

### **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 well-being 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 responsibly, supporting core principles for social, environmental, Our primary environmental impact stems from Scope 3 and economic sustainability as defined by UN/OECD and striving emissions, particularly the purchase of goods and services. In to continuously improve our performance. With our three focus 2024, we continued our efforts to collaborate with areas: caring for our patients, caring for our employees and caring for our environment we give over employees the opportunity to be engaged in Akademikliniken's commitment in to reduce fossil fuel use. their everyday work.

### Caring for our patients

Akademikliniken has long been dedicated to improving patient safety and advocating for stronger regulations in the field of aesthetic treatments. We actively participate in discussions with **Our commitment and engagement** policymakers, industry peers, and public healthcare providers to Together with our employees and business partners, we are drive progress. By raising awareness through media and supporting individuals negatively affected by insufficient regulation, we have helped shape a safer environment for the ongoing debate regarding who is authorized to perform injection treatments and has continuously updated our procedures to ensure full legal compliance and remain best-inclass.

Ensuring patient health and safety remains our top priority, and we are committed to delivering high-quality procedures. We monitor key performance indicators (KPIs) across the organization and continuously strive to enhance the patient experience at all levels of care.

### Caring for our employees

To foster employee engagement and well-being, we regularly measure employee experience using the Peakon platform. As of November 2024, our survey results continue to rank in the top 25% within the healthcare sector, according to Peakon benchmarks. We have observed stables scores since 2021, which we attribute to a healthy and open work environment. Our gender equality strategy focuses on improving representation of underrepresented genders in recruitment across all employee groups. In 2023, we introduced a whistleblower system to ensure employees have a secure and anonymous channel for raising concerns. As of 2024 there are no reports.

### Caring for our environment

environmentally conscious suppliers. While emissions from travel and transportation remain relatively low, we are actively working

Our two main environmental focus areas are:

- Partnering with suppliers to jointly reduce CO<sub>2</sub> emissions
- Engaging employees to integrate climate-conscious practices into daily operations

committed to contributing to sustainable development. We continue to submit our annual Communication on Progress (CoP) to the UN Global Compact and review our sustainability policy patients. Throughout 2024, Akademikliniken has closely followed and Business Code of Conduct each year. Since 2020, we have maintained a structured and proactive approach to sustainability. which we are determined to further strengthen moving forward.





## Sustainability metrics

### Polaris cross-portfolio KPIs

### Climate action



### CO2e intensity tons/employee



\* Not recalculated (still 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.

 Values from 2022, 2023 are recalculated with the emission factors of 2024.

### 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 defined. Most are already initiated.

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

### Gender equality



### % of women in the company

### % Women



For each job function and level we have a strong focus on the underrepresented gender in our recruitment process.

There is a challenge to retrieve 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 2025 is still to recruit more female surgeons, since the surgeon group stands out with an overweight on males.

### Employee turnover



## Employee-initiated turnover (Total attrition)

### 

In 2023 we did see an increase in total attrition. This is again due to organizational changes, decrease of overhead and retirement as stated earlier. In 2024, the number has once again decreased as a result of former years efforts to strengthen Akademikliniken as a great workplace, hereunder focus on talent retention and personal development.

### **Employee turnover Management**

### Tracking

Tracking in place on employee-initiated turnover.

### Strategy & targets

Targets not defined.

### Initiative

Initiatives defined to ensure good work environment and employee engagement.



## Sustainability metrics

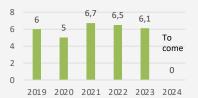
### Portfolio company -specific KPIs and initiatives

Medical quality 1: Corrective Surgery



## Corrective surgery rate % re-operations within a year

### Corr %



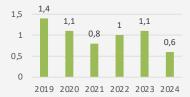
Correction rate is calculated from how many of the surgeries performed in 2019, 2020 resp. 2021, that have resulted in a correction within 365 days. Values for full year 2024 will not be available until 2025 report. The correction rate is not spread evenly over different surgery procedures. The focus is to reduce the correction rate for procedures with higher correction rates.

Medical quality 2: Infections



## Infections Share of infections

### Infection rate



The infection rate covers all surgical procedures in Akademikliniken Sweden.

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

The lower infection rate in 2024 are most probably due to system failure in registration.

### Waste Management

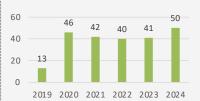
During 2022 a new regulation came into force in Sweden and new waste handling initiatives have been implemented at the clinicis. The dialog with suppliers to be able to get more differentiated reports for follow up, has continued, but are still not complete.

### **Employee Satisfaction**



## Employee Net Promotor Score (eNPS)

### **eNPS**



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

### Customer satisfaction

	NP
2019	73
2020	n/a
2021	74
2022	73
2023	78
2024	80

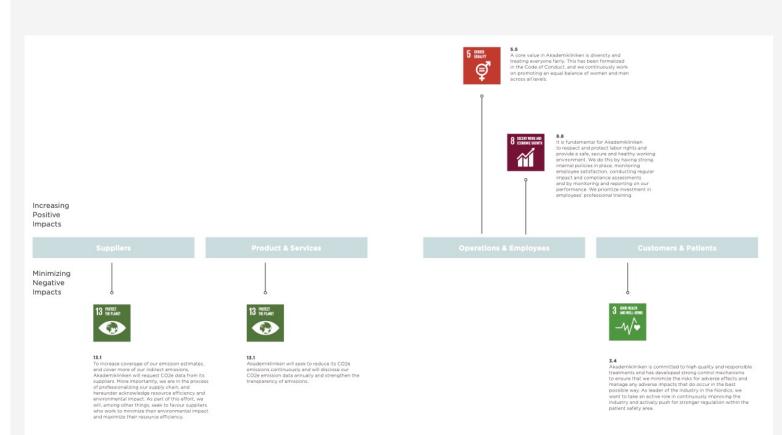
### **Customer Net Promoter Score (NPS)**

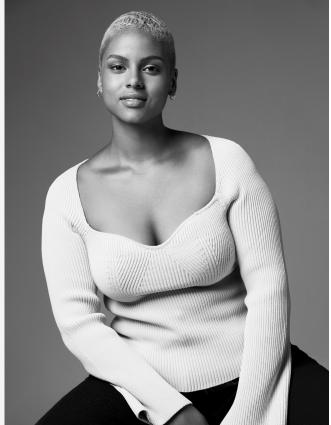
At Akademikliniken we see high customer/ patientsatisfaction as the final proof of the quality of delivered services and effectiveness of used resources. During 2021, a new system for surveys was implemented and lower values than expected for NPS 6-months after surgery was detected, leading to an extended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



# 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 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
- Continue 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

- A new female surgeon has been recruited in Denmark.
- 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.
- Employee satisfaction survey has been performed with an overall high eNPS. Local actions has been pplaned and performed.
- The new employee handbook has been put on hold during 2024, due to lack of resources
- No reports during 2024 in the 2023 implemented Whistleblower system.
- The expanded employee satisfaction survey has been performed once in 2024. 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.
- Individual coaching for new leaders has been performed.
- New recruited surgeons have continued to be introduced to AK procedures and surgeon techniques in our developed mentor program. Physical surgeon meetings have also been performed.

