



9. Appendices



Appendix I. About this report

I Principles for its preparation

The Quirónsalud Group's Corporate Annual Report 2020 has been prepared in accordance with the **GRI (Global Reporting Initiative) Standards**, and conforms to the core compliance option.

It also forms the **Progress Report 2020** in accordance with the 10 Principles adopted as part of Quirónsalud's commitment to the **United Nations Global Compact**.



In order to establish the content of this Report, the following GRI principles on reporting have been followed, as set out in GRI 101 – Foundation:

- **Stakeholder inclusiveness:**

We have identified our stakeholders and explained how we have responded to their reasonable expectations and interests.

- **Sustainability context:**

We have outlined how we relate sustainability to our own business strategy, as well as the context in which all information is provided, and the special circumstances of 2020, the year of the report.

- **Materiality:**

When preparing our sustainability report, the results of the materiality analysis have determined the relevant issues that are sufficiently important for us to provide information and results on.

- **Completeness:**

This Report highlights our achievements with regards to material issues while reflecting significant economic, environmental and social impacts, thus allowing stakeholders to assess our performance throughout 2020.

The following GRI Standards have been used to present this Report:

- GRI 102: GENERAL DISCLOSURES
- GRI 103: MANAGEMENT APPROACH
- GRI 200: ECONOMIC DISCLOSURES
- GRI 300: ENVIRONMENTAL DISCLOSURES
- GRI 400: SOCIAL DISCLOSURES

For each of these Topic-Specific Standards, a range of contents and indicators have been selected in order to report on the issues identified as material by the Group, with this Report responding to the core conformity option.

The **GRI Index** is included in **Appendix II** of this Report.

It also shows the correlation of each GRI topic with the **Principles of the Global Compact** and identifies the related **SDGs** in which we have made a positive impact.





APPENDICES

Scope of information

This Report includes the activities and key results of the Quirónsalud Group for 2020, while explaining its performance in the economic, environmental and social spheres.

Throughout 2020, the internal reporting process has been optimised, allowing us to consolidate information on the activity not only in Spain, but also at the centres located in Latin America. It is worth highlighting the company's continued efforts to incorporate new indicators each year, which enable it to analyse environmental and social performance more objectively and accurately.

The global results are therefore presented, covering the different companies and national and international business units, although the most relevant information in terms of performance and results refers to **hospital activity**, as this is the core of our business.

The corporate policies and management approaches for the various areas reported are common to the entire Group.

Balance and comparability of information

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

Given the situation in 2020 due to the pandemic, some indicators and set objectives have been affected by the exceptional activity and intense healthcare pressure, especially in the first half of the year. Likewise, as mentioned above, since the scope of the information presented is greater, as it includes more work centres outside Spain, the comparison with

the previous year is not always representative of performance. In this regard, global and partial results have been shown in some cases, so they can be compared with the 2019 financial year and the true progress can be analysed.

As in previous editions, this Report has been prepared with the involvement and participation of the heads of different business areas, as well as a dialogue with the main stakeholders, which allows us to continue aligning the information reported with the relevant aspects for these groups.

We continue to work, so that we can offer all our stakeholders a greater level of accuracy and comparability of information in future reports.

External assurance

Although the Quirónsalud Group's Corporate Annual Report 2020 has not been subject to external verification in its entirety, a large proportion of the information provided is also included in the Non-Financial Information Statements (NFIS 2020) as an appendix to the company's Management Report, a public document that has been verified by PwC Spain, as required by [Law 11/2018 on non-financial information and diversity](#).

I Definition of Content and Materiality

At the Quirónsalud Group, we have been applying our own materiality methodology for years, allowing us to keep the **Materiality Matrix** updated. This tool is used to integrate relevant issues for the business and for stakeholders, and as a source of key information to work and report on priority issues each year.

This method provides us with an objective list of relevant value creation issues for the identified stakeholders by 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, and whether they have a substantial influence on stakeholder assessments and decisions.

We learn about the concerns and expectations of our stakeholders through the various communication mechanisms we have implemented, such as direct communication (ongoing listening and dialogue procedures or regular consultations with samples of certain groups). Other sources of information include sectoral analyses, task forces and specific-topic clusters in which the company participates; reports published by reference organisations in the field, social media communications, and any specific element that is useful and provides relevant data.

In addition, six company criteria are considered, based 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 policy requirements.
- Guidelines of our parent company (Fresenius).
- Issues identified as relevant due to competitive policies and practices.
- Emerging issues of strategic interest for the Group.

Following this double internal and external analysis, a quantitative weighting system is used to classify these issues as "Critical, Significant, Emerging or Minor", and they are visually represented in the materiality matrix, which allows us to prioritise and define areas of risk/opportunity.

The results for 2020 are shown in the *"Our Sustainability Model"* chapter of this Report.



APPENDICES

| Contribution to the 2030 Agenda (SDGs)

Since the adoption of the **2030 Agenda**, we have been implementing our **sustainable development strategy**, aligned with the **Sustainable Development Goals**, by identifying our potential to have a positive impact on people and the planet, and contributing to the SDGs in which we consider we play a significant role due to our activity and context.

Due to our activity sector, and even more so in the current climate, **our responsibility is crucial in SDG 3: Health and Wellbeing**.



Likewise, due to our strategic lines of action in Corporate Social Responsibility, we identify our greatest positive impact in the following SDGs.



Throughout this Report we explain the pillars, progress and objectives of our sustainability strategy, and how our actions have a direct and indirect impact on these SDGs.

| Contact

The **Quirónsalud Corporate Social Responsibility** division, part of the **Corporate People and Organisation Department**, is responsible for preparing this Report.

Its contents have been agreed and validated by the **Compliance and CSR Committee**, a multi-functional, multi-sector committee with a supervisory, monitoring and control role, to ensure the correct performance of the company.

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| Acknowledgements

We have once again published our **Corporate Annual Report thanks to all the people who are part of the Quirónsalud Group**, the true protagonists of our achievements. This is especially the case in a year as difficult for our sector as 2020, where **our team has gone above and beyond in the most adverse circumstances**.

We sincerely thank all our professionals and collaborators for their involvement, their effort and constant dedication, helping us to grow as a company, to continue fighting for a more sustainable and healthier world, and to complete yet another year in this process of reporting and transparency towards all our stakeholders.



