

Diagnostyka+

More for health

2023 ESG report



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Dear All,

I am delighted to present you the ESG Report of the Diagnostyka Group for the year 2023. It was a year in which we celebrated the 25th anniversary of the company's existence. However, we did not want to look back – we are much more interested in the future. That's why we decided to take a fresh look at Diagnostyka's image and corporate culture. While we are growing dynamically as a capital group (in 2023 we were joined by, among others, companies from a branch that is new to us - diagnostic imaging), we want to make sure that we pursue common goal and operate according to socially responsible business standards.

We have reformulated our mission statement: “We provide tests to help people take care of their health and live longer.” Our growth means the development of accessibility, speed and innovation in testing, which is the basis for preventive health care and effective treatment of diseases. These are the areas in this report where we set strategic goals that align with our bold business objectives.

The perspectives for the development of the diagnostic testing market in Poland are still very promising, thanks in part to the growing public awareness of the importance of diagnostics. We are proud to contribute to this trend through our numerous social campaigns, which have won awards in international competitions, and by spreading reliable knowledge about preventive health care.

We also actively participate in the debate on improving the healthcare system. We advocate that among the priorities for the development of diagnostics in Poland should be a change in the system of their financing and the strengthening of cooperation between the public and private sectors to ensure effective diagnostics. At the same time, appropriate conditions for investment in modern diagnostic technologies should be created, staff should be actively trained in their use and doctors should be made more aware of the possibilities of using them.

We stand united in our efforts to mitigate climate change. In the report, we present not only our achievements, but also our further commitment to, among other things, investments in a low-carbon courier fleet and increasing the share of renewable energy to power our laboratories, collection facilities and offices. We keep in mind that a healthy planet equals healthy people. At the same time, we are also building awareness about how early preventative care can relieve the environment of the significant waste and harmful emissions associated with treating diseases at an advanced stage.

We have been meticulously building an awareness of sustainability within the Group for the past four years and want to set an example in this regard for other entities in the healthcare industry. The year 2024 will be a period of further intensive work to align our companies and supply chain partners with the new due diligence and ESG reporting standards that will apply to us due to the scale of our operations. As a Management Board, we are personally committed to this effort, with the conviction that it will enable our organisation to grow in a safer and more sustainable way, and to respond even better to the needs of our stakeholders. Their trust is something that we work on every day with all Employees of the Diagnostyka Group.

I warmly invite you to read the report.

Jakub Swadźba
President of the Management Board of Diagnostyka S.A.

More about the Diagnostyka Group

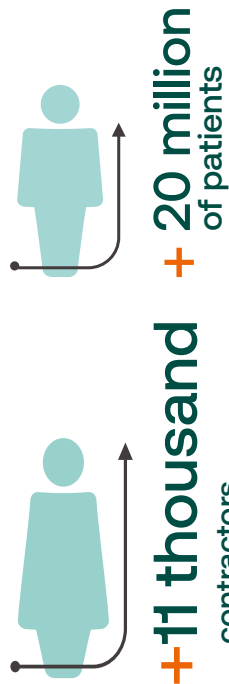
We are the largest network of medical laboratories in Poland.

We specialise in the provision of laboratory services from the collection and transport of biological material, through the performance of the test, to the delivery of the medical analysis result in the shortest possible time. At the same time, we are expanding our offer of complex diagnostics: imaging, genetics, dietetics. We promote conscious prevention and the idea of longevity.

We aspire to become the most popular network of medical laboratories in Poland. To achieve this, we perform tests of the highest quality, develop a high level of customer service and carry out educational and pro-social activities. Thanks to meticulous quality control and openness to innovation, we are constantly improving the level of services offered.

We perform all tests:

- + basic
- + specialised:
 - microbiology,
 - toxicology,
 - genetics and molecular biology,
 - anatomical pathology
 - diagnostic imaging (X-ray, tomography)



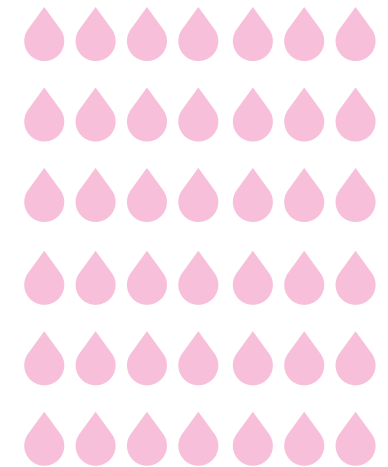
more than 9,750 employees (6,800 FTE)

140 million tests for patients

means more than 200 million tests performed in laboratories

The infographic features a teal background with a large white drop shape. At the top, there is an icon of three people (two adults and one child). The text is arranged in a vertical flow, with the employee count at the top, followed by the number of tests for patients, and the total number of tests performed in laboratories at the bottom.

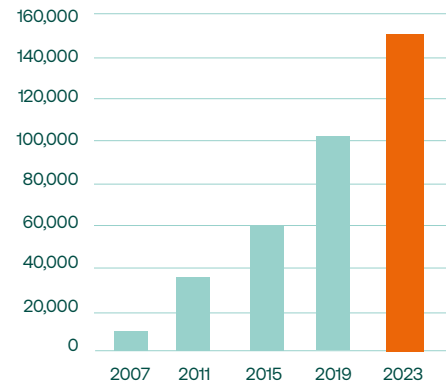
over 4,200 types of tests offered



25 years of operation

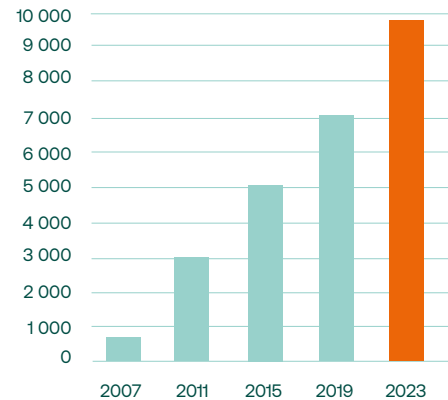
Diagnostyka was founded in Kraków in 1998. Therefore, in 2023, we celebrated 25th anniversary. The company founded by prof. Jakub Swadźba, Grzegorz Głódź and Jacek Prusek has grown from a few laboratories to become the industry leader over the past dozen years, also in terms of quality and the technological, IT and management solutions implemented.

Diagnostyka's development is reflected in the dynamics of employment growth and the number of tests performed each year.



Increase in the number of tests (in thousands) from 2007 to 2023

The increase in the number of tests and the unification of technology enables us to provide customers with the highest quality tests at the best price



Increase in the number of employees 2007-2023



Group structure





GRI 2-1, GRI 2-2

Diagnostyka S.A. is the parent company of the Diagnostyka group of companies. Its head office is located in Kraków, at ul. Prof. Michała Życzkowskiego 16. The Diagnostyka group of companies operates exclusively in Poland.

Diagnostyka+

Laboratory diagnostics



We perform all analytical tests on all materials collected from humans. The Diagnostyka Group has its own specialised diagnostic laboratories, operating on the basis of advanced methods based on knowledge and experience: Autoimmunology Laboratory, Cytogenetics Laboratory, Cytology Laboratory (with a contract with the National Health Fund), Microbiology and Mycology Laboratories, Transfusion Serology Laboratories, Toxicology Laboratories, Molecular Biology and Genetics Laboratory.

-  Diagnostyka S.A.
-  Dr n. med. Teresa Fryda
Laboratorium Medyczne Sp. z o.o.
-  Diagnostyka - Tarnów Medyczne Centrum
Laboratoryjne Sp. z o.o.
-  Vitalabo – Laboratoria medyczne Sp. z o.o.
-  Laboratoria Medyczne OPTIMED
Kuriata, Wroński Sp. z o.o
-  Laboratorium Analityczne Sp. z o.o. in liquidation
-  Laboratoria Medyczne NOVALAB Sp. z o.o.

Diagnostyka+

Diagnostic imaging


Computed tomography, magnetic resonance imaging, X-ray radiography, ultrasound and mammography are very important tools in medicine that enable a quick and non-invasive assessment of a patient's health. Diagnostic imaging perfectly complement laboratory diagnostics, providing physicians with additional information about the patient and helping to establish a more accurate diagnosis and plan appropriate treatment.

-  Diagnostyka Wyrobek Sp. z o.o.
-  Eurodent Sp. z o.o.

Diagnostyka+

Histopathology diagnostics

Histopathological examinations are offered by Diagnostyka Group companies: Diagnostyka Consilio, Diagno-Med and Histamed. Together, they form Poland's largest non-public network of anatomical pathology laboratories, available throughout the country. They cooperate with hospitals, clinics and private medical practices.

-  Diagnostyka Consilio Sp. z o.o.
-  Diagnostyka Consilio Poznań Sp. z o.o.
-  Histamed DC Sp. z o.o.
-  NZOZ Diagno-Med. Sp. z o.o.

Diagnostyka+

Genetic diagnostics

We provide comprehensive genetic diagnostics based on genetic clinics (private and with a NFZ contract) and a full range of tests performed in highly specialised genetic laboratories that belong to the Diagnostyka Group. Thanks to the use of the latest technologies, such as next-generation sequencing (NGS), full genome analyses are performed, as well as cancer profiling for personalised therapies.

-  Oncogene Diagnostics
-  Diagnostyka Genesis Sp. z o.o.
-  Platforma Badań genetycznych Sp. z o.o.
-  GenXone S.A.

The table above shows the composition of the Diagnostyka Group at 31 December 2023. The new companies joining the Group in 2023 are marked. The following were acquired by Diagnostyka S.A.: subsidiaries Medicom Centralne Laboratorium Analityczne Sp. z o.o., Diagnostyka.BY Sp. z o.o., Diagnostyka Turcja Sp. z o.o., PDC Sp. z o.o. and bought in 2023 Synlab Polska Sp. z o.o. Diagnostyka Ukraine LLC, acquired in 2023 and sold in H1 2024, is not included. In 2023

→ In line with the materiality principle, the disclosures in this report relate to selected Group companies - see page 74 for more information.

GRI 2-2

Special-purpose entities

- + Diagnostyka Digital Hub Sp. z o.o.
- + Badania.pl Sp. z o.o.
- + ZdroweGeny.pl Sp. z o.o.
- + DIAG INVEST Sp. z o.o.
- + Vitalabo Diag Invest Sp z o.o.



GRI 2-6

Growth through acquisitions in 2023

In 2023, the Diagnostyka Group made acquisitions of more than a dozen companies in the medical sector. With the addition of new entities, we have expanded our network of diagnostic laboratories and collection facilities, providing patients with even greater accessibility to tests. In addition, we have expanded into the diagnostic imaging and teleradiology sectors, which are new to us. More than a dozen of our magnetic resonance and computed tomography laboratories already operate as part of Diagnostyka Wyrobek and Livmed.

Diagnostic imaging perfectly complement laboratory diagnostics, providing physicians with additional information about the patient and helping to establish a more accurate diagnosis and plan appropriate treatment. By extending our offer to include diagnostic imaging, we aim to enable our patients to receive more complete preventive health care.

Andrzej Drobny

Director of Acquisitions and Key Projects

Ownership structure of Diagnostyka S.A.

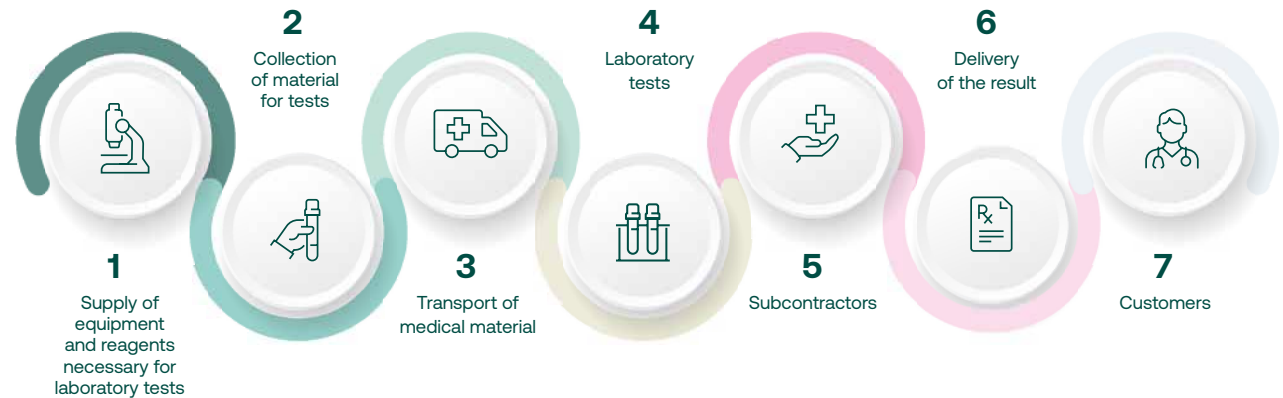
Shareholder	% share
Lx Beta S.Á. R.I.	47.83
Acer Capital Partners SCSp	18.88
Acacia Capital Partners SCSp	18.88
Jakub Swadźba	9.44
UBA Capital SCSp	4.2
Paweł Pirkł	0.76
Grzegorz Głównia	0.0003
Jacek Prusek	0.0003
Marcin Fryda	0.0003

Value chain

GRI 2-6

The Diagnostyka value chain includes:

- + supply of medical equipment and reagents necessary for laboratory testing,
- + provision of services to individual and business customers (contractors) through own companies and subcontractors,
- + provision of medical analysis results to contractors and patients increasingly via an online platform.



1. Supply of equipment and reagents necessary for the performance of laboratory tests

- we use the services of dozens of suppliers. We work with Polish distributors of global medical companies. We primarily purchase medical devices and reagents for medical laboratories, and also lease diagnostic equipment.

2. Collection of material for tests

- we serve patients at 1,100 collection facilities available throughout the country. Test material is also collected by our contractors in their facilities. We also offer tests where patients collect the material themselves at home and then mail it to us.

3. Transport of samples

- we transport material from the place of collection (from our own collection facilities as well as from contractors) via our own courier network. In 2023, we employed more than 649 couriers in the Group, who covered more than 22 million kilometres.

4. Laboratory and imaging tests

- we perform all basic and specialised tests, as well as anatomical pathology, imaging and genetic tests.

5. Subcontractors

- we only subcontract tests that are regulated by law (e.g. Provincial units of the State Sanitary Inspection, District units of the State Sanitary Inspection, Regional Blood Donation and Haemotherapy Centres, National Institute of Public Health – National Institute of Hygiene, etc.) and infrequent tests ordered on an occasional basis. We carefully select the subcontractors of our tests and subject them to systematic evaluation.

6. Delivery of the results

- patients can collect their test results at collection facilities and on the wyniki.diag.pl website. Doctors also frequently use the online collection of their patients' results.

7. Customers:

- **individual customers** - these are individuals who benefit from the offer at collection facilities or via the Internet on the e-commerce platform. Patients come to our facilities for tests ordered by their doctors (also Primary health care (POZ) and Outpatient specialist care (AOS)), for free preventive tests under direct contracts with the National Health Fund (NFZ) and by choosing packages on their own as part of additional preventive health care.

- **institutional clients** (whom we call contractors) - these are public and non-public medical entities: doctors' surgeries, primary health care and specialist surgeries, hospitals, as well as clinics and institutes. We also perform laboratory tests for universities as part of research programmes, as well as preventive programmes organised by the NFZ and by local authorities. In addition to carrying out tests, our cooperation with contractors includes training of support staff in the collection of material for laboratory tests. We also organise meetings and lectures on novelties in diagnostic testing.



Organisational culture

Recent years have been a period of extremely dynamic growth for Diagnostyka. The Group was joined by new companies with their employees, competences but also established brands. At the same time, the needs and expectations of contractors and patients, whose health awareness has increased, have been changing. All this led to the decision to refresh Diagnostyka's image in 2022 and to more consciously build a unified corporate culture within the Group. The project was overseen by the Management Board and attended by investor representatives, 20 Diagnostyka managers, the marketing department and the BNA branding agency. The project started with interviews with key stakeholders to properly analyse their needs and have a full understanding of the organisation. We defined the brand personality using a workshop method.

We presented the results in June 2023 at the company's 25th anniversary gala. The new look of the Diagnostyka brand consisted of a new logo, corporate colours, a slogan and a method of communication. The rebranding process has unveiled a face of Diagnostyka that is approachable, straightforward and patient-friendly. One that is willingly chosen not only for its professionalism and experience, but also for the care and support it offers.

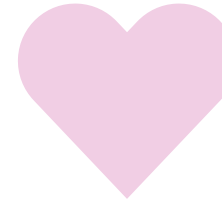
This is why Diagnostyka's new logo has been given a simpler, more modern and clearer design, closer to the consumer.

The new visual identity is being implemented in the layout of websites, our social media, the visual identity of buildings and Diagnostyka facilities or the fleet of courier vehicles.

Diagnostyka



diagnostics



care



tests

The new Diagnostyka

Is mindful of people and their needs.

Is a woman: scientist, communicator, kind, supportive

Reduces the distance between patient and laboratory.

Our mission is expressed by the plus sign in our new logo and the new slogan: More for health.

Mission and vision

The next stage of the project is to integrate the new brand identity into Diagnostyka's organisational culture. The organisational culture will consist of the company's mission, vision and values, as well as a code of ethics that is universal to all employees and companies, which will be the main vehicle for these values. Employees from across the Group are involved in the work. The first outcome of the workshops was the rewording of the company's mission and vision.



Mission⁺

we provide tests to help people take care of their health and live longer



Vision⁺

we set global standards for diagnostics and preventive care



Corporate governance

GRI 2-9, GRI 2-10, GRI 2-11

The nature and extent of our activities oblige us to establish and comply with a sound corporate governance framework. In particular, our activities are regulated by the Polish Commercial Companies Code and the Articles of Association of Diagnostyka S.A., as well as internal regulations. The rules for the appointment and dismissal of members of the Supervisory Board and the Management Board are set out in the Articles of Association of Diagnostyka S.A.. According to this document, both the Investor - LX Beta s.a.r.l. and the Designated Founders - J. Swadźba, J. Prusek, G. Głownia, have personal powers to appoint a certain number of members of the Supervisory Board and the Management Board.

Supervisory Board

The Supervisory Board of Diagnostyka S.A. exercises constant supervision over the activities of the Diagnostyka Group in all areas of its business. It acts on the basis of applicable laws, the provisions of the Articles of Association, resolutions of the General Meeting and the Regulations of the Supervisory Board. The members of the Board are appointed for an indefinite period of time. There is no division between them into executive and non-executive members.

As at 31 December 2023, the Supervisory Board consisted of 6 members

Artur Olender Chairman of the Supervisory Board

Jacek Prusek Member of the Supervisory Board

Grzegorz Jan Głownia Member of the Supervisory Board

Marcin Fryda Member of the Supervisory Board

Paweł Malicki Member of the Supervisory Board

Matthew Strassberg Member of the Supervisory Board

The Supervisory Board formed one standing committee (which is not an audit committee) consisting of: Artur Olender, Grzegorz Głownia, Matthew Strassberg.

During the reporting period, the Supervisory Board was composed exclusively of men. Four members were part of the 50+ age group and three of the 30-50 age group. Two members of the Supervisory Board of Diagnostyka S.A. are employed by the Company (in the positions of M&A consultant and outsourcing consultant).



Management Board

GRI 2-9, GRI 2-10, GRI 2-11

The Management Board of Diagnostyka S.A. is responsible for the strategy and operational activities of the Diagnostyka Group. The members of the Management Board are appointed for an indefinite term of office.

The composition of the Management Board presented above is effective as of 6 November 2023. Prior to this date, Bartosz Cieśllicki, who resigned as a member of the Management Board, held the position of Chief Financial Officer as well as Vice-President of the Management Board of Finance.

In the reporting period, the Management Board consisted of 4 men and 1 woman. Two members of the Management Board were aged 30-50, and three were over 50. All members of the Management Board are executive members.



Phd. **Jakub Swadźba**
 President of the Management Board
 Chief Executive Officer
 Responsible for the company's development strategy, ESG, investments, R&D department and medical division.

Dariusz Zowczak
 Vice-President of the Management Board
 Chief Sales Officer
 Responsible for sales and supervises the activities of the regions.

Marta Rogalska-Kupiec
 Vice-President of the Management Board
 Chief Operating Officer
 Responsible for operations, purchasing department, logistics, quality and administration, HR and coordination of laboratories.

Michał Kantor
 Vice-President of the Management Board
 Chief Information Officer
 Responsible for the IT Division and PMO.

Paweł Chytle
 Vice-President of Finance
 Chief Financial Officer
 Responsible for all financial matters of the Group and the legal area.

Associations

GRI 2-28

Our representatives are active in many industry organizations.

Pracodawcy Medycyny Prywatnej [Employers of Private Medicine]

- (is part of Pracodawcy RP [Employers of the Republic of Poland]) – the representative of Diagnostyka is a vice-president of the union and chairperson of Forum Medycyny Laboratoryjnej [Forum of Laboratory Medicine] operating within the union.

Pracodawcy dla Zdrowia [Employers for Health]

- (member of the Polish Confederation Lewiatan) – the representative of Diagnostyka is a vice-president of the union

Krajowa Izba Diagnostów Laboratoryjnych [National Chamber of Laboratory Diagnosticians]

- four of our employees are members of the Council and two of them are members of the Presidium of the Council. Moreover, the employee of Diagnostyka is active in the Legislation Committee and one of the Standards Development Committees.

Polskie Towarzystwo Diagnostyki Laboratoryjnej [Polish Society of Laboratory Diagnostics]

- several employees of the Group operate in the branch structures of the Society.

Naczelna Izba Lekarska [Supreme Medical Chamber]

Polskie Towarzystwo Patologów [Polish Society of Pathologists]

- two of our employees are active in the central structures and 11 people are active in the management boards of the regional structures of the Society

Polskie Towarzystwo Genetyki Człowieka [Polish Society of Human Genetics]

- the employee of Diagnostyka Oncogene, Piotr Wójcik is co-author of the genetic diagnostic standards "Somatic changes in solid tumours of children and adults"

Polskie Towarzystwo Mikrobiologów [Polish Society of Microbiologists]

Kolegium Medycyny Laboratoryjnej [College of Laboratory Medicine]

- an employee of Diagnostyka is the chairperson of the Accreditation Committee

Izba Pielęgniarek i Położnych [Chamber of Nurses and Midwives]

- a representative of the company is active in the Chamber's district council

CIONET

- the employees of Diagnostyka participate in and lead CIONET network meetings

Commitment to good legislation

Given its experience and expertise in laboratory medicine in Poland, Diagnostyka wants to actively participate in the creation of legislation concerning our activities.

One of the results of our commitment is the Act on Certain Medical Professions (17 August 2023), which was adopted in 2023 and regulates the profession of medical care assistant. The new law entitles care assistants to draw blood and other materials for laboratory tests, thus increasing the list of professions allowed to perform these activities, as their previous group was insufficient to meet the needs of patients. We have been working on the detailed provisions of this act within the Employers of Private Medicine for several years.

The legislation will be completed by the Ministry of Health's regu-

lation on the detailed activities of a medical care assistant, which will be processed after the act comes into force (after 30 March 2024).

In addition, as a member of the employers' organisations (Employers of Private Medicine and Employers for Health) in 2023, we participated in the sittings of the parliamentary health committee and gave an opinion on the draft regulations of the Minister of Health that affect the company's activities. As part of the Employers of Private Medicine, we are also in the tripartite team, which creates an opportunity for dialogue between employers, government and employees.



Competitions and awards

GRI 2-6

Forbes' Diamonds 2023

On the Forbes list of the fastest growing companies in Poland, Diagnostyka was ranked 3rd among companies from the medical industry.

Business Leaders 2023

Jakub Swadźba was ranked 2nd in the ranking of the most successful entrepreneurs in 2023. In the justification, we can read that "Jakub Swadźba has shown how to rapidly increase a business that has grown 10-fold over the past decade. The same attention and speed that allowed the company to sense market trends also enabled it to quickly join the fight against pandemics."

Healthcare Success of the Year – Manager of the Year

Jakub Swadźba was awarded as Manager of the Year 2022 in the private facilities category by the editors of "Menedżer Zdrowia" and "Kurier Medyczny".

Well Perceived Company

Diagnostyka was among the winners of the Business Centre Club's "Well Perceived Company 2023" competition, which aims to promote socially responsible companies.

Global Health Content Campaign of the Year

Together with marketing agency Whites, we won a silver award in the Global Health Content Campaign of the Year category for our campaign encouraging women's preventive healthcare. The organisers reward agencies and internal teams around the world that create high-quality and valuable content that attracts, informs and engages recipients.



Sustainability management

The sustainability of the Diagnostyka Group is based on a regular analysis of our social and environmental effects on the environment and the impact of the environment on our organisation. We select goals and actions taking into account the financial security of the organisation – employees and investors.

For the purposes of the report, we carried out a process of selecting key ESG issues. Detailed description of the process, the stakeholder groups involved and the criteria for evaluating the topics. →Read more – p. 74

In 2024, we started work on a new ESG strategy for the Diagnostyka Group. Based on the materiality analysis of ESG issues, we have identified key areas and the strategic goals we set for ourselves in them. We already present them in this report. Next, we plan to clarify operational goals and metrics.

Strategic goals:

- + We continuously monitor compliance with laws, ethics and internal regulations
- + We maintain a safe and ethical supply chain
- + We ensure the security of medical and personal data
 - We implement the highest standard of medical data protection across the organisation
 - We continuously improve the security of our IT and physical infrastructure



GRI 2-22

ESG strategic goals of the Diagnostyka Group

More for the health of patients

We care for the health and well-being of Poles by:

- Performing more and more tests
- Introducing new tests to our offer
- Ensuring the availability of tests

We ensure the highest quality of laboratory tests and customer safety by:

- Supervising pre-analytics
- Providing a friendly service to customers and patients
- Responding to the comments made

We promote informed prevention:

- We develop preventive and educational campaigns to build awareness among more and more people
- We organise and participate in relevant educational events



Technologies for health

We use the latest technologies in our laboratories to ensure a global standard of diagnostics and efficiently respond to the growing demand for diagnostic services.

We computerise our laboratory and business processes to improve the organisation's operations and facilitate cooperation with business partners and patients.



Competent to help

We provide space for professional development, because competent employees are the basis for the company's development.

We are committed to shaping new medical staff. We create a healthy workplace - comfortable and safe working conditions as well as a culture of diversity and respect.



Healthy planet

We reduce our carbon footprint to stop climate change by having a low-emission fleet and providing renewable energy for our laboratories and collection facilities.

Thanks to clear procedures, we manage medical waste safely.

We optimise the number of resources used.



Healthy organisation

We continuously monitor compliance with laws, ethics and internal regulations

We maintain a safe and ethical supply chain

We ensure the security of medical and personal data

- We implement the highest standard of medical data protection across the organisation
- We continuously improve the security of our IT and physical infrastructure



The actions undertaken by Diagnostyka contribute to the implementation of 7 (numbers: 3, 4, 5, 8, 9, 12, 13) of the 17 Sustainable Development Goals defined by the UN for 2015–2030 and to the fulfillment of the so-called the 2015 Paris Agreement, adopted as part of the United Nations Framework Convention on Climate Change.

ESG area management

GRI 2-12, GRI 2-13, GRI 2-14

Since 2023, Diagnostyka S.A. has had a Research and Sustainable Development Department that manages the ESG area for the companies from the Diagnostyka Group.

The tasks of the Department include:

- Reporting non-financial data
- Supervising the non-financial data collection system
- Monitoring the implementation of ESG goals
- Initiating projects in the scope of sustainable development
- Providing sustainability training for employees

For their implementation, the Head of Department, the Management Board Representative for Project Management and ESG, is reporting to the President of the Management Board. The Management Board is directly involved in ESG processes: setting goals and developing action plans in the scope of sustainable development, approving the selection of topics relevant to disclosure in the ESG Report, developing internal policies and supervising their compliance.

GRI 2-17

Thanks to many years of professional experience, the members of the Management Board of Diagnostyka S.A. have the necessary competences in conducting sustainable business activities. The members of the Management Board are constantly expanding their knowledge in this area as part of their challenges, participation in conferences and dedicated workshops and training courses.

I am pleased to see that understanding and interest in the topic of sustainable development is growing in the Diagnostyka Group. As medical companies whose mission is to support people in maintaining and recovering health, the principles of ethics, responsibility and quality of work are our DNA. At the centre of our activities are initiatives in the field of "S", i.e. social, because patients and our employees are the most important areas for medical companies.

Expanding the understanding of our business to include climate aspects, rethinking corporate governance and translating these principles into strategy as well as everyday work is a process that is gaining momentum. We operate as part of the ESG Team, which is made up of experts and enthusiasts who are expanding their knowledge but also working creatively on the sustainability goals and their implementation.

We face the challenge of implementing the requirements of the CSRD and the ESRS standard. It is a multi-stage and demanding process, but one that allows us to organise and expand our activities and to communicate clearly and comprehensibly that we are consistently following the path of sustainable development.



Barbara Kopeć,
Management Board Representative for Project Management and ESG,
Director of Research and Sustainable Development Department

Integrated quality management system

For us, the integrated management system is the guardian of maintaining high standards of quality, environmental and information security management in Diagnostyka's companies. Based on the ISO standards PN-EN ISO 9001:2015, PN-EN ISO 14001:2015 and PN-EN ISO 27001:2015, the system requires:

- implementation of adopted policies, procedures, operating practices and for the achievement of the set goals;
- improvement of the quality of the services offered;
- fulfilment of customer and stakeholder expectations; and the fulfilment of legal requirements;

The system is subject to internal audits and is assessed by the certification bodies TÜV SÜD and LL-C (Certification) and the accreditation body PCA [Polish Centre for Accreditation].

The internal audit team at Diagnostyka S.A. itself comprises 93 employees from the Quality Department and the Regions. We are constantly improving their competence in this area.

Internal audits are planned so that each laboratory and all processes are assessed at least once a year. In 2023, Diagnostyka S.A. has had 230 internal audits.

The certificates issued confirm that Diagnostyka's laboratories meet the requirements of the above-mentioned standards.



Internal policies and compliance management

GRI 2-23, GRI 2-24

The scale of Diagnostyka's operations requires us to introduce clear rules and efficient systems for verifying their application. Only in this way can we be sure that we pursue our goals in an ethical manner and ensure the safety of our organisation and its stakeholders.

Regulations in the area of ethics

Internal policies and procedures are based on Polish and European legislation and are consistent with globally recognised agreements and guidelines on human rights and business ethics.

Counteracting discrimination

• Anti-discrimination and anti-mobbing procedure

In all companies of our Group, any forms of discrimination are prohibited, both towards employees and our stakeholders. We do not tolerate actions or behaviours that constitute direct or indirect discrimination, mobbing, sexual harassment or behaviour contrary to good manners 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 against discrimination and mobbing and ways of solving problems that have already arisen in our company.

These documents are publicly available to all employees. New employees familiarise themselves with its rules during their initial training. In 2023, there were 455 employees. Once a year, we assess whether the provisions of the procedure are being properly implemented. In 2023, as part of the communication of the internal reporting regulations, we reminded about the path for reporting irregularities for whistleblowers. It was also an element of HR

department training for managers in selected regions.

Anti-corruption

GRI 3-3, GRI 205-1, GRI 205-2

• Anti-Corruption Code of Diagnostyka S.A.

Diagnostyka S.A. applies the "zero tolerance" principle towards corrupt behaviour. The Anti-Corruption Code of Diagnostyka S.A. details the prohibited activities and their consequences. Employees are obliged to report a corruption proposal and immediately notify their direct superior of any violations of anti-corruption rules. The members of the Management Board of Diagnostyka S.A. may make such reports to other Members of the Management Board.

The Code sets out clear rules regarding gifts. The employee is obliged to report to his or her immediate 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 test vouchers 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 given circumstances are handed over to the Company. The Management Board of Diagnostyka S.A. maintains a register of gifts and invitations addressed by and to the employees of Diagnostyka in excess of the set values.

GRI 2-15

The Code also contains regulations regarding conflict of interest, including the obligation to report situations that may give rise to a conflict of interest.

Such situations are reported to the Compliance Officer and then, with his or her recommendation, are forwarded 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 415-1

A specific instruction in the Code sets out the rules for granting donations and sponsorships to minimise the risk of corruption, loss of reputation or conflict of interest. The decision to grant donations or sponsorships is taken by the Management Board on the basis of a prior review by the Compliance Officer. The Company only makes donations for specific and accurately described social purposes in line with the mission of the respective beneficiary. Diagnostyka S.A. does not make donations to or sponsor any entities engaged in political activities or public officials.

The Anti-Corruption Code of Diagnostyka S.A. and the Internal Reporting Regulations have been approved by Diagnostyka's Management Board. These documents are publicly available to all employees. New employees familiarise themselves with its rules during their introductory training to the company. In 2023, there were 455 employees (nearly 80% of newly employed). Each employee of Diagnostyka S.A. is obliged to sign a statement familiarising him/herself with the Anti-Corruption Code and the principles of criminal liability for offences indicated therein. Additionally, we carry out reminder activities for particularly vulnerable groups. In 2023, these topics were discussed during training meetings for more than 100 medical representatives.

Codes of ethics for the medical professions

Medical professions, as professions of public trust, have high moral requirements and these professional groups have specific ethical standards. Therefore, the codes established by their professional organisations are important documents that apply to individual groups of our employees:

- Code of Ethics for Laboratory Diagnostician,
- Code of Ethics for Nurses and Midwives,
- Code of Medical Ethics.

Reporting complaints, violations and concerns

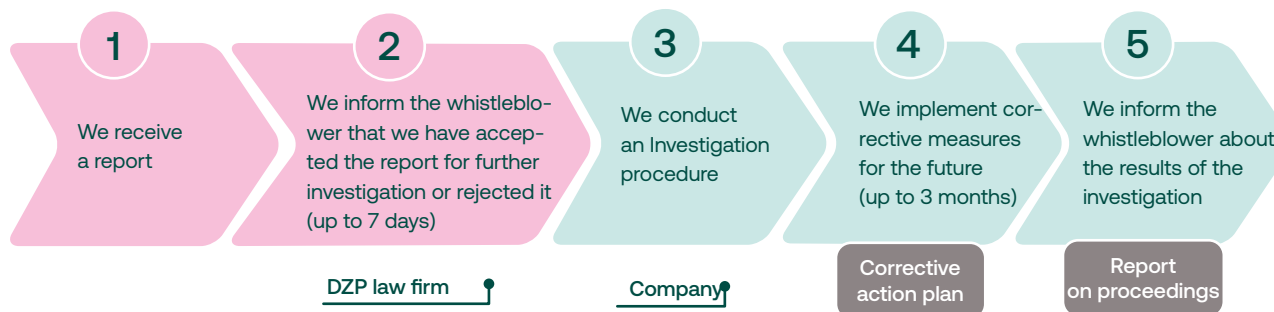
GRI 2-16, GRI 2-24, GRI 2-26, GRI 406-1

At Diagnostyka there are several communication channels through which employees can report irregularities or suspected irregularities:

- In person to the immediate superior
- In person or in writing to the director of the HR department – the HR department is responsible in particular for the process of clarifying reports that do not constitute a violation of the law (e.g. poor colleague relations), and is conducted in accordance with the Anti-Mobbing Procedure. Whistleblower status is not granted to the person making such a report.

GRI 2-25

The Zgłaszam.to platform – process of reporting irregularities at Diagnostyka S.A.



- electronically via the platform **Zgłaszam.to**- the platform is run by the external law firm DZP Compliance P.S.A. and has been introduced to guarantee impartiality and objectivity in the handling of reports, as well as protection of the identity and protection against potential retaliation of whistleblowers
- in person to the Compliance Officer – the inspector registers the report on the platform sygnaliści.diag.pl together with the whistleblower or immediately after the conversation. Reports sent via the Platform are then accepted by an external law firm, which ensures impartiality of their consideration at the initial stage. The reported cases may relate to violations of both the law (including mobbing, discrimination or sexual harassment) and internal regulations, external codes that bind us, industry standards, ethical standards or good business practice.

In addition to the aforementioned documents, Diagnostyka S.A. has in place **Internal Reporting Regulations**, which define the aforementioned rules and define the role of the Compliance Officer. The Compliance Officer supervises the process of accepting and considering reports in accordance with the Regulations and legal provisions. The Compliance Officer is also responsible for liaising with the DZP law firm and chairs the Investigation Committee, which may be appointed by him or her to clarify the report and indicate follow-up actions.

The Compliance Officer reports annually on the state of the irregularity reporting system to the President of the Company's Management Board.

GRI 2-27, GRI 205-3

In 2023, no cases of corruption, violations of procedures regarding ethics and respect for human rights, discrimination or mobbing were found in the Diagnostyka Group. In 2023, no penalties were imposed on the Group for non-compliance with laws and regulations.

Ensuring business continuity

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 purpose of the plan is to minimise the risks associated with the occurrence of an emergency or crisis situation that has a direct impact on ensuring the continuity of the Company's operations. The procedure defines the principles to be followed in the event of an emergency or crisis situation allowing, among other things, protect people's health and lives, ensure uninterrupted service to patients and contractors, protect the image and good name and maintain the trust of customers and business partners.

Personal data protection

GRI 3-3

- **Personal Data Protection Policy**

Our patients' medical data are among the most sensitive personal data. With their well-being and trust in mind, we rigorously approach the processing of these data and implement data protection tools. The provision of medical documentation to patients and physicians must be simultaneously efficient, convenient and absolutely secure. We also manage other personal data collected in Diagnostyka's companies with the same care.

The implemented personal data protection policies are consistent with applicable law. The key data protection documents applicable at Diagnostyka S.A. include: Personal Data Security Policy, IT System Management Instruction, Personal Data Breach Supervision Procedure, as well as newly developed and implemented procedures, i.e.: Procedure for Supervising the Exercise of Persons' Rights under the Provisions of the GDPR and Personal Data Retention Procedure under the provisions of the GDPR.

We are taking continuous actions to raise the awareness of employees in this respect, in particular by:

- **Training and communication** – every new employee of Diagnostyka S.A. is trained in the rules of data protection. The training is adapted to the job position and the risks that occur in that job position. We also provide refresher training for permanent employees.

In 2023, the Data Protection Officer conducted training in remote and traditional form, attended by over 200 people, mainly from the management staff.

There was also communication with business partners on the security of patient data, thus sharing knowledge and experiences in the area of data protection and potential risks.

- **Internal and external audits** – in 2023, the personal data protection process was assessed annually as part of planned audits, including an audit for compliance with the ISO 27001:2017 standard at Diagnostyka S.A. The audits confirmed that the personal data protection process is carried out correctly and any identified problems are solved on an ongoing basis. In addition, a third-party audit was conducted for compliance with the provisions of the General Data Protection Regulation.

A register of data protection incidents and breaches has been maintained since the beginning of the implementation of the provisions of the GDPR. 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 Office of the Data Protection Officer. The process for handling breaches is carried out in accordance with a detailed procedure.



Code of conduct for the healthcare sector – GDPR in the medical sector

Since 2018, through the organisation Employers of Private Medicine, the representatives of Diagnostyka have been actively involved in activities and consultations for the preparation and introduction of the industry personal data protection code. It was formally adopted by the Personal Data Protection Office at the end of 2023. The new code contains clear guidelines on the application of the GDPR and proposals for specific procedures, thus minimising legal risk in this area and providing a great support for healthcare facilities.

Cybersecurity

GRI 3-3

In the Diagnostyka Group, the Management Board of Diagnostyka S.A. has created and approved a 5-year cybersecurity strategy. The strategy includes a vision of management and improvement in this area and a list of projects planned for implementation. In order to ensure the most effective cybersecurity management, we have implemented an information security management system in accordance with the ISO/IEC 27001 standard in force at our company.

The parent company Diagnostyka S.A. is covered by the system.

In 2023, we continued to implement the cybersecurity strategy, in particular in the areas of: security monitoring and incident management, vulnerability management, and infrastructure protection against malware. Our cybersecurity system is regularly subject to external audits. An audit was also carried out in 2023, which resulted in maintaining the certificate for the next year.

Due diligence in the supply chain

GRI 3-3, GRI 204, GRI 308-1, GRI 308-2

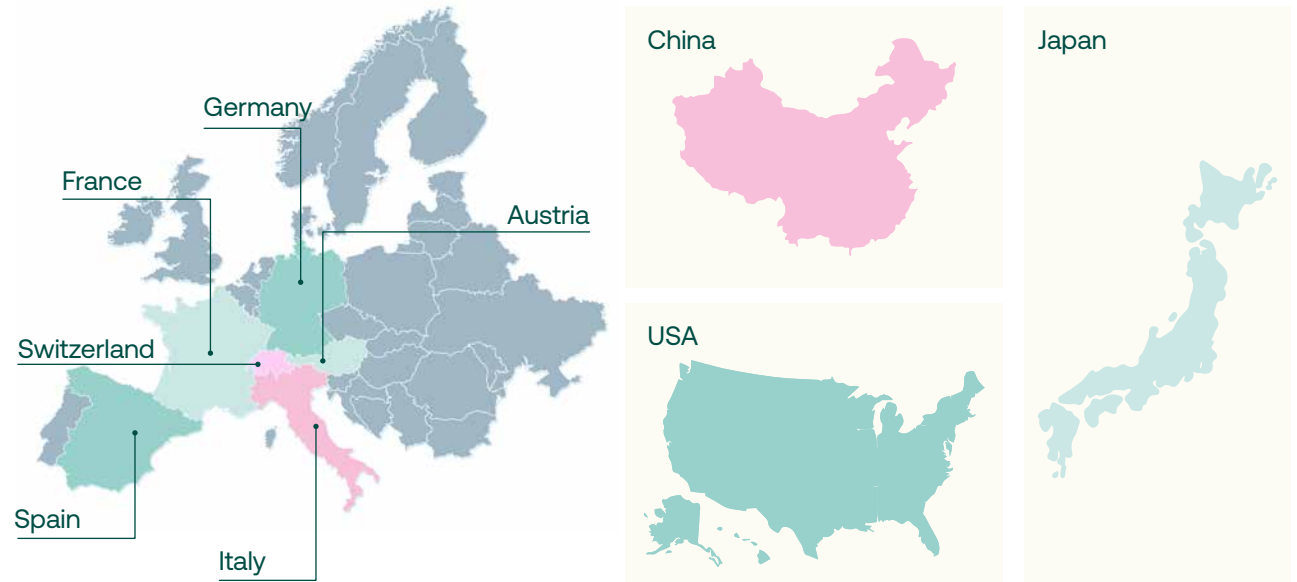
A key player in our value chain is the suppliers of medical equipment and test reagents. The solutions they supply have a real impact on the availability, quality and security of our services. In this respect, we cooperate with the most recognised and experienced international medical companies with which we have long-term business relations. Companies such as Roche, Abbott, Siemens and Sysmex are organisations that have been developing innovations for laboratory medicine for years, taking into account sustainable development goals in their global operations.

Relations with manufacturers of medical equipment and reagents are handled by the Technology Department. Purchases from the so-called indirect categories are under the responsibility of the Purchasing Department, and some of these are carried out by the laboratories in the regions.

Before establishing cooperation, all our suppliers are subject to initial assessment and approval.

The assessments of suppliers are carried out by Laboratory Managers for local suppliers of materials and reagents. Central suppliers are also assessed by Laboratory Managers, with the assessments of these suppliers being aggregated and assessed centrally.

Country of origin of main suppliers (direct purchasing category)



Requirements for subcontractors of laboratory tests

Every year, we conduct periodic assessments of suppliers and subcontractors. Obtaining an unsatisfactory assessment 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 subcontractors of laboratory tests 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. Subcontractors are subject to strict verification and audits.

Risk management

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. In order to identify potential risks, the causes and sources of their occurrence, determine possible consequences and identify the areas and processes affected by a given risk, we make use of expert knowledge and strategic analysis methods, e.g. SWOT analysis. The superiors of individual organisational units are responsible for identifying and managing risks in the Group's operations.

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

- identification and estimation of risks for management, system, research and other processes,
- development of risk management plans,
- 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 carry out continuous monitoring in order to identify risks at an early stage and develop adequate plans to prevent their occurrence or, if necessary, to respond to risks.

In 2023, we expanded the list of environmental risks to include climate risks, specifying Risks directly related to climate change (warming of the planet), Risk of transition to a low-emission economy and Risk resulting from taking into account the mitigation and adaptation requirements related to climate change.

Area	Risk description	Actions to mitigate the identified risks
Activities of laboratories	<p>Risk associated with adverse effects of laboratory activities and potential errors in these activities, such as the risk of issuing incorrect test results.</p> <p>Risk related to improper handling of hazardous waste.</p> <p>Unauthorised access to IT systems.</p>	<p>Implementation and maintenance of:</p> <ul style="list-style-type: none"> • Accreditation of laboratories in accordance with the requirements of ISO 15189 and ISO 1702, • Certified management system according to the ISO 9001 standard, • Supervised intra-laboratory control system, • Participation in extra-laboratory control programmes, • Certified environmental management system according to the ISO 14001 standard. <p>Maintenance and improvement of a certified cybersecurity system according to the ISO 27001 standard.</p>
Employees	<p>Risk of workplace accidents.</p> <p>Risk of talent loss and employee retention.</p>	<p>The Group provides occupational safety training and continuously develops health and safety systems.</p> <p>The Group undertakes efforts to support the development of its employees and their professional education.</p> <p>The Group offers attractive employee benefits</p>
Counteracting corruption	<p>Countering corruption.</p> <p>Risk of the involvement of employees in corruption.</p>	<p>Internal channel for reporting potential misconduct.</p> <p>A policy aimed at ensuring compliance of employees and contractors with applicable laws and ethical standards.</p>
Environment	<p>Risk of non-compliance of the Company's operations with environmental regulations.</p> <p>Climate risk.</p>	<p>The Company has an environmental policy and complies with applicable legal requirements.</p> <p>The Company has a certified environmental management system in accordance with the ISO 14001:2015 standard.</p> <p>The Company implements a fleet policy, according to which vehicles are replaced every 5 years or after 200,000 kilometres.</p> <p>The Company is carrying out a plan to electrify its courier fleet.</p>

Involvement of stakeholders

GRI 2-29

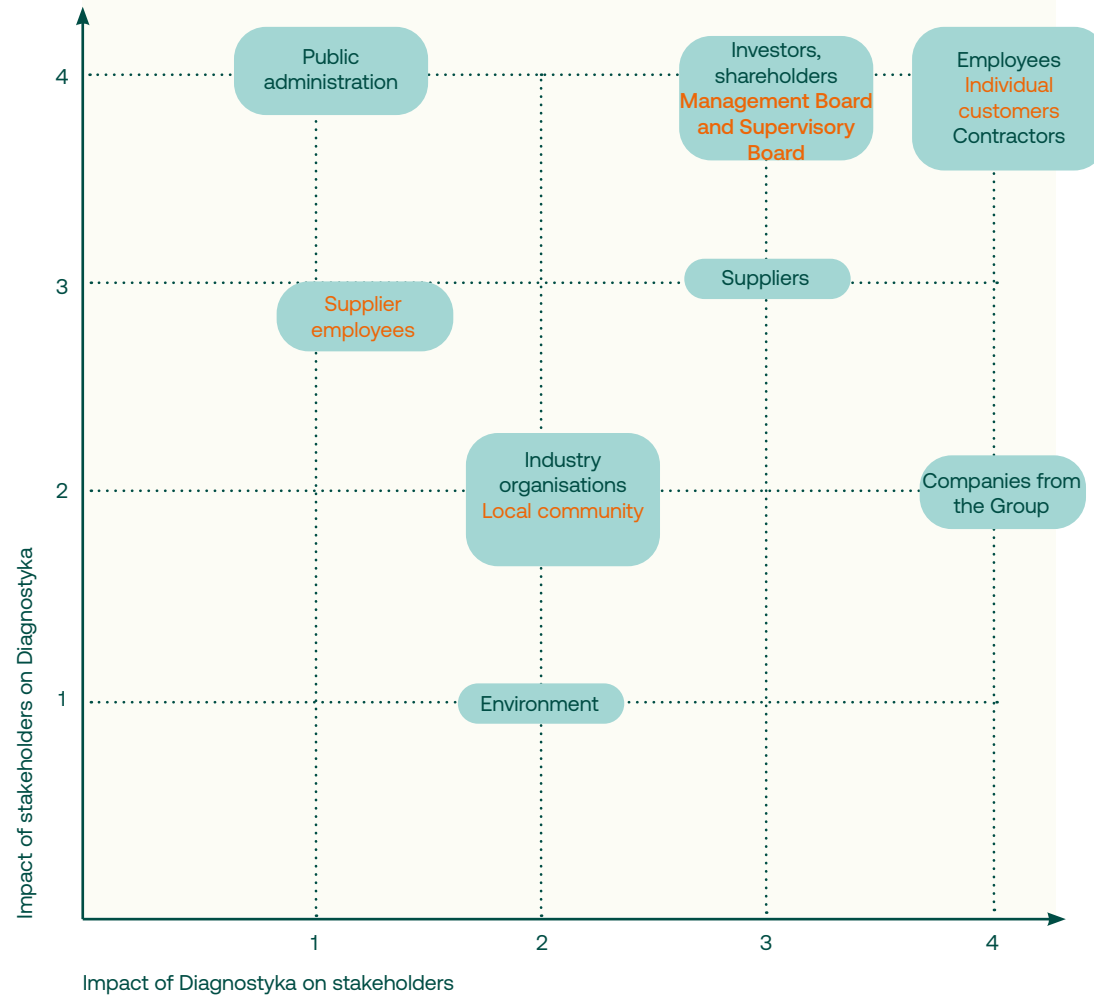
We make every effort to ensure that contacts with our stakeholders are built in a responsible manner, based on the principles of transparency and dialogue. To ensure the quality of these relations, we adapt the frequency and channels of communication to the characteristics and current expectations of the selected stakeholder group. We listen attentively to the "voice" of our environment, treating it as a contribution to development. We follow up comments or ideas submitted through these channels on an ongoing basis and consider them for implementation in Diagnostyka's operations.

The stakeholder map is reviewed and updated annually.

During the review of the stakeholder map as part of the work on this report, the following groups were identified as key stakeholders:

- Employees
- Customers
- Investors, shareholders
- Supervisory board and management board
- Suppliers
- Industry organisations
- Local community
- Companies from the Diagnostyka Group

Stakeholder map of the Diagnostyka



GRI 2-29

Stakeholder group	Impact of Diagnostyka on stakeholders	Forms of communication
Management Board and Supervisory Board	<ul style="list-style-type: none"> • Opportunities for professional development • working conditions • remuneration and additional benefits 	<ul style="list-style-type: none"> • meetings of the Management Board and the Supervisory Board • informal meetings • regular correspondence • other, described below for the Employees category
Employees	<ul style="list-style-type: none"> • employment stability and professional development • remuneration and additional benefits • safety in the workplace and wellbeing 	<ul style="list-style-type: none"> • collective and personal meetings with management, regular meetings of professional groups • training • internal communication and knowledge management platform • newsletters • survey for new employees and after termination of the employment contract • team-building events • engagement survey
Investors	<ul style="list-style-type: none"> • compliance with corporate governance principles • ensuring transparency, security and ethical conduct • quick exchange of information 	<ul style="list-style-type: none"> • General Shareholders Meeting • other meetings and periodic performance presentations (teleconferences, meetings)
Institutional customers (contractors)	<ul style="list-style-type: none"> • patient services • quality and availability of tests • computerisation of ordering tests and receiving results • the shortest possible time to perform the test • transport of material for testing 	<ul style="list-style-type: none"> • meetings and personal conversations with a dedicated medical representative • telephone and e-mail contact • websites • training and integration meetings • regular quality communication • CSWL system – e.g. access to laboratory test results for doctors
Individual customers	<ul style="list-style-type: none"> • availability of tests and collection facilities • range of tests offered • safety of tests • online availability of results • possibility of purchasing tests online – quality of service • speed and timeliness of testing • data security • education about prevention 	<ul style="list-style-type: none"> • visits to collection facilities • websites (www.diag.pl) – online results, e-shop, contact form • social media – posts and comments, ChatBoots, opinions • central and regional helplines • complaint reporting channel, information clauses, contact with the Personal Data Protection Officer • patient satisfaction survey • thematic meetings – local • webinars, prevention campaigns • e-mail contact • newsletter distributed quarterly to approx. 480,000 recipients.
Suppliers and subcontractors	<ul style="list-style-type: none"> • fair and transparent terms of cooperation • IT services • business development opportunity 	<ul style="list-style-type: none"> • telephone contact and personal meetings • e-mail • offers • website – information for suppliers, www.diag.pl
Local community	<ul style="list-style-type: none"> • availability of tests and collection facilities • local preventive campaigns • involvement of the company and employees in local sports and social campaigns • cooperation with universities • cooperation with local branches of professional self-government 	<ul style="list-style-type: none"> • website • social media • surroundings of collection facilities • personal contact during events
Companies from the Group	<ul style="list-style-type: none"> • further development within the Group • operation under the Diagnostyka brand • tools, systems and processes developed at Diagnostyka successively implemented in the Group 	<ul style="list-style-type: none"> • reports • meetings and exchange of experience and documents

More for health of Poles

We want to influence not only the health awareness of our patients, but also their approach to diagnostic tests – especially preventive tests. And by doing so, prove that taking care of what matters most does not have to be bought with effort or stress and deal with the stereotypical perception of health checks as an "onerous duty". The diagnostics we offer are simple, accessible and friendly.

Strategic goals:

- + We care for the health and long life of Poles by:
 - Performing an increasing number of tests
 - Introducing new tests into the offer
 - Ensuring availability of tests
- + We ensure the highest quality of laboratory tests and customer safety by:
 - Supervising pre-analytics
 - Ensuring quality of tests
 - Providing a friendly service to customers
 - Responding to the comments made
- + We use the latest technologies in our laboratories to ensure a global standard of diagnostics and efficiently respond to the growing demand for diagnostic services
- + We computerise our laboratory and business processes to improve the organisation's operations and facilitate cooperation with business partners

Our services

GRI 2-6

We offer the following types of



basic tests



molecular biology



microbiology and mycology



pathomorphology



specialised tests



Imaging studies

Basic tests

This category includes laboratory tests that are often performed as first-line tests in the diagnostic process for many conditions. The results of the basic and biochemical tests can provide the doctor with important information about the patient's general health and the dysfunction of individual systems and organs.

Specialised tests

We perform tests ordered by doctors for specialised diagnosis. We offer tests for infections such as Lyme disease and flu, as well as hormonal diagnostics for thyroid and parathyroid diseases, osteoporosis, and anaemia. We also offer allergology, autoimmunology, serology, toxicology and microbiology tests. The full offer of tests can be found on our website. www.diag.pl.

Genetics

Our genetics companies provide medical services covering all genetic disorders and malformations. Medical services include consultations with geneticists and genetic counselling, as well as diagnostics of genetic disorders, birth defects and reproductive failures. We also provide genetic and bioinformatics analyses with the intention of changing the approach to genetics in the Polish and global markets. We use nanopore sequencing for this.

Pathomorphology

Our companies offer histopathological examinations of tissue, cytological and gynaecological specimens and, as required, histological examinations, immunohistochemistry tests, specialist consultations and intraoperative tests. The service includes collecting tissue material in supplied vessels and transport containers, processing the preparation, making the diagnosis and communicating it, and storing the materials and preparations for the period of time required by the relevant regulations.

Diagnostic imaging

Computed tomography, magnetic resonance imaging, X-ray, ultrasound and mammography are all very important medical modalities that enable rapid and non-invasive assessment of a patient's condition. Imaging diagnostics perfectly complements laboratory diagnostics, providing doctors with additional information about the patient, helping to establish a more accurate diagnosis, and planning appropriate treatment.

Comprehensive diagnostics

In 2023, we began working on expanding our offer to include comprehensive diagnostics, i.e. individual packages of preventive screenings extended by medical consultations with diagnosticians, dieticians, and trainers.

Development of testing offer

GRI 2-6

We constantly follow medical reports on new diagnostic tests. Our Medical Department analyses research papers and evaluates new technologies from the perspective of Polish patients' needs and feasibility.

140 million tests for patients

is more than

200 million tests performed in laboratories

In 2023, we introduced more than 500 new tests in the following fields:

+ Cardiology

- a new test for the risk of cardiovascular disease, which is the main mortality factor in Poland

+ Allergy

- new tests to identify molecular allergens, crucial for planning and monitoring desensitisation and identifying cross allergies;
- new food and inhalant allergy tests are now more widely available with reimbursement from the National Health Fund for PCPs

+ Infertility treatment

- a new test expands diagnostics in infertility treatment

+ Oncology

- novel tests for soft tissue and bone tumours and bladder cancer

+ Gynaecology

- specialised endoRNA test

+ Immunology

- supplemented offer of diagnostic tests for autoimmune neurological and skin disorders

+ Genetics

- further genetics tests, including the groundbreaking whole-genome sequencing

+ Microbiology

- new tests allowing rapid identification of microorganisms and their antibiotic resistance genes and differential diagnosis



EndoRNA tests for endometriosis

- determination of the expression of the FUT4 gene

An innovative test patented by a Polish start-up, this diagnostic tool won several awards in 2022 and 2023. Diagnostyka became the manufacturer's sole partner in the test roll-out in Poland. The roll-out required full validation under Diagnostyka's laboratory conditions and was supported by a comprehensive education and information campaign for doctors and patients.



To savour every day

Myfoodprofile is a new food hypersensitivity test provided by Euroimmun. This solution is for those experiencing bothersome symptoms related to the foods they eat, such as digestive problems, headaches, insomnia or fatigue. In addition to the laboratory results, each patient receives a detailed report and personal dietary guidelines.

Patients

GRI 2-6

Diagnostyka provides services to individual clients (patients) and institutional clients (contractors). We are open to patients trying to pre-empt health issues or find the cause of ailments they are experiencing and those who simply want to understand their bodies better. We support those focused on recovery and those striving for the shape of their dreams.

Understanding patients' needs

GRI 2-29

Understanding patients' needs based on their holistic experience is our strategic objective in implementing Diagnostyka S.A.'s Mission and Vision. During the 2023 rebranding, we once again carefully considered the needs of our patients. An empathetic approach enables us not only to adapt the language of our verbal and visual communication to the changing needs of patients from different age groups but also to shape our offer and make key business decisions accordingly.



Who is the primary audience for our communication

We are there for everyone, but our communication is specifically addressed to women, as they are mainly concerned with health care in their families.

We encourage them to monitor their own health and motivate their loved ones to do the same.

To make this task a little easier for them, we offer services ideally suited to the needs and expectations of all family members.



We are there for those who

Seek to regain their health or improve their well-being.

We support your efforts to live more comfortably.

Want to know more about their own health.

We increase health awareness and give you a sense of control.

Challenge themselves to get along with their own bodies.

We bring them closer to their goals related to fitness and appearance.

Strive to take the best possible care of their loved ones' health.

We make it easier for you to take care of your loved ones, including children and older people.

Don't yet know what they can expect from diagnostics.

We motivate them to get tested by proving that they have a tangible impact on their daily functioning.

Look for diagnostic services of the highest quality.

We employ the best in their fields. We use advanced technology in our laboratories.

Value their time and comfort.

We are close by—we collect samples in countless centres and patients' homes. We are available online. We deliver results quickly.

Like to know and understand their lab results.

We know that medical jargon is a barrier for patients to take care of their own health. This is why we report the results in a simple and accessible way.

Expect recommendations for next steps.

We do not leave patients with the results alone. We recommend medical consultations with selected specialists.



Availability of tests

One of our strategic goals is to ensure the availability of medical tests, as regular testing is the basis for effective treatment and health care.



How do we understand accessibility?



Proximity

our network of collection facilities has already surpassed 1,100 locations.



Time availability

the opening hours of our collection facilities suit patients' needs.



Child-friendly facilities

our locations have baby-changing facilities and children's corners, and staff are trained to handle young patients.



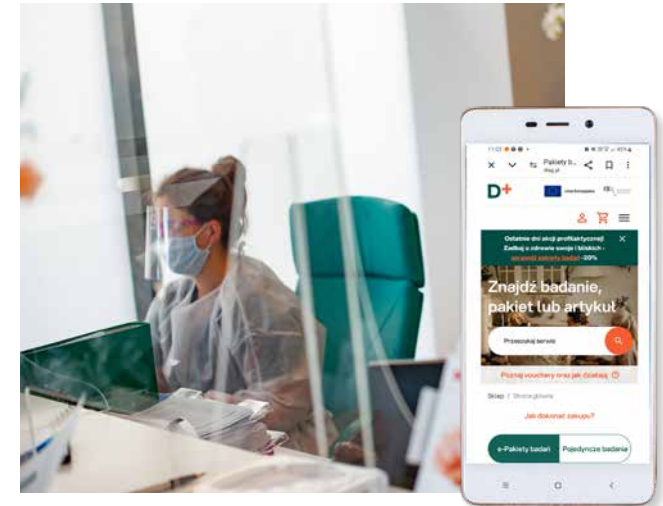
Overcoming barriers

all collection facilities are adapted to the needs of people with disabilities and older people.



Online accessibility

to speed up and improve the delivery of results, we are constantly developing new tools and systems for patients based on results.diag.pl; we are also increasing the range of products that can be ordered from our online shop.



E-commerce

We are committed to developing our online shop, as ordering tests and receiving results online is a great convenience for the patient, as well as having tangible environmental benefits:

- + reduced use of printer paper and toner
- + reduced transfer of hard copy results to doctors
- + reduced travel of patients to collection facilities for results

Currently, 1,766 tests and 280 test e-Packages are available in the online shop (we have introduced 52 new packages in 2023).

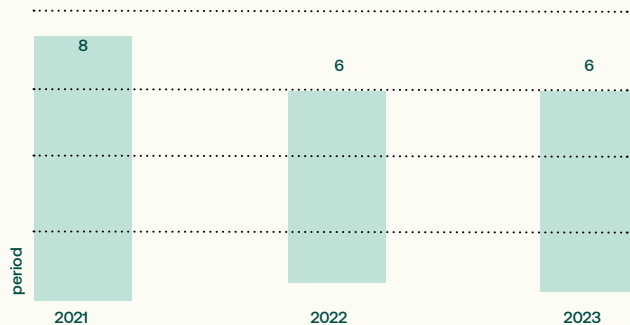
We are constantly working on making our online shop user-friendly, with new functionalities (for example, a prevention programme for regular users) that make it easier to look after your health and that of your loved ones.

Patient service

Patients value Diagnostyka's collection facilities for their good location, proximity to transport connections, available parking spaces, opening hours and, above all, the high level of customer service. We are increasingly concerned about the comfortable furnishings and aesthetics of the interiors of the collection facilities, because we know how important they are for the wellbeing of our patients.

Complaint metric

Number of justified complaints / total number of tests * 1,000,000 ppm



Training courses

Our collection facilities' staff receive ongoing training and are supervised to ensure quality customer service, safe collection methods and special needs customers, including:

- + newborns,
- + children,
- + pregnant women,
- + seniors,
- + the chronically ill.

We rely on the experience and professionalism of the staff performing collection, which builds the confidence and trust that all patients expect.

Customer satisfaction surveys and complaints handling

At Diagnostyka, we conduct periodic patient satisfaction surveys via online surveys, which we communicate to recipients via email marketing*. In 2023, the sample was 2,632 respondents, whose satisfaction levels averaged over 90%.

95%

of people satisfied with the service

Service during the last visit was rated as "good" or "very good"

Complaints and praise

One of the tools that allows our customers to make comments is the complaints process. They can raise it through a form on the website, by contacting the helpline or by writing and handing the letter to a member of staff at the collection facility.

For us, the analysis of requests is fundamental to maintaining the quality of examinations and patient service, so we analyse them in detail in quarterly reports. It allows us to identify areas for improvement and sometimes specific processes and locations. Among the reports we register, we particularly look at those relating to health or life-threatening situations.

In recent years, the number of complaints in relation to the number of tests performed (the so-called complaint metric – see chart) has been falling regularly. In 2023, we handled 2,953 complaints, of which 1,723 were found to be substantiated (in 2022, it was 3,006 complaints, of which 1,869 were substantiated).

We are pleased that praise and acknowledgements also come down to us through contact channels. In 2023, we received 126 such messages, which we shared and used to motivate within the organisation.



Contractors

GRI 3-3

The Diagnostyka Group served more than 11,000 contractors in 2023. These included public and non-public medical entities:

- hospitals of all types,
- specialist clinics including the largest networks of medical entities,
- primary health care surgeries and individual specialist surgeries.

Each contractor can count on the individual care of a medical representative. We monitor the level of satisfaction of our contractors on an ongoing basis.



Central Performance Server for physicians (CSWL)

In 2023, we commissioned a new tool for our collaborating physicians. The CSWL system enables faster and even more comprehensive access to all patient results in one place. It also meets higher security standards than the previous system. In addition, the system makes it possible to manage: invoicing and billing, warehouse processes, complaints and referrals. This is our answer to the needs of medical entities, especially those that do not have integration via the HL7 protocol, and to support the work of commercial departments with our laboratory IT system.

We cooperate with contractors according to following models:



How do we support the contractors?

All activities involved in the collection of blood (and other samples) for laboratory testing are called the preanalytical phase. According to scientific data, this phase is responsible for approximately 75% of laboratory errors. That is why we carry out education and training activities in cooperation with contractors who collect material for testing in their own units.

- We provide the materials needed to collect the material for testing and order forms with barcodes.
- We hold meetings with the contractor's nursing team to discuss the action plan, particularly the training plans.
- We provide modern, up-to-date knowledge regarding pre-analytical activities, i.e. those related to the correct sampling of blood and other material. To this end, we have created and maintained a Nursing and Midwifery Assistant portal for our contractors' nurses. We create, update and provide contractors with the Primary Sample Collection Manual (PPPP).

In addition, as part of contractor support:

- We integrate the IT systems that support hospitals or doctors' surgeries with our laboratory IT system, which reduces the errors associated with ordering tests and speeds up their delivery.
- The new central customer service department CBOK set up for contractors receives requests and resolves the problems they report.
- Easy and secure access to test results. The www.wyniki.diag.pl website provides access to the results of individual tests and all tests performed in Grupa Diagnostyka laboratories, enabling monitoring of health status through observing trends and changes in the parameters tested. This functionality is particularly appreciated by doctors who can receive the results of their patients. In addition, in 2023 we implemented a new tool for collaborating doctors — CSWL (see box opposite).

Quality and safety of tests

GRI 3-3

It is our responsibility and the cornerstone of our business to provide patients with safe and top-quality tests. We achieve quality in two ways – by ensuring the quality of testing services and the quality of process management within the organisation.

To ensure the highest quality of our testing services, we have implemented quality management systems that cover all stages of the analytical process in accordance with the requirements of the standards **PN-EN ISO 15189:2013-05** “Medical laboratories – Requirements for quality and competence” and **PN-EN ISO IEC 17025:2018-2** “General requirements for the competence of testing and calibration laboratories.”

The scope of these standards encompasses all aspects of laboratory work and must be documented in detail.

The laboratory undergoes internal audits and is assessed by the Polish Centre for Accreditation. Accreditation is the formal recognition of a laboratory’s competence to perform specified tests.

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

Laboratories of Diagnostyka are regularly inspected by the Voivodeship and District units of the State Sanitary Inspection, Regional Blood Donation and Haemotherapy Centres, as well as by regional consultants in fields relevant to the specifics of the laboratories.

Accreditation of medical tests according to the ISO 15189 standard is voluntary in Poland, although some business clients require it. Obtaining and maintaining this accreditation presents a significant substantive and organisational challenge for the laboratory. The process of initial preparation, assessment by the Polish Centre for Accreditation (PCA), and finally granting accreditation takes between 1.5 to 2 years. According to data from the PCA website, in 2023, out of all medical laboratories in Poland, 43 laboratories held ISO 15189 accreditation, 17 of which were our laboratories from the Diagnostyka Group. The

situation is different for technical tests – here the market is regulated for specific fields. For example, for tests performed for judicial purposes, accreditation is legally required. At Diagnostyka, two of our laboratories have the ISO 17025 accreditation. The organisational solutions developed as part of the accreditation process are also being implemented in other facilities. The management systems greatly support the staff, especially during assessments by inspection bodies.

Grażyna Gajda-Sicińska,
Director of the Quality and Administration



Each laboratory conducts an ongoing assessment of the quality of the tests performed:



intra-laboratory control

It consists of assessing on a daily basis (or according to a more frequent schedule) whether the test results obtained meet the specified criteria.



extra-laboratory control

It includes participation in proficiency testing/inter-laboratory comparison programmes, both national and international, relevant to the tests and interpretation of results. The results of inter-laboratory comparisons are monitored. Additionally, the laboratories of the Diagnostyka Group independently participate in assessments that are not provided by Quality Assessment Centres.



Diag QC system

Daily intra-laboratory control involves a vast amount of data that requires quick and precise analysis. Supervision of the results of intra-laboratory control and the results of participation in inter-laboratory comparisons is facilitated by the proprietary DiagQC system. This system enables statistical evaluation of method quality and comparison of results for all laboratories of Diagnostyka S.A. and the companies within the Diagnostyka Group that are integrated into the system. The DiagQC system enables monitoring of quality indicators established in the management system.

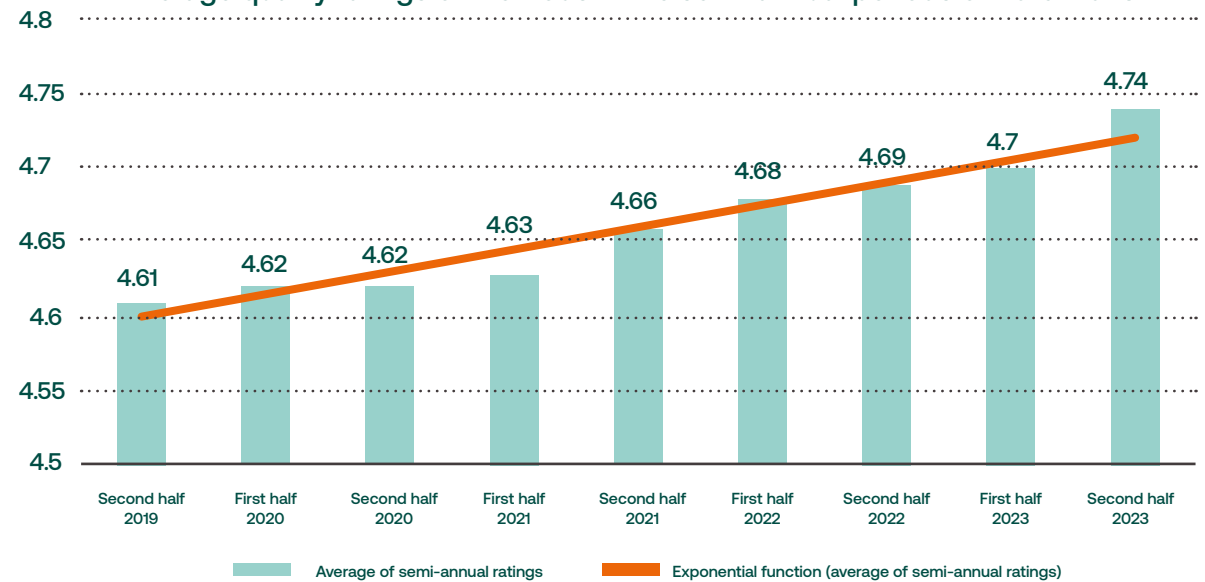
The management of maintaining the quality of testing processes is also based on process management systems in the organisation according to the ISO 9001, 14001, and 27001 standards.

→Read more – p. 18



Thanks to continuous improvement, in recent years, we have seen a systematic increase in the average quality ratings of test methods at Diagnostyka.

Average quality ratings of methods in the semi-annual periods of 2019-2023



Infrastructure innovation

An additional tool for ensuring the safety and quality of our tests is the reliance on the latest global technological and IT solutions.

In 2023, we continued the expansion and modernisation of our network of laboratories.

We opened new central laboratories:

- in Gorzów Wielkopolski (approx. area of 950 m²) – located in the commercial district, this laboratory registers about 6,500 tests per day; modern equipment makes it possible to expand the range of tests performed on site; a sample collection facility, open six days a week, has also been established next to the laboratory.

- in Lublin (area of 1250 m²) – the new facility houses the laboratories for general analytics, biochemistry and immunochemistry, haematology with coagulation testing, allergology and microbiology. The new premises also features a collection facility with one of the largest waiting rooms in Poland, designed to meet the individual needs of patients.

At the central laboratory in Kraków, we have started performing tests based on Abbott's GLP technology line, which is the largest and longest (140 m) line in Poland and the third largest in Europe. It gives us the opportunity to fully automate and standardise the laboratory

process, taking into account all of its stages.

- + speeds up test processing – it reduces the time from loading test tubes to the appearance of results in the laboratory system. The system performs an average of 35,000 tests daily and ensures the smooth circulation of 12,000 test tubes.
- + safe – it minimises operator contact with biological materials.
- + environmentally friendly – proactive device maintenance minimises electronic waste to only truly defective components.



Selected technology partners:



analytikjena

Innovation in research

One of the key elements of our pro-innovation activities is research and development (R&D).

Diagnostyka conducts R&D activities both independently (evidenced by the implementation of new test methods and numerous publications by our employees) and in collaboration with universities or within the framework of national and international clinical trials (as a subcontractor).

In 2023, we established the Research and Sustainable Development Department within Diagnostyka S.A., which initiates and coordinates research and development projects, including those funded from external sources (NCBiR, KPO, NFOŚiGW).

Research topics: AI and COVID-19

Considering the growing field of research on the use of machine learning and artificial intelligence (AI) in various areas of life, Diagnostyka has been collaborating with researchers in this field since 2016. This resulted in two projects on solutions utilising AI algorithms. The first concerned histopathology and was completed in 2019, while in 2023 we completed work on the project

"System of automatic prediction of laboratory tests and optimisation of quality control and analysers workload based on machine learning." This project was co-financed by European funds. We presented its results at conferences and in publications.

Since the introduction of COVID-19 vaccinations, observational studies of the post-vaccination response have also been conducted, with results presented at several scientific conferences in 2023.

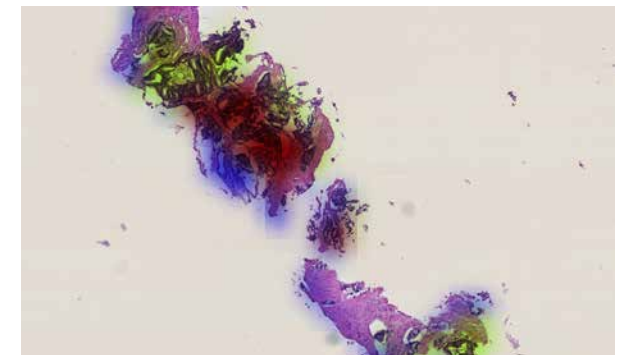
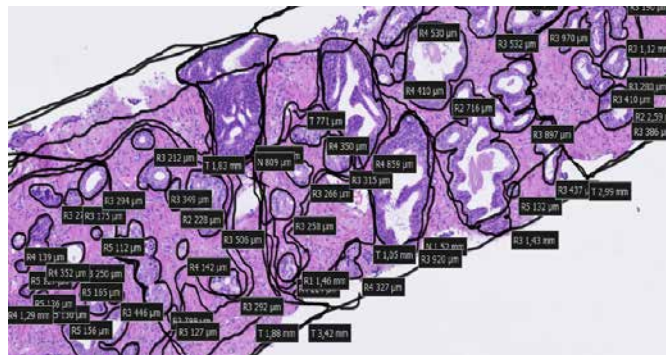
At Diagnostyka, we have recognised the social and business potential of AI very quickly. Using anonymised medical data, we can train various AI models, including pattern recognition, data analysis, natural language processing, and medical image recognition.

Our projects to date include supporting histopathologists in the preparation of descriptive diagnoses – we are already implementing a system for analysing histopathology images, interpreting laboratory results and generating descriptions for patients

and medical staff, or improving quality control through pattern analysis systems. One of our future goals is to use AI in DNA analysis.

With each step, our ambition grows; however, in medicine, where human life is at stake, safety remains the top priority. Therefore, each stage of technology development is subjected to rigorous research and testing.

Paweł Wąsowicz,
AI and ML Director at Diagnostyka S.A.



Conclusions from the implementation of the Profilaktyka 40 Plus programme

The Profilaktyka 40 Plus [Prophylaxis 40 Plus] programme is the first such extensive preventive screening programme in Poland, financed from the state budget. Diagnostyka is the largest performer of this programme – since its launch in July 2021, we have tested **nearly one million beneficiaries in our laboratories**. In 2023 alone, over 420,000 people participated, each undergoing an average of 10 tests.

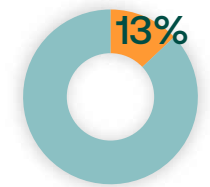
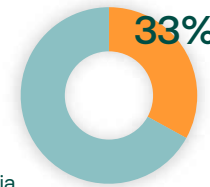
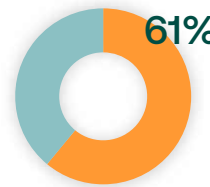
We have undertaken a scientific analysis of the medical data obtained.

These data reveal a significant number of patients in whom diseases or elevated health risks can be detected using simple and inexpensive laboratory tests.

"Lifestyle diseases—cardiovascular diseases, diabetes, metabolic syndrome, chronic kidney disease, and cancer—are the main challenges faced by modern health care systems. The earlier the diagnosis, the better the patient's chances for effective treatment, or even complete recovery, and the lower the care costs for the system," – remarks dr n.med. Tomasz Anyszek, Management Board Representative for Laboratory Medicine.

Moreover, based on observations and data analysis, Diagnostyka, together with the Krajowa Izba Diagnostów Laboratoryjnych [National Chamber of Laboratory Diagnosticians], has developed proposals for organisational improvements to the programme. One suggestion is to introduce a so-called diagnostic consultation for patients, including those covered by the 40 Plus programme, from laboratory diagnosticians with specialisation, as part of pre-medical care.

Preliminary statistical data obtained from the analysis of anonymised test results showed that:



More than employees

GRI 2-7

Companies within the Diagnostyka Group employ highly qualified medical professionals, including physicians, pathomorphologists, radiologists, laboratory diagnosticians, nurses, midwives, paramedics, as well as teams of expert medical laboratory and radiology technicians. Additionally, we employ couriers, IT specialists, and managers. By the end of 2023, the Diagnostyka Group employed a total of 9,759 people. Most of the Group's employees (80%) are employed by the parent company.

Strategic goals:

- + We provide space for professional development, because competent employees are the basis for the company's development
- + We create a healthy workplace – comfortable and safe working conditions as well as a culture of diversity and respect
- + We are committed to shaping new medical staff

HR area management

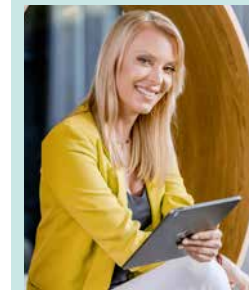
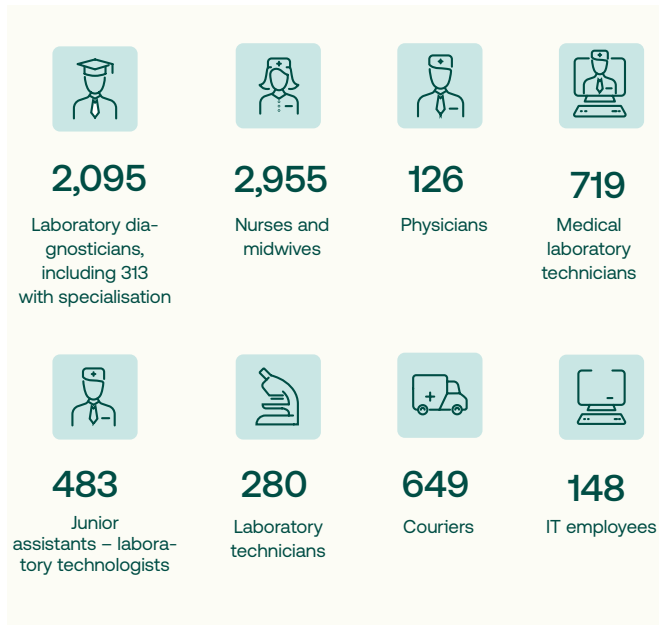
GRI 2-23, GRI 2-20

Our goal is for all our employees – regardless of their form of employment – to have comfortable working conditions and professional development. We are also committed to ensuring that they have a good understanding of the culture of our organisation and act in accordance with it.

That is why we carry out our HR processes – from recruitment and the employee's first steps in the company (onboarding) to the termination of the employment relationship – in accordance with modern management standards. We apply transparent procedures and best practices in this area. For a large part of employees, in particular medical professions, we integrate our principles with detailed legal requirements that regulate the work of these professional groups (in accordance with, among others, the Act on Laboratory Medicine and the regulations of the Ministry of Health that result therefrom).

Since 2023, the Human Resources Division has a Human Resources and Payroll Department and a new HR Department, which has been separated in order to build consistent, central employee management processes across the Group and implement them in the regions. For this purpose, the HR Department has created the function of HR Business Partners who work with managers throughout Poland on a daily basis. In 2023, the HR Department also established an Internal Communication Team, which created a coherent communication procedure in the company. The communication process is supported by our knowledge management platform (see more – page 47)

In 2023, we conducted a pilot employee satisfaction survey in one of the regions. We managed to change and improve many



The primary objective of Diagnostyka's HR Department is to create a coherent HR policy adapted to the challenges of the industry. Building an organisational culture that will provide the organisation with growth, the managers with strategic support and tools to achieve goals, and the employees with development and safety, while maintaining high job satisfaction. We are also committed to making the best possible match between people and our company, mission and values. I want to co-create a friendly and healthy workplace with them. Our employees have an extremely important mission, regardless of the department they work in. Each of us helps to take care of health. Each of us contributes to the company's mission and that is something we are proud of.

Iwona Jaszczyńska
Director of the HR Department

The employee area at Diagnostyka S.A. regulated by the following

- + of the issues raised by employees. In the coming years, we plan to conduct the survey regularly across Diagnostyka and then the Group.
Work Regulations
- + The document sets out the organisation and order in the process of working, and the related rights and obligations of the employer and employees.
Anti-discrimination and anti-mobbing procedure
It is an appendix to the Work Regulations; obliges Diagnostyka to counteract any forms of discrimination, mobbing and harassment; describes the process of reporting and dealing with irregularities in this area.
- + **Remuneration Regulations**
The document sets out the principles of remuneration for work and other work-related benefits and the conditions for granting them.
- + **Anti-corruption Code**
Covers the prevention of corruption, oversight of donations and sponsorship, and management of conflicts of interest.
- + **Recruitment procedure**
It regulates the rules for staffing individual job positions and conducting recruitment.
- + **Training policy**



Our staff in numbers

GRI 2-7

At the end of 2023, the Diagnostyka Group employed a total of 9,759 people under employment contracts and civil law contracts.

The most numerous professional groups at Diagnostyka are:

- medical staff (laboratory diagnosticians, nurses and midwives, physicians, medical laboratory technicians, paramedics, radiology technicians),
- couriers,
- IT employees.

Due to the nature of our business, many employees, in particular nurses and midwives, are willing to work part-time on civil law contracts. This is due to the fact that the most common laboratory tests performed require fasting blood to be drawn from the patient, i.e. in the morning, and requires working at the collection facilities for 3-4 hours. Most often, we are not the only place of employment for them.

We employ a large IT team. The company's long-term strategy is to create and develop proprietary software to operate a network of diagnostic laboratories, as well as applications integrating individual elements of the Group's IT system with external systems. These applications are developed in our IT Division, which is responsible for maintaining the operation of the Group's IT systems 24/7.

Number of employees by gender and type of employment

Number of FTEs by gender and type of employment

Employee category	Diagnostyka S.A.		Diagnostyka Group		Diagnostyka S.A.	Diagnostyka Group
	2023	2022	2023	2022	2023	2023
under an employment contract for an indefinite period						
Women	2,319	2,197	2,809	2,589	2,438.45	2,840.44
Men	425	405	495	457	445.62	501.17
under a fixed-term and probationary employment contract						
Women	1,184	1,086	1,452	1,273	1,132.20	1,305.73
Men	153	153	192	182	147.48	173.81
under other contracts (including civil law contracts and B2B contracts)						
Women	3,257	3,097	4,102	3,573	1,276.90	1,562.87
Men	516	537	714	648	387.31	502.82
Total	7,854	7,475	9,764	8,722	5,827.96	6,886.85

New employees

GRI 401-1

Due to such dynamic growth of the Group's companies, we are intensively looking for and employing experienced specialists and graduates for whom this is their first job. In 2023, we conducted more than 700 recruitment projects, which resulted in the employment of 705 new people. We are looking for them among specialists, graduates and within the company. New employees also include employees from acquired companies and those joining us as part of the outsourcing of laboratories in hospitals. We combine the experience of newly employed people with people with many years of experience in our company.

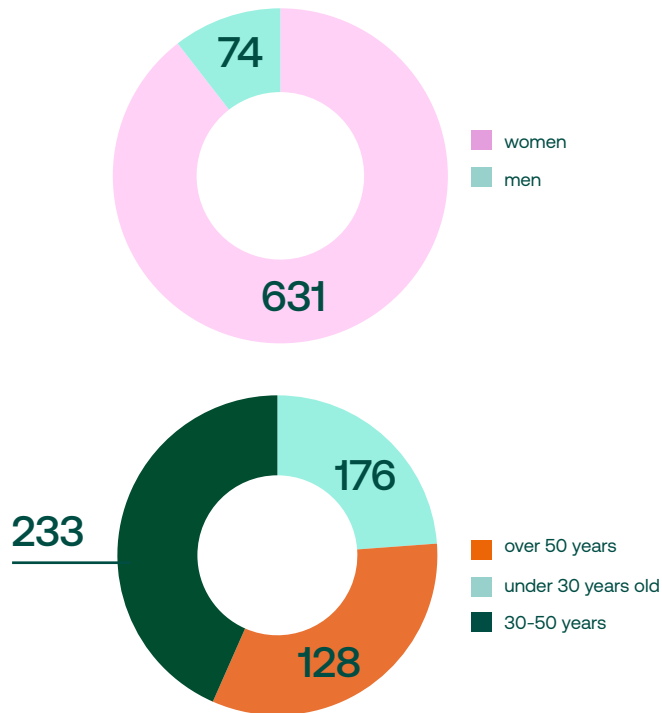
During recruitment, we are present where our candidates are. We look for medical, medical analytics, biology and biotechnology students and graduates at events aimed at this group. In 2023, we were present at the Festival of Possibilities at the Medical University of Warsaw, Career Days at the Faculty of Biology of Adam Mickiewicz University in Poznań, the 19th National Debate of Medical Analytics Students in Poznań, meetings with medical analytics students at the Wrocław Medical University and the Medical University of Silesia in Katowice.

We recruit specialists and business area managers on industry portals and using the direct search method. For particularly demanding job positions, we cooperate with external recruitment agencies. For highly specialised and managerial positions, candidates additionally solve psychometric, analytical and verbal tests. The HR Department also uses the Assessment Centre method for internal recruitment for managerial positions.

We take care of the professional development of our employees – we organise internal recruitments. In 2023, we recorded 111 internal horizontal and vertical promotions.

Since 2023, we have been improving recruitment and employment processes by digitising them. We are supported in this by the expanded pracownik.diag.pl platform. A pilot project carried out in the Silesian region has shown that the implementation of new solutions allows us to eliminate delays and errors in the process of employing employees.

Number of new employees at the Diagnostyka Group in 2023 by gender and age



Employee turnover

GRI 401-1

In 2023, 705 new employees joined and 616 left the Diagnostyka Group. The turnover rate was 11.6%, which was significantly lower than a year earlier (13.4%).

	Turnover rates (%)	
	2023	2022
Diagnostyka S.A.	11.6	14.6
Diagnostyka Group	11.6	13.4

Some of the job departures are due to turnover related to the end of cooperation with hospitals where Diagnostyka ran laboratories (outsourcing). Diagnostyka takes part in competitions to run laboratories in hospitals. As part of the winning competition, we take over laboratory employees from the hospital structures (in accordance with Article 23 (1) of the Polish Labour Code) for the period for which the contract with the hospital is concluded – usually for three years. In practice, these people become our employees without changing their working conditions, and when Diagnostyka's contract with the hospital comes to an end, these employees continue to work in our Group or return to the hospital's parent structures.

Total number of newly employed employees

Employee category	Diagnostyka S.A.		Diagnostyka Group	
	2023	2022	2023	2022
By gender				
Women	514	514	631	605
Men	60	87	74	109
Total	574	601	705	714
By age				
Under 30 years old	300	314	376	380
30-50 years old	215	229	262	270
Over 50 years old	59	58	67	64
Total	574	601	705	714

Total number of staff departures

Employee category	Diagnostyka S.A.		Diagnostyka Group	
	2023	2022	2023	2022
By gender				
Women	290	359	351	400
Men	171	205	186	216
Total	461	564	537	616
By age				
Under 30 years old	150	186	176	221
30-50 years old	192	222	233	235
Over 50 years old	119	156	128	160
Total	461	564	537	616

Data for the Diagnostyka Group includes: Diagnostyka S.A., Diagnostyka Consilio sp z o.o., Diagnostyka Consilio sp. z o.o. Poznań sp.k., Diagnostyka Digital Hub sp. z o.o., Diagnostyka Genesis sp. z o.o., Diagnostyka Tarnów Medyczne Centrum Laboratoryjne sp. z o.o., Diagnostyka Wyrobek sp. z o.o. and subsidiaries, dr n. med. Teresa Fryda Laboratorium Medyczne sp. z o. o., Diagnostyka Oncogene sp. z o. o., Laboratoria Medyczne Optimed Kuriata, Wroński sp. z o.o., Vitalabo Laboratoria Medyczne sp. z o.o., GenXone S.A.



Equality and diversity

GRI 3-3, GRI 405-1

The healthcare sector is characterised by a high percentage of employed women. This is particularly visible in laboratory medicine – already in the field of medical analytics, the completion of which entitles one to the title "laboratory diagnostician", more than 90% of students are women. In the Diagnostyka Group, women constitute as many as 86% of employees. Women definitely dominate the middle management staff, most of them are managers of laboratories and collection facilities.

How we guarantee equal treatment

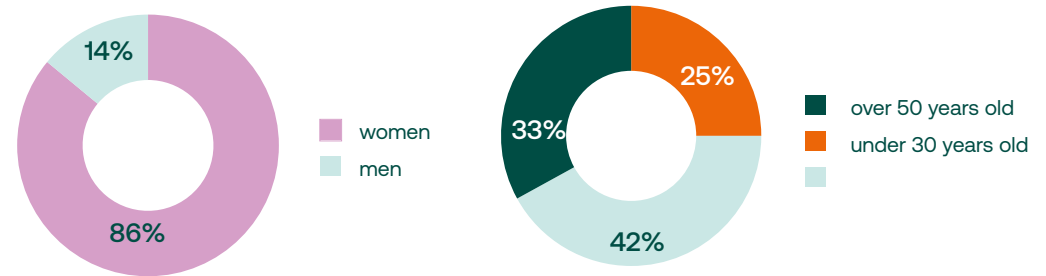
GRI 2-24

As part of onboarding, each employee of Diagnostyka is familiarised with the company's Anti-mobbing and anti-discrimination procedure, receives training on the company's policies and how to report violations. In 2023, 455 people underwent this training. We have not recorded any case of discrimination.

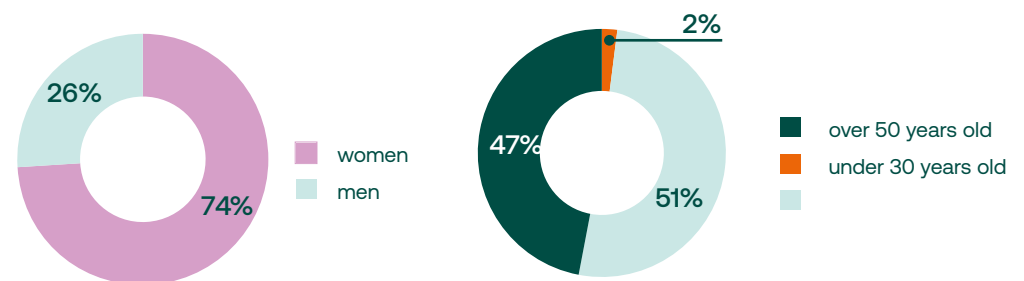
GRI 405-1

We strive to make Diagnostyka a workplace for everyone. Diversity and inclusion are very important to us, which is why we work to remove barriers from the recruitment process: we train managers how not to discriminate when interviewing candidates, we use inclusive job naming in job advertisements, and we conduct some recruitment remotely.

Employees of the Diagnostyka Group by gender and age



Composition of the management staff by gender and age



Total number of employees by age

Employee category	Diagnostyka S.A.		Diagnostyka Group	
	2023	2022	2023	2022
By age				
Under 30 years old	1887	1790	2402	2090
30-50 years old	3211	2992	4088	3576
Over 50 years old	2756	2693	3274	3056
Total	7,854	7,475	9764	8,722

Composition of the management staff by gender and

Employee category	Diagnostyka S.A.		Diagnostyka Group	
	2023	2022	2023	2022
By gender				
Women	355	296	441	355
Men	126	98	154	140
Total	481	411	595	495
By age				
Under 30 years old	10	19	14	22
30-50 years old	225	230	300	280
Over 50 years old	246	162	281	193
Total	481	411	595	495

Data for the Diagnostyka Group includes: Diagnostyka S.A., Diagnostyka Consilio sp z o.o., Diagnostyka Consilio sp. z o.o. Poznań sp.k., Diagnostyka Digital Hub sp. z o.o., Diagnostyka Genesis sp. z o.o., Diagnostyka Tarnów Medyczne Centrum Laboratoryjne sp. z o.o., Diagnostyka Wyrobek sp. z o.o. and subsidiaries, dr n. med. Teresa Fryda Laboratorium Medyczne sp. z o. O., Diagnostyka Oncogene sp. z o.o., Laboratoria Medyczne Optimed Kuriata, Wroński sp. z o.o., Vitalabo Laboratoria Medyczne sp. z o.o., GenXone S.A.

Employment of people with disabilities

GRI 405-1

We strive to make Diagnostyka a workplace for everyone. The nature of many job positions in our company does not exclude the possibility of working for people with reduced mobility. We therefore strive to accommodate their needs and fulfil their potential.

	Diagnostyka S.A.	
	2023	2022
Management staff	12	13
Other employees	318	437



Freedom of association

GRI 2-30

There is freedom of association and collective bargaining at 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.



Parental leaves

GRI 401-3

The vast majority of Diagnostyka's employees are women. It is extremely important for us to provide them with working conditions that support them in their role as mothers. At the same time, it is also important for us to manage competences in teams in such a way that business continuity is ensured and parental-related absences do not overburden colleagues.

At Diagnostyka, 181 women and 2 men took leave related to caring for a small child (maternity, paternity, parental leave) in 2023. 40 women decided to take extended parental leave. However, 176 women and 27 men returned to work after the end of their leave in the reporting period.

Parenting amenities are available equally to women and men. These include:

- +** Organisational culture that supports family life – we secure workplaces and organise replacements; we ensure return to duties.
- +** Welcome gadgets for newborn children of employees.



The profession of diagnostician has always been feminised and it is natural for us to organise the work to support female employees in their role as mothers. It cannot be denied that working in a laboratory is a difficult profession for women and their families, because it involves night shifts, as well as working on Saturdays and holidays. But mums deal with it. They make arrangements themselves and organise leaves, weekends, morning and afternoon shifts. They can migrate between laboratories. This is also work with infectious material – prohibited for pregnant and breastfeeding women. We are flexible and for those who want and can work during pregnancy, we find tasks that do not involve this risk. And above all, we take care of mental peace. I

always say "You don't have to declare anything" and ensure that a place is waiting for the mum when she returns from maternity leave. As a manager – and I manage almost 200 people – this is a bit of a hassle for me, because I have to organise a backup in case of an extended absence, reorganise the work when a young mum cannot take night shifts. But at the end of the day, the most important thing for me is a satisfied employee who is at peace with the family. And mums are great workers: they are super organised, able to handle emergencies, problem-solving oriented – because they do it every day.



Joanna Kowalik,
Head of Medical Laboratory
Diagnostyka in Kraków

G404-2

Extending professional activity

In the 50+ group, employees retire. However, this does not always mean the end of cooperation. We are very keen on experienced employees. We flexibly adapt to the needs of those who have decided to retire but want to remain professionally active. We offer them, for example, a different form of employment or reduced working hours.

2023	Diagnostyka S.A.
Number of pensioners employed, of which:	1 113
Under mandate agreement	968
Under employment contract	145



Training and development

GRI 3-3, GRI 404-1

We know that the high quality of laboratory testing, which is a priority of our activities and responsibilities, is the result of the knowledge and experience of our employees. Therefore, one of the priorities of the Diagnostyka Group is to enable employees to improve their competence and to create an environment that fosters professional development.

Our training policy focuses on the professional development of employees. In 2023, we started the process of managing employee competences. The Training Team, which is part of the HR Department, coordinates and organises training activities. Employees have access to both external and internal training. Each laboratory diagnostician is obliged to earn 100 educational points during the year. Diagnostyka enables diagnosticians to participate in training - it grants training leave and finances training in part or in full.

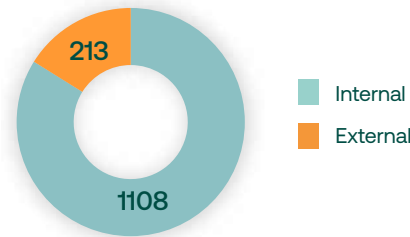
In-house Diagnostyka Academy

One of the core activities is systematic in-house on-the-job training - first and foremost for all laboratory employees, but also for collection facilities and couriers. Every employee in these departments, as part of the Integrated Quality Management System according to ISO 9001, is subject to a supervised cycle of on-the-job training. This system is subject to strict internal and external audits. It is described in detail in procedure IL/ZSZJ/146 "Staff training".

All DiagnostykaSA employees undergo mandatory data protection and health and safety training carried out upon employment and periodically during their work.

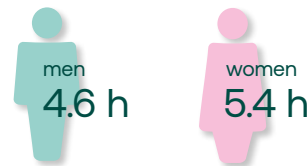
Training in specific areas is provided by in-house consultants. In 2023, they provided training in the areas of: Medical Diagnostics, Customer Service, Quality Management System, Individual Development, Leadership, GDPR, Health and Safety, Project Management and Business Analysis.

Number of training courses conducted in 2023 for employees by type of training (Diagnostyka S.A.)



GRI 404-1

Average number of training hours per employee in 2023



Employee knowledge management

Diagnostyka S.A. has an IT platform for knowledge management and internal communication – Pracownik.diag.pl. It is an IT tool that provides a range of HR functions aimed at employee development. The platform's task is to provide Diagnostyka's employees, who work in more than 1,100 facilities across Poland, with development tools tailored to their needs while monitoring their progress.

The platform also facilitates internal communication - every employee, regardless of their nature and place of work, has secure access to it. Here, we build a knowledge base, promote lifestyle, sport and wellbeing initiatives.

In 2023, we implemented new elements to the platform:

- + We have introduced full training records for Diagnostyka S.A. employees. - the employee receives organisational information, training materials and often an online training record. Superiors, in turn, have information on the training activity of employees.
- + We have introduced functionality that encourages employees to develop by facilitating access to required and proposed training.
- + We have launched an internal communication module, through which we ensure:
 - consistent communication principles within the company,
 - efficient transfer of information about the life of the company, internal recruitment, internal events or changes in the Diagnostyka team,
 - alignment of knowledge across the company - every employee has access to the most important company information,
 - reduction of the number of group emails,
 - archiving of company news and documents in one place, which employees can access from anywhere and at any time.
 The statistics of visits to the platform in the internal communication section confirm that employees are very interested in these topics.

Development programmes

Another opportunity for development at Diagnostyka is through development programmes:

a) Programme on customer service at the collection facility

- a series of e-learning courses made available on the employee.diag platform. It takes the appealing form of a training series. Access to the programme is available to all collection facilities' employees.

b) Foundations of Leadership Work

- in September 2023, we inaugurated a management development programme for those who hold a management role. Particularly those who have recently taken up a management position and have had no previous experience of managing people. We conducted active management workshops focused on the development of competencies included in the leadership competency model, including: Leadership, Providing Feedback, Motivation and Support, Difficult Conversations with Employees and Building Effective Teams.

In the training session "Management by Objectives and Delegation", we trained 110 people. We preceded the workshop with a questionnaire that explored the individual training needs of each manager.

c) Developing effective sales

- a series of in person trainings to enhance sales competencies, designed for medical representatives. As part of the series, participants took part in 3 trainings with an external trainer (Insight Discovery, Language of Persuasion and Influence, Life and Development Effectiveness). The trainings were attended by 83 employees of Sales Departments.

d) Continuous training process for medical staff

- implemented on the basis of training plans for individual laboratories. Training plans include external and internal training relevant to laboratory work.

c) POWER in person trainings for laboratory diagnosticians.

→Read more – p. 50-51

National Scientific Conference of the Diagnostyka Group

An annual conference for laboratory managers is a tradition at Diagnostyka. The Scientific Conference includes three days of intensive work, during which we address important internal changes and discuss plans for the coming months. In 2023, Conference participants took part in substantive sessions prepared by Diagnostyka's in-house experts, as well as external specialists - representatives of medical companies cooperating with Diagnostyka, such as bioMérieux, BD, Roche Polska, Abbott, and invited guests: dr hab. n. med. Łukasz Błażowski, dr Lidia Stopyra oraz prof. n. med. dr hab. Daniel Młocicki.



20 awards in the Hipokrates contest

In the annual Hipokrates contest, patients recognise medical staff not only for their professionalism in the therapeutic process, but also for their etiquette and approach to the patient. Since 2023, a new category has appeared among the competition categories – laboratory diagnostician or medical analytical technician – so the employees of Diagnostyka companies could not be missing among the candidates. Thanks to the votes of patients at the level of provinces, they were recognised in the competition in 8 regions, and in 6 of them they took a place on the podium. The contest is conducted under the patronage of the President of the National Health Fund in cooperation with the Polska Press publishing group.

External training

We also offer external training. Primarily in the field of laboratory medicine, as this is a branch of medicine that is developing very rapidly. In 2023, our laboratory diagnosticians participated in dozens of types of courses and trainings, which were conducted by experts in specific areas of laboratory diagnostics.

Other training courses included Sales, Managerial Competence Workshops, Cooperation and Communication, Quality Management System and specialised IT training such as database administration, cyber security and programming.

Potential for innovation

The pillars of our research and development activities are highly specialised staff and corporate knowledge. Diagnostyka employs specialists with many years of scientific and diagnostic experience. These are doctors (pathomorphologists, geneticists and radiologists) who have degrees, a scientific output supported by publications and many years of experience in various fields of medicine. The laboratory diagnosticians who form the core of our medical staff have numerous specialisations and vast experience. Many of them hold doctorates in medical sciences. A very strong group of employees who support research are the employees of the IT department who create IT systems and tools. These systems and tools are used to support laboratory processes, business processes and the management of large data sets and structures.

→ Read more about Diagnostyka's research and development activities – page 37



Employee initiatives

Following a successful pilot project in two regions, in June 2023 we launched a nationwide employee initiatives programme. The aim of the programme is to create an open environment that fosters the exchange of ideas and encourages innovation within the company. We run the process of handling submitted initiatives on the pracownik.diag.pl platform. An employee who submits an idea fills in a simple form. Then, they receive feedback on their initiative. A team of experts from various departments is responsible for its analysis and implementation. In the first six months of the programme, employees submitted 124 initiatives, of which we implemented 3.

POWER – training for diagnosticians and education of trainers

In 2023, together with the Krajowa Izba Diagnostów Laboratoryjnych [National Chamber of Laboratory Diagnosticians], we implemented a programme of free professional development courses for diagnosticians from all over Poland under EU funding. Diagnostyka S.A. was selected in a competition organised by the Chamber as the organiser of the courses in three regions of Poland. We took care of the organisation for the participants, but above all we arranged for substantive lectures delivered by 42 experts – our employees.

The courses were conducted in seven subject areas: haematology, serology, molecular diagnostics, immunology, biochemistry, cytology and microbiology.

In December 2023, we also held two scientific seminars as a follow-up to the POWER project:

- + Warsaw (8-9 December 2023) we delivered lectures on 16 topics and a debate. The event was attended by 236 people.
- + Poznań (12-13 December 2023) we delivered lectures on 16 topics and a debate. The event was attended by 176 people.

In total, more than 1,100 participants attended 67 courses in our laboratories.

Participants rated the courses and seminars at 4.9 (for courses) and 4.7 (for seminars) on a five-point scale.

Our experts



Ewa Stepnowska



Tomasz Anyszek



Danuta Kozłowska



Anna Piotrowska-Mietelska



Grzegorz Machnik



Renata Staniec



Sylwia Balicka



Bożena Wojciechowska



Aneta Zakrzewska



Iwona Bisaga



First experiences as a coach

An interesting adventure!

Finally, I was able to teach a class to someone who already has a strong understanding of laboratory diagnostics. Certainly for many, microbiology was a bit of a reminder of their university days, but also an opportunity to refresh their abilities. Especially when it comes to modern microbiology.

We showed that it is not only university units that can provide interesting training and courses. Full professionalism in coordination. I think that we rarely have the opportunity to take part in training that is so well conducted – training room, meals, accommodation. Beginnings can be difficult, but as the classes went on, we certainly got smoother and smoother. Space for development? Thank you and best regards,

Marek Kwaśniewski

Junior assistant in laboratory diagnostics
Poznań

Thanks to this project, we had to step out of our comfort zone and face a really challenging task.

I think POWER awakened a didactic spirit in some of us, which over time started to turn into a feeling of satisfaction!

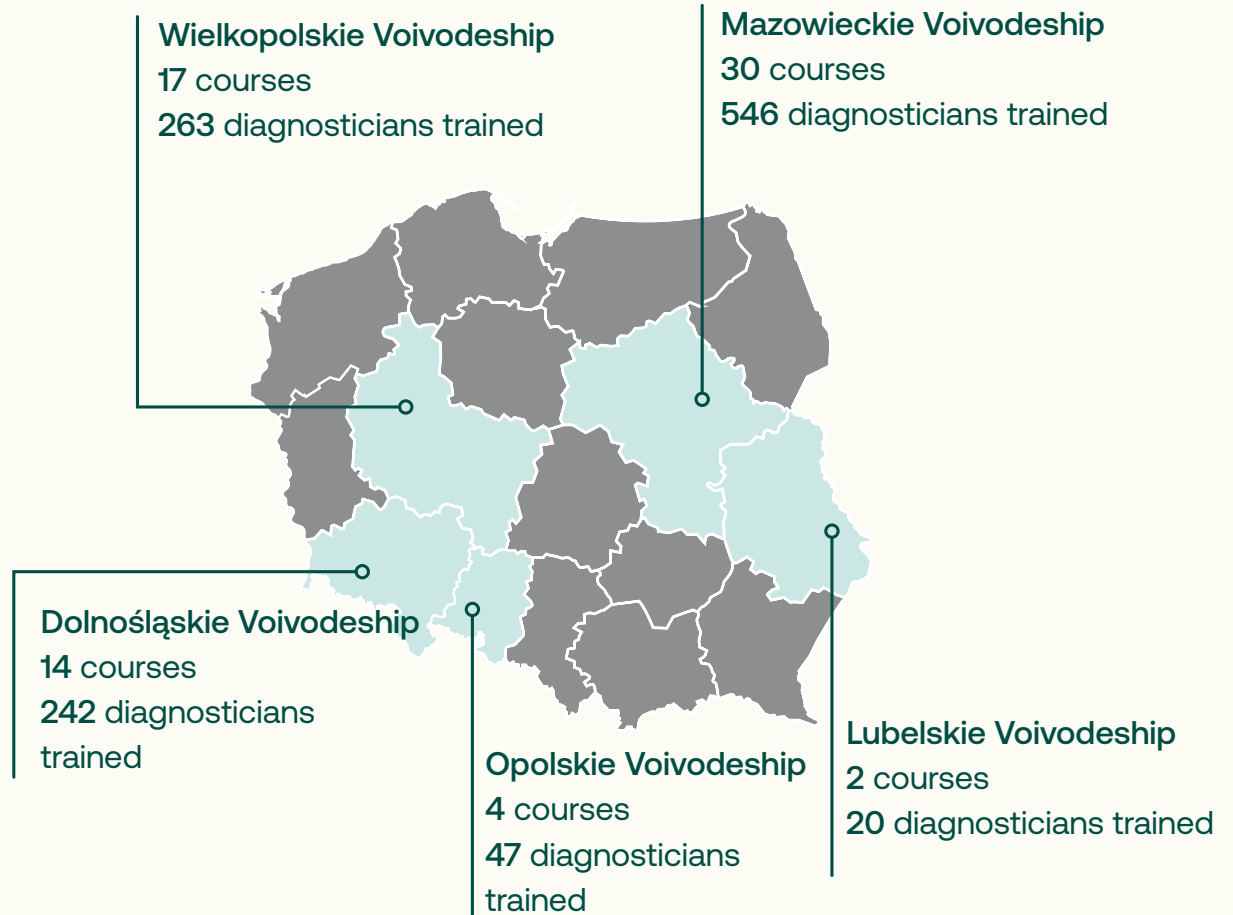
I am happy to have been part of the "power" team!

Thank you all for your great commitment, kind words, a glass of water, for everything! For me it is a great pleasure that I could and can continue to work with you.

Kinga Stajniak-Magryn

Head of the Laboratory
Poznań

We organised the courses as part of the project Kursy podnoszące kwalifikacje kadry medycznej udzielającej świadczeń zdrowotnych, w tym w związku z chorobą zakaźną, w szczególności COVID-19" [Courses to improve the qualifications of medical staff providing health services, including in relation to infectious disease, in particular COVID-19], implemented under the Operational Programme Knowledge Education Development 2014–2020



Proactive resolution of staffing problems

GRI 3-3

Like most medical entities in Poland, at the Diagnostyka Group we face a shortage of medical staff. We carry out a variety of activities to solve these difficulties: we encourage people to work in the profession by providing attractive conditions with opportunities for development, we support universities in organising student internships, and we consult legislation to meet the needs of the laboratory medicine industry. We sponsor prizes for medical analytics graduates for the best master's theses, which are selected by the Polskie Towarzystwo Diagnostyki Laboratoryjnej [Polish Society of Laboratory Diagnostics].

Cooperation with universities

Diagnostyka continuously cooperates with the largest universities in Poland.

As part of our agreements, we accept students specialising in our industry for internships in our laboratories and specialist labs. Additionally, summer internships are held for students (including those studying medical analytics, biology, biotechnology), giving them the opportunity to gain practical experience in a medical environment, as well as for students of medical care assistant courses. As part of our cooperation with the Andrzej Frycz Modrzewski Kraków University, Diagnostyka S.A. carried out an internship for 30 students of the Medical Rescue course at our collection facilities. We also give lectures for students of medical analytics, and take part in debates for students and medical job fairs.

→Read more – p. 42

We carry out research and development projects with scientists from universities.

→Read more – p. 71

Laboratory technologist - junior assistant

The decision to abolish post-secondary schools preparing for the profession of medical laboratory technician, which was taken a dozen or so years ago, has resulted in the disappearance of employees with this education in medical laboratories. In order to ensure the continuity of laboratory work, we employ graduates of faculties useful in laboratory medicine, i.e. biology, biotechnology, etc., for whom we have created the position of laboratory technologist - junior assistant. After training, these individuals perform the de facto activities of a medical laboratory technician. Junior assistants can develop towards quality control systems, IT or economics.

The cooperation between Diagnostyka and the Opiekun-Medyczny.com.pl Foundation and the Ogólnopolskie Stowarzyszenie Opiekunów Medycznych [National Association of Medical Care Assistants] has been ongoing for several years and is very important for achieving our goal of developing career prospects for medical care assistants in Poland and enhancing the prestige of this profession.

In 2023, alongside our traditional presence with lectures at the annual National Medical Care Assistant Conferences, Diagnostyka also undertook the effort of organising additional internships in its facilities for blood draws and the collection of other samples for laboratory tests, aimed at students and graduates of the medical care assistant course. The most significant joint achievement, however, has been the close collaboration in preparing substantive comments and opinions, as well as monitoring the progress of the Act on Certain Medical Professions and its related regulations.

Bartosz Mikołajczyk,

President of the OpiekunMedyczny.com.pl Foundation

Medical care assistant

The declining profession of medical laboratory technician is a significant issue not only in laboratories but also in sample collection facilities for laboratory tests, a task for which technicians are qualified. This problem is compounded by the difficulty in hiring nurses and midwives. We are pleased that in 2023, we successfully completed years of efforts to grant the authority to perform blood draws and collect other samples for laboratory tests (phlebotomy) to the professional group known as medical care assistants in Poland. **Read more – p. 14.**

In August 2023, the Act on Certain Medical Professions was passed, in which the profession of medical care assistant was appropriately included in the catalogue of medical professions. The work on this act took several years, and representatives of Diagnostyka Group were significantly involved, along with the Opiekun Medyczny [Medical Care Assistant] Foundation.



Employee safety and health

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

The company's mission is to help people live long and stay healthy. In doing so, we cannot forget about our employees. It is they who form Diagnostyka and it is their health, wellbeing, physical and mental form that is our priority.

Every day we strive to create a comfortable working environment in which we all feel safe. However, contact with infectious material or risky situations on the road are part of our work. We believe that a shared commitment to safety will minimise occupational risks and guarantee the health of the employees of Diagnostyka.

Occupational health and safety management

Diagnostyka has an Occupational Health and Safety Policy in force. It sets long-term goals and rules that guide us to ensure safe working conditions and minimise occupational risks. We have entrusted the implementation of the obligations arising from the regulations 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 the special involvement of the occupational health and safety service.

The area of occupational health and safety is regulated in the procedures and instructions of the Integrated Quality Management System according to ISO 9001, as well as in the instructions for the job position. The main document that describes the hazards at workstations is the Occupational Risk Assessment. According to the implemented procedures, this document is updated at least every 3 years.

Each new hazard identified is analysed in terms of eliminating or minimising possible risks. Preventive actions resulting from post-accident investigations or confirmed occupational diseases are implemented in all units of the organisation.

Occupational Health and Safety training

GRI 403-5

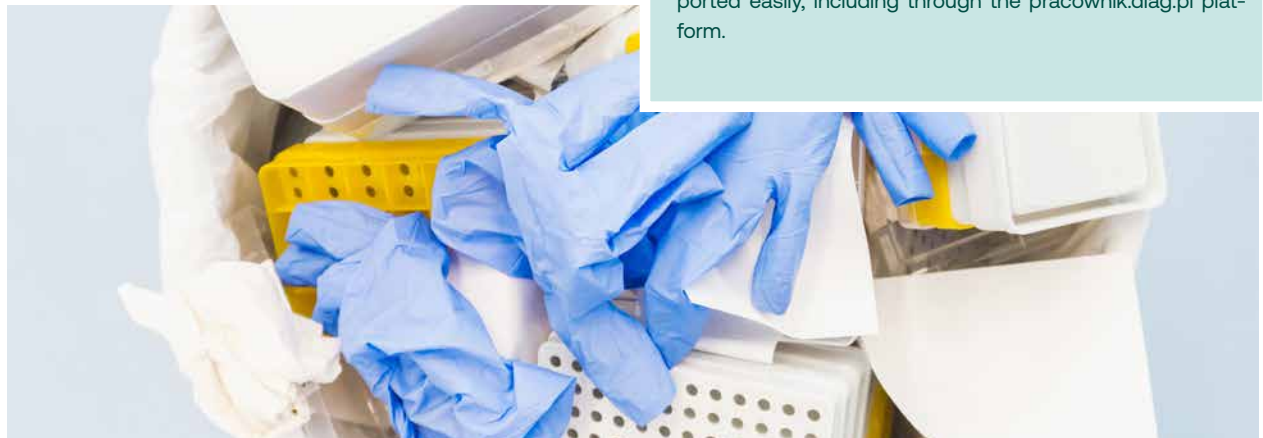
Without employee involvement, we will not be able to ensure safety at workstations. That is why continuous occupational health and safety training is so important, which we conduct in accordance with the internal QMS procedure (P/BHP/25). Training of new employees is mandatory and included in the onboarding agenda.

The occupational health and safety inspector conducts the training on the training platform. General training is addressed to employees, contractors and students who undertake internships at our locations. Periodic training is thematically tailored to the target group, the specific nature of their work and the hazards involved.

In addition to the mandatory training, we have developed topics on:

- hazards related to the use of chemical reagents,
- obligations of managers in the scope of occupational health and safety.

Training is provided in various forms: e-learning on a training platform, instruction, seminar and self-directed learning.



Management of chemical substances

Due to the specific nature of the business and the exposure of our employees to biological agents, we have implemented a procedure that establishes a list of harmful biological agents. We monitor the use of harmful agents. We have developed a list of activities where exposure occurs or may occur, and we keep records of exposed employees.

As a result of the 2023 measurements of the working environment (concentrations of toxic substances and carcinogens), we recorded lower risks at many locations.

At the same time, we have developed preventive measures in the event of the use of carcinogenic chemical agents. We monitor hazards, equip employees with personal protection that acts as a barrier to the agents that pose a hazard, and provide the measures to deal with emergency situations.

Near misses – we encourage employees to report incidents that may or may not have resulted in injuries. Their analysis results in improvements in the workplace. They can be reported easily, including through the pracownik.diag.pl platform.

Occupational health and safety development in 2023

- Update of the occupational risk assessment with a change in the procedure regarding the manner and method of estimating chemical agents. As a result, we expanded the list of toxic and carcinogenic substances measured in our locations.
- Robotisation and standardisation of the management of safety data sheets for hazardous substances – we have improved. We are pleased with this year's decrease in the number of accidents and, in particular, the large decrease in the accident severity rate. This is due, among other things, to increased employee awareness of the obligation to report accidents and more scrupulous compliance with this principle. In addition, thanks to the possibility of remote work, some accident victims were able to perform their professional duties from home.

Accidents and injuries

GRI 403-2, 403-9

Occupational health and safety incidents at Diagnostyka include mainly:

- + accidents at work,
- + near misses (accident without injury) – these include, among other things, traffic incidents that did not result in injuries,
- + occupational exposures involving contact with biological material through injury with sharp instruments or objects. These are incidents specific to the medical industry.

	Diagnostyka S.A.		Diagnostyka Group	
	2023	2022	2023	2022
Total number of accidents	22	29	27	31
Number of near misses	106	124	106	125
Number of injuries	73	70	81	74
Number of fatal accidents	0	0	-	-
Number of deaths due to diseases resulting from conditions at the workplace	0	0	-	-
Number of days of incapacity for work due to accidents at work	429	991	486	993
Lost day rate (LDR)*	11.33	26.06	-	-
Accident rate	5.81	7.65	-	-
Accident severity rate**	19.5	34.17	-	-

* calculated as the ratio of the total number of days lost to the number of planned employee working hours in the reported period x200000.

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

Data for the Diagnostyka Group includes: Diagnostyka S.A., Diagnostyka Consilio sp z o.o., Diagnostyka Consilio sp. z o.o. Poznań sp.k., Diagnostyka Digital Hub sp. z o.o., Diagnostyka Genesis sp. z o.o., Diagnostyka Tarnów Medyczne Centrum Laboratoryjne sp. z o.o., Diagnostyka Wyrobek sp. z o.o. and subsidiaries, dr n.med. Teresa Fryda Laboratorium Medyczne sp. z o. O., Diagnostyka Oncogene sp. z o.o., Vitalabo Laboratoria Medyczne sp. z o.o., GenXone S.A.



Health promotion

GRI 403-6

Affordable prevention

As a diagnostic company, we want to make sure that our employees will be able to perform all necessary preventive tests without any problems. Hence, we offer them a 70% discount on laboratory tests performed at our locations, and a 20% discount to their family members. Employees can also perform diagnostic imaging tests with a 20% discount.

We are also committed to healthy and comfortable working conditions.

In 2023, our occupational health and safety department implemented the following activities:

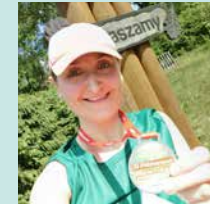
- visitation of workstations by an occupational physician,
- equipment of computer workstations with elements improving ergonomics,
- training promoting proper body position while working, eye relaxation exercises.

Sport

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.

In 2023, we took part in 17 sports events throughout Poland. Our employees take part in runs at various distances. We have a track record of charity runs of 5-10km. Diagnostyka's employees have also competed in three triathlons, several series of Runmageddon and two half-marathon runs. A total of 318 athletes took part in all sports events. Diagnostyka supports initiatives by financing participants' starter packages.

In addition, our employees have unlimited access to the Multisport programme – activities in sports, recreation and other centres. 1,319 employees and 267 accompanying persons are using the programme.



Since my first days at work, when I was noticed as a physically active person, I have represented #diagteam during training sessions and city runs. Taking part in sports events together with other employees of the company gives me the chance to integrate and exchange experiences. Already in my first year of work, I took part in a national volleyball tournament. This is an event that brings together employees of different levels, from all regions in Poland. It was a great opportunity for me to get to know the company better from the inside. I spend a large part of the day at work, so it is important for me to feel good at work. If, in addition to the basic salary, the employer also supports my passion and allows me to take care of myself and my private development, then this is the best combination for me.

Gabriela Krawczyk-Kubowicz,
HR Assistant



Healthy workplace

GRI 401-2

The employee benefits we offer to contracted employees consist of:

-  Attractive prices for laboratory tests performed at Diagnostyka for employees and their families
-  Private medical care packages
-  Group insurance offer
-  Language courses accessible via a remote platform
-  MultiSport card from Benefit System
-  Employee Benefit Fund
-  Parental leave

#Diagheroes, or social activity for employees in 2023.

DiagTeam runs for the GOCC

– DiagTeam employees took part in a virtual race organised for the Great Orchestra of Christmas Charity. In this year's edition of the run, DiagTeam members (as many as 106 in total) covered more than 1,000 km.

DiagTeam in spring charity run

– Diagnostyka's employees took part in two charity runs - the 19th Krakowski Półmaraton Marzanny at a distance of 21 km and the 8th Krakowski Bieg "Dla małych serc" 10 km run, benefiting the Schola Cordis Foundation in Support of Children's Cardiac Surgery.



Poland Business Run

is an annual charity event during which companies and their employees participate in a charitable relay race. The event's goal is to help people with disabilities by raising funds to purchase specialised rehabilitation equipment. Six teams represented Diagnostyka at the Poland Business Run in 2023.

Szlachetna Paczka (Nobel Gift)

– As it did last year, Diagnostyka participated in the Noble Gift Christmas charity event. Each of the company's branches prepared gifts for one household, so nine families from all over Poland were presented with gifts.



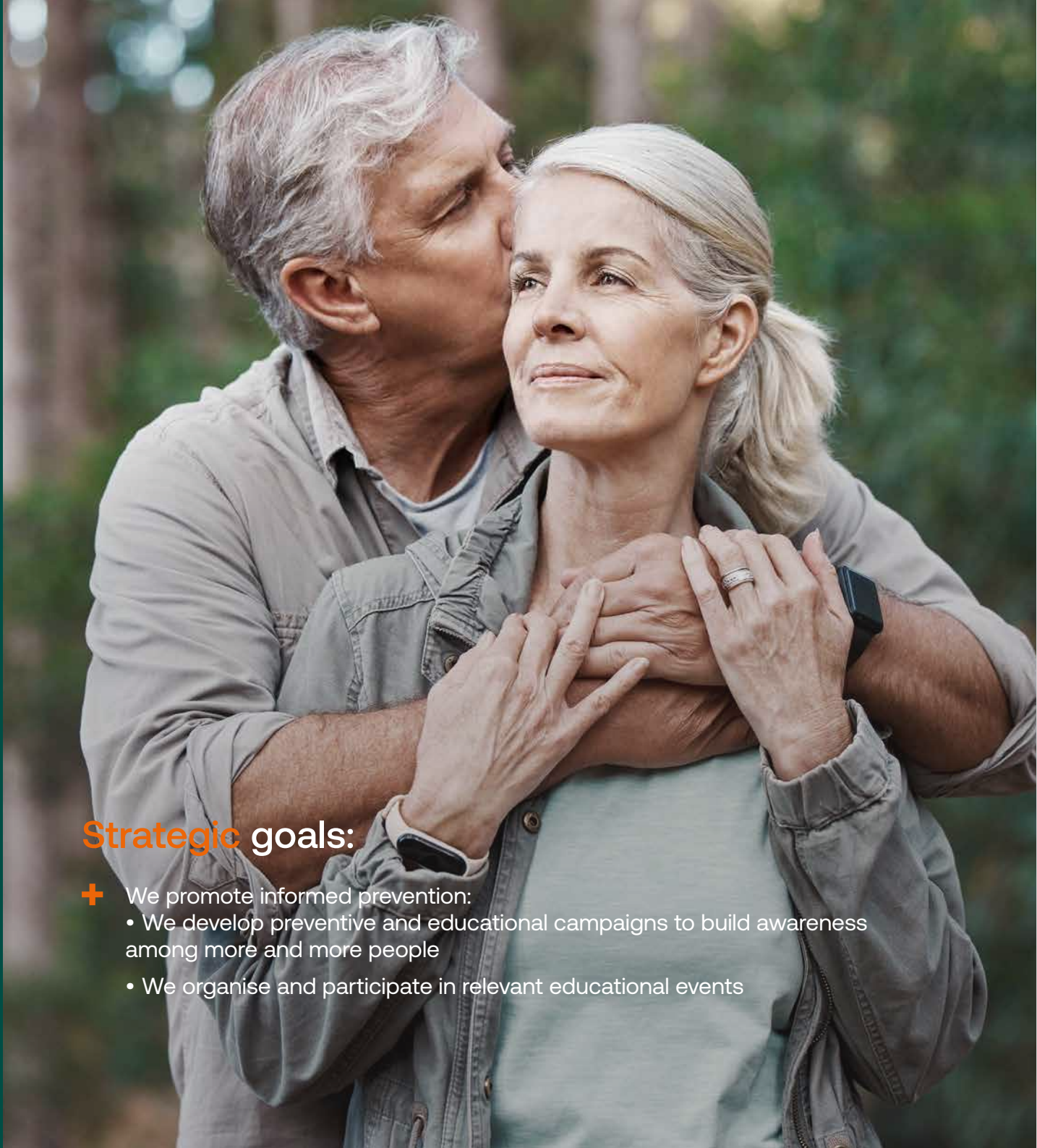
More for society

GRI 3-3, GRI 413-1

In line with our mission statement, “We provide tests to help people take care of their health and live longer”, we understand our social mission as caring for the health and well-being of our current and future patients, who also make up our local community.

Strategic goals:

- + We promote informed prevention:
 - We develop preventive and educational campaigns to build awareness among more and more people
 - We organise and participate in relevant educational events



Social commitment

The importance of diagnostic tests in modern medicine is constantly increasing. Preventive care helps to identify patients at early stages of disease or those at increased health risk. The earlier the diagnosis, the greater the chances for the patient to receive effective treatment or even complete recovery. As for the healthcare system, this results in significantly lower costs of patient care. Unfortunately, too few tests are conducted in Poland. While in our country an average of 3 parameters are tested from a single blood sample, in Western Europe there are about 9.

Aware of these societal challenges, we are taking action to address barriers to the development of the medical testing industry. Alongside systemic efforts aimed at increasing patient access to tests, our social engagement is focused on promoting reliable knowledge about diagnostic tests and active encouragement of regular preventive examinations. We also engage, to a lesser extent, in charitable activities within our immediate surroundings.

Areas of our commitment:



Promoting knowledge about preventive care and lifestyle diseases



Sharing expertise and experience for the advancement of science and the development of the health system and new medical staff



Promoting physical activity as a foundation of preventive care



Supporting local community initiatives



Promoting knowledge about preventive care

Health literacy, or increasing citizens' knowledge about health and building a sense of responsibility for their own health, is crucial for improving the health and well-being of society. Due to our strong position on the Polish market, as Diagnostyka, we feel responsible for carrying out these efforts in the field of laboratory medicine for the residents of our country.

Communication channels

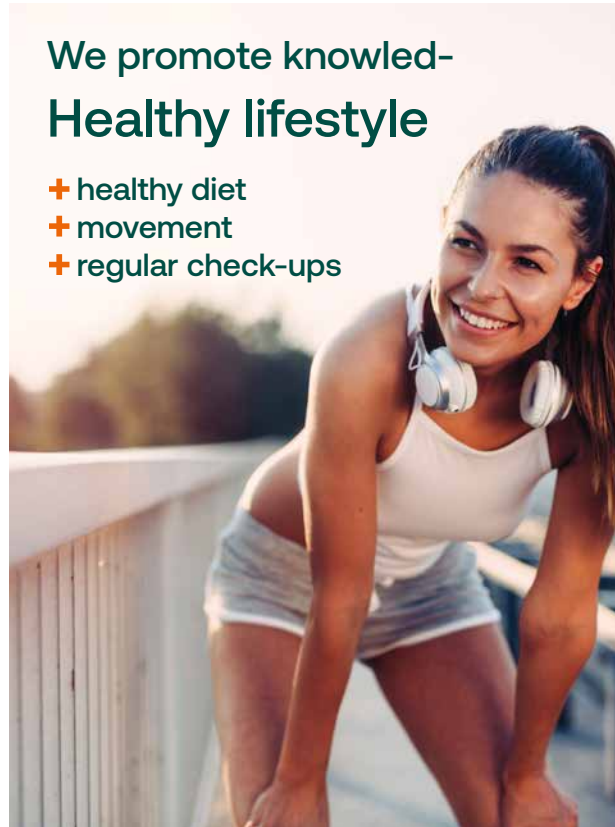
we conduct preventive campaigns through various channels:

+ via our websites and social media:



+ during live events, such as popular science events, conferences, and initiatives where Diagnostyka acts as a partner

Our experts, mainly from the Medical Department, who constantly collaborate with marketing on creating content, are responsible for the accuracy of the information provided. The webinars conducted and publications created for these events feed into



Webinars in 2023

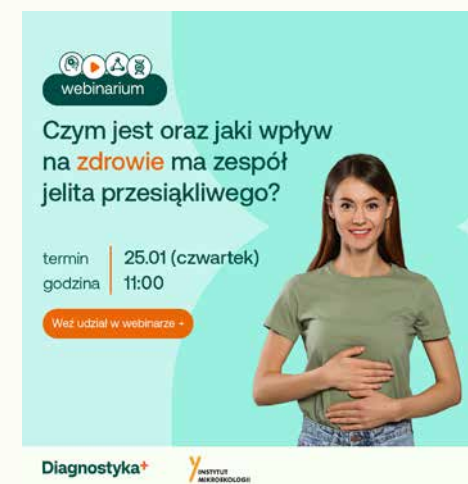
7185	participants
218	comments
43,772	views on YT

Responsible and... effective marketing

Diagnostyka's growing knowledge base, available online. Confirmation of the reliability and effectiveness of our online prevention campaigns was the award we received in 2023. We won the silver award in the Global Health Content Campaign of the Year category for a campaign en-

couraging women's preventive care. The organisers of the competition recognise agencies and in-house teams from around the world that create high-quality, valuable content that attracts, informs, and engages audiences. The award-winning campaign was carried out in collaboration with the marketing agency Whites.

Topics for educational activities in 2023:



spring allergies

In May, as part of SeniorApp's #WygrajAlergią [WinwithAllergies] event, we organised a webinar about the most common allergies in older people. We also created a video, "How an allergy is diagnosed? Laboratory Medicine" and an article "FAQ about allergies".

endometriosis

Together with our Diagendo partners, we organised a webinar for gynaecologists on the innovative endoRNA test used to diagnose endometriosis.

food hypersensitivity

Due to the introduction of the new Myfoodprofile test, we educated on food intolerances and hypersensitivities and the diagnostic methods available and how to deal with these ailments.

thyroid diseases

As part of the campaign with the Mamo Pracuj Foundation.

cervical cancer

In January, we prepared the webinar "Am I at risk of cervical cancer" #BliżejDiagnostyki [Closer to Diagnostics], during which Diagnostyka experts answered the most frequently asked questions, particularly those about cervical cancer.

breast cancer

In October, the awareness month for the fight against the disease, we contributed expertise and funding to the prevention campaigns launched by Mamo Pracuj, Omenaa Foundation, Oncocafe Foundation and ZbadajRaka.pl. In the educational materials created, we promoted awareness of the diagnostic possibilities for women with an increased genetic risk of breast cancer due to having an inherited mutation in the BRCA1/2 genes.

pre-eclampsia

– in April we organised an international webinar on pre-eclampsia with Prof. Kypros Nicolaides for gynaecologists.

intestinal diseases

Diagnostyka, together with the Institute of Microecology, has launched a series of monthly webinars on gut health, diagnostics and treatment in 2023. The first, entitled "Health Begins in the Gut", was held in December.

nonalcoholic fatty liver disease (NAFLD)

NAFLD is the most common chronic liver disease and the most common cause of abnormal liver test results. NAFLD is usually associated with metabolic syndrome and results in an increased risk of premature atherosclerosis and death due to cardiovascular causes.

NBIA

An incurable genetic disease that results in, among other things, optic nerve atrophy or degeneration of the visual system. We were a partner at the conference, at which the research was presented by the representatives of leading NBIA research teams from around the world.

Campaigns prevention campaigns

National prevention campaigns are a fixed part of our calendar of activities - this year they had their spring and autumn editions. In this way, we remind people that they should be examined regularly, at least twice a year. In addition to the educational aspect, the campaigns are accompanied by special price offers for specific tests. In addition, local campaign events are organised in the regions. As a company, we are happy to join external preventive initiatives and we provide our support primarily in the form of discounts or free test packages.

Spring campaign "Zdrowie na plus" [Health plus] in numbers



"Spring is the perfect time to increase your concern for the well-being of your body. If you're wondering how to do this and what examinations might be helpful, read our article" - this is how we invited people to spring preventive examinations. We promoted the campaign through: website, e-mailings, online advertising and collaboration with influencers. Thanks to these activities, we reached:

> 2 million views

280,000 views on the website for the educational and preventive campaign

Thousands of additionally examined patients

"Jesień na plus" [Autumn plus]

Nationwide campaign with the theme of taking care of the body's immune system.

External initiatives

Cooperation with the International Federation of Medical Students' Associations (IFMSA-Poland)

During the European Cervical Cancer Prevention Week, the association organises the PINK LIPS campaign, a prevention and education initiative focused on raising awareness about cervical cancer prevention. Diagnostyka has supported this project for several years by offering free cytology tests as part of the campaign. For the finale of the spring and autumn editions of the "Health Under Control" campaign, students from the association conducted basic preventive tests and educated the public about general health in shopping malls across Poland. Competitions were also held, where participants could win, among other things, diagnostic test packages from Diagnostyka.

Cooperation with the Mamo Pracuj Foundation

"Mamy zdrowie!" [Moms' Health] is a campaign organised by the Mamo Pracuj Foundation, reminding women about the importance of preventive tests, especially around Mother's Day. To encourage regular preventive care, we prepared an article on thyroid diseases and provided special test packages that were awarded as prizes in the organised competition.

Pinktober

For Pinktober, Diagnostyka, together with the Mamo Pracuj Foundation, prepared an article and a series of materials on breast cancer and its prevention. As with previous campaigns, Diagnostyka also provided special test packages, which were awarded as prizes in a contest related to Pinktober.

Think Pink

As part of Pink October, Diagnostyka joined forces with the Omenaa Foundation, Oncocafe Foundation, and ZbadajRaka.pl Foundation, participating in the ThinkPink campaign. Specifically for this initiative, the ZbadajRaka.pl platform developed a free, specialised tool – an online questionnaire for analysing the risk of breast cancer related to hereditary mutations in the BRCA1/2 genes.

In collaboration with Diagnostyka, the ZbadajRaka.pl Foundation selected a group of the most at-risk women for free tests and provided a special discount to all patients who are concerned about an increased genetic risk of breast cancer.

Book "50 osobistości biznesu. Od serca do serca" [50 Shades of Business. From Heart to Heart]

Diagnostyka was a partner at the Gala accompanying the publication of the book, which was an initiative by the editorial team of "Businesswoman & Life". We promoted preventive care and a healthy lifestyle by offering diagnostic test packages for women.



Sharing expertise

Scientific and popular science conferences

Our experts regularly participate in scientific and popular science conferences, where they present their research through lectures and posters. Selected events also received sponsorship support from Diagnostyka.

2023

11-13 January

Scientific and Training Congress of the Polish College of Laboratory Medicine]

April

VIII National Scientific Conference
Dimensions of Lifestyle and Social Diseases of the 21st Century

17 May

1st Mazovian Laboratory Diagnostician's Day

21-25 May

European Congress of Clinical Chemistry and Laboratory Medicine in Rome

27 May

Conference of Polish Society of Laboratory Diagnostics
Modern Laboratory Diagnostics of Lifestyle Diseases

12-14 June

Conference of Polish Society of Laboratory Diagnostics, Laboratory Medicine 2023
(Mszczonów)

19-21 October

International Scientific Conference
"Scientists for the NBIA Community" Poland 2023

26 October

Popular Science Conference „Successful Ageing - What Can We Do for Polish Seniors?” - Presentation of the Report - Assessment of Support Needs for Seniors in Poland 2023 of which Diagnostyka was a partner

16-17 November

VI Scientific and Training Conference of the Polish National Association of Medical Diagnostic Laboratory Managers (Opalenica)

6 December

Conference Private Medicine Now and in the Future at the WARSAW MEDICAL EXPO



More for the environment

GRI 3-3

Climate change is already having a noticeable impact on health in Europe: the worsening of symptoms of lifestyle diseases, new tropical diseases, bacterial infections, and mental health issues. We are adapting our operations to these changes, while also mitigating the environmental burdens generated by Diagnostyka as much as possible.

Strategic goals:

- + We reduce our carbon footprint to combat climate change by operating a low-emission fleet and ensuring renewable energy for our laboratories and collection facilities
- + Thanks to clear procedures, we manage medical waste safely
- + We optimise the amount of resources used



More for the planet, is more for health

The health of our planet goes hand in hand with the health of its inhabitants. A disturbance in the balance on one side causes the entire system to become ill. Climate change is already having an impact on health in Europe (see adjacent box).

The groups most vulnerable to the health impacts of climate change include children, the elderly, and people with existing health issues, including disabilities. Homeless, poor, and socially marginalised individuals may be particularly affected by climate change.

Environmental impacts of climate change in Europe	Impact on health
Heat waves	Increased and more likely symptoms of cardiovascular and respiratory diseases.
Vector-borne diseases (growth and distribution of species carrying viruses and bacteria)	Multiplied risk of mosquito- and tick-borne diseases. Growth of cyanobacteria in water bodies – diseases resulting from direct contact with toxins or consumption of poisoned fish and invertebrates. New tropical diseases and their occurrence in new geographical areas.
Water- and food-borne diseases	Bacterial diseases. Gastrointestinal diseases. Hunger and malnutrition resulting from rising food prices.
Extreme weather conditions	Deaths, injuries, respiratory or cardiac problems, infectious diseases and poisoning. Mental health problems, long-term stress.

Own elaboration based on TOGETAIR Climate Report <https://raport.togetair.eu/>

Environmental impacts of the healthcare sector

The mentioned health impacts of climate change lead to an increase in medical interventions, including hospitalisations, as well as premature deaths. Meanwhile, the healthcare industry already generates significant negative environmental impacts, contributing to climate change:

Unfortunately, many of these impacts at today's level of scientific and technological development cannot be avoided. Implementing



Each hospitalisation results in about 3 kg of plastic per person per day, much of which becomes hazardous waste.



Emissions of pollutants into the atmosphere from the incineration of infectious (hazardous) medical waste, primarily plastics. Each hospitalisation generates over 1 kg of medical waste per person per day.



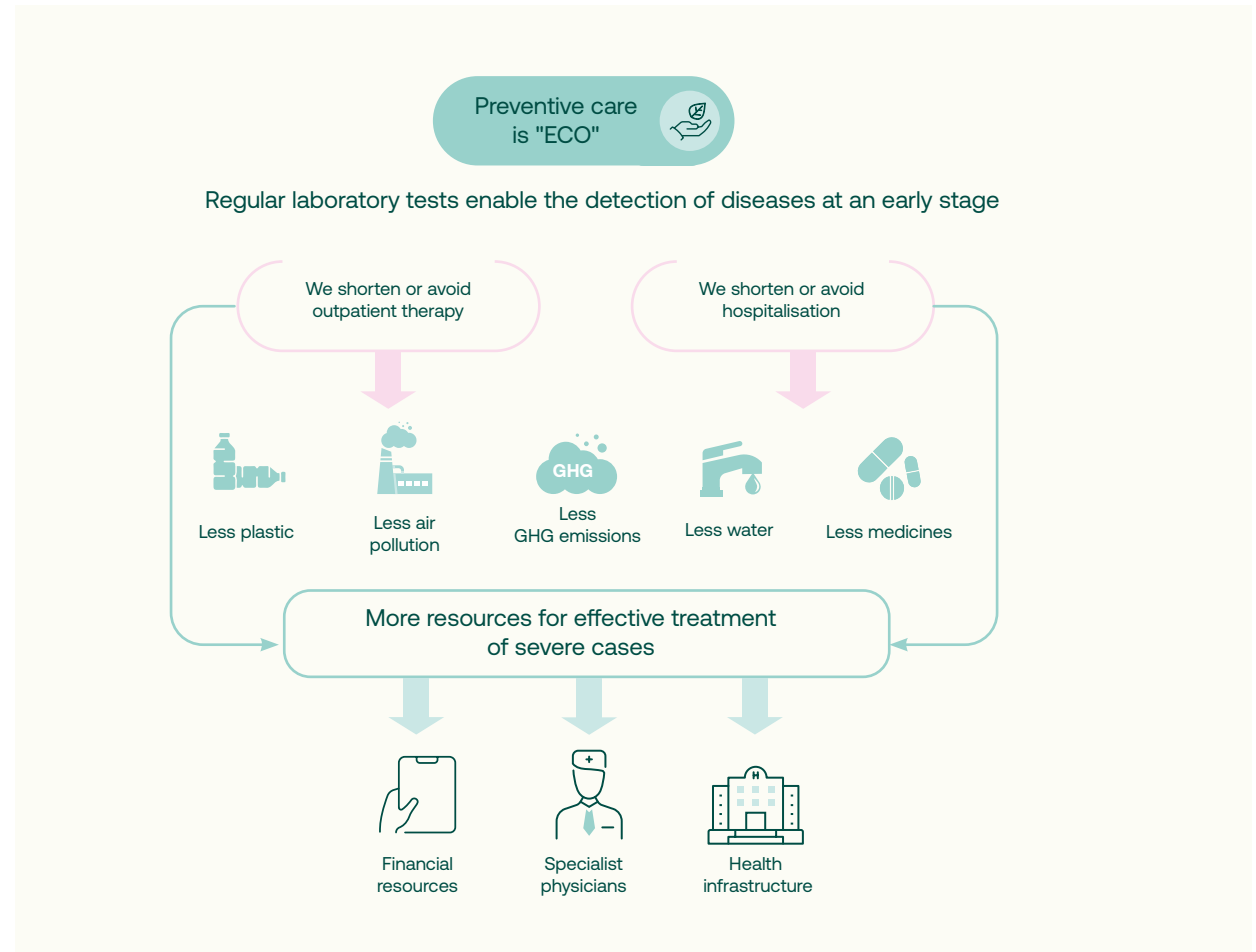
Healthcare is a significant emitter of CO₂ – if healthcare were a country, it would be the fifth-largest source of greenhouse gas emissions in the world; approximately 70% of GHG emissions come from the healthcare supply chain.

Environmental benefits of preventive care

Unfortunately, many of the environmental burdens generated by the healthcare sector cannot be avoided at the current level of scientific and technological development. Implementing the "Green Hospitals" concept into practice is a long-term process. Therefore, alongside seeking and implementing pro-environmental changes where possible, Diagnostyka Group aligns its social and environmental mission with preventive care, which benefits the environment.

Laboratory diagnostic tests:

- generate about 80% of objective data and support optimal medical decision-making,
- help prevent diseases by enabling early detection, allowing for effective outpatient treatment and reducing hospitalisations,
- assist in accurate diagnoses and selecting appropriate therapies, thus reducing medication use and shortening the therapeutic process



Environmental management

GRI 2-23, GRI 3-3

At Diagnostyka S.A. 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. An external audit by TÜV SÜD for compliance with the ISO 14001:2015 standard took place in March 2023 and resulted in the extension of the certificate for another year.

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

- **Environmental policy** – in which we declare the integration of our business goals with respect for the environment.
- **Environmental aspect assessment** – 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 objective, 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. The review was conducted on 13-14.04.2023. No non-conformities were identified during the audit.

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 takes place on an ongoing basis and obligatorily every six months. Assessments in 2023 were carried out on 15.06.2023 and 28.12.2023.

Our environmental footprint

GRI 302-4

As part of the Management System according to the ISO 14001:2015 standard, we have identified and monitor the key environmental indicators. We present them per one performed diagnostic test. This is our adopted method of comparing results year-over-year, and also provides clear information for the recipients of our services. We calculate these indicators for Diagnostyka S.A. due to the dominant share of its business.

Indicator name	Unit	2023	2022
Number of tests	pcs.	130 937 021	110 295 282
Waste rate (waste in grams/1 test)	g	10.0	11.26
Energy consumption ratio (total energy consumption/number of tests performed)	kWh	0.288	0.315
Liquid fuel consumption rate (quantity in ml/1 test) calculated: quantity of fuel/number of tests* 1000	ml	16.87	19.98



Carbon footprint and climate change mitigation

Although our industry is not energy-intensive, due to the scale of our operations, our energy consumption and greenhouse gas emissions are among the significant environmental impacts of the Diagnostyka Group. We are taking increasingly intensive measures to decarbonise our value chain. So as to mitigate Earth's climate change jointly.

We are starting with the areas that are most relevant and on which we have the greatest direct impact. These include transport and logistics as well as electricity purchases. We further analyse the supply chain – this is where, in accordance with the nature of our industry and preliminary estimates, approx. 90% of the carbon footprint is found. We are improving our emissions calculation methods and acquiring market and supplier data so that we can reliably assess opportunities and ambitions in pursuing zero-carbon operations.

Diagnostyka's decarbonisation plans are heavily dependent on the energy mix of Polish energy vendors, which we use at our locations and vehicle charging stations. In locations where Diagnostyka does not have direct contracts with energy suppliers, our influence on the choice of electricity vendor is very limited. We identify even less influence in the case of thermal energy (system heat, gas), as changing the way we heat our premises is costly, difficult and lengthy.

Areas and activities for decarbonisation

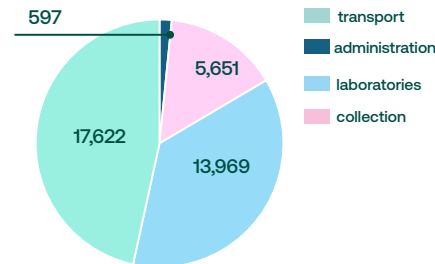
- Investment in low-carbon transport of biological material
- Reduction of consumption of liquid fuels
- Purchase of green energy for collection facilities and laboratories
- Energy efficiency of our laboratories and IT

Energy consumption within the organisation

GRI 302-1

In 2023, we again conducted a detailed survey of the sources and quantities of energy consumption from all identified sources. The calculation of energy consumption included: electricity, heat, as well as natural gas and liquid fuel consumption.

Electricity and heat energy consumption (in MWh) at Diagnostyka S.A. by type of activity



Renewable energy

We are constantly increasing the share of energy from renewable sources in our energy mix:

- we centralise our energy purchases and contract purchases of green electricity.
 - we provide 100% zero-emission electricity for our largest location in Warsaw (a laboratory, a collection facility and 3 two-station electric vehicle charging stations)
 - we have obtained a 100% green electricity guarantee for 2025 from one of the dominant electricity sellers.
- we are investing in our own sources of green energy – photovoltaic panels have been installed at the Bielsko-Biała location since 2022

In parallel, in 2023, we are observing a significant increase in the share of energy from renewable energy sources among some of our electricity sellers, which results from the transformation of the Polish energy sector into a low-emission one.

Energy consumption (in MWh)

Consumption	Diagnostyka S.A.		Diagnostyka Group	
	2023	2022	2023	2022
Total electricity consumption	12 102	9 537	15 094	11 805
Total heat consumption	4 784	4 436	5 002	5 182
Total natural gas consumption	3 331	2 890	3 897	3 369
Total liquid fuel consumption	17 622	17 823	19 904	19 854
Total	37 839	34 686	43 897	39 698

Most of the premises required for Diagnostyka's activities are rented. In the case of premises owned by us or premises where Diagnostyka uses its own utility metering, electricity and heat consumption are given on the basis of invoices. Electricity and heat consumption in premises rented without own metering is given on the basis of data obtained from the lessors of the premises. In premises where we did not obtain such information, we estimated consumption on the basis of the area of the rented premises according to the key adopted by Diagnostyka S.A. We applied a similar methodology in the companies in the Group.

Liquid fuel consumption

Type of fuel [litre]	Diagnostyka S.A.		Diagnostyka Group	
	2023	2022	2023	2022
Petrol	635 254	639 927	744 867	738 972
LPG	1 307 161	1 224 765	1 393 766	1 285 180
Diesel	267 082	295 690	332 737	350 647

Greenhouse gas emissions

GRI 305-1, GRI 305-2, GRI 3-3

We perform our carbon footprint calculation based on the GHG Protocol methodology for Scope 1 and 2 organisations. We have been conducting this type of analysis annually since 2021, which allows us to compare the data with the data for the base year 2020.

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 fuels in the engines of cars in the company’s own fleet and, to a small extent, to leaks of refrigerants.

Direct emissions account for 31.3 % of Scope 1 and 2 CO₂e emissions. Compared to the previous year, the difference between Scope 1 GHG emissions was negligible, at just 0.9%.

Indirect energy emissions (Scope 2) arise from electricity purchased by Diagnostyka, which we use mainly to power laboratory and office equipment, heating and cooling in more than 1,100 locations.

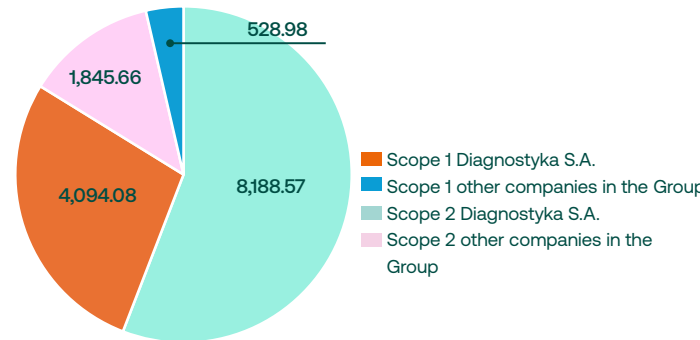
The other part of the emissions arises from heating these premises – through the use of system heat (central heating) and gas heat. Other heating sources (electric, heat pumps, oil boilers, etc.) are not significant.

Indirect emissions in the Diagnostyka Group account for 68.7 % of Scope 1 and 2 CO₂e emissions and have increased by only 0.29% compared to 2022.

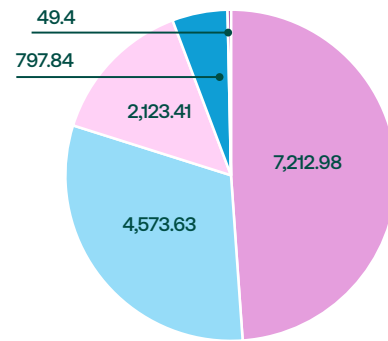
Supply chain emissions (Scope 3)

The estimation of Diagnostyka’s emissions carried out in 2021 using the financial method showed that almost 90% of Diagnostyka’s CO₂e emissions are Scope 3 emissions, mainly in the supply chain in the Purchased products and services category (>80%). In order to precisely calculate the carbon footprint in this area, we are working on implementing detailed data from our suppliers on the weight of the materials and reagents obtained. Collecting the data will allow us to identify areas where we can set targets and plan decarbonisation activities in our supply chain.

GHG emissions with percentage breakdown for Diagnostyka S.A. and the Group for Scope 1 and 2 (market-based)



CO₂e emissions in Mg in the Diagnostyka Group by source of Scope 1 and 2 emissions



- Scope 1 Direct emissions from combustion in mobile sources
- Scope 1 Direct emissions from diffuse sources
- Scope 2 Emissions from natural gas combustion in stationary sources
- Scope 2 Emissions related to electricity
- Scope 2 Emissions related to system heat

Greenhouse gas emissions in Mg CO₂e

type of emission	Diagnostyka S.A.		Diagnostyka Group	
	2023	2022	2023	2022
Scope 1				
Direct emissions from combustion in mobile sources	4,058.92	4,024.31	4,573.67	4,527.07
Direct emissions from diffuse sources	35.16	52.90	49.40	52.90
Total Scope 1	4,094.08	4,077.21	4,623.07	4,579.97
Scope 2				
Emissions related to system heat	1,734.16	1,574.50	2,123.41	1,839.60
Emissions from natural gas combustion in stationary sources	666.20	583.46	797.84	680.18
Electricity-related emissions (market-based method)	5,788.21	5,557.44	7,112.98	6,784.58
Emissions related to electricity (location-based method)	8,207.26	7,259.61	10,256.58	8,928.42
Scope 1 + Scope 2 (market-based)	12,282.65	11,792.60	14,657.30	13,884.33
Scope 1 + Scope 2 (location-based)	14,701.71	13,494.78	17,800.90	16,028.16

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 appropriate for the energy seller). In the case of the location-based method, the average emission factor for Poland was used (according to the National Centre for Emissions Management (KOBIZE), published in December 2023), and for the market-based method, the factors published by energy suppliers were used. In the absence of information about the energy supplier, the residual mix factor was used. The emission factor for heat was adopted according to the data of the Energy Regulatory Office.

The differences in the amount of emissions from electricity calculated according to the above-mentioned methods indicate the extent to which the energy purchased by the organisation was low-emission.

As a result of the audit carried out in 2023, it was found that the companies in the Group do not have their own boilers to burn gaseous fuels, which qualifies the emissions from the combustion of this fuel as Scope 2 (indirect).

Logistics

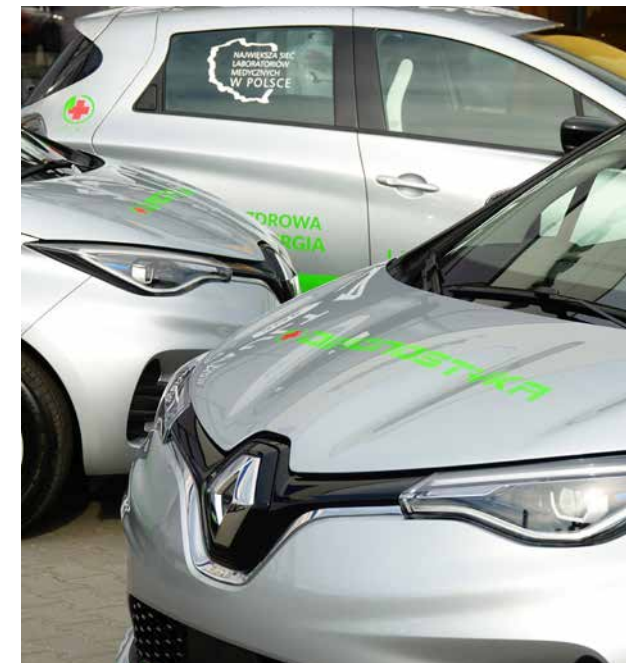
The Company's ongoing growth for more than 25 years, as seen, among other things, by successively increasing the area of operation and the number of points served, means that the complexity of the logistical challenges we face continues to grow. In 2023, the establishment of a Logistics Division was initiated, centralising and linking the strategy for transport, the warehouse network, the vehicle fleet and the supply chain related to them and external suppliers.



In addition to being a contractor for diagnostic (laboratory) services, we are, for our contractors, laboratories and collection facilities, at the same time a supplier of the goods needed to serve patients and collect biological material for testing. Our transport and warehouses are one of the key elements in maintaining business continuity and guaranteeing timeliness and quality of service visible to the patient as a test result. We ensure that the related logistics processes are designed to reduce the possibility of irregularities as much as possible by standardising, simplifying and sealing them.

At the same time, we are constantly striving to optimise on multiple levels in order to achieve the greatest possible flexibility without unnecessarily increasing our fleet and the related impact on our customers' environment and surroundings.

Marcin Tomczyk
Logistics Division Director



Priorities in logistics:

- Reducing carbon footprint across the Group.
- Handling more shipments and tests with the same or similar fleet scale.

Diagnostyka S.A.	2023	2022
Number of kilometres travelled by courier vehicles	22,034,562	22,820,709



Number of courier vehicles



Number of couriers

Low-emission transport

Logistics is a major area where we have decarbonisation potential. Transporting biological material, supplying laboratories, our own and contractors' collection facilities and driving company cars are processes that generate significant CO₂ and other air pollutants, as well as noise. At the end of 2023, our vehicle fleet comprised 900 cars, 551 of which are courier vehicles. The vehicles are fully owned by Diagnostyka, so we have a direct impact on and can manage this category of emissions.

We monitor the consumption of liquid fuels in company cars aiming to optimise consumption.

Diagnostyka has had a fleet policy for years, according to which cars are replaced every five years or after 200,000 kilometres. We buy new vehicles with the highest possible emission standard available for the vehicle and drive. As a result, at the end of 2023, all internal combustion vehicles in our fleet met the Euro 6 standard.



Fleet electrification

Our aim is to make our courier transport visibly low- or zero-emission, especially in areas with high population density and exhaust and noise pollution. In 2020, we started work on the electrification of our courier fleet. In 2023, we purchased 10 electric vehicles and commissioned 9 charging stations at 4 new locations, so that by the end of 2023, we had 36 electric vehicles (7% of the courier fleet) and 19 charging stations in 8 locations. We are putting the purchased electric vehicles to work especially on short urban routes (in city centres), where the air pollution and noise levels are highest. By the end of 2024, we aim to electrify up to 10% of our courier fleet, taking into account the increase in the number of vehicles related to the growth of our business. We are also working on the electrification of at least 30% of our courier bases and our readiness to further increase the share of electric vehicles in our transport.

Unfortunately, uncertain market conditions (significant increases in electricity prices, higher prices and lower availability of electric cars) have slowed down the implementation of the planned fleet electrification. We are also taking into account the local constraints of the facilities and the power grid and dynamically managing energy consumption across the location to maintain a balance between the laboratory operation, which has the highest priority, and the capacity of the AC and DC stations that charge the vehicles.

Optimisation of courier routes

We are carrying out a project to implement courier route optimisation algorithms, in which we aim to reduce the number of kilometres travelled and increase operational capacity without expanding our structures.

In 2023, we have managed to slightly reduce courier kilometres travelled compared to 2022, despite an increase in the number of tests performed during this period. By introducing planning support tools, we want to further improve this result.

Electromobility – facts, not myths

We started analysing the introduction of an electric fleet a long time ago in order to be prepared and ahead of the legal requirements in this area. Above all, we wanted to make sure that this would not reduce the quality of our services and would be cost-optimal, taking into account available subsidy programmes.

We also faced a sceptical attitude from our couriers. We decided it would be best to let them form their own opinion and let them test the new vehicles. Fortunately, their concerns about range or behaviour of the vehicles in winter were not confirmed, and no one decided to return to classic vehicles. No wonder – electric vehicles provide our drivers with a higher level of comfort, as well as facilitating a smoother ride in cities, thanks to the possibility of driving on bus lanes. They also do not have to worry about emerging restrictions related to clean transport zones. The range of 300 km provided by most of our electric cars is completely sufficient for everyday routes, and couriers use the charging time at our stations to load material (coolboxes) at collection facilities.

From a fleet management point of view, driving electric cars is very beneficial for economy and safety, as it naturally results in a more defensive driving style. In addition, our transport is dominated by urban routes, and electric vehicles in heavy traffic, instead of burning fuel standing in traffic jams, charge the battery during braking.



Michał Brożek
Deputy Fleet Manager
Expert for Electromobility

Resources and waste

GRI 3-3, GRI 306-1, GRI 306-2

Waste management is among the key environmental impacts of the companies from the Diagnostyka Group. The work of a diagnostician involves working with biological material, medical waste, i.e. hazardous both in direct contact with humans and as soil contamination. This is why we take a rigorous approach to the processes of managing hazardous and non-hazardous waste: we meet the legal requirements in this area, take care of the proper handling and management of waste in a way that is safe for people and the environment. We analyse and introduce new solutions that reduce the amount and negative environmental impact of the waste generated.

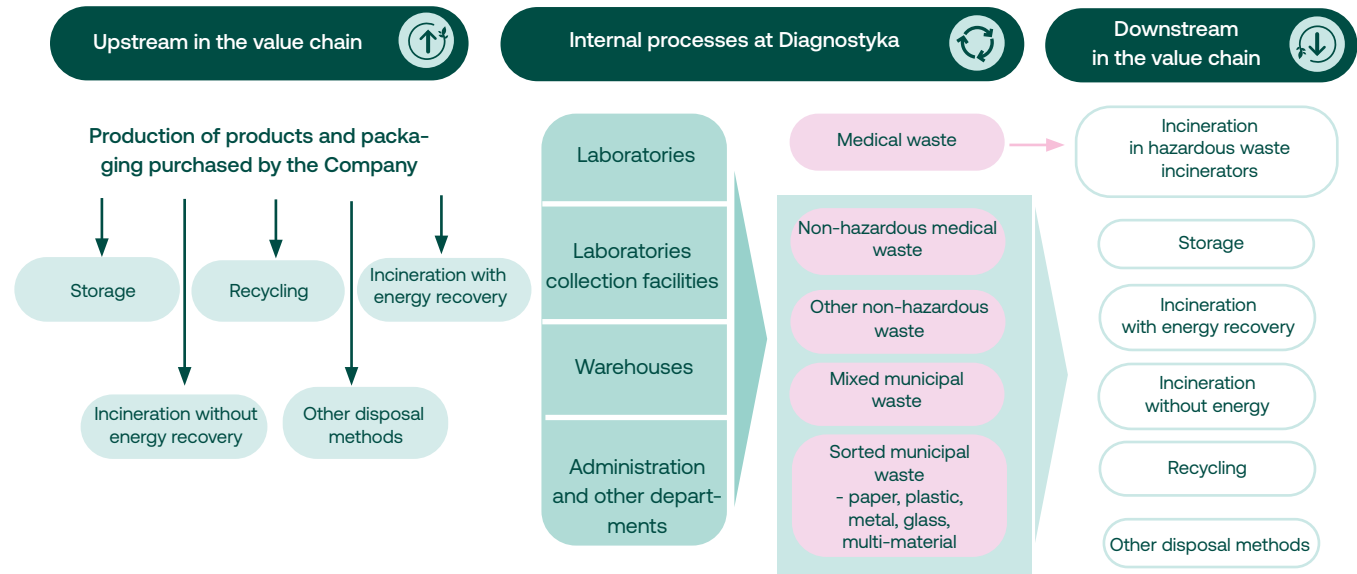
Raw materials and materials

Waste is a consequence of Diagnostyka's service operations.

Input materials and products that contribute to waste generation include:

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

Waste management scheme in the Diagnostyka Group



Waste management

Waste generation rates are monitored in detail by us as part of the Quality Management System. Waste supervision and medical waste management involves its proper collection and labelling. 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. Diagnostyka also conducts its own assessment of waste recipients and verifies them in terms of their decisions regarding waste management.

Waste generated

GRI 306-3

The largest waste group, in terms of volume, was hazardous medical waste with code 180103*. These accounted for 89.7% of all waste generated in 2023. In total, hazardous medical waste accounted for 98.2% of all waste generated in the reporting year.

Quantity of waste in Mg

Type of waste	Quantity (Mg)	
	2023	2022
Hazardous waste	1 287	1 221
Non-hazardous waste	22	21
Total	1 309	1 242

Waste directed to disposal

GRI 3-3, GRI 306-5

In accordance with the provisions of the Act, we transfer infectious medical waste for disposal by thermal treatment in hazardous waste incineration plants that are located closest to the place where the waste was generated (obligatorily in the same voivodeship). Diagnostyka has contracts with authorised incineration plants and recipients of this type of waste throughout Poland. According to information received from incineration plants, all medical waste is disposed of using the incineration method with energy recovery.

The remaining waste (approx. 2%) is transferred to entities authorised to manage the given waste code. We do not record detailed information on the disposal methods used by these entities due to their dispersion and the relatively low volume of waste in these categories.

Waste diverted from disposal

GRI 306-4

In terms of municipal waste, we carry out selective collection of waste at laboratories, collection facilities and other facilities for subsequent recycling. Diagnostyka has contracts for selective waste collection in all locations, except for small, rented premises, where these tasks are carried out on our behalf by the property manager.

Efficient use of resources

GRI 306-2

Rational purchase and use of IT and office equipment

Our procurement policy is to purchase computers and other IT equipment from reliable suppliers, based on clearly defined technical specifications that allow for trouble-free use of the purchased devices for as long as possible. As long as they meet safety standards, we maintain their operation, often reallocating them within the organisation to extend their lifecycle. The lifespan of computers is about 5 years, and mobile phones about 3 years.

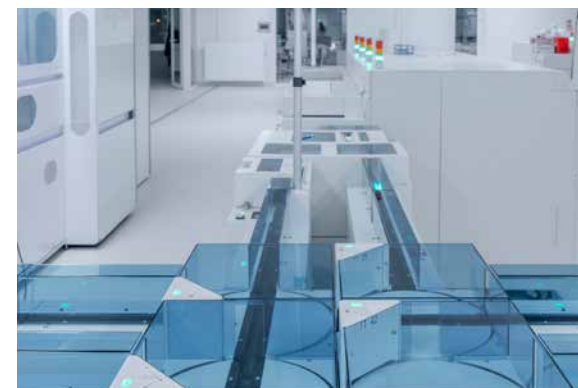
The disposal of computers is carried out locally. After removing the hard drives, which may contain sensitive data, the devices are handed over to companies authorised to manage the specific waste code. The hard drives are destroyed by specialised entities that guarantee that the data stored on them cannot be recovered.

We lease office equipment such as printers and their accessories. This model helps us to optimise costs, ensure continuity of operation (service and quick repairs), and safe disposal of toners and equipment.

Medical equipment

The vast majority of measuring equipment in our laboratories is leased from technology and reagent suppliers with whom we cooperate. This model, in use in the diagnostic industry for years, has many advantages:

- it ensures constant and close cooperation between technology suppliers and test providers,
- it helps regularly update equipment to the latest solutions,
- equipment manufacturers manage the manufactured equipment over almost its entire life cycle – from sourcing of raw materials, through manufacturing, transport, life-cycle extension, recycling and disposal,
- some older devices are refurbished (remanufactured) by manufacturers. We also use such devices at Diagnostyka, although they do not represent a large portion of our laboratory equipment.



We carry out various activities aimed at reducing resource consumption, including reagents:

1. Optimisation of procurement:

- We monitor the process usage of reagents to precisely determine the demand for them in a given period. This helps reduce the amount of medical waste generated by over-ordering, expiration of reagents and materials, and the resulting losses.
- We aim to order concentrated reagents and materials with optimal co-packing to reduce the amount of discarded packaging.
- We strive to order reagents in the smallest possible co-packing from the supplier when usage is low, to minimise waste.
- Some packaging from deliveries is reused for other purposes, often multiple times, thereby reducing the need to purchase and use new packaging.
- We analyse our inventory to optimally distribute reagents and materials between our laboratories.

Detailed consumption monitoring enables greater oversight of reagents and hazardous materials.

2. Technological and process changes – new process lines not only automate and accelerate work but also optimise laboratory operations. Analysers connected in process lines enable multiple tests to be performed using the same test tube. This reduces the consumption of secondary plastic tubes and disposable plastic pipettes.



Responsible paper management

Test orders and results, invoices, and administrative forms—given the scale of Diagnostyka's operations, our paper consumption has a significant environmental impact. Therefore, we are implementing organisational and IT solutions in the area of paperless operations and strive to ensure that the raw materials we use come from sustainable sources.

In 2023, the Purchasing Department centralised the procurement processes for office supplies, including paper. Our main supplier has become Lyreco, which provides and continuously expands its offering of products with environmental certifications. Nearly 100% of the paper supplied to us by our suppliers has certifications that guarantee responsible management of raw wood – FSC, PEFC, or EU Ecolabel.

Diagnostyka S.A.	2023
Paper consumption (kg)	22,034,562
Share of paper with green certification	99.5%

We are pursuing the reduction of paper consumption in multiple ways:

- We are establishing an organisational culture within the company that minimises the use of office paper.
- We are increasing the number of test orders and results transmitted exclusively electronically, primarily to contractors.
- We are transitioning to e-invoices – thanks to the CSWL system, where contractors have access to invoices, and the engagement of medical representatives in implementing the change, in 2023, 66% of our invoices were electronic. This is a 25% increase compared to the previous year.

About the report



About the report

GRI 2-2, GRI 2-3, GRI 2-4, GRI 2-5

This report contains non-financial information regarding the parent company Diagnostyka S.A. and the subsidiaries of the Diagnostyka Group of Companies. The ESG report is prepared on an annual basis (the previous one was published in October 2023). Its content covers the Group's operations from 1 January to 31 December 2023. The information contained in this report has been disclosed based on the international non-financial reporting standard, the Global Reporting Initiative (GRI), as per the version published in 2021. The report has not been subject to external verification.

Data for the Group includes the following consolidated companies:

- Diagnostyka S.A.,
- Diagnostyka Tarnów Medyczne Centrum Laboratoryjne Sp. z o.o.,
- dr n. med. Teresa Fryda Laboratorium Medyczne sp. z o. o.,
- Vitalabo Laboratoria Medyczne Sp. z o.o.,
- Badania.pl Sp. z o.o.,
- Laboratoria Medyczne OPTIMED Kuriata, Wroński Sp. z o.o.,
- Diagnostyka Consilio Sp z o.o.,
- Diagnostyka Consilio Sp. z o.o. Poznań Sp.k.,
- Laboratoria Medyczne Novalab Sp. z o.o.,
- Histamed Sp. z o.o.,
- Oncogene Diagnostics Sp. z o.o.,
- GenXone S.A.,
- Diagnostyka Genesis Sp. z o.o.,
- NZOZ Diagno-Med Sp. z o.o.,
- DiagInvest Sp. z o.o.,
- Vitalabo Diag Invest Sp. z o.o.,
- Diagnostyka Digital Hub Sp. z o.o.,
- Platforma Badań Genetycznych Sp. z o.o.,
- ZdroweGeny.pl Sp. z o.o.

and

- Diagnostyka Wytobek Sp. z o.o., unless expressly indicated otherwise.

The topics identified as key are included among the strategic sustainability goals of the Diagnostyka Group.

Materiality assessment




GRI 3-1, 3-2

The content presented in this report concerns key sustainability (ESG) issues for the Diagnostyka Group, which were selected through a materiality assessment process that we conduct regularly, most recently at the beginning of 2024. The process was based on the GRI standard methodology extended by the guidelines of the European Sustainability Reporting Standards (ESRS) concerning the double materiality analysis.

The stages of the process for selecting key ESG issues were as follows:

- Desktop research – analysis of important issues for the sector, competitors, and Diagnostyka's supply chain;
- ESG Team workshop – stakeholder mapping and assessment of the materiality of ESG issues from the perspective of stakeholders. The ESG Team is composed of the Management Board's Representative for Project and ESG Management and representatives of Diagnostyka S.A.'s key organisational units, who are ESG experts in their respective areas and who participate in ongoing dialogue with stakeholders;
- Selection of key issues and indicators for reporting and their prioritisation;
- Validation of key issues, scope of the report and GRI indicators with management.

Key ESG issues for the Diagnostyka Group Ranked by assigned importance

	 Social	 Corporate governan-	 Environmental
Most important	<ul style="list-style-type: none"> • Employee working conditions • Working conditions in the supply chain • Child protection • Sales practices • Research quality • Personal safety of patients • Patient well-being • Data security 	<ul style="list-style-type: none"> • Corruption and bribery 	<ul style="list-style-type: none"> • Waste and closed-loop management
Important	<ul style="list-style-type: none"> • Equal opportunities and fair treatment within the company • Access to services • Responsible marketing • Privacy 	<ul style="list-style-type: none"> • Corporate culture • Supplier relationship management, including payment practices 	<ul style="list-style-type: none"> • Potentially hazardous substances • Water pollution and air contamination • Water usage – discharge, intake
Significant		<ul style="list-style-type: none"> • Whistleblower protection 	<ul style="list-style-type: none"> • Energy consumption • Climate change mitigation

GRI content index

Title of the GRI Standard	Indicator No.	Indicator title	Reference in report (page number)
GRI 2: General Disclosures 2021	2-1	Organisational details	6
	2-2	Entities included in the organisation’s sustainability reporting	6, 7, 75
	2-3	Reporting period, frequency and contact point	75
	2-4	Restatements of information	75
	2-5	External assurance	75
	2-6	Activities, value chain and other business relationships	7, 8, 15, 27-29
	2-7	Employees	39, 41
	2-8	Workers who are not employees	In the IT area, Diagnostyka has relied on contractors; however, due to the insignificant scale, no records of these are kept
	2-9	Governance structure and composition	12, 13
	2-10	Nomination and selection of the highest governance body	12, 13
	2-11	Chair of the highest governance body	12, 13
	2-12	Role of the highest governance body in overseeing the management of impacts	18
	2-13	Delegation of responsibility for managing impacts	18
	2-14	Role of the highest governance body in sustainability reporting	18
	2-15	Conflicts of interest	19
	2-16	Communication of critical concerns	20
	2-17	Collective knowledge of the highest governance body	18
	2-18	Evaluation of the performance of the highest governance body	No such assessment is carried out.
	2-19	Remuneration policies	This information is treated as a business secret and shall therefore not be disclosed
	2-20	Process to determine remuneration	40
	2-21	Annual total compensation ratio	This information is treated as a business secret and shall therefore not be disclosed
	2-22	Statement on sustainable development strategy	17
	2-23	Policy commitments	19, 40, 53, 66,

GRI 2: General Disclosures 2021	2-24	Embedding policy commitments	19, 20, 44, 53
	2-25	Processes to remediate negative impacts – grievance mechanisms – grievance statistics	20
	2-26	Mechanisms for seeking advice and raising concerns	20
	2-27	Compliance with laws and regulations	20
	2-28	Membership associations	16
	2-29	Approach to stakeholder engagement	24, 25, 29
	2-30	Collective bargaining agreements	40, 45
GRI 3: Material Topics 2021	3-1	Process to determine material topics	75
	3-2	List of material topics	75
	3-3	Management of material topics	19, 21, 22, 33, 34, 44, 47, 52, 53, 57, 63, 66, 68, 71, 72
GRI 204: Procurement Practices 2016	204	Procurement Practices	22
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	19
	205-2	Communication and training about anti-corruption policies and procedures	19
	205-3	Confirmed incidents of corruption and actions taken	20
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	67
	302-5	Reductions in energy requirements of products and services	66
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	68
	305-2	Energy indirect (Scope 2) GHG emissions	68
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	71
	306-2	Management of significant waste-related impacts	72
	306-3	Waste generated – metrics	71
	306-4	Waste diverted from disposal	72
	306-5	Waste directed to disposal	72

GRI 401: Employment 2016	401-1	New employee hires and employee turnover	42-43
	401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	56
	401-3	Parental leave	46
GRI 403: Occupational Health and Safety 2018	403-2	Hazard identification, risk assessment, and incident investigation	53, 54
	403-5	Worker training on occupational health and safety	53
	403-6	Promotion of worker health	55
	403-9	Work-related injuries	54
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	47
	404-2	Programmes for upgrading employee skills and transition assistance programmes	46
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	44, 45
		Employment of people with disabilities	45
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	20
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programmes	57
GRI 415: Public Policy 2016	415-1	Political contributions	19
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	34-35
GRI 417: Marketing and Labelling 2016	417-1	Requirements for product and service information and labelling	59
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	21

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