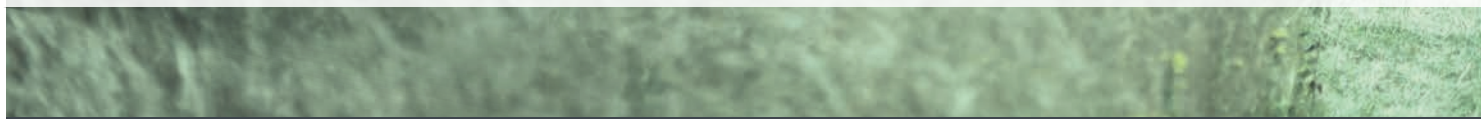




8.





Essential for Health

Committed to the environment

8.1. Principles of Action

“ Human health is a reflection of the health of the planet. ”

We are facing large-scale, world-wide environmental challenges which threaten human health. At Quirónsalud we are aware that a new perspective and global action is required in order to protect the environment.

PRINCIPLES OF ACTION TO MINIMISE OUR ENVIRONMENTAL IMPACT

We join our efforts to the challenge of sustainable development and maintain our basic principles of action in environmental matters:

- Promoting eco-efficiency through the rational use of natural resources and firm support in the fight against climate change.
- Preventing pollution by minimising waste and polluting substances, promoting the use of products which respect the environment.
- Minimising the adverse effects on ecosystems and promoting the conservation of biodiversity.
- Raising awareness about responsible management of the environment in decision making and business operations, as well as in everyday habits and consumption.



Environmental commitment is one of the basic pillars of the Quirónsalud Group's social responsibility: we join our efforts to the fight against climate change and the challenge of moving towards a circular economy.

One of our strategic lines of action, within the Quirónsalud Corporate Social Responsibility Plan up to 2020, is focused on advancing our **Environmental Plan**, contributing to the **fight against climate change** and improving the health of the population, whilst optimising the consumption of resources and ensuring **Legal compliance**.

In 2017 we updated the assessment of our environmental aspects and analysed the associated environmental risks, putting into practice actions and objectives to lessen our environmental impact. The environmental aspects on which we focused our efforts in 2017 were:

- Rational use of natural resources, through optimisation of consumption of electrical energy supplies, fossil fuels and water.
- Reduction in waste generation, focusing on the life cycle of the materials which create waste.

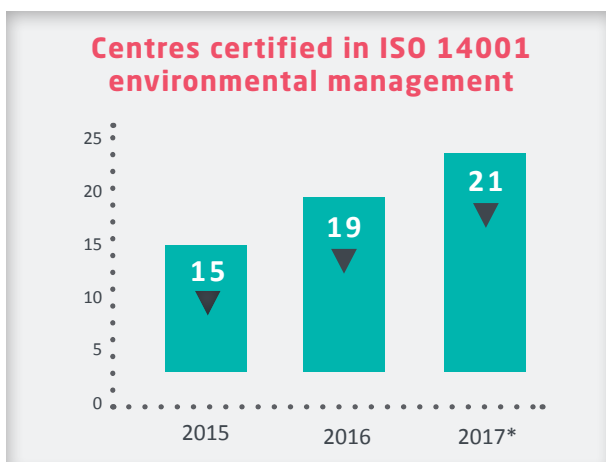
- Training and awareness of workers in the correct separation and management of waste, particularly bio-sanitary waste.
- Awareness of workers with regard to climate change.

OUR CORPORATE STRATEGY INCLUDES DISSEMINATION OF THE PRINCIPLES OF ENVIRONMENTAL MANAGEMENT IN OUR ORGANISATION AS A PRIORITY

In 2017, the ISO 14001 certification was extended to 22 hospitals, including the Hospital Quirónsalud Palmaplanas, Ruber Internacional and the Hospital Universitari Sagrat Cor.

21 hospitals certified in environmental management in accordance with ISO 14001.

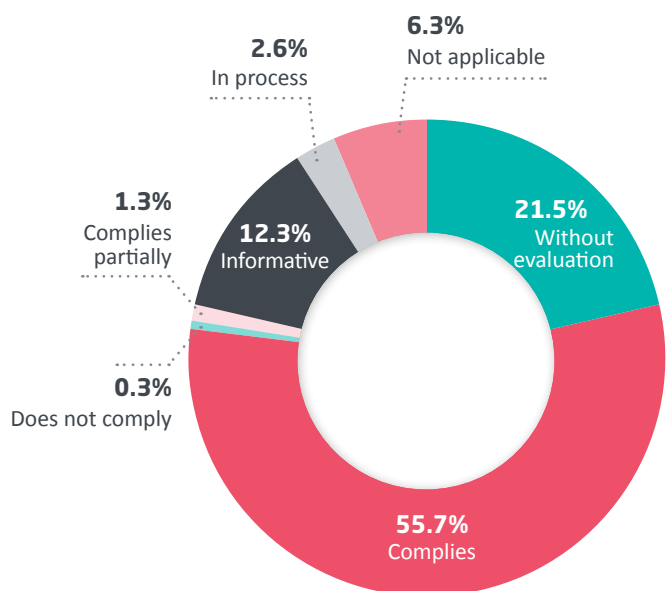
PROGRESS OF CERTIFICATIONS IN THE ISO 14001 STANDARD AT QUIRÓNSALUD HOSPITALES:



*Objective set for and achieved in 2017

We have an environmental legislation service which informs us of the legal requirements that are applicable and advises us on the regular evaluation of our degree of legal compliance. This tool is implemented in all certified centres in environmental management systems.

GLOBAL CHART OF % OF COMPLIANCE WITH ENVIRONMENTAL REGULATIONS IN 2017



The few situations of non-compliance were related to authorisations or licenses in the process of renewal.

In 2018, we will continue to analyse the degree of legal compliance, extending the number of centres subject to evaluation.



Raising consciousness and awareness of environmental matters is one of our lines of action.

Coinciding with **World Environment Day**, on 5 June, one again this year in the corporate department of Quirónsalud, an awareness campaign was developed, aligning our message with the slogan proposed by the United Nations Programme for the Environment: the fight against climate change. With this objective, posters, videos, promotions and internal communications to employees were launched.

Also on this day, a raffle of electric bicycles was held for employees, to mark the occasion of a mobility survey being carried out. This initiative is detailed below, in the point related to our commitment to climate change.

Also on **World Water Day**, awareness-raising initiatives were carried out in some centres.

In 2018 we will update the Quirónsalud Environmental Policy, currently integrated with our quality policy, with the aim of reinforcing the principles on which our environmental commitment is based and disseminating this in a generalised manner to all our employees.



In terms of raising awareness and involvement in external initiatives, we must highlight the participation of the Corporate Director of CSR and the Director of the Quirónsalud Foundation in a Conference held in May 2017, under the heading "Women, leadership and climate change", organised by the Generalitat de Catalunya and PwC. At these sessions climatic risks, opportunities and measures, aimed particularly at the most vulnerable groups, were addressed, as well as the role women's leadership can play to accelerate the transition to a low carbon economy. Women play a key role in leading climate change management, driving this necessary transformation in a decisive way, acting in each and every one of the areas in which they have a presence, in their business, political or social capacities.



The participation of Quirónsalud in this initiative also responds to the firm commitment assumed by the Group in relation to the fight against climate change, one of the basic pillars of our corporate environmental plan, which is detailed below.

8.2. Firm Commitment to the Fight against Climate Change

Throughout 2017, we strengthened our commitment to the fight against climate change by means of numerous actions and initiatives which have a direct impact on this objective.



ENERGY EFFICIENCY

We continue promoting our **energy saving culture** through the implementation of our corporate strategy, which began in 2016, based on the performance of energy audits, improvement of facilities, use of renewable energies and reduction in consumption.

The construction of new hospitals and healthcare areas, the renovation of industrial equipment and the adaptation of facilities, including in their design improvements in use and consumption of energy. To this end, the Infanta Elena Hospital installed a biomass boiler, Hospital La Luz renewed part of its air conditioning system, and lights were replaced by LED lighting in many centres.

Some hospitals have facilities for **renewable energy generation**:

- Generation of solar thermal and photovoltaic energy at the Hospital Universitario Infanta Elena, Hospital del Vallés, Hospital Universitari Dexeus, Hospital Quirónsalud Madrid, Hospital Quirónsalud Campo de Gibraltar and Hospital Quirónsalud Barcelona.
- Thermal energy generation by means of micro-cogeneration at Hospital Universitario Rey Juan Carlos and at Villalba General Hospital.

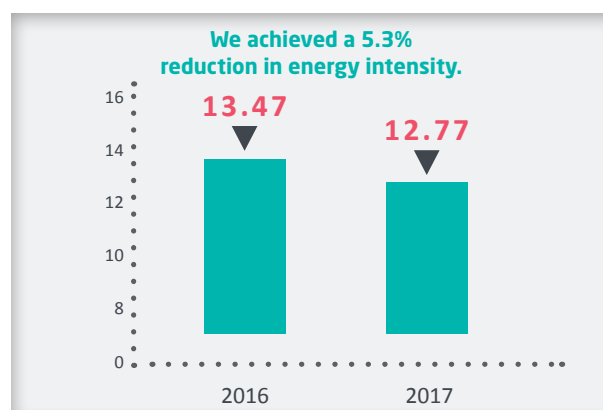
We continue with the application of good practices and actions to optimise energy consumption in the control of our facilities, as well as in the monitoring and analysis of data.

The consumption of electricity and natural gas is analysed by each centre, taking into account the characteristics of the building, the climatology of the area and the type and volume of activity, achieving significant savings in many hospitals.

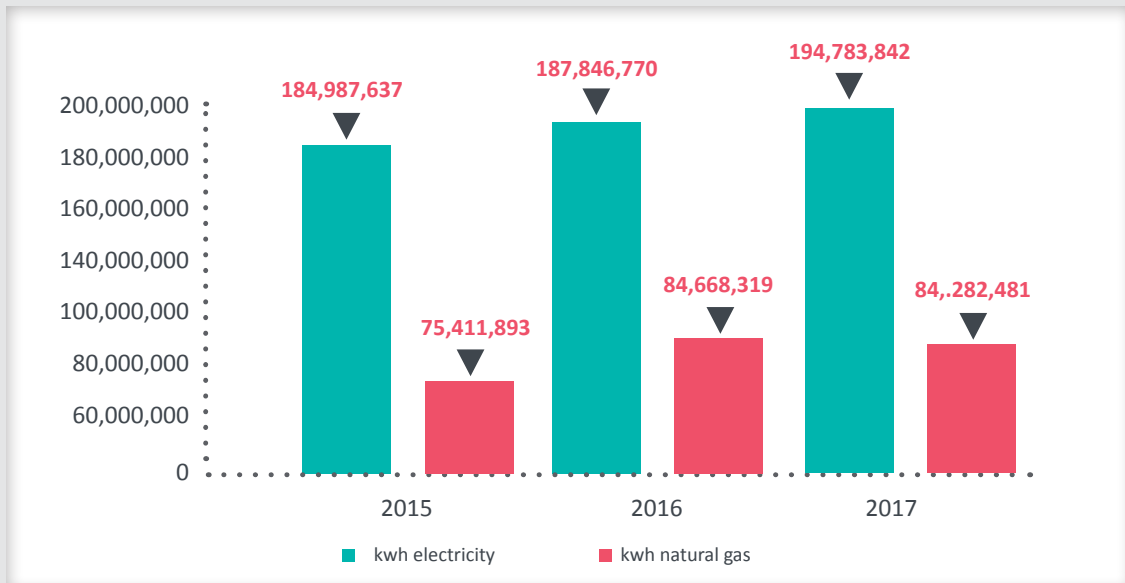
The total consumption of energy increased slightly (2.4%), but activity increased, as well as the surface area of the centres and the equipment installed, which means that the use of energy has been optimised. This is evident in the indicators related to the activity. The term "activity", for our calculations, includes stays in hospital, surgeries, sessions in day hospitals, surgical interventions, deliveries and caesarean sections, diagnostic tests and emergencies attended.

Below are charts of global progress data at group level.

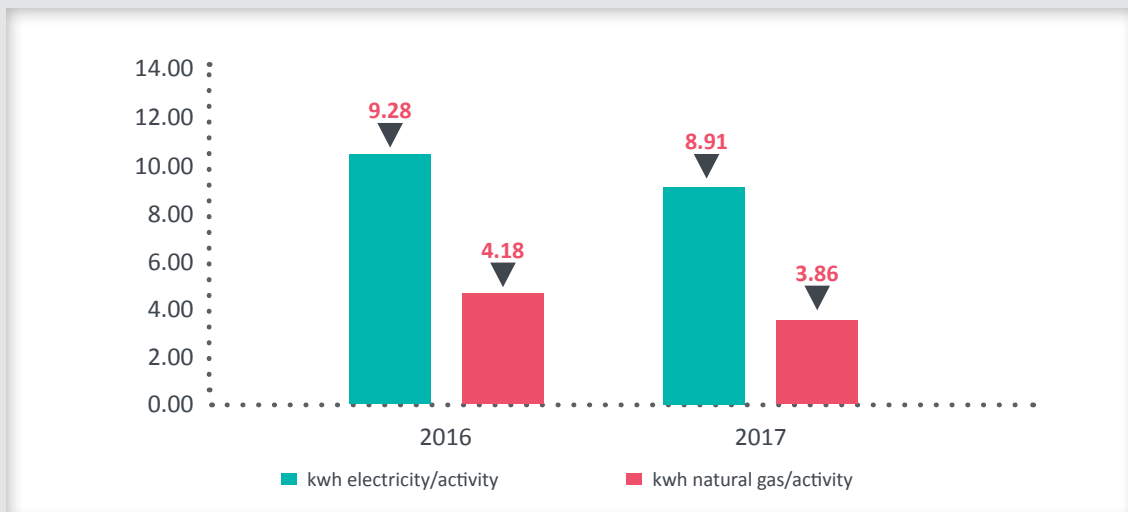
ENERGY INTENSITY



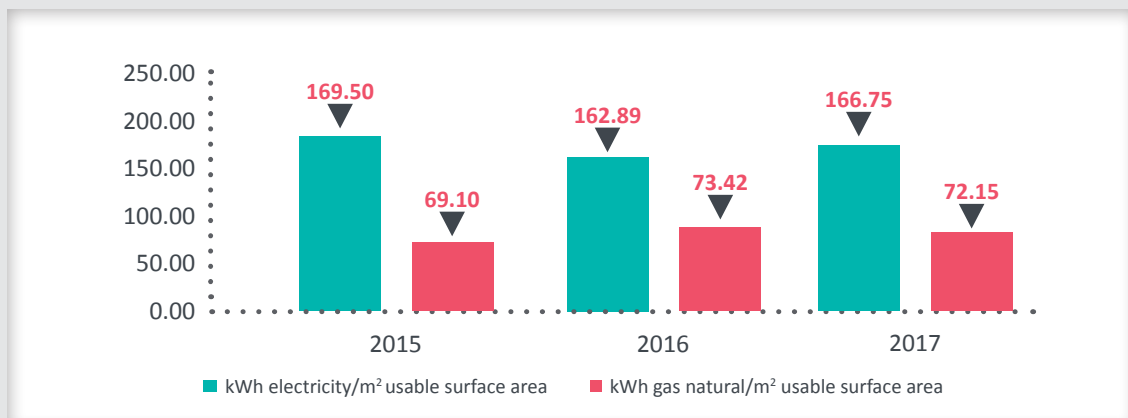
ENERGY CONSUMPTION



ENERGY CONSUMPTION RELATED TO ACTIVITY



ENERGY CONSUMPTION PER UNIT OF SURFACE AREA



We have **5 hospitals certified in Environmental Management in accordance with ISO 50001**. The Hospital Infanta Elena, the Hospital Rey Juan Carlos, the Villalba General Hospital, the Fundación Jiménez Díaz and the Hospital La luz. In 2017, no centres have been added to the ISO 50001 energy management certification. The forecast is for the Hospital Ruber Internacional to be included in 2018.



In 2017, our certified hospitals were internally and externally audited and all the findings detected were dealt with. Improvement actions were put in place and a specialist work group led by maintenance engineers was established, through which the measures to be carried out at each hospital are coordinated.

GREENHOUSE GAS EMISSIONS: We have calculated our corporate carbon footprint

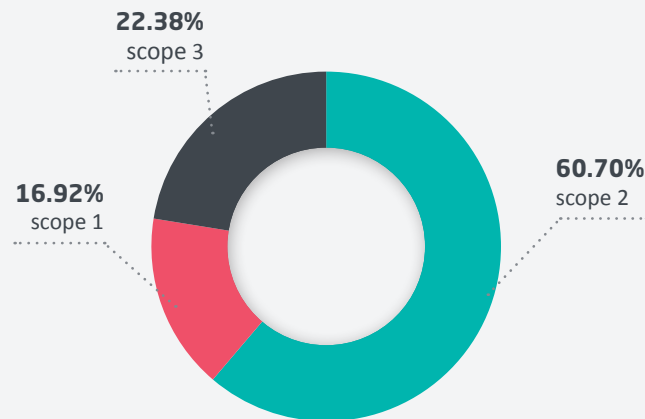
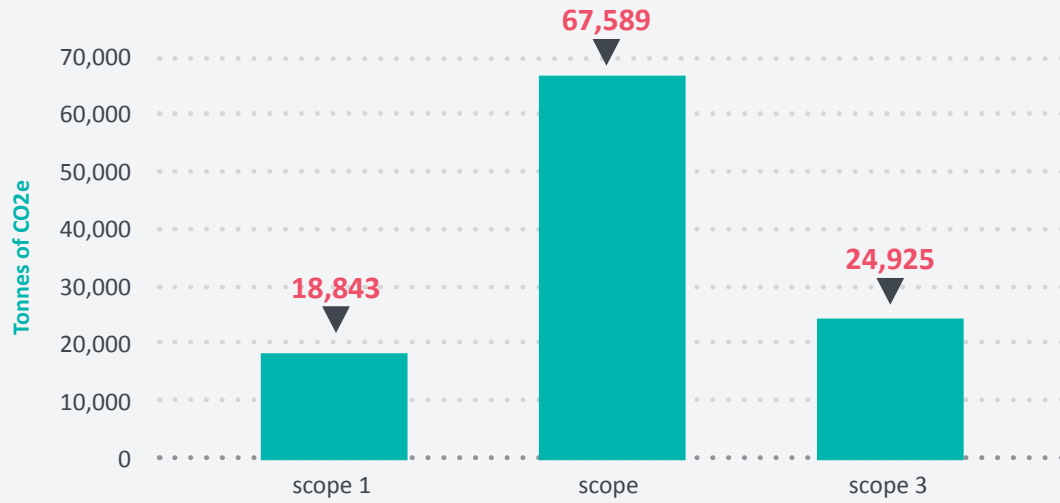
Although we are aware that our business activity does not result in high levels of greenhouse gas emissions, in 2017 we carried out a **Study of the emissions we generate**, as a necessary step to complement our active policy in relation to climate change.

In 2017 we calculated **Quirónsalud's Carbon Footprint**, with regard to the company's activity during 2016. This study was carried out together with Ecodes and Zero-CO2 organisations, whose aim is to protect the climate, facilitating and promoting the involvement of all social stakeholders.

The calculation included emission scopes 1, 2, and 3, in line with the "GHG Protocol" standard:

- **Scope 1:** This includes GHG emissions (greenhouse gases) from sources which belong to, or are controlled by our organisation. These are derived from our consumption of natural gas and the consumption of nitrous oxide, which is used as an anaesthetic agent. In this scope, due to a lack of reliable data, direct GHG emissions from vehicles owned by our Centres (not significant) and emissions from refrigerant gas leaks were excluded. These will be taken into account to improve future calculations.
- **Scope 2:** This includes indirect GHG emissions produced by the generation of electricity, heat or steam from external sources and consumed by the organisation. In our case, we refer only to electricity consumption. In this scope, sources of indirect GHG emissions from electricity were not excluded.
- **Scope 3:** This includes indirect emissions not included in Scope 2, and which, as a result of the organisation's activities, originate from GHG sources which belong to, or are controlled by, other organisations. The 14064-1 GHG ISO Protocol methods of calculation, require the calculation of all sources of emissions in scopes 1 and 2, and recommend identifying the main sources of scope 3, depending on the activity of the centre or ease of access to reliable data. In our case we have taken into consideration the water consumption, the emissions associated with the commuting of the employees of the group and the emissions derived from the professional trips of the staff in train and plane.

DISTRIBUTION OF EMISSIONS BY SCOPE - QUIRÓN SALUD 2016



Emissions calculated in 2017, based on data for the 2016 period.



The ZeroCO² Initiative of the Fundación Ecología y Desarrollo awarded Quirónsalud their distinction. This accredits that the entity has calculated its emissions of greenhouse gases, according to its standards.

As a result of the study of emissions made, a series of **energy saving measures** are recommended that will improve the results in the following period.

Our consumption of electricity is the Quirón Salud Group's greatest source of emission and constituted 61% of our total Carbon Footprint in 2016. Reducing these emissions must be prioritised, for which reason the following objectives have been set:

Study of the possibility of hiring an electricity supplier company with a mix of 100% renewable energy production and, therefore, a zero emission factor. This saving would represent 61% of the Quirón Salud Group's total emissions with regard to 2016.

- Minimisation of travel by plane, using some of the alternatives offered by technology, such as video conferencing and the High Speed Train (AVE) for Madrid-Barcelona journeys (savings on emissions by replacing plane journeys by trains, between the cities of Barcelona and Madrid: 15.9 tCO₂e/year).
- Reduction leaks of gases used as anaesthetic agents, which represent 2% of the Group's total Carbon Footprint. The estimates of these calculations will be reduced and measures will be applied: reduction of fresh gas flows and gas recapture systems.
- Carrying out of a study of our electricity consumption: it is necessary to carry out a study to detect our main areas of energy consumptions, in order to act on the sources of the problem. The measures adopted following the study will be specific to the source and therefore more effective. This is a very important way of raising awareness amongst employees, since real data will be obtained regarding where consumption is taking place.
- Replacement of traditional lighting, by low consumption lighting, or LED lights: The replacement of fluorescent bulbs by energy saving lights, which produce the same amount of light, save up to 80% of energy and last 8 times longer.
- Installation of timer switches in bathrooms and corridor areas, which will save an estimated 55% of the energy consumed in this area.
- Setting up of computer equipment to achieve correct consumption management, in line with the guidelines regarding "Energy consumption management" by the ENERGY STAR European community

programme for energy efficiency in computer office equipment. A possible reduction in electricity consumption of up to 20% through the implementation of this measure is estimated.

- Turning off computer equipment during periods of inactivity of over an hour, thus achieving up to a 10% reduction in total energy consumption.

Similarly, the calculation of our corporate carbon footprint for the 2017 period will be carried out once more, improving the quality of the data. In the calculation for the coming year, the following will be taken into consideration:

- Inclusion of the leakage of refrigerant gases, based on the information regarding annual recharges and maintenance of the different refrigeration systems in each Group entity.
- More complete data regarding gases used as anaesthetic agents. Nitrous oxide is a significant pollutant with a Global Warming Power 2657 times higher than that of CO₂. It is estimated that use in anaesthesia is responsible for 1% of the total production. In addition to its impact on global warming, it also directly destroys the ozone layer, with a lifespan of 114 years in the atmosphere. This source of emissions is already included in our initial calculations, but for some Centres it has been necessary to rely on estimates because records do not exist.
- Including data on the diesel and/or petrol used by Quirónsalud's fleet of vehicles.
- Breaking down emissions by hospitals and Group organisations, in order to be able to compare the results obtained and put in place a more precise and efficient reduction plan.

Additionally, the company is evaluating possible **Emissions Compensation** as an objective in 2018. We will analyse the possible full or partial compensation projects for emissions generated by Quirónsalud in 2017.

We collaborate in analysis and proposals for actions to reduce the impact of climate change in cities:

We continue working with the **Spanish Climate Change Cluster**, represented by the country's leading companies and coordinated by Forética in Spain, as representative of the WBCSD (World Business Council of Sustainable Development).



During 2017, the cluster which Quirónsalud is part of, has focused on the **impact of climate change on cities**, based on the current and potential contribution of the private sector.

The result of this study record the trends, implications, challenges and existing opportunities. This will be the source of actions for a sustainable future, based on a **perspective of collaboration and the promotion of real change** in strategies and ways of working. These action proposals will make it possible to create better, smarter cities in the short, medium and long term.

What is more, the Quirónsalud CSR department has joined the **#PorEl-Clima Community**, an action platform for the implementation of the Paris agreement.

17 PARTNERSHIPS FOR THE GOALS





WE PROMOTE SUSTAINABLE MOBILITY AMONGST OUR EMPLOYEES

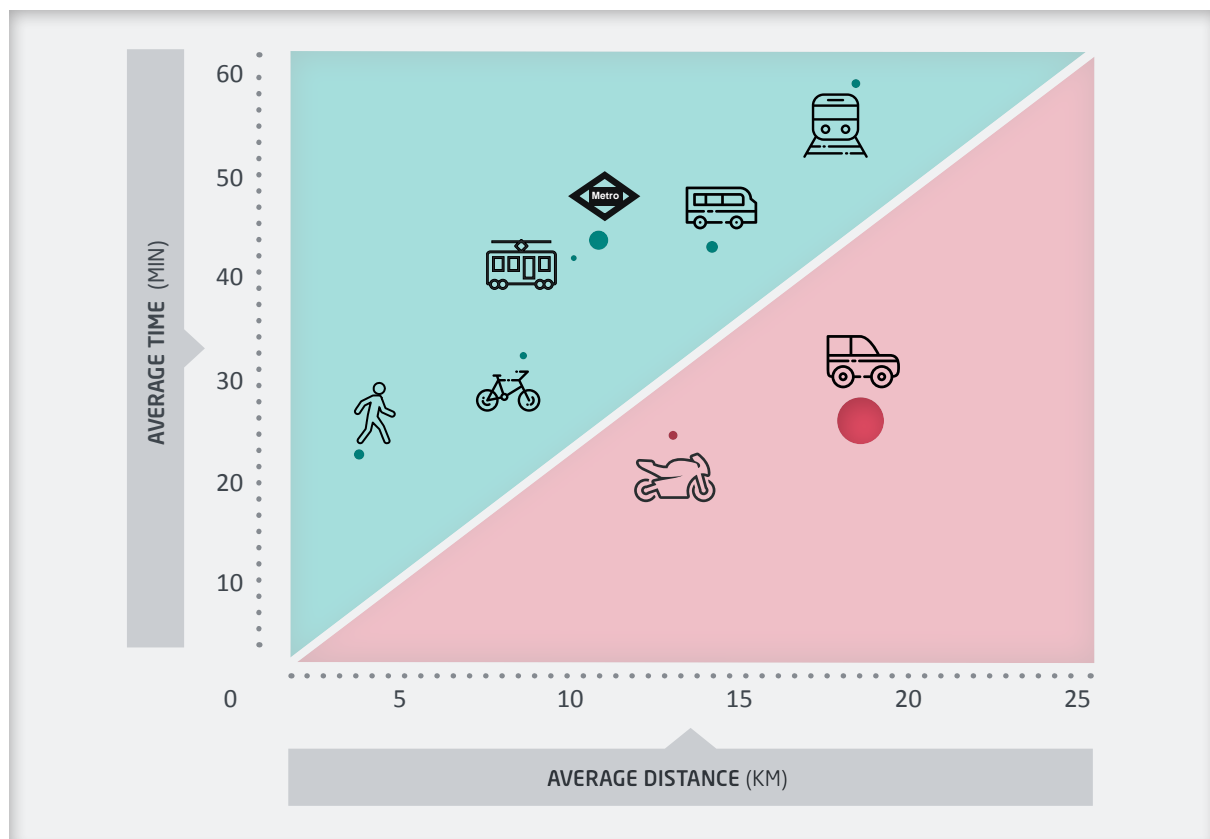
Quirónsalud carried out a **mobility survey amongst our employees** to find out the means of transport they use and the distances they travel on their journeys to and from work. The survey was conducted with the cooperation of a group which represented 5% of our employees. Entry in a **raffle of 18 electric bicycles** for the participants.

Based on this study, information was obtained regarding the most frequently used means of transport, types of transport used, total number of journeys, travelling times, etc. Conclusions were obtained regarding the Company's situation by region, in terms of sustainable and efficient mobility.

This initiative also served as a means of raising awareness among employees in two aspects: on the one hand, regarding their impact on the environment, and on the other, by promoting healthy lifestyle habits and sport in the organisation.

EFFICIENT AND SUSTAINABLE MEANS OF TRANSPORT

The car is the means of transport with which the greatest distances are covered in the least time and, along with the motorbike, is proven to be that which pollutes the most. On the other hand, the underground and the bus appear to be the most sustainable, because they cover longer distances in less time and involve collective usage.



MAIN CONCLUSIONS

- 01** **53% of employees use the car** as their main means of transport, and **68% of these use diesel.**

.....
- 02** **45% combine two means of transport.** The most common secondary means of transport is the **underground** or **bus.**

.....
- 03** Employees make an average of **10 weekly journeys**, with an average duration of **30 minutes and an average distance of 14 km.**

.....
- 04** In the **regional sections with large provinces** provinces there is **more diversification** in means of transport.

.....
- 05** In **smaller cities** there is more dependence on cars, but journey **distances are shorter.**

As objectives to promote more sustainable mobility among our employees, Quirónsalud is contemplating initiatives and agreements with both public and private organisations, for example the use of local authority bicycles, car-sharing and the promotion of electric vehicles.



8.3. Efficient Consumption of Water and Chemical Products

In addition to the energy efficiency projects detailed in the previous point, we are aware of the impact caused by our consumption of water and raw materials, such as the chemical products used in our Centres.

WATER CONSUMPTION

The total Group water consumption in 2017 was **1,120,371 litres**, equivalent to **52 litres of water per treatment activity**.

These data began to be analysed internally since 2017, so comparative data amongst all our Centres is not available for previous years. As of 2018, water consumption is considered to be a key indicator and it will be possible to analyse changes and improvements put in place to minimise consumption.



100% of the water consumed is water from the public supply network, distributed by authorised state companies.

In some Centres, devices have been installed which result in a decrease in water consumption, such as automatic control mechanisms or pulsers on taps and double-flush toilet cisterns.



Additionally, some Group Centres, like the Hospital del Vallés, have water recycling systems, with a grey water recovery system for reuse in toilet cisterns. The Hospital Universitario Infanta Elena collects rainwater for street cleaning and washing containers using recycled water.



It is our philosophy to use resources efficiently.

CLEANING PRODUCT CONSUMPTION

Another important resource which we control in the Group's hospitals are cleaning products.

We have a corporate level provider who supplies the cleaning products for our Centres and hospitality areas. Currently **90% of the product containers we use permit recycling** once the contents have been used (this is the case of Manual Buga dishwasher, Actival degreasing detergent, Saniwash glass cleaner, Jontec Tecnic floor wax and Jontec Futur stripping agent). The sizes used are usually 5L or less, which means the containers display information about the recycling point more clearly.

Likewise, we use concentrated products with automatic and concentrated dosages, as well as ecological product alternatives wherever possible. Likewise, we use concentrated products with automatic and concentrated dosages, as well as ecological product alternatives wherever possible.



8.4. Minimising the Impact caused by our Waste



All our hospitals perform strict management of the waste they produce. Hazardous waste is managed through authorised handling companies, whilst most non-hazardous waste, urban waste and that which can be included in urban waste is managed by authorised handling companies or through local authority collection services. The waste is produced is separated according to its category for collection, facilitating subsequent processing and recycling.

Due to the type of business activity carried out, of all the waste we produce the most important is **bio-sanitary waste**.

Therefore, during 2017, work continued to **standardise our waste separation system for all our Centres** and to consolidate the criteria for correct separation, according to the type of waste, through the establishing of a training programme for the healthcare staff at our Centres and the SPS staff (the Group's service company) who perform intra-centre management.



In 2017, training courses in the correct separation of sanitary and non-sanitary waste produced by our hospitals were imparted to the Group's care and non-care middle management staff. A total of 7 training courses were delivered at our Centres in Madrid, Andalusia, Barcelona, Galicia, Basque Country, the Valencia Region and Murcia. The project's strategy is based on training our middle managers to deploy the criteria for correct separation to the different units, thus achieving optimal separation and reducing our environmental impact.

This training, and the improvements implemented in the separation of waste in each unit and in every hospital, has allowed us to **achieve a decrease in the generation of special bio-sanitary waste**, as well as a greater commitment to the environment on the part of care and non-care staff.

In 2017, the total production of biologically hazardous waste was 757,296.8 kg, and the total production of cytostatic waste was 55,022.9 kg (data from 33 Group hospitals), resulting in a total production of all waste of **812,319.70 kg**.

In 2016, 1,161,405 kg of special bio-sanitary waste was registered at the Group's Hospitals.

In 2018, our method of obtaining data from all our hospitals will be reinforced, this permitting a reliable overview of our progress, of the results of the improvements made and of specific action proposals for our Centres.

With regard to other types of waste, our projects for recycling materials and waste which began in 2013, are being gradually put in place at all the Group's Hospitals.

DWe must highlight as an example of awareness and environmental and social commitment on the part of the company, the initiative launched by the employees at the **Hospital Quirónsalud Tenerife** in 2017. They collected 50 kg of plastic through a campaign to collect plastic bottle tops, with the aim of **raising the awareness** of the general public, as well as the Centre staff, relatives and patients about the importance to environmental care of **correct separation and waste management**.

This initiative, which is called **"Bottle Tops for Charity"**, was started by a group of pharmacy service employees. It is part of the **"H is for Home"** campaign, which was launched by the Quirónsalud Group Centres in the Canary Islands, which aims to make hospitals more friendly, welcoming, responsible and sustainable.

It was carried out in collaboration with the Association of Civil Protection Volunteers of Santa Cruz de Tenerife, who take charge of the plastic and distributes it to the charity associations and projects which they work with. Through this scheme, these NGOs obtain an important source of funding, since this type of plastic is highly valued by the

recycling industry, because it is high quality material, not usually contaminated, and is very easy to transport.



Entrega "Tapones Solidarios"



One of Quirónsalud's environmental objectives for 2018 is focused on the "Circular Economy".

The European Commission has adopted an ambitious plan for new measures regarding the circular economy, aimed at helping European businesses and consumers in the transition to a sounder, circular economy, in which resources are used more sustainably.

In order to encourage this necessary transition towards a circular economy model, **Quirónsalud assumes the**

commitment to work throughout our value chain, identifying initiatives which contribute in this regard.

We wish to reach a greater number of agreements with providers to reduce the environmental impact of the products they supply, cut back on their packaging, and apply measures which mean it can be recycled and improve their final management.

