

# 2023 Sustainability Highlights

Key highlights in our strategic focus areas for sustainability



## Enhancing quality of care and access to healthcare



- In about **4,000** dialysis clinics we provide care for over **332,000** patients.
- Patient satisfaction is measured by an excellent patient **Net Promoter Score of 72**, and **78%** of our patients would highly recommend our services.
- **42%** more patients were referred to kidney transplantation clinics through our new **Referral Ready IT platform** in the U.S.
- In more than **170** published scientific research documents we shared our insights.

## Building the best team to serve patients



- The share of women in the top two management levels below the Management Board increased to **34%**.
- Our employees received over **38 hours** of training on average.
- We trained around **95%** of our employees on our Code of Ethics and Business Conduct and **97%** on data protection.
- More than **50%** of our internal audits included topics related to respecting human rights.
- More than **1,600** employees were supported with nearly **€1.7 million** in grants through our FME CARES Fund.

## Reducing our environmental footprint



- Our Scope 1 and 2 CO<sub>2</sub> emissions **decreased by 16% from a 2020** baseline.
- We submitted our commitment letter to the Science Based Targets initiative and have officially committed to the initiative's goals.
- We **reduced our water withdrawal by 4%** compared with 2022.
- **100 environmental projects** were implemented at our production sites to save water and energy, prevent emissions, and recycle or reuse waste.