetically determined diseases, as well as developmental defects. Medical services include consultations with geneticists, genetic counseling and diagnosis of genetic diseases, congenital defects and reproductive failures. We also operate in the field of genetic and bioinformatics analyses in order to change the approach to genetics on the Polish and global market, using nanopore sequencing technology.

#### Pathomorphology

In 2022, the Diagnostyka Group operated three companies providing services in the field of histopathological examinations of tissue materials, cytological examinations (fluids from body cavities and fine-needle biopsy material), gynecological cytological examinations and, depending on the needs, histological and immunohistochemical examinations, specialist consultations and intraoperative examinations. The comprehensive service they offer includes the receipt of tissue material in the provided vessels and transport containers, preparation of the preparation, diagnosis and its transfer, as well as storage of materials and preparations for the period required by relevant regulations. The mission of our pathology companies is to provide cytological and histopathological diagnostics at the highest world level, based on high-quality microscopic preparations and full clinical data resulting from our close cooperation with doctors who refer the material for testing.

### In 2022, our priorities in serving patients and contractors were:

- Activities to facilitate patient access to our collection points.
- Expanding the research offer.
- Improving the qualifications of staff at collection points.
- Ensuring the safety of staff and patients in accordance with developed procedures.
- Cooperation with institutions carrying out research financed by the National Health Fund based on system integration.
- Participation in the National Vaccination Program.
- Wide participation in the Prevention40 PLUS Program.



## 6.2 Patients

### **Our patients are served in over 1,100 DIAGNOSTYKA facilities located throughout the country.**

We strive to ensure that each of these facilities is consistently marked and equipped. We have introduced a number of solutions at collection points to facilitate visits, including installing changing tables for babies, organising children's corners, and improvements for the elderly and disabled. Each of our points also has information materials about the tests and services offered, including the possibility of purchasing tests through a dedicated online store.

Patients value DIAGNOSTYKA collection points for their good location, proximity to transport connections, available parking spaces, opening hours of the facilities and, above all, high level of customer service. Our staff at collection points is regularly trained and their work is monitored in terms of the appropriate quality of customer service, techniques for safe material collection and service for special customers, i.e. newborns, children, pregnant women, seniors, and chronically ill people. We focus on the experience and professionalism of the collection staff, which build the confidence and trust expected by all patients.

### **Out of concern for the health of our patients who have been infected with SARS-CoV-2, we have prepared a new offer of preventive tests.**

These tests aim to check the health of patients, with particular emphasis on the level of immunity, including post-vaccination immunity. They include both anti-SARS-CoV-2 antibody tests, which enable the detection in the patient's blood of specific immune proteins related to the coronavirus responsible for the development of COVID-19 disease, and screening tests, which can help in the early detection of many health abnormalities.

### **We make it easier for patients to purchase tests online**

Our strategic goal is to further develop the sales and marketing functionalities of the e-commerce platform and adapt it to changes in the company's IT systems as well as to expand the offer available online.

This form of selling tests is becoming more and more popular among our patients. In 2022, over 400,000 vouchers for over 800,000 tests were issued in the e-shop.

After the pandemic, sales of preventive tests from the standard offer increased. These sales in 2022 increased by 35% compared to 2021 and 173% compared to the pandemic year 2020.

Currently, a total of over 1,500 tests are available in the online store, over 60 new test packages have been introduced for sale in 2022.

### **We measure the satisfaction of Diagnostyka patients**

In September 2022, a survey "Customer satisfaction survey of the DIAGNOSTYKA laboratory network" was conducted among over 3,360 respondents.

Based on the completed surveys, WE HAVE OBTAINED THE RESULTS as below:

- over 90% of people rated the level of service during the last visit as "good" or "very good",
- 89% of people will recommend DIAGNOSTYKA services to their loved ones and friends,
- 33% of respondents found out about the company's activities from a doctor, 31.2% from the Internet; the remaining answers were: from family/friends (24%), from the press (0.2%), other (11.6%),
- 87% of respondents assessed the use of DIAGNOSTYKA services as very good in terms of receiving results via the Internet.



## 6.3 Our contractors

[GRI 3-3]

**In 2022, Diagnostyka Group served over 11,000 contractors. These were public and non-public medical entities: both hospitals of all types, specialised clinics, including the largest networks of medical entities, as well as numerous primary care offices and single specialised medical practices.**

**We cooperate with contractors according to four models:**

- we serve the contractor's patients at our collection points on the basis of a B2B contract
- the contractor's employees collect the biological material at their own collection points located in medical facilities and our couriers collect and deliver the material to our laboratories
- we create diagnostic collection points in the contractor's organizational structures and we perform biological material testing in our laboratories
- We serve a contractor on the basis of winning a competition for running a laboratory in a hospital

Every contractor can count on individual care from a dedicated medical representative

In 2022, we employed nearly 80 medical representatives.

### We support contractors in the pre-laboratory process:

All activities related to collecting blood (and other materials) for laboratory tests are called the pre-laboratory process.

According to scientific data, this process accounts for approximately 75% of laboratory errors. Therefore, in cooperation with contractors who collect material for research in their own units, we conduct educational and training activities.

- We provide all materials necessary to collect material for testing and order forms along with barcodes for labeling the material;
- We integrate contractors' IT systems with our eLab laboratory IT system, which reduces the number of errors related to ordering tests;
- We organise meetings with the contractor's team of nurses, during which we train on the principles of collecting material for testing;
- We provide modern, up-to-date knowledge regarding preanalytical activities, i.e. those related to the correct collection of blood and other materials. For this purpose, we have created and run the Nursing and Midwifery Assistant portal, intended for our contractors: <https://asystem.diag.pl/>
- We create, update and provide contractors with the Primary Sample Collection Manual (PPPP).



## Easy and safe access to test results

Patients can collect their results at collection points and by logging in at [www.wyniki.diag.pl](http://www.wyniki.diag.pl).

This website offers the receipt of the results of individual tests, and also collects the results of all tests performed in the Diagnostyka Group's laboratories, enabling monitoring of health status by observing trends and changes in the parameters determined. This functionality is particularly appreciated by doctors, who also receive the results of their patients.

In 2023, we plan to launch a special website dedicated to doctors called the Central Server for Doctors.

The ability to receive information about tests performed via SMS is becoming more and more popular among patients.

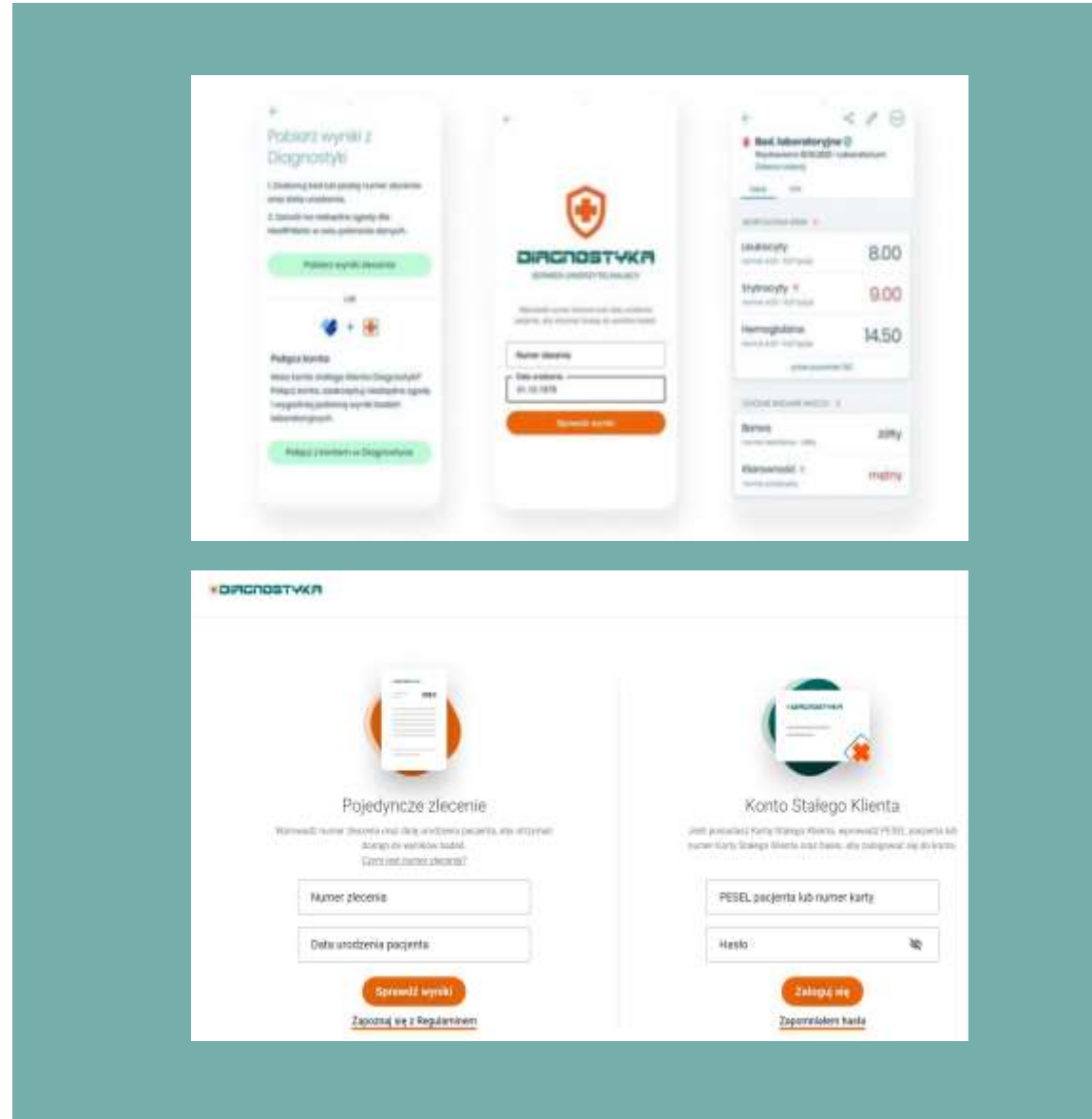
In 2021, a total of 1,123,746 notifications were sent, and in 2022, 4,555,379 - a fourfold increase!

This service is available at DIAGNOSTYKA S.A.

## We want to make it easier for patients to communicate with us.

We have provided the following various contact channels :

- Central Patient Hotline,
- Regional hotlines,
- Contact forms on the website,
- Contact form for e-shop users,
- Social media,
- Patient satisfaction surveys,
- "HEALTH Diagnostics" magazine,
- DIAGNOSTYKA newsletter distributed quarterly to approximately 350,000 recipients.



## 6.4 Attention to the quality and modernity of our services

[GRI 3-3]

**Rigorous quality controls and openness to innovation enable us to constantly improve and increase the level of services and customer service offered.**

In order to ensure the highest quality of services provided, DIAGNOSTYKA has implemented a complex quality management system covering all stages of the analytical process in accordance with the requirements of the PN-EN ISO 15189:2013-05 "Medical laboratories - Quality and competence requirements" and PN-EN ISO IEC 17025 :2018-2 "General requirements for the competence of testing and calibration laboratories".

Obtaining accreditation according to the above-mentioned standards and maintaining them is a significant substantive and organisational challenge for the laboratory. The process of initial preparation, PCA audits and finally granting accreditation lasts from 1.5 to 2 years in the laboratory. The scope of the Standard covers all elements of laboratory work and must be confirmed by detailed documentation. The laboratory is subject to thorough internal and external inspections. The result is an increase in the quality of work in all processes of a complex laboratory process.

According to the data on the PCA website, in 2022, out of all medical laboratories in Poland, 40 laboratories were accredited with ISO 15189, of which 15 laboratories belonged to DIAGNOSTYKA S.A., and the next 2 to companies from the Diagnostyka Group.

Additionally, two laboratories at DIAGNOSTYKA S.A. were ISO 17025 accredited.

The experience and procedures obtained in the work of an accredited laboratory are transferred and adapted in the Diagnostyka Group in all other laboratories as part of the integration and synchronisation of the quality management system.

DIAGNOSTICS laboratories are regularly inspected by Provincial and Poviast Sanitary and Epidemiological Stations, Regional Blood Donation and Treatment Centers, as well as by provincial consultants in areas appropriate to the specific nature of the laboratories.

We make every effort to ensure that our companies also meet the requirements regarding quality, national regulations and international standards in the field of management: PN-EN ISO 9001:2015, PN-EN ISO 14001:2015, PN-EN ISO 27001:2015. The integrated management system established in DIAGNOSTYKA is subject to internal audits and assessed by the certification bodies TÜV SÜD and LL-C (Certification) and the accrediting PCA. The certificates issued confirm that DIAGNOSTICS laboratories meet the requirements of the above-mentioned standards.

**The Quality Management System is maintained and continuously improved for the purpose:**

- implementation of the adopted policies, procedures, operating practices and to achieve the set goals regarding the Integrated Management System;
- improving the quality of services offered;
- meeting customer and stakeholder expectations and meeting legal requirements.

**The strengths of DIAGNOSTYKA are:**



**Competent and committed staff;**



**A program for ensuring the quality of laboratory test results, including internal and external laboratory control,** which guarantees the reliability and quality of the tests performed. The program is confirmed by the correct results of external laboratory control, confirmed by certificates of recognised domestic and foreign organisers and internal laboratory control.



**Very good equipment of laboratories with modern measuring and test equipment;**



**Local and environmental conditions;**



**Laboratory Information System (e-Lab) and the DiagQC program,** supporting the management of the laboratory and the analytical process, as well as the implementation of the program for ensuring the quality of laboratory test results.

### Quality control of laboratory tests

Each laboratory conducts ongoing assessment of the quality of the tests performed, which allows it to maintain the required level of quality. If pre-defined criteria are not met, corrective actions are carried out and their effectiveness is monitored. There are two levels of control in the quality assurance system of test results in a medical laboratory:

1. intra-laboratory control – consisting of daily (and more often if necessary) testing whether the test results meet the criteria. At DIAGNOSTYKA S.A. Supervision of the obtained inspection results is facilitated by the dedicated DiagQ IT system developed at DIAGNOSTYKA S.A.
2. external laboratory control - consisting of mandatory participation in proficiency tests/interlaboratory comparisons, is carried out in accordance with the requirements contained in the Regulation of the Minister of Health of March 23, 2006 on quality standards for medical diagnostic and microbiological laboratories (Journal of Laws of 2006, No. 61, item 435, as amended) and the requirements contained in the PCA documentation - DA-5 Policy for Participation in Proficiency Testing. All Diagnostyka Group laboratories participate in all mandatory proficiency tests and also organise their own participation in tests that are not provided by the Quality Test Centers. Proficiency tests are organised quarterly and after an annual cycle, if all of them result in correct results, they end with obtaining a participation certificate. The obtained results are the basis for preparing improvement actions.



### Technology

In our 188 laboratories, we use the latest technologies and work according to the best European standards.

We work with integrated devices from renowned global manufacturers, including:



## Chapter 7

# Materiality analysis



## 7.1 Stakeholder identification and engagement

[GRI 2-29]

Relations with stakeholders, based on mutual understanding and trust, are of key importance for the functioning of the Diagnostyka Group as an organization taking responsibility for the impact it has on the environment, economic and social environment.

DIAGNOSTYKA makes every effort to ensure that contacts with stakeholders are built in a responsible manner, based on the principles of transparency and dialogue. To ensure the quality of these relations, the frequency and channels of communication are adjusted to the characteristics and current expectations of the selected group of stakeholders.

A detailed map of our stakeholders helps us effectively manage relationships with stakeholders. This map is reviewed and updated annually. When reviewing the stakeholder map as part of the work on this report, key stakeholders were identified:

- Management Board and Supervisory Board,
- Employees,
- Investors and shareholders,
- Institutional and individual clients,
- Public administration, regulatory and inspection offices.

### Stakeholder map

Stakeholder group	The impact of DIAGNOSTYKA on a given Group	Forms of dialogue/communication
<b>Management Board and Supervisory Board</b>	<ul style="list-style-type: none"> <li>• opportunity for professional development</li> <li>• working conditions</li> <li>• remuneration and additional benefits</li> </ul>	<ul style="list-style-type: none"> <li>• meetings of the Management Board and the Supervisory Board</li> <li>• informal meetings</li> <li>• regular correspondence</li> <li>• other, described below for the Employees category</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• employment stability</li> <li>• remuneration</li> <li>• safety in the workplace</li> <li>• professional development</li> <li>• wellbeing</li> <li>• human and labour rights</li> </ul>	<ul style="list-style-type: none"> <li>• personal meetings with management</li> <li>• cyclical meetings of professional groups</li> <li>• training for employees (external and internal)</li> <li>• messages for employees</li> <li>• workshops for new employees</li> <li>• laboratory managers website</li> <li>• "Getting Started" brochure</li> <li>• survey for new employees</li> <li>• survey after terminating the employment contract</li> <li>• website: grupadiagnostyka.pl</li> <li>• knowledge management platform</li> <li>• regional integration meetings</li> <li>• individual professional development card</li> </ul>
<b>Investors/ shareholders</b>	<ul style="list-style-type: none"> <li>• compliance with corporate governance principles</li> <li>• ensuring transparency, security and ethical conduct</li> <li>• quick exchange of information</li> </ul>	<ul style="list-style-type: none"> <li>• General Assembly</li> <li>• other meetings and periodic results presentations (teleconferences, in-person meetings)</li> </ul>
<b>Institutional clients</b>	<ul style="list-style-type: none"> <li>• improving customer service</li> <li>• the highest quality of research</li> <li>• IT integration for remote ordering of tests and receiving results</li> <li>• the shortest possible time to complete the test</li> <li>• transport of material for testing</li> </ul>	<ul style="list-style-type: none"> <li>• care of a dedicated sales representative</li> <li>• meetings and personal conversations</li> <li>• telephone contact</li> <li>• e-mail</li> <li>• leaflets and brochures</li> <li>• websites - <a href="http://www.diag.pl">www.diag.pl</a>, <a href="http://www.asystem.diag.pl">www.asystem.diag.pl</a>,</li> <li>• training meetings</li> <li>• integration meetings</li> <li>• website: grupadiagnostyka.pl</li> <li>• regular quality communication</li> <li>• electronic access to laboratory test results for doctors</li> </ul>

## Mapa interesariuszy cd.

Stakeholder group	The impact of DIAGNOSTYKA on a given Group	Forms of dialogue/communication
<b>Individual clients</b>	<ul style="list-style-type: none"> <li>• availability of tests and collection points</li> <li>• scope of research offer</li> <li>• research safety</li> <li>• online availability of results</li> <li>• possibility of purchasing tests online</li> <li>• service quality</li> <li>• speed and timeliness of testing</li> <li>• data safety</li> <li>• education about prevention</li> </ul>	<ul style="list-style-type: none"> <li>• visits to collection points</li> <li>• websites (<a href="http://www.diag.pl">www.diag.pl</a>) - online results, e-shop</li> <li>• social media</li> <li>• brochures and leaflets</li> <li>• Hotline</li> <li>• channel for reporting complaints, information clauses</li> <li>• contact with IODO</li> <li>• patient satisfaction survey</li> <li>• thematic meetings - local</li> <li>• webinars, preventive campaigns</li> <li>• e-mail contact</li> </ul>
<b>Public administration, regulatory and inspection offices</b>	<ul style="list-style-type: none"> <li>• compliance with regulations</li> <li>• reliability of the data provided</li> <li>• implementation of post-inspection recommendations</li> <li>• payment of taxes</li> <li>• participation in government programs</li> </ul>	<ul style="list-style-type: none"> <li>• reports and audits</li> <li>• formal correspondence (including e-mail)</li> <li>• ongoing cooperation during inspections</li> <li>• dedicated websites</li> </ul>
<b>Suppliers and subcontractors</b>	<ul style="list-style-type: none"> <li>• fair and transparent terms of cooperation</li> <li>• IT services</li> <li>• business development opportunity</li> <li>• material benefits</li> </ul>	<ul style="list-style-type: none"> <li>• telephone contact</li> <li>• e-mail</li> <li>• personal meetings</li> <li>• offers</li> <li>• website - information for suppliers, <a href="http://www.diag.pl">www.diag.pl</a></li> </ul>
<b>Companies from the Group</b>	<ul style="list-style-type: none"> <li>• further development within the Group</li> <li>• financial results</li> </ul>	<ul style="list-style-type: none"> <li>• reports</li> <li>• meetings and exchange of experiences and documents</li> </ul>
<b>Industry organisations</b>	<ul style="list-style-type: none"> <li>• DIAGNOSTYKA expertise in diagnostic matters</li> <li>• Cooperate work</li> </ul>	<ul style="list-style-type: none"> <li>• direct meetings and cooperation</li> <li>• formal membership</li> </ul>

**DIAGNOSTYKA S.A. maintains regular dialogue with key stakeholders through established communication channels. The purpose of the dialogue is, among others, getting to know the stakeholders' expectations towards the Company and identifying the impact (positive and negative) exerted by the Companies on individual stakeholder groups.**



## 7.2 Materiality Definition Process

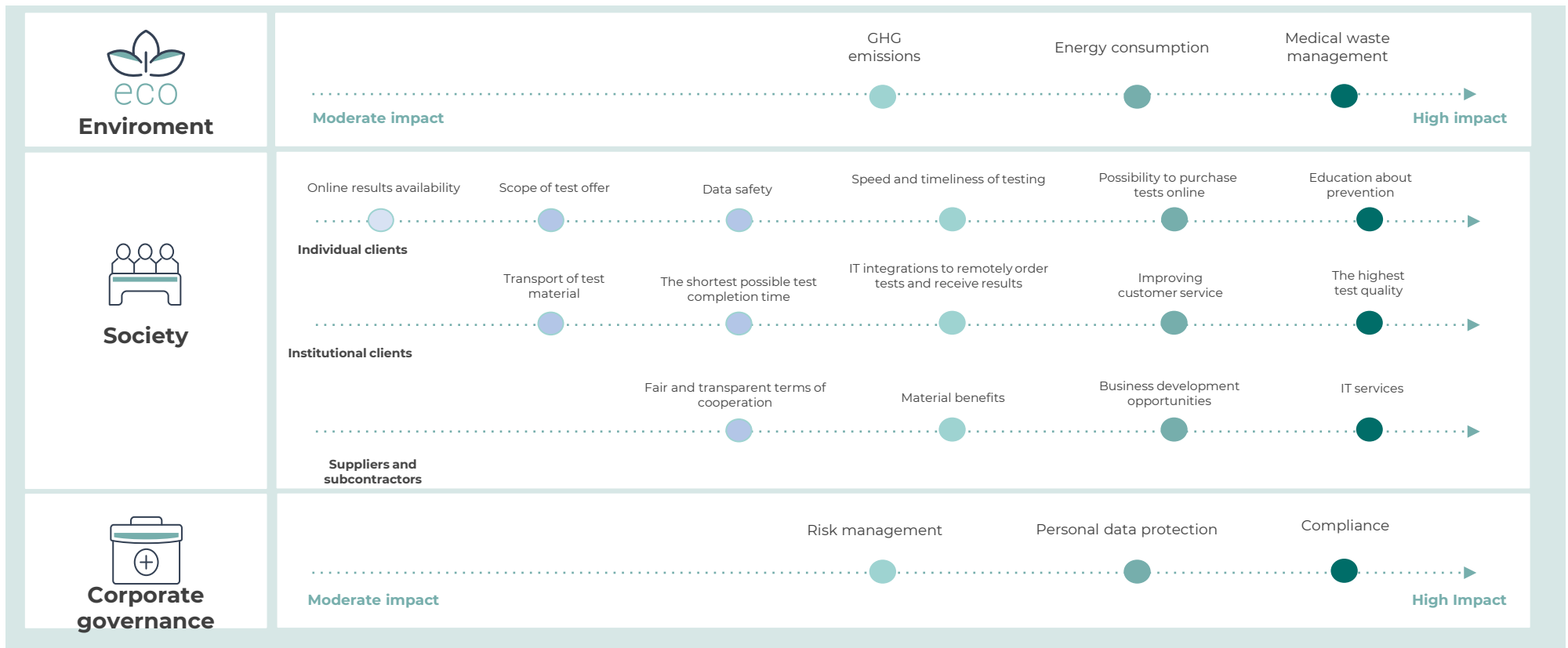
[GRI 3-1, 3-2]

**Diagnostyka Group strives to ensure that its activities and initiatives focus on areas where the Group has a significant impact on its environment and stakeholders.**

As part of the work on the ESG report for 2022, the Group carried out a structured materiality analysis, including the identification of ESG topics that play the greatest role in the medical industry, their prioritization and validation. While working on defining materiality in 2022, we divided stakeholders in the Society section into 3 groups due to significant differences in their areas of interest.

### Important topics described in this Report

The materiality analysis process was completed during a workshop attended by the Management Board of DIAGNOSTYKA S.A., the Management Board Representative for Project Management and ESG and representatives of key organizational units of DIAGNOSTYKA S.A. who are ESG experts in specific areas. During the workshop, participants assessed the identified impacts according to a specific scale.





Chapter 8

# About the report



## 8.1 About the report

[GRI 2-2, GRI 2-3, GRI 2-4, GRI 2-5]

**This report contains non-financial information about the parent company DIAGNOSTYKA S.A. and subsidiary companies of the Diagnostyka Capital Group.**

The ESG report is prepared annually. The content of the Report covers the period of the Group's activity from January 1 to December 31, 2022. The report was not subject to external verification.

*All information, data and statements in this report apply to the Diagnostyka Capital Group and its parent company DIAGNOSTYKA S.A., unless expressly stated otherwise. Data for the Group include the following companies: DIAGNOSTYKA S.A., Centra Genetyki Medycznej Genesis Sp. z o. o., Diagnostyka Consilio Sp. z o. o., Diagnostyka Consilio Sp. z o. o. Poznań Sp.k., Diagnostyka Tarnów Medyczne Centrum Laboratoryjne Sp. z o. o., Histamed Sp. z o. o., Teresa Fryda, M.D. Medical Laboratory Sp. z o. o., Oncogene Diagnostics Sp. z o. o., Vitalabo Laboratoria Medyczne Sp. z o. o., genXone S.A., DiagInvest Sp. z o. o., unless expressly indicated otherwise.*

*The information contained in this report has been disclosed based on the international non-financial reporting standard Global Reporting Initiative (GRI), as published in 2021.*

The previous ESG Report prepared by DIAGNOSTYKA S.A. was published in August 2021.

If you have any questions  
regarding the Report, please contact:

**Barbara Kopeć**  
Management Board Representative  
for Project Management and ESG

[barbara.kopec@diag.pl](mailto:barbara.kopec@diag.pl)



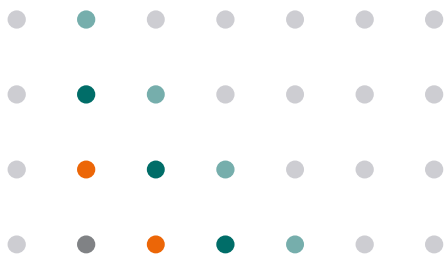
## 8.2 GRI Content Index

Title of the GRI standard	Indicator number	Indicator name	Reference in the report (page number)
<b>GRI 2: General standard information 2021</b>	2-1	Organisational data	9
	2-2	Entities that are part of sustainability reporting	9, 81
	2-3	Reporting period, frequency and contact person	81
	2-4	Restatement of information	81
	2-5	External verification	81
	2-6	Organisational activities, value chain and other business relationships	4,5
	2-7	Employees	48
	2-8	Employees who are not employees of the company	Diagnostyka Group does not use the work of contractors.
	2-9	Management structure and composition	21
	2-10	Nomination and election of the highest management and supervisory body	21, 22
	2-11	Chairman of the highest management body	21
	2-12	The role of the highest management body in overseeing the organization's impact management	23
	2-13	Delegating responsibility for managing the organisation's impact	23
	2-14	The role of the highest management body in sustainability reporting	23
	2-15	Conflict of interest	26
	2-16	Communication of critical issues	25
	2-17	The body of knowledge of the highest management body	23
	2-18	Evaluating the performance of the top management body	Such an assessment is not carried out.
	2-19	Remuneration policy for members of the highest supervisory body	This information is treated as a company secret and therefore is not subject to disclosure.
	2-20	The process of determining remuneration	27
	2-21	Annual Total Compensation Rate	This information is treated as a company secret and therefore is not subject to disclosure.
	2-22	Sustainability Strategy Statement	2

Title of the GRI standard	Indicator number	Indicator name	Reference in the report (page number)
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	2-25	Remedial processes for the organisation's negative impact	23
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	2-27	Compliance with laws and regulations	26
	2-28	Member associations	17
	2-29	Approach to stakeholder engagement	77
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<b>GRI 3: Important topics for 2021</b>	3-1	Process of identifying relevant topics	79
	3-2	List of relevant topics	35, 79
<b>IMPORTANT TOPIC: COMPLIANCE</b>			
<b>GRI 3: Important topics for 2021</b>	3-3	Managing important topics	24
<b>GRI 205: Counteracting corruption 2016</b>	205-1	Business units assessed in connection with the risk of corruption	24
	205-2	Communication and training on anti-corruption procedures and policies	24
	205-3	Confirmed cases of corruption and actions taken	26
<b>IMPORTANT TOPIC: ENERGY CONSUMPTION</b>			
<b>GRI 3: Important topics for 2021</b>	3-3	Managing important topics	40
<b>GRI 302: Energy 2016</b>	302-1	Energy consumption in the organisation	40
<b>IMPORTANT TOPIC: GHG EMISSIONS</b>			
<b>GRI 3: Important topics for 2021</b>	3-3	Managing important topics	42
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	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other relevant gases	43

Title of the GRI standard	Indicator number	Indicator name	Reference in the report (page number)
<b>IMPOSTANT TOPIC: MEDICAL WASTE</b>			
<b>GRI 3: Important topics for 2021</b>	3-3	Managing important topics	37
<b>GRI 306: 2020 Waste</b>	306-1	Waste generation and the significant waste-related impacts	37
	306-2	Waste management and the significant impacts associated with waste	37, 38
	306-3	Waste generated	39
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<b>IMPORTANT TOPIC: COOPERATION WITH SUPPLIERS</b>			
<b>GRI 3: Important topics for 2021</b>	3-3	Managing important topics	33
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1	New suppliers assessed against environmental criteria	33
	308-2	Negative impact on the environment in the supply chain and actions taken	33
<b>Own indicator</b>	-	Cooperation with suppliers	49
<b>GRI 401: Employment 2016</b>	401-1	Newly hired employees and employee turnover	49
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	57
	401-3	Parental leave	50
<b>IMPORTANT TOPIC: OCCUPATIONAL SAFETY AND HEALTH</b>			
<b>GRI 3: Important topics for 2021</b>	3-3	Managing important topics	58
<b>GRI 403: Occupational health and safety 2018</b>	403-2	Hazard identification, risk assessment and incident investigation	58, 60
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Title of the GRI standard	Indicator number	Indicator name	Reference in the report (page number)
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<b>IMPORTANT TOPIC: SCOPE AND AVAILABILITY OF SERVICES PROVIDED</b>			
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