

2019-2020

Corporate Responsibility Report



**GROUP
EUROCLINIC**
Placing you in the center!



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Message from the Group's Management

2020 was a year of global challenge and extraordinary changes. The world was faced with unprecedented conditions from the COVID-19 pandemic that only intensified our commitment to sustainable development, with a focus on people, the environment and society. Our top priority is safeguarding the health and safety of our patients and people.

The publication of our inaugural Corporate Social Responsibility Report corresponds with a new era for Euroclinic, as we underwent a major change in our shareholding structure in April 2020, after 12 years. The Group's management participated in this effort and currently holds 20% of the share capital of the company. The remaining shareholders comprise institutional investors, most of whom were investors in the Fund, our former shareholder.

During this past year, our Group was also called to step up to the challenge and show strategic resilience, by adapting our business and identifying our own new optimal «normality», as well as shielding our company to ensure the health and safety of our people, under unprecedented conditions. We have successfully maintained our hospitals COVID-FREE, and continue to do so, for as long as necessary, through effective implementation of strict protocols to protect our staff and patients. Moreover, we founded our business operation, practices and actions on our Group's principles of social responsibility, seeking to maximize the value added for our stakeholders, as well as our overall social footprint.

2020 is the year that put sustainable development front and center in the global agenda, and brought forward the importance of prioritizing the ESG (Environmental, Social, Governance) agenda for the business sector.

Focusing on our patients

A distinguishable trait of our Group is our patient-centered philosophy, which is reflected daily in the personalized clinical treatment and quality services we offer our patients. Our strategic priority is to ensure the provision of a high level of healthcare services, through our Group's innovation and continuous enhancement of our medical equipment and infrastructure, features that underpin the operation of a true patients' friendly hospital.

Toward sustainable development

The selfless contribution to society constitutes an intrinsic value of the Euroclinic Group. Underpinned by sustainable development, we carry out a range of corporate responsibility actions, with the full support and participation of our administrative, medical and nursing staff, a testimony of the value of social sensitivity and solidarity that is cultivated in our Group. We stayed true to our social responsibility during the COVID-19 pandemic, at the peak of which we provided ICU beds to our National Health System, in addition to offering an entire and fully staffed Ward in our hospital, as well as our Emergency Department for our fellow human beings with non-communicable diseases. Moreover, we donated more than 300 vaccines to the “Smile of the Child”.

Focusing on the health, safety and wellbeing of our people

Our people constitute our most valuable asset and are the most essential contributors toward the achievement of our corporate targets. Our priority is to be the employer of choice, to support our people and to offer a healthy and safe working environment for them. During 2020, ensuring the health and safety of our people, partners and clients was our top priority. We worked hard to achieve an effective response to the pandemic, through the development of corporate guidelines, the launch of relevant trainings, and the implementation of measures to prevent and treat coronavirus.

After 23 years of business success, centered on people, social responsibility, innovation and leadership, we continue our business actions and endeavors for our society, significantly shaping the national health framework and creating the greatest value for our stakeholders.

Nicolas Plakopitas
Euroclinic Vice Chairman

Antonis Vouklaris
Euroclinic Chief Executive Officer



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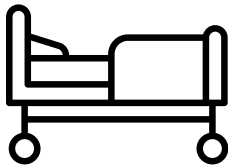
Euroclinic

Placing you
in the Center!

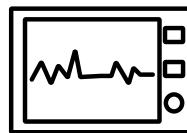
At a glance

Euroclinic is active in the healthcare services sector, and is a significant contributor to the growth of private healthcare in Greece. The Group operates on the principles of respect towards human beings and life, as well as leadership and credibility, and, therefore, plays an important role in shaping the healthcare framework in Greece.

Euroclinic's strategic priority is to ensure and provide a high level of healthcare services, through the Group's focus on innovation and continuous enhancement of its medical equipment and infrastructure. The Group supports humans in need, offering safe and quality healthcare services through its facilities in Athens, the Athens Euroclinic and the Euroclinic Children's Hospital, which closely align with the technological developments of the global healthcare and medical sector.



175 beds



12 Intensive Care Unit
(ICU) beds



10 operating
rooms



24 hour Emergency
Department



400 permanent
doctors and **1,000**
associated physicians



549 permanent
administrative
and nursing staff



Athens Euroclinic and Euroclinic Children's
Hospital are certified according to the
Patients Friendly Hospital standard

Our Vision

Our vision is for our patients to view us as the most reliable choice for quality private healthcare in Greece, and for our employees as the best employer in our industry.

Our Mission

Our mission is to improve the lives of people, by applying the most modern and innovative treatment protocols. To adopt best practices and give back to society, forging long-term relationships that are founded on safety and trust, by applying a ground-breaking, transparent and modern management and corporate governance model. We aspire to:

- Upgrade continuously the services we offer, achieving high and measurable safety, quality and credibility indicators.
- Promote an open channel of communication both with our patients and our employees.
- Invest in cutting-edge medical technology.
- Ensure our human resources develop professionally and are trained on innovative healthcare provision models.

Our Values

At the Euroclinic Group, all our values are centered on people and caring for them.

Meritocracy: We create equal opportunities for all our employees, fostering a safe, friendly and fair work environment.

Transparency: We operate with absolute transparency, opposing any form of corruption, while adopting and applying a very strong code of ethics.

Innovation: We continuously invest in cutting-edge technology, ground-breaking medical services and healthcare models that are applied for the first time in Greece.

Team spirit: We believe that team spirit, freedom of expression and camaraderie ensure best results.

Quality: We continuously evaluate and optimize our services, creating high value and benefits both for our patients and our associates.

Responsibility: We offer our services altruistically if necessary, actively supporting vulnerable groups and charitable organizations, while we also contribute to reducing our ecological footprint.

Timeline

Euroclinic's long history reveals its commitment to innovation, the continuous improvement of its healthcare services, as well as the sense of responsibility towards its patients, employees, associates and vulnerable social groups.



2002

In 2002, the Euroclinic Children's Hospital was founded.

1998

The Athens Euroclinic was founded by Interamerican and started its operation in 1998, offering excellent human-centered health services.

2008

The transfer of Euroclinic's shares to the "South Eastern Europe Fund" (SEEF) from Eureka B.V (the Interamerican parent company) was completed.

10/11

2015

In 2015, Athens Euroclinic and Euroclinic Children's Hospital were certified to the EN ISO 9001: 2008 standard.

2017

The Euroclinic Children's Hospital relocated to a new, completely renovated building, next to the Athens Euroclinic and became the only private hospital for children in the center of Athens. The Hospital also received the European "Patients' Friendly Hospital" Certification. The operation of the Euroclinic Polyclinic | SIMEIO D.Y.O commenced during the same year.

2019

The digital transformation of Euroclinic commenced with the implementation of the Document Management System (DMS) and the digital signature program.

2016

2016 was a milestone year for the Athens Euroclinic, as it was the first hospital in both Greece and Europe, to receive the European "Patients' Friendly Hospital" Certification. During the same year, it was certified to the European EN 15224: 2012 standard for the quality of the Health Services provided, as well as the international ISO 22000: 2005 standard.

2018

In 2018, on the occasion of the 20th anniversary since the founding of the Athens Euroclinic, a major Corporate Social Responsibility program was launched, undertaking to support the "Ark of the World», "Together for Children" and "The Smile of the Child" Associations, and provide free medical examinations to all the children hosted in Attica.

2020

Euroclinic has been supporting the National Health System in Greece since the beginning of the pandemic, providing ICU beds, hospital beds for non-Covid-19-related cases, its emergency department and medical staff. In 2020, Euroclinic was sold to a group of investors with the participation of the Company's Management (management buyout), with LPE II LP as the largest shareholder. Additionally, at the same time, the Athens Euroclinic and the Euroclinic Children's Hospital were recertified as "Patients' Friendly Hospitals".

The Euroclinic facilities



Since its establishment in 1998, the Athens Euroclinic has been offering exceptional patient-centered healthcare services. It is an outstanding diagnostic, surgical and therapeutic center, capable of meeting the expectations of its patients, operating to the highest standards and following a strict quality policy, equivalent to that of the largest medical centers abroad.

With leading medical and nursing staff, unique specialties and distinctions at a national and European level, and state-of-the-art medical equipment and modern facilities, the hospital holds a leading role in the field of private healthcare. In 2016, it was the first hospital in Greece and Europe to receive the European Patients Friendly Hospitals Certification. Its carefully selected staff have been trained to assist, guide, support, care for and ensure uninterrupted treatment with scientific knowledge and effective care.



The Euroclinic Children's Hospital is one of the most modern pediatric departments at the center of Athens. Since the beginning of its operations in 2002, its renowned physicians and qualified nursing staff have been providing services with a deep sense of commitment and care to more than 54,000 children who have been treated at the hospital and to more than 400,000 children who have undergone medical examinations. Just like the Athens Euroclinic, the Euroclinic Children's Hospital operates using the most modern and innovative medical equipment, in state-of-the-art infrastructure and facilities. The Euroclinic Children's Hospital covers a wide range of pediatric specialties and subspecialties with the support of departments and dedicated centers, such as Pediatrics, Pediatric Surgery, Minimally Invasive Surgery, Cardiology, Pulmonology, Orthopedics, Ophthalmology, Otolaryngology, Gastroenterology and Diabetes, catering for children aged from 30 days to 16 years of age.



SIMEIO D.Y.O.

In 2017, Euroclinic expanded its services and established the Polyclinic - SIMEIO D.Y.O. The Polyclinic is located just a few meters away from the Athens Euroclinic and the Euroclinic Children's Hospital, offering easy access and operating in fully renovated facilities.

The Polyclinic operates in a two-floor facility and has a range of clinics which offer primary health-care, prevention and beauty services, are provided to all family members by qualified staff. The Polyclinic further provides preventive medical services, holistic nutrition programs and cosmetic dermatology services, while its services are constantly updated to include new clinics and innovative treatments.

Facts and Figures for 2020

Athens Euroclinic has offered its medical services to more than 1,200,000 patients in total since 1998.



73,999
Outpatients



7,898
Surgeries



31,344
Hospitalization
days

The Euroclinic Children's Hospital has offered medical services to more than 450,000 children, since its establishment in 2002.



19,389
Outpatients



780
Surgeries



4,245
Hospitalization
days

The Euroclinic Polyclinic | SIMEIO D.Y.O. has offered medical services to more than 76,678 outpatients / visitors since its establishment in 2017.



21,159
Outpatients / visitors in 2020

Superior quality

Services

Providing superior quality medical services is a priority for Euroclinic. The Group respects the needs and expectations of patients and visitors, recognizes the importance of its services, and is committed to continuous improvement. This commitment underpins Euroclinic's full range of services, activities and operations, responding to all patients and visitors who trust its hospitals and associated physicians. The services of the Group's hospitals and Polyclinic are outlined below:

Departments

Check-up, Vascular Surgery, Hematology, Cosmetic Dermatology, Allergy, Anesthesiology, Autoimmune Diseases, Gastroenterology, Maxillofacial Surgery, Gynecology, Dermatology, Dietetics, Endocrinology, Emergency, Interventional Radiology and Interventional Neuroradiology, Hepatology, Thoracic Surgery, Pain Clinic, Cardiology, Cardiac Surgery, Hair Transplant - Clinic of Hair Diseases, Neurology, Neurosurgery, Nephrology, Oncology, Orthopedics, Urology, Ophthalmology, Pathology, Plastic Surgery, Pulmonology, Robotic Surgery, Obesity Surgery, Otolaryngology

Dedicated centers

Center of Excellence in Total Arterial Myocardial Reperfusion, Center of Excellence in Thyroid and Parathyroid Surgery, Endoscopy Center,

Interventional Cardiology Center, Breast Center, Stroke Unit, Medical Oncology Unit, Sinus and Skull Base Surgery Center

Diagnostic laboratories

Radiology, CT, Pathology, MRI, Ultrasound

Special Units

Intensive Care Unit, One-Day Care (ODC)

Departments

Hematology - Oncology, Allergy, Anesthesiology, Development, Gastroenterology, Dermatology, Diabetes, Minimally Invasive Surgery (Laparoscopic Surgery), Endocrinology, Breastfeeding Clinic, Cardiology, Neurology, Nephrology, Orthopedics, Urology, Ophthalmology, Pediatrics, Plastic Surgery,

Pulmonology, Rheumatology, Surgery, Psychiatry - Psychology, Otorhinolaryngology

Diagnostic laboratories

Radiology, Pathology, Ultrasound

Departments

Dermatology: The Dermatology Department covers a wide range of skin diseases, while also providing cosmetic dermatology services.

Nutrition:

The Nutrition Department operates based on the most modern principles of dietetics, providing individualized nutrition programs, Nutrition Education and Counselling.

Endocrinology:

A Diabetes Clinic and an Obesity Clinic operate within this Department.

Pathology Laboratory:

The Pathology Laboratory consists of the following departments:

- Hematology
- Immunology
- Biochemistry
- Microbiology

Breast Center: In the state-of-the-art breast center of the Euroclinic Polyclinic, special examinations are performed, such as digital tomography, digital tomosynthesis, breast ultrasound, elastography - 3D imaging, stereotactic biopsy, Mammotome breast biopsy, etc.

Orthopedic: The Orthopedic Department covers a wide range of orthopedic conditions, while special medical examinations are performed in it.

Ultrasound Department: This department has innovative equipment and highly trained staff to perform diagnostic tests.

Dedicated Centers



The dedicated centers of the Athens Euroclinic are reference points for medical care in Greece, as they apply the most advanced treatments and medical methods, and aim to tackle even the most difficult cases.

Center of Excellence in Total Arterial Myocardial Reperfusion

The Center covers the entire range of heart operations, with notable emphasis on arterial myocardial reperfusion with the use of two internal mammary arteries and the carotid artery, in the surgical correction and rehabilitation of valvular heart diseases, but also in acute and chronic aortic and left ventricular aneurysms.

The Center's medical team has many years of experience, and has undertaken a very large number of successful heart surgeries, with a success rate equal to that of internationally recognized centers.

In addition to the high scientific level of the doctors, the excellent results of the center stem from the support the staff of the Intensive Care Unit and the Cardiology Unit receive, the thorough intraoperative and postoperative follow-ups, the specialized perioperative inpatient care and certainly the high standards of operations at all Athens Euroclinic departments. In combination with the qualified nursing staff of the Cardiology Unit, the Surgery Department, and the Intensive Care Unit, the Center offers a high level of nursing care, fully meeting the increased needs of heart surgery patients.



*International Center of Excellence
Certification, based on international
standards*



*Continuous monitoring
of patients*



Center of Excellence in Thyroid and Parathyroid Surgery

The Center for Excellence in Thyroid and Parathyroid Surgery is a reference center in South-East Europe, with respect to the provision of dedicated endocrine surgery services. The Center received the international Center of Excellence certification after an evaluation of the high level of expertise and experience of our doctors, its compliance with the Private Protocol BP02 - Centers of Excellence criteria, and its ability to be a reference center at a European and international level. The factors which led to obtaining this international recognition were the particularly large number of cases served by the Center, the extremely low complication rates compared to international data, the application of innovative surgical techniques, the encouragement for continuous education and training of our doctors and staff, but also the high safety rate of the environment where patients are hospitalized and treated.

At the Athens Euroclinic Center of Excellence, a large number of surgeries are performed annual-

ly, using state-of-the-art techniques and special cutting-edge microsurgical technology. This long and extensive medical experience, and the significant clinical and scientific work in Greece and abroad enable the surgical treatment of even the most difficult diseases of the thyroid and parathyroid glands and cervical lymph nodes. The Center of Excellence uses a modern surgical technique, which aims at a safe, practically bloodless and radical operation, with excellent aesthetic results for the patient. The one-day hospitalization, without drainage, without sutures and without pain, means that postoperatively the patient can freely speak, eat and be active and ensures the rapid return of patients to their daily life.

In 2019, the Centre was recertified as a Center of Excellence for the high level of medical services it offers, recording significantly high rates in the evaluation and quality control metrics carried out by the special auditors of TÜV Austria Hellas, the independent certification body.



International "Center of Excellence" Certification



State-of-the-art techniques and special equipment of cutting-edge microsurgical technology

Stroke Unit

This dedicated unit, which is also a dedicated center of the Athens Euroclinic, offers the most advanced therapies for the treatment of a cerebrovascular accident (CVA), 24 hours a day, reducing the mortality and disability rates in patients.

At first, a rapid assessment of the patient is conducted, and, then, the immediate therapeutic approach is decided and thrombolytic therapy is administered, provided that the CT scan shows an ischemic stroke. Hospitalized patients are monitored continuously, 24/7, in combination with intensive physiotherapy and speech therapy.

The interdisciplinary team of the Stroke Unit con-

sists of neurologists, neurosurgeons, invasive radiologists, anesthesiologists, cardiologists, physicians and qualified nurses, and is available 24/7. The Unit nurses are well trained and qualified in taking care of stroke patients, as the Unit organizes training seminars, lectures and case simulations every quarter. The Stroke Nurse plays a significant role as they provide care and nursing support to stroke patients, explaining what happened and what the next steps are in terms of treatment and rehabilitation. In addition, the Stroke Nurse holds the “NIHSS scoring Certification” and the “Stroke Nurse Certification”, while actively monitors and supports the work and training program of the Stroke Unit.



Rapid patient assessment



“Stroke Nurse”

Breast Centre

An additional, important reference center for Euroclinic’s medical services is the state-of-the-art Athens Euroclinic Breast Centre, which provides comprehensive and quality health services related to the prevention, diagnosis and treatment of breast diseases. It is also a model center staffed by qualified scientists of all required specialties, and is equipped with state-of-the-art diagnostic and imaging devices of the latest technology. In 2020, the Athens Euroclinic Breast Centre also became a member of the Breast Centres Network, an international network, whose members are comprehensive, dedicated centers around the world for both

the diagnosis and treatment of breast cancer. The qualified doctors of the Breast Centre closely work with the Athens Euroclinic Oncology Council, with the aim of providing appropriate counselling services for well-rounded therapeutic approach and care of women with breast cancer, according to scientifically documented guidelines.

The Athens Euroclinic Breast Center aims at contributing to the quality and safe care of women with breast cancer offering quality, integrated health-care services that cover all stages of care, from diagnosis to treatment.



Prevention, diagnosis and treatment



Member of the Breast Centers Network



Endoscopy Center

The dedicated Athens Euroclinic endoscopy center, which consists of the Gastroenterology and Pulmonology/Bronchoscopy Department, offers quality health services for the diagnosis and treatment of various gastrointestinal and pulmonary diseases. The center is staffed with qualified doctors, with high scientific training and many years of experience, while it has state-of-the-art medical and diagnostic equipment. All doctors working in the Centre hold the European Gastroenterology and Hepatology Diploma, participate in Greek and international conferences, and follow the guidelines of the Hellenic Gastroenterological Society

and the corresponding European and American societies (AGA, ASGE, UEG, ESGE Guidelines), aiming at the individualized approach of each incident.

At this dedicated center, emphasis has been placed on the specifications and the quality of its infrastructure, and on using cutting-edge medical technologies. Specifically, the center has three fully equipped endoscopy suites. It also has a large resuscitation unit, with eight beds and eight vital signs recording systems, and is designed so that patients are always supervised by two nurses.



*Three fully-equipped
Endoscopy suites*



*Resuscitation unit
with eight beds*

Interventional Cardiology Center

This is one of the most specialized centers of interventional cardiology in Europe, where all modern heart surgeries and examinations are performed, such as:

- Assessment of atherosclerotic lesions and coronary operations
- Valve disease procedures
- Operations for congenital and other heart diseases

- Diagnostic studies and examinations related to arrhythmology and electrophysiology

The center has undertaken intensive research activities, while the Athens Euroclinic Cardiology Department is internationally known for its participation in scientific publications on coronary heart disease and arrhythmias.



*Special procedures
and examinations*



*Research activity
and publications*

Medical Oncology Center

This is a highly specialized, model center of the Athens Euroclinic, staffed with qualified physicians with many years of experience and significant scientific work in the field of Oncology in Greece and abroad. Focusing on the patient and aiming at an individualized medical approach for each case, the Medical Oncology unit covers the entire range of needs, ranging from tumor diagnosis and treatment to post-treatment care.

The Center's specialists are members of international and national committees for determining tumor treatment guidelines. The highest scientific level, in combination with the systematic training using the most modern medical techniques, are strong competitive advantages of the Athens Euroclin-

ic Medical Oncology team. In addition, the nursing staff are always standing by patients and their families, ensuring a high level of nursing care with professionalism and compassion.

To effectively plan the treatment of medical cases, the Athens Euroclinic has an Oncology Council, which comprises directors from the oncology and hematology departments, surgeons, radiologists, anatomical pathologists and radiotherapists.

The department has a ward for exclusively treating oncology patients, providing them with quality medical services and care. The One-Day Care (ODC) Unit meets their special needs, in a modern and friendly environment.



Close and continuous collaboration with the Athens Euroclinic Oncology Council



Special ward for oncology patients and One-Day Care (ODC) Unit

Sinus and Skull Base Surgery Center

The dedicated Athens Euroclinic Sinus and Skull Base Surgery Center provides a full range of advanced surgeries related to relevant injuries. The Sinus and Skull Base Surgery Center is supported by state-of-the-art neurodiagnostic imaging equipment for this anatomical region, while it employs the most competently trained medical and nursing staff.

The main diagnostic tools used both for identifying and treating conditions at these anatomical regions are MRI, Brain Computed Tomography, Bone Scintigraphy, Endoscopy, Angiography, Neurophysiological Monitoring and Neuronavigation.



State-of-the-art facilities and equipment

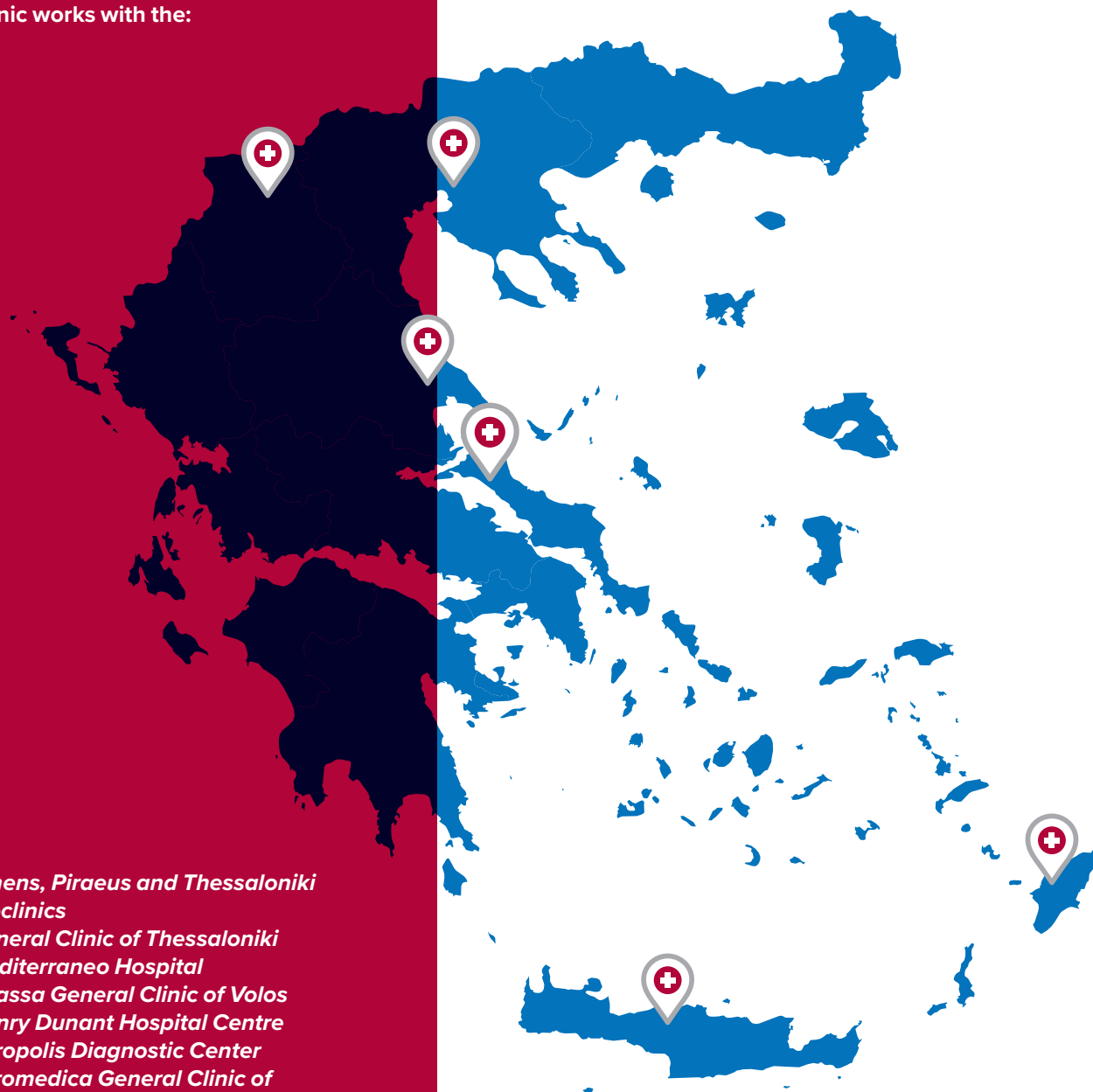


Teams of specialists

Network of affiliated hospitals and medical centers

Euroclinic is affiliated with hospitals, medical centers and diagnostic centers, which patients can visit to benefit from the health services they provide. **More specifically, Euroclinic works with the:**

- *Athens, Piraeus and Thessaloniki Bioclinics*
- *General Clinic of Thessaloniki*
- *Mediterraneo Hospital*
- *Anassa General Clinic of Volos*
- *Henry Dunant Hospital Centre*
- *Iatropolis Diagnostic Center*
- *Euromedica General Clinic of Dodecanese*
- *Euromedica General Clinic of Kozani*
- *Blue Cross Clinic in Thessaloniki*
- *MITERA Clinic in Crete*



Innovation and Excellence

The Euroclinic Group operates in a responsible manner, founded on technology and its potential, with the ultimate aim of ensuring the safety of its patients and visitors. The hospital is equipped with innovative biomedical equipment, consisting of modern medical facilities in the city center, as well as qualified medical and nursing staff.



**Cutting-edge
equipment**



**Modern
facilities**



**Qualified
staff**

Our medical equipment:

The da Vinci Si HD 4-ARM System

It is a state-of-the-art latest generation robotic surgery system that has revolutionized the field of laparoscopic and minimally invasive surgery. The da Vinci® Si allows the surgeon to perform surgeries remotely without touching the patient's body. It provides the flexibility of open surgeries, while ensuring success and significant benefits for the patient and the surgeon. In addition to surgical accuracy, the most important benefits for patients include:

- Shorter duration of anesthesia
- Reduced risk of infection
- Minimal complications
- Minimal postoperative pain and discomfort
- Significant reduction in hospitalization days
- Excellent aesthetic result
- Fast recovery and return to daily activities

The 3D imaging lens system enables the surgical field to be magnified up to 15 times for very precise, stable and detailed movements.



New MAGNETOM Aera MRI Scanner

The MAGNETOM Aera 1.5 T MRI scanner comprises a unique combination of advanced technology and innovative features that ensure a high-quality diagnostic and imaging result while maximizing patient comfort during the medical scan. The MAGNETOM Aera MRI scanner allows the performance of the full range of plain MRI scans, while also providing more specialized examinations, such as T1 and T2 mapping cardiovascular MRI, Spectroscopy and Tractography.

The main advantages of using the new MRI scanner are:

- High-definition depiction
- Decreased sense of claustrophobia
- Special patient-friendly examination environment
- Shorter examination time
- Reduced noise levels
- Suitable for all patients



Aquilion CX CT scanner

It is the first Toshiba 128-axis CT scanner system that has been installed in Greece and the third in all of Europe. It has a real-time X-ray program and offers a program of volumetric shots with minimized doses of radiation for patients. It can also perform the examination in a flash of time (10-30 seconds), while thoroughly examining cardiac function. In addition, it has a special provision for children, so that when they undergo computed tomography, they are exposed to the lowest possible radiation dose.



Renovation of the Radiology Department

Since 2019, the Athens Euroclinic Radiology Department has been welcoming patients and accompanying persons in a completely renovated and updated space of 500sqm. The new areas of the Radiology Department have the latest technology led lighting and are specially designed and adapted to be friendlier not only for adult patients, but also for young patients of the Children's Hospital, which the Department also serves. The TOSHIBA AQUILION CX 12-section CT scanner has been moved to a new location, so that all ionizing radiation systems are in the same place, improving safety and speed levels in patient care.

Selenia Dimensions Digital Mammography System

This type of digital mammography system has a number of innovative technical features that make test results more reliable and accurate. The advantages of this mammography test method include reducing the number of false positive or false negative test results, precisely tracing the dimension and extension of the lesion providing important assistance and reliability to surgeons, and significantly increasing the diagnostic sensitivity of cancer diagnosis. In addition, the SELENIA series has received the “Frost & Sullivan’s Market Leadership and Product Line Strategy” award for its technological superiority in the field of digital mammography. The undoubted superiority of the Selenia digital mammography system over others is also proven by the Mammographic Type Test certification by the EUREF (European Reference Organization), a European organization. This cer-



tification requires very demanding clinical and physical operation tests.

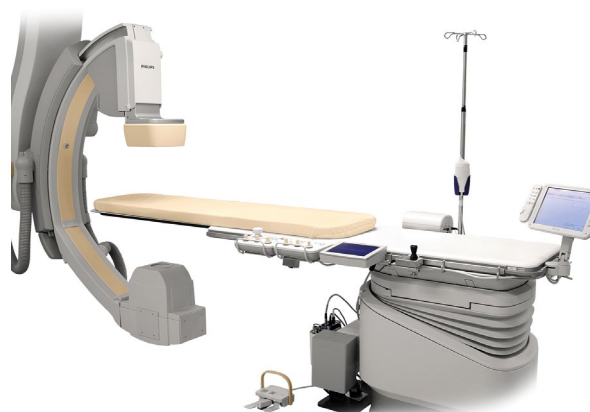
Prone breast biopsy system

With the help of this specific system, the possibility of unwanted movements during the biopsy procedure is minimized, ensuring accurate results. In particular, the specific HOLOGIC ATEC system used is a clinically advanced and FDA-approved vacuum-assisted breast biopsy system for stereotactic or ultrasound procedures. It is the most efficient system in the world and provides the fastest, safest, easiest and most clinically beneficial method for breast biopsy.



Allura X-PER FD10 instant digital cardiovascular X-ray system

The system performs the full range of modern Interventional Cardiology procedures. It incorporates the latest Flat Detector technology for high quality imaging, as well as the XPer technology, through personalized settings, with which the system adapts to the way each operator works, ensuring friendly use for Cardiology applications (XPer Cardio). It also incorporates the Dose Wise philosophy, which includes a complete program for dose management (up to 90% reduction) and image quality optimization.



Allura X-PER FD20 instant digital neuroangiography system

The Allura X-Per FD20 system is a state-of-the-art Neuroangiography system with a roof suspension that covers a wide range of invasive angiology, and diagnostic applications, including cerebral, chest, heart, abdominal, peripheral, non-invasive applications.



LUMINOS DRF Digital Remote Control X-ray Unit

This is a fully digital X-ray unit, with ergonomic controls, special monitors on the control console and a 19-inch LCD wheeled monitor inside the examination room. It has a modern technology multi-peak generator, for better imaging in radiographic and X-ray applications.



HS 5-1000 Neurosurgical Microscope System

This system includes lateral coaxial co-observer scope system and a stereoscopic opposite-facing co-surgery system for a second surgeon, while it has an integrated, color imaging system for recording and archiving images. In addition, it has a built-in special electronic touch screen, through which the microscope checks occur.



EVIS X1 endoscopy video platform

This is an advanced endoscopy system with new tissue imaging techniques that delivers improved, brighter imaging even in difficult areas of the mucosa, helping users to isolate, evaluate and classify related diseases with accurate results in a short time. The platform offers additional features, such as a thinner endoscope tip, high image resolution and, therefore, optimal display of results, while the smaller diameter of the endoscope causes the least possible discomfort to the patient.



Vivid E95 color echocardiography system

The Vivid E95 echocardiograph is a modern revolutionary four-dimensional (4D) echocardiography platform, which is one hundred times more powerful than a conventional ultrasound system. It offers amazing imaging quality, as well as advanced 2D and 4D quantification tools, increasing diagnostic reliability and reducing the need for reassessments.



ROSA Robotic Knee System

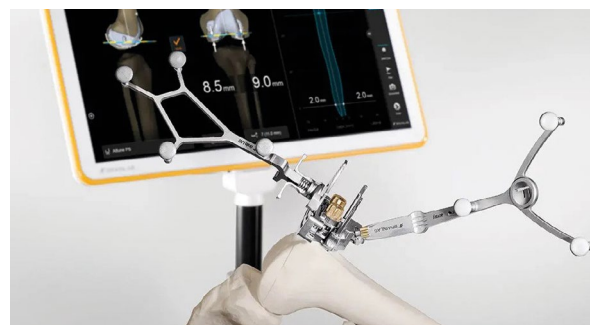
ROSA (Robotic Surgical Assistant) is the most advanced robotic system in performing total arthroplasty procedures. It is a robotic platform that assists the orthopedic surgeon, providing tools and data in real time to perform bone excisions more accurately, and improving soft tissue balance and implant alignment without losing the sense of natural flexion. The advantages of the ROSA® Knee System include:

- Planning the surgery on the computer in detail, using personalized data for each patient
- Evaluating the range of motion of the foot, in real time
- Minimizing the possibility of intraoperative and postoperative complications
- Reducing the time spent in hospital, as it is a minimally invasive method
- Reducing postoperative pain and ensuring faster recovery
- Providing the ability to perform difficult surgical operations with great precision



KNEE3 innovative robotic navigation system

The Athens Euroclinic has installed the first KNEE3 robotic navigator in Greece by German company BRAINLAB, which is considered a pioneer in high-tech surgical support systems, following the developments and practices of international orthopedic centers. KNEE3 is an advanced navigation system, which ensures absolute accuracy in knee arthroplasty surgeries. At the same time, it allows the operation to be adapted to the particular anatomical features of the patient, allowing the surgeon to modify their steps and control the result, without restricting their movements. In the digital recon-



structive surgery department of the Athens Euroclinic, arthroplasty surgeries have been performed since 2011 using the most modern digital technology systems.



Awards

Euroclinic has received awards for the quality of its services, as well as the sense of responsibility it displays towards patients and the wider society. Some awards the Group received during 2019-2020 include:

Award to Euroclinic by the “Together for Children” Association

During 2020, Euroclinic received an honorary distinction in the category “Sponsors in kind” by the “Together for Children” Association in the 7th “Together for Children” Award Ceremony. In the context of the specially designed Corporate Social Responsibility program it has been implementing since July 2018, Euroclinic covers the cost of all preventive and diagnostic pediatric examinations for more than 1,100 children hosted and supported by the “Together for Children” Association and by two of the largest child protection and hosting organizations in Greece.



The initiative for which we received an award today is an act of responsibility towards society, a self-evident duty of the companies that aspire to grow and progress. We would like to thank the “Together for Children” Association for the opportunity to participate in this huge endeavor it has undertaken.”

Eva Tsilikouna, Euroclinic Marketing & Communication Director

European Distinction for the Stroke Unit

The model Stroke Unit of the Athens Euroclinic participated in the particularly demanding quality assessment program called “Angels Initiative” of the European Stroke Organization, where it received the Platinum Award Status at the Preliminary Awards for the quality of services offered. The Unit stood out for the exceptional implementation of treatment protocols required for the effective treatment of stroke patients, as well as for the high scientific level of its medical and nursing staff.

Gold Distinction at the Healthcare Business Awards for the APLA app for stroke treatment



Ms. Vasso Zisimopoulou, Head of the Stroke Unit, created an innovative application, aimed at interactively familiarizing people with stroke symptoms, as well as how to seek treatment. The application uses as a basic tool the acronym APLA, which means “simple” in Greek, with each Greek letter corresponding to a symptom of the stroke (*weakness in the extremities - asymmetry in the face - difficulty in speech - immediately seek medical help*) that is easy to memorize in Greek.

This innovative application won the Gold Award at the Healthcare Business Awards 2019 in the e-health category, showing the importance of timely information, education, and raising awareness among patients and non-patients on strokes, with the ultimate goal being its most effective treatment.



Triple Euroclinic Award at the Healthcare Business Awards 2019:

Two Gold and a Silver Award

Euroclinic won three awards at the Healthcare Business Awards 2019, a testament that the organization is one of the largest private healthcare providers in Greece. The Group notably received two gold and one silver award for its contribution to society, innovation and quality, respectively.

More specifically:



Euroclinic excelled for its hands-on social responsibility, and received the gold award for its initiative to offer free pediatric examinations each year to more than 1,100 children that are hosted by the “Ark of the World”, the “Together for the Child” and “The Smile of the Child” Associations in Attica, ensuring the health and wellbeing of the most vulnerable part of our society.



The Group also received the Gold Award for its IT system innovation, as it has fully digitized all the documents of its medical, nursing and administrative hospitals, ensuring prompt services for patients and reduction of its environmental footprint.



The quality award recognized Euroclinic’s initiative to implement a patient satisfaction survey, in collaboration with an external independent market research company. According to the survey, 9 out of 10 patients are completely satisfied with the health services they received at the hospitals. In this category, the Athens Euroclinic received the silver award, confirming once again its quality standards for the services it offers to patients.



Our triple recognition, yet again, in this year’s Healthcare Business Awards proves that our endeavors towards continuously developing and upgrading our services, centered around people and their needs, have yielded results.

Mr. Antonis Vouklaris, Euroclinic CEO

Honorary Distinction for the Euroclinic Pathology Laboratories

Euroclinic continuously excels thanks to the high level of its medical departments. The Euroclinic Pathology Laboratories Scientific Officer, as well as microbiologists and anatomic pathologists, participated in the 12th Panhellenic Infection Control Conference, where they received the first prize for their presentation entitled “Study on the Molecular Detection of Resilience Genes in Rectal Coatings and their Relation to Culture”. The results presented were related to a molecular methodology for the preventive control of multi-resistant germ carriers in the context of infection monitoring in the Hospital, applied for the first time in Greece.



30/31

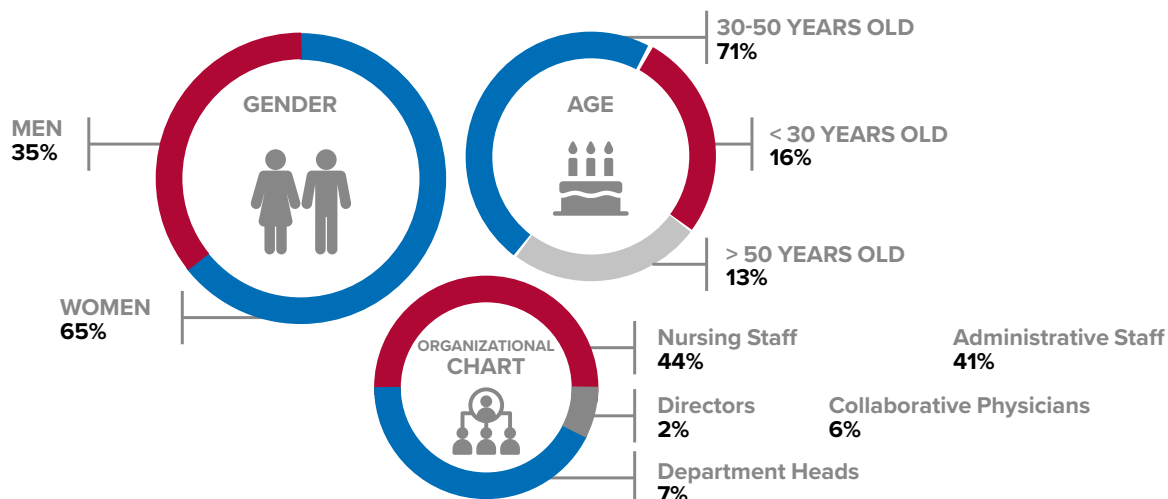
Our people,
the most valuable
capital



Our People

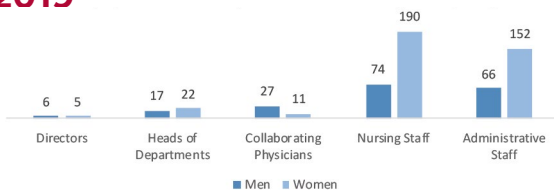
Euroclinic aims to provide a high level of medical and healthcare services. To this end, its people constitute the foundation of its ever-increasing growth. The establishment and recognition of Euroclinic as one of the most important healthcare centers is primarily, due to its people; the most valuable capital of the organization. For this reason, Euroclinic constantly seeks to be an employer of choice and to support its people on their personal and professional development, offering them a healthy and safe work environment.

Our people at a glance

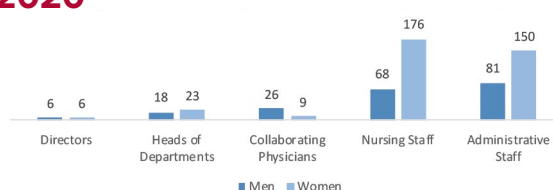


Employee distribution by hierarchal level and gender

2019

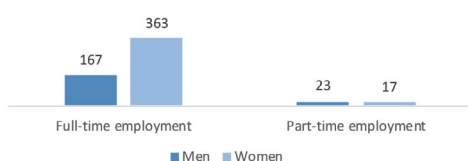


2020

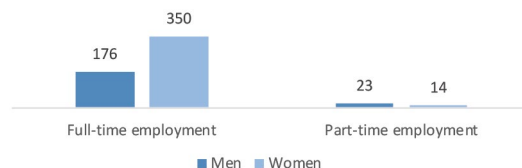


Employee distribution by employment contract

2019



2020



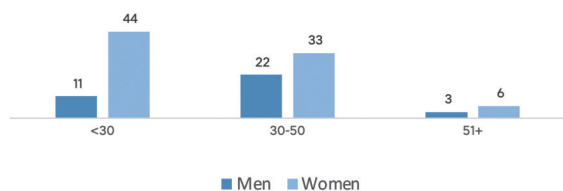
Recruitment and retention of staff

Euroclinic places emphasis on attracting qualified medical, nursing and administrative staff, distinguished for their ethics and professionalism. The Group has established specific selection criteria and recruits people with knowledge, willpower and a patient-centered approach. Euroclinic's recruitment strategy is underpinned by a specific process, which is called upon to set the direction for the optimal staffing of the organization. The Human Resources Department is responsible for collecting resumes and for organizing the recruitment and exit process, while the Euroclinic Directors are responsible for proposing recruitments and exits. Final approval in the process is granted by the CEO, the Director of the relevant Department and the Director of Human Resources.

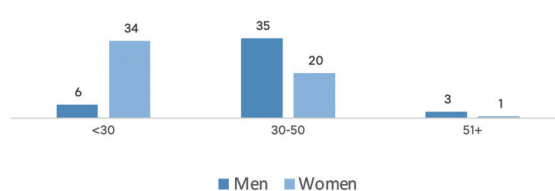


Recruitment by gender and age

2019

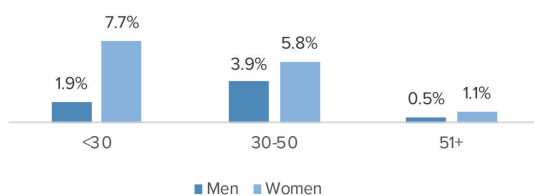


2020

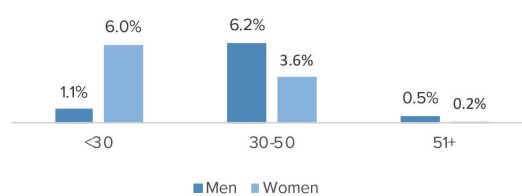


Recruitment rate by gender and age

2019



2020

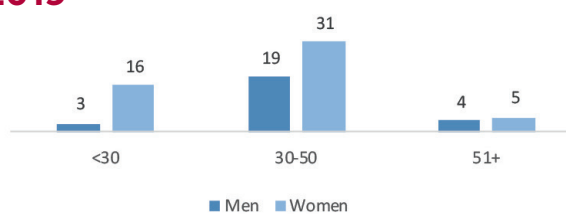


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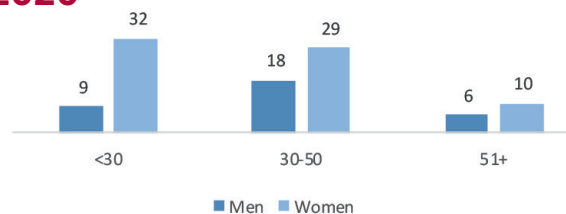


Turnover by gender and age

2019

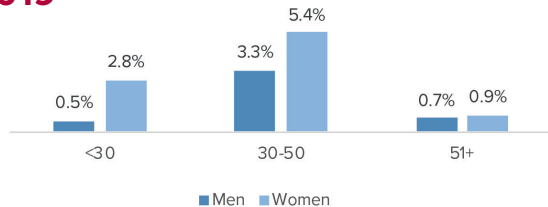


2020

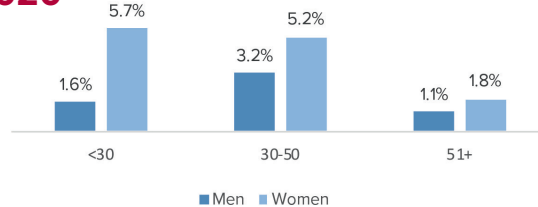


Turnover rate by gender and age

2019



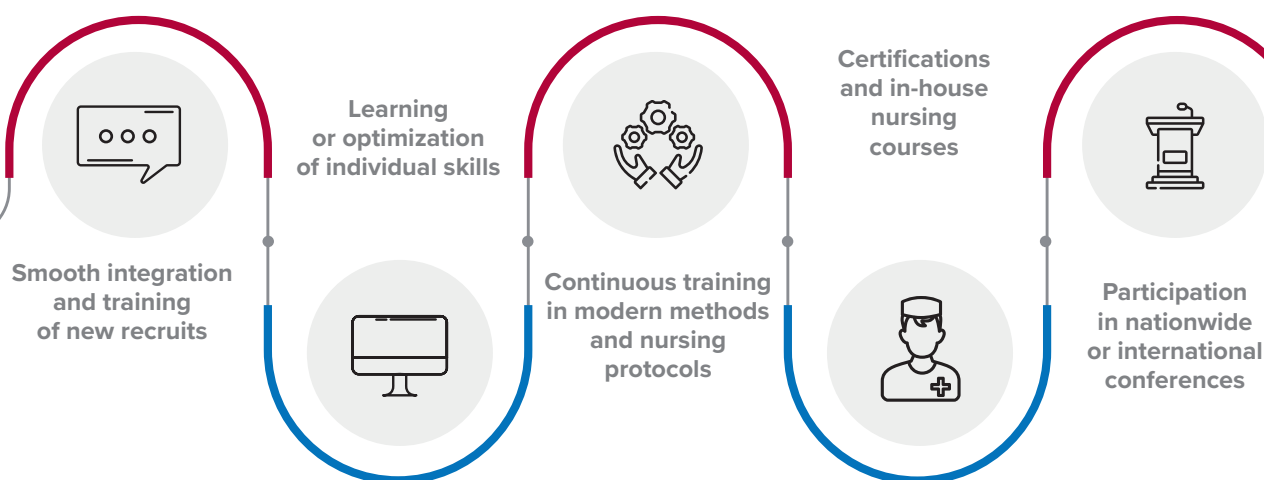
2020



Continuous Education and Development

Having embraced a patient-centered approach focusing on people, Euroclinic aims to continuously invest in the education and training of its employees. This is done through lifelong learning and the implementation of programs which address any operational and/or individual needs and priorities. In this context, Euroclinic organizes and implements educational programs that mainly concern:

TRAINING PROGRAMS



13,512

Total staff training hours

24

Training hours per employee

These programs, in conjunction with the annual performance evaluation, ensure the continuous development of employees and the continuous improvement of the Group's services.

100%
of the staff
received training
during 2020

The Group's educational activities and programs are underpinned by the staff training process. The latter ensures the provision of continuous education and training to all employees, according to their needs for personal development, the work requirements of each employee and the needs of Euroclinic, with the aim of continuously increasing the quality of the services provided. The Directors and Heads of the Euroclinic Departments are responsible for highlighting the annual education and training needs, submitting the proposed education and training programs, as well as assessing the effectiveness of the training programs.

Spectrum of thematic training sessions

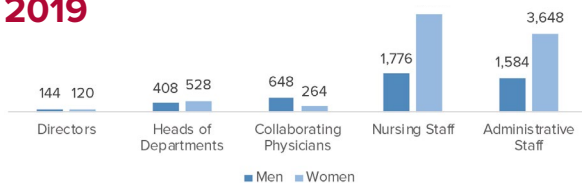
Euroclinic offers employees a variety of educational programs that concern key elements for the development of the employees themselves, as well as the proper and safe operation of the Group. In addition to basic group-level training and health and safety programs, additional educational initiatives are undertaken and organized on a department level to ensure targeted training, according to the needs of each department. More specifically, during the summer months, the Department Directors receive the educational needs assessment form, which records the relevant needs of the Directorates by department in order to integrate them into next year's budget planning.

The training themes include:

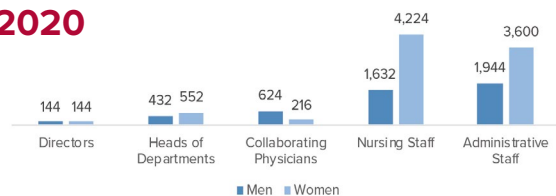


Total training hours by gender and hierarchy level

2019

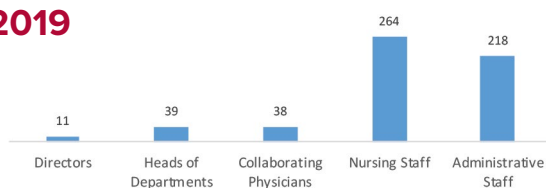


2020

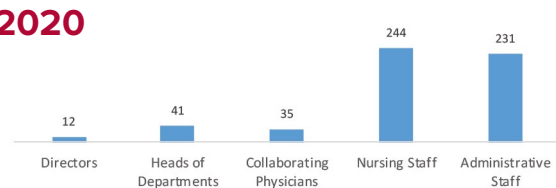


Number of employees trained by hierarchical level

2019



2020



Employee

Evaluation

The evaluation of Euroclinic's staff is a key factor which leads to employee growth and further development. The Group's actions in this area are directed by a specific staff evaluation process, implemented annually. The aim of this process is to systematically assess the employees' working capacity, in order to ensure continuous improvement of the quality of services and to highlight needs for further educations.

The various department Directors and Heads are responsible for the annual evaluation of employees, in the context of their administrative tasks, and they receive specific training in the operation and implementation of the evaluation system, and are informed of the corporate objectives that have to be set. At Euroclinic, the department Directors and Heads themselves are evaluated by the CEO.

Additional benefits

Euroclinic aims to maximize the value and care provided to its people. For this reason, it offers additional benefits to employees and their families.

- Healthcare for employees and their family members.
- Grants for postgraduate programs and seminars.
- Daily budget meals for all employees.
- Christmas gift certificates for staff.
- Events with gifts for employee children¹.
- Employee card. Through central agreements with companies, its members (employees and associated physicians) are guaranteed special rates for a variety of goods and services.

¹ Due to the COVID-19 pandemic no events were organized during the period 2019-2020.

The evaluation process is based on the following steps:

Start of the year



Objective



Private meetings with the evaluation officers



Submission of evaluation sheets to the Human Resources Directorate (HRD)

38/39



Employees
constitute
the timeless
and long-lasting capital
in which Euroclinic
invests.



Retention and Relationship

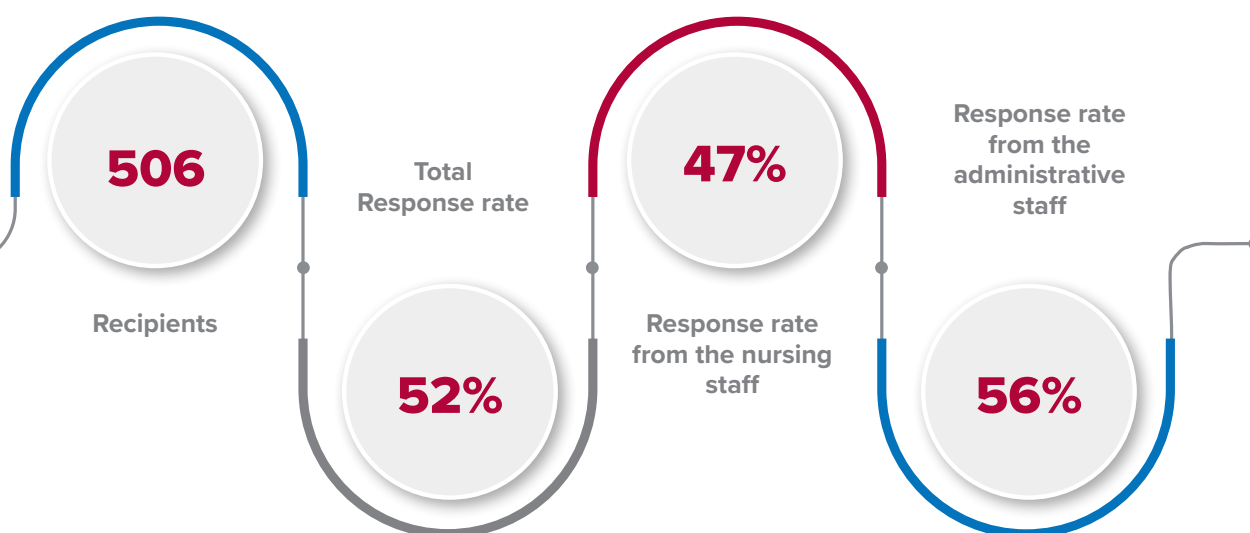
Strengthening

The successful operation and continuous development of Euroclinic can only be achieved through recognizing the value of employees and their significance for the Group's growth. A key factor in this is creating and implementing mechanisms that will contribute to open and continuous communication with staff, strengthening relationships and team spirit within the Group.

Employee Satisfaction Survey

Euroclinic conducts employee satisfaction surveys twice a year. The survey is anonymous and is carried out via an online platform. Anonymity is a key element of the survey, as it helps to establish an open channel of communication between employees and administrative bodies, without restrictions.

The survey examines the satisfaction or non-satisfaction of employees, and collects and assesses comments on issues related to the general employment framework of the Group, development opportunities, communication and assistance in employee issues, work risks, cooperation with colleagues, performance and behavior of supervisors or managers, as well as exploratory questions about environmental awareness.



EMPLOYEE SURVEY 2020

Employee participation rate increased by 8% in 2020, compared to 2019, the inaugural year of the survey.



«I'm satisfied working at Euroclinic»

Administrative Staff: 8.05/10

Nursing Staff: 7.71/10



«The Human Resources Department is accessible and supportive»

Administrative Staff: 8.54/10

Nursing Staff: 8.28/10



Physician Satisfaction Survey

In addition to the general staff survey, a satisfaction survey of Euroclinic's doctors is carried out. The latest survey took place between August and September 2020 and assessed areas concerning staff respect, cleanliness and maintenance of infrastructure, the performance of nursing staff, equipment operation, department and laboratory services, cooperation and response by management, availability of beds, and the effectiveness of the patient admission process.

Ongoing communication with employees

The Group implements a policy of ongoing communication with staff, through a set of channels that contribute to the smooth operation of the organization and its high degree of responsiveness to any problems employees may be facing.

- Employee and doctor **satisfaction survey**
- **Open-door policy**, promoting open communication
- **Employee unions**, which give the opportunity for anonymous complaints
- **Exit interview**, at employee resignation
- **Live or online meetings** between the Group's Management and managers, as well as managers and staff
- **Monthly and weekly** meetings of the Group's directors
- **Weekly meetings** of business directors with the CEO and the Vice Chairman
- **Euroclinic Magazine** for employee information
- **Direct** communication with the Human Resources Department

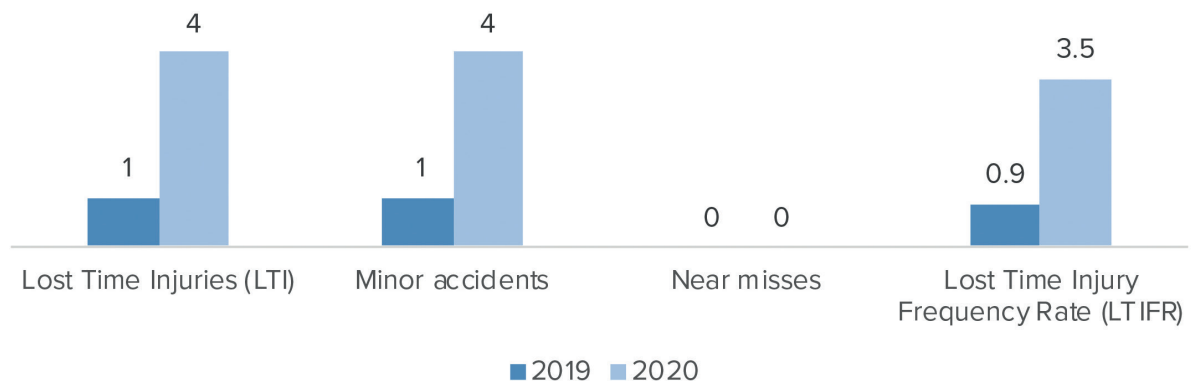
Focus on

Health and Safety

A key concern for Euroclinic is safeguarding the health and safety of its patients, as well as its employees and partners. The organization is committed to maintaining a healthy and safe work environment, in all its functions and activities, through the proper, continuous and proactive management of employee health, with the aim of eliminating any risks that may harm employees.



Health and Safety Incidents



3.5
Lost Time Injury
Frequency Rate

98
Number of days off
work due to accidents

85.1
Accident Severity
Rate (SR) during 2020

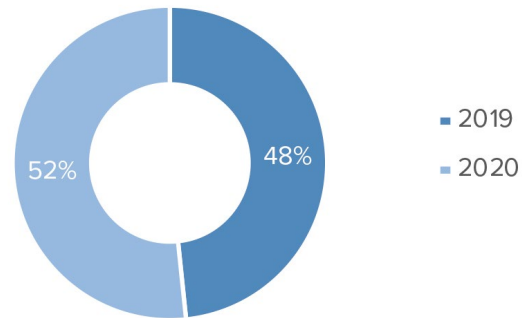
LTIs: Lost Time Injuries

Near miss: Unintentional incident that could have caused damage, injury or death but was narrowly avoided.

*Lost Time Injury Frequency Rate (LTIFR): Number of incidents/manhours*10⁶*

*Severity Rate (SR): Number of calendar days of absence from work due to an accident/manhours**10⁶*

Number of Occupational Diseases



In addition to the Euroclinic's specialized Occupational Physician, who is responsible for providing recommendations and advice to employees, the main measures applied for the effective management of the health and safety issues of Euroclinic are:



More specifically:



Risk and safety management process

Euroclinic has developed and implements in all its facilities a risk management and safety process in order to ensure the provision of safety to patients, relatives, carers and staff during their presence in the hospitals, and to protect them against any potential risk. The process is applied in all cases where necessary, in the event of a risk to the safety of the facilities, patients, carers and staff due to sabotage, natural disaster and terrorist acts. In order to properly ensure the implementation of the Group's health and safety policy, relevant officers have been appointed to identify potential risks, as well as to approve any health and safety actions. Final approval on the abovementioned process is given by the Euroclinic CEO, underlining the organization's commitment to safeguarding the health and safety of its employees.



Infection prevention and control regulations

The internal regulation on infection prevention and control is a key tool for defending the safety of Euroclinic's health professionals. The regulation applies to all staff, patients and visitors, and sets the Group's strategy with regard to developing and applying processes and guidelines related to infection prevention and control. The regulation is supplemented with additional guidelines and manuals which contribute to protecting against infections.



Health and safety guidelines and measures

Euroclinic has established and applies additional processes, guidelines and measures concerning the conduct, attire and hygiene of employees, ensuring full compliance with personal protection measures and reducing occupational risk at work. Instructions for proper staff protective clothing, immediate care in case of incidents and general staff precautions are some of the measures that the Group's has in place.



Continuous risk assessment and event logging

The continuous assessment of Euroclinic's health and safety risks and performance sets a solid foundation for the Group's continuous improvement in this regard. Thanks to the methodical and proactive care and continuous monitoring, Euroclinic has ensured proper and successful health and safety practices.

In this context, Euroclinic carries out an Occupational Risk Assessment Study on an annual basis to record working conditions and their possible negative effects on the health and safety of employees in the hospitals. During 2020, the Group conducted a relevant study on "SARS-CoV-2 infection management in the work environment". In particular, the aim was to identify potential risks from a possible infection, as well as to identify what measures should be taken to address it immediately and safely by drawing up a specific management plan.



Action plan for the prevention and control of infections

Euroclinic applies strict procedures and implements continuous training, in order to protect the health of both patients and employees from hospital and other types of infections, in every possible manner. To this end, the Group has established a specific action plan for infection prevention and control, which relates to all the hospital departments. More specifically, as part of infection containment, prevention and control, in addition to the measures laid down in the Infection Prevention and Control Regulation, the Group has established:

- Infection control manual
- Cleaning and disinfection of premises and equipment
- Protection measures manual
- A memo on preventing sharps and needlestick injuries
- Relevant work instructions, in particular on hand hygiene, the types of precautions to be taken, the hospitalization of patients with a multidrug resistant microbe, as well as the necessary protective clothing for nursing and cleaning staff.
- Process to address occupational exposure to blood and biological fluids
- Directions on preventing sharps and needlestick injuries
- Precautions for staff regarding the handling of unclean clothing.



Infection Control Nurse (ICN)

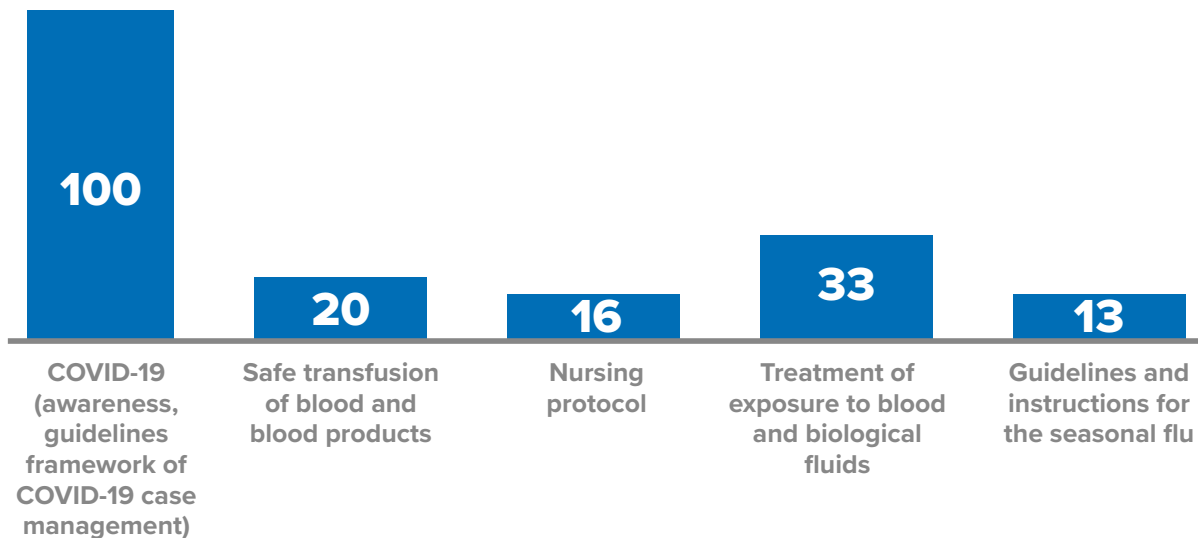
Euroclinic has established the role of the Infection Control Nurse (ICN), with a high level of nursing responsibility. The ICN focuses on identifying, preventing and controlling infections in patients, staff, visitors and the wider community, when necessary. With their organized and timely actions, the ICN makes a crucial contribution in applying national and international rules for the prevention of hospital-acquired infections and improving quality indicators, with the ultimate goal being patient safety. The main responsibilities of the ICN are:

- Monitoring and recording infections, according to the instructions of the National Public Health Organization (NPHO) and sending the forms to the relevant departments within the organization.
- Supervising the implementation of disinfection, sterilization and antiseptic procedures.
- Monitoring the implementation of the personal protection measures by all hospital employees.
- Seeing to the vaccination of staff according to the National Vaccination Program, in partnership with the Occupational Physician.
- Drafting and updating protocols and procedures, in partnership with the other members of the Hospital Infection Control Committee.

Ongoing training


Euroclinic's Nursing Service is particularly mindful of the health and safety of its employees, and, in this context it organizes various training sessions, presentations and meetings in order to inform and educate the nursing staff. While the employee health and safety is a key daily priority of the Group, nurturing a culture of prevention and safety is the ultimate end goal.

Number of nursing staff who attended relevant trainings during 2020



In addition, with the aim of intensifying infection prevention and control actions:





In order to organize vaccination more effectively and to raise employee awareness on the process, Euroclinic has created a special electronic platform accessible to each unit/department of the organization, for the monthly collection of information on the anti-flu vaccination of staff. This action was carried out with the assistance of the Human Resources Directorate and the IT Department.

Protection against seasonal influenza

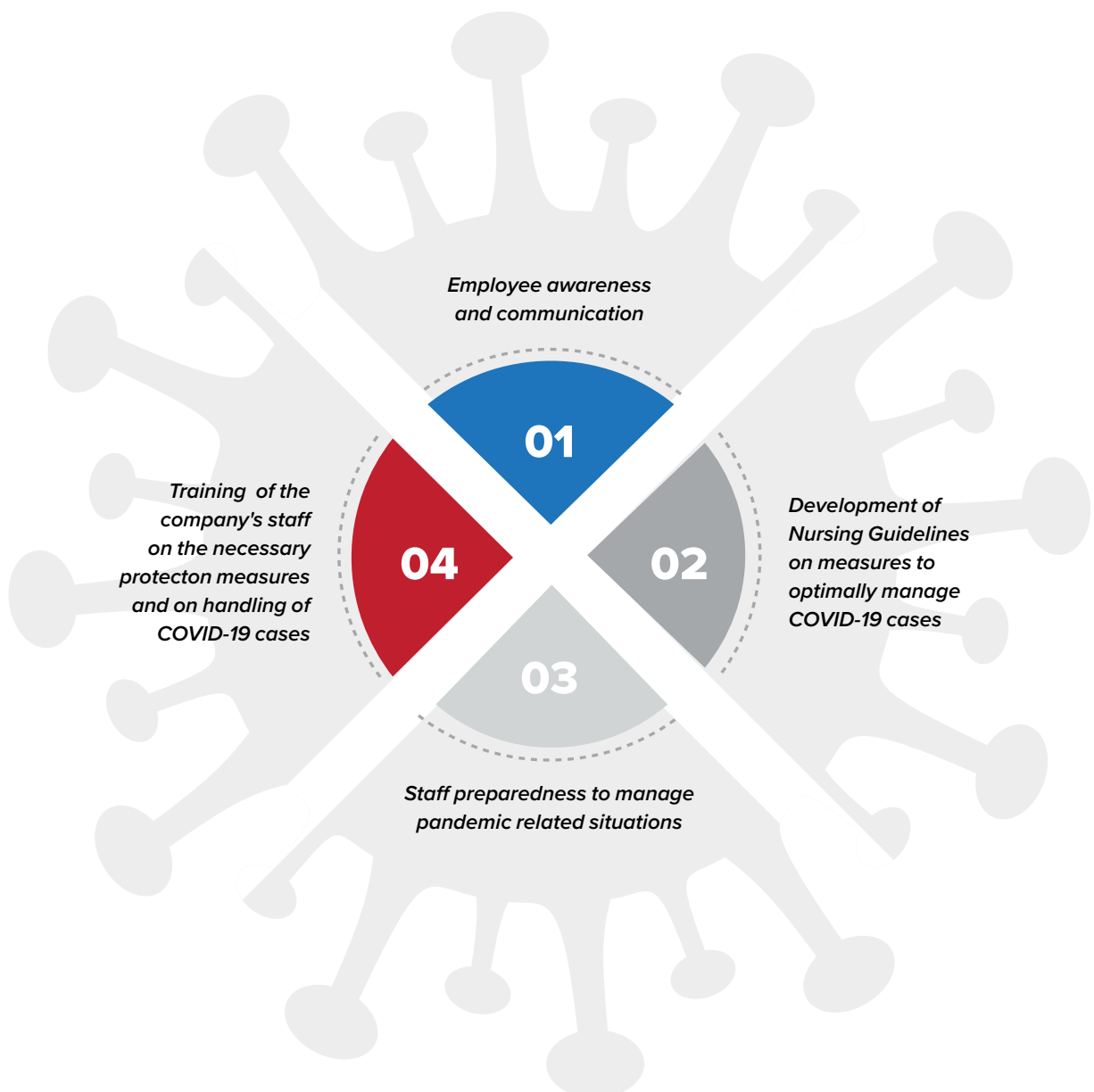
In view of the start of the flu season and on the occasion of the World Hand Hygiene Day, Euroclinic organized an awareness initiative for its employees. Lectures were held on the importance of vaccination for the prevention of influenza, as well as on hand hygiene, which is the most important principle for effective hospital infection prevention and control.

During this initiative, the vaccination of hospital staff followed, individual pocket antiseptics were distributed and the proper hand hygiene technique was demonstrated and checked through a special machine that recognizes the surfaces of hands that have no antiseptics.

Response to the COVID-19 pandemic

In the midst of the COVID-19 pandemic, Euroclinic worked hard to support all staff, doctors, associates and patients of the Group, through guidelines and related training, to ensure the adoption of proper measures by staff, thus contributing greatly to tackling the pandemic.

COVID-19 RESPONSE MEASURES



Euroclinic sets as its highest priority the protection of its employees, as well as their excellent training for properly handling possible coronavirus cases within the hospital, without placing them at risk. More specifically:



Hospital Infection Control Committee

Since the beginning of the pandemic, this committee has convened three times with the aim of taking timely measures on the coronavirus, in line with guidelines issued by the government bodies and authorities, as well as the Greek National Public Health Organization. During the meetings of the Committee, and depending on the coronavirus pandemic circumstances, relevant decisions are taken, which are then communicated to the nursing departments.



Strict compliance with rules and directives

The instructions of the Greek National Public Health Organization are strictly followed by Euroclinic, while information material on virus protection is available everywhere. Work instructions and related updates in print form were also communicated to all nursing departments, physiotherapists and radiology technicians. In addition, through day-to-day surveillance, Euroclinic has ensured the implementation of safe medical practices by all staff, with the aim of eliminating the risk of virus transmission.

In the same context, if there is a patient that has contracted a virus, the tracing process is carried out immediately to prevent the transmission and spread of the virus to staff, doctors and other patients.



Related training

Systematic training sessions are held for all personnel on how to manage a possible or confirmed COVID-19 case, with priority being given to frontline staff.



Continuous hand hygiene checks

Throughout the pandemic, hand hygiene checks were carried out, which demonstrated that overall compliance was sufficiently satisfactory. In addition, checks were carried out as regards compliance with infection prevention measure packages, resulting in compliance rates of more than 90%.

Corporate

Social

Responsi

Our approach
towards
**Sustainable
Development**

ibility

Responsibility

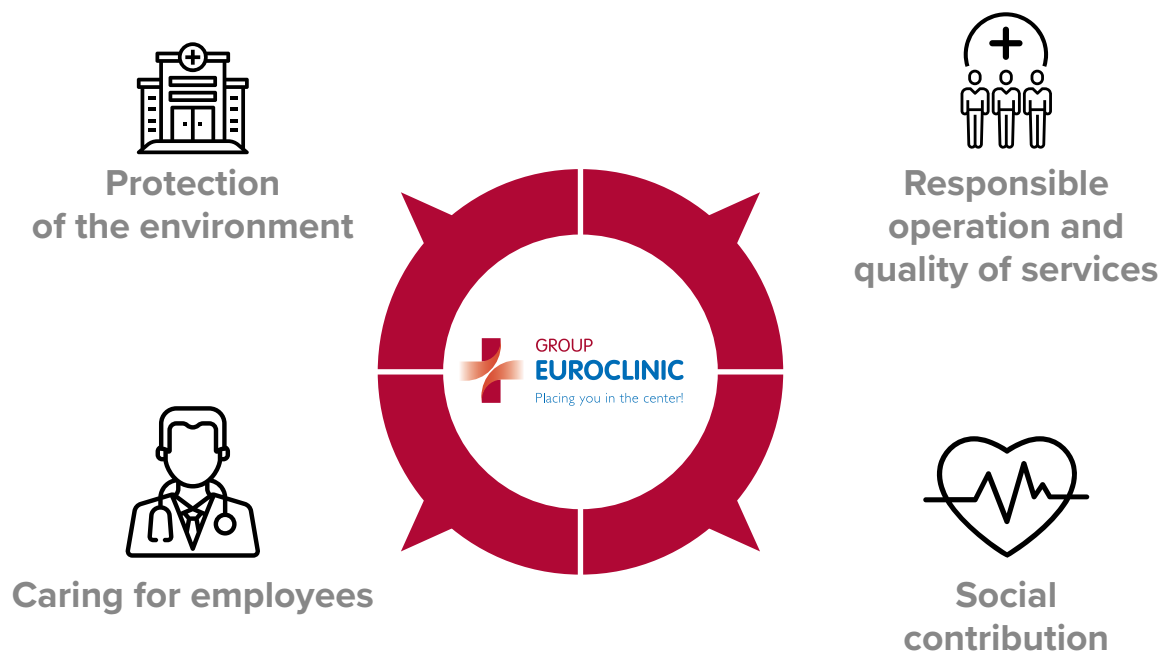
at Euroclinic

Euroclinic places notable emphasis on the principles of Sustainable Development, and ensures its daily operations are underpinned by a sense of Corporate Responsibility. As the latter is a pivotal element in accomplishing the Group's business objectives and meeting stakeholder expectations, Euroclinic undertakes a broad range of commitments on the most important relevant issues, as well as develops a dedi-

cated action plan and sets targets on an annual basis.

Euroclinic aims to generate economic value for the society, through providing health services of unquestionable quality and patient satisfaction, while at the same time, taking care of environmental protection, and implementing responsible work practices and actions to support vulnerable social groups.

The Euroclinic Corporate Responsibility is founded on the following pillars:




The continuous improvement of Euroclinic's Corporate Responsibility operations and processes is underpinned by the implementation of certified Management Systems, such as the Quality Management System according to ISO 9001:2015 and EN 15224:2012 standards, as well as the Food Safety System, certified according to the international ISO 22000:2005 standard. Through imple-

menting these systems the Group seeks to ensure effective monitoring of its corporate responsibility performance, as well as continuous improvement. In addition, a Corporate Responsibility team has been established, which monitors and records Euroclinic's annual plan of corporate responsibility actions, while submitting proposals to the Management for introducing new programs.


Stakeholder engagement

As contact and dialogue with Euroclinic's stakeholders are essential prerequisites for business success, the Group focuses on recording and monitoring their needs and expectations in order to better assess all the operational implications of Euroclinic. Equally important for the Group is establishing specific com-


munication channels, through which stakeholder concerns and material issues are communicated, enabling Euroclinic to be highly responsive and implement actions to respond to them. The following provides a detailed description of the communication channels with each stakeholder group:

Stakeholders, communication channels, material issues and Euroclinic's response to them		
Shareholders	Communication channels	Key issues
Communication frequency: Monthly 	<ul style="list-style-type: none"> • Ordinary General Meeting of Shareholders 	<ul style="list-style-type: none"> • Ensuring timely and valid information
	<ul style="list-style-type: none"> • Annual Results Report 	<ul style="list-style-type: none"> • Euroclinic Financial Results
	<ul style="list-style-type: none"> • Periodic update (every quarter) 	<ul style="list-style-type: none"> • Business plan and strategic goals of Euroclinic
	<ul style="list-style-type: none"> • Annual evaluation 	


How we respond: Euroclinic takes steps towards publishing decisions, announcements and Financial Statements in order to adequately inform shareholders and to strengthen the framework of its transparent operation. Detailed information is included in the section: «Business Model and Corporate Governance».

Employees	Communication channels	Key issues
Communication frequency: Daily 	<ul style="list-style-type: none"> • Communication via email or through supervisors 	<ul style="list-style-type: none"> • Recognition and reward
	<ul style="list-style-type: none"> • Trade unions 	<ul style="list-style-type: none"> • Development / professional growth
	<ul style="list-style-type: none"> • Satisfaction survey 	<ul style="list-style-type: none"> • Nurses' specialization, knowledge adequacy and continuous training
	<ul style="list-style-type: none"> • Annual evaluation 	<ul style="list-style-type: none"> • Health & Safety
	<ul style="list-style-type: none"> • Training / Updates 	<ul style="list-style-type: none"> • Equal opportunities
	<ul style="list-style-type: none"> • Special training for cleaning workers 	<ul style="list-style-type: none"> • Salaries and additional benefits
	<ul style="list-style-type: none"> • Employee guides, elaboration of relevant procedures 	<ul style="list-style-type: none"> • Crisis management (infections, pandemic)
	<ul style="list-style-type: none"> • Information and educational publications 	<ul style="list-style-type: none"> • Health unit waste management
	<ul style="list-style-type: none"> • Personal / group meetings 	<ul style="list-style-type: none"> • Personal data protection
	<ul style="list-style-type: none"> • Problem management through organizing a group of nurses' associations 	


How we respond: Euroclinic applies a flexible and open communication system among the Management, the responsible departments and the employees at all levels, also known as the «open door» system. Detailed information is included in the section: «Our people, the most valuable asset.»

Patients & relatives	Communication channels	Key issues
Communication frequency: Daily 	• Direct communication with doctors	• Superior quality care
	• Satisfaction surveys	• Medical care
	• Information brochures	• Innovative services
	• Satisfaction questionnaire	• Management of complaints, comments and suggestions
	• Euroclinic Magazine	• Personal data protection


How we respond: The ultimate goal of Euroclinic is to provide uninterrupted and superior quality medical care to patients and visitors. In this context, quality assurance systems are applied within the Group, while the hospital has been certified as a Patients Friendly Hospital. Detailed information is included in the sections: «Euroclinic» and «Organization and quality».

Associated physicians	Communication channels	Key issues
Communication frequency: Daily 	• Personal meetings	• Ensuring the necessary conditions for exercising medical duties
	• Scientific meetings	• New state-of-the-art technologies / new equipment / information on new types of equipment and new methods
	• Doctor satisfaction survey	• Good working conditions
	• Euroclinic website (special section for doctors)	• Cost of services provided
	• Updates / training, especially in relation to the pandemic	• Continuous education and training • Crisis management • Personal data protection


How we respond: Associated physicians are an important pillar of the quality health services of Euroclinic. Thus, the Management ensures the necessary conditions for excellent cooperation with the doctors. Detailed information is included in the section: «Organization and quality».

State & authorities	Communication channels	Key issues
Communication frequency: Monthly 	• Electronic communication through each online application	• Compliance with legislation
	• Emergency communication (due to the nature of Euroclinic's activities)	• Meeting the requirements of tax and social security legislation
	• Direct communication with the Ministry of Health and the supervisory bodies regarding Euroclinic's activities	• Response to emergency conditions and periods (such as the pandemic)
	• Private Hospital Association (SEK)	• Personal data protection


How we respond: Euroclinic ensures full compliance with the legislation, but also direct communication with the state and regulatory authorities under the conditions that it deems necessary. Detailed information is included in the section: «Business Model and Corporate Governance».

Suppliers	Communication channels	Key issues
Communication frequency: Daily 	<ul style="list-style-type: none"> Regular online and telephone communication 	<ul style="list-style-type: none"> Sustainability and financial strength
	<ul style="list-style-type: none"> Regular meetings 	<ul style="list-style-type: none"> Adherence to payment schedules
		<ul style="list-style-type: none"> Financial negotiation of offers for repair and supply of spare parts or medical equipment
		<ul style="list-style-type: none"> Negotiation for technical support contracts or use of medical equipment
		<ul style="list-style-type: none"> Coordination and observance of the maintenance plan of the medical equipment
		<ul style="list-style-type: none"> Availability of new technology equipment
		<ul style="list-style-type: none"> Personal data protection


How we respond: One of the most important priorities of Euroclinic is to foster mutually beneficial cooperation with suppliers, as well as get access to the highest quality consumables and the latest technology equipment. Detailed information is included in the section: «Organization and quality».

Insurance companies	Communication channels	Key issues
Communication frequency: Daily 	<ul style="list-style-type: none"> Communication with the Commercial Management 	<ul style="list-style-type: none"> Price list of health services
	<ul style="list-style-type: none"> Continuous online and telephone communication 	<ul style="list-style-type: none"> Development of new agreements
	<ul style="list-style-type: none"> Regular meetings 	<ul style="list-style-type: none"> Access to health services
		<ul style="list-style-type: none"> Complaint management of insured patients
		<ul style="list-style-type: none"> Quality assurance and safety in health services
		<ul style="list-style-type: none"> Personal data protection


How we respond: Cooperation and communication with insurance companies is an important part of the daily operation of the Group's hospitals, as well as the excellent service of patients. Detailed information is included in the section: «Euroclinic».

Society	Communication channels	Key issues
Communication frequency: Whenever deemed necessary 	• Corporate website	• Access to health services
	• Press Releases	• Best operating practices of Euroclinic
	• Corporate magazine	• Support and provision of medical care to vulnerable groups
	• Media	
	• Monthly newsletter	

How we respond: Euroclinic places special emphasis on supporting vulnerable social groups and especially on supporting NGOs that care for and host children, undertaking to fully cover their medical needs. Detailed information is included in the section: «The social contribution of Euroclinic».

Banks	Communication channels	Key issues
Communication frequency: Monthly 	• Regular meetings	• Euroclinic's financial performance
	• Communication via email	• Compliance with the terms of each contract
	• Contract communication framework	• Full legislative compliance
		• Compliance with insurance and tax obligations
		• UBO - Ultimate Beneficial Owners

How we respond: Euroclinic promotes transparent communication with financial institutions and continuous cooperation. Detailed information is included in the section: «Business Model and Corporate Governance».

MEDIA	Communication channels	Key issues
Communication frequency: Whenever deemed necessary 	• Corporate website	• Promotion of topics of medical interest (new technologies, innovations, specialized services)
	• Press Releases	• Providing proper information
	• Press releases and media announcements	
	• Press conferences	
	• Meetings	

How we respond: In the context of providing accurate information and responsibly promoting Euroclinic and its services, there is an open communication channel with the Media. Detailed information is included in the sections: «Euroclinic» and «The social contribution of Euroclinic».

Targets

per thematic area for 2021-2022

Prioritizing its continuous improvement, Euroclinic closely monitors its performance in all areas of activity and sets specific goals. Through meeting its goals, the Group responds both to covering the material issues it has already identified, and to contributing to stakeholder needs.

Corporate governance

- Training of all senior executives on corporate governance and anti-corruption issues

Quality of services provided

- Stroke Unit Certification by ESO (European Stroke Organization)
- Certification of Special Materials Company
- Preparation for certification based on the international ISO 14001 standard
- Up to 2% increase in patient satisfaction rate
- Up to 2% increase in satisfaction rate of associated physicians
- Development of Operating Regulation

Human Resources

- Up to 3% increase in employee satisfaction rate
- Development of Internal Rules of Employment and creation of a relevant induction initiative with the aim of presenting Euroclinic to the newly recruited employees

Nursing Division

- Development of the Education Office and establishment of a team of Clinical Instructors
- Revision of Internal Infection Regulation
- Revision of the Internal Regulation of the Nursing Division

Health and Safety

- Increase in health and safety training hours
- Occupational risk records per department

Environmental responsibility

- Update / review of the waste management process
- Reduction in fossil fuel consumption by 2% on an annual basis
- Reduction in water consumption
- Immediate replacement of Euroclinic vehicles with plug-in hybrid and electric vehicles in the next 5 years
- Reduction in pollutant emissions

Supply chain

- Development of a Supplier Code of Conduct
- Reduce paper use and consumption by up to 3%








Social contribution

- Maintaining cooperation with 3 NGOs
- Maintaining cooperation with the Athens Nursery
- Supporting the Athens Nursing Home
- Support to 1 additional NGO
- Participation in voluntary activities (at least 1)

Euroclinic's social contribution

Euroclinic aims to create added value for all stakeholder groups, which constitutes the “social product” of the Group, meaning the practical support of the Group to them. Through its activity, Euroclinic contributes to improving the financial figures of the country, while maintaining a significant num-

ber of jobs, having a positive impact on employment and actively supporting employees. The following table shows Euroclinic's social contribution during the past two years (2019 - 2020), as well as the corresponding stakeholder categories for which value was created:

Creating value per stakeholder group			
	2019	2020	Stakeholders
Remuneration and additional benefits to employees	13,525	13,570	
Total investments	2,785	3,394	
Taxes paid	8,095	7,767	
Total investments	1,478	2,320	
Purchases from domestic suppliers	15,263	13,649	
Purchases from foreign suppliers	21	124	
TOTAL (in million euros)	41,167	40,824	

In addition, through affordable healthcare services, Euroclinic contributes to maintaining good health and offers access to quality healthcare and related infrastructure. The dedicated medical and nursing staff of the Group, coupled with the centers of excellence and the innovative equipment, contribute significantly to the fight against a wide range of diseases and various emerging health issues.

Prioritizing

and identifying material issues

Euroclinic followed specific materiality analysis into Corporate Responsibility issues, with the aim of determining, recording and prioritizing the most important issues that affect both its operation and decisions of its stakeholders. The process that was followed was based on the standards of the international Global Reporting Initiative (GRI Standards), as well as the AA1000AP (2018) Standard of the international consulting and standards firm AccountAbility. The process has also been aligned with the global, sectoral Sustainability Accounting Standards Board (SASB) framework, which identifies and evaluates economically relevant sustainable development issues for each industry. During the evaluation process, material issues that were taken into account were those that could cause large-scale changes in Euroclinic's performance, while the views of stakeholders were incorporated into them.

For Euroclinic, identifying and prioritizing the material issues contributes, on the one hand, to identifying those issues that are directly related to the goals set by the Management and, on the other hand, to assessing the potential risks related to these issues. Through this process, the Group also identifies strengths, weaknesses, but also opportunities.



Identifying material issues



Prioritizing issues

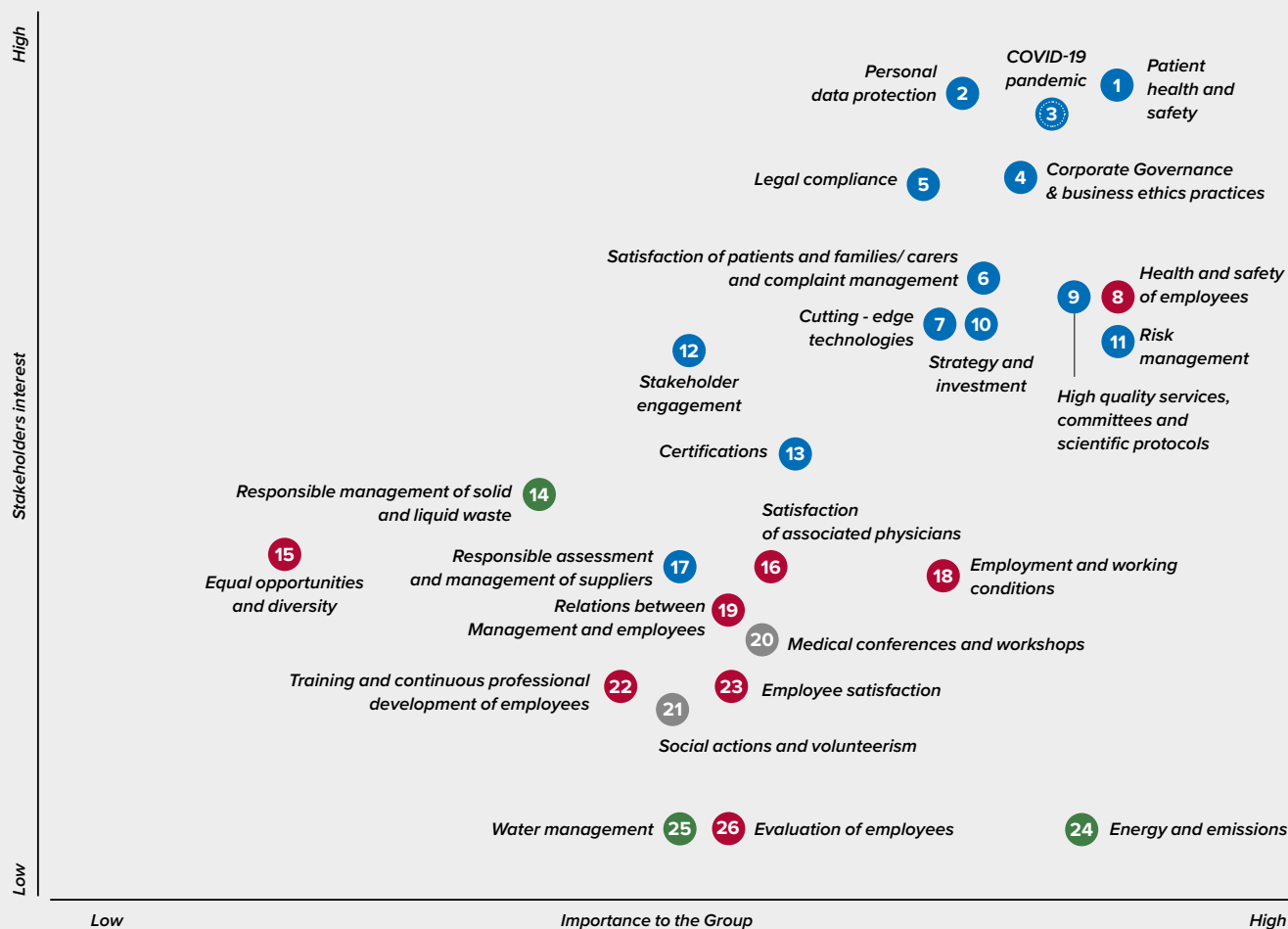


Verification in relation to their impact on stakeholder groups



Review by the Management

Euroclinic intends to annually repeat the process of prioritizing material issues in order to reflect the changes in relation to the requirements of the healthcare sector, as well as to integrate international trends in relation to patient care. The evaluation carried out for the preparation of this Report led to the development of the following materiality map:



The vertical axis (y) of the material issues map depicts the pressure exerted by stakeholders in relation to the individual material issues, while the horizontal axis (x) depicts the importance of these issues for Euroclinic.

In addition, Euroclinic linked the identified material issues with the Sustainable Development Goals (SDGs) in order to undertake additional targeted actions related to each of them.

This connection contributes to the deeper recognition of the SDG points to which the Group can contribute positively, through its activities and programs.

<div> <div>17 PARTNERSHIPS FOR THE GOALS</div> </div>				
AXIS	Responsible operation and quality of services	Caring for employees	Protection of the environment	Social contribution
MATERIAL ISSUES	1. Patient health and safety 2. Personal data protection 3. COVID-19 pandemic 4. Corporate Governance & business ethics practices 5. Legal compliance 6. Satisfaction of patients and families/ carers and complaint management 7. Cutting - edge technologies 9. High quality services, committees and scientific protocols 10. Strategy and investment in cutting-edge technology 11. Risk management 12. Stakeholder engagement 13. Certifications 17. Responsible assessment and management of suppliers	8. Health and safety of employees 15. Equal opportunities and diversity 16. Satisfaction of associated physicians 18. Employment and working conditions 19. Relations between Management and employees 22. Training and continuous professional development of employees 23. Employee satisfaction 26. Evaluation of employees	14. Responsible management of solid and liquid waste 24. Responsible energy management and greenhouse gas emissions reduction 25. Responsible management of water consumption	20. Information on health issues and promotion of medical science/ Medical conferences and workshops 21. Support of local communities through social actions and volunteerism and cooperation with NGOs
SUSTAINABLE DEVELOPMENT GOALS	<div> <div>3 GOOD HEALTH AND WELL-BEING</div> <div>9 INDUSTRY INNOVATION AND INFRASTRUCTURE</div> <div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</div> </div>	<div> <div>4 QUALITY EDUCATION</div> <div>5 GENDER EQUALITY</div> <div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>10 REDUCED INEQUALITIES</div> </div>	<div> <div>6 CLEAN WATER AND SANITATION</div> <div>7 AFFORDABLE AND CLEAN ENERGY</div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>13 CLIMATE ACTION</div> </div>	<div> <div>1 NO POVERTY</div> <div>3 GOOD HEALTH AND WELL-BEING</div> <div>10 REDUCED INEQUALITIES</div> <div>11 SUSTAINABLE CITIES AND COMMUNITIES</div> </div>



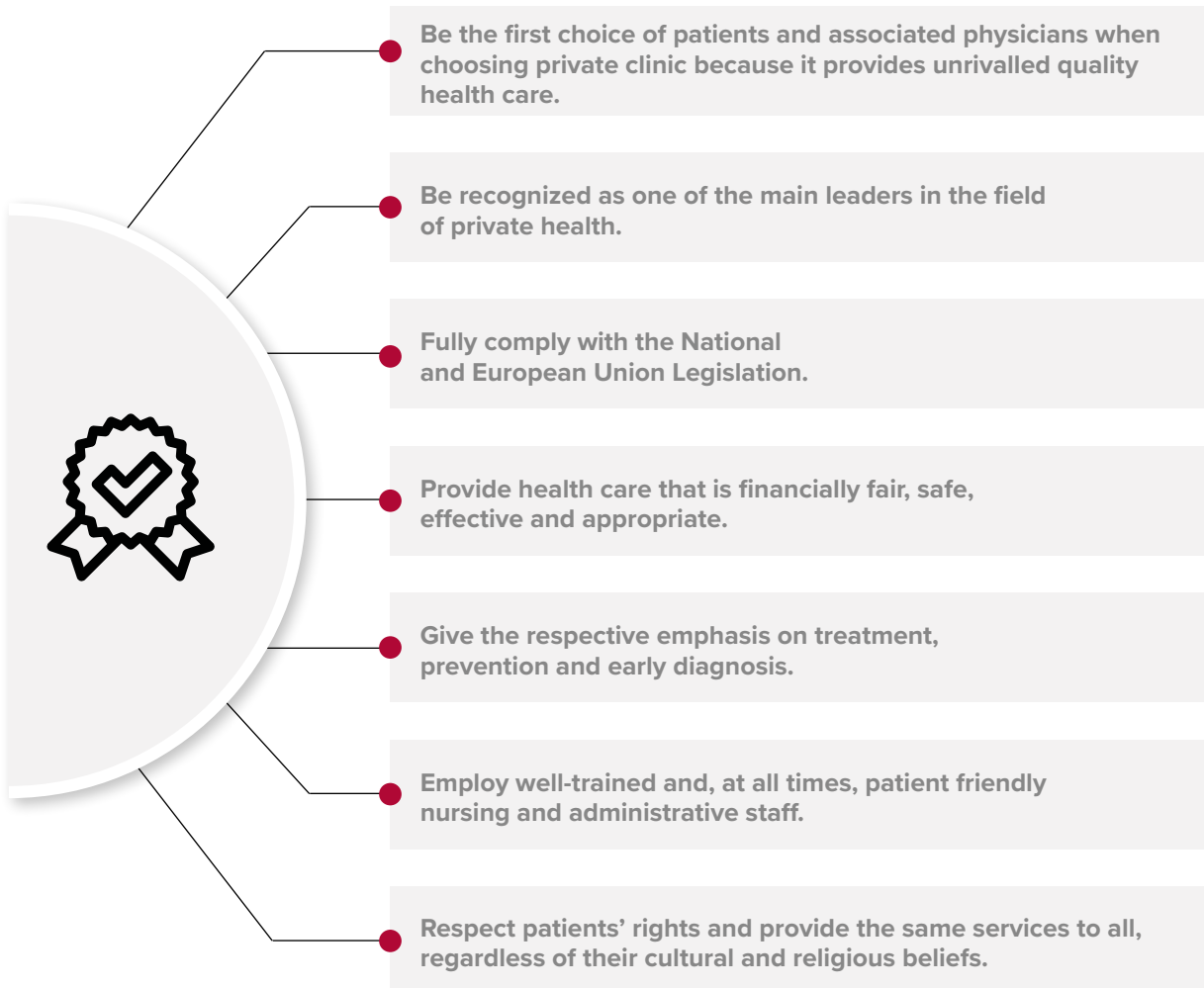
Organization and quality

Focusing on

Quality

From its establishment to date, Euroclinic has been continuously striving to improve and upgrade the level of healthcare services provided, offering the Greek society a hospital with modern technology and qualified medical and nursing staff. Equipped with the latest innovative technology, using modern medical methods, promoting centres of excellence, and providing ongoing training to its staff are all part of the Group's commitment to ensure quality and safe healthcare that focuses on patients and caters for their needs.

In both the Athens Euroclinic and the Euroclinic Children's Hospital, quality assurance at all levels forms a daily priority. Staff of all levels contributes to applying strict regulations and operating processes within the hospitals, which is restatement to the commitment of the Group in providing safe, and quality medical and nursing care to patients. Through monitoring and measuring the effectiveness of the policies, processes and systems applied in its hospitals, Euroclinic aims to:





EN 15224

BUREAU VERITAS
Certification

Quality Management Systems

With a view to providing quality healthcare services, Euroclinic applies a Quality Management System in full compliance with the ISO 9001:2015 standard, as well as the EN 15224:2012 standard, which applies exclusively for health services.

The EN 15224:2017 standard

It is an internationally recognized standard which combines the advantages of the ISO 9001 standard and meets the strict quality requirements in healthcare services. Its implementation defines issues related to the effectiveness, appropriateness, safety and reliability of the healthcare services provided. The EN 15524 standard includes 11 very specific quality aspects, which healthcare institutions should constantly look into so that the services they provide include them. These are:

- Appropriate, correct care
- Availability
- Continuity of care
- Effectiveness
- Efficiency
- Equality among patients regarding access to care
- Evidence-based, knowledge-based care
- Patient care, including the physiological and psychological integrity of the care
- Integration of the patient
- Patient safety
- Timeliness and accessibility

The provisions of the Group's Quality Policy and all relevant processes have been integrated in the daily operation of the hospitals and are applied at all management levels and departments of the organization. Notable emphasis is given to the continuous improvement of quality processes through:



**Early diagnosis
and problem-solving**



**Risk monitoring and recording
through special risk analysis
and evaluation studies**



**Effective management
of technological developments**



**Reviewing processes,
where appropriate**

The Management, as well as the medical, nursing, auxiliary and administrative staff, are actively involved in the effective management of the Quality System and are responsible as regards implementing various requirements and processes in their areas of competency.

In addition, a risk assessment study is conducted each year and a review report is prepared. In the context of risk studies, measurable administrative and nursing Quality Objectives are set and monitored by each hospital Department, while the Management is informed of the progress as to whether the objectives have been achieved at the annual review, during which all quality indicators are presented. In addition, during internal inspections and audits, as specified by the Quality Management System, indicators related to the processes of departments are evaluated and the results are reported to the Management. The Quality Indicators, among others, concern:

- Complying with the current legal framework and all regulations governing the National Health System of the country
- Analyzing and comparing the quality indicators and their results with the national and international data
- Managing risk
- Monitoring and recording the satisfaction of patients, their carers and of all those who receive the Group's care services.

Food Management and Safety System

Under the scope of its Quality Policy, Euroclinic implements a Food Safety Management System regarding food given to hospital patients, in accordance with the provisions of the official regulations, best practices, the requirements of the ISO 22000:2005 standard and the nutrition code. The System ensures minimizing accidental risks stemming from the food services during the stay of patients and their carers in the hospital, and covers:



Identifying raw materials and packaging materials of direct contact



Identifying ready meals



Identifying the steps in food preparation and management



Recording potential risks throughout the preparation and management, taking the application of proper hygiene practice rules as a given



Controlling, supervising and reviewing the implementation of provisions as stipulated in the legislation and in the corresponding specifications.





Patients' Friendly Hospitals Certification

Athens Euroclinic and the Euroclinic Children's Hospital have been pioneers in providing quality healthcare services and have always focused on patient care; hence, Euroclinic became the first hospital in Greece and Europe to have been certified with the Patients Friendly Hospital standard. The international Patients Friendly Hospitals guideline concerns the design and implementation of a set of practices in hospitals and clinics so as to create an environment friendly to patients, relatives and carers, putting into practice our patient-centered culture.

As the first hospital in Greece and Europe with this international certification, Athens Euroclinic and the Euroclinic Children's Hospital aspire to provide patients with the best possible conditions during their treatment. The main goal is for all patients and their friends and families to feel comfortable, safe and confident. Special care is taken so that patients are never alone in difficult times and their needs and expectations are met. At the same time, they are encouraged to submit their comments and complaints, actively participating in the process of continuously improving the services provided.

PATIENT-CENTERED CULTURE

Means:



And can be found at all levels:



More specifically, Athens Euroclinic breaks new ground by creating Point ONE (Patient Service Point), where, upon admission, each patient meets their personal guide. The personal guide's main task is to be next to the patient from the moment an appointment is made until the patient is discharged, for anything needed. The personal guide navigates the patient through all the steps of the admission and hospitalization process and is able to manage all standard processes with flexibility and understanding.

Athens Euroclinic has gone one step further and, as part of its certification, has established the position of Service Coordinator in the outpatient department, offering patients the opportunity to enjoy an upgraded health-care experience. In this way, the outpatients have qualified staff by their side who guide them, make sure that they are promptly supported and immediately solve any problems that may arise. As part of the certification, the Group also uses two important self-improvement tools: effectively recording patient and carer complaints, with the aim of finding a solution to any documented complaint or problem, and measuring patient satisfaction through focused surveys and specific communication channels for continuously improving services offered and staff performance.

Satisfaction surveys

Patients and relatives

Euroclinic aims at increasing satisfaction levels among its patients and their relatives, and deems that responding to patient needs, comments and remarks is an important tool for improving the Group's services.

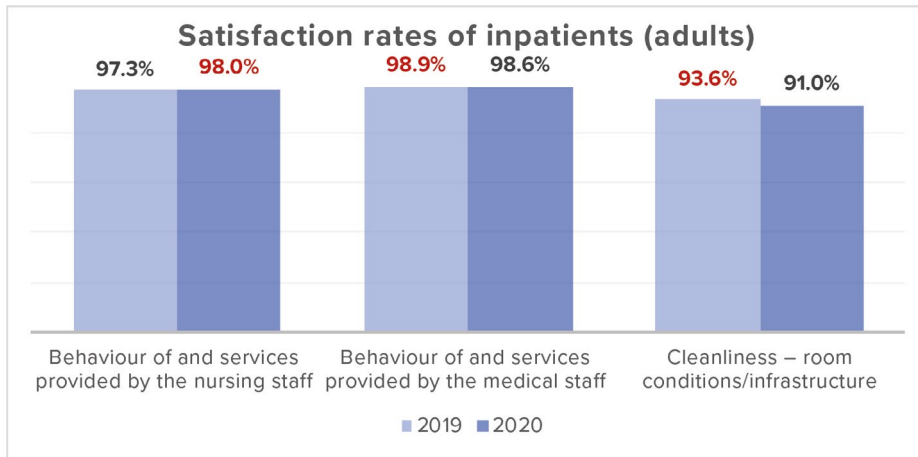
As part of this endeavor, a sample patient satisfaction survey is conducted by phone on a monthly basis including approximately 600 patients, in collaboration with an external partner. Inpatients (either adults or parents of children admitted to the Euroclinic Children's Hospital) are selected after the end of the treatment period and their discharge, while outpatients are selected after the end of their visit.

The questions for measuring satisfaction and recording any complaints are based on a specific questionnaire, which includes the following sections for evaluation:

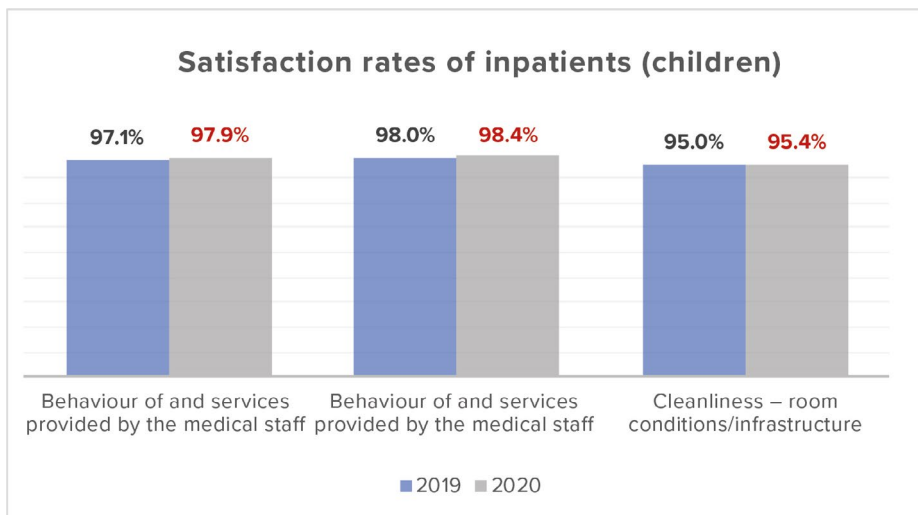
- ✓ **Admission process**
- ✓ **Behavior of and services provided by the nursing staff**
- ✓ **Behavior of and services provided by the medical staff**
- ✓ **Behavior of and services provided by the administrative staff**
- ✓ **Cleanliness of premises**
- ✓ **Cleanliness - room conditions / infrastructure**
- ✓ **Hospital discharge process**
- ✓ **Services provided by the Accounting Department or the Cashier**

In addition, complaints can also be emailed or voiced during the patients' stay / hospitalization. In all cases, the staff informs the Department Heads/Directors, who are responsible for immediately handling complaints and undertaking the necessary corrective actions. All the complaints and suggestions of patients and their families are always managed with absolute confidentiality and responsibility.

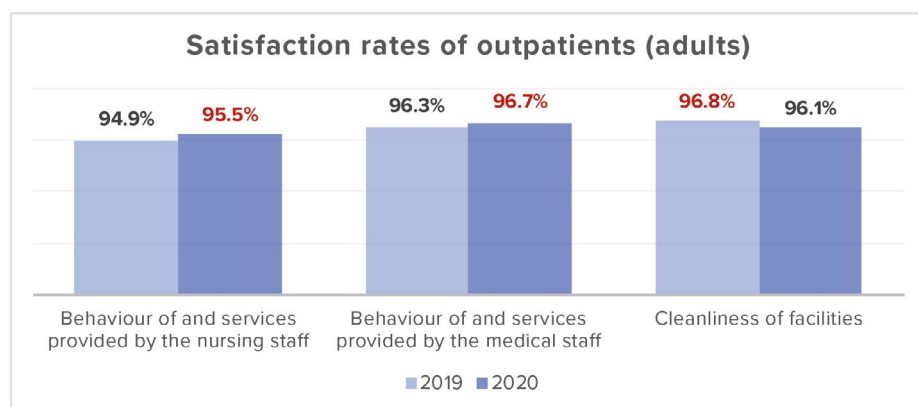
Satisfaction survey results for 2019-2020 *



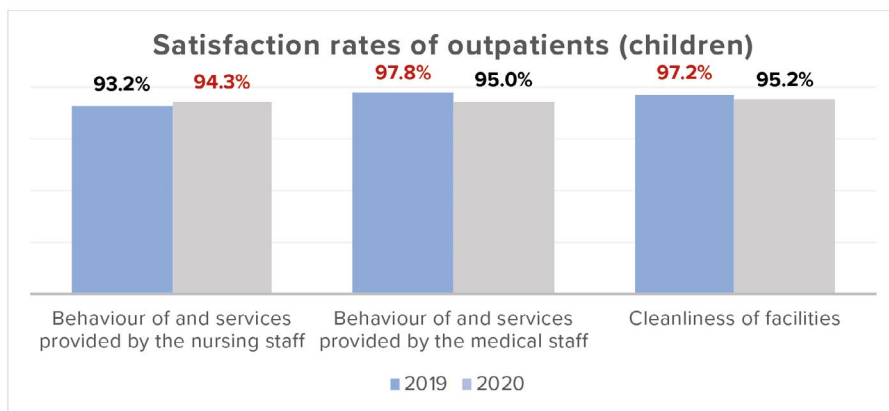
Regarding the satisfaction survey results, in 2020 there is an increase in satisfaction rates among adult and children inpatients regarding the behavior of and the services provided by the nursing staff by 0.7% and 0.8% respectively.



Satisfaction rates for (children) inpatients also increased, both in terms of the behavior of and the services provided by the medical staff, and in relation to cleanliness and infrastructure by 0.4%.



During 2020, outpatient satisfaction rates for both adult and children outpatients increased by 0.6% and 0.7% respectively, regarding the behavior of and services provided by the nursing staff.



Outpatients also assessed 0.4% higher the behavior of and the services provided by the medical staff, compared to 2019.

** The patient satisfaction survey was not conducted during 13/03/2020-15/05/2020 due to the COVID-19 pandemic.*

Associated physicians

With a view to forging and maintaining mutually beneficial relationships with associated physicians, Euroclinic carries out a satisfaction survey among associated physicians. The first Euroclinic Group doctor satisfaction survey was carried out during October-December 2019, and during August-September 2020 for 2020.

The doctor satisfaction survey is carried out through online questionnaires and the answers remain anonymous. The doctors evaluate, among others, the following:

- ✓ **Courtesy and respect of Group staff**
- ✓ **Infrastructure cleanliness and maintenance**
- ✓ **Performance of nursing staff**
- ✓ **Operation of equipment**
- ✓ **Emergency services**

The courtesy and respect of all staff towards patients scores the highest as regards the feedback from associated physicians for both years.

In particular, in 2019 the courtesy and respect of staff was given a score of 8.65/10 and in 2020 it reached 8.79/10.

Quality Committees

The Group has Quality Committees with the main task of reviewing all nursing and administrative operations within the hospitals, continuously improving the health services provided and reporting to the Management for resolving any issues and tackling any individual actions. The Quality Committees meet at regular intervals and the frequency of the meetings depends on the seriousness and the number of issues that concern the respective Committee each time.

Committee Name	Main responsibilities
Committee of the Scientific Ethics and Conduct Board	<ul style="list-style-type: none"> • Directs and coordinates the operation of the Medical and Nursing Directorate and their activities in order to ensure the optimal operation of the clinic. • Examines and gives an opinion on any candidacy for Director/Deputy Director positions. • Establishes and oversees the operation of other committees. • Sets the conditions for the creation and operation of model medical specialty centers. • Sets the requirements of any job position, and also the selection process of Medical staff, while accepting suggestions from the Directors of the Departments to fill the positions. • Recommends to the Managing Director measures for improving the operation of the individual units within the hospitals and for setting priorities when planning procurement processes for equipment or medical supplies. • Deals with urgent issues and makes recommendations to the Management as regards their outcome. The Scientific Board may also be transformed into a crisis management committee, if deemed necessary.
Surgical Committee	<p>The Committee is responsible for drawing up the contingency plan and ensuring the smooth operation of the operating rooms. It resolves issues that arise in the respective departments among associated physicians and other staff. The main responsibilities of the Committee are to prepare, comply with and apply the Surgery Rules and Regulations, the Medical and Nursing Ethics, the decisions of the Management, and the instructions of the Infection Control Committee.</p> <p>The Committee also ensures that surgery documents and forms (surgical records, processes, etc.) are kept accurately, in accordance with the relevant processes. It identifies the needs and evaluates the medical equipment and surgical instruments, and makes recommendations to the Hospital Board on their replacement and the supply of new ones.</p>

Committee Name	Main responsibilities
Hospital Infection Control Committee	<p>The Hospital Infection Control Committee has a multi-faceted role: it makes recommendations to the Scientific Board, plans and proposes measures for the prevention and control of Hospital-Acquired Infections, and oversees the implementation of such measures. It is also responsible for drawing up the emergency plan for proper epidemic or pandemic management. In particular, the Committee monitors:</p> <ul style="list-style-type: none"> • The observance of the rules of hygiene, cleanliness, sterilization, disinfection and antisepsis according to the recommendations of the Central Committee for Hospital Infections, which follows and applies the guidelines of the Hellenic National Public Health Organization (NPHO). • The policy for using antibiotics, as defined by the Hellenic National Organization for Medicines. • The adherence to Food Hygiene rules. • The recording and monitoring of the Hospital Infections. <p>The Committee is vigilant and intervenes immediately in case of a hospital infection epidemic or in case of an infectious disease case, informing the special department of the Hellenic Centre for Disease Control and Prevention (KELPNO). It is responsible for implementing all relevant procedures, informing and training staff, and overseeing the vaccination program of the hospital staff. The Committee is also responsible for designating the Working and Intervention Team to address any hospital infection.</p>
Pediatric Committee	<p>The responsibilities of the Committee, which meets once a month, include:</p> <ul style="list-style-type: none"> • Maintaining the smooth operation and organization of the Pediatric Department. • Ensuring pediatric patients receive proper care, treatment and quality medical and nursing care services. • Seeing to the continuous training of the medical and nursing staff of the Pediatric Department. • Ensuring that the department complies with the laws and regulations concerning operations, the environment and safety. • Applying medical protocols for the treatment and diagnosis of diseases, in collaboration with the Scientific Board. <p>The Committee is also responsible for evaluating the department doctors and staff. It also addresses all issues of ethics that concern the medical and nursing staff, and patients and submits proposals to the Scientific Council and the Management for all issues within its jurisdiction.</p>
Internal Medicine Committee	<p>The Internal Medicine Committee is appointed by the Board of Directors, acts as its advisory body and ensures the observance and implementation of the decisions of the Management and the Scientific Board. The main responsibilities of the Committee are:</p> <ul style="list-style-type: none"> • Proposing improvements regarding the services provided and the operation of the Internal Medicine departments to the Management. It also makes recommendations to both the Management and the Scientific Board on the need to create new departments and new services or to discontinue existing departments. • Resolving issues that may arise in the Internal Medicine departments with associated physicians and other staff. • Determining the needs for medical equipment and proposing purchases/replacements/repairs. • Participating in creating the strategy for the development of the hospital.

Committee Name	Main responsibilities
Oncology Committee	<p>The Oncology Committee plans, coordinates and supervises all activities of the Clinic related to the subject of oncology, while reporting to the Scientific Board. The goal of the Oncology Committee is to provide coordinated cross-sectoral treatment and management of patients and to ensure the existence of an active and supportive care system for patients and their families. The Committee further:</p> <ul style="list-style-type: none"> • Cooperates with the competent authorities in implementing National Policies regarding the treatment of tumors. • Is responsible for the proper operation of the Hellenic National Cancer Registry within the hospital. • Develops and evaluates the annual objectives of the training and program actions. • Supports adherence to medical ethics. • Evaluates the quality of care provided to cancer patients, and the creation of criteria and controls for the short- and long-term effectiveness of treatment. • Supervises the operation and effectiveness of the Oncology Board.
Oncology Board	<p>The Oncology Board meets to discuss serious oncological cases and their effective treatment, while its members are able to provide advisory guidance to associated physicians who request it. Through the meetings of the Oncology Council, the appropriate treatment for each case, the order of application, and the exact protocol of each treatment are determined.</p>
Stroke Committee	<p>The operation of the Cerebrovascular Accident (CVA) Unit is based on international quality standards and is one of the few specialized units operating in Attica, contributing significantly to the reduction of mortality and disabilities associated with strokes.</p> <p>As the Unit is now a candidate for certification by the European Stroke Organization (ESO) as a Stroke Unit, a collective effort is underway to achieve specific quality objectives, and the Stroke Committee has been set up in the same context. Meetings are held on a regular basis to plan the treatment and care of patients, while staff training and practice programs are constantly implemented.</p>

Committee Name	Main responsibilities
Morbidity and Mortality Committee	<p>The main responsibilities of the Committee are, among others:</p> <ul style="list-style-type: none"> Analyzing systems and processes applied during patient hospitalization/ treatment and proposing improvements, in order to increase the safety of health services provided to patients. Identifying and proposing corrective actions regarding processes and regulations. Participating in improving the hospital's quality indicators. Analyzing events that may have occurred during hospitalization, such as deaths, number and type of infections, and number of re-admissions. <p>The Committee's ultimate goal of operation is to examine all events in depth and draw appropriate conclusions for continuously improving the services provided by the hospital.</p> <p>The operation of the Committee is solely aimed at improving the medical and nursing care provided, as well as issuing guidelines for best clinical practices.</p>
Hospital Transfusion Medicine Committee	<p>The main responsibilities of the Committee are, among others:</p> <ul style="list-style-type: none"> Monitoring good practice rules as regards the process of ordering blood from the clinical department, receiving and sending a blood sample from a patient to the blood bank, transporting blood/products for transfusion from the blood bank to the hospital or to the operating room and transfusing it to the patient. Recording, analyzing and evaluating any adverse events related to the transfusion of unstable blood components. Training and ensuring cooperation between the blood bank staff and the hospital departments on transfusion medicine issues. Settling other ethical issues related to blood transfusion. <p>The Committee also monitors all relevant data and evaluates blood transfusion processes, in accordance with appropriate ethics. The Committee communicates the results of the evaluations in confidence (department and patient anonymity) to the Scientific Board and the Management.</p>
Continuing Education Committee	<p>The Continuing Education Committee provides all hospital departments with information on general issues, important developments in therapeutic interventions, rules for drug use, new academic subjects, current issues, etc. The scientific meetings of the Committee include sharing bibliographic information, an interesting event or a lecture by a guest speaker.</p>

Organizing workshops and conferences

Euroclinic organizes various conferences and workshops throughout the year, sharing information and updating both its associated physicians and interested members of the public, on issues related to the prevention and treatment of diseases, as well as to developments in therapies and technology. Due to the special conditions because of the pandemic, few, and where possible online, conferences were organized during 2020. In particular the following took place within the year:

It is very important for Euroclinic to participate in conferences and workshops, where it stands out through the work of its experienced doctors.

2020

16th Scientific One-Day Conference (Live Webinar) of the Euroclinic Children's Hospital

The Euroclinic Children's Hospital for yet another year brought together the scientific pediatric community, organizing its annual 16th Scientific One-Day Conference. This year's one-day conference was a great success and focused on a particularly important issue during the pandemic: the practice of Pediatrics in the era of SARS CoV 2. The conference was held online in the form of a Live Webinar, due to the adverse conditions of the pandemic. The conference attendees were informed about the coronavirus and its effect on children, as well as current issues of pediatrics, which are of great interest to both the pediatric science and the daily clinical practice.



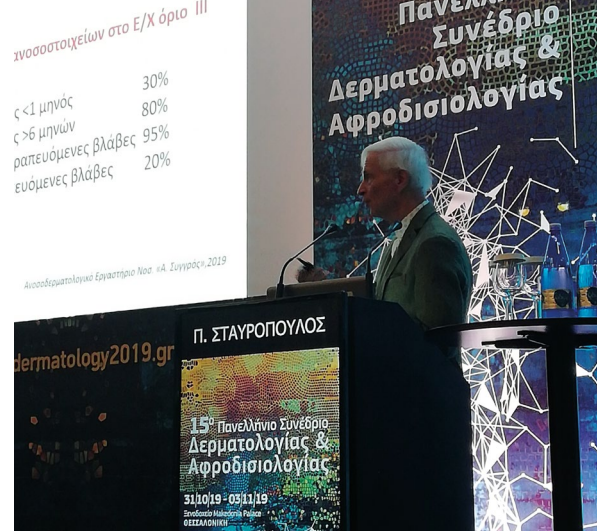
«Today we had the pleasure to present to the pediatric world, as we do every year, many interesting topics related to both the coronavirus and modern pediatrics. Despite the difficult situation due to the pandemic, we are very proud of the very high scientific level of all the lectures and we renew our appointment with the pediatric community for next year with additional and even more interesting topics.»

Eleni Tsapra, Chair of the Conference Organizing Committee and Director of the Pediatric Department of the Euroclinic Children's Hospital

2019

15th Panhellenic Dermatological Conference

The participation of the Dermatology Department of the Athens Euroclinic in the 15th Panhellenic Dermatological Conference, which took place from October 31 to November 3, 2019, in Thessaloniki, was very successful. The topics presented to the public by Dr. Argyro Papadopoulou, Head of the Dermatology Department,



ment, Dr. Anargyros Kouris, Head of the Hair Diseases and Hair Transplant Department, and Dr. Panagiotis Stavropoulos, Head of the Autoimmune and Inflammatory Skin Diseases Clinic at Athens Euroclinic, covered a wide range of diseases, contributing the most in the latest therapeutic approaches in Dermatology.

World Stroke Day

Euroclinic actively supports all events related to the treatment of stroke, and on World Stroke Day on October 29, 2019, it organized and hosted the special event called “Think SIMPLY”. The main goal of the event was to properly inform the public about the risk factors for stroke, the recognition of its symptoms and the timely treatment of the episode.

The model Stroke Management Unit and the

Group’s neurology specialists used the special Stroke Riskometer application proposed by the World Stroke Organization to calculate the possibility of a stroke for interested participants. Based on the results, the experts recommended changes in the daily routine to reduce the risk or further medical examinations, where deemed necessary. This Euroclinic event is part of the World Stroke Organization actions, in the context of the global information campaign “Don’t be the One”.

In recent years, the number of people affected by strokes has significantly increased, with data indicating that 1 in 4 people have a stroke at some point in their lives.



15th Scientific Conference of the Euroclinic Children's Hospital

The Euroclinic Children's Hospital successfully organized its 15th Scientific Conference, dedicated to children's health, on Saturday, November 16, 2019. The event was attended by more than 320 pediatricians and renowned speakers. Distinguished pediatricians from the Euroclinic Children's Hospital, guest speakers from the Agia Sofia Children's Hospital and



speakers from the Pediatrics School of the University of Athens, presented contemporary pediatric issues, contributing to the development of pediatric science, in a conference dedicated to children and to taking care of their health. Participants were acquainted with issues useful both when it comes to everyday life and to their clinical practice.

Skin seminar for injectable fat dissolution

An experiential dermatology seminar on injectable lipolysis for the treatment of local fat in the facial area, as well as pseudogynecomastia in men, was successfully held at the Athens Euroclinic on January 12, 2019. The seminar was attended by 27 dermatology specialists, who had the opportunity

to attend both theoretical and hands-on training session involving real cases.

The coordinator of the program was Ms. Argyro Papadopoulou, Dermatologist and Scientific Head of the Dermatology Department, Athens Euroclinic.

2nd Training Seminar on Minimally Invasive Abdominal Hernia Surgery



The seminar was organized by the Hellenic Society of Endoscopic Surgery & Other Invasive Techniques in Athens, with Euroclinic's sponsorship, where all new techniques for the repair of abdominal wall hernias were presented and analyzed in the presence of renowned surgeons from all over Greece.

The coordinator was Director and General Surgeon of Athens Euroclinic, Mr. George Sampalis.

2nd Hands-On Dermatology Seminar at the Athens Euroclinic

More than 27 dermatologists were acquainted with the latest scientific developments regarding fat dissolving injections at the second Hands-On Dermatology Seminar held at the Athens Euroclinic on April 20, 2019. In combination with the theo-

retical training, the participants had the opportunity to participate in hands-on training session. This seminar is part of a systematic training program organized and coordinated by the Aesthetic Dermatology Department of the Athens Euroclinic.

8th Seminar on Robotic Gynecological Surgery

The seminar, organized on November 9, 2019, with the support of the Athens Euroclinic, gave the opportunity to all gynecologists who attended to get acquainted with the da Vinci-Xi robotic system and its capabilities.

During the seminar, a hands-on training session on the robotic system was also carried out, and the doctors were able to perform, fine manipulations as well as robotic suturing from the surgical console, all on their own.

Scientific meetings

For the last 13 years, the scientific meetings of the medical and nursing staff of Euroclinic have attracted great numbers of participants and medical interest. The meetings take place at the Pasteur Institute Auditorium (mainly between October and May), every 15 days, except holidays, where speakers of all medical specialties present the most up-to-date medical issues. Additionally, the associated physicians of the hospital present interesting cases that have been successfully addressed by the experienced staff of the Athens Euroclinic.

The scientific meetings are organized by the Marketing Department and the Group's Education Commit-

tee. The latter is comprised of renowned Euroclinic doctors, and aims at continuously training the medical and nursing staff on issues related to therapeutic interventions, rules for drug use, new academic subjects, current medical issues, etc.

From the very start of the pandemic to date, scientific meetings in person cannot take place, and, to this end, the Education Committee and the Marketing Department have launched an email newsletter on the latest developments on COVID-19 and current medical issues for doctors. Recently a section for briefing doctors on such issues has been created on the Euroclinic website: <https://www.euroclinic.gr/gia-iatroys/>

2019-2020 scientific meetings schedule

Date	Theme
17.09.2019	Otitis media as a manifestation of systemic disease
01.10.2019	Smoking and its alternatives: Global and imminent threat.
15.10.2019	Vaccination
29.10.2019	Thrombolysis for Cerebrovascular Accidents
12.11.2019	Inappropriate antidiuretic hormone secretion
26.11.2019	Modern endoscopic examinations
17.12.2019	"Scientific – Tribute Event 2019, In Search of Useful Clinical Research" Presentation by professor J.P.A. Ioannidis, Stanford University California
14.01.2020	Obstructive Sleep Apnea: The tip of the iceberg
28.01.2020	Programmed Death-1 (PD-1) inhibitors in Hodgkin's Lymphoma and other hematological malignancies
18.02.2020	Cardiovascular assessment of a surgical patient
25.02.2020	Dynamic-moving lumbar spinal fusion systems. Case report of a rare case

Responsible supplies

One of the most important priorities of Euroclinic is the supply of the highest quality consumables and innovative equipment, and its excellent cooperation with suppliers. Hence, the Group has developed and implements a Procurement Policy, which defines the way in which commercial transactions with suppliers are carried out. Through this Policy, the Group also requires its suppliers to apply fair, ethical and legal commercial practices in transactions with the Group.

In addition to the Policy, a specific procurement procedure is implemented and followed, which, among other things, outlines the basic criteria that must be met by the suppliers for their forthcoming cooperation with the Group.

Euroclinic has the following main supply categories: a. medical devices/materials, medicines (which meet all specifications, as defined by the Hellenic National Organization for Medicines), managed by the Procurement department of the Group; b. fixed equipment and medical devices (spare parts, maintenance and calibration services), managed by the Biomedical Department; and c. any other technical non-medical equipment or other consumables, managed by the Technical Department of the Group.

Biomedical Department

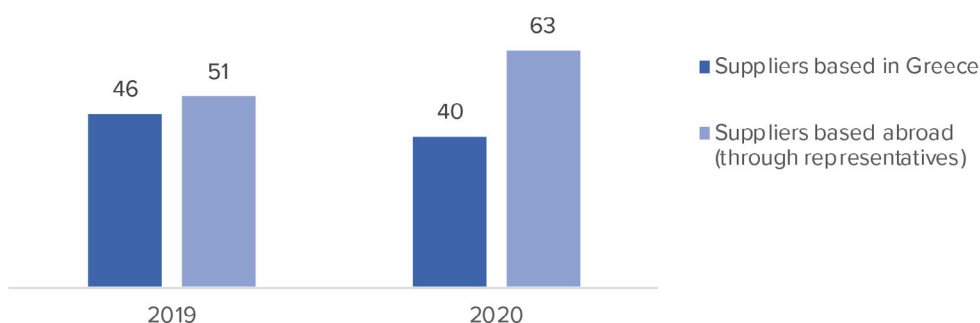
In order to more efficiently manage medical equipment, and effectively control and reduce maintenance costs, the Biomedical Department uses the iMaint electronic system. Through the system, there is direct access to all data related to equipment. Changes in location and condition of equipment are monitored, and equipment can be searched for with any combination (type, location/department where it is located, date of purchase). In addition, scheduling is facilitated and maintenance monitoring becomes more systematic, as

the system displays which tasks need to be performed within the next time period (e.g., next week, month, year) and which tasks have been delayed.

The Biomedical Department also applies the following processes:

- Process for the supply of fixed medical equipment
- Process for the supply of spare parts/consumables
- Process for the destruction of fixed equipment.

Number of suppliers of Biomedical Services by location



Percentage of Biomedical Services purchases from suppliers based in Greece



Central Procurement Committee

The primary objective of the Central Procurement Committee is to promote transparency as regards the supply of goods exceeding 30,000 euros in value. The Committee meets when any hospital department proposes the purchase/supply of goods or equipment above this amount. The main members of the committee are the head of internal control, the Chief Financial Officer, the Managing Director, the Chief Executive Officer, as well as the Vice Chairman, while the meeting is also attended by the competent Director of the department requesting the procurement. The meeting ends with the ap-

proval or rejection of the selection of suppliers for goods (fixed equipment, services, construction projects, medicines, medical supplies and special materials) worth more than the aforementioned amount and decides on additional negotiation with suppliers, where deemed appropriate.

The Committee does not look into services that by their nature cannot be on a vendor's list nor can they be part of a bidding process (such as services by doctors, agreements with insurance companies, etc.).

** Additional information on the responsibilities of the Central Procurement Committee is provided in the section "Business Model and Corporate Governance".*

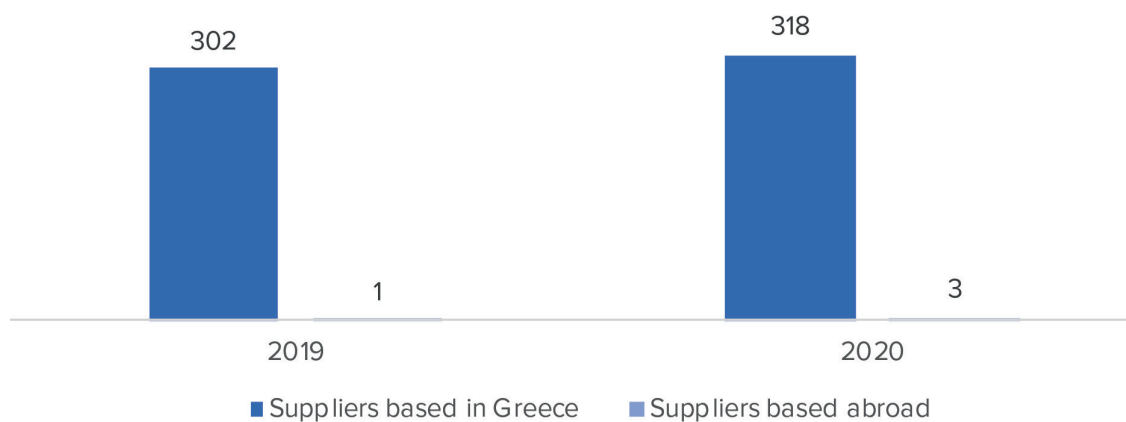
Supplier evaluation

The Euroclinic Procurement Department annually assesses its suppliers of consumables, and sets the necessary conditions that govern the supplier cooperation agreements. These conditions include principles such as high quality, responsibility and efficiency. Suppliers are evaluated on the basis of specific criteria, such as the quality of materials and services, certification according

to the required quality and compliance standards (ISO, Ministerial Decision 1348, CE), the existence of a traceability system, the level of technological competence of the supplier, but also the possible acceptance of a supplier onsite audit by a team of Euroclinic inspectors. Based on the scores suppliers obtain on these and more specific criteria, they are approved or rejected.

Procurement details

Number of other suppliers based on location



Purchases from other suppliers based on location (%)





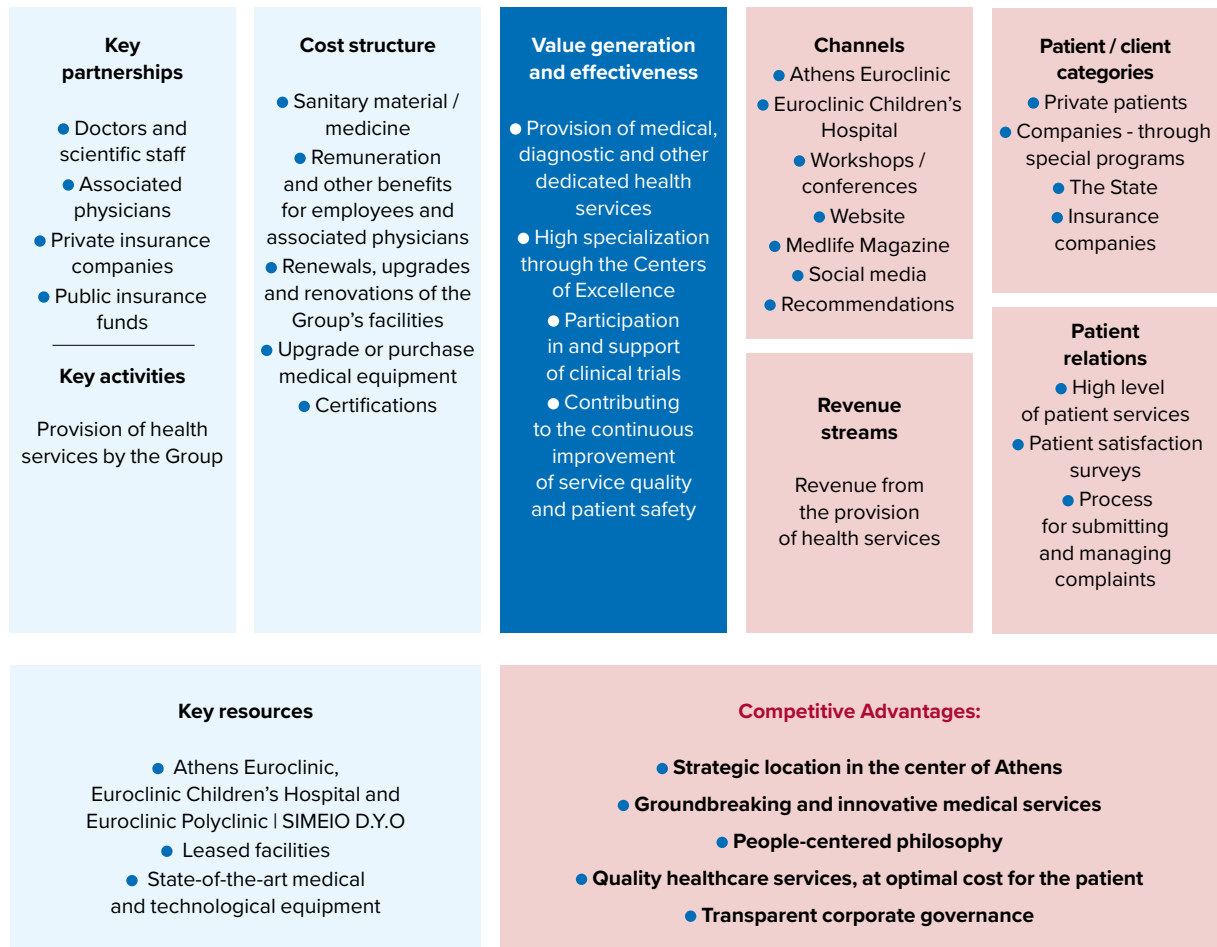
Business Model and Corporate Governance

Business model and financial

Growth

Promoting financial growth and creating value for all its stakeholders constitutes a main priority for the Group. To this end, Euroclinic supports a wide range vulnerable and social groups. Euroclinic's business model is presented below and depicts its main activities, its most important partnerships and relationships, as well as all the necessary resources that create added value to those benefitting from the healthcare services the Group offers.

Euroclinic business model



Business model canvas generation by Alexander Osterwalder and Yves Pigneur

Key financial data

The COVID-19 pandemic was a key determinant in 2020, as it disrupted financial stability at a global level and weighed heavily on economic and social activity. Regarding the Greek economy, the pandemic has halted its growth and continues to challenge its resilience with the GDP shrinking by 8.2% by 2020, confirming the initial forecasts of a recession between 5% and 10%.

According to the ICAP study for the private health sector in Greece, there was a decline of 8% in turnover of private health care companies for 2020 due to pandemic. The measurements taken against the pandemic by the Government, such as the temporary suspension of all regular surgeries of the private clinics and the ban on visiting private diagnostic centers, contributed to this reduction. Additionally, the pandemic and the extensive protection measures changed significantly the epidemiological profile of the country resulting to a decrease in demand for health services not related to COVID-19 disease.

Euroclinic Group following a continuous growth over the past years in terms of turnover and profitability did not remain unaffected. Management took advantage of the know-how and the Company's flexibility and adopted actions to reduce losses.

Turnover: Turnover of the Group net of rebate and clawback reached € 46.84 million compared to € 48.17 million in 2019, a decrease of 2.76%. Turnover of the Company net of rebate and clawback was equal to € 46.10 million, compared to € 47.22 million in 2019, a decrease of 2.36%.

Gross profit: Gross profit on Group level net of rebate and claw back was equal to € 6.11 million compared to € 8.47 million on 2019.

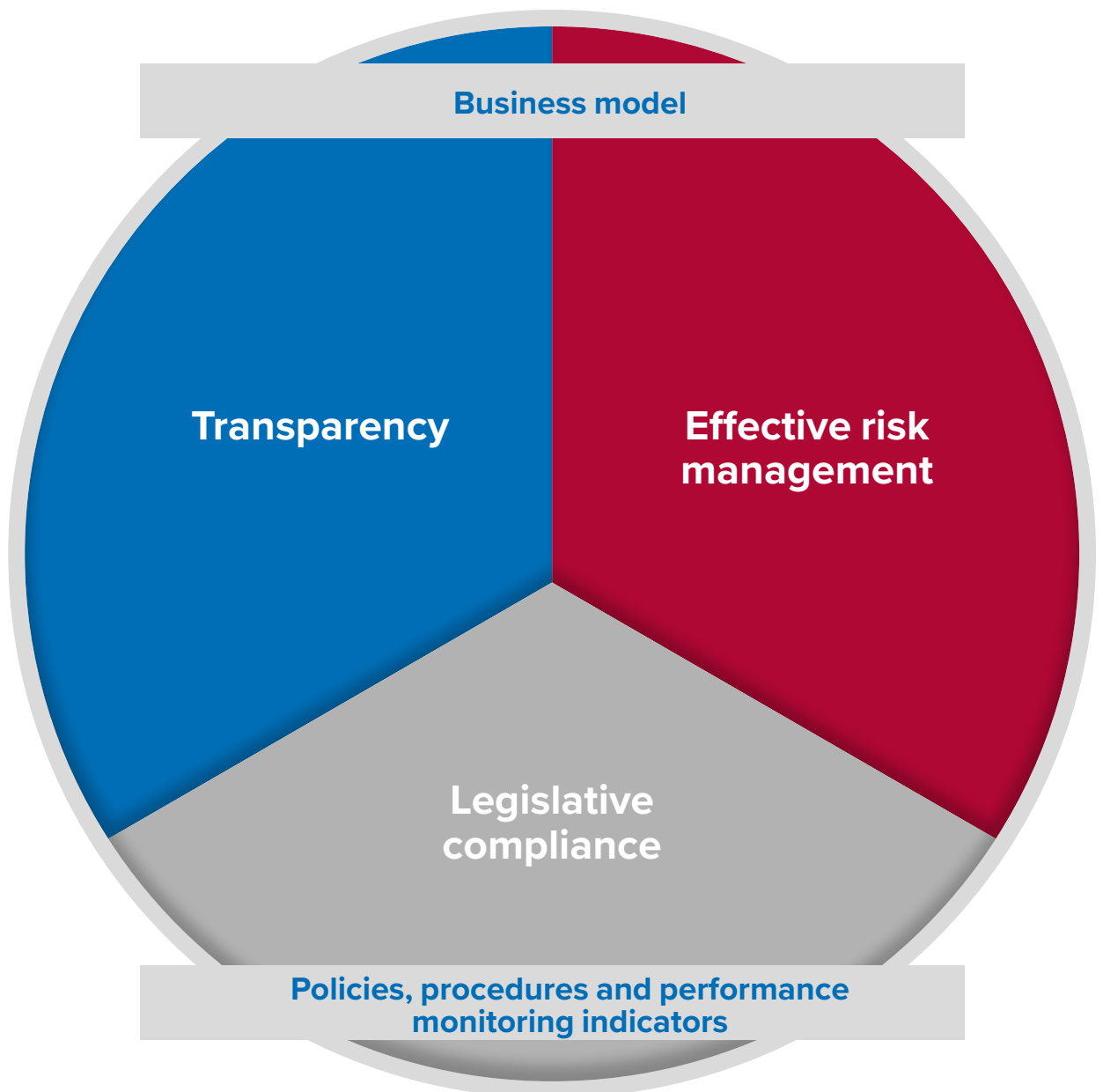
Gross profit for the Company net of rebate and claw back was equal to € 5.70 million compared to € 7.92 million on 2019.

Financial Data		
Financial Data (in €)	2019	2020
Total revenue (turnover)	48,165	46,837
Operating earnings	1,573	859
Operating costs	46,033	47,918
Operating profits / (losses)	3,706	(222)
Payments to capital providers	2,785	3,394
Earnings / (losses) before tax	1,724	(1,441)
Net earnings / (losses) after taxes	1,414	(1,115)
Payments for taxes - indirect (VAT)	5,817	4,673
Payments for taxes - direct	2,277	3,094
Total payments to government bodies (total direct and indirect tax payments)	8,095	7,767
Equity	1,659	4,915
Total investments	1,478	2,320
Total assets	71,884	72,761

Governance

Euroclinic operates responsibly, on the basis of the Group's Corporate Governance framework, which is illustrated below. The framework's main pillars are transparency, effective risk management and legislative compliance. This framework also defines the policies, processes as well as specific and measurable performance indicators set by the Management, applied to all activities and operations by the Group.

GROUP CORPORATE GOVERNANCE FRAMEWORK



Euroclinic aims at promoting business ethics and providing adequate, accurate and timely information to all stakeholders; thus, transparency in information, the fight against all forms of corruption and bribery, independence in management, and effective risk management constitute the main pillars of the framework that leads to the creation of a modern and effective governance model. In view of the above, the Group establishes safeguards to address risks, provides timely and reliable information, while promoting effective and two-way communication with all stakeholders.

Transparency and the fight against corruption

A key feature of the Group's responsible operation is the promotion of transparency and the avoidance of all forms of corruption throughout its activities. Thus, the Group takes great steps to implement preventive actions on these issues, aiming not only to fully respond to the expectations of the Group's stakeholders, but also to continuously enhance good governance.

Risk management

In order to effectively manage the financial and operational risks to which it may be exposed, Euroclinic operates proactively by recording the factors that may pose these risks. Prevention being at the core of its operations, the Group is certified according to international and European standards covering all important areas of its activity, such as hospitalization conditions, the quality of health services provided, as well as the security of personal data. As part of the management standards and systems Euroclinic implements, potential risks are recorded and addressed by category.









Risk Management Plan

The Group also applies a specific risk management process whereby, and in case of a risk, a Risk Management Plan is implemented. The Plan provides for recording immediate corrective actions, and it designates and alerts the executives responsible for their implementation. In addition, the Risk Management Plan includes training for all staff with a view to raising awareness as regards emerging risks and the impact they may have on the operation of the hospitals, and on their alertness to address potential emerging risks. Finally, the Plan specifies how the Quality Committee reviews should monitor the effectiveness of the preventive measures taken, and the preparedness of the risk management .

Protection of personal data

The Group implements all necessary and legally required measures aimed at protecting the personal data of employees, patients and all associates. In the context of ensuring the legality of any kind of personal data processing, the Group has developed and implements the following policies and procedures:

Policies and procedures applied for personal data protection

General Policy on Data Security 	<p>It describes the basic security principles of information systems, hardware, software, networks and communications, while setting the framework adopted by the Group to ensure the integrity, availability and confidentiality of all data handled through its network infrastructure.</p>
Security Incident Management Process 	<p>It describes how to record security incidents and how to investigate them. It also includes how to monitor and implement restoration actions, as well as inform all competent executives and authorities.</p>
Policy on Acceptable Data & System Use 	<p>It sets the rules and principles on proper use of information systems and data by all employees, as well as the associates of the organization.</p>
Information Systems and Networks Access Control Process 	<p>It describes the necessary actions carried out by the relevant staff, in relation to controls in the Group's IT systems and networks.</p>
Privacy Policy 	<p>It is a guide that provides the essential elements of the legal framework governing the processing of personal data. It describes the responsibilities of managers, employees and associates in relation to data protection and confidentiality while providing the necessary guidance.</p>
Remote Access Control Process 	<p>It describes the necessary steps implemented by the IT staff in relation to remote access control to the Group's IT systems and networks. This process covers access control (authorisation and recall) to the organisation's systems and networks by all users.</p>
Data Retention, Management and Destruction Policy 	<p>It describes the Group's principles that govern the integrated management and destruction system of electronic and physical information and data files that facilitate the health services business activities and protect patient personal data.</p>
Clean Desk Policy 	<p>It sets out the rules and guidelines for the protection of corporate information in paper form and applies to all employees and associates of the Group.</p>



Moreover, Euroclinic has entrusted the tasks of Data Protection Officer (DPO) to a specially accredited legal partner, who ensures compliance with the requirements of the Greek Rules and Regulations and the general legislative framework. On a daily basis, Department heads are also entrusted with making sure that security measures are in place, in accordance with the relevant protection policies and processes, especially in the cases where personal data or relevant information is likely to be accessed by unauthorized individuals.

Central Procurement Committee

The Group's Central Procurement Committee plays an important role in good and responsible governance, as well as in promoting the transparency of transactions. The Committee's main responsibilities are:

- ✓ **Ensuring compliance with the process framework for the procurement of fixed assets, consumables, special materials, medicines, services and projects, as defined by the Group.**
- ✓ **Validating the list of approved suppliers for goods worth over a specified amount, as well as further negotiating with suppliers where deemed appropriate.**
- ✓ **Submitting proposals to improve the procurement process, according to the Group needs.**
- ✓ **Exchanging views with the Group Management, as well as the Procurement Department, on procurement issues.**

The Committee has four members appointed directly by the CEO for a three-year term. Its operation is governed by the Rules of Procedure of the Central Procurement Committee.

Board of Directors

The Board of Directors is mainly responsible for deciding upon the corporate strategy and supervises the Group's activities. In carrying out its duties, the Board of Directors takes into account the stakeholders whose interests are linked to those of the Group.

The Board members have extensive experience in their field and are able to effectively identify and manage risks, contributing actively to the effective operation of the Group.

On 31.12.2020, the Board of Directors consisted of the following members with their respective capacities:

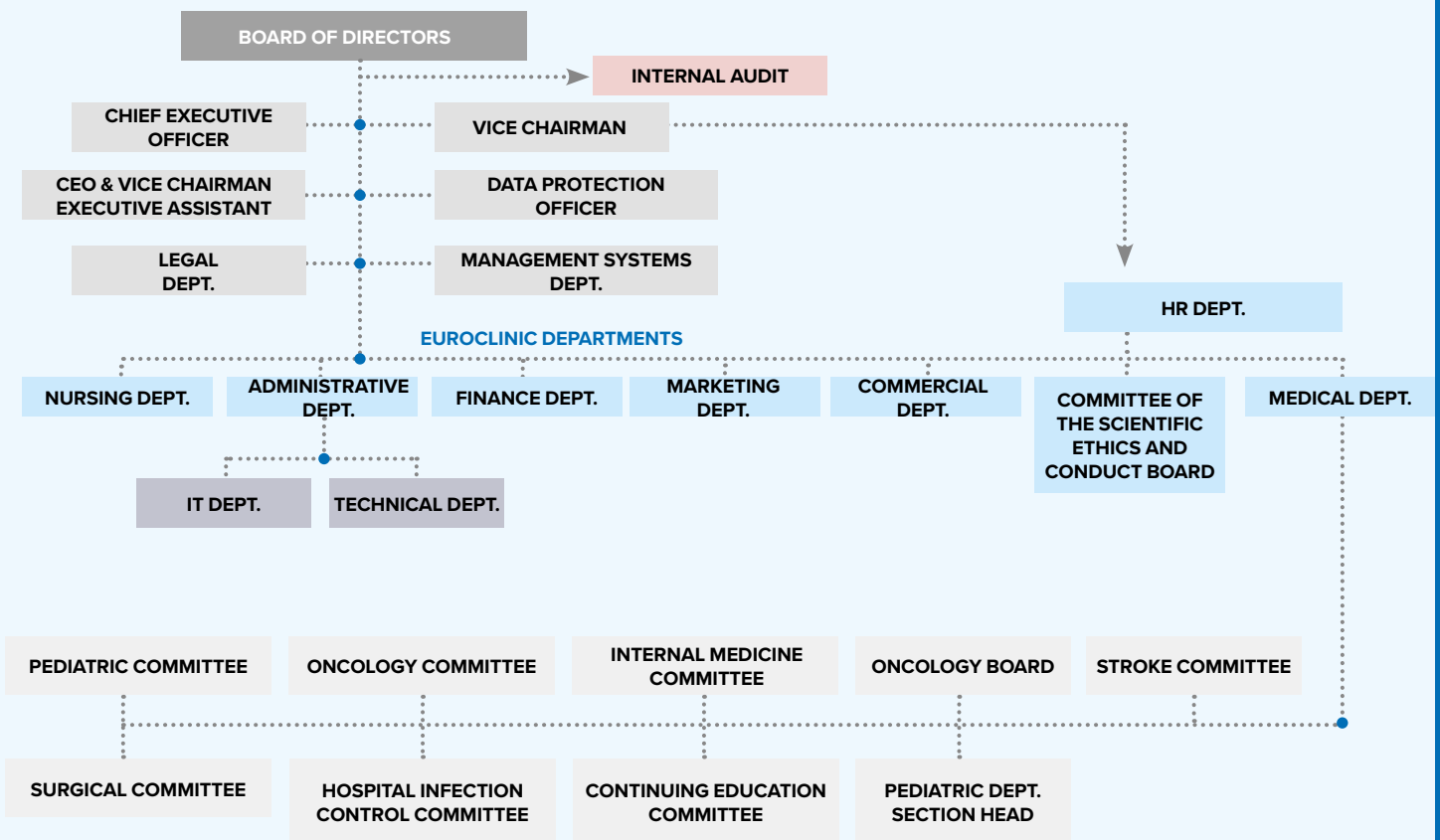
Composition of the Board		
Number	Name and surname	Capacity
1	Spyros Kapralos	Chairman, Non-Executive Member
2	Nikolaos Plakopitas	Vice Chairman, Executive Member
3	Antonis Vouklaris	CEO
4	Angelos Plakopitas	Non-Executive Member
5	Michalis Madianos	Member

The ultimate goal of the Board of Directors to manage corporate affairs, for the benefit of both the Group and its shareholders, ensuring fair and equal treatment to all. The Board of Directors decides collectively on the following main issues:

- ✓ Approving the long-term strategy and operational targets
- ✓ Approving the annual budget and business plan
- ✓ Selecting the Group Departments Directors
- ✓ Taking responsibility for decision making and monitoring the effectiveness of the Company's management system
- ✓ Ensuring the credibility of the Group's financial statements and data, as well as ensuring the effectiveness of the risk management systems
- ✓ Ensuring the existence of an effective Group compliance process, in accordance with the relevant laws and regulations
- ✓ Formulating, disseminating and applying the Group's core values and principles, which govern its relations with all parties whose interests are related to those of the Group.

Organizational structure

The management style at the Euroclinic Group is based on clear roles and responsibilities, as illustrated in the following organizational chart:





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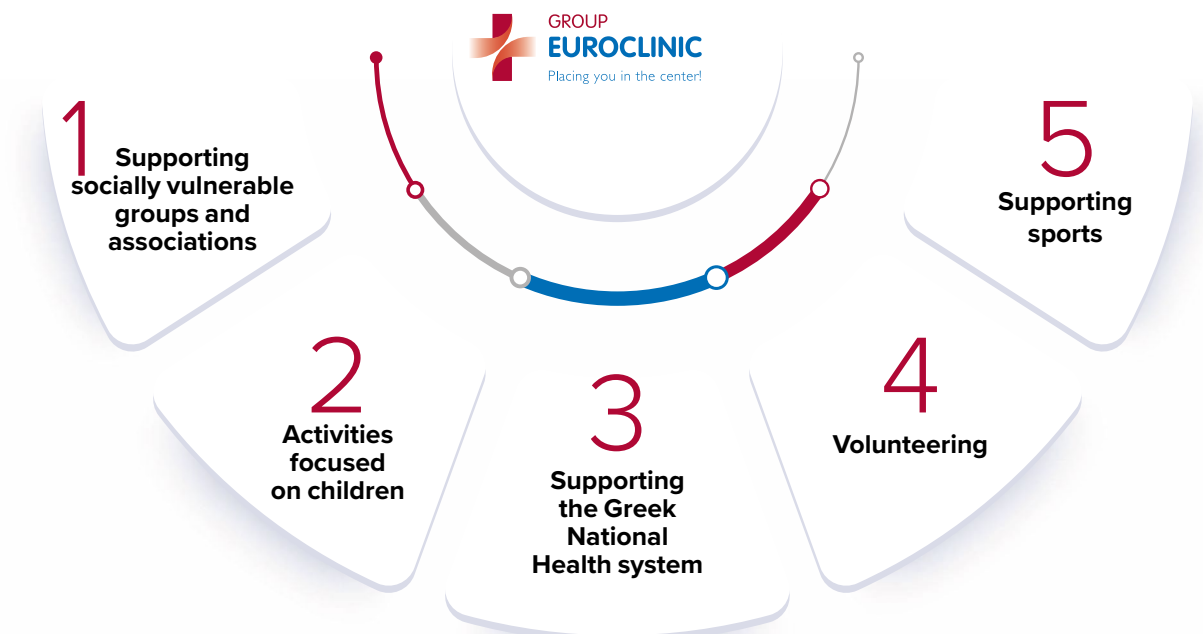
The social contribution of Euroclinic

Standing by people and society

Society

Over its twenty-three-year course of successful operations, Euroclinic has realized that giving back to society is a critical success factor for the prosperity of our communities. The Group actively works at improving the daily life and health of people, especially amidst the current social and economic crisis the Greek society is experiencing, undertaking social contribution programs and initiatives.

ACTIONS BASED ON 5 PILLARS



As befits a socially responsible company, at the peak of the pandemic we provided the Greek National Health System with ICU beds, an entire ward of our hospital fully staffed, and our Emergency Department for our fellow human beings suffering from non-infectious diseases, while we donated more than 300 vaccines to “The Smile of the Child”, staying true to our social contribution commitment.

Antonis Vouklaris, Euroclinic CEO

Euroclinic continuously supports Non-Governmental Organizations and aid providers, such as “Symplefsi” and “Axion Hellas”, providing free medical and diagnostic examinations.



Supporting socially vulnerable groups and organizations



Symplefsi

By actively supporting the residents of remote and isolated islands as regards equal access to medical services, Euroclinic supported the non-profit organization +Plefsi (Symplefsi), actively participating in its campaigns. In 2019, during the autumn mission of “Symplefsi” in Samothrace, the Group offered free lab tests (Pap Smear tests) by its laboratories to more than 40 women. Through participating in this campaign, the Group will continue to voluntarily offer its medical services, substantially strengthening the effort to improve the living standards on remote and isolated Greek islands.



We travel using health as a compass

Euroclinic joins forces with Axion Hellas, strengthening the organization's efforts to provide medical support to residents of remote areas with limited access to healthcare services. The dynamic mission of Euroclinic doctors and nurses traveled in 2019 to Astypalea, Tilos, Halki and Kastelorizo, offering 700 free microbiological and 20 histological examinations, as well as 110 Pap Smear tests to our fellow humans, putting into practice one of the main goals of Euroclinic: providing equal access to medical services and medical care.

As regards this campaign, the Athens Euroclinic qualified nursing staff participated in the emergency operational campaign of Axion Hellas in collab-



oration with the National Organization of Public Health (EODY) to perform 794 COVID-19 diagnostic tests (413 antibody tests and 381 molecular ones) on remote and isolated Aegean islands. The trip took place during June 5 -12, 2020, so that all the necessary sampling on Anafi, Koufonisi, Schinoussa, Heraklion, Donoussa, Amorgos, Kinaro, Levitha, Patmos, Agathonisi, Arkios, Lipsi, Pserimos, Tilos, Kastelorizo and Halki could be carried out. Euroclinic will continue to voluntarily provide its medical services, contributing to the endeavor of providing all residents of remote and isolated Greek islands equal access to healthcare.



“Alma Zois”, Hellenic Association of Women with Breast Cancer

In 2019, Euroclinic, as per its activities over the years, offered again free diagnostic (breast ultrasound and digital mammography) examinations to dozens of women, as part of the Awareness and Clinical Examination of Women aged 20-39 Program of the Hellenic Association of Women with Breast Cancer “Alma Zois”. Via its participation in this campaign, it supports the Association’s cause to strengthen the prevention and early diagnosis of breast cancer while covering the medical expenses of women facing financial and social problems.



Association of Forest Fire Volunteers

Euroclinic supports the important work carried out by volunteer groups that engage in citizen protection and protection of our natural environment. In this context, during 2019, the Group provided substantial assistance to the volunteer fire safety team of Afidnes, offering all members of the association the necessary equipment, thus ensuring safety and proper training of all volunteer firefighters.



Athens Municipal Nursery

Euroclinic supports the Athens Municipal Nursery, offering free medical examinations for all its employees. Notably, throughout 2020, the Group offered free complete blood count tests, Pap Smear tests for female employees, PSA tests for male employees, free visits to a dermatologist, otolaryngologist and ophthalmologist to more than 1,000 employees of the Municipality of Athens nurseries, of all specialties and departments. All medical examinations were carried out with the use of the most modern and cutting-edge medical equipment of the Athens Euroclinic by doctors and nursing staff of the highest caliber and expertise.

Free examinations through online campaigns

Euroclinic offered an array of free medical examinations and check-ups, through online activities, campaigns and draws. More specifically:

2019

September: 10 free pediatric mini check-up packages

September: 17 free pediatric mini check-up packages

October: 10 free pediatric mini check-up packages

2020

July: 5 free pediatric mini check-up packages

September: 20 free pediatric mini check-up packages

October: 10 preventive breast examinations (digital mammography and examination by a breast specialists), as part of breast cancer prevention and awareness actions

Focusing on
our fellow
human beings



Activities focusing on children

Children 20

ΟΜΗΓΕ
ΕΥΡΩΚΛΙΝΙΚΗ
Είμαστε στο κέντρο
XPONIA



ΚΙΒΩΤΟΣ
ΤΟΥ ΚΟΣΜΟΥ



Our priority is safeguarding the health and well-being of children

The social activities implemented by Euroclinic are based on the Group's philosophy for ongoing and substantial contribution to society, making a difference. Ensuring equal access to healthcare for every child and providing ongoing care is one of its strategic priorities.

The Group actively supports children in need, which is why it stands out among 35 leading companies that contribute to shaping the Corporate Responsibility landscape in Greece. In 2018, on the occasion of the 20-year Anniversary since the founding of the Athens Euroclinic, the Group commenced implementing a specific program of hands-on contribution on health issues with a focus on the most vulnerable part of our society: children.

As part of the program, the Group gathered under its care umbrella three of the largest non-profit organizations focusing on children in Greece. Thus, since July 2018, the Group has been annually covering the cost of all preventive and diagnostic examinations of children hosted at the "Ark of the World», the "Together for Children» and "The Smile of the Child" Associations in Attica. Since the beginning of this support program for these organizations, the Euroclinic Children's Hospital has offered:



Medical coverage to more than 1,100 children



Medical examinations to uninsured children



Health services to children valued at more than 500,000 euros annually



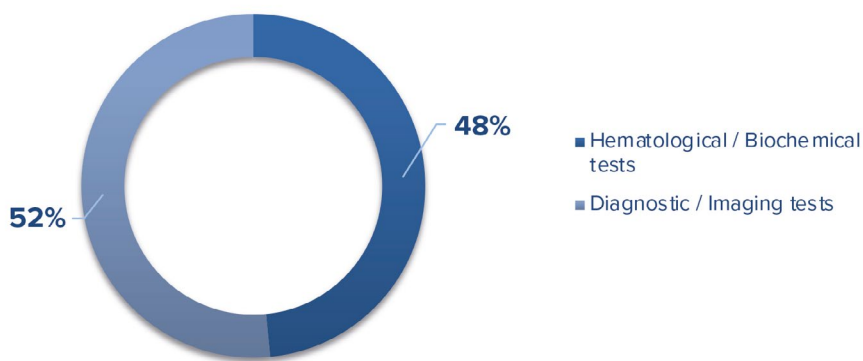
Preventive pediatric check-ups



Specialized medical examinations for chronic diseases

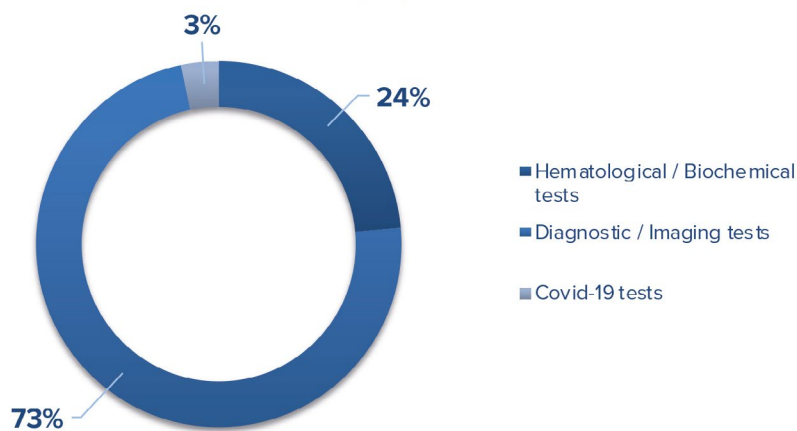


2019



Free tests per category (%)*

2020



**The tests were conducted on both the children hosted by the organizations, as well as the adults associated with them. They also included examination/diagnosis by doctors of the Group, of all specialties, as necessary.*



Donation of vaccines to “The Smile of the Child”

As part of its dedicated Corporate Social Responsibility program implemented since July 2018, with a focus on initiatives and actions to support childcare facilities for children of all ages, the Euroclinic Children’s Hospital remained true to its commitment, even during the pandemic. The hospital actively supported the immediate need for vaccination of children cared for by the Non-Governmental Organization “The Smile of the Child”. The Euroclinic Children’s Hospital, responding to the needs of the organization during the challenging times of the pandemic, donated 320 vaccines to children in need. Most vaccines were used for refugee and migrant children, up to 2 years old, who lack access to the healthcare system.



The donation of vaccines by the Euroclinic Children’s Hospital is a testimony that we meet valuable allies in our intensive and often strenuous efforts to protect the health of hundreds of children who, due to financial or other difficulties, cannot receive proper medical care. This is an important offer that will support the vaccination of many more children by the Panhellenic Center for Health and Social Care Services of our Organization, which, even in these critical times and despite the difficulties, continues to vaccinate and provide comprehensive medical care to children in need.

Costas Giannopoulos, Chairman of the Board of the “The Smile of the Child” Organization

Three-day action festival in 2019

In addition, in September 2019, the Group organized a three-day action festival dedicated to children hosted in the facilities of the “Ark of the World”, “Together for Children” and the “The Smile of the Child” Associations: for three days, in three different locations, three different activities were organized on the topics of health, robotics and alternative sports, which led to countless children’s smiles. More specifically, over three weeks, with the active participation of representatives from all three organizations, more than a hundred children were given the opportunity to participate in interactive activities and act as little doctors, scientists and climbers.





KIBOTOS
TOY KOΣMOY

Activity topic: “Prevention and Treatment”

The activity was attended by 40 children, who are hosted by the “Ark of the World” and had the opportunity to act as doctors for a day in this game. The key elements of this action included providing information about and holding a discussion on issues related to common incidents, participating in games related to the human senses, and providing instructions and knowledge on first-aid techniques, with priority given to those that enhance children’s skills.



Together for Children

Activity topic: “Doctor Robot”

40 children participated in this activity and became acquainted with the possibilities of technology and robotics, through two educational programs:

- The educational program entitled “Young Engineers”, designed for students of the first three grades of elementary school, gives children the opportunity to role-play being young scientists, who, in order to solve a problem, learn to cooperate and use their skills.
- The educational program “Introduction to educational robotics”, designed for students in the last grades of elementary school, offers children the opportunity to build a robotic model that interacts with the real world, in real time.



Activity topic: “Climbing the wall”

40 children currently hosted by “The Smile of the Child” participated in this activity and became acquainted with climbing. The children initially watched a professional climber, and then instructors took over and taught students how to climb the walls, taking care of their safety and always ensuring they wore the necessary equipment. A game of balance and acrobatics followed outdoors, through which the children realized that no obstacle is insurmountable.



Athens Euroclinic received an Award by the “Together for Children” Association for its in-kind contribution

Euroclinic received an award by the “Together for Children” Association at the 7th Ceremony of the “Together for Children” Awards on Wednesday, January 29, 2020, namely the honorary distinction in the “Sponsors in Kind” Category. Since their establishment, the Awards aim to recognize all those invisible heroes, who selflessly and actively provide important work to society, thus highlighting the value of volunteering and contributing to society.



A hug for the children of the Lyreio Children's Institution

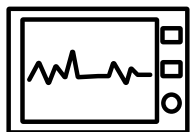
In 2019, Euroclinic, staying true to its commitment to offer quality medical services for the protection of children's health, took the children of the Lyreio Children's Institution under its wing, offering free pediatric examinations. In this manner, the Group contributed to the social work of the Institution by actively supporting children in need. This action was carried out in the context of the immediate and substantial humanitarian assistance offered by the Euroclinic Children's Hospital to all children in the areas affected by the devastating fires that swept Attica in July 2018.

Parent support groups at the Euroclinic Children's Hospital

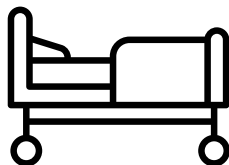
As care, love and sensitivity are key components of taking care of young children at the Euroclinic Children's Hospital, a series of free lectures and discussions were organized for parent groups, helping them nurture better and more meaningful family relationships. The parent discussion groups were held with great success at the Pasteur Institute, in a series of 5 free lectures, from October 10 to December 5, 2018. During these meetings, parents and experts became a group, exchanged experiences and views, had their questions answered and learned how they can achieve harmony and prosperity within the family through interaction and dialogue. Among the topics analyzed were the emotional development of children, the effect of marital and parental relationships on family harmony, the role of self-knowledge, and learning difficulties. The speaker was Mr. Pallis Efstratios, Child Psychiatrist at the Euroclinic Children's Hospital, with many years of experience in counseling and therapy for parents, children and adolescents, while the sessions also hosted specialists, who informed parents about issues of their concern.

Support to the Greek National Health System (NHS)

Euroclinic actively supported the Greek National Health System, at a time when it was deemed more necessary than ever, in the midst of the pandemic, by offering:



10 Intensive Care Unit (ICU) beds



20 beds for non-COVID-19 related incidents



4 volunteer doctors to support NHS Hospitals in Northern Greece



Emergency department at the disposal of NHS

Standing united in the fight against the COVID-19 pandemic

Since the beginning of the pandemic in March 2020, the Group has provided the NHS with 10 beds in the Intensive Care Unit (ICU), an entire wing of the Athens Euroclinic, fully staffed, with a capacity of 20 beds to cover non-COVID-19 cases, as well as the Emergency Department for all patients with non-infectious diseases (such as cardiology, orthopedic cases, etc.), helping improve the availability of beds in the NHS hospitals. It is worth noting that for neurological emergencies, such as strokes that need immediate and urgent treatment, Athens Euroclinic has a dedicated Stroke Unit, which is open 24/7. Depending on the needs of the National Health System, the Group continues to offer its tangible support to this day.



In these difficult times, what matters most is actions, and, as Euroclinic, we could not but actively participate in the national fight against the coronavirus.

Antonis Vouklaris, Euroclinic CEO

In addition, guided by a deep sense of responsibility for the protection of the citizens' health, Euroclinic further supported the NHS in the national challenge of fighting against the COVID-19 pandemic. As part of its support, in December 2020 a delegation of volunteer doctors from the Group travelled and worked in NHS hospitals in Northern Greece, in order to assist the long-suffering medical staff of public hospitals in the wider area (Florina, Drama and Xanthi), thus being present in the front line of the fight against the coronavirus. The highly trained and experienced medical team of the Group included seasoned and established doctors, as well as infectious disease specialists.

Enhancing prevention

Aiming at strengthening the prevention and protection of visitors arriving at Euroclinic for COVID-19 testing, the Group offers drive-through COVID-19 tests for visitors, allowing them to get tested within the safety of their car. The molecular test is performed in only 10 minutes, the payment is contactless, while the receipt and the results are sent online.

In addition, providing an extra layer of safety to those who wish to take the COVID-19 test, the Group offers the possibility of sampling at home, without any unnecessary travel. The appointment is made over the phone or online and the special mobile Euroclinic sampling unit arrives at the place of the interested party, following strict safety protocols.

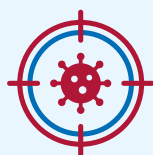
104/105



Euroclinic: COVID-free hospital since day one

Throughout the pandemic, Euroclinic fortified itself against COVID-19, ensuring that patients and staff remained completely safe, strictly adhering to the applicable national protocols. At Euroclinic, a mandatory molecular (COVID-19) test is performed on all staff before returning to work after vacation, as well as regular molecular tests on medical and nursing staff, and a mandatory molecular test for patients before surgery and/or hospitalization. The use of a mask is mandatory for patients, patient escorts and staff, while strict and multiple safety measures are implemented before and after entering the hospital.

DRIVE THROUGH
COVID-19
TEST



COVID-19
SAMPLING
AT HOME



Volunteering

Strength in Unity

The Euroclinic staff actively participates in voluntary actions and programs, with the aim of supporting our fellow human beings who experience difficult and painful situations, as well as supports NGOs and organizations that provide social value.



Race for the Cure

The Euroclinic Running Team and the Athens Euroclinic Breast Center participated in the Race for the Cure that took place on Sunday, September 29, in Zappeion, sending a resounding message about the importance of breast cancer prevention and early diagnosis. Race for the Cure® is one of the most important institutions, aimed at raising public awareness about breast cancer worldwide, while Greece Race for the Cure® is now one of the most popular races in Greece aiming at awareness raising, with more than 150,000 registrations since the beginning of the event.



Voluntary food donation by the Euroclinic fifth nursing floor

In December 2020, as the Christmas holidays were approaching, the staff of the fifth nursing floor of the Athens Euroclinic took the initiative to purchase food for the Social Kitchen group “The Other Person-Social Kitchen”, thus contributing to the efforts to provide food for people in need.

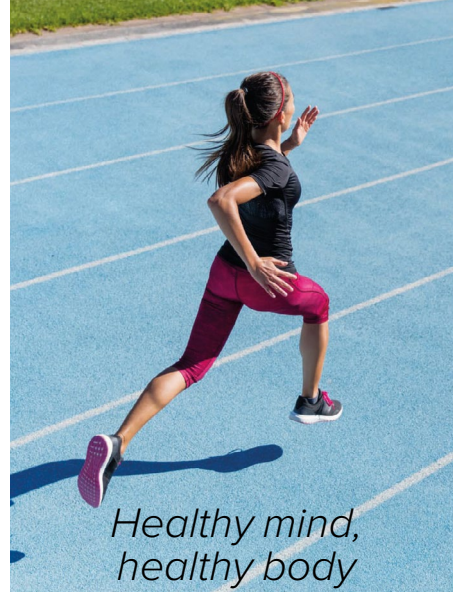
Staff blood drive

Euroclinic security staff participated twice – in April and December 2020 – in blood drives for the blood bank of the Ippokrateio General Hospital.

Contributing to the work of the Ancient and Modern Monuments Preservation Directorate, Ministry of Culture

The Athens Euroclinic Radiology Department, in consultation with the Ancient and Modern Monuments Preservation Directorate, Greek Ministry of Culture, undertook the radiodiagnostic examination and analysis of the Virgin Mary icon of the Kalavrita Great Cave. With the help of advanced imaging technology using the hospital's modern CT scanner and the digital radiograph, it was possible to analyze such an important icon using non-destructive investigation methods with impressive results.

Supporting Sports



As sports are an integral part of our society, Euroclinic supports sports actions over the years, offering free examinations to sports clubs, while actively standing by our athletes.

Euroclinic sponsors sports clubs and teams, offering medical, nursing and diagnostic services. In several cases and where required, the Group covers the surgeries and hospitalizations of athletes, in case of illness or accident. The sports clubs supported by the Group are listed below:

2020

- AEK HANDBALL CLUB
- AEK ATHENS F.C.
- EGALIO VOLLEY CLUB (EGALIO SPORTS CLUB)
- PANNAXIAKOS (NAXOS WOMEN VOLLEY SPORTS CLUB)
- OIAKAS NAFPLION SPORTS CLUB
- HELLENIC HANDBALL FEDERATION
- PANERYTHRAIKOS B.C.

2019

- HOLARGOS SPORTS CLUB
- EGALIO VOLLEY CLUB (EGALIO SPORTS CLUB)
- HELLENIC HANDBALL FEDERATION
- HIPPOCRATES COS BASKETBALL CLUB
- OIAKAS NAFPLION SPORTS CLUB
- AEK HANDBALL CLUB
- AEK ATHENS F.C.
- YPATO SPORTS CLUB
- PANNAXIAKOS (NAXOS WOMEN VOLLEY SPORTS CLUB)



Euroclinic further supports the Hellenic Olympic Committee, covering the cost of any diagnostic and medical examinations, as well as hospitalization and surgery (in case of illness or accident) for the athletes participating in the “Adopt an Athlete on the Road to TOKYO” program.



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Protecting the environment and natural resources

Responsible

Environmental management

Environmental protection and responsible environmental behavior are an integral part of the strategy and a key priority of Euroclinic. This commitment is underlined by two key corporate beliefs: the strategic importance the organization places on aligning its practices with sustainable development and the importance of environmental quality as one of the key factors that determine human health.

In this context, the management, and the medical, nursing, paramedical and administrative staff are committed to preserving and protecting the natural resources and the environment through efforts to reduce Euroclinic's environmental footprint. This strategic goal is achieved through continuously assessing and implementing environmental actions that target the reduction in energy consumption, natural resources and waste production in a responsible, efficient and cost-effective manner. An important aspect for Euroclinic continuously updating raising awareness among employees, which is achieved through creation of guidelines, communication of results to the Group's employees and staff training.

The management, and the medical, nursing, paramedical and administrative staff actively participate in the effective management of Euroclinic's environmental system and are responsible for adopting and applying it in their areas, as well as for monitoring and achieving the environmental objectives.

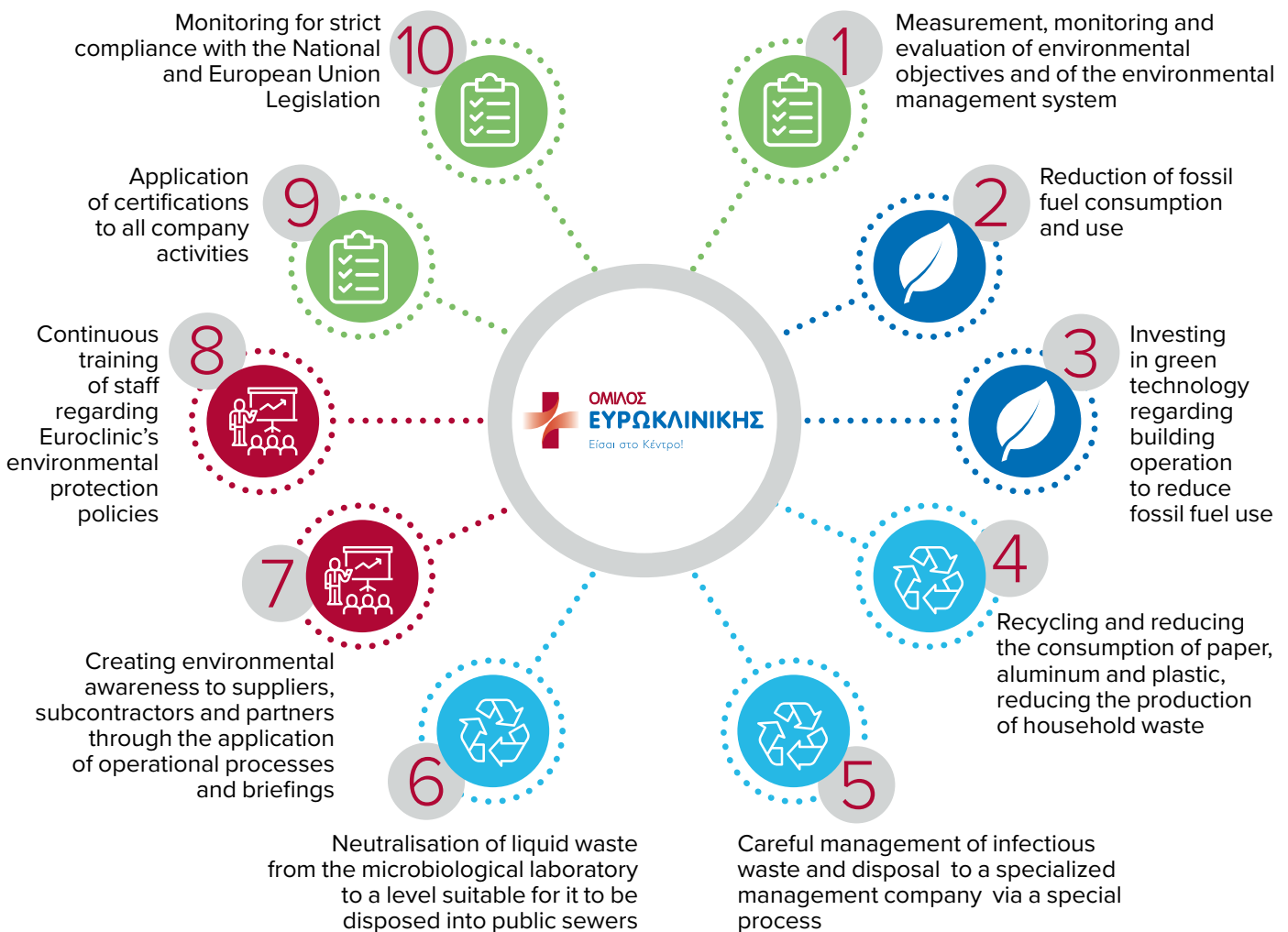


Euroclinic is committed to preserving and protecting the natural resources and the environment through its efforts to reduce its environmental footprint.

Environmental responsibility framework

Euroclinic has developed a framework of actions, through which it aims to reduce the environmental footprint of the organization.

ENVIRONMENTAL MANAGEMENT INITIATIVES



RESPONSIBLE ENVIRONMENTAL
MANAGEMENT



ENVIRONMENTAL FOOTPRINT
REDUCTION



RECYCLING &
WASTE MANAGEMENT

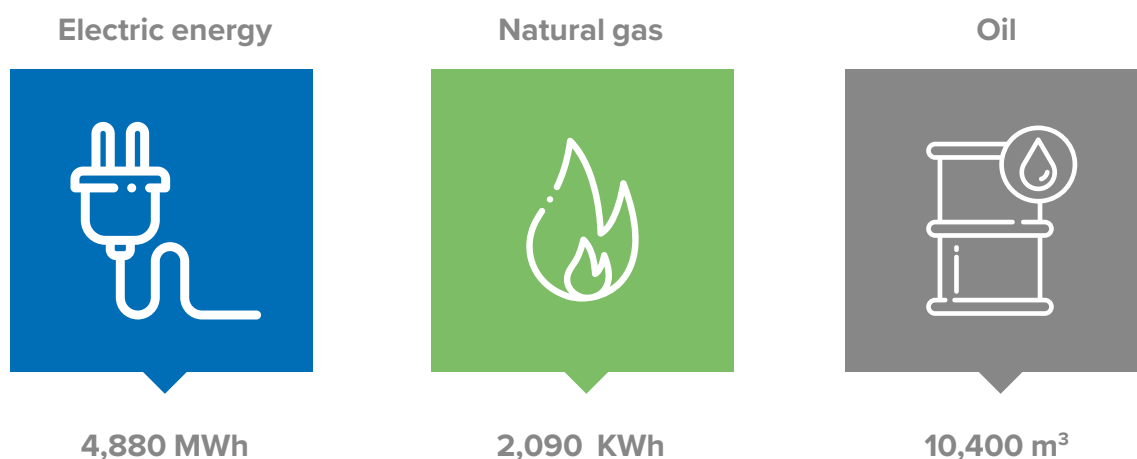


AWARENESS &
EDUCATION

Environmental footprint reduction

Euroclinic systematically monitors the energy consumption in its facilities, in accordance with the framework of environmental responsibility that governs the organization. The aim of the Group is to improve its performance in terms of electricity consumption, and the continuous increase of investment in renewable energy sources. In 2020, the total energy consumption of the Group amounted to 7,408 MWh* from the consumption of electricity, gas and oil.

ENERGY CONSUMPTION BY SOURCE (2020)



In 2020, the specific energy consumption was 177 KWh/bed-day**, the specific natural gas consumption was 7,273 lt/bed-day, and the specific fuel oil consumption was 376 lt/bed-day.

Euroclinic achieved its goal of consuming electricity from 100% renewable sources at the Athens Euroclinic, through the Heron Group and relevant Guarantees of Origins (GOs). Specifically, the Group used 3,568 MWh in 2019 and 4,069 MWh in 2020 produced by wind farms, significantly contributing to the reduction of its environmental footprint.

* The calculation of the total energy consumption for 2020 was carried out by a dedicated company by installing meters.

** A bed-day is an international measurement unit to calculate the use of the health services provided by the patients; for example 50 patients who are treated in a hospital / clinic for one (1) day correspond to 50 bed-days. OECD <https://stats.oecd.org/glossary/detail.asp?ID=194>

Euroclinic: The first “digital” hospital

Euroclinic is taking another important step in the context of its digital transformation by eliminating paper forms from the Hospital’s receptions and replacing them with electronic tablets. This way, Euroclinic has become the first Greek hospital to abolish paper and take the next step in the digital era, significantly improving its operations and the services offered to patients and visitors.

The exclusive use of electronic media has significant benefits, as it increases the speed of patient service, achieves higher levels of personal data security and reduces the transmission of infections, but mainly contributes to a significant reduction in the environmental footprint by removing a very large number of forms.

Thus, a significant cost is saved that can be redistributed as investment in other operations for better and higher quality patient services.

INFORMATION SYSTEM INNOVATION

It has been two years since Euroclinic commenced making available laboratory results in full digital format. Its laboratory results are no longer printed on paper, thus reducing its environmental footprint, as well as the production time of the final certified result. Patients can receive their results by email and, therefore, also contribute to the reduction of the environmental footprint, and can keep the results on email for future reference.



Limiting paper use
and abolishing printouts

Investing in green energy and technology

Euroclinic installed thermal insulation on the facade of the building of the Athens Euroclinic, at Athanasiadou Street, as part of its investment in green technology, which contributed significantly to the reduction in energy consumption. The type of thermal insulation chosen was external thermal insulation / thermal facade, due to the energy and construction advantages it offers over conventional insulation.

THERMAL INSULATION BENEFITS



SPACE SAVINGS

Saving 6% of useful interior space, given that it is not necessary to build a double exterior wall.



CONSUMPTION REDUCTION

45-55% consumption reduction of electric energy for heating and cooling, as interior temperature remains stable for a longer period of time.



BUILDING PROTECTION

Protection against cracks and mold and waterproofing of the building, thanks to the elastomericity and durability of materials.



PROTECTION OF THE LOAD BEARING STRUCTURE

Protection of the load bearing structure from thermal stresses and vapor condensations due to its thermal insulation capacity and low water absorption of materials used.



ADDED VALUE

Value-added investment, through the energy upgrading of the building and the reduction of total energy consumption.



SHORT-TERM DEPRECIATION

Depreciation of the construction costs of the thermal front in five years.



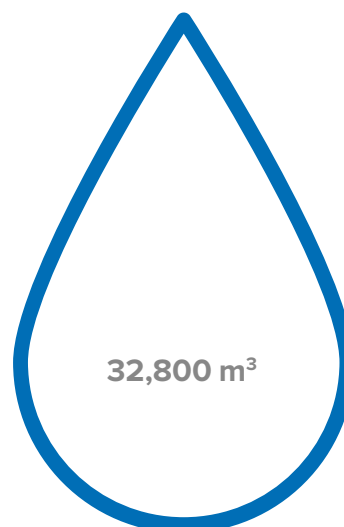
Water

Consumption

Responsible water consumption is a major part of Euroclinic's environmental management. The Group uses potable water from the public water supply network to cover the hygiene needs of the Group's facilities. In 2020, water consumption from the water supply networks amounted to 32,800 m³, while the specific water consumption was 1.187 lt/bed-day.

In order to reduce water consumption, in 2020 Euroclinic installed automatic, touch-free faucets in the operating rooms and the intensive care unit, aiming to achieve significant benefits in the future in terms of water savings. The target for the upcoming year is to expand this initiative to all the facilities of the organization, as well as install water flow restrictors in all its faucets in 2021.

EUROCLINIC'S WATER CONSUMPTION (2020)



Management

Internal waste management regulation

Euroclinic is governed by an internal waste management regulation, which constitutes an important supplement to the organization's wider environmental management regulation.

The aforementioned regulation:

- ✓ **Defines waste categories, specific waste streams and their management method – in terms of their production, collection, transport and storage**
- ✓ **Identifies tasks and responsibilities for waste management**
- ✓ **Sets the training framework for employees**
- ✓ **Defines the hygiene and safety measures during the implementation of the waste management regulation**
- ✓ **Defines an emergency plan**

The implementation of the regulation aims to support waste management monitoring, use new technologies, where possible, and reduce generated waste.

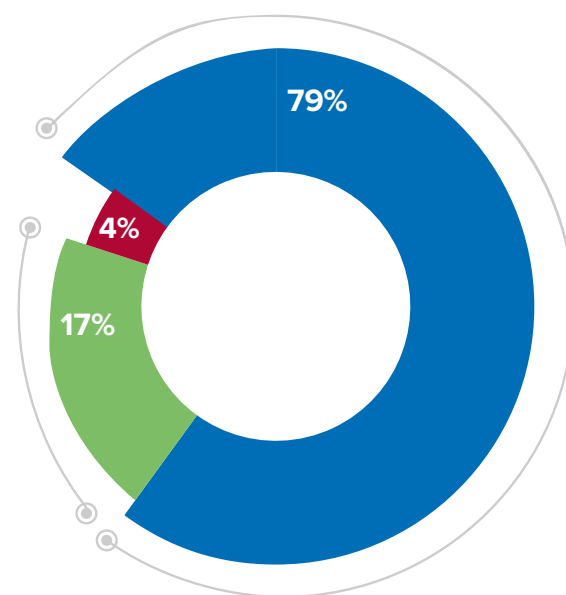
As medical waste, and notably infectious waste, is a major issue linked to the safe management of waste, both on a Greek and international level, Euroclinic ensures its proper and safe management.

In addition to working with licensed waste management companies, Euroclinic has appointed a person responsible for hospital waste management, whose main responsibilities are:

- Ensuring compliance with the accompanying forms specified in the Joint Ministerial Decision for the various stages of hazardous medical waste management, as well as the management system records.
- Suggesting a review of the internal regulations, as required.
- Investigating and recording any incident related to medical waste management (for example accidents).

Additionally, aiming at the proper management of hazardous hospital waste, the person is respon-

EXPENDITURE ON ENVIRONMENTAL PROTECTION



- Waste management
- Bags - Boxes
- Packaging material

sible for implementing systematic training programs for employees, especially those involved in waste management, such as cleaners and machine maintenance workers.

Waste classification

According to Euroclinic's internal waste management regulation, health unit waste means the waste generated by Health Units and includes the following categories:

Municipal solid waste: This refers to household waste. Typical examples are materials such as glass, cardboard, plastic, metals and packaging materials, waste from food preparation of, or waste from cleaning common administrative areas.

Hazardous waste, purely infectious: This refers to waste that has come in contact with blood, secretions or other biological fluids and can transmit infectious diseases. Typical examples are waste from sick patients, secretions, needles, syringes, surgical instruments and objects.

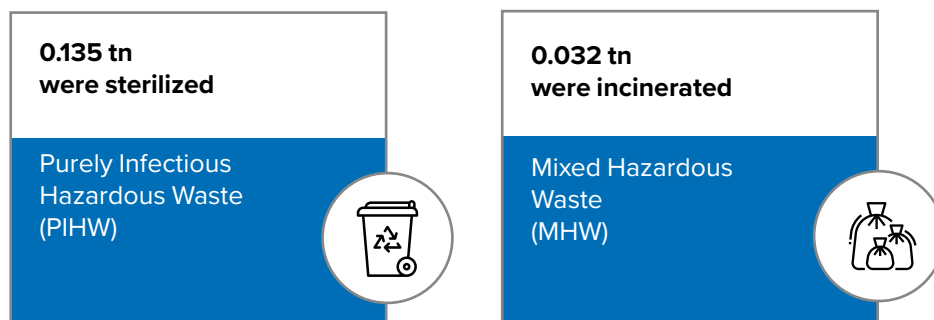
Mixed hazardous waste: This refers to waste from the Pathology Laboratories, from Departments where chemotherapy on tissues, organs, body parts, guinea pigs, etc. takes place, waste containing mercury, other heavy metals, asbestos, and cytotoxic, cytostatic, chemotherapeutic and other drugs.

Other hazardous waste: This refers to waste such as expired medicines or medicines that cannot be used.

Special waste streams: This refers to radioactive waste, packaging with pressurized gas, alternative management waste streams: batteries, electrical and electronic equipment waste, waste oils, waste from excavations, demolition, renovations.

Waste sorting

The aim of the Group is to protect the environment and preserve the environmental resources by applying specific environmental policies in order to reduce energy consumption and waste production. The sorting of materials (office paper, clean packaging and medical supply packaging, plastic, aluminum) from the common waste stream, but also from pure hospital waste, is an important factor for environmental conservation and protection.



Training

A key part of Euroclinic's successful environmental management is staff training. The purpose of the training is to inform those involved about the issues of hygiene, safety and environmental awareness related to waste management and how they affect their daily work. The main point of staff training is to highlight their part in implementing internal waste management regulation.

STAFF TRAINING PROGRAMS:

- ✓ Information on the existing legal framework for the management of each category of waste
- ✓ Information on the roles and responsibilities provided by the internal regulation for each staff category
- ✓ Instructions for implementing waste management practices
e.g. explanation of bag color coding, symbols and precautions
to be followed when handling infectious and hazardous waste, etc.
- ✓ Waste minimization processes
- ✓ Recycling
- ✓ Importance of appropriate sorting of different waste categories
- ✓ Risks related to waste management / health effects
- ✓ Accident Management Processes, Emergency Plan
- ✓ Epidemiology, modes of transmission and prevention of HIV, HBV, HCV
- ✓ Personnel protection and safety measures during waste management
- ✓ Instructions for the use of personal protective equipment
(uniform, gloves, mask, etc.)



Report

Scope and boundary

In this first edition of the Corporate Responsibility Report (for the time period 1/1/2020 to 31/12/2020), the Euroclinic Group describes clearly and transparently the way in which it designs and implements programs and actions in order to successfully meet today's economic, environmental and social challenges. The Report fully covers all the activities of the Group in Greece and the term "Group" refers to "Athens Euroclinic" and Polyclinic - SIMEIO D.Y.O. The quantitative data included and presented in the sections of this Report also includes data of 2019, aiming at providing a better and more complete understanding of the Group's activities, as well as improved comparability.



It is noted that as regards both the activities and the targets of the Group, information regarding subsidiaries, potential joint ventures, associates, suppliers or other third parties is not included.

Methodology

This present Report has been prepared in accordance with the guidelines for Corporate Social Responsibility / Sustainability Reports of the Global Reporting Initiative (GRI Standards) and has been prepared based on the following principles:

- The Principle of "Materiality"
- The Principle of "Stakeholder inclusiveness"
- The Principle of the "Sustainability context"
- The Principle of "Completeness", as they are defined in the GRI Standards guidelines.

As regards defining the final content of the Report, the Group's Corporate Responsibility team recorded and prioritized the material issues (materiality analysis), through a workshop. The results of the process are presented in the chapter "Our approach towards Sustainable Development".

It is noted that as regards the data of this Report no external verification has been carried out by a third independent party. However, recognizing the usefulness and added value that the external verification of the Report data can offer, the Group will consider the possibility of external audit, in its next issue.

The creation of this Report was carried out with the support and scientific guidance of the Grant Thornton company (<http://www.grant-thornton.gr>).



Grant Thornton

Project Team

For the preparation of this Report, a Corporate Responsibility team has been set up, consisting of executives of all the units and departments involved in the Report. The main task of the team is to collect the required information regarding the Corporate Responsibility areas of the Euroclinic Group. The team members who collaborated on this report are:

Nicolas Plakopitas	Euroclinic Vice Chairman
Antonis Vouklaris	Euroclinic Chief Executive Officer
Marina Mazaraki	Chief Financial Officer
Georgia Zavra	Legal Department Director
Ioanna Katsiki	Human Resources Department Director
Agori Kantzia	Deputy Nursing Director
Eva Tsilikouna	Marketing & Communication Director
Marios Pallis	Senior Project Engineer
Sofia Farazi	Management Systems Supervisor
Maria Roupeli	Management Systems Assistant
Thomas Tsikos	Biomedical Department Supervisor
Eduart Zuma	Procurement Department Supervisor
Alexandra Georga	Project Coordinator, Marketing Account Executive

Sources of information and important changes

All data and information included in the Report have been collected based on recording processes implemented in the Group. The methodology for recording this data and information, as well as the way they are presented, is based on the provisions of the GRI Standards guidelines. Where data is processed or based on assumptions, the methodology on which they are assessed is always indicated.



Additional information and updates on the Group's activity are available on the website:
www.euroclinic.gr

Contact Information

Your opinion is of particular importance to the Group and your suggestions are an opportunity for improvement. You can send your suggestions or any remarks, comments and clarifications to the following address:

Euroclinic Group
7-9 Athanassiadou, Athens, 115 21
Tel: 21 0641 6173
E-mail: mkt@euroclinic.gr

GRI Standards	Disclosure	Page number and/or URL
GRI 101: Foundation 2016		
GRI 102: General Disclosures 2016 (core option)		
ORGANIZATIONAL PROFILE		
102-1	Name of the organization	General Clinic, Diagnostic, Treatment, Surgery Centre Athens Euroclinic, Société Anonyme. Throughout the present report the term “Euroclinic Group” is also used.
102-2	Activities, brands, products, and services	Pages 6-7, 8, 9-10, 11-12, 13-14, 15-19, 21-25
102-3	Location of headquarters	7-9 Athanasiadou Street, 11521, Athens
102-4	Location of operations	Pages 6-7, 11-12
102-5	Ownership and legal form	Pages 3-4, 9-10
102-6	Markets served	Pages 6-7, 11-12, 13-14, 15-19, 21-25
102-7	Scale of the organization	Pages 6-7, 11-12, 32, 84
102-8	Information on employees and other workers	Pages 6-7, 32, 33-34
102-9	Supply chain	Pages 78-81, 88
102-10	Significant changes to the organization and its supply chain	There were no significant changes to the organization’s size, structure, ownership, or supply chain, during the reporting period.
102-11	Precautionary principle or approach	Pages 3-4, 15-19, 35-36, 42-43, 44-45, 46-48, 86-87, 96, 103, 104, 109-110, 115-117
102-12	External initiatives	UN Sustainable Development Goals (SDGs), GRI Standards, Pages 15-19
102-13	Membership of associations	Private Hospital Association (SEK), American-Hellenic Chamber of Commerce, Athens Medical Association, Athens Chamber of Commerce and Industry (ACCI)
STRATEGY		
102-14	Statement from senior decision-maker	Pages 3-4
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	Infection prevention and control regulation, Risk and safety management process, Nursing division internal regulation, Internal regulation for waste management, Quality policy, Procurement policy, Policies and procedures for personal data protection (Page 87)
GOVERNANCE		
102-18	Governance structure	Page 90
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	Pages 52-55
102-41	Collective bargaining agreements	Pages 32-33

GRI Standards	Disclosure	Page number and/or URL
102-42	Identifying and selecting stakeholders	Pages 52-55
102-43	Approach to stakeholder engagement	Pages 52-55
102-44	Key topics and concerns raised	Pages 52-55
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	Page 119
102-46	Defining report content and topic Boundaries	Pages 57, 58-59, 119
102-47	List of material topics	Pages 58-59
102-48	Restatements of information	Page 119
102-49	Changes in reporting	Page 119
102-50	Reporting period	1/1/2020 – 31/12/2020
102-51	Date of most recent report	The present report is the most recent one.
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Page 119
102-54	Claims of reporting in accordance with the GRI Standards	Page 119
102-55	GRI content index	Page 121
102-56	External assurance	Page 119
MATERIAL ISSUES		
CORPORATE GOVERNANCE & BUSINESS ETHICS PRACTICES ● Material issue for: Shareholders, employees, patients and relatives, associated physicians, state and authorities, suppliers, insurance companies, society, banks		
GRI 103: Management approach	103-1, 103-2, 103-3	Pages 3-4, 8, 52-55, 58-59, 70-73, 83, 85, 86, 90
GRI 205: Anti-corruption	205-3 Confirmed incidents of corruption and actions taken	During the reporting period (2020), no incident of corruption has occurred or reported.
RISK MANAGEMENT ● Material issue for: Shareholders, employees, patients and relatives, associated physicians, state and authorities, suppliers, insurance companies, society, banks		
GRI 103: Management approach	103-1, 103-2, 103-3	Pages 3-4, 41, 42-43, 48, 52-55, 57, 64-65, 85, 86-87, 89, 115-116, 117
Euroclinic indicator	KPIs for the monitoring and continuous improvement of the risk management system	Pages 64-65, 86

GRI Standards	Disclosure	Page number and/or URL
STRATEGY AND INVESTMENT / CUTTING-EDGE TECHNOLOGIES ● Material issue for: Shareholders, employees, patients and relatives, associated physicians, state and authorities, suppliers, insurance companies, society, banks		
GRI 103: Management approach	103-1, 103-2, 103-3	Pages 3-4, 8, 11-12, 13-14, 15-19, 21-25, 52-55, 57, 110-111, 112-113
Euroclinic indicator	Investment in new technology and equipment	Pages 15-19, 21-25, 110-111, 112-113
LEGAL COMPLIANCE ● Material issue for: Shareholders, employees, patients and relatives, associated physicians, state and authorities, suppliers, insurance companies, society, banks, media		
GRI 103: Management approach	103-1, 103-2, 103-3	Pages 3-4, 52-55, 57, 85, 109, 110
GRI 307: Environmental compliance	307-1 Non-compliance with environmental laws and regulations	Euroclinic systematically monitors the Greek and EU environmental legislation and complies with all the legal and regulatory requirements. Following this, no complaint for environmental issues was filed during the reporting period (2020).
PERSONAL DATA PROTECTION ● Material issue for: Shareholders, employees, patients and relatives, associated physicians, state and authorities, suppliers, insurance companies, society, banks		
GRI 103: Management approach	103-1, 103-2, 103-3	Pages 3-4, 52-55, 57, 70-73, 86-87
Euroclinic indicator	Number of policies and procedures applied for ensuring personal data protection	Pages 87-88
STAKEHOLDER ENGAGEMENT ● Material issue for: Shareholders, employees, patients and relatives, associated physicians, state and authorities, suppliers, insurance companies, society, banks, media		
GRI 103: Management approach	103-1, 103-2, 103-3	Pages 3-4, 11-12, 13-14, 27-28, 32, 39, 40, 52-55, 57, 66, 67-69, 74-77, 83, 93-106
Euroclinic indicator	Stakeholder engagement framework	Pages 52-55
PATIENT HEALTH AND SAFETY ● Material issue for: Shareholders, employees, patients and relatives, associated physicians, state and authorities, suppliers, insurance companies		
GRI 103: Management approach	103-1, 103-2, 103-3	Pages 3-4, 8, 9-10, 11-12, 13-14, 15-19, 21-25, 41-44, 52-55, 57, 64-65, 66, 70-73, 104
Euroclinic indicator	KPIs for monitoring and continuously improving the organisation's framework for patient health and safety	Pages 64-65
SATISFACTION OF PATIENTS AND FAMILIES/ CARERS AND COMPLAINT MANAGEMENT ● Material issue for: Shareholders, employees, patients and relatives, associated physicians, insurance companies		
GRI 103: Management approach	103-1, 103-2, 103-3	Pages 3-4, 8, 11-12, 13-14, 15-19, 21-25, 27-28, 32-46, 52-55, 57, 64-65, 66, 67-69, 70-73, 74-77

GRI Standards	Disclosure	Page number and/or URL
Euroclinic indicator	Satisfaction measurement for patients and carers	Pages 67-69
HIGH QUALITY SERVICES, COMMITTEES AND SCIENTIFIC PROTOCOLS ●		
Material issue for: Shareholders, employees, patients and relatives, associated physicians, suppliers, insurance companies		
GRI 103: Management approach	103-1, 103-2, 103-3	Pages 3-4, 8, 11-12, 13-14, 15-19, 21-25, 27-28, 32-46, 52-55, 57, 64-65, 66, 67-69, 70-73, 74-77
Euroclinic indicator	Certified quality management systems and number of quality committees	Pages 64-65, 70-73
CERTIFICATIONS ●		
Material issue for: Shareholders, employees, patients and carers, associated physicians, state and authorities, suppliers, insurance companies		
GRI 103: Management approach	103-1, 103-2, 103-3	Pages 3-4, 8, 11-12, 13-14, 15-19, 21-25, 27-28, 32-46, 52-55, 57, 64-65, 66, 67-69, 70-73, 74-77
Euroclinic indicator	Number of certifications	Pages 27-28, 64-65, 66
SATISFACTION OF ASSOCIATED PHYSICIANS ●		
Material issue for: Shareholders, employees, patients and carers, associated physicians, state and authorities, suppliers, insurance companies		
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