

2018 Milestones

Economic Performance

€3.023 M
Operating income



47 Hospitals, 55 outpatient health centres and over 300 prevention centres



€149 M
on improvements to the healthcare network



98 %
Local corporate suppliers



Increase of
11 %
in suppliers included in our EDI system



Work Practices

A team of
33.672
Employees



75 %
Permanent contracts



100 %
Employees with social benefits



73 %
Female employees and
18 % Management positions occupied by women



50
Nationalities among staff



Over
100.000
Hours of employee training across the entire Quirónsalud group



Environmental Commitment

41
Hospitals with ISO 14001 certification in Environmental Management
+ 49% compared to the previous year



6
Hospitals with ISO 50001 certification in Energy Management



110.227 Tm CO₂
Quirónsalud Group Carbon Footprint
Indicator of emissions by activity: -20,5%
Emissions: -15% in several hospitals



94 %
Achievement rate of our environmental goals



Social Impact

8.786.793
Consultations and
2.573.313
Emergencies attended



6.914 Beds
and 405 Operating theatres



700 + 1.000
Research projects Scientific publications



Over 5.000 Students have had internships at our centres



1.000.000
Users of the patient portal



International Cooperation
500.000 €
to the Recover Foundation



Our commitment to sustainability and the 2030 agenda

The 10 Principles of the Global Compact and the 17 Sustainable Development Goals (SDGs) of the United Nations mark our road map to 2030.



Health has a central position in the 2030 Agenda through SDG 3 and is closely linked to many of the aims relating to other goals, in terms of urban health, access to medication, illnesses or the impact of climate change.

At Quirónsalud, we are committed to this great common challenge and are aware that we have much to contribute. Our achievements, our actions and our goals in terms of CSR are a reflection of this commitment.



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SDGs: A universal call to end poverty, protect the planet and ensure peace and prosperity for the entire population.

Strategic lines in Corporate Social Responsibility (CSR)

We continue to make progress in these strategic lines, which have marked our path in 2018, and for which we are planning new challenges in the future.

1

Excellence in healthcare, innovation and research, for the benefit of patients and society

Personalised, close and transparent comprehensive care for patients and their families, their safety and privacy, always at the centre of our commitment.



3

To continue advancing with the efficient consumption of resources and the progressive reduction of our carbon footprint, pulling together in our fight against climate change



2

To maintain a highly qualified team of workers who are committed to the corporate values in a safe, diverse and inclusive environment



4

To extend our values and commitments throughout the entire value chain, ensuring the respect for human rights in all our activities

Quirónsalud follows the guidelines of its parent company: Fresenius' commitment to Human Rights, which applies to all the Group's activities and business.



5

To strengthen our social action through partnerships which allow us to increase our ability to add value to society

We are fully aware of our direct responsibility for the current challenges of people and the planet, as well as our ability to provide and contribute to sustainable development.

6

Good Corporate Governance and legal compliance as the basis of the ethical conduct that we maintain and demand from all our partners



Quirónsalud CEO Manifesto

It's a great pleasure to present, for the third consecutive year, our **Corporate Social Responsibility Report**, the result of our commitment not only to our patients, but also to the society around us, as we firmly believe in the goal of creating value in parallel to our healthcare performance.

Created within the framework of the GRI International Standards, it shows our progress and our road map for the future. In this way, we are renewing our commitment made in 2016 as partners of the **Spanish Network of the United Nations Global Compact**, informing of our progress in its Ten Guiding Principles.

Our policies, objectives and actions with regards to Corporate Social Responsibility are aligned with the common goals of the United Nations **2030 Agenda**. Furthermore, working in a sector as vital as health, Goal number three, which we constantly drive with our actions and strategies, has a special importance

for us: ***"To ensure a healthy life and to promote well-being for all people at all ages"***.

In this sense, we can claim that, not only do we care for people's health by putting the most advanced technologies, the best human teams and the latest treatments within the reach of our patients, but we also want to contribute to society being educated about the **importance of maintaining healthy lifestyles** as a constant process of care and responsibility which, without doubt, will contribute to a better quality of life, living a longer and better life.

Throughout 2018, we have also continued to progress ethically and responsibly in research, teaching and **building our own digital transformation** to continuously change and improve our way of working, which allows us to provide increasingly more personalised and humanised care to each and every one of our patients.

Because, for us, caring for people and their health goes much further than offering the best diagnosis and treatment; it means being able to also deal with them in the best way, taking into account each and every one of their needs, both on a physical and emotional level.

To do so, we rely on the countless benefits that new technologies offer us, and particularly on the dedication and commitment of over **40,000 people** who work at our centres every day.

At Quirónsalud it is very clear to us that **real change is not made by technology on its own, but by the people who, motivated by passion, make good use of it**. For us, people and technology are an inseparable pairing and a firm commitment to our tireless search for excellence.

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Through our actions and strategies, we seek to ensure a healthy life and to promote well-being for all people at all ages

An excellence which covers a wide and overarching concept of creating value, shared by the hospital, the patient and society, also seeking to establish a **connection which will last long after the treatment and discharge from hospital**.

As an example, once again this year, Quirónsalud was the Official Medical Service of Reto Pelayo Vida which, in its fourth edition, accompanied five women who had recovered from breast cancer, cycling 300km in the Annapurna Valley to give visibility and send a message of hope to women suffering from this disease.

In another area, we are very aware that **environmental threats** are one of the main global threats for the next ten years, a problem which directly affects our *raison d'être*: human health. For this reason, we maintain our firm commitment to environmental protection, through the efficient consumption of resources and the reduction of our carbon footprint.

Moreover, **social commitment** remains a hallmark of our centres, as well as at the **Quirónsalud Foundation**, where we are strengthening our activities in social action and education once again this year, particularly directed at patients and their families, and at society in general.

Likewise, with regards to **International Cooperation**, many of our hospitals, with the direct support of our professionals, are developing several projects with different countries in **Africa and Latin America**, focussing on donating health materials, helping to transport and accommodate patients from those countries to be treated in Spain, and posting our professionals to those regions to treat their disadvantaged populations in situ.

Without doubt, the leadership that we have achieved as a hospital group brings with it a significant **responsibility** to our **patients and their relatives**, to our **people** and to **society** as a whole, but we also want to take on the

challenge of keeping up with the great urgent global threats that humanity is facing.

Lastly, I invite you to read this report, which includes the initiatives that we have carried out over this last year to work on building a healthier, fairer and more responsible society. There is still much to do in order to improve the environment around us, but at Quirónsalud, we are lucky to be in a very humane sector and to also have a large, highly committed team that is determined to embrace and lead the change.

Thank you,

Héctor Ciria. *CEO,
Quirónsalud Group*



An example of our understanding of CSR at Quirónsalud

Commitment at the core of our activity:
Our Hospitals



1. Initiatives that promote the health and well-being of employees and society



2. Social initiatives for patients or specific groups at our centres



3. International Cooperation Activities



4. Environmental initiatives at our centres



Our centres promote health and well-being

We want to lead the progress towards a healthier society by promoting the physical and mental well-being of the people in our organisation and of society in general.

Quirónsalud Zaragoza Hospital

Activities inside and outside the work environment, training and sharing best practices, connecting companies with the same goal: prevention, rest, food, sports and monitoring health.



Quirónsalud Murcia Hospital

Launch of the #Quiérete healthy habits internal campaign, implementing initiatives including celebrating Mother's Day, Health and Safety at Work Week, the Women's Run and the Sustainable Recipes Competition.



Quirónsalud Valencia Running Club

We promote physical activity and sports among our professionals by running, focussing on developing and maintaining physical and mental health, as well as for preventing future illnesses.

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Our centres show their support and commitment to all patients by joining many campaigns against different pathologies and illnesses.

Our hospitals' initiatives for patient groups

Children, women, and disadvantaged groups or those at risk of social exclusion are a priority for our hospitals, and this is reflected in many initiatives that have been implemented in 2018, in many cases through partnerships and collaborations with different social organisations.

Dexeus University Hospital

A collaboration between its Paediatrics Department and the Alisio Foundation on a programme against academic failure, focussing on diagnosing and treating learning disorders in schools with children at risk of social exclusion, because education and intellectual growth are key tools for the development of people and to balance social inequalities.



Quirónsalud Valencia Hospital

Its Paediatric A&E Department uses virtual reality glasses when tending to children, reducing pain perception and improving their state of anxiety.



Quirónsalud Barcelona Hospital

A project to develop a liquid biopsy and predict the recurrence of breast cancer, winner of the “Terapia de amigos” research grant.



Quirónsalud Valencia and Quirónsalud Torrevieja Hospitals, together with Quirónsalud Dexeus Murcia Assisted Reproduction Institute and the participation of the Quirónsalud Foundation.

They have set up a free **fertility preservation** support programme for cancer patients.



Quirónsalud Torrevieja Hospital

Like many of our centres, it launched a new edition of its **free early diagnosis campaigns** for **prostate cancer** and **breast cancer**, on the occasion of the World Days of these diseases.



Catalonia General Hospital and Rey Juan Carlos Móstoles University Hospital

They participated in **World Diabetes Day**, providing information sessions, delivering risk screening questionnaires, performing **free** capillary glucose **checks** and providing nutritional advice.



Rey Juan Carlos University Hospital;
World Diabetes Day

Quirónsalud Zaragoza Hospital


It celebrated Women's Month with the second edition of the "Cut your hair" campaign, exceeding one hundred ponytails destined for cancer patients.



Hospital El Pilar

Hospital El Pilar

Centre Cardiovascular Sant Jordi

Grupo  quirónsalud



Urgències →

International cooperation activities at our hospitals

Our experience and resources at the service of patients who cannot access the treatments that they need, whether due to a lack of economic resources or because their countries of origin do not have the necessary means and/or qualified professionals.

Some of the initiatives carried out by our centres:

- **Ruber International Hospital** and the **Turkana Surgery Project**, a surgical campaign at Lodwar Government Hospital in Turkana (Kenya).
- **Dexeus University Hospital** operated on congenital cardiopathies in Latin American children with limited resources.
- **Quirónsalud Clideba Hospital** collaborated to operate on **conditions in Tanzania and Mozambique**.
- **Quirónsalud Mérida Hospital** participated in the “Holiday in Peace Programme 2018” #MuchoMásQueVacaciones, aimed at Sahrawi boys and Girls from the Tindouf refugee camps in Algeria.
- The **Hospital Universitario Fundación Jiménez Díaz, Hospital Rey Juan Carlos and Hospital Quirónsalud Albacete** collaborated in the Hope for African Hearts project of the Recover Foundation.



Our centres' commitment to the environment

Our corporate culture includes the commitment of all our hospitals to environmental protection as a guarantee of health.

5th June, **World Environment Day**: every year, different initiatives are implemented at Quirónsalud centres, which focus on warning about environmental damage and informing about the need to preserve and improve the environment.

In 2018, many actions have been developed at our hospitals. Some examples:

- Dexeus University Hospital distributed seeds and joined the UN campaign **“Beat Plastic Pollution”**



- **Quirónsalud Murcia Hospital** participated in the “Ecofluye Project” for the reforestation of the Vía Verde (green-way) in Murcia.

