

Sustainability Report 2023





Sustainability Report **2023**

KITAZATO® | Dibimed

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1. Letter from the Dibimed CEO

I am pleased to present you the Dibimed's first Sustainability Report, through which we want to convey our commitment to being a sustainable company, with a transparent and open way of working and communicating with all our stakeholders.

In our continuous pursuit of excellence, we recognize the importance of integrating sustainable practices in our operations to positively impact the Environment, our People and Society. That is why our organization has firmly committed to addressing the following key aspects:

- **Quality of Service:** We are committed to maintaining the highest standards of quality in our medical devices, ensuring a safe, ethical, and supportive environment for professionals in assisted reproduction clinics. We acknowledge their invaluable contribution and strive to provide them with the necessary technology for their daily job. Additionally, we are committed on facilitating external training opportunities for IVF professionals to ensure they are equipped with the latest knowledge and advancements in the field.
- **Incorporation of Environmental Criteria in Operations:** We recognize our responsibility to the environment and are committed to reducing our environmental impact. We are implementing sustainable practices in our operations, such as waste reduction, efficient use of resources, and the adoption of eco-friendly technologies wherever possible.
- **Commitment to the Human Team through Quality Employment:** We value our human team as one of our most important assets. We are committed to offering quality employment, including fair working conditions, opportunities for growth and professional development, as well as an inclusive and diverse work environment.

These commitments reflect our dedication to being a responsible provider of medical devices for assisted reproduction professionals, which not only seeks to offer the most advanced and innovative solutions but also cares about the well-being of our clients, professionals, and the environment in which we operate.

We appreciate the continued support of all our collaborators and partners on this journey towards a more sustainable and ethical future in assisted reproductive medicine.

Ignacio Bermejo
Kitazato | Dibimed CEO

2. About us

Biomedical Supply, SL is a distribution company dedicated to the import and export of medical devices whose trade name is DIBIMED. Founded in 2007, DIBIMED has achieved a steady growth year after year mainly thanks to an international distribution agreement with the medical devices brand for human reproduction Kitazato. Today, KITAZATO | DIBIMED operates in more than 80 countries in Europe, North America, Central & South America, Africa, and Middle East.

As of August 2023, DIBIMED has taken over the distribution of its Kitazato product portfolio also in the United States of America, operating there with a subsidiary, Biomedical Supply US, Inc, under trade name KITAZATO | DIBIMED.

The product portfolio also includes other materials and services for assisted reproduction professionals such as laboratory consumables and, only for Spain, witnessing system.

Our commitment to excellence, innovation, and customer satisfaction has been the cornerstone of our success over the years.

2.1. Mission Statement

At Kitazato | Dibimed, our mission is to enhance the daily operations of IVF laboratories and women's health practitioners by providing them with the most advanced and innovative technology and solutions. We aim to facilitate their work processes, ultimately contributing to improved patient outcomes and satisfaction.

2.2. Vision Statement

Our vision at Kitazato | Dibimed is to establish our brands as the gold standard for most IVF gynecologists and embryologists worldwide. We aspire to elevate their professional profiles, expand their presence, enhance distribution channels, and elevate their results to position them among the top brands in their respective categories.

2.3. Corporate Goals

- Develop the appearance, presence, distribution, and results of our brands to achieve recognition as industry leaders.
- Foster innovation and continuous improvement to meet and exceed customer expectations.
- Enhance customer satisfaction through proactive engagement and reliable support.

2.4. Values

At Kitazato | Dibimed, our core values guide every aspect of our operations:

- **Customer-Centric Approach:** Our customers are at the forefront of everything we do. We are dedicated to understanding their needs and delivering solutions that surpass their expectations.
- **Proactivity:** We are proactive in anticipating market trends and customer demands, enabling us to stay ahead of the curve and provide innovative solutions.
- **Innovation:** We embrace innovation as a driving force behind our success. We continually seek new technologies and approaches to enhance our products and services.
- **Reliability:** We are committed to reliability in all aspects of our business, from product quality to customer service. Our customers can rely on us to deliver consistent, high-quality solutions that meet their needs.

At Kitazato | Dibimed, we are passionate about making a positive impact on the field of reproductive medicine. Through our unwavering dedication to innovation, customer satisfaction, and excellence, we are confident in our ability to achieve our mission and vision while upholding our core values. We look forward to continuing to serve and support IVF laboratories and women's health practitioners worldwide.

2.5. Story of Success with Kitazato

In 2007, Dr. Ana Cobo, Director of Cryobiology at IVI Valencia, introduced in Europe the vitrification protocol developed at Kato Ladies Clinic in Japan to cryopreserve human specimens. "The Cryotop Method" was born.

Vitrification has revolutionized ART practice and nowadays cryopreservation is an integral part of the current methods of assisted reproductive technology. Thanks to its partnership with DIBIMED, Kitazato is recognized as the pioneering brand in driving and improving vitrification.

In fact, the international performance of Kitazato | Dibimed has allowed vitrification to be seen, taught, recognized and in use by thousands of IVF laboratories worldwide, changing the rules of the game in specimens' cryopreservation.

The Cryotop Method has become the most sold vitrification protocol on global basis. With a constant growth since 2007, DIBIMED has been Kitazato's preferred partner to introduce not only vitrification products worldwide, but the whole range of Kitazato's portfolio that covers all the steps of an IVF cycle.

"At Kitazato | Dibimed,
our mission is to
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3. Our Sustainability Commitment

Innovation and quality to enhance the clinical outcomes of our clients. To do so, sustainability is a key part of our corporate philosophy. For us, managing sustainability successfully means creating lasting value – at an economical, environment and social level.

Our commitment is based on three fundamental pillars from a ESG perspective:



- Commitment to a Good **G**overnance, Ethics and Accountability
- Commitment to our People - **S**ocial
- Commitment to **E**nvironment

This commitment is aligned with the United Nations Sustainable Development Goals (SDGs) through initiatives promoting health and well-being (SDG 3), gender equality (SDG 5), and environmental stewardship (climate action - SDG 13).

Through this 2023 report, we present the most relevant information about our Sustainability impact, and it includes all the actions we have undertaken in favor of Sustainability and the United Nations Commitment. It is our channel to explain to all stakeholders of Kitazato | Dibimed how we manage the most relevant issues for them and for the future of the company itself. Therefore, all the information contained in this Report has been prepared in a truthful and reliable manner putting the transparency at the forefront of our commitment.

4. Commitment to a Good Governance, Ethics and Accountability

Sustainability is firmly established at Board level. Headed by our CEO, it is responsible for integrating sustainability into the Company's strategy and business. All sustainability material topics are discussed and approved by the Board on a quarterly basis.

4.1. Ethics as a core value for our company

We comply with the applicable laws in every country in which we operate. Our Code of Conduct reflects our daily responsibilities to our employees, partners and clients and expresses our principles and values with regards to areas such as working conditions, antidiscrimination, sustainability, transparency, among others. We are working on updating the Compliance Procedure, which will also incorporate a Human Rights policy in line with the United Nations Declaration of Human Rights.

Compliance Committee

Our Compliance Committee, that convenes monthly and consists of three members, ensures adherence to regulatory standards and company policies, safeguarding integrity, and ethical conduct across all operations.

Internal information channel

At our organization, we have implemented a whistleblowing channel as part of our commitment with Stakeholders. This channel serves as a vital mechanism for individuals to anonymously report any concerns or wrongdoings they may witness within the company. By providing a safe and confidential platform for reporting, we aim to uphold the principles of transparency, accountability, and ethical conduct. This initiative not only reinforces our commitment to maintaining high standards of integrity but also fosters a culture of trust and responsibility among employees, ultimately contributing to the long-term sustainability and ethical reputation of our organization.

4.2. Product and service Quality

Quality is a mindset. Our quality approach makes a difference.

Our company has been ISO 13485 certified since 2012 for the distribution of medical devices in the assisted reproduction field.

Complaints are handled according to methodology described in a specific procedure: any feedback from customer is handled by Quality and Regulatory Affairs Department in coordination with Sales and Technical Department (Embryologists).

Our standard of quality is expressed in the distribution of the product, through their safety, performance, and efficacy in supporting professionals of reproductive medicine in the treatment of patients through the distribution of medical devices for human reproductive treatments.

Commitment to Training to enhance the skill and knowledge of embryologists worldwide.

We remain dedicated to continuing our efforts in providing high-quality training and support to healthcare professionals worldwide.

During 2023, Kitazato | Dibimed organized a total of 93 training sessions, encompassing a variety of formats and venues to cater to the diverse needs of embryologists. These sessions were designed to provide comprehensive training on the use of medical devices and advanced technologies in reproductive treatments, ultimately aiming to improve patient outcomes and satisfaction.

Our's training sessions conducted in 2023 have played a significant role in equipping embryologists with the necessary skills and knowledge to excel in their field. By providing diverse training opportunities through various formats and venues, Kitazato | Dibimed has successfully trained 931 embryologists, contributing to the advancement of reproductive treatments, and ultimately improving patient care.

4.3. Privacy and cybersecurity

We are committed to ensuring that personal information is obtained and collected lawfully, transparently and with consent. The Board is responsible for oversight of the company's data protection, cybersecurity, and privacy management frameworks. The Global Head of IT is responsible for safeguarding privacy, assessing data privacy risks, and maintaining information systems. Our IT department maintains a specialist cybersecurity owner and controls are in place to detect and prevent cybersecurity breaches and any service interruptions.

No material data or cybersecurity incidents occurred in 2023. Periodic assessment by a third-party are in place to assess the performance and quality of the security framework.

5. Commitment to People

Our employees are our most valuable asset in bringing Kitazato | Dibimed's vision to life. A company as multidisciplinary as us requires a team of professionals up to the task. The level of demand applied is the same as that required for assisted reproduction professionals. Not all professionals can create a positive impact on society with their work results. That is why we give top priority to:

Fostering an attractive and trusting work environment
Growing and helping others to grow

5.1. Fostering an attractive and trusting work environment

We are a team of 45 professionals distributed among our offices in Spain and US. The percentage of women and men in the organization is very similar, with women accounting for 51.1% and men for 48.9% by December 2023.

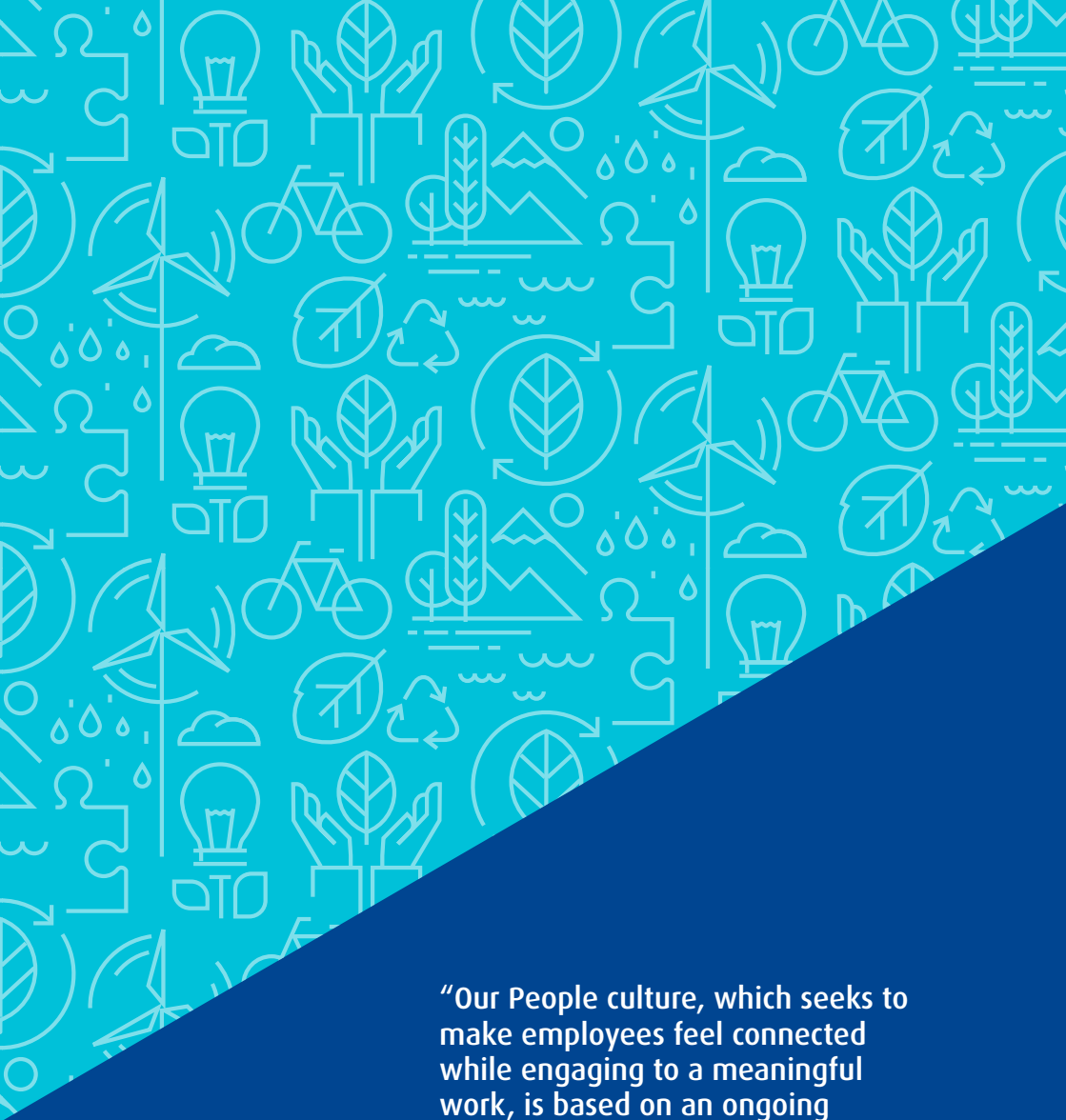


As for the most prevalent types of contracts and working hours, it should be noted that, at the end of 2023, 95.5% of our workforce had a permanent and full-time contract, which reflects our commitment to quality employment.

Diversity, Equity & Inclusion

Our Diversity, Equity & Inclusion Policy outlines the principles that ensure the importance of fostering a diverse, equitable, and inclusive workplace environment. We are committed to creating and maintaining a workplace environment that values and respects diversity, promotes equality of opportunity, and ensures inclusion for all employees, regardless of their race, ethnicity, gender, age, sexual orientation, disability, religion, or any other characteristic protected by law.

The figures speak for themselves: Women comprise 50% of Kitazato | Dibimed's senior leadership, which is defined as manager level and above.



“Our People culture, which seeks to make employees feel connected while engaging to a meaningful work, is based on an ongoing dialogue with our employees to boost commitment, increase performance and ultimately to help assisted reproduction professionals in obtaining the best clinical results”

Employee Engagement

Our People culture, which seeks to make employees feel connected while engaging to a meaningful work, is based on an ongoing dialogue with our employees to boost commitment, increase performance and ultimately to help assisted reproduction professionals in obtaining the best clinical results.

With the aim of enhancing the feeling of belonging and obtaining feedback from our staff, we conducted an Employee Engagement Survey in 2023 to gather feedback and assess employees' engagement. With a participation rate of almost 70%, we achieved an average score of 3.07 out of 4, indicating a high level of employee engagement. The survey included 10 dimensions, among which sustainability-related topics. At the Engagement Index level, a score of 3.23 was obtained.

As part of our ongoing efforts to foster the employee engagement, we launched our annual recognition program in December 2023. This initiative allows every team member the opportunity to nominate a colleague based on their professional merits. It serves as a platform to acknowledge and appreciate the unique strengths of everyone from the perspective of their peers, thereby promoting a culture of mutual appreciation within the team.

Health & Safety

At Kitazato | Dibimed, our team's well-being is essential, and we prioritize their health and safety above all else. We firmly believe in establishing robust mechanisms to ensure a work environment that is both healthy and safe, thus mitigating any potential risks to our workforce.

To achieve this goal, we provide comprehensive coverage for all employees through our partnership with social security entities and accident insurance providers. Additionally, we have implemented an external prevention service dedicated to minimizing job-related risks. Our Prevention Plan encompasses several key components, including thorough risk assessments, the development of emergency protocols and corresponding corrective actions, as well as diligent accident investigation procedures in the rare event of an incident. Our commitment to this aspect has resulted in zero incidents in 2023.

Work-Life Balance Measures

Alongside adhering to the statutory paid leave entitlements dictated by local regulations and relevant collective agreements, we are dedicated to fostering a flexible work schedule. This commitment enables our team to harmonize their professional responsibilities with their familial obligation. In fact, we endeavor, whenever feasible and practicable, to offer flexibility in working hours throughout our daily routines and modifies the standard work schedule from July to September to support the balance between work and family commitments during the summer holidays for children.

Additionally, in response to the changing landscape of work, we are promoting a partial

5.2. Growing and helping others to grow

Performance Evaluation System

Ensuring that compensation decisions align with our internal equity principles is fundamental to our Compensation Policy.

We actively encourage employee growth within their roles, emphasizing performance and adaptability to the diverse work environment we operate in. Our Performance Evaluation System facilitates the annual development of our internal talent pool.

Learning and Development

At the core of our philosophy lies a deep belief in our team members, motivating us to prioritize their continuous growth and development. To this end, we've crafted a comprehensive training policy aimed at not only attracting and retaining top talent but also nurturing their progression within our company.

We have implemented a training procedure to ensure competence of personnel under scope of ISO 13485 activities certified. All new employees are trained on the job functions and responsibilities during onboarding, including training on own products, competitor's products, IT systems (CRM, ERP, BI), responsibilities of the role and specific tasks for the role. Additionally, training needs are identified during annual performance evaluation across all teams and recorded in the annual training plan.

In this manner, we offer online training through our online campus to facilitate access to training programs from anywhere in the world. In 2023, a total of 104 hours of training in IVF were carried out in the platform. In addition to that, during 2023, for instance, internal and external courses were performed with around 1000 hours of training.

Sustainability Training Program

The training program consisted of interactive sessions, focusing on various aspects of recycling and waste management. The following key focus areas were covered:

- **Reducing Single-Use Plastics:** Employees were encouraged to use paper instead of plastic during lunch breaks and opt for reusable containers for food storage to minimize single-use plastic usage.
- **Waste Separation:** Training sessions emphasized the importance of segregating waste into different categories (e.g., paper, plastics, glass, organic waste) and disposing of it in the appropriate bins provided throughout the office.
- **Minimizing Plastic Bottle Usage:** Employees were introduced to the usage of Aqua service water dispensers as an eco-friendly alternative to purchasing plastic bottled water. The benefits of using refillable water bottles and utilizing the Aqua service system to reduce plastic waste were highlighted.
- **Energy Conservation:** Implementing energy-saving measures such as turning off lights and electronic devices when not in use and utilizing natural lighting to reduce electricity consumption.
- **Waste Reduction:** Encouraging employees to minimize paper usage by opting for digital communication and document sharing and promoting double-sided printing to reduce paper waste.



6. Commitment to Environment

Our commitment lies in promoting the protection of the environment and the minimization of any adverse environmental impact of our business.

This section outlines our strategies and actions to reduce our environmental impact while maintaining the efficiency and effectiveness of our operations.

6.1. Environmental Carbon Footprint

One of our goals is combating climate change and contribute to the long-term decarbonization of our operations with a science-based target align with the Paris Agreement. We are working on a decarbonization plan project that will come to light during 2024. Furthermore, our team is working on the carbon footprint for the organization following the Greenhouse Gas protocol, also commonly referred to as the GHG Protocol, which will give us the baseline to define the path for the greenhouse gas emissions reductions.

The Forest of Life

We joined our Group global challenge 'Stronger Together' on June 5th, World Environment Day, to create the Forest of Life by planting 1,200 trees through sustainable and well-being activities involving our company members. Among all the group's employees globally, we accumulated around 2,100 activities, which represent 578 hours of sports or environmentally friendly activities. With this achievement, the group made a corporate donation to Reforestum to make it a reality with an environmental project certified by the Spanish Ministry of Environment. Therefore, we boost the fight against climate change through Collaborative Reforestation with this project that will capture 4,110 t of CO₂ over 40 years and compensate all the 2022 corporate travels emissions for the whole group.

6.2. Environmental actions in place

Reducing emissions from fleet

We are transitioning our fleet to electric and hybrid vehicles. This initiative not only reduces our carbon emissions but also sets a positive example in the business community. Furthermore, we encourage employees to consider eco-friendly commuting options, such as public transportation, walking or cycling.

Energy efficiency measures

We are focus on making improvements to reduce consumption and improve the energy efficiency of our facility while maintaining a comfortable and productive work environment:

- **Energy-Efficient Lighting:** We replaced traditional incandescent bulbs with energy-efficient CFL (Compact Fluorescent Lamp) bulbs, which consume less energy and last longer.

- **Energy-Efficient Equipment:** We encouraged enabling power management features on computers and other electronic devices to automatically enter sleep or hibernate mode when not in use. We also invested in energy-efficient office appliances, such as refrigerators and water coolers, to reduce electricity consumption.
- **HVAC Optimization:** We proceed to regularly maintain and clean HVAC (Heating, Ventilation, and Air Conditioning) systems to ensure optimal efficiency and airflow. We also use zoning systems to control temperature settings in different areas of the office based on occupancy and comfort requirements.

Essential Travel Only

While face-to-face interactions with customers and distributors remain crucial to our business, we are adopting a more strategic approach to travel. We are minimizing non-essential trips and encouraging the use of video conferencing where possible. In response to evolving global circumstances and a commitment to safeguarding the health and well-being of our employees, our company has implemented an "essential travel only" policy. This directive is driven by a meticulous assessment of the critical needs of our business operations, aiming to limit travel to only those instances that are deemed necessary for the continued success of the organization. We define essential travel as crucial client engagements, indispensable conferences, and urgent on-site requirements that directly contribute to the sustained growth and functionality of our company.

This policy is not only a proactive measure to prioritize the health and safety of our workforce but also an integral component of our cost-effective and environmentally conscious business strategy. While travel remains a vital aspect of our business, this policy underscores our dedication to adaptability and responsibility, urging our employees to explore innovative alternatives like virtual meetings and remote collaboration to fulfill their roles effectively without compromising their well-being or our collective commitment to a greener future.

To reduce unnecessary travel, our technical assistance and sales support teams regularly offer the possibility to provide their services remotely, and in fact workshops and technical assistance provided through Teams, Zoom and other similar channels have increased in larger percentage than face-to-face services. Through innovative use of technology, we can troubleshoot issues, provide product demonstrations, and offer support without the need for physical presence, contributing significantly to our sustainability goals.

Paperless Operations

We are transitioning to digital documentation and communication, reducing our reliance on paper. This not only minimizes our environmental impact but also streamlines processes, increasing efficiency within our operations.

- **Digital brochures**
 - Available for download on our corporate website. This ensures easy accessibility for customers and partners, who can access the information at their convenience.
 - Email Distribution: Our sales force is encouraged to share digital brochures with clients through email, reducing the need for physical printed materials during meetings or presentations. The Company is also optimizing its communications to our customers' database by emailing marketing campaigns. The objective is to maintain customers' engagement by interesting, useful, and scientific content.
 - Interactive Content: We are integrating interactive features in digital brochures, enhancing user engagement, and providing a dynamic and eco-friendly alternative to traditional printed materials.



- **Certificates of Analysis** are stored in a secure online repository accessible through our corporate website. Clients can easily retrieve and download the necessary documentation at any time.
- **Digital Signatures:** for all our contracts signed with distributors and customers, ensuring the authenticity and integrity of the documents without the need for printed copies.

Sustainable Events

Participating as a sponsor in a medical congress while prioritizing sustainability requires a holistic approach that encompasses various aspects:

- **Booth Construction:**
 - We are opting for reusable booth structures (ASRM congress booth and PixLips modules) made from sustainable materials like aluminum.
 - We are also minimizing printed signage by using digital displays or screens to convey information, reducing paper waste.
- **Merchandising:**
 - We are avoiding single-use plastics in giveaways and opt for reusable items instead.
 - We also provide digital brochures or USB drives loaded with relevant materials instead of printing large quantities of paper catalogs.
- **Catalogs and Collateral:**
 - We implemented a digital catalog system accessible via QR codes, reducing the need for printed materials.
 - During events, we encourage attendees to request digital copies of catalogs and brochures to reduce paper waste.

In terms of lead management during and after the congresses, we developed a process that allows us to get the information of prospect customers directly to our CRM thanks to a QR code to be scanned directly by their mobile phones. This erases completely paper usage and waste, as this new system replaces the former “contact notebooks” we used.

Resource consumption and waste generation

We opted to reduce the amount of merchandising we distribute during congresses and sales visits. With this giveaways policy, we reduce resource consumption, waste generation, and environmental impact. For this matter, we mainly opted for 2 main promotional items:

- **Laboratory caps:** Using fabric laboratory caps instead of one-use regular laboratory caps offers several advantages, particularly in terms of:
 - Sustainability: Fabric laboratory caps are reusable, significantly reducing the amount of waste generated compared to disposable caps.
 - Comfort: Fabric caps are often more breathable and comfortable to wear for extended periods compared to disposable caps, which can be tight, restrictive, and discomfoting.
 - Cost-Effectiveness: While fabric laboratory caps may have a higher upfront cost compared to disposable caps, they are more cost-effective in the long run due to their reusability thus resulting in significant savings for our customers over time.
 - Durability: Fabric caps are typically more durable and offer protection (they must withstand rigors of laboratory tests) than disposable caps, lasting through multiple washes and extended use without losing their shape or functionality.
- **Timers:** Using laboratory timers as merchandising offers several benefits:
 - Longevity and Durability: Unlike disposable promotional items, such as pens or notepads, timers are less likely to be discarded quickly, resulting in a longer lifespan and reduced waste.

- Practical Utility: Laboratory timers serve a practical purpose in IVF clinics by helping laboratory staff manage and time critical procedures accurately. They are essential tools for maintaining precise timings during laboratory processes like vitrification protocols, where timing is crucial for successful outcomes.
- Educational Value: Laboratory timers can also serve an educational purpose by providing information or tips related to the company's products or industry best practices. Including educational content with the timer enhances its perceived value and usefulness, further strengthening the relationship between the company and the IVF clinic.

Eco-friendly packaging:

Actions taken to make our company's packaging more sustainable:

- Transition to paper-based packaging materials for products wherever possible.
- Explore eco-friendly alternatives such as recycled paper or compostable materials.
- Collaborate with suppliers to reuse their packaging materials for our own shipments. Implement a system for collecting and returning packaging materials to suppliers for reuse.
- Coordinate with suppliers to collect and reuse cold packs used for temperature-sensitive products. Develop guidelines for proper handling and storage of reusable cold packs to maximize their lifespan.
- Establish a system for collecting and repurposing supplier boxes for our own packaging needs. Implement guidelines for inspecting and refurbishing used boxes to ensure quality and durability.
- Purchase and Sell in Optimal Quantities:
 - Optimize inventory management to purchase and sell products in complete master boxes or corresponding multiples.
 - Minimize excess packaging by aligning product quantities with customer demand and order fulfillment.
- Unify Shipments According to Customer Needs:
 - Coordinate shipments to customers based on their specific needs and order frequencies.
 - Consolidate orders and shipments to reduce the number of deliveries and minimize packaging waste.
 - Implement a regular shipping schedule (e.g., every 15-30 days) to batch orders and optimize transportation efficiency.

By implementing these actions, we reduce our environmental footprint associated with Scope 3 regarding packaging materials, minimize waste generation, and contribute to a more sustainable supply chain.

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