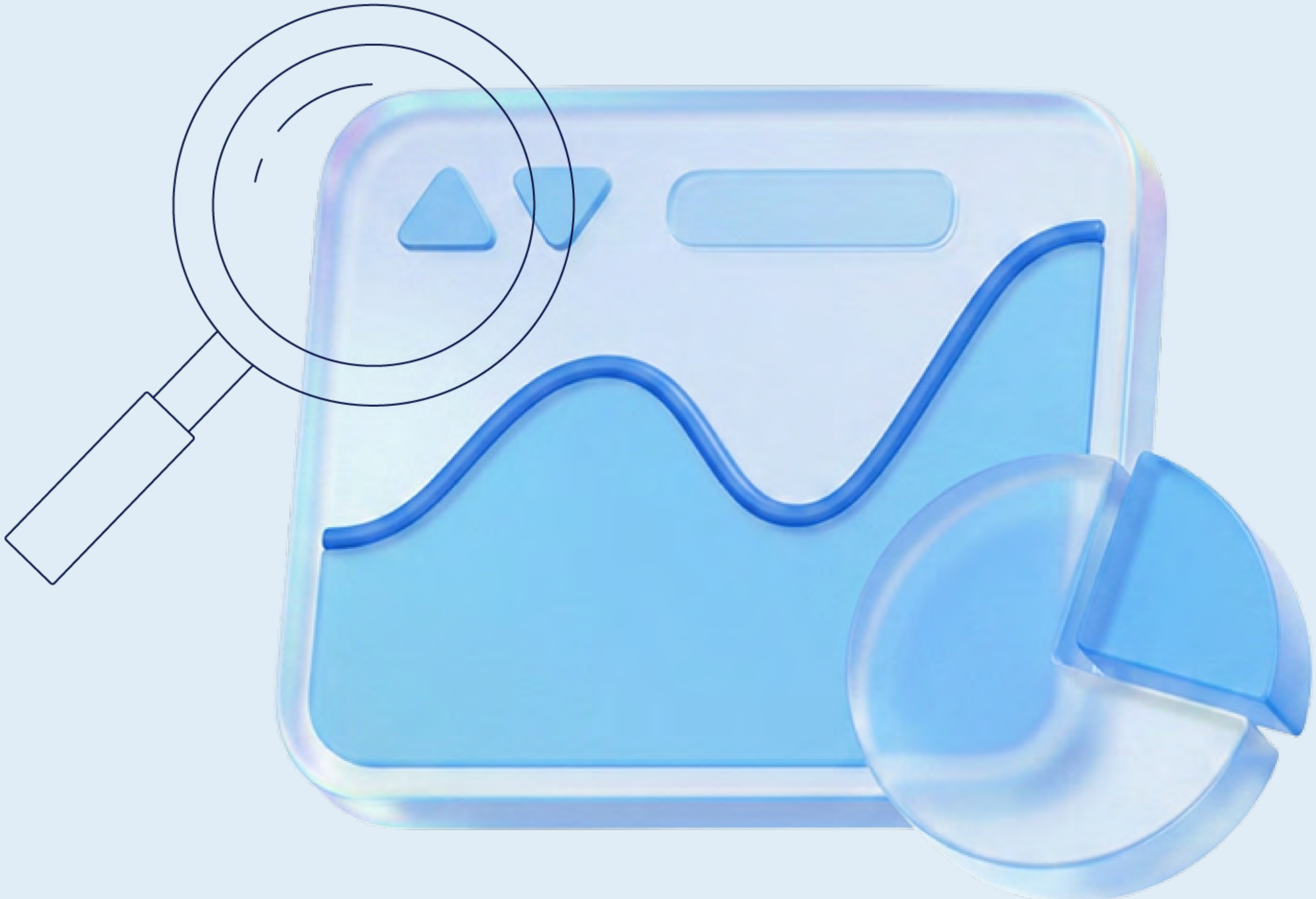
About this report



2025

About this report

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

Geographic scope

This report covers the performance of Sanitas, namely the activities of the Sanitas companies operating in Spain and Portugal.* Sanitas comprises the following companies:

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

Reporting period

GRI 2-3

2025

Activities

GRI 2-6

Insurance, Hospital and Medical Care, Dental Services, Older Adult Care, Health Services and Fundación Sanitas.

Periodicidad de la emisión de este Informe

GRI 2-3

Annual.

Fecha del Informe de RSC más reciente

GRI 2-3

2024

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

**In addition, the "We are Bupa" section (We are Sanitas / What we do / We are Bupa) includes data relating to the geographical areas that make up the Bupa Europe and Latin America business unit.*

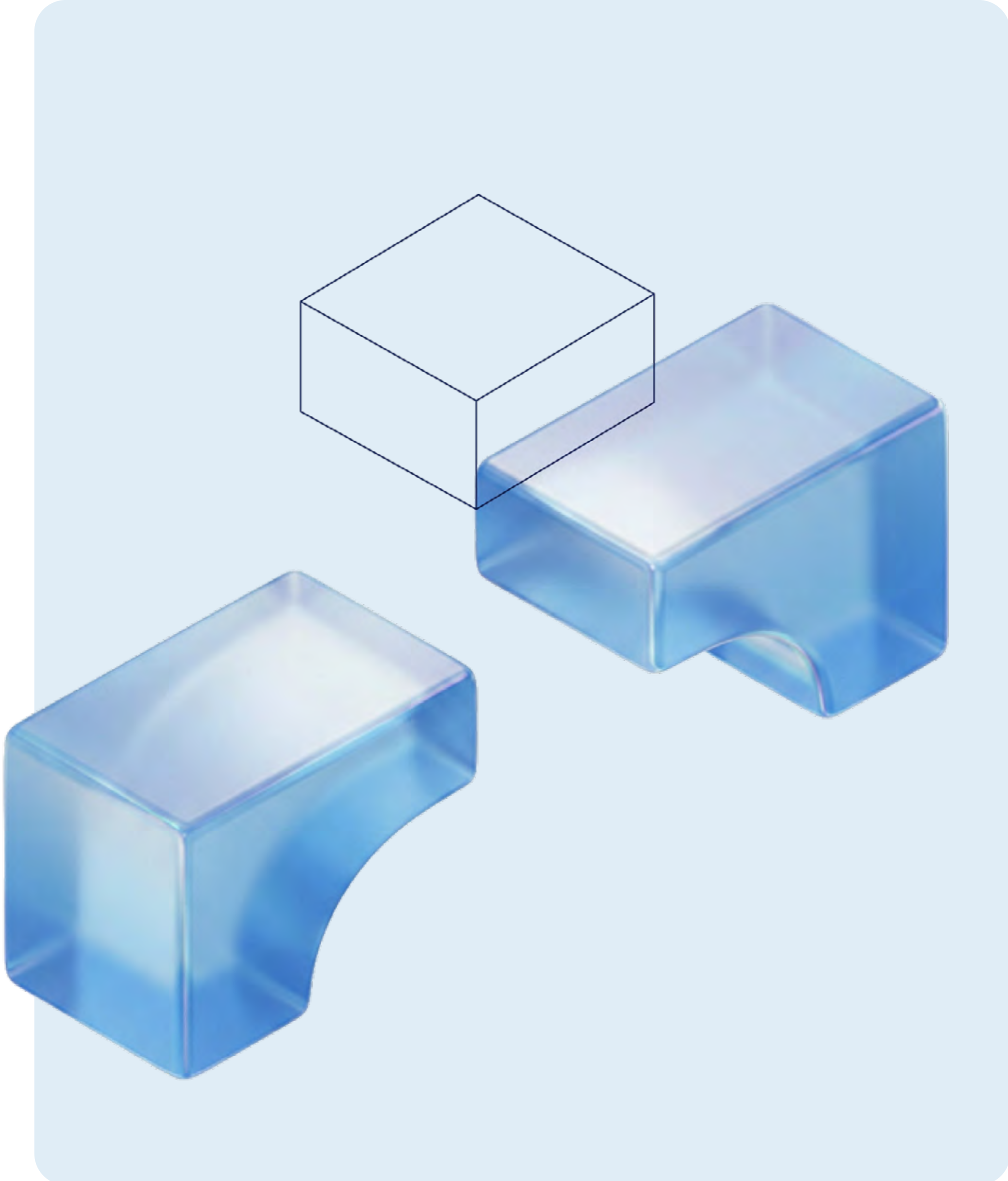
Creating value for our stakeholders

GRI 2-24; 2-29

We aim to create shared value with our stakeholders. To continue improving year after year and adapt our response to their needs, it is essential to listen to them and maintain open, effective and direct communication. To this end, we use several channels to understand their concerns and identify ways to ensure their maximum satisfaction.

Customers

- **Sanitas Customer Lab:** A virtual community of customers and employees that helps us improve the customer experience and co-design new products.
- **Escucha activa App:** This mobile app enables us to understand what our customers think and propose solutions for improvement.
- **Net Promoter Score:** The use of the NPS metric, enhanced through AI-driven capabilities, enables us to analyse customer feedback, better understand their needs and introduce improvements to our healthcare services.
- **Commercial Offices**: These offices enable our customers to talk to us directly and in person.
- **Website:** Through seguros.sanitas.es, we maintain a direct chat service with our users, enabling us to respond quickly to any questions they may have. Customers can also contact us via a freephone number.
- **Customer Relations Centre:** Our in-house teams record and manage enquiries and feedback received from customers via telephone, the app, website, email, social media and chat channels.
- **Health Promotion Service:** We provide personalised health services through a range of digital care channels, including video consultations, telephone support and chat. The service also includes 24-hour medical assistance and Sanitas Responde.



Employees

- **Internal communication channels:** Our app, Workvivo and intranet help foster stronger connections and enable more agile process management.
- Twice a year, we conduct the **People Pulse survey** to gather feedback from employees across the company.
- Our external **whistleblowing channel** provides a secure and anonymous mechanism to report any breach of our Code of Conduct. Employee representatives, with whom we maintain an ongoing dialogue, and middle management, who provide valuable insight due to their close day-to-day interaction with employees, are also important sources of feedback.

Suppliers

- **Supplier Portal**: We use this portal to communicate with our suppliers and to assess legal, operational, environmental, corporate social responsibility, human rights and good governance risks.
- **HCP Portal**: This new digital channel enhances communication and provides technological and management support to our healthcare professionals.

Civil society organisations

- **Annual Report**: To ensure maximum transparency and help stakeholders understand our organisation, we publish this report every year to disclose our economic, social, environmental and governance performance. We use the GRI Standards and the United Nations Global Compact Communication on Progress (CoP) as reporting frameworks.

Other social agents

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

Principles underpinning this report

GRI 3-1; 3-2

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

Material topics

GRI 3-1; 3-2

In addition to using the GRI Standards as the basis for its Annual Report and Sustainability Report, Sanitas is aligned with the requirements of the Corporate Sustainability Reporting Directive (CSRD). In this context, in 2024 Sanitas conducted a double materiality assessment in accordance with the European Sustainability Reporting Standards (ESRS).

The material topics identified through this assessment are presented below:

- Cybersecurity
- Relations with healthcare professionals
- ESG criteria in the supply chain
- Technological innovation
- Climate change
- Solvency and financial efficiency
- Customer relations

- Healthy and inclusive communities
- Fair workplaces
- Corporate governance structures
- Social products
- Business ethics and human rights
- Physical and mental wellbeing of employees
- Professional development of employees

Principles underpinning this report

GRI 3-1

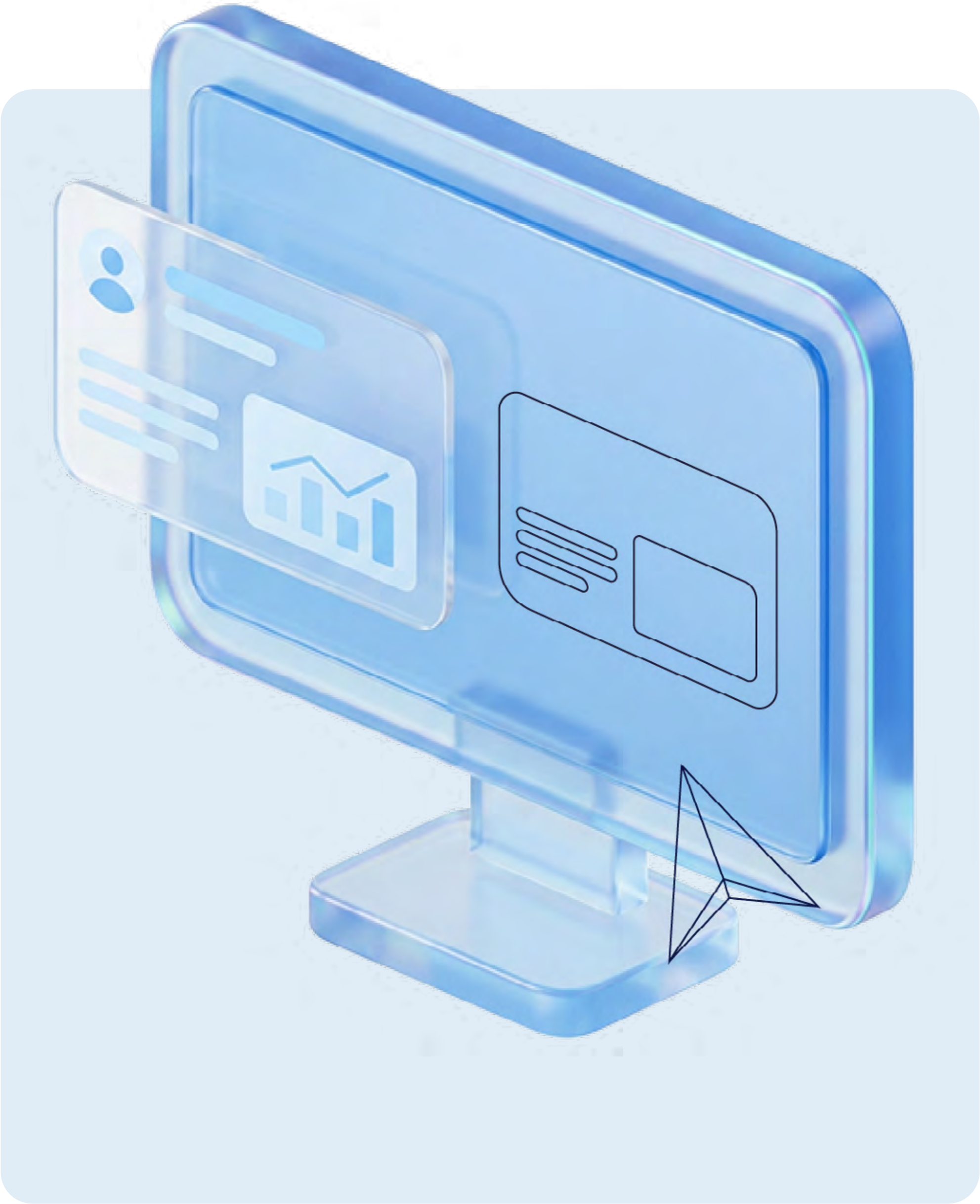
In 2024, Sanitas conducted a rigorous double materiality assessment, in accordance with the requirements established by the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS). The process began with the identification of relevant topics through an analysis of trends in the healthcare and insurance sectors, as well as through structured dialogue with key stakeholders—including customers, employees, suppliers, regulators and other key stakeholders—to understand their expectations regarding environmental, social and governance (ESG) issues.

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

Identification

GRI 3-1

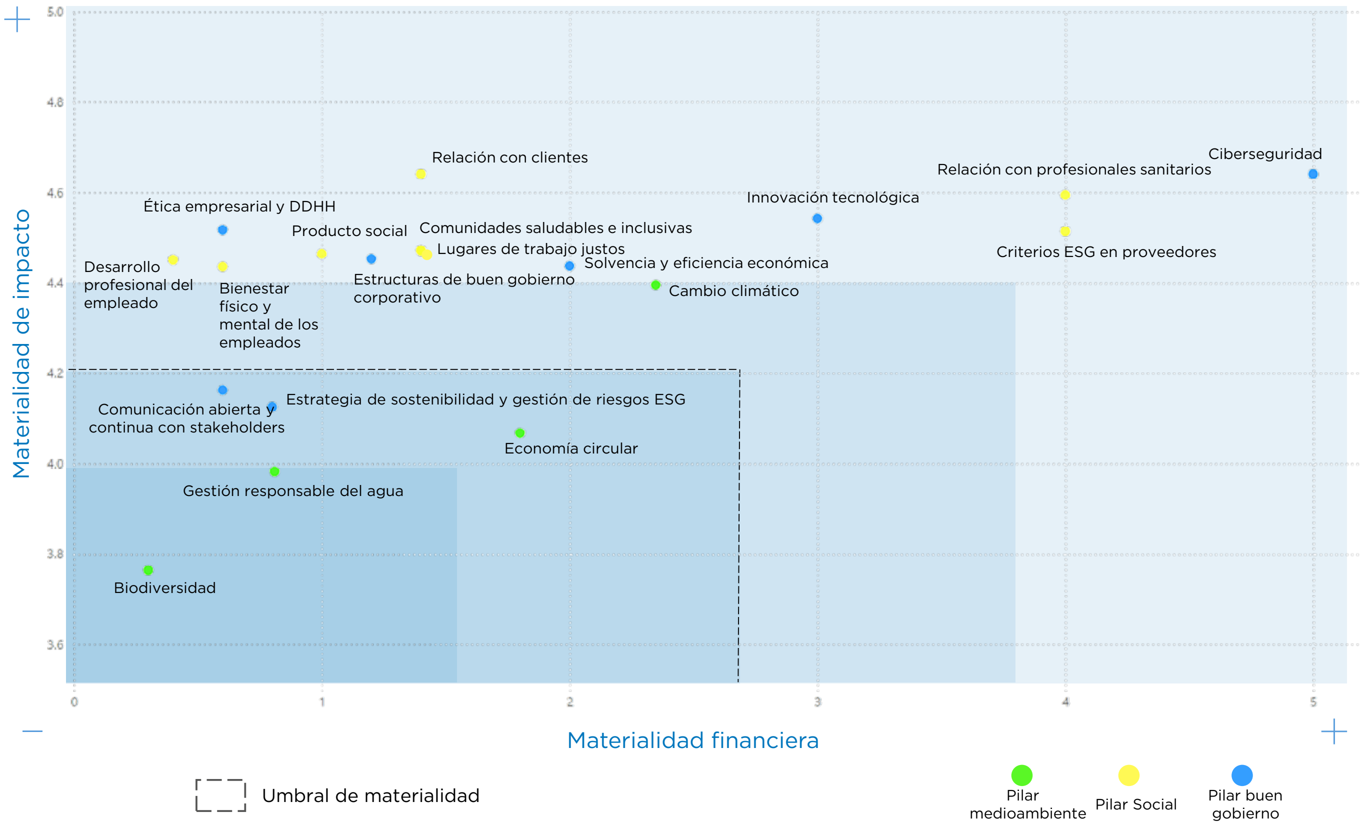
During the identification phase of the material topics, Sanitas carried out a comprehensive analysis that included a review of key trends in the healthcare and insurance sectors, an assessment of the sustainability practices of comparable companies, and an internal review of its corporate strategy and business objectives. This approach helped ensure alignment between the company's strategic vision and stakeholder expectations. As a result, a total of 14 material topics were identified and organised around the three dimensions of the ESG framework (environmental, social and governance). These topics reflect both the significant impacts of Sanitas' activities and the key factors that may influence its financial performance in the medium and long term.



Prioritisation and analysis

GRI 3-1

This is the most important phase of the project. The various material topics considered are subject to internal consultation, ensuring the involvement of the company's senior management, and above all to external consultation, in order to gain a deep understanding of how these issues are perceived by our stakeholders. By combining these insights and grouping the 14 material topics according to their relevance to financial materiality and impact materiality, the double materiality matrix was developed. This matrix, in turn, enables the company to identify different levels of priority and manage each topic more effectively and efficiently. The 2024 materiality assessment was conducted in line with the requirements of Delegated Regulation (EU) 2023/2772 and the recommendations of the European Financial Reporting Advisory Group (EFRAG). This involved consulting internal and external stakeholders on the sustainability issues they considered to be the most relevant for Sanitas, as well as an evaluation by Sanitas' senior leadership and C-Suite of the impacts, risks and opportunities associated with these sustainability topics.



Validation

GRI 2-14

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

Review

Following the publication of this Annual Report, a content review process will be carried out for future editions, involving stakeholders and Sanitas management, to ensure that future reports are aligned with international best practices in corporate reporting.

Stakeholder engagement

GRI 2-29

Stakeholder engagement was carried out through interviews and surveys.

Internal stakeholders (Management Committee members and senior executives) assessed the identified sustainability issues in two separate phases: through interviews and through online questionnaires designed to capture senior management's assessment of each ESG topic.

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

Respondents were asked to rate the importance they attributed to Sanitas' activities in relation to each of the identified sustainability issues. The responses were then weighted: The responses were then weighted. Internal stakeholders (C-Suite, senior managers and Sanitas employees) accounted for 40% of the weighting, while external stakeholders accounted for 60%.

Sustainability context

GRI 2-14

Sanitas views sustainability as a strategic pillar that enables the company to anticipate future challenges and respond to the concerns of all its stakeholders. The company's purpose is helping people live longer, healthier, happier lives and making a better world.

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

In addition to conducting a double materiality assessment, Sanitas has aligned its reporting with the requirements of the CSRD and the European Sustainability Reporting Standards (ESRS), positioning its report in line with the highest standards of sustainability and corporate disclosure.

Completeness

The coverage of material aspects and indicators, and the definition of the report's scope, should be sufficient to reflect significant social, environmental and governance impacts and to enable stakeholders to assess the reporting organisation's performance during the reporting period. The content outline is defined with the participation of the heads of the main areas.

Contact

GRI 2-3

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

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