



3.
**Our sustainability
model**





Our sustainability model

Adding value at our centres



The pillars of our strategy

We continue to make progress in our strategic lines while maintaining a firm commitment to the four key pillars that guide our actions:



1

Good governance and transparency

as hallmarks of Quirónsalud, a trusted brand.



2

People

Always putting people at the centre of our decisions: patients and their families, employees and partners, and society as a whole.



3

Protecting the environment

which is essential for the health of the population: we prioritise the fight against climate change and the efficient consumption of resources.



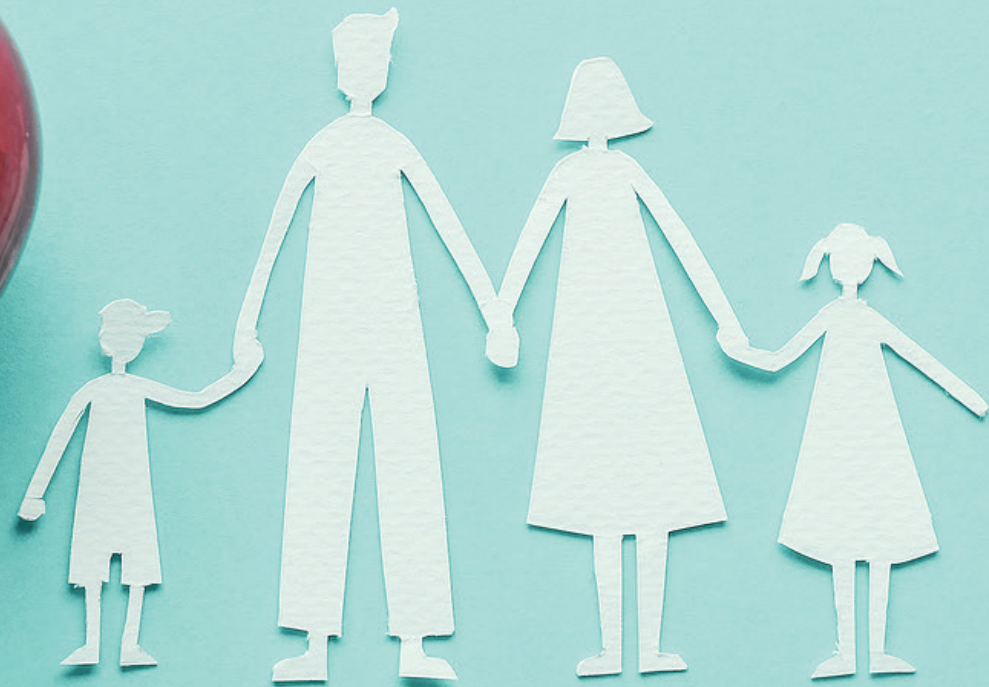
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Social action

integrated into our work, focused on improving the health and wellbeing of all.



Once again this year, we present the Quirónsalud Group's Corporate Report 2020, in which we share with our stakeholders what our road map continues to be, where we are now, and our objectives and outcomes. As always, our CSR is based on transparency and honesty, and while we know we still have a long way to go, we feel proud of our progress and of the team of people who make it possible every day.



3. OUR SUSTAINABILITY MODEL

Stakeholders and materiality

We have always focused our social responsibility on creating value together with our stakeholders.

In the exceptional year that was 2020, we have worked closer than ever with all our stakeholders; the situation has required us to go a step further in order to meet their needs, urgently and based on trust and cooperation.

We have found that our model of close and ongoing relationships with all our stakeholders has allowed us to manage the crisis under better conditions and address each of their realities.

These are our stakeholders, and this is how we communicate with them:

falta traducción:



Investors / Financial institutions

- Board Meetings
- Regular information



Patients and relatives

- Contact Centre
- Patient Portal
- Satisfaction surveys
- NPS loyalty survey
- LIKEIK patient feedback collection
- Collecting and managing complaints and grievances
- Patient Support Service
- Focus groups
- Social media
- Press releases



Nurses and healthcare staff : Non-healthcare staff

- Day-to-day direct contact with managers
- Internal communication processes (corporate intranet)
- Company committees
- Internal notifications and training on procedural updates



Suppliers and strategic partners

- Pharmaceuticals and medical supplies
- Medical equipment
- Services
- Tender submission meetings
- Procurement agreements
- Regular result validation meetings
Direct daily interaction
- Internal customer satisfaction surveys



Clients

- Compliance with the autonomous requirements of public health bodies (SESCAM, SERGAS, SAS, GENCAT).
- Teaching accreditation of our hospitals
- Health authorisations
- Tender submission meetings
- Procurement agreements
- Regular result validation meetings
- Direct daily interaction with regional delegations
- Public Administrations
- Mutual Insurance Companies
- Companies
- Medical companies



Society

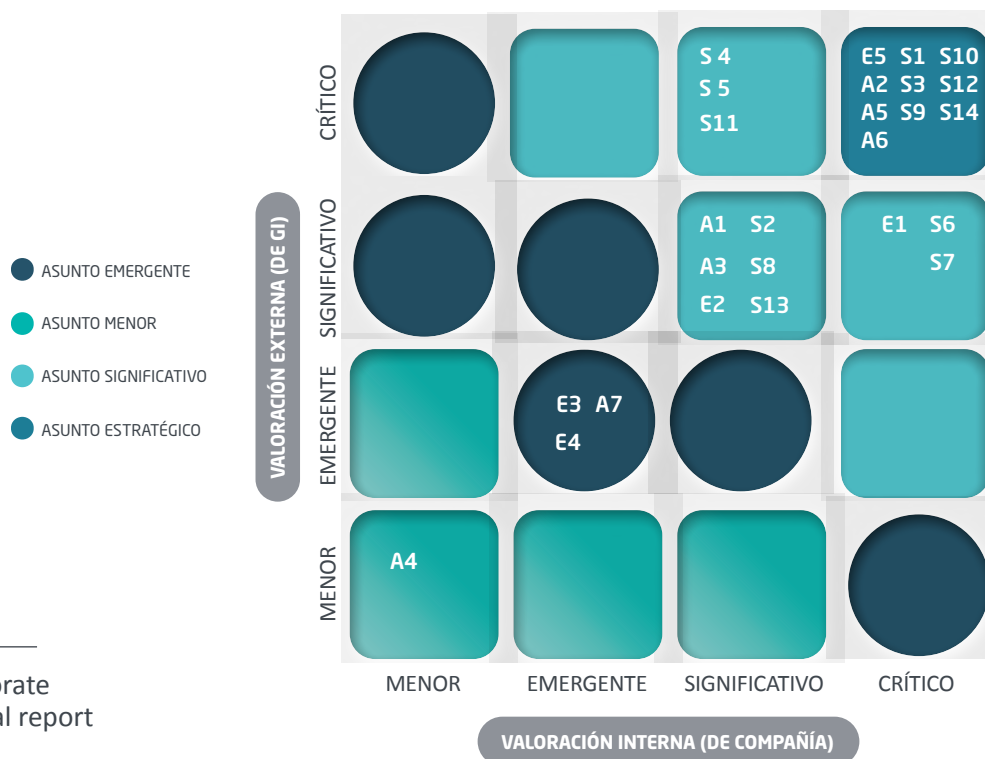
- Day-to-day direct contact with managers
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3. OUR SUSTAINABILITY MODEL

We listen to our stakeholders while considering the strategic vision of the company. This year, we have once again updated our **materiality analysis** to establish our priorities.

We have taken into account the concerns of our stakeholders, which we know through direct communication with them, through ongoing listening and dialogue mechanisms, and through other sources of information. These include reports by reference entities, feedback received in specific work clusters and associations in which Quirónsalud participates, analysis of social media communications, and other specific projects in different areas of sustainability considered useful and relevant for this analysis.

The issues analysed for the 2020 period have been classified as *"Critical, Significant, Emerging and Minor"*, as follows:



Strategic material issues

- Ethical management and fight against corruption (E5)
- Energy consumption (A2)
- Emissions and climate change (A5)
- Waste (A6)
- Employment (S1)
- Occupational health and safety (S3)
- Regulatory compliance (S9)
- Patient health and safety (S10)
- Patient and family satisfaction (S12)
- Patient privacy and confidentiality of information (S14)

Significant issues

- Economic performance (E1)
- Market presence (E2)
- Supplies (A1)
- Water consumption (A3)
- Employee-management relations (S2)
- Employee training and professional development (S4)
- Equality and diversity (S5)
- Human rights and social impact of suppliers (S6)
- Medical research, innovation and teaching (S7)
- Social action (S8)
- Information about medical services (S11)
- Marketing and commercial communications (S13)

Emerging or minor issues

- Indirect consequences of our activity (E3)
- Procurement from local suppliers (E4)
- Environmental impact of suppliers (A7)
- Impact on biodiversity (A4)

Our contribution to the SDGs

The major global challenges experienced in 2020 have made us more aware of the relevance of our sustainability model. At Quirónsalud, we have reaffirmed our belief that we have the ability and responsibility to contribute to a better and fairer society by helping to achieve the United Nations Sustainable Development Goals (SDGs) and 2030 Agenda.

The issues considered material for Quirónsalud due to their level of impact and risk shape our sustainability plan and actions. They are in turn related to the SDGs and the 10 Principles of the Global Compact to which the organisation subscribes:



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Commitment to human rights

In 2020, we have carried out a human rights due diligence analysis of our entire value chain.

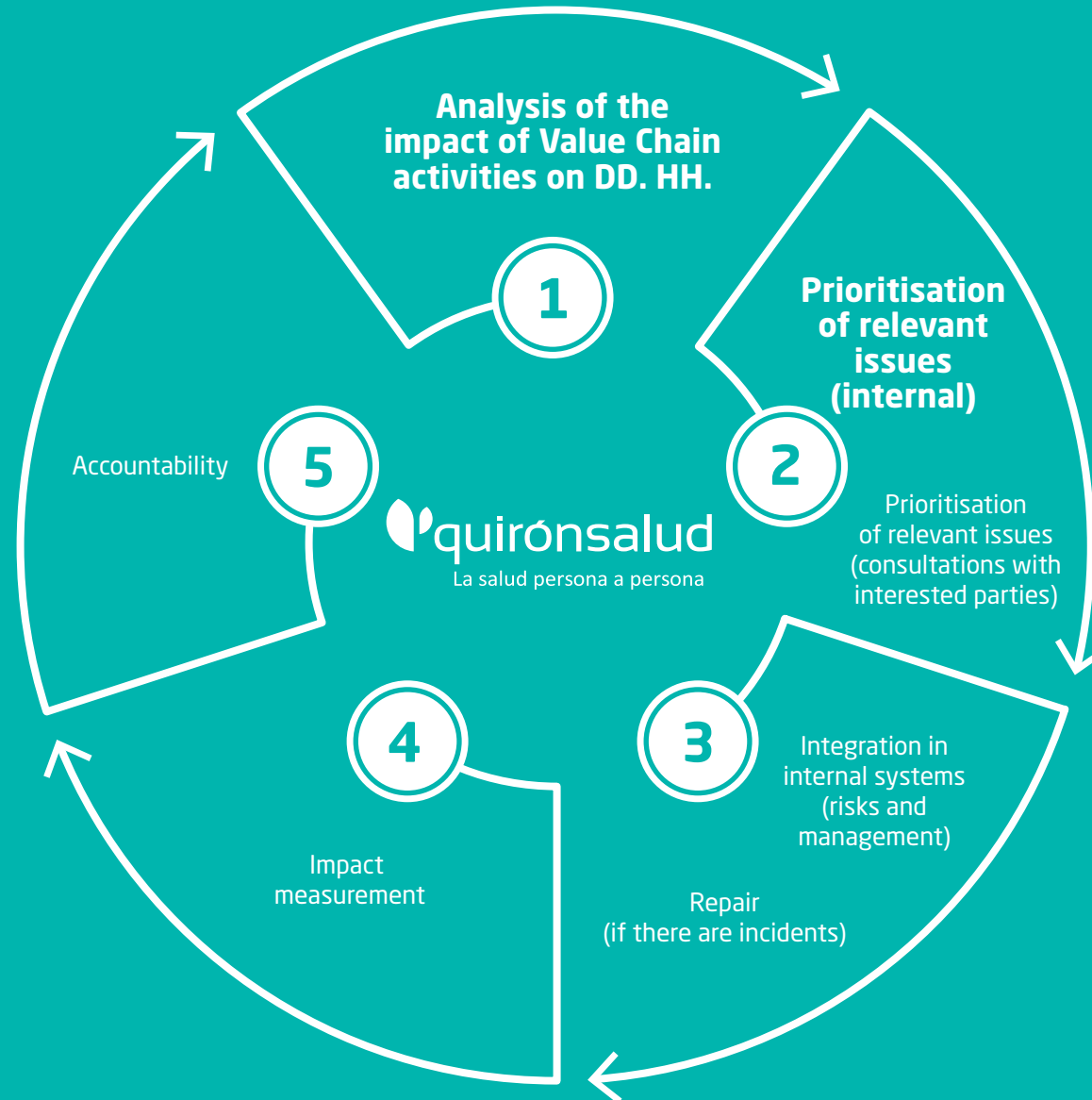
At Quirónsalud, we follow the guidelines set by our parent company, Fresenius, with regards to our commitment to human rights, which applies to all the Group's activities and businesses. We strive continuously to save lives, promote health and improve the quality of life of our patients.

We respect and support human rights as defined by international standards, such as the United Nations Universal Declaration of Human Rights and the fundamental principles published by the International Labour Organisation (ILO).

Likewise, we make a crucial contribution with our products and services to ensure access to adequate and affordable healthcare in all countries where we operate.



- **We do not tolerate** the use or threat of violence or any other form of coercion.
- **We strictly prohibit** the use, support or condonation of child exploitation and forced labour.
- **We support** equal opportunities and take a clear stand against discrimination in all its forms.
- **We respect** freedom of association and recognise the right to collective bargaining.
- **We are committed to ensuring the necessary safety** measures are in place and that working conditions are fair and safe for all our employees, in order to create safe working conditions.
- **By protecting** personal data, we respect everybody's privacy. We feel responsible for the personal data of our patients, employees, clients and suppliers.
- Considering our **impact on the environment**, it is also part of our joint responsibility and mutual duty to protect resources for future generations.
- **By taking** responsibility in our supply chain, we expect our suppliers and business partners to commit to ethical standards of conduct in daily business towards employees, society and the environment, as well as the aforementioned areas with regards to respecting human rights.



Diagnostic methodology for due diligence in human rights matters

In anticipation of future European regulations on the matter, in 2020 we have developed a human rights due diligence diagnosis, analysing Quirónsalud's value chain from the perspective of the impact of operations

on people, in order to determine their impact in terms of risk (negative impacts) or opportunity (positive impacts).



Work Practices	Product and Service Impact on people	Impact of operations on the Community	Impact on/of Suppliers	Prevention of corruption and bribery
Compliance with ILO	Responsibility impact of P&S	Dialogue with communities	Supply Chain Control	Promotion of effective governance
Fair hiring and compensation	Transparency with clients and consumers	Environmental protection and safety	Local empowerment	
Health and safety	Data privacy	Local development	Transparency	
Diversity and equality	Inclusive business			

All business segments have implemented the **Quirónsalud Group's Code of Ethics and Conduct**, including the express and firm commitment to respect human rights. They also have a whistleblowing channel to report any breaches of this code, or of the applicable law and internal regulations.

None of the complaints received through this channel are considered to breach the Code of Ethics or human rights.

The Quirónsalud Group actively promotes **non-discrimination** and diversity in all its forms.

3. OUR SUSTAINABILITY MODEL

Measures such as **protocols against sexual and workplace harassment** and the **Ten Principles of Inclusive Language** have been introduced in workplaces, as we are aware of the power of language in both everyday and professional environments, and how it can influence perceptions, attitudes and behaviour.

At Quirónprevención, the **Workplace Violence Commission** has been established.

No risks have been identified for Quirónsalud employees with regards to eliminating forced and child labour.

In addition to the fact that our sector requires highly qualified staff, all the Group's activities are carried out in strict compliance with local, regional, national and international regulations, thus guaranteeing compliance with human rights and the absence of any risk of forced or child labour.

Any risks relating to forced or child labour in the Group's workforce can therefore be excluded.

With regards to our commitment to eliminating forced and child labour throughout the value chain, the Group's parent company is working with suppliers and business partners to ensure they all commit to ethical standards of conduct in their daily business dealings with employees, society and the environment.

The Group requires all partners in the supply chain to implement the necessary processes to guarantee compliance with all regulations and commitments made to ensure respect for human rights, and additional control measures may be put in place if behavioural risks are detected.

Likewise, since 2016, the Quirónsalud Hospital Group has been a signatory to the **10 Principles of the Global Compact of the United Nations**, of which, **Principle 1** refers specifically to the organisation's commitment to **supporting and respecting basic human rights**.

As part of this commitment, Quirónsalud wants to contribute to a fairer society **by promoting and disseminating respect for human rights within its sphere of influence**.



