

INVITRO

Press Kit



INVITRO

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Background information

INVITRO is the largest Russian private medical company specialized in laboratory diagnostics and other medical services.

Founded in 1995, now INVITRO owns the largest Eastern European chain of medical offices (more than 1,000 outlets) in 5 countries and 9 most advanced laboratory facilities that perform more than 150,000 tests every day. Almost 30 thousand patients turn to INVITRO every day.

Countries of operation: **Russia, Ukraine, Kazakhstan, Belarus, Armenia.**

INVITRO is Brand No.1 in Russia and leader of the Golden Brand and BeBoss National Franchise Ratings. In 2017, INVITRO won the Government of the Russian Federation's Quality Award.

INVITRO implements one of the best franchising programs in Russia. Within the last 10 years, more than 500 medical offices have been opened under the INVITRO brand within the framework of this program all over Russia, from Kaliningrad to Yuzhno-Sakhalinsk.

INVITRO

The Company offers more than 1,700 types of laboratory tests, instrumental and computer-assisted services effectively helping physicians and patients take care of their health throughout their life.

The range of medical tests performed by the Company for clinical and diagnostic purposes comprises hematological and general clinical tests, hemostasis analysis, biochemical blood analysis for infections by the enzyme-linked immunosorbent assay, coagulologic, hormonal, genetic, immunologic, histologic, oncocytologic tests, diagnostics of parasitic infections, PCR-based diagnostics, detection of inflammatory and autoimmune markers, and drug monitoring. At the INVITRO medical offices and diagnostic centers, in addition to laboratory tests, clients can undergo instrumental, X-ray and computer-assisted diagnostic examination and, in some cases, receive medical consultations.

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INVITRO also provides water and soil analysis services, transport driver pre-trip and post-trip inspection services, services in the clinical trials for human medical products and assessment of the sanitary and epidemiological of premises. INVITRO has been acting as a central laboratory for clinical trials for 15 years: we perform more than 100,000 different tests a year.

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Group structure

The INVITRO Group comprises diagnostic centers, Doktor Ryadom medical offices, Lechu medical clinics, Unicum medical human resources service, Higher Medical School and Vet Union veterinarian laboratory services unit.

INVITRO is an investor of 3D Bioprinting Solutions, a Russian biotechnology research laboratory and one of the leaders in 3D printing. The Company developed the first Russian bioprinter based on its proprietary original Fabion design and was the first in the world to print and successfully implant an organic construct of the mouse thyroid. The Company's second successful development is Organaut space bioprinter, the world's only and unique device for printing live tissues in microgravity. In 2017, 3D Bioprinting Solutions and INVITRO concluded an agreement with the Roscosmoc State Corporation on delivering Organaut to the International Space Station (ISS) and performing several scientific experiments in 2018.

INVITRO is a strategic partner of Med2Med independent professional medical TV channel. This Internet channel is designed for practicing

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physicians, students of medical higher educational institutions and medical nurses. The channel publishes lectures, reviews of new medical technologies and diagnostic methods, innovative equipment and treatment methods, detailed analyses and demonstration of operative interventions, specific medical procedures and techniques.

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International presence

The INVITRO brand medical offices have been operating in Ukraine since 2010. The Company's technology facility is located in Dnepropetrovsk, and the chain consists of about 50 medical offices. The House Call service is provided in Dnepropetrovsk, Kharkov, Odessa, Krivoy Rog, Cherkassy, Mirgorod and Kherson.

INVITRO has been present in Belarus since 2013. The Company's technology facility is located in Minsk, and medical offices operate in Minsk, Baranovichi, Soligorsk, Orsha, Brest and other settlements.

INVITRO has been present in Kazakhstan since 2014. The Company's technology facilities are located in Almaty and Astana. Its network of medical offices covers Aktau, Almaty, Atameken, Atyrau, Karaganda, Kyzylorda, Shymkent and other settlements.

In 2017, the first medical office under the INVITRO brand was opened in Erevan, the capital of Armenia.

Total number of INVITRO's cities of presence: **454***

* As of 01.02.2018.

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Financial performance

In 2017, the INVITRO Group's revenues amounted to **15.09 billion rubles** (in 2016 – 13.13 billion rubles).

INVITRO is audited by the EY International Audit and Consulting Company, one of the TOP4 audit companies in the world.

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Company history

In the early 1990s, the state of the Russian healthcare system was nearly catastrophic. The most serious problem was that patients' confidence in physicians and medicine in general had been lost and it seemed that it had been lost irrevocably. It was necessary to love one's work and believe in one's country as strongly as Aleksandr Ostrovsky did to decide to establish the best private medical company in Russia at that time. He and his several partners began with the most urgent activity for that time: supplies of imported medical equipment and consumables to Russian clinics.

OMB, a company established at that time and still successfully operating today, managed to gain confidence in the medical community fast.

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It became clear by late 1995 that laboratory diagnostics was a huge and unoccupied niche in the medical market. Thus, they established a company called INVITRO that was initially focused on tests for Moscow-based hospitals. When studying the medical market attentively in 1998, INVITRO founder Aleksandr Ostrovsky made an absolutely unexpected conclusion for that time: huge potential belonged to a large-scale demand for accurate medical tests that one could undergo not far from one's home, without a need to wait in lines at polyclinics in order to get a referral. That is how they took a decision to open medical offices for retail customers.

In 2005, INVITRO became the first medical company to offer franchise-based development in laboratory diagnostics. The first office outside Moscow Region was opened that year.

INVITRO won Golden Franchise, the highest franchising award in Russia, in 2009 and entered the international market in 2010: it opened a laboratory in Dnepropetrovsk (Ukraine). By that time, the Company had already launched over 200 medical offices.

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In 2013, the Company opened its first own INVITRO diagnostic center in Moscow. In 2016, INVITRO became the first medical company in Europe to be certified in compliance with the Six Sigma verification program (Moscow laboratory).

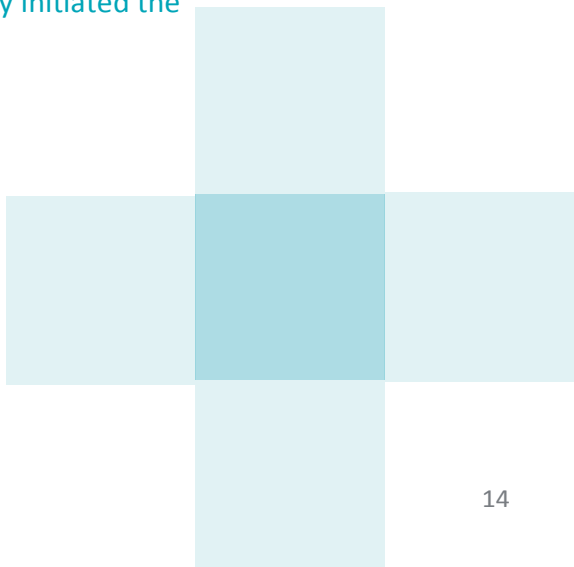
In 2017, the Company celebrated the opening of its 1,000th office in Novosibirsk and also became the prize winner of the Government of the Russian Federation's Quality Award.

INVITRO

INVITRO brand

INVITRO is one of the most recognizable and respectable medical and retail brands in the country, the two-time prize winner of the Brand No.1 in Russia People's Trust Award. The Company is actively creating a strong brand with its philosophy based on special professional ethics to form a new healthcare model: trustworthy up-to-date medicine with a human face.

On September 28, 2016, the Company initiated the process of its corporate style renewal.



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Company founder and CEO

INVITRO founder **Aleksandr Yuryevich Ostrovsky** is a professional anesthesiologist. Aleksandr Yuryevich was born in a family of physicians in 1957 in Moscow. In 1980, he graduated from the Faculty of General Medicine of N.A. Semashko Moscow Medical Institute of Dentistry, and then he completed residency training in Anesthesiology and Resuscitation.



In 1989, Aleksandr Yuryevich defended his Candidate's dissertation on Artificial Ventilation in Patients with Severe Craniocerebral Traumas. He worked as a resuscitator at N.N. Burdenko Institute of Neurosurgery for more than 15 years. In 2002-2004, he attended an Executive MBA training program at the Higher School of Management of the Higher School of Economics State University. Aleksandr Yuryevich has been engaged in public health entrepreneurship since 1991. That year, he and his colleagues and associates founded OMB, a company specializing in the distribution of medical equipment and consumable materials. Now Aleksandr Yuryevich takes an active part in the strategic and ideological business management.

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Company top management

Vitalina Levashova, Deputy CEO. Vitalina has been working at the Company since 2004. She is responsible for Organizational Development and Human Resources Management.

Natalya Baranova, Chief Financial Officer. Natalya has been working at INVITRO since 2003. She was appointed the Financial Director of the Company in 2009. Natalya is responsible for the Economic Department, Legal Department, Account Department and development of the Quality Management System.

Elena Kondrasheva, Chief Laboratories Officer. Elena has been working at INVITRO since 1997. She is a leading Russian specialist in laboratory diagnostics. Elena is responsible for the development of the Company's technological sector.

Anton Bulanov, Chief Communications Officer. Anton is a leading Russian specialist in brand management. He has been working at INVITRO since 2016. Anton is responsible for marketing, communications and brand management.

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Andrey Tarasov, CEO of INVITRO Ural. Andrey has been working at the Company since 2005. He is responsible for managing the Company's operations, ensuring the effective performance of all structural subdivisions and implementing the current and strategic INVITRO development plans in the region.

Aleksandr Khamidulin, CEO of INVITRO Siberia. Aleksandr has been working at the Company since 2009. He is responsible for developing business plans, forming and implementing the INVITRO development strategy in the region.

Elena Cherner, CEO of INVITRO North-West. Elena has been working at INVITRO since 2000. She is responsible for the development and promotion of the Company in the region.

Andrey Logvin, CEO of INVITRO Samara. Andrey has been working at INVITRO since 2014. He is responsible for the development and promotion of the Company in the region.

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Fuat Diveev, CEO of INVITRO Kazakhstan. Fuat has been working at INVITRO since 2017. He is responsible for determining the Company's development strategy and managing the Company's operations in the Republic of Kazakhstan.

Vitaly Shiyonov, CEO of INVITRO Belarus. Vitaly has been working at the Company since 2012. He is responsible for determining the Company's development strategy, managing the Company's operations and forming the INVITRO management team's activities in the Republic of Belarus.

Ruslan Golotov, CEO of INVITRO Ukraine. Ruslan has been working at the Company since 2009. He is responsible for developing business plans, ensuring the effective performance of all the structural subdivisions, implementing the INVITRO's strategic plans and priority projects in Ukraine.

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INVITRO special ethics

Taking into account social changes, we make every effort to promote the value of up-to-date centralized laboratory diagnostics, evidence medicine principles and ethical and responsible business approaches.

Evidence-based medicine

When working with its customers, INVITRO follows the basic concepts of evidence-based medicine, an approach to medical practice, when decisions on the use of prophylactic, diagnostic and therapeutic measures are made based on the existing evidence of their efficacy and safety.

INVITRO does not hard sell unnecessary services to patients

The INVITRO policy includes requirements to the “clinical purity” of medical tests. The Company removed laboratory tests that had **no diagnostic and clinical significance** from the list of its services. In other words, INVITRO follows the principles of the best clinical practice implying the use of the most effective and informative diagnostic tests only.

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INVITRO does not thrive on patients' fears and concerns

We do not thrive on patients' fears, concerns or lack of knowledge: when performing medical tests, the findings of which should be interpreted by physicians only (e.g., oncomarker tests), INVITRO acts as an executor only. Oncologic screening is just one element of a complex examination. INVITRO believes that oncologists should be the ones to prescribe blood oncomarker tests.

Flawless business ethics

Observing the standards and principles of business ethics in relation to all interested parties is the INVITRO's core business philosophy. When cooperating with corporate customers, partners, franchisees and suppliers, INVITRO follows the principles of open collaboration and unconditional fulfillment of the undertaken obligations.



INVITRO quality

INVITRO is a prize winner of the Government of the Russian Federation's Quality Award 2017

INVITRO received the Government of the Russian Federation's Quality Award on Russian Prime Minister D.A. Medvedev's Order No.1322 as of November 1, 2017. This annual award is granted to organizations for making outstanding achievements in the quality of products and services and adopting highly effective quality management methods.

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The Government of the Russian Federation's Quality Award granted to INVITRO serves as recognition of the role of private laboratory medicine in Russia's public healthcare system. The expert evaluation of the Company within the framework of its participation in the contest for this award once again confirmed the reliability and the highest quality of the Company's services, which allowed INVITRO to win the deserved recognition at the state level.

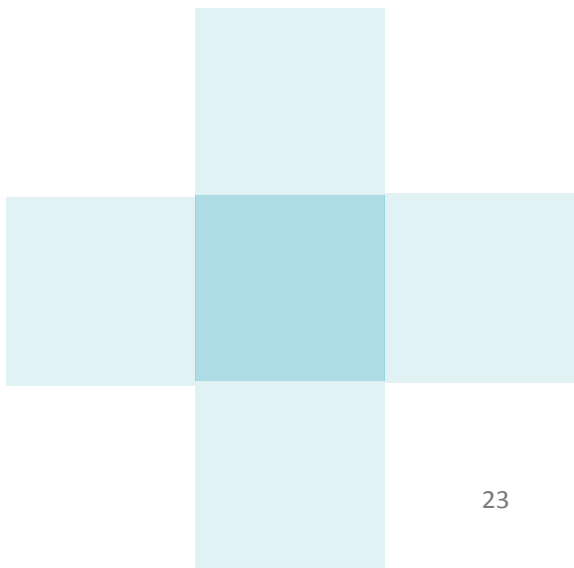
Quality Management System

The INVITRO's Quality Management System meets the requirements of GOST R ISO 15189:2015 Medical laboratories. Particular requirements for quality and competence and GOST ISO 9001-2015 (ISO 9001:2015).

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INVITRO takes part in several external quality assessment systems:

- **FSEEQCLS – Federal System for External Evaluation of the Quality of Clinical Laboratory Studies** (Russia);
- **RIQAS – Randox** (United Kingdom);
- **EQAS – BIO-Rad** (USA).





INVITRO's outstanding achievement in quality management

In 2016, INVITRO became the first Russian medical and laboratory company to pass the Six Sigma verification performed by the Westgard QC (USA). This company is famous in professional circles. It was founded by James Westgard, a person who laid the foundations of statistical quality control in laboratory diagnostics.

Following the verification, INVITRO received the best results among the program participants. It means that the INVITRO's laboratory test quality assurance system is up to the level of the world's top-tier laboratories, including American and European facilities. Errors are statistically admissible in 3.4 out of 1 million cases. In addition, all the key employees of INVITRO's Moscow laboratory facility underwent training courses and passed exams in the basic QC and Six Sigma principles. On September 26, 2016, Director of Technology and Client Services at Westgard QC Sten Westgard handed over a verification certificate to INVITRO founder Aleksandr Ostrovsky.

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History of success

Within more than 20 years of operation, the Company has received more than one hundred professional awards, including:

- Best Supplier of the Year in the Best Supplier of Medical Services category. State Contract Award
- Brand of the Year Gold Prize in the Medical Services category
- Consumers' Rights and Quality of Service Award
- First place in the Medical Organizations of Private Ownership category of the Rating of Trust and Cooperation Preferences of the Health Care System Members.
- Brand No.1 in Russia People's Trust Award

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INVITRO partners

INVITRO has the widest network of over 260 partner medical institutions offering INVITRO laboratory diagnostic services to their patients. In order to become an INVITRO partner, one has to not only comply with the highest service standards, but also share the principles of the medical and business ethics strictly observed by the Company.

INVITRO highly appreciates and develops long-term partnership relations with the leading world and Russian manufacturers of up-to-date medical and laboratory equipment, reagents, consumables, etc. in every possible way. The list of INVITRO partners includes such leading companies as Abbott, Roche, Siemens, Sysmex, Vector-Best, etc.





Human capital management policy

INVITRO is the country's largest employing company in the medical services market with a total number of employees amounting to almost 10 thousand people in five countries of its presence.

With regard to its employees, INVITRO pursues a responsible policy that consists not only in its strict compliance with the labor legislation standards but also in the permanent improvement of labor conditions, maintenance of a good level of salaries, skill level improvement, and creation of a positive, friendly atmosphere. INVITRO values employees who are able to develop the Company and progress together with it.

The Company is permanently increasing the level of knowledge and professional skills of its employees. INVITRO has implemented individual and corporate training, personal development and also management skills development programs. For more than 10 years, INVITRO has been developing its own Higher Medical School where all employees of the Company's medical offices are trained. The School also takes part in the continuous medical education system.

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Being the main employer for junior and medium-level medical staff, INVITRO has been consecutively working to increase the prestige of the profession of a nurse for many years.

INVITRO has traditionally been one of the most attractive employers in the market of countries where it operates. The Company is a two-time winner of a prestigious HR award, HR Brand of the Year, and also a winner of the Crystal Pyramid Award, including in such a category as HR Director of the Year.



INVITRO corporate social responsibility

The Company contributes to the development of public healthcare in the countries of its presence. Being the largest Russian private medical company, INVITRO strives for making laboratory services available to the population by developing the chain of “neighborhood” medical centers and ensuring universal high quality of these services.

Thanks to educational events for physicians and support programs for young scientists and students, INVITRO contributes to developing the highest standards of the laboratory industry.

Hundreds of students from all over Russia have won the INVITRO awards and grants and received financial support to continue their research activities. INVITRO traditionally sponsors Russian scientific events. In particular, the Company has been a general sponsor of the International Pirogov Scientific Medical Conference for Students and Young Scientists and a partner of the Students Society of Sechenov Moscow Medical Academy for 15 years.

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Taking into account the increasing incidence of infectious diseases and reducing efficacy of antibacterial therapy, we develop special programs and products to detect and treat infectious diseases and make efforts to inform the population of the danger of these conditions.

Many INVITRO offices carry out educational activities with city residents. The Diabetes School and School for Pregnant Women are very popular with patients.

We encourage our patients to be responsible looking after their health and be careful with self-treatment. We believe that competent healthcare professionals should make diagnoses and prescribe treatments.



Technologies and innovations

The world has been developing rapidly within the last decades, and medicine remains on the cutting edge in new technologies. What was considered science fiction yesterday is a common thing for patients and physicians these days. Global IT development offers great opportunities: adoption of robotic technologies can make it possible not only to establish precise diagnoses remotely but also to create artificial tissues and organs and even personalize the manufacture of pharmaceutical products. The INVITRO Group has been shaping the future for more than 20 years gradually advancing a new era in domestic and global public healthcare. Innovation is one of our core features. INVITRO performs all laboratory tests by means of high-tech equipment – last generation automatic test systems – which completely excludes mistakes and ensures fast and accurate results. Performing laboratory tests by advanced automatic analyzers allows the high reproducibility and quality of results. The Company's interests are not limited to medical technologies. INVITRO consistently develops process automation that makes it possible to reduce

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the human factor to zero at all the research stages. People take part only in those stages of the technological chain, where they physically cannot be replaced with robotic equipment or computer systems. The Company's field of innovation interests comprises mobile public health, IT, education, logistics technologies and new laboratory and instrumental diagnostic techniques.

In 2015, INVITRO became the world's first company to pilot the use of unmanned aviation in public healthcare – this logistic solution can potentially have a significant influence on the development of laboratory diagnostics in hard-to-reach Russian regions.

INVITRO is a founder of 3D Bioprinting Solutions, a Russian biotechnology research laboratory. The laboratory's team created the first domestic bioprinter, printed an organic construct of the mouse thyroid and developed the world's only space bioprinter. In 2018, this device will be delivered to the International Space Station to carry out several bioprinting experiments in microgravity.

INVITRO

INVITRO franchise

The INVITRO franchise is one of the most popular and in-demand franchises in Russia according to the Golden Brand (2015 – the rating leader) and BeBoss (the rating laureate in 2016 and bronze prize winner in 2017) national ratings. Also, the Company repeatedly won the Golden Brand National Award in the Golden Franchise (2009, 2012, 2013), Socially Significant Brand (2006), and Franchiser of the Year (2010, 2011) categories.

In February 2005, INVITRO became the first domestic medical company to enter the market of franchising. The franchise quickly earned confidence and became popular. Now the partnership chain and relations with existing and future franchisees are one of the primary and unique assets of INVITRO.

It is not necessary to have medical equipment to become an INVITRO franchisee. The Company provides recommendations on business algorithms, sends medical personnel to advanced training courses and carries out PR and promotion campaigns targeted at the development of its chain. INVITRO provides medical offices in full with consumable materials and offers transportation services to deliver biosamples taken to the technology facility.

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INVITRO and professional medical community

Cooperation with the representatives of medical science and practice will always be the top priority of the INVITRO's strategy as the Company was founded and developed by the people who came from the medical community. The partnership between INVITRO and the medical community is complex and multiaspect. The key areas are systemic educational events for physicians, joint scientific activities and clinical trials, and social projects for healthcare professionals.

Owing to the Company's active efforts in all these areas, INVITRO managed to create an alternative educational system for physicians. This system became a significant development factor for Russia's public healthcare system.

INVITRO

The Company pays close attention to cooperation with the leading medical and educational institutions in Russia and the CIS, such as Dmitry Rogachev Federal Research Clinical Center of Pediatric Hematology, Oncology and Immunology, I.M. Sechenov First Moscow State Medical University, N.I. Pirogov Russian National Research Medical University, I.I. Mechnikov North-Western State Medical University, S.D. Asfendiyarov Kazakh National Medical University and many others.

Eminent personalities of medical science and practice and authors of various medical fields are invited to take part in the Company's events.

In 2010-2017, over 600 educational events were carried out in more than 100 cities in Russia, Belarus, Ukraine and Kazakhstan.

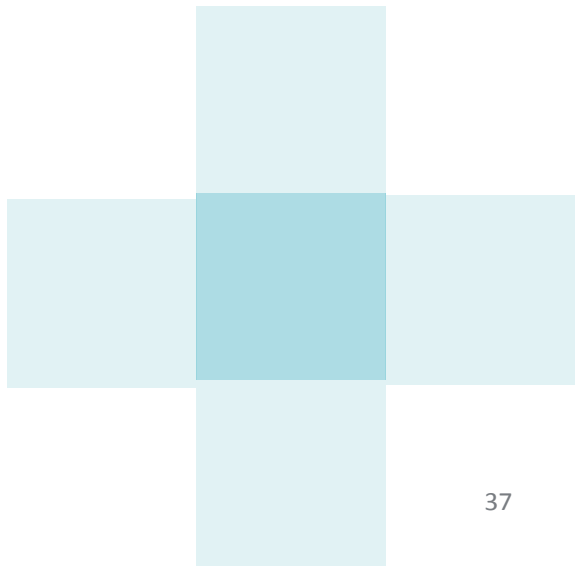
Since the moment of its foundation, INVITRO has been supporting applicants for Candidate of Medical Sciences' and Doctor of Medical Sciences' degrees. INVITRO's unique non-personified statistical database has repeatedly become a target of analysis in different medical fields.

Information technologies and personal data protection policy

Information is the key product provided to the INVITRO customers who buy laboratory or other medical diagnostic services. In this connection, INVITRO pays special attention to forming and implementing an up-to-date policy in the field of information technologies. INVITRO is the leader in medicine automation.

INVITRO

In its operations, INVITRO abides by the rules of medical ethics in relation to medical confidentiality, including protection of personal patient information. We value our patients' trust and make every effort to ensure reliable protection of their personal data.



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**We shall be happy to
provide you with more
information on INVITRO**

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