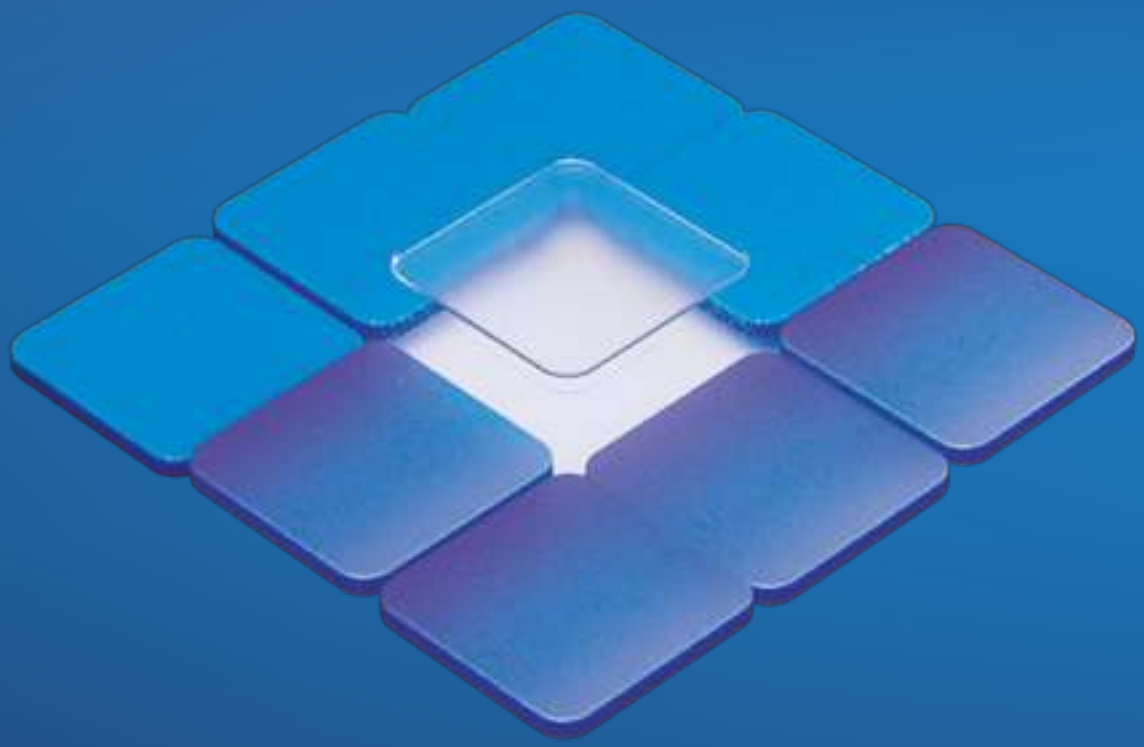
Sanitas
Parte de Bupa

Sanitas Annual Report 2024



Executive Summary

Full report:

We look after people

At Sanitas, our commitment to providing comprehensive care that promotes well-being and quality of life is at the heart of everything we do. Our proven track record and dedication have established us as a leading healthcare provider in Spain. We have been part of the Bupa Group since 1989.

Sanitas figures

€2,886 M
in revenue
(+9% vs. 2023)

11,352
employees
(+6% vs. 2023)

€219 M
operating profit
(+4% vs. 2023)

Bupa ELA figures

€ 6,340 M
(£5.42bn)
in revenue
(+13% vs. 2023)

15 M
patients
(+8% vs. 2023)

5.9 M
insured members
(+5% vs. 2023)

Sanitas Seguros

€2,886 M
in revenue
(+9% vs. 2023)

2.9 M
insured members
(+6.5% vs. 2023)

21.9%
market share
(+0.33 pp vs. 2023)

Sanitas Hospitales

817,555
unique patients treated

25
multi-specialty medical centres

5
owned hospitals*

17
advanced rehabilitation centres

Sanitas Dental

216
dental clinics in Spain
(+6% vs. 2023)

46,809
video consultations
(+15.2% vs. 2023)

630,000
unique patients

Sanitas Mayores

5,859
residents

18
day centres, including 3 standalone

44
care homes

96%
occupancy rate at year-end
(+1.2 pp vs. 2023)

Sanitas Campus FP

In 2024, we expanded the training offer at our accredited vocational training centre in the healthcare field, with the aim of providing top-quality education for future professionals.

- **4 vocational training programmes**
  - Diploma in Healthcare Support
  - Higher Education Diploma in Dental and Oral Care
  - Advanced Diploma in Medical Imaging and Nuclear Medicine Diploma in Dependent People Care
- **1 Course**
  - Social Care Support for Dependent People in Institutional Settings
- **Job bank**

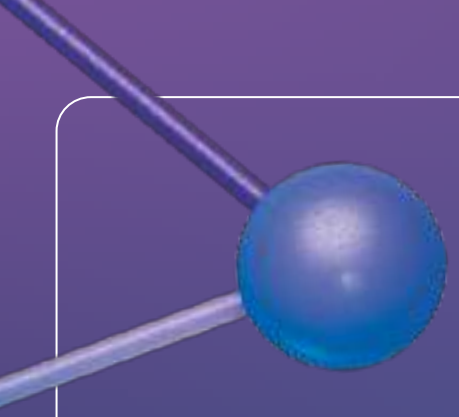
*The Blua Sanitas Valdebebas Hospital has opened in 2025.

Milestones 2024

- **€2,886 M in revenue**
  +9% vs. 2023
- **€219 M operating profit**
  +4% vs. 2023
- **11,352 employees**
  +6% vs. 2023
- **+2.9 M insured members**
  +6.5% vs. 2023
- **928,000 digital consultations**
  +14% vs. 2023
- **Hospital network expansion**
  Four new hospitals will open over the next four years: Valdebebas and Arganzuela (Madrid), Marina (Barcelona), and Portitxol (Palma de Mallorca)
- **Mi Salud Genómica**
  A pioneering preventive medicine programme focused on genome sequencing and analysis
- **Sanitas Campus FP**
  We have expanded our training offering for healthcare professionals
- **Net zero commitment**
  –79% reduction in Scope 1 direct emissions since 2009, and zero Scope 2 emissions thanks to the use of 100% renewable electricity
- **Building healthier cities**
  9th edition of Healthy Cities: 28,000 trees planted and 28,000 participants living healthier lives
- **2nd Inclusive Games – Madrid 2024**
  300 international Olympic and Paralympic athletes competed across 14 disciplines

Committed to the SDGs

At Sanitas, we align our commitments with the UN Sustainable Development Goals (SDGs) and integrate them as a guiding framework for our initiatives —supporting global wellbeing and environmental preservation.



Iñaki Peralta

CEO, Sanitas and Bupa Europe & Latin America

The company's major milestones in 2024

At Sanitas, caring for people comes first —along with our drive to deliver top-quality healthcare services. To achieve this, in 2024 we continued expanding our next-generation hospital network.

In addition to the upcoming Hospital Blua Sanitas Valdebebas, that has opened in 2025, we are expanding our owned hospital network with Hospital Marina de Barcelona, planned for 2027; Hospital Sanitas Arganzuela in Madrid, planned for 2028; and Hospital Portitxol in Palma de Mallorca, planned for 2029.

These new centres will be fully digital, connected to patients at home, and will deliver predictive and preventive medicine using data from electronic devices —enabling our medical professionals to strengthen diagnostic and therapeutic capabilities while streamlining every process. Moreover, all new Sanitas hospitals will be sustainable, low-emission and fully powered by renewable energy, demonstrating our commitment to both people and the environment in which we operate.

These four next-generation hospitals —bringing our national network of owned hospitals to a total of eight— are complemented by 25 medical centres, 17 advanced rehabilitation centres, 216 dental clinics and 44 care homes. Together, they enable us to deliver a preventive healthcare model that is driven by the digitalisation of our processes and carried out by highly trained professionals.

With a clear focus on training future healthcare professionals and guided by our commitment to excellence, we have also expanded the training programmes offered at Sanitas Campus FP. We are committed to making this centre a hub for talent, training healthcare professionals to thrive in challenging, digital environments and to work with the most advanced and innovative therapies. We have also partnered with Universidad Europea to launch new undergraduate programmes in Nursing and Occupational Therapy.

Mi Salud Genómica

At Sanitas, we believe in medicine that adapts to each person's individual characteristics and anticipates their needs. This belief led us to launch, in 2024, a pioneering preventive medicine programme focused on genome sequencing and analysis —one of the largest of its kind in Europe.

Led by Sanitas and Bupa UK, Mi Salud Genómica aims to prevent and treat genetically predisposed conditions —such as certain types of cancer and type 2 diabetes— using personalised insights based on analysis of the human genome. The goal is to sequence the genomes of 100,000 people by 2026, supported by a multidisciplinary team including doctors, nutritionists, and psychologists.

The programme is integrated into Sanitas' digital ecosystem and combines genomics with advanced technologies such as AI and wearable electronic devices. With Mi Salud Genómica, Sanitas is advancing towards a model of care that is preventive, personalised, precise, predictive and participatory —a model that has the potential to transform the future of healthcare.

Health-inspiring environments

At Sanitas, we strive to provide services and facilities that are both increasingly inclusive and environmentally responsible.

We remain firmly committed to becoming a net zero company —for direct emissions by 2030 and for indirect emissions by 2040. This ambition drives us to continue implementing energy efficiency and savings measures, streamlining our processes, and using renewable energy to minimise the environmental impact of our medical centres, clinics, care homes, and offices. This strategy has led to a 28.5% reduction in direct CO_2 emissions (Scope 1) compared to 2019, resulting from lower consumption of natural gas, LPG, diesel, refrigerants, anaesthetic gases, and our own vehicle fleet. Indirect emissions (Scope 2) remain at zero, as all our facilities use 100% renewable electricity.

We also continued our Healthy Cities initiative, now in its 9th edition, with more than 28,000 participants taking part this year —once again exceeding expectations. Through partnerships with various organisations, we actively contribute to ecosystem restoration and promote healthier, more sustainable cities by participating in reforestation and recovery projects.

In addition, through Fundación Sanitas and its collaboration with various local organisations, we are able to bring healthcare services to the most vulnerable communities, generating greater positive impact on the communities in which we operate. Because our mission is to help people live longer, healthier, and happier lives, and to create a better world. As part of this mission, we hosted the 2nd edition of the Inclusive Games, in Madrid in 2024 bringing together 300 Olympic and Paralympic athletes from countries such as Chile, Mexico, Poland and the United Kingdom. They competed in 14 inclusive disciplines in an inclusive environment.

Anticipatory medicine

Our purpose

To help people live longer, healthier and happier lives, and to create a better world. We believe digitalisation and innovation are key to achieving this.

Digital healthcare in progress

Blua, our digital health ecosystem, is in continuous evolution. The gradual integration of AI into our processes brings added value and broader scope to new coverages and functionalities, while also enhancing existing services.

Blua for everyone

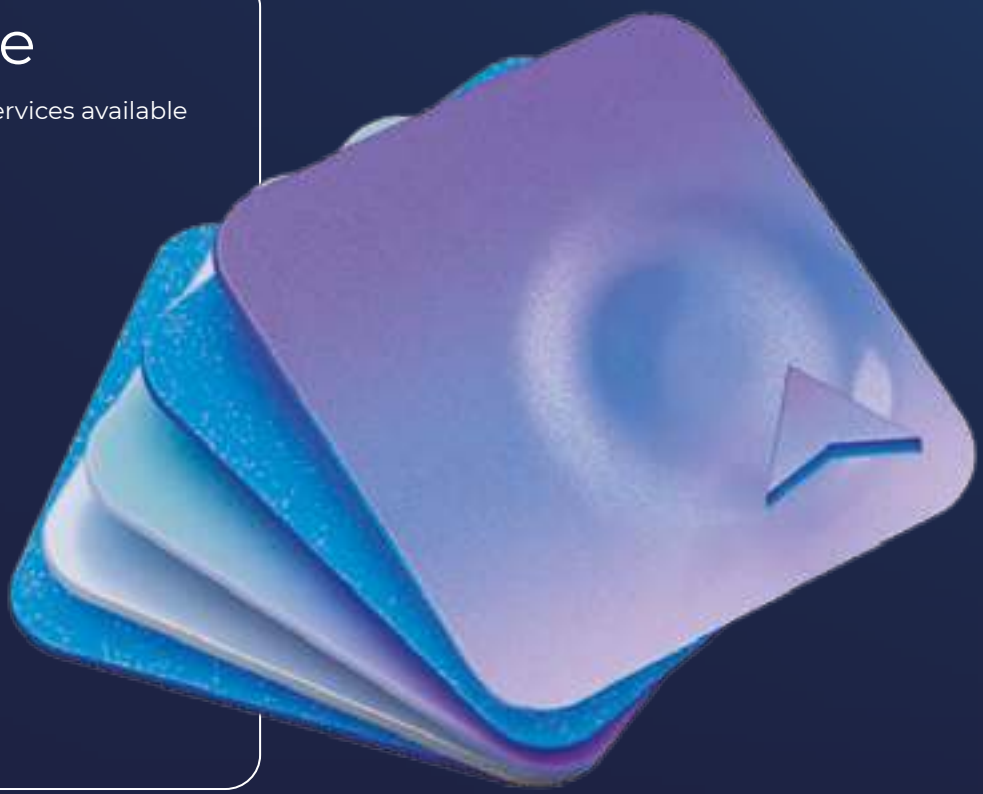
Prevention, diagnostics and digital care services available to all Sanitas customers.

Blua services

- Fisio digital
- Evalúa tus Síntomas
- Cuida tu mente
- Monitoriza tu salud

Other Blua services

- Farma refill
- Vital signs measurement via facial imaging
- Ambulance geolocation



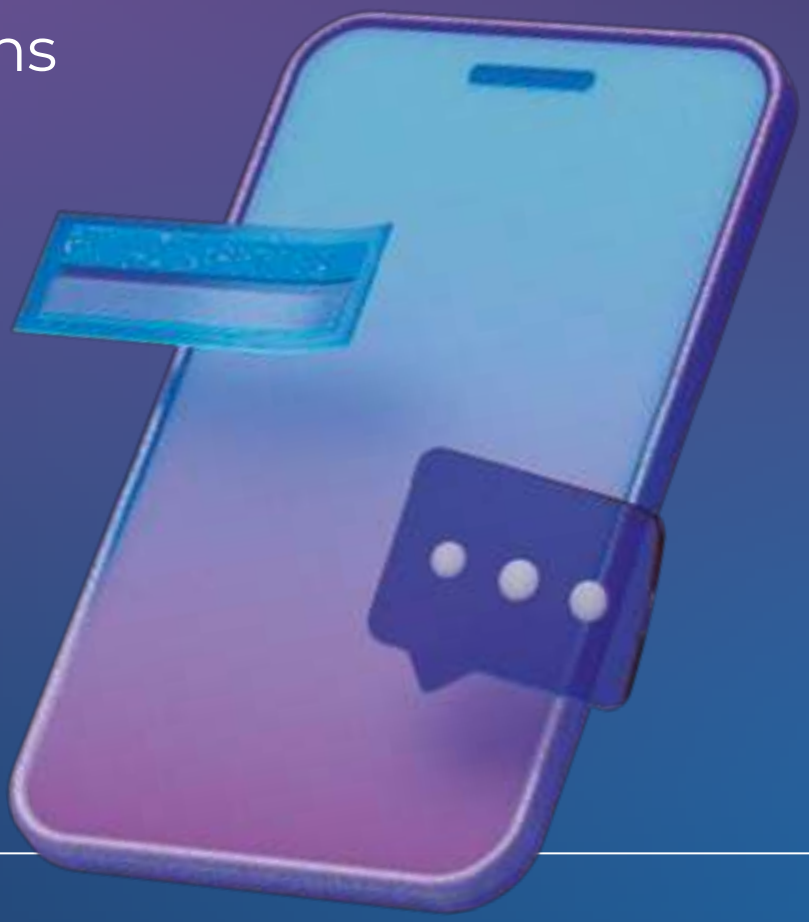
Video consultations continue to grow

928,000
video consultations
(+14% vs. 2023)

3,828
specialist doctors
(2,179 doctors in Sanitas Hospitales, 1,485 affiliated doctors, 164 doctors in SPS)

45
specialties

1,120
centres with online appointment scheduling



Expanding our hospital network

Alongside Hospital Blua Sanitas Valdebebas, the first fully digital hospital in Spain, three additional hospitals will open over the next four years:

- A hospital in Arganzuela (Madrid)
- A hospital in Barcelona
- A hospital in Palma de Mallorca

This will bring the total to eight owned hospitals, reflecting our commitment to expanding high-quality care through next-generation facilities.

In addition, a new medical centre will open in Madrid (bringing the total to 25), two advanced rehabilitation centres will open in Madrid and Barcelona (17), dental clinics (216), and care homes (44).

Mi Salud Genómica

Sanitas has launched a pioneering preventive medicine programme based on genome sequencing and analysis. Its goal is to prevent and treat genetically predisposed conditions —such as certain types of cancer and type 2 diabetes— using personalised insights based on analysis of the human genome. This programme will be integrated into the Sanitas digital ecosystem, combining genomics with advanced technologies such as AI and electronic wearable devices.

One Health

We look after people's health and the planet.

Healthy Cities

9th edition of our health and environmental wellbeing programme.

An individual challenge...

walk 6,000 steps a day
leave the car at least one day a week

... creates a global legacy

our steps turn into plantations in green spaces

In figures

+28,000
participants

+28,000
trees planted

230
registered companies

40
tonnes of CO_2 avoided

9,610 bn
steps

Zero-emission operations

We remain committed to becoming a net zero company —for direct emissions by 2030 and indirect emissions by 2040.

79%
reduction in CO_2 since 2009 (Scope 1 emissions)

100%
renewable electricity (Scope 2 emissions)

Accessibility to services

In 2024, we launched Sanitas Inclusivo, a new outpatient medical insurance designed specifically for people with disabilities, in collaboration with ILUNION's insurance brokerage. Our goal is to improve access to all our preventive and digital health services for anyone with a recognised disability greater than 33%.

Sustainable digitalisation

Digitalisation is our ally on the path to sustainability, helping us prevent net CO_2 emissions.

Net emissions avoided

Sanitas Seguros: –10,444 tonnes of CO_2
Thanks to video consultations and digital reports that reduce travel

Sanitas Hospitales: –439 tonnes of CO_2
Thanks to 600,000 digital radiological tests

Sanitas Dental: –227,7 tonnes of CO_2
Thanks to intraoral scanners and the digitalisation of services

Sanitas Mayores: -208 Kg of paper
Thanks to the digitalisation of documentation and electronic signatures

Fundación Sanitas

2nd Inclusive Games

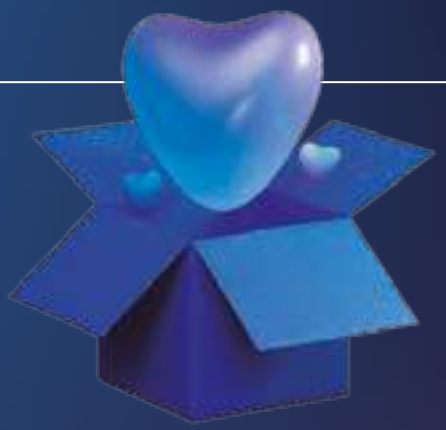
300 international Olympic and Paralympic athletes took part in 14 sporting disciplines at the 2nd edition of the Inclusive Games. The event featured five world-class athletes: Teresa Perales, Jonathan Edwards, Javier Sotomayor, Nadia Comaneci and Hicham El Guerrouj, as ambassadors of inclusion.

Sanitas MIR and EIR Awards

Fundación Sanitas promotes excellence and talent in healthcare through the Sanitas MIR Award, recognising the top medical resident, and the Sanitas EIR Award, honouring the best nursing resident.

Solidarity in Action

Thanks to the commitment and collaboration of our professionals, we support vulnerable groups in partnership with various organisations. In addition, the Sanitas Foundation has an Emergency Fund that has supported the efforts of the Spanish Red Cross and UNICEF Spain in several conflict-affected areas such as Ukraine, Syria and Turkey.



UNICEF Spain

We detect hearing problems in newborns in Peru through universal newborn hearing screening.

Fundación Down España

We promote oral health in people with Down syndrome.

Spanish Commission for Refugee Aid (CEAR)

We provide support for mental health and emotional well-being, as well as dental care.

Fundación Alentia

We provide psychological support to children and young people formerly or currently under the care of the Community of Madrid.

Fundación Recover

We help reduce child malnutrition in Cameroon.

Fundación Cesare Scariolo

We ensure quality healthcare access for children with cancer.