



2.



Ethical and Transparent Management  
**Good Corporate Governance**

## 2.1. Risk Management System and Compliance



During the year 2017 we have launched our **risk management system**, starting with compliance risks, in order to have criteria and policies which enable the identification, evaluation and management of the most significant risks for the company.

To this end, a risk inventory was carried out and then evaluated, and **the group's risk map** was drawn up, as a starting point for the implementation of actions to avoid any non-compliance.

1.

### RISK TAXONOMY

Identification of the universe or inventory of risks which affect Quirónsalud, taking into consideration the businesses and markets in which we operate, and confirmation of these by means of meetings involving the Group's managers.

2.

### ASSESSMENT CRITERIA

Definition of the criteria for evaluating risks in terms of impact (financial, operational, reputational), probability of occurrence of risk and level of risk management.

3.

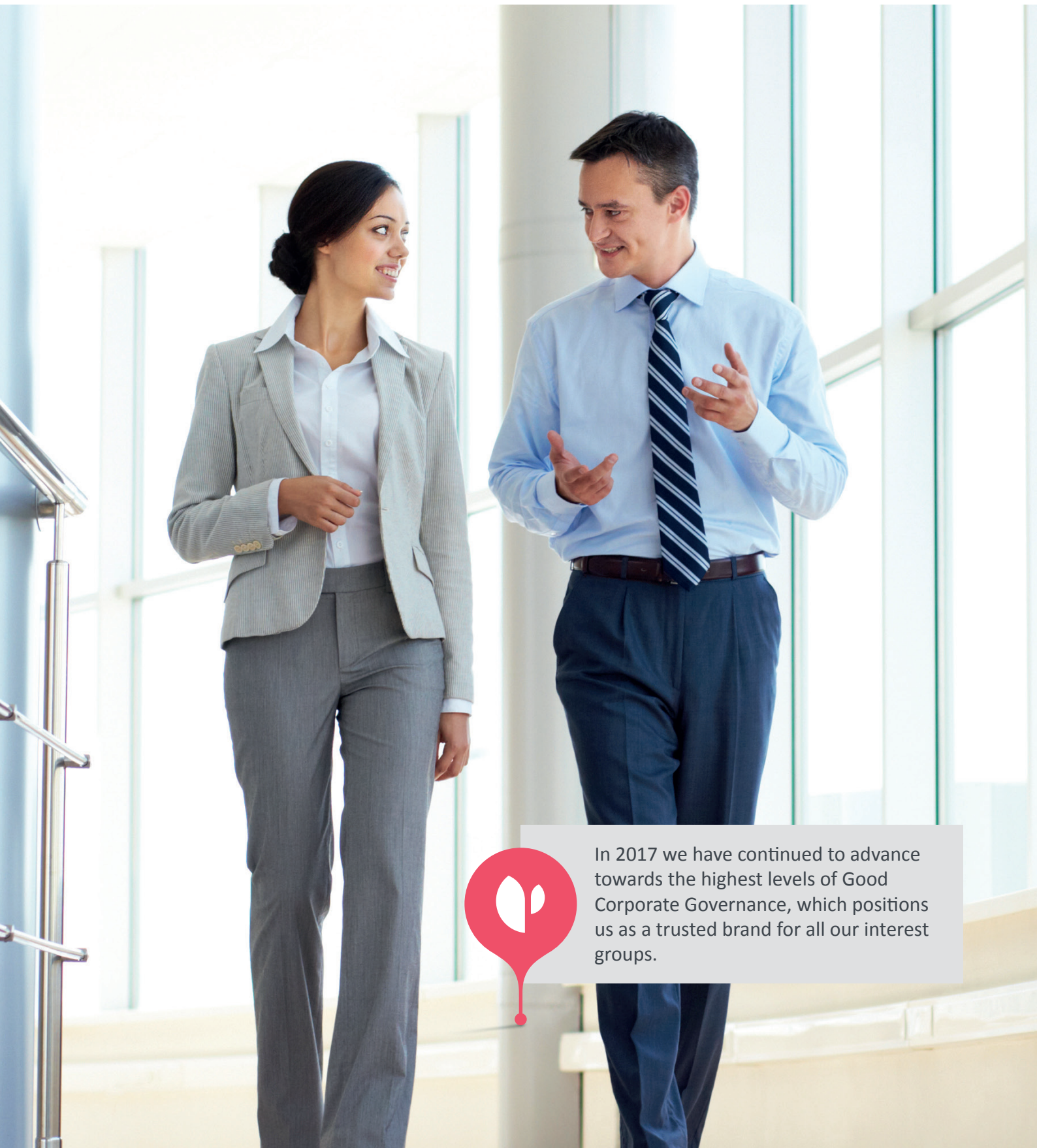
### RISK ASSESSMENT AND PRIORITISATION

Risk assessment (inherent impact, inherent probability and level of risk management) was carried out based on the information obtained at the various meetings held, as well as on the available documentation.

Similarly, in 2017 the **Compliance Committee** was established, with which the CSR Committee, set up in 2016, has been merged. From this merger the Compliance and CSR Committee has emerged, with representatives from all the Company's management departments. The CSR corporate department provides support by transmitting information about trends and regulatory and market requirements, and by promoting corporate guidelines for good governance to centres and middle management via internal communication channels. Therefore, the **Compliance and CSR**

**Committee is the body which exercises the necessary role of supervision, monitoring and control, in order to ensure compliance and prevent criminal activity** within the company, as well as to **detect and take action against possible criminal behaviour** in the organisation.

As an objective and ongoing activity, an **External Complaints Channel** is available, managed by a third party which is independent of the company, which has access to this Committee and the Board whenever necessary.



In 2017 we have continued to advance towards the highest levels of Good Corporate Governance, which positions us as a trusted brand for all our interest groups.



## 2.2. Code of Conduct and Ethics

Our Code of Conduct and Ethics, in force since 2016, regulates the responsible behaviour of all employees in the performance of their roles.

Currently, this Code is being revised to reinforce aspects such as respect for Human Rights, harassment protocol and the complaints channel and our policy regarding gifts and invitations more firmly.



## 2.3. Compliance with External Initiatives

We maintain our firm commitment to Good Governance, by adhering to external initiatives which support our activities:

**1** In 2016 we became the first hospital group to join the Spanish Network of the United Nations Global Compact as a member, and at the same time joining the Global Network.



We thus affirm our position as firm promoters of the Sustainable Development Goals (SDGs).



**2** We continue to be part of the **Spanish Cluster for Transparency, Good Governance and Integrity**, launched by Forética in 2016. This Cluster is a business platform whose aim is to serve as a meeting point for business leadership, knowledge, exchange and dialogue in this area.

Adherence to this initiative is another example of Quirónsalud's level of commitment in the area of Good Corporate Governance. Being part of this Cluster implies fulfilling a series of requirements, including: having a reporting infrastructure, good governance and a crime prevention system; publishing, at least once a year, performance results in terms of transparency, good governance and integrity; and designating a stable interlocutor, at the level of director and/or manager, for sustainability, compliance and investor relations. During 2017,

we continued to work in partnership with the Cluster to develop and disseminate tools which place value on the link between transparency and competitiveness, highlighting the growing interest of investors in social, environmental and good governance (ASG) issues, as well as the need to transmit responsible practices to clients and providers, one of the key objectives for Quirónsalud in terms of Good Governance.



Presentation of our "10 tips guide from your paediatrician to take care of your children's health this summer", edited by the Paediatric Service of the Hospital Quirónsalud Miguel Domínguez, at the A Parda Infant School (Pontevedra)