

Sustainability master plan

Our 4 pillars

Commitment to the 2030 Agenda

Our stakeholders

2019 key actions

1

Good governance and transparency



- Investors
- Financial institutions

- Risk and Compliance Management System
- Ethical code
- Annual report

2

People at the centre of decisions



- Patients and relatives
- Healthcare staff
- Non-healthcare staff

- Proton Therapy Centre
- Corporate Commission on Patient Safety
- Patient Portal
- Research and teaching
- Care and Caring Project
- Occupational health and safety (ISO 45001)
- Quirónsalud Campus

3

Environmental protection



- Suppliers
- Strategic partners and clients

- Corporate Carbon Footprint Study
- Energy efficiency (ISO 50001)
- Intrahospital waste management procedure

4

Health-focussed social action



- Society

- International cooperation
- Sponsorship and solidarity campaigns
- Quirónsalud Foundation

2019 key figures



Economic Performance

€ 3,292 M
Operating revenue

€ 185 M
investment in care network

€ 321.5 M
purchase volume CPC (Corporate Purchasing Centre) (+14% vs 2018)

50 hospitals
64 outpatient health centres
+300 prevention centres

+7 %
vs 2018 EDI-incorporated suppliers

98 %
local corporate suppliers



Work Practices

37,689
employees

75%
permanent contracts

100%
employed with social benefits

73%
female employees

23%
managerial positions occupied by women

74
nationalities among employees

35,000
hours of internal training on Occupational Health and Safety

+1,300
professionals have gone through Quirónsalud Campus



Environmental Commitment

42
hospitals with ISO 14001 environmental certification

6
hospitals with ISO 50001 energy certification

103 environmental targets
89% level of achievement

Corporate carbon footprint
-10% t CO_{2eq} vs 2018

-26% Scope 2 vs 2018

12.51 kW/h per healthcare act
- 8% energy intensity vs 2018

Total water consumption
46 l. per healthcare act
-12% vs 2017 consumption



Social Impact

9,998,993 consultations (+14% vs 2018) | 2,892,102 emergencies attended (+12% vs 2018)

7,332 beds (+6% vs 2018) | 434 operating theatres (+7% vs 2018)

Patient Portal
+1million users | +1million online appointments

140 new clinical trials | 1,200 scientific publications

786 research projects

5,871 students in training | 250 agreements with institutions

International cooperation
€500,000 to Recover Foundation

Quirónsalud Foundation
70 oncological fertility patients
€50,000 international cooperation

The protagonists: our hospitals

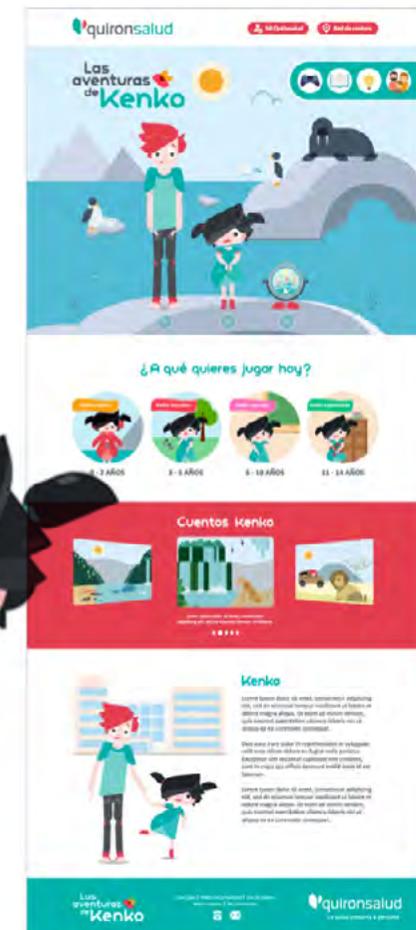
An example of our understanding of Corporate Social Responsibility at Quirónsalud

Commitment at the core of our activity.

Each year, our health centres introduce various initiatives, which can be divided into four categories:

- Social initiatives **for patient groups**, such as children, women, the elderly, and patients with special needs or specific illnesses.
- **Promoting the health and wellbeing of employees and society** through sports activities, sponsorships or actions focussed on encouraging healthy eating habits in the population, sports, leisure, food, among others.
- **International cooperation** at our hospitals, sharing resources, knowledge and the expertise of our professionals.
- **Environmental** initiatives at our centres.

We would like to start this Report by sharing some examples of these outstanding initiatives; others are shown later in the corresponding chapters, while many others have not been mentioned, although they are equally relevant and **show the commitment of the entire group at all our centres.**





Hospital Universitario Quirónsalud Madrid

Our hospitals' initiatives for patient groups

In 2019, Quirónsalud Centres have been involved in a large number of initiatives and projects focussed on priority groups, such as children, **women, disadvantaged groups or those at risk of social exclusion**, elderly patients and groups of patients with specific diseases and pathologies, in many cases through partnerships and collaborations with various social organisations.

Humanising paediatrics

Many initiatives have been implemented at our hospitals for children and their families. Several hospitals have already joined the *Quirónsalud*



Kenko Paediatrics Project, established to support children, parents and families with healthcare, both in the hospital environment and in their daily lives.

Quirónsalud Valencia Hospital has introduced a free on-demand Therapy Dog Assisted Intervention service at its paediatric inpatient wards, with the aim of helping children to cope with the stress and anxiety that a hospital admission can cause and try to turn the hospital experience into a more positive one, for both the child and their family.

Patient experience and digitisation

The *SmartRoom Project* has been developed by *Quirónsalud Public Hospitals in Madrid* to provide care of the highest quality and the best experience for patients requiring hospitalisation, offering them and their companions a more friendly and comfortable environment, with a customisable,

safe and efficient experience supported by new technology. This initiative has been recognised with a *"Best Ideas 2019 Award"* from Diario Médico.



Oncology patients: free fertility preservation programme

Quirónsalud Valencia and Quirónsalud Torrevieja Hospitals, among others, together with Quirónsalud Dexeus Murcia Assisted Reproduction Institute and the participation of the Quirónsalud Foundation, have kept the fertility preservation support programme free of charge for oncology patients.

Quirónsalud and the AECC (the Spanish Association Against Cancer) have signed “First Impact”, a pioneering volunteer agreement in Seville’s private healthcare sector to help cancer patients and their



families through volunteering and counselling at Quirónsalud Sagrado Corazón and Infanta Luisa Hospitals in Seville.

Dexeus University Hospital has opened a new room for oncology patients and their relatives, the result of a collaboration with the *Ricky Rubio Foundation*, to provide emotional and physical wellbeing for patients and their families: a small oasis to disconnect from the hospital environment where they can share experiences with other patients or professionals.



Putting patients with disabilities first

Jiménez Díaz Foundation University Hospital has devised a Comprehensive Care Plan for Patients with Disabilities and Special Needs, a road map to ensure the health and wellbeing of this group. In 2019, it successfully organised the conference entitled “Improving the experience of people with disabilities: access to more humanised healthcare”.



Our centres promote health and wellbeing

We want to lead the way towards a healthier society by promoting the physical and mental wellbeing of our employees and of society in general.

One of the priority groups for Quirónsalud is the **nursing staff**. For this reason, our centres have participated in numerous acts of recognition for this group.

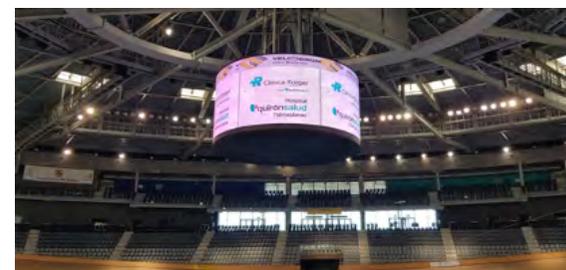
On 12th May, **International Nurses Day**, **Teknon Medical Centre** paid a sincere tribute to them with a photography exhibition featuring real people who, far from having super powers, act and work every day by demonstrating great skills in caring for patients, making them true **heroes and heroines**.



The first European educational programme on **accreditation by Joint Commission International (JCI)** was held at **Teknon Medical Centre**, hosting 52 health organisation representatives from 20 countries, with the aim of helping hospitals around the world to prepare for accreditation.



Rotger Clinic and Quirónsalud Palmaplanas Hospital participated in the “**Training in Cardiopulmonary Resuscitation**” event in collaboration with the Balearic Government, which was aimed at the entire population of the Islands. Over 800 people participated simultaneously to beat the Guinness World Record for CPR training.



Quirónsalud Health Classrooms

Conference programme aimed at offering informative messages on health education and disease prevention.

Quirónsalud Toledo Hospital opened its Health Classroom, giving several educational talks; one of which was based on heart care and cardiovascular risk prevention, and another, attended by over 500 people, in which the renowned paediatrician, writer and author of the “Lucía, mi peditra” blog discussed how to educate about emotions.



Free tests on the occasion of World Days (WHO)

Many of our centres have joined this initiative, which focusses on various types of patients and diagnostic tests. Some examples:

Quirónsalud Murcia Hospital and Quirónsalud Alicante, Valencia and Torrevieja Hospitals carried out free mammogram tests on the occasion of **World Day against Breast Cancer** on 19th October. Likewise, a patient support point was set up and a self-examination guide was provided to raise awareness of the importance of early diagnosis.



On the occasion of **World Heart Day** numerous centres participated in different activities to raise awareness of this issue, through informative talks and conferences given by different specialists, as well as organised physical activities.



International cooperation activities at our hospitals

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

Some of the initiatives carried out by our centres:

- **Ruber International Hospital** participates in the *Surgery in Turkana Project*, a surgical campaign at the government hospital in Lodwar, Turkana (Kenya), and collaborates on providing medicine and medical equipment for St. Luke's Mother and Child Centre in Ndava (Burundi).



Dr. Carmen Hernández Pérez, surgeon and bariatric surgery specialist at Ruber International Hospital.

- **Quirónsalud Sagrado Corazón Hospital** is involved with the *Friends of Saharawi Association*, travelling to the Saharawi refugee camps in southern Algeria on a humanitarian mission to care for over 1,000 patients.
- **Dexeus University Hospital** also collaborates with the *Friends of Saharawi Association* by training a doctor and nurse in anaesthesia and resuscitation processes.
- **Quirónsalud Albacete Hospital**, in collaboration with *Recover Foundation*, treats cardiology patients sent from African countries to Spain for surgery.



Patients at Quirónsalud Hospital Albacete

- **Teknon Medical Centre** leads the *Universal Arthroscopy* project in Russia, training specialists in the field of arthroscopy and minimally invasive surgery.





Our centres' commitment to the environment

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

On 5th June, **World Environment Day**, different initiatives are implemented at Quirónsalud centres focussing on warning about environmental degradation and informing of the need to preserve and improve the environment.

In 2019, many actions have been carried out at our hospitals. Some examples:

At **Quirónsalud Valencia Hospital** an awareness campaign was developed to encourage the reduction of emissions by changing the way we travel and choosing more sustainable transport.



5 de junio - Día Mundial del Medio Ambiente

#movilidadsostenible

¡Elige un medio de transporte sostenible!

#Tu forma de moverte mejora tu salud



Once again, we have calculated the corporate carbon footprint:

5 of our large hospitals and

8 of our medium-sized hospitals

have managed to improve the ratio of emissions to activity by 7% and 2% respectively:

- Jiménez Díaz Foundation University Hospital
- Rey Juan Carlos University Hospital
- Sagrat Cor University Hospital
- Ruber International Hospital
- Quirónsalud Sagrado Corazón Hospital
-
- Villalba General Hospital
- Infanta Elena University Hospital
- Gipuzkoa Polyclinic
- Quirónsalud Bizkaia Hospital
- Quirónsalud Valencia Hospital
- Quirónsalud Infanta Luisa Hospital
- Quirónsalud Sur Hospital

As another example of environmental improvement, **Quirónsalud La Luz Hospital** has also obtained good results in other indicators in 2019, sharing all of its achievements with its staff.

Desempeño ambiental y energético

En relación con la actividad, hemos conseguido:

- Reducir el consumo de agua un 23%
- Reducir la generación de residuos orgánicos un 13%

Un caso de éxito: sustitución de la torre de refrigeración

- Se ha producido un ahorro de 125.000 kWh
- La emisión de ruido se ha reducido de 60 a 52 dB, disminuyendo así la contaminación acústica

En Hospital La Luz estamos comprometidos con el cuidado del Medio Ambiente. Nos esforzamos por proteger nuestro entorno y prevenir la contaminación y, por ello, revisamos y evaluamos periódicamente nuestro sistema de gestión ambiental y energético, basado en las normas ISO 14001 e ISO 50001.

En este sentido, os hacemos partícipes de los logros que hemos conseguido durante 2018.

Hospital La Luz
Quirónsalud

