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Our Sustainability model



The pillars of our CSR:

Adding value at our centres

Our strategic lines in CSR revolve around five fundamental pillars:

1

Progressing towards the highest levels of **Good Governance** which position us as a trusted brand.

4

Contributing to the fight against **Climate Change** and to improving the health of the population, while optimising the consumption of resources.

2

Working the **Corporate Culture** by contributing to employee satisfaction and creating a consolidated human team that is linked to the company and its values.

5

Committing to **Social Action** to improve the health and well-being of people, promoting healthy habits and participating in social initiatives.

3

Encouraging **Diversity** and **Inclusion** as a growing social demand, promoting measures in line with our activity.

In this CSR Report, we report on the path travelled, the achievements gained and our future goals. Quirónsalud Group.

Our priority is to share value with
all our STAKEHOLDERS:

By identifying
needs and
providing
solutions

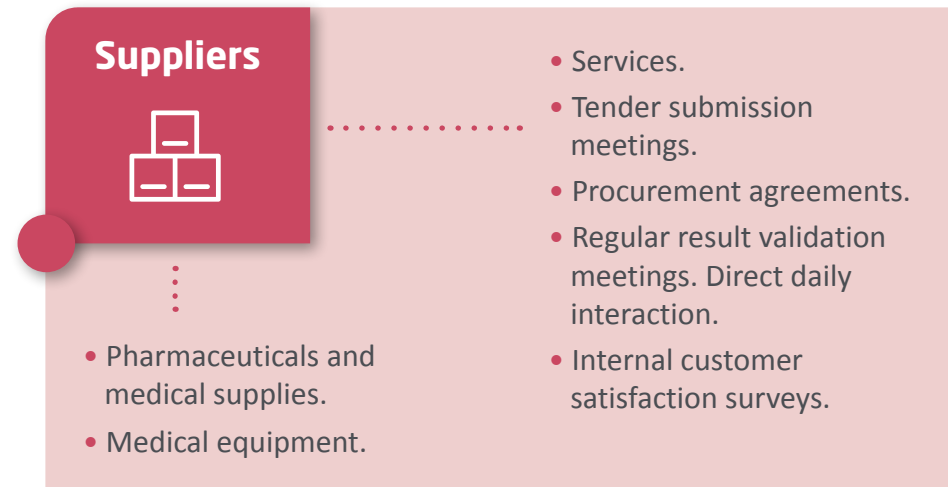
Through an open,
transparent
and very close
dialogue

With our
centres as the
protagonists of
the company's
commitment



Proximity and dialogue with stakeholders

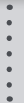
We want our business management to respond to the concerns and interests of all our stakeholders. To do so, we strive every day to improve communication channels, allowing us to engage in dialogue and active listening.



Nurses and Healthcare Staff

Doctors

Non-healthcare staff



- Direct daily interaction with and listening to managers.
- Internal communication processes (corporate intranet).
- Company committees. Internal notifications and training on procedural updates.

Patients and relatives



- Contact Center.
- Satisfaction surveys.
- NPS loyalty survey.



- LIKEIK patient feedback gathering.
- Gathering and managing complaints and grievances.
- Patient care service.
- Focus groups.
- Social media.
- Press releases.

Investors Financial Institutions



- Board Meetings.
- Regular information.



**FRESENIUS
HELIOS**



Our material issues

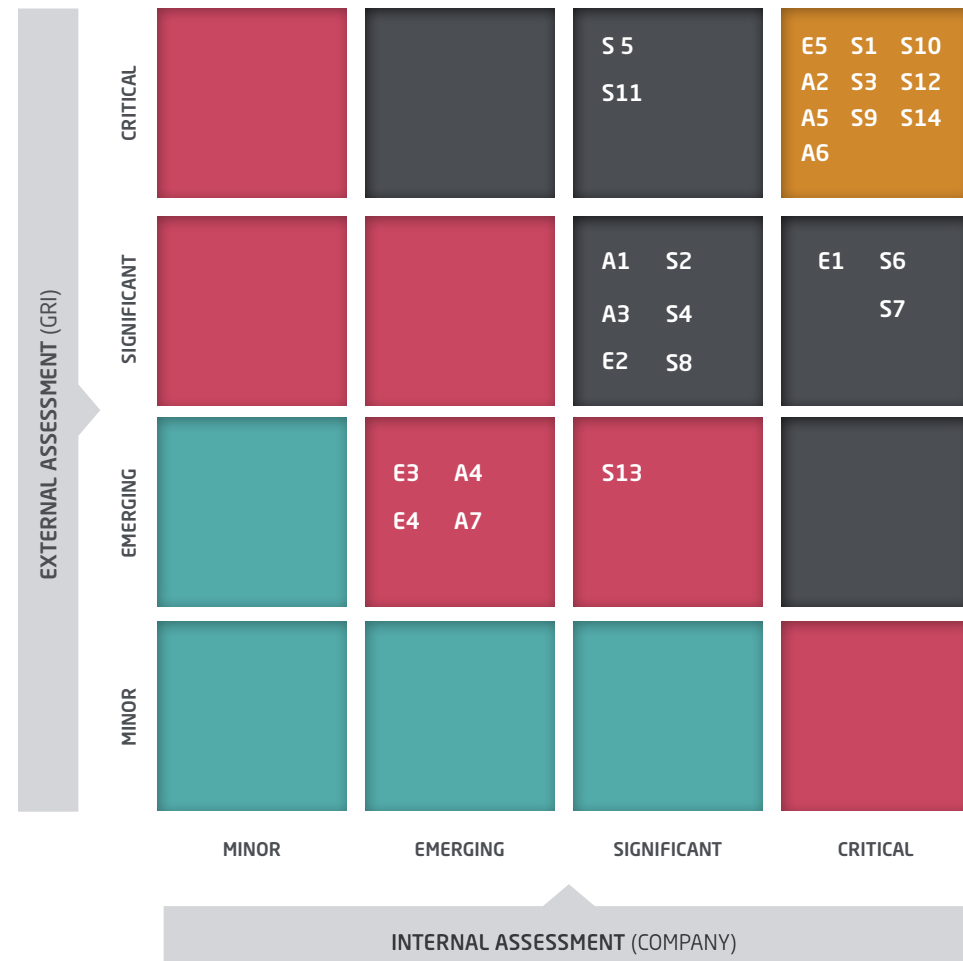
Quirónsalud has carried out a materiality analysis, which has enabled us to prioritise the different aspects of sustainability, taking into account the demands and expectations of our stakeholders, as well as the results of the internal assessment from a strategic view of the company.

Strategic material issues:

- Ethical management and fight against corruption (E5)
- Regulatory compliance (S9)
- Patient Health and Safety (S10)
- Patient and family satisfaction (S12)
- Patient privacy and confidentiality of information (S14)
- Employment (S1)
- Occupational Health and Safety (S3)
- Energy consumption (A2)
- Emissions and climate change (A5)
- Waste (A6)

1. In the appendix of this Report, "About this Report", the materiality analysis is shown in greater detail, carried out in compliance with the requirements of the GRI Standards (GRI 102 5-6).

Materiality matrix 2018



EMERGING ISSUE (5-4)

MINOR ISSUE (<4)

SIGNIFICANT ISSUE (7-6)

STRATEGIC ISSUE. (10-8)

Relevant matters that Quirónsalud considers in its CSR strategy and reporting:

- Economic performance (E1)
- Market presence (E2)
- Human Rights and social impact of suppliers (S6)
- Medical research, innovation and teaching (S7)
- Information about medical services (S11)
- Worker-management relationships (S2)
- Training and professional development of employees (S4)
- Equality and diversity (S5)
- Supplies (A1)
- Water consumption (A3)
- Social action (S8)



Emerging issues

Not currently considered as impact or risk elements for the company, given the current activity and situation, as well as the result of their assessment by stakeholders:

- Local supplier acquisition practices (E4)
- Effect on biodiversity (A4)
- Environmental impact of suppliers (A7)
- Responsible marketing and commercial communications (S13)

Firm commitment to human rights

Quirónsalud follows the guidelines of its parent company: **Fresenius' commitment to Human Rights**, which was approved and published at the end of 2018 and which applies to all the Group's activities and business.

At Fresenius, we strive continuously to save lives, promote health and improve the quality of life of our patients.



As a global healthcare company, we consider human rights to be part of our corporate responsibility.

We respect and support human rights as defined in international standards, such as the United Nations Universal Declaration of Human Rights and the fundamental principles published by the International Labour Organisation (ILO).

Likewise, with our products and services, we make a crucial contribution to ensure access to appropriate affordable medical care, in all the countries where we operate.

In order to fulfil our responsibility as a healthcare company, we are interested in different areas with regards to human rights:

- We do not tolerate the use or threat of violence or any other form of coercion.
- We strictly prohibit the use, support or approval of child exploitation and forced labour.
- We support equal opportunities and we take a clear position against discrimination in all its forms.
- We respect freedom of association and the recognition of the right to collective bargaining.
- The creation of safe work conditions commits us to ensure that the necessary safety measures are taken and that work conditions are fair and safe for all our employees.
- By protecting personal data, we respect the privacy of everyone. We feel responsible for the personal data of our patients, employees, clients and suppliers.
- By taking into account our environmental impact, it is also part of our joint responsibility and our mutual duty to protect resources for future generations.

- By taking responsibility for our supply chain, we hope that our suppliers and trade partners will commit to the ethical standards of conduct in daily business, towards employees, society and the environment, also including the aforementioned areas with regards to respecting human rights.

All of the Group's business segments have implemented the **Code of Conduct**, including the express firm commitment to respect human rights.

Likewise, Quirónsalud Hospital Group has subscribed to the **10 Principles of the Global Compact**, of which, Principle 1 refers specifically to the organisation's commitment to **supporting and respecting the fundamental Human Rights, which are internationally recognised, within its sphere of influence.**

As part of this commitment, we also want to contribute to a fairer society, assuming the role of promoting and spreading respect for Human Rights.



