Sanquin

Sustainability report 2024

Towards a Sustainable Future

Tomorrow, transparency, transition

This is Sanquin's very first sustainability report. It covers the year 2024, from January 1st to December 31st. As this is our first sustainability report, 2024 serves as our baseline. In the years to come, we will measure our progress against this starting point.

The report covers Sanquin Blood Supply Foundation, Sanquin Health Solutions (SHS), and its subsidiaries. Together, we refer to these entities simply as 'Sanquin.'

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FOREWORD BY CORALINE PANIS

Caring wholeheartedly for both people and the planet

Coraline: "I happily walk my gorgeous black Labrador Mac every day, enjoying the greenery around us. We both immensely enjoy the beauty of nature, but I also see how fragile it is. The news is full of warnings from scientists about the dangers of pollution and climate change.

2024 went down in history as the warmest year on record. Global warming is not only causing natural disasters like floods and wildfires, but is also leading to heat-related deaths, harmful air pollution, and the spread of insect-borne viruses further north than before. For example, the West Nile virus, which is spread by mosquitos, is no longer unfamiliar in the Netherlands.

Every small step we take to improve the world makes a world of difference.

FOREWORD BY CORALINE PANIS

It's becoming increasingly clear that the climate crisis is also a health crisis. Sadly, we humans often forget how vital it is to take care of our planet – not in the least because our own survival depends on it. In recent years, Sanquin has become increasingly aware of this responsibility. We've always cared deeply for people, as evidenced by our mission: Together with the donor, for a better life for the patient.

We now add to this: in the most sustainable way possible. We want to preserve our beautiful planet for everyone. Protecting our planet means preserving our future – and our ability to do our work well. Because climate change does affect our work, as new viruses will impact our blood supply, and heavier rainfall could cause leaks at our donation centers.
A few years ago, we began systematically exploring how to reduce Sanquin's environmental impact, under the banner of 'Samen Duurzaam' (Sustainable Together). This has already led to fantastic initiatives, such as switching to 100% wind-powered electricity. We're also investigating how to optimize our freezer settings to reduce energy consumption. And we're developing a new sustainable procurement policy.

For the first time, we've set concrete, measurable goals to report on. This gives us clarity on the impact of our sustainability efforts. That's why this is the perfect moment to publish this first dedicated sustainability report.

I invite you to read it—not just for information, but for inspiration. And if you have ideas on how we can become even more sustainable, please share them. At Sanquin, we're always open to new perspectives.

Meanwhile, Mac and I will keep walking with hope for a sustainable future. Who knows, maybe we will cross paths someday?"

Coraline Panis
Member of the Executive Board of Sanquin
Sponsor of 'Samen Duurzaam' (Sustainable Together)

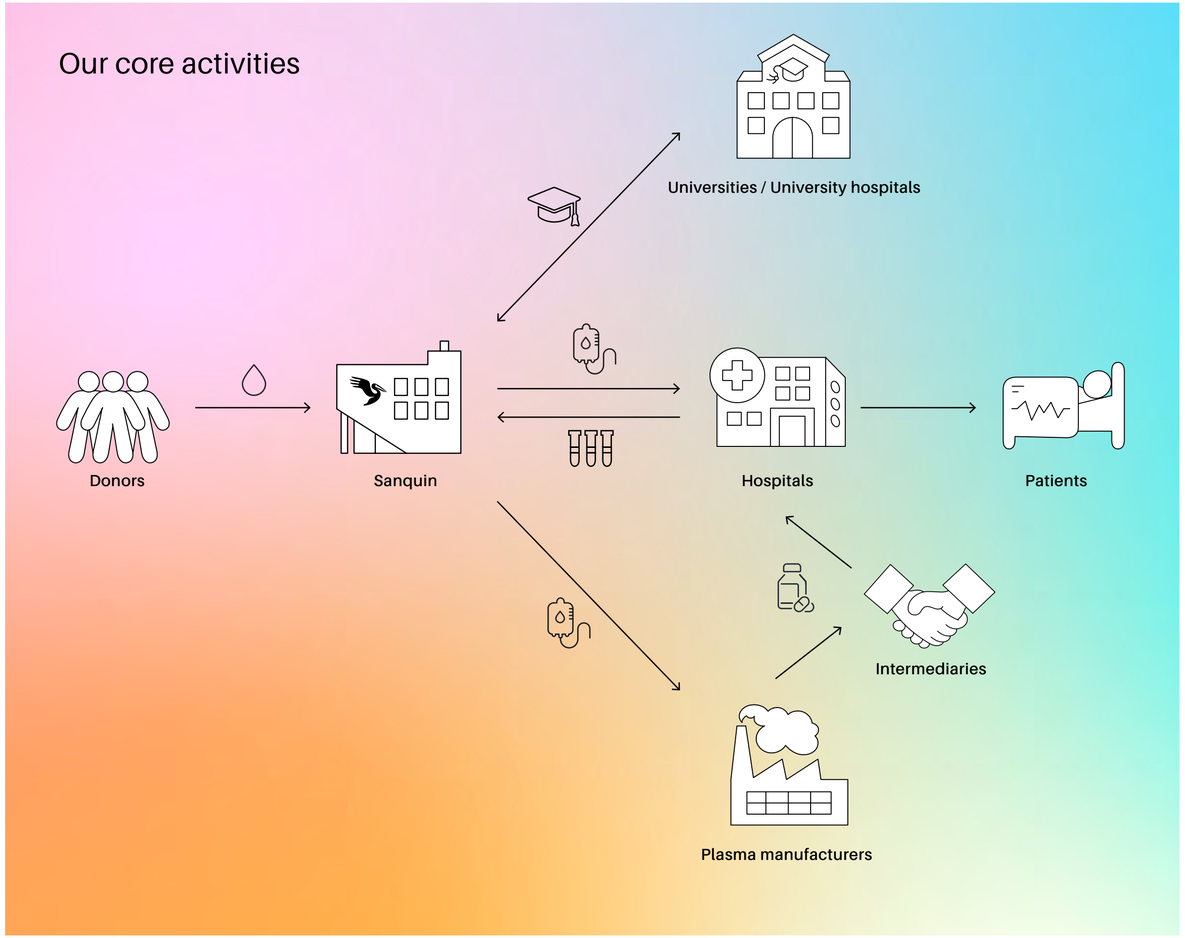
What we do

At Sanquin, everything revolves around life. We focus on blood, and more importantly, we care about people.

Without our donors, volunteers, colleagues, and partners, we wouldn't be able to do what we do: save lives, improve health, and share knowledge. Sanquin carries out four core activities that form the foundation of our organization:

- Blood supply – collecting, processing, and distributing blood, plasma, and other blood products.
- Diagnostic services for medical research.
- Scientific research into blood, blood-related diseases, and new medicines.
- Translating scientific research into new products and services.

More information about our activities can be found at www.sanquin.nl/en/donors/our-expertise.



Sustainability belongs to all of us

Our vision:
Sanquin integrates sustainability into robust and efficient products and services – now and for the future.

Each year, we help over 100,000 patients. Through our blood products, our research, our diagnostic services, and innovations, we stand 'For Life': Contributing to a better quality of life for people. Our mission is simple yet powerful: Together with the donor, for a better life for the patient.

'Samen Duurzaam' (Sustainable Together)
Under the banner of 'Samen Duurzaam', we are building a more sustainable organization. We want sustainability to be part of everyone's daily work. Not an add-on, but a mindset embedded across Sanquin. And every department and colleague can contribute in their own way.

Four guiding principles shape our approach:

1. Transparency
We believe in being open and honest about what we do. That is why we track our actions and results using clear metrics. This helps us understand and communicate our impact within Sanquin, with our suppliers, and in society at large.

2. A fresh perspective
Sustainability requires us to look at things differently. We challenge ourselves to rethink processes and find creative solutions. Sometimes that means changing an entire workflow. At other times, a small improvement can make a big difference.

3. Focused choices
We cannot do everything at once. So, we make deliberate choices about where we can have the greatest impact – now and in the future. And that is where we invest our time, energy, and resources.

4. Collective action
At Sanquin, we believe sustainability only works when everyone is involved. Every colleague, in every part of the organization, has a role to play. We have set clear sustainability goals and support each other in achieving them. Together, we are setting Sanquin in motion.

Environmental, Social and Governance

When people think of sustainability, they often think of the environment. However, sustainability is about more than just the environment or climate. In fact, it is commonly framed through the lens of ESG: Environmental, Social, and Governance.

We have defined eight focus areas within these three ESG pillars. Together, they form the foundation of our sustainability strategy. By exploring these topics in depth and setting clear goals, we aim to reduce our negative impact and increase our positive impact where it matters most.

We have chosen four areas to prioritize in our initial efforts: **Consumption and emissions, Waste and procurement, Equal opportunities and treatment, and Sustainable services.**

Sustainability is about more than just the environment or climate.

SANQUIN AND SUSTAINABILITY

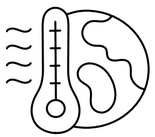
The eight focus areas of our sustainability strategy

1.
Consumption and emissions

We aim to reduce our CO_2 emissions, for instance by consuming less energy and making our transport more sustainable.

2.
Waste and procurement

We strive to minimize waste and make more conscious choices about the materials we use. For example, by recycling more, reusing materials, and adopting more sustainable procurement practices.



3.
Climate change

We are committed to combating climate change by lowering our emissions. We are preparing for the potential impacts of climate change.

4.
Working conditions

We promote a safe, healthy, and positive work environment, fostering a culture where every employee can thrive and feel at home.

5.
Equal opportunities and treatment

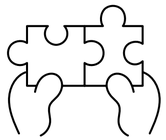
We strongly believe in diversity and inclusion. At Sanquin, it does not matter who you are: Everyone deserves equal opportunities to grow and contribute.

6.
Sustainable services

We want our services to not only improve patients' health, but also to be as environmentally friendly and socially responsible as possible.

7.
Business ethics

We conduct business in an ethically responsible way that earns the trust of our stakeholders. That is why transparency and integrity are core values in everything we do.



8.
Value chain

We take a holistic view of our entire value chain. From suppliers to end users, we are ensuring that sustainability is embedded not just within Sanquin, but throughout our value chain.

SANQUIN AND SUSTAINABILITY

To identify our eight key sustainability topics, we conducted a comprehensive impact assessment.

In the field of sustainability, this is known as a double materiality assessment.

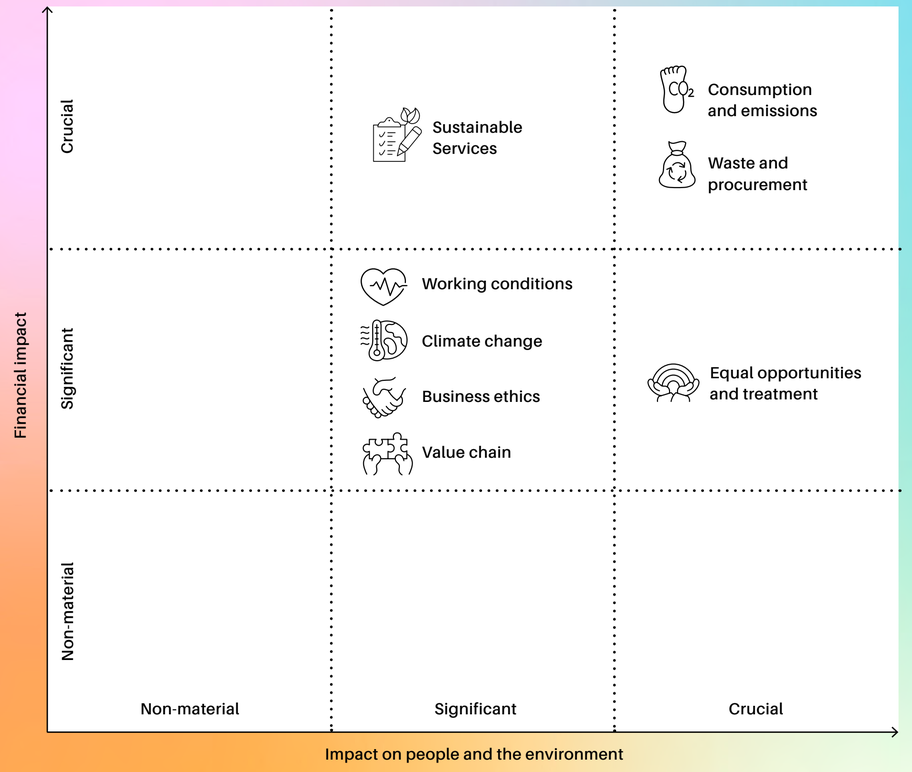
We reviewed along two main dimensions:

- What sustainability means for Sanquin itself (for example, how climate change could affect our operations).
- How we impact the world around us (such as our emissions and their effect on air quality).

To carry out this assessment, we drew on existing research and internal documentation, and held discussions on topics like privacy, budgets, and strategy. We also engaged with a wide range of stakeholders: board members, executives, employees, volunteers, supervisory bodies, and works councils. This comprehensive assessment provided us with a clear picture of our organization and the sustainability issues that matter most to us.

In the following chapters, you can read more about how we are doing on these sustainable topics, and what our plans are.

Results double materiality assessment



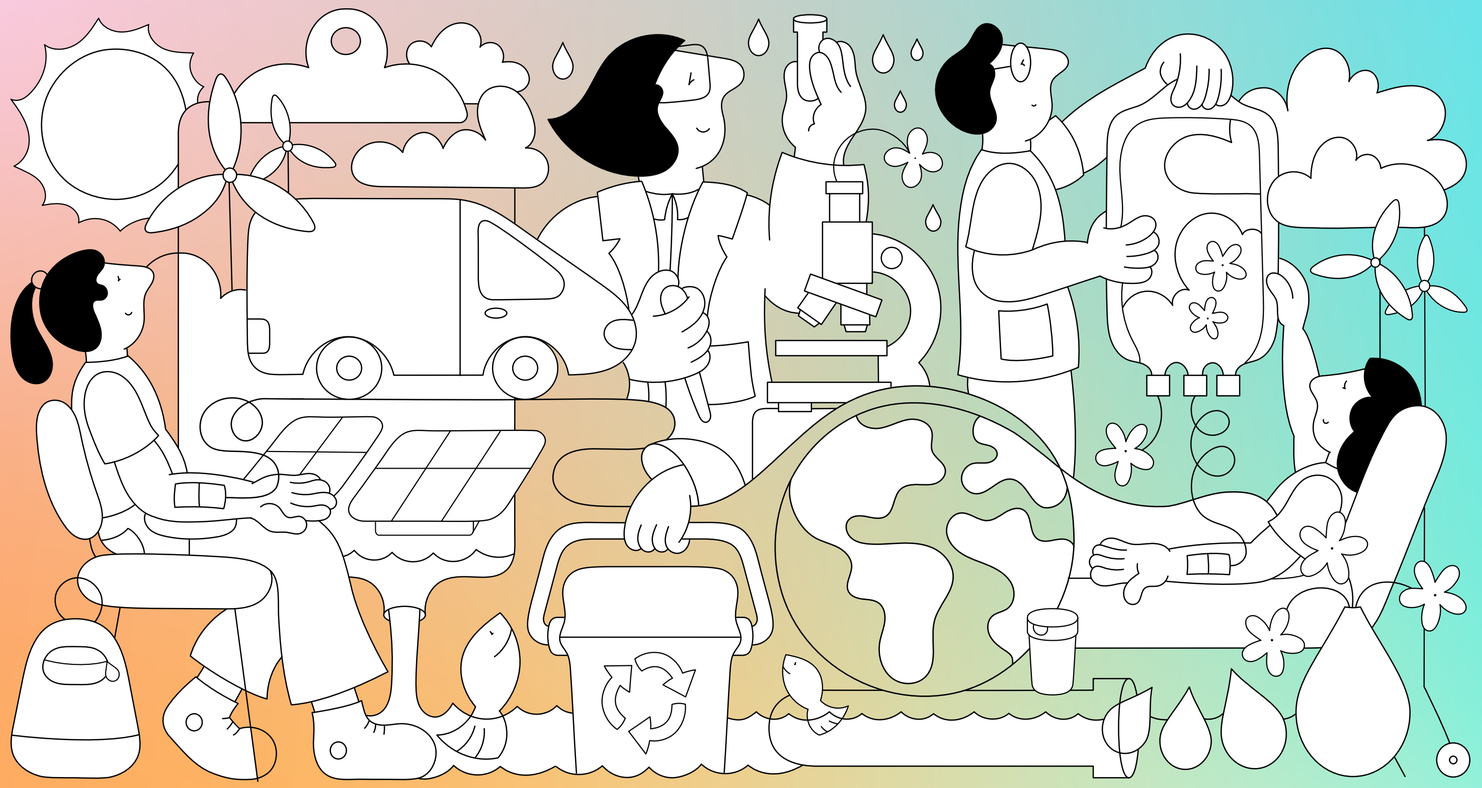
For Life

ENVIRONMENT

Responsibility for the future

In everything we do, whether it is on the donation chair, in the lab, or in the meeting room, we remain conscious of our use of materials and natural resources. We actively seek sustainable alternatives to minimize our ecological footprint.

Sanquin is developing plans to ensure our transport and energy consumption – our largest sources of emissions – will become more sustainable. We are taking steps toward greater energy efficiency and use of renewable energy sources. These efforts contribute to a cleaner environment and improved public health. By reducing our dependence on fossil fuels, we also become more agile and resilient. And by using resources wisely, we not only lower costs but also increase the value of our real estate.



Consumption and emissions

We are aware of the impact we have on our environment. That is why we are committed to minimizing our use of natural resources and reducing emissions. Our efforts target three key areas: energy consumption, emissions, and transport.

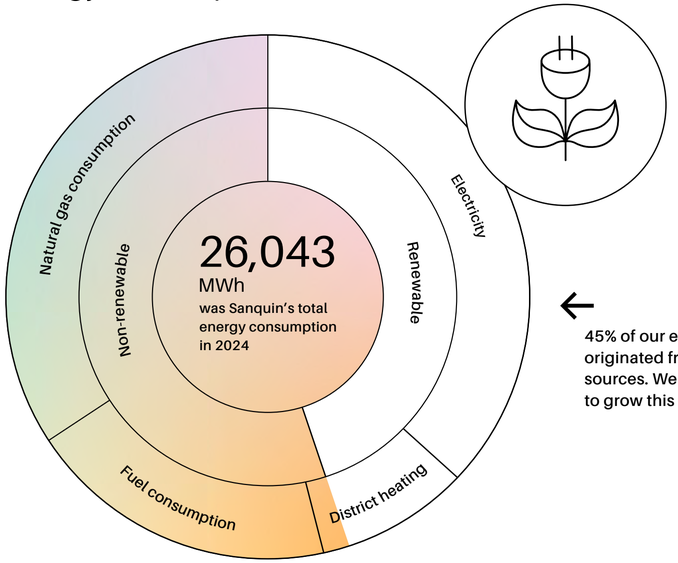
Energy consumption goals

- In 2025, we will actively pursue sustainability improvements in at least two areas where subsidies or incentive programs are available.
- We will review and optimize our freezer policy to reduce energy consumption. We will start implementation before 2026.

These are our energy-related achievements in 2024:

- As of January 1st, 2024, we have been sourcing 100% locally generated wind energy for our electricity needs. We also connected several buildings to district heating.
- We use residual heat from cold and freezer rooms to warm other parts of our facilities.
- At our headquarters, we replaced conventional lighting with energy-efficient LED systems.
- We invested in smart, CO_2-controlled ventilation systems that automatically adjust airflow based on occupancy.
- We phased out outdated steam-based hot water systems and replaced them with more efficient district heating solutions.

Energy consumption 2024



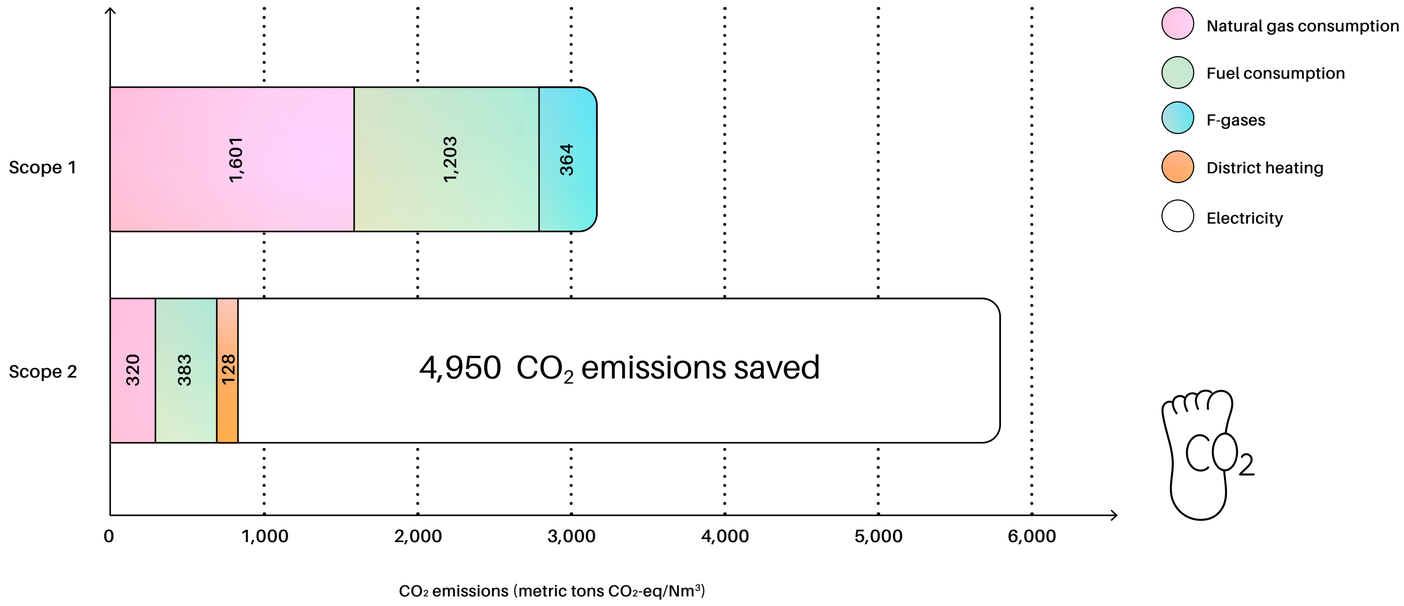
45% of our energy originated from renewable sources. We will continue to grow this share.

An average Dutch household uses approximately 3 MWh per year.

Sanquin used the same amount as 8,680 households.

ENVIRONMENT

CO_2 emissions saved in 2024



Sanquin's total CO_2 emissions in 2024 amounted to 3,998 metric tons. That equals 16 metrics tons of CO_2 emissions for every million euros in revenue.

Compared to 2023, we saved nearly 5,000 metric tons of CO_2 emissions by switching to 100% wind-generated electricity.

CO_2 emissions are a key concern for Sanquin, which is why we monitor them closely.

Emissions goal

- The Green Deal for Sustainable Healthcare 3.0 calls for a 55% reduction in emissions across the sector by 2030. By the end of 2025, we will develop a roadmap outlining Sanquin's contribution to this reduction.

To measure our emissions, we use the internationally recognized emission scopes framework, which divides emissions into three categories:

Scope 1: Direct emissions from sources we control, such as natural gas usage and transport.
Scope 2: Indirect emissions from purchased energy.
Scope 3: All other indirect emissions, including employee commuting, waste processing, and supply chain activities. This category is broad and often difficult to quantify. In 2025, we will therefore focus on gaining deeper insight into our Scope 3 emissions.

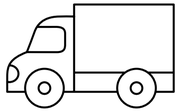
ENVIRONMENT

From blood collection to hospital deliveries: Our vehicles cover a lot of ground. In 2024, we drove more than we did in 2023.

Transport goals

- We will develop a roadmap to reduce emissions from product transport by early 2025.
- We will create a roadmap to minimize emissions from employee travel before mid-2025.

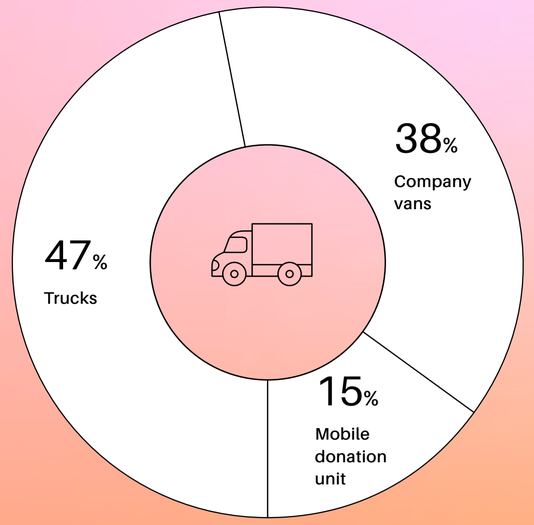
As we reduced the number of distribution locations, our vehicles had to travel longer distances, which led to an increase in mileage compared to 2023. As a result, transport-related emissions rose slightly (+1.9%). However, our company vans were more fuel-efficient than the year before. We are actively planning to make our fleet more sustainable. The biggest challenge we face in this regard is the charging infrastructure. For heavier vehicles in particular, charging stations are still far from widely available. We're keeping a close eye on developments in this area.



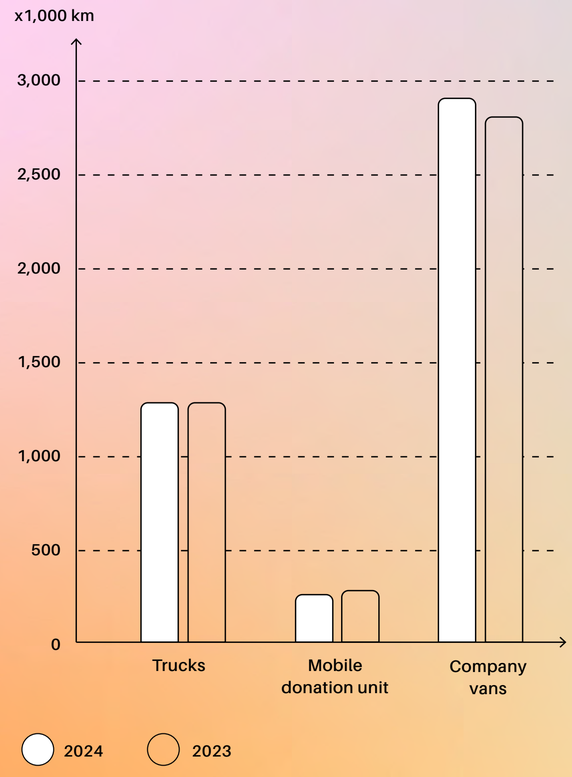
Our vehicles drove 4.4 million kilometers in 2024.

ENVIRONMENT

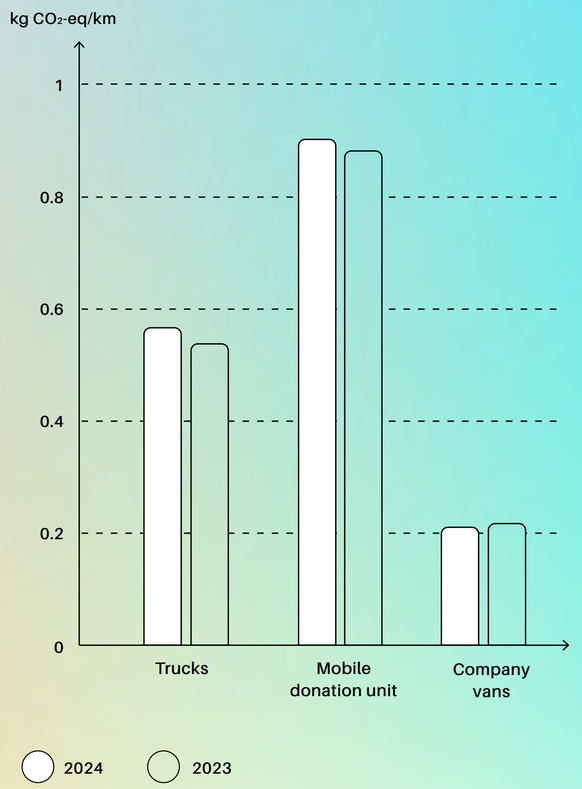
Breakdown of emissions by vehicle type, 2024



Transport distance (in kilometers), 2023 and 2024



Emissions per kilometer driven, 2023 and 2024



ENVIRONMENT

Waste and procurement

We are looking for alternatives that reduce our ecological footprint and are making sustainable choices in our procurement processes. We aim to minimize waste and critically assess the materials we use, both in daily use and innovation.

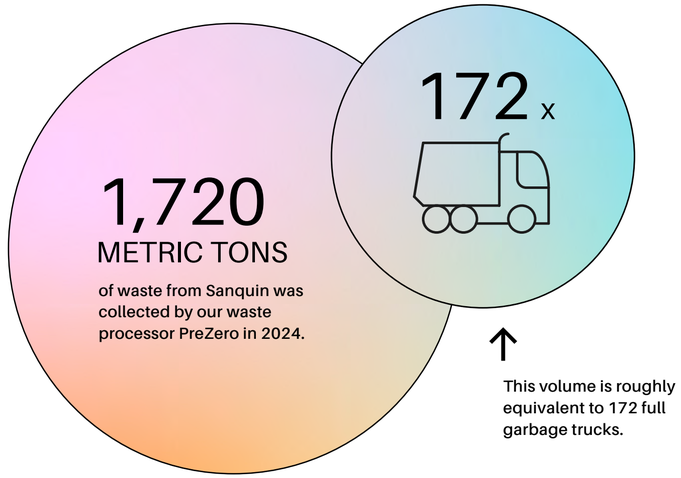
Waste: discard less, reuse more
For years, Sanquin focused on improving waste separation. As a result, we can now process challenging materials like polystyrene more effectively.

We have also expanded our ability to separate plastic waste streams for better reuse. But there is a limit to what separation alone can achieve. That is why we are shifting our focus toward preventing waste altogether.

We think critically about:
- What are we purchasing?
- Can we choose reusable or (more) recyclable options?
- Do we really need all that packaging?

We are digitizing paper-based processes and switching to reusable or paper-based cooling packaging. Our goal is to reduce waste at the source, especially waste from our headquarters in Amsterdam and our donation centers, where specific recyclable waste is collected. More than half of the waste collected at our headquarters comes from tenants on the premises. By actively engaging with them, we see promising opportunities for meaningful, collaborative improvements.

Our waste volume in 2024



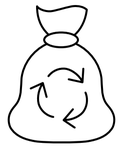
ENVIRONMENT

In the Netherlands, strict protocols apply to the handling of potentially hazardous waste, such as materials that may be contaminated with viruses or bacteria, toxic substances, or sharp objects.

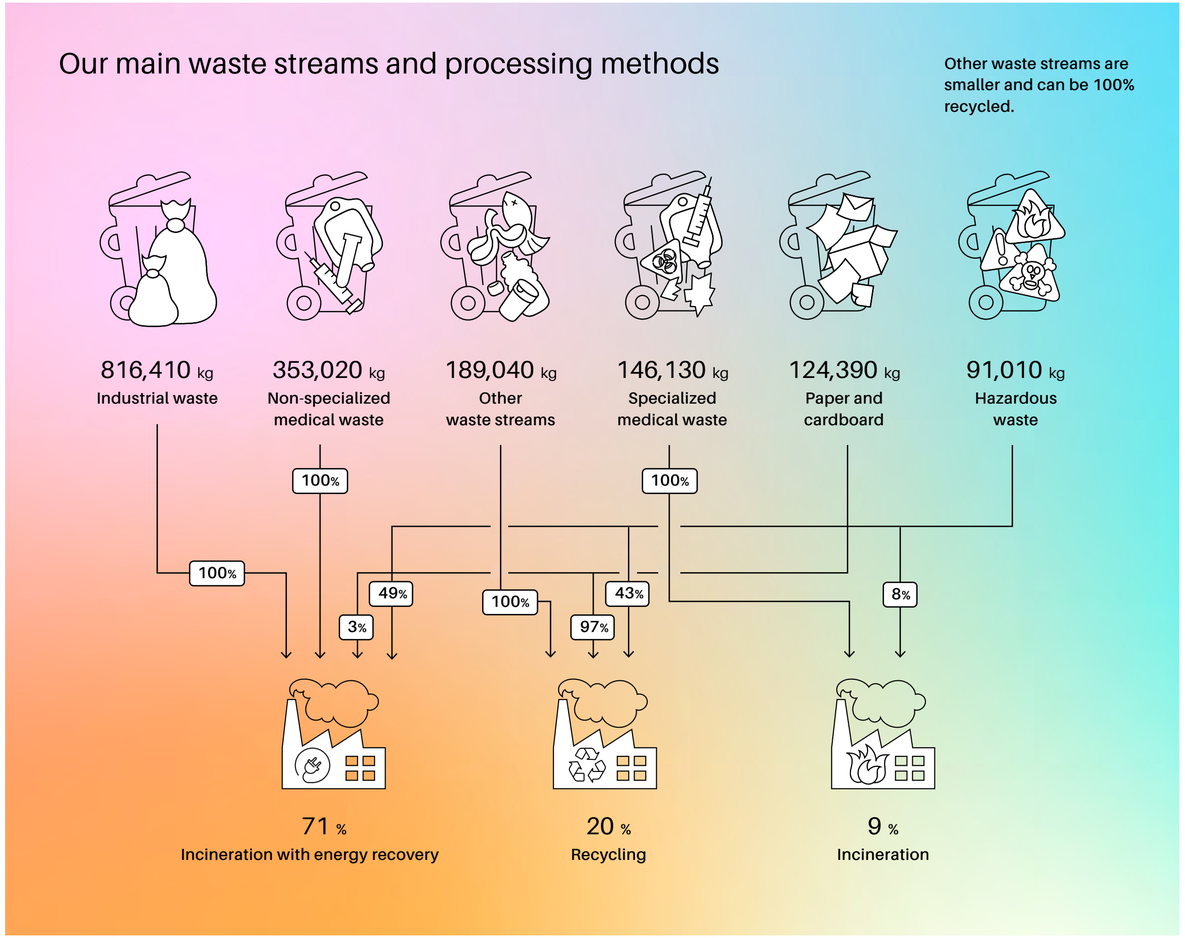
This type of waste is classified as specialized medical waste. Because there is no safe way to reuse or recycle it, it is incinerated entirely without energy recovery. That is unfortunate, but safety always comes first.

However, Sanquin is in a unique position. We rigorously screen all donated blood, which significantly reduces the risk of contamination compared to a typical hospital setting.

As a result, much of our waste – such as needles, bandages, or tubes that have contained blood (i.e., non-specialized medical waste) – can be safely incinerated together with regular Industrial waste. This waste is processed in incinerators that do recover energy, allowing us to ensure that even our waste contributes to something positive.



We shift our attention from separating and recycling to the prevention of waste.



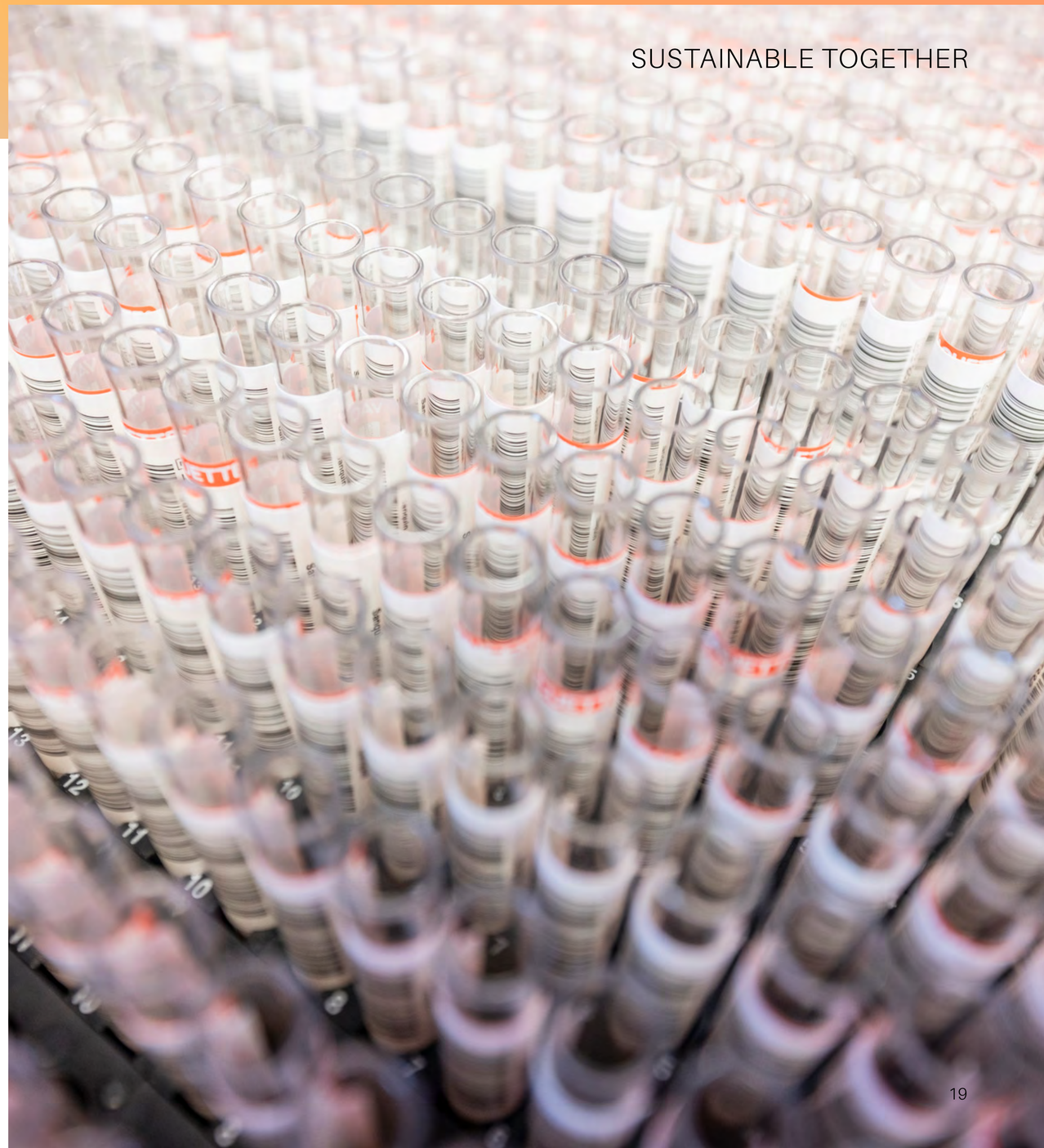
ENVIRONMENT

Procurement: sustainable choices
To make a true difference in how we use resources and manage waste, we need to start with sustainable choices at the procurement level.

Procurement goals
- Our sustainable procurement policy will be finalized in 2025.
- By April 2026, 100% of our procurement will follow this policy, supported by updated purchasing and reimbursement processes and internal training.

In 2025, we will review our top 10 purchased products.
We will also explore ways to make packaging more sustainable and reduce waste caused by overstocking.

We are working closely with our suppliers to make more sustainable procurement decisions possible.

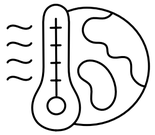


Climate change

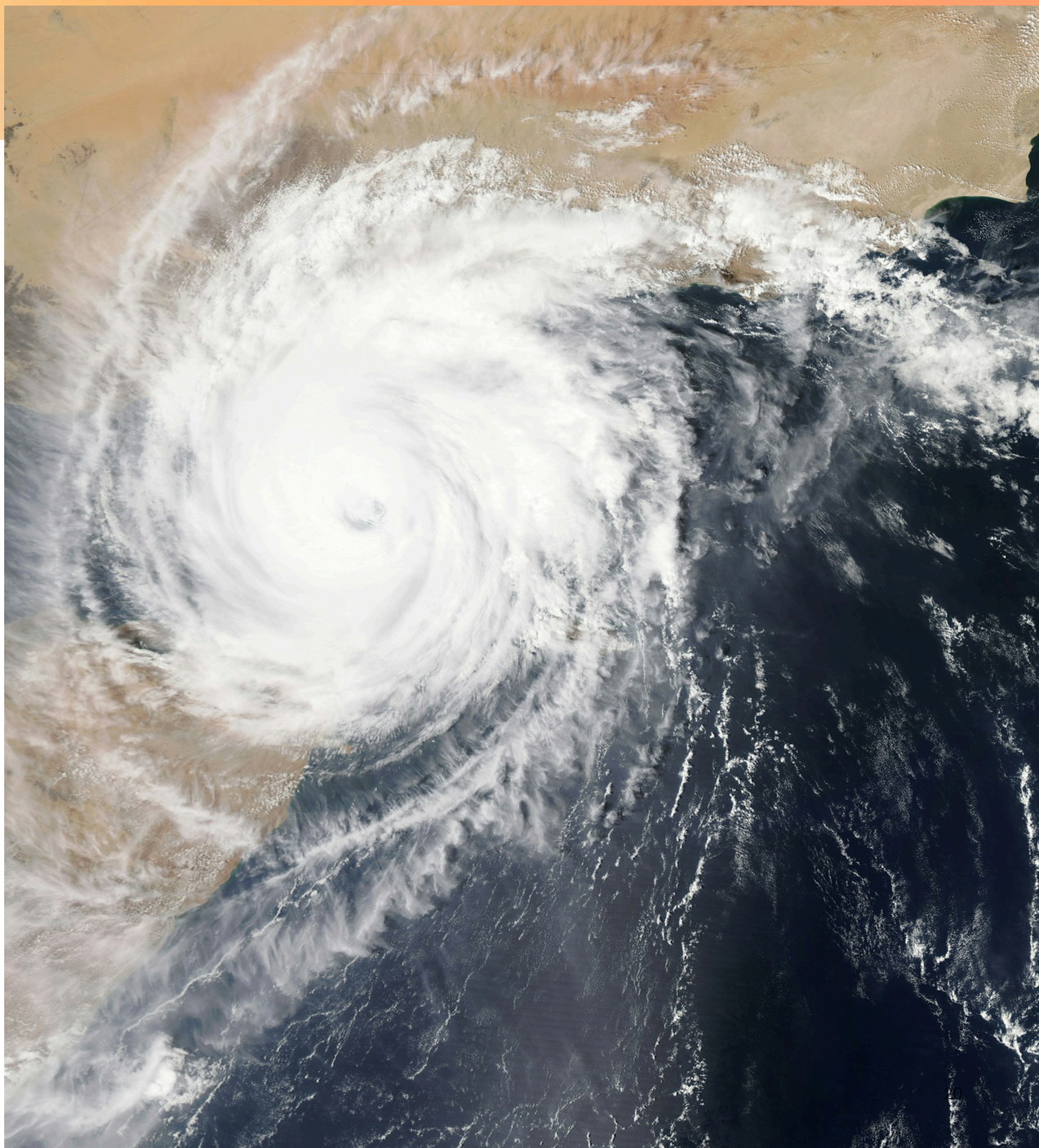
We take our societal role seriously and aim to keep our operations resilient and efficient, especially by preparing for the expected and unexpected effects of climate change.

Although we do not yet have a full climate action plan, we are aware of the risks and opportunities climate change presents. That is why we include it explicitly in our strategic risk assessments. We are already seeing likely impacts in several areas:

- Climate migration: Shifts in population due to climate change may affect the demand and supply of blood products.
- Emerging infectious diseases: Changes in temperature and humidity will lead to more frequent and geographically closer outbreaks.
- Extreme weather: Severe weather conditions may put pressure on our infrastructure and logistics.



Vector-borne diseases, such as those transmitted by mosquitoes, are also appearing closer to home due to climate change.



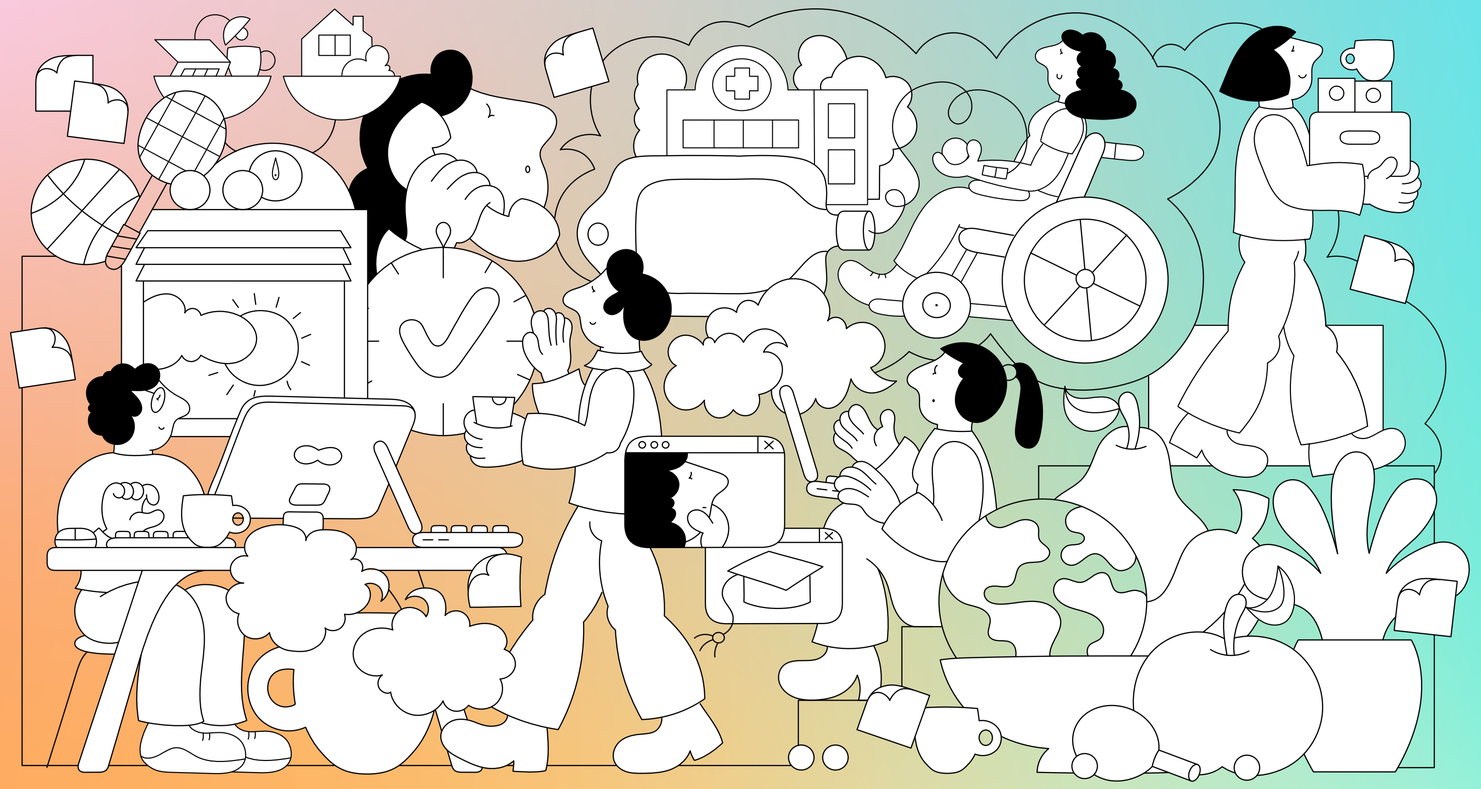
BECKMAN COULTER
EIGENDOM MILIEUPLEIN

SOCIAL

The power of Sanquin

At Sanquin, everyone finds a safe and respectful environment where they feel engaged and valued. People genuinely enjoy coming to work.

Every day, thousands of colleagues dedicate themselves to something extraordinary: contributing to a healthier world. And they do so in an organization that truly puts people first. We believe you can only care well for others if you also care well for each other. That is why we invest in a safe, supportive, and inspiring workplace where everyone feels seen, appreciated, and at home.



SOCIAL

Our employees

Sanquin is a diverse organization, with employees working across the country and in various parts of the organization: From headquarters to donation centers, from Stichting Sanquin to Sanquin Health Solutions.

No matter where you work or what type of contract you have, we are one Sanquin. One team, one mission.

Our colleagues come from all corners of the field.
They are curious, committed, and above all, deeply engaged.
They contribute to innovation, service delivery, research, and the daily blood supply. What connects us?
Our shared dedication to donors and patients and the drive to make a meaningful difference for both.

On December 31, 2024, Sanquin had 2,026 employees, and 366 employees left Sanquin during the year.

Employees:

Man 515

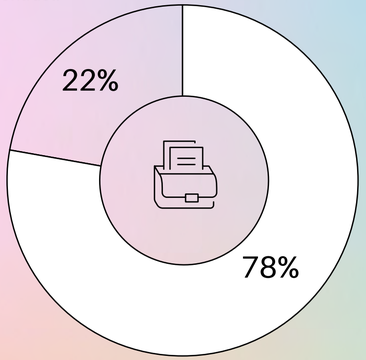
Woman 1.511

Topmanagement:

Man 11

Woman 8

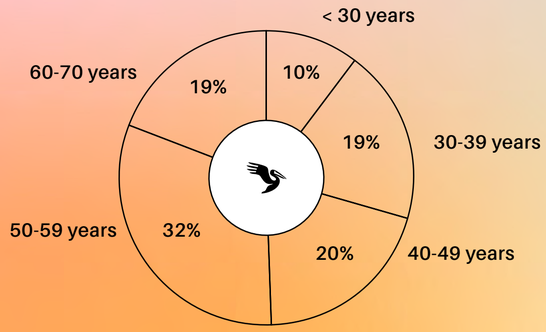
Contract:



78% of our employees have an indefinite-term contract.

22% of our employees have a fixed-term contract.

Age distribution:



1,029 employees work all over the Netherlands.

997 employees work at the headquarters in Amsterdam.

A note about these figures can be found on p. 34.

SOCIAL

Working Conditions

We take care of one another and are committed to each other's development, wellbeing, safety, and privacy.

Sanquin is an employer to be proud of: A place where you can grow, where your voice is heard, and where job satisfaction matters. In 2024, Sanquin and the labor unions reached a new collective labor agreement, with clear commitments to sustainable employability. These include extended bereavement leave, the right to disconnect outside of working hours, and more control over personal work scheduling. We are also exploring how to improve existing shifts, such as on-call shifts.

Hybrid working is now normal at Sanquin. Employees can work partly from home, with proper support and compensation. Through our Home office portal, colleagues can order products to set up a safe and comfortable workspace at home.

At Sanquin, we work together to create an environment where work and life are balanced.

Equal opportunities and treatment

We are committed to equal opportunities and fair treatment for all employees, donors, clients, and stakeholders.

Equal opportunities and treatment goals

- By 2026, we will assess the language needs of our (potential) donor community and invest in reducing language barriers at a minimum of five donation centers.
- In 2025, we will investigate whether language is a barrier at our headquarters and how to address it.
- We will assess the accessibility of all (donation) locations for people with disabilities and ensure they are/remain fully accessible by 2026.
- We will organize at least three awareness and education activities per year focused on harassment and discrimination.
- We will increase the use of development opportunities and promote career growth. By 2030, at least 90% of our employees will use at least 60% of their personal development budget.

At Sanquin, we believe everyone deserves equal opportunities. We strive to create a workplace where no one has to wonder whether they belong. Because they do. Whoever they are.

In 2025, we will examine issues such as equal treatment and pay. Any unjustifiable differences will be addressed. To attract and retain international talent, we are also evaluating whether language is a barrier at our headquarters. If it is, we will implement appropriate solutions. We want everyone to feel welcome at Sanquin.

Continuous development

Since 2016, employees have been able to use a personal development budget. This encourages people to take control of their careers, continue to develop, and remain sustainably employable.

By 2030, we want at least 90% of our colleagues to actively use this budget. Because we can only excel together if we continue to develop.

SOCIAL

We also strive to treat our donors fairly and equally.

Since January 1, 2024, we ask all donors the same question about sexual risk behavior. Previously, this question was only asked of men who had had sexual contact with other men.

Every day, we strive to make our donation centers as welcoming and accessible as possible for everyone. For instance, for people with disabilities and for those struggling with the Dutch language. Everyone who wants to help should have the opportunity to do so. The (physical) accessibility of our locations is a point of concern. Donors rated our accessibility with an average score of 3.8 out of 5. We take that feedback seriously and are working to improve.

In 2024, donors gave our service an average score of 8.6 out of 10.

Sustainable services

We are aware of our positive impact on society and aim to maximize that contribution by delivering timely, high-quality, and safe services – now and in the future.

Sustainable services goals

- By 2028, we will update our decision-making processes (where possible) to better support sustainable choices.
- By 2030, we will reduce the size of our existing archives by at least 20%.

Meaningful contributions to more sustainable service delivery:

- As of October 1, 2024, people who have received a blood transfusion due to pregnancy, childbirth, accidents, or certain surgeries are no longer automatically excluded from donating blood. Lifting this restriction has given many people the opportunity to donate (again). In the first weeks after the change, more than 1,500 donors signed up who were previously excluded from donation.
- We are actively promoting plasma donation and it is paying off! In 2024, we hit two major milestones: For the first time, we had over 100,000 registered plasma donors, and in December, we recorded 9,120 plasma donations in a single week - the highest ever. This growth is something to be proud of, especially as demand for plasma-derived medicines continues to rise. That's why it is so important to ensure donors have a positive experience.

Our donors: welcomed and valued

Without our donors, there would be no blood supply. That is why we always put them first. We provide a warm welcome, a safe donation process, and a listening ear. In 2024, this resulted in an average score of 8.6 out of 10 for our services. Staff at our donation centers received the most praise. We are also proud of our average score of 4.3 out of 5 across 26 aspects of our locations, including reachability, opening hours, and staff friendliness.

Sanquin
For Life.
13:53
donderdag 7 augustus
Sanquin
Welkom.
13:53

GOVERNANCE

Stronger together

Sanquin does not operate in isolation: We are part of a broader ecosystem that includes hospitals, laboratories, and companies.

Together with our network, we work with the utmost care every day to achieve our goals, now and in the future.

GOVERNANCE

Business ethics

We conduct all our activities with integrity and ethical responsibility. We are fully aware of the responsibility that comes with our operations and our societal role.

We have clear codes of conduct, a whistleblower policy, and secure channels for anyone who wishes to raise concerns. Researchers also have access to an external ombudsman for scientific integrity. These measures help safeguard our credibility, both nationally and internationally. New employees are trained in integrity, professional behavior, and how to recognize fraud. It's all part of ensuring that we not only do good work, but that we do it right as well. In 2024, there were no reports of fraud or payment issues: Silent proof that Sanquin's moral compass is functioning as it should.

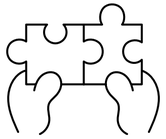
Our values guide every decision we make in our work.

Value chain

We aim to embed sustainability in all processes of our ecosystem.

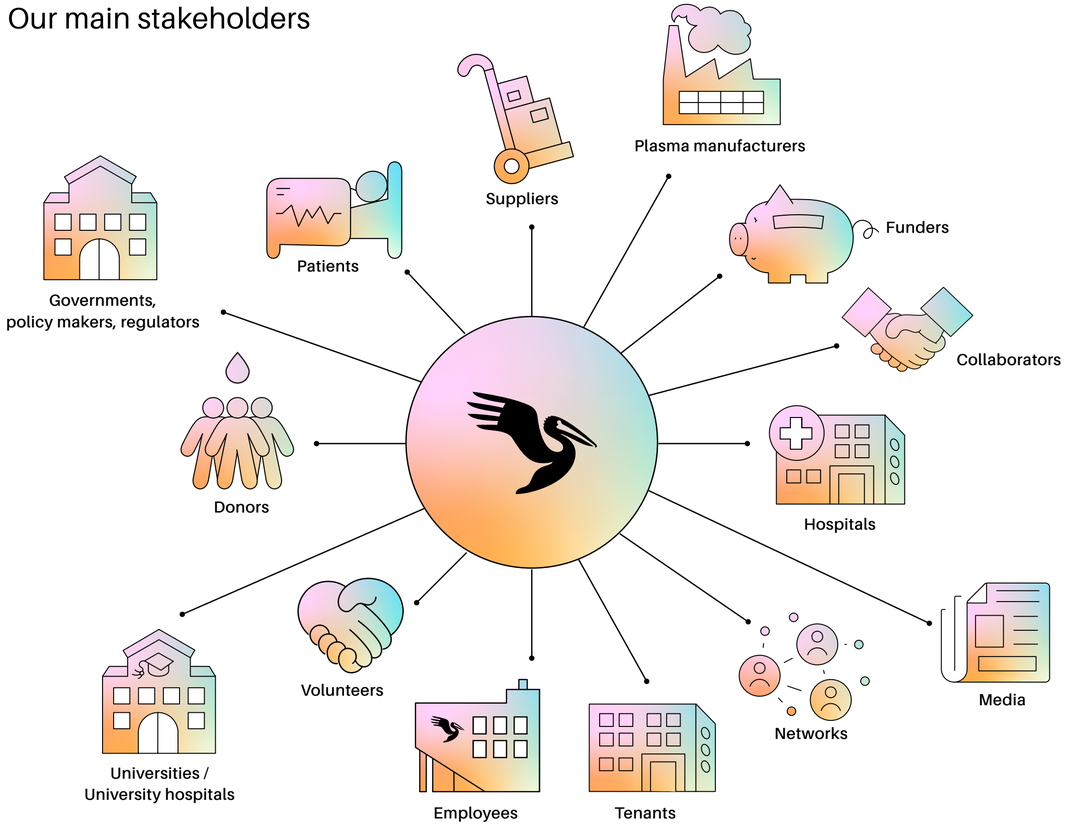
We do this in close collaboration with our partners and suppliers, building strong relationships and working together toward tomorrow's Sanquin. We want everything we do to contribute to a more sustainable world, from blood collection to diagnostic services and research. We work together with partners, suppliers, and of course our own colleagues to develop smart, future-proof solutions.

In 2024, we focused on identifying our key stakeholders: The people and organizations that are connected to our work. We now have a clear picture of our direct stakeholders. In 2025, we will expand that view and engage with additional stakeholders.



Together, we are exploring how to make our value chain more sustainable.

Our main stakeholders



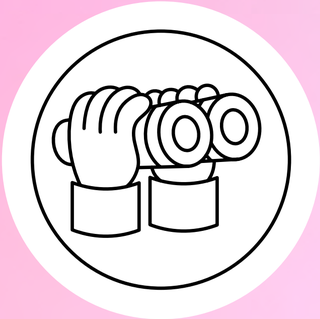
GOVERNANCE

Sanquin's impact extends beyond the Netherlands. Through international partnerships, we contribute to strengthening blood supply systems around the world.

We share knowledge, help shape new guidelines, and are committed to improving access to blood products, especially in countries where this is far from guaranteed. Under the banner of Sanquin Consulting Services, we support blood banks in low- and middle-income countries with advice, training, and guidance. We do not do this for commercial gain, but because we strongly believe that everyone has the right to a safe blood supply.

We also invest in the future through research and education. From primary schools to medical specialization, Sanquin helps to train the next generation of professionals. That's how we ensure our work matters, not just today, but also tomorrow.

Sanquin Consulting Services provides support and guidance to low- and middle-income countries in the field of blood transfusion.



Looking ahead with confidence

At Sanquin, we work every day on something bigger than ourselves. We do it with knowledge, dedication, and the power of collaboration. But above all, we do it with people. People who give, people who care, people who connect.

We are building a more sustainable world and that starts close to home, with ourselves. We are proud of the progress we have made. And we know that we are not there yet. Sustainability is not a destination: It's a continuous journey. Together, we can keep making a difference. For today, and for generations to come.

Colophon

September 1, 2025

Editorial team: ‘Samen Duurzaam’ (Sustainable Together; Marloes Spekman, Barbara van Helden-Snellens, Maeyken Heijne, Leanne Soff, Bente van Velze)
Final editing: Elke Content
Design: das Studio

If you have questions or suggestions about this sustainability report, please contact the ‘Samen Duurzaam’ team via samen.duurzaam@sanquin.nl.

Note about the figure on page 23:

Due to (administrative) staff transfers between organizational units on December 31, 2024, the total number of employees reported in this sustainability report differs from the number stated in the 2024 annual report. The discrepancy amounts to 14 employees.