



LIFE FROM INSIDE

CARING FOR SCIENCE AND PEOPLE

2020 SUSTAINABILITY REPORT
EXECUTIVE SUMMARY

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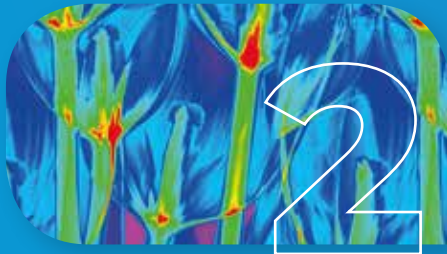
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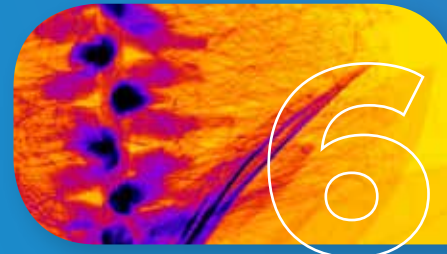
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RESPONSIBLE SUPPLY CHAIN MANAGEMENT

Generating a positive impact throughout the value chain

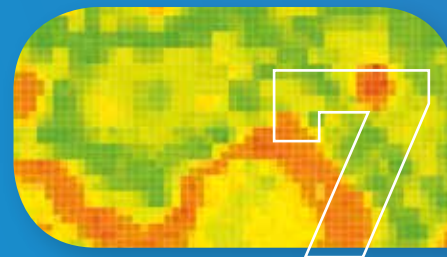
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Message to stakeholders

Nowadays, sustainability is not just a "choice": it is a crucial and necessary way of existing. The "sustainable native" generation knows this well, as their attention to the environment is a common practice and unwavering belief. This is also a strong belief of the UN, which has set up the Agenda of Sustainable Developments Goals (SDGs), and the European Union which, with the intention of carrying out an energy transition focusing on decarbonisation, has drawn up the Clean Energy Package to set a series of targets to be achieved by 2030. This is also understood by entrepreneurs like us, who have chosen a company strategy that brings together innovation and responsibility, in the knowledge that the future of business is linked to sustainable long-term growth. Bracco's research, where we invest around 11% of our turnover, is cutting-edge not only in all methods of diagnostic imaging, but also through solutions that guarantee continuous improvement of production processes. We are continuing to significantly invest in this, even in difficult times dominated by the pandemic.

In line with this entrepreneurial vision, which is part of Bracco's DNA, we have always managed resources and relations with all stakeholders ethically, responsibly and in a manner oriented towards generating positive economic and social impacts throughout the value chain. This daily commitment is based on criteria of participation, information and prevention, to combine economic growth and protection of the territory, safety and business choices.

Our activities to improve environmental, energy and social performance are all focused on fulfilling the directives of the European Green Deal, by defining targets that follow or anticipate the EU's indications. For years we have been involved in energy efficiency activities, innovative treatment of

industrial waste, and careful management of water resources. And Bracco has always mitigated the effects of its production activities on biodiversity and ecosystems. In the phases of designing and building new plants and departments, we have systematically decided to never consume *greenfield land*, recovering and cleaning up decommissioned industrial areas.

We apply the same care also to our supply chain. In relations with our supply chain, Bracco carries out responsible procurement, prioritising suppliers with a better Ethical and Environmental Footprint and greater focus on the circular economy.

However, sustainability is not just the environment. In this Report, we also illustrate our people management strategy to incentivise training (with a specific focus on digital training), motivation and correct management of people, ensuring access to the same opportunities for everyone on the basis of meritocracy. This vision promotes professional growth *well-being* and an authentic culture of *women's empowerment*.

In this regard, in 2020 we fine-tuned an important diversity and inclusion policy, which is now being adopted by the entire Group throughout the world. Our commitment aims to always supporting a work environment free from any type of discrimination, whether direct or indirect, from any type of violence or harassment based on personal, political or cultural diversity, also engaging in an effective fight against gender stereotypes.



Diana Bracco,
Chairwoman and CEO
of the Bracco Group



Fulvio Renoldi Bracco,
Vice Chairman and CEO
of Bracco Imaging Spa

ABOUT US

Sustainability which creates value

We are a multinational company active in the **Life Sciences** sector, a world leader in imaging diagnostics.

Every day we seek and perfect increasingly advanced and sustainable techniques and solutions to open **new paths in diagnostic imaging**.

Because we are in business for **people**: we want to offer **excellence** and **safety** to **patients** around the world through increasingly advanced diagnostic tools and techniques and by developing **healthcare services** that we offer with the **Italian Diagnostic Centre (CDI)**.

So that the path of **science** and **prevention** does not stop, but continues to look ahead.





3,587
people



1.44
billion euros
consolidated
turnover



Our Purpose

To improve people's lives by
shaping the future of prevention
and precision imaging



Our Mission

Taking pride in our commitment
to patients, history of
innovation, team talent and
sustainable approach

Our presence in the world



Markets in

+100

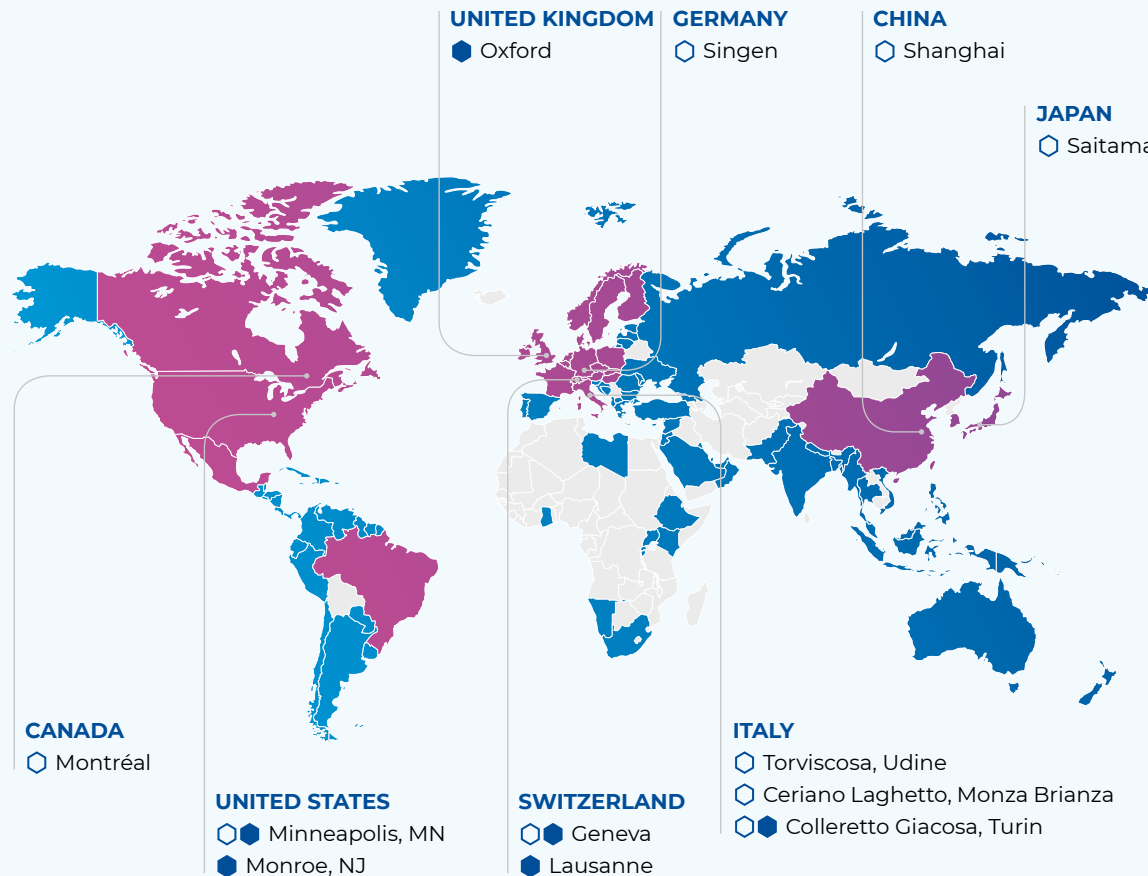
Nations

24

Offices
Worldwide

9

Production
plants



Total sales

1.44 billion euros
(+5.5% vs. 2019)

North America

49%

701 million euros

Europe

33%

477 million euros

Rest of the World

18%

263 million euros

MAP KEY

● Commercial presence

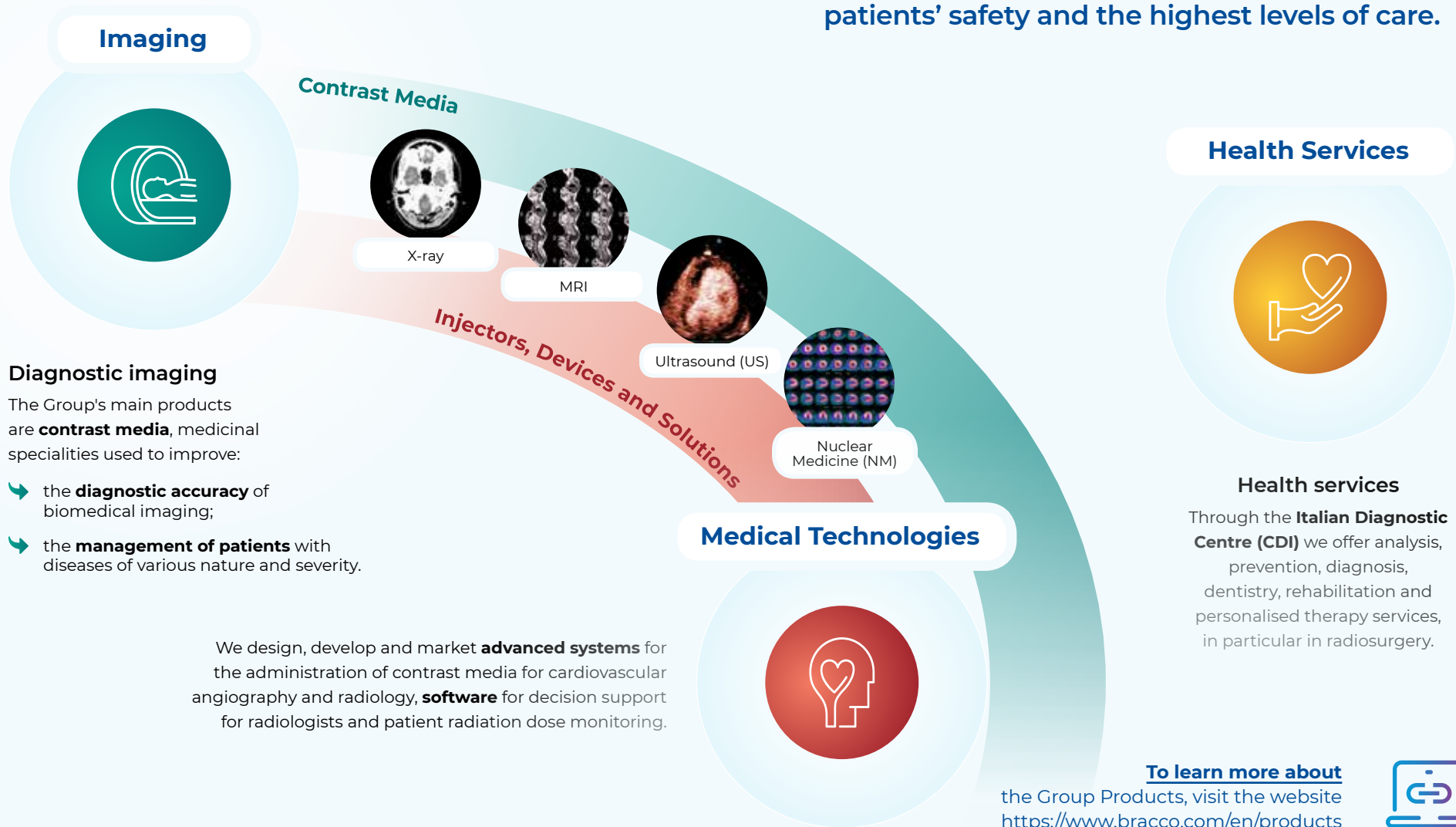
● Bracco presence

○ Production plants

● Research and development centres

Business areas, products and services

We oversee the relevant markets with Business Units specialising in different areas of Life Sciences: Imaging, Medical Technologies and Health Services. In every sector, the commitment of our people is to guarantee patients' safety and the highest levels of care.



Targets



Business

1.44
billion euros
revenue

Zero
interruptions

in normal business activities
during the health emergency



People

3,587
employees

+330
new hires

47%
women
among employees

~30%
of new hires
in 2020 are less than 30 years old

+97,000
training hours
for employees

70%
of training hours
provided online

**Diversity &
Inclusion**
Policy
Formalization

100%
of workers

at the production sites and research
centres are covered by a Health
and Safety Management System

9
global online events
during the period of the pandemic



Research and innovation

290

new patents

in 2020

~10%

of revenue for diagnostic imaging

is invested in research



Environment

+311%

electricity acquired comes from renewable sources

with Certificates of Origin (vs 2019)

13%

reduction in the production of waste

compared to 2019



Transparency and ethics

Whistleblowing

Policy Update

1,200 employees*

have received training on

the 231 Model and Code of Ethics

1,548 employees*

have received training on the

Global Anti-corruption Program

* Biennium 2019-2020, given globally

We work to improve people's lives

Aware of the value and impact we can generate for our stakeholders, we intend to be the driver of sustainable change for the entire value chain.

How we work:
daily commitments for global targets

PURPOSE



LIFE FROM INSIDE

MISSION

We are attentive to listening and dialogue for transparent reporting and a commitment to all our **stakeholders**.



Patients



Employees



Healthcare operators



Regulatory, governmental and institutional bodies



Local communities



NGOs and social promotion associations



Suppliers



Business partners



Universities and research centres

Our stakeholders

Our commitments



Responsibility towards people

- Management of human resources and industrial relations
- Worker health and safety
- Diversity and equal opportunity
- Welfare and well-being
- Attraction of talent and resource development



Responsibility towards patients

- Product and service quality
- Patient health and safety
- Research and development and intellectual property



Environmental responsibility

- Energy savings and emissions reduction
- Water resource management
- Waste and effluent management
- Consumption of raw materials
- Environmental protection and safety
- Sustainable packaging



Social responsibility

- Involvement of communities and local areas
- Promotion of the culture of health



Business Ethics

- Transparency and responsible business
- Responsible supply chain management
- Data protection
- Digital innovation
- Bioethics and transparency in clinical trials



FOCUS ON PEOPLE

Well-being, care and growth

We value people's lives: our associates, healthcare operators, patients, and those living in the areas in which we operate.

We guarantee an inclusive work environment that is attentive to well-being, where people can give their all to grow and develop always-improving and safer high-quality products and services. We feel we are part of a community, and our commitment is to contribute to its growth.



SDGs and Material topics

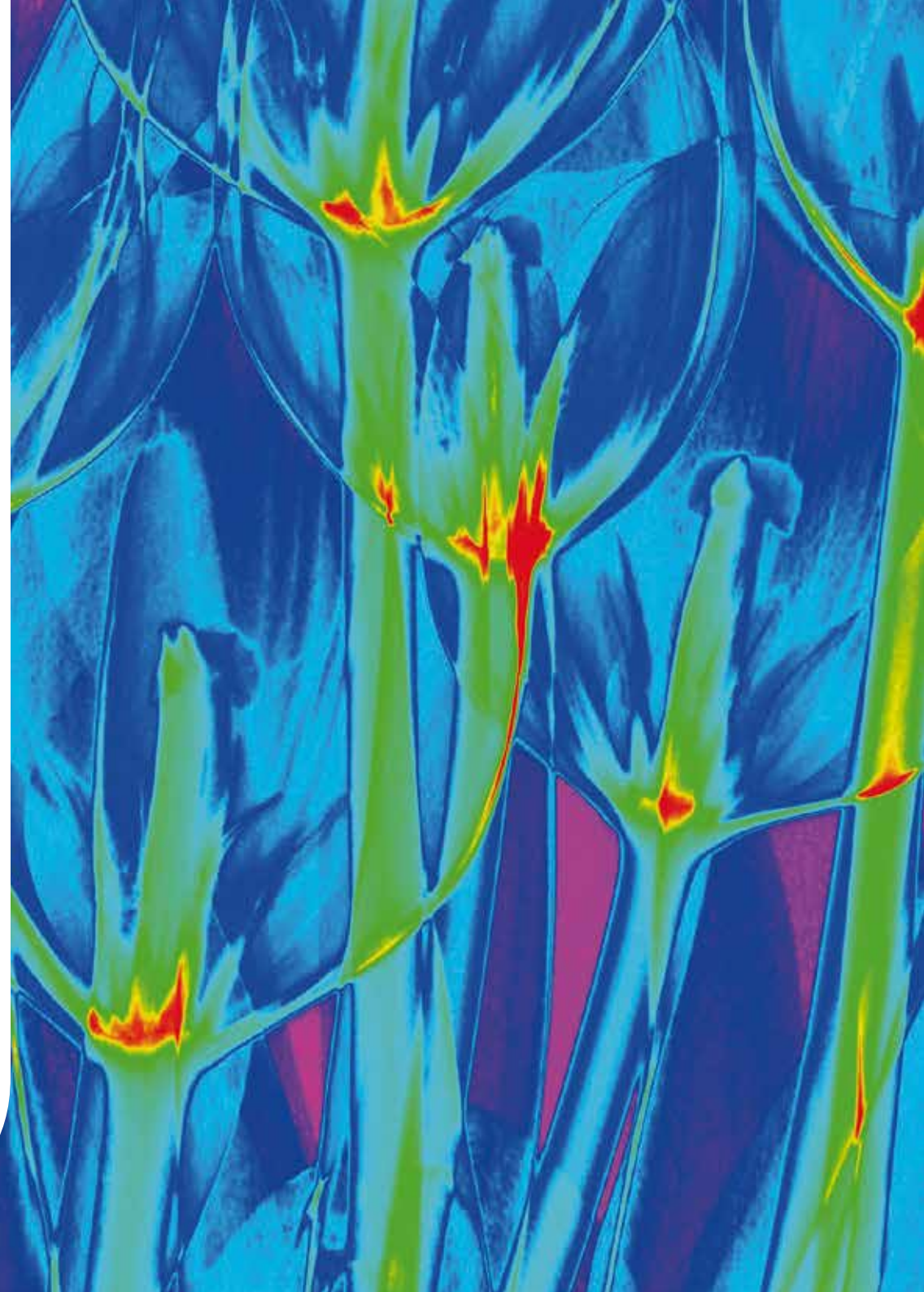


Responsibility towards people

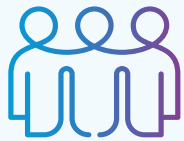


Responsibility towards patients

Social responsibility



Our impact*



335

hires

in 2020

+97,000

training hours

provided, of which more than 70% online

3,587

employees

27%

of new hires

are under 30

48%

of employees

received a periodic performance assessment



47%

of staff

consists of women

26%

of women

hold *executive* positions

4,500 participants

in the Bracco Cares project initiatives



Top Employer 2020

confirming our culture **focusing on people** and our continuous attention to their satisfaction and well-being



100%

of employees and external workers

at the production sites and research centres are covered by a Health and Safety Management System

BEYOND COVID-19



BRACCO CARES: ASSISTING CUSTOMERS AND HEALTHCARE OPERATORS

The COVID-19 pandemic had a historical impact on healthcare systems and healthcare operators throughout the globe.

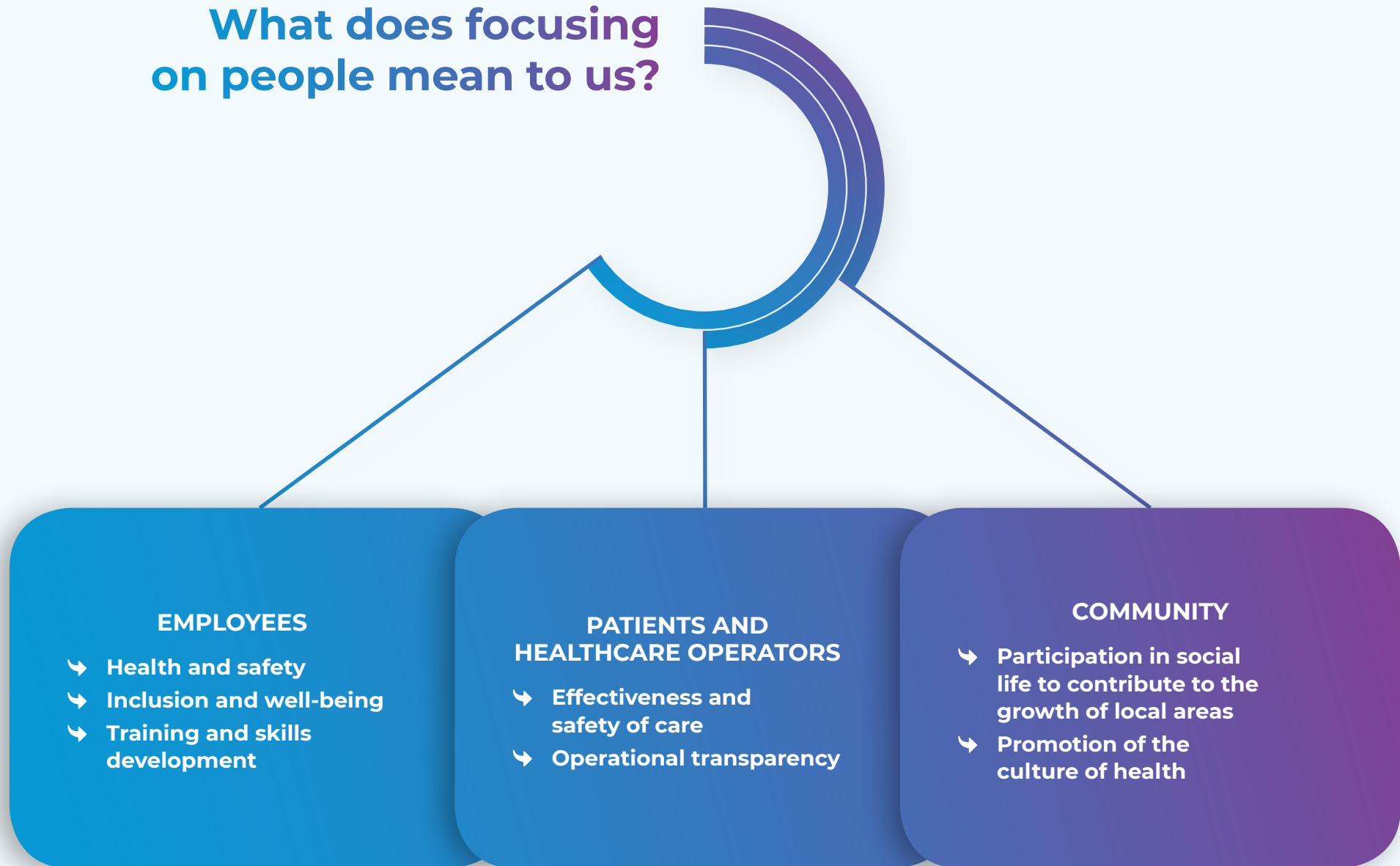
With our project **BRACCO CARES**, we aimed to meet the needs expressed by customers and healthcare professionals in the difficult context of an unprecedented global challenge.

Financed through an unconditional grant from Bracco for educational purposes, from April to July 2020, BRACCO CARES provided a series of webinars and videos conducted by Key Opinion Leaders in the sector, to illustrate useful processes and strategies for managing the crisis. International in scope, the project involved a user base of over 4,500 participants from more than 80 countries.

By sharing simple, reliable information, we offered patients and healthcare operators easy, immediate support.

* Figures as at 31.12.2020

What does focusing on people mean to us?



INCLUSION AND QUALITY OF LIFE: OUR TARGETS FOR 2025

We are committed to building an increasingly sustainable business for the environment and for people. We continue our efforts to make our work environment more inclusive, because people's well-being is the foundation of our way of doing business.

To promote diversity and improve work-life balance, we have set specific targets for 2025.

Diversity

Ensuring the effective participation of **women in leadership** at all **business decision-making** levels through:

- ↪ adopting **policies** and guidelines to boost opportunities for women to hold key positions;
- ↪ strengthening **learning** and **education** initiatives on leadership and management for women;
- ↪ including the target in the objective-based **incentive system** of the HR function (**MBO**) and annual monitoring.

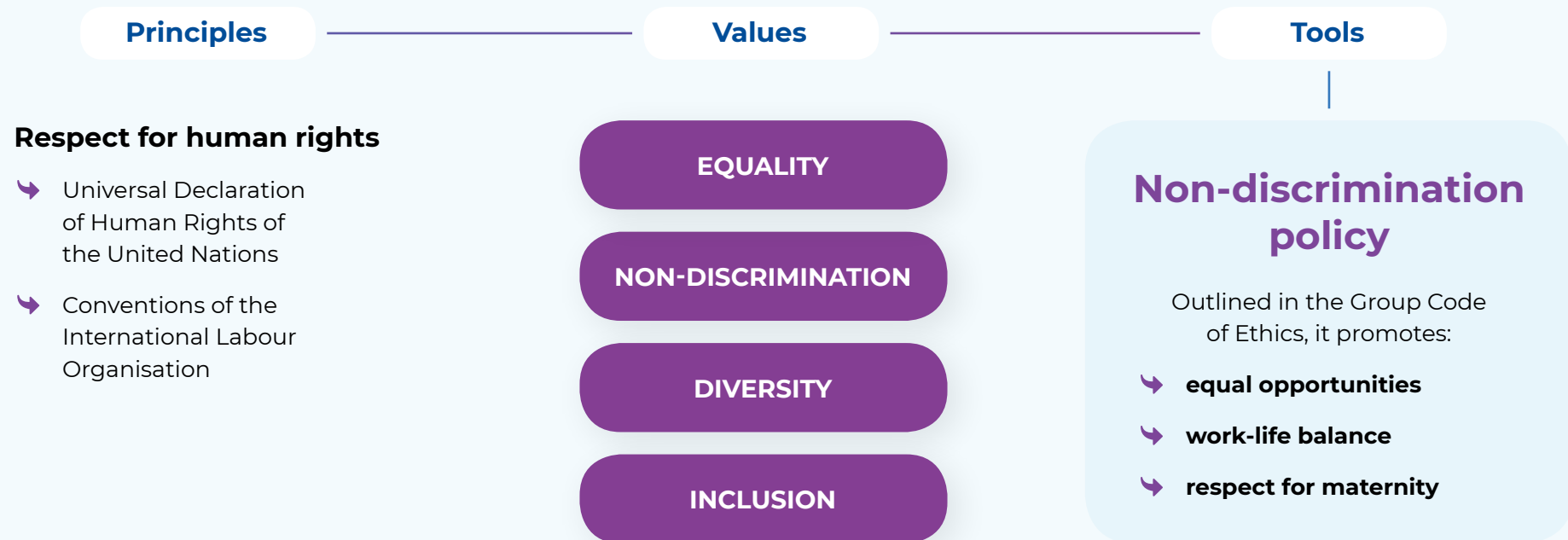
35% target percentage of women
in managerial positions (Directors & Executives) at Group level

Work-life balance

Updating and **expanding company Welfare** with new *flexible benefits* and **new services** to foreign companies.

NEW DIVERSITY & INCLUSION POLICY: TO GUARANTEE OPPORTUNITIES FOR GROWTH TO EVERYONE

We cultivate a **company culture free from discrimination, against all gender stereotypes** and founded on **fairness, safety, meritocracy and respect for human rights**. These principles are the foundation of our way of **doing business**.



¹ According to the report "The 2020 labour market. An integrated reading," published in early 2021 by ISTAT in collaboration with the Ministry of Labour and Social Policies, INPS, INAIL and ANPAL, the crisis induced by the health emergency more severely affected young people under 35, for whom there was a higher unemployment rate than that of the previous year.



In 2020, following the impact of the pandemic on women, *women's empowerment* became a particularly important issue.

NEW DIVERSITY & INCLUSION POLICY

Effective from the first quarter of 2021 at *Corporate* level.

Positive impact

Formalisation of the Group's role in supporting and promoting equal opportunities, a responsibility that has always been experienced and demonstrated over the years

Identification of a clear path towards the inclusion of diversity, gender, generations, cultures, disabilities that become Group wealth and heritage

Employer branding with activities and projects supporting people

Work conduct without penalising private life

Continuous research of young female talents in relation to STEM (*Science, Technology, Engineering and Mathematics*), against the trends of increasing youth unemployment in Italy¹.

If you are interested in these issues, find out more on: <https://www.braccoforasustainablefuture.com/en>
or see the complete version of the Sustainability Report 2020

[Learn more](#)



Patient safety: the basis of our commitment

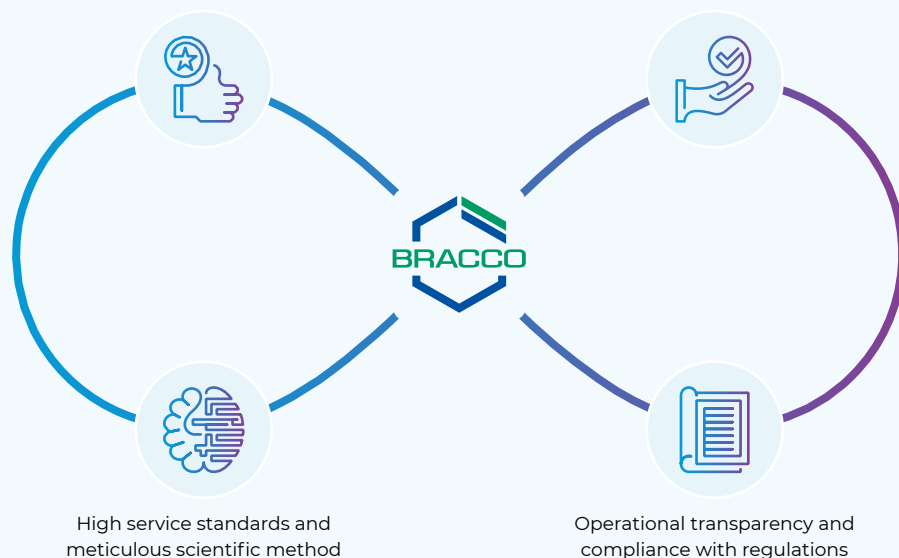
WE WANT TO OFFER INNOVATIVE, SAFE SOLUTIONS FOR PEOPLE'S NEEDS

Our work - at any plant, in all areas of business and through the entire process - is to **innovate the diagnostic imaging** sector to **meet** patients' needs with increased effectiveness and efficiency.

Impact of continuing product and process innovation on patients and healthcare operators

Solutions increasingly tailored to clinical needs of patients and healthcare operators

Improved quality, effectiveness and safety of care



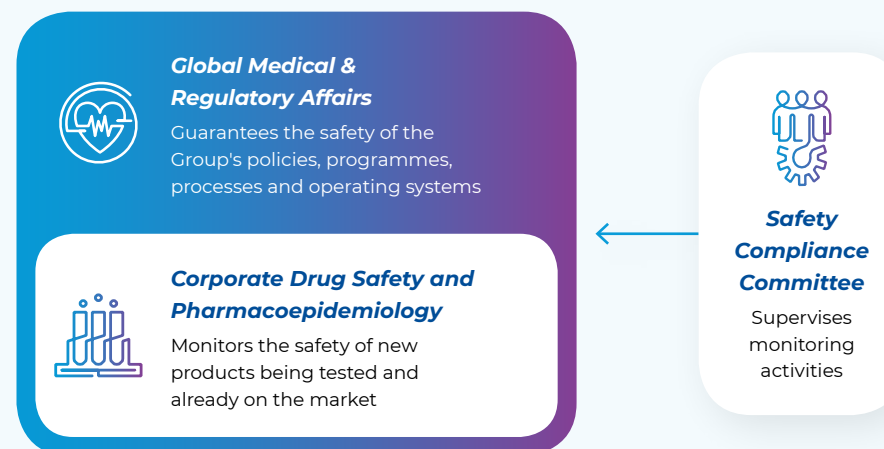
Patient safety as our primary commitment

It is our responsibility to **identify, prevent** or minimise, and **report** any **clinical risk** possibly arising from the administration of medicinal products or the use of medical devices developed and marketed.

A central element of our Supervisory Operating System, created to protect patients' safety, is the **Global Medical & Regulatory Affairs** Department. It is required to ensure that the Group's policies, programmes, processes and operating systems:

- always keep a focus on the **patient** at the centre;
- meet the highest sector **functional standards**;
- are fully **effective** and **efficient**;
- respond to the most **rigorous regulations** on the determination of the risk/benefit ratio of medicinal products and medical devices in the clinical development phase or already used in daily professional practice.

The main players in the supervisory system



Supporting local communities to promote health and create development

How we contribute to life in local communities: our commitment strategies

Some of our projects

The cultures of health: Patient Ambassador program, education on prostate cancer

To increase awareness of and education on prostate cancer and the important role of diagnostic imaging, Blue Earth Diagnostics has set up the **Patient Ambassador** program, in which it works with prostate cancer patients.

Blue Earth Diagnostics has made available numerous platforms on which the Ambassadors can share their stories and help to educate other patients. These virtual webinars reached an extensive audience, including patients, their families, healthcare workers and groups such as ZERO and Us TOO. During these events, the Ambassadors, sitting next to a healthcare professional, shared their stories about our product Axumin (fluciclovine F 18), holding live Q&As. Blue Earth Diagnostics is also committed to constantly sharing patients' experiences in its quarterly newsletter.

Social innovation, solidarity, education for a culture of health and prevention: we are committed to local communities on several fronts, involving Group companies for the development of projects, partnerships and international cooperation activities.

We are aware of our **social impact**. Therefore, in Italy and throughout the world, we develop social, cultural and educational projects with and for local communities.

Bracco for Sport: We Play the Future

Sport is one of the issues we have held most dear for the longest: with the "**We Play the Future**" project, we support hundreds of young people who practice sport in the territories where we are present.



Sport is an opportunity for boys and girls to mature, improve and share experiences, learning the values of respect for others, loyalty and sacrifice every day: this is the reason why our company has always invested in this field. Sport is also a tool for aggregation, training, personal development, cohesion and social inclusion. In other words, a veritable training ground that accompanies young people into the future by training them for life.

Diana Bracco,

Chairperson and CEO of the Bracco Group

RESEARCH AND INNOVATION FOR PROGRESS

Always focused on the future

We measure our success with the improvement in people's quality of life, the purposes of our commitment. For this reason, we constantly develop our products and services to guarantee ever greater safety in healthcare. Research, innovation and digitalisation: this is our work.



SDGs and Material topics

Responsibility towards patients



Our impact*



+70,000

contacts

reached through multi-channel communication

8

Research Centres

~10%

of annual

revenue invested in R&D

52%

women

in the R&D function of the Imaging
Global Business Unit are women



38

priority

and international
patent applications filed



25

clinical studies

~370

people involved



19

quality

inspections successfully
passed (100%)

BEYOND COVID-19



THE IMPACT OF COVID-19 ON OUR DIGITALISATION PROCESS

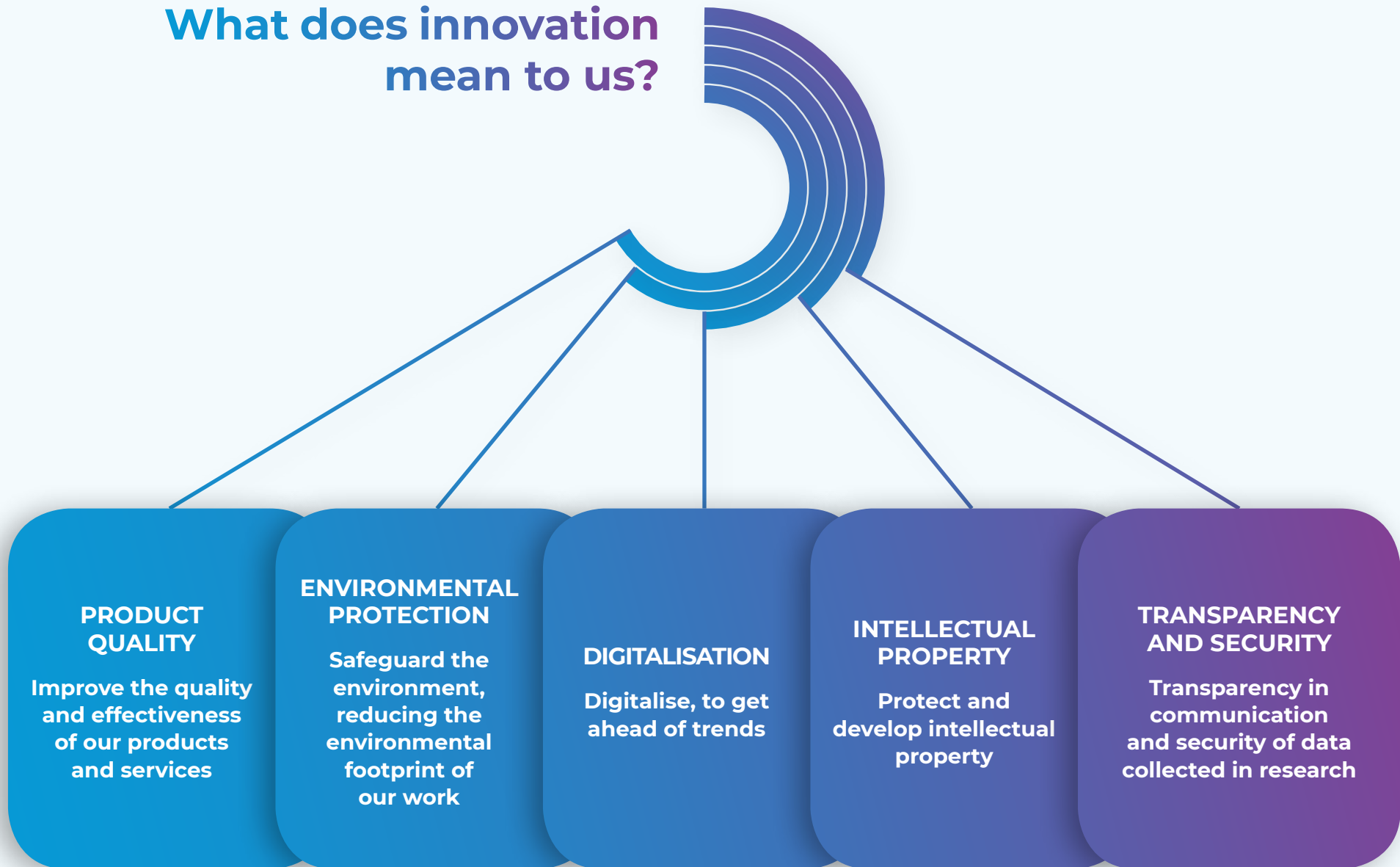
The COVID-19 pandemic further accelerated the Group's digital transformation.

Technological progress and customers' needs and expectations drove robust digitalisation of **Sales & Marketing** and the **customer journey & engagement**, through various channels.

Through short, medium and long-term activities, we have set the objective to intensify and refine new digital methods that guarantee must more flexible and dynamic communication with customers.

* Figures as at 31.12.2020

What does innovation mean to us?



We put no constraints on the future

We have always believed in research.

Not only for strategic business development, but also to contribute to scientific progress.

Environmental protection, constant improvement in the quality of products and services and absolute compliance with ethical standards are the fundamental principles for our laboratories.

From laboratories to daily life: improve the diagnostic and treatment process for oncology patients

Our research activities can have a significant direct impact on people's lives.

We are developing an important platform in the field of Ultrasonography. We intend to create of a phospholipid micro-bubble for Molecular Imaging applications, capable of recognising specific endothelial receptors responsible for tumour neo-angiogenesis.

This is an absolute innovation in the field of ultrasound, destined to significantly improve the diagnostic and therapeutic path of oncology patients and those affected by severe inflammatory conditions. Clinical studies are planned to start shortly.

Our results



KEY R&D Centre Medical and Regulatory Affairs

All fronts of research: from micro-bubbles to precision surgery

We are involved in the various fields of diagnostics to continuously push the limits of medicine a bit further.

The many strategic R&D programs include, in the Imaging business, the project to use micro-bubbles as a tool to increase the penetration of drugs through biological barriers, thus conveying the therapeutic products more effectively to specific pathological tissues.

The drive to innovate can also be seen in our decision to enter the developing market of surgery guided by a fluorescent signal, through the constant search for imaging systems that can provide useful information in real time and guide the surgeon in "augmented reality". New molecular entities capable of selectively accumulating in pathological areas and high sensitivity cameras can make it easier to better identify the tissue to be removed in relation to the tissue not to be touched, improving the precision of surgical technique and the patient outcome.

If you are interested in these issues, find out more on: <https://www.braccoforasustainablefuture.com/en> or see the complete version of the Sustainability Report 2020

[Learn more](#)



A BUSINESS ALLIED WITH THE ENVIRONMENT

Giving the planet a new future

We believe that economic growth and sustainability, strategic business choices and protection of the environment must be combined. We innovate and improve products, services and processes to reduce emissions, responsibly manage natural resources and contribute to a circular economic model.

We do this to guarantee the best possible future for new generations.



SDGs and Material topics

Environmental responsibility



Our results*



-6%
energy intensity

at Italian production sites compared to 2019**



+ 311%
use of electricity from renewable sources

with Certificates of Origin

13%
reduction in waste production
compared to 2019

49%
reduction in emissions
of Nitrogen Oxides

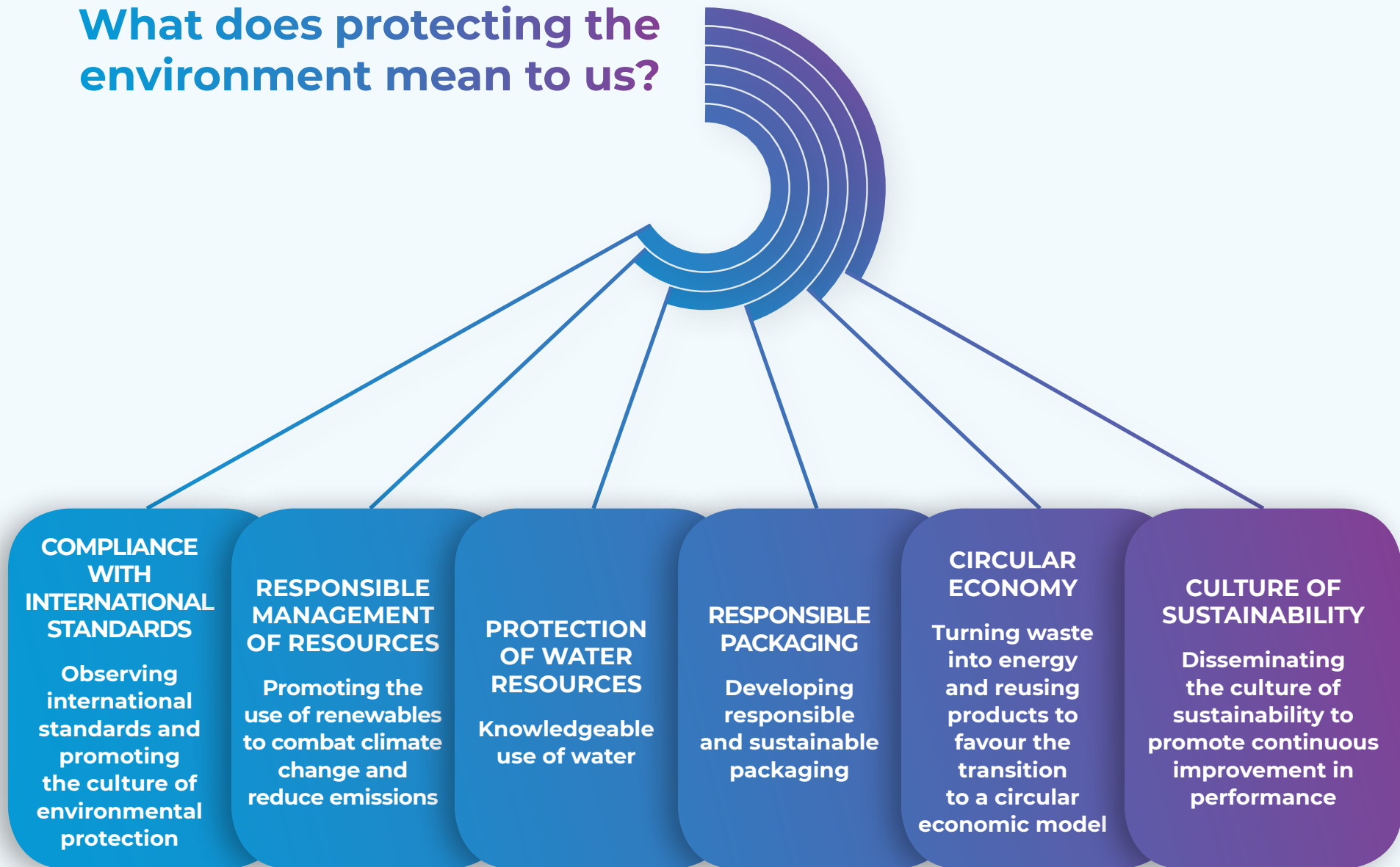


72%
of solvents recovered
out of consumption of indirect raw materials in production processes at the Ceriano and Torviscosa sites

* Figures as at 31.12.2020

**Energy intensity is given by the ratio of absolute energy consumption in GJ to the quantity of material produced in tonnes

What does protecting the environment mean to us?



Our contribution to the transition to a circular economy

The classic model of a linear economy is not for us. We take an integrated view of the life cycle of a product, through a regenerative approach that allows us to reduce waste or turn it into energy. With this approach, we extend the useful life of products and assets due to reuse and conversion.

Using a highly innovative monitoring system, we assess the trend in and flows of waste production. The data resulting from that activity are then used to increase the sustainability of practices and processes.




To reduce water use

Main water consumption:

- water as a natural solvent
- water as a temperature regulation agent

In 2020, consumption was mainly linked to the Italian plants specialised in the synthesis of APIs.

Projects

 **System for monitoring withdrawals from the source**

Benefit

Accurate assessments of water consumption per tonne of materials produced in the main production sites

Team GIN-CO₂: specialising in the management of energy and emission impacts

To reduce the environmental impact of production processes - as required by international regulations - we have defined a strategy whose effectiveness is monitored by **Team GIN-CO₂**.

The planned measures aim to:

- maximise the use of recyclable substances;
- maximise the recycling/recovery of waste, attempting to bring the amount sent to landfills to zero;
- maximise energy efficiency;
- reduce carbon dioxide emissions.

Bracco
Real Estate

Procurement

Technical
Operation

Information
Technologies

Corporate Health
Safety and
Environment
- Energy
Management



Team
GIN-CO₂

How circularity can be brought into the production of active ingredients



How we intend to change production processes

+ Green energy

+ Recovery and recycling



- CO₂ emissions

- Waste



BRACCO HSE AWARDS: A REWARD FOR OUR SUSTAINABLE ACTIVITIES

Continuous improvement in sustainability performance is only possible if there is a strong culture of sustainability within the company. To promote sustainability, disseminating best practices within the Group, in 2017 we established the Bracco HSE Awards, which recognise the best projects for environmental sustainability, health and safety in plants all over the world. The projects selected go beyond legal regulations and company policies on HSE and confirm the commitment of Bracco's people to continuous improvement. From 2017 to date, the Group has received 84 global projects.

[Learn more](https://www.braccoforasustainablefuture.com/en)

If you are interested in these issues, find out more on: <https://www.braccoforasustainablefuture.com/en> or see the complete version of the Sustainability Report 2020



RESPONSIBLE SUPPLY CHAIN MANAGEMENT

Generating a positive impact throughout the value chain

In a relationship based on fairness and transparency, we agree with our suppliers on the principles of social and environmental responsibility that form the foundation of each phase of our business. Thus our commitment multiplies its positive impact on people, communities and the environment.



SDGs and Material topics

Business Ethics

Environmental responsibility

Our impact*



1,820

suppliers

globally

+30%

of total suppliers

located in Italy



90%

of purchases from local suppliers

+20%

of procurement expenses in Italy

from local suppliers (vs. 2019)



60%

of Active Pharmaceutical Ingredient (API)

containers recovered



50%

of packaging from recycled materials

15%

of glass used

in packaging recycled internally from glassware

64%

of cardboard used

made from **recycled paper**

BEYOND COVID-19



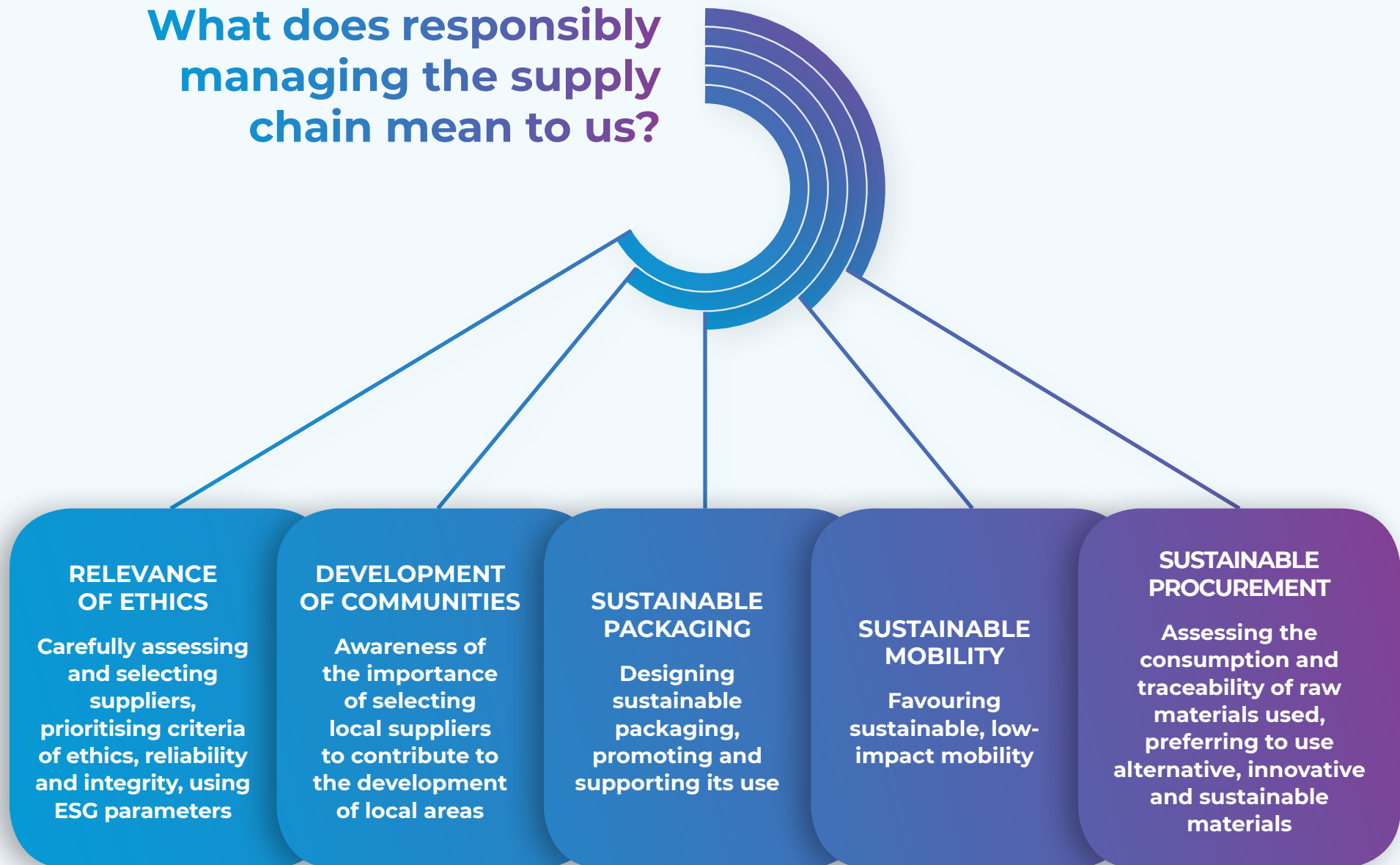
LOGISTICS AND MANAGEMENT OF SUPPLIES DURING THE HEALTH EMERGENCY

With the consolidation of **practices for managing the health emergency**, at global level, the rules for keeping the **distribution of protective equipment for individuals** under control were defined in detail.

Specifically, a **central warehouse** was set up to store all the PPE, disinfectant gel, liquid sanitisers, gloves and protective overalls. The materials were then routed through **Italy** and throughout **Europe**. The Group also organised resupply also in **South American** countries, through the organisations headquartered in the **USA**.

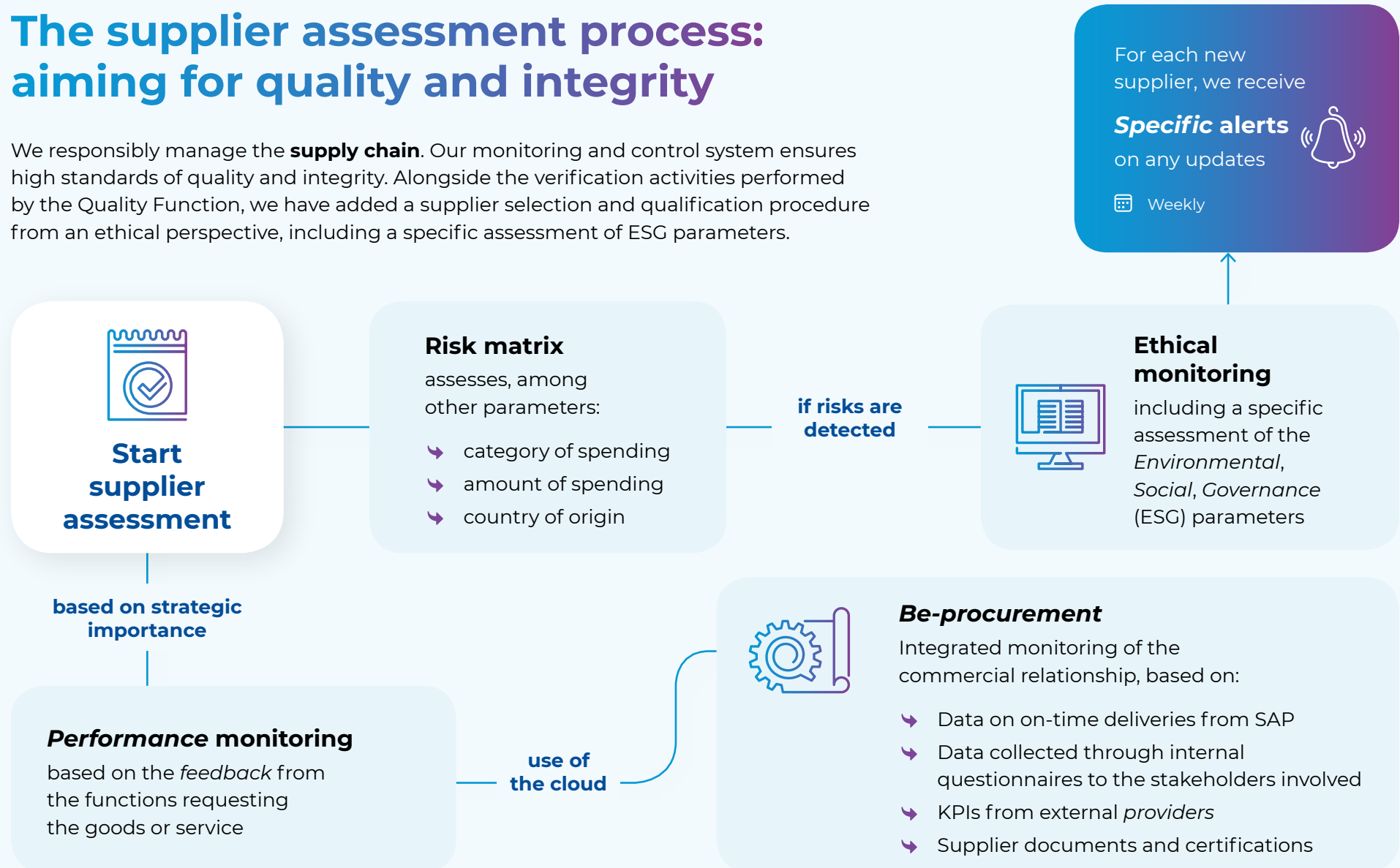
* Figures as at 31.12.2020

What does responsibly managing the supply chain mean to us?



The supplier assessment process: aiming for quality and integrity

We responsibly manage the **supply chain**. Our monitoring and control system ensures high standards of quality and integrity. Alongside the verification activities performed by the Quality Function, we have added a supplier selection and qualification procedure from an ethical perspective, including a specific assessment of ESG parameters.



If you are interested in these issues, find out more on: <https://www.braccoforasustainablefuture.com/en> or see the complete version of the Sustainability Report 2020

[Learn more](#)



BUSINESS ETHICS

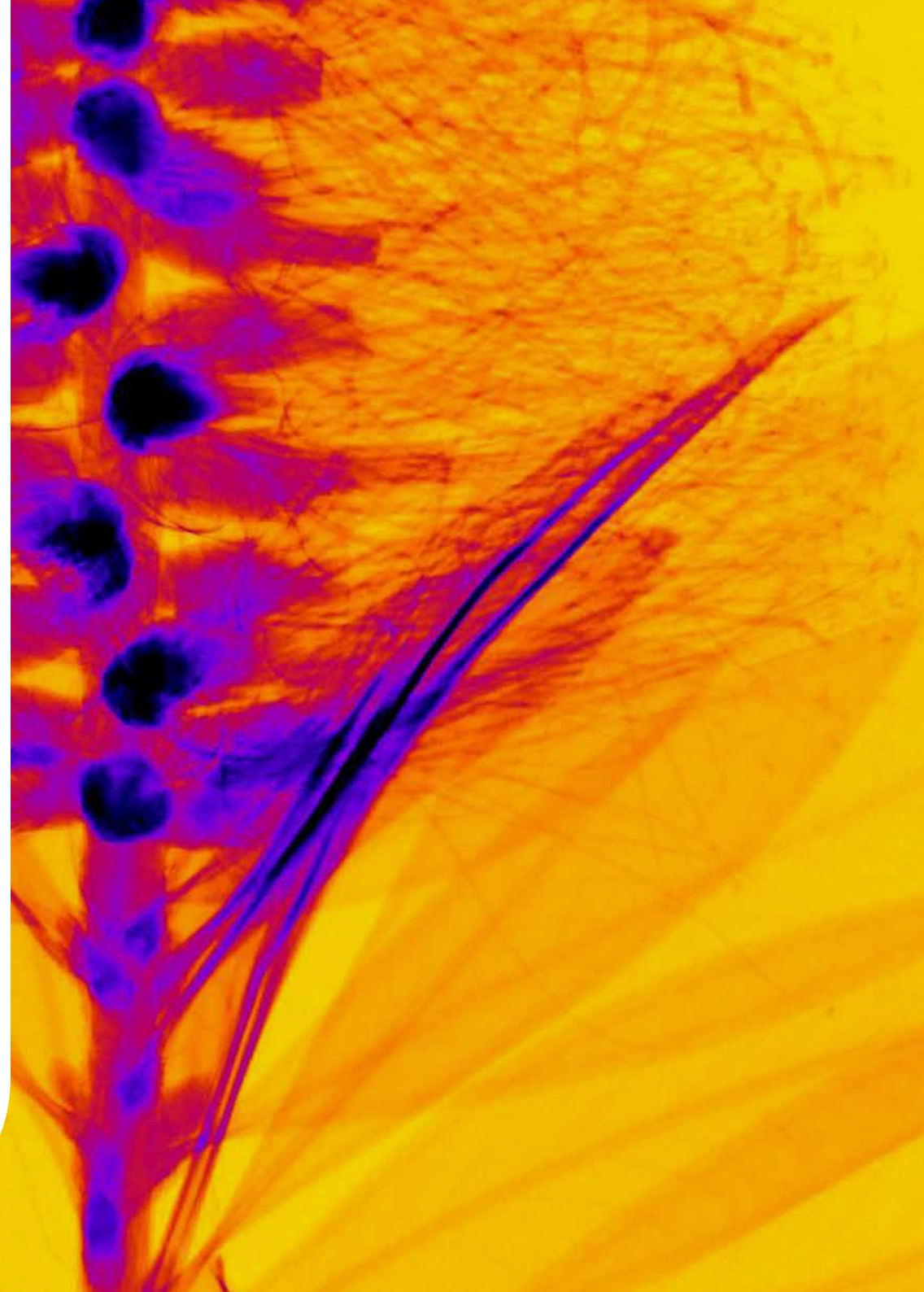
Transparency, integrity: the values underlying our business

How we achieve our results is just as important as the results themselves. In our business vision, the company's reputation and business successes are created through ethical business practices and relationships.



SDGs and Material topics

Business Ethics



Our impact*

+3,587

people

trained on anti-corruption procedures and policies

+1,200

employees

trained on the 231 Model and Code of Ethics in the two-year period 2019-2020



+1,500

employees

trained on the protection of privacy since the project launched

1,165

people

participated in the Global Anti-Trust Program as at 31.12.2020

+315

employees

trained on the protection of privacy in 2020

1,548

people

participated in the Global Anti-Corruption Program as at 31.12.2020



Whistleblowing Policy

updated according to the most stringent regulations in force

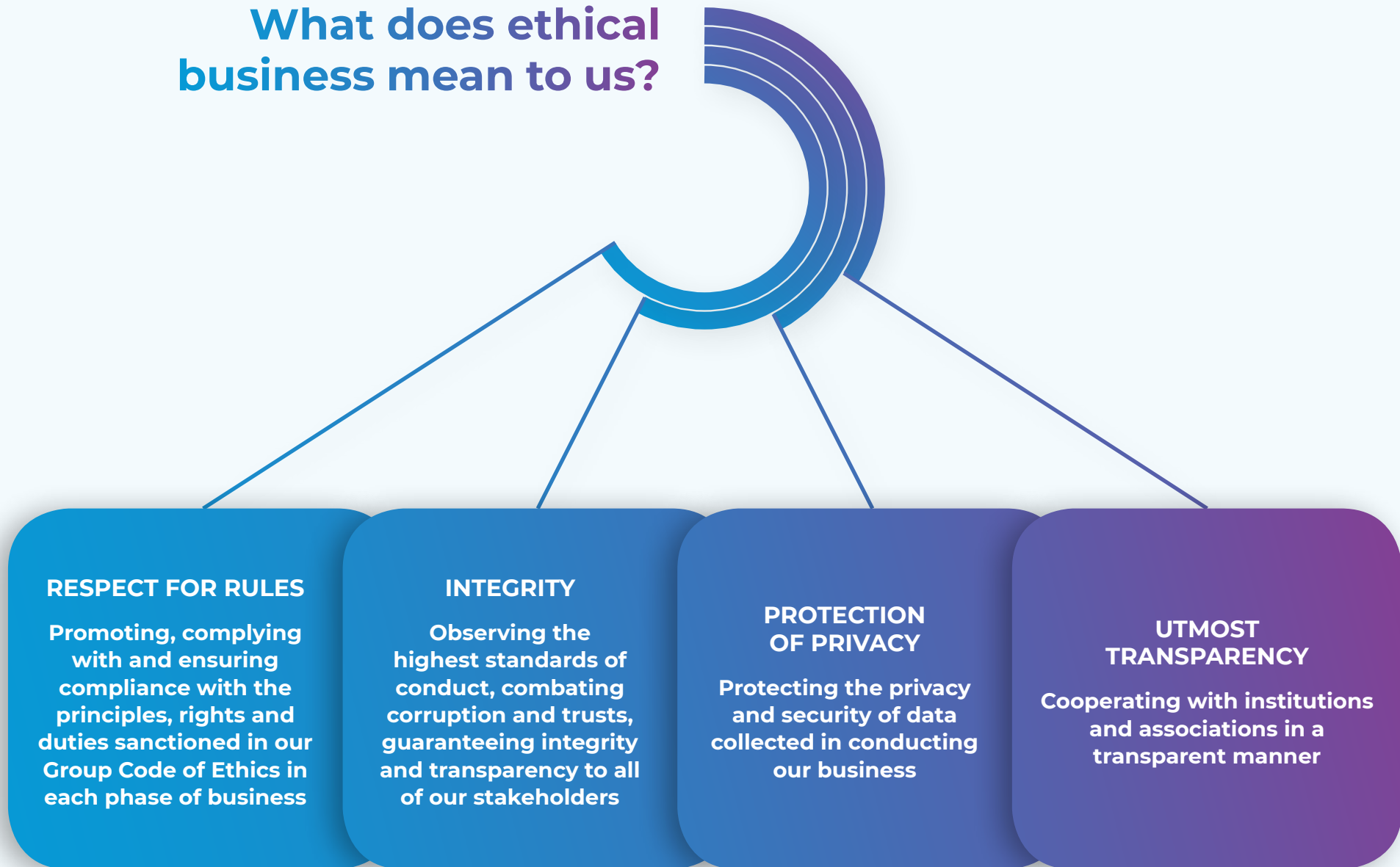


Code of Ethics

updated in 2020

* Figures as at 31.12.2020

What does ethical business mean to us?



Continuous updating of codes, policies and procedures: guarantee of fairness and transparency

Fairly and transparently managing company activities, while protecting the interests of all stakeholders, are fundamental objectives for us. For this reason, we take specific care to ensure that codes, policies, procedures and monitoring systems evolve along with the needs of the context.

During 2020, we carried out:

- 1. updates to the Group Code of Ethics** approved by the Parent Company's Board of Directors in June 2020 and subsequently by all the other Boards of Directors in Italy and abroad;
- 2. updates to the Group Whistleblowing Policy**, implementing Italian Law no. 179 of 30/11/2017, introducing common rules that require the adoption of effective, reserved and secure channels for whistleblowing, while guaranteeing effective protection of whistleblowers;
- 3. updates to the Organisational Model** which establishes a Committee composed of the Internal Audit, Global Legal, Compliance & Corporate Affairs and Global Human Resources Departments, which manages the process through an IT tool that also guarantees appropriate traceability of operations and suitable confidentiality for the whistleblower.

During 2021, the **231 risk assessment** was completed, forming the basis for the process of updating the 231 Model and mapping sensitive activities.

INCREASING TRANSPARENCY. CONCRETE COMMITMENTS AGAINST CORRUPTION

During 2020 we moved forward with our commitment on anti-corruption issues with a project aimed at revising several sensitive processes, including:

- ↘ medical-scientific consultancy;
- ↘ scientific events;
- ↘ medical-scientific information
- ↘ grants and donations.

The project took shape in the issue - for Imaging Group companies and those of the ACIST Group - of specific Global Guidelines and Global Procedures to define the guidelines and procedures governing those processes.

If you are interested in these issues, find out more on: <https://www.braccoforasustainablefuture.com/en>
or see the complete version of the Sustainability Report 2020

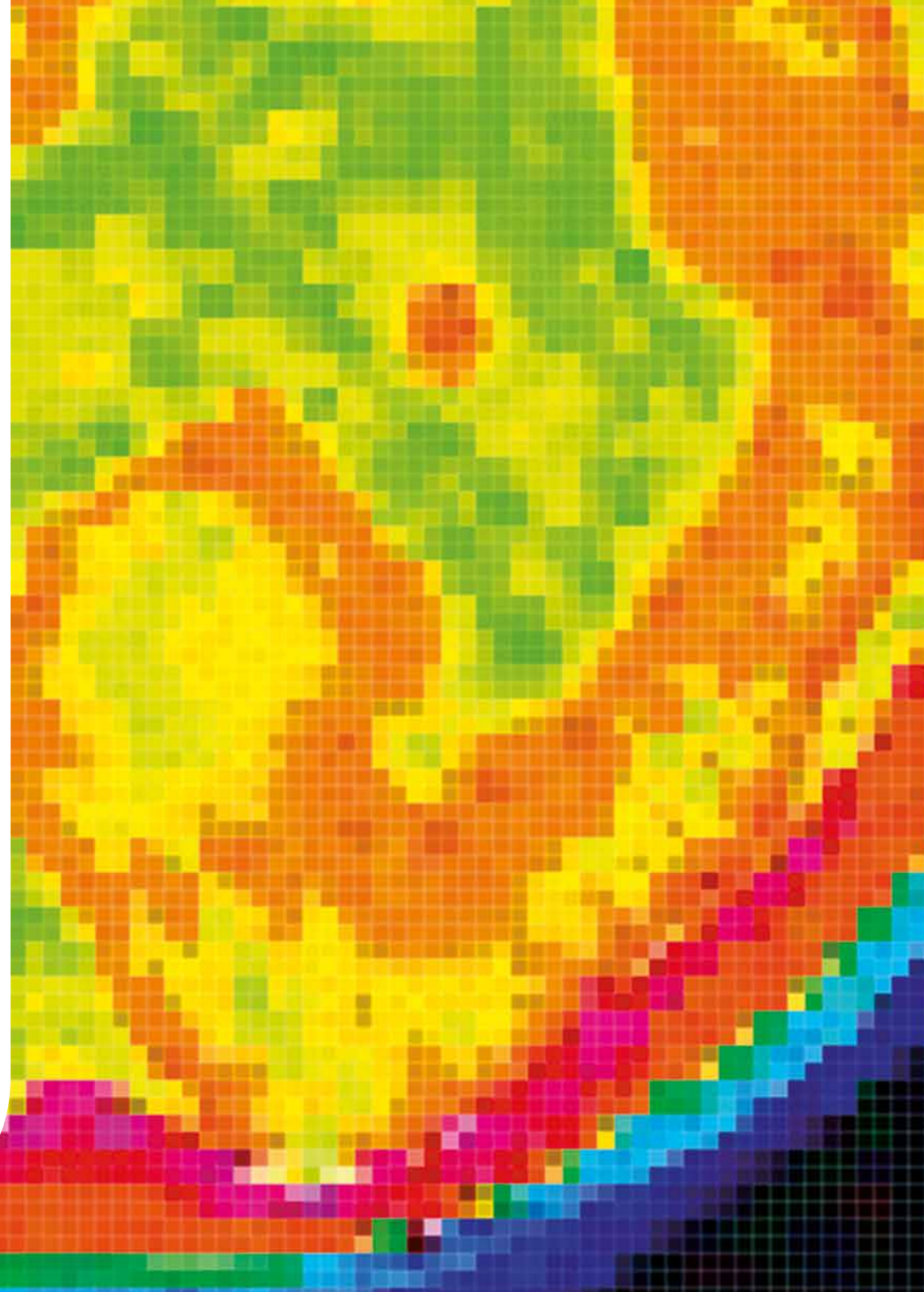
[Learn more](#)



THE CDI: ON THE PATIENT'S SIDE

Excellence, development and innovation

Prevention, diagnosis, treatment: day after day, Centro Diagnostico Italiano (CDI) places excellence and technological development as the foundation of an offer that is constantly evolving, designing and offering personalised, innovative clinical solutions.



Our impact*



400,000

people

served each year

29

locations

1975

CDI was established

based on an idea of Fulvio Bracco

250,000

procedures

of diagnostic imaging

18

polyclinics



660,000

services



50

different

clinical specialisations



70,000

services

of occupational medicine

4.6
million analyses

500
types of tests

1.1
thousand
radiosurgery
patients

* Figures as at 31.12.2020

BEYOND COVID-19



DIAGNOSTIC ACTIVITIES LINKED TO THE PANDEMIC

COVID-19 Express nasopharyngeal swab



Molecular-based test on the swab to search for and quantify the RNA of SARS-CoV-2, with results reported by the end of the day following the day the test is conducted

COVID-19 Ag quick swab



Quick in-vitro antigenic test for a qualitative search for the SARS-CoV-2 antigens

Serology blood draw of antibodies

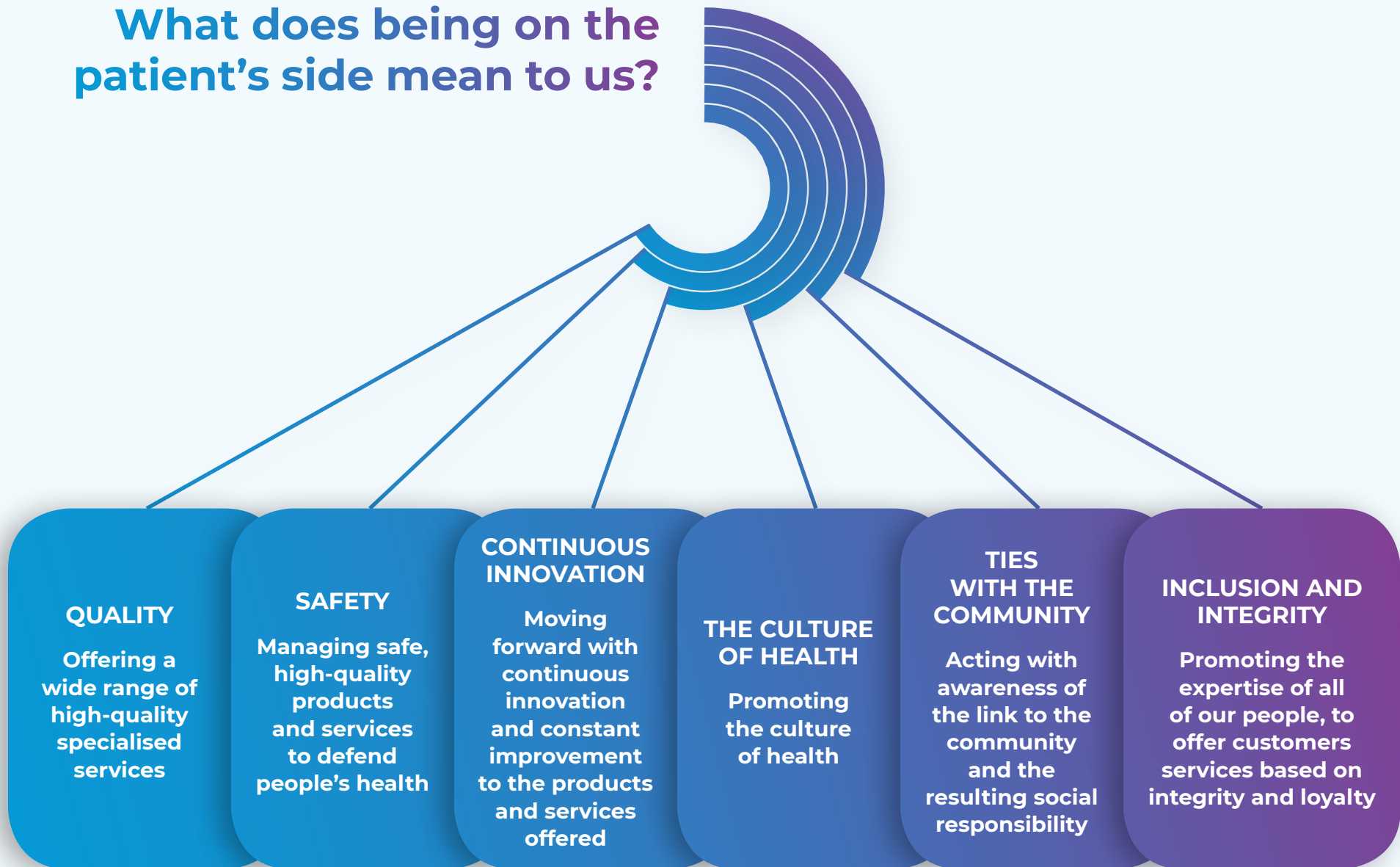


COVID-19 IgG RBD and IgM

These new services resulted in the hiring of new healthcare, nursing and social-health personnel, to manage:

- the specific COVID-19 laboratory;
- the protected, staggered entry of patients.

What does being on the patient's side mean to us?



Our plan to offer increasingly safer and high quality services

The commitment to **constantly improve quality and safety** of the operations at the Italian Diagnostic Centre is represented by the **Quality and Safety Plan**, which is updated based on the evolution of the business and the global context.

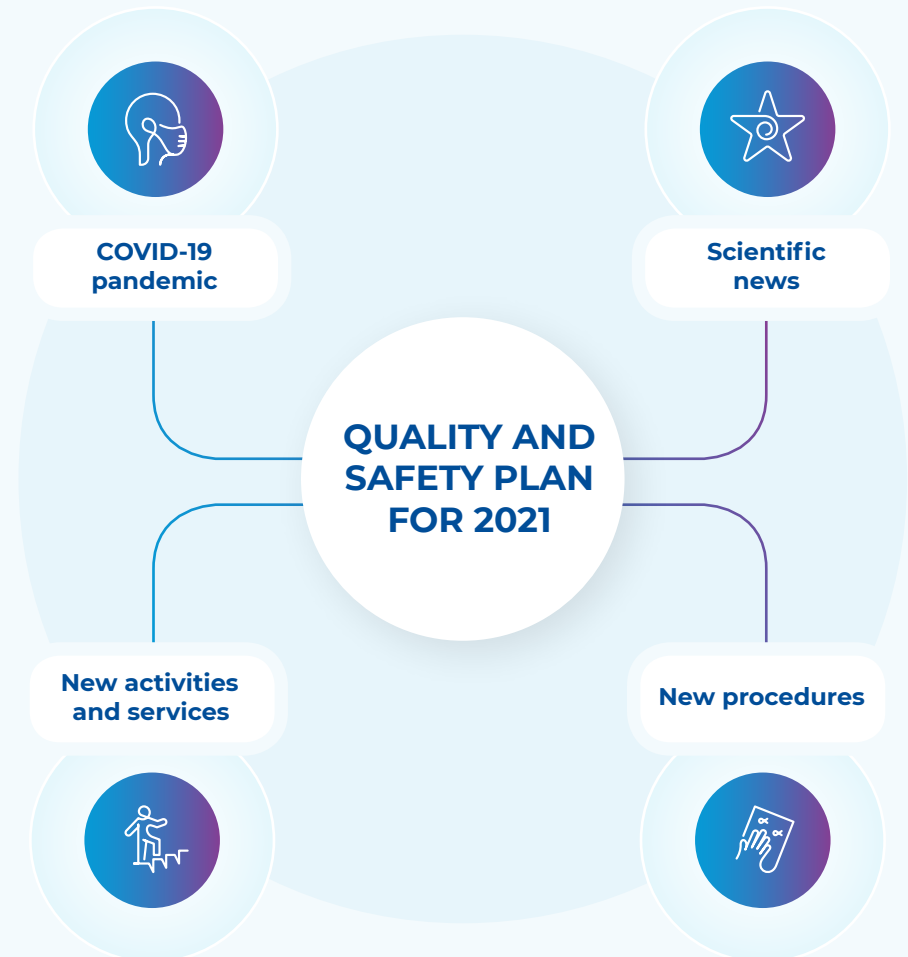
Based on company policies, the Plan defines roles, responsibilities and authorities and identifies the methods, instruments, areas of action and indicators to promote the improvement of quality and safety within its network.



CDI, CERTIFIED QUALITY

From the main office in Via Saint Bon 20 to the polyclinics in Milan, Rho and Cernusco sul Naviglio, the CDI was the **first Italian outpatient healthcare facility to be accredited by Joint Commission International (JCI)**, demonstrating the excellence of the services offered the CDI.

New elements considered in the update to the Quality and Safety Plan for 2021



Digitalisation and Artificial Intelligence: in 2020 new steps on the road to continuous innovation

In the continuous search to improve the quality of the products and services offered, we make considerable investments in digital infrastructure and technologies. A specific part of the Information Technology Service (ITS) is dedicated to the topics of digital innovation in all internal processes, to continuously improve the quality of the products and services offered.

Over the last few years, digital innovation applied to medical-healthcare practices has gained increased importance, specifically machine learning and artificial intelligence (AI).



Machine learning
and AI

Implementation of new algorithms for automatically checking the compliance of the content of reports.



New RIS-PACS

Upgrading the radiology image management system to the new, better performing version.

Implementing several new modules to support clinical assessments and to use artificial intelligence in clinical studies.



DocuSign

Enables signing documents on the move, both using apps and PCs, and, as a result, protects the environment by saving a significant amount of paper.



**Kiosk for
delivering reports**

Development of a kiosk to autonomously print out laboratory reports and make connected payments, as well as print out forms (such as privacy consent), allowing patients to avoid queuing at the desks and having contact with an operator.



**Mobile co-pays and
mobile reservations**

Introduction of tools integrated into the CDI Care App for on-line management of queues, to allow patients to decide the specific time to come in, to avoid gatherings.



**Customer
Relationship
Management (CRM)**

Creation of a single touchpoint for the patient with the CDI by integrating CRM with additional ERP software, to optimise the level of knowledge of patients and improve their overall experience throughout the Centre's entire network.



**Video
consultations**

Introduction of a system of video consultations for various specialisations, to offer patients the option to contact their doctors without having to go to the office.



**Virtual
infrastructure**

The CDI's server infrastructure has been rendered completely virtual, enabling greater scalability and flexibility of the systems based on application requests. In some environments, the move to cloud process has also been carried out.



**Cyber Security
Program**

Consolidating the tools for protection from cyber risks to protect employees' digital identities.



2020 SUSTAINABILITY REPORT EXECUTIVE SUMMARY BRACCO GROUP

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