

**Committed to the  
environment**  
Essential for health

# Precautionary principle

The health of the environment is crucial for the health and well-being of people; therefore, environmental commitment is one of the cornerstones of our corporate social responsibility.



Health and sustainable development are closely related, and for this reason we are committed to environmental management and the proper use of resources.

We uphold the basic principles of action in environmental matters:

- Rational use of resources, and pollution prevention.
- Fight against climate change, and efficient energy use.
- Reduction of environmental impact and promotion of biodiversity conservation.
- Raising awareness of the responsible management of the environment in decision making, activities and daily habits

Corporate Quality Management, under Quality

and Care Corporate Management, is responsible for the environmental management of the company. Likewise, multidisciplinary working groups have been set up in environmental matters and a delegate has been appointed in all of our hospitals.

One of the strategic lines of action is focused on advancing our Environment Plan, helping in the fight against climate change and improving the health of the population, while optimising the consumption of resources and ensuring legal compliance.

Our Environment Plan focuses on the activity that takes place in hospitals, as it is where we identify significant aspects in relation to our main impacts, fundamentally:

- Waste (special bio-medical, cytotoxic, non-halogenated organic compounds, medicines and batteries)
- Energy consumption

While most of these significant environmental aspects are directly related to health activity and to air conditioning and comfort conditions in the hospitals, in 2018, specific training related to waste management was given to healthcare personnel and environmental awareness messages have been disseminated among staff.

The environmental aspects that may be generated in potential emergency situations have also been assessed, establishing action guidelines and training personnel:

- Fires from gas emission, and waste generation.
- Floods due to waste generation.
- Emission of refrigerant gases into the atmosphere.
- Biological contamination.

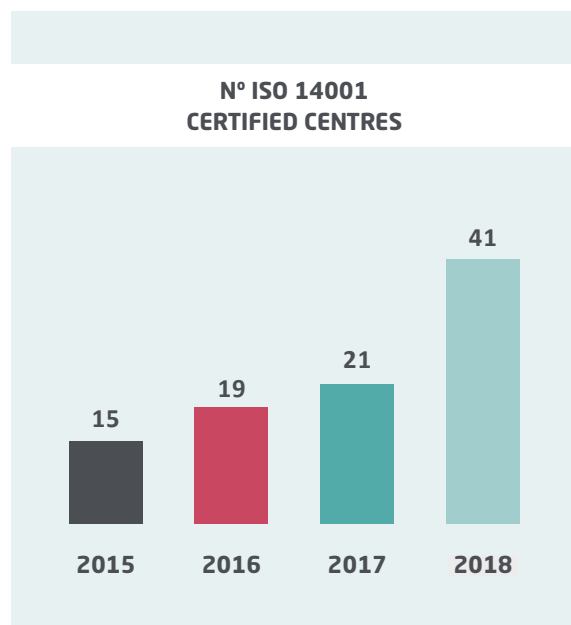
A preventive maintenance programme for the facilities is in place in all centres.

## Environmental certifications at Quirónsalud

Over the years, as a sign of the group's environmental commitment and part of its corporate strategy, we have been increasing the **environmental certifications** in our hospitals.

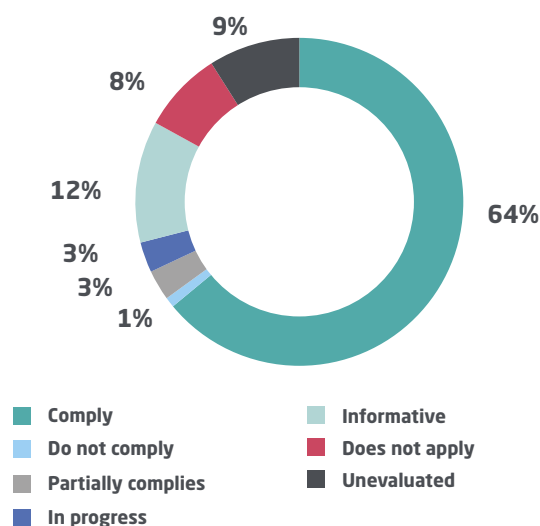
### Evolution of ISO 14001 certifications in Quirónsalud hospitals:

Regarding **compliance with environmental**



**standards**, 41 centres have carried out an evaluation of their legal environmental compliance in 2018, during which 19,652 legal requirements were analysed, obtaining very satisfactory results:

The particular situations of non-compliance or



partial compliance are related to authorisations or licences that are in the process of renewal.

On the other hand, beyond legal compliance and within the framework of the Management System, excellence is encouraged through a model based on continuous improvement, which sets goals that involve all levels of the organisation.

In 2018, a series of **corporate environmental goals** to be undertaken were established in the hospitals, which were geared towards:

- Improving waste management.
- Strengthening environmental management across the group.
- Minimising the environmental impact derived from hospital maintenance activities.

These general environmental objectives have been rolled out in 163 goals, which have been implemented with a success rate of 94%.

Internally, manuals on good environmental practices have been distributed in hospitals and environmental performance guidelines have been included in the welcome manuals for new employees.

With the aim of raising awareness about the importance of proper environmental management and coinciding with June 5th, World Environment Day, a corporate awareness campaign was created with the slogan "Health is the only thing you can't recycle". This day was celebrated with the delivery of recycling bins in all the hospitals and the distribution of informative videos and materials.



**In 2018, 19 new centres were added to those with environmental certifications, making a total of 41 hospitals certified in accordance with ISO 14001 standards, which is an increase of 49% compared to the previous year.**



Corporate environmental campaign 2018

For example, one highlight is the interdepartmental initiative set up by **Quirónsalud Torrevieja Hospital** for World Environment Day, seeking to promote staff environmental awareness.

Since then, every month different hospital departments have proposed an environmental action and were responsible for promoting it in the centre.

- *Poster for raising awareness in order to reduce noise pollution.*
- *“Better taking the stairs! Help to save energy and improve stamina throughout your day!”*
- *“Turn off the light!”: to prevent unnecessary energy consumption.*
- *“Let’s reduce our plastic use” advice for reusing and optimising the plastic that we use every day. Design and delivery of an eco-friendly fabric bag.*
- *“Be careful with waste!”: advice for correctly separating and managing waste.*
- *“ECO contest:” Do you know what the action is for this month? Find out because there are 3 healthy breakfasts up for grabs! Pay attention because... that healthy breakfast could be yours!”*





# Efficient consumption of resources

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## Energy efficiency

We continue to promote a culture of energy optimisation, implementing more efficient technology in facilities, equipment, and in the construction of new centres.

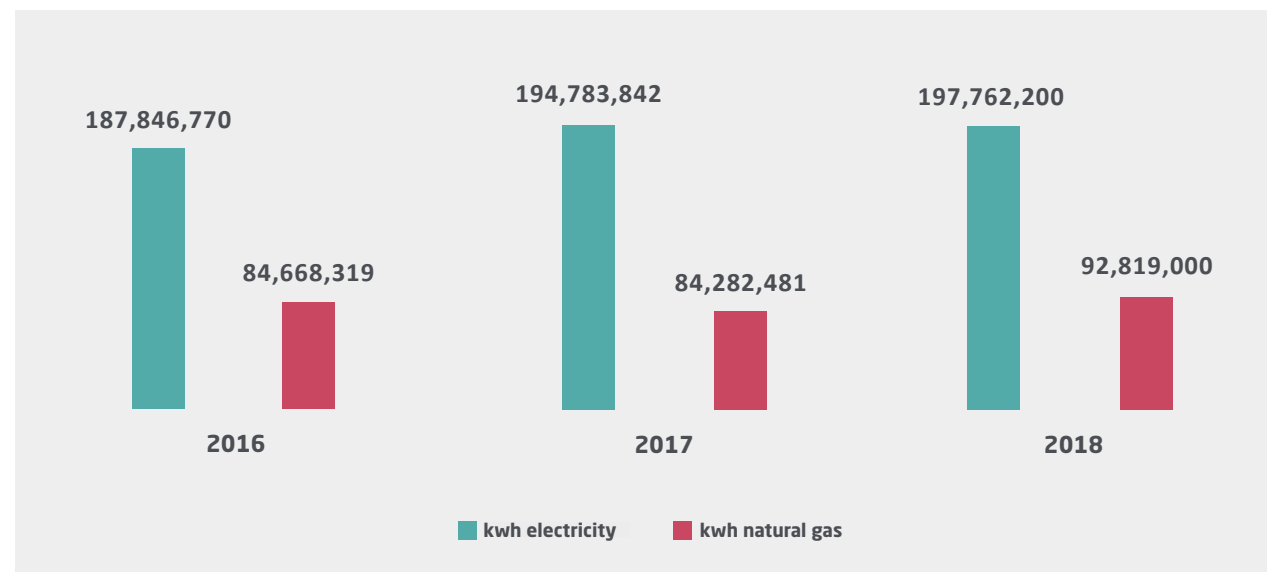
Algunos hospitales disponen de **instalaciones de generación de energía renovable**:

- Generation of solar thermal energy and solar photovoltaic energy in Infanta Elena University Hospital, Hospital del Vallés, Dexeus University Hospital, Quirónsalud Madrid Hospital, Quirónsalud Campo de Gibraltar Hospital and Quirónsalud Barcelona Hospital.
- Generation of thermal energy using micro-cogeneration at Rey Juan Carlos University Hospital and Vallalba General Hospital.

We continue by applying good practices and taking measures to optimise energy consumption for controlling facilities, as well as monitoring and analysing data. A monthly check and periodical analysis of energy usage is carried out in each hospital in collaboration with an energy management consultant for optimising energy.

Total energy consumption has slightly increased due to an increase in activity, the surface area of the centres and the equipment installed, but energy usage has been optimised. This is evidenced by the indicators relative to activity (number of medical actions).

### EVOLUTION OF ENERGY CONSUMPTION:



#### ENERGY INTENSITY:

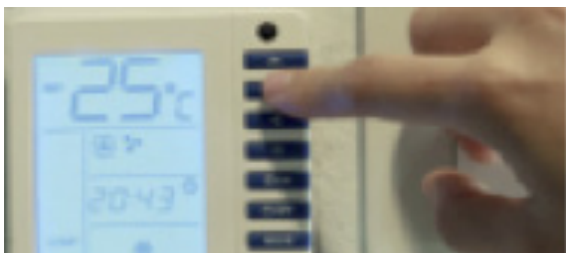


Energy generated by solar collectors and cogeneration systems has not been taken into account. There is also a limited use of biomass and diesel that was not considered in the previous graphs: taking these fuels into account, the total energy consumption would be 295,005 MWh.

## ISO 50001 Certifications

### 6 Quirónsalud hospitals certified in Energy Management Systems under the ISO 50001 standard

A specific certification that is surplus to other environmental certifications that focus on energy usage and consumption: Jiménez Díaz Foundation, Infanta Elena Hospital, Rey Juan Carlos Hospital, Villalba General Hospital, La Luz Hospital and Ruber International Hospital.



## Water consumption

The total water consumption in 2018 was **1.62.99 m3** and **39 litres of water per medical action**, signifying an improvement compared to 52 litres the previous year.

Measures have been put in place in different centres to monitor and save water coming from the municipal water supply networks, such as checking for possible leaks in tanks and facilities, putting flow restrictors in sinks and showers, adjusting the pressure of toilet flushometers, installing tanks with double button flushing mechanisms, adjusting irrigation and planting plants that require less water.

Furthermore, some centres in the group have water recovery systems, for example, Hospital del Vallés which has a grey water recovery

system, which is reused in the cisterns, while Infanta Elena University Hospital recovers rainwater and uses it to clean roads and to wash bins.



## Use of chemical products

Another important resource to manage in the group's hospitals are the cleaning products.

We have a supplier at the corporate level that supplies cleaning products to the centres and catering areas, ensuring the packaging is recycled.

We also use products which have automatic dosing and are in concentrated formats, as well as using more eco-friendly alternatives as much as possible.



# Commitment to the fight against climate change

As part of our active policy in regards to climate change, in 2018 we updated and optimised the calculation of Quirónsalud's Carbon Footprint.

Although our activities are not greenhouse gas emission intensive, in 2018 we continued to study the emissions generated by our activities, which we have been doing since 2016.

The report has been carried out together with Ecodes and ZeroCO2, entities that aim to care for the climate by facilitating and promoting the involvement of all social stakeholders.

The calculation has included emissions from scope 1, 2 and 3, following the criteria of the "GHG Protocol":

- **Scope 1:** Includes GHG (greenhouse gas) emissions from emission sources that belong to or are controlled by the organisation, in this case derived from the use of natural gas and diesel, the use of protoxide of nitrogen (nitrous oxide) as an anaesthetic agent, the direct GHG emissions from the vehicles owned by some centres, and emissions from the leakage of refrigerant gases used in the refrigeration systems.
- **Scope 2:** Includes indirect GHG emissions produced by the generation of electricity, heat or steam from external origins and consumed by the organisation. In our case, we only refer to the consumption of electrical energy. In this scope, no sources of indirect GHG emissions from electricity have been omitted.
- **Scope 3:** Includes indirect emissions not included within Scope 2, which are from GHG sources that belong or are controlled by other organisations as a result of our organisation's activities. The methodologies for calculating GHG Protocol ISO 14064-1 require the calculation of all sources of emissions from scopes 1 and 2, and recommend identifying the main sources from scope 3 depending on the centre's activity or the ease of access to reliable data. In our case we have taken into consideration water consumption, emissions associated with the group's employees travelling to and from work and the emissions derived from staff business trips. Furthermore, in 2018 the emissions associated with hospital waste have already been considered in this scope.



**The total footprint calculated in 2018 for the Quirónsalud Group is 110,227 tonnes of CO<sub>2</sub> eq:**

- 95% corresponding to Quirónsalud centres
- The remaining 4.7% is due to the emissions from Quirónprevención centres.

The main source of emissions is consumption of electricity: 52.2% of the Quirónsalud Group's total emissions.

The second source is staff commuting to and from work: 19.8%.

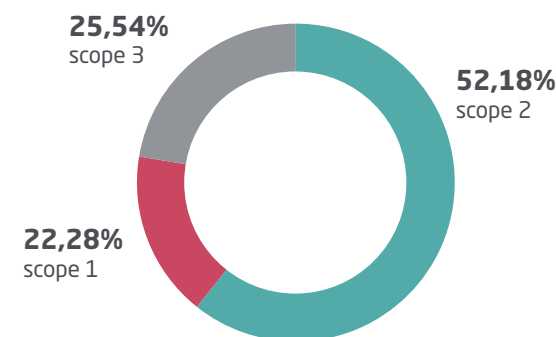
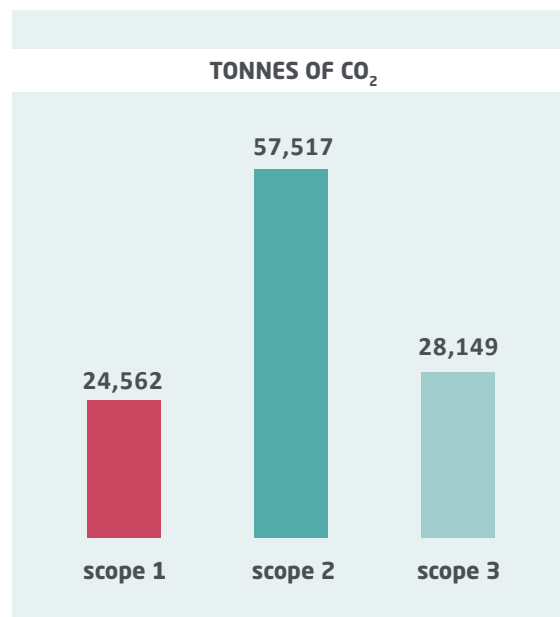
The third is the use of natural gas with 17.5% of the total emissions.

Quirónprevención professionals travelling by car and the use of N<sub>2</sub>O anaesthetic gas are the fourth and fifth sources of emissions, with just over 2% of the group's total emissions from each one, followed by those from facility refrigerant leakages (1.6%), those from waste (1.3%), those from diesel usage (1.1%) and those derived from water consumption (1%).

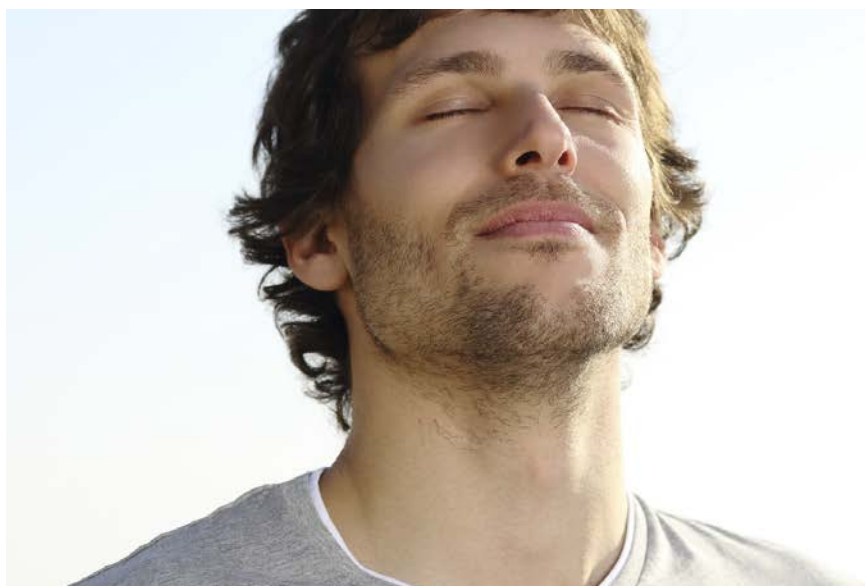
The last two emission sources are professionals travelling by aeroplane and train. Together they do not equate to 1% and therefore are not particularly relevant.

There is currently no meaning in carrying out comparisons with previous years, because new aspects were included in the scopes in 2018 that were not considered previously. Nevertheless, note that despite an increase in total emissions between 2017 and 2018, the evolution of the activity indicator is very positive (-20.5%), considering the significant increase in the number of registered activities is almost 20%.

In 2018, we have included a new indicator that is specifically for emissions per bed, giving a value of 15.6 CO<sub>2</sub> eq. and the progress of which will be followed in future calculation periods.



*Emissions calculated in 2018 from the data of 2017 Global warming potentials from the Spanish Climate Change Office 2018 – MITECO, IPPC and DEFRA-UK Government GHG Conversion Factors for Company Reporting – 2018*





## Significant reduction of emissions in several of our larger hospitals:



- Ruber Juan Bravo Hospital (-33,6%)
- Quirónsalud Madrid University Hospital (-10,6%)
- Ruber International Hospital (-8,2%)
- La Luz Hospital (-26,6%)
- Quirónsalud Marbella Hospital (-18,6%)
- Quirónsalud Palmaplanas Hospital (-14,9%)

### Notable among the smaller sized centres:

- Quirónsalud Albacete Hospital (-16,2%)
- Quirónsalud Hospital del Vallés (-15,8%)
- Quirónsalud Clideba Hospital (-10,1%)
- Quirónsalud Miguel Domínguez Hospital (-9,8%)

The Ecology and Development Foundation's ZeroCO<sub>2</sub> initiative has given the Quirónsalud Group the ZeroCO<sub>2</sub> label "calculated" which proves that the

company has calculated its emissions in accordance with the standards set.

Every year the possibility of **offsetting emissions** is assessed by analysing possible total or partial offsetting projects for the emissions generated annually by Quirónsalud.

Environmental activities were carried out in 2018, aimed at improving biodiversity and fighting against climate change, such as reforestation and cleaning up natural areas, carried out by the staff at our centres.



In the autumn of 2018, in the different provinces where we are present, we established **voluntary environmental actions** with the aim of restoring the natural spaces around our hospitals, getting our professionals involved in an environmental activity which is healthy and raises awareness.

Together with the Ecodes Foundation and Global Nature, we carried out different activities in Seville, Barcelona, Valencia and Madrid, with around 120 volunteers taking part and planting more than 800 trees.

We continued to work with the **Spanish Climate Change Cluster**, represented by the major companies in the country and coordinated by Forética in Spain as a representative of the WBCSD (World Business Council of Sustainable Development).





In 2018, this cluster in which Quirónsalud is involved has put the focus on climate risks and opportunities.



Quirónsalud has joined the **#ForTheClimate Community**, an action platform for implementing the Paris agreement.



With the aim of **promoting more sustainable mobility amongst its employees**, Quirónsalud is suggesting initiatives and agreements with both public and private entities, such as the use of municipal bicycles, carsharing and promoting electric vehicles.



# Minimising the impact of our waste

Quirónsalud is committed to working across its value chain, promoting measures that support a circular economy.



As a result of the activities conducted in the centres, the waste generated by the Quirónsalud Group is classified into four main groups:

- Non-clinical waste similar to domestic waste (including paper, cardboard, plastic and glass).
- Clinical waste similar to urban waste.
- Biological waste.
- Chemical waste (in which chemical waste is distinct from cytostatic waste).

The waste is collected separately in the centres according to type and is managed by authorised handlers or through municipal collection systems, in all cases facilitating its subsequent processing and valuation.

Due to the type of activity carried out, **biomedical waste** is especially important.

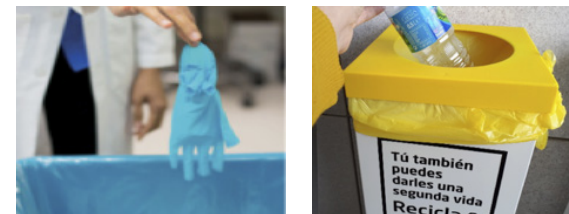
In 2018, work continued on **standardising the waste**

**segregation system in all centres and on consolidating the criteria for proper sorting** by establishing a training programme for medical and service personnel who handle inter-centre management in the group.

This training and the improvements made in every unit and in every hospital have enabled us to reduce the generation of special biomedical waste, as well as medical and non-medical personnel having a greater commitment to the environment.

In 2018, we generated **1,225 tonnes of biohazardous waste and 94 tonnes of cytostatic waste**, maintaining similar ratios compared to the previous year, taking into consideration the increased number of medical activities.

Regarding other types of waste, work continues on salvaging recyclable materials and their selective collection. Specific goals relating to the improved separation of waste have been defined, encouraging training and monitoring the amount of each type of waste generated.



Throughout 2018, training relating to the correct separation of generated waste was given to medical and non-medical middle management in all the group's hospitals. Furthermore, group training was carried out specifically in all centres that were certified under the ISO 14001 standard for the first time.

Our project's strategy is based on training middle management to spread correct separation criteria to units, thus optimising waste separation and reducing environmental impact.

Specifically, we worked to generate a larger number of **agreements with suppliers** in order to minimise the environmental impact of the products that they supply us, reduce their packaging, and apply measures that allow the products to be recycled and improve their final management.



## Liquid waste

The liquid waste from Quirónsalud hospitals and centres is urban wastewater that is discharged into the municipal sewer networks.

Process water, which, due to its characteristic of having been mixed with chemical products such as in lab water, sample preservation liquids or reagent mixtures, are collected separately and treated as hazardous waste by authorised handlers.

To ensure proper control of the discharged water, analyses of the hospitals' wastewater is carried out in accordance with the frequency specified by the relevant bodies in each case.

## Food waste

The Quirónsalud Group's mass catering management systems are aimed at improving production. These processes will improve shrinkage control and thus will reduce food waste.

Furthermore, stocks of raw food materials are being increasingly reduced, working with suppliers so that delivery services are more frequent and so that only the necessary stocks are available in the hospital, encouraging the monitoring of expiry dates and therefore reducing food waste.





