Akademiklinken Aesthetic treatment Sustainability report 2022



Our Vision

Is to have the worlds most satisfied customers. With themselves. In our work, we are committed to sustainability and aim to reach our Vision in a sustainable and responsible way, particularly within three key focus areas. We want to ensure that we are always...

...Caring for our patients

Aesthetic procedures, like all medical procedures, involve certain risks. At Akademikliniken we take this very seriously and do our outmost to minimize risks of adverse effects to our patients. If adverse impacts should occur, Akademikliniken ensures we are available to our patients 24/7. In addition,

as industry leaders, we are committed not only to the safety of our own patients; we also work to improve the standards of the entire industry. We continuously engage with regulators, peers and relevant organizations to ensure adequate rules and regulations to protect patients from being treated by unauthorized professionals and to ensure that all patients are provided with correct advice and necessary support in their process. Patients that wish to benefit from our industry should be protected from disappointments, overtreatments, unsafe procedures or other undue risks.

...Caring for our employees

We care deeply for our employees. Our employees are the ones ensuring that we can run a sustainable business, and the ones providing the customer care and outcomes we strive for. It is important to us, that all current and potential future employees are treated with dignity and respect. As part of this, promoting Gender Equality is a top priority for us. To ensure our employees have the best foundation for providing a world class service, that both they and our patients deserve, we invest in their professional training, general wellbeing and awareness of high quality across our operations.

...Caring for our environment

We appreciate that all actors in our society need to act on climate change. In addition to our continuous efforts to reduce our adverse environmental impacts, we are focused on reducing our carbon footprint. We will continue our focused engagement to diligently improve our efforts and use our leverage to reduce negative environmental impact across our value chain.



Management summery

Our company-wide sustainability commitments include acting The result from the survey in February has from high numbers, responsibly, supporting core principles for social, environmental, decreased since 2020 and we believe that this is caused by and economic sustainability as defined by UN/OECD and striving organizational changes in relation to productivity and decreasing to continuously improve our performance. With our three focus demand due to an unsecure environment. When it comes to areas: caring for our patients, caring for our employees and caring for our environment we give over employees the

Gender Equality the strategy is to focus on the

underrepresented gender in the recruitment process in all opportunity to be engaged in Akademikliniken's commitment in different employee groups.

Caring for our environment

their everyday work. Caring for our patients

For several years Akademikliniken has put extensive work to improve the industry and push for a stronger regulation within the patient safety area. We're very proud of our contribution where we have been involved in dialogues with politicians, dialogue with colleagues and public health care providers, promoted the regulation in all available media and actively helped patients who have had a bad experiences due to lack of engaging our suppliers to jointly reduce our emissions, and to a regulation. The safety of the patients is now covered in a much better way, when it comes to aesthetic treatments. Patients' health and safety are the highest priority for Akademikliniken, and we are focused on ensuring high quality procedures. We track relevant KPIs across the organization, and ensuring that across all our clinics, we continuously follow and improve our customer experience at all levels. Our customer satisfaction surveys have during 2022 given us insights throughout our customer journey and resulted in actions in 2023 to improve the strongly believe that we can increase our contribution to a experience after surgery.

Caring for our employees

To continuously ensure our employees' commitment and wellbeing, we use the employee-experience measurement tool, Peakon. The third survey was sent out in February 2022 and our 2020. overall score continuous to be in the highest 25% in the Healthcare sector according to the Peakon benchmark is.

Our main CO2 emission impact derives from scope 3 (purchase of goods and services) where Akademikliniken, during 2022 continued to try to foster vendors with low impact on the environment. Even though total share of CO2 emissions from travel and transportations are not significant Akademikliniken has focused on minimize the use of fossil fuels. Our two identified focus areas to reduce our CO2e footprint are: greater extend engage our employees so they can contribute to our decarbonization efforts in their daily processes. An example of the latter includes improvement of our purchase processes with less suppliers and more products centered to one supplier, whit less transportation as a result.

Our commitment and engagement

Together with our employees and other business partners, we sustainable development. We continue to send our Communication on Progress report (CoP) to UN Global Compact and reviews our sustainability policy and Business Code of Conduct yearly. Akademikliniken will continue to work with sustainability in the structured way that we have started in

With kind regards,





Our sustainability related efforts are to improve the awareness and actively work with our initiatives within the organization.

Sustainability metrics

Polaris cross-portfolio KPIs

Climate action



CO2e intensity tons/employee

Scope 1-3 (Totalt tCO2)



Main CO2e emission impact derives from Scope 3 (purchase of goods and services) where Akademikliniken, were possible, always try to foster vendors with low impact on the environment. Even though total share of CO2e emissions from travel and transportations are not significant, Akademikliniken always tries to minimize the use of fossil fuels.

Climate action Management

Scope 1 & 2 Activity-based with national statistics on fuel and energy prices. Scope 3

Combination of spend-based calculations, and activity-based for key categories.

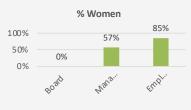
Strategy & targets Definition of targets in progress. Initiatives

Initiatives defind. Most are already initiated. **TCFD**

TCFD aligned analysis not undertaken. Climate related risks and opportunities deemed low.

Gender equality 5 ENDER E

% of women in the company



For each job function and level we have a strong focus on the underrepresented gender in our recruitment process. There is a challenge to retrive a total balance within many functions due to an uneven distribution of educated people in the market.

Gender Equality Management

Tracking Tracking in place on gender across the organization, at different tenures.

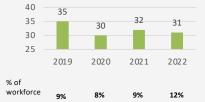
Strategy & targets Always focus on the underrepresented gender in the recruitment process. Targets in numbers are not set.

Initiatives Initiative for 2023 will be to recruit more female surgeons, since the surgeon group stands out with an overweight on males.

Employee turnover







In 2022 we did see a slight increase in total attrition. This is due to organizational changes, and decrease of overhead. In 2023, we will continue to work on our efforts to strengthen Akademikliniken as a great workplace, hereunder focus on talent retention and personal development. We still have many employees who have passed or are near retirement age, which might cause an increase in the coming years.

Gender Equality Management

Tracking Tracking in place on employee-initiated turnover.

Strategy & targets Targets not defined.

Initiatives Initiatives defined to ensure good work environment and employee engagement.



Sustainability metrics

Portfolio company -specific KPIs and initiatives

Medical quality 1: Corrective Surgery



Corrective surgery rate % re-operations within a year

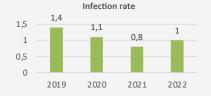


Correction rate is calculated from how many of the surgeries performed in 2019, 2020 resp. 2021, that have resulted in a correction within 365 days. Values for full year 2022 will not be available until 2023 report. The correction rate is not spread evenly over different surgery procedures. The focus is to reduce the correction rate for procedures with higher correction rates.



Infections Share of infections

Medical quality 2: Infections



The infection rate covers all surgical procedures in Akademikliniken Sweden.

The infection rate is not spread evenly over the different surgical procedures.

Waste Management

During 2022 a new regulation came into force in Sweden and new waste handling initiatives have been implemented at the clinicis. The dialog with suppliers to be able to get more differentiated reports for follow up, has continued. Employee Satisfaction



Employee Net Promotor Score (eNPS)



The measurement method has been updated between 2019 and 2020, which limits the possibility of comparing the two figures.

Customer satisfaction

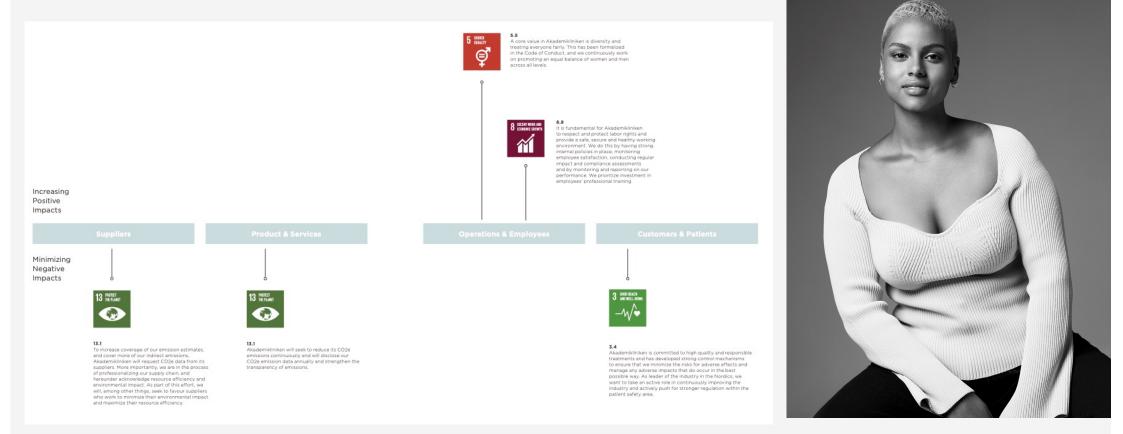
	NPS
2019	73
2020	n/a
2021	74
2022	73

Customer Net Promoter Score (NPS) At Akademikliniken we see high customer/ patientsatisfaction as the final proof of the quality of delivered services and effectiveness of used resources. During 2021, a new system for surveys was implemented and lower values than expected for NPS 6months after surgery was detected, leading to an extended measurement period (12-month) and focus during 2022 to improve the post surgery outcomes



The Sustainable Development Goals

Akademikliniken's contribution to the SDGs



The Sustainable Development Goals

Akademikliniken's contribution to the SDGs

INCREASING POSITIVE IMPACTS

Concrete initiatives in progress



 Follow up on new equality plan to ensure gendersensitive recruitment and retention practices, with a target of gender balance in the field of candidates when hiring

- Define and implement internal targets for gender balance at each level/position within the organization
- Ensure all employees have an equal voice in the workplace, including through adequate grievance mechanisms and employee satisfaction feedback systems and processes, all of which are to address and incorporate elements of gender equality adequantly



 Implement sustainability related elements in Employee Handbook and Employee Code of Conduct, and communicate new sustainability structure to all staff

- Establish grievance mechanism and whistle-blower system for sustainability related issues for employees across organization.
- Expand upon current employee engagement efforts, hereunder including broader topics and strengthen how insights are used and backed up by ensuring procedures for more frequent follow-ups
- Cpntinue with the leadership program with focus on coaching and feedback based on the SCARF-model
- Focus on surgeon training program to share knowledge and educate, as an investment in both the surgeon and Akademikliniken

Status on initiative

• The equality plan is implemented and focus will be activities to hire future female surgeons.

- Gathering of gender diversity within our specific professions has been hard due to lack of national records. Among plastic surgeons there is approx.
 20/80% split between female/ male. Especially among injection nurses it is difficult to gather the information but very few male injection nurses are busy in the market.
- Ensure all employees have an equal voice in the workplace, including through adequate grievance mechanisms and employee satisfaction feedback systems and processes, all of which are to address and incorporate elements of gender equality adequantly
- Update of Employee Handbook has not yet been initiated.
- In accordance with new EU directives this will be inplace for employees as well as for external stakeholders during end of 2023.
- The expanded employee satisfaction survey has been performed once in 2022. The focus areas which are; competence development and job satisfaction. These focus areas have been addressed during employee meetings, management online presentations and dedicated competence development days for all work groups.
- The leadership program has been expanded with 5 modules during 2022 and new recrutied leaders have been involved.
- New recruited surgeons have continued to been introduced to AK procedures and surgeon techniques in our developed mentor program. Physical surgeon meetings have also been performed.

