

Appendices

I. I. About this report



Appendix I

Principles for its creation

The Quirónsalud Group CSR Report 2019 has been prepared in line with the **Global Reporting Initiative (GRI)** standards, in accordance with the core compliance option.



This Report constitutes the **2019 Progress Report** (*) in accordance with the 10 Principles assumed through Quirónsalud's commitment to **the United Nations Global Compact**.



(*) The GRI Index of the Report, included as Appendix II, also indicates the different parts of the document that refer to each of the Global Compact Principles.

The following GRI reporting principles have been followed to establish the content of this report, as set out in GRI Standard 101 - Principles:

- Stakeholder inclusiveness
- Sustainability context
- Materiality
- Completeness

Scope of information

This Report covers the main results and activities of Quirónsalud Group for 2019, explaining its performance in the economic, environmental and social spheres. The report mainly focusses on Spain, as the company is in a consolidation phase for the internal reporting of the centres located in Latin America, United Arab Emirates and Portugal.

The overall results covering the different companies and business units are presented, although the most

relevant part in terms of the information provided about activities and results refers to hospital activity, as this constitutes the core of the company.

Balance and comparability of information

The Report aims to publish balanced, accurate and coherent information about our performance, linked to the relevant issues for the Group, our strategic projects and our stakeholders. In this regard, the comparability of data and information with respect to previous years is an essential tool for their traceability and progress.

As in previous editions, this Report has been written with the involvement and participation of those responsible for the different business areas, as well as dialogue with the main stakeholders, which allows us to align the information reported with the relevant issues for these groups.

Quirónsalud continues to work on optimising and consolidating an agile system for reporting sustainability indicators. The efforts made by the company to include new indicators each year, allowing it to analyse its environmental and social performance in a more objective and precise manner, is worth highlighting.

In some cases, data is only reported for the corresponding year or for part of our activity, as it is not currently possible to compare it to previous years. In each case, the scope of such data is detailed for greater information accuracy and comparability, as well as the relevant explanation.

Our aim for future reports is to improve the level of precision and comparability of the information provided.

External verification

The Quirónsalud Group Corporate Responsibility Report 2019 has not been subject to independent external verification in its entirety, however, much of the information provided is also included as an appendix to the company's Management Report, Non-Financial Information Status Report, a public document that has been verified by PwC Spain, as required by Law 11/2018 on non-financial information and diversity.



Appendix I

Definition of Content and Materiality

At Quirónsalud Group we have our own methodology, which allows us to keep our **Materiality Analysis** up to date, as a tool for integrating the relevant issues for the business and our stakeholders, and thus define the key content to work on and report on each year in our CSR Report.

This method allows the organisation to have an objective list of relevant value creation issues for the identified stakeholders, assessing the **materiality, priority and degree of coverage** of each one. To that end, the importance of their economic, environmental and social impacts is analysed, or whether they have a substantial influence on stakeholder assessments and decisions.

We are aware of the expectations and concerns of our stakeholders from different communication mechanisms, either through direct communication with them (listening and dialogue procedures on

an ongoing basis or regular consultations with samples from certain groups), as well as through other information sources, such as sector analyses, reports published by reference organisations in the field, analysis of communications on social networks, or any other useful element that may provide relevant data.

Moreover, six company criteria are considered, on which the relevance of each topic is assessed from an internal perspective.

- Results of the company risk analysis.
- Direct financial impacts in the short to medium term.
- Matters subject to legal, regulatory or normative requirements.
- Parent company (Fresenius) guidelines.
- Issues identified as relevant due to competitive policies and practices.
- Emerging issues of strategic interest.

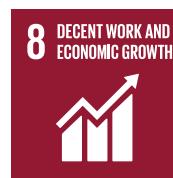
After this double internal and external analysis, the analysed issues are classified using a quantitative weighting system, as “Critical, Significant, Emerging or Minor”, and visually represented in the materiality matrix, which allows us to prioritise and define areas of risk/opportunity.

The results for 2019 are shown in the “*Our Sustainability Model*” chapter of this Report.

Contribution to the 2030 Agenda (SDG)

We align our sustainable business strategy with the goals of the 2030 Agenda, identifying our potential to have a positive impact on people and the planet, adding to the Sustainable Development Goals (SDG) that are key to our activity and context.

Due to the sector of activity and our strategic lines of action in Corporate Social Responsibility, we identify our greatest positive impacts in the following SDG:



Throughout this Report we explain the pillars, progress and objectives of our Sustainability Master Plan, and how each of them directly relates to these SDG and some of their specific goals.

Contact

The responsibility for preparing this Report lies with the **Corporate Social Responsibility** area, the Corporate People and Organisation Department.

Its content has been agreed and validated by the **Compliance and CSR Committee**, a multi-functional, multi-sector committee that exercises the due supervisory, monitoring and controlling role, to ensure the correct performance of the company.

For more information:

For more information:

Address: **C/ Zurbarán, 28 · 28010 Madrid**

Telephone: **91 781 06 82**

Email: **rsc@quironsalud.es**

web: **www.quironsalud.es**

Acknowledgements

The people who are part of the Quirónsalud Group are our greatest asset and the architects of our achievements.

Without them, we would not be able to share our progress and challenges once again through this Report.

We would like to thank our entire team of professionals and collaborators for their involvement, their constant efforts and their passion for what they do, which helps us to improve as a company and continue to strive for a fairer, more sustainable world.