

# 2024 Sustainability Highlights

Key highlights in our strategic focus areas for sustainability

[You can find more information in the Sustainability Statement.](#)



## Enhancing quality of care and access to healthcare

- In about 3,600 dialysis clinics, we provide care for nearly 300,000 patients.
- Patient satisfaction is measured by an excellent patient Net Promoter Score of 72, and 78% of our patients would highly recommend our services.
- With 22 ongoing clinical studies and 165 published scientific research documents, we advanced scientific knowledge and shared valuable healthcare insights.
- We assessed our products and services portfolio against sustainability criteria, covering over 85% of relevant revenue.



## Building the best team to serve patients

- Employees received 53 hours of training on average.
- Our Employee Engagement Score improved to 56%.
- More than 1,000 employees were supported with nearly €1 million in grants through our CARES Fund.
- Sustainability targets were included in the Global Bonus Plan for the compensation of senior managers.



## Reduce our environmental footprint

- Our Scope 1 and 2 greenhouse gas emissions footprint decreased by 25% from a 2020 baseline.
- Over 90 environmental projects at production sites and clinics improved our environmental footprint and saved costs.
- We identified over 100 opportunities to reduce emissions at our production sites.
- Our packaging contains around 80% recyclable content.