

2021

Corporate Responsibility Report





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Message from the Group's Management

It is a great honor and pleasure for us to be presenting you the second Euroclinic Corporate Responsibility Report, which highlights the value we create for everyone – our associates, employees, suppliers and stakeholders – but also our efforts to contribute to addressing crucial social and environmental issues. In 2021, with the pandemic still posing a threat to our lives, we continued making the health and safety of our people our main priority and we remained on alert, applying strict protocols to protect our staff and patients. We kept our pledge to shape a culture of prevention and safe work conduct, adopted strict rules and procedures, and invested in training and informational campaigns, aiming to raise awareness among staff on workplace health and safety. We also ensured we maintained a meritocratic work environment that promotes mutual respect and offers ongoing professional development opportunities, aiming to become the employer of choice for our staff.

Throughout the pandemic, Euroclinic supported the National Health System (NHS), and will continue to do so. During 2021, we made 60 beds available for COVID patients, who were hospitalized for two months, as well as 10 ICU beds and another 16 beds for non-COVID-19 patients, and the Emergency Department for patients with non-infectious diseases (e.g. cardiology, orthopedics, etc.). To this end, we further assisted in freeing up beds at the NHS reference hospitals. This Report clearly depicts the tough task and dedication of our doctors, nurses and colleagues, and the way all of us at Euroclinic care for the community where we operate and which we serve.

Our people-centric mentality, evidenced daily through the personalized and individualized clinical care and excellent services we provide to our clients, is the key feature that describes Euroclinic. Ensuring and offering top-level healthcare services, through innovation and constantly upgraded medical equipment and infrastructure, has always been a priority, making us stronger and more resilient, and contributing to shaping the country's healthcare framework.

With climate change being a major environmental issue on the planet, a major part of our business strategy is to preserve and protect the natural resources and the environment, by developing a set of environmental responsibility actions. These include initiatives and activities aimed at responsible environmental management, reduction of the Euroclinic's carbon footprint, recycling and waste management, and staff training and awareness on environmental issues.

At Euroclinic, we are guided by a common vision: making a contribution to improve the health and everyday lives of people, both through the Hospital's operation and through various social initiatives. In this vein, in 2021, and just like every year, we hosted conferences, seminars, events and prevention campaigns, aiming to inform and raise awareness among our fellow citizens. Furthermore, through donations and other actions, we supported associations, NGOs and underprivileged people, in an effort to promote social cohesion and prosperity.

We will remain true to our pledge to contribute to sustainable development, by adopting an operational model that focuses on providing innovative services, supporting our people, contributing to community and protecting the environment, while at the same time creating added value for all of Euroclinic's associates and stakeholders.

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Nicolas Plakopitas
Euroclinic Vice Chairman

Antonis Vouklaris
Euroclinic CEO





6/7

Euroclinic

Focusing
on patients

Euroclinic is one of the most contemporary diagnostic, surgical and therapeutic centers in Greece.

Since its establishment, in 1998, it has been steadily playing a leading role in private healthcare, becoming a benchmark for the incomparable quality of its healthcare services and patient-centric mentality, which focuses on personalized and individualized clinical care and treatment for patients.

Our contribution to the Sustainable Development Goals:



Support the National Health System during the Covid-19 pandemic, always focusing on patients



Promote sustainable financial growth and employment, providing top-quality healthcare services



Our organization

Euroclinic is active in the healthcare services sector, contributing greatly to the development of private healthcare in Greece. Operating based on respect for people and life, innovation and credibility, it has played a key role in shaping the country's healthcare framework.

Safeguarding and ensuring the provision of high-level healthcare services is a strategic priority for Euroclinic, through fostering innovation and continuously enhancing its medical equipment and infrastructure. Euroclinic is fully in tune with the technological advancements in the field of medicine, standing by people in need and offering safe and reliable healthcare services.



175
patient beds



15
beds in the
Intensive Care Unit (ICU)



24-hour
Emergency
Department

Providing top-quality medical services is a priority for Euroclinic. Respecting the needs and expectations of patients and visitors, and recognizing the significance of the services it provides, Euroclinic is committed to ongoing improvement.



10
operating
rooms



450
salaried physicians and
1,000
associate physicians



619
permanent
administrative
and nursing staff

This commitment covers the entire range of its services, activities and operations, meeting the needs of all patients and visitors who place their trust in Euroclinic and its associate physicians.



The Athens Euroclinic was the first hospital in Greece and Europe to obtain the Patients Friendly Hospitals Certification, by implementing specific procedures that enhance the patient experience and satisfaction.

In the context of this certification, the Hospital focuses on continuously improving its services to provide better care to its patients, and it records any complaints or concerns to immediately resolve any issues, while also monitoring patient and carer satisfaction. In 2017, the Euroclinic Children's Hospital also obtained the Patients Friendly Hospitals Certification.

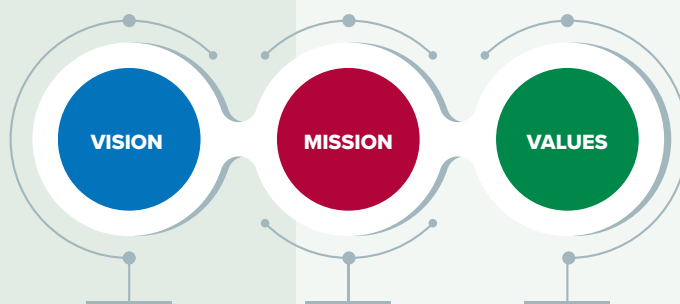
Patients Friendly Hospitals Certification

Taking the lead in quality healthcare services while constantly focusing on patient care, the Athens Euroclinic and Euroclinic Children's Hospital became the first hospitals in Greece and Europe to have been certified as Patients Friendly Hospitals. The Patients Friendly Hospitals guideline relates to designing and applying a set of practices at hospitals and clinics to create a friendly environment for patients, relatives and carers, putting patient-centric culture into practice.

As the first hospitals in Greece and Europe to receive this international certification, the Athens Euroclinic and Euroclinic Children's Hospital aspire to secure the best possible conditions for patients during their hospitalization. The key aim is for patients, and their network of support, to feel comfortable, safe and secure. Particular care is taken so that patients are never alone in challenging times, and that all their needs and expectations are met. They are also encouraged to submit their remarks and complaints, actively participating in the ongoing improvement of the services offered.

Specifically, the Athens Euroclinic breaks new ground by creating Point ONE (Point of Hospitalized Patient Care), where patients meet their personal guide upon admission to the hospital. The main task of the personal guide is to be at the patient's side from the moment they book an appointment until they are discharged, for anything they might need. The personal guide escorts the patient throughout the admission and hospitalization procedures, and is able to take care of all formalities with flexibility and understanding. In the context of the Patients Friendly Hospital Certification, the Athens Euroclinic has taken one step further, establishing the position of Service Coordinator at the Outpatient Clinic, to offer the same level of quality service and treatment to its outpatients. With the help of the Service Coordinator, outpatients enjoy the guidance of our dedicated staff, who make sure they receive fast service and immediately resolve any issues that might arise.

As part of the certification, Euroclinic also uses two important self-improvement tools. Keeping efficient records of patient and carer complaints, with the aim of providing solutions to any well-founded complaint or problem, and measuring patient satisfaction through focused surveys and dedicated communication channels, to continuously improve our services and staff.



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 community, 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 Euroclinic, 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, actively supporting vulnerable groups and charitable organizations, while we also contribute to reducing our carbon footprint.

Business model

One of Euroclinic's first priorities is to achieve financial growth, along with creating value for all stakeholders and actively supporting vulnerable population groups and the community at large. The Euroclinic business model is depicted below. It includes the main activities, the most important partnerships and relationships, as well as the basic resources that contribute to the generation of added value and utility for the ultimate recipients of the healthcare services offered by Euroclinic.

*Business model canvas
generation by Alexander
Osterwalder
and Yves Pigneur*

Main Partnerships

- Physicians and scientific staff
- Associate physicians
- Private insurance companies
- Social insurance funds

Main Activities

Provision of healthcare services

Main Resources

- Athens Euroclinic and Euroclinic Children's Hospital
- Polyclinic – Point TWO
- Leased facilities
- Cutting-edge medical equipment and technology

Cost structure

- Medical supplies / medications
- Fees and other benefits for employees and associate physicians
- Restorations, upgrades and renovations of the Euroclinic facilities
- Upgrades or purchases of medical devices and equipment

January

February

March

Generating value and utility

- Providing medical, diagnostic and other dedicated healthcare services
- Being highly specialized through Centers of Excellence
- Participating in and supporting clinical trials
- Contributing to the ongoing improvement of service quality and patient safety

Relationships with patients

- High level of customer service
- Patient satisfaction surveys
- Procedures for submitting and handling complaints

Categories of patients / customers

- Individuals
- Companies – through special programs
- The Greek State
- Insurance companies

Channels

- Athens Euroclinic and Euroclinic Children's Hospital
- One-day events / conferences
- Company website
- Medlife magazine
- Social media
- Referrals
- Polyclinic - Point TWO

Competitive advantages

- Strategically located at the center of Athens
- Groundbreaking and innovative medical services
- Patient-centric philosophy
- Top-quality healthcare services at the optimum cost for patients
- Transparent corporate governance

Revenue structure

Revenue from the provision of healthcare services



2021 - Key statistics for Euroclinic



Ever since its establishment in 1998, the Athens Euroclinic has been offering exceptional healthcare services, focusing on people. It is a comprehensive diagnostic, surgical and therapeutic center, able to meet patient expectations, by setting high standards and adhering to a strict quality policy, similar to the largest international healthcare institutions.

Owing to its top medical and nursing staff, unique specialties and awards on a national and European level, its state-of-the-art medical equipment and its modern facilities, it has been steadily playing a leading role in private healthcare. In 2016, it became the first clinic in Greece and Europe to obtain the Patients Friendly Hospitals European Certification. The hand-picked staff is trained to assist, guide, support, care for and ensure a smooth hospitalization stay, based on medical knowledge and fundamental care.



The Euroclinic Children's Hospital is recognized as one of the most modern pediatric hospitals at the center of Athens. In its 20 years of operation, distinguished physicians and qualified nursing staff have offered their services to over 54,000 inpatients and over 400,000 outpatients, with sensitivity and a deep sense of compassion.

Euroclinic Children's Hospital offers a wide range of pediatric specialties and subspecialties through its departments and special units, such as Pediatrics, Pediatric Surgery, Minimally Invasive Surgery, Cardiology, Pulmonology, Orthopedics, Ophthalmology, Ear-Nose-Throat, Gastroenterology and Diabetes, for children aged 30 days to 16 years.



ΣΗΜΕΙΟ ΔΥΟ

In 2017, Euroclinic expanded its services by establishing the Polyclinic – Point TWO (Diagnosis – Health – Beauty). The Polyclinic is located in a fully renovated space, just a few meters away from the Athens Euroclinic and Euroclinic Children's Hospital, and is easily accessible by public transport.

It offers check-ups, comprehensive nutrition plans and cosmetic dermatology services. At the same time, new clinics and innovative treatments are continuously being added.

Since 1998, the Athens Euroclinic has offered medical services to a total of more than 1,521,406 patients

2021



252.564
Outpatients



7.806
Surgeries



26.859
Hospitalization days

Since 2002, the Euroclinic Children's Hospital has offered medical services to more than 478,686 children



10.389
Outpatients



523
Surgeries



3.073
Hospitalization days

The Euroclinic Polyclinic offers primary care, prevention and beauty services for the whole family



22.693
Outpatients

Timeline

The long history of Euroclinic reflects its commitment to innovation, its efforts for ongoing improvement of healthcare services and its sense of responsibility, not only towards its patients, but also towards its employees, associates and vulnerable social groups.



2002

The Euroclinic Children's Hospital is established.

1998

The Athens Euroclinic is established by Interamerican and begins offering exceptional healthcare services, focusing on people.

2008

The transfer of the hospital shares from Eureka B.V (parent company of Interamerican) to the Southeastern Europe Fund (SEEF) is completed.

16
17**2017**

The Euroclinic Children's Hospital moves to a new, fully renovated building, next to the Athens Euroclinic, and becomes the only private children's hospital in the center of Athens. At the same time, it obtains the Patients Friendly Hospitals European Certification. The operation of the Euroclinic Polyclinic Point TWO (Diagnosis - Health - Beauty) begins in the same year.

2019

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

2021

We continued to support the National Health System in response to the COVID-19 pandemic.

2016

A landmark year for the Athens Euroclinic, as it becomes the first clinic in Greece and Europe to obtain the Patients Friendly Hospitals European Certification.

In the same year, the Athens Euroclinic Quality Management System is certified per the EN 15224:2012 European standard and ISO 22000:2005.

2018

A major Corporate Social Responsibility program is launched on the occasion of the 20-year anniversary since the establishment of the Athens Euroclinic. The hospital undertakes to support the Ark of the World, the Together for Children Association and the Smile of the Child, providing free medical tests to all 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".

Top-Quality Services

The overriding concern for Euroclinic is to meet and exceed the needs and expectations of patients and visitors, by continuously improving the quality and range of the health-care services it offers. These services are described in detail below:

Departments

Checkup, Vascular Surgery, Hematology, Cosmetic Dermatology, Allergy, Anesthesiology, Autoimmune Diseases, Gastroenterology, Oral & Maxillofacial Surgery, Gynecology, Dermatology, Dietetics, Endocrinology, Emergency Department, Neuroradiology & Interventional Radiology, Interventional Cardiology, Hepatology, Thoracic Surgery, Pain Clinic, Cardiology, Cardiac Surgery, Breast, Hair Transplantation and Scalp Disorder Clinic, Neurology, Neurosurgery, Nephrology, Oncology, Orthopedics, Urology, Ophthalmology, Internal Medicine, Plastic Surgery, Pulmonology, Robotic Surgery, Obesity Surgery, Paranasal Sinus and Skull Base Surgery, Surgery, Ear-Nose-Throat

Highly Specialized Centers

Model Cardiac Surgery Center of Excellence for Total Arterial Myocardial Revascularization, Model Center of Excellence for Thyroid and Parathyroid Surgery, Breast Center, Stroke Unit

Diagnostic Labs

Radiology, Clinical Pathology, Ultrasounds

Special Units

Intensive Care Unit (ICU), One-Day Care (ODC) Unit

Departments

Hematology/Oncology, Allergy, Anesthesiology, Developmental Medicine, Gastroenterology, Dermatology, Diabetes, Minimally Invasive Surgery (Laparoscopic Surgery), Endocrinology, Breastfeeding Clinic, Cardiology, Infectious Diseases, Neurology, Nephrology, Orthopedics, Urology, Ophthalmology, Pediatrics, Plastic

Surgery, Pulmonology, Rheumatology, Surgery, Psychiatry/Psychology, Ear-Nose-Throat

Diagnostic Labs

Radiology, Clinical Pathology

Departments

Dermatology: The Dermatology Department covers a wide range of skin conditions, while it also offers Cosmetic Dermatology services.

Nutrition: The Nutrition Department operates based on the principles of modern dietetics, offering customized nutrition plans, nutritional education and guidance.

Endocrinology:

The Department runs a Diabetes Clinic and an Obesity Clinic.

Clinical Pathology Lab:

The following departments operate within the Clinical Pathology Lab:

- Hematology
- Clinical Biochemistry
- Immunology
- Microbiology

Breast Center: The state-of-the-art Euroclinic Polyclinic Breast Center offers specialized tests, such as digital CT, digital tomosynthesis, breast ultrasound, elastography – 3D Imaging, stereotactic biopsy, mammotome, etc.

Orthopedics: The Orthopedics Department covers a wide range of orthopedic conditions and performs specialized medical tests.

Ultrasound Department: The Ultrasound Department boasts the most innovative equipment and highly trained staff, to perform diagnostic tests.



Highly Specialized Centers – Centers of excellence for healthcare services in Greece

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.

Model Cardiac Surgery Center for Total Arterial Myocardial Revascularization

The Center covers the entire range of cardiac surgery procedures, specializing in arterial reperfusion of the myocardium using two internal mammary arteries and the radial artery, surgical corrective valve repair, and surgical repair of acute and chronic aneurysms of the aorta and left ventricle.

The Center's medical team has extensive experience, having performed a very large number of successful cardiac surgery procedures, with success rates similar to those of recognized centers abroad. The Center's excellent results

can be attributed, on the one hand, to the high scientific level of the doctors, and, on the other hand, to the support of the ICU and Cardiac Unit staff, the comprehensive intraoperative and postoperative monitoring, the dedicated perioperative nursing care, and, of course, the high operating standards of all Euroclinic departments.

With the help of the highly qualified nursing staff of the Cardiac Unit, the Operating Room and the ICU, the Center offers top-level nursing care, fully meeting the increased hospitalization needs of cardiac surgery patients.



*Model Center
conforming to international standards*



*Continuous patient
monitoring and follow-up*

Model Thyroid and Parathyroid Surgery Center of Excellence

The Thyroid and Parathyroid Surgery Center of Excellence is a point of reference in SE Europe for the provision of dedicated endocrine surgery. The Model Center has obtained the international Centers of Excellence certification based on the evaluation of the high-level specialization and experience of its medical staff, its compliance with the criteria of the Private Protocol BP02 – Centers of Excellence, and its capacity to stand as a point of reference on a European and international level. The large number of cases treated by the Center, the exceptionally low complication rates in relation to international data, the use of innovative surgical techniques, the promotion of ongoing education and training for physicians and staff, and the high level of safety in the environment where patients are cared for and treated, are some of the factors that led to this international recognition.

A considerable number of surgeries is performed each year at the Athens Euroclinic Center of Ex-

cellence, using advanced techniques and special, cutting-edge microsurgery technology. This long medical experience, as well as the significant clinical and scientific work in Greece and abroad, offers staff the ability to perform surgery for even the most demanding conditions of the thyroid and parathyroid glands, and the cervical lymph nodes. The Center of Excellence uses a modern surgical technique, which aims at a safe, practically bloodless and radical procedure, with excellent aesthetic results for the patient. One-day hospitalization, without drains, sutures or pain, makes it easy to speak and eat postoperatively, with fast return of patients to their daily activities.

The Center was recertified as a Center of Excellence in 2019, for the top-quality medical services it offers, achieving remarkably high results in the evaluations and quality controls carried out by the independent certification body, TÜV Austria Hellas.



*Internationally certified
as a Model Center*



*Advanced techniques and special,
cutting-edge microsurgery technology*

Breast Center

Offering comprehensive, top-quality healthcare services for preventing, diagnosing and treating breast conditions, the Athens Euroclinic Breast Center is another important center of excellence for the Euroclinic medical services.

It is a model center, staffed by qualified scientists from all related medical specialties, and equipped with state-of-the-art diagnostic and imaging devices. In 2020, the Athens Euroclinic Breast Center was once again a member of the Breast Centers Network, an international network of dedicated centers all over the world

specializing in the prevention and treatment of breast cancer. The qualified physicians of the Breast Center work with the Euroclinic Oncology Council with the aim of providing suitable consultation on comprehensive treatment and care approaches for women with breast cancer, in line with scientifically established guidelines.

The goal of the Athens Euroclinic Breast Center is to promote quality and safe treatment for women with breast cancer, providing comprehensive, top-level healthcare services covering all stages, from diagnosis to treatment.



*Prevention, diagnosis
and treatment*



*Member of the
Breast Centers Network*



Certified Stroke Unit

The Department, a highly specialized center of the Athens Euroclinic, applies the most advanced treatments for cerebrovascular accidents (strokes) 24/7, reducing patient mortality and disability rates.

Fast patient evaluation is followed by immediate treatment and administration of thrombolytic therapy, provided the CT scan is consistent with ischemic stroke. Hospitalized patients are monitored 24/7, and receive intensive physical therapy and speech therapy.

The multidisciplinary team of the Stroke Unit con-

sists of neurologists, neurosurgeons, invasive radiologists, anesthesiologists, cardiologists, internists and qualified nurses, and is available 24/7. The Unit nurses are highly trained and specialize in stroke patient care, owing to the training seminars, lectures and case simulations that are organized at the Stroke Unit every three months. The Stroke Nurse has a vital role, being responsible for the care and nursing support of stroke patients, and explaining the next steps in the treatment and rehabilitation plan. Moreover, the Stroke Nurse has an NIHSS Scoring Certification and Stroke Nurse Certification, and actively follows and supports the work and training program of the Stroke Unit.



Fast patient evaluation



Stroke Nurse

European Certification for the model Stroke Unit of the Athens Euroclinic

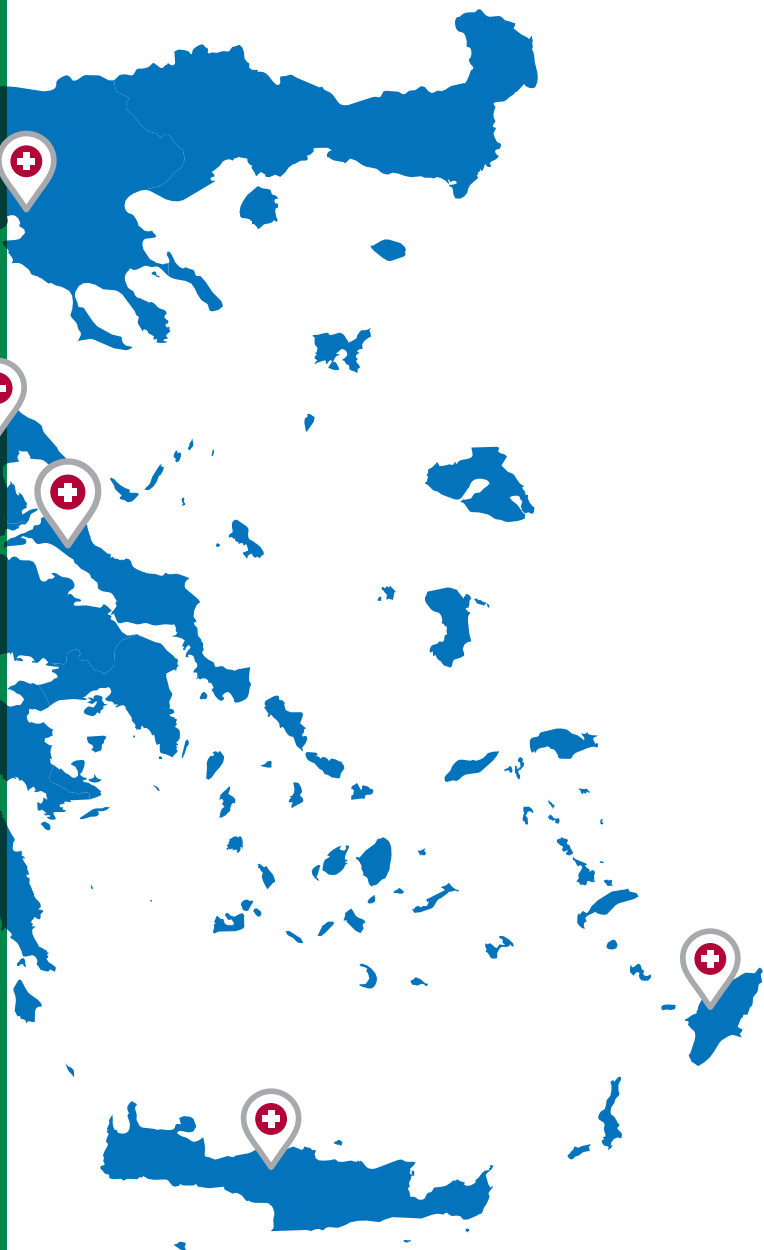
The model Stroke Unit of the Athens Euroclinic has received the great ESO Stroke Unit honorary certification from the European Stroke Organization, placing Euroclinic and Greece among the distinguished network of hospitals in Europe with top-quality criteria for providing dedicated treatment and support to patients who have suffered a stroke.



Network of associated hospitals

In the context of its relationship with insurance companies, Euroclinic works with hospitals, healthcare institutions and diagnostic centers throughout Greece, such as the:

- *Athens and Thessaloniki BioClinics*
- *Euromedica General Clinic of Thessaloniki*
- *Mediterraneo Hospital*
- *Anassa General Clinic of Volos*
- *Henry Dunant Hospital Center*
- *Iatropolis Diagnostic Health Center*
- *Euromedica General Hospital of Rhodes*
- *Euromedica General Clinic Zoodochos Pigi in Kozani*
- *Euromedica Kianous Stavros (Blue Cross) Clinic in Thessaloniki, and*
- *Euromedica MITERA Crete*

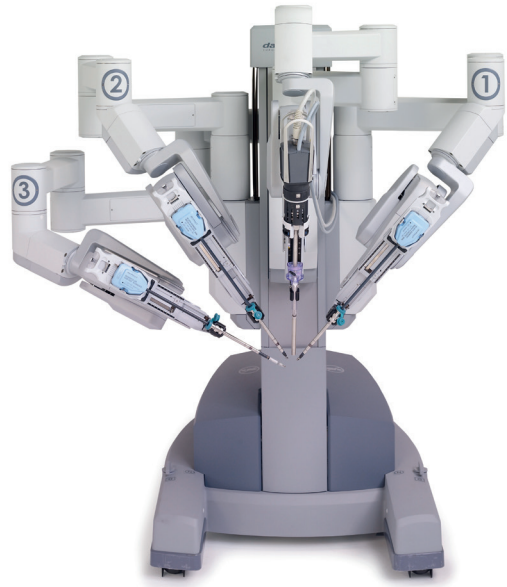


state-of-the-art equipment

Euroclinic has always been investing in modern technologies and the most advanced medical equipment.

da Vinci SI HD 4-ARM System

A state-of-the-art robotic system that has revolutionized the field of laparoscopic and minimally invasive surgery. The da Vinci®-Si allows surgeons to perform surgical procedures remotely, without coming into contact with the patient. It offers the flexibility of open surgery, but at the same time ensures success and multiple benefits both for patients and surgeons. The 3D vision system offers up to 15x magnification of the operative field for very precise, stable and fine movements.



New MAGNETOM Aera Scanner

The MAGNETOM Aera 1.5T Scanner uniquely combines advanced technologies and innovative functions that ensure quality diagnostic and imaging results, while maximizing patient comfort during the exam. The MAGNETOM Aera performs the entire range of simple MRIs and is also able to perform more specialized tests, such as, cardiac MRI with T1 and T2 mapping protocol, spectroscopy, tractography, etc. The main advantages of the new scanner are:

- High-resolution imaging
- Reduced feeling of claustrophobia
- Special patient-friendly scanning environment
- Shorter examination time
- Reduced noise levels
- Suitable for all types of patients



Aquilion CX CT Scanner

It is the first 128-slice CT scanner by Toshiba to be installed in Greece and the third such scanner in Europe, boasting real-time imaging and volumetric programs, and minimizing radiation doses for patients. It also minimizes the scan time (10-30 seconds), permitting full cardiac function examination. Moreover, it has special features for children undergoing a CT scan, as it can be adjusted to deliver the lowest possible radiation dose.



e-Stroke Suite AI Software

Euroclinic is the first to bring the innovative e-Stroke Suite IT software by Brainomix to Greece, to improve the diagnosis and treatment of stroke patients. The e-Stroke Suite is an innovative AI decision support software, which provides increased reliability and speed in the assessment of brain scans, precisely identifying the size and area of the brain that is suffering from stroke. This, combined with the specialized medical approach, expedites the decision-making process for choosing the right treatment, increasing treatment rates for ischemic stroke patients by 70%. What is more, the high-level results are delivered with minimum patient exposure to radiation and contrast agent administration compared to other similar software used worldwide.



Selenia Dimensions Digital Mammography System

The Selenia Dimensions digital mammography system boasts a series of innovative technical features, making the scan results more accurate and reliable. The advantages of this type of mammogram include a reduction of false positive or false negative findings; precise delineation of the size and extent of the lesion, providing significant assistance and reliable information to the surgeons; and improved diagnostic sensitivity and specificity. The Selenia line has received the Frost & Sullivan's Market Leadership and Product Line Strategy Award for its technological superiority in digital mammography. The unquestionable superiority of the Selenia digital mammography system is confirmed by the Mammographic Type Test certification of the European Reference Organization (EUREF), a certification that is granted based on rigorous clinical and functional testing requirements.



Aixplorer® MACH 20 Supersonic Imagine – Hologic Ultrasound System

The new premium Aixplorer® MACH 20 ultrasound system by SuperSonic Imagine – Hologic, with innovative high-resolution imaging technology and the most advanced ShearWave PLUSTM elastography technology, is the state-of-the-art in digital breast imaging, offering:

- Real-time 3D imaging with elastography, high resolution and speed.
- Up to 32% shorter scan time.
- Faster diagnosis and delivery of imaging scans to the patients.



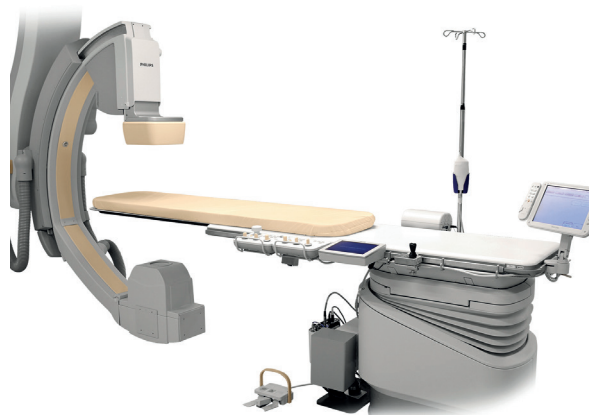
Prone Breast Biopsy System

The system helps minimize the risk of accidental movements during the biopsy, ensuring accurate results. Specifically, the HOLOGIC ATEC system is a clinically advanced vacuum-assisted breast biopsy system that has been approved by the FDA and has been designed for use under stereotactic and 3D image guidance. It is the most efficient system worldwide as it offers a fast, safe, convenient and clinically superior breast biopsy method.



Allura Xper FD10 Cardiovascular X-ray System

The system supports the full range of Interventional Cardiology procedures. It incorporates the latest Flat Detector technology for exceptional image quality, as well as Xper technology, so each user can customize their settings for automatic positioning and other system movements, ensuring user-friendly cardiac applications (Xper Cardio). It also features DoseWise technology, an integrated dose management system (reduction up to 90%) for excellent image quality.



Allura Xper FD20 Angiography Suite

The Allura Xper FD20 system is the latest Angiography Suite with ceiling suspension that covers a wide range of interventional vascular and diagnostic applications, including brain, chest, heart, abdomen, peripheral vessels, non-invasive applications.



LUMINOS dRF Remote Fluoroscopy Machine

A fully digital fluoroscopy machine, with ergonomic controls, dedicated monitors on the control console and a 19" LCD monitor trolley in the exam room. It features an advanced technology generator, for better images during radiography and fluoroscopy applications.



HS 5-1000 Neurosurgery Microscope

The microscope features a lateral stereoscopic observer scope and face-to-face observation for two surgeons, and it also boasts a comprehensive color imaging system for image capturing and recording. Moreover, it has a mounted display with a touch screen for controlling the microscope.



Intensive Care Unit Dräger Evita® V600 Ventilator

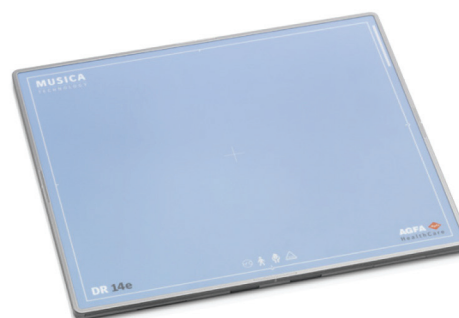
The Evita V600 Dräger ventilator trolley, winner of the IF Design Award 2020, features protective ventilation methods that improve clinical outcomes and is easy to use owing to the glass touch display.



DR 14e Agfa Digital Detector

The flat panel digital AED detector offers to radiology centers a quick and efficient way of benefiting from quality digital imaging, using almost any type of X-ray system. The DR 14e Agfa Digital Detector has a number of advantages:

- It is the easiest and most versatile way to transition to direct digital radiography.
- It enables seamless use with virtually all X-ray systems, maximizing the use of existing equipment owing to Automatic Exposure Detection (AED).
- It promotes a more efficient workflow and speeds up the exam time.
- It offers maximum comfort and portability, owing to the cassette-sized detector.
- It is compatible with MUSICA Image Processing, offering exceptional detail and contrast, irrespective of the exam, with stable image quality.



EVIS X1 Video Endoscopy System

An advanced endoscopy system with new tissue imaging techniques, offering improved, brighter images even in difficult areas of the mucosa, allowing users to separate, evaluate and classify mucosal disorders with accurate results in a short time. The system boasts additional features, such as thinner endoscope tip, high image resolution for improved imaging results and smaller endoscope diameter for improved patient comfort levels.



Medtronic ESO High Resolution Manometry System

A high resolution, 36-channel esophageal catheter with a special ManoScan ESO & AR data acquisition program, offering distal evaluation and mapping of the patient's esophageal motility.



Vivid E95 Cardiovascular Ultrasound Systems

The Vivid E95 ultrasound system is a revolutionary, ultra-modern 4D echocardiography system, offering 100x the power of a conventional ultrasound system. It provides uncompromised image quality and advanced 2D and 4D quantification tools, increasing diagnostic reliability and minimizing the need for re-evaluations.



Servino Gettinge NO Delivery System

The Servino device provides accuracy and safety in NO (nitrogen oxide) delivery, which is administered as a vasodilator, in tune with a ventilator, to improve oxygenation and prevent more invasive treatments.



Endoscopic Cardiac Surgery Rubina Karl Storz 3D/4K tower

A 3D high resolution (4K) imaging system, used in minimally invasive cardiovascular surgeries. The main benefits of the equipment are:

- Excellent aesthetic results.
- Superb surgical results, as the high-resolution magnification offers top-quality imaging, even of minuscule anatomical structures.
- Significantly lower risk of postoperative complications.
- Minimum postoperative pain.
- Almost zero need for blood transfusion.
- Shorter patient stay in ICU (a few hours compared to an average stay of 2 days following conventional cardiovascular surgery).
- Faster patient recovery (4-5 days average hospitalization length compared to 8 days required for procedures carried out with conventional sternotomy).
- Faster patient return to work (3 weeks compared to 3 months required for procedures carried out with conventional sternotomy).



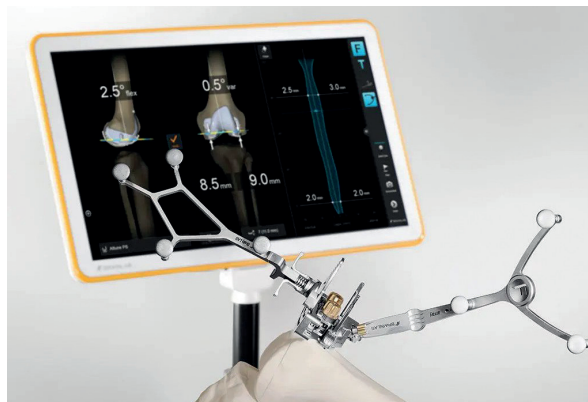
Robotic knee arthroplasty ROSA® Knee System

The ROSA (Robotic Surgical Assistant) System is the most advanced robotic system for total knee arthroplasty. It is a robotic platform serving as an assistant to the orthopedic surgeon, providing tools and data in real time, to improve bone resection accuracy, soft tissue balancing and implant alignment, without compromising natural feel and bend. The benefits of the ROSA® Knee System include detailed preoperative planning on the computer, using individualized data per patient; reduced intraoperative and postoperative complication risks; shorter hospitalization time since the procedure is minimally invasive, etc.



KNEE3 Innovative Robotic Navigation System

The first robotic KNEE3 navigator in Greece has been installed at the Athens Euroclinic by German company BRAINLAB, which is considered a pioneer in supporting state-of-the-art surgical systems, in tune with the latest developments and the practice of internationally recognized orthopedic centers. KNEE3 is an advanced navigator system which ensures extreme accuracy of knee arthroplasty procedures. At the same time, it allows adjustments during surgery, according to the patient's anatomical traits, so surgeons may adjust their moves and check the results without limiting their movements. The digital reconstructive surgery department of the Athens Euroclinic has been performing arthroplasty surgeries since 2011, using the most contemporary digital technology systems.



LINX™ Reflux Management System

The LINX™ Reflux Management System is the newest and most effective method for treating gastroesophageal reflux. It is a minimally invasive method with multiple benefits compared to other surgical methods. It relieves the discomforting GERD symptoms by up to 99%, does not change the structure of the stomach and allows patients to preserve the ability to belch and vomit. Patients return home within 24 hours, resume a normal diet and can usually return to their normal activities very shortly; moreover, 85% of the patients eliminate their daily dependence on medications. With the addition of LINX™, combined with the use of other innovative endoscopic techniques, Euroclinic is the only private hospital in Greece offering all internationally recognized, cutting-edge diagnosis and treatment methods for gastroesophageal reflux.



Updates

on health and medical developments

Hosting Conferences and One-Day Events

Euroclinic hosts a number of different conferences and one-day events throughout the year, with the aim of providing documented and comprehensive information to its associate physicians and any interested parties regarding matters related to disease diagnosis and prevention, and new developments in treatments and technology.

Scientific Meetings

The Euroclinic Marketing Department, working together with the Education Committee, hosts dedicated scientific meetings every year, to promote the ongoing training of the Euroclinic medical and nursing staff on topics such as: treatment interventions, drug use rules, new areas of expertise, current medical issues, etc. These meetings, which attract a lot of attention and participations from the medical and nursing staff, are held in the Auditorium of the Hellenic Pasteur Institute (mainly between October and May), every 15 days, except during public holidays, and feature speakers from all medical specialties presenting the most contemporary medical topics. In addition, the Euroclinic associate physicians present interesting cases that the experienced medical staff have treated successfully.



Since the onset of the pandemic and until May 2021, while it was not possible to organize scientific meetings by physical attendance, the Education Committee kept physicians updated on the latest developments with COVID-19 and other contemporary medical topics through virtual meetings, hosted in partnership with the Marketing Department. As of October 2021, based on the new NPHO measures, the Euroclinic scientific meetings are once again held by physical attendance, with a limited number of participants and fully adhering to the COVID-19 protocols. The following scientific meetings were planned until December 2021:

2021 Scientific Meeting Schedule	
Date	Subject
26.10.2021	Laparoscopic Surgery Today
09.11.2021	Non-alcoholic Fatty Liver Disease: A Modern Take on a Different Pandemic
23.11.2021	A Significantly Edematous Patient
07.12.2021	Covid -19: The Good and the Bad

17_ηΕΠΙΣΤΗΜΟΝΙΚΗ ΗΜΕΡΙΔΑ
Ευρωκλινικής Παιδων

WEBINAR #27.11.2021

Επίκαιρα παιδιατρικά θέματα



Moreover, for yet another year, the **17th Scientific Meeting of the Euroclinic Children's Hospital** was held on Saturday 27 November 2021, via live streaming due to the COVID-19 restrictions. The main goal of the webinar was to provide valid and comprehensive information to the medical community on the latest developments regarding COVID-19, as well as contemporary pediatric issues, always looking out for the health of the children.

More than 300 pediatricians and other scientists attended the webinar and were informed on the pressing issue of the coronavirus and its impact on children, as well as contemporary pediatric topics which present great interest both for pediatrics and everyday clinical practice.

Some of the topics discussed during the event included “COVID-19 Vaccines for Children”, “Prolonged Febrile Illness”, “COVID-19 and Sports”, “Diagnosis and Treatment Approach for Children with Dyslipidemia by the Pediatrician”, “Latest Findings on Gluten Intolerance in Children” and many more pediatric issues.

Distinguished physicians of the Euroclinic Children's Hospital as well as prominent pediatricians from the 2nd Pediatric Clinic, National & Kapodistrian University of Athens, and the 3rd University Pediatrics Clinic, Attikon University General Hospital, honored the webinar with their interesting scientific presentations.

Focusing on
patients



Ever since its establishment, the ultimate goal of Euroclinic has been to continuously improve and upgrade the level of healthcare services, offering to the Greek community a hospital with state-of-the-art technology and highly qualified medical and nursing staff. The efforts to constantly secure new, innovative medical equipment, use the most cutting-edge medical techniques, create centers of excellence and provide ongoing training to our staff reflect Euroclinic's commitment to offer quality and safe healthcare services, focusing on patients and respecting their needs.



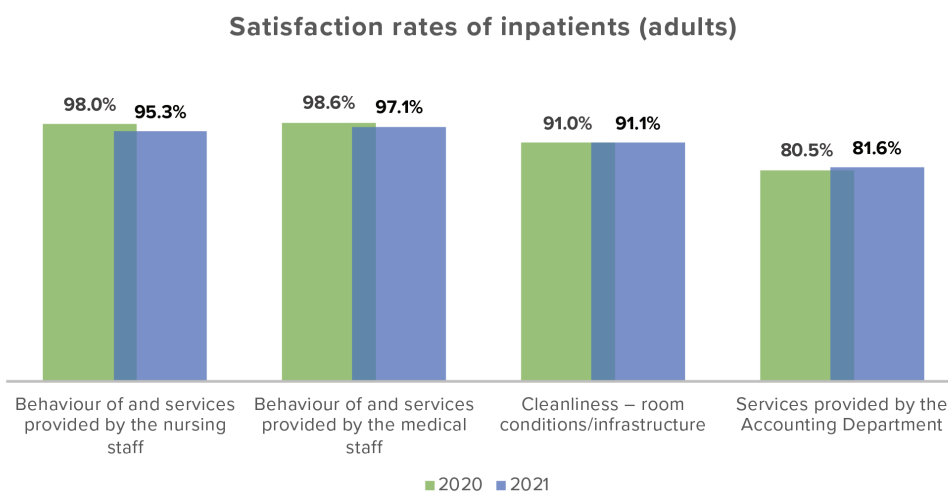
Patient and care satisfaction surveys

Maintaining and maximizing patient and carer satisfaction is a priority for Euroclinic, as we believe that responding to the needs, comments and observations of our patients is a powerful tool to improve our services. To this end, we carry out a telephone patient satisfaction survey on a monthly basis, with a sample of approximately 700 patients, in cooperation with a dedicated external partner. Inpatients (either adults or parents of children who were hospitalized at the Euroclinic Children's Hospital) are selected after the end of their stay and their discharge, while outpatients are selected after the end of their visit. The questions for measuring satisfaction and recording any complaints are carried out based on a specific questionnaire, which includes the following evaluation sections:

- Admission procedure
- Conduct and helpfulness of nursing staff
- Conduct and helpfulness of medical staff
- Conduct and helpfulness of administrative staff
- Area cleanliness
- Cleanliness – room conditions/amenities
- Discharge procedure
- Services by Accounting or the Cashier

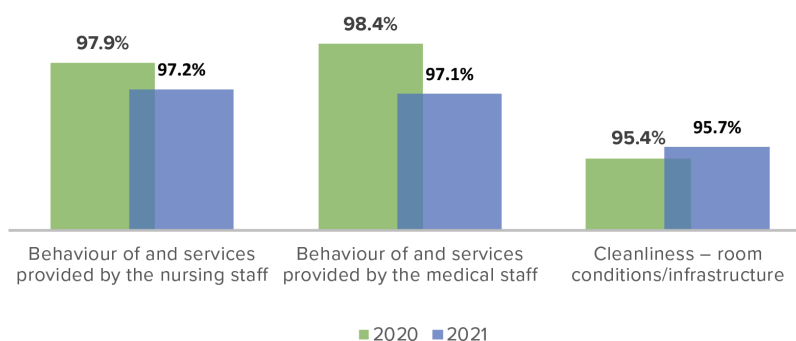
Patients can also send their comments or observations by email or communicate them directly to the staff during their stay/hospitalization. In any event, the staff inform their supervisors/Department Directors and the Complaints Department, who are responsible for immediately addressing all concerns and taking the necessary corrective actions. Any comments and suggestions made by patients and carers are always handled confidentially and responsibly.

Satisfaction survey results 2020-2021*



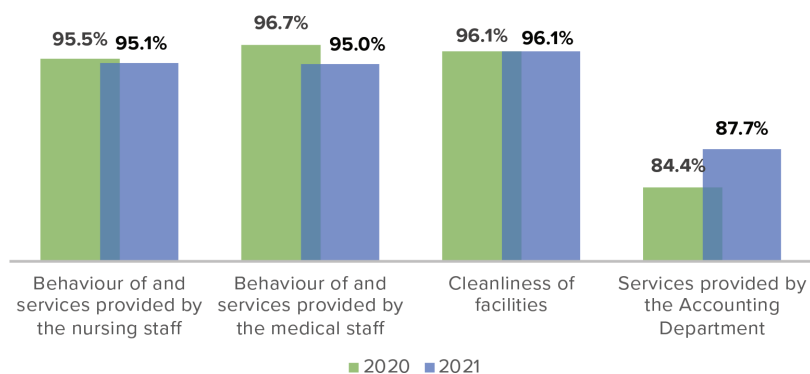
With regard to the satisfaction survey results, in 2021 adult and children inpatient satisfaction levels remained high. A small rise was recorded in the responses concerning Cleanliness/ Amenities (0.10%) and Services by Accounting (1.10%).

Satisfaction rates of inpatients (children)



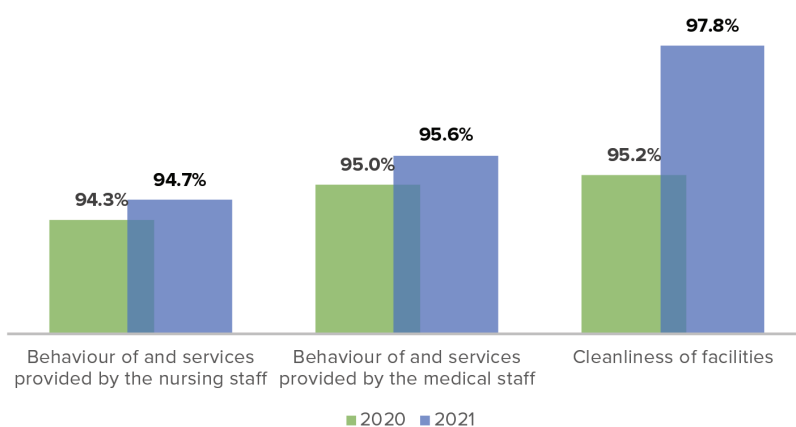
A small rise was also recorded in children inpatient satisfaction in the questions related to Cleanliness/ Amenities (0.30%). Overall, inpatient satisfaction remained high in 2021.

Satisfaction rates of outpatients (adults)



During 2021, satisfaction rates of adult and children outpatients were similar to inpatient rates and high overall, despite some individual percentage decreases. A significant increase was recorded in the question concerning Services by Accounting (3.30%).

Satisfaction rates of outpatients (children)



With children outpatients, all questions received more favorable ratings, except for Visit Process and Administrative Staff, which, however, remained high, despite the individual percentage decreases. In contrast, Area Cleanliness recorded the highest rise, up by 2.60%.

Distinctions

Euroclinic is awarded for its top-quality services and sense of responsibility towards patients and community at large. Below are some of the awards it received in 2021:

Double distinction for Euroclinic at the 2021 Healthcare Business Awards Gold and Silver Awards

Euroclinic confirmed once again that it is one of the largest providers of private healthcare services in Greece, receiving two Healthcare Business Awards: the Gold Award for its innovative treatment of colon cancer patients and the Silver Award for getting the Stroke Unit certification by the European Stroke Organization.

Specifically, Euroclinic received the Gold Award in the category “Innovation in Surgical Treatments”, for the Robotics and Minimally Invasive Colorectal Surgery Department, which uses a groundbreaking technique to treat colon cancer patients. This technique is set apart owing to a combination of modern technologies (3D recombination of vessels and augmented reality) and robotic surgery, to perform individualized procedures that increase patient survival rates by up to 17%. The Department has been certified by the European Community of Gastrointestinal Endoscopy for performing this method, and it is a member of the European Academy of Robotic Colorectal Surgery.



European distinction of its model Stroke Unit

At the same time, Euroclinic received a Silver Award owing to the prestigious certification of its model Stroke Unit by the European Stroke Organization. The Stroke Unit is rewarded for its highly specialized and modern infrastructure, and for the upgraded stroke diagnosis, treatment and prevention services it offers to patients.



Best poster award



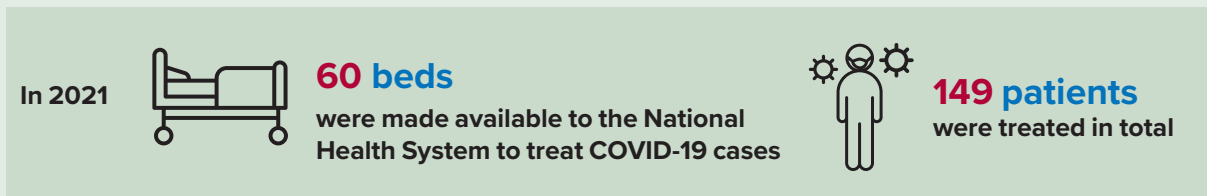
Lastly, the Euroclinic nursing staff participated in the 13th Panhellenic Conference of the Greek Community for Infection Control, titled “Infection Control in the Covid-19 Era”, and was honored with the best poster award for their presentation titled “Density of impact of catheter associated UTI and quotient of using bladder catheters in ICU patients”.

Support for the National Health System during the pandemic

Responding to the needs of the epidemiological situation and maintaining a direct line of contact with the Ministry of Health, Euroclinic made the entire Euroclinic Children's Hospital building available to the NHS. The building was set up and staffed accordingly to offer exclusive hospitalization and treatment of patients suffering from Covid-19, without affecting its operation in the least.

The Euroclinic Children's Hospital was assessed and chosen by the Special Committee of the Ministry of Health, as it operates in an autonomous building and can meet all the health protocols and guidelines in force, independent from the rest of the Euroclinic facilities. It is a non-negotiable goal of Euroclinic to ensure the safety of all employees, associate physicians and patients.

An extraordinary multidisciplinary committee, chaired by the company CEO, was called to ensure immediate and effective implementation of the decision. The committee decided to offer the building at 7 Athanasiadou Street, which hosts the Pediatric Department. For the entire time the building was made available to the NHS, all pediatric cases were hospitalized at the Athens Euroclinic, which remained an extremely safe hospital, continuing its operations unimpeded and offering all types of services.



Owing to impeccable cooperation and excellent coordination, an entire wing was set up within a few days to welcome this special group of patients. Specifically, Euroclinic undertook the following actions:

- Turned 4 floors of the children's hospital into special Covid-19 hospitalization floors.
- Created a special floor area for installing oxygen supply to address patient mechanical ventilation needs.
- Assembled a nursing and auxiliary staff team, who underwent special training at a public hospital.
- Developed a special, strict protocol to admit and provide comprehensive nursing care to Covid-19 patients.
- Established patient, employee, material, medication, clothing and meal flow plans, including a plan to isolate this wing from the rest of the hospital, in cooperation with the Infection Prevention and Control Committee.
- Put together a special medical team to coordinate, admit and treat Covid-19 patients.
- Formed a special emergency CPR team.
- Prepared and equipped a special two-bed room with portable ventilators to support patients until they were transferred to a National Health System Covid-19 ICU.



Thanks to strict adherence to protocols by everyone concerned, there were no cases of Covid-19 spreading to our staff, the non-Covid hospital wing, or our external associates

Management systems

At Euroclinic, quality assurance, on all levels, is a daily priority and major concern. All members of our staff fully engage in the implementation of the Euroclinic's regulations and operating procedures, which are based on international standards, reflecting the Management's commitment to provide safe and quality medical and nursing care to our patients.

Clinical Pathology Lab Accreditation Certificate

The National Accreditation System, the competent national body according to Law 4468/2017, has certified the Euroclinic Clinical Pathology Lab to carry microbiology, molecular and microscopy tests, automated analyzer tests, and flow cytometry tests in accordance with the requirements of the ELOT EN ISO 15189:2012 standard.



Κλινικές Δοκιμές
Αρ. Πιστ. 1246

Quality Management Systems

In the context of providing quality healthcare services, Euroclinic applies a Quality Management System in full compliance with the ISO 9001:2015 standard, and the EN 15224:2012 applicable to health services only.



EN ISO 9001:2015
No.: 010150274

EN 15224:2017

It is an internationally recognized standard which combines the advantages of the ISO 9001 series to meet the strict quality requirements for healthcare services. EN 15224:2017 regulates matters related to the effectiveness, appropriateness, safety and reliability of the healthcare services offered. The standard includes 11 very specific quality dimensions, which must at all times mark the quality of the services offered by the healthcare providers. These include suitable and correct care, equal access to healthcare and patient safety.



EN 15224
No.: 0116372039832

Food Safety Management System

In the context of its Quality Policy, Euroclinic applies a Food Safety Management System for the food that is offered to patients, in line with the provisions of official regulations, best practices, the requirements of the ISO 22000:2018 standard that Euroclinic adopted in 2021 in substitution of the previous ISO 2200:2005 standard, and the nutrition code. The System ensures the minimization of accidental risks from meals during the patients' and carers' stay at the hospitals, and addresses issues such as identifying ingredients and food contact materials; identifying ready-made meals; recording potential risks throughout preparation and handling, given that proper hygiene practices are implemented; and checking, monitoring and reviewing proper implementation of legislative provisions and relevant specifications.



EN ISO 22000:2018
No.: 011675039832

The provisions of the Euroclinic Quality Policy, and the set of relevant procedures

have been integrated in the day-to-day operations and are applied at all company levels. Particular emphasis is placed on continuously improving quality procedures through identifying and resolving problems early on; monitoring and recording risks through risk assessment reports; effectively managing technological changes; and establishing new procedures, which are revised as needed.

The Management as well as the medical, nursing, auxiliary and administrative staff actively participate in the effective management of the Quality System and are responsible for applying individual requirements and procedures within their respective departments.

Moreover, a risk assessment is carried out and a review report is prepared on a yearly basis.



Quality Goals

In the context of the risk assessments, measurable Quality Goals, administrative and nursing, are defined. These are monitored by each Department, while the Management is also informed on progress achievement during the annual review, when all quality indicators are presented. Moreover, as part of the Quality Management System, the indicators associated with the procedures of each individual Department are audited during internal inspections, and the results are notified to the Management.

Quality Indicators, among others, are associated with the following:

- Compliance with the applicable legal framework and all regulatory provisions governing the Greek National Health System.
- Analysis and comparison with national and international data in relation to quantitative indicators and their results.
- Risk management
- Monitoring and recording of the satisfaction levels of patients and carers, and any recipients of Euroclinic's healthcare services.

Quality Committees

Euroclinic has established Quality Committees with the main aim of reviewing the nursing and administrative operation of the hospitals, continuously improving the healthcare services, and providing an opinion to the Management on issues related to resolving issues and handling individual activities. The Quality Committees convene regularly, and the frequency of meetings depends on the gravity and volume of the issues concerning each Committee.

Committee Name	Main responsibilities
Scientific Committee of the Ethics Board	<ul style="list-style-type: none">• Guides and coordinates the functions of the Medical and Nursing Division and their activities, to ensure the optimum operation of the hospitals.• Reviews and adopts an opinion on any candidate for the position of Director/Deputy Director.• Takes steps to establish the other committees and oversees their operation.• Sets the conditions for establishing and operating model medical specialty centers.• Establishes the qualification requirements for any position, and the selection process for the medical staff, and receives recommendations from the Department Directors about filling positions.• Proposes to the CEO measures for improving the operation of the individual hospital units, and establishing priorities for planning the procurement of equipment and medical supplies.• Handles matters of urgency and provides an opinion to the Management on their outcome. The Scientific Board may also act as a crisis management committee, if necessary.
Surgical Committee	<p>The Committee is responsible for drafting the emergency response plan and for the smooth operation of the operating rooms. It resolves any matters that may arise within the relevant departments, along with the associate physicians and other staff. The main responsibilities of the Committee are to establish, adhere to and implement a Surgery Regulation, the Medical and Nursing Code of Ethics, the Management decisions, and the directions of the Infection Control Committee. The Committee is also responsible for keeping proper surgical records and forms (operative reports, procedures, etc.), in accordance with the corresponding procedures. Lastly, the Committee determines the needs in medical equipment and surgical tools and evaluates them, making recommendations to the Nursing Board concerning replacements and purchase of new equipment.</p>

Committee Name	Main responsibilities
Hospital Infection Control Committee	<p>The Hospital Infection Control Committee, which makes recommendations to the Scientific Board, plans and proposes measures for the prevention and control of hospital infections, and supervises the implementation of these measures. The Committee is also responsible for drafting an emergency plan related to the proper management of epidemics or pandemics. Specifically, the Committee oversees the implementation of hygiene, cleanliness, sterilization, disinfection and sanitation regulations, in line with the recommendations of the Central Committee of Hospital Infections. Moreover, it adheres to and takes steps to implement the guidelines of the National Public Health Organization (NPHO); the policy on the use of antibiotics, as determined by the National Organization for Medicines (EOF); and the rules of hygiene for food-stuffs. It is also responsible for recording and monitoring hospital infections at the Euroclinic hospitals. The Committee remains vigilant and intervenes immediately in case of a hospital-acquired infection epidemic or in case of an infectious disease outbreak, notifying the special department of the Hellenic Center for Disease Control & Prevention (HCDCP). It is tasked with implementing all relevant procedures, and informing and training the staff. At the same time, it supervises the employee vaccination program at the hospitals. Moreover, the Committee is responsible for setting up the Working and Intervention Team (WIT), for addressing hospital-acquired infections.</p>
Pediatric Committee	<p>The responsibilities of the Committee, which convenes once a month, include the following:</p> <ul style="list-style-type: none"> • Ensuring the smooth operation and organization of the Pediatric Department. • Overseeing the care, treatment and quality of the services provided to pediatric patients. • Handling the ongoing education for the medical and nursing staff of the Pediatric Department. • Ensuring Department compliance with laws and provisions concerning its operation, the environment and safety. • Implementing medical protocols for disease diagnosis and treatment, in cooperation with the Scientific Board. <p>The Committee is also tasked with the evaluation of the Department physicians and staff. It handles any matters of ethics and professional conduct in relation to the medical and nursing staff, or the patients, and submits proposals to the Scientific Board and the Management on any issues falling within its areas of responsibility.</p>
Internal Medicine Committee	<p>The Internal Medicine Committee is appointed by the Management as an advisory body. The Committee is responsible for adhering to and implementing the decisions of the Management and the Scientific Board. The Committee's main responsibilities are:</p> <ul style="list-style-type: none"> • Make recommendations to the Management for improving the services offered and the operation of the Internal Medicine Sector. Make recommendations to the Management and the Scientific Board with respect to the need for establishing new departments, adding new services or terminating existing departments. • Resolve any issues that might arise among the Internal Medicine departments with the associate physicians and other staff. • Determine the medical equipment requirements and make recommendations for equipment purchases, replacements or repairs. • Take part in formulating a strategy for the hospital's development.

Committee Name	Main responsibilities
Oncology Committee	<p>The Oncology Committee plans, coordinates and monitors the activities of the hospital related to the subject of oncology, and reports to the Scientific Board. The goal of the Oncology Committee is to provide coordinated interdisciplinary patient treatment and management, and ensure that an active and supportive care system is in place for patients and their families. Moreover, the Committee:</p> <ul style="list-style-type: none"> • Works with the competent authorities to implement national policies on tumor treatment. • Is responsible for the proper operation of the hospital's National Cancer Registry. • Establishes and evaluates the annual clinical training and scheduled action goals. • Safeguards adherence to the code of medical conduct. • Assesses the quality of care offered to cancer patients, and the established criteria and controls for the long- and short-term effectiveness of the treatment. • Oversees the operation and efficiency of the Oncology Council.
Oncology Council	<p>The Oncology Council convenes to discuss serious oncology cases and appropriate treatments. The Council members provide guidance to the associate physicians who request it. The Oncology Council meetings decide on the appropriate treatment for each case, the treatment order, and the exact protocol for each treatment.</p>
Stroke Committee	<p>The operation of the Stroke Unit is based on international quality standards. As one of the few advanced units operating in Attica, it contributes significantly to the reduction of mortality and disabilities after a stroke. Since the Unit is a candidate for certification by the European Stroke Organization (ESO) as a Stroke Unit, a collective effort is made to achieve specific qualitative targets. The establishment of the Stroke Committee is part of this effort. Meetings are held on a regular basis to plan patient treatment and care, and staff training and practice programs are continuously being implemented.</p>

Committee Name	Main responsibilities
Morbidity and Mortality Committee	<p>The main responsibilities of the Committee include:</p> <ul style="list-style-type: none"> Analyzing the systems and procedures that were implemented during patient hospitalization/treatment and submitting proposals, with the aim of increasing the safety of the healthcare services offered. Determining and proposing corrective actions in relation to procedures and regulations. Participating in the efforts to improve the hospital quality indicators. Analyzing incidents that may have taken place during hospitalizations, such as deaths, number and type of infections, and number of re-admissions. <p>The ultimate goal of the Committee is to investigate all incidents in depth and draw the right conclusions to continuously improve the services offered by the hospitals.</p> <p>The Committee's operation aims solely at improving the medical and nursing care offered, and to issue best clinical practice guidelines.</p>
Hospital Transfusion Medicine Committee	<p>The main responsibilities of the Committee include:</p> <ul style="list-style-type: none"> Monitoring best practices in relation to the procedures followed by the clinical department for ordering blood; collecting and shipping blood samples from patients to the blood bank; transporting transfusion blood/blood derivatives from the blood bank to the hospital or the operating room; and performing transfusions on patients. Recording, analyzing and assessing any adverse events related to the transfusion of unstable blood components. Educating and working with the blood bank staff and clinical departments on matters of transfusion medicine. Addressing other matters of ethics and professional conduct related to transfusions. <p>The Committee also reviews all relevant data and assesses the blood donation/transfusion procedures, in accordance with the applicable code of conduct. The Committee reports the results of the assessments to the Scientific Board and the Management, preserving confidentiality (department and patient anonymity).</p>
Continuing Education Committee	<p>The Continuing Education Committee provides information to all hospital departments on general matters, important developments in therapeutic interventions, drug use rules, new areas of expertise, current medical issues, etc. The Committee scientific meetings are in the form of literature reviews, presentations of interesting cases or lectures by guest speakers.</p>
Special Materials Handling Committee	<p>The responsibilities of the Committee include achieving cost savings in special materials handling and procurement, and agreeing on relevant invoicing policies, informing new physicians about the arising needs to carry out the procedures they want, and signing agreements on the cost of materials. Moreover, the Committee defines the necessary procedures to ensure that all Euroclinic departments that handle Special Materials are aware of the requirements regarding inventory keeping and ordering, so that materials are available to Euroclinic at all times.</p>

Responsibility

in the supply chain

Procuring top quality consumables and innovative equipment, and maintaining an excellent working relationship with our vendors are major priorities for Euroclinic. In this context, Euroclinic developed and implements a Procurement Policy, which defines the way in which business transactions with vendors are carried out. Through the Policy, Euroclinic also requires from vendors to apply fair, ethical and legal business practices in their transactions with Euroclinic.

In addition to the Policy, a specific procurement procedure is followed, which, among others, details the main criteria that vendors must meet to work with Euroclinic.

The main categories of supplies that Euroclinic requires to ensure its smooth operation are medical supplies/consumables and medications, conforming to all specifications set out by the National Organization for Medicines (EOF), and fixed equipment and medical devices (spare parts, maintenance and calibration services) according to standard specifications. The Euroclinic Procurement Department handles the first category, whereas the Biomedical Department oversees the second category. Any other supplies that are not related to the hospital medical services and concern technical issues or other consumables are handled by the Euroclinic Technical Department.

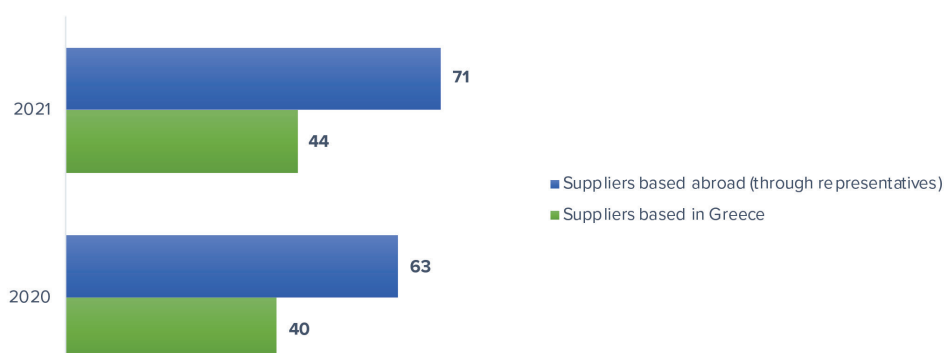
Biomedical Department

With the aim of managing the medical equipment more efficiently, improving control and reducing maintenance costs, the Biomedical Department uses the iMaint management software. The software provides direct access to any information related to the equipment, and monitors the changes in its location and condition. Moreover, it has a search feature, using different parameter combinations (type, location/department of installation, date of purchase). The use of the software makes maintenance monitoring and scheduling more systematic, as the system sends notifications about tasks that are due in the near future (e.g. next week, month or year) and tasks that have been delayed.

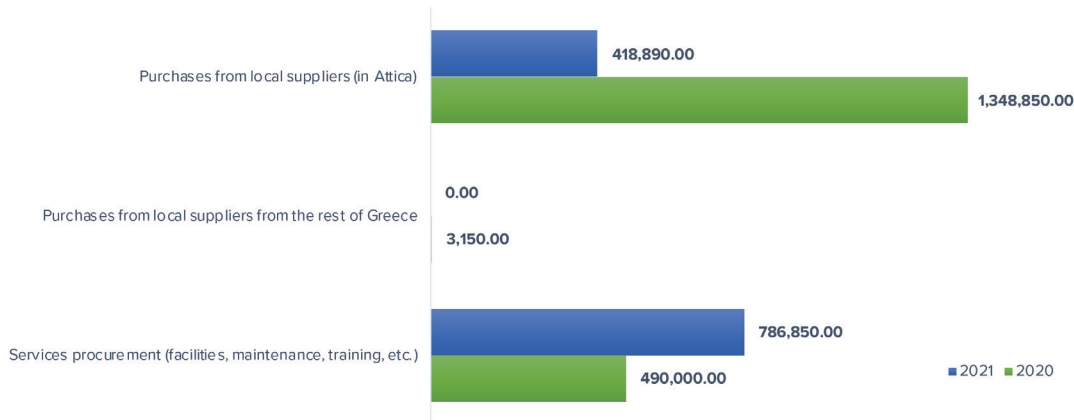
The Biomedical Department also follows the procedures below:

- Fixed medical equipment procurement procedure
- Spare parts/consumables procurement procedure
- Fixed equipment destruction procedure

Number of suppliers of Biomedical Services by location



Percentage of Biomedical Services purchases from suppliers based in Greece



Central Procurement Committee

The main function of the Central Procurement Committee is to safeguard transparency in matters of supply of goods, provision of services and miscellaneous expenses over 30,000 euros. The Committee convenes when a hospital department recommends the purchase/procurement of goods or equipment at a price exceeding this amount. The main Committee members are the internal audit supervisor, the Financial Director, the Administrative Director, the CEO, and the Vice Chairperson. Moreover, the Director of the Department requesting the supply also attends the meeting. The meeting approves or rejects the choice of vendor for the goods (fixed equipment, services, construction works, medicine, medical supplies or special materials) valued over the aforementioned amount, and makes a decision regarding further negotiations with the vendors, where necessary. The Committee does not review, as an exception, services which, by nature, cannot be the object of a vendor selection and offer evaluation process (such as services from physicians, agreements with insurance companies etc.).

Additional information related to the responsibilities of the Central Procurement Committee are available under the “Responsible management and governance” section.

Vendor evaluation

Every two years, the Euroclinic Procurement Department carries out an evaluation of its vendors of consumables, and establishes the necessary conditions governing the framework collaboration with vendors, such as quality, responsibility and efficiency. Vendors are evaluated based on specific criteria, such as quality of materials and services, certification according to required quality and compliance standards (ISO, Ministerial Decision 1348, CE), the existence of a traceability system, the vendor's level of technological competence, and the possibility of having a team of inspectors from Euroclinic carry out an inspection of the vendor's facilities. The vendors are approved or rejected according to their scores, based on these and other, more specific criteria.

Number of other suppliers based on location



Percentage of purchases from other suppliers based on location (%)





48/49

Investing in our people

At Euroclinic, we believe that the most pivotal component for our success is Human Resources. Our goal is to become an employer of choice and retain a work environment featuring meritocracy, promoting mutual respect and offering continuous opportunities for development.

Our contribution to the Sustainable Development Goals:



Ensure healthy lives
and promote well-being
for all



Achieve gender equality
in the workplace



Promote sustainable
economic growth, productive
employment and decent work
for all

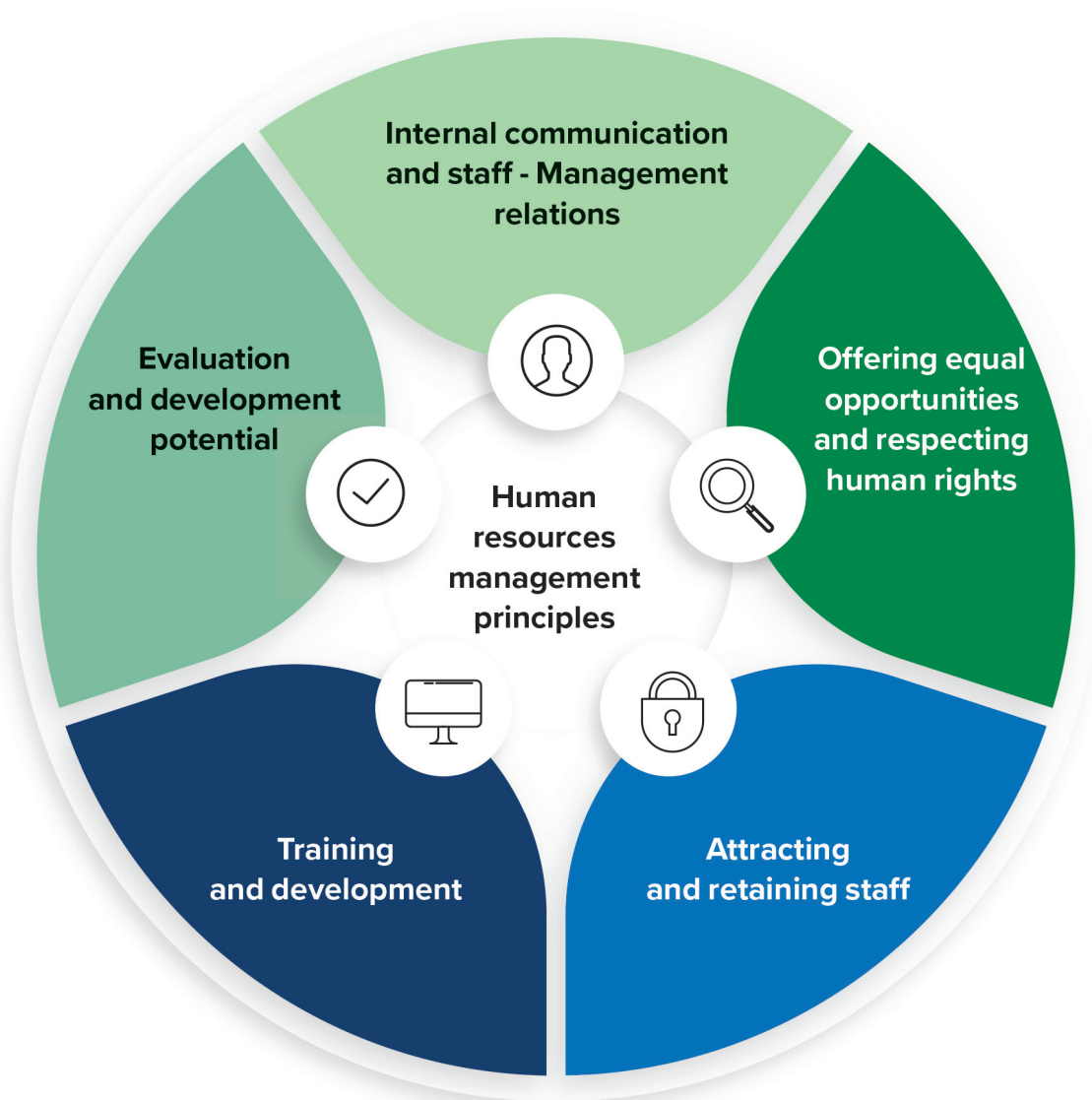


Reduce inequality and offer
equal and fair opportunities
for all

Our people

Our employees are at the core of Euroclinic's successful business operations and its efforts to become one of the leading healthcare providers in Greece. Recognizing the valuable contribution of its people, Euroclinic sees to their ongoing development, offers them an environment featuring safety and meritocracy, and actively rewards their efforts.

For the effective management of human resources issues, Euroclinic takes certain actions, based on the following core values:



Equal

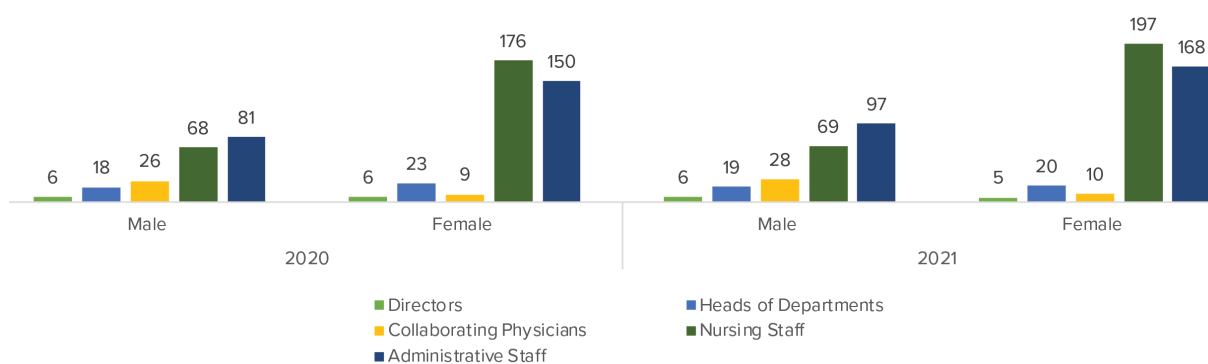
opportunities and respecting human rights

At Euroclinic, our policies, processes and human resources management practices are governed by respect with regard to diversity and protection of human rights. Having as a core principle to provide equal opportunities, all our employees enjoy fair treatment, while we apply a zero-tolerance policy towards any discrimination or bias (based on race, religion, color, ethnicity, gender or other personal traits).

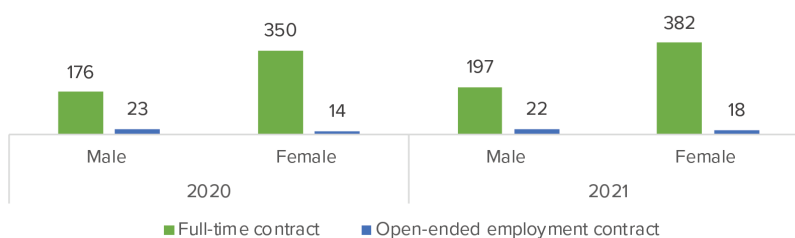
In this context, Euroclinic ensures that the process for hiring, retaining and developing employees strictly depends on experience, knowledge and skills, as well as on the organization's needs.

Allocation of Human Resources

Employee distribution by hierarchical level and gender



Employee distribution by employment contract



Attracting

and retaining staff

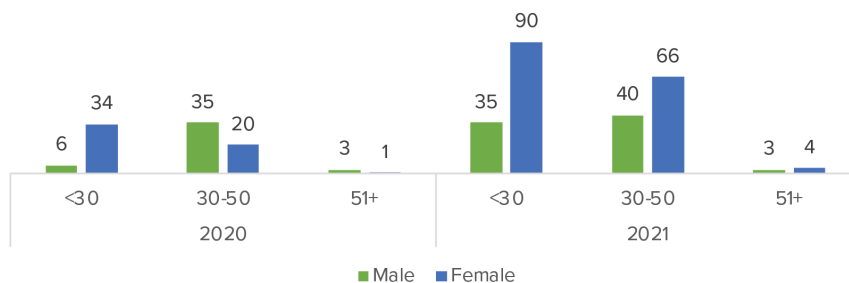
Euroclinic focuses on recruiting qualified medical, nursing and administrative staff with top-level personal traits and professional qualifications. Based on strict selection criteria, Euroclinic aspires to incorporate in its workforce individuals with knowledge, skills, will and a patient-centric mentality, while its ultimate aim is to provide excellent services and care to its patients. Euroclinic's personnel recruitment strategy is governed by a specific process, which guides the organization's optimal staffing.

In the course of 2021, Euroclinic focused on identifying and attracting employees of minimum or zero professional experience, namely nursing school graduates, in an effort to provide employment opportunities.

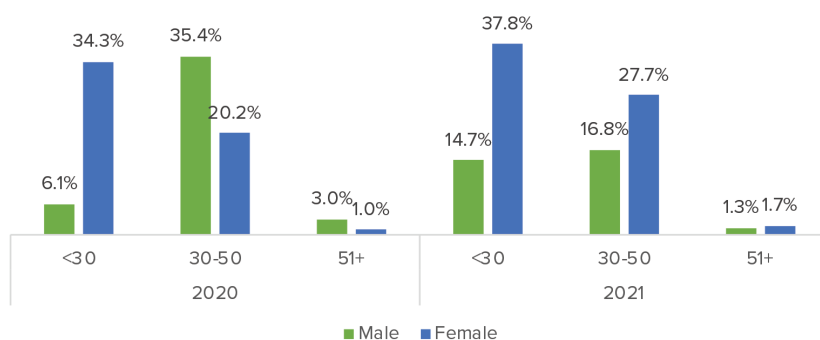
Recruitments and departures

140%
increase
in recruitments
compared to 2020

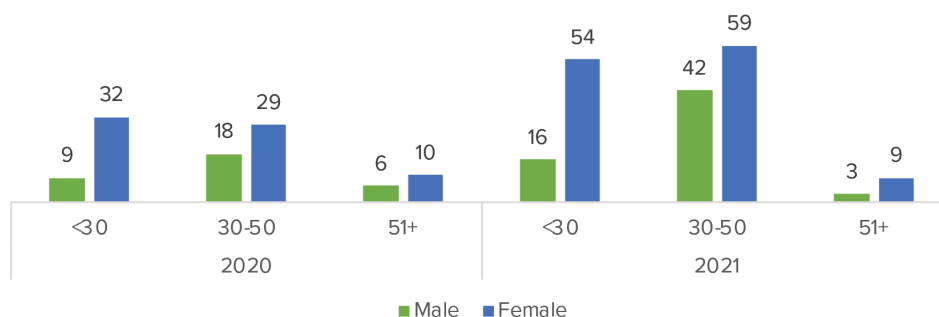
Recruitments by gender and age



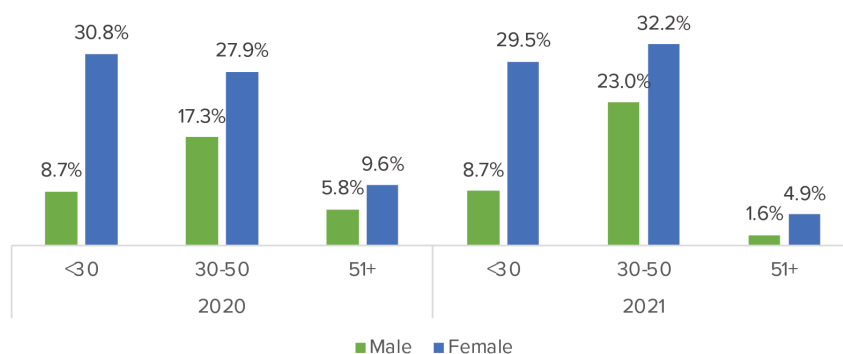
Recruitment rate by gender and age



Employee turnover by gender and age



Turnover rate by gender and age



Additional benefits

Striving to retain its skilled staff, increase their satisfaction and reward their efforts, Euroclinic offers additional benefits to its personnel, both for them and their families.

- Healthcare benefits for employees and their family members
- Subsidized postgraduate programs and training courses
- Affordable daily meals for the entire staff
- Gift vouchers to the staff
- Events offering gifts to the employees' children
- Employee card for a variety of services and goods at special rates

With regard to the additional benefits, during 2021 Euroclinic subsidized postgraduate studies for even more employees.

Euroclinic added free summer trips for its staff for a week to its wide range of additional benefits, based on a lottery system. This benefit is offered by the Euroclinic Management, while the lottery is carried out by the Employee Union and is addressed exclusively to its registered members. In 2021, 39 employees were benefited by this amenity, while as of 2022, this number is expected to increase.

Training

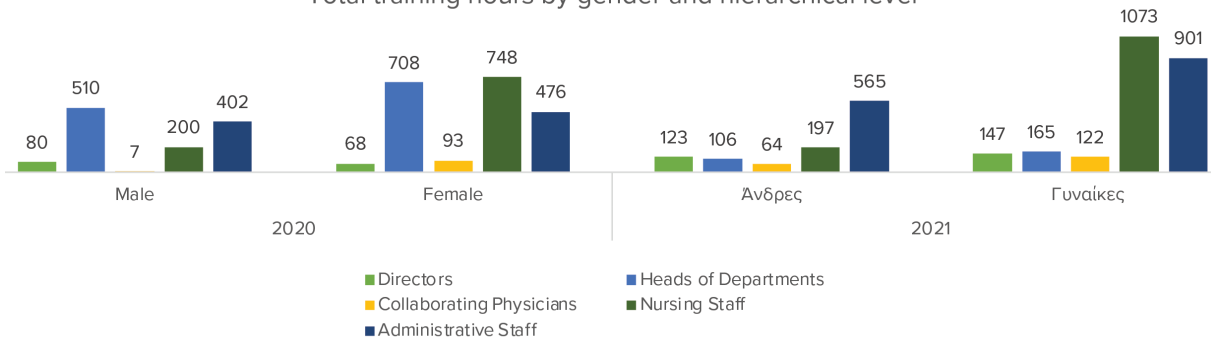
and development

Regular employee training is a significant priority, as their professional skills and knowledge are amplified, while at the same time they become able to successfully deal with any challenge in their workplace.

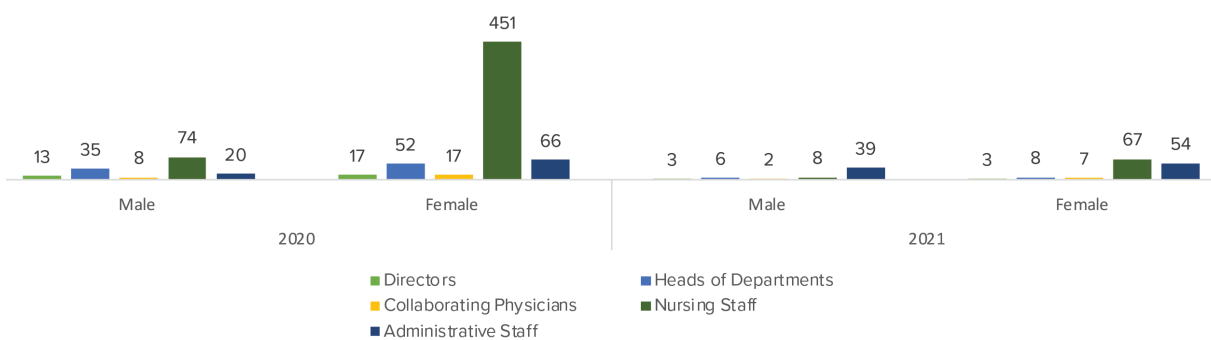
Through dedicated programs and lifelong learning, Euroclinic meets the staff needs that relate to nursing protocols, use of cutting-edge technology and individual patient needs.

Training features

Total training hours by gender and hierarchical level



Number of employees trained by gender and hierarchy level



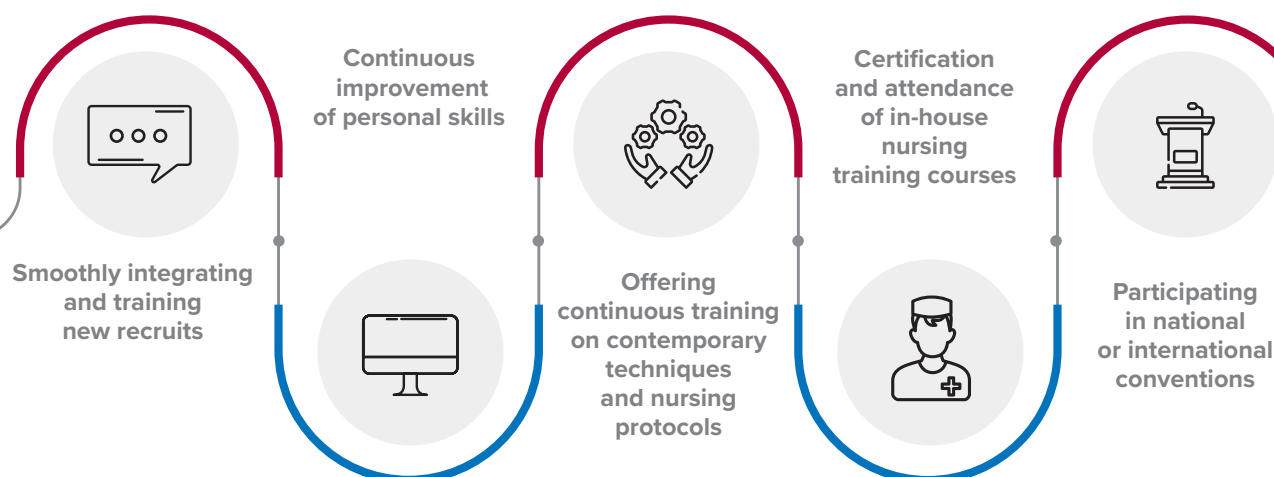
TRAINING

DEVELOPMENT

Euroclinic applies a specific staff training process that ensures ongoing training for every employee, based on personal development needs, role requirements, the nature of the work and Euroclinic's needs.

The Directors and Supervisors of the Hospital Departments are responsible for ensuring that this process runs smoothly. They are charged with identifying the annual training needs, proposing potential training programs and evaluating their effectiveness.

Aiming at constantly improving the quality of the services provided, the fundamental categories of the training programs Euroclinic carries out relate to:



These programs, coupled with the annual performance evaluation, ensure the constant professional development of the staff and the continuous improvement of the services offered by Euroclinic.

In 2021, the Human Resources Division introduced special briefings for new recruits. These briefings take place on a weekly basis and concern a variety of subjects, such as familiarization with the organization's policies and procedures, presentation of Euroclinic's organizational chart and management process, and more.



Various subject-specific training sessions per department

Alongside basic training at Euroclinic level and the special healthcare and safety programs, additional training initiatives take place per department, aiming to meet their individual needs in a targeted way. Specifically, during the summer months the Department Directors receive a training needs identification form, where they fill in the relevant needs per Division departments, to incorporate them in the budget planning for the following year.

Some examples of the training subjects are:



Evaluation

and potential growth

Recognizing that evaluation ensures meritocracy in terms of employee development and growth, Euroclinic implements a performance evaluation system based on a specific process.

The latter aims at the objective evaluation of the capabilities and skills of the staff, aspiring to continuously improve both the people and the quality of the services provided. What is more, the evaluation results are further analyzed to highlight additional training needs for every employee.

In the context of their administrative duties, the Directors and Supervisors of every Department are responsible for the annual staff evaluation, which is conducted during the last quarter of each year and is directly linked to the budget of the following year. These executives receive special training on how the evaluation system operates, while they are also informed of the corporate objectives that should be set. In Euroclinic Hospitals, the Department Directors and Supervisors are evaluated by the CEO.

Internal communication and relations between employees and management team

Euroclinic has effective mechanisms in place for two-way communication and open dialog, ensuring stronger bonding between the staff and the Management, as well as fostering the spirit of collaboration.



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

The evaluation process is based on the following steps:

4th quarter



Goal setting



Meetings in person with the evaluation officers



Submitting evaluation forms to the Human Resources Division (HRD)

Two-way communication

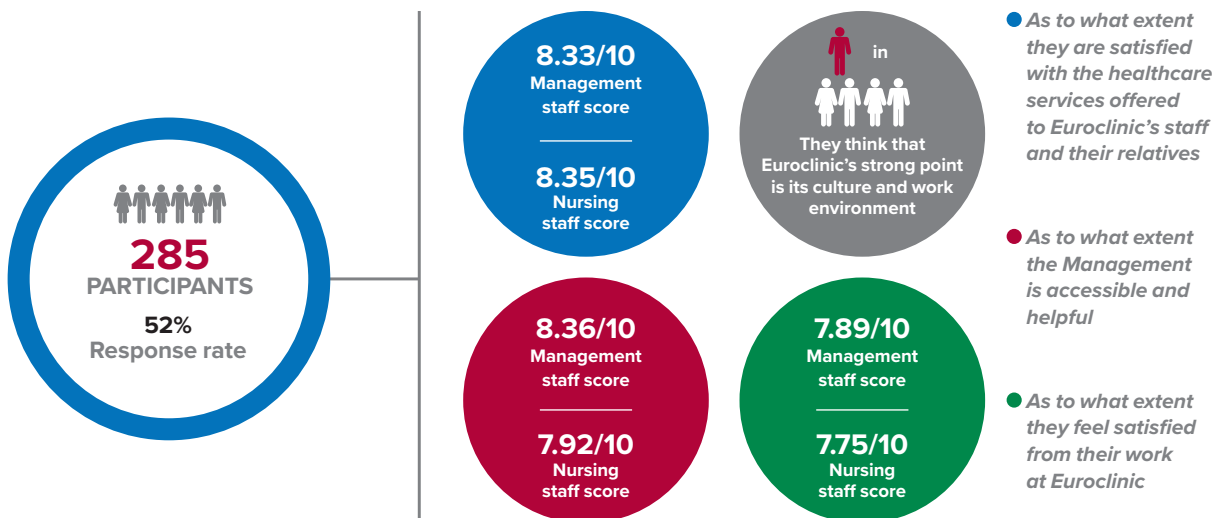
Euroclinic applies a policy of ongoing communication with its personnel, capitalizing on numerous channels that contribute to the organization's smooth operation and to its immediate response when staff issues arise.

- Open-door policy, which promotes open communication
- Employee and physician satisfaction survey
- Employee unions, which offer the option of filing anonymous complaints
- Exit interview, upon an employee's resignation
- Meetings:
 - Regular monthly and weekly meetings of Directors
 - Weekly meetings of the Operational Directors with the CEO and the Vice Chairman
 - In-person or online meetings between the Management and managers as well as between managers and staff
- Euroclinic magazine, to keep the staff updated
- Direct communication with the Human Resources Department

Employee satisfaction survey

With its annual employee satisfaction survey, Euroclinic encourages in every way the staff to freely express their opinion regarding the organization and operation of the Hospital, the relations with co-workers, and the work environment and conditions. A fundamental feature of this survey is that it ensures anonymity, while contributing to the establishment of an open-communication channel of zero limitations between the staff and the management bodies.

The survey results are of extreme importance for Euroclinic, as they highlight the current conditions of the work environment, the strong points of the company and the components requiring improvement.







60/61

Making health and safety in the workplace a priority

Adopting strict processes, regulations and initiatives reflects the coordinated efforts to eradicate any risks within the Hospital and in our activities, but also the Management's commitment to shape a culture of prevention and safe work conduct.

Our contribution to the Sustainable Development Goals:



Ensure healthy lives and promote the well-being for employees, associates and patients



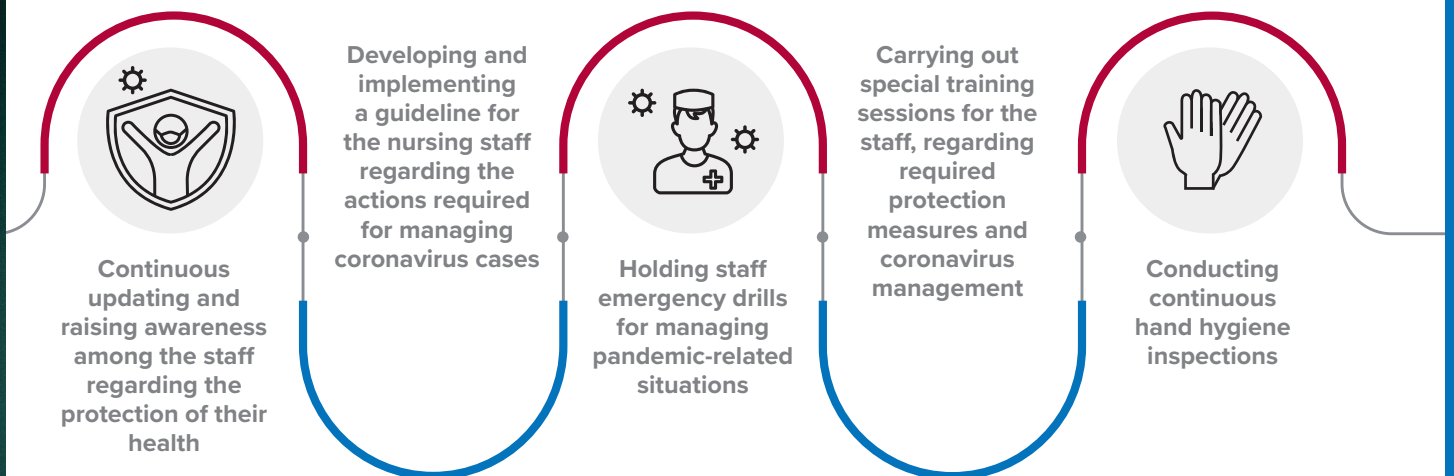
Pursue the reduction or even the elimination of work-related risks for the entire workforce of Euroclinic

Managing

the coronavirus pandemic

During the Covid-19 pandemic, Euroclinic's medical, nursing and administrative staff placed themselves bravely and responsibly on the frontlines. Given that the priority of Euroclinic is the health and safety of its staff, all the proper and required protection measures continued to be implemented unimpeded, succeeding in protecting the patients and the people close to them.

Moreover, adhering to the following action framework and implementing strict measures and regulations, Euroclinic greatly contributed to the battle against the pandemic for yet another year, without placing the safety of its people at risk.



Note that Euroclinic provided the entire staff with free Covid-19 detection tests every two weeks, while it introduced a Covid-19 helpline, aiming to provide guidelines and counseling to its employees concerning pandemic management issues.

The NPHO (National Public Health Organization) guidelines are strictly followed by the Hospital, while brochures with information about protection against the virus are available in all areas. Through daily inspections, Euroclinic ensured that all its staff applied safe medical and nursing practices, aiming to eliminate virus transmission risks. In the same context, if Covid infection is detected, the tracing process is immediately carried out, to prevent the virus from spreading among staff, doctors and other patients.



Hospital Infection Committee

The Hospital Infection Committee is a valuable decision-making and pandemic management body. Since the very beginning of the pandemic, this committee convened four times to take timely measures against the coronavirus, always taking into consideration the guidelines set by government bodies and agencies, as well as the NPHO. During these meetings, and depending on the pandemic conditions, the committee took relevant decisions, which were then shared with the Hospital Departments.

Protection against seasonal flu

In view of the flu season, Euroclinic organizes hospital personnel vaccinations, while it informs its entire staff about the significance of vaccination for flu prevention and about hand hygiene, which is the number one principle for preventing and controlling hospital infections.

In the context of Euroclinic's initiatives to digitize its processes, a special digital platform is used, aiming at setting up the vaccination program more effectively and raising awareness among staff. The platform provides access to each Hospital Division / Department for monthly collection of information concerning the staff's vaccination against the flu.

Management framework

for health and safety issues

Safeguarding the health and safety of employees, associate physicians and patients is a major priority for Euroclinic, in all its activities.

Euroclinic aims to foster and maintain a healthy and safe work environment, by applying the principle of prevention and timely addressing potential cases or incidents. Furthermore, Euroclinic focuses on raising awareness among all its employees regarding health and safety issues, while it constantly invests in training and actions to raise awareness concerning these issues.

2.6%

Lost Time Injury
Frequency Rate
(LTIFR)

27

Absent-from-work days
due to injuries

23.8

Injury Severity Rate (SR)
for 2021

The key tools available to Euroclinic for comprehensively managing health and safety issues include:

EFFECTIVE MANAGEMENT FRAMEWORK FOR HEALTH AND SAFETY ISSUES



Risk management
and safety procedure



Infection control
and prevention regulation



Health and safety
guidelines and measures



Continuous assessment
and incident recording



Action plan for infection control
and prevention

Health policy for staff and their families

Euroclinic provides a comprehensive health and safety framework for its employees that includes healthcare services for the staff and their family members. The healthcare benefits are available to the entire staff, in all levels, while Euroclinic provides services covering both outpatient and inpatient cases. These services include hospitalization in a dedicated bed, with zero or minimum contribution by the employee, as well as diagnostic tests and other medical procedures.



Risk management and safety procedure

Euroclinic has developed and implements a risk management and safety procedure in all its facilities, aiming to secure safety for patients, relatives, carers and staff during their stay at the Hospital, as well as protection against any potential threat. This procedure is put in place in cases of imminent risk for the safety of the facilities, patients, carers and staff due to sabotage, natural disasters and terrorist acts. To properly apply the procedure, Euroclinic has assigned to specific staff the responsibility of identifying potential risks and approving any health and safety actions. The final approval for this procedure is given by the CEO, highlighting the organization's commitment to safeguard the health and safety of its employees.



Infection control and prevention regulation

The internal infection control and prevention regulation is a fundamental tool for securing the safety of Euroclinic's healthcare professionals. The regulation applies to all the staff, patients and visitors, while it drives Euroclinic's strategy in relation to developing and implementing procedures and guidelines regarding infection control and prevention. The regulation comes with supplementary guidelines and manuals that contribute to applying safety precautions against potential infections.



Health and safety guidelines and measures

Euroclinic has established and implements additional procedures, instructions and measures regarding proper staff conduct, attire and hygiene, securing absolute adherence to personal protection measures and reducing work-related risks. Instructions for proper personal protection equipment, immediate care in case of incidents and general precautions for staff are some of the guidelines Euroclinic has put into action.



Continuous risk assessment and incident recording

The continuous assessment of Euroclinic's risks and performance in terms of health and safety issues lays the groundwork for the organization's constant improvement in this direction. Driven by the principle of addressing relevant issues systematically and proactively, the Euroclinic updates, whenever deemed necessary, the Occupational Risk Assessment Study, striving to accurately record workplace conditions and the potential negative impact of the latter on the health and safety of those working at the Hospital.



Action plan for infection control and prevention

By implementing strict procedures and carrying out continuous training, Euroclinic aims to protect the health and safety of patients and employees against hospital and other types of infections in every possible way. Therefore, Euroclinic implements a specific action plan for the prevention and control of infections, which is followed by every Hospital Department.

Specifically, in the context of mitigating, preventing and controlling infections, apart from what is specified in the Infection Control and Prevention Regulation, Euroclinic has prepared the following:

- Infection control manual
- Area and equipment cleaning and disinfection manual
- Precautionary measures manual
- Written instructions regarding needle and sharps injury prevention
- Relevant workplace instructions, mainly regarding hand hygiene, required precautionary measures, hospitalization of patients with multi-drug resistance bacteria, as well as the necessary protective attire for nursing and cleaning staff
- Procedure to address occupational exposure to blood and biological liquids
- Guidelines regarding needle and sharps injury prevention
- Precautions for staff regarding handling unsanitized apparel

Apart from the Safety Officer and the Workplace Physician, who is responsible for providing recommendations and advice to the employees in relation to required measures for their physical and mental wellbeing, Euroclinic has established the role of Infection Control Nurse (ICN), with top-level nursing duties.

Infection Control Nurse (ICN)

The Nurse focuses on identifying, preventing and controlling infections in patients, staff, visitors and the wider community, whenever deemed necessary. With organized and timely actions, the ICN contributes substantially to implementing national and international regulations for preventing hospital infections and improving quality indicators, ultimately aiming at patient safety. The core duties of the Infection Control Nurse include:

- Monitoring and recording infections based on the NPHO guidelines and forwarding brochures to the relevant competent departments within the organization.
- Overseeing the implementation of disinfection, sterilization and antiseptic procedures.
- Monitoring the implementation of personal protection measures by the entire hospital staff.
- Carrying out staff vaccinations according to the National Vaccination Program, in partnership with the Workplace Physician.
- Preparing and updating protocols and procedures, in partnership with the other members of the Hospital Infection Committee.

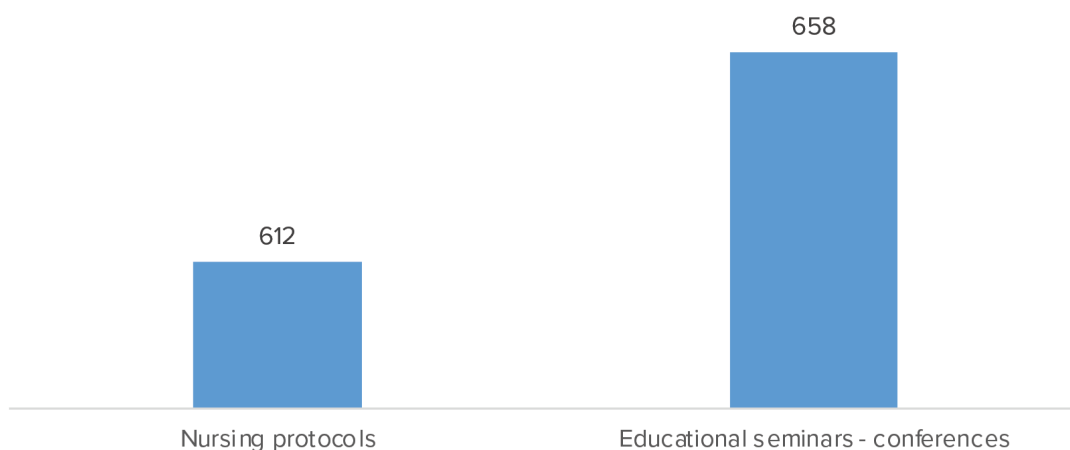


Training

raising awareness, and monitoring health and safety indicators

Educating and training the staff are fundamental components for managing health and safety. Through these, Euroclinic ensures the proper and smooth operation of daily tasks in all Hospital departments, while all types of incidents are substantially reduced. In this context, the ultimate goal of every department is to shape a prevention and safe work conduct mentality. The Euroclinic Nursing Division is particularly aware of health and safety issues regarding its staff. To this end, it organizes various training sessions, presentations and meetings, aiming to keep the nursing staff up to date and increase their awareness.

Training hours of nursing staff 2021

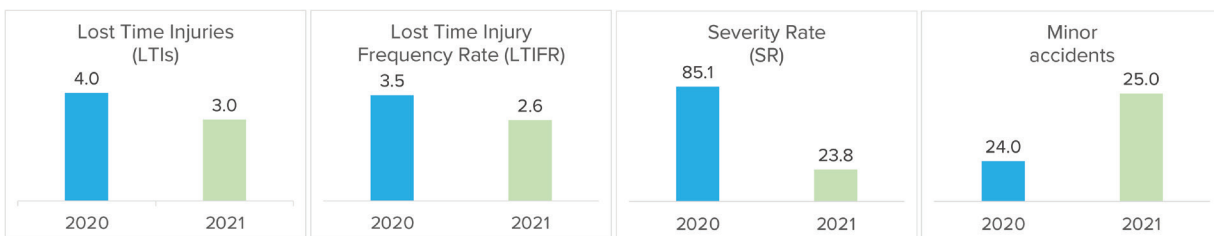


Moreover, aiming to strengthen the infection control and prevention actions:



Health and safety indicators

The way that health and safety indicators are shaped is the result of targeted actions Euroclinic takes in this direction, driving further improvement actions. By recording, monitoring and analyzing these indicators, areas that require improvement, or even intervention, are timely identified.



LTIs: Lost Time Injuries

Near misses: An incident that, even though it did not cause any injury or damage when it occurred, created all the necessary conditions for an actual accident.

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

*Severity Rate (SR): Number of absent-from-work calendar days due to injuries / working hours *106*

Minor accidents: incidents that require first aid, but do not result in lost working days



70/71

Our strategic
approach
for **Sustainable
Development**

Responsible and sustainable entrepreneurship is an integral part of our model

of operation and a leverage for establishing and achieving our business goals.

The outcomes of these goals are constantly evaluated and reviewed every year, to integrate new data from Euroclinic and the most contemporary trends concerning Sustainable Development.

On 25 September 2015, the United Nations member states, Greece being one of them, adopted a series of goals as part of a new 15-year sustainable development agenda.

The Sustainable Development Goals form the foundation for achieving a better, more sustainable future for all. They focus on issues such as climate change, economic growth, sustainable consumption and production, peace and justice.

Euroclinic has analyzed the impact of its activities throughout its value chain and, based on the Sustainable Development Goals, has identified the 14 Goals to which it contributes the most.

Goal 3 “Good Health and Well-being” lies at the center of its contribution, due to its unquestionable efforts in preserving the health of its patients and meeting their needs to the fullest.



**SUSTAINABLE DEVELOPMENT GOALS
TO WHICH EUROCLINIC CONTRIBUTES SIGNIFICANTLY**



The strategic approach of Euroclinic in terms of sustainable development is aligned with its long-term vision to become the most reliable and quality private healthcare option in Greece for its patients. In the context of its commitment to the Social Responsibility principles, it has set goals that focus on four main axes.



Caring for Employees

Euroclinic cares for its people, taking steps to create a safe and productive work environment, providing equal opportunities and fair benefits.



Protecting the Environment

Protecting the environment is a major concern for Euroclinic. Minimizing its carbon footprint has been a long-term goal, as is the systematic effort to develop a culture of environmental responsibility.



Social Contribution

Euroclinic undertakes actions and initiatives that promote social prosperity and cohesion, and pursues continuous communication with the local community to respond promptly to its needs.



Responsible operation and quality of service

Responsible operation and provision of well-rounded, quality services are a key priority for Euroclinic.

Ensuring our performance

The continuous improvement of the Euroclinic operations and procedures with regard to the Social Responsibility axis is supported by certified Management Systems, such as a Quality Management System per ISO 9001:2015 and EN 15224:2012, a Food Safety System per ISO 22000:2018, and the Clinical Pathology Lab certification per ELOT EN ISO 15189:2012 by the National Accreditation System. By applying these international systems and standards, Euroclinic aims at effectively monitoring the performance of its hospitals and ensuring that its patients continue to receive quality services that meet their requirements. Moreover, Euroclinic has set up a Corporate Responsibility team, which monitors and records Euroclinic's annual action and initiative plan, and submits proposals to the Management concerning the implementation of new programs.

Stakeholders

engagement

Euroclinic is committed to developing and maintaining open and two-way communication channels with all stakeholders, internally and externally. This commitment is supported by systems and communication mechanisms that operate based on the principles of honesty and equality, facilitating stakeholder participation. Euroclinic has identified ten main groups of stakeholders that may influence its activities, in a negative or positive way, or may be influenced by its activities. It aims to achieve constant flow of information through its established communication channels, to ensure that important issues concerning any group of stakeholders are identified and related, and to take immediate and effective steps to address such issues. In this manner, it has successfully aligned the Sustainable Development Strategy with the needs and expectations of not only its patients and their families, but of its employees, shareholders, vendors and other stakeholders.






Euroclinic carries out annual anonymous surveys addressed to patients and their families, and also the administrative and nursing staff, giving them the opportunity to express their true feelings about their work environment and the operation of Euroclinic. It aims at receiving honest feedback with ideas and information that could be used as tools to continue to improve the workplace culture and relationships between colleagues; to establish long-term development or career opportunities; and to fuel communication between parties and strategic decisions at a corporate level.



The table below depicts the communication channels that Euroclinic has in place and uses to consult with stakeholders.








Dialog and cooperation with all stakeholders are a cornerstone in shaping our Sustainable Development strategy and designing the actions that are based on this strategy.

Stakeholders, communication channels, material issues and Euroclinic's response to them

SHAREHOLDERS	Communication channels	Main topics of interest
Communication frequency: Monthly 	<ul style="list-style-type: none"> • Annual General Meeting of Shareholders • Annual Report • Quarterly reports • Annual assessment 	<ul style="list-style-type: none"> • Timely and valid disclosure • Euroclinic Financial Results • Euroclinic business plan and strategic objectives
How we respond	<p>Euroclinic undertakes to publish decisions, announcements and Financial Statements, to provide adequate information to shareholders and enhance the transparency of its operation.</p> <p><i>Detailed information is included in the section: "Business model and Corporate Governance"</i></p>	
EMPLOYEES	Communication channels	Main topics of interest
Communication frequency: Day-to-day 	<ul style="list-style-type: none"> • Communication via emails or through the supervisors • Via the employees' union • Satisfaction survey • Annual evaluation • Training/Information sessions • Special training for cleaning staff • Employee guides, establishment of relevant procedures • Informational and educational brochures • Individual/Group meetings 	<ul style="list-style-type: none"> • Rewards and recognition • Development/Advancement • Nurses' specialization, competency and continuous training • Health and Safety • Equal opportunities • Remuneration and additional benefits • Crisis management (infections, pandemic) • Health unit waste management • Personal data protection
How we respond	<p>Euroclinic implements a flexible and open communication system among the Management, the department heads and the employees at all levels, known as the "open-door policy".</p> <p><i>Detailed information is included in the section: "Our people, our most valuable asset".</i></p>	
PATIENTS & THEIR FAMILIES	Communication channels	Main topics of interest
Communication frequency: Day-to-day 	<ul style="list-style-type: none"> • Direct communication with doctors • Satisfaction surveys • Information brochures • Satisfaction questionnaire • Euroclinic magazine 	<ul style="list-style-type: none"> • Superior healthcare quality • Physician care • Innovative services • Management of complaints, remarks and proposals • Personal data protection
How we respond	<p>The ultimate goal of Euroclinic is to provide consistent, quality medical care to patients and visitors. In this context, it applies quality assurance systems and its hospitals are certified as Patients Friendly Hospitals.</p> <p><i>Detailed information is included in the sections: "Euroclinic" and "Organization and quality".</i></p>	

Stakeholders, communication channels, material issues and Euroclinic's response to them		
ASSOCIATE PHYSICIANS	Communication channels	Main topics of interest
Communication frequency: Day-to-day 	<ul style="list-style-type: none"> • Personal meetings • Scientific meetings • Physician satisfaction surveys • Corporate website (special section for physicians) • Information/Training sessions, especially in relation to the pandemic 	<ul style="list-style-type: none"> • Ensuring the necessary conditions for exercising medical duties • New cutting-edge technologies / new devices / information on new types of equipment and new methods • Proper work conditions • Cost of services provided • Continuous education and training • Crisis management • Personal data protection
How we respond	<p>Our associate physicians are an important pillar for the quality healthcare services provided by Euroclinic. Therefore, the Management takes steps to establish the necessary conditions to ensure impeccable cooperation with physicians.</p> <p><i>Detailed information is included in the section: "Organization and quality".</i></p>	
STATE & AUTHORITIES	Communication channels	Main topics of interest
Communication frequency: Monthly 	<ul style="list-style-type: none"> • Electronic communication for any online app • Extraordinary communication (due to the nature of the Euroclinic activities) • Direct communication with the Ministry of Health and the bodies supervising Euroclinic's activities • Hellenic Association of Clinics 	<ul style="list-style-type: none"> • Compliance with legislation • Meeting the requirements of the tax and social security laws • Responding to extraordinary conditions and times (such as the pandemic) • Personal data protection
How we respond	<p>Euroclinic ensures that applicable laws are fully respected, and that government and regulatory authorities are immediately notified, when deemed necessary.</p> <p><i>Detailed information is included in the section: "Business model and Corporate Governance".</i></p>	







Stakeholders, communication channels, material issues and Euroclinic's response to them		
SUPPLIERS	Communication channels	Main topics of interest
Communication frequency: Day-to-day 	<ul style="list-style-type: none"> • Regular electronic and phone communication • Regular and online meetings 	<ul style="list-style-type: none"> • Sustainability and financial strength • Compliance with payment schedules • Financial negotiation of offers for medical equipment repairs and supply of spare parts • Negotiations for technical support contracts or leasing of medical equipment • Coordination and compliance with the medical equipment maintenance plan • Availability of new technology equipment • Personal data protection
How we respond	<p>One of the most important priorities of Euroclinic is to form mutually beneficial relationships with vendors, and procure top quality consumables and advanced technology equipment. <i>Detailed information is included in the section: "Organization and quality".</i></p>	
Insurance companies	Communication channels	Main topics of interest
Communication frequency: Day-to-day 	<ul style="list-style-type: none"> • Communication with the Commercial Division • Continuous electronic and phone communication • Regular meetings 	<ul style="list-style-type: none"> • Pricelist for healthcare services • Conclusion of new agreements • Access to healthcare services • Management of complaints by policyholders • Quality and safety assurance in healthcare services • Personal data protection
How we respond	<p>Cooperation and communication with insurance companies is an important part in the everyday operation of the Euroclinic hospitals, as is the provision of excellent services to patients. <i>Detailed information is included in the section: "Euroclinic".</i></p>	

Stakeholders, communication channels, material issues and Euroclinic's response to them		
COMMUNITY	Communication channels	Main topics of interest
Communication frequency: As required 	<ul style="list-style-type: none"> • Company website • Social Media • Corporate magazine • Media • Text messages on a regular basis • Monthly newsletter 	<ul style="list-style-type: none"> • Access to healthcare services • Euroclinic sound operation practices • Support and provision of medical care to vulnerable groups
How we respond	<p>Euroclinic places special emphasis on supporting vulnerable social groups and particularly on supporting NGOs that care for and host children, undertaking to cover their medical needs.</p> <p><i>Detailed information is included in the section: "The social contribution of Euroclinic".</i></p>	
BANKS	Communication channels	Main topics of interest
Communication frequency: As required 	<ul style="list-style-type: none"> • Regular meetings • Communication via email • Contract-based communication framework 	<ul style="list-style-type: none"> • Financial performance of Euroclinic • Compliance with the terms of each contract • Ability to promote banking services • Full legal compliance • Compliance with insurance and tax obligations • Ultimate beneficial owners (UBO) • Communication of business plan
How we respond	<p>Euroclinic promotes transparent communications with the credit institutions it works closely with.</p> <p><i>Detailed information is included in the section: "Business model and Corporate Governance".</i></p>	
Media	Communication channels	Main topics of interest
Communication frequency: As required 	<ul style="list-style-type: none"> • Press releases • Articles, announcements and press advertising • Promotion of physicians and healthcare services • Meetings (press lunches, conference participation) 	<ul style="list-style-type: none"> • Promotion of social interest topics (new technologies, innovations, special services) • Accurate information
How we respond	<p>In the context of ensuring accurate information and responsible promotion of Euroclinic and its services, appropriate communication is maintained with the media.</p> <p><i>Detailed information is included in the sections: "Euroclinic" and "The social contribution of Euroclinic".</i></p>	

Euroclinic's Social Product

In 2021, Euroclinic remained true to its commitment to create value through its business activities and social actions. The main goal of Euroclinic is to maximize its positive contribution to the economic growth of the country and offer value to patients through the provision of quality health-care, while, at the same time, providing a significant number of jobs, having a positive impact on employment and actively supporting employees.

The following table depicts the Euroclinic social product for 2021, as well as the connections of the individual categories to the relevant stakeholder groups:

Social product - Value creation per stakeholder group			
	2020	2021	Stakeholders
Remuneration and additional benefits to employees	13.570	13.607	
Payments to capital providers	3.394	4.253	
Taxes paid	7.767	7.397	
Total investments	2.320	1.077	
Purchases from local vendors	13.649	21.500	
Purchases from vendors abroad	124	128	
TOTAL (in thousands of euros)	40.824	47.962	

Moreover, Euroclinic has planned special programs and discounts related to dedicated check-ups and treatments, so as to offer access to top quality healthcare even to those unable to meet the high costs. Lastly, through its infrastructure, cutting-edge technology and know-how of its medical and nursing staff, Euroclinic greatly contributes to the fight against a wide range of diseases and various emerging health issues.

Prioritization

and recognition of material issues

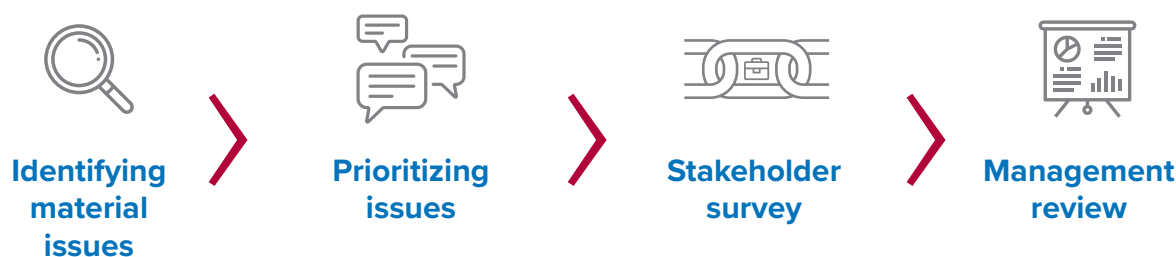
In the context of continuous improvement in matters of sustainable development and corporate responsibility, Euroclinic carried out a materiality analysis (2021) to recognize, assess and prioritize issues that have the most significant economic, social and environmental impact, not only for Euroclinic, but for all major stakeholders. The most important issues ultimately selected were those that could influence or be influenced by the capacity to generate common value in the short-, medium- and long-term.

The process that was followed was based on the Global Report Initiative (GRI) Standards and the AA1000AP (2018) standard of the AccountAbility global consulting firm. The process was also aligned with the global, sectoral Sustainability Accounting Standards Board (SASB) framework of reference, which forms the foundation for identifying and evaluating the issues related to sustainable development that are important from an economic point of view in any sector. Note that during the assessment process, the issues that were considered most essential were those that could potentially cause extensive changes in Euroclinic's performance. Moreover, the opinions of stakeholders were incorporated in the assessment.

For Euroclinic, recording and prioritizing material issues is a dynamic process, which contributes to:

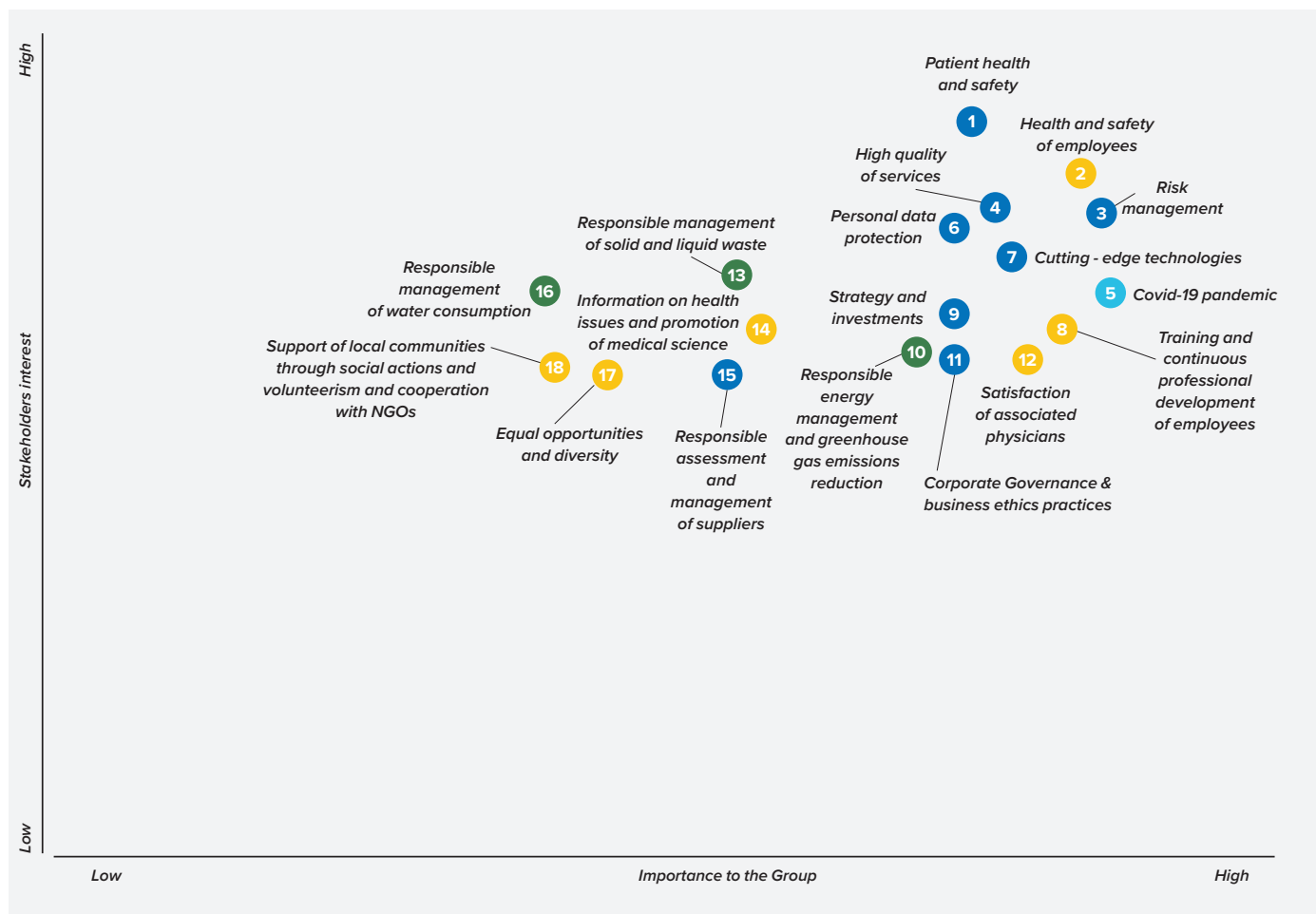
- 1 Recognizing future risks and opportunities in relation to the environment, community and economy, as such risks are not always apparent. While mitigating risk is an obvious benefit, identifying opportunities can be even more valuable.
- 2 Affirming the expectations of the Euroclinic groups of stakeholders, who want to understand which sustainability issues are more significant for its operation. This affirmation leads to increased satisfaction and commitment by those groups towards Euroclinic.
- 3 Unifying the administrative procedures and departments, with the aim of evaluating the issues concerning the entire organization and the Sustainable Development Strategy as a whole, and creating common strategic goals and actions.
- 4 In the evaluation and implementation of the sustainability strategy, environmental, social and economic issues are linked to Euroclinic's strategic goals and, at the same time, it is assessed whether these goals are relevant and meaningful.

In the materiality analysis, Euroclinic has drafted an extensive list of issues, which were evaluated by the Euroclinic Corporate Responsibility team, according to these steps:



Euroclinic is planning to review and re-evaluate the priority list of material issues on an annual basis, so as to predict new risks and take advantage of any potential opportunities created by changes in the needs of stakeholders, and to also incorporate international trends in relation to patient care. The assessment carried out to prepare the Report led to the development of the following map:


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.

Moreover, Euroclinic has associated the material issues it has identified with the Global Sustainable Development Goals, to undertake further targeted actions in relation to each issue.

This association helps to better understand the points of the SDGs where Euroclinic can make a positive contribution, through its activities and programs.

<div>17 PARTNERSHIPS FOR THE GOALS</div> 				
AXIS	Environmental issues	Social and HR issues	Responsible operation and quality of services	External factors
MATERIAL ISSUES	<p>10. Responsible energy management and greenhouse gas emissions reduction</p> <p>13. Responsible management of solid and liquid waste</p> <p>16. Responsible management of water consumption</p>	<p>2. Health and safety of employees</p> <p>8. Training and continuous professional development of employees</p> <p>12. Satisfaction of associated physicians</p> <p>14. Information on health issues and promotion of medical science</p> <p>17. Equal opportunities and diversity</p> <p>18. Support of local communities through social actions and volunteerism and cooperation with NGOs</p>	<p>1. Patient health and safety</p> <p>3. Risk management</p> <p>4. High quality of services</p> <p>6. Personal data protection</p> <p>7. Cutting - edge technologies</p> <p>9. Strategy and investments</p> <p>11. Corporate Governance & business ethics practices ηθικής</p> <p>15. Responsible assessment and management of suppliers</p>	<p>5. Covid-19 pandemic</p>
SUSTAINABLE DEVELOPMENT GOALS	<div>3 GOOD HEALTH AND WELL-BEING</div> <div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> <div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</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>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>1 NO POVERTY</div> <div>3 GOOD HEALTH AND WELL-BEING</div> <div>4 QUALITY EDUCATION</div> <div>10 REDUCED INEQUALITIES</div> <div>11 SUSTAINABLE CITIES AND COMMUNITIES</div>

Our performance

in relation to our goals

With continuous improvement as a set priority, Euroclinic closely monitors its performance in all areas of activity. To this end, it has established specific goals, tied to both the Euroclinic strategic priorities and the needs and expectations of its stakeholders.

Euroclinic Goals	2021 Performance	Year achieved
Corporate Governance		
Training all senior executives on issues related to corporate governance and anti-corruption practices	In the process of approval by the Euroclinic Board of Directors	2022
Quality of services provided		
Obtaining the European Stroke Organization (ESO) certification for the Stroke Unit	Accomplished	2021
Obtaining a Special Materials Company certification	In the process of preparing for the certification, as the operating structure must first be finalized	2022
Preparing for the international ISO 14001 standard certification	In progress	2022
Increasing patient satisfaction rates by up to 2%	The satisfaction rates remained very high. The rate cannot be confirmed, as the results of the 2021 survey questionnaires are not comparable	2022
Increasing associate physicians satisfaction rates by up to 2%	Due to the pandemic and the shift in priorities, the physician satisfaction survey was not carried out in 2021	2022
Developing an Internal Regulation	In the process of approval by the Euroclinic Board of Directors	2022
Human Resources		
Increasing employee satisfaction rates by up to 3%	Accomplished	2021
Developing an Internal Work Regulation and creating the relevant induction process, to introduce Euroclinic to new recruits	Accomplished	2021

Euroclinic Goals		2021 Performance	Year achieved
Employee participation in satisfaction survey reached 60%		New goal	2022
Organizing special training for all new recruits		New goal	2022
Planning training sessions for the entire staff in relation to: Productivity - Peak performance - Happiness at work - Growth mindset & Customer service		New goal	2022
Nursing Division			
Establishing a Training Office and a Clinical Trainers team		In progress	2022
Revising the Internal Infection Regulation		In progress	2022
Revising the Internal Nursing Division Regulation		In progress	2022
Implementing an Adult Fall Prevention Protocol (MORSE SCALE)		New goal	2022
Implementing a Child Fall Prevention Protocol (HUMPTY DUMPTY FALLS SCALE)		New goal	2022
Implementing an early warning score system for determining inpatient condition		New goal	2022
Training the entire nursing staff on basic CPR		New goal	2022
Health and Safety			
Increasing the training hours in health and safety matters		Achieved	2021
2-hour training for the entire staff on emergency response		New goal	2022
Recording occupational risks per department		In progress	2022
Running a six-month (July-December) post-COVID employee mental health program and organizing workshops on stress management		New goal	2022

Euroclinic Goals		2021 Performance	Year achieved
Environmental responsibility			
Updating / revising waste management procedures	In progress		2022
Reducing fossil fuel consumption by 2% annually	Accomplished		2021
Reducing water consumption	Accomplished		2022
Replacing corporate vehicles with plug-in hybrid and electric vehicles within the next 5 years	In progress		2024
Reducing pollutant emissions	Accomplished		2021
Replacing public elevators with new type ones that use reactive power, saving more than 35% in electricity	New goal		2022
Implementing environmental actions	New goal		2022
Replacing the Hospital central air-conditioning system pumps with inverter technology, contributing to energy saving	In progress		2022
Supply chain			
Developing a Vendors' Code of Ethics	In progress		2022
Reducing paper use and consumption by up to 3%	This goal could not have been accomplished as it cannot be compared to 2020, since the patient flow at the hospitals was reduced during March, April and May due to the COVID-19 restrictions, causing a 70% decrease in paper consumption		2022
Social Contribution			
Continuing cooperation with 3 NGOs	Accomplished		Annual goal
Supporting an additional NGO	New goal		2022
Continuing cooperation with the Municipal Nursery of Athens	Accomplished		2021
Providing medical care services to the residents of remote islands	New goal		2022
Supporting the Athens Charity Nursing Home	Due to the pandemic and the shift in priorities, other foundations were ultimately supported		2021
Participating in volunteer actions (at least 1)	Accomplished		2021
Participating in at least 2 new volunteer actions	New goal		2022





Promoting social prosperity

The Euroclinic Management and employees are guided by a common vision: making a contribution to improve the health and everyday lives of people, both through the Hospital's operation and through various social contribution actions. Euroclinic carries out aid and support initiatives, while continuously planning new social actions, focusing on people.

Our contribution to the Sustainable Development Goals:



End poverty in all its forms everywhere



Ensure healthy lives and promote well-being for all



Ensure inclusive and equitable quality education, and promote lifelong learning opportunities for all



Reduce inequality within and among countries



Strengthen the means of implementation and revitalize the global partnership for sustainable development

The social contribution of Euroclinic

Euroclinic has come to realize that it can make an effective contribution towards meeting various needs of its fellow citizens. As a result, it has made active social contribution initiatives and targeted actions an integral part of its operation and the daily lives of its people. To this end, Euroclinic carries out a comprehensive social responsibility program, based on 5 social contribution pillars, which have become a part of the Company's mentality of giving back to community.

The Euroclinic responsibility program is structured on the following main pillars, with actions that respond to several of the modern challenges and needs.



Committing to social contribution and showing empathy for social needs concerns everyone at Euroclinic. Based on these 5 pillars, we identify early on the needs of community at large and those of specific stakeholder groups. In partnership with non-governmental organizations (NGOs) and local bodies, we aim to improve the standard of living, facilitate access to healthcare services and limit social exclusion.

Supporting

vulnerable social groups and combating social exclusion

Standing by Symplefsi

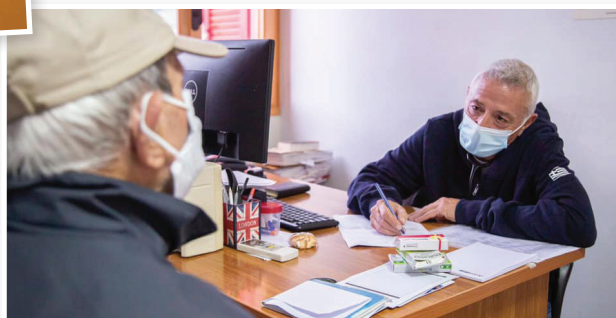
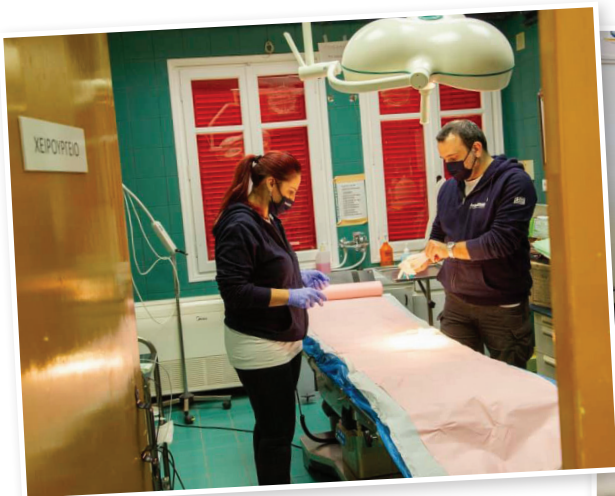


For yet another year, Euroclinic stood by NGO +Plefsi (Symplefsi), participating in one of its remarkable actions. The Athens Euroclinic Vascular Surgery Director, Mr. Antonis Psaroudakis, offered medical services pro bono at the mission organized by Symplefsi to Astypalaia, Fournoi, Thymaina, Nisyros and Donousa on 13-23 May 2021, examining more than 88 fellow citizens and contributing to the effort to provide equal access to healthcare to the citizens of remote and border islands of Greece.



Free medical tests in partnership with Axion Hellas

Yet again the Euroclinic medical and nursing team did its utmost to support the action carried out by Axion Hellas on Ithaki. Mr. Ioannis Zele-nitsas, Internal Medicine Director, Mr. Petros Malakasis, Breast Imaging Specialist, and Ms. Lamprini Kordatou, Breast Imaging and Osteoporosis Department Director, offered their services pro bono to the island residents, demonstrating their commitment to providing equal medical care to people who have trouble accessing healthcare services.



We became a #caringembrace for the prisoners of the Women's Prison in Eleonas, Thiva. Euroclinic and the Hellenic Cancer Society communicated the importance of equal rights when it comes to prevention and early diagnosis of breast cancer in all women, free from discrimination and exclusion.



#agkaliafrontidas

Supporting vulnerable social groups without discrimination

In partnership with the Hellenic Cancer Society, Euroclinic offered free breast screening tests to more than 150 inmates of the Women's Prison in Eleonas, Thiva, spreading the message of #caringembrace. Diagnostic radiologists, breast surgeons, radiology technologists and nurses from the Hospital, as well as medical staff from the Hellenic Cancer Society, traveled to the Women's Prison in Eleonas, Thiva to perform digital mammographies, breast ultrasounds and physical examinations on the women of the correctional facility. This initiative is significant in safeguarding the health of the women hosted at the prison, who are deprived of access to breast screening tests due to lack of funds and the challenges linked with transporting them to hospitals in the wider area or in Athens. What makes this action stand out even more is that the inmates had not had their standard breast scan performed for a number of years, which can dramatically increase the risk of developing cancer.

In 2021, the action was carried out in three visits. The first two took place in October 2021, coinciding with the breast cancer awareness month, while the third visit took place in November 2021. The whole endeavor was possible due to the Hellenic Cancer Society making a mobile mammography device available, following all the legal procedures and fully adhering to all the COVID-19 prevention measures.



Free medical tests through online actions

Euroclinic offered a series of free medical tests and check-ups through online actions and draws, prompted by the breast cancer awareness month. These actions included:

- Free digital mammographies, in partnership with the ANT1 TV social media channels
- Free breast screening tests, in partnership with EASY97.2 radio

Responding to the call for help by Korydallos Prison

The Euroclinic Management and employees responded to the call for help by the 1st Korydallos Prison, donating essential items to prisoners in need. A large number of bedspreads, curtains, pillowcases, towels, sheets and other items were collected, meeting essential needs of their fellow citizens who are deprived of the basics.

Supporting the Apostoli NGO of the Holy Archdiocese of Athens



During the challenging times of the pandemic, Euroclinic donated flu vaccines to the Apostoli NGO of the Holy Archdiocese of Athens, contributing to the NGO's efforts to keep the people in need safe and healthy. Through this action, Euroclinic supported the Boarding House for the Chronic Mentally Ill in Kypseli and the Alzheimer Disease Unit – Day Center in Chalandri, actively demonstrating that protecting and safeguarding human life is a key priority of Euroclinic.

Assisting in the efforts of the Municipal Nursery of Athens

Euroclinic stood by the Municipal Nursery of Athens for yet another year. The Hospital has given access to free healthcare benefits to more than 1,000 employees of the City of Athens nurseries. These benefits cover a wide range of medical services, including comprehensive blood tests, Pap tests for women, PSA tests for men, and consultations with dermatologists, ENT specialists and ophthalmologists. All tests are performed by top-level doctors and fully qualified nursing staff, using the state-of-the-art medical equipment of Euroclinic.



Offers through the Euroclinic website, at special rates

Through its website, Euroclinic offers a range of medical tests at special rates. By booking an appointment through a simple and easy-to-use app, all interested parties gain access to medical tests, such as post-COVID-19 test, brain check-up, snoring and sleep apnea treatment, etc.

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Actions focusing on Children



ΚΙΒΩΤΟΣ
ΤΟΥ ΚΟΣΜΟΥ



Since 2018, Euroclinic has been actively supporting one of the most vulnerable parts of community, the children, through a comprehensive social contribution program.

In this context, Euroclinic supports three of the largest charitable organizations dedicated to children in Greece. Each year, it covers the cost of all check-ups and diagnostic tests for the children hosted at the Ark of the World, the Together for Children Association and the Smile of the Child in Attica. Since the beginning of the initiative to support these organizations, Euroclinic Children's Hospital has offered:



Medical support to more than **1,100** children



Tests to uninsured children



Healthcare services to children in excess of **€500,000** annually

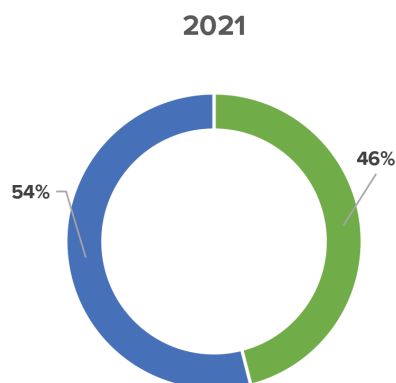
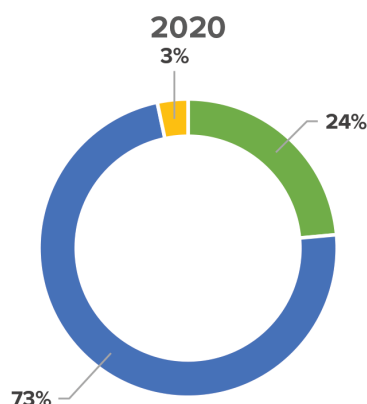


Pediatric check-ups



Special tests for chronic diseases

Free tests per category (%) *



■ Hematological/Biochemical tests ■ Diagnostic/imaging tests
■ Covid-19 tests

■ Hematological/Biochemical tests ■ Diagnostic/imaging tests

Joining forces to support the Smile of the Child



In December 2021, Euroclinic collected more than half a ton of basic necessities for the homes supported by the organization. The action ran from 1 to 20 December 2021 and all the Euroclinic employees participated in it, highlighting once again the value of volunteering and assisting their fellow citizens. Some of the items collected included baby care products, cleaning products, personal care products, household items, etc. This action demonstrates Euroclinic's active commitment to support children and families in need.



NN Hellas, Rea Maternity Hospital and Euroclinic Children's Hospital: Caring for newborns together

In 2021, NN Hellas, in partnership with Rea Maternity Hospital and Euroclinic Children's Hospital, launched a program to support parents in caring for their newborns, offering them a one-year health insurance policy for their child free of charge. The NN insurance policy applies for all babies born at Rea Maternity Hospital, with Euroclinic Children's Hospital as the exclusive healthcare provider of these services.

This partnership aims to give all newborns access to top-level healthcare services from the moment they are born.





Supporting

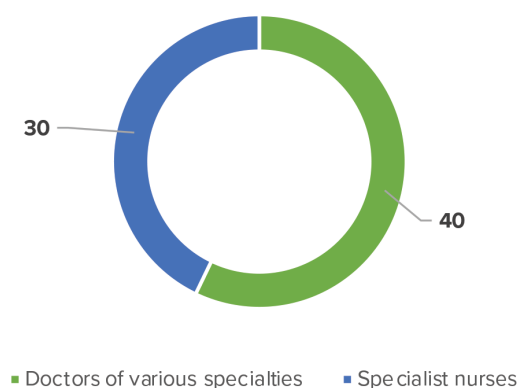
the National Health System (NHS)

Euroclinic is proud of its medical, nursing and administrative staff, who found themselves at the front line of the fight against the pandemic since day one, demonstrating their courage and their genuine interest in their fellow citizens. Throughout the pandemic, Euroclinic has been supporting the National Health System (NHS) steadily and consistently, making available 60 beds for COVID cases, 10 Intensive Care Unit (ICU) beds, 16 beds for non-COVID-19 cases and the Emergency Department for all patients with non-infectious diseases (e.g. cardiology, orthopedics, etc.). This way, it further contributed to freeing up beds at NHS reference hospitals.

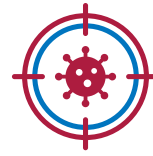
In 2021, responding to the needs of the epidemiological situation and maintaining a direct line of contact with the Ministry of Health, Euroclinic made the entire Euroclinic Children's Hospital building available to the NHS. The building was set up and staffed accordingly to offer exclusive hospitalization and treatment of patients suffering from Covid-19. The Euroclinic Children's Hospital was assessed and chosen by the Special Committee of the Ministry of Health, as it operates in an autonomous building and can meet all the health protocols and guidelines in force, independent from the rest of the Euroclinic facilities. This way, it ensures the safety of all employees, associate physicians and patients. For the entire time the building was made available to the NHS, all pediatric cases were hospitalized at the Athens Euroclinic, which remained an extremely safe hospital, continuing its operations unimpeded and offering all types of services.

Euroclinic has been continuing to offer its support to this day, depending on the needs of the NHS.

Medical staff to support to the Greek National Health System (NHS)



DRIVE THROUGH COVID-19 TEST



KAT' OIKON TEST COVID-19



Enhancing prevention

Aiming at enhancing prevention and protecting patients arriving for Covid-19 testing, Euroclinic offers the option of drive-through Covid-19 tests, allowing patients to get tested and pay within the safety of their car. Sample collection is performed in only 10 minutes, payment is contactless, while the receipt and the test results are sent online. In addition, providing an extra layer of safety to those who wish to have a Covid-19 test performed, Euroclinic offers the option of sample collection at home, without any unnecessary travel. The appointment is made over the phone or online and the dedicated Euroclinic mobile sample-collection unit arrives at the patient's home or work, following strict safety protocols.

Euroclinic Hospitals: Covid-free hospitals since day one

Throughout the pandemic, the Euroclinic hospitals were fortified against Covid-19, ensuring that patients and staff remained completely safe, and strictly adhering to the applicable national protocols. A mandatory molecular (Covid-19) test is performed on all Group hospital staff before they return to work after holidays, while regular molecular tests are performed on medical and nursing staff, as well as a mandatory molecular test on patients before surgery and/or hospitalization. The use of a mask is mandatory for patients, carers and staff, while strict and multiple safety measures are in place before and after entering the hospitals.



Volunteering

Staff blood drive

With the powerful motto “Saving a life is in your blood”, Euroclinic organized a staff blood drive in October 2021, in partnership with Ippokrateio General Hospital, hosted at the Hellenic Pasteur Institute.

Both Euroclinic and the Pasteur Institute staff responded to the call, flocking the Pasteur Institute waiting area, while all prevention measures to avoid overcrowding of the volunteer blood donors were strictly followed. The action aimed to replenish the Ippokrateio General Hospital blood bank, so that it is able to meet the citizens' need for blood.

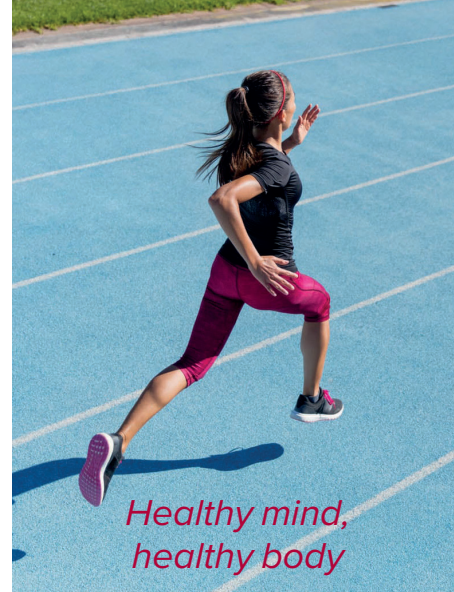


Blood Donation

Saving a life
is in **your blood**



Fostering 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, it covers surgical procedures and hospitalization of athletes, in case of illness or accident.

The sports clubs supported by Euroclinic are listed below:

- AEK HANDBALL CLUB
- AEK ATHENS FC
- EGALEO VOLLEY CLUB (EGALEO SPORTS CLUB)
- PANNAXIAKOS (NAXOS WOMEN'S VOLLEY SPORTS CLUB)
- OIAKAS NAFPLION SPORTS CLUB
- HELLENIC HANDBALL FEDERATION
- PANERYTHRAIKOS BC
- AGRINIO SPORTS CLUB

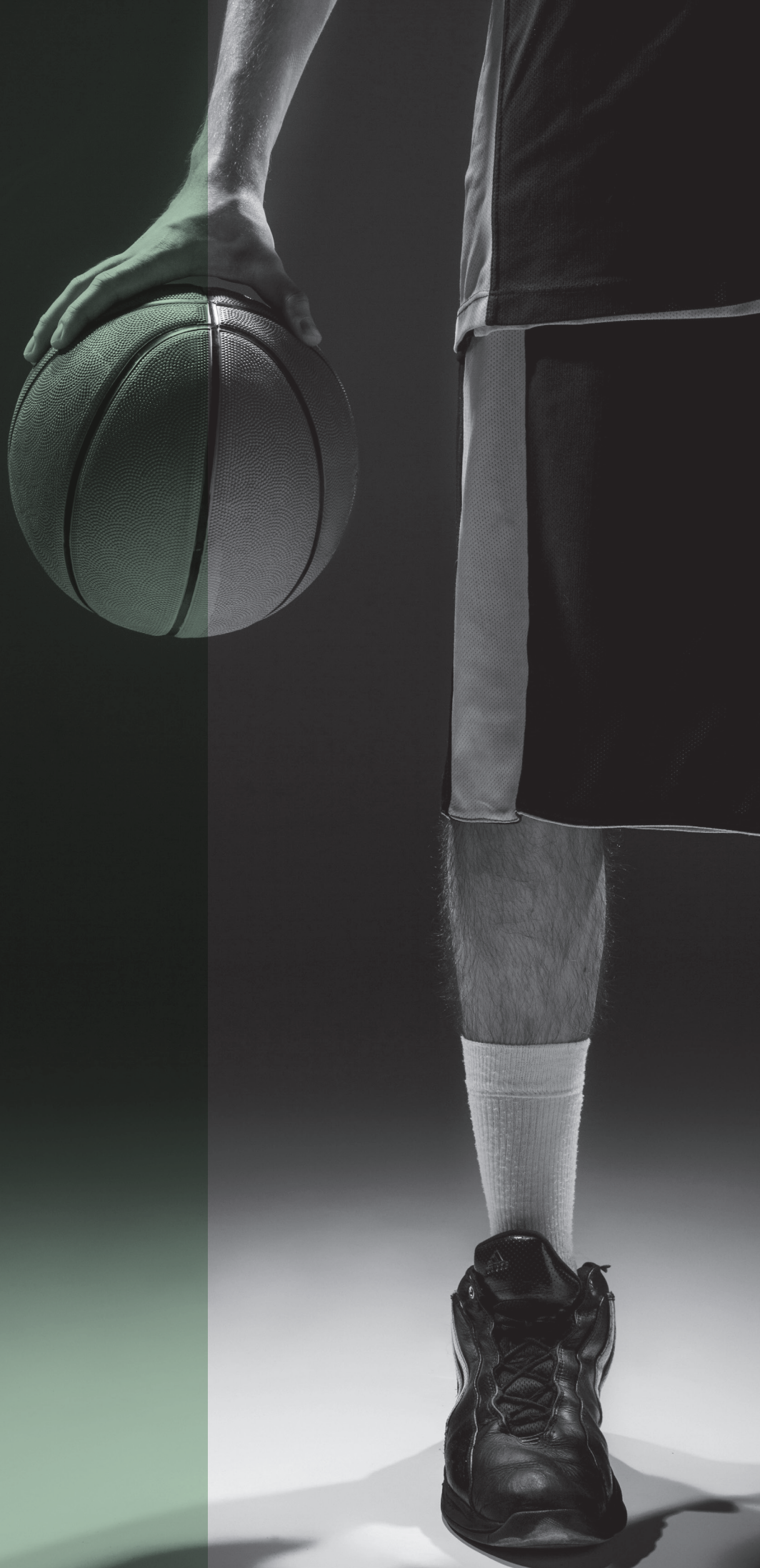
Hellenic Olympic Committee

Euroclinic further supports the Hellenic Olympic Committee, covering the cost of any diagnostic and medical tests, as well as hospitalization and surgical procedures (in case of illness or accident) for the athletes who participated in the “Adopt an Athlete on the Road to Tokyo” initiative.



**ΕΛΛΗΝΙΚΗ
ΟΛΥΜΠΙΑΚΗ
ΕΠΙΤΡΟΠΗ**

100 / 101





Caring for the environment

**We operate with responsibility
as we recognize the need to mitigate
everyone's impact on the natural
environment.**

**Our contribution
to the Sustainable
Development Goals:**



Ensure sustainable
consumption
and production



Take urgent action
to combat climate change
and its impacts



Reduce impacts
on the terrestrial environment



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Environmental

responsibility

Environmental protection and responsible environmental behavior are an integral part of the strategy and a key priority of Euroclinic. Through the practices and actions we adopt, we aim to reduce energy consumption, natural resource consumption and waste production in a responsible, effective and cost-efficient manner. We have long eliminated hard-copy documents at all reception areas and have introduced the use of tablets. We became the first Greek hospital to ban paper and take the next step into the digital era, significantly improving its activities as well as the services offered to patients and visitors.

An important aspect for Euroclinic is to keep staff updated and raise awareness among them, which is achieved through guidelines and training. Through these guidelines and training, the management as well as the medical, nursing, auxiliary and administrative staff actively participate in the effective management of Euroclinic's environmental system and are responsible for adopting and applying it within their departments, as well as for monitoring and achieving the company's environmental objectives.

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



Our environmental

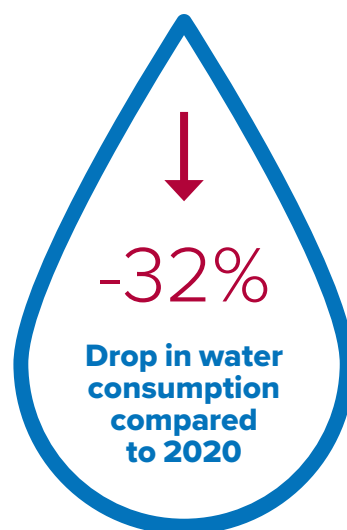
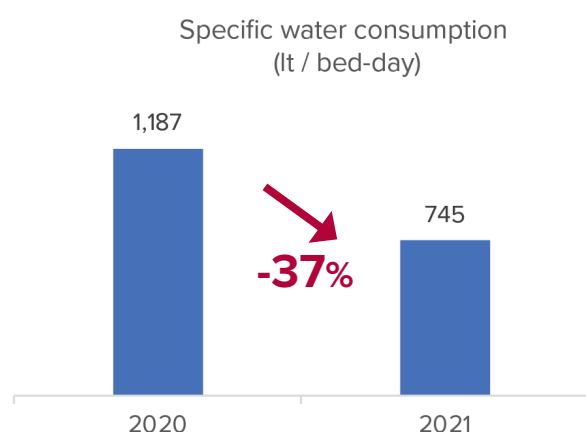
performance

Aiming to reduce the environmental impact arising from its operation, Euroclinic pays particular attention to sensible use of water and responsible energy management in all its facilities.

Water consumption

Euroclinic has recognized that responsible water consumption at its facilities is a key component of its environmental management. Euroclinic uses water from the public water supply network, mainly to meet the hygiene needs at its facilities.

In 2021 water consumption from the water supply networks amounted to 22,295 m³, down by 32% compared to the previous year*.



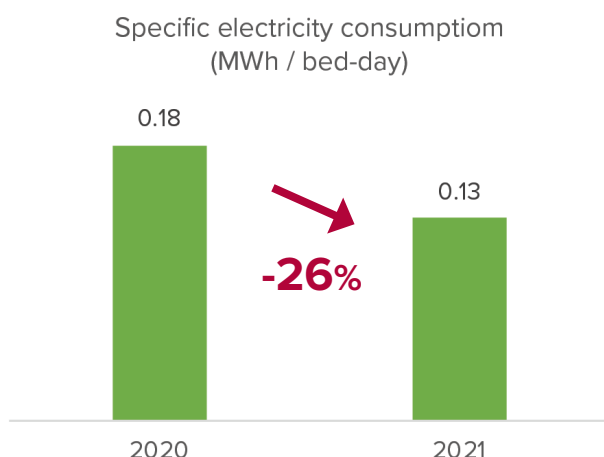
* Water consumption relates to 12 calendar months (January 2021-January 2022)

To further improve its water consumption performance, in 2021 Euroclinic replaced conventional faucets with touch-free faucets in common areas, and installed water flow restrictors in the operating rooms and ICUs. Given that flow restrictors can potentially save up to 30% more water, Euroclinic aims to replace all the faucets at its facilities in 2022.

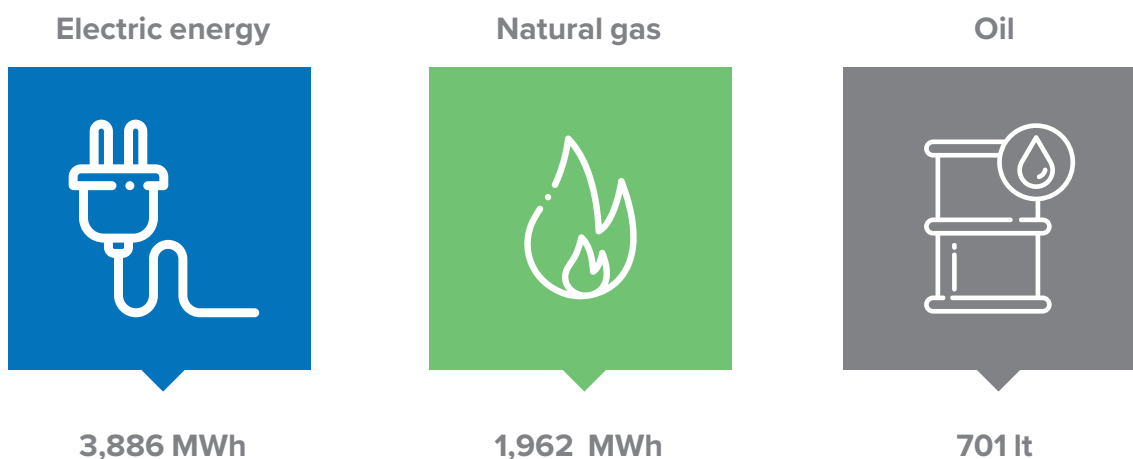
Energy management

Euroclinic systematically monitors energy consumption at its facilities, in line with the environmental responsibility framework it follows. It aims to improve its performance in terms of energy consumption, and continuously increase its investments in renewable energy sources.

In 2021 total energy consumption for Euroclinic amounted to 5,856 MWh, arising from the overall consumption of electricity, gas and oil by Euroclinic. 66% of the total energy consumed comes from the use of electricity, amounting to 3,886 MWh.



ENERGY CONSUMPTION BY SOURCE (2021)



For 2021, specific energy consumption (total electricity and fuel) amounted to 0.20 MWh/bed-day. Specific natural gas consumption stood at 0.07 MWh/bed-day, as opposed to 0.08 MWh/bed-day in 2020. Meanwhile, specific oil consumption was 0.0002 MWh/bed-day.

At the same time, aiming to encourage consumption of electricity from 100% renewable sources, in 2021 Euroclinic secured guarantees of origin for all the electricity consumption at Athens Euroclinic through the Heron Group. Guarantees of origin ensure that for each unit of energy consumed by Athens Euroclinic for its operational needs, an equal amount of energy is produced exclusively from renewable energy sources and channeled to the country's power grid.

Carbon footprint

For 2021, the greenhouse gas emissions of Euroclinic amounted to* 0.07 tnCo₂ eq./bed-day. Total emissions were 1,960 tons of carbon dioxide equivalent. 20% of the emissions came from the use of fuel (natural gas, oil) (Scope 1) and 80% from electricity consumption (Scope 2).

** Fuel emissions were calculated using the World Resources Institute Greenhouse Gas Protocol tool for stationary combustion. Version 4.1. (2015). Electricity emissions were calculated using the most recently published DAPEEP index.*



Our actions

for the environment

Thermal insulation and waterproofing at our facilities

Euroclinic continued to invest in new green thermal insulation technologies, installing external wall insulation to reduce energy consumption at its facilities. The energy and construction benefits of the investment were:

- 20%* reduction in electricity consumption for heating and cooling, as the interior temperature is kept stable for longer
- 6% of useful interior space saved, as it is not necessary to build a double external wall
- Building protection through waterproofing, using the right materials
- Protection of the load bearing structure from thermal stresses and vapor condensations due to its thermal insulation capacity and the low water absorption of materials used
- Value-added investment, through the energy upgrade of the building and the reduction in total energy consumption
- Depreciation of the construction costs for the external wall insulation in five years.

Euroclinic also waterproofed around 50% of the rooftop of the building on 9 Athanasiadou Street with special insulation material that seals the pores of the flat roof and prevents moisture. The project is expected to be completed within 2022.

Energy upgrade of buildings

During 2021 Euroclinic carried out significant actions for the energy upgrade of its facilities. In particular, it:

- Replaced the majority of light bulbs with new LED technology ones
- Replaced part of the cooling-heating system with the water-pump method, as, based on a study, annual energy savings could reach up to 130,000 kWh
- Started using the new BMS software to monitor the energy consumption of the building, which optimized the operation of the facility's existing functional parameter monitoring system.

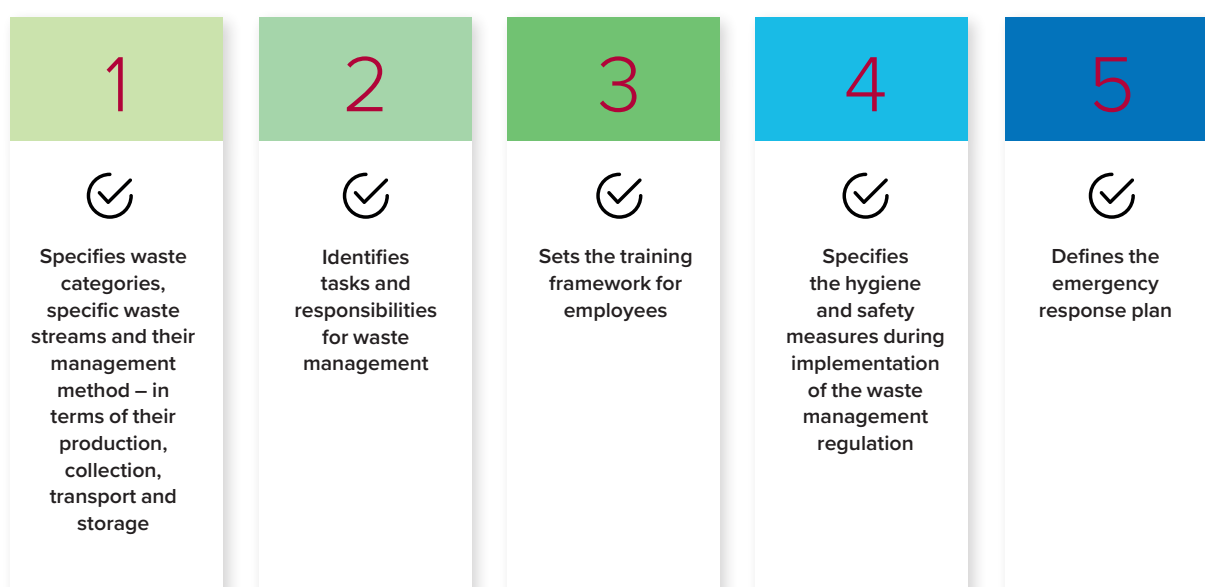
* Based on the specifications of the thermal insulation materials manufacturer.

Environmental

protection and waste reduction

Internal waste management regulation

Proper waste management in accordance with the principles of the circular economy is a fixed objective of Euroclinic, in its efforts to continuously minimize its burden on the natural environment. To this end, Euroclinic has adopted and implements an internal waste management regulation, which is a key complementary component of the organization's environmental management regulation.



By implementing this regulation, Euroclinic aims to effectively monitor the management of the waste generated, to use new technologies, where possible, and, by extension, to reduce the waste generated.

The safe and proper management of medical waste, especially waste considered infectious, is one of the main concerns at international and domestic level. To this end, in addition to working with licensed waste management companies, Euroclinic has appointed a manager for the waste generated by the hospital units, whose main responsibilities are:

- Keeping the accompanying forms specified in the Joint Ministerial Decision for hazardous medical waste and the various stages of its management, as well as any additional management system records.
- Proposing the review of the internal management regulations, if deemed necessary.
- Investigating and recording any incidents related to medical waste management, regardless of severity (e.g. events or accidents).

Waste classification and sorting

According to the 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 is non-hazardous waste that resembles household waste. Typical examples include materials such as glass, cardboard, plastic, metal and packaging materials, food waste, or waste from cleaning tasks in common administrative areas.

Purely infectious hazardous waste: This is waste that has come into contact with blood, excretions and other biological fluid, and may transmit infectious diseases. Typical examples are waste from patients, excretions, needles, syringes, surgical tools and objects.

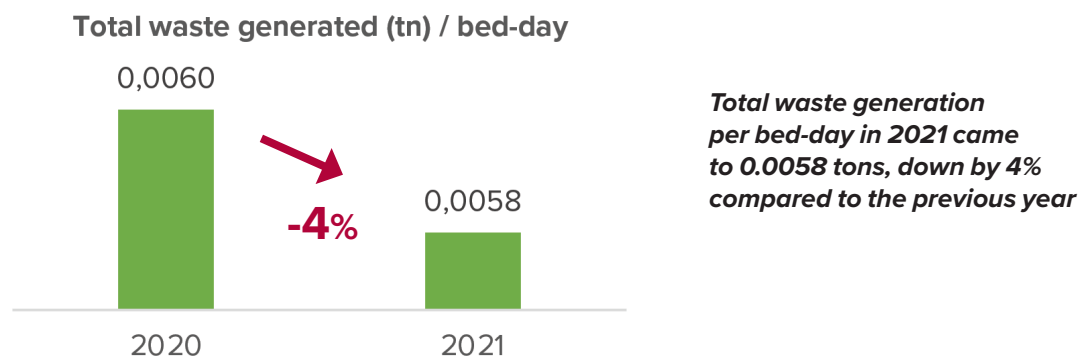
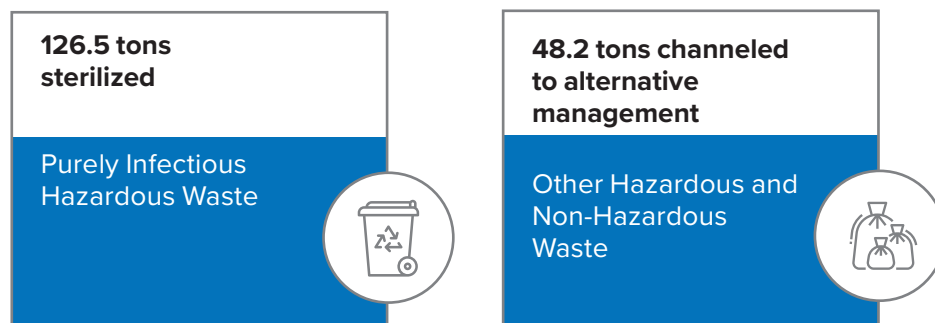
Mixed hazardous waste: This is waste from Pathology Laboratories and Departments where chemotherapy is performed, such as tissues, organs, body parts, waste containing mercury, other heavy metals, asbestos, and cytotoxic, cytostatic, chemotherapeutic and other drugs.

Other hazardous waste: This is waste such as expired drugs or drugs that cannot be used.

Special waste streams: This is radioactive waste, packaging with pressurized gas, and alternative waste management streams, such as batteries, electrical and electronic equipment waste, waste oils, and waste from excavations, demolitions, renovations.

Euroclinic has recognized the criticality of proper management of the waste generated from its operation, and aims to protect the environment by properly sorting it and reducing the quantities generated.

Separating materials (office paper, clean packaging and wrapping material from medical supplies, plastic, aluminum) from the common waste stream and purely hospital waste is an additional measure for effective collection and processing of specific quantities.



112/113

backspace

go paperless

Paper consumption reduction and digitization

Aiming to drastically reduce paper, we became the first Greek hospital to take the next step into the digital era, eliminating paper printing. On top of the environmental benefits, the exclusive use of electronic devices has contributed to speedier patient services and elevated personal data security. Laboratory results are also issued digitally, reducing the overall carbon footprint (of both Euroclinic and the patient) as well as the time necessary for the final certified result. Patients can receive their results by email, so they too contribute to the reduction of the carbon footprint, but also get to keep the results in their email for future use.



Limiting paper use
and abolishing printouts

Staff

awareness and training

Euroclinic continuously applies best practices for proper management of the waste generated by its activities by carrying out a specific training program for employees.

The purpose of training is to inform them about the issues of hygiene, safety and environmental sensitivity related to waste management, focusing on raising awareness and informing the employees who are directly involved in waste management, such as cleaning or machine maintenance staff. The main point of staff training is to highlight their responsibilities and teach them how to properly apply the internal waste management regulation.

The staff training programs include:

- ✓ Providing information on the existing legal framework for the management of each category of waste
- ✓ Providing information on the roles and responsibilities specified in the internal regulation for each staff category
- ✓ Giving instructions on implementing waste management practices, e.g. explaining the color coding of bags, the symbols and the precautions that must be taken when handling infectious and hazardous waste, etc.
- ✓ Introducing waste minimization processes
- ✓ Recycling
- ✓ Explaining the significance of correct sorting of various waste categories
- ✓ Outlining the risks associated with waste management/health implications
- ✓ Explaining the accident response processes, Emergency Response Plan
- ✓ Providing information on epidemiology, modes of transmission and protection from HIV, HBV, HCV
- ✓ Explaining the staff protection and safety measures when managing waste
- ✓ Giving instructions on the use of personal protective equipment (clothing, gloves, masks, etc.)





Responsible management and governance

Adopting good Corporate Governance practices, efficiently managing risks and enhancing our internal organization systems are all inextricably linked to the successful progress and development of Euroclinic.

Our contribution to the Sustainable Development Goals:



Pursue responsible growth and transparency in the management of Euroclinic

Corporate

Governance Framework

For Euroclinic, it is a priority to be universally recognized as a highly reliable healthcare service provider, having a responsible presence in all areas of business activity, while simultaneously tackling successfully the economic, social and environmental challenges of the modern era.

In this context, a main pillar of Euroclinic's sound operation is to implement best governance principles, as arising from applicable laws and regulations, and to strictly adhere to the principles, voluntary regulations, and codes of business ethics and conduct that Euroclinic embraces and adopts.

The sound operation of Euroclinic is based on specific factors, such as the highly qualified senior management, effective risk management, and clear policies and procedures followed in any individual department. Moreover, regulatory compliance plays an important role.



Effectiveness, transparency and accurate information: The sound governance procedures and practices are a product of collaboration between Euroclinic's Departments and Divisions. The aim is to promote efficient management and transparency in our daily activities and transactions, and to ensure the adequacy of the risk control and management mechanisms, and the validity of the information disclosed concerning Euroclinic's strategy and performance in all Corporate Responsibility and Sustainable Development axes.

Euroclinic

Management

In line with its key objective to promote business ethics and ensure adequate, valid and timely information to all stakeholders, the Euroclinic Management recognizes that transparency and independence in management, as well as effective risk management constitute the framework for establishing a modern and efficient governance model.

Euroclinic is managed based on:

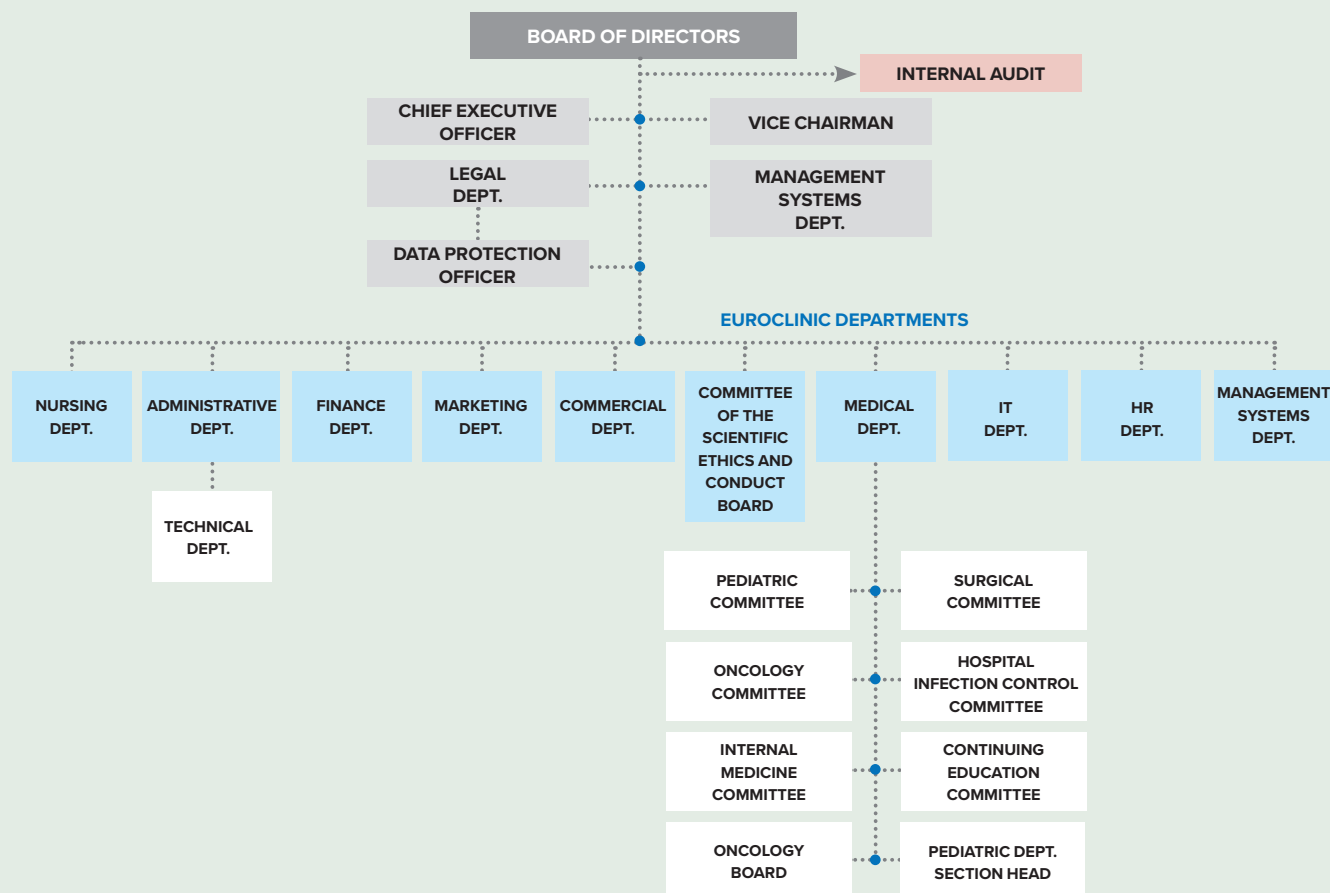
Clear roles and responsibilities

The management bodies are selected based on their qualifications and experience in the field of corporate governance, and have clearly defined roles.

Transparency and integrity

Decision-making processes are based on accountability, with the aim of fostering transparency in all aspects of Euroclinic's activities.

The **management structure** is listed in the following organizational chart:



Board of Directors

The main role of the Board of Directors is to formulate Euroclinic's corporate strategy and growth policy, while supervising and auditing the Management, with the aim of maximizing value, safeguarding rights and ensuring equal treatment of all shareholders. Moreover, in performing its duties, the Board of Directors takes into account the stakeholders whose interests are tied to the interests of Euroclinic.

The Board Members have extended experience in their fields, and are able to efficiently identify and manage the risks associated with the Euroclinic's activities, contributing actively to its sound operation.

On 31/12/2021 the Board of Directors was composed 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, Executive Member
4	Angelos Plakopitas	Non-Executive Member
5	Michalis Madianos	Non-Executive Member

The ultimate goal of the Board of Directors is to manage corporate affairs to the benefit of both Euroclinic and the shareholders, ensuring fair and equal treatment for all. Among others, 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 Euroclinic's Department Directors**
- ✓ **Taking responsibility for decision-making and monitoring the effectiveness of the Company's management system**
- ✓ **Ensuring the credibility Euroclinic's financial statements and data, as well as ensuring the effectiveness of the risk management systems**

Internal Control

Euroclinic recognized the immense importance of having its affairs supervised by an independent body and is in the process of restructuring the Internal Control Committee. The activities of this Committee promote transparency on all levels of Euroclinic's operation and activities, while also ensuring that the Board of Directors is always informed on any matters related to the internal operation of Euroclinic, through regular reports prepared following the Committee's internal audits.

Transparency

and the fight against corruption

A key feature of Euroclinic's responsible operation is that it strives to promote transparency and prevent all forms of corruption throughout its activities. Euroclinic devotes maximum effort in enhancing transparency and fighting corruption, through a framework of policies and procedures, based on the principle of prevention. The main elements of this framework are:

- 1** Maintaining an efficient governance system, with clear separation of duties and use of safeguards in any important decision-making process.
- 2** Establishing a dedicated Central Procurement Committee, which ensures transparency in transactions through its operation.
- 3** Keeping employees informed on the offenses of corruption, the importance of whistleblowing, and the relevant internal policies and procedures.

Central Procurement Committee

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

- ✓ Ensuring compliance with the process in place for the procurement of fixed assets, consumables, special materials, medications, services and projects, as determined by Euroclinic.
- ✓ 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 Euroclinic's needs.
- ✓ Exchanging views on procurement issues with Euroclinic Management, as well as the Procurement Department.

Risk

Management

To effectively manage the financial and operational risks to which it may be exposed, Euroclinic operates proactively, by recording the factors that may give rise to these risks.

Driven by the principle of prevention and in line with the standards and management systems implemented by Euroclinic, all potential strategic risks that may have a direct or indirect impact on its operation are systematically recorded and analyzed.

The main risks recorded in 2021 are analyzed below:

Risk of supply: The Covid-19 pandemic and rising international geopolitical tensions have placed a strain on the supply chain, in all sectors of the global economy. With regard to the health sector, this may mean that a potential disruption in the supply chain for hospital, medical or pharmaceutical equipment and consumables could have a significant impact on the smooth operation of Euroclinic and the Greek healthcare system in general. However, sound management of supplies by the corresponding Divisions and Departments ensures that Euroclinic's supply needs are fully covered at all times.

Legal risk: The health services sector is governed by very strict legislation, on a national and international level. In this context, during the pandemic, the Greek government (and other European governments) adopted a number of measures, mainly related to enlisting the private healthcare sector to assist in the operation of the overextended national healthcare system. While this development could have potentially had a negative impact on Euroclinic's smooth operation, stretching our personnel and infrastructure and posing problems to the delivery of quality healthcare services to our other patients, Euroclinic was fully prepared and created suitable conditions for receiving Covid-19 patients, without affecting its operation in the least.

Risk of employee attraction and retention: This particular risk became more apparent during the pandemic, mainly in relation to the nursing staff. More specifically, excess burden was placed on the work hours and conditions in the healthcare sector, and added to the risks associated with the employees' physical and mental wellbeing. This led to significant personnel shortages or high rates of employee sick leaves, factors which could have posed a threat to the smooth operation of healthcare organizations. To address this risk, Euroclinic made great efforts and managed to successfully cover any resulting personnel shortages to avoid any impact on its operation.

Health and safety risk: Significant risks may arise in relation to staff health and safety at the workplace, such as accidents and injuries. With the aim of effectively mitigating this type of risks and systematically tracking all safety parameters, Euroclinic takes all necessary measures to efficiently monitor and manage any relevant issues. Moreover, the nursing division regularly organizes training and information sessions, to foster a culture of safety.



Climate change risk: Climate change is considered one of the most important global issues, having a considerable impact on the activities of Euroclinic, the environment and community in general. In this context, these days companies are called upon to tackle transition risks and natural risks.

- Transition risks are associated with the risks arising from the transition to a low-carbon economy, and the European and global requirements and policies, which, among others, demand considerable energy performance measures.
- Natural risks are associated with long-term impact risks, such as the rise of sea levels and any type of extreme weather. With a view to mitigating these risks, Euroclinic closely monitors trends and developments, while also making the necessary investments.

Risk Management Plan






Euroclinic also applies a specific risk management process whereby, and in case a risk arises, a Risk Management Plan is applied. The Plan provides for recording immediate corrective actions, while it assigns 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 readiness to address potential risks. Finally, the Plan specifies that the effectiveness of the preventive measures taken and the readiness of risk management are reviewed in all Quality Committee reports.

Personal

data protection

Euroclinic implements all necessary and legally required measures aimed at protecting the personal data of employees, patients and all associates. Moreover, Euroclinic has appointed a specially accredited legal associate as the Data Protection Officer (DPO), to ensure adherence to the GDPR requirements and general legal framework. On a daily basis, the Department heads also supervise – to the extent possible – the physical security measures related to their areas of responsibility, in accordance with the relevant protection policies and procedures, wherever third parties are likely to come into contact with personal data or relevant information.

In the context of ensuring legal compliance in any type of personal data processing, Euroclinic has formulated and implements the following policies and procedures:

POLICIES AND PROCEDURES		
General Data Security Policy		It describes the main security principles of IT systems, hardware, software, networks and communications, while setting the framework adopted by Euroclinic to ensure the integrity, availability and confidentiality of all data handled through its network infrastructure.
Security Incident Management Process		It describes the method for recording security incidents and the process for investigating them, along with the measures taken for mitigating and eliminating risks for data subjects. It also includes the method for monitoring and implementing corrective actions, and notifying all competent executives and authorities.
Acceptable Data & System Use Policy		It sets out the rules and principles on proper use of IT systems and data by all employees and associates of the organization.
IT System and Network Access Control Process		It describes the necessary actions carried out by relevant staff in relation to controls in Euroclinic's IT systems and networks.
Privacy Policy		It is a guide that provides the main 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.

POLICIES AND PROCEDURES

Remote Access Control Process



It describes the necessary steps taken by the relevant staff in relation to remote access control in Euroclinic's IT systems and networks. This procedure covers access control (authorization and recall) to the organization's systems and networks for all users.

Data Retention, Management and Destruction Policy



It describes Euroclinic's principles governing the integrated management and destruction system of electronic and physical information and data files, which facilitate the healthcare services business activities and protect patient personal data.

Clean Desk Policy



It sets out the rules and guidelines for protecting corporate information in hard copy, and applies to all employees and associates of Euroclinic.

Financial

results

Despite the serious challenges and uncertainty surrounding Covid-19, 2021 ended on a generally positive note while the Greek Economy strongly recovered most of the losses caused due to the pandemic. According to the Hellenic Statistical Authority (HSA), the real GDP increased by 8.3% during 2021 including Greece to the EU countries with the higher growth rates.

However, the year 2021 was not characterized as a smooth period. The pandemic erupted in a series of outbreaks, while the frequent Covid-19 variant changes delayed further the termination of the state of emergency. Restrictive measures relevant to commute and travel were in force during the first half of the year. Towards the end of the year, while the de-escalation of the pandemic crisis and the gradual return of the economic and social life back to normal, is near strong inflationary trends and energy price increases emerged creating new challenges over the entire market.

In the aforementioned environment, Euroclinic Group shown remarkable flexibility and potential, taking corrective actions where necessary leading to a significant incline of its financial results.

Turnover: Turnover of the Group net of rebate and clawback reached € 53.93 million compared to € 46.84 million in 2020, an increase of 15.15%. Turnover of the Company net of rebate and clawback was equal to € 53.12 million, compared to € 46.10 million in 2020, an increase of 15.22%.

Gross profit: Gross profit on Group level net of rebate and claw back was equal to € 8.81 million compared to € 6.10 million on 2020.

Gross profit for the Company net of rebate and claw back was equal to € 8.08 million compared to € 5.68 million on 2020.

Financial Information		
(in thousand €)	2020	2021
Total revenue (turnover)	46.837	53.935
Other revenue	859	651
Operating cost	47.933	52.029
Operating earnings / (losses)	(237)	2.557
Payments to capital providers	3.394	4.253
Earnings/(losses) before tax	(1.456)	812
Net earnings/(losses) after tax	(1.126)	535
Tax payments – indirect (VAT)	4.673	5.304
Tax payments – direct	3.094	2.093
Total payments to government bodies (total direct and indirect tax payments)	7.767	7.397
Equity	5.520	6.043
Total investments	2.320	1.077
Total assets	79.626	80.722

Report

Scope and boundary

This Report constitutes the second Euroclinic Corporate Responsibility Report and includes information related to the management and performance of the essential sustainable development issues associated with its activities, with the goal of informing its stakeholders about the its economic, social and environmental performance.

It concerns the actions and programs carried out in the period from 1/1/2021 to 31/12/2021 and fully covers all of the Group's activities in Greece. The term "Group" refers to the "Athens Euroclinic", the "Children's Euroclinic" and the Polyclinic – Point TWO. With the ultimate goal of a better and more complete understanding of the Group's activities, as well as for reasons of comparability, the quantitative data included in the sections of this Report are also presented for the year 2020.



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 are not included.

Methodology

This present Report has been prepared in accordance with the guidelines for Corporate Social Responsibility / Sustainability Reports of the 2016 Global Reporting Initiative (GRI Standards). Especially it has been prepared based on the following principles:

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

Furthermore, they have been considered the directions from the Sustainability Accounting Standards Board (SASB), the Reporting Guide of the Athens Stock, as well as the 17 U.N. Sustainable Development Goals (SDGs).

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 strategic approach for Sustainable Development".

For the accuracy, completeness and reliability of the selected performance data in the chapters «Caring for the environment», «Investing in our people» and « Making health and safety in the workplace our priority», which also concern part of the Group's material issues, it has been carried out an external assurance by an independent body. The external assurance report is cited on pages 132-134 of the Report.

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



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	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
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, 7-9 Athanassiadou str., Athens, 115 21
Tel: 210 641 6173
Email: mkt@euroclinic.gr

Table of key performance

indicators

Performance indicators		Unit of measurement	2019	2020	2021	GRI Standards
Financial Information (in thousand €)						
Financial performance	Total revenue (turnover)	thousand €	48.165	46.837	53.935	201-1
	Other revenue	thousand €	1.573	859	651	201-1
	Operating cost	thousand €	46.033	47.918	52.029	201-1
	Operating earnings / (losses)	thousand €	3.706	(237)	2.557	201-1
	Payments to capital providers	thousand €	2.785	3.394	4.253	201-1
	Earnings / (losses) before tax	thousand €	1.724	(1.456)	812	201-1
	Net earnings / (losses)	thousand €	1.414	(1.126)	535	201-1
	Tax payments - indirect (VAT)	thousand €	5.817	4.673	5.304	201-1
	Tax payments - direct	thousand €	2.277	3.094	2.093	201-1
	Total payments to government bodies (total direct and indirect tax payments)	thousand €	8.095	7.767	7.397	201-1
	Equity	thousand €	1.659	5.520	6.043	201-1
	Total investments	thousand €	1.478	2.320	1.077	
	Total assets	thousand €	72.152	79.626	80.722	201-1
Environment						
GHG emissions	Direct GHG emissions (scope 1)	tn CO ²	-	-	398	305-1
	Indirect GHG emissions (scope 2)	tn CO ²	1.794	1.961	1.562	305-2
	Specific GHG emissions (scope 1 + scope 2)	tnCo ² eq./bed-day	-	-	0,07	
Energy	Annual electricity consumption	MWh	4.465	4.880	3.886	302-1
	Specific electricity consumption	MWh / bed-day	0,14	0,18	0,13	302-1
	Specific heat energy consumption	MWh / bed-day	-	-	0,07	302-1
Waste management	Hazardous waste	tn	-	167,00	153,34	306-3
	Sterilization	tn	-	135,00	126,47	306-4
	Alternative management (recycling, incineration)	tn	-	32,22	26,79	306-4
	Non-hazardous waste	tn	-	0.22	21,34	306-3
Water consumption	Water consumption	m ³	31.300	32.800	22.295	303-5
	Specific water consumption	m ³ /bed-day	961	1.187	745	303-5
Human resources						
Human resources main data	Total no. of employees	#	570	563	619	102-8
	Men	%	190	199	219	102-8
	Women	#	380	364	400	102-8
	Percentage of full-time employees	%	92,98	93,43	93,54	102-8
	Female employees in managerial posts	%	54,00	54,72	50,00	405-1
	Employees aged under 30	#	116	92	129	405-1

Performance indicators		Unit of measurement	2019	2020	2021	GRI Standards
Human resources main data	Employees aged between 30 and 50	#	371	401	406	405-1
	Employees aged over 50	#	83	70	84	405-1
	Incoming employees	#	119	99	238	401-1
	Incoming employees aged under 30 (No. of incoming employees in age group / total no. of incoming employees)	%	46,22	40,40	52,52	401-1
	Incoming employees aged between 30 and 50	%	46,22	55,56	44,54	401-1
	Incoming employees aged over 50 (No. of incoming employees in age group / total no. of incoming employees)	%	7,56	4,04	2,94	401-1
	Outgoing employees	#	78	104	183	401-1
	Outgoing employees aged under 30 (No. of outgoing employees in age group / total no. of outgoing employees)	%	24,36	39,42	38,25	401-1
	Outgoing employees aged between 30 and 50	%	64,10	45,19	55,19	401-1
	Outgoing employees aged over 50 (No. of outgoing employees in age group / total no. of outgoing employees)	%	11,54	15,38	6,56	401-1
	No. employees who received training	#	570	563	197	404-1
	Total no. of training hours	#	13.680	13.512	3.463	404-1
	Total no. of training hours per administrative hierarchy:					
	Directors/Managers	hours	264	148	270	404-1
	Department Supervisors	hours	936	1.218	271	404-1
	Associate Physicians	hours	912	100	186	404-1
	Nursing Staff	hours	6.336	948	1.270	404-1
	Administrative & Auxiliary Staff	hours	5.232	878	1.466	404-1
Health and Safety	LTIFR: Lost Time Injury Frequency Rate	#	0,88	3,47	2,64	403-9
	SR: Severity Rate	#	-	85,07	23,79	403-9
	Lost-Time Injuries (LTIs)	#	1	4	3	403-9
	Injuries that did not result in lost time	#	-	24	25	403-9
Market presence						
Suppliers	Percentage of purchases from local suppliers	%	-	99,2	99,2	204-1
	Percentage of purchases from suppliers abroad	%	-	0,8	0,8	204-1

assurance



TÜV AUSTRIA Hellas

**External Assurance Statement for ATHENS EUROCLINIC Group's
Corporate Social Responsibility
Report 2021
(No. 20000220007393)**

Information on the Assurance Statement

The Assurance Provider TÜV AUSTRIA Hellas ('the Provider') has been engaged to provide external assurance on the disclosures published in the chapters "Our environmental Responsibility", "Investing in our people", "Our priority is health and safety at work" of the Corporate Social Responsibility Report 2021 ('the Report') of ATHENS EUROCLINIC S.A. ('the Group') and includes the actions, programs and goals of the three clinics of the Group: "Athens Euroclinic", the "Euroclinic Children's Hospital" and the "Polyclinic – SIMIO D.Y.O.".

The Group is exclusively responsible for the data and information within the Report. The assurance process was conducted by the Provider in terms of sample-based audits of data and information, as well as audits of data collection systems and procedures.

Scope of Assurance

The Provider undertook and implemented the following quality assurance activities during June of 2022:

1. Review of the Report against the requirements of Global Reporting Initiative (GRI) Sustainability Reporting Guidelines, to confirm that the disclosures mentioned below fulfil the GRI-STANDARDS "Core option" requirements:
2. Verification of the data included in the chapters "Our environmental Responsibility", "Investing in our people", "Our priority is health and safety at work" of the Report.
3. On site visits to the Group's headquarters and interviews with the Sustainability Team and the main executives of the Group, and sampling inspections of files, in order to evaluate:
 - the reliability and accuracy of performance indicators of the Sustainability Report
 - the processes for generating, gathering, and managing information included in the Report

- the adherence to the principles of inclusivity, materiality, and responsiveness to stakeholders.

Conclusions

During the assurance engagement, it was confirmed that the data and information of the chapters “Our environmental Responsibility”, “Investing in our people”, “Our priority is health and safety at work”, of the Report are accurate and reliable. The accuracy of the disclosed statements and assertions was found to be within acceptable limits. The Group provided a comprehensive and proper presentation of performance based on reasonably documented information as well as that there is an effective data gathering, management and reporting system in place for issues which pertain to sustainable development.

The Provider concurs that the GRI-STANDARDS “Core option” have been met. The following Disclosures mentioned in the chapters “Our environmental Responsibility”, “Investing in our people”, “Our priority is health and safety at work”, have been verified.

- **GRI 102:** GENERAL DISCLOSURES (Disclosures 102-08)
- **GRI 302:** ENERGY (2016) (Disclosures 302-01)
- **GRI 303:** WATER AND EFFLUENTS (2018) (Disclosures 303-05)
- **GRI 305:** EMISSIONS (2016) (Disclosures 305-01, 305-02)
- **GRI 306:** WASTE (2020) (Disclosures 306-03, 306-04)
- **GRI 401:** EMPLOYMENT (2016) (Disclosures 401-01)
- **GRI 403:** OCCUPATIONAL HEALTH AND SAFETY (2018) (Disclosures 403-09)
- **GRI 404:** TRAINING AND EDUCATION (2016) (Disclosures 404-01)
- **GRI 405:** DIVERSITY AND EQUAL OPPORTUNITY (2016) (Disclosures 405-01)

Statement of Independence, Impartiality and Competence

TÜV AUSTRIA Hellas member of TÜV AUSTRIA Group is an independent professional services company that specializes in quality, environmental, health, safety and social accountability. The TÜV AUSTRIA Group is a Group with International presence founded in 1872. TÜV AUSTRIA Hellas was the first subsidiary to be

assurance



founded outside Austria in 1994, has become a market leader in Greece. Its assurance team has extensive experience in conducting verification over environmental, social, ethical and health and safety information, systems and processes.

TÜV AUSTRIA Hellas is an accredited certification body which operates a Quality Management System which complies with the requirements of several accreditation standards, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

TÜV AUSTRIA Hellas has implemented a Declaration of Impartiality and Independency and several relevant procedures which ensure that all employees, that work for or on behalf of it, maintain high standards in their day to day business activities. We are particularly cautious in the prevention of conflicts of interest. TÜV AUSTRIA Hellas has a few existing commercial contracts with ATHENS EUROCLINIC regarding management systems certification activities. Our assurance team does not have any involvement in other projects with ATHENS EUROCLINIC that would cause a conflict of interest and has never provided any consulting services to the Group.

Note: This Independent Assurance Report has been prepared as a translation of the original Greek version

On behalf of TÜV AUSTRIA Hellas,
Athens, 15/07/2022

Kallias Yiannis
General Manager



Menelaos Kokkinos
Lead Auditor

TÜV AUSTRIA Hellas
ATHENS: 429, Mesogeion Ave., Agia Paraskevi
Branch Offices in Greece: THESSALONIKI-CRETE-MYTILENE
Abroad: CYPRUS-TURKEY-JORDAN-EGYPT-ALBANIA-ISRAEL-YEMEN-PAKISTAN-QATAR-KOREA

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” is also used.
102-2	Activities, brands, products, and services	pp. 8-9, 10-11, 12-13, 14-15, 18-19, 20-21, 22-23, 24-25, 26-27, 28-29, 30-31, 32-33, 34-35
102-3	Location of headquarters	7-9 Athanasiadou Street, 11521, Athens
102-4	Location of operations	pp. 6-7, 14-15
102-5	Ownership and legal form	pp. 4-5, 16-17
102-6	Markets served	pp. 8-9, 14-15, 18-19, 20-21, 22-23, 24-31
102-7	Scale of the organization	pp. 8-9, 14-15, 126
102-8	Information on employees and other workers	pp. 8-9, 50-51, 52-53
102-9	Supply chain	pp. 47-47, 125
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	Pp. 4-5, 18-23, 56-57, 62-63, 64-65, 66-67, 68-69, 93, 96-96, 98, 104-107, 111-113, 119
102-12	External initiatives	UN Sustainable Development Goals (SDGs), GRI Standards
102-13	Membership of associations	Hellenic Bed 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	pp. 4-5
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
GOVERNANCE		
102-18	Governance structure	pp. 120
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	pp. 75, 76-79
102-41	Collective bargaining agreements	pp. 52-53 All employees are covered by collective labor agreements.

Table

GRI

GRI Standards	Disclosure	Page number and/or URL
102-42	Identifying and selecting stakeholders	pp. 75, 76-79
102-43	Approach to stakeholder engagement	pp. 75, 76-79
102-44	Key topics and concerns raised	pp. 82-83
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	pp. 128-129
102-46	Defining report content and topic Boundaries	pp. 82-83, 128-129
102-47	List of material topics	pp. 82-83
102-48	Restatements of information	pp. 128-129
102-49	Changes in reporting	pp. 128-129
102-50	Reporting period	1/1/2021 – 31/12/2021
102-51	Date of most recent report	August 2021
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	pp. 128-129
102-54	Claims of reporting in accordance with the GRI Standards	pp. 128-129
102-55	GRI content index	pp. 135-139
102-56	External assurance	pp. 132-134
MATERIAL ISSUES		
CORPORATE GOVERNANCE – ETHICAL BUSINESS PRACTICES ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities, suppliers, insurance companies, society, banks		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 9, 42-45, 74-79, 81-83, 118-127
GRI 205: Anti-corruption	205-3 Confirmed incidents of corruption and actions taken	During the reporting period (2021), no incident of corruption has occurred or reported.
EFFECTIVE RISK MANAGEMENT ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities, suppliers, insurance companies, society, banks		
GRI 103: Management approach	103-1, 103-2, 103-3	pp 4-5, 40-41, 62-67, 81-83, 106-107, 111-112, 118-121, 122-125, 126-127
Euroclinic indicator	KPIs for the monitoring and continuous improvement of the risk management system	40-41, 123

GRI Standards	Disclosure	Page number and/or URL
STRATEGY AND INVESTMENTS ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities, suppliers, insurance companies, society, banks		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 9, 14-15, 18-23, 24-31, 74-79, 84-85, 106, 110,113
Euroclinic indicator	Investment in new technology and equipment	pp. 20-23, 24-31, 106, 110, 113
PERSONAL DATA PROTECTION ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities, suppliers, insurance companies, society, banks		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 70-73, 76-79, 122-126
GRI 418: Customer Privacy	418-1Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting period of the Report (2021)), no incident of data violation has occurred or reported.
CUTTING-EDGE TECHNOLOGIES ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities, suppliers, insurance companies, society, banks		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 9, 14-15, 18-23, 24-31, 74-79, 84-85, 106, 110,113
Euroclinic indicator	Providing high quality medical equipment	pp. 24-31
PATIENT HEALTH, SAFETY AND CARE ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities, suppliers, insurance companies		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 8-9, 10-11, 14-23, 24-31, 40-41, 42-45, 62-67, 76-79, 86, 98
Euroclinic indicator	KPIs for monitoring and continuously improving the organisation's framework for patient health and safety	pp. 40-41
SUPERIOR SERVICE QUALITY ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, suppliers, insurance companies		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 9, 10-11, 14-15, 18-23, 24-31, 32-33, 74-79, 84-85, 106, 110,113
Euroclinic indicator	Certified quality management systems and number of quality committees	pp. 40-41, 42-45
ASSOCIATE PHYSICIAN SATISFACTION ●		
Material issue for: Shareholders, employees, patients and carers, collaborating doctors, suppliers, insurance companies		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 10-11, 14-15, 18-23, 24-31, 38-39, 40-47, 50-59, 62-69, 76-79, 84
Euroclinic indicator	Satisfaction measurement for collaborating doctors	pp. 36-37

Table

GRI

GRI Standards	Disclosure	Page number and/or URL
RESPONSIBLE PROCUREMENTS ●		
Material issue for: Shareholders, collaborating doctors, state and authorities, suppliers, insurance companies		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 14-15, 18, 20-23, 24-31, 46-47, 76-79, 122
GRI 204: Procurement practices	204-1 Proportion of spending on local suppliers	pp. 46-47
EMPLOYEE HEALTH AND SAFETY ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities, insurance companies, society		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 10-11, 14-15, 16-17, 18-23, 24-31, 40-41, 42-45, 62-67, 75-79, 80, 98
GRI 403: Occupational health and safety	403-5 Worker training on occupational health and safety	pp. 68-69, 114
	403-9 Work-related injuries	pp. 65-67
EQUAL OPPORTUNITIES AND DIVERSITY ●		
Material issue for: Employees, collaborating doctors		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 11, 18-19, 20-23, 40, 50-59, 62-69, 76-79, 85
401: Employment	401-1 New employee hires and employee turnover	pp. 50-54, 59
EMPLOYEE CONTINUOUS GROWTH AND DEVELOPMENT ●		
Material issue for: Employees, patients and relatives, collaborating doctors, insurance companies		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 11, 18-19, 20-23, 40, 50-59, 62-69, 76-79, 85, 114
Euroclinic indicator	Monitoring of training hours for employees	pp. 55-57
ENERGY MANAGEMENT AND GREENHOUSE GAS EMISSION REDUCTION ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authority		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 11, 18-19, 20-23, 76-79, 80, 104-106, 108-109, 110, 114-115
GRI 302: Energy	302-1 Energy consumption within the organization	pp. 112
	302-4 Reduction of energy consumption	pp. 106, 108-109
RESPONSIBLE WASTE MANAGEMENT ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities, suppliers, society		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 11, 18-19, 20-23, 76-79, 80, 104-106, 111-113, 114-115
GRI 306:	306-3 Waste generated	pp. 111-113

GRI Standards	Disclosure	Page number and/or URL
RESPONSIBLE MANAGEMENT OF WATER CONSUMPTION ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 11, 18-19, 20-23, 76-79, 80, 104-107, 114-115
GRI 303: Water and effluents	303-5 Water consumption	pp. 107
INFORMATION ON HEALTH ISSUES AND PROMOTION OF THE MEDICAL SCIENCE ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities, suppliers, insurance companies, society, media		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 11, 18-19, 20-23, 32-33, 76-79
Euroclinic indicator	Number of medical conferences and workshops	pp. 32-33
SUPPORT FOR LOCAL COMMUNITIES VIA SOCIAL ACTIONS, VOLUNTEERING AND PARTNERSHIP WITH NGOs ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities, suppliers, insurance companies, society, media		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5, 11, 18-19, 20-23, 32-33, 76-79, 87, 90-100
413: Local communities	413-1 Operations with local community engagement, impact assessments, and development programs	pp. 90-100
COVID-19 PANDEMIC ●		
Material issue for: Shareholders, employees, patients and relatives, collaborating doctors, state and authorities, suppliers, insurance companies, society, media		
GRI 103: Management approach	103-1, 103-2, 103-3	pp. 4-5,
Euroclinic indicator	Support for the National Health System during the pandemic	pp. 39, 62-63, 97-98

Boundaries: ● Within Group boundaries ● Within and outside Group boundaries

Feedback form

By filling out this form, you express your opinion on the 2021, Corporate Responsibility Report of Euroclinic. As the long-term goal of Euroclinic is the two-way dialogue with all stakeholder groups, through the following questionnaire, we look forward to recording proposals, but also any concerns as part of our continuous improvement.

Which stakeholder group of Euroclinic do you belong to?

<input type="radio"/> Shareholders	<input type="radio"/> Employees
<input type="radio"/> Patients and friends and family	<input type="radio"/> Collaborating Physicians
<input type="radio"/> State and authorities	<input type="radio"/> Suppliers
<input type="radio"/> Insurance Companies	<input type="radio"/> Society
<input type="radio"/> Banks	<input type="radio"/> Media
<i>Other, please specify:</i>	

How would you evaluate each section of this Report in relation to the extent of information and clarity on the responsible activity of Euroclinic?

Report Sections	Exceptional	Satisfactory	It needs improvement
Euroclinic - Focusing on patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Investing in our people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making health and safety in the workplace our priority	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our strategic approach for Sustainable Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting social prosperity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caring for the environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsible management and governance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How do you view the Euroclinic Corporate Responsibility Report, in relation to:

The drafting of the texts

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exceptional	Satisfactory	Mediocre	Needs improvement

The visual presentation

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exceptional	Satisfactory	Mediocre	Needs improvement

Covering material aspects and significant issues

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exceptional	Satisfactory	Mediocre	Needs improvement

How would you rate this Report as a whole, using the scale from 1 to 5?

1= Needs improvement, 5= Exceptional

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there any information or other data about Euroclinic that you searched for and did not find in the Report?

Please specify:

In order for the Group to fully meet your expectations, do you propose some actions for Euroclinic to implement?

Please specify:

Please fill in this questionnaire and post it, or contact us directly at the following address:
Euroclinic, 7-9 Athanassiadou str., Athens, 115 21, Tel: 21 0641 6173 • Email: mkt@euroclinic.gr
To the attention of Alexandra Georga







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