7.
Commitment to the environment

Commitment to the environment

essential for our health

Precautionary principle and continuous improvement

Since our mission is to preserve people's health, we are aware of the importance of maintaining healthy ecosystems, and minimise our environmental impact by applying the precautionary principle.

The main environmental problems related to human health include air, water and soil pollution; noise, chemical emissions, food contamination and the consequences of climate change.

Pollution is both a global and local problem: according to the WHO, nine out of ten people breathe polluted air, in addition to the related deaths, illnesses and allergies. These are worrying figures that require urgent action.

It is difficult to clearly identify all the cause-effect relationships between environmental factors and diseases. In any case, we apply the **precautionary principle:** by taking the appropriate preventive measures to minimise the environmental impact of our activity, we **continuously improve** and move towards more environmentally friendly processes.

We maintain our **basic principles of environmental action,** which apply to all our business areas and centres, at a time of **environmental challenges of unprecedented scale and urgency:**

Promoting **eco-efficiency** by using natural resou rces sensibly, and firmly supporting the **fight against climate change.**

Minimising the impact of our **waste** by promoting the u**se of environmentally friendly products** and moving towards **circular business models.**

Raising awareness of sustainable environmental management in **decision-making,** as well as in the **daily operations** of our centres, while encouraging responsible consumption **habits.**

In accordance with the precautionary principle, the Group carries out various actions to control and manage the current and foreseeable environmental effects of its activity, and to address the significant environmental aspects.

Organisation for environmental management

The Corporate Quality Department, which reports to the Corporate Care and Quality Management, is responsible for the company's environmental management.

The Quirónsalud Group promotes environmental management through **multidisciplinary Environmental Management Committees** at most of its centres. These committees include managers from different areas: maintenance, waste, quality, nursing, preventive medicine, etc., and have the authority to make decisions and present them to hospital management.

Similarly, at the corporate offices, environmental and energy issues are dealt with by a task force comprising heads of various departments: quality, maintenance, social responsibility, as well as other areas required to deal with specific issues.

CERTIFICACIÓN DEL SISTEMA MEDIOAMBIENTAL
DNV·GL
ISO 14001

SISTEMA DE GESTIÓN ENERGÉTICA
DNV·GL
ISO 50001

Environmental risk analysis

The risks identified by the Group in terms of environmental and energy management involve risks of non-compliance with regulations, waste management, consumption of natural resources, environmental pollution, identifying outdated facilities and lack of sufficient environmental awareness, which could lead to non-compliance with the law or with the **Group's Environmental Management Plan.**

In our internal Qualios tool, we have compiled the risk analysis for the following environmental and energy areas:

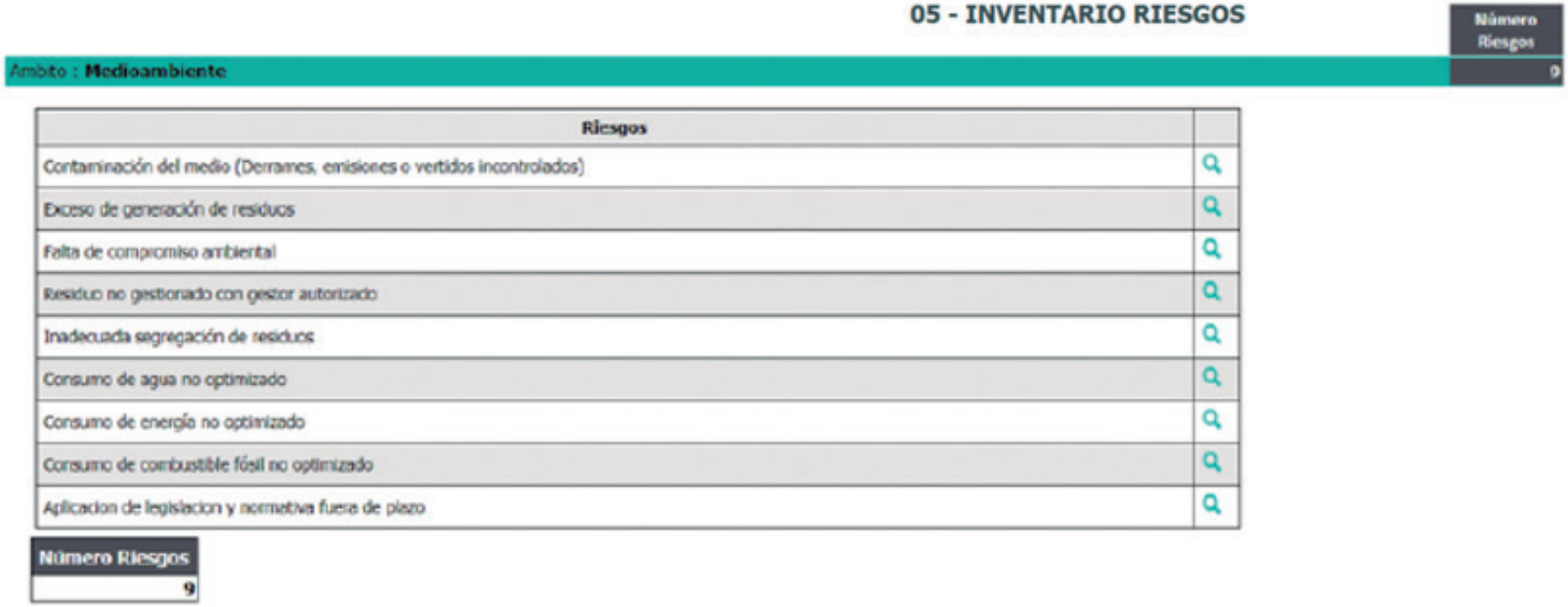
Riesgos de gestión de la energía

05 - INVENTARIO RIESGOS

Ambito : **Gestión de la Energía**	Número Riesgos: 11

Riesgos	
Instalaciones y equipos viejos u obsoletos que consumen energía en exceso	
Instalaciones y equipos con riesgo de avería porque no se renuevan cumplido su ciclo de vida útil	
Instalaciones y equipos sin control de consumo	
Configuración del edificio descentralizada que impide el control de consumo de energía	
Consumo de energía variable debido a cambios de actividad	
Corte de suministro/Desabastecimiento de combustible (líquido o gaseoso)	
Generación de contaminación por utilización de fuentes de energía más contaminantes (p.e. gasoil)	
Actuaciones de mantenimiento desatendidas o descontroladas por cambio de OCA´s o mantenedores	
Instalaciones y equipos con rendimiento bajo por afección de la climatología (Tº y humedad)	
Programación deficiente de consignas que genera derroche de energía	

Riesgos de gestión ambiental



05 - INVENTARIO RIESGOS

Número Riesgos
9

Ámbito : **Medioambiente**

Riesgos	
Contaminación del medio (Derrames, emisiones o vertidos incontrolados)	
Exceso de generación de residuos	
Falta de compromiso ambiental	
Residuo no gestionado con gestor autorizado	
Inadecuada segregación de residuos	
Consumo de agua no optimizado	
Consumo de energía no optimizado	
Consumo de combustible fósil no optimizado	
Aplicacion de legislacion y normativa fuera de plazo	

Número Riesgos
9

In 2020, the Group has carried out a total of 368 environmental risk assessments and 221 energy risk assessments at both corporate level and at the Group's hospitals.

The level of risk is mostly marginal and appreciable, which is considered low risk. With regards to the more significant levels of risk, improvement measures have already been implemented to mitigate them.

Environmental Policy and Management System

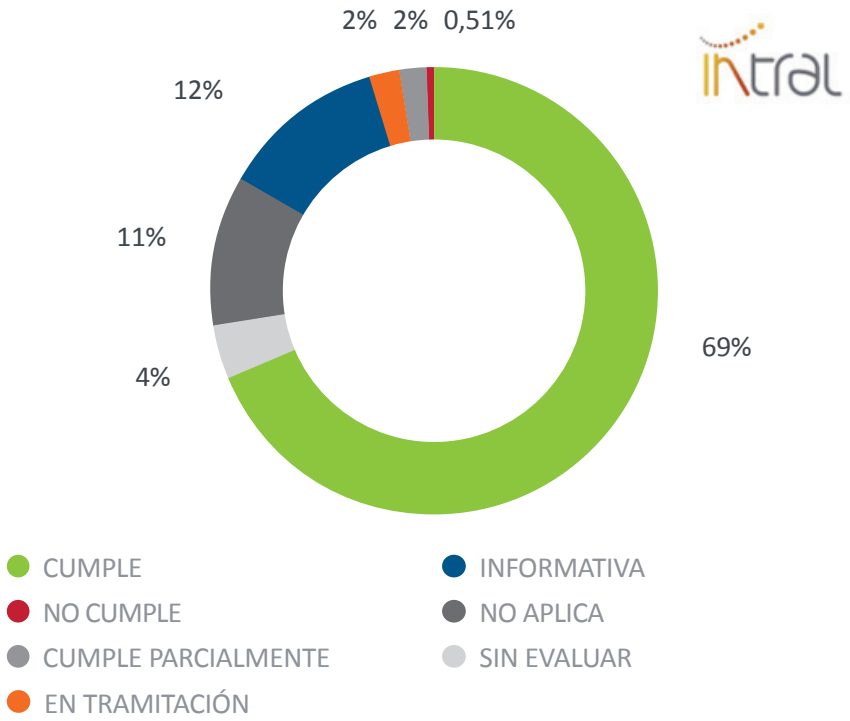
The Group's Environmental Management System is certified according to the ISO 14001 Standard, and its Energy Management System according to the ISO 50001 Standard.

Quirónsalud's Environmental and Energy Management System is based on the Management System Policy, which includes a commitment to protect the environment and prevent pollution; optimise energy use and consumption by promoting the acquisition of more efficient products and services; and comply with the applicable requirements to achieve continuous improvement within the organisation.

The Management System Policy is extended to all Group hospitals and shared with all stakeholders. It is available on the Group's website and intranet, and on display at all hospitals.

The hospitals' **level of compliance with environmental legal requirements** is assessed every six months. As a result of the global assessment in 2020, a total of 22,927 legal requirements have been identified for evaluation at Quirónsalud, with very positive results:

ENVIRONMENTAL LEGAL REQUIREMENTS ASSESSMENT 2020



It has only been necessary to carry out a thorough follow-up of the pending or current implemented actions for a small percentage of the requirements assessed.

Environmental certifications

Over the years, environmental certification in accordance with the **ISO 14001** Standard has been extended as part of the Group's corporate strategy.

In 2020, Quirónsalud holds the ISO 14001 multi-site certification at 42 centres.

Quirónsalud's Management System is based on the company's common strategy, the basic pillars of which are leadership, risk management, and understanding stakeholder needs and expectations. The system is designed to ensure the smooth integration of each new centre, under standardised work and measurement tools and methods.

All but four Spanish hospitals are certified in Environmental Management: the last three to join the Group (Quirónsalud Santa Cristina Hospital, Quirónsalud Huelva Hospital and Quirónsalud Son Verí Hospital) and Quirónsalud Madrid Hospital.

The **Energy Management** certification in accordance with the **ISO 50001 Standard** continues to be consolidated at the **six certified hospitals,** and the certification of Quirónsalud Cordoba Hospital is planned for 2021.

Quironprevención has also had its own Environmental Management System certified in accordance with the ISO 14001 Standard since 2015.

In 2020, in-person audits have been reduced at the centres and replaced with videoconference interviews, in order to maintain the safety conditions recommended to contain the COVID-19 pandemic. Therefore, a representative sample of hospitals has been internally and externally audited, and face-to-face visits have been interspersed with videoconference interviews. Normal auditing activity is expected to resume in the first quarter of 2021.

Identifying significant environmental impacts

Each year, environmental aspects at the hospitals are assessed in order to identify any significant ones that need to be addressed to reduce their environmental impact.

In 2020, environmental aspects resulting from the hospitals' environmental management under normal, abnormal and emergency conditions were assessed.

As a result, 155 significant environmental aspects under normal and abnormal conditions, and 80 significant environmental aspects under emergency conditions were identified.

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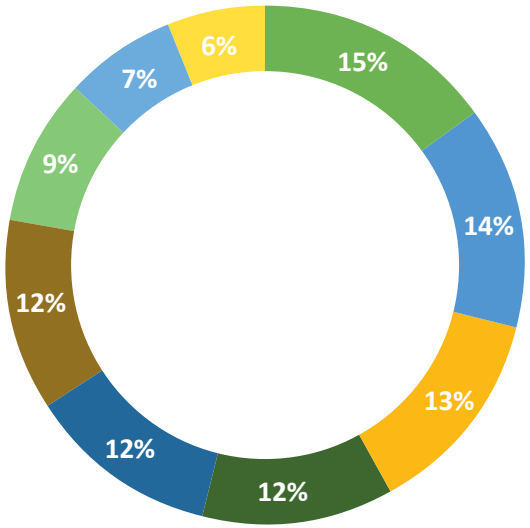
CONDICIONES NORMALES Y ANORMALES

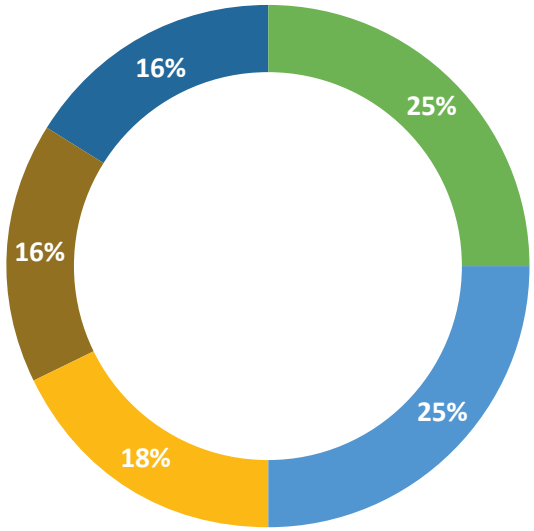
Environmental aspects assessed as significant in 2020 under normal and abnormal conditions



- 15% Producción de residuos citotóxicos
- 14% Producción de residuos biosanitarios especiales
- 13% Producción de residuos de agua de laboratorio
- 12% Residuos de productos químicos laboratorio
- 12% Producción de residuos de envases contaminados
- 12% Consumo de papel
- 9% Producción de residuos de envases contaminados
- 7% Producción de residuos nctes y punzantes
- 6% Consumo de gases medicinales

CONDICIONES DE EMERGENCIA

Environmental aspects assessed as significant in 2020 under emergency conditions



- 25% Emisiones de gases de combustión por incendio
- 25% Deterioro de las instalaciones por explosión de botellas y botellones de gases
- 18% Contaminación biológica
- 16% Generación de residuos en un incendio
- 16% Contaminación atmosférica por fuga de gas refrigerante

The most significant environmental aspects resulting from the assessment in 2020 were:

- **Normal conditions:**
  - Production of cytotoxic waste
  - Production of special biosanitary waste
  - Production of laboratory water waste
- **Emergency conditions:**
  - Fire
  - Explosion of pressure vessels, bottles and canisters
  - Biological contamination

The environmental aspects identified in 2020 will be assessed in the first quarter of 2021, analysing data for the year that is expected to differ from the usual trend due to the pandemic that has disrupted the normal activity of the centres.

Improvement targets

As part of the Management System, excellence is also promoted through a continuous improvement management model, which sets targets involving all levels.

In 2020, environmental targets aimed at optimising the hospitals' energy consumption were set, both with regards to electricity and fossil fuels.

The corporate strategy for 2020 included specific targets for replacing facilities and equipment with energy-efficient technology. All hospitals were required to allocate at least 5% of their renovation budget to invest in energy improvements.

Some 90% of hospitals decided to address this target and invest in environmental and energy improvements at their centre. Investments have focused on the needs of each hospital, including replacing boilers, installing LED lighting, upgrading air conditioning systems, improving infrastructure (renovations, windows, façades), upgrading equipment (tunnel washers, washing machines, dryers, kitchen ovens), purchasing Neptune waste management systems, and installing air curtains, etc.

Despite these actions and investments at the centres, these targets have only been met in some cases. This was due to the variation in activity during the year and the special ventilation needs of the buildings.

Quirónsalud hospitals implement training actions and projects to improve the most relevant environmental aspects at each centre. However, due to the COVID-19 pandemic, participation in face-to-face activities, training courses, workshops, conferences, talks or other formats requiring personal interaction between professionals and stakeholders has been reduced in 2020.

For much of the year, healthcare activity has been the main priority for both healthcare and non-healthcare professionals in order to cope with the pandemic. However, in the last quarter of 2020, normal activity has started to resume at hospitals, with the necessary changes to maintain safe conditions.

Environmental communication and awareness-raising

In 2020, environmental communication and awareness-raising activities have been suspended or reduced due to the situation and healthcare pressures of the year.

We plan to resume specific training on waste segregation and good practices at the centres in 2021.

This year, we once again celebrated **World Environment Day** on 5 June to raise awareness of environmental protection and the fight against climate change.

As we wanted to give it greater relevance with communications throughout the week, we carried out a series of mailings with themed messages from 1 to 4 June, encouraging professionals to participate in the environmental campaign, as coordinated by the Internal Communications Department.

Finally, on 5 June we published a summary of the actions implemented by the hospitals to improve the environment.

Efficient use of resources

At Quirónsalud, we take responsibility for moving towards a more sustainable and efficient resource consumption model.

Energy efficiency

Hospital centres are facilities that constantly consume high levels of energy, as they operate 24 hours a day, 365 days a year, and are unable to stop their activity. They also require special air conditioning and air renewal systems to ensure patient comfort and safety.

Therefore, energy efficiency and minimising the environmental impact caused by this consumption is a priority for Quirónsalud, and the targets implemented in this regard are aimed at optimising and, consequently, reducing the emission of greenhouse gases into the atmosphere.

As part of our environmental improvement plan, our hospitals decided to address this target and invest in environmental and energy improvements. As mentioned above, these investments have varied according to the needs of each hospital and include replacing boilers, renewing LED lighting, upgrading air-conditioning systems, improving infrastructures and replacing equipment.

Awareness-raising campaigns on responsible energy use are also carried out regularly, either promoted at corporate level or as individual initiatives at our centres.

As of May 2020, 100% of the electricity consumed by Quironprevención comes from renewable sources.

Likewise, both the construction of new hospitals and 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.

Six of our hospitals have the ISO 50001 Certification: Energy Management System

The following hospitals are certified in 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.

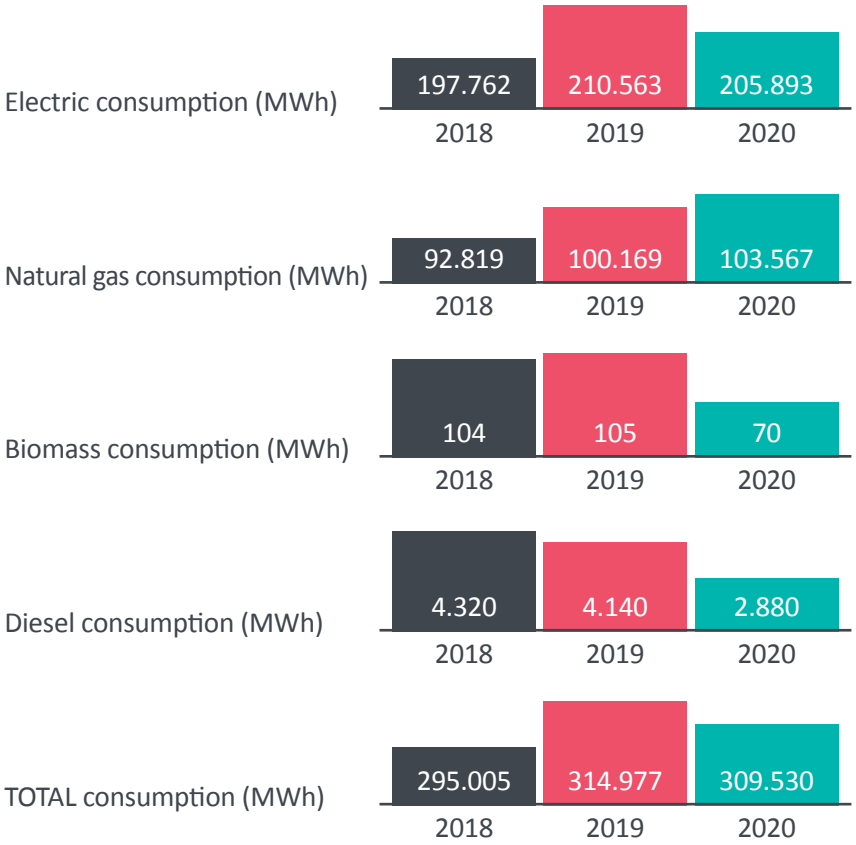
We monitor energy consumption at each of our hospitals on a monthly basis, periodically analysing the results in collaboration with an energy manager, who advises the Group on optimising energy use.

We also account for consumption at all our facilities as part of our annual carbon footprint calculation.

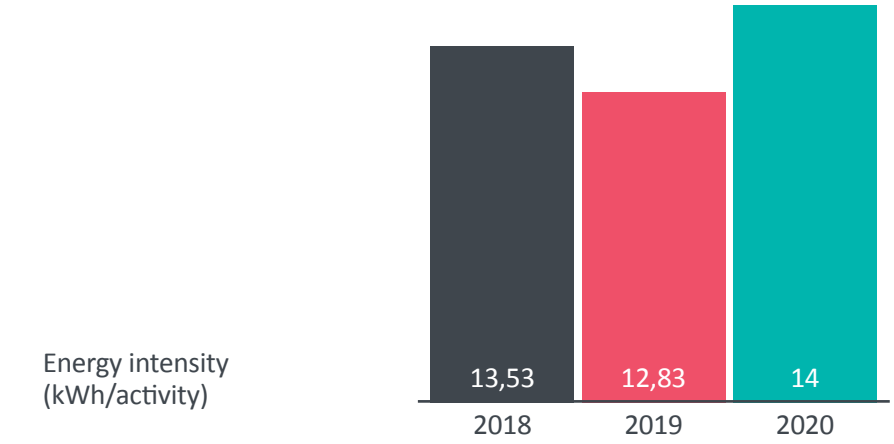
ENERGY CONSUMPTION INDICATORS AT THE QUIRÓNSALUD GROUP

The Quirónsalud Group has made a significant effort to consolidate internal reporting processes in 2020, and provide results of global indicators and also those broken down for the entire Group. For this reason, specific data is provided for Quirónsalud hospitals in Spain in order to compare it with previous years.

ENERGY CONSUMPTIO (Quirónsalud Hospitals Spain)



In 2019, we managed to optimise energy use, as although total consumption increased slightly in absolute terms, so did activity, the surface area of the centres and the equipment installed. 2020 has been an exceptional year in terms of healthcare pressure and energy requirements, which can be seen in the indicators related to activity (*).



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In 2020, we have begun accounting for the Group's entire energy consumption, including our centres in Colombia and Peru, and other energy consumption not previously included, from both non-renewable sources (LPG consumption) and renewable sources (photovoltaic, cogeneration and thermal energy).

In the coming years, we will continue to report on the Group's global indicators and will be able to analyse their progress.

QUIRÓNSALUD GROUP Energy consumption (MWh)	2020
Electricity	250,752
Natural gas	105,077
LPG	1,492
Diesel	3,149
Biomass	70
Photovoltaic energy	74
Cogeneration electricity	122
Thermal energy	1003
TOTAL	**361,741**

Water consumption

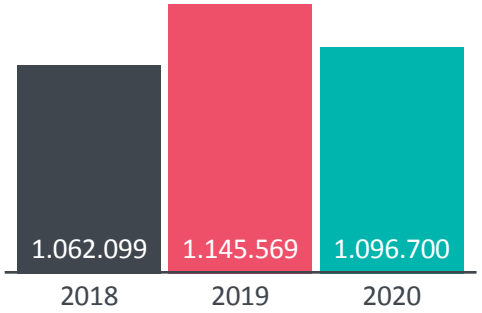
The water consumed at Quirónsalud's various activity centres comes from the municipal supply network, subject to local limitations.

As part of the environmental policy, which focuses on efficient resource consumption, water-controlling and -saving measures have been implemented in previous years. These include checking for possible leaks in tanks and installations, installing tap and shower aerators, adjusting toilet flush pressure, installing tanks with double push-button flushing mechanisms, adjusting watering levels and choosing plants that require less water.

As in the case of energy consumption, internal reporting on water consumption in 2020 has also been optimised to cover all our sites and activities. The results of the Quirónsalud centres in Spain have been provided, in order to show their progress compared to previous years.

WATER CONSUMPTION (m3) at Quirónsalud Hospitals Spain

Water consumption (m3)



In 2020, this water consumption amounted to 49 litres per healthcare act, a similar value to in 2019.

Bearing in mind the LATAM centres and Quironprevención, the total water consumption of the Quirónsalud Group in 2020 was **1,577,079 m3.**

Consumption of gases and other raw materials

Due to the nature of the Group's activities, there is no significant consumption of raw materials.

Our efforts focus on optimising the consumption of chemical products and materials since these resources have the highest environmental impact. We do so by using more environmentally friendly products, eliminating the use of plastic and increasing the useful life of materials, as much as we can.

We have a corporate supplier that provides cleaning products to the centres and catering areas. Virtually all the products used have recyclable packaging and ensure optimal usage practices in terms of minimising their environmental impact.

We use products with automatic dispensers and concentrated formats, as well as the most environmentally friendly alternatives.

We contribute to eliminating plastic waste by replacing bottles with water fountains and using biodegradable materials.

In January 2020, single-use plastic cups were removed from all Quironprevención centres and replaced with biodegradable ones.

Likewise, paper consumption at Quironprevención has decreased by 38.43% compared to 2019, and 95% of the paper used is ecologically certified.

With regards to **gas consumption,** in order to study and calculate the corporate gas footprint, we have taken into account the consumption of **anaesthetic gas (N2O)** and fluorinated refrigerant gases recharged at the Quirónsalud centres: R410A, R407C, R404A, R134A, R422A, R424A, R422D, R442A. R449A and R507-

The anaesthetic gas and refrigerant gas consumption indicators in 2019 and 2020 are shown below:

	2020	2019
Consumption of N2O used as anaesthetic gas (kg)	45.600	46.692
Consumption of refrigerant gases (kg)	2.685	2.003

Note: The 2019 information refers to Quirónsalud's activity in Spain, whereas the 2020 information refers to the entire Quirónsalud Group, including the centres in Colombia, Peru and Quironprevención.

Commitment to the fight against climate change

The climate emergency requires increased ambition from the business sector now more than ever, making progress in actions with the aim of decarbonising the economy by 2050 and driving a green post-COVID-19 recovery.

Bearing in mind all the Quirónsalud Group's emission sources in 2019 and 2020, we have managed to reduce our corporate carbon footprint by 2.29%, the equivalent of 2,850.92 tCO2e in emissions.

We have also reduced our emissions indicators by 11.74% per activity, which shows a significant positive trend between 2016 and 2020.

Tackling climate change is one of the greatest challenges currently facing our society, and requires a firm and decisive response from the business sector.

In keeping with our commitment, we have continued the emissions study that began in 2016, in order to have the relevant indicators on the greenhouse gas emissions generated by our activity. As our activity is not emissions-intensive, we believe there is a potential for improvement, with which we can contribute to the fight against climate change.

This emissions study was once again carried out with the **Ecology and Development Foundation (Ecodes) and CeroCO2,** a pioneering initiative in Spain that aims to reduce the climactic impact caused as a result of an activity by facilitating and promoting the involvement of all social players.

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Quirónsalud
(emisiones Grupo 2020)
cero CO_2
CALCULADAS

In 2020, we have retained all protocols relating to facilities maintenance and controlling emission sources, such as gas boilers or refrigerant gases for air conditioning systems at our hospitals, carrying out the relevant checks in strict compliance with the current regulations.

The calculation has once again included Scope 1, 2 and 3 emissions, in accordance with the GHG Protocol:

- **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; the consumption of nitrogen protoxide (nitrous oxide) used as an anaesthetic agent; GHG emissions from the vehicles owned by some centres; and emissions from refrigerant gas leakages used in cooling systems (R410A, R407C, R404A, R134A, R422A, R424A, R422D, R442A, R449A and R507).
- **Scope 2:** Includes indirect GHG emissions produced by generating electricity, heat or steam of external origin consumed by the organisation. In our case, we refer only to electricity consumption. No sources of indirect GHG emissions from electricity have been excluded from this scope.
- **Scope 3:** Includes indirect emissions not included in Scope 2, which, although a consequence of the organisation's activities, originate from GHG sources owned or controlled by other organisations. The GHG Protocol and ISO 140641 methodologies require all Scope 1 and 2 emission sources to be calculated, and recommend identifying the main Scope 3 emission sources, depending on the centre's activity or how easy it is to obtain reliable data. In our case, we have considered water consumption, emissions associated with commuting, and emissions as a result of staff business trips. Likewise, since 2018, we have also considered emissions associated with waste generated, and non-hazardous waste has been counted since 2019.

The footprint calculated for Quirónsalud's activity in Spain in 2020 was 118,799 tCO2e.

The total figure for the entire Quirónsalud Group was 121,647 tCO2e

97% of the emissions correspond to Quirónsalud centres, and the remaining 3% to emissions from Quironprevención's activity.

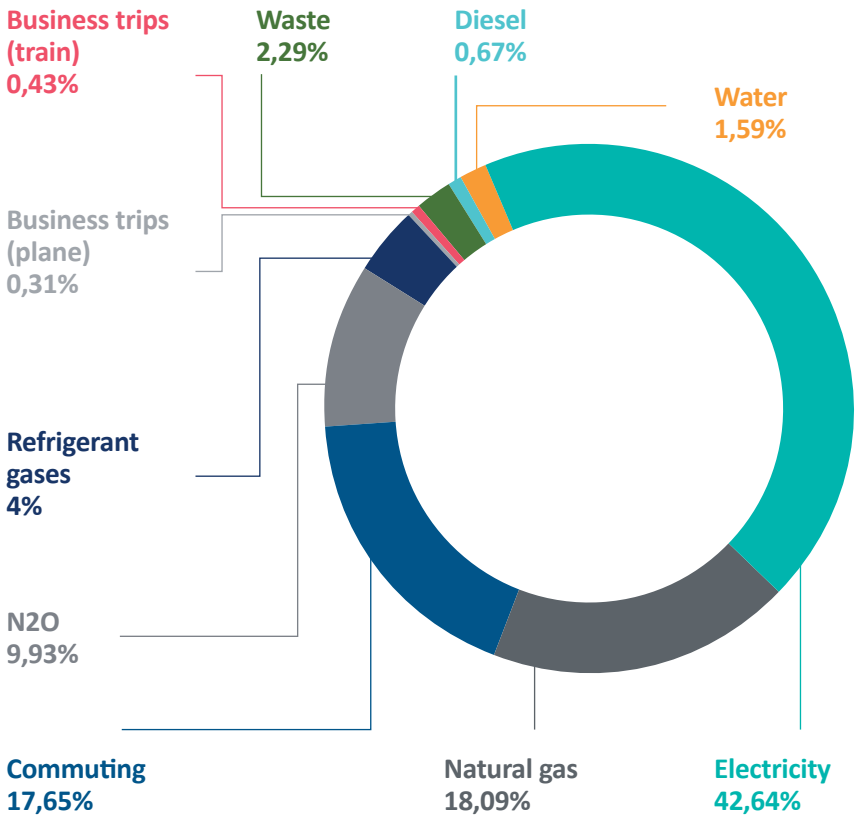
The results of the main indicators are shown below, as is their progress since 2016, when we began this study. There has been a **positive progress in emissions per activity, per employee and per built surface area:**

Indicators	2016	2017	2018	2019	2020	% progress 2016/2020
Quirónsalud						
tCO2e/employee	3.71	3.26	3.87	3.8	3.37	-9.19%
kgCO2e/m2 (built)	96.54	88.14	89.9	85.36	84.19	-12.79%
kgCO2e/m2 (used)	119.89	109.61	119.96	-	-	-
kgCO2e/activity	6.06	4.76	4.82	4.44	5.35	-11.74%
tCO2e/bed	-	-	15.6	15.16	14.90	-
Quironprevención						
tCO2e/employee	-	-	0.88	0.93	0.56	-
Quirónsalud Group						
tCO2e/employee	-	-	3.27	3.31	2.92	-

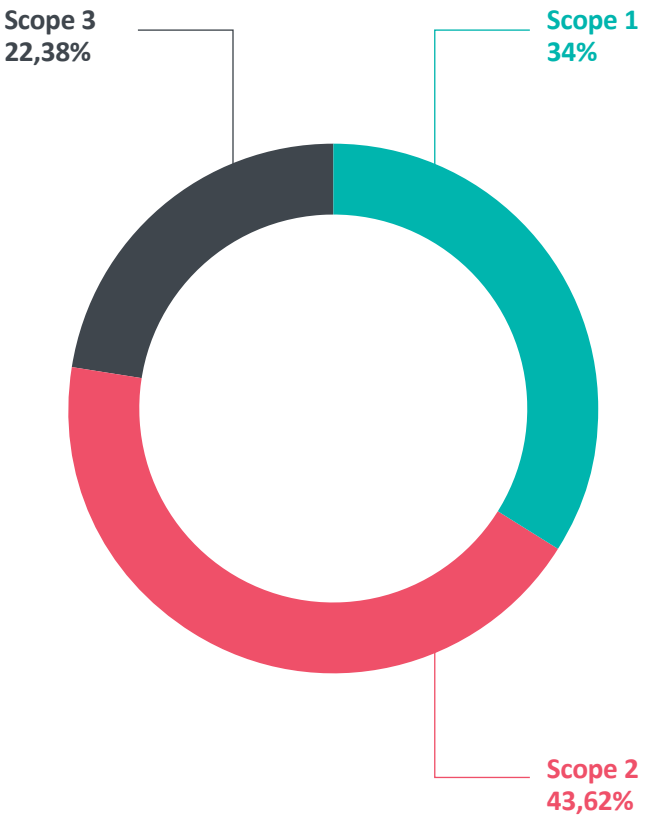
The main source of emissions is electricity consumption, which accounts for 49.81% of total emissions, followed by staff commuting with 19.22%, and gas consumption with 17.74% of total emissions.

The decrease in the Group's total emissions is due to significantly lower diesel consumption (-365 tCO2e and -31%), as well as fewer flights due to the pandemic (-867.69 tCO2e and -70%), and using renewable energy at Quironprevención centres (-5,216.05 tCO2e and -9%).

BREAKDOWN OF QUIRÓNSALUD GROUP EMISSIONS BY SOURCE 2020



BREAKDOWN OF QUIRÓNSALUD GROUP EMISSIONS BY SCOPE 2020



To make the calculations, the centres are categorised as "Large Hospitals", "Medium Hospitals", "Small Hospitals" and "Other Centres", which allows us to monitor the emissions and ratios calculated by Group and by centre. By analysing the results and specificities of each case, we can develop more precise plans for possible environmental improvements.

In 2020, emissions from Large Hospitals, which account for 43% of the Quirónsalud Group's total emissions, have decreased by 3% overall.

The ratio of emissions per activity has improved significantly by 10.8%.

Several of the Group's large hospitals have achieved reductions of around 10%, notably Rey Juan Carlos University Hospital with 17.5% and Quirónsalud Madrid Hospital with 13.7%.

Our aim is to continue working with our medium and small centres to also achieve significant improvements, within the possibilities of each one and taking into account their unique characteristics.

Quironprevención's total emissions have decreased by 31%.

This reduction is clearly linked to using renewable energy at all Quironprevención centres since May 2020, as well as restrictions on movement due to the pandemic.

Thanks to these annual calculations, the Quirónsalud Group can follow the progress of its CO2e emissions and monitor its main emission sources (Scopes 1 and 2, and the most significant sources in Scope 3).

This allows us to monitor the established emissions indicators on an annual basis for both the entire Group and the centres, and continue making progress in defining realistic and effective reduction targets by focusing on the emission sources and centres that require the most attention.

The Quirónsalud Group has been part of the **Spanish Climate Change Cluster** since it was created five years ago, represented by the country's main companies and coordinated by Forética in Spain as a representative of the WBCSD (World Business Council of Sustainable Development).

The transformation process towards a low-carbon economy involves a necessary change to help achieve the Sustainable Development Goal on Climate Action (SDG 13). The Climate Change Cluster works to strengthen business commitment by addressing the main climate trends, promoting dialogue between companies and public administrations, and generating meeting points and knowledge.

In 2020, we have continued our work with the Cluster, presenting the **nine levers to drive climate neutrality with business action,** focusing on three axes: **'Ambition, Action and Alliances'.**

The Climate Change Cluster delves into the nine essential levers for a low-carbon economy, highlighting the main tools, challenges and reference organisations in the different areas, as well as the opportunities for companies to activate these levers: setting science-based climate targets; transitioning to net zero emissions by 2050; managing climate risk; reducing our carbon footprint; nature-based solutions as part of the climate strategy; energy transition through innovation, new business models and renewable energy; collaborating for action; innovation in financing climate ambition; and communication and reporting.

Since 2017, Quirónsalud has also been part of the **#PorElClima** Community, an action platform to implement the Paris Agreement in Spain, driven by three key sectors: public administrations, the private sector and social entities. 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 the climate crisis and reducing their emissions, with the aim of becoming carbon-neutral by 2050.

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Minimising the impact of our waste

We continue to make progress in reducing the amount of waste generated per waste type by encouraging segregation and promoting reuse and recycling.

The **circular economy** is presented as the main response to the challenges of natural resource sustainability and efficiency by proposing an alternative production and consumption method that directly affects resource and waste flows.

Healthcare is a sector where it takes more time to implement circular measures due to important aspects such as patient safety, hygiene and information privacy. Nevertheless, Quirónsalud is working on various aspects related to the life cycle of the products we use.

The waste generated by the Quirónsalud Group is divided into four main categories:

- Non-medical waste equivalent to household waste (including paper, cardboard, plastic and glass)
- Medical waste equivalent to urban waste
- Biological waste
- Chemical waste (distinguishing between chemical waste and cytostatic waste)

NON-HAZARDOUS WASTE

Non-medical waste equivalent to household waste and medical waste equivalent to urban waste is collected separately at the centres according to waste type, allowing it to be subsequently treated and recovered in the case of waste equivalent to household waste.

Hospitals have specific containers for segregating the different recyclable categories: blue containers or bags for paper and cardboard, and yellow containers or bags for light packaging and plastics. These containers can be found at locations where this type of waste is most often generated, such as in the general stores, pharmacies, waiting rooms and cleaning service.

Vending areas also have bins that allow users to segregate light packaging.

Quirónsalud aims to extend selective collection systems through collaboration agreements with the integrated management systems, as well as improving segregation levels.

HAZARDOUS WASTE

The treatment this waste receives once it has been delivered to an authorised manager differs according to waste type:

- Biological waste: sterilisation/incineration.
- Cytostatic waste: incineration.
- Liquid chemical waste: neutralisation, disposal by chemical processes.
- Solid chemical waste: chemical disposal.
- Other hazardous waste not included in the above categories: treated according to the type of waste in question.

QUIRÓNSALUD GROUP WASTE GENERATION INDICATORS

With regards to waste, we also continue working to improve the data collection methodology for the Group's hospitals as a whole, as well as for Quironprevención, in order to achieve increasingly accurate indicators that allow us to reliably assess our environmental management progress and undertake the necessary measures by activity and centre.

2020 has been a difficult year in which healthcare activity has been disrupted, making it harder than usual to compile the data from all centres in order to make a realistic comparison with the previous year.

	2020	2019
Non-hazardous waste (t)	**15,030**	**15,969**

Hazardous waste (t)	**2020**	**2019**
Biological waste	3,318	1,655
Cytostatic waste	85	105
Liquid chemical waste	232	290
Solid chemical waste	200	146
Other hazardous waste	23	31
Total	**3,858**	**2,228**

The largest increase in hazardous waste generation was observed in biological waste, as a result of COVID.

Food waste

During 2020, the Group's food service management systems have continued to focus on improving production in order to better control wastage, and therefore reduce food waste.

Likewise, stocks of raw food materials are increasingly reduced, and we are working with suppliers to ensure more regular delivery services and that hospitals only have the necessary stocks, which helps to control expiry dates and thus reduce food waste.

Currently, there are no results available for the Group's food waste indicators.

In 2020, Barcelona hospitals have implemented the selective collection of organic waste, which is mainly made up of food waste from catering areas susceptible to biological degradation. By collecting this food waste separately, the amount of refuse generated is being reduced.

This indicator will also serve to assess the success of minimising food waste, as the collection of organic waste is expected to gradually begin at the rest of the Group's catering areas.

Liquid effluents

Liquid effluents from Quirónsalud hospitals and centres are urban wastewater, which is discharged into the municipal sewer networks. We can therefore 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 discharged water is properly controlled and managed, hospital wastewater is analysed at the intervals required by the relevant bodies in each case.