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Commitment to the environment

Essential for health





Precautionary principle and continuous improvement



We use the precautionary principle to minimise the environmental impact of our activity, taking the appropriate preventive measures and thus progressing towards more environmentally friendly processes through continuous improvement.

Pollution is a problem on a global and local scale: according to the WHO, 9 out of 10 people breathe polluted air, not to mention all the deaths, illnesses and allergies caused as a result.

This disturbing figure is driving us to find solutions, with an even stronger commitment when we consider our **mission is to protect people's health**.

At Quirónsalud we are joining the challenge of sustainable development, maintaining our key principles of environmental action:

Our **Environmental Plan** is focussed on the activity of our hospitals, as it is there that we identify the most significant aspects and our major impacts.

Quirónsalud Corporate Management promotes the company's environmental management, setting specific targets for all hospitals.

At corporate level, there is a **multidisciplinary environmental task force**, as well as an **Environmental Committee**, also multidisciplinary, at each hospital.

- Promoting **eco-efficiency** by using natural resources rationally and firmly supporting the **fight against climate change**.
- Preventing pollution by **minimising waste** and promoting the **use of environmentally friendly products**.
- **Raising awareness** of responsible environmental management in **decision-making** and business operations, as well as in everyday consumption **habits**.



A healthy environment is crucial to health, the focus of our activity. As such, environmental protection is a matter of utmost importance to Quirónsalud



Environmental certifications

As part of the Group's corporate strategy, the environmental certification has been extended over the years, with a total of **42 Spanish hospitals achieving the ISO 14001 certification** in 2019.

The hospitals that do not yet have this certification are those that are newly incorporated to Quirónsalud. These will be gradually adapted to the Group's environmental policies.

Quirónsalud Cordoba Hospital has joined the ISO 14001 environmental certification in 2019.

Certified under ISO 14001, the Quirónsalud Management System is a **multi-site management system** based on the company's common strategy, with leadership, risk management, and understanding stakeholder needs and expectations as its basic pillars. The system is designed to ensure the smooth integration of each new centre, under standardised work and measurement tools and methods.

Since 2015, **Quirónprevención** has also had its Environmental Management System certified in accordance with the ISO 14001 standard.

The Quirónsalud Environmental Management System is based on a policy that includes a commitment to look after and preserve the environment around us by promoting environmental initiatives, applying environmental protection measures and preventing pollution, as well as complying with the applicable requirements to ensure the continuous improvement of the organisation.

This policy has been extended to all the Group's hospitals and centres. It is available on the website, on the organisation's intranet and visible to the public at all hospitals.

Likewise, within the framework of the Management System, excellence is promoted through a management model based on continuous improvement, which sets targets involving all levels.

Identifying significant environmental impacts

Every year we identify and assess the environmental aspects and impacts of the activities and services at our hospitals, using criteria established in our management system to determine the ones of greatest significance.

From the results of the updated environmental aspects assessment in 2019, the significant aspects at the greatest number of hospitals are concluded as follows:

- Waste: special biomedical waste, cytotoxic waste, laboratory waste, drug waste and contaminated packaging
- Natural gas consumption
- Medicinal gas consumption
- Paper consumption

Likewise, the environmental aspects that could be generated in potential emergency situations have also been assessed and the following have been identified:

- Gas emissions and waste as a result of a fire
- Exploding pressurised bottles and tanks
- Biological contamination
- Refrigerant gas leakage

In 2019, an **environmental risk assessment at the Group's hospitals** was carried out, assessing the risks associated with possible inadequate management of environmental matters or of

legislative non-compliance, categorising them by risk level, in order to take effective action.

Improvement objectives

In 2019, **corporate environmental objectives** have been established at the hospitals, aimed at:

- Improving hospital waste management by implementing the **corporate intrahospital waste management procedure**.
- Promoting **environmental communication** with interested parties.
- Improving the monitoring of **environmental legal requirements**.
- Increasing the company's environmental **awareness**.

These general environmental objectives have been introduced through 103 targets at hospitals and a further 6 targets at corporate level, which have been implemented with an 89% and 67% level of achievement, respectively.

Environmental awareness and communication

In 2019, environmental communication with the Group's employees, as well as our patients and **hospital** users, was aimed at raising awareness about **climate change and sustainable transport**.

Some examples of our environmental communication and awareness actions:

- **World Environment Day**, 5th June. The theme in 2019 was sustainable transport, in terms of reducing air pollution and its effect on health.
- **Mobility Week**, from 16th to 22nd September. An employee mobility survey was launched, and an electric bicycle was raffled off.



Launch of World Environment Day 2019. Sustainable transport.



Leaflet delivered on World Environment Day 2019. Sustainable transport.



Launch of Mobility Week 2019.

ilidad



quirónsalud
La salud persona a persona



Environmental awareness campaign at Quirónsalud Torrevieja.

Efficient resource consumption



We are increasingly aware that responsible resource consumption is vital to contribute to sustainable development.

Energy efficiency

Hospitals are facilities that require and consume a great deal of energy, as they are in operation 24 hours a day, 365 days a year, unable to stop their activity, and also require special air conditioning and air renewal systems to ensure patient comfort and safety.

Therefore, for Quirónsalud, energy efficiency and minimising the environmental impact of this consumption is a priority.

Both the construction of new hospitals and the execution of new projects and renovations are designed and carried out by considering how we can improve energy use and consumption, with highly energy efficient equipment, control and management systems, LED lighting and renewable energy generation sources.

As part of our environmental improvement plan, energy efficiency measures have been introduced at our centres, such as improved monitoring and management of heat and cold generation and

distribution, replacing production equipment with more energy efficient models, renewing lighting systems to install LED technology, controlling fluorinated greenhouse gases, and installing biomass boilers and solar collectors, among others.

As examples, we would like to highlight the project to replace existing light fittings with LED lighting at **Teknon Medical Centre**, with significant improvements in energy consumption, reducing from 200kw/day to 30 kw/day in the hospital's main foyer; as well as the energy efficiency project undertaken at **Quirónsalud Toledo Hospital**, which also included replacing lights and incorporating sensors and automatic timers to turn off lights at night in areas and corridors where they are not needed.

Moreover, we also carry out regular awareness campaigns on responsible energy use. For example, on 30th March, many of our hospitals, including Quirónsalud Murcia Hospital and Quirónsalud Malaga and Marbella Hospitals, turned off their lights for "Earth Hour", as a symbolic action to reflect on climate

change, which they also promoted through outreach work on social networks.

The following hospitals are certified under the ISO 50001 standard: Jiménez Díaz Foundation University Hospital, Infanta Elena University Hospital, Rey Juan Carlos University Hospital, Villalba General University Hospital, La Luz Hospital and Ruber International Hospital.



Quirónsalud Murcia Hospital switches off for "Earth Hour"

6 of our hospitals have the ISO 50001 certification: Energy Management System



We monitor the energy consumption at each of our hospitals on a monthly basis, regularly analysing the results in collaboration with an energy manager, who advises the Group on energy use optimisation.

Likewise, we record the consumption at all our facilities, as part of our annual carbon footprint calculation.

In 2019, energy consumption for the entire Quirónsalud Group was 314,976 MWh.

We have managed to optimise energy use as, despite the fact that our total consumption has increased slightly in absolute terms, so has our activity, the surface area of the centres and the equipment installed. This is demonstrated by the indicators relative to activity (*).

At Quirónprevención, electric consumption has been reduced by 25%.

The results of energy consumption and evolution indicators for the **2018-2019 period** are as follows:

EVOLUTION OF ENERGY CONSUMPTION AT QUIRÓNSALUD GROUP (**)

	2018	2019
Electric consumption (MWh)	204,005	210,563
Natural gas consumption (MWh)	92,819	100,169
Biomass consumption (MWh)	104	105
Diesel consumption (MWh)	4,320	4,140
TOTAL consumption (MWh)	301,248	314,976

(**) The comparative results shown correspond to the Group's activity in Spain. Since 2019, the Group has started to record indicators for centres in Latin America and information on these will be included in the next reporting cycle. This data is already considered on aggregate in the Non-Financial Information Status Report 2019, available on the company's website.

Consumption for 2018 has been recalculated in order to be able to make a more precise comparison under the same calculation criteria.

Water consumption

The water consumed at our centres comes from the municipal supply network, subject to local limitations.

Water consumption optimisation measures continue to be implemented at different centres, both with regards to new mechanisms and facilities, as well as reviewing existing systems and preventive maintenance.

In 2019, 1,425,876 m³ of water was consumed by Quirónsalud Group, representing an increase in the total value, but a reduction in consumption per activity (healthcare act).

As another example of the Group's environmental commitment, several of our centres have joined the celebration of **World Water Day**



Among other initiatives, **Rey Juan Carlos University Hospital** joined the Canal de Isabel II Water Challenge, a campaign to raise awareness of responsible water consumption among hospital users.

Consumption of raw materials

In order to carry out its work, Quirónsalud Group requires a large amount of materials, medicinal gases and chemical products, which are resources with the greatest environmental impact.

For the carbon footprint study carried out in 2019, we have taken into account the consumption of anaesthetic gas (N₂O) and fluorinated refrigerant gases refilled at the Quirónsalud centres: R410A, R407C, R404A, R134A, R422A, R424A, R422D, R442A, R449A and R507:

- Consumption of N₂O used as an anaesthetic agent in 2019: 46,692 kg
- Consumption of refrigerant gases in 2019: 2,002.94 kg

With regards to chemical cleaning and disinfecting products, our efforts are focussed on optimising consumption, using more ecological products, eliminating the use of plastic and increasing the lifespan of materials, as much as we can.

We have a supplier at corporate level that provides cleaning products to the centres and catering areas. Practically all the products used have recyclable packaging and ensure the best practices of use in terms of minimising their environmental impact.

We use products with automated dispensers and concentrated formats, as well as the most environmentally friendly versions of products.

We contribute to eliminating plastic waste by replacing bottles with water fountains. Plastic cups have also been replaced by biodegradable materials at many centres.



At Quirónprevención, the purchase volume of products with ecological criteria has increased by 31% compared to the previous year, especially consumables and office, hygiene and cleaning materials.

Likewise, paper consumption has decreased by 13% compared to the previous year and 95% of the paper used is FSC and ECOLABEL certified.



Commitment to the fight against climate change



Climate change is undoubtedly one of the main challenges that we must face in order to protect humanity; we all play a key role in reversing global warming.

In 2019 we have updated and optimised the Quirónsalud Carbon Footprint calculation

Every year we work to reduce the emissions generated by our activity, striving to achieve a more sustainable business model that respects the environment in which we operate.

Since 2016, we have been conducting an ambitious study of the emissions generated by our activity which, far from being intensive in greenhouse gas emissions, we consider as having a potential for improvement, in order to be able to contribute to the common fight against climate change.



All our hospitals are aware of the importance of controlling atmospheric emissions from emitting sources, such as combustion boilers or refrigerant gas charges from air conditioning systems.

Therefore, each hospital has preventive maintenance programmes in place to maintain optimal operating conditions and regularly check the industrial facilities, through which all operations that may generate atmospheric emissions are reviewed.

All maintenance operations are described in the Corporate Facility Procedure Manual according to the facility type.

With regards to equipment containing fluorinated greenhouse gases, such as air conditioning systems, we strictly comply with the relevant leakage checks in accordance with the current regulations.

We are carrying out the emissions study together with the *Ecology and Development Foundation (Ecodes)* and *ZeroCO₂*, a pioneering initiative

in Spain that aims to reduce the climatic impact of an activity, facilitating and promoting the involvement of all social players.

The calculation includes scope 1, 2 and 3 emissions, following the “GHG Protocol” standard:

- **Scope 1:** Includes GHG (greenhouse gas) emissions from emission sources belonging to or controlled by the organisation, in this case from the consumption of **natural gas, LPG and diesel; nitrogen protoxide (nitrous oxide)** used as an anaesthetic agent; direct GHG emissions from vehicles owned by some centres, and emissions from **refrigerant gas leakages** in cooling systems. (R410A, R407C, R404A, R134A, R422A, R424A, R422D, R442A, R449A and R507).
- **Scope 2:** Includes indirect GHG emissions produced by electricity, heat or steam generation from external sources, which are consumed by the organisation. In our case, we are only referring 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 in Scope 2 which, although resulting from the organisation's activities, they originate from GHG sources belonging to or controlled by other organisations.

The GHG Protocol and ISO 14064-1 methodologies require all sources of Scope 1 and 2 emissions to be calculated, and recommend that the main sources of Scope 3 emissions are identified, 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 employees **travelling to and from work**, and emissions as a result of staff **business trips**.

Likewise, since 2018 we have also considered the **emissions associated with our generated waste**, with **non-hazardous waste also being taken into account in 2019**.

In 2019, the total footprint calculated for Quirónsalud Group is **114,876.31**Tn of CO₂-eq, **4.68** kg CO₂-eq/activity and **89.89** kg CO₂-eq/m² built.

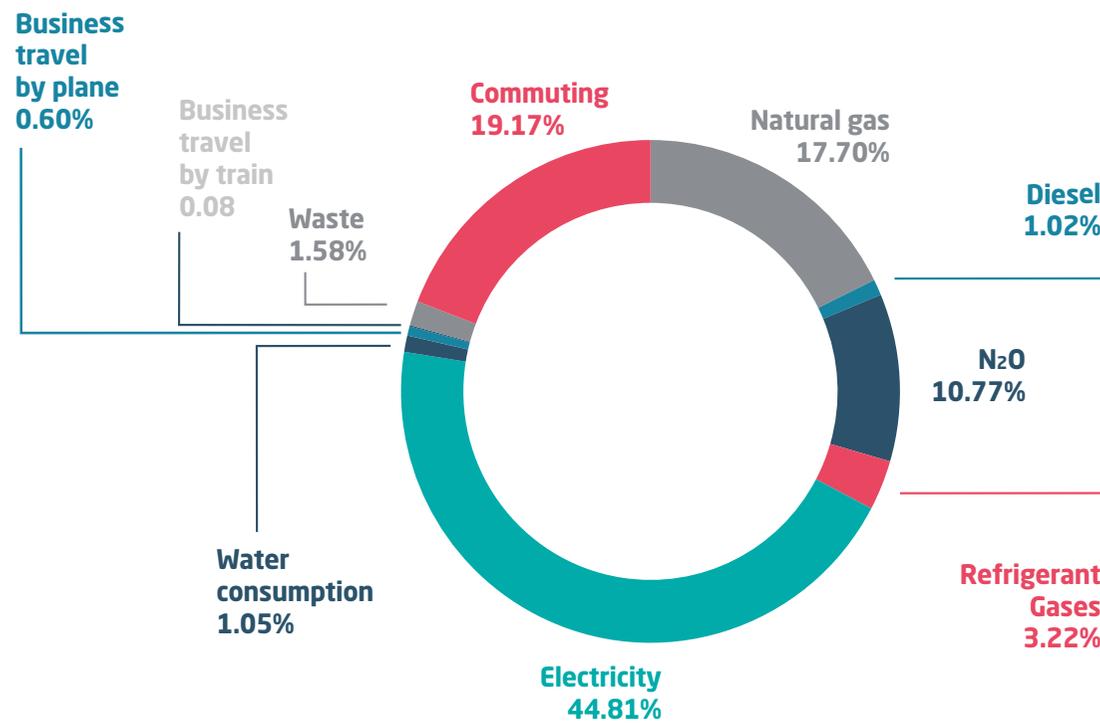
The emissions by activity indicator decreased by about 26% between 2016 and 2019, while the emissions by surface indicator reduced by 11% between 2018 and 2019.

95% of emissions correspond to the Quirónsalud centres and the remaining 5% to emissions from the activity of Quirónprevención.

Overleaf are the most representative results of the emissions study:

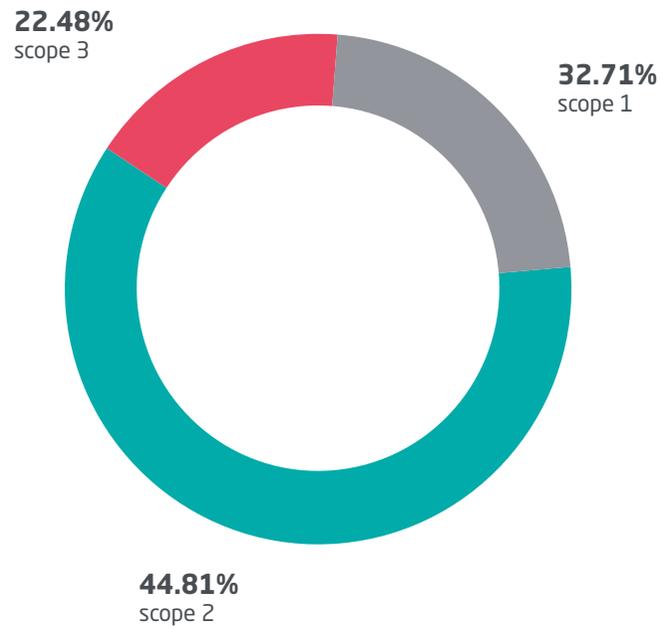


BREAKDOWN OF QUIRÓNSALUD EMISSIONS 2019



With regards to the **breakdown of emissions by scope**, the CO₂-eq emissions of Quirónsalud Group are mainly included in the indirect emissions of Scope 2 and 3.

BREAKDOWN OF QUIRÓNSALUD EMISSIONS BY SCOPE 2019



We have managed to reduce the total emissions, having made significant progress in terms of the results for Scope 2, as a consequence of optimising electricity consumption.

The increase in Scope 1 emissions is due to a higher consumption of anaesthetic gas and refrigerant

gases. With regards to the slight increase in the results for Scope 3, this is mainly due to better data collection, as year after year, the emission sources considered in the calculation are increasing, along with the precision of the indicators used.

EVOLUTION OF GHG EMISSIONS BY SCOPE (2018-2019)

	2018*	2019*
Scope 1 (tCO _{2eq})**	33,726.24	37,577.09
Scope 2 (tCO _{2eq})***	71,396.40	52,962.88
Scope 3 (tCO _{2eq})	28,148.83	29,839.92
TOTAL (tCO_{2eq})	133,271.47	120,379.88

* Information relative to the Group's activity in Spain.

** The value of Scope 1 emissions for 2018 has been recalculated due to a change in criteria: it is considered that all N2O used as anaesthetic gas is emitted into the atmosphere.

*** The value of Scope 2 emissions for 2018 has been recalculated due to a change in criteria: the energy mix factor of the Quirónsalud electrical supplier in 2018 is applied.





EVOLUTION OF GHG EMISSIONS BY SCOPE (2018-2019)

	2018	2019
Natural Gas	19,256.065	20,334.241
Diesel	1,226.709	1,175.508
N ₂ O	11,455.420	12,373.380
Refrigerant Gases	1,788.045	3,693.956
Electricity	69,399.138	51,476.558
Water consumption	1,117.328	1,205.139
Business travel by plane	437,362	684,093
Business travel by train	102,749	93,523
Waste	1,452.349	1,818.125
in itinere	21,820.374	22,021.786

EVOLUTION OF GHG EMISSION INDICATORS

Quirónsalud Indicators	2018	2019
tCO ₂ e/year	128,055.54	114,876.31
tCO ₂ e/employee	4.68	4.00
kgCO ₂ e/m ² (built)	109.63	89.89
kgCO ₂ e/m ² (usable space)	136.34	-
kgCO ₂ e/activity	5.87	4.68
tCO ₂ e/bed	19.02	15.97

In order to make the calculations, the centres are categorised into “Large Hospitals”, “Medium Hospitals”, “Small Hospitals” and “Other Centres”, which enables us to monitor the emissions and ratios calculated by Group and by centre, analysing the results and specificities of each case with a view to developing more precise plans for possible environmental improvements.

We would like to **highlight** that **five** large hospitals have reduced their emissions, **improving the emission per activity ratio by 7.5%** (Jiménez Díaz Foundation University Hospital, Rey Juan Carlos University Hospital, Sagrat Cor University Hospital, Ruber International Hospital and Quirónsalud Sagrado Corazón Hospital).

Likewise, the small hospital group has achieved a **12%** reduction in the emission per activity ratio between 2018 and 2019.

Quirónsalud Group already controls its main emission sources (Scope 1 and 2, and the most significant ones from Scope 3); we will continue to calculate the annual emissions by monitoring the established

indicators, to continue progressing efficiently, setting realistic reduction targets focussed on the emission sources and centres that require the most attention.

Throughout the year, environmental activities were carried out, aimed at improving biodiversity and combating climate change, such as the reforestation or cleaning of natural areas carried out by staff from our centres, as is the case of the *Ecofluye Project* in which **Quirónsalud Murcia Hospital** participates, involving our professionals in **environmental volunteering** as a healthy, awareness-raising environmental action.

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



Throughout 2019, this cluster has worked on the implications of business on climate change and has produced the report entitled “Keys to transforming business towards a

low-carbon economy”, presented at an event framed by the COP25 on Climate Change held in Madrid in December 2019.



This report records the results of the work of this cluster and includes the key elements for companies to work successfully towards transforming their business models in the face of the current climate emergency.

Quirónsalud has also joined the **#PorElClima (“For Climate”) Community**, a platform for action to implement the Paris Agreement in Spain, driven by three key sectors: government, private sector and social organisations.

This initiative was created to accelerate climate action in different sectors of society, and one of its objectives is to bring together different pioneering agents that are already fighting against the climate crisis and reducing their emissions, with the aim of becoming carbon-neutral by 2050.



Minimising the impact of our waste



In 2019 we have approved the intrahospital waste management procedure to be implemented at all the Group’s hospitals.

As a result of the activities at our centres, the waste generated by Quirónsalud Group is categorised into four main types:

- Non-medical waste that can be assimilated to domestic waste (including paper, cardboard, plastic and glass)
- Medical waste that can be assimilated to urban waste
- Biological waste
- Chemical waste (where chemical waste itself is differentiated from cytostatic waste)

Set objectives have been defined to improve waste segregation, promoting training and monitoring the amount of waste generated by waste type. Specific observational cross-sectional waste segregation studies have also been included.

In order to optimise waste segregation and reduce environmental impact, throughout 2019, training

has been given to healthcare and non-healthcare middle managers at all of the Group’s hospitals.

Moreover, specific group training was carried out at all centres certified for the first time under the ISO 14001 standard.

Furthermore, rounds of reviews have been carried out in different areas of the hospitals and “in situ” training has been given to staff.

In this regard, it is worth mentioning that **Rey Juan Carlos University Hospital** was a finalist for the “Observational Studies on Waste Segregation” environmental practice, an acknowledgement of the Madrid Health Service.

There are also numerous events held at our centres on **World Recycling Day**, 17th May, such as the **First “Recycle with Us” Competition** held at **Rey Juan Carlos University Hospital**, or various activities at **Quirónsalud Torrevieja Hospital** to inform and promote proper waste segregation and recycling.

As part of its firm commitment to environmental care, in 2019, **La Luz Hospital** managed to reduce the medical waste generated in its healthcare activity by more than 15% compared to the previous year.

Quirónsalud waste generation indicators

	2018	2019
Non-hazardous waste (t)	15,589	15,969

	2018	2019
Biological waste	1,381	1,655
Cytostatic waste	95	105
Liquid chemical waste	256	290
Solid chemical waste	77	146
Other hazardous waste	17	31
Total hazardous waste	1,826	2,228

Bearing in mind the increased activity of our centres, we have managed to slightly improve the hazardous waste per healthcare act indicator, decreasing from 76 to 69 g/healthcare act in 2019. We continue working to improve the data collection methodology for all the Group's hospitals, as well as at Quirónprevención, in order to achieve increasingly precise indicators that allow us to reliably assess the evolution of our environmental management and take the necessary measures for each activity and centre.

Non-hazardous waste

Both medical and non-medical waste that can be assimilated to domestic waste is collected separately at the centres according to type, facilitating its subsequent treatment and recycling, whenever possible.

CLASIFICACIÓN DE RESIDUOS SANITARIOS

<p>GRUPO I (ASIMILABLES A URBANOS) BOLSA NEGRA</p> 	<p>GRUPO III (BIOPELIGROSOS) CONTENEDOR NEGRO / AMARILLO DE CORTO-PUNZANTES</p> 	<p>RESIDUOS QUÍMICOS AEROSLES, MEDICAMENTOS, PRODUCTOS QUÍMICOS Y MATERIAL CONTAMINADO POR ELLOS (ejemplo: desinfectantes, reactivos...) CONTENEDOR ROJO</p> 
<p>GRUPO II (SANITARIOS NO ESPECÍFICOS) BOLSA VERDE</p> 	<p>GRUPO IV (RESIDUOS CITOTÓXICOS) CONTENEDOR AZUL / DE FRÍO-CONGELACIÓN</p> 	<p>LA ADECUADA SEGREGACIÓN DE RESIDUOS SANITARIOS ES RESPONSABILIDAD DE TODO EL PERSONAL</p> <p style="text-align: right;">Hospital La Luz <small>GRUPO Quirónsalud</small></p>

Hospitals have specific containers for segregating the different recyclable fractions, which are located in areas where more of that type of waste is generated, such as in the general warehouses,

pharmacies, waiting rooms and cleaning services. Likewise, vending areas have built-in furniture that facilitate the segregation of light packaging.

Hazardous waste

This waste is delivered to authorised managers and its treatment varies according to type:

- Biological waste: sterilisation/incineration
- Cytostatic waste: incineration
- Liquid chemical waste: neutralisation and removal through chemical processes
- Solid chemical waste: chemical removal
- Other hazardous waste not included in the above categories: treatment according to waste type

Food waste

Throughout 2019, the Group's mass catering management systems have moved towards improving production and controlling loss, and therefore, reducing food waste.

Likewise, we continue working with suppliers with the aim of making delivery services more regular and ensuring that each hospital only has the necessary stocks, helping to control expiry dates and therefore, reducing waste.

In 2019, we have begun to implement a **new catering computer system**, which will allow us to adjust raw material stocks to the necessary production and considerably **reduce food waste**.

At the moment, there are no results available on food waste indicators. We will be working on it, in order to be able to check the results of the improvements made.

Liquid discharge

Liquid discharge from Quirónsalud hospitals and centres is urban wastewater that is discharged into the municipal sewer networks. Therefore, we can consider that all the water consumed is discharged into the sewage network.

Process water which, due to its characteristics, contains a mixture of chemical products, such as laboratory water, sample preservation liquids or reagent mixtures, is collected separately and managed as hazardous waste through the aforementioned authorised managers and treatments.

To ensure the proper control of hospital wastewater, analyses are carried out as often as required by the relevant bodies in each case.

