



2022

 quirónsalud

Corporate
Annual Report

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1

The company

Quirónsalud: a trusted brand

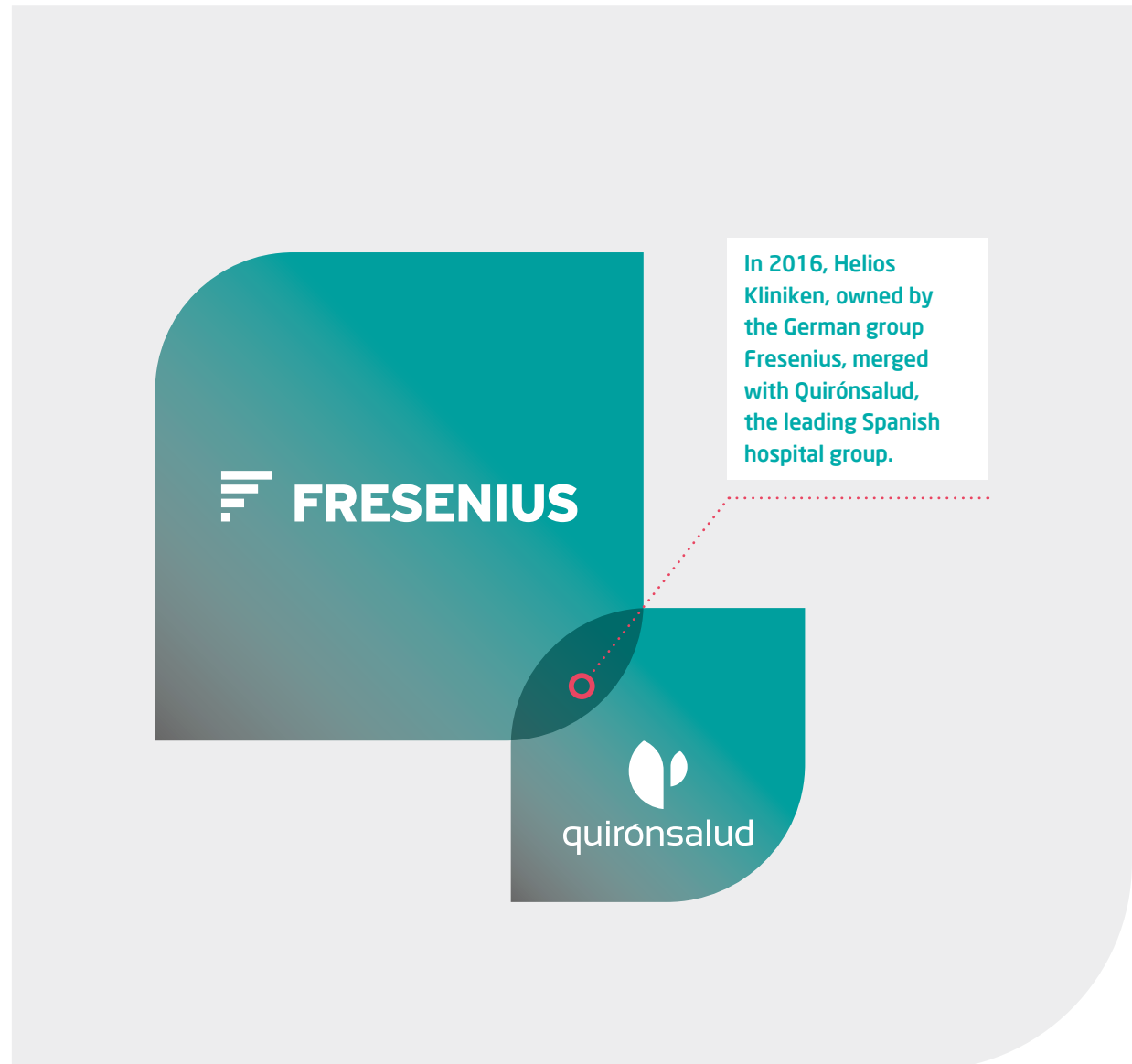
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⋮ About us

Quirónsalud is part of Helios, a German company belonging to the Fresenius Group, which is the leading hospital operator in Europe and one of the largest in the world. With over 100,000 employees, it manages more than 150 health centres and maintains both brands, **Quirónsalud** in Spain and **Helios** in Germany.

The main Fresenius shareholder is a non-profit foundation called Else Kröner-Fresenius-Stiftung, which aims for medical research and the development of medical humanitarian projects.

Quirónsalud is the leading healthcare services company in Spain. Although we are a young brand resulting from the merger of IDCsalud and Quirón, we have **more than 60 years' experience** in caring for people's health



Our identity

We're Spain's leading hospital group, thanks to a great team of professionals who share the same DNA: **Health person by person.**

We've managed to create an identity that encompasses the Quirónsalud brand's prestige and guarantee of quality.

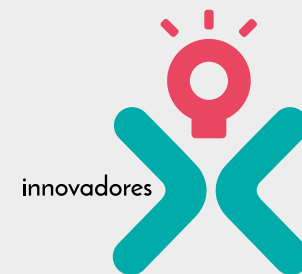
We have made our own unique and distinctive pledge of patient-friendly service: health person by person. This declaration is steeped in our group values and goes further than the concept of **personalised medicine.**

Expert care and a view of medicine based on **a tailored, friendly** service that allows us to build a **connection with our patients.**

The value of a strong brand with **something big to say**

Our values

Our values are the pillars that underpin the way we act, work and do things. They explain where we are today and where we are going to be in the future. They talk about our way of understanding health and our relationship with people. They make us different and unique. They are our identity.



Three pillars

1

Digital transformation

“Technology helps us to offer more and better care to a growing number of people”



2

Patient experience

“We offer patients our personalised, more human, more emotional medicine”



3

Our people

“Our people work ethically and responsibly as a team guided by emotion and passion”



Companies and services

The Quirónsalud Group includes different business lines through various companies:

- ▶ Provision of healthcare services.
- ▶ Provision of residential and complementary (non-healthcare) services at hospitals (including maintenance, cleaning, laundry, security, hospitality and catering).
- ▶ Occupational risk prevention.
- ▶ Laboratories; consultation, diagnosis and treatment services; and social care for older people and those with physical or mental disabilities.

Information on all Quirónsalud Group companies is included in the annual accounts of the parent company, Helios Healthcare Spain, S.L.U.

We cover all medical specialities in order to offer comprehensive patient care.

We therefore have a prestigious team of professionals, the most advanced technology, an inestimable vocation for research and education, and a management model based on a firm commitment to excellence.

Our services

Always close to our patients

We cover all medical specialities and are a reference in the field of:



Oncology



Cardiology



Gynaecology



Traumatology



Neurology



Endocrinology



Paediatrics

We have **specialised centres** for Assisted Reproduction, Ophthalmology and Cardiology.



Quirónsalud, at the forefront of cancer treatments

Oncology is one of the Quirónsalud Group's strategic care lines: our oncology units enable the Group to lead the way in **innovation in cancer** in Spain.

Proton Therapy Centre: available for the first time in Spain, Quirónsalud has been offering this radiotherapy treatment option since 2019.

Quirónsalud

We're the leading company in **occupational hazard prevention**, with a full portfolio of services to address comprehensive employee care. Since we firmly believe caring for people starts with prevention, we focus our efforts on fulfilling the mission of caring for companies and the people who work at them.

Open to the world

We have services and channels focused specifically on **foreign patients** with the view to offering quality medical care adapted to their preferences and needs.

We provide our patients with a specialised cross-cutting healthcare network, state-of-the-art medical technology for personalised diagnoses and treatments, and a range of services covering all the medical and/or surgical specialisms that are most in demand in other countries.

Our entire international organisation is structured through the **International Patient Service**, comprising a team of multilingual advisers from different countries who deal with each foreign patient interested in being treated in the Quirónsalud hospital network on an exclusive one-to-one basis.

Digital Quirónsalud

We know change isn't driven by technology, but rather by the people who use technology.

The world today is crying out for a paradigmatic shift in societal health; for this reason, at Quirónsalud we already have digital solutions in place to help improve the quality of life and accessibility to health.

We strive to be a world-leader in medicine of the future.





Health centre network and market presence: an international project

We want to care for your
health wherever and
whenever you need us.

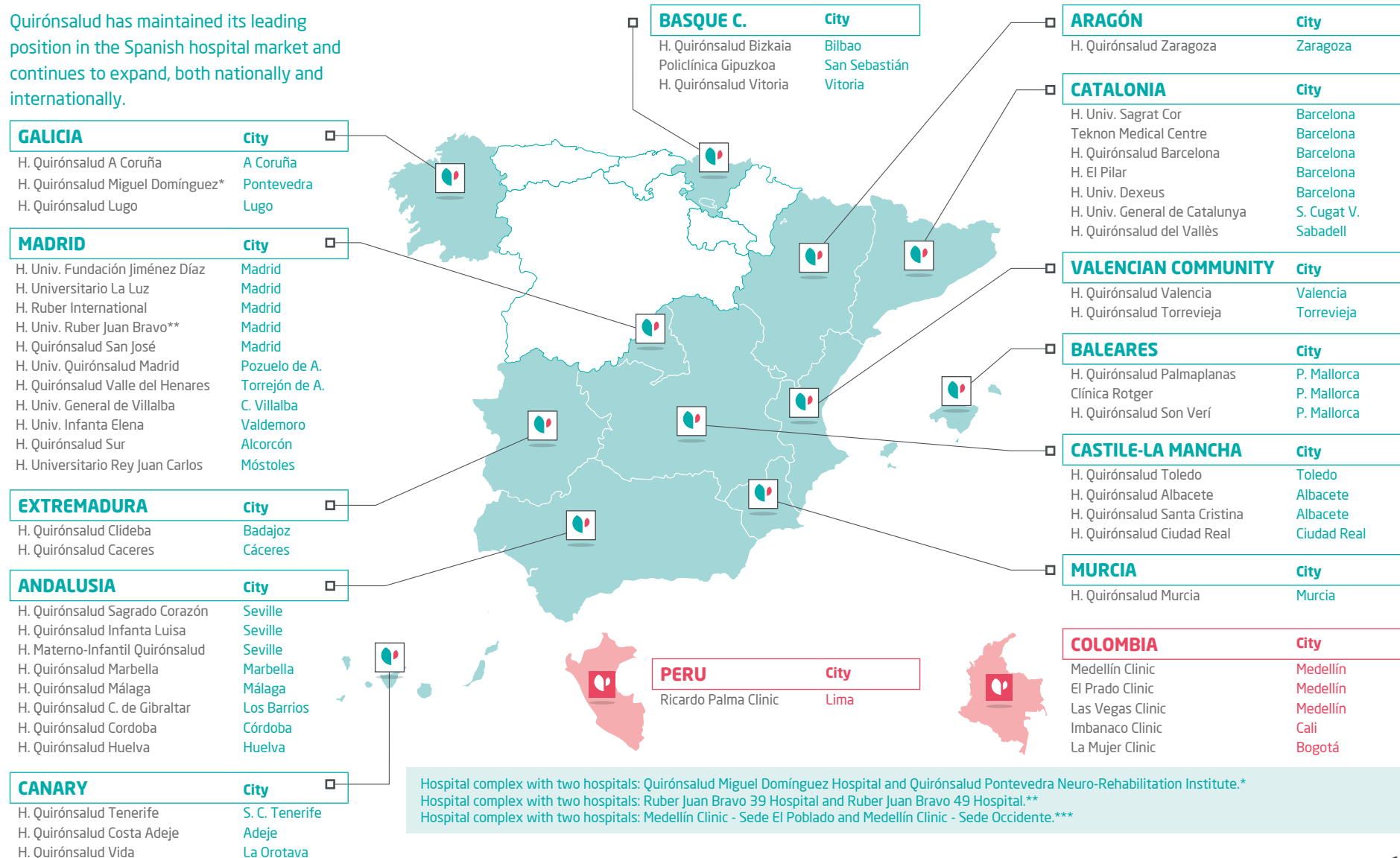
Quirónsalud remains the largest hospital group in Spain and, together with the German company Helios, it is the leading European operator and one of the most important in the world.

In international terms, the Group has hospitals and medical centres in Colombia, Peru and Dubai, and through the subsidiary Quironprevención it is also present in other countries, including Portugal, Argentina, Mexico, Brazil, Chile, Ecuador, Panamá and Uruguay.



Red de centros y presencia en el mercado

Quirónsalud has maintained its leading position in the Spanish hospital market and continues to expand, both nationally and internationally.



Hospital complex with two hospitals: Quirónsalud Miguel Domínguez Hospital and Quirónsalud Pontevedra Neuro-Rehabilitation Institute.*
 Hospital complex with two hospitals: Ruber Juan Bravo 39 Hospital and Ruber Juan Bravo 49 Hospital.**
 Hospital complex with two hospitals: Medellín Clinic - Sede El Poblado and Medellín Clinic - Sede Occidente.***

7 DAY HOSPITALS

11 MADRID

Pontones S.C.
Argüelles S.C.
Cristo Rey S.C.
Navalcarnero S.C.
Villaviciosa Odon S.C.
M.C. Ruber Juan Bravo
M.C. Ruber Juan Bravo Maldonado
M.C. Quirónsalud Tres Cantos
M.C. Quirónsalud Valle del Henares
Ruber Juan Bravo Rehabilitation Centre
Ruber Juan Bravo Aesthetic Centre

18 ANDALUSIA

Ave María Day Hospital
Quirónsalud Aljarafe M.C.
Quirónsalud Sevilla Este M.C.
Quirónsalud Manuel Siurot M.C.
Quirónsalud Málaga M.C.
Quirónsalud Fuengirola M.C.
Quirónsalud Marbella M.C.
Quirónsalud Guadalete M.C.
Quirónsalud Marbella Dialysis Centre
Quirónsalud Condes de Bustillo M.C.
Quirónsalud Mairena M.C.
Quirónsalud Los Remedios M.C.
Quirónsalud Nervión M.C.
Quirónsalud Alameda M.C.
Quirónsalud Espartinas M.C.
Quirónsalud Parque Litoral M.C.
QS Málaga Day Hospital
QS Huelva Rehabilitation Centre

5 BASQUE COUNTRY

Quirónsalud Donostia Day Hospital
Quirónsalud Bilbao M. C.
Quirónsalud Vitoria Rehabilitation Centre
QS Vitoria Ophthalmology Centre
Quirónsalud Plaza Euskadi M. C.

73 OUTPATIENT FACILITIES*

5 EXTREMADURA

Quirónsalud Badajoz M. C.
Quirónsalud Mérida M. C.
IERA - Extremadura Institute of Assisted Reproduction
Quirónsalud Almendralejo M. C.
Quirónsalud Don Benito M. C.

6 GALICIA

Quirónsalud A Coruña M. C.
Quirónsalud Ferrol M. C.
Quirónsalud Pontevedra M. C.
Quirónsalud A Coruña Ophthalmological Institute
Quirónsalud Pontevedra Rehabilitation Centre
QS Pontevedra Neuro-rehabilitation Institute

9 VALENCIAN COMMUNITY

Quirónsalud Blasco Ibáñez M. C.
Quirónsalud Severo Ochoa M. C.
Quirónsalud Valencia M. C.
Quirónsalud Artes Gráficas M. C.
Quirónsalud Orihuela M. C.
Quirónsalud Santa Pola M. C.
Quirónsalud Elche M. C.
Quirónsalud Gran Alacant M. C.
Quirónsalud Mercado de Colón M. C.

1 MURCIA

Quirónsalud Dexeus Murcia M. C.

7 CASTILE-LA MANCHA

Quirónsalud de Talavera Day Hospital
Quirónsalud Puertollano M. C.
Quirónsalud Plaza del Madroño M. C.
Quirónsalud Albacete M. C.
Quirónsalud Talavera Rehabilitation Centre
Quirónsalud Toledo M. C.
Quirónsalud Plaza Lodares M. C.

249 PREVENTION CENTRES

11 BALEARIC ISLANDS

Playa de Muro Day Hospital
Quirónsalud Sa Pobla M. C.
Quirónsalud Nuredduna M. C.
Quirónsalud Palma Nova M. C.
Quirónsalud Sóller M. C.
Quirónsalud Inca M. C.
Quirónsalud Manacor M. C.
Quirónsalud Arenal M. C.
Quirónsalud Campos M. C.
Quirónsalud Ciutadella M. C.
Quirónsalud Palmplanas Ophthalmological Institute

3 ARAGÓN

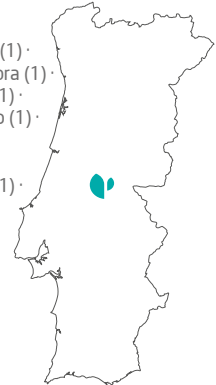
Quirónsalud de Zaragoza Day Hospital
Quirónsalud Huesca Day Hospital
QS Huesca Diagnostic Centre

4 CATALONIA

Quirónsalud Aribau M. C.
Quirónsalud Barcelona Ophthalmological Institute
Quirónsalud Digest M. C.
Quirónsalud Rubí M. C.

PORTUGAL

Aveiro (1) · Beja (1) ·
Braga (1) · Coimbra (1) ·
Faro (1) · Leiria (1) ·
Lisbon (2) · Porto (1) ·
Vila Real (1) ·
Setúbal (1) ·
Castelo Branco (1) ·
Santarém (1) ·
Viseu (1)



LATAM

Mexico, Panama, Ecuador, Peru, Colombia, Argentina



*Includes: Speciality Centres, Medical Centres, Rehabilitation Centres, Ophthalmological Institutes, Traffic Unit, Assisted Reproduction Institutes, MRI Centres and Radiotherapy Unit.

Key figures 2022: we continue to grow



4,464.5 M€
Consolidated revenue



47,436
employees



Healthcare network

55

general hospitals

9

university hospitals

+90

mobile health centres

+ 300

occupational hazard
prevention centre

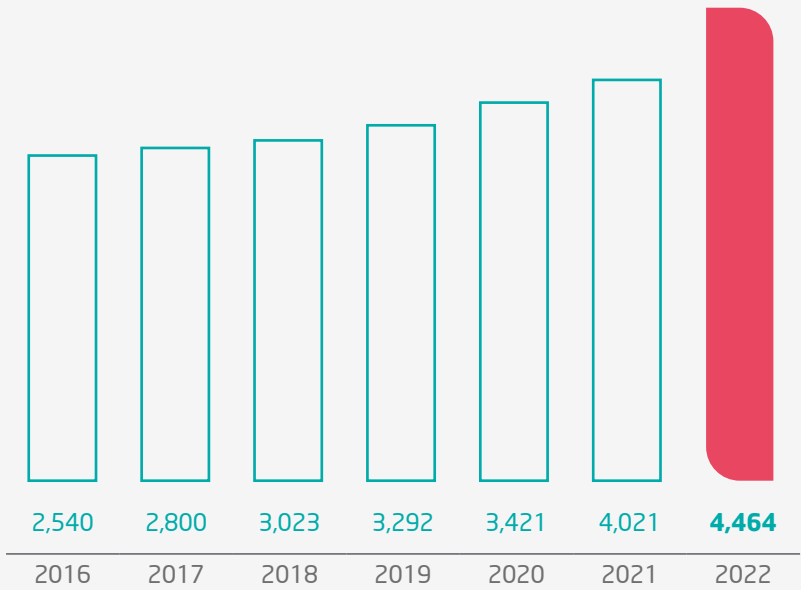


210.5 M€
investments in care network

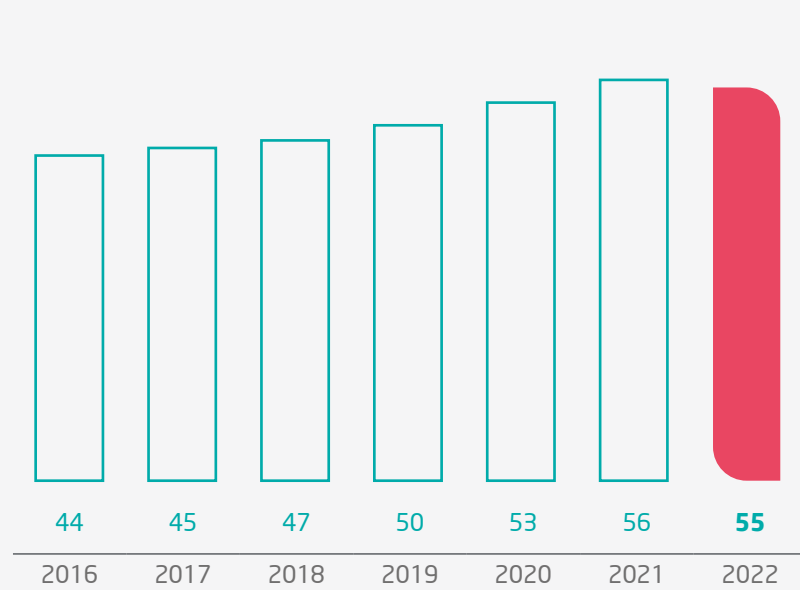




Income



Hospitals





2

Our vision for ESG sustainability

Adding value at our centres

• The pillars of our ESG strategy	19
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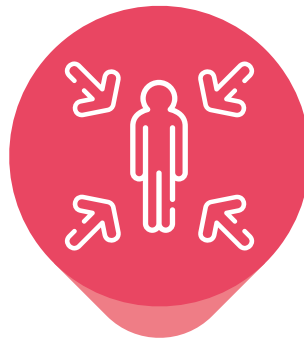
∴ The pillars of our ESG strategy

1



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

2



People, always at the heart of our decisions: patients and family members, employees and partners, and society as a whole.

We include **social action** in our work, focused on improving the health and well-being of all.

3



Good governance and **transparency** are our hallmarks as a trusted brand. We include social action in our work, focused on improving the health and well-being of all.

Our stakeholders

We've always understood sustainability in terms of focusing on the creation of value shared with our stakeholders and accepting our responsibility to each of them.

Who they are and how we converse with them



Clients



- ▶ Management tools (Public Administration Client)
- ▶ Teaching accreditation of our hospitals and health authorisations
- ▶ Tender submission meetings
- ▶ Procurement agreements
- ▶ Regular result validation meetings and reports
- ▶ Certifications and accreditations

Suppliers and strategic partners



- ▶ Standardisation processes and letter of commitment
- ▶ Purchasing management via EDI
- ▶ Preventive maintenance planning and monitoring
- ▶ Stock and monitoring maintenance of external equipment
- ▶ Inclusion in Group training sessions and activities
- ▶ Monitoring audits
- ▶ Relationship with local suppliers

Society



- ▶ Focus groups with patient associations
- ▶ Relationship with local entities
- ▶ Collaborations with scientific entities and research centres
- ▶ Informative workshops on health issues and healthy habits
- ▶ Provision of medical services at sporting events
- ▶ Sponsorships
- ▶ Environmental awareness among professionals
- ▶ Actions to drive the Sustainable Development Goals
- ▶ Collaboration agreements with universities and business schools
- ▶ Relationship with the media
- ▶ Press releases
- ▶ Monitoring and control of news and social media
- ▶ Relationship with entities in the voluntary sector



In 2022 we reviewed our methodology and the results of our materiality analysis to ensure our priorities are present in our strategy and in our reporting.

Materiality

We've strengthened our approach to **double materiality**¹ by reflecting on how our activities impact the different scopes of sustainability - **sustainability approach or impact** - and, at the same time, on how these matters can affect the company in business terms - **financial approach**.

From this double assessment, issues are classified in four blocks: strategic, significant, emerging or minor. The last of these are assessed via the activity developed and the context in which the company operates, along with its current situation regarding business strategy and/or the low relevance assigned to them by stakeholders.

Of the total 33 ESG (environment, social and governance) issues we assessed for 2022, 19 have been deemed strategic or significant, which are considered material issues for the Group. This breakdown allows us to clearly prioritise them without losing sight of issues that are also relevant or may be relevant in the short- or medium-term.

¹ The process for the double materiality assessment can be consulted in the Appendix: About this Report.

Double materiality assessment: results 2022

Strategic material issues:

Environment (E)

- ▶ E2: Energy efficiency
- ▶ E5: Emissions and climate change
- ▶ E6: Waste

Social (S)

- ▶ S1: Employment
- ▶ S2: Employee-management relations
- ▶ S3: Occupational health and safety
- ▶ S4: Training and professional development
- ▶ S5: Diversity and equal opportunities
- ▶ S6: Non-discrimination
- ▶ S13: Support for local communities
- ▶ S16: Patient health and safety
- ▶ S17: Responsible information on services
- ▶ S18: Patient privacy and information security
- ▶ S19: Socio-economic compliance

Governance (G)

- ▶ G5: Ethical management and fight against corruption

Significant issues:

Environment (E)

- ▶ E1: Circular economy (raw materials and materials)
- ▶ E3: Efficient water consumption
- ▶ E7: Environmental compliance
- ▶ E8: Supplier environmental assessment

Social (S)

- ▶ S7: Freedom of association and collective bargaining
- ▶ S14: Supplier social assessment (S14)
- ▶ S15: Social action

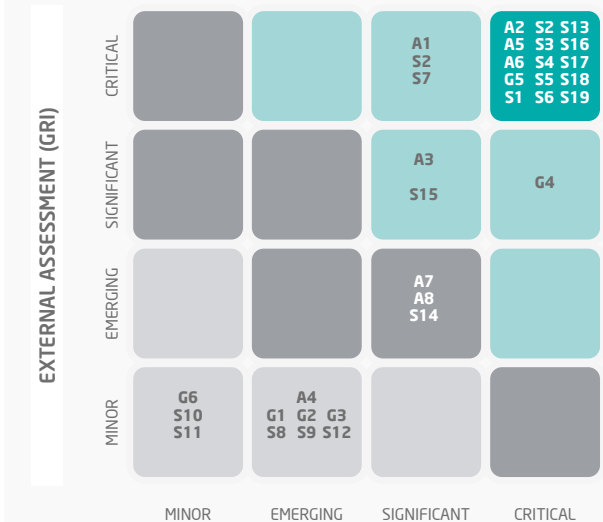
Governance (G)

- ▶ G4: Procurement practices

Emerging and minor issues:

- ▶ E4: Effect on biodiversity
- ▶ S8: Child labour
- ▶ S9: Forced or bonded labour
- ▶ S10: Safety practices
- ▶ S11: Rights of indigenous people
- ▶ S12: Human rights in the value chain
- ▶ G1: ESG risks and opportunities
- ▶ G2: Fiscal transparency
- ▶ G3: Market presence
- ▶ G6: Unfair competition

Materiality matrix 2022



- EMERGING ISSUE
- MINOR ISSUE
- SIGNIFICANT ISSUE
- STRATEGIC ISSUE

Our contribution to the SDGs

At Quirónsalud we continue to assert our position as an entity **capable of and responsible for helping to create a better, fairer society**, which we do by contributing to the United Nations' **Sustainable Development Goals** (SDGs) and the **2030 Agenda**.

The issues considered material to Quirónsalud due to their level of impact and risk shape our sustainability plan and actions. They are also directly related to our contribution to the **SDGs** and to the **10 Global Compact Principles** that the organisation has signed up to:

ESG sustainability and our contribution to the SDGs

Our pillars



► **Good governance** and **Transparency**



► **People** at the heart of our decisions

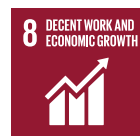


► Protection of the **Environment**



► Health-focused **Social action**

Commitment to the 2030 Agenda





Our greatest **direct positive impact** is identified in the following SDGs:

3 GOOD HEALTH AND WELL-BEING

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

Commitment to human rights

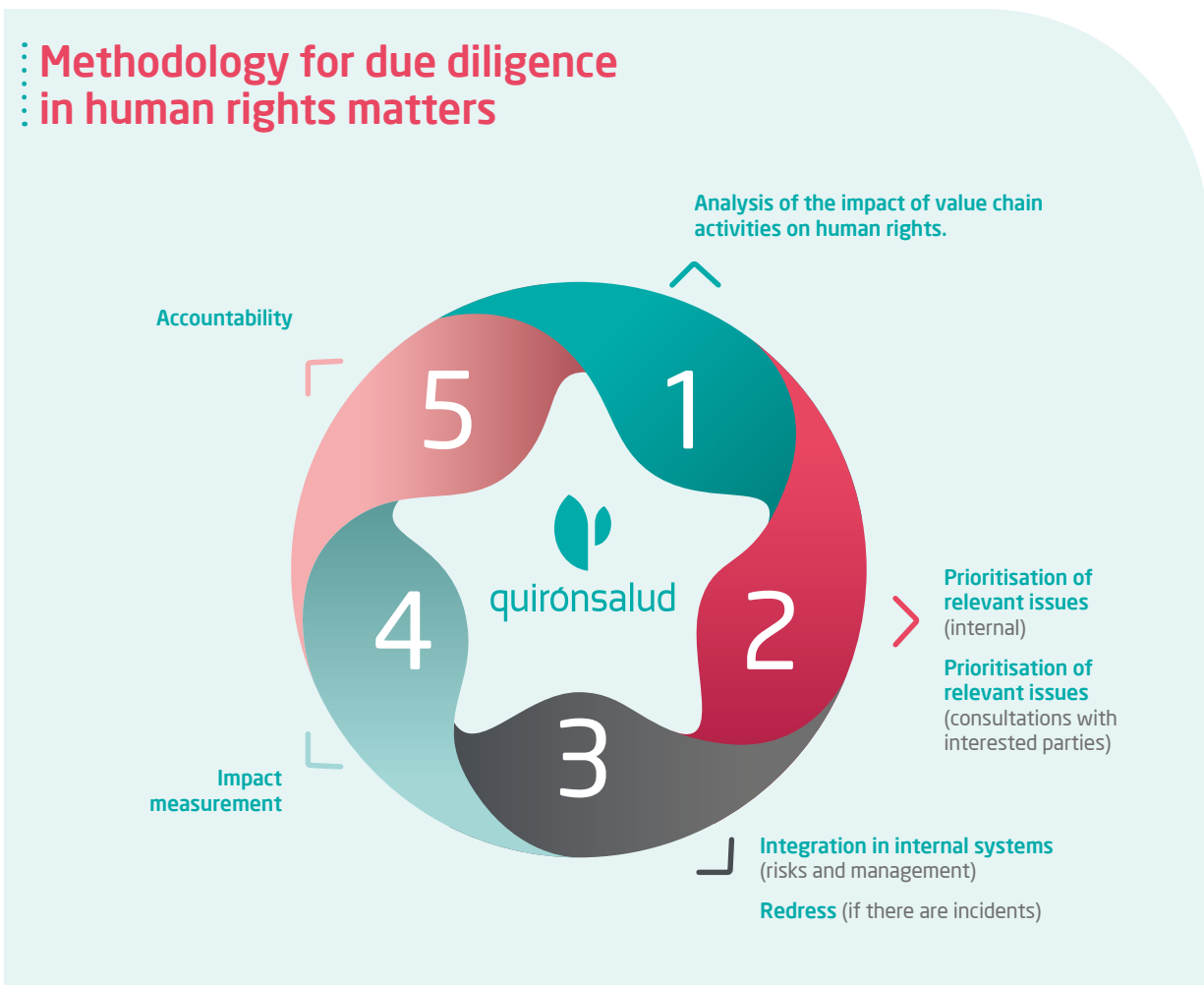
In 2022, the Group worked on the corporate procedure used to assess risks to human rights matters and due diligence, and this is now in effect and binding for all Group companies.

At Quirónsalud, we follow the guidelines set by our parent company, Fresenius, with regards to our **commitment to human rights**¹, which applies to all the Group's activities and businesses.

In 2020, as we looked to anticipate future European regulations in the matter, we developed a diagnostic method for due diligence in human rights matters by analysing our value chain from the perspective of the impact of our operations on people, with a view to determining their impact in terms of risk (negative impacts) or opportunities (positive impacts). These risks were aligned with compliance risks and action plans have been developed by area.

We are aware that respect for human rights stretches beyond the operations of our own company and core business.

¹ Human Rights Statement available on the website of Fresenius SE & Co. KGaA ([link](#))



The roles and responsibilities required to implement due diligence in human rights matters are divided across the Group's business segments and Human Rights Office.

Likewise, as mentioned previously in this report, the Quirónsalud Group supports the **United Nations 2030 Agenda** and has, since 2016, been a signatory to the **10 Principles of the Global Compact**, of which, **Principle 1** refers specifically to the organisation's commitment to **supporting and respecting basic human rights**.



- ▶ **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 ensure** the creation of safe work conditions, that the necessary measures are taken and that work conditions are fair for all our employees.
- ▶ **We ensure** the privacy of each person; we feel responsible for the personal data of our patients, employees, clients and suppliers.
- ▶ **We protect** resources for future generations. Considering our impact on the environment, it is also part of our joint responsibility and is our duty.
- ▶ **We encourage** our suppliers and trade partners to commit to ethical standards of conduct in daily business, towards employees, society and the environment, as well as the areas described with regards to respecting human rights.

R

- ▶ Responsibility impact of S&P
- ▶ Transparency with clients and consumers
- ▶ Data privacy
- ▶ Inclusive business

- ▶ Dialogue with communities
- ▶ Environmental protection and safety
- ▶ Local development

Impact of products and services on people

Impact of operations on the community

O



R

Work practices

- ▶ Compliance with ILO
- ▶ Fair hiring and compensation
- ▶ Health and safety
- ▶ Diversity and equality

Impact on/of suppliers

- ▶ Supply Chain Control
- ▶ Local empowerment
- ▶ Transparency

Fight against corruption and bribery

- ▶ Prevention of corruption and bribery
- ▶ Promotion of effective governance

3

Corporate governance

Ethical and transparent management

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⋮ Governance structure



The main governing body of the Quirónsalud Group is the **Board of Directors**, which employs a responsible management methodology focused on achieving a sustainable increase in the company's value. To do so, it considers the following key factors:

- **Long-term** corporate strategies.
- **Robust financial management.**
- Strict **compliance** with legal and ethical requirements.
- **Transparency** in corporate communication.

To achieve this responsible management, the main duties assigned to the Board are as follows:

- Act as the ultimate representation and personality of the Company.
- Define and approve corporate policies and strategies.
- Make decisions on the appointment and remuneration of senior management.
- Identify the main risks.
- Monitor internal information and control systems.
- Ensure the commitments made by the Company are fulfilled.

The Board of Directors comprises:

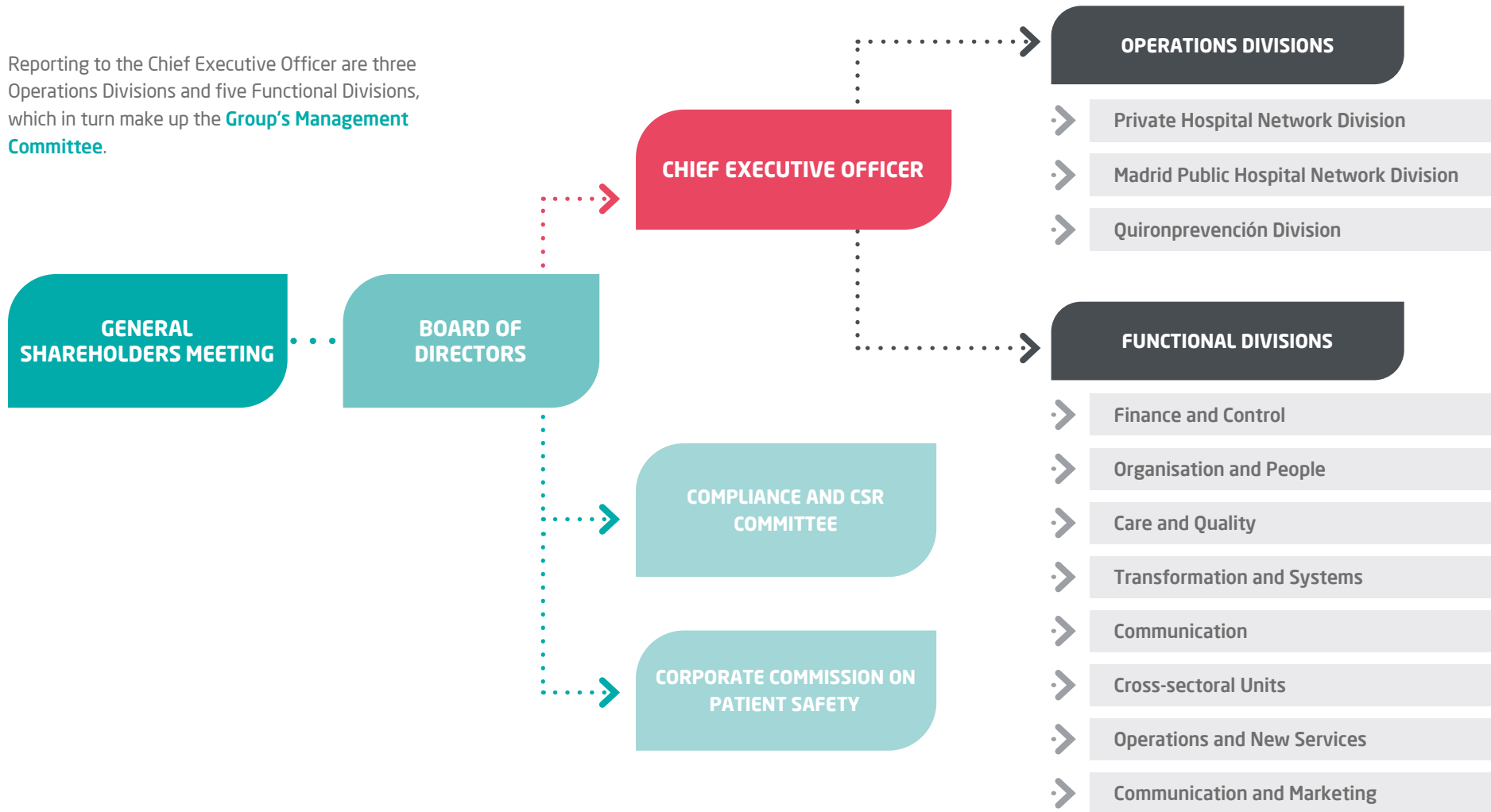
- Chair and Director
- 4 Spokesperson Directors
- Non-Director Secretary
- Non-Director Vice-Secretary
- 4 Executive Directors

The Board's assignment of duties is carried out by the **Chief Executive Officer** and is strengthened with:

- The Compliance and Corporate Social Responsibility Committee
- The Corporate Commission on Patient Safety



Reporting to the Chief Executive Officer are three Operations Divisions and five Functional Divisions, which in turn make up the **Group's Management Committee**.



At a geographical level, the Group is managed in **seven Regional Units**, which report to the aforementioned Operations Divisions. Each Regional Unit has its own governing body with regional Steering Committees represented by a Regional Director and Managers for each business unit. In turns, these business units have their own Steering Committees.

In healthcare, each hospital has its own governing body by means of a Steering Committee represented by:

- ▶ Manager
- ▶ Nursing Management
- ▶ Medical Management
- ▶ Human Resources Management
- ▶ Communication and Marketing

Beyond the corporate structure, the Group has additional committees and commissions to ensure the company is managed ethically, responsibly and transparently in each of the corresponding management areas and in line with the strategic objectives.

- ▶ Compliance and CSR Committee.
- ▶ Digital Transformation Committee.
- ▶ People Committee.
- ▶ Health and Safety Committee in each centre.
- ▶ Environment Committees in each centre.
- ▶ Personal Data Protection Committee.
- ▶ Clinical Trials Committee.
- ▶ Corporate Commission on Patient Safety and Patient Experience.
- ▶ Commissions on Patient Safety at our hospitals.
- ▶ Equality Commissions.
- ▶ Workplace Violence Commissions.
- ▶ Human Rights Commission.





Corporate policies

In addition to the corporate structure as a guarantee of good governance, a range of corporate policies have been established by the Quirónsalud Group's corporate management, which are mentioned throughout this Report and represent another of our **pillars** in each management area.

These policies are implemented in each of the regional divisions and, consequently, in each of the Group's centres and hospitals.

Some of the most significant corporate policies include:

- ▶ Anti-corruption Policy
- ▶ Fraud Risk Management
- ▶ Money Laundering Risk Management
- ▶ Overseas Payment, Terrorism Financing and Tax Haven Risk Management
- ▶ Data Protection Policy
- ▶ Environmental and Energy Management Policy
- ▶ Quality, Patient Safety and Infection Prevention Policy
- ▶ Remuneration Policy
- ▶ Occupational Hazard Prevention Policy
- ▶ Internal Mobility Policy
- ▶ Fresenius' Human Rights Commitment Policy
- ▶ Purchasing and Contracting Policy

• Risk management and compliance

The Quirónsalud Group has a **Risk Management and Compliance System**, which provides criteria and policies to identify, assess and manage the most significant risks that could prevent the Company from achieving its goals.

The aim of the Quirónsalud Risk Management model is to help identify, analyse and assess the main risks to the Group's strategy and objectives based on homogeneous criteria, allowing them to be managed and controlled systematically and transversally, with the participation of all areas of the Group.

As it does each year, in 2021 the Company created a risk map identifying the most relevant risks. This map was prepared using a bottom-up methodology through a specific piece of software that carries out these assessments. From the overall result of the risks list, the 20 risks with the highest score were selected and assigned to the corresponding managers with the aim of devising specific action plans that will help to manage and control them, by creating or updating corporate policies, with a detailed action plan to mitigate and control them, in addition to the development of specific training activities designed to improve control of each risk.

As part of the risk categories, risks related to the following were considered specifically:

- Ethical risks
- Fraud risks
- Money laundering risks
- Tax risks
- Trade risks
- Competition risks
- Criminal risks

The most relevant risks to the Quirónsalud Group are related to patient data protection, undue access to said data, and attacks on IT systems that could endanger the correct storage of said data.

Furthermore, new regulatory compliance provisions clauses have been included and certain clauses have been added to our standard contract templates in an attempt to improve control over crime prevention and the fight against fraud.



The Group has a **Compliance Committee** comprising Group executives and an external chairperson, and it oversees compliance with the Code of Conduct within the organisation. It also promotes actions aimed at minimising and preventing any non-compliance with the Group's principles and values, and acts as the supervisory body for Compliance within Quirónsalud.

In 2021, the Quirónsalud business managers for Peru and Colombia joined the Compliance Committee, as did the Corporate Risk Manager. The increase in the number of Committee members was a direct response to the need to include in this collective body representatives from all functional and geographical business areas in which the Quirónsalud Group operates.

The aforementioned Committee issues recommendations and instructions to ensure that all Quirónsalud activities are carried out in strict compliance with the law and with the Group's own values and policies, which are detailed in the Code of Conduct.

Furthermore, the **Compliance Committee** acts as a Compliance Officer at the Group. Its functions include:

- ▶ Integrating Compliance into the Quirónsalud Group's policies, procedures and processes.
- ▶ Providing training support to the organisation in this area.
- ▶ Exercising due supervision, vigilance and control to prevent or reduce the risk of any crimes being committed within the company.



In 2021, the company reviewed and updated its **Code of Ethics** and strengthened the **Compliance Committee** to include in this collective body representatives from all functional and geographical business areas in which the Quirónsalud Group operates.

2022 Milestones in Risk and Compliance Management



Approval of corporate documents:

- ▶ **Corporate Risk Assessment Methodology**, which details the context of risks at the Group, risk governance and its taxonomy, and the risk's life cycle, where the variables of the impact and its likelihood are detailed along with the key phases in the management of each risk.
- ▶ **Corporate Risk Management Policy**, which sets out principles and procedures for designing, maintaining and rolling out effective operational risk management at Quirónsalud.



Definition and update of Risks and Corporate Controls, organised by a taxonomy that refers to the most relevant corporate areas. These risks have been assessed based on three types of impacts (financial, reputational and ethical) and a likelihood (4x4), and the related control activities are indicated, as are the people responsible for them.



Biannual reporting on **FIRM** (Fresenius risk tool) of all Quirónsalud risks with a financial aspect, using a "top-down" focus. People responsible have been assigned and given access to the tool, and training has been offered on how to access and review/amend the risks and information required.

Over the course of 2022, the **Compliance Committee de Compliance** has been managing the 20 risks with the highest rating, assigning them to the corresponding managers within said Committee with the goal of preparing specific action plans to mitigate and control them - which help to manage and control these risks - by creating or updating corporate policies, as well as hosting specific training activities aimed at ensuring better control of each risk.

These risks will be updated over the course of 2023 with the newly defined risk universe.



Quirónsalud Code of Ethics and Conduct

Revised and updated in 2022

Our ethical principles

- ▶ Always complying with the law and regulations.
- ▶ Put people first and be respectful of and sensitive to their expectations and varying needs.
- ▶ Be committed to providing a comprehensive care service focused on achieving excellence in the patient experience and patient safety. In order to do so, we have highly qualified professionals supported by the most innovative medical technology and procedures.
- ▶ Encourage professional development and teamwork.
- ▶ Protect our professionals to ensure they develop their activity in an environment that offers the highest level of safety, making effective, efficient and suitable use of resources.
- ▶ Ensure integrity, honesty and closeness in our relationships.
- ▶ Act responsibly in social and environmental matters.


Our **Code of Ethics and Conduct** is the reference framework that helps ensure our actions are transparent, just, fair and efficient for everyone, working for the benefit of the users of our services and for society in general.

As the Code sets out, the Quirónsalud Group is fully committed to complying with all legislation applicable to its activity, and it is particularly bound by the spirit and literal nature of the laws governing:

- ▶ Workers' rights
- ▶ The healthcare standards applicable to our material and human resources
- ▶ The qualifications of our doctors
- ▶ Occupational quality, health and safety standards
- ▶ The environment
- ▶ Corruption and bribery
- ▶ The correct payment of taxes
- ▶ Accurate financial information reporting
- ▶ Fair competition

In 2021, the company revised and updated its Code of Ethics and strengthened the Compliance Committee to include in this collective body representatives from all functional and geographical business areas in which the Quirónsalud Group operates. During 2022, this Code was updated once more to include a clearer message from General Management.

This Code of Ethics can be accessed by staff through the **Employee Portal** and a compulsory training course has been developed, which all employees must attend.



In 2022, the Quirónsalud Group's Whistleblowing Channel opened to the public.

Whistleblowing channel

The Group has a **Whistleblowing Channel** that was opened to the general public in 2022, enabling any employee or third party to communicate any breaches of the Code of Conduct, applicable legislation or internal standards.

This channel is accessible from Quirónsalud's corporate website as well as its corporate intranet and it is managed by an external company that issues a monthly report on the complaints received via this medium.

In 2022, a total of 108 complaints were recorded, compared with 18 in the previous year. Once analysed, they were all processed accordingly.

No cases of Quirónsalud Code of Conduct violations have been identified

Information security and privacy

The Quirónsalud Group has a technological infrastructure that enables extensive digitisation at each of its hospitals, providing healthcare staff and patients with a number of systems and equipment to guarantee quality treatment.

In turn, this digitisation represents a great responsibility for the Group given the significant increase in cyberattacks globally, with hospitals one of the main targets of cyberattackers. Therefore, it is essential we have a strategy in place and define effective measures to protect people's data and the integrity of our systems.

As we are aware of our responsibility, we manage all matters relating to information security and privacy, including keeping Management informed of any risks or breaches in this area and staying up to date with the requirements of the General Data Protection Regulation.

Over the course of 2022, we continued to improve and introduce measures to increase the level of maturity, both in the organisation's security and in personal data protection, as detailed later in the chapter on our patients' privacy.

In addition, the Group continue to progress in its **certification strategy**, which accredits and supports this commitment to security of information and regulatory compliance.

We currently hold the following certifications:

- ▶ Jiménez Díaz Foundation University Hospital: ISO 27001 (Information Security Management System) and ENS (National Security Framework)
- ▶ Infanta Elena University Hospital, Villalba General University Hospital and Rey Juan Carlos University Hospital: ISO 27001.
- ▶ Quironprevención: ISO 27001, ENS and ISO 22301 (Business Continuity)
- ▶ All private hospitals: Private Electronic Prescription

Our **Security Office** aims to protect the confidentiality, integrity and availability of our systems and their associated information.





Membership to external initiatives

In 2022 we renewed our **commitment to the United Nations' 10 Global Compact Principles.**



Pacto Mundial
Red Española



In 2016 we were the **first hospital group** to become a **member** of the **Spanish Network of the United Nations Global Compact**, also joining the Global Network.

Since 2016, Quirónsalud has been a part of the **Spanish Transparency, Good Governance and Integrity Cluster**, a platform launched by Forética in 2016 with the goal of acting as a business meeting point in leadership, knowledge, exchange and dialogue in this matter.

Our membership of this initiative is yet another example of Quirónsalud's commitment to good corporate governance, since forming a part of this Cluster involves fulfilling a series of requirements, including:

- ▶ Having in place a reporting, good governance and crime-prevention system.
- ▶ Publishing transparency, good governance and integrity performance results annually, at least.
- ▶ Appointing a stable spokesperson at director level and/or a sustainability, compliance or investor relations manager.

During 2022, Quirónsalud continued to work with this Cluster to develop and disseminate tools which place value on the connection between transparency and competitiveness, highlighting the growing interest of investors in environmental, social and good governance aspects (ESG), as well as the need to transfer responsible practices to clients and suppliers.

4

Patients and their families

Health person by person

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Infrastructure, advanced technologies and innovative solutions



The Quirónsalud healthcare network has continued to grow and evolve in order to offer the **best infrastructure and equipment** around.



Infrastructure and expansion of the hospital network in 2022

In 2022 we invested **€121 M** in infrastructure, distributed across all of the Group's hospitals.

We invested in **38,000 m²** of new buildings, with highlights including **Olympia** (multidisciplinary medical centre specialising in sports medicine and lifestyle), **a medical centre in Málaga** (with nuclear medicine, operating theatres and IVF), new headquarters for the **Central Laboratory** and the new **consultation building at Sur Hospital**.

These are equipped with the latest technology and offer services in nuclear medicine, IVF, operating theatres and consultations for multiple specialities. We're talking about more than **212 consultation rooms**, **28 rooms**, and **eight operating theatres**. This is in addition to new MRI radio diagnosis equipment, conventional equipment, mammogram machines and a CAT scanner.

- ▶ **QS Albacete M.C.**- New centre
- ▶ Extension **Plaza Euskadi Medical Centre**
- ▶ New **consultation building at Sur Hospital**
- ▶ New headquarters **Central Laboratory**
- ▶ New **specimen collection facility in Málaga**
- ▶ New **Quirónsalud Málaga Centre**
- ▶ **QS Colon M.C.**
- ▶ **Olympia** Medical Centre
- ▶ New **Santa Elena Oncohaematological Day Hospital**



We have renovated and modernised **14,000 m²** to create new oncology and IVF areas focused on the patient experience. They also encompass the facilities for endoscopies, major outpatient surgery, and comprehensive renovations of ICUs. The work includes more than **130 consultation rooms, 90 rooms, 10 operating theatres and haemodynamics rooms.**

- ▶ **Jiménez Diaz University Hospital.** Renovation of hospitalisation unit 68, Surgical Block, Building 8
- ▶ **Rey Juan Carlos University Hospital.** New consultation rooms
- ▶ **El Vallés Clinic.** New consultation rooms and rooms
- ▶ **Catalonia General University Hospital.** New consultation rooms and rooms
- ▶ **Sagrat Cor University Hospitals.** New area for endoscopies and functional tests
- ▶ **La Luz Clinic.** New consultation rooms and renovation of rooms
- ▶ **Ruber Internacional Hospital.** New haemodynamics room and renovation of admissions
- ▶ **Ruber Juan Bravo 49 Hospital.** Full ICU renovation
- ▶ **Quirónsalud Madrid University Hospital.** 3T MRI scanner
- ▶ **Médico Teknon Centre.** New consultation rooms for sports medicine and cardiovascular room
- ▶ **Quirónsalud Barcelona Hospital.** MRI scanner and Obstetrics Area
- ▶ **Quirónsalud Málaga Hospital.** New MRI scanner
- ▶ **Quirónsalud Costa Adeje Hospital.** Four rooms
- ▶ **Quirónsalud Albacete Hospital.** New MRI scanner
- ▶ **Quirónsalud Toledo Hospital.** New MRI scanner and extension to ICU
- ▶ **Quirónsalud Vitoria Hospital.** New endoscopy facilities
- ▶ **Guipuzkoa Polyclinic.** Renovation and extension to A&E
- ▶ **Rotger Clinic.** Kitchen refurbishment
- ▶ **Quirónsalud Palmaplanas Hospital.** New nursing school and 3T MRI scanner
- ▶ **Quirónsalud Sur Hospital.** Day hospital renovation. Endoscopy room. Paediatric A&E and laboratory
- ▶ **Quirónsalud Sagrado Corazón Hospital.** 3 new operating theatres and 7 new ICU stations

Construction of the **new hospitals** in **Zaragoza**, **Badalona** and **Valdebebas Medical Centre** continues apace. This will amount to an extension of more than **50,000 m²** for the Quirónsalud network. In addition, we're developing significant renovations, including to the **Surgical Block at El Pilar** and a new neonatal ICU at **Rey Juan Carlos Hospital**.

Furthermore, we've continued to invest in adaptations to fulfil regulations to the tune of **€8 M**, in the modernisation of our facilities (**€12 M**), and in improving in energy terms, including both photovoltaic energy (**€3.5 M**) and LED lighting (**€1.5 M**).



Investment in medical technology

In 2022, Quirónsalud developed all the medical technology inclusion and renewal projects that were planned for the year.

A total of €91.43 million has been invested in purchasing equipment from more than 90 suppliers, mostly manufacturers and leaders in their respective fields and, to a lesser extent local distributors of leading international brands.

New centres have been opened, and comprehensive renovations undertaken at existing centres, along with other work, with their investment cost amounting to €20.87 M, with the most relevant of these as follows:

Hospital	Project	mill €
QS Olympia M.C.	New centre	6.88
QS Málaga Day Hospital (Cuberta)	New centre	3.76
QS Badalona Hospital	New centre	1.55
QS Valdebebas M.C.	New centre	1.46
CMQS Valencia (Colón)	New centre	1.11
QS Sagrado Corazón Hospital	Operating theatre + ICU refurbishment	0.96
H. La Luz	Outpatient consultations, admissions and other renovations, Olympia	0.73
QS Vizcaya (P. Euskadi) M.C.	Centre expansion	0.68
HG Cataluña	Renovations to major outpatient surgery area	0.60
QS Sur Hospital	Centre expansion	0.50
Ruber Juan Bravo Hospital	ICU refurbishment	0.44
HQS Toledo - Uci	Centre expansion	0.35
Rotger Clinic	Kitchen refurbishment	0.34
QS Toledo M.C.	Ampliación Centro	0.27
QS Málaga Hospital	Admissions renovation	0.26
Ricardo Palma Clinic	Renovation of Obstetrics Area	0.21
Gipuzkoa Polyclinic	Renovation of paediatric A&E	0.17
QS Palmaplanas Hospital	Nursing School	0.14

By healthcare area, the purchase of new equipment has focused on:

✓ **Increasing and upgrading existing life support equipment to the tune of €3.79 million, including, among others:**

- Over 400 patient monitoring systems
- 38 ventilators
- 21 anaesthetic machines
- 19 devices for neonatology (6 warming cots with reviver; 5 neonatal incubators; 3 phototherapy lamps; 5 neonatal ventilators, and various supplementary devices).

✓ **Improving diagnostic imaging and nuclear medicine with €26.6 M used to purchase:**

- 9 MRI machines (each 1.5 t) and updating 4 existing machines.
- 3 MRI machines (each 3 t).
- 1 MRI machine (0.55 t).
- 4 CAT scanners with advanced applications for cardiovascular diagnosis.
- 1 digital Pet-CT scanner, as well as 2 Spect-CT scanners.
- 2 mammogram machines with tomosynthesis.
- 154 ultrasound machines.

- 32 X-ray machines, including surgical arches and fixed and portable equipment.

✓ **Improving cancer treatments: €2.5 M**

- 1 linear accelerator

✓ **Reinforcing minimally invasive surgery, as well as improving surgical safety and interventions in general, €5.57 M:**

- 2 Da Vinci robots for robotised laparoscopic surgery.
- 1 biplane cardiovascular room for advanced neuroradiology procedures.
- 9 high-performance surgical microscopes.
- 61 surgical motors.

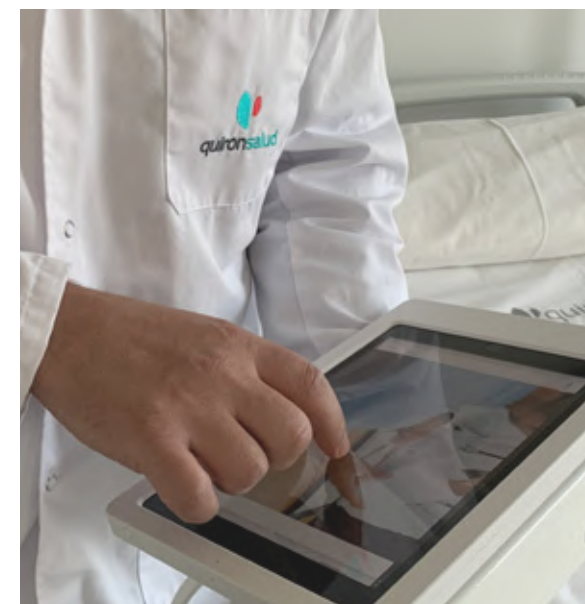
✓ **Increasing precision and safety in treating cardiovascular processes, €1.35 M:**

- 1 cardiovascular room for carrying out diagnostic and therapeutic procedures with greater precision and safety.
- 4 cardiac surgery machines.
- Over 350 cardiology machines.

✓ **Other investments in equipment used for diagnosis and treatment, amounting to €4.75 M:**

- 163 ophthalmology devices
- 285 ENT pieces of equipment
- 21 endoscopy / laparoscopy towers

✓ **Investment in other equipment and furnishings: €24.98 M**



Healthcare activity

In 2022 we kept up the growing trend in our healthcare activity in all areas. In addition, our network's resources also experienced notable increases for another year running.



Healthcare network resources and activity indicators:

	2019	2020	2021	2022
No. available beds	7,332	8,001	8,145	8,259
No. operating theatres	434	467	483	517
No. ICU/PICU/NICU	572	771	780	791
No. delivery rooms/LDR	112	124	137	137
No. consultation rooms	9,998,993	10,145,472	11,385,237	11,359,718
No. emergencies attended	2,892,102	2,223,836	2,905,708	3,239,892
No. hospital admissions	384,828	394,245	408,149	376,809
No. surgeries	460,732	488,449	529,421	505,386

⋮ Safety and adequacy of clinical practice



In 2022 we continued our work to drive an improvement in patient safety and excellent clinical practices through our numerous actions across the entire organisation, which allow us to share the experience gained at our different centres and enables the clinical translation of the good practices identified.

Management focused on enhancing the culture of patient safety and achieving a commitment to safety across all levels of the organisation continued to comprise a large part of the projects developed in 2022. This commitment is linked to the desire to promote a “positive” safety culture, which is defined by a non-punitive environment where professionals can report adverse events with no fear of being reprimanded, as well as a “fair” culture where individual liability is not ruled out when there has been an incident of imprudent behaviour or poor conduct.

The Quirónsalud Group constantly reviews and addresses the risks related to patient health and safety, which it does by working on preparing basic operational policies and guiding action criteria within the company, with the goal of preventing and mitigating certain risks inherent to healthcare activity itself.

⋮ Corporate Patient Safety Strategy

With the goal of continuing our progress to consolidate and roll out good clinical practices by including the learning achieved over the last few years and by taking on new challenges, the **Corporate Patient Safety Strategy has been updated for the 2022-2026 period.**

The new strategy has eight lines that address all areas with a direct impact on patient safety, and it includes new approaches adapted to innovations and more specific care processes. The new strategic lines included in 2022 were:

- Qualification and security of professionals, which sets out goals to ensure our professionals who develop their activity in a company centre perform activities for which they are qualified and have proven experience in their speciality area.
- Patient safety and digitalisation, which seeks to enhance safe, comprehensive healthcare supported by the use of digital tools, stemming from a suitable design and use of healthcare information technologies

that help to reduce errors and facilitate traceability in care processes.

- ▶ Patient safety in specific healthcare processes, which aims to encourage prevention and management of risks associated with the following processes:
 - ◀ Pregnancy-childbirth and the postpartum period.
 - ◀ Time-dependent pathologies.

A total of 37 patient safety goals were defined in 2022. Their level of compliance was monitored by Corporate Services using indicators grouped according to the following lines of action:

- ▶ International Patient Safety Goals (88%)
- ▶ Assessment of patients (77%)
- ▶ Anaesthesia and surgical care (84%)
- ▶ Medication management and use (78%)
- ▶ Infection prevention and control (72%)
- ▶ Improving the quality and safety of patient care (66%)

At the close of 2022, the level of compliance achieved by our centres was 79%, exceeding the result achieved the previous year (77%).

In 2022, a total of five protocols were developed and three existing protocols were updated.

Corporate protocols developed in 2022:

- ▶ Quirónsalud's osteoporotic hip fracture clinical pathway.
- ▶ Intraoperative monitoring of the recurrent nerve in thyroid and parathyroid surgery.
- ▶ Drug prescription and management.
- ▶ Authorisation procedure for doctors to carry out healthcare activities.
- ▶ Corporate protocol for global communicable diseases.

Corporate protocols updated in 2022:

- ▶ Use of surgical safety checklist.
- ▶ Management of risks and adverse events arising from healthcare.
- ▶ Effectiveness of verbal communication. Communication at handover.

During 2022, the work of the Corporate Patient Safety Commission focused mainly on **updating and developing new corporate protocols** with the goal of aligning the Group's practices with the latest recommendations from leading bodies and to continue making progress in the **prevention of harm to patients**.

Also in 2022, work was carried out to **integrate accident management in the patient safety strategy**. To this end, the following was organised:

- ▶ **4 safety and healthcare risk management sessions**, with the participation of all Group care/medical managers.
- ▶ **4 accident rate commissions** with the participation of the medical directors of the hospitals whose cases were to be analysed, with the goal of exchanging opinions from Quirónsalud, insurance brokers and an insurance company, and drawing solutions that add value to the Group's risk management.

Notably, we have continued to carry out our **patient safety culture survey** (Spanish version of the Hospital Survey on Patient Safety of the AHRQ) to assess our professionals' perception of the safety culture and climate at their centres and, based on the results, to develop improvement actions. In 2022, the survey was carried out at seven hospitals in Spain.

Based on an analysis of the results obtained, the Corporate Patient Safety Commission has prepared action proposals it has shared with each centre.

Consequently, in 2023 our actions aimed at improving patient safety and facilitating their effective rollout at all levels of the organisation will intensify. We will use the results and suggestions offered by our professionals in these patient safety culture surveys as a guide.

Reporting patient safety incidents

Reporting patient safety incidents allows the existing degree of patient safety culture at a centre to be measured and it reflects the commitment of the professionals there to improving and striving for excellence. High levels of reporting are crucial to safe and reliable organisations.

In 2022, safety incident reporting increased by 33% compared to the previous year, with a ratio to Group activity of 2.88%, which again exceeds that of the previous year (2.59%).

These figures reflect an increase in safety culture at centres, especially when considering that this increase is mainly owed to the increase in reporting hazardous or unsafe conditions, near misses and incidents that lead to no harm.

The specialities with the highest number of reports at the Group in 2022 were: Internal Medicine (13%), A&E (10%), Traumatology and Orthopaedic Surgery (8%) and ICU (7%).

Average time to manage incidents 2022

Average incident analysis time	20 days
Average sentinel event analysis time (≥ F)	18 days
Average incident closure time	32 days
Average sentinel event closure time (≥ F)	55 days

Furthermore, we continued to introduce new functional features in the incident reporting system with a view to garnering the most in-depth information possible and facilitating agile incident management. The developments implemented over the course of 2022 focused on covering all potential areas of risk based on

the inclusion of new categories in the classification by incident type.

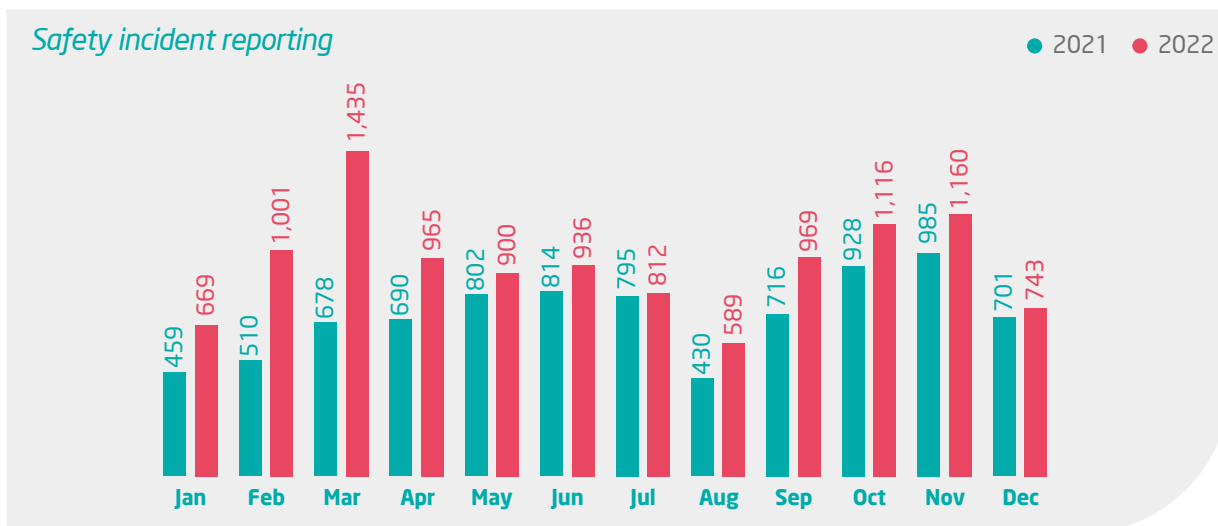
Similarly, the dashboard has been improved in order to view the casuistry of the centre's incidents, management indicators, and their monthly and annual development more easily.

Several of the most serious incidents led to **Clinical Alerts** being raised. The aim of clinical alerts is to disclose situations that, given their frequency or severity, are particularly relevant, with the aim of ensuring their recommendations reach as many professionals possible,

and thus prevent the adverse event in question from being repeated.

In 2022 the following alerts were raised:

- Related to ensuring diagnostic quality in Pathological Anatomy, particularly when malignancy is suspected (for both a positive and a negative diagnosis).
- Related to the precautions that must be considered before performing an MRI scan on patients with an intrathecal pump.
- Related to guaranteeing patient safety when handling the airways and thereby reduce the likelihood of unfavourable results.
- Related to the operational nature of mobile equipment that uses batteries, alerting of the need to charge them immediately every time they are used, in order to ensure they are fully operational for their next use.



Specific patient safety information and training actions

With the goal of advancing the consolidation and rollout of good care practices, as well as promoting safety culture at the organisation, in 2022 **numerous patient safety communication and training initiatives** were organised:

To celebrate **World Patient Safety Day**, this year with the theme **“Medication Without Harm”**, we issued a communication with the goal of promoting the “5 correct practices”, meaning the five checks that should be carried out when administering medication.



International Patient Safety Goals



Identify patients correctly



Ensure **safe surgery**



Improve effective **communication**



Reduce the risk of health-care associated **infections**



Improve the safety of **high-alert medications**



Reduce the risk of **falls**





To celebrate **World Hand Hygiene Day**, led by the WHO with the theme **“Unite for safety. Wash your hands”**, we carried out an awareness campaign via the corporate intranet and screensavers on all of the Group’s computers.

Moreover, work continued to drive **corporate training in patient safety** through our virtual classrooms on the platform “Universidad Quirónsalud”:

- ▶ In December 2022, we launched a **course on handling the sepsis code in hospitalisation**.
- ▶ **General training course on patient safety**, addressing the key concepts that every professional should know upon joining a Quirónsalud centre. In 2022, 21.20% of Group professionals took this course.
- ▶ **Course on hand hygiene**, addressing a range of subjects, from hand hygiene technique using hydroalcoholic solution to hygienic washing with water and soap, pre-surgery hand washing and



suitable glove use. In 2022, 25.49% of Group professionals took this course.

Regarding the viewing **training videos and video shorts**, in 2022:

- ▶ 31.84% of professionals viewed the training video on the cannulation of vascular access sites in adult and paediatric patients, with the aim of eradicating adverse events in our centres due to poor IV cannulation.
- ▶ 34.22% of professionals viewed the training video on urgent handling of the sepsis code with the aim of helping to implement the sepsis code handling protocol.



We organised **five clinical sessions** addressing the following subjects:

- ▶ Early detection and management of testicular torsion
- ▶ Early diagnosis and management of the sepsis code
- ▶ Stroke code
- ▶ Cauda equina syndrome
- ▶ Heart attack code

Furthermore, in October we hosted a **training session on root cause analysis (RCA) methodology** aimed at 40 members of the Group’s patient safety commissions. The eminently interactive and practical session addressed the different requirements to develop an RCA, as well as the steps and tools involved in this methodology.

Quality indicators in hospitalisation and peer review

In 2022, efforts continued to further examine hospital casuistry analysis using the information contained in the MBDS (Minimum Basic Data Set).

On a monthly basis, the adjusted indicators for mortality, complications, replacement rates and adjusted average stay were monitored. The analysis for hospital mortality was carried out using inpatient quality indicators (IQIs), adapted from those used by the Helios Group in Germany, and they measure mortality in a series of pathologies and procedures that are particularly relevant given their volume. Any deviations in these indicators were analysed in the hospitals by the Morbidity and Mortality and the Patient Safety commissions.

The patient safety analysis was performed by obtaining AHRQ patient safety indicators and monitoring the indicator for hip fractures operated on in the first 48 hours following admission. In 2022, 83% of hip fractures operated on at Quirónsalud hospitals were operated on in the first 48 hours after admission (83.3% in 2021).

Four peer reviews were completed over the course of 2022. Two of these analysed the hip fracture process, while the other two looked at the heart failure process. The peer review is a key tool in analysing clinical practice. It is used to examine different aspects of the healthcare process related to correct diagnosis of a patient's disease, the treatment process, surgical intervention recommendations/admission in intensive care units/therapeutic procedures, the monitoring of existing clinical pathways in a patient's treatment, coordination between different healthcare professionals who attended a patient, and documentation of the care episode.

Clinical documentation auditing processes at the Group's hospitals

The medical record auditing process continued at the Group's hospitals, with the aim of improving the quality of clinical and healthcare information.

In 2022, two quality audits were carried out on the clinical information at the Quirónsalud San José and Quirónsalud Valle del Henares hospitals. The goal of these audits was to improve the quality of clinical and healthcare information collected in the clinical documentation at the Quirónsalud hospitals: hospital release report, ICU report, surgery report, informed consent and other clinical history documents, such as pathological anatomy, progress, clinical and nursing notes, etc.

The aspects analysed were the quality of clinical documentation in terms of content and structure, the level of completion of informed consent documents and the quality of the MBDS, in terms of both administrative and clinical variables. In each of these audits, areas for improvement were identified. These were passed on to the centres so they could prepare a plan of action aimed at correcting the aspects detected.

Excellence and quality in the provision of services

The **Management Systems** defined for the Quirónsalud Group involve the obtainment of external certifications and accreditations from leading organisations as a tool for promoting improvement and an external recognition of achievements.

The basic principles of the **Quirónsalud Group Management System** are:

- ▶ A common strategy based on patient safety and experience.
- ▶ Transparency, which contributes to the understanding and reliability of results.
- ▶ Benchmarking information, projects and results to encourage continuous improvement in hospitals, central services and Group companies.
- ▶ The involvement and participation of all professionals.

Certifications and accreditations

The quality management model defined for the Quirónsalud Group involves obtaining external certifications and accreditations from reference organisations, as a tool to promote improvement and gain external recognition for its achievements.

In this regard, there are a range of basic certifications and accreditations that must be obtained by all Quirónsalud hospitals in the medium term. These are subdivided as follows: Level 1 (General: Quality - ISO 9001, Environment - ISO 14001 and Information Security - ISO 27001) and Level 2 (Specifically: Patient Safety - UNE 179003, Infection Prevention - UNE 17906, Assisted Reproduction - UNE 179007 and Energy Management - ISO 50001).



In addition to the above, there are a range of certifications and accreditations associated with a level of excellence. The following are mandatory for large hospitals: Level 3, JCI (Joint Commission International), EFQM (European Foundation Quality Management) and QH (Quality Healthcare).

Work has continued to improve the quality management system, both in obtaining new certifications and in consolidating those already available.

Quirónsalud Group certifications and accreditations:



- ▶ All hospitals are certified in accordance with the **ISO 9001 Standard**. In 2022, three new centres were added.



- ▶ **The UNE 179007 Standard in Assisted Reproduction Laboratory Management:** Quirónsalud Madrid Hospital gained this certification, meaning 12 centres are now certified.



- ▶ In the **UNE 179003 Standard in Risk Management for Patient Safety**, this year Quirónsalud Zaragoza Hospital, El Vallés Hospital and Quirónsalud Marbella Hospital achieved this certification, making a total of 17 certified hospitals.



- ▶ Four hospitals are certified in the **ISO 27001 Standard for Information Security Management:** Jiménez Díaz Foundation, Infanta Elena University Hospital, Villalba General University Hospital and Rey Juan Carlos University Hospital.



- ▶ Quirónsalud Dexeus Hospital and Quirónsalud Sagrado Corazón Hospital achieved the **UNE Standard 179006 on Infection Prevention** certification, making for a total of 13 hospitals that now hold this certification.



- ▶ The Quirónsalud Multi-site in **ISO 14001 Environmental Management** comprises 49 hospitals, with the inclusion this year of Quirónsalud Madrid Hospital, Quirónsalud Valle del Henares Hospital, Quirónsalud Son Verí Hospital, Quirónsalud Lugo Hospital and the Proton Therapy Centre.



▶ We continue to consolidate the certification in **ISO 50001 Energy Management**, adding three new centres. This Multi-site now includes Quirónsalud Madrid Hospital, Quirónsalud Malaga Hospital and Quirónsalud Toledo Hospital. Furthermore, the company's corporate level is driving an improvement in energy management to ensure all centres implement specific improvement measures in water and energy consumption.



▶ With regard to the **EFQM certification**, this is firmly entrenched in four centres: Infanta Elena University Hospital (5 stars), Rey Juan Carlos University Hospital (5 stars) and Sagrado Corazón University Hospital (400+ points), and Jiménez Díaz Foundation (650+ points) in 2021. In 2022 they were joined by Villalba General University Hospital (500+ points).



▶ **JCI (Joint Commission International) accreditation:**

As it is the most rigorous and demanding quality model in the world, Quirónsalud has opted for the Joint Commission system, with the aim of offering comprehensive healthcare developed under the highest levels of quality and safety, from the moment our patients arrive at hospital until they are discharged. Quirónsalud already has seven hospitals certified according to this model. In 2022, this accreditation was achieved by Quirónsalud Barcelona Hospital and Quirónsalud Córdoba Hospital, which join the other five already in possession of this accreditation: Quirónsalud Madrid University Hospital, Dexeus University Hospital, Ricardo Palma Clinic, Teknon Medical Centre and Imbanaco Medical Centre (Cali, Colombia).

Furthermore, in 2022 Quirónsalud was certified as a corporate model at **Joint Commission Enterprise**, being the first private hospital group in the world to achieve this accreditation.

⋮ Certification of transversal companies:

The transversal services provided by HD (Health Diagnostic) and SPS (Services, People and Health) are integrated into the hospitals' management systems and aligned with the Group's strategy, and both companies also have their own management systems:

- ▶ SPS successfully maintains its **ISO 9001** multi-site certification at all the Group's hospitals that receive its services, where it actively collaborates in each hospital's own certifications.
- ▶ HD has two **ISO 9001** multi-site certifications, one for laboratory services and the other for teleradiology services. In both cases, the services acquired from the various Group hospitals are gradually being integrated.



Internal and external audits

The audits carried out cover the **scope of certifications**; all of the Group's ISO and UNE certifications and the individual certifications of the different centres comprising the full activity developed at them: *"Healthcare and non-healthcare activities for the provision of healthcare services."*

For SPS and HD, the Group's transversal companies, the scope is as follows:

- ▶ **Servicios, Personas y Salud, S.L.U. (SPS):** Support services in healthcare and social-healthcare centres: catering service, facility and electromedical equipment maintenance, cleaning, intra-hospital waste management and linen.
- ▶ **Health Diagnostic, S.L.U. (HD). Laboratory Service:** "Clinical analysis service in the following specialities: Haematology, coagulation, biochemistry, molecular biology, immunology, microbiology and parasitology, in all of their stages: pre-analytical (including extraction), analytical and post-analytical. Transfusion Service".
- ▶ **Health Diagnostic, S.L.U. (HD):** Diagnostic Radiology and Nuclear Medicine Service: "Managing and providing diagnostic imaging, teleradiology diagnosis and nuclear medicine services".

The Care and Quality Directorate develops an internal audit programme and selects the processes to be audited based on:

- ▶ Results of previous audits
- ▶ Previous audit plans
- ▶ Identification of risks
- ▶ Legal requirements
- ▶ Criteria and requirements of the applicable standard
- ▶ Specific scope of each centre

Each year, the processes and services to be audited are selected on the basis of their critical nature and risk, while ensuring that everything within the scope of the system is audited every three years.

Quirónsalud creates a risk map aimed at identifying the processes to be audited each year, as well as the associated documentation and controls.

This is a plan common to all centres and includes the transversal services provided by the companies HD and SPS. It ensures that the results are focused on the processes identified as being of interest during the year.

In 2022, internal audits were performed for 100% of the centres included in the multi-site system for the ISO 9001 and 14001 standards for private hospitals, in addition to those for the centres included in the

Management System Multi-site for ISO 9001 and 14001 of the Jiménez Díaz Foundation and Madrid's concession hospitals.

Additionally, all centres were audited for all other standards: the multi-site for the Energy Management System based on ISO 50001, as were all hospitals certified in the UNE 179003, 179006, 179007 and 158001 standards.

The new certificates and those requiring renewal will be issued in the first quarter of 2023.

Internal audits are carried out by a team of qualified auditors who guarantee objectivity.

External audits are carried out by an accredited external body (DNV certification body) in the fourth quarter of the year. These audits cover 100% of individual certifications (179003, 179006 and 179007) and a significant number of certifications under the multi-site model (9001, 14001 and 50001), as well as the corporate departments.

The internal and external audit calendar, agendas and reports are recorded on the corporate quality management tool (Qualios) such that the resulting findings are analysed and addressed in each centre by the process managers involved.

Every year the overall result of the audits is analysed to decide how to improve the systems: risks and corporate objectives are reviewed, corporate documentation is prepared, electronic clinical history is improved, data are monitored, training is given, etc.

Audit results analysis

The results obtained in audits have been duly addressed to ensure we continue to improve our management systems at the Quirónsalud Group.

A total of 1,474 findings corresponding to the different standards were detected, and 71.6% (1,055) needed to be addressed.

In the first quarter of 2023, 657 were resolved (62%) and the remainder were being analysed and pending resolution.

Audits prove there are still opportunities for improvement, with those related to matters of patient safety, engineering, general services, pharmacy and laboratory particularly important.

! Awards and recognition for excellence in healthcare

Many Quirónsalud hospitals are often the best rated in regularly published rankings.

In addition to other awards received throughout the year, the Jiménez Díaz Foundation has been named the best Spanish hospital by the Coordinadas Institute, and the most efficient public hospital in Madrid by the National University of Distance Learning (UNED).

Furthermore, many of our hospitals occupy high positions in the private hospitals ranking compiled by the Healthcare Reputation Monitor of Spain (MRS).

The Jiménez Díaz Foundation and Infanta Elena University Hospital have maintained their QH*** accreditation, and Rey Juan Carlos University Hospital the QH**.

Several centres have featured in the Top 20 Awards for their excellent management and healthcare performance.

However, the Group's dedication to excellence prevents us from being satisfied with this. We aspire to be unquestionable market leaders and position ourselves internationally as an excellent hospital group, and a leader in patient experience and safety, innovative clinical practice and research activity.

To achieve this, it is necessary to improve not only in the aforementioned areas, but also in innovation and research, and in patient association ratings, the two areas where Quirónsalud hospitals tend to score lower than other competing centres.

Experience of patients and their families



We're committed to caring for people's health and well-being, and we adopt an approach of personalised, innovative medicine focused on the patient and offering the highest quality while providing added value, which is **health person by person**.

Patient experience is one of the essential objectives in Quirónsalud's management model: the goal is to improve patient care by placing patients, their needs and expectations at the centre of all our actions and strategies.

A **management standard** has therefore been defined and is already in place at all centres, aimed at **increasing the leadership of centre management in improving patient experience**. This has been incorporated into the daily agenda of top regional and hospital management by:

- ▶ **Appointing operational managers responsible for patient experience**, both at regional and hospital level, and incorporating this responsibility into their job roles.
- ▶ **Having those responsible for patient experience on the steering committee** of each region and hospital.
- ▶ **Including patient experience (and safety) indicators in regional and hospital KPIs**, and regularly analysing their results (at least monthly), promoting and monitoring the implementation of improvement actions by the Management Committee, where necessary.

▶ Patient experience results

We have two tools we use to measure the patient experience at Quirónsalud centres:

- ▶ the assessment of services using the Net Promoter Score (NPS).
- ▶ compliments, suggestions, complaints and claims from patients regarding the care received and systematic monitoring of the recommendation level.

⋮ NPS

The **global cumulative NPS** at the close of December was **59¹**, in line with the close of the previous year (54.6).

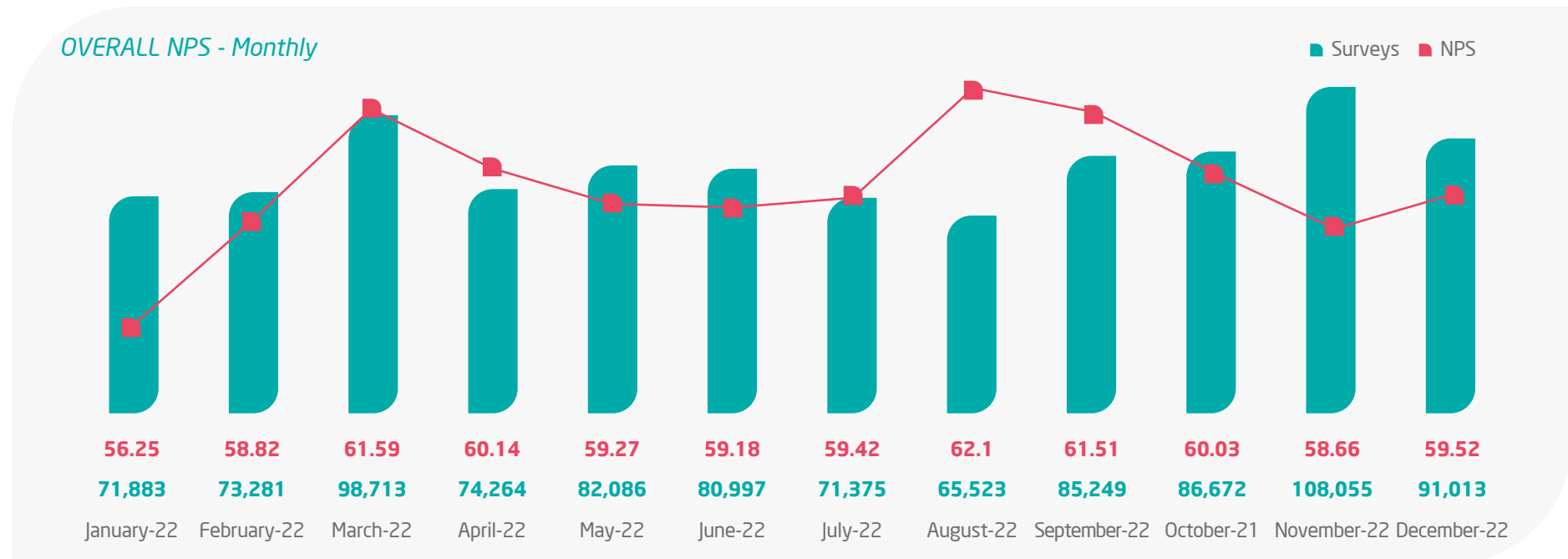
There was a significant increase in the campaigns for outpatient consultations, inpatients, major outpatient surgery and diagnostic imaging. There were no significant changes in laboratory, and there was a decrease in A&E.

For each campaign, the patient journey was analysed with the goal of measuring their experience at each step. To do this, the NPS was obtained for each of the patient's steps using the multiple-question survey. This allows each hospital to determine the points in the patient experience with the best and worst ratings, and how to act on the latter as a result. Furthermore, using the Pearson correlation coefficient, we can analyse within each journey which aspects affect the overall experience more than the rest, in order to focus on them.

Operational indicators were included for campaigns on inpatients, outpatient consultations and A&E, which allow us to detect opportunities for improvement.

With regard to the multiple-question assessment performed on patients, we must continue our work to improve waiting times (outpatient consultations, major outpatient surgery, laboratory and A&E), appointment availability (outpatient consultations and diagnostic imaging), nursing care and clinical information (inpatients).

¹ Data for the six corporate campaigns (outpatient consultations, A&E, inpatients, major outpatient surgery, laboratory and diagnostic imaging)



Complaints and claims

Ratio of 11.92 complaints or claims for every 10,000 healthcare acts **92.19% addressed in under 2 weeks**

IGR is the corporate tool for managing all suggestions, complaints and claims. It provides greater traceability of their management process and more operations and analysis possibilities, in order to develop actions to improve services. In 2022, it was updated to include complaints raised via the whistleblowing channel and claims from the website.

At the end of 2022, some 18,822 complaints and claims had been received, which is equal to a rate of 11.92 for every 10,000 healthcare acts, an increase of 21.2% on 2021.

The most affected areas were medical inpatients with a rate of 33.88, followed by surgical inpatients with a rate of 14.92, while in 2021 they were external consultations and A&E.

The main causes of dissatisfaction were:

- ▶ Citations, with a rate of 1.52
- ▶ Dissatisfaction with healthcare, with a rate of 2.66
- ▶ Delay in healthcare, with a rate of 2.81
- ▶ Cancellation of healthcare acts, with a rate of 0.94
- ▶ Treatment from staff, with a rate of 0.95

92.19% are addressed in under 2 weeks, the same as the previous year, with an average response time of 11 days, compared with 9 days corresponding to claims and complaints in 2021.

Our hospitals' initiatives for patient groups and their families

At Quirónsalud we continue to be committed to treating the most vulnerable patient groups: children, women, the elderly, and patients with special needs and specific pathologies.

Oncology patients

Oncology is one of the **Quirónsalud Group's strategic care lines**, for which reason in 2022 it continued to be the most important area in terms of the volume of clinical trials: **approximately 55% of the Group's clinical trials were developed in this area.**

We were the first to start up a **Proton Therapy Centre** in Spain (opened in December 2019) and our healthcare network then achieved certification for two hospitals, Jiménez Díaz Foundation University Hospital and Quirónsalud Madrid University Hospital to apply one of **the most innovative pharmacological treatments** (CAR-T cell therapy) available.

We've also furthered our analysis of the process and improvement of the oncology patient experience. From the work performed, the importance of the points related to the **impact of diagnosis and the patient's post-cancer life** was concluded. In this vein, specific initiatives were developed at centres.

We should highlight **"Smart oncology assistant: AI-ON"**, which assists oncology patients in real time based on an artificial intelligence model that uses a built-in chatbot on the Patient Portal and in the user's clinical history. It was rolled out at the four **Quirónsalud hospitals in the Madrid healthcare network**. Oncology patients require special, personalised care, not only during the administration of their treatment, but also outside of hospital in the periods between cycles; for this reason, this real-time virtual assistant was implemented in the Patient Portal to automatically and simply provide a response and answer the questions these patients may have.

Moreover, the different Quirónsalud hospitals organise **patient schools, workshops and events** for oncology patients, their family members and carers with the goal of informing and improving the knowledge that patients, family members and carers have about matters that may be of interest to them: prevention, care, healthy habits....



By way of example:



Salón de Actos Palacete Ave María - Avda. de la Palmera, 53 - 41013 Sevilla

Primer taller: 25 de octubre de 2022 a las 16.00 h.

(Plazas limitadas 50 personas, por riguroso orden de inscripción.)
Confirmación de asistencia: info@oncoviver.es

ESCUELA DE PACIENTES

Inicia su andadura la Escuela de pacientes, dirigida a pacientes oncológicos y sus familiares. El objetivo es informar y mejorar los conocimientos que los pacientes tienen sobre los temas que más le pueden interesar, fomentar hábitos saludables que le permitan afrontar y superar su situación de enfermedad o la de sus familiares y crear una comunidad de pacientes en la que apoyarse y colaborar. Los talleres se realizarán en un inicio una vez al año en cada uno de los dos hospitales Quirónsalud, comenzando en Quirónsalud Sagrado Corazón y posteriormente en Quirónsalud Infanta Luisa.

La sesión se desarrollará según los siguientes bloques:

- 1 **Alimentación y Cáncer.**
Ponente: Nilda Saldaño. Dietista-Nutricionista Especialista en Nutrición Oncológica. Oncología.
- 2 **Aspectos psicológicos del cáncer.**
Ponente: Rocío Aldeaniza. Psicóloga Clínica. Profesora titular del Departamento de Psicología, Evolución y Patologías Psicológicas. Universidad Sevilla. Colaboradora en Oncología.
- 3 **Apoyo en el paciente oncológico.**
Ponente: Mónica María Fernández. Catedrática de Patología y Especialista en apoyo a pacientes oncológicos. Coordinadora de la unidad de soporte físico en Oncología y Presidenta de la Asociación Madrileña de Neoplasias Malignas.
- 4 **Tecnologías del tratamiento oncológico.**
Ponente: Miguel García Carrasco. Oncólogo Maligno. Oncología Hospital Quirónsalud Sevilla.



4º taller de cuidadores 2022

¿Y DESPUÉS QUÉ? CÓMO CUIDAR A MI FAMILIAR Y CÓMO CUIDARME YO

Jueves 3 noviembre a las 12:00 h.
Por videconferencia en el enlace YOUTUBE: <https://youtu.be/30G4k6k4JdE>

- ¿Y después qué?, María José María Hernández, Colección CI-FI Andalus, Virginia Tordera, Madres de conmutación Andalusí, MAF.
- Cuidar por parejas. Dolores María, Mercedes Martín Moreno, JCD.
- Cuidados básicos de higiene, higiene de pacientes. Rocío María Rubio y Raquel García Hernández, TCAJ, EJD.
- Planificar la transición de la enfermedad para el cuidador, Carmen Lizaro Gómez, Fundación Alicia Koplowitz.




It's also worth noting the **numerous initiatives** developed by our hospitals on the occasion of **days against cancer**. For example, for European Skin Cancer Prevention Day, our **Quirónsalud Andalusia** hospitals offered information of the importance of identifying and preventing skin cancer by installing awareness desks.

In 2022, we also maintained the **free fertility preservation programme**, with the support of the **Quirónsalud Foundation**, at no cost to **cancer patients**. More information about this programme is provided in the section on our relationship with society.

ESCUELA DE CUIDADOS DEL PACIENTE ONCOLÓGICO 2022

TALLER DE CUIDADOS DE LA PIEL EN EL PACIENTE ONCOLÓGICO

Viernes 27 de mayo de 2022 a las 12:00 h.
Modo de participar en la jornada:

- Presencialmente en el Aula Magna del Hospital Fundación Jiménez Díaz
- Online a través de YouTube: <https://youtu.be/30G4k6k4JdE>

Programa:

- Tercer día de los tratamientos oncológicos sobre la piel y los mucosas.
- Cuidados dermatológicos preventivos y terapéuticos
- Dr. Victoria González Serrano, Servicio de Oncología Maligna IDI.
- Tratamientos oncológicos en el paciente oncológico.
- Dr. Eva Ruiz López, Servicio de Oncología Maligna IDI.
- Resumen de la Revisión Española sobre el Cáncer
- Dr.ª María Sánchez Martínez, Coordinadora de actividades AEGC
- Colaboración: AEGC




Humanising paediatrics



Hospital Quirónsalud Zaragoza

In 2022 we continued to make progress with our **Kenko Paediatric Project** developed in collaboration with the **Quirónsalud Foundation** and which has consolidated its position as a Quirónsalud benchmark in supporting children, parents and family members in healthcare, both within the hospital and in their daily lives. This programme is based on three key areas: prevention, support and humanisation.

Many of the Group's hospitals have adapted and refurbished their paediatric facilities to turn them into more welcoming, friendlier, charming places for our paediatric patients.



Hospital Quirónsalud Murcia

Furthermore, there are numerous initiatives that have been rolled out at our different hospitals and which fall within the paediatrics humanisation project. Their goal is to reduce the stress caused in children when facing surgery, a diagnostic test or hospitalisation and they involve virtual reality glasses, the delivery of games, bravery certificates and electric cars, among other things.



Hospital Quirónsalud Marbella

Furthermore, we should mention the great number of special initiatives developed in our hospitals over the Christmas period aimed at hospitalised children: a visit from Santa Claus, the Three Wise Men, placement of letter boxes for the Three Wise Men, and more.



Hospital Quirónsalud Santa Cristina

It's also worth noting that our hospitals celebrated the **Day of the Hospitalised Child**. The activities organised by our centres included giving gifts like balloons and books, and visits from some of their favourite characters.



Hospital Quirónsalud El Pilar



The company **Ataa Cars** donated four electric cars to **Quirónsalud Marbella Hospital**, and **Quirónsalud Toledo Hospital** purchased another electric car to join those already available in other centres.



Focus on women



Women are another group of very special patients for Quirónsalud and a large number of initiatives are focused on them, some on the occasion of the World Days marked by the WHO. In this regard, we develop specific actions, from all our centres, that help to give visibility and raise awareness about preventing diseases and promoting healthy lifestyles.

This is the case with **World Breast Cancer Day**, for which free diagnosis tests were carried out and numerous communication and awareness initiatives were organised, and **International Women's Day**, for which diverse initiatives focusing on women's health were also launched.



Quirónsalud has underlined its **commitment to fighting gender violence** through several specific awareness actions and it will strive to be an active agent in the construction of a society free from gender-based violence. It will extend this commitment to its employees, suppliers, clients, business organisations, trade unions and social agents.

This is the case with **Quirónsalud Murcia Hospital**, which has joined the initiative named *Companies for a Society Free From Gender Violence* promoted by the Government of Murcia's Department of Equality, LGTBI, Families and Social Policy.

Cáncer de mama No estás sola

Miércoles 19 de Octubre de 2022
Horario 9:30
Lugar: Biblioteca, planta de Docencia

Taller especial para ti.
Ponemos a tu disposición lo mejores profesionales para cuidarte e informarte de:

- La alimentación más adecuada.
- Los beneficios del ejercicio físico.
- El cuidado de tu cuerpo y la importancia de sentirte bien contigo misma.
- Tus miedos y dudas.
- Todos los recursos que tienes a tu disposición.

Así como todos los aspectos médicos de la enfermedad.

**¡Ven con tus familiares!
¡Te esperamos!**

Hospital Universitario General de Villalba
SaludMadrid
asociación española contra el cáncer
Cuidamos de la mujer

quirónsalud.es - madrid.org

Patients with special needs

Ensuring personalised healthcare for patients based on their disability, whether it is physical or mental, sensory or intellectual, is the main goal of the **Comprehensive Healthcare Plan for Patients with Disabilities and Special Needs** that has been introduced at the hospitals in the Madrid healthcare network: **Jiménez Díaz Foundation, Infanta Elena, Rey Juan Carlos and Villalba General Hospital**. It is based on a collaboration framework agreement with ILUNION, a company materialising the social initiative of ONCE and its foundation through activity in the social and healthcare sector and in caring for people with disabilities and special needs, the elderly and those in dependency situations.

Our centres also organised initiatives in collaboration with social institutions, as was the case with the **Quirónsalud hospitals and medical centres in the Valencian Community and the region of Murcia** and the not-for-profit association APSA, in favour of the mentally handicapped in Alicante, through signing an agreement to promote social awareness of disability. Notable actions undertaken in this regard include the adaptation of materials and the preparation of documents that are easy to read in order to improve communication between disabled people and physicians and staff at our hospitals, as well as the preparation of single-use educational games for children of different ages, which will be given as

gifts to improve the wait for children and parents at Quirónsalud centres.

Furthermore, **Quirónsalud Valencia Hospital** took part in the Capacitas Programme through the University of Valencia's employment service - Uvocupació - designed for students and university graduates with a disability certificate equal to or greater than 33%.

The **Quirónsalud Patient Portal** also has gained the AA certification, the maximum accreditation in digital tools for accessibility.



Lotos y enhebrados para niños de 3 a 6 años

📍 Digital Quirónsalud experience

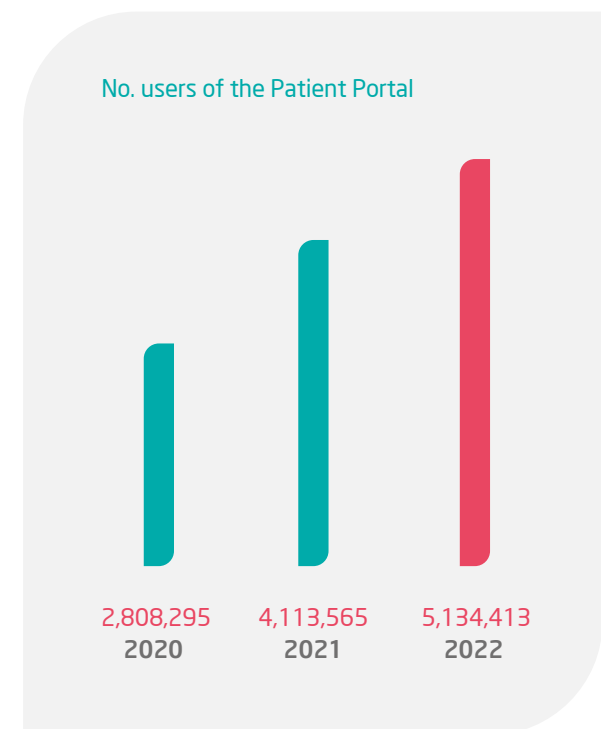
The introduction of new technologies, innovation and digitalisation in healthcare is increasingly evident in our society.

Some of the initiatives launched for patient include the **Quirónsalud Patient Portal**, which is a personalised and safe space where patients can request, change or cancel appointments, view the results of diagnosis tests and reports, and more, and the **tucanaldesalud.es newsletter**, which is a subscription space where patients can receive health advice and current news.

In addition, **Quirónsalud has the Quirónsalud Connect Health Plans** (Connect One and Connect Family Plans) in place, where we offer patients our online medical services, including online medical consultations, an immediate digital face-to-face connection with Connect A&E, a medical chat by speciality area with top professionals, and support in our hospitals, among others.

In the scope of **digitalisation** there were notable projects developed by the **hospitals in the public health network in the Community of Madrid**:

- ▶ **Digital A&E Circuit:** This project is a digital alternative that can help to modulate the growing demand in hospital A&E units and agilely and



effectively attend to chronic and lesser emerging processes in a satisfactory manner, while maintaining an excellent level of healthcare.

- ▶ **Oncology smart assistant: AI-ON**, which assists oncology patients in real time based on an artificial intelligence model that uses a built-in chatbot on the Patient Portal and in the user's clinical history.
- ▶ **Digital pathology:** The Pathological Anatomy Department of the four Madrid hospitals consolidated its world-leading digitalisation project. With the digitalisation of Pathological
- ▶ **Anatomy services**, samples are turned into high-resolution digital files stored on a unique aggregated data base, as the first step towards computational pathology based on applying artificial intelligence and image analysis tools.
- ▶ **Artificial intelligence:** Assistance tool to predict the development of patients with COVID-19, using an algorithm based on Big Data that predicts (in real-time) the probability of their condition worsening. The algorithm is implemented in Hospitalisation, ICU and IRCU which, at the same time, feed back into and improve the system through results analysis in their patients.
- ▶ **3D planner:** Creation of a three-dimensional (3D) model accessible from the diagnostic image viewer, providing the surgeon with a solution that supports them when tackling surgery and its planning.

Our centres promote health and well-being

Our aim is to help make society healthier by promoting physical and mental well-being.

Initiatives on the occasion of World Days (WHO)

The World Days defined by the WHO are always special days at Quirónsalud; they are moments when we do our bit to help increase visibility and awareness about preventing diseases and the importance of acquiring and maintaining healthy lifestyles.

DIA MUNDIAL DEL CORAZON 2022

Volver a la Normalidad: Seguir controlando los Factores de Riesgo Cardiovascular

28 septiembre a las 10:30 horas

10.30 h. Ejercicio cardiosaludable

11.30 h. Ponencias, en el aula Severo Ochoa del hospital:

- **Bienvenida a la Jornada**
Dr. Óscar Gómez Martín. Director Médico de Continuidad Asistencial FJD.
- **Impacto de la pandemia de COVID-19 para la enfermedad cardiovascular y el control de los factores de riesgo cardiovascular**
Servicio de Cardiología. Dra. Monica Recio Vazquez.
- **Vuelta a la normalidad: ejercicio como hábito de vida cardiosaludable**
Servicio de Rehabilitación. Dra. Astrid Teixeira Tabora.
- **Riesgo cardiovascular asociado a la Obesidad sarcopénica postcovid**
Servicio de Endocrino y Nutrición. Dra. Cristina Calderón Sánchez
- **Impacto psicológico de la pandemia de COVID-19 en los pacientes con enfermedad cardiovascular**
Servicio Psiquiatría- Psicología clínica. Dra. Monica Jimenez Gimenez



A la jornada se puede participar presencialmente o por video conferencia

YOUTUBE: <https://youtu.be/f1D8LX5r9UU>

Para más información ver programa en la web del hospital

One notable example is **World Cancer Day** on which specific awareness and support actions for those affected by this disease are developed. **Quirónsalud Marbella Hospital** has promoted a very special initiative

ENTRE NOSOTRAS

Tengo cáncer y... ¿ahora qué?:
Hablamos de nuestras experiencias

Viernes 27 de mayo
a las 11.00h.
Sala de actos

"Entre nosotras" es un espacio de intercambio de experiencias y conocimientos en torno al cáncer de mama, un lugar donde, además, vamos a abordar todo aquello que preocupa y ocupa a las pacientes y donde puedan dialogar, conocer y saber de la mano de expertas. "Entre nosotras" está coordinado por Montse Sarrats, enfermera gestora de casos de la Unidad de Patología Mamaria, y la Dra. Verónica Pérez, oncóloga, que desde su experiencia y en colaboración con sus pacientes propondrá aquellos temas que más interesan.

Hospital Universitari
General de Catalunya

Quirónsalud
La salud merece lo mejor

aimed at all those currently dealing with a recent cancer diagnosis. The Marbella centre gathered testimonials from patients who have survived the disease with the goal of using them as an emotional support tool.

Also worthy of special mention is **World Heart Day**, when our hospitals remind people that cardiovascular diseases continue to be the world's leading cause of death, and they offer guidelines on how to control risk factors.

In addition, to celebrate **World Health Day, World Stroke Day, World Mental Health Day, World COPD Awareness, World Kidney Day, World Hand Hygiene Day, World Restart a Heart Day, World Diabetes Day, World AIDS, World No Tobacco Day, World Melanoma Day, International Day of the Hospitalised Child and World Prematurity Day**, among others, numerous centres organised different activities to raise awareness about these topics through informative discussions and conferences given by different specialists, actions for the benefit of the groups affected, or by joining forces with local social entities, in many cases offering spaces in the hospital for information and fundraising.

Informational campaigns and educational programmes



The **"Mes a mes: persona a persona"** (Month to month: person by person) campaign is an initiative focused on promoting health and raising awareness of preventive habits.

We should also highlight our **"Stay Healthy"** initiative focused on adolescents: in 2022, the **Quirónsalud Foundation** continued its work with this educational programme via which our professionals encourage healthy habits among Spanish adolescents, thus improving their quality of life from the classroom. As a new feature, during the last school year, and **in order to respond to the current social context**, subjects were adapted for adolescents of different ages, **and two new subjects were rolled out: substance addictions and mental health**. More information about this programme is provided in the section on the Quirónsalud Foundation.

Security and confidentiality of patient information



At the Quirónsalud Group we work tirelessly to comply with the requirements of the EU's General Data Protection Regulation and other applicable data protection standards.

Personal data protection

At Quirónsalud we are firmly committed to the right to data protection of each person for whom we hold said information, including their processing by third parties on our behalf.

We continually strive to perfect our data protection measures with the goal of maintaining and improving the level of compliance. In this regard, we must highlight:

- ▶ Updating data protection documentation and implementing new procedures: data protection training procedure; accessing clinical history procedure; audit and compliance verification procedure; personal data management for minors procedure; procedure for granting information to family members and patient contact persons; risk analysis methodology.
- ▶ Improvements to the methodology used to determine the impact or risks that different forms of personal data processing may entail by establishing a documented methodology. Over the course of 2021, we proceeded to update the impact assessments already carried out and implement an online questionnaire on regulatory compliance and the existence of technical and organisational measures that ensure the security of the data processed by suppliers on behalf of Quirónsalud.
- ▶ In terms of training, an e-learning course was created through the Quirónsalud University, and this must be completed by all Group employees. In addition, in-person or virtual training sessions have been offered at different Group health centres.
- ▶ We addressed the data protection rights requested by interested parties and work was undertaken on an online tool to allow said rights to be exercised from different websites, which will be launched in 2022, with the aim of facilitating the rights exercising process.
- ▶ In 2022, we carried out data protection audits on our health centres.

Information security

The Quirónsalud Group has a technological infrastructure that enables extensive digitisation at each of its hospitals, providing healthcare staff and patients with a number of systems and equipment to guarantee quality treatment.

In turn, this digitalisation represents a great responsibility for the Group given the fact that, in 2021, owing to the context defined by the pandemic and the significant increase in cyberattacks globally, hospitals were one of the main targets of cyberattackers. Therefore, it is essential we have a strategy in place and define effective measures to protect our patients' data and the integrity of our systems.

In line with this, our **Security Office**, the main objective of which is to protect the confidentiality, integrity and availability of our systems and their associated information, has implemented a range of measures to increase the organisation's security maturity level, including:

- ▶ Advanced monitoring of security alerts.
- ▶ Preparation and maintenance of the regulatory body.
- ▶ Carrying out security awareness campaigns.
- ▶ Improving workstation security.
- ▶ Securing internet portals.
- ▶ Improving security architecture in hospitals.
- ▶ Carrying out regular security committees to supervise the status and correct implementation of measures, among other aspects.

In addition, as mentioned previously, the Group has established a certification strategy for certifications that accredit and back this commitment to security and regulatory compliance, and several of our centres and companies have certifications based on standards like ISO 27001 (Information Security Management System), ENS (National Security Framework) and ISO 22301 (Business Continuity).



Research and innovation

Combining new technological advancements with the experience of our professionals and the collaboration of patients is the guarantee of value that the Quirónsalud Group offers the Spanish Health System.

In 2022 the activities outlined in Quirónsalud's current **Research Strategy** were extended.

Our enhancement of **biomedical research** and **innovation** is in response to the achievement of **three key objectives** at Quirónsalud:

- ▶ Be at the cutting-edge of scientific knowledge and contribute to its generation.
- ▶ Provide patients with early access to diagnostic and therapeutic innovations.
- ▶ Offer our professionals the comprehensive development of their work, not only in healthcare, but also in research and teaching.

Following the trend of previous years, **in 2022 the volume of active clinical trials at Group hospitals increased** on the data for the previous year **to exceed 1,300 active clinical trials**.

The number of clinical trials commenced remained steady compared with 2021, with 324 new trials opened, of which more than 50% pertain to early phases. This high number of trials commenced in 2022 in early phases is proof of the recognition and trust placed by the promoters of clinical trials in the Group's professionals. We already have three phase I units specialising in oncology (Jiménez Díaz Foundation, Quirónsalud Madrid University Hospital and Quirónsalud Barcelona Hospital). Furthermore, this demonstrates that the infrastructure and resources at Quirónsalud centres are optimal for carrying out complex clinical trials that require compliance with demanding safety and efficacy standards in their execution.



As in previous years, **the most important research area in terms of volume of clinical trials was oncology**, where approximately 55% of the Group's clinical trials are developed. Quirónsalud's commitment in this area is also evidenced by the rollout in Spain of the first Proton Therapy Centre (December 2019) and with the subsequent accreditation, at the end of 2020 and beginning of 2021, of the Jiménez Díaz Foundation University Hospital and Quirónsalud Madrid University Hospital for the application of one of the most innovative pharmacological therapies available (CAR T-cell therapy).

In addition, 2022 saw **more than 900 observational studies and research projects** take place, which included all areas of research and clinical care.

The results achieved in the area of scientific papers is yet more evidence of the prolific activity of the Group's professionals in matters of scientific dissemination. In 2022, we had more than **1,700 scientific papers published** in leading national and international scientific journals.

Furthermore, for several years now, Quirónsalud has been firmly committed to participating in cooperative environments, having engaged in international projects and work groups in the field of Big Data and telemonitoring, the aim of which is to improve patient monitoring and treatment as well as prevent adverse events and devise tools that enable a better response in the event of future pandemics or health crises.

Group researchers also continued to participate in the clinical trials promoted by the pharmaceutical industry, making use of drugs that seemed the most promising for prophylaxis and treating COVID-19 at the time. In this regard, we can highlight our involvement throughout 2022 in the development of the first Spanish vaccine against SARS-CoV-2 (Hipra).





5

The Quirónsalud team

Highly qualified and committed staff

Quality employment	80
Diversity, equality and inclusion	88
Occupational health, safety and well-being	94
Ongoing training and professional development	100



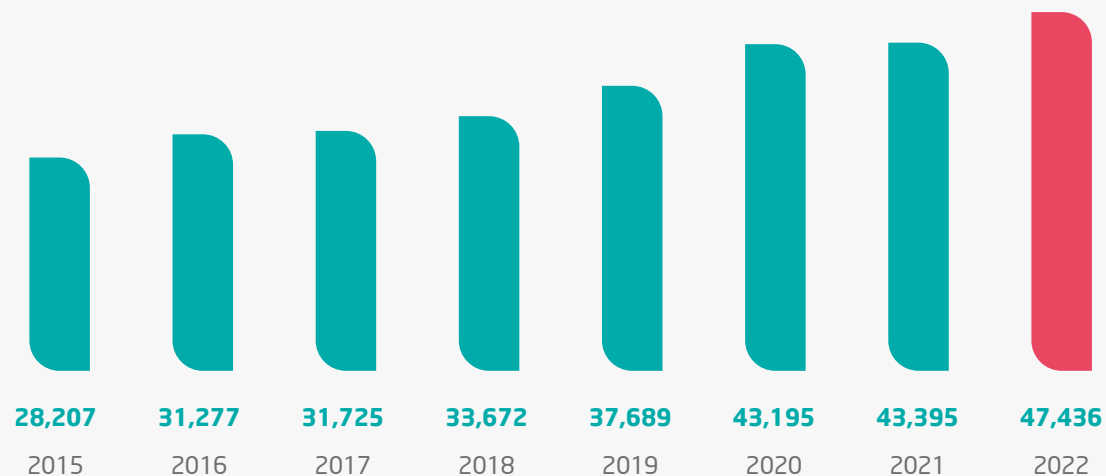
Quality employment



We continue to generate quality employment, having reached **47,436 professionals** and growing 2% on the previous year.

In addition to our own members of staff, we work in cooperation with the best professionals in the various healthcare branches: around 70% of our team is hired to provide services, mainly in the Group's private hospitals.

Increase in number of employees



Since 2021, the Group obtains all the information broken down via its human resources tool in accordance with the key indicators required by Law 11/2018 on non-financial information, and it can show data corresponding to 100% of its staff members, including Spain, Portugal and Latin America.

Breakdown of employees by location

	2021	%	2022	%
SPAIN	38,581	83.2%	38,719	81.6%
PORTUGAL	236	0.5%	214	0.5%
LATIN AMERICA	7,580	16.3%	8,503	17.9%
Colombia	6,103	13.2%	7,171	15.1%
Peru	1,425	3.1%	1,298	2.7%
Argentina	3	0.01%	4	0.01%
Mexico	42	0.1%	30	0.1%
Total	46,396	100%	47,436	100%

Classification by professional category:

Based on the agreements and regulations applicable to the diversity of our employees, the Group has defined the following professional categories for its information report:

Group A -B	Management - middle management
Group C	Other non-healthcare staff
Group D	Other healthcare staff
Group E	Nursing staff and auxiliary nurses
Group F	Medical staff

81% permanent contracts
compared with 75% in
the previous year

	2021	%	2022	%
A-B	3,049	6.6%	3,243	6.8%
C	14,957	32.2%	15,545	32.8%
D	5,563	12.0%	5,783	12.2%
E	17,783	38.3%	17,649	37.2%
F	5,044	10.9%	5,216	11.0%
Total	46,396	100%	47,436	100%

Total number and distribution of work contract modalities

Contract type	Employees on 31/12/2021		Employees on 31/12/2022	
Permanent	34,649	74.7%	38,510	81.2%
Temporary	11,747	25.3%	8,926	18.8%
Total	46,396	100%	47,436	100%

Work day type	Employees on 31/12/2021		Employees on 31/12/2022	
Full time	37,031	79.8%	38,913	82.0%
Part time	9,365	20.2%	8,523	18.0%
Total	46,396	100%	47,436	100%

100% of employees in Spain covered by collective agreement

The Quirónsalud Group has opted for a stable recruitment model with a high percentage of permanent contracts and greater job flexibility, promoting part-time work that allows for a work-life balance.

Since 2020, a mixed remote and on-site work policy has been implemented for job posts whose tasks can be completed from the employee's home. As a result of full or partial remote work, we have added the right to disconnect digitally to the Mixed Work System Policy.

We also help young people enter the job market by granting scholarships under agreements with different academic institutions.

At the Quirónsalud Group more than 90 different collective agreements are managed, in addition to rules that must be applied pursuant to occupational laws in Latin America.

These agreements bring together sectors according to activity (cleaning, hospitality, facility maintenance, contact centre), collective health agreements applicable to subrogated staff, and work centre agreements reached in light of the absence of industry agreements.

At present, work is being done to design a project that will simplify the number of collective agreements managed and enable labour relations to be homogenised within the framework of a multi-activity company.

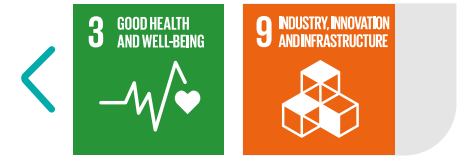
Social dialogue is conducted through union representation in order to inform, consult and negotiate with staff: union groups and Organic Law on Freedom of Representation delegates at national level, and through united representation, works councils and staff representatives at workplaces.

The Group defines work organisation criteria while respecting the limitations of the various applicable collective agreements. Some of the measures established by agreements for an efficient work organisation that respects the obligations of the collective standard include:

- ▶ Working hours
- ▶ Shift work and night work
- ▶ Overtime
- ▶ Irregular working hours
- ▶ Flexitime
- ▶ Internal Mobility Policy
- ▶ Mobility between work centres
- ▶ Internal promotion and filling vacancies

The [Quirónsalud Group's Non-Financial Information Status Report \(NFIS 2022\)](#) provides detailed data on employment and recruitment procedures, broken down by functional group, as well as on average salaries and the wage gap.

PeopleFirst: Talent and employee experience



Within the scope of our **PeopleFirst** project, in 2022 we continued to develop initiatives designed to attract and promote loyalty among talent, as well as the employee and candidate experience.



#PeopleFirst, more than 60 initiatives
3 to 5 years time horizon

Grouped in 7 axes	Best Professionals	Pride of Belonging and Commitment	Best Place to Work
1. Basics of people's functions		●	
2. People policies	●	●	
3. People processes	●		●
4. Development in Quirónsalud	●		
5. The day-to-day work of the professional		●	
6. Business professionals	●	●	
7. HR technology			

Candidate Experience: Recruitment and Selection

- ▶ Digitisation: implementing the new “Talent Clue” tool.
- ▶ Traceability of recruitment and selection processes, from the People and Business Department.
- ▶ Defining, implementing and approving the Recruitment and Selection Policy.
- ▶ Defining, implementing and approving the Internal Vacancies Policy.
- ▶ Joint Quirónsalud Recruitment and Selection Database.
- ▶ Standardising roles.
- ▶ Defining roles and responsibilities.
- ▶ Defining KPIs. at service level.
- ▶ Attracting the best professionals.
- ▶ Management Selection and Dismissal Policy: incorporating the “Outplacement” programme.

Candidate Experience: Onboarding

We aim to accelerate the onboarding of new professionals to the Group, helping them to adapt and integrate into the Quirónsalud business culture and values in a fast and friendly manner.

- ▶ “ON Quirónsalud” welcome model, applicable to the entire Group.
- ▶ Same circuits, roles and responsibilities throughout the Group.
- ▶ Unified, friendly, smooth and digital onboarding experience.
- ▶ Analysis and standardisation of welcome documentation.
- ▶ Unique training itineraries according to profile. Digitisation.
- ▶ Action plans focused on becoming the “Best place to work”.
- ▶ Welcome message from the CEO and other key members of the company.

Employee Experience: e-NPS

We want to involve our employees by listening to them and giving them a voice and opportunities.

We therefore want to measure and relate the employee experience (eNPS) to the patient experience (NPS) by launching the Quirónsalud Group Spain Survey.

Driving the change people need, with the support of people.

Internal Communication and Employee Brand

Notable initiatives in these areas include:

- ▶ New internal communication channels:
 - Email segmentation and measuring tools.
 - Online events and streaming software.
 - Creating three newsletters: news, training and research.
- ▶ Communicating company messages and Group culture:
 - News and main milestones of the Group's strategic axes.
 - Nurses Week in the International Year of the Nurse and Midwife.
 - Environment Week on the occasion of World Environment Day.
 - Patient safety campaign: Six months, six patient safety targets patient safety campaign.
 - **"FOR BEING QUIRÓNSALUD"**: the exclusive advantages programme for Quirónsalud Group employees.

- ▶ **Talent Beats Programme**: an initiative launched in collaboration with Francisco de Vitoria University to allow students on the nursing degree to gain work experience in a safe, quality environment. Students choose a reference hospital for their entire nursing degree and receive personalised tutoring and supervised training activities. At the end of their training, they join the hospital team on a minimum two-year contract.

Talent Beats has won several awards, such as the Tea Cegos Prize in the Talent Attraction and Integration category, which recognises best practices in human resources, and the Cinco Días Award for the most innovative business initiative linked to university.

In May 2022, Quirónsalud Madrid said farewell to the first nursing class on the Talent Beats Programme, with 25 nurses taking part alongside their tutors and family members.

According to the **Universum Most Attractive Employers** study, Quirónsalud is ranked the most attractive company for Health Sciences and Medicine students.

Talent Beats



∴ Diversity, equality and inclusion



∴ Gender diversity in 2022:

Quirónsalud supports a **diverse and inclusive** team of staff that promotes the sum of **talent** and where different cultures and skills coexist.

Women have a particularly relevant presence at Quirónsalud; the Group deems being able to respond to their demands and needs a priority.

Breakdown of employees by sex:

	2021	%	2022	%
Women	34,259	73.8%	35,004	73.8%
Men	12,137	26.2%	12,432	26.2%
Total	46,396	100%	47,436	100%



74%
of Quirónsalud staff
35,004 women

8,354
female employees
hired in 2022

28%
of women in managerial positions



In 2022, 28% of the Group's senior management, including members of the Group's Management Committee and Regional Management Committees, were women, which is very similar to the data for the previous year. In 2018, this figure sat at 18% and in 2019 it was 23%, which shows a favourable trend in this diversity indicator.

The Group develops different initiatives in favour of gender equality in response to women's needs and roles, both within the company and in their families. Social measures and benefits have been introduced with the aim of improving the work-life balance of employees.

These include improvements to maternity, mainly with regards to breastfeeding and the right to keep one's job in the event of a voluntary leave of absence due to legal guardianship of a child under 12, flexible remuneration (childcare vouchers), extension of paid and unpaid leave to improve the work-life balance, and study assistance for school children of different ages.

Sexual harassment and gender discrimination protocols and Ten Principles of Inclusive Language

Have been introduced in workplaces, as we are aware of the power of language in both every day and professional

environments, and how it can influence perceptions, attitudes and behaviour. Furthermore, **Workplace Violence Committees** have been established in certain centres, as have **Equality Committees** to ensure monitoring and surveillance of these aspects.

Monitoring of our main indicators shows a **positive trend in the adoption of best practices for equality and work-life balance.**

EQUALITY AND WORK-LIFE BALANCE indicators	2020	2021	2022
% female employees	73%	74%	74%
% women in senior management	25%	29%	28%
No. of new hires	11,216	12,666	1,040
No. of new female hires	8,591	9,586	8,354
Maternity leave	1,118	1,326	1,214
Paternity leave	340	484	496
% of return following leave	82%	89%	96%
% women with reduced workday	2,130	2,300	2,294
% men with reduced workday	161	203	204

Generational diversity

General diversity provides different and complementary competencies: we promote integrated teams that combine talent in order to innovate, overcome challenges and achieve excellent results.

Breakdown of employees by age:

	2021	%	2022	%
<30 years old	9,610	20.7%	9,316	19.6%
30-50 years old	26,467	57.0%	28,054	59.1%
>50 years old	10,319	22.3%	10,066	21.2%
Total	46,396	100%	47,436	100%

Quirónsalud has signed the **Code of Principles for Generational Diversity** promoted by the **Generation & Talent Observatory**, an institution with which it has collaborated since its creation. This commitment involves recognising, as a strategic objective, the favourable development of people management based on equal opportunities, regardless of age; non-discrimination and respect for generational diversity, promoting a friendly environment and respecting all current legislation.

It is worth noting the commitment of **Quironprevención** to the **"Diversity Charter"**, which it renewed in 2021 and continues to be valid until 2023. It continues to be a signatory company as a guarantee of its commitment to the following basic principles:

- ▶ Raise awareness about the principles of equal opportunities and respect for diversity.
- ▶ Make progress in building a diverse team of staff.
- ▶ Promote inclusion by encouraging effective integration and preventing any form of discrimination (direct or indirect) in the workplace.
- ▶ Consider diversity in all its human resource policies.

- ▶ Drive work-life balance by balancing the time spent working, with family and on leisure.
- ▶ Acknowledge the diversity of its clients, which are a source of innovation and development.
- ▶ Extend and communicate its commitment to its staff, sharing and extending the responsibility the organisation has taken on by signing the Charter throughout the company.
- ▶ Communicate this commitment to all its suppliers.
- ▶ Inform and pass on this commitment to administrations, business organisations, trade unions and all other social agents.
- ▶ Reflect activities in support of no discrimination.



Functional diversity

Quirónsalud promotes **functional diversity** by integrating people with disabilities at the Group through initiatives and agreements with different social organisations, such as the agreement with the Insert Foundation for recruitment processes.

In 2022, the number of employees with a disability was 449 at the close of the year, a number that is slightly lower than that for the previous year, but higher than the number for the previous three years at the Group.

The Group complies with the provisions set out in regulations and stands out for its involvement with functional diversity: it has a high percentage of staff with disabilities for various services such as laundry services, and it selects suppliers while promoting the recruitment of people with disabilities. Several centres have also been granted a “declaration of exceptionality” in accordance with the applicable regulations, where they can use alternative measures until the target of 2% staff with disabilities is reached.

In this regard, the alternative measures provided for in Article 2.1.a) and b) of Royal Decree 364/2005 have been chosen, which involve hiring the equivalent number of workers with disabilities through **special employment centres**, such as Ilunion, Fundosa, Lantegui, Batuak, Viajes 2000, Aqua Integra and Consenur.

The goal of all companies is to hire people with disabilities, allowing them to join the working world. However, it is not always possible to fill healthcare posts as a result of the high physical and emotional demand required in treating and caring for patients.

Universal accessibility

Universal accessibility means that all environments, goods, products and services must be able to be used by all people independently, safely and efficiently, ensuring that special needs do not need to interfere with activity.

At Quirónsalud we understand that disability management means having to consider this diversity through our own employees and, of course, with our patients and society as a whole in mind.

This vision requires us to act at different levels of technical and sustainable management in our design and construction projects, taking into account all the universal accessibility criteria in the relevant regulations and the highest standards on the matter. Thus, **all our environments and services can be used by all people independently, safely and efficiently.**

Likewise, as universal accessibility also applies to digital environments, extensive adaptation works have been carried out in this regard.

The Quirónsalud Group has applied the following standards with regards to accessibility:

- Compulsory accessibility regulations: CTE DB SUA 9 (Safety of Use and Accessibility)

- Braille Signage Regulations according to the Corporate Interior Signage Manual: UNE 170002:2009 Standard.

Likewise, **Patient Portal**, the application developed in-house by the Group and used at Quirónsalud's hospitals in the Madrid public network, has the **AA distinction** according to the **UNE 139803:2004** Standard and the **W3C Web Content Accessibility Guidelines 1.0**, which is the highest accreditation of accessibility for people with disabilities and special needs that a digital tool can have.

When developing this web portal, a range of measures were adopted to ensure as many people as possible can access the information and use the services provided, regardless of their limitations or those arising from the context of use.

All Priority 1 and Priority 2 and a subset of Priority 3 requirements have been manual accessibility tested using different semi-automatic tools, user agents and specialist technicians.



⋮ Cultural diversity

Our annual average is **81 nationalities** among employees

Quirónsalud believes integrating cultural diversity into our workforce is a key strategy, not only from an internal perspective, but also in paying proper attention to the multiculturalism present in our patients.

The following breakdown by nationality details those with the highest number of employees at the close of the year, with those with a lower number grouped in "Other".

Spanish	Colombian	Peruvian	Portuguese	Venezuelan
36.463	7.430	1.429	299	244
Italian	Romanian	Argentinian	Ecuadorian	Moroccan
233	211	102	99	83
Cuban	Bolivian	Mexican	Dominican	Ukrainian
76	67	59	45	42
Russian	German	Paraguayan	Bulgarian	Honduran
41	39	36	36	34
Polish	Chilean	French	Brazilian	Other*
34	33	28	27	246

*Other (Congolese - Uruguayan - Salvadoran - Belgian - Hungarian - Algerian - Nicaraguan - Swedish - Georgian - Armenian - Dutch - Moldavian - Chinese - Czech - British - Guatemalan - Angolan - Senegalese - Austrian - Guinean - Costa Rican - Andorran - Slovakian - Belarusian - Irish - Indian - Filipino - Somalian - Lithuanian - American - Cameroonian - Serbian - Iraqi - Slovenian - Kenyan - Swiss - Danish - Japanese - Panamanian - Latvian - Lebanese - Haitian - Ghanaian - Sierra Leonean - Luxembourgish - Albanian - Bosnian - Thai - Pakistani - Vietnamese - Finnish)

Occupational health, safety and well-being



In 2022 we improved our control systems and the monitoring of preventive activity, while we also expanded and consolidated our healthy company and well-being programme: **“Contigo”**

Throughout 2022, we maintained our operating goals and plans in occupational risk prevention and the following projects were undertaken:

- ✓ Project to integrate processes and requirements to ensure the coordination of business activities with the **Professional Portal**.
- ✓ **Change of training platform:** pilot tests that will culminate with the use of the new platform in 2023.
- ✓ **Project to adapt procedures to the new whistleblowing channel**, defining the processes and response flows that will enable compliance and ensure traceability of the cases reported.
- ✓ **Project to adapt to Organic Law 10/2022, on full guarantee of sexual freedom.** We've included sexual violence in our risk assessment, commencing the process to include this new legal requirement in our training and general information on risks.
- ✓ **Draft project to prepare for the Joint Commission International**, with the goal of standardising criteria and facilitating work.
- ✓ Upkeep of the **ISO 45001** certification.

► Certification in ISO 45001 / OHSAS 18001::

In 2022, we maintained the certification for the Occupational Health and Safety System in ISO 45001 in the Public Hospitals Joint Prevention Service and the Quirónsalud Joint Prevention Service, as well as all Quironprevención centres, the companies QSafety and MEDYCSA, the Ruber International Centre, and the centres of Health Diagnostic Francisco Silvela and Catalonia General University Hospital.

► Preventive organisation in 2022::

The Quirónsalud Group has a preventive organisation formed of **two Prevention Services** which include the areas of safety, industrial hygiene, ergonomics, psychosociology and health monitoring in their scope of action and report to the Corporate Occupational Risk Prevention Department.

► **Health and Safety Committees:**

In accordance with the requirements of the Occupational Risk Prevention Law in Article 18 relating to the “Information, consultation and participation of workers”, as well as its development in Chapter V dedicated to the “Consultation and participation of workers”, and specifically in Articles 38 and 39 on “Health and Safety Committees” and “Competences and powers of the Health and Safety Committee”, consultation and participation is carried out by the Health and Safety Committees of each centre, where they deal with the issues required by the prevention law.

	2021	2022
No. Health and Safety Committees	392	454

► **Health and safety indicators 2021:**

In 2022, there were no fatal occupational accidents or diseases.

The reporting and monitoring of statistical accident rate indicators at the Quirónsalud Joint Prevention Service has been consolidated using the corporate scorecard.

◀ **Absenteeism:**

An average contract of 1,680 working hours per year has been used for the calculations. Based on 220 working days per year, the average daily working day is 7.64 hours.

	2021	2022
Absenteeism (h)*	3,662,362	3,899,198

* Includes hours lost due to occupational accidents (at work and while commuting), occupational diseases and non-work-related diseases, taking into account the Group’s centres in Spain and Latin America. In 2022 there were 1,100 more employees than in 2021.



Occupational accidents and occupational diseases:

	2021		2022	
	Men	Women	Men	Women
Occupational accidents (no.)*	482	994	359	1,093
Frequency rate (of accidents)**	21.4	15.58	16.50	20.17
Severity rate (of accidents)***	0.41	0.49	0.44	0.52
Occupational diseases (no.)	114	364	437	1,431

*Including occupational accidents at work with sick leave.

**Frequency rate = (No. of accidents at work with sick leave*1,000,000)/No. of hours worked per year.

***Severity rate = (No. of days lost due to occupational accidents at work with sick leave*1,000,000)/No. of hours worked per year.

****In the case of Peru and Colombia, occupational diseases also include known cases of COVID-19. In the MNF for 2021, Peru was awaiting recognition from the Public Health System of the cases presented. In 2022 the total number of occupational diseases was 1,868, of which 1,858 occurred in Peru and Colombia and of these only 1 had an occupational non-COVID-19 cause, with the total being 11 occupational diseases not related to COVID-19, 4 men and 7 women.

Medical examinations and post adaptations/relocations

Over the course of 2022 we carried out **more than 15,000 medical examinations**, we completed 600 **adaptations or relocations** for particularly sensitive employees and almost **600 pregnant women**, for whom the job post was similarly adapted or they were relocated to another post. These numbers remain similar to those for the previous year.

Occupational risk prevention training

The year 2022 saw a total of **75,218 hours** of occupational risk prevention training given to **20,523 employees**. This means around 43% of the workforce has received training in this area, a figure that is lower than it was in 2021, in which the focus of preventive action still remained on COVID-19.

Associations and recognitions

In 2022, the Corporate Occupational Hazard Prevention Department continued to form a part of the board of directors of AESPLA and take part in PRL Innovation, actively participating in its assemblies and sharing good practices in areas of prevention.

In 2021, we launched an ambitious health and well-being project on a corporate level in Spain named **“Contigo” (With You)**, developed across three core areas in order to support the team behind the Quirónsalud Group:



“Contigo” (With You): Healthy Company and Promoting Health Programme



Well-being With You: online workshops and virtual gymnasium

In 2022 we hosted 2,610 workshops on subjects related to physical and emotional health: diet, mindfulness, time management, sleep, conflict management, giving up smoking, running, yoga and pilates, among others.

A total of 7,143 users took part in these.

Balance With You: psychology consultancy for emotional support

133 new cases of psychological support were recorded. People can contact the service anonymously via a chat and video consultations

Health With You:

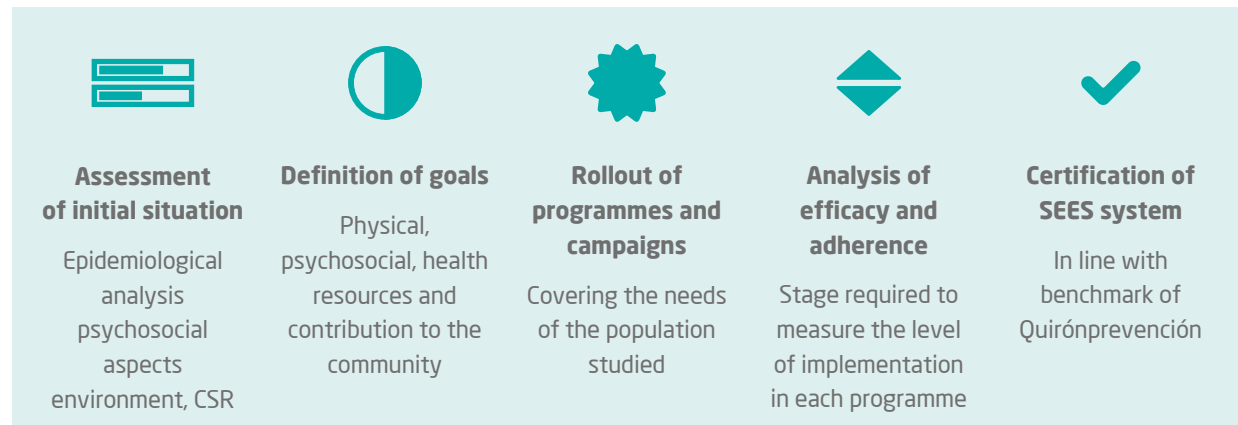
Initiative to help promote the overall health of our professionals, offering them free access to the Quirónsalud Digital Hospital.

With this project we provide an overall health protection vision: occupational healthcare through the Occupational Risk Prevention Department, staff healthcare through “Health With You” and “Balance With You”, while promoting well-being and healthy habits through “Well-being With You”.

Quironprevención's "Healthy Company Programme"

Workers are a company's main asset. We all have "unique health" that we share in the work environment, our family lives and in our society: an imbalanced diet, low physical activity, neglected emotional health and other unhealthy habits are circumstances that affect our health and, therefore, the employee as a person.

Caring for people in their personal and work environments, thus ensuring the company's own well-being.



Quironprevención has developed an **app** and platform to provide each worker with all their medical information at their fingertips.

Al descargar los reconocimientos médicos, se puede ver la evolución de los parámetros más significativos y mejorar con las actividades y retos que la empresa proponga.



Level of well-being

Shows the historical evolution of your well-being



Analytics

Monitors analytical parameters



Medical examinations

Stores all health reports



Campaigns and objectives

Health campaigns and objectives for workers



Make an appointment

Self-referral for medical examinations

Ongoing training and professional development



At **Quirónsalud** not only is training a strategic objective, but it is also a tool that allows our employees to develop, both professionally and personally.

Quirónsalud Corporate University

In 2022 the creation of our Corporate University began to bear fruit by supporting the company's strategy and goals, while also increasing employee productivity and satisfaction.

The **Advisory Council** continued with its activity. Its duties include:

- ▶ Understand the main activities and projects Quirónsalud University develops.
- ▶ Align new educational initiatives with the company's strategy and centres' needs.
- ▶ Support corporate learning projects that allow us to stand out in the market.
- ▶ Validate and approve the company's main educational policies and corporate initiatives.

In 2022 we implemented the new **Quirónsalud Group training policies**, which include:

- ▶ Global Training Policy
- ▶ Individual Training Policy
- ▶ New Medical Initiatives Policy
- ▶ Intellectual Property Policy
- ▶ Permanence Policy
- ▶ Language Training Policy.

We have a **digital space for direct and unique access to the Quirónsalud Group's entire training catalogue.**

This is a unique space that ensures our professionals can develop all of their potential, offering everything they need to learn via this new platform designed to create and transfer knowledge.

The platform guarantees an inspiring, interactive, digital self-learning experience. In addition, users can enjoy virtual, open, segmented and gamified content along with much more; they have a free-access catalogue available to them, containing open training sessions, internal webinars and other specific kinds of training activities.

In 2022 we included the company's business professionals in this digital space, as well as all training associated with the rollout of Casiopea.



Annual Training Plan 2022

Complying with our set goals, work has been undertaken on several key projects:

✓ Technical Schools:

- Medicine School: More than 150 training sessions available. Training in all disciplines. Accredited programmes.
- Nursing School: More than 100 training sessions available. Accredited training actions in terms of specialisation and the creation of educational itineraries.

✓ Initiative to improve healthcare quality and patient safety

As we look to drive knowledge in two key areas in treating critical patients these days, we have developed training sessions to improve healthcare quality and patient safety, such as Handling the Sepsis Code in A&E and creating vascular access, in addition to training on patient safety and hand hygiene for all staff at our centres.

✓ Initiative to improve the patient experience

In order to improve the patient experience within the Quirónsalud Group, we have launched different training initiatives with three key groups: newly hired staff, first-contact staff members, and middle managers and directors.

✓ QS Lives

We have instigated online discussions and inspirational courses with the aim of training and disseminating the Quirónsalud Group's latest knowledge: more than 20 activities, more than 500 registered users and a rating of 4.5/5.

✓ Training in skills for middle managers

With a view to enhancing the training given to middle managers, we have developed online training sessions, with the support of Talent Management, to work on the following aspects, which are key in this group's daily work:

- Communication
- Team management
- Conflict management
- Change management
- Decision making
- Customer focus
- Creativity
- Digitisation

✓ Medical initiatives

We involve our professionals in their career development from the outset; for this reason, with a view to channelling and validating any medical proposal applicable to the entire Quirónsalud Group, and to ensure the Advisory Council has a report so it may make decisions in this regard, we have the **Medical Initiatives Assessment Committee. This Committee** receives proposals related to training sessions or projects to be implemented across the entire company, or that have been detected as a relevant need.

The most notable initiatives developed in 2022 were the second edition of the A&E master's for doctors, the course on Results Assessment in Health, the Medical Mentoring Programme and the clinical sessions in the area of oncology.

✓ Quirónsalud Master's in A&E for Doctors

Organised in collaboration with Alfonso X El Sabio University, this helps to professionalise our A&E doctors and to attract external talent.

In light of the absence of the A&E speciality, here at Quirónsalud we have developed a master's degree that covers these needs and differs from existing forms of training available on the market given its high number of practical hours in the hospital and in simulation areas. This will allow trained doctors to tackle their care task in A&E with robust, well-established knowledge.

After the success of the first edition, in which 22 of our A&E doctors and three external physicians were trained, the second edition was launched with 27 places occupied by our professionals, and three from external institutions.

✓ Medical Mentoring Programme

In 2021 we joined the **Spanish Mentoring Network**. The programme covers the areas of care, management, teaching and research. Our company is nourished by our own talent, who mentor our younger professionals, while we also offer staff the chance to become certified mentors.

The first edition was extended to the middle of 2022 when 62 participants ended their mentoring relationship with a satisfaction level of 3.7 out of 4.

✓ Key People

In the middle of 2020, work began on a pilot talent development programme, the goal of which is to develop talent individually and provide continuity in critical positions at the organisation.

In 2021 and 2022, different development plans were launched for the 59 participants to date. Some 39 people have been trained and 26 participants have received coaching.



✓ Patient Experience Manager/Director Development Programme

In the middle of 2021 we began working on a project to enhance and develop the role of our patient experience management teams and managers at the Group, in coordination with the Corporate Healthcare Quality Department.

This programme involves several phases: profile definition, assessment and design of individual development plans. At present, there are 46 participants and throughout 2022 plans for their individual development have been implemented.

✓ Middle Manager Development Programme

We've launched a project to boost the profile and better equip level-two middle managers with a view to enhancing their leadership skills.

This project involves several phases: profile definition, assessment and individual development plans. At present, there are 44 people in one region involved in the pilot experience.

Training indicators

Over the course of 2022, a total of **521,570 hours of training** were given, which is a 29% increase on the previous year.

Professional category	2021	2022
A-B	50,068	65,964
C	123,000	147,033
D	35,393	43,408
E	171,534	240,794
F	23,232	24,372
Total	403,227	521,570

(*)Includes data from Spain and El Prado Clinic (Colombia) and Ricardo Palma Clinic (Peru)

Group A -B	Management - Middle managers
Group C	Other non-healthcare staff
Group D	Other healthcare staff
Group E	Nursing staff
Group F	Medical staff

Quirónsalud Campus: a space to develop the Group's talent

In 2022 **1,654 professionals** passed through our Campus, with an average level of satisfaction of **3.8/4**.

Quirónsalud Campus is our knowledge, talent and innovation space, which is open to our professionals as well as society as a whole. It forms a part of the Quirónsalud Corporate University. By giving fresh impetus to the digital transformation - achieved by designing a new image for the Quirónsalud Campus, a website, a 3D platform and materials used at each event - we have ensured professionals can develop their talent from anywhere.

The following events were organised in 2022:

- 8th International Seminar on Patient Safety and Clinical Excellence
- 3rd International Seminar on the Patient Experience
- 3rd Quirónsalud Research Workshop
- Quirónsalud Researchers Prime Meeting
- 6th Quirónsalud Care Workshop
- 4th International Cooperation Workshop
- 2nd COVID Update Workshop
- 2nd A&E Meeting
- 1st Medical Management Meeting

All of these events were facilitated by our 3D platform, which allows high-quality events to be hosted using a hybrid format. In 2022, we reached 1,654 professionals in total, 831 of whom were in-person attendees with the remaining 823 virtual attendees, and an average level of satisfaction of 3.8/4 was achieved.



We'd like to highlight the following programmes:

► **Quirónsalud - IESE Business School Advanced Healthcare Management Programme**

Goal: Prepare Quirónsalud Group professionals to manage and lead hospitals in the future, all through a space for reflection, debate and knowledge creation in order to tackle the challenges facing the Group, a commitment to excellent service, the use of technology, and a clear mission focused on improving the health and well-being of patients and employees alike.

122 participants

In the programme's 1st and 2nd editions

► **Master's degree in management and digital innovation of care**, in collaboration with the European University of Madrid:

A total of five editions up to 2022, studied by 159 professionals, middle managers and nursing management staff members.

159 participants

5 editions up to 2022

► **Master's degree: Expert in Vascular Access**, with the EUE FJD:

Two editions and 30 students trained.

30 participants

2 editions up to 2022

► **Master's degree: Expert in Surgical Block Management and Sterilisation**, with the EUE FJD:

Two editions and a total of 57 students involved.

57 participants

2 editions up to 2022

► **Master's degree in anaesthesia**, with the EUE FJD 22/23:

Four editions have already been taught, and grants given to a total of 32 professionals.

32 participants

4 editions up to 2022

The Quirónsalud Group believes continuing to devise **master's degrees and in-house training programmes** in collaboration with leading universities is a key strategy as they allow us to achieve higher levels of training and prestige for our team of professionals, **while they also share their knowledge and contribute to the Spanish Health System**, thus continuously improving healthcare.

Our **commitment to teaching** is discussed in more detail in the section of this report on **Quirónsalud's relationship with society**.



6

Suppliers and partners

Our strategic partners

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Our supply chain

As part of Quirónsalud's supplier relationship model, in 2022 we strengthened one of the key pillars in our supply chain management: **the corporate approval process**

Our supply chain is divided into three supplier categories:

Supplier categories

3

Medical material, drugs and prosthetics

Medical equipment

Services

Our suppliers and partners are key pieces of the puzzle when it comes to ensuring excellence in the performance of our activity; we act responsibly throughout our value chain to ensure **a safe and sustainable supply chain.**

The Corporate Purchasing Centre has managed supplier agreements amounting to a value of **more than €470 M** each year, which are distributed across the following six product families:

- ▶ Consumable medical supplies
- ▶ Pharmaceutical products
- ▶ Instruments
- ▶ Other supplies
- ▶ Clothing, linen and footwear
- ▶ Food

+470 M€
each year

Medical supplies and **pharmaceutical products** account for **93% of all purchases**.

Medical material, drugs and prosthetics suppliers are managed in a coordinated manner by the Group's Purchasing Centre.

With regard to **service providers**, "Servicios, Personas y Salud" (SPS - Services, People and Health) is the Group company where general services are centralised, and represents a non-healthcare support service at our centres. SPS outsources services at corporate level, such as external laundry, waste management, pest control and disinfection, as well as security.

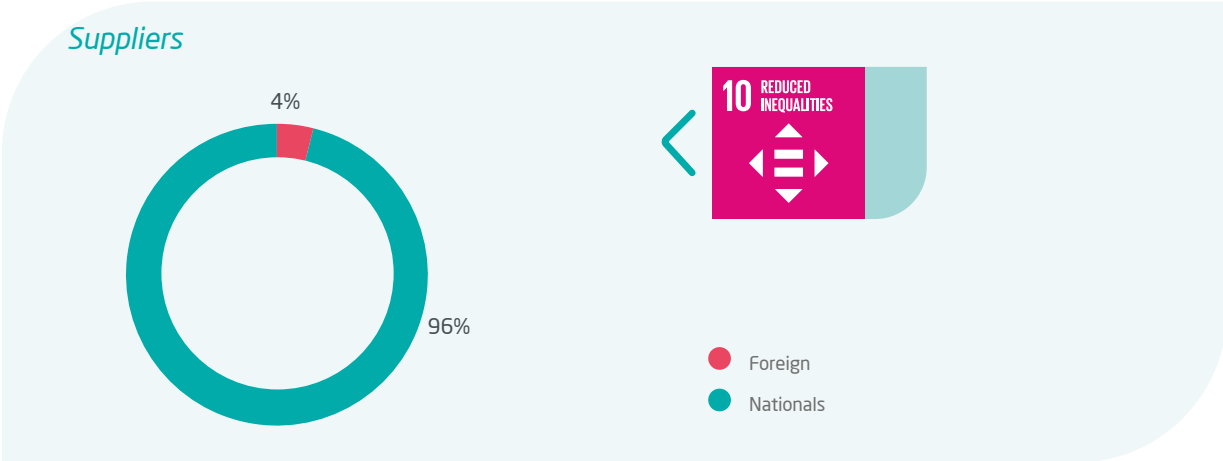
Meanwhile, **medical device supplier** relationships are managed by the Corporate Healthcare Quality Department.

Our purchasing practices are focused on **local suppliers**: we continue to maintain a high level of control over the social responsibility of our supply chain.

96% of the suppliers managed by our Purchasing Centre have a Spanish tax number.

The remaining 4% correspond to Spanish branches of foreign companies.

96% of the suppliers managed by our Purchasing Centre have a Spanish tax number.



CPC: Quirónsalud Group Corporate Purchasing Centre

The volume of purchases managed by the Group's Purchasing Centre continues to increase: in 2022, there was an increase of 19% on the previous year.

One of the goals of the Purchasing Centre is to make available to Group centres and hospitals a full product catalogue to allow their requests and orders to be managed, detailing and respecting the terms and conditions of the agreements negotiated in the best terms and conditions possible, not only in relation to price, but also with regard to product availability and supply capacity.

In 2022, we had a total of **149,079 authorised references**, allowing hospitals to place their orders with suppliers in a traceable, centralised manner, representing an increase of 11% on the previous year.



149,079
approved references

so hospitals can place orders with suppliers using a centralised, traceable system.



EDI (Electronic Data Interchange)

46% of suppliers are already included in EDI

Electronic certificates that guarantee the quality and safety of supplies

Suppliers are classified according to the type of material they sell. The purchase and distribution process varies according to this classification, and the **quality and safety of the supplies** is guaranteed at all times by the electronic certificates of the transactions.

Continuing with the optimisation process by electronically managing P2P transactional operations within the Group, the number of suppliers that go through EDI (Electronic Data Interchange) is increasing. 46% of the total number of suppliers have now been added to the system.

We continue to make progress with regard to automating documents, orders and invoices via EDI, with the figure reaching 1,614,771 in 2021. This equates to a 5% increase on the previous year and represents a major saving from going paperless in transactional purchasing operations (invoices, purchase orders, delivery notes), which has a significant positive environmental impact.

Framework agreements and single general catalogue:

As a lever of guarantee with our suppliers, we maintain our purchasing policy in establishing **framework agreements** that stipulate the guidelines for acquiring different products for our centres (deadlines, price, guarantees, etc.), always in compliance with the legal framework set by Quirónsalud

Framework agreements detail financial, quality and safety matters, and they make up our **single general catalogue** for all of our hospitals in a project that started in 2015 with the goal of achieving maximum **unification and transparency**.

Respecto a las compras y contrataciones relacionadas con infraestructuras, ya desde el año 2016 se procedió también a estandarizar los procesos de gestión del área para la adecuada planificación, seguimiento y control de las obras, así como el proceso de toma de decisiones que sustentan la puesta en marcha de nuevos proyectos.

Corporate supplier approval procedure:

The Purchasing Centre, in collaboration with the departments involved in this process, continues to make progress in the inclusion and assessment of suppliers. In 2022, it had assessed and classed as suitable 507 of the 780 suppliers currently included.

As part of the process to optimise our hospitals' supply chain, in 2022 we continued the supply centralisation model, including up to 27 laboratories distributing to 39 Group centres with a purchase volume of €80,000.

- ▶ Benefits in deliveries:
 - No minimum orders.
 - Easier to concentrate deliveries and reduce carbon footprint.
 - Consignment stock model that enables 24-hour delivery time frames
- ▶ Administrative benefits:
 - Significant reduction in number of invoices managed.
 - Improved efficiency in invoice reconciliation.
 - Control of service level, scorecard and real-time traceability.



⋮ Responsible purchasing and contracting

The Quirónsalud Group supplier approval process seeks to guarantee a responsible, equitable and ethical relationship adapted to our industry's needs and legal compliance, while **integrating environmental, social and good governance aspects** as part of the responsible management of our supply chain.

Another of the Group Corporate Purchasing Centre's objectives is to look after supplier relations based on mutual trust and transparency, in line with the framework of compliance and corporate social responsibility.

Within the purchasing procedure and as part of the supplier relationship framework, we support the contractual process with validation of the supplier via our **online approval questionnaire**.

In this questionnaire, in addition to the financial or legal aspects required by Corporate Compliance, we assess other matters associated with social and environmental responsibility to ensure the supplier has a commitment in place in relation to corporate responsibility, either through its own code of ethics and conduct and an anti-corruption policy, or, in the absence of these, by expressly agreeing to work in line with the standards defined by Quirónsalud.

In the case of Quironprevención, the company has its own responsible purchasing and contracting procedures and protocols: its Environmental Policy details the commitment to include environmental matters in decisions on the purchase and design of new products, wherever technologically possible, as well as in the selection of suppliers and subcontractors, whenever their activities may have an impact on the company's environmental performance.

Furthermore, Quironprevención requires the signing of the Responsibility Commitment Letter by suppliers and in certain cases it has asked for a sustainability report to be considered as selection criteria, selecting companies that have environmental recognitions and sustainable products/services, both with regard to environment and reducing carbon footprint, and in terms of a focus on having a positive social impact.

At the Quirónsalud Group, no supplier audits have been carried out yet; in the future, this practice will be considered and implemented if deemed appropriate, depending on the type and situation of each supplier.

• The Quirónsalud • Supplier Portal

Fluid communication and a relationship **based on maximum transparency** with our suppliers, generating mutual trust and common goals.

The established processes aim to improve supplier company selection by using a **standardised 360° evaluation** that considers general, financial and quality aspects; social and environmental responsibility; criminal responsibility and compliance; data protection and cybersecurity, as well as more specific aspects decisive in guaranteeing a good service in certain areas of contracting, such as assessing food safety, medication, works or equipment.

This procedure follows a series of principles that also ensure suppliers' knowledge and acceptance of the **Supplier Code of Conduct required by Quirónsalud**, and responds to the **Employee Code of Ethics**, in order to provide quality and transparency in the supplier contracting process.

The platform has many other functions that ensure our Corporate Purchasing Department has an efficient management system, thus improving communication with our suppliers, economic proposal management, award and the establishment and control of all framework agreements.



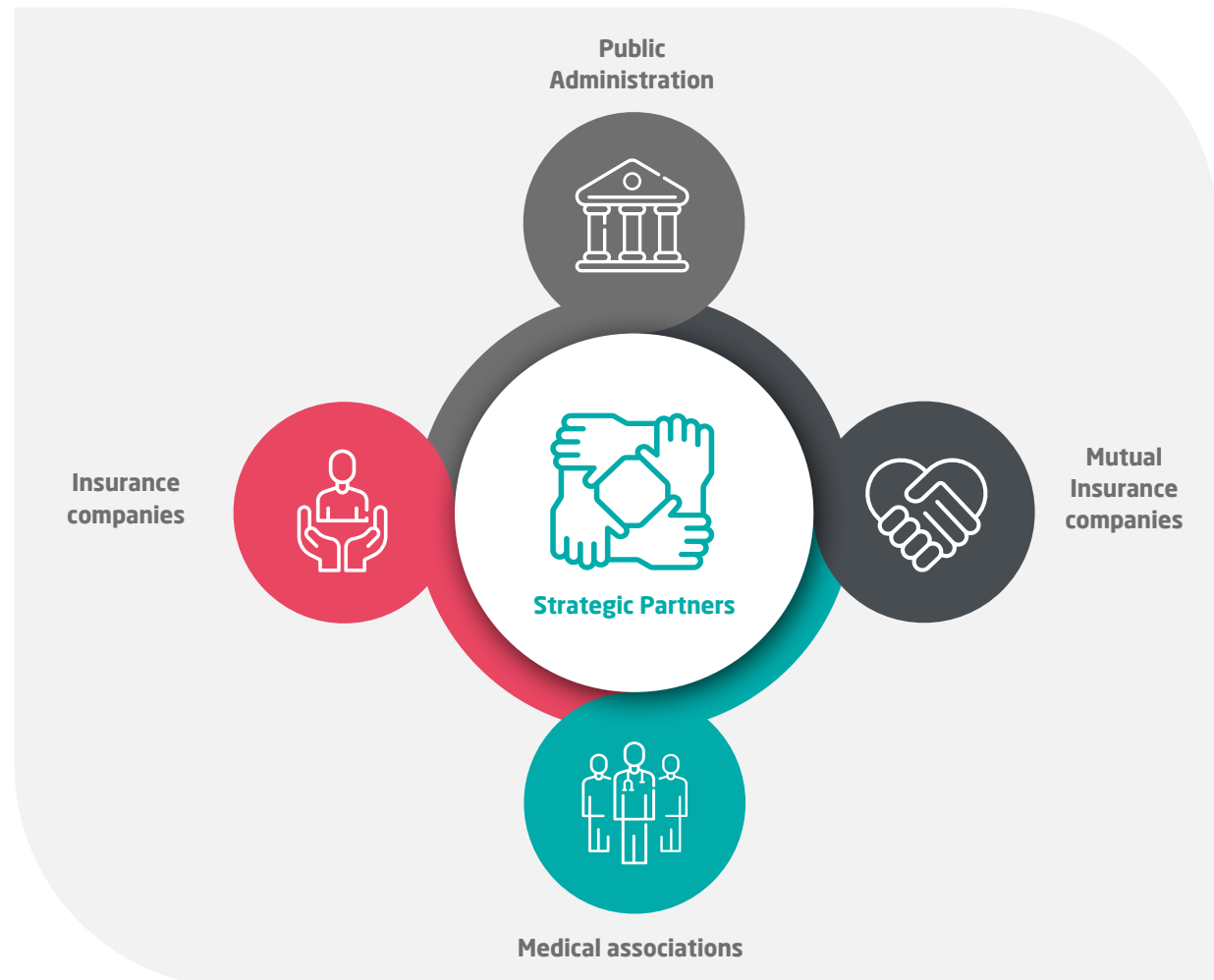


Strategic partners

For Quirónsalud, **mutual insurance companies, insurers and medical associations** are strategic partners that allow us to reach as many patients as possible, providing a quality service with high levels of satisfaction.

The relationship with these stakeholders is managed by Quirónsalud's Corporate Operations Division, which sets management guidelines that are channelled through ongoing direct communication with our Regional Offices.

We have **framework agreements with the sector's main insurance companies**, which define the contractual model, addressing not only price agreements, but also volume commitments and key healthcare quality indicators.



7

Committed to the environment

Essential for health

- Pollution prevention and continuous improvement 118
- Efficient resource consumption and circular economy 124
- Waste management and circular economy 128
- Climate change commitment 133



• Pollution prevention and continuous improvement



Scientific evidence has shown how **people's health (our mission)** is directly related to the health of our planet and its ecosystems. Quirónsalud firmly supports the WHO's OneHealth approach..

Based on this principle of precaution, we maintain the **Quirónsalud Group's Environmental Management Plan**, which focused on the aspects that are most relevant due to the potential impact of our activities and facilities. This plan is mainly developed at our hospitals as that is where we have identified the most significant aspects and our main impacts.

At Quirónsalud we uphold our basic principles of environmental action:



Optimise the use and consumption of energy and the design and purchase of more efficient products and services, joining the **fight against climate change**.



Prevent pollution by **minimising waste and polluting substances**, encouraging the **use of environmentally friendly products** and contributing to the challenge to **transition towards a circular economy**.



Raise awareness about responsible environmental management in **decision-making processes** and business operations, as well as in daily **habits** and consumption.



: Environmental risk analysis

The environmental and energy risk assessment performed in 2022 identified as risks to be controlled **the optimisation of energy consumption and compliance with waste legislation**, bearing in mind the legal and regulatory changes that have occurred in these areas.

: Organisation for environmental management

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

The Quirónsalud Group drives environmental management via **multi-disciplinary Environmental Management Committees** at the majority of its centres, including representatives from both healthcare and non-healthcare areas, as a sufficient authority for taking agreed upon decisions and presenting them to management at the centres.

Similarly, at the corporate offices environmental and energy issues are dealt with by a task force comprising heads of various departments, and there are also expert external advisors on hand for any specific technical questions they deem appropriate.

: Environmental certifications

In 2022 five new centres joined the company's Environmental Management certification: Quirónsalud Madrid Hospital, Quirónsalud Valle del Henares Hospital, Quirónsalud Son Veri Hospital, Quirónsalud Lugo Hospital and the Proton Therapy Centre.

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.

Quironprevención also has its own ISO 14001 Environmental Management certification and it is currently implementing the BREEAM® certification, which encourages more sustainable construction in order to yield benefits in terms of savings, health and environment for everyone related to a building's life

span (tenants, users, developers, owners, managers, etc.). The process has begun at our centres of Barcelona-Rosselló, Alicante and Madrid-Francisco Gervás.

With regard to **Energy Management** certification in accordance with the **ISO 50001 Standard**, we have **10 certified hospitals**, with Quirónsalud Madrid Hospital, Quirónsalud Málaga Hospital and Quirónsalud Toledo Hospital joining the number in 2022.

More detailed information is provided later in this report regarding efficient energy consumption.



Quirónsalud is certified in ISO 14001 as a multi-site system comprising all our hospitals in Spain.

Environmental Management System audits

Environmental Management System audits at the Quirónsalud Group fall within the audits of other existing management systems (systems for Quality Management, Patient Safety, etc.). Thus, the synergies of the different systems are taken advantage of, while the number of days required to complete audits is optimised.

Hospitals certified in environmental and energy management are periodically audited internally and externally. The cost for these audits totalled €104,000 in 2022.

All non-conformities and observations were addressed by proposing corrective and improvement actions, respectively. The audit findings are generally connected to improvements in how environmental aspects are assessed, monitoring of legal requirements, improvements in environmental emergency preparedness, and improvements in waste separation and waste management.

Environmental Policy and Management System

The **Quirónsalud Environmental and Energy Management System** is based on the **Group's Environmental and Energy Efficiency Policy**, which was approved in January 2021.

This policy details Quirónsalud's declaration of intent with regard to the company's environmental and energy management, which is aligned with the requirements of the **ISO 14001** and **ISO 50001 Standards** that are implemented and based on continuous improvement. It includes the commitment to meet legal environmental and energy requirements and introduce measures to protect the environment and prevent pollution, with special attention paid to reducing waste and correctly separating it, optimising energy use and consumption, and the design and acquisition of more efficient products and services.

The policy has been extended to all Group hospitals and communicated to stakeholders. It is available on the website, on the organisation's intranet and on display at all hospitals.

Identifying significant environmental impacts

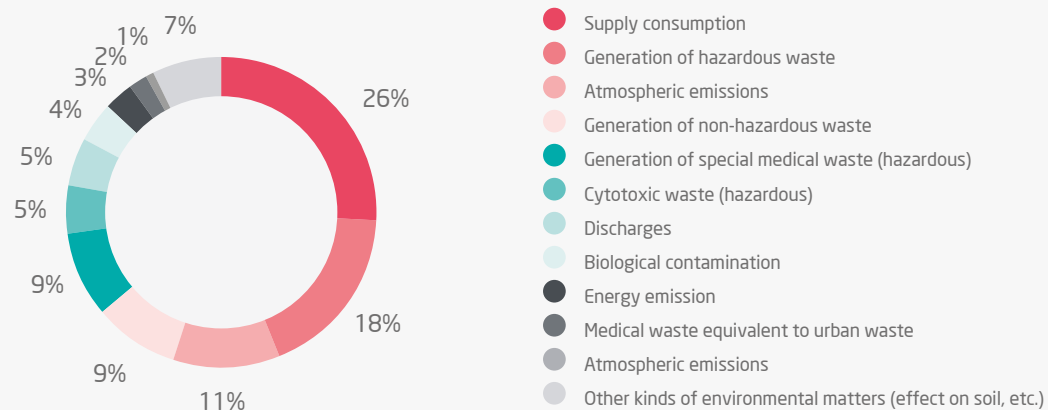
Each year, the Group identifies and assesses the environmental matters and impacts of the activities and services offered at hospitals, both in normal conditions and in abnormal or emergency conditions, with the goal of determining, via the use of certain criteria, which environmental matters are significant. Reduction goals, improvement actions and monitoring actions are then applied to the significant environmental aspects.

In 2022, we identified 221 significant environmental aspects at the Group, with 74% of these in normal operating conditions, 1% in abnormal operating conditions, and 25% in emergency operating conditions.

The significant environmental aspects revolved around supply consumption and generation of the different types of waste. Specifically in hospitals, these were distributed as follows, according to scope:

As for Quironprevención, significant environmental aspects are also identified and assessed on a yearly basis in order to work on minimising their impact. In 2022, the greatest efforts focused on supply consumption and the waste generated.

Generation of the different types of waste



Monitoring legal requirements

Every six months, we assess the **degree of compliance with the legal environmental requirements** using a specific tool applied to all hospitals.

Legal aspects related to quality, industrial safety, environment, data protection and occupational hazard prevention are identified and assessed.

In 2022 there were **no sanctions proceedings** due to environmental breaches at the company.

Legislative developments are published on the intranet via a **monthly information newsletter** on the new legislation published the previous month in the European Union (Official Journal of the European Union [OJEU]), Spain (Spanish Official Journal [BOE]) and the 17 Autonomous Communities, along with information on grants and subsidies, legislation proposals and draft bills, and the latest news on these matters and applicable legislative statements. Furthermore, we inform the specific areas responsible regarding notices of new requirements to be implemented at the company.

In 2022 the total number of legal requirements to be assessed rose to 44,210 requirements, compared with 30,623 in the previous year, without counting any breaches.

The hospitals themselves are responsible for putting into operation the necessary proceedings and actions to ensure legal environmental compliance.

Environmental improvement targets

Excellence is promoted through a management model based on continuous improvement, which sets targets involving all levels.

In 2022 environmental targets were set for all hospitals and these were aligned with the follow strategic lines established for the entire Group:

- ✓ Create environmental culture
- ✓ Reduce carbon footprint
- ✓ Increase renewable energy generation

In 2022, our hospitals were highly involved in achieving environmental targets, with **62% fulfilled** and **8% improving or seeing a positive trend**.

It is worth noting that environmental awareness initiatives were completed at 91% of hospitals, followed by paper consumption savings at 63%, thanks to the boost to digitisation.

In 2022 the Group's centres launched **more than 180 improvement** actions related to environmental, energy and waste management. Of particular note was the installation of photovoltaic solar panels at several hospitals, the waste separation and recycling projects carried out by some hospitals (such as Quirónsalud San José Hospital) and the involvement of nursing staff in environmental matters at several centres, (including Quirónsalud A Coruña Hospital).

Quironprevención has focused its environmental targets on sharp material waste by launching good practices campaigns on how to separate this material. Furthermore, we expect to analyse implementation of a new waste management system, which turns type 2 and type 3 biosanitary waste into municipal solid waste, using autoclaves that compact and inert the waste with no need for incineration.

Environmental communication and awareness-raising

Throughout the year, environmental communication and awareness-raising initiatives were carried out, with news related to World Days of environmental interest. The most notable of these were the initiatives developed on the 5th of June for **World Environment Day**, promoting a brainstorming session between hospitals, and on the 22nd of March for **World Water Day**, or the celebration that took place on the 17th of May for **World Recycling Day**.

Furthermore, the majority of hospitals developed one-off environmental communication and awareness initiatives via posters and internal communications (saving water, saving energy, saving paper, encouraging people to take the stairs, etc.).

We should also highlight the guide made by corporate management, **"Seamos Sostenibles" (Let's Be Sustainable)**, which includes ideas for implementing good environmental practices at the different hospital services.



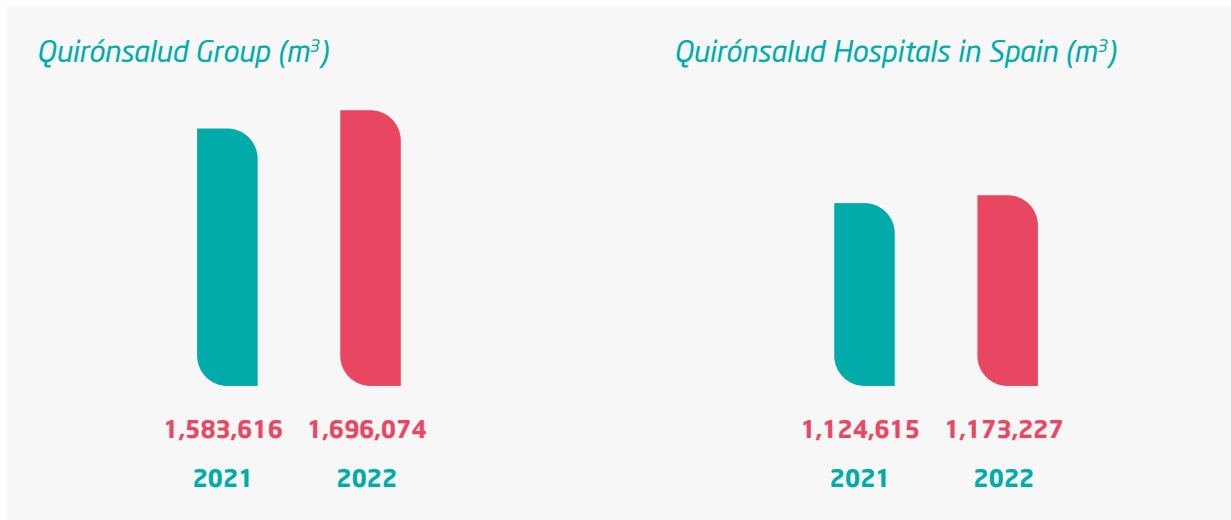
Efficient resource consumption and circular economy



Preventing pollution by minimising waste and polluting substances, enhancing the **use of more environmentally friendly products** and joining the challenge of transitioning to a **circular economy** is one of our basic principles of environmental action.

Water

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



In 2022 we **reduced the water consumption** per healthcare act by **19%** compared with the previous year.

Día Mundial del Agua

22 de marzo

Juntos hacemos que
cada gota cuente.



OBJETIVOS
DE DESARROLLO
SOSTENIBLE

6
AGUA LIMPIA
Y SANEAMIENTO



13
ACCIÓN
POR EL CLIMA



15
VIDA
DE ECOSISTEMAS
TERRESTRES



Efforts are continuing at different centres to implement measures to control and save water. 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.

The data for **total water consumption at the Quirónsalud Group** in 2022 was **1,696,074 m³**.

Despite consumption in increasing in absolute value, water consumption per healthcare act decreased 19% compared with 2021, decreasing to 32.5 litres compared with the value of 40 litres obtained in the previous year.

In relation to the rational and sustainable use of water, certain initiatives were carried out by different hospitals to celebrate **World Water Day** on the 22nd of March, raising awareness about caring for water and its consumption, as well as the need for water in caring for health.

∴ 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.



Consumption of gases and other raw materials

To date, when studying the corporate carbon footprint and emissions, we've taken into account consumption of **anaesthetic gas (N₂O)** and fluorinated refrigerants refilled at Quirónsalud centres: R410A, R407C, R404A, R134A, R422A, R424A, R422D, R442A, R449A and R507. In 2022 consumption of the **anaesthetic gases desflurane and sevoflurane** were included.

The following table shows the results for the consumption indicators for anaesthetic gas and refrigerant gases that refer to Quirónsalud's activity in Spain so a comparison can be made between the last two years:

Gas consumption	2021	2022
Consumption of anaesthetic gas (N ₂ O) (kg)	45,847	37,308
Consumption of anaesthetic gases desflurane and sevoflurane (ml)	----	6,774,800
Consumption of refrigerant gases (kg)	1,888	2,245.58

Some hospitals have developed specific actions to prevent any leaks of greenhouse gases, including:

- Investment to eliminate refrigerant gas leakage from air conditioning equipment at Quirónsalud El Vallés Hospital and Catalonia General University Hospital.
- Adjustments to anaesthetic equipment to reduce greenhouse gas leaks, thereby reducing the flow of fresh gas at Quirónsalud Córdoba Hospital.

Moreover, our efforts are focused on optimising the consumption of chemical products and materials as resources with the greatest environmental impact, which we do by using more eco-friendly products, eliminating the use of plastic and increasing the

life span of materials, wherever possible. We have a corporate supplier that provides cleaning products to our 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 that have automatic dosing and concentrated formats, in addition to more environmentally friendly product alternatives.



Waste management and circular economy



At Quirónsalud we continue to make progress towards **reducing the amount of waste** we generate by promoting separation, reuse and recycling, and by working on different aspects related to the life cycle of the products we use.

The waste the Quirónsalud Group generates is classified in four main groups that, in turn, mainly fall within the categories of hazardous waste and non-hazardous waste:

- ▶ 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).

In 2022 we launched the digitisation project for waste generation data so it may be subsequently analysed and benchmarked.

In 2022 we minimised the amount of **hazardous waste (-22%)** and non-hazardous waste (-13%) in our hospitals in Spain.

Non-hazardous waste

Non-medical waste equivalent to household waste and medical waste equivalent to urban waste is collected separately at 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 separating the different recyclable fractions, and these can be found at locations where this type of waste is most often generated, such as in general stores, pharmacies, waiting rooms and the cleaning service.

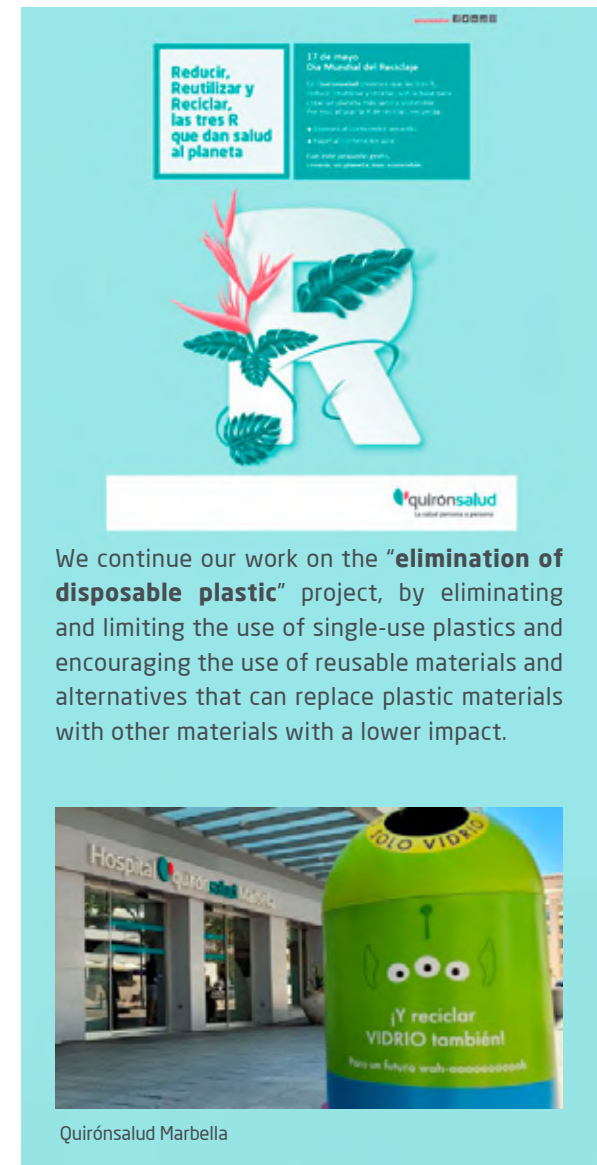
Vending areas also have bins that allow users to separate light packaging.

On the other hand, the glass waste generated in hospitality is recycled via take-back systems. The glass waste generated in healthcare activity is scarce and is managed via authorised waste management companies in accordance with regional legislation in force.

Quirónsalud aims to optimise recyclable waste separation distinctly from all other waste similar to urban waste.

In 2022 we started the project to introduce the collection of organic waste in our kitchens and we've outlined criteria with construction suppliers so they can start to separate construction and demolition waste arising from their activity.

Our hospitals develop numerous **communication and awareness** initiatives for employees, patients and relatives in relation to the correct separation and recycling of waste. Furthermore, several hospitals have hosted initiatives covering these areas to celebrate World Recycling Day on the 17th of May.



Quirónsalud Marbella

As proof of our centres' commitment, we should mention as an example the initiative developed by Quirónsalud Marbella Hospital in collaboration with ECOVIDRIO, the goal of which is to raise awareness among paediatric patients as to the importance of recycling for the environment. Children who visited the A&E service were gifted a small glass recycling container..

In 2022 we continued to work on the **"Elimination of disposable plastic"** project, which aligns us with European regulations and which has the key goal of limiting single-use plastics. It also includes restrictions to its introduction to the market and obligations to inform consumers in order to prevent and reduce its impact on the environment and on human health.

With this goal, we're continuing to use the alternatives that have been selected to replace plastic materials with other materials that have a lower impact.

The **catering area** encourages the use of reusable materials and it uses biodegradable materials if using single-use formats.

We're also contributing to the **elimination of plastic and cardboard waste** by getting rid of single-use cups, replacing bottles with water fountains or pitchers, using biodegradable material and gifting reusable bottles or kits to employees.

In this vein, **Sagrat Cor University Hospital** joined the *"Zero Plastic" Barcelona Commitment*, which is designed to achieve a plastic-free city and progress towards a healthier model of society that is committed to the future. The Commitment is the work framework for the development of actions to reduce and eliminate disposable plastic.

Non-hazardous waste generation indicators:

To calculate the data for the Group in Spain, we used the same methodology as we did in previous years.

Quirónsalud Spain + Latin America	2021	2022
Non-hazardous waste (t)	18,517	19,218



⋮ Hazardous waste

The processing this form of waste undergoes once delivered to an authorised management company differs depending on which group it belongs to:

- ▶ 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.

Hazardous 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 centres.

Quirónsalud Spain + Latin America	2021	2022
Hazardous waste (t)	4,194	3,688

The following shows the results for the hazardous waste generation indicators that refer solely to the **Group's activity in Spain**, in the years 2021 and 2022:

Quirónsalud Spain	2021	2022
Hazardous waste (t)	2.837	2.235

The following table shows the **breakdown of hazardous waste according to type** in the **hospitals of Quirónsalud Spain**:

Hazardous waste (t)		
	2021	2022
Infectious	2,255	1,638
Cytostatic	107	107
Liquid chemical	244	305
Solid chemical	179	132
Other hazardous waste	14	17
TOTAL	2,799	2,199

As the breakdown shows, the high volume of hazardous waste is concentrated in the group of infectious or biological waste, although less waste was generated in 2022 than in 2021.

On the other hand, the increase in liquid and solid chemical waste is owed to laboratory activity, which is directly linked to the increase in the number of tests carried out.

Food waste

Throughout 2022, the Group's mass catering management systems have moved towards improving production. These processes will improve shrinkage control and thus will reduce food waste.

The **Sighore programme** is used for catering management. This tool allows raw material stocks to be adjusted to the necessary production, thus reducing food waste considerably.

Furthermore, a **corporate allowances request system, "Dietools"**, is being rolled out to enable a better understanding of request histories with the aim of using this information to better manage purchases and the stock necessary to provide the service. In 2022, the number of centres that had rolled out this system was 21..

Also in 2022 we continued with the *"Too Good to Go"* project, a mobile application that allows hospital kitchens/cafeterias to include production losses at the end of the service, via which app users can acquire them at a reduced price. Thanks to this project, in 2022 a total of 3,351 food packs were provided.

With regard to food waste in 2022, an initial estimate of 1 kg of waste per patient per day was made.



Climate change commitment



Quirónsalud's corporate goals are aligned with the **fight against climate change**. For this reason, we set goals for analysing and reducing our carbon footprint in our annual strategy..

100% of the electricity consumed by Quironprevención comes from **renewable sources**.

Energy efficiency

The corporate strategy for 2022 included specific targets for energy improvements aimed at renewing facilities and replacing equipment with more efficient technologies.

Some 21 projects to install photovoltaic solar panels were completed.

We cannot forget that 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. For this reason, the targets set in this area are designed to optimise energy consumption and, consequently, to reduce greenhouse gas emissions.

Ten hospitals have the **ISO 50001 certification: Energy Management System**

These targets are maintained annually and measured in depth, especially in the hospitals that hold the energy management certification (ISO 50001). We have 10 hospitals certified in accordance with this scheme, as a specific, additional certificate that focuses on energy use and consumption.

Furthermore, since we are aware that energy consumption has an impact on atmospheric emissions and, in turn, climate change, energy consumption at each hospital is controlled on a monthly basis, with the results analysed periodically in collaboration with an energy consultant who advises hospitals on how to optimise their energy use.

Both the construction of new hospitals and the execution of new projects and renovations are designed and carried out while bearing in mind improvements in their use. To this end, a corporate report on the operational nature of centres' control systems and energy consumption has been drawn up, detailing their high energy efficiency equipment, control and management systems, LED lighting, solar collectors, photovoltaic panels, etc.

The corporate strategy for 2022 included specific targets for energy improvements, proposing that all hospitals allocate at least 5% of their replenishment budget for investments in renovating facilities and equipment by replacing them with more efficient technology.

Over the course of 2022 there were numerous **measures focused on reducing energy consumption** at our hospitals:

- ▶ **Replacement of diesel boilers with natural gas boilers.** The boilers at Quirónsalud Marbella Hospital and La Luz University Hospital were replaced in 2022.
- ▶ **Some 21 projects to install photovoltaic solar panels were completed**, with an installed power of 4.5 MWp. They are expected to generate 6.4 MWh of electrical energy each year.

The centres included in the scope of this project were:

Centre	Power production annually (kWp)	Energy produced (mWh/year)
HGV Phase I	282.15	409
QS Palmaplanas Marquesinas Hospital 56 Space	134.50	195
QS Palmaplanas Hospital Roof	546.00	792
Catalonia General University Hospital	683.00	990
Teknon Medical Centre	164.25	238
QS Córdoba Hospital	188.37	273
QS Murcia Hospital	116.20	168
QS Torre Vieja Hospital	287.50	417
QS Madrid Hospital	369.92	536
HGV Phase II	229.00	332
La Luz Hospital	229.00	332
QS Cáceres Hospital	68.13	99
QS Infanta Luisa Hospital	87.74	127
QS Ciudad Real Hospital	82.84	120
QS Albacete Hospital	25.00	36
Dexeus University Hospital	295.39	428
QS San José Hospital	83.39	121
Proton Therapy Centre	72.00	104
QS Valle del Henares Hospital	181.48	263
Valle del Henares Medical Centre	66.67	97
QS Sur Hospital	283.40	411

- ▶ A centralised purchase of LED light fittings was made and we have proceeded to **replace conventional lights that operate for more than 10 h/day with others that use this technology**, with an expected saving of 2.6 MWh/year.
- ▶ We implemented the **first phase of the Energy Control Centre and operational digitisation of buildings**. To this end, we created a network with hardware installed at each centre, which will allow us to unite their control systems. In addition, it will act as the nucleus of the control system for centres that do not have a building management system (BMS) and allow us to create them where they do not exist. This means all facility data and information can be integrated in real time.

Thanks to data integration, an in-depth energy technical analysis of the facility is performed and opportunities for savings and efficiency are identified. Via the use of algorithms and artificial intelligence we can identify issues, patterns, deviations, errors and opportunities.

The following integrations were completed in the first phase:

- ◀ All consumption data from the 58 centres is collected
- ◀ Climate control (60-65% of energy consumption) at six centres is included:
 - ▶ QS Córdoba Hospital
 - ▶ QS Barcelona Hospital
 - ▶ QS Madrid Hospital
 - ▶ QS Valle de Henares Hospital Olympia Medical Centre
 - ▶ Catalonia General University Hospital: at this centre, which has a very limited BMS, control is extended to the centre's entire air conditioning production and hydraulic distribution facility.

The savings expected to be achieved thanks to the implementation of this first phase amount to 1,800 MWh/year.

For 2023, extending climate control integration to all other centres that have a BMS will be proposed, along with the creation of control systems based on the hardware installed in order to control energy at the centres that do not have this.

Furthermore, as we do each year, in 2022 we ran **awareness campaigns on responsible energy use**.

Other noteworthy actions include the **Sustainability and Energy Efficiency Project** being developed at our **hospitals in Extremadura**: as well as introducing measures to improve energy efficiency, this also includes running awareness campaigns using visual elements (posters and stickers, videos and screensavers) and running an energy efficiency test to raise awareness among employees regarding energy consumption.



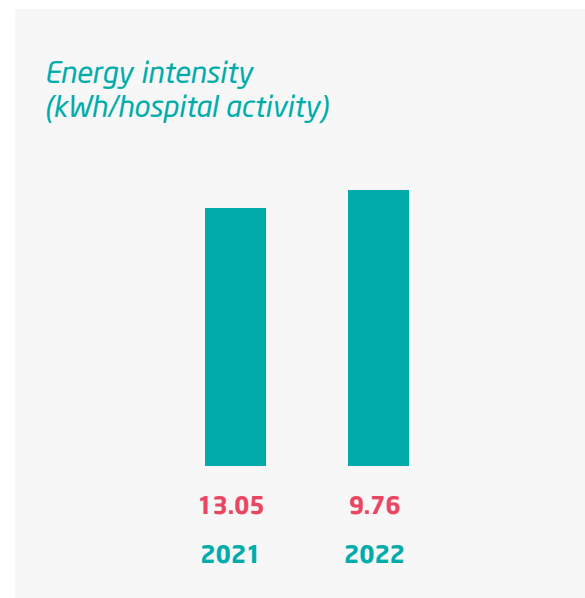
Energy consumption indicators at the Quirónsalud Group

The Group's total energy consumption decreased in 2022 by 2%. The **increase in the consumption of renewable energy** was notable. Energy intensity in 2022 decreased 25% on the previous year.

Since 2020, **100%** of the electricity it consumes comes from **renewable sources**.

Energy consumption (MWh)	2021	2022
Electricity consumption	258,825	264,120
Natural gas consumption	114,014	100,946
LPG consumption	1,659	1,899
Biomass consumption	392	342
Diesel consumption	4,354	4,330
Photovoltaic energy consumption	38	387
Electrical energy consumption by cogeneration	120	39
Thermal energy consumption by cogeneration	272	70
Solar thermal energy consumption	586	446
TOTAL	380,260	372,579

In 2022, some 5,005 MWh of electricity consumption and 23 MWh of natural gas consumption corresponded to Quironprevención.



(*) Activity at Quirónsalud Hospitals Spain based on the number of healthcare acts including inpatient stays, outpatient consultations, day hospital sessions, outpatient and inpatient interventions, deliveries/ caesarean sections, tests and emergencies. We recorded 38,144,332.03 healthcare acts in 2022 compared with 28,109,469 in 2021.

Atmospheric emissions

The total **greenhouse gas emissions** in 2022 arising from the activity of all the Quirónsalud Group's centres amounted to **151,770.42 tCO₂e**.

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

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, the

organisation strictly complies with the relevant leakage checks in accordance with the current regulations.

To date, no significant risks have been detected regarding potential impact on climate change in relation to the Group's activities; however, steps will be taken to assess whether it is appropriate for measures that can mitigate this potential risk to be introduced.

In 2022 Quironprevención partially **offset** 155.26 tCO₂e of its emissions for 2021 on two projects (Peru and Spain).



⋮ Emissions study

In keeping with our commitment, in 2022 we once again developed the emissions study that we launched 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.

Each year, Quirónsalud, together with the **Ecology and Development Foundation (Ecodes)** and **CeroCO₂**, calculates the Group's carbon footprint.



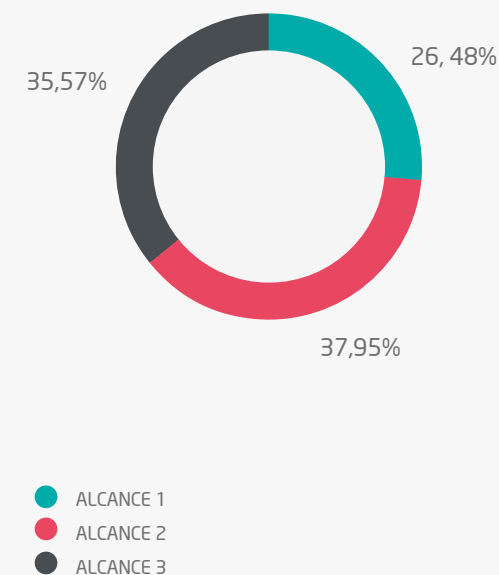
The calculation has once again included emissions from scopes 1, 2 and 3, in line with the GHG Protocol:

- 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** for fixed facilities, the consumption of gases used as an anaesthetic agent (nitrous oxide, desflurane and sevoflurane), the

consumption of **refrigerants** due to refills as a result of leaks in refrigeration units (R410A, R407C, R404A, R134A, R422A, R424A, R422D, R442A, R449A and R507) and the consumption of **fossil fuels** by the vehicles **owned** by some centres.

- 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**.
- Scope 3:** Includes the indirect emissions not included in Scope 2, and that, although still a consequence of the organisation's activities, originate from GHG sources that pertain to or are controlled by other organisations. The GHG Protocol requires the calculation of all sources of emissions from Scopes 1 and 2, and recommends identifying the main sources from Scope 3 depending on the centre's activity or the ease of access to reliable data. In our case, we have considered the emissions associated with **water consumption, office paper consumption, toner consumption, business travel** using means external to the organisation, commuting journeys of the Group's employees, generation of **hazardous and non-hazardous waste, transport for courier shipment service, transport for sending of samples**

Reparto de emisiones por Alcances Grupo Quirónsalud



to external laboratories, laundry service, orders for office material, consumption of pharmacy and parapharmacy products, displacement of mobile units to carry out medical examinations at client facilities and uncontrolled operational emissions while employees are performing their work at a client's facilities.

Compared with 2021, new sources have been included, as have Quironprevención's entities, in addition to Portugal and Latin America, for which reason analysing the evolution of emissions compared with 2021 is not representative.

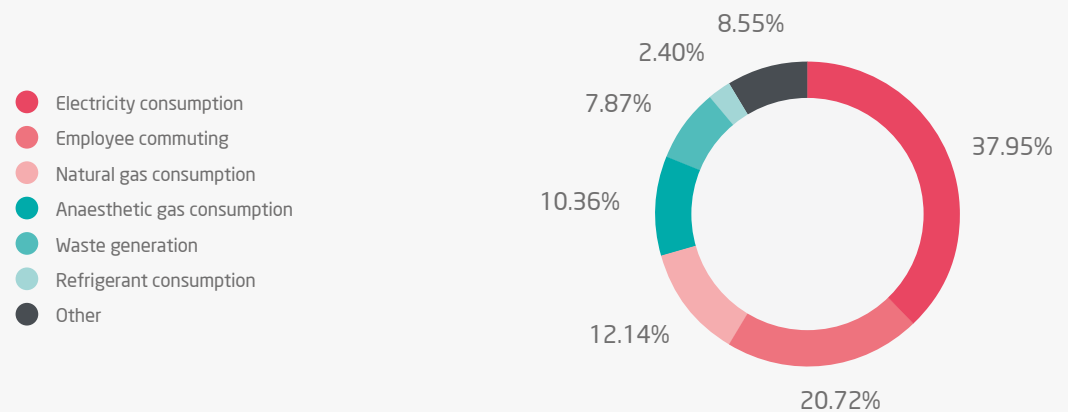
Quirónsalud Group total emissions in 2022 by scopes

Emissions Sources 2022	Quirónsalud Spain (tCO ₂ e)	Quirónsalud Peru (tCO ₂ e)	Quirónsalud Colombia (tCO ₂ e)	Quirón prevention Spain (tCO ₂ e)	Company in the Group GP. Portugal & Latam (tCO ₂ e)	Grupo Quirónsalud (tCO ₂ e)
Scope 1 - Direct emissions	37,034.75	160.68	1,942.51	401.27	644.20	40,183.42
Scope 2 - Indirect emissions (electricity consumption)	55,775.25	153.96	1,522.02	0.00	151.17	57,602.40
Scope 3 - Other indirect emissions	39,658.93	1,277.12	6,791.42	6,077.75	179.39	53,984.60
Total	132,468.93	1,591.76	10,255.96	6,479.02	974.75	151,770.42

The total greenhouse gas emissions in 2022 arising from the activity of all the Quirónsalud Group's centres amounted to 151,770.42 tCO₂e, of which 37.95% were from Scope 2 (electricity consumption), 35.57% were indirect emissions in Scope 3, and 26.48% were from the direct consumption in Scope 1 at Group level.

The Group's leading emission source is electricity consumption (37.95%), followed by employee commuting (20.72%), natural gas consumption (12.14%), sum consumption of anaesthetic gases (10.36%), waste generation (7.87%) and refrigerant consumption (2.40%). All other sources did not exceed 2% of the total and, together, they account for 8.55%.

Breakdown of Quirónsalud Group emissions by sources



✓ **Evolution of the Quirónsalud Group's emissions per employee, per built surface area, per healthcare act and per bed, up to 2022**

The following shows the results since this study began and they indicate positive progress in all indicators.:

Indicators	2016	2017	2018	2019	2020	2021	2022	% evolución 2016/2022
tCO ₂ e/employee	3.71	3.26	3.87	3.8	3.29	2.65	3.54	-4.66%
kgCO ₂ e/m ² (surface area)	96.54	88.14	89.9	85.36	82.16	55.50	77.53	-19.9%
kgCO ₂ e/healthcare act	6.06	4.76	4.82	4.44	4.24	2.64	2.95	-51.35%
								% evolución 2018/2022
tCO ₂ e/bed	-	-	15.06	15.16	11.79	9.06	13.67	-9.30%

Evolution of the emissions of Quirónsalud Spain centres in 2021/2022 by scopes

Emission Sources	Emissions in 2021 (tCO ₂ e)	Emissions in 2022 (tCO ₂ e)	Variations 2021/2022 (tCO ₂ e)	Variations 2021/2022 (%)
Scope 1 - Direct emissions	38,356.52	37,034.75	-1,321.77	-3.44%
Scope 2 - Indirect emissions (electricity consumption)	29,870.49	55,775.25	25,904.76	86.72%
Scope 3 - Other indirect emissions	25,077.56	39,658.93	14,581.37	58.14%
Total	93,304.56	132,468.93	39,164.37	41.97%

The total emissions from all Quirónsalud Spain centres increased on the previous year, rising from 93,304.56 tCO₂e in 2021 to 132,468.93 tCO₂e in 2022, which is 41.97% more.

The emission sources of natural gas, LPG, anaesthetic gas (N₂O) and refrigerants decreased by 11.67%, 36.76%, 27.07% and 37.88%, respectively, due to a lower amount of consumption of these except for LPG, whose consumption increased, but the emission factor in 2022 is lower. However, the opposite occurred with diesel consumption, whose consumption is lower than that for the previous year (2021) but the emission factor for 2022 increased.

Four new emissions sources in Scope 3 have been included, plus the consumption of the anaesthetic gases desflurane and sevoflurane, sources in Scope 1.

As is the case for the Group as a whole, the leading emission source is electricity consumption (42.10%), followed by employee commuting (19.11%), natural gas consumption (13.76%), sum consumption of anaesthetic gases (11.81%), waste generation (7.67%), laundry service (1.89%) and refrigerant consumption (1.40%). All other sources do not exceed 1% of the total and, together, they contribute 2%.



Thanks to annual calculations, the Quirónsalud Group can track 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 individual centres, and continue making progress in defining realistic and efficient 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. This Cluster is 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).

In 2022 we continued our work with the Cluster, which focused its endeavours on the need to understand climate change beyond the area of business, meaning in more broader terms by effectively including the supply chain. Furthermore, the latest developments linked to European taxonomy were addressed and decarbonation of the supply chain was examined, while the need to establish collaboration actions with suppliers was also addressed.



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.



In addition, we continued to make progress with initiatives designed to promote **sustainable transport** among employees. Some of our hospitals created parking areas for scooters and bicycles, and some parking spaces with a charging point for electric vehicles have also been established, in compliance with the Law on Energy Transition and Climate Change (Law 7/2021).

Another similar initiative is the competition for ideas to reduce carbon footprint that has been hosted at some centres, including Quirónsalud Córdoba Hospital and Sagrat Cor University Hospital.

“Best ideas to reduce our hospital’s carbon footprint” competition

At Quirónsalud Córdoba Hospital we’re working to reduce our impact on the environment. We know that healthcare consumes many resources and generates much waste, which is necessary to ensure suitable healthcare. However, we can develop actions that minimise this impact. Will you help us?





8

Our relationship with society

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⋮ Social action from our centres



As a leading healthcare group, at Quirónsalud we view social action as a core part of our business.

The Quirónsalud Group's goal is to focus on **improving people's health and well-being, while being** fully aware of our **responsibility** to help and contribute to a fairer society.

We are fully aware our social contribution is based on the impact we can have through our own activity: **improving people's health and well-being** while **sharing resources, knowledge and expertise** with a focus on contributing to the society in which we operate.

At the Quirónsalud Group, we promote different areas of social action directly linked to our activity, which are carried out by the hospitals in each region, often in collaboration with national or local social organisations. The numerous initiatives can be categorised into four types of specific actions:

- ▶ Caring for and supporting patient groups
- ▶ International cooperation
- ▶ Health promotion activities
- ▶ Sponsorships

⋮ Caring for and supporting patient groups

Over the course of 2022, our centres have once again been involved in a large number of initiatives and projects focused on groups considered priorities at Quirónsalud, such as **children, women, disadvantaged groups or those at risk of social exclusion, elderly patients** and patient groups with **specific diseases and pathologies**, often through partnerships and collaborations with various social organisations.

The “Patients and their families” chapter of this report details various initiatives that focus on **childhood, women** and people with **special needs** that not only concern our patients, but which also see us make our resources, knowledge and expertise available to society.

For example, we have developed a unique, pioneering application to treat sleep apnoea: **Airway Gym**. This initiative was promoted by four specialists from the otorhinolaryngology and pneumology specialities at **Quirónsalud Campo de Gibraltar Hospital and Quirónsalud Marbella Hospital**, and has been widely recognised by the international scientific community.

This app directly addresses the physical factor causing apnoea and enables the user to perform exercises while interacting with their mobile’s screen, receive a notification on how to perform them, and it provides information on their performance. It’s a pocket gym that fits the patient’s schedule and location.

International cooperation

We strive to reach patients who cannot access treatments, whether due to a lack of economic resources or because their countries of origin do not have the necessary methods and/or qualified professionals. We support cooperation projects with the aim of translating Quirónsalud’s commitment, as well as our professionals’ commitment, to matters of help, development and life in areas with few resources and people in need.

In 2022 Quirónsalud made a **financial donation of €250,000 to the Recover Foundation and more than €160,000 as an in-kind donation**, supplying medicine, hospital services, support in communication tasks and technology, travel and insurance policies..



Over the course of 2022 we continued our collaboration with the **Recover Foundation**.

- ▶ **Telemedicine Programme:** health that connects
- ▶ **Hospitals Programme:** a health network
- ▶ **Training Programme:** educating the future
- ▶ **In-kind donations**
- ▶ **Coordination of activities**

Some of the main Recover activities Quirónsalud is notably involved in each year include:

- ▶ **Child nutrition**, with the support of the Telemedicine Programme and the new Paediatrics and Child Malnutrition Community, as well as the Hospitals Programme.
- ▶ **Training and awareness campaigns**, designed to prevent and treat different illnesses and attend to diverse pathologies, with a special focus on women and children from rural areas.
- ▶ **Online training**, which we began in 2020 and developed thanks to the assignment of Quirónsalud's e-learning platform, which our volunteers also take part in.
- ▶ **Improved telematic access**. Thanks to Quirónsalud's collaboration, since 2021 Recover has had an app that can be used in Telemedicine and a technology platform for its programmes.

Quirónsalud has been heavily involved in the **Patient Programme**, which strives to offer opportunities to people who cannot be operated on in their country of origin. Each patients generates a support network that involves doctors who operate on them, Spanish volunteers who support them, and institutions and hospitals that welcome them.

In 2022 we were able to resume the programme following on from the pandemic sparked by COVID-19.

The assessment of cardiac patients requiring a valve replacement was prioritised: four patients arrived from Burkina Faso and were operated on by the Cardiac Surgery Service at **Quirónsalud Albacete Hospital**, which is led by Dr Gonzalo Aldámiz.

Another particularly significant event that took place in 2022 was the visit of Dr Jeannette Boniche Rosales, from Kanzenze Hospital in the Democratic Republic of the Congo. She completed a placement at the Neonatal Intensive Care United in the Neonatology and Paediatrics Service at **Quirónsalud Madrid Hospital (Pozuelo)**.



In addition to the collaboration with Recover, our hospitals continued their involvement in humanitarian campaigns and missions in different countries and in collaboration with several social organisations. Each year, several centres perform surgery on patients from countries that do not have the necessary resources.

For example, here are some of these initiatives carried out in 2022:

- ▶ **Quirónsalud Extremadura** collaborated on a **surgical campaign in Cameroon**, which was promoted by the André Onana Foundation and the NGO Surgeons in Action, which enabled a total of 247 children under 18 years old and two adults to be operated on for hernias, burns or injuries.

The campaign, which involved a team of professionals comprised of three surgeons, three anaesthesiologists, one paediatrician and three nurses took place between 17-28 April in two hospitals in Yaoundé, the capital of Cameroon..

- ▶ **Sagrat Cor Hospital** and **Catalonia General University Hospital** collaborated with the Projecte Tabassaye Care Association by performing various operations on African patients and offering them continuity in their care.
- ▶ **Quirónsalud Rey Juan Carlos, Quirónsalud Infanta Elena** and **Jiménez Díaz Foundation University Hospital** took part in an international cooperation project to carry out campaigns for cervical cancer screening, gynaecological ultrasounds and breast examinations with the goal of reducing the number of deaths caused by cervical cancer in African women in the towns of Bikop and Obout. This initiative aimed to raise awareness among women as to the importance of periodic gynaecological examinations and identifying positive cases of cervical cancer so they may be treated. In 2022 two operations were performed at two centres in Cameroon.

Another priority goal, as is always the case in international cooperation, is the conveyance of knowledge and training of local staff.

- ▶ **Quirónsalud Zaragoza Hospital** collaborated with AMADEA (Friends of Armenia Medical Association) by having a vascular surgeon participate in the Armenia Surgical Campaign 2022.
- ▶ **Ruber International Hospital** offered full healthcare to a child from Burundi who required traumatological and plastic surgery.

In addition, many of our centres have taken part in campaigns for humanitarian aid, including medication and healthcare for those affected by the war in Ukraine. By way of example, **Quirónsalud Baleares** donated an ambulance that can transport five patients and is equipped with a bed, ramp, vacuum mattress and various sanitary material.

As discussed in more detail later, the Quirónsalud Foundation also carries out important work in international cooperation, often promoting and coordinating different social initiatives within the Group..



Health promotion activities

In 2022, like every year, our centres were involved in celebrating the **World Days established by the WHO**, carrying out specific actions that help to **improve visibility and raise awareness** about disease **prevention** and **healthy habits**.

They often provide **free tests**, as well as organise **educational sessions**, information stands, exhibitions and practical workshops in collaboration with many national or local social entities.

Our hospitals in Latin America also developed different initiatives in the scope of promoting health, as was the case with **El Prado Clinic** (Medellín), which reaffirmed its commitment to comprehensive, appropriate, safe, pertinent, welcoming, humanised care in the health and nutrition of the mother-child population, having maintained its certification as an *Institución Amiga de la Mujer y la Infancia Integral (Friendly Institution for Women and Children - IAMII)*. To achieve the results proposed, the institution defined its administrative and care areas, community support groups, and interdisciplinary work in functional areas to provide their knowledge in caring for patients.

The city government of Medellín expressly recognised the Clinic for its social commitment, human quality, solidarity and strength, conveyed through the health and life of Medellín locals.

We must also mention the initiatives focused on **encouraging physical activity, personal well-being and good nutrition**: our centres support sports clubs and events and they host numerous informative workshops and seminars on different health aspects and diseases..

The "Patients and their families" section of this report already mentioned numerous initiatives developed by our centres to promote health and preventive habits.



In terms of another area, the health of our professionals, our hospitals also run many initiatives that focus on people's needs, encouraging healthy habits and providing tools to equip them with skills and resources that help to improve psychosocial management, ranging from

training workshops to specific psychological support, promoted from the Corporate Occupational Hazard Prevention Department.

Furthermore, they celebrate special days, such as [International Nurses Day](#), recognising the significant role our professionals play in caring for health.

12 de mayo
Día Internacional de la Enfermería

#EnfermeríaDeCorazón



⋮ Solidarity campaigns

As part of this social action focused on health, charity events were developed by several centres in collaboration with various organisations, in order to support and promote different social causes.

For another year running, Quirónsalud centres promoted food and toy donation campaigns to social organisations over the Christmas period.

Meanwhile, **Quironprevención** developed various social action initiatives in 2022, which led to economic donations to non-profit organisations and foundations amounting to €16,000, including:

- ▶ “2nd Epora Trail Tierra de Aceite Race in Córdoba”, a charity trail organised for the benefit of the Mountain Association ADISMO, which is focused on people with functional diversity.
- ▶ Donation to the Ibili Association, a not-for-profit organisation that brings together people with a physical disability in Navarre, with the aim of shining a light on and promoting adapted sport.
- ▶ “Telemaratón Solidario Tenerife”, in which Quironprevención employees donated the amount of their Christmas gift to the Spanish Food Bank Federation (FESBAL).
- ▶ Other one-off contributions were made to the Vértice Salud Foundation, Ecodes Foundation and Foresta Foundation.

⋮ Charity sports activities

Another important line of action for Quirónsalud is the support of our hospitals at various sporting events, in line with its mission to protect health and encourage healthy habits among the population. This collaboration is realised through particular sponsorship actions, as well as through hospital staff’s own involvement in the different events they support, such as **charity races and sports events**.

Furthermore, our hospitals are **Official Medical Centres** for several sporting events.

Quirónsalud Group sponsorships

We maintain our criteria when selecting projects the Quirónsalud wishes to support through sponsorship actions:

- ▶ Enhance our corporate social responsibility in projects that drive the SDGs (Sustainable Development Goals, the United Nations' 2030 Agenda).

- ▶ Promote people's social well-being and health, placing special emphasis on sport.
- ▶ Associate values with the corporate image and brand.

For another year running, we continued our sponsorship policy, mainly focusing on **sport, women and family**, and we also sponsored numerous events run by patient associations, scientific/academic associations and conferences.



For years, we have been the official medical provider at important sporting events, with these including the **motorcycle racing Grand Prix**, the men's and women's **Spanish national basketball teams**, and we have also collaborated with various handball, football, basketball and rugby clubs around the country. Since 2021, Quirónsalud has also been the official medical collaborator of the **Sacyr ASOBAL handball league**.

It is also worth noting that the **Rafa Nadal Academy by Movistar** is supported by Quirónsalud in all its medical service offerings.

Furthermore, the Quirónsalud Group also has extensive experience in offering **medical cover to large events**, like the Madrid Mutua Tennis Open, the Nationale-Nederlanden San Silvestre Vallecana race, and the last women's EuroBasket, which was hosted in Spain.





We must make special mention again of the Pelayo Vida Challenge, an initiative that Quirónsalud has been sponsoring for years to help convey a message, 'loud and clear', that there's life after cancer. Through this initiative, women who have suffered this disease undertake a great challenge in some of the remotest corners of the planet, led by important figures from the country's scientific and sporting stages.

The **JORDAN PELAYO VIDA CHALLENGE 2022** edition was an endurance test for five women who proved a disease like cancer can be overcome and so can this difficult challenge, which took place in a spectacular setting, among Crusader castles, the lost city of the Nabataeans, and the age-old routes taken by caravans.



Quirónsalud collaborates with various social organisations in Spain, which include the following:



In addition to these national entities, each centre has specific collaboration agreements with other local institutions with which they collaborate closely on the organisation and promotion of different activities, such as many of those mentioned in this report.

Quirónsalud Foundation

The Quirónsalud Foundation maintains its goal of conforming to the highest **transparency** standards for non-profit organisations.

One of its foundational aims is to **promote health and healthy lifestyle habits** through education, encouraging research and social action focused on patient associations, their relatives and society in general..



Since 2016, the Foundation has had its own **Good Governance Code** in place with the goal being to establish the general guidelines that must govern its conduct in the development of its activities, through those that materialise its foundational purposes and signing collaboration agreements with different entities and institutions.



The Quirónsalud Foundation was established as a reflection of the Group's desire **to play a part in improving society** in a way that is transparent, innovative, sustainable and committed to people.

∴ The Quirónsalud Foundation's lines of action

The following are some of the Quirónsalud Foundation's highlights from 2022:



International cooperation



Supporting patients



Corporate volunteering



Promoting healthy habits



Supporting research and teaching



1. International cooperation

As it is aware that health is a cornerstone to economic and human development, the Quirónsalud Foundation launched (for the fourth year running) its awards for **International Cooperation in Matters of Health 2022**, in a bid to support projects developed alongside social institutions that work in this area and whose collaborators or ambassadors include staff from the Quirónsalud Group.

This edition offered grants of €10,000 to five different projects presented by entities based in Madrid and Catalonia in order to support initiatives in collaboration with a social organisation developing activities with a high impact in areas with a high care demand and whose aid workers include Quirónsalud professionals.

Furthermore, in 2022 the Foundation hosted an international cooperation workshop, which was attended by various people in the framework of cooperation and development, Quirónsalud staff members and social organisations. This event shone a light on the need to continue generating spaces for debate and the exchange

of knowledge, which enables us to have a greater impact on the groups attended to and in establishing lasting global partnerships.

It's also worth mentioning the social action Quironprevención has through its project of donating rechargeable solar torches to 215 homes on the shores of Lake Assal and the town of Moumina in Djibouti (Africa).

Thanks to collaborative teamwork, Quirónsalud's commitment (and that of its professionals) to healthcare translates to the achievement of different health, development and life goals in areas with few resources and people in need, thus helping to improve healthcare and health knowledge, a cornerstone to economic and human development, as well as world safety, as part of the Sustainable Development Goals.



Support and presence in emergencies



The Quirónsalud Foundation rolled out various initiatives to support and raise funds for the international cooperation entities that operate on the ground.

Aid campaigns for Ukraine, aimed at all Quirónsalud collaborators, saw the Foundation collect money, healthcare material, food and warm clothing, which was sent via international cooperation entities and local associations to address the needs of the Ukrainian population.

All actions rolled out are done subject to the initiative being approved by an internal crisis committee, through an internal fundraising campaign.

To provide support in this emergency situation caused by the war, it contributed with specific donations and it offered occasional collaboration, all of which amounted to a total of €155,801.75.

Through this line of action, the **Quirónsalud Foundation** aims to be present and offer its support in the emergency situations that occur around the world; in 2022, the war in Ukraine was its main focus..



2. Supporting patients and families

Oncology Fertility Programme:



70 new patients joined this programme in 2022.

This initiative was launched in 2018 (subsidised by the Quirónsalud Foundation) and it offers cancer patients at risk of infertility due to their treatment the opportunity to preserve their fertility, either through oocyte cryopreservation for women, or through sperm freezing for men.

Since its launch, this programme has attended to several cases, both men and women (with the cost charged to the Foundation) from different Group centres, such as Quirónsalud Pozuelo Hospital, Ruber Juan Bravo, Quirónsalud Barcelona, Quirónsalud Zaragoza and Teknon Medical Centre.



⋮ Aid packages for patients ⋮ and families

Via this initiative, the Quirónsalud Foundation offers grants to exceptional cases, such as second medical opinions in complex cases or collaboration on psychiatric treatment for families experiencing serious situations, such as the loss of a loved one as a result of gender violence.

In 2022 we collaborated on the cancer treatment of a child using state-of-the-art technology (proton therapy), and we also continued our grants for second medical opinions in complex cases.

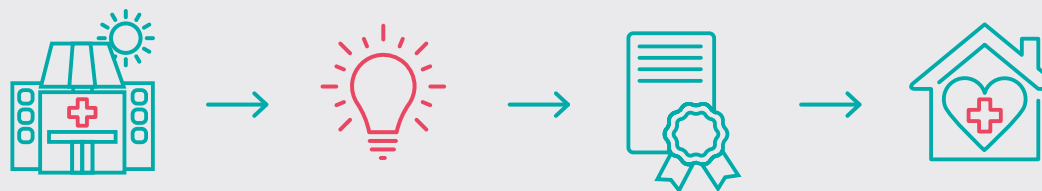
⋮ Energy

In 2022, the Quirónsalud Foundation (in collaboration with the Naturgy Foundation) continued its work on the "Energy Prescription" (Receta energía) project, with the goal being to support chronically ill people in a situation of energy vulnerability who receive treatment at home with electrical medical devices.

Furthermore, the use of renewable energy is encouraged at hospitals via the installation of solar panels on their roofs, with the economic savings generated allocated to this social endeavour.

As such, a direct aid fund is created to cover the energy expenses of the beneficiaries, allowing these people to receive treatment with no cost overruns and enjoy an improvement in their health.

We want to generate energy to care for you and the planet



Energy Prescription contributes to the UN's 2030 **Agenda's Sustainable Development Goals (SDGs)** by responding to the challenges in modern society and the fight against climate change, while reflecting the values of both Foundations



Quirónsalud Foundation Carers Programme:

In 2022, we continued to develop actions to support a social project aimed at [non-professional carers](#).

Quirónsalud has the opportunity to create the largest community of carers, services and resources in a single meeting space via the Quirónsalud Foundation Carers Programme. Throughout the year, we worked with the different people involved to suitably define the project's lines of action in which Quirónsalud can have a closer relationship with this group.

By creating this community for carers we aim to provide a comprehensive and unique response to their different needs:

- Medical care services
- Emotional support
- Meeting and exchange spaces
- Enjoyment of leisure and free time
- Access to material resources for care
- Administrative support
- Access to training resources

In 2022 the Foundation made progress with the following:

- Definition of categories: resources, health and well-being, enjoyment and respite
- Design and contents of the Online Community: services offered
- Definition of criteria for partnerships
- Strategic partners: definition of users, internal relations, social institutions, companies and organisations





3. Corporate Volunteering

In 2019 the Quirónsalud Foundation launched the **Quirónsalud Corporate Volunteering Programme** with the goal of generating a shared space where we can collaborate and co-build a better society, harnessing each employee's potential and commitment in conjunction with the local and/or global entities aligned with Quirónsalud's mission.

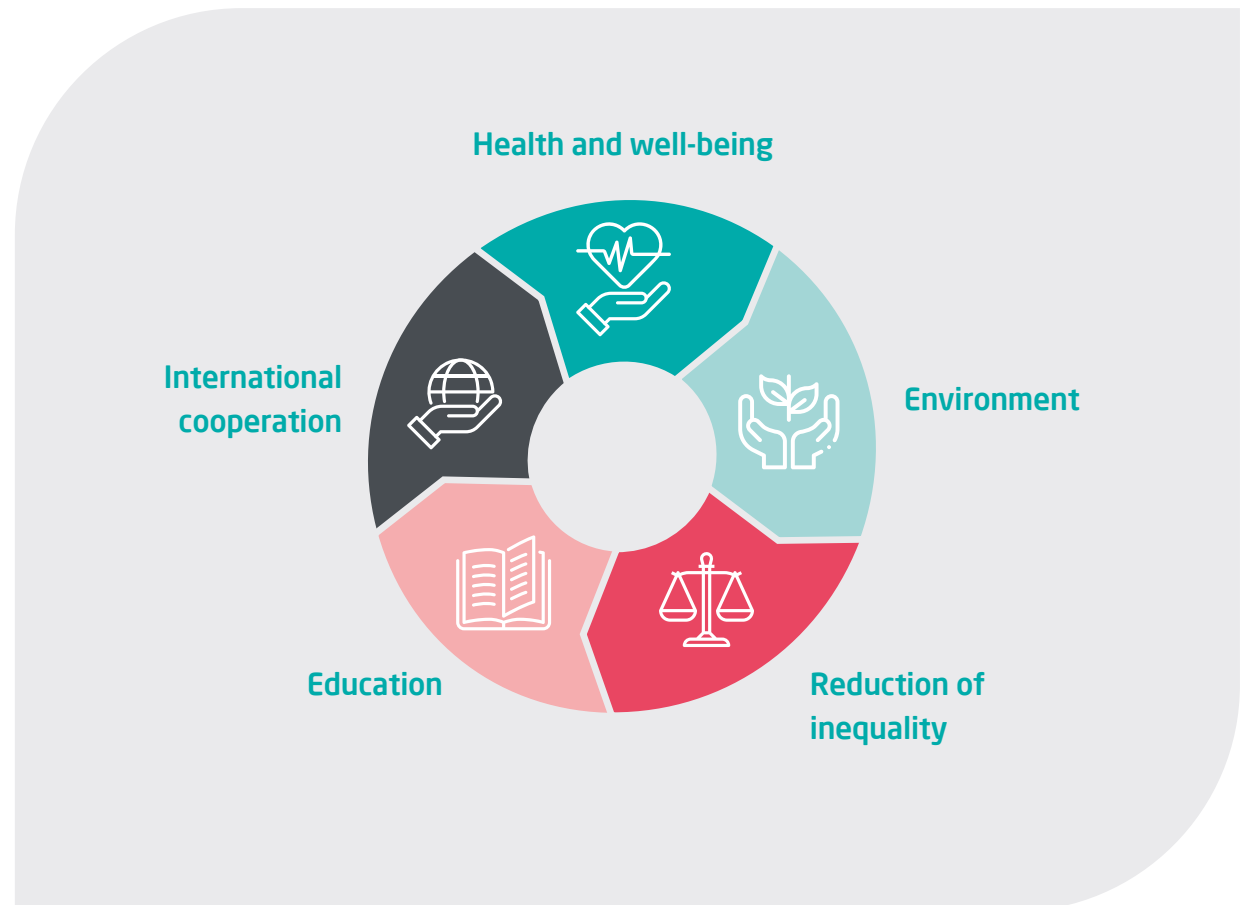
Ecosystem:

Together with Quirónsalud's network of work centres and hospitals, the programme acts as a link between professionals and social entities to develop specific actions focused on having a positive local impact.

Initiatives:

Actions are born of **partnerships with the 86 social organisations** aligned with the Foundation's priority areas..

The Quirónsalud Foundation and a partner organisation will post, promote and nurture volunteering opportunities on an online portal to encourage workers to participate in charitable initiatives in the following areas:



The types of volunteering actions identified as priorities for the Quirónsalud Foundation are:

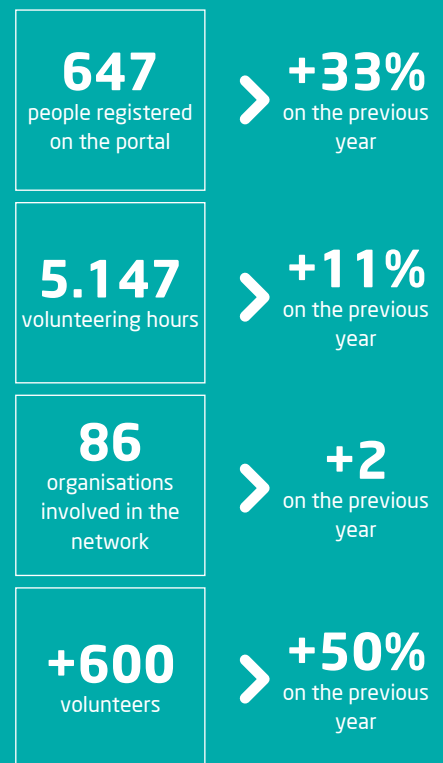
- ▶ Accompanying and supporting vulnerable people.
- ▶ Educational activities with children, youths, adults and/or the elderly.
- ▶ Inclusion and equality activities.
- ▶ Supporting local outreach and/or fundraising activities for projects.
- ▶ Dissemination, awareness and/or training.
- ▶ Selecting and preparing materials to be sent to the field.
- ▶ Health practice.
- ▶ Sports events for a specific cause.
- ▶ Animal protection.
- ▶ Collecting and recycling waste.
- ▶ Replanting and protecting species.
- ▶ Providing support in emergency situations.
- ▶ Volunteering in the field.

Any of the initiatives promoted can be carried out on-site or online, as a family or individually, and as a one-off, permanently or during holidays.

The results in 2022 were highly satisfactory, with the following initiatives deemed standouts:

- ▶ Consolidation of milestones, such as the 2nd Edition of Volunteering Week and the 2nd Charity Collection.
- ▶ Strengthening the ties between the project and local teams, scaling and replicating CSR (corporate social responsibility) actions.
- ▶ Reinforcement of the programme's outreach and presence online (corporate newsletter and newsletters from the programme and centres, and intranet) and offline (personalised posters, own containers to organise charitable actions, welcome kit, etc.).
- ▶ Improvement and evolution of the programme, updating interests and motivations of employee participation.

The **most relevant indicators for our volunteering activity in 2022** continue to show an extremely positive trend:



Organisations involved with our Volunteer Programme

Reducing inequality



Environment



Education



International cooperation




Health and well-being



The response to the campaign for Ukraine, the collection of food and toys at Christmas, and the 2nd Volunteer Week has been excellent..

All food and toys donated have been distributed to people in need thanks to the collaboration of 17 social entities: the Spanish Food Bank Association (FESBAL), the Health and Community Foundation, Cáritas, the soup kitchen Emmaus in Barcelona, the Red Cross, Madre Coraje, Comida para Todos, Alimentos Solidarios Torrevieja, Debra Piel de Mariposa, Mensajeros de la Paz, Movimiento por la Paz, Amigos de la Calle, Móstoles Soup Kitchen, San Vicente de Paul Soup Kitchen, Hermanos de la Cruz de Ciudad Real, Hermanitas de los Ancianos Desamparados de Badajoz, and Cotolengo..

Over the course of 2022, the Foundation continued its work on this ambitious project by building a sense of community and acting as a vehicle for communication between employees, work centres and NGOs, increasing our employees' pride of belonging, promoting their charitable spirit and participating in the joint effort to achieve a better world.



Thanks to its hospitals' involvement, Quirónsalud has collected more than **3 tons of food** and a thousand toys in its 2nd Christmas Solidarity Campaign, doubling the amount collected in the previous edition.

4. Promoting healthy habits and lifestyles

Stay Healthy

In its commitment to promoting healthy habits, the Quirónsalud Foundation has continued, for another year running, with the **Stay Healthy** initiative, an educational innovation programme launched in 2018 with the aim of promoting healthy habits among adolescents..

This initiative was co-created with education professionals, educational psychologists and students, using scientific rigour, new teaching models and the digital environment as a channel for conveying to future generations the importance of their everyday decisions and how they affect their quality of life and their health in the long term..

It is carried out through contents used to hold workshops that help participants, girls and boys aged 14 and 15 years old, to gain an awareness of how important it is to take care of their health, based on dynamic and collaborative learning and a close relationship with students..

This initiative uses the “Beyond Z” methodology where::

- ▶ The students are the protagonists and co-creators of the project’s contents and design.
- ▶ It combines on-site experience in workshops at the educational centre with digital experience, thanks to the creation of virtual activities and content.
- ▶ Rigorous scientific information for each subject that has been approved and supervised by Quirónsalud professionals, who act as volunteers on the programme.
- ▶ Adaptation of the curriculum to the mandatory secondary education programme taught by expert educational psychologists and teachers, offering materials as a classroom dynamic and project-based learning (PBL).

With a presence in all Spanish provinces, more than 850 educational centres have signed up to the project since 2018, meaning more than 15,000 students participate in the on-site sessions, and more than 57,000 in those hosted through the Virtual Classroom.



750
member centres

400
on-site sessions

10,000
on-site students

15,000
through the Virtual Classroom

80
professionals as volunteers



5 - Supporting research and teaching

One of the aims of the Quirónsalud Foundation is to support clinical research and teaching, becoming a vehicle for Quirónsalud professionals to apply for funding and competitive grants to access invitations in which the participation of a not-for-profit organisation is necessary, so they may develop projects related to knowledge generation, in line with the relevant ethical principles and transparency regulations..

Every proposal presented each year is analysed in detail on an individual basis, prior to acceptance by the Foundation's Board of Trustees.

In 2022 the Foundation continued with this activity and managed 16 forms of collaboration in the industry with companies such as Janssen, Novartis, Leo Pharma, Medtronic and Nestlé, in order to support teaching activities led by Quirónsalud professionals in the fields of dermatology, oncology, surgery, emergency medicine and Paediatrics, among others.



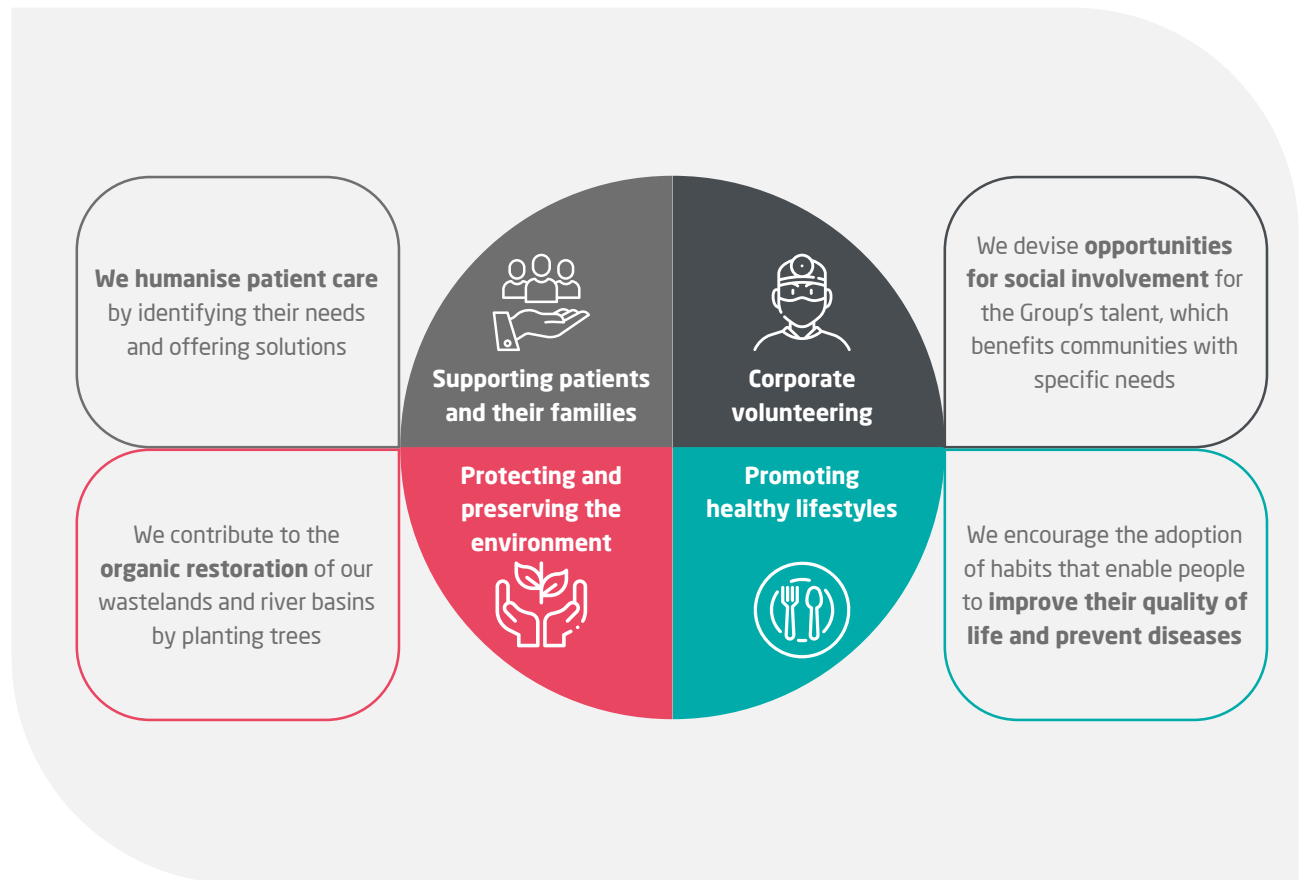
Quirónsalud Colombia Foundation

With the aim of helping to improve Colombians' quality of life and well-being, particularly those who live in areas with more vulnerabilities, the eight organisations comprising the Quirónsalud Group in the country established the **Quirónsalud Colombia Foundation** in 2021.

The partner organisations of this Foundation are Medellín Clinic, Las Vegas Clinic, Imbanaco Clinic, El Prado Mujer Clinic, Cedimed, Antioquia Ophthalmology Clinic (Clofán) and the Antioquia Oncology Centre (COA)..

We mobilise the capacity of our clinics, medical and administrative staff to assist groups of people in vulnerable situations with health-related actions.

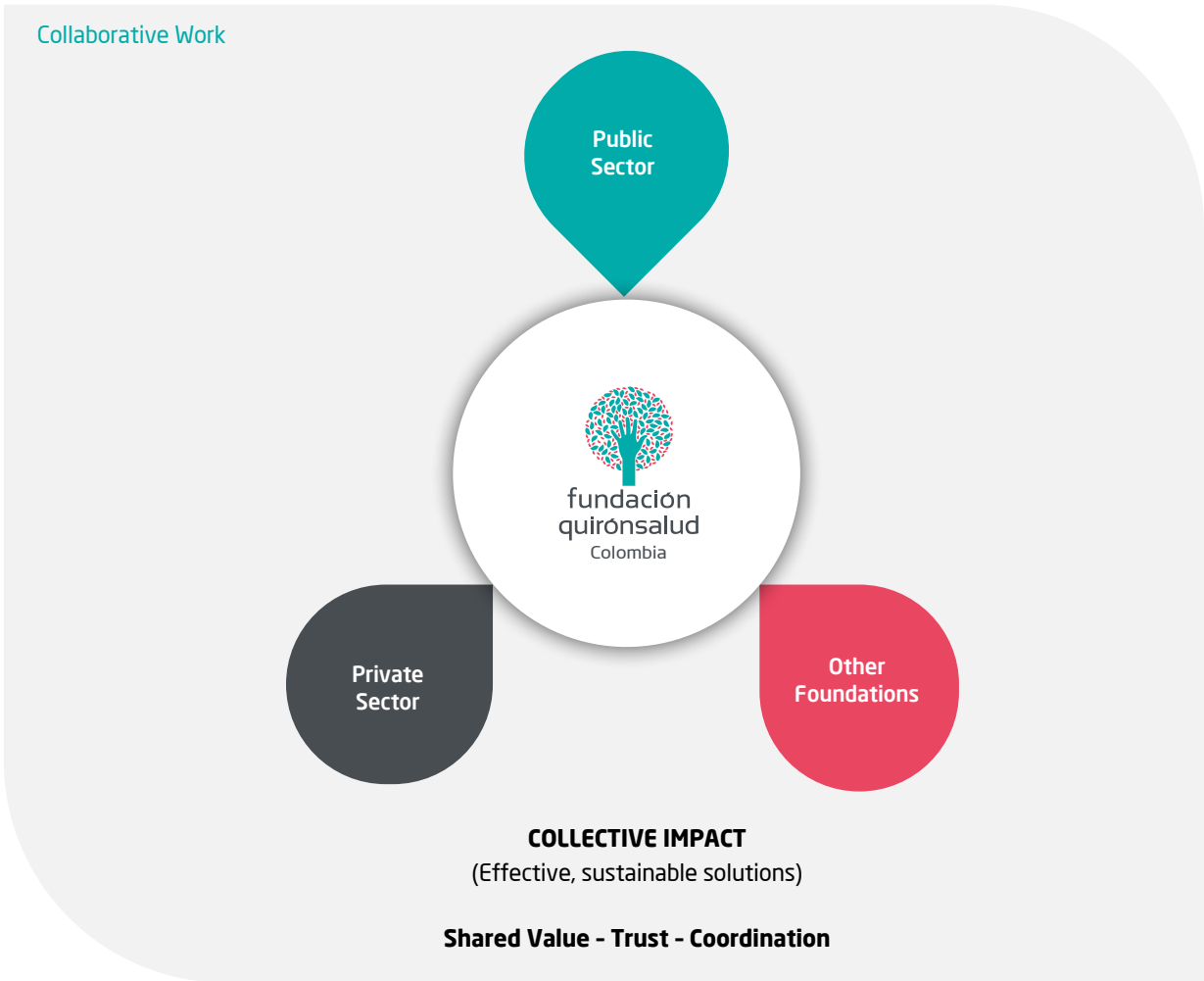
The Quirónsalud Colombia Foundation's lines of action are:



We gladly accept the role we must play in the society around our centres and the region we inhabit; we cannot act as guests, but rather as neighbours.

"We form a part of a community, we want to work with a community" is the Foundation's motto and, in line with this goal, we have continued to work on each of our lines of action in 2022 to improve the quality of life and well-being of Colombians.

The key basis for the development of our programmes and projects is *collaborative work*.



1. Supporting patients and their families

At the Quirónsalud Colombia Foundation we firmly believe everyone should have a human, dignified experience when they face health problems; we know our patients are attended to in line with high quality and safety standards, and we're committed to extending those standards to their relatives in matters such as food, accommodation and support, in order to improve health overall.

To reduce the social and economic vulnerability of some of our patients, we implemented the Food Support Programme that aims to guarantee food for carers by providing combos (breakfast, lunch and dinner). This programme is run at the clinics Imbanaco, Medellín, El Prado, Las Vegas and COA with the support of social teams responsible for identifying them in line with strict eligibility parameters, and the possible beneficiaries of the programme.

The beneficiaries are mainly people who come to support patients from other areas, who do not have a support network in the city where they are being treated and who, naturally, do not have the financial resources to pay for meals.



8.394
combos
(at 5 clinics)



743
families
benefited



198
areas
(26 departments)



3
countries
(Colombia, Ecuador
and Venezuela)

Family Home Project:

In 2022 we signed an agreement with the Casa Ronald McDonald Foundation, which we're working with on our temporary shelter.

We hope to open the [Ronald McDonald - Quirónsalud Colombia Foundation Shelter](#) in the first quarter of 2023 in order to host a minimum of 13 families of patients from outside of Cali and who are being treated at the Imbanaco Clinic.



fundación
quirónsalud
Colombia

In addition, we should highlight the link between the Quirónsalud Colombia Foundation and the **Quiero ser Grande (I Want to Be Big)** campaign, which is being developed within the framework of events celebrating International Childhood Cancer Day, leading the consolidation process for the group. It brings together 11 organisations from the Valle del Cauca that work with paediatric oncology patients in a variety of ways.





2. Corporate volunteering

We generated opportunities so our collaborators, technology and our organisations' time could be made available to community development, particularly in health-related matters.

We concentrated a large part of our efforts on developing health brigades as a show of collaborative work in which we involved other organisations from the public and private sectors in a bid to ensure healthcare from start to finish. Our contribution consisted of facilitating access to preventive health and healing opportunities, which we do through specialities that are not covered in the area.

Bearing in mind the previous experiences of Foundation members and their vocation, in 2022 we prioritised three population groups::

- ▶ Women deprived of liberty
- ▶ Recyclers
- ▶ Vulnerable population on the Nariño Pacific coast

Summary of Corporate Volunteering in 2022 at the Quirónsalud Colombia Foundation



QSCF contribution	Others' contribution	QSG donation	TOTAL
29,697,779	63,259,967	537,395,408	630,353,154

**GROUP OF VOLUNTEERS
AT MEDELLÍN CLINIC AND EL PRADO CLINIC**

Quirónsalud Colombia Foundation opened its doors in 2022 for groups of volunteers from Medellín Clinic and El Prado Clinic, providing **training spaces** to tackle subjects like psychological first aid, palliative paediatric care and biosafety measures.

Furthermore, help was provided to formalise the group of volunteers from the Antioquia Oncology Centre and from Imbanaco Clinic. They were provided with uniforms and consumables, offered access to workshops where they could strengthen their social support skills, and supported in the process of opening interaction spaces at the clinics.

Similarly, we supported the consolidation process for the group of volunteers from Las Vegas Clinic.



3. Promoting healthy habits and lifestyles

Healthy Kitchens Project: a food education proposal, in collaboration with CES University and the Grupo Familia Foundation, aimed at recyclers. Although its main goal is to reduce the level of undernourishment, malnutrition or obesity, it is also designed to generate dynamics of coexistence between these people, with food acting as a pretext for conversation.



4. Protecting and preserving the environment

We're acutely aware of how important it is to care for the environment and how we need to reduce our carbon footprint. For this reason, we contribute to the participatory ecological restoration of our wastelands and river basins.

Within the framework of the [Mi Hermano Arbolito Programme](#), devised by La Mujer Clinic, we've signed agreements with the WWF and Celsia's ReverdeC Foundation to help plant and maintain 25,000 trees in Bogotá, Antioquia and the Valle del Cauca, and thus celebrate the lives of our institutions' patients.

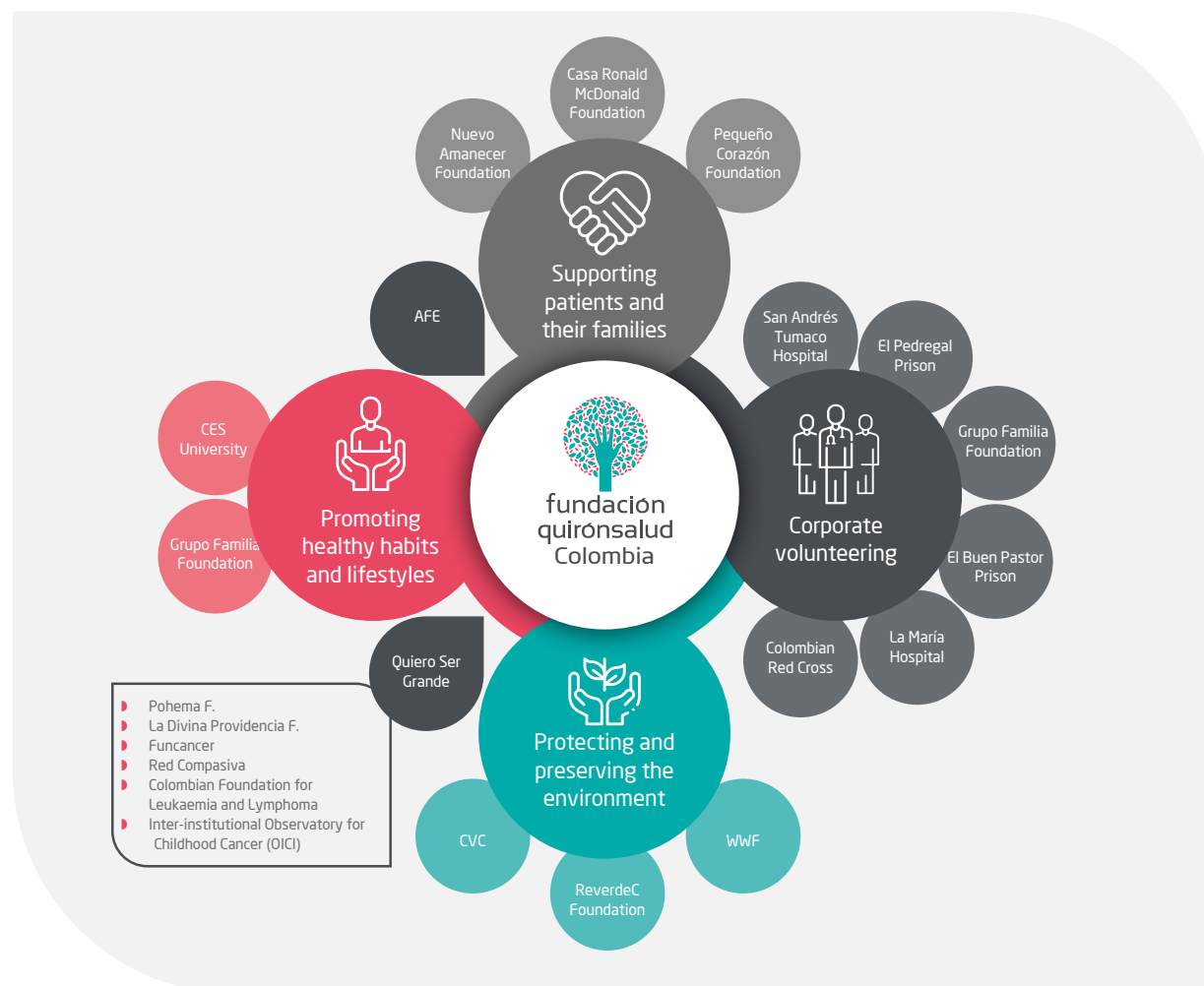
In April, in partnership with the CVC, we opened the Bosque Materno (Maternal Forest), which is a space set aside for the planting of trees to commemorate the children born at Imbanaco Clinic.



ASSOCIATIONS

In 2022 the Quirónsalud Colombia Foundation joined the AFE (Family and Business Foundations Association) whose members include the country's leading foundations. This membership has enabled us to build relationships with foundations like the Grupo Familia Foundation, the Smurfit Foundation and the Haceb Foundation.

Furthermore, thanks to the AFE we've been able to access workshops on impact measurement and influence on public politics, as well as connect with cooperation organisations such as the International Organization for Migration (IOM), thereby making the Quirónsalud Group known to more than 48 foundations from around the country.





Appendices to the report

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APPENDIX I. About this report

Principles for its creation



The Quirónsalud Group's Corporate Annual Report 2022 has been prepared in reference to the GR (Global Reporting Initiative) Standards in force.



This report reflects our progress 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 Standard 1 - Foundation:

- ▶ Accuracy
- ▶ Balance
- ▶ Clarity
- ▶ Comparability
- ▶ Completeness
- ▶ Sustainability context
- ▶ Timeliness
- ▶ Verifiability

We've used the following as a starting point:

▶ Stakeholder inclusiveness:

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

▶ Materiality:

The results of the materiality analysis have determined the relevant issues that are sufficiently important for us to provide information and results on them in this report.

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

- ▶ GRI 1: FOUNDATION
- ▶ GRI 2: GENERAL DISCLOSURES
- ▶ GRI 3: MATERIAL TOPICS
- ▶ GRI 200: SPECIFIC ECONOMIC TOPICS
- ▶ GRI 300: SPECIFIC ENVIRONMENTAL TOPICS
- ▶ GRI 400: SPECIFIC SOCIAL TOPICS

For each of these specific standard contents a series of disclosures and indicators have been selected in order to provide information on the topics identified as material by the Group.

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.

∴ Scope of information

This report includes the activities and key results of the Quirónsalud Group for 2022, while explaining its performance in economic, environmental and social areas.

Year after year, the internal reporting process has been consolidated for information on our activity in Spain, as well as 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 on 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 their traceability and progress.

By progressively incorporating a larger scope of the information presented, including more work centres outside Spain and even new centres, the comparison with previous years may not always be representative of performance. In this regard, global and partial results have been shown in some cases, so they can be compared with previous financial years and true progress can be analysed.

As in previous editions, this report has been prepared with the involvement and participation of the heads of the 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 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 2022 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 2022) 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](#).

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.

For this financial year, we also strengthened the double **materiality approach** by reflecting on how our activities impact the different scopes of sustainability (**sustainability approach or impact**) and, at the same time, on how these matters can affect the company in business terms (**financial approach**).

The process was as follows:

1. Validation of the **stakeholders** identified (no changes on previous periods)
2. **Risk analysis using an ESG approach:**

The Group has a risk inventory it uses as a significant input in its materiality analysis. This inventory considers the risks set out in Law 11/2018 on non-financial information and diversity, some of which include:

- Patient safety risks
- Ethical risks
- Information security risks
- Fraud risks
- Occupational risks
- Money laundering risks
- Health and safety risks
- Fiscal risks
- Contractual risks
- Commercial risks
- Environmental risks
- Competition risks
- Licensing risks
- Criminal risks

We have a Group risk map available, which is used as a starting point when implementing more significant actions to prevent any breaches.

The results of this risk assessment are considered for the materiality process as an internal assessment of sustainability aspects using a financial or business focus.

3. Identification of **ESG sustainability issues:**

The inventory of issues has been updated in accordance with the aspects considered in Law 11/2018, the contents of the GRI Standards 2021 as a reporting framework, and while also considering the current context.

The ESG categories of Environment (E), Social (S) and Governance (G) were considered and a total of 33 issues (eight environmental, 19 social and six governance) were assessed.

Each issue was analysed again, bearing in mind the company's situation in the current context, new legal requirements, trends and a short- and medium-term outlook.

4. Creation of a **materiality matrix**:

The methodology developed allows the organisation to have an objective list of issues that are relevant to stakeholders and the company, as well as assess the materiality and priority of each one.

Two numerical values are obtained for each matter assessed:

- A value according to strategic criteria for the Quirónsalud Group: this analysis is performed internally and coordinated by the CSR Department, considering a series of company criteria based on which the relevance of each ESG matter is assessed from an internal business perspective (*financial materiality*):
 - 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.

- One value according to criteria based on stakeholders' opinions and expectations regarding how the company affects each topic (*materiality of sustainability or impact*). This external information is obtained through direct communication (ongoing listening and dialogue procedures or regular consultations with samples of certain groups) with stakeholders. Other sources of information include sectoral analyses, trend analyses, reports published by leading organisations in the field, social media communications, and any other source considered useful and providing relevant data.

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.

Of the total 33 ESG issues we assessed for 2022, 19 were deemed strategic or significant, which are considered material issues for the Group.

The results for 2022 are shown in the "Our vision for sustainability" chapter of this report.

Contribution to the 2030 Agenda (SDGs)

Since the **Agenda 2030** was approved we have been implementing our **sustainable business 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 believe we play a significant role due to our activity and context.

Due to our sector of activity and given the current context, **our responsibility is critical in SDG 3: Good Health and Well-being**.

3 GOOD HEALTH AND WELL-BEING



Ensure healthy lives and promote well-being for all at all ages.

In addition, given our strategic lines of action in Corporate Social Responsibility, we have identified our greatest positive impact is in the following SDGs.

<p>5 GENDER EQUALITY</p> 	<p>Achieve gender equality and empower all women and girls.</p>	<p>7 AFFORDABLE AND CLEAN ENERGY</p> 	<p>13 CLIMATE ACTION</p> 
<p>8 DECENT WORK AND ECONOMIC GROWTH</p> 	<p>Promote inclusive and sustainable economic growth, employment and decent work for all.</p>	<p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p> 	<p>17 PARTNERSHIPS FOR THE GOALS</p> 

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 Area**, part of the **Corporate People and Organisation Department**, was responsible for drawing up 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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www.quironosalud.es

∴ Acknowledgements

For another year running we have published our **Corporate Annual Report thanks to the involvement of everyone who forms a part of the Quirónsalud Group**: a wonderful team of professionals who, through their engagement, ongoing efforts and passion for what they do, help to make us a better company and keep fighting for a fairer, more sustainable, healthier world.

We view this reporting process as an exercise of commitment and transparency towards all our stakeholders.

Once again, thank you very much, team!

Together, we all help build **Quirónsalud**:
The value of a strong brand with
something big to say.

APPENDIX II Table of contents: GRI Standards, Global Compact Principles, SDGs

GRI 2: GENERAL DISCLOSURES AS REPORTING FRAMEWORK	Report Chapters	Agenda 2030 SDGs	Global Compact Principles
1. The organisation and its reporting practices			
2-1 Organisational details	1		
2-2 Entities included in the organization's sustainability reporting	1		
2-3 Reporting period, frequency and contact point	Appendix		
2-4 Restatements of information	Appendix	8, 10	1-10
2-5 External assurance	Appendix		
2. Activities and workers			
2-6 Activities, value chain and other business relationships	1, 6	8, 10, 16	1-10
2-7 Employees	1, 5	8, 10, 16	1-6
2-8 Workers who are not employees	5	8, 10, 16	1-6
3. Governance			
2-9 Governance structure and composition	3	16	1-10
2-10 Nomination and selection of the highest governance body	3	16	1-10
2-11 Chair of the highest governance body	3	16	1-10
2-12 Role of the highest governance body in overseeing the management of impacts	3	16	1-10

GRI 2: GENERAL DISCLOSURES AS REPORTING FRAMEWORK	Report Chapters	Agenda 2030 SDGs	Global Compact Principles
4. Strategy, policies and practices			
2-22 Statement on sustainable development strategy	2	16	1-10
2-23 Policy commitments	2	16	1-10
2-24 Embedding policy commitments	2	16	1-10
2-25 Processes to remediate negative impacts	2	16	1-10
2-26 Mechanisms for seeking advice and raising concerns	3	16	1-10
2-27 Compliance with laws and regulations	3	16	1-10
2-28 Membership associations	2, 4, 8	12, 13 16, 17	1-10
5. Stakeholder engagement			
2-29 Approach to stakeholder engagement	2 and Appendix		
2-30 Collective bargaining agreements	5	8	1-6

GRI 3: MATERIAL TOPICS		Report Chapters	Agenda 2030 SDGs	Global Compact Principles
1 - Guidance to determine material topics		2 and Appendix	1-17	1-10
2 - Disclosures on material topics		2 and Appendix	1-17	1-10
3-1 Process to determine material topics		2 and Appendix	1-17	1-10
3-2 List of material topics		2 and Appendix	1-17	1-10
3-3 Management of material topics		2 and Appendix	1-17	1-10

SPECIFIC ECONOMIC TOPICS AS REPORTING FRAMEWORK		Report Chapters	Agenda 2030 SDGs	Global Compact Principles
SERIES 200	ECONOMIC DISCLOSURES (Note 2)			
Contents				
201	ECONOMIC PERFORMANCE			
201-1	Direct economic value generated and distributed	1	1, 8, 10, 16	1-6, 10
204	PROCUREMENT PRACTICES			
204-1	Proportion of spending on local suppliers	6	1, 8, 10, 16	1-6, 10
205	ANTI-CORRUPTION			
205-1	Operations assessed for risks related to corruption	3	1, 8, 10, 16	1-6, 10
205-2	Communication and training about anti-corruption policies and procedures	3	1, 8, 10, 16	1-6, 10
205-3	Confirmed incidents of corruption and actions taken	Nil	1, 8, 10, 16	1-6, 10
(Note 2) Additional information regarding economic indicators is included in the Quirónsalud Group's Management Report 2021.				

SPECIFIC ENVIRONMENTAL TOPICS AS REPORTING FRAMEWORK		Report Chapters	Agenda 2030 SDGs	Global Compact Principles
SERIES 300	ENVIRONMENTAL DISCLOSURES			
Contents				
301	MATERIALS			
301-1	Materials used by weight or volume	7	12, 13, 17	1, 2, 7-9
302	ENERGY			
302-1	Energy consumption within the organisation	7	7, 11, 12, 13	1, 2, 7-9
302-3	Energy intensity	7	7, 11, 12, 13	1, 2, 7-9
302-4	Reduction of energy consumption	7	7, 11, 12, 13	1, 2, 7-9
302-5	Reduction in energy requirements of products and services	7	7, 11, 12, 13	1, 2, 7-9
303	WATER AND EFFLUENTS			
303-1	Interactions with water as a shared resource	7	6, 11, 12, 15	1, 2, 7-9
303-3	Water withdrawal	7	6, 11, 12, 15	1, 2, 7-9
303-4	Water discharge	7	6, 11, 12, 15	1, 2, 7-9
305	EMISSIONS			
305-1	Direct GHG emissions (Scope 1)	7	3, 11,12,13,15	1, 2, 7-9
305-2	Indirect GHG emissions from generating energy (Scope 2)	7	3, 11,12,13,15	1, 2, 7-9
305-3	Other indirect GHG emissions (Scope 3)	7	3, 11,12,13,15	1, 2, 7-9
305-4	GHG emissions intensity	7	3, 11,12,13,15	1, 2, 7-9
305-5	Reduction of GHG emissions	7	3, 11,12,13,15	1, 2, 7-9
305-6	Emissions of ozone-depleting substances (ODS)	7	3, 11,12,13,15	1, 2, 7-9
305-7	Nitrogen oxides and other significant air emissions	7	3, 11,12,13,15	1, 2, 7-9

SPECIFIC ENVIRONMENTAL TOPICS AS REPORTING FRAMEWORK		Report Chapters	Agenda 2030 SDGs	Global Compact Principles
306	WASTE			
306-1	Waste generation and significant waste-related impacts	7	3, 11-15	1, 2, 7-9
306-2	Management of significant waste-related impacts	7	3, 11-15	1, 2, 7-9
306-3	Waste generated	7	3, 11-15	1, 2, 7-9
306-4	Waste diverted from disposal	7	3, 11-15	1, 2, 7-9
306-5	Waste directed to disposal	7	3, 11-15	1, 2, 7-9
307	ENVIRONMENTAL COMPLIANCE			
307-1	Non-compliance with environmental laws and regulations	7	3, 16	1 a 10
308	ENVIRONMENTAL ASSESSMENT OF SUPPLIERS			
308-1	New suppliers that were screened using environmental criteria	6	3, 7, 9, 10-15	1 a 10
308-2	Negative environmental impacts in the supply chain and actions taken	6 y 7	3, 7, 9, 10-15	1 a 10

SPECIFIC SOCIAL TOPICS AS REPORTING FRAMEWORK		Report Chapters	Agenda 2030 SDGs	Global Compact Principles
SERIE 400	SOCIAL THEMED STANDARDS (Note 3)			
Contents				
401	EMPLOYMENT			
401-1	New employee hires and employee turnover	5	5, 8	1-6
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	5	5, 8, 10	1-6
403	OCCUPATIONAL HEALTH AND SAFETY			
403-1	Occupational health and safety management system	5	3, 8	1-6, 10
403-3	Occupational health services	5	3, 8	1-6, 10
403-4	Worker participation, consultation and communication on occupational health and safety	5	3, 8	1-6, 10
403-5	Worker training on occupational health and safety	5	3, 8	1-6, 10
403-6	Promotion of worker health	5	3, 8	1-6, 10
403-7	Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	5	3, 8	1-6, 10
403-9	Work-related injuries	5	3, 8	1-6, 10
403-10	Work-related ill health	5	3, 8	1-6, 10
404	TRAINING AND EDUCATION			
404-1	Average hours of training per year per employee	5	4, 8	1-6
404-2	Programmes to upgrade employee skills and transition assistance programmes	5	4, 8, 17	1-6

SPECIFIC SOCIAL TOPICS AS REPORTING FRAMEWORK		Report Chapters	Agenda 2030 SDGs	Global Compact Principles
405	DIVERSITY AND EQUAL OPPORTUNITIES			
405-1	Diversity of governance bodies and employees	5	5, 10, 16, 17	1-6, 10
406	NON-DISCRIMINATION			
406-1	Incidents of discrimination and corrective actions taken	Nil	5, 10, 16	1-6, 10
407	FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING			
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	3, 5, 6	8, 10, 16	1-6, 10
412	HUMAN RIGHTS ASSESSMENT			
412-1	Operations that have been subject to human rights reviews or impact assessments	2, 3	8, 10, 16	1-6, 10
412-2	Employee training on human rights policies or procedures	2, 3	8, 10, 16	1-6, 10
413	LOCAL COMMUNITIES			
413-1	Operations with local community engagement, impact assessments and development programmes	8	1, 3-5, 10, 16, 17	1 a 10
414	SOCIAL ASSESSMENT OF SUPPLIERS			
414-1	New suppliers that were screened using social criteria	6	1, 3-5, 8, 10, 16	1-6, 10
414-2	Negative social impacts in the supply chain and actions taken	6	1, 3-5, 8, 10, 16	1-6, 10

SPECIFIC SOCIAL TOPICS AS REPORTING FRAMEWORK		Report Chapters	Agenda 2030 SDGs	Global Compact Principles
416	CUSTOMER HEALTH AND SAFETY			
416-1	Assessment of the health and safety impacts of product and service categories	4	3, 16	1, 2
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Not identified	3, 16	1, 2
417	MARKETING AND LABELLING			
417-1	Requirements for product and service information and labelling	4	16	1-6, 10
417-2	Incidents of non-compliance concerning product and service information and labelling	Not identified	16	1-6, 10
417-3	Incidents of non-compliance concerning marketing communications	Not identified	16	1-6, 10
418	CUSTOMER PRIVACY			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	3, 4	16	1-6, 10
419	SOCIO-ECONOMIC COMPLIANCE			
419-1	Non-compliance with laws and regulations in the social and economic area	Not identified	16	1-6, 10

(Note 3) The Non-Financial Information Statements of the Quirónsalud Group (NFIS 2022 in accordance with Law 11/2018) include additional information on indicators relating to work practices, equality and diversity.

