

Corporate Responsibility REPORT

2022



GROUP
EUROCLINIC

Placing you in the center!



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Message from the Management

Dear stakeholders,

We are pleased to present you the 2022 Sustainability Report for Euroclinic Group, which showcases our continuous progress towards and commitment to sustainable development.

Providing top-quality services is always one of our top priorities. This is why 9 out of 10 patients stated that they were extremely satisfied with the services and care provided by Euroclinic Group. We invested heavily in improving our facilities and adopting the most cutting-edge technology in the healthcare sector. Aiming to provide our patients with the best possible care, we adopted efficient processes, upgraded our medical equipment, and introduced innovative diagnostic and treatment methods.

The previous year represents an additional landmark, as we celebrated the 20-years anniversary of the Euroclinic Children's Hospital. In its 20 years of operation, over 450,000 children trusted us for inpatient and outpatient services, making us the first choice for children's care. This motivates us further to continue with renewed zest to offer quality and care to all children and parents, just like we have been doing since the first day.

As part of our commitment to be environmentally responsible, we undertook new initiatives relating to sustainable development. We set targets to reduce carbon emissions and improve energy performance in all our Group facilities. We implemented measures to recycle and reduce our waste, while promoting renewable energy sources. We have already achieved a 25% reduction in energy consumption, while we continue to pursue our goal to constantly improve our environmental performance and minimize our environmental footprint.

Moreover, we enhanced our planned social responsibility initiatives, by supporting local communities and contributing as much as possible to social prosperity. Our staff and associate physicians volunteered their services, allowing us to bring healthcare services to people with limited access to medical services. In collaboration with NGOs, our dedicated healthcare professionals volunteered their medical services to the residents of remote areas, such as the island of Mytilene, where we gave physical exams to 413 women, and carried out 295 digital mammograms and 393 breast ultrasounds. Such initiatives highlight our commitment to tackle inequalities in the healthcare sector and to have a positive impact on society.

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We are proud to have received 8 awards at the Healthcare Awards 2022, as our success in being one of the top healthcare providers is also aligned with responsible environmental management, social responsibility, and ethics. This report documents our complete dedication to these principles.

All our achievements have been made possible thanks to our people's dedication, expertise and passion. All members of the Euroclinic Group family perform a key role in providing excellent healthcare services, promoting innovation and fostering our values when it comes to sustainability and social responsibility. We continue to invest in training and offering professional development opportunities to our medical and nursing staff. We provide them with continuous training and education, so that they stay updated with the new developments in Medicine and they can provide the best possible care to our patients. To this end, we increased training hours by 87% compared to 2021, hired 179 new recruits and had 40% fewer resignations.

Therefore, when considering our course up to this day, we feel very proud of our progress. Nonetheless, we understand that sustainable development is a dynamic and continuous process. We remain true to our commitment to set higher benchmarks and achieve our long-term goals, contributing to a more sustainable future for all.

Sincerely,

Nicolas Plakopitas
Euroclinic Group Vice Chairman

Antonis Vouklaris
Euroclinic Group CEO

Euroclinic Group

Using our experience
to provide a healthier
future for all

ΕΥΡΟΚΛΙΝΙΚΗ

The Euroclinic Group strives to provide quality healthcare services to its patients, aiming to remain one of the top private healthcare providers in Greece. Staffing its clinics with qualified scientific personnel, making the most of pioneering medical technologies and offering an expanded range of services, it has safeguarded its unimpeded and efficient operation since 1998.

“Our main goal is for all our patients and their families to feel comfortable and safe.”



8/9

The Euroclinic Group at a glance

For more than 25 years, the Group has been operating driven by compassion and dedication when it comes to improving and preserving human health. It invests in facilities and equipment, and the ongoing training of its employees. It steers its path towards the future with precision, ensuring continuous improvement, being able to identify the latest trends and social changes that lead to new needs. The Euroclinic Group acts responsibly and passionately to improve people's health, focusing on maximizing its positive impact.

The Group's main pillars of operation are adopting the principle of respecting people, providing quality healthcare and hospitalization services, and using innovation in prevention and treatment of diseases.

Moreover, the successful course of the Euroclinic Group is directly linked to its unique corporate culture, which places patients and their families at the center. Its top priority is to provide quality healthcare services, and satisfy patients and their carers, throughout their stay at its clinics.



175
patient beds



12
beds in the Intensive Care
Unit (ICU)



12
operating rooms
2
recovery rooms



10
spots in the
One-Day Clinic



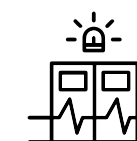
14
beds in the One-Day
Surgery Unit



500
salaried physicians and
1,000
associate physicians



619
permanent
administrative
and nursing staff



24-hour
Emergency
Department



24-hour
Ambulance
Service



Since 2016, the Athens Euroclinic has been certified as a Patients Friendly Hospital, becoming the only Greek and European hospital to obtain this certification.

Systematically recording patient and carer complaints, resolving those complaints effectively, and maintaining a culture of continuous improvement of all services provided, medical or not, are the trademarks of the Euroclinic Group. This culture permeates all Group hospitals, and for this reason, the Euroclinic Children's Hospital was also certified in 2017.

Patients Friendly Hospital Certification

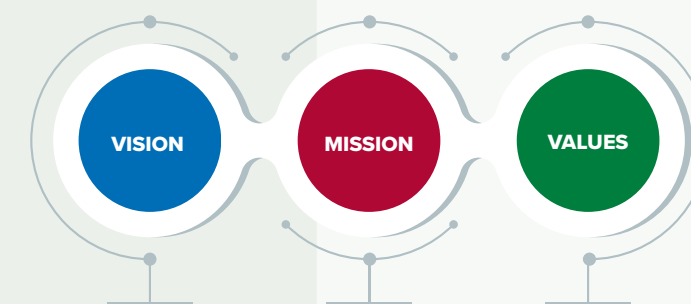
Taking the lead in quality healthcare services while constantly focusing on patient care, the Athens Euroclinic and Euroclinic Children's Hospital became the first hospitals in Greece and Europe to have been certified as Patients Friendly Hospitals. The Patients Friendly Hospitals guideline relates to 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. Special care is taken so that patients are never alone in difficult 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.

As part of the certification, the Group 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 its services and staff.

10/11



Our vision

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

Our mission

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

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

Our values

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

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

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

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

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

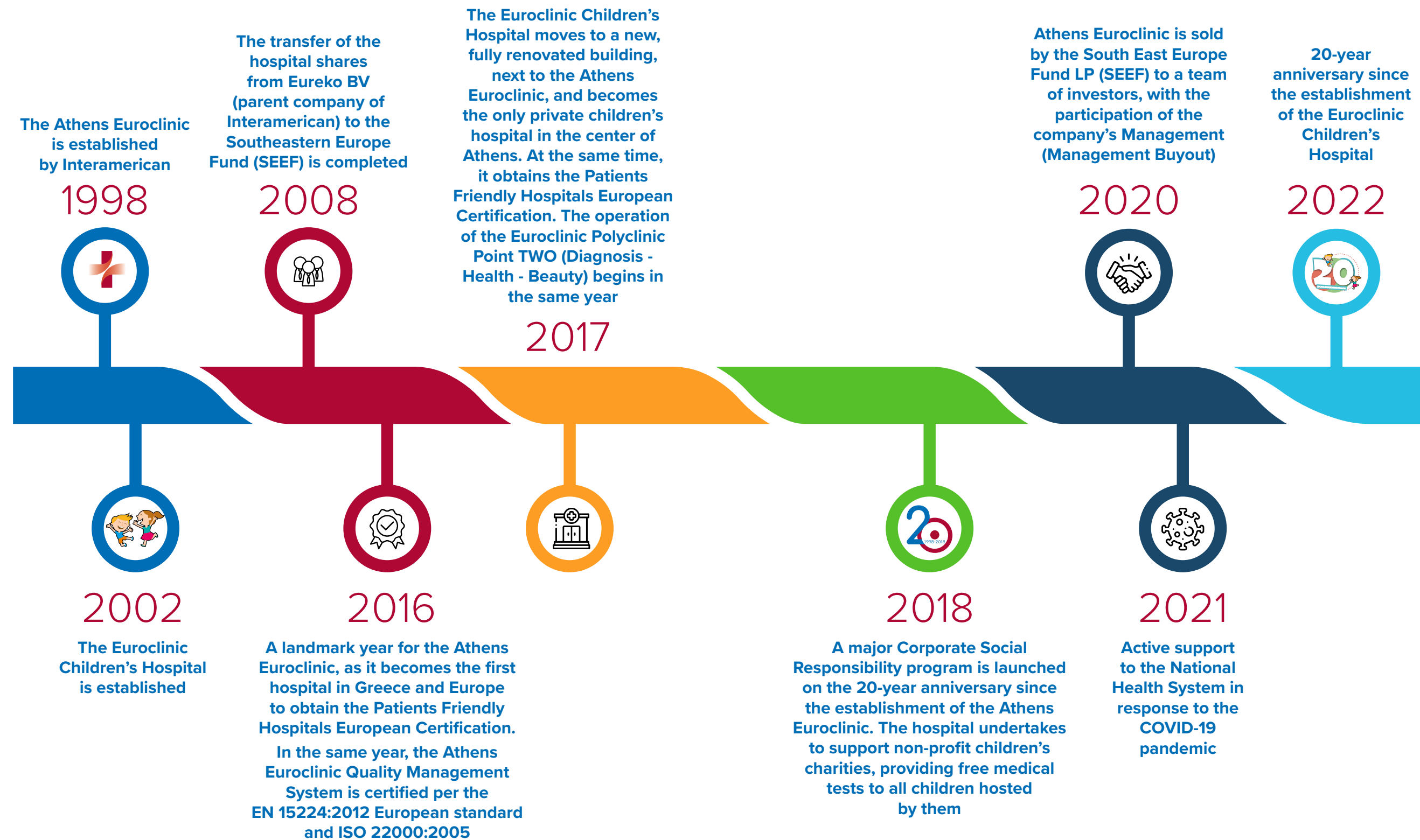
Quality: We evaluate and optimize our services, creating high value and benefits both for our patients and our associates.

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

Our milestones

The Euroclinic Group operates with a view to providing top quality healthcare services, innovative medical services and optimum hospital stay conditions for patients and carers, in order to fulfill its vision of becoming the healthcare provider of choice in Greece.

12/13



The Euroclinic Group hospitals and key figures for 2022

14/15



135,137
Outpatients



23,056
Outpatients



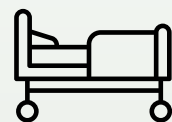
25,545
Outpatients



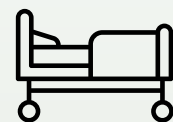
8,717
Surgeries



672
Surgeries



33,993
Hospitalization days



5,425
Hospitalization days

Network of associates and strategic partnerships

In the context of its relationship with insurance companies, the Euroclinic Group works with 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 and Kyanous Stavros (Blue Cross) Clinic in Thessaloniki.



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, state-of-the-art medical equipment and modern facilities, it has been steadily playing a leading role in the area of 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 are trained to assist, guide, support, care for and ensure a smooth hospitalization stay, based on medical knowledge and fundamental care.

Since 1998, the Athens Euroclinic has offered medical services to a total of more than 1,521,046 patients

Services

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.

Diagnostic Labs

Radiology, Clinical Pathology, Ultrasounds, CT and MRI

Special Units

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

16/17



20 years with the Euroclinic Children's Hospital

2022 marked an anniversary for the Euroclinic Children's Hospital, which has been offering its services to young patients for 20 years. When this journey began, the goal of the medical, nursing and administrative staff was to create a space that was specifically designed for children and would offer a combination of dedicated and safe healthcare services.

With the view to providing its services to even more children, Euroclinic moved to the center of Athens after 17 years of operation, making access to its premises easier for children and their guardians.

The Euroclinic Children's Hospital also paves the way when it comes to hosting scientific meetings, taking steps to provide lifelong learning and education opportunities to the medical community. For the last 18 years, it has been hosting scientific meetings, each one attended by more than 300 pediatricians, creating opportunities for discussion on interesting medical issues and cases. These events are also attended by people of the arts and letters, such as children's authors, reminding everyone that mind and body balance safeguards the health of young patients.

The Euroclinic Children's Hospital offers a wide range of pediatric specialties and sub-specialties 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.

20
Years
of continuous
presence

23
Pediatric
departments
and dedicated
clinics

41
Hospital beds
customized
for children

96
Doctors
of all pediatrics
specialties
and sub-specialties

> 500,000
children examined or hospitalized so far

Services

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, Ultrasounds, CT and MRI

Polyclinic - Point TWO



18/19

In 2017, the Euroclinic Group 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.

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

Services

Departments

Dermatology: The department covers a wide range of skin conditions (e.g. STDs, melanoma screening, psoriasis, etc.), while also providing Cosmetic Dermatology services.

Nutrition: The department offers customized nutrition plans, nutritional education and guidance.

Endocrinology: The department runs a Diabetes Clinic, an Obesity Clinic and other clinics. Clinical Pathology Lab, with the following departments:

- Hematology
- Immunology
- Clinical Biochemistry
- Microbiology

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

Pulmonology: Among other services, the department also offers sleep apnea tests.

Neurology: The department runs brain health assessment, multiple sclerosis migraine treatment clinics, etc.

Orthopedics

Cardiology

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





High Specialty Centers

Centers of Excellence for healthcare services in Greece

The Euroclinic Group has developed a wide range of healthcare services, through High Specialty Centers, with the aim of providing quality care and meeting the needs of its patients to the fullest. These centers are widely recognized as centers of excellence for the Greek medical care ecosystem. They are staffed by qualified health professionals, specializing in different medical fields, and offer patients the most advanced and effective treatments available to date. Dedicated to excellence and focusing on patient-centric care, these centers offer solutions to complex medical conditions and the best possible care.

Cardiac Surgery Center for Total Arterial Myocardial Revascularization Center of Excellence

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 long 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

20/21

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 significant number of surgeries is performed each year at the Athens Euroclinic Center of Excel-

lence, 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 re-certified as a Center of Excellence in 2019, for the top-quality medical services it offers, achieving very high results in the evaluations and quality controls carried out by the special auditors of 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 Group's 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 qual-

ified 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 Athens Euroclinic Breast Department aims at offering quality and safe treatment to women suffering from breast cancer by providing comprehensive, top-level healthcare services, covering all stages from diagnosis to treatment of breast conditions.



Member of the Breast Centers Network



Prevention, diagnosis and treatment

Certified Stroke Unit

The Department, a high specialty 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 consists of neurologists, neurosurgeons, invasive radi-

ologists, 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 central 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 major 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.



22/23



Quality of service

A competitive edge for the Group

The Euroclinic Group operates certified quality systems which reflect its commitment to providing safe and effective medical services. The provisions of the Euroclinic Quality Policy adopted by the Group 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 procedures by identifying and resolving any problems early on, upgrading and revising management systems, monitoring and recording risk through risk assessment studies, effectively managing changes in technology, and fostering efficient communication and feedback from patients and their carers. The Management, as well as the medical, nursing, paramedical 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.

The Group has also 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 matters related to resolving issues and handling individual actions.

In the context of the quality systems, the Euroclinic Group updates the relevant procedures, work instructions, forms and regulations, as needed.

- 1 New Procedure
- 3 Revised Procedures
- 5 New Work Instructions
- 7 Revised Work Instructions
- 17 New Forms
- 15 Revised Forms
- 1 Work Regulation, drafted without the involvement of the Management and Operations Systems

Quality Goals

Risk assessments serve to set measurable Quality Goals, for both the administrative and nursing staff. 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:

- 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 the Group's healthcare services

Quality Management Systems and Certifications

In the context of providing quality healthcare services, the Euroclinic Group applies a Quality Management System in full compliance with the ISO 9001:2015 standard, and the EN 15224:2017, exclusively applicable to healthcare services.

The EN 15224:2017 Standard

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 EN 15524 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.



Food Safety Management System

In the context of its Quality Policy, the Euroclinic Group 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, and the nutrition code. The System ensures the minimization of accidental risks from meals during the patients' and carers' stay at the Group 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 applied; and checking, monitoring and reviewing proper implementation of legislative provisions and relevant specifications.



Clinical Pathology Lab Accreditation Certificate

The National Accreditation System, the competent national body according to Law 4468/2017, has certified the Euroclinic Group 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.



The Euroclinic Group is preparing for an ISO 13485:2016 certification, related to the quality of medical devices, with the aim of improving its procedures and assuring the quality of its medical devices. Moreover, with the aim of aligning with and observing the applicable laws, the Group will take all necessary measures to comply with the requirements set forth by Common Ministerial Decision 1348 concerning the distribution and storage of medical devices.

24/25



Quality Committees

Committee Name	Main responsibilities
Scientific Committee of the Ethics Board	<ul style="list-style-type: none">• Guides and coordinates the operation of the Medical and Nursing Division and their activities, to ensure the optimum operation of the hospitals.• Reviews and provides an opinion on any nominee 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 also receives recommendations from the Department Directors with regard to 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 urgent matters 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 ensuring the smooth running 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>
Hospital Infection Control Committee	<p>The Hospital Infection Control Committee 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 foodstuffs. 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>

Committee Name	Main responsibilities
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 training 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 evaluating 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.
Oncology Committee	<p>The Oncology Committee plans, coordinates and monitors the activities of the hospital related to the object 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.

Committee Name	Main responsibilities
Oncology Council	The Oncology Council convenes in order to discuss serious oncology cases and effective treatments. The Council members are able to provide guidance to the associate physicians who request it. The Oncology Council meetings decide on the suitable treatment for each case, the treatment order, and the exact protocol for each treatment.
Stroke Committee	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.
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 in order 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>

Committee Name	Main responsibilities
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	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.
Vendor's stock material Committee	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 in order 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 Group departments that handle Special Materials are aware of the requirements regarding inventory keeping and ordering, so that materials are available to the Group at all times.

Innovation and state-of-the-art equipment

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The Euroclinic Group has always been investing in new technologies and the most advanced medical equipment:

New Da Vinci Xi Robotic Surgery System

The new robotic system is the evolution in minimally invasive surgery, offering a significantly improved surgical outcome for patients and greater precision for surgeons, owing to the increased range of motion of the robotic tools and its superb 3D vision system (3D high-resolution imaging). The da Vinci Xi system offers new alternatives to patients and doctors alike, becoming the best possible choice for a series of surgical specialties, such as: General Surgery, Bariatric Surgery, Urology, Gynecology, Thoracic Surgery, etc. The benefits for patients are very significant, and can be summarized as follows:

- Reduced hospitalization time
- Faster recovery
- Immediate return to daily activities
- Excellent aesthetic result
- Minimal blood loss
- Minimum postoperative pain
- Lower risk of complications



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

The Euroclinic Group 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. What is more, the top-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 in 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 the area of 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 latest advancement in digital breast imaging, offering real-time 3D imaging with elastography, high resolution and speed, up to 32% shorter scan time, and 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.



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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's settings can be customized 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 capture and recording. Moreover, it has a mounted display with a touch screen for controlling the microscope.



Dräger Evita® V600 Intensive Care Unit 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 radiology centers a quick and efficient way of benefiting from quality digital imaging, using almost any type of X-ray system. Among its other advantages, it is the easiest and most versatile way to transition to direct digital radiography, promotes a more efficient workflow, speeds up the exam time, and offers 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.



34/35

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 imaging high resolution (4K) system, used in minimally invasive cardiovascular surgeries. The main benefits of the equipment, aside from faster patient return to work, include excellent aesthetic results, superb surgical results, shorter patient stay in ICU, significantly lower risk of postoperative complications, minimum postoperative pain and almost zero need for blood transfusion.



ROSA® Knee System Robotic Arthroplasty

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.



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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 Athens Euroclinic digital reconstructive surgery department has been performing arthroplasty procedures 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.



GETINGE Maquet Meera

The Maquet Meera line is the latest and most advanced operating table line by Getinge, introduced in 2016. It is ideal for use with intraoperative imaging systems (C-arm), owing to its radiolucent surface and its motorized longitudinal shift capability. It is suitable for use by all specialties, in combination with the appropriate accessories. It boasts a unique electrohydraulic three-point stance system, which lowers the base of the operating table and secures it to the ground. In this manner, the operating table offers maximum stability during surgery, for the safety of the patient and the nursing staff.



SIMEON MEDICAL Operating Light

The new Sim.LED 7000 - 5000 MC operating theater light is the latest advancement in operating light technology. Built from aluminum and safety glass, and scratch-resistant to guarantee optimal light transmittance throughout its entire lifecycle, it features single-color LED with >60,000 hours of life, greatly reducing the necessary power consumption. It is suitable for all applications, including main and secondary surgical operations and examinations. It features single-color white LED, which does not cast color shadows on the surgical field.



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DRAGER Atlan A300 Anesthesia Workstations

The Atlan A300 anesthesia workstation by German manufacturer Drager, commercially available since 2019, is a latest technology model of the highest quality. It supports all conventional and modern anesthesia procedures, including low flow and minimal flow applications. It is designed to guarantee protective ventilation of the patient and recruitment maneuvers, is suitable for adults, children and newborns, and stands out for its ergonomic design, safety and top-quality ventilation and anesthesia application.



GE HEALTHCARE S70 Ultrasound System

The Vivid S70 ultrasound system is a modern 4D echocardiography system, offering many times over 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.



GE HEALTHCARE Voluson P8 OB/GYN Ultrasound

The Voluson P8 ultrasound series is an advanced ultrasound system for gynecology applications. It offers exceptional image quality, a user-friendly interface and an improved workflow, minimizing the time required for obtaining, analyzing and reporting test results. It supports the most modern imaging functions, such as **3D/4D** and **HDlive** imaging, taking advantage of its high-resolution 17-inch screen.



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 society 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 the staff reflect the Group's commitment to offer quality and safe healthcare services, focusing on patients and respecting their needs.

The elements of our patient-centric philosophy:

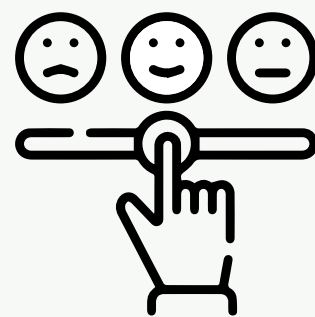


Patient and carer satisfaction surveys

Through the satisfaction surveys, the Euroclinic Group aims at maintaining close contact with patients and their families, in order to receive feedback on the services it provides. The survey, which is conducted in partnership with an external associate, is a key tool for self-improvement, evaluation of the services provided, and problem identification. The survey is carried out monthly by phone, both for the Athens Euroclinic and the Euroclinic Children's Hospital, on a sample of approximately 700 patients. 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
- Room cleanliness, conditions/amenities
- Discharge procedure
- Services by Accounting or the Cashier

Complaints are also logged through other communication channels, such as by email or patients directly relaying the complaint to the staff during their stay at the hospital. Once they become aware of any incident, the Complaints Department and the Department Supervisors or Directors are responsible for taking immediate action and adopting the necessary measures to address it.



98.2%

of adult inpatients stated they were satisfied by the service and conduct of the medical staff

94.4%

stated they were satisfied by the facilities and their rooms

94.1%

of inpatient carers at the Euroclinic Children's Hospital stated they were satisfied by the facilities and their rooms

97.4%

of inpatient carers and 96% of outpatients at the Euroclinic Children's Hospital stated they were satisfied by the service and conduct of the nursing staff

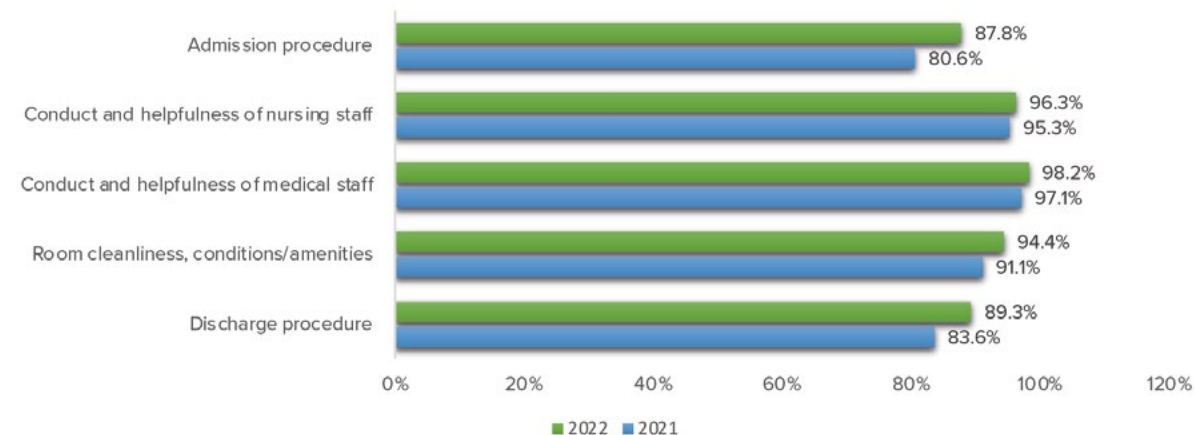
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2022 satisfaction survey results

The patient satisfaction survey results for 2022 show marked improvement, since the rates continued to be high and rising. The following graphs show the 2022 survey results compared to 2021.

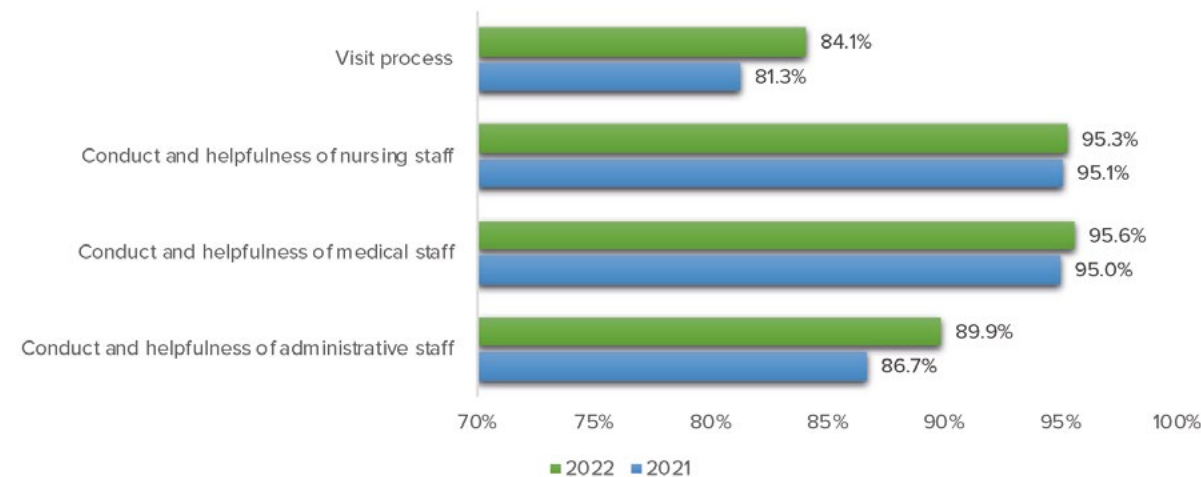
The most significant increase was noted in adult inpatient satisfaction, in relation to the "Discharge Procedure", where the rate increased by 5.7%, and the "Admission Procedure" where the corresponding increase was 7.2%.

Inpatient Satisfaction Rates (Adults)

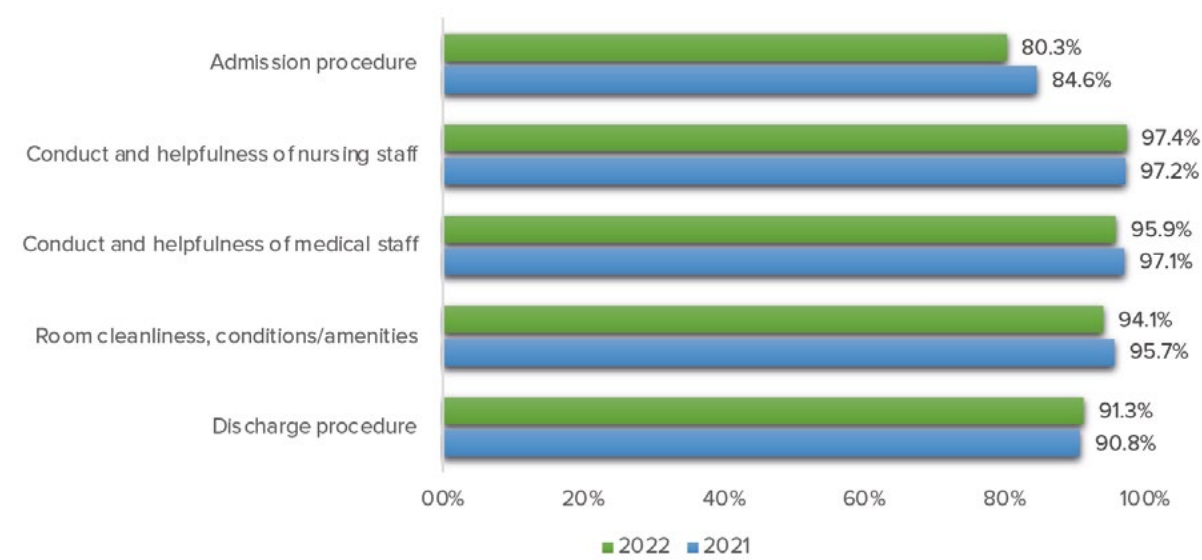


With regard to the Athens Euroclinic outpatient satisfaction rates, those remained high in 2022 and showed marked improvement. The largest increase (by 3.2%) was noted in relation to the "Conduct and helpfulness of administrative staff."

Outpatient Satisfaction Rates (Adults)

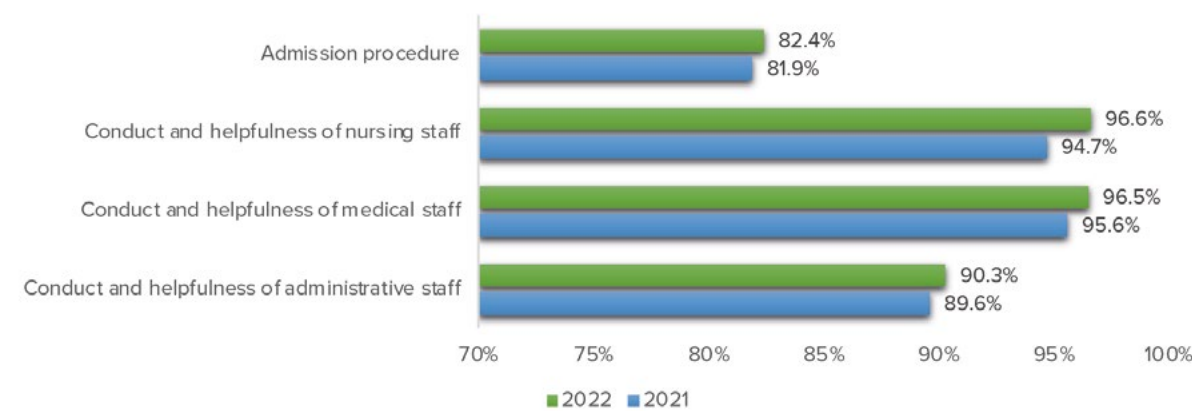


Inpatient Satisfaction Rates (Children)



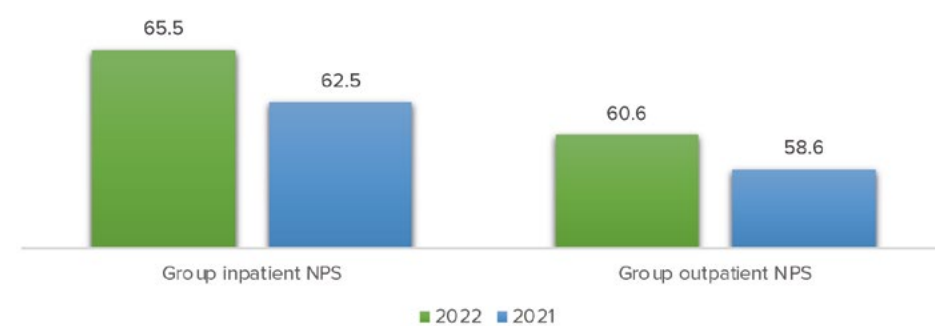
With regard to children outpatients, the rates increased in all categories, with the largest increase (1.7%) noted in relation to the “Conduct and helpfulness of medical staff.”

Outpatient Satisfaction Rates (Children)



Moreover, the Group’s inpatient NPS average for 2022 increased by 3.0 points in relation to 2021, whereas the outpatient NPS increased by 2.0 points in relation to 2021.

Euroclinic Group Net Promoter Score (NPS)



Responsibility in the supply chain

Establishing relationships of mutual benefit with its suppliers is a priority for the Euroclinic Group. In this context, the Group has developed and implements a Procurement Policy, which defines the way in which business transactions with suppliers are carried out, and the requirements the suppliers must meet in order to do business with the Group.

The main categories of supplies that the Euroclinic Group 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 Group 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 Group Technical Department.

Euronia Medical Supplies



Euronia Medical Supplies is a company of the Euroclinic Group engaged in the trade, shipment and supply of medical devices. The company aims at providing high-tech medical devices to meet the needs of its customers in managing and recording potential risks. Specifically, the object of the company is the trade, shipment and technical service of medical devices:

- Importing from abroad, purchasing from Greece and trading, wholesale or retail, in any type of medical supplies and devices, consumables, and other similar materials or products.
- Providing storage, handling and shipping services in Greece and abroad.

At the same time, the company measures and tracks its targets by implementing the applicable legislation ΔΥ86/ΓΠ/οικ.1348/04 (Government Gazette 32/B/16-1-2004) and an ISO 13485:2016 Quality Management System, and conducting an annual review to assess targets and performance indicators. Euronia is the main supplier of the Euroclinic Group, providing all necessary medical tools.

Euronia aims at respecting customers and serving their needs, driven by quality, and is committed to:

- Providing top quality products and services.
- Satisfying its customers, promptly and systematically, based on their needs.
- Delivering products promptly.
- Storing and preserving its products so as to ensure their quality.
- Complying, both in terms of products and in terms of its operation, with applicable laws and regulatory requirements.
- Recording and managing potential risks.
- Monitoring and promptly resolving any problems that might arise.
- Properly and efficiently implementing the Quality System and striving to continuously improve it.

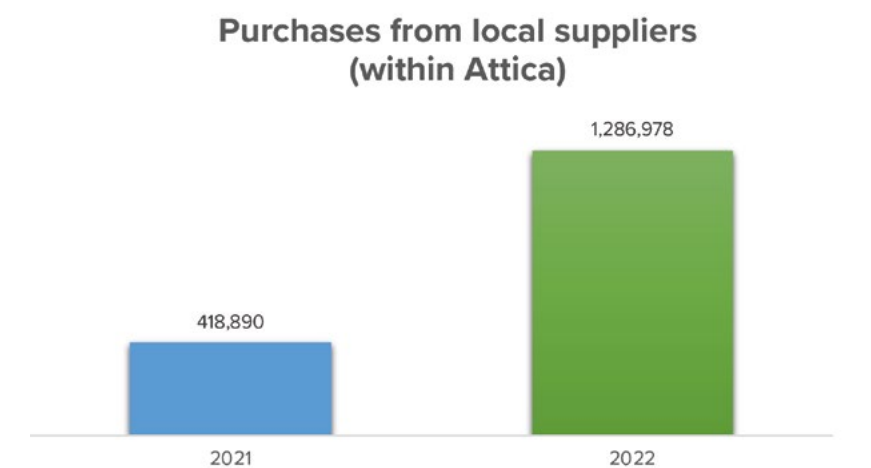
(Excerpt from Euronia's Quality Policy)

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Biomedical Department

The Biomedical Department uses the iMaint software system to monitor the condition and efficient operation of the equipment. With this system, the Biomedical Department can schedule machine maintenance easily and efficiently, and have a clear overview of the condition of the equipment (date purchased and department where it is installed) and its history, lower maintenance costs and make sound decisions in relation to replacing, decommissioning and purchasing medical equipment. The Biomedical Department also follows the procedures below:

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



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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. 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 supplier 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 suppliers, where necessary.

The Committee does not review, as an exception, services which, by nature, cannot be the object of a supplier 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 is available under the "Responsibility and Sound Governance Structures" section.

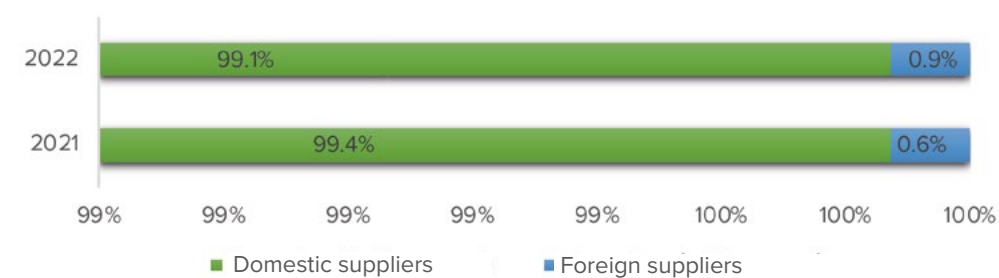
Supplier Evaluation

Every two years, the Euroclinic Group Procurement Department carries out an evaluation of its suppliers of consumables, and establishes the necessary conditions governing the collaboration framework with suppliers, such as quality, responsibility and efficiency. Suppliers 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 supplier's level of technological competence, and the possibility of having a team of inspectors from the Group carry out an inspection of the supplier's facilities. Suppliers are approved or rejected according to their scores, based on these and other, more specific criteria.

Number of other suppliers based on origin



Percentage of purchases from other suppliers based on origin



Distinctions



The efforts of the Euroclinic Group to provide quality healthcare and hospitalization services were yet again recognized and honored in 2022.

The most important distinctions awarded to the Group are listed below:

The Group received 8 awards at the Healthcare Business Awards 2022

2 gold, 5 silver and 1 bronze award for the Euroclinic Group

- The Euroclinic Group received a gold award for the “Euroclinic Go Green” program, in the “Environmental Protection Actions” category, for the initiatives it undertook to reduce the ecological footprint of its hospitals and contribute to sustainable development. It also received a gold award in the “Contribution to Employment” category, for attracting and training young professionals, despite the crisis brought on by the COVID-19 pandemic.
- The Group was also honored with five silver awards, one in the “Innovation in Surgical Treatments” category for the totally endoscopic treatment of cardiovascular diseases, and one in the “Early Diagnosis/Prevention Actions” category for the campaign launched by the Group aimed at stroke prevention and faster access to treatment. The Euroclinic Group was also honored with a silver award in the “Innovative Equipment or Medical Service” category for its pioneering e-stroke platform, by Brainomix, which is used by the Euroclinic Radiology Lab and offers new capabilities in stroke treatment through AI technology, increasing the percentage of patients who are eligible to receive stroke treatment by 70%. Moreover, the Group received a silver award in the “Efficient Hospital Management” category for the efficient management and organization of the hospital during the COVID-19 pandemic, as Euroclinic was the only private hospital treating COVID and non-COVID cases at the same time. Finally, the Group was also honored in the “Communication” category for the quick and easy access to the digital medical library offered through its website.
- The Group’s efforts for continuous innovation in healthcare services was acknowledged with a bronze award for a European-wide innovation in Robotic Surgery, as an incision-free abdominal colectomy was performed at the hospital.

Patient Partnerships Awards 2022

The Euroclinic Group received an honorary award at the Patient Partnerships Awards 2022 for its initiative to offer more than 250 free breast screening tests to the women at the Eleonas Women’s Prison in Thebes, highlighting the importance of prevention and equal access to healthcare services for all.

Bravo awards 2022

The Euroclinic Group was honored at the Bravo Awards for conducting its monthly patient and carer satisfaction surveys in partnership with an external associate, with the aim of continuously improving the services it provides.

Honorary Award for Participating in the #JobDay 45+ Initiative

The HR team of the Euroclinic Group received a HeRa Honorary Distinction in the “HRM Social Sensitivity” category for participating in the #JobDay 45+ event hosted by Skywalker, to provide employment opportunities to older people, promoting equal access to the job market.

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Updates on Health and Medical Developments

Hosting conferences and one-day events

Based on the principles of credibility and responsibility, the Group hosts day events and seminars, with the aim of informing interested parties of any developments in the healthcare sector and conducting fruitful scientific discussions.

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 current medical topics. Participation in the meetings is educational. These meetings, which are very popular among the medical and nursing staff, aim to keep our employees informed, sharing scientific opinions and studying cases that were treated at the Group hospitals.

In 2022, numerous scientific meetings were organized on a wide range of medical topics.

2022 SCIENTIFIC MEETING SCHEDULE	
DATE	SUBJECT
08.02.2022	Human Medicine: The pandemic post-human
22.02.2022	Ischemic strokes. Treatment in the first 24 hours. Thrombectomy.
15.03.2022	Colorectal robotic surgery
29.03.2022	Circadian rhythm in health and illness
12.04.2022	Bariatric surgery and minimally invasive methods for the treatment of obesity
10.05.2022	The most common diagnostic errors in geriatric patients
24.05.2022	Interesting cases: Forgotten and new DISEASE ENTITIES
07.06.2022	A case of Pemphigus vulgaris – infusion of rituximab in one-day treatment
11-10-2022	Pulmonary consolidation. What if it is not pneumonia?
8-11-2022	Medical negligence
22-11-2022	Updated Gastroenterology guidelines
6-12-2022	Hidradenitis
20-12-2022	Modern treatment: Heart problems in the treatment of oncology patients

The 18th edition of the Scientific Meeting of the Euroclinic Children’s Hospital was held in 2022, at the Athens War Museum. The event marked the 20 years of operation of the hospital and was attended by a number of pediatric specialists.

The main theme of this year’s meeting was “Common pediatrics problems: Modern views”, and young patients were at the forefront. More than 250 pediatricians and other scientists attended the meetings, and distinguished guest speakers from the National and Kapodistrian University honored the event with their presence.

Various pediatrics topics were analyzed and discussed during the event, including “Neurological manifestations of Sars-CoV-2 in children”, “Animals as a cause of transmission of viral and parasitic infections” and “Skin manifestations of systemic diseases”.

Human Resources

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

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Organizational framework of employment

To the Euroclinic Group, the most important capital are its people, as they stand at the center of the organization's success and recognition as a leading healthcare services provider in Greece. The Group acknowledges their value and contribution and is committed to providing a safe and decent work environment, as well as opportunities for ongoing development and concrete rewards for their efforts.

To efficiently address personnel issues, the Euroclinic Group has established a number of key pillars related to HR management. These pillars include recruiting and retaining top talent; implementing training and development programs aligned with the needs of the organization and the career goals of the employees; using performance management systems that provide regular feedback and reward; and committing to diversity, equity and inclusion.

By prioritizing these key pillars, the Euroclinic Group aims at building a positive work environment, which fosters the growth and development of its employees and leads the organization to success.



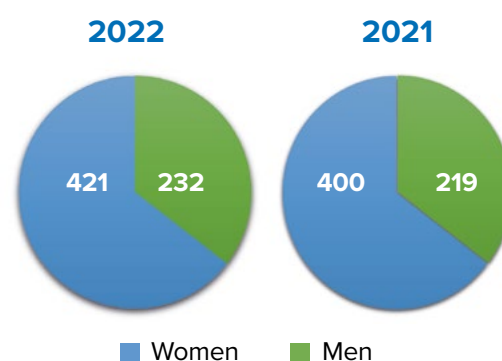
Equal opportunities and respect to human rights

The Group recognizes that diversity and inclusion are important aspects of the organization's success. By building a work environment that respects diversity, promotes equal opportunities and prevents exclusions, the Group aims at attracting and retaining talent, fostering innovation and creativity, and championing a positive organizational culture that benefits every one of its people.

To ensure that the recruitment, retainment and advancement of employees are solely based on experience, knowledge and skills, the Euroclinic Group has adopted a meritocratic approach. The organization aims to establish equal terms for all employees, allowing them to excel based on their own competences. This approach permits the Group to make the most of a variety of talents and to create an inclusive work environment, where everyone feels appreciated and supported.

The Group ensures that everyone enjoys equal opportunities, ethical conduct and no discrimination or unequal treatment based on race, religion, color, ethnic origin, gender or any other personal trait. Moreover, the Group is committed to safeguarding the freedom of association and maintains an open dialog and close cooperation with the Groups' employee union. In addition, in 2022 the Group adopted an equal treatment and anti-discrimination Policy, and established an anonymous whistle-blowing mechanism.

7
different
ethnicities
in the Group



64%
Women in the Group

46%
in senior
posts

53%
managers
and supervisors

In March 2022, to celebrate the International Women's Day, the Euroclinic Group launched a video campaign with the key message **"Each woman is different and unique! With us, she claims the place she deserves."** The campaign featured 6 female employees of the Euroclinic Group, each coming from a different position, hierarchy and background. The participants told their own story, from their very first steps at Euroclinic, sharing their feelings and their entire journey towards professional development and success.

Every woman is different and unique
In Euroclinic Group, she claims the place she deserves

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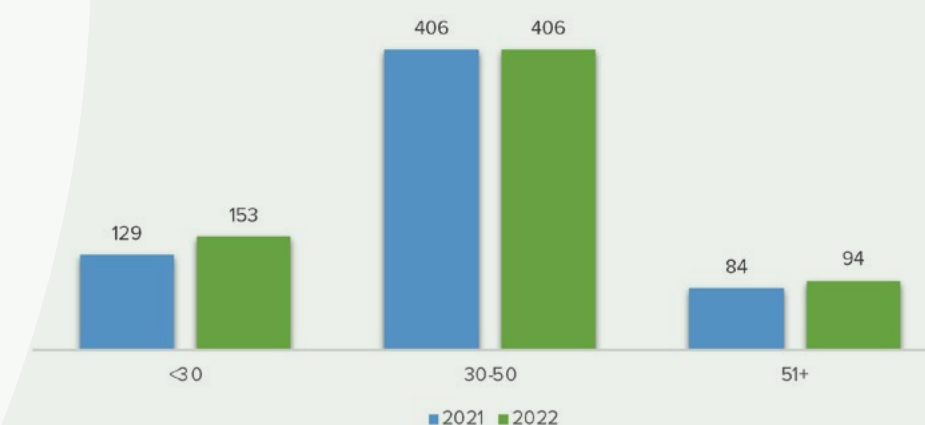
14%
of the employees
belong
in the 51+
age group

23%
are young people,
aged <30

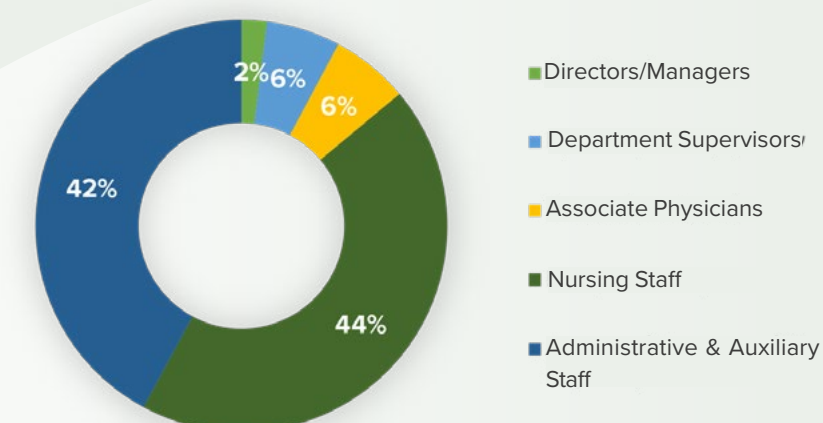


94%
full-time
employees

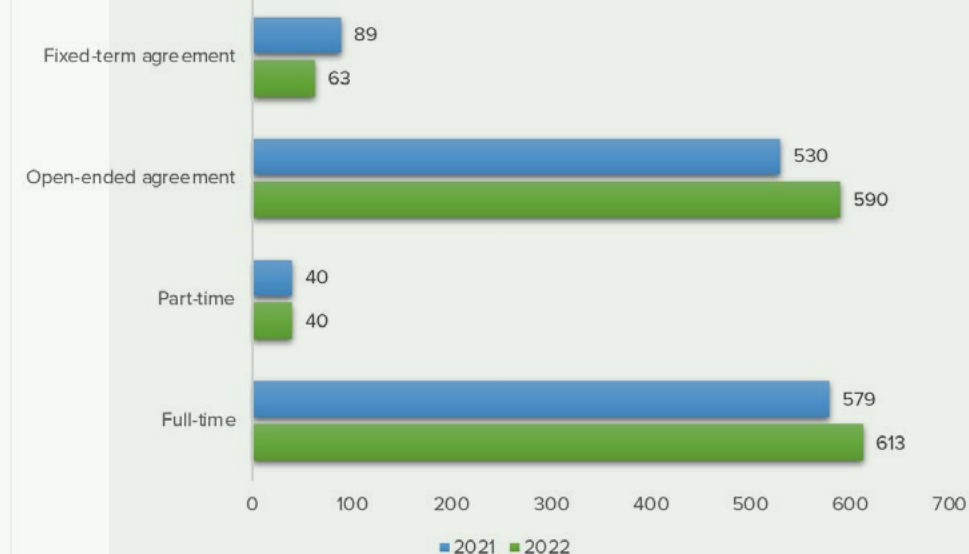
Age distribution of employees



Distribution of employees per hierarchy



Distribution of employees
per type of employment





Attracting and retaining staff

Attracting and retaining competent and talented employees is of critical importance for the Euroclin-ic Group. In this context, the Group pays particular attention to recruiting qualified medical, nursing and administrative staff with top-level personal and professional traits. Establishing stringent selection criteria, the Group aims at working with people who possess the necessary knowledge and skills, mainly in relation to patient care.

To attract and retain top professionals, the Euroclin-ic Group offers opportunities for growth and development, acknowledging the personal effort put in by each employee. By building a positive work environment that promotes teamwork and cooperation, the Group encourages its people to stay and contribute to its success.

Moreover, it is standard practice for the Group to attract nursing graduates with little previous experience, as it is an excellent strategy for staffing the organization with new talent. The Group gives these individuals the necessary training and support to ensure they develop the skills and knowledge required to provide excellent patient care. This approach is not only beneficial to the organization, but also helps address the lack of qualified nursing staff in the health industry.



179

Recruitments

75

Women
< 30 were hired

40%

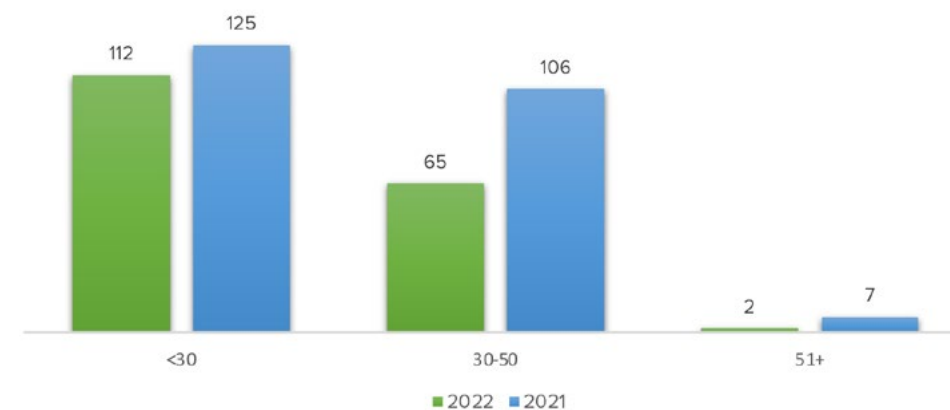
Reduction
in resignations

22.5%

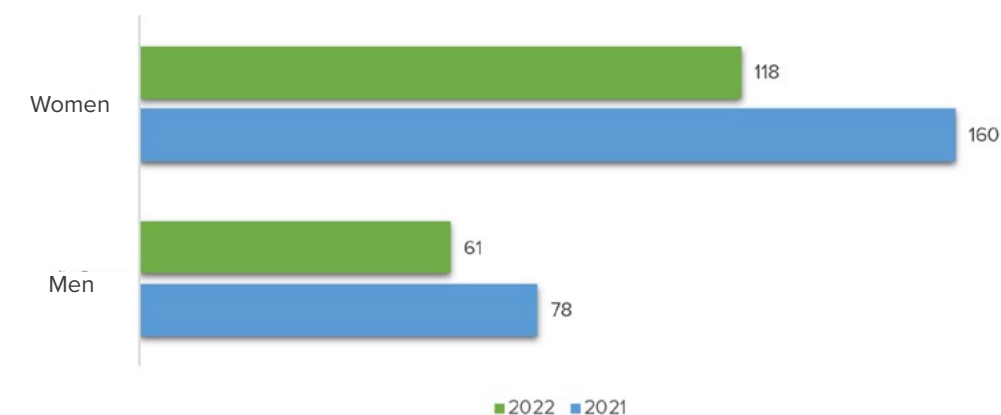
Voluntary
mobility index

58/59

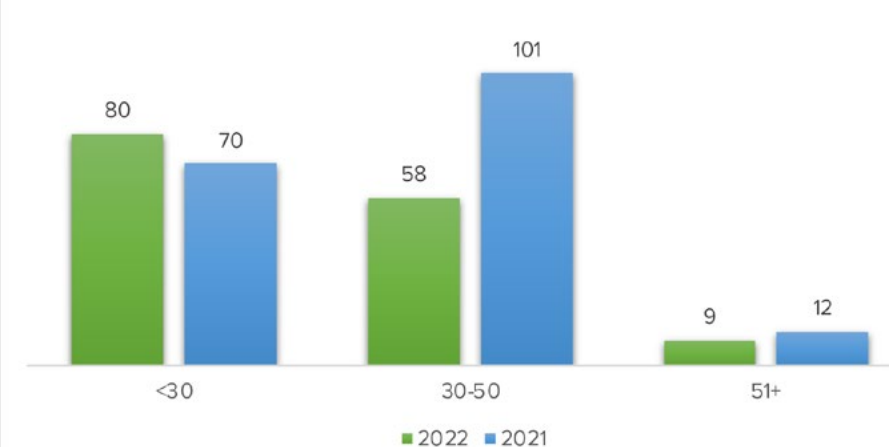
Total hirings per age group



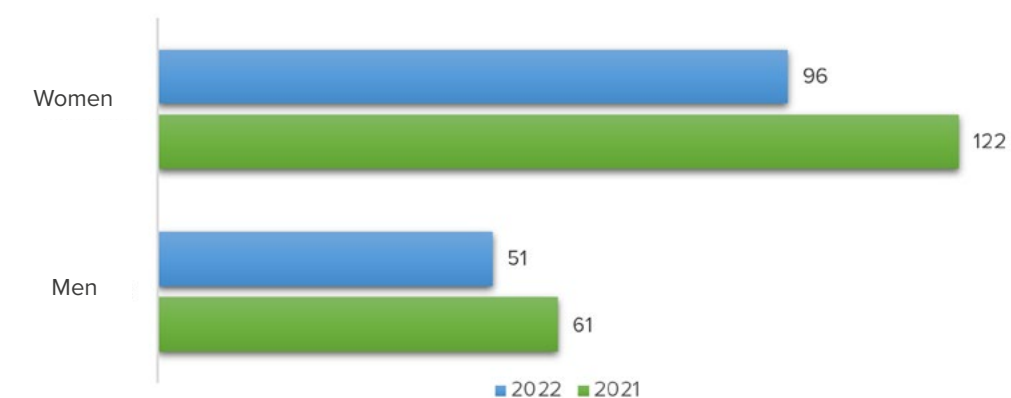
Distribution of hirings per gender



Total resignations per age group



Total resignations per gender





60/61

Training and development

The Group has made the systematic education and training of its people a priority. By offering dedicated programs and life-long learning opportunities, it aims at enhancing the professional skills and knowledge of the employees, so they are able to successfully navigate challenges in the work environment. These programs are designed to address specific needs related to new nursing protocols, the use of new technologies selected for application in the Group's systems and equipment, as well as the prompt satisfaction of any special patient needs.

The procedures for choosing and organizing the training programs are specific and tied to the Group's strategic priorities. The programs implemented are structured in a way that meets the needs for personal growth, and the demands of the position and the nature of the job of each employee, as well as the requirements of the Group in general.

To ensure that employees receive the necessary education, the Group selects and organizes training programs based on the needs that arise throughout the year, according to the requirements of each department. The Department Supervisors and Directors play a key role in this process, as they tasked with identifying the relevant needs in their area of responsibility, and reporting them to the Management. These needs are then incorporated in the educational framework, so that corresponding training programs may be chosen and organized.

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

Additional benefits for employees and their families

For the Euroclinic Group, retaining competent employees, increasing their satisfaction and rewarding their efforts by offering various additional benefits is a strategic objective. These benefits cover both the employees and their families, and include:

- Healthcare benefits for themselves and their family members
- Funding for postgraduate programs and training courses
- Daily meals at very low cost
- Gift cards
- Employee card for a variety of services and goods at special rates
- Career guidance and mentoring for the employees' children

In 2022, **3 career guidance and mentoring programs** were organized for children of Group employees aged 16 to 17.

6,489
Total hours
of training

618
Employees
trained

87%
Increase in training hours
compared to 2021

9.9
Average hours of training
among all employees

98%
Of the Group's women
received training

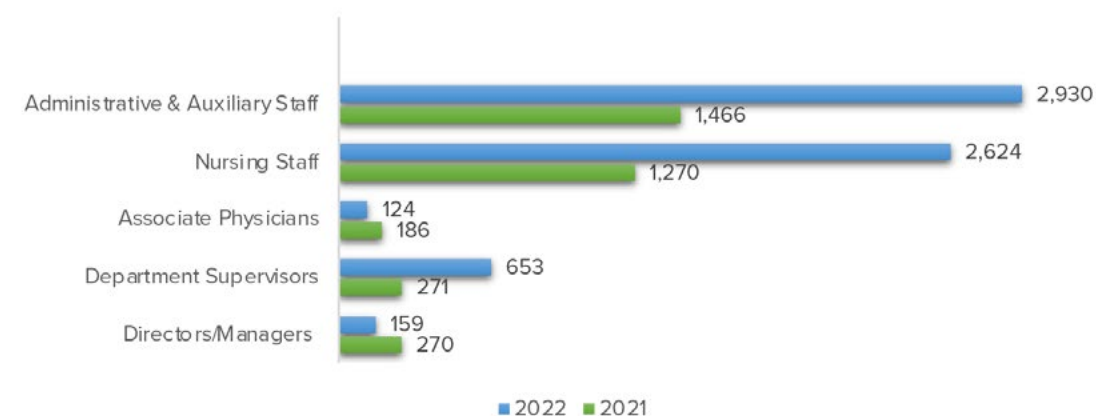
7.6
Average hours
of training for men

11.2
Average hours of training
for women

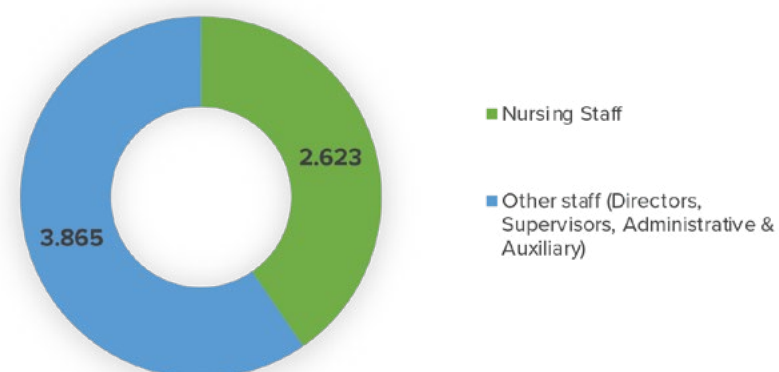
9
employee postgraduate
programs in 2022
funded by the Group

12.2
Average hours
of training
for Directors

Total hours of training per hierarchy



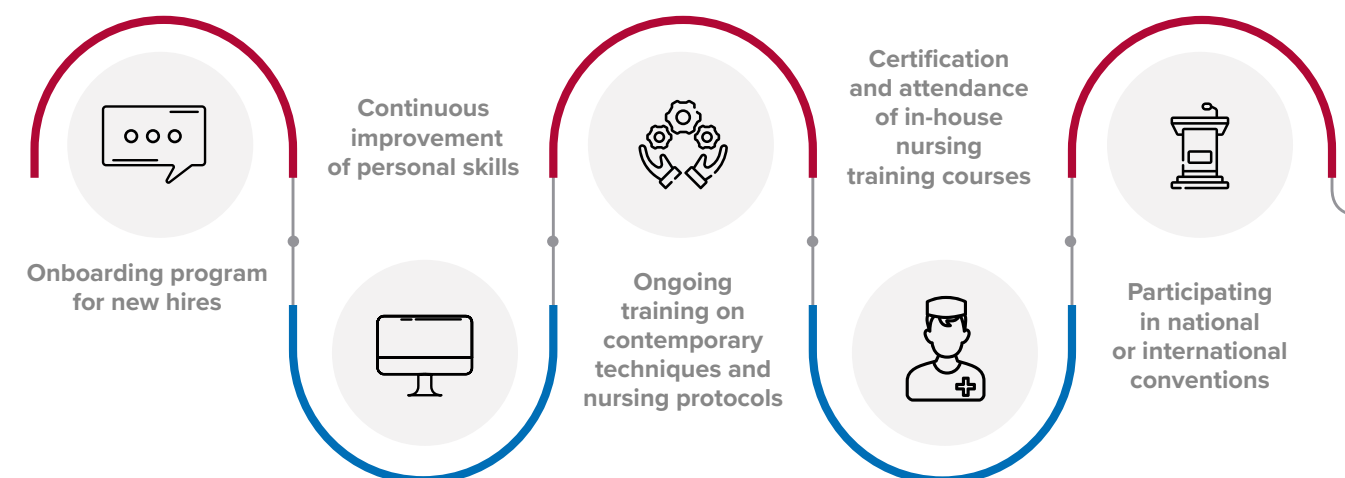
Hours of training per training category



Subjects of department training programs



Categories of training programs



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Performance management

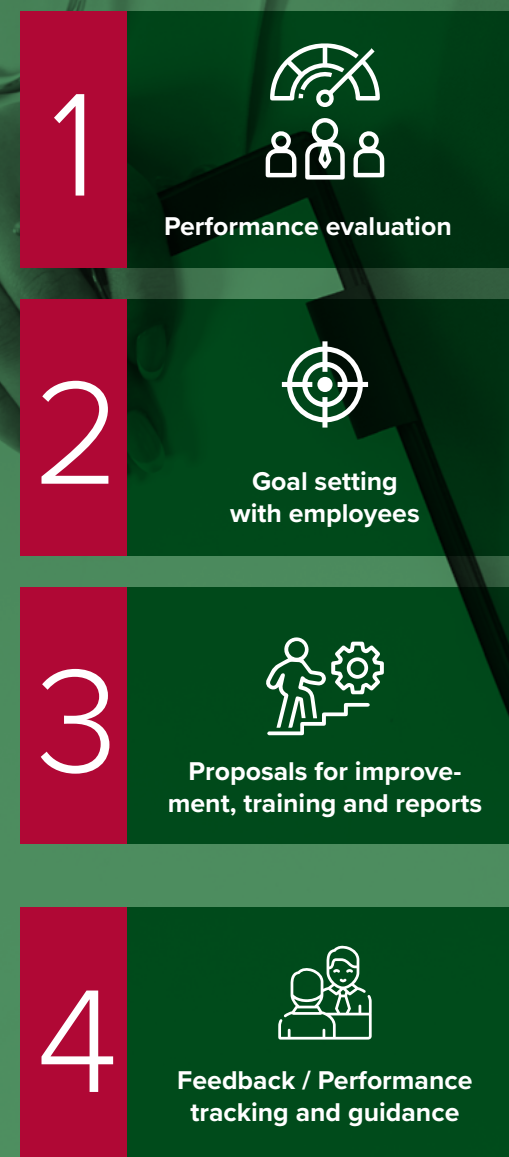
The Group acknowledges that the evaluation of employee competences and skills is an essential part of continuous improvement and development. The goal of the evaluation process is two-fold: to assess personal performance and identify the areas of improvement, so as to continuously safeguard the quality of the services provided.

This procedure includes regular feedback discussions between staff and supervisors, and allows the employees to reflect on their job tasks, set goals and work towards achieving them. It also offers evaluators the opportunity to identify the strengths of their team members and areas where additional support might be required.

The Euroclinic Group uses the outcomes of the evaluation process to highlight additional educational needs for each employee, and then implement targeted training programs. Overall, the evaluation process is an integral part of the Euroclinic Group's commitment to continuous learning and development, ensuring that its employees stay dedicated to their work.

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 system operates, while they are also informed of the corporate objectives that should be set. In the Group Hospitals, the Department Supervisors are evaluated by the Directors and the Directors are evaluated by the CEO.

The evaluation procedure is based on the following steps:



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Internal communication and staff-management relations

The Euroclinic Group prioritizes two-way and open communication between the employees and the Management. The Group ensures that communication channels are effective, as they contribute to the smooth running of the organization and immediately prioritize any employee problems.

These channels include:

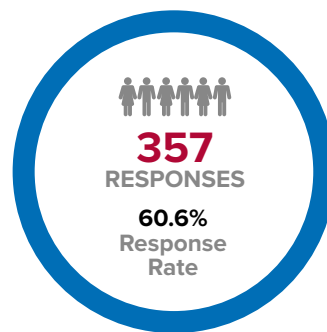
- The open-door policy that encourages open communication
- Employee and physician satisfaction surveys
- Close cooperation with and feedback from the employee unions that allow anonymous complaints
- Exit interviews
- Various meetings:
 - The Group organizes regular monthly and weekly Director meetings
 - Weekly meetings of the Operational Directors with the CEO and the Vice Chairperson
 - Face to face or online meetings between the Management, Supervisors and staff
- A Group magazine, to keep the staff updated
- Direct communication with the Human Resources Department

The Group's communication channels ensure that employees can freely express their opinions and concerns. Moreover, the two-way communication approach encourages open and honest dialog, builds trust, and promotes cooperation between staff and Management. By using these channels, the Group demonstrates its commitment to build a positive work environment that appreciates and respects its people.

Policies and procedures

The policies and procedures followed by the Group are the foundation for effective communication with the employees. They offer clarity and transparency, ensuring that employees are aware of their responsibilities and can play their part in providing top-quality services. Moreover, the policies and procedures, including the anonymous whistle-blowing option, foster a culture of trust, where employees feel appreciated and supported, and, therefore, contribute to the organization's continuous improvement.

The Euroclinic Group acknowledges the importance of the policies and procedures related to reporting and makes available to the employees multiple channels through which they can report any concerns. The Group also ensures that any reported incidents are thoroughly investigated and that appropriate action is taken to address any issues.



Employee and physician satisfaction survey

Employee surveys are a valuable tool for collecting comments and opinions from the employees regarding their experience, satisfaction and level of loyalty. The Euroclinic Group acknowledges the importance of such surveys and makes an effort to annually collect data with the aim of understanding the views of employees and identifying areas of improvement, by revising the policies, procedures and even the educational initiatives of the Group, when deemed necessary.

Taking into serious consideration the comments from the employee surveys, the Group makes the necessary changes in order to improve the work environment and raise their level of satisfaction. The employees' participation in the decision-making process promotes a culture of cooperation, and enhances the loyalty and motivation of employees.

By conducting regular employee surveys, the Group ensures it will continue to provide a positive work environment that promotes the satisfaction, loyalty and well-being of employees.

20%
Increase in the number
of people responding
to the survey, compared to 2021

8.4/10
(Administrative
and paramedical staff)

8.1/10
(Nursing
and auxiliary staff)

State they are satisfied with the health benefits
their families and themselves enjoy



92%
of the employees
intends to reduce
the consumption of
unnecessary energy





Health and Safety

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

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Protecting the health and safety of our employees and patients is the number one priority for the Euroclinic Group. In this context, strict processes, regulations and initiatives are adopted, reflecting the coordinated efforts to eradicate any risks within the Group and in its activities, but also the Management's commitment to shape a culture of prevention and safe work conduct.

The Euroclinic Group takes all necessary measures to protect employee safety during their work, and it also takes steps to ensure they are well-informed and continuously trained. This is the way to ensure that regulations and safety specifications are observed, and potential risks are minimized.

In the context of providing a safe workplace, the Group undertakes various actions, aiming at continuously improving the health and safety conditions in all its facilities and activities, to eliminate risks and prevent incidents.

1.6
Lost Time Injury
Frequency Rate (LTIFR)
for 2022

60
Absent from work
days due to injuries

48.9
Injury Severity Rate (SR)
for 2022

Infection control and prevention

Through following strict procedures and carrying out continuous training, the Euroclinic Group takes steps to protect both patients and employees from hospital and other types of infections. The Group's hospitals follow a specific infection control and prevention program, addressed to all departments and employees.

Infection Control and Prevention Regulation

The Internal Infection Control and Prevention Regulation is a fundamental tool for promoting the safety of patients, healthcare professionals and carers. The Regulation drives the Group's strategy in relation to developing and implementing procedures regarding infection control and prevention. The Regulation comes with supplementary instructions and manuals that contribute to applying safety precautions against possible infections.

The Group is fully aligned with and adopts the applicable national and international guidelines regarding the provision of safe and quality healthcare. All employees observe the personal protection measures for preventing exposure to pathogenic microorganisms and follow the appropriate control instructions in case of professional exposure.



Infection Control Policy

This Policy sets the framework for developing and applying procedures and guidelines to control infections, based on the features and particularities of the hospitals.

The policies apply to the entire staff, associates, visitors and any individuals who take care of patients, students, volunteers, etc. All employees must be aware of, and consistently and accurately implement the practices that ensure infection prevention and control, with the aim of minimizing infections to the benefit of patients, staff and visitors, without violating patient privacy and confidentiality.

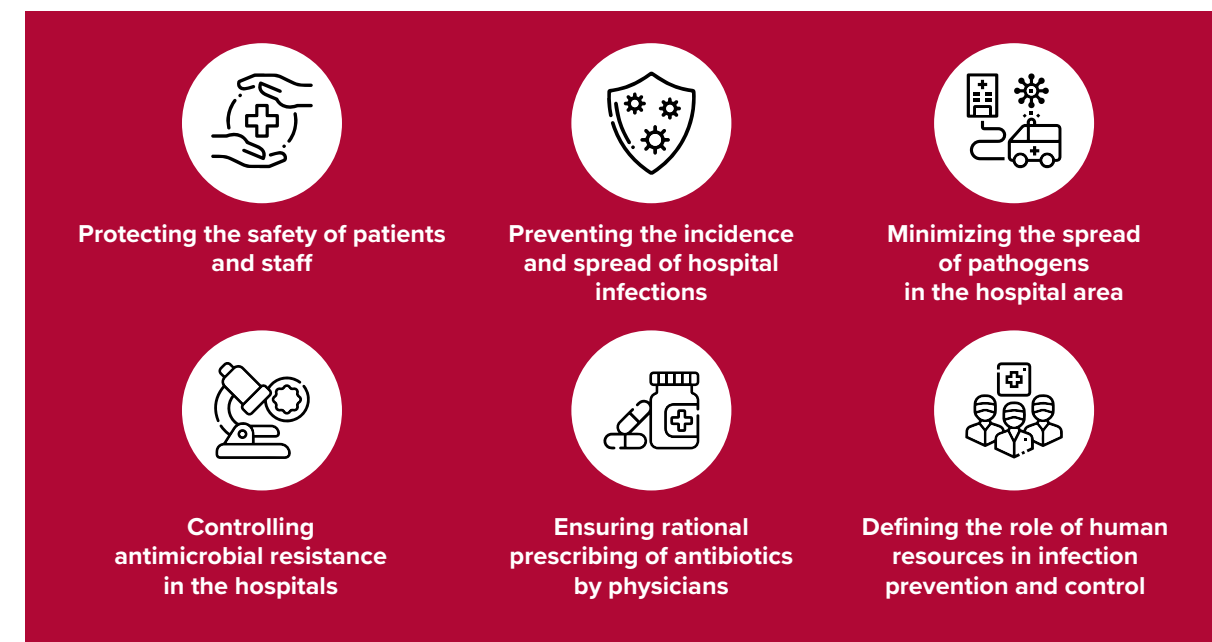
The principle of prevention and early treatment of any incidents or cases plays a big part in the day-to-day management of such issues, while the Group places particular emphasis on raising awareness among all employees, by continuously investing in training and information actions.

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



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The Infection Control Policy is based on the Internal Infection Control and Prevention Regulation, which aims at:



The Euroclinic Group formulates strategies that ensure the entire staff complies with procedures that relate to the prevention and control of antimicrobial resistance and hospital infections. In this context, the appropriate individuals are identified, along with their competences and the responsibilities they have undertaken vis-à-vis the implementation of the internal regulation at the hospitals.

Infection Control Nurse

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 health, the Group has established the role of Infection Control Nurse (ICN), with top-level nursing duties. The ICN is responsible for:

- Monitoring and recording infections, according to the National Public Health Organization (NPHO) directions.
- Overseeing and implementing disinfection, sterilization and antiseptic procedures.
- Monitoring the use of disinfectants and antiseptic preparations.
- Monitoring the implementation of personal protection measures by all Group employees.
- Supervising staff vaccinations, in cooperation with the Workplace Physician and in line with the National Vaccination Plan.
- Monitoring compliance with medical and nursing practices related to the prevention of hospital infections.
- Drafting and updating protocols and procedures, in cooperation with the Hospital Infection Control Committee.
- Guiding staff to apply safe medical and nursing practices, supported by the Nursing Division.
- Receiving daily updates from the Microbiology Lab in relation to the isolation of multi-resistant microorganisms.

- Overseeing the isolation of patients infected or colonized with resistant pathogens, at the responsibility of the physicians.
- Investigating accidents of the medical and nursing staff and other health professionals due to contact with biological fluids or sharp objects; filling in the relevant Professional Exposure Declaration Form; and determining and monitoring the necessary actions, in cooperation with the Infectious Disease Specialist.
- Monitoring contagious infectious diseases in the workplace and ensuring patients are protected from any staff suffering from infectious diseases, in cooperation with the Infectious Disease Specialist.
- Overseeing the submission of the forms for the mandatory declaration of infectious diseases to the relevant NPHO department, in cooperation with the attending physician, the Infectious Disease Specialist and the microbiologists.
- Training staff on matters related to infection control and prevention.

Additional information on the responsibilities of the Hospital Infection Control Committee are presented in the section “Euroclinic Group”, “Quality of service as a competitive edge for the Group.”

Electronic vigilance system

Preventing the spread of multi-resistant organisms (MROs) in hospital environments is a main priority for the Euroclinic Group. In this context, the Group uses an electronic vigilance system, which automatically updates the patient’s record in the event of a multi-resistant pathogen (Hospital Information System). This way, all stakeholders are immediately informed and measures are adopted promptly, leading to better patient management, while the spread of MROs is prevented.

Protection against seasonal flu

In view of the flu season, the Euroclinic Group 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 the Group’s initiatives to digitize its processes, and aiming at organizing the vaccination more effectively and raising awareness among staff, a special digital platform is used, which provides access to each Hospital Division / Department for monthly collection of information concerning the staff’s vaccination against the flu.

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Effective risk management

Health program for staff and their families

The Euroclinic Group provides a comprehensive health and safety framework for its employees, which includes healthcare services for the staff and their family members. The healthcare benefits are available to the entire staff, of all levels, while the Group 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

The Group has developed and implements a risk management and safety procedure in all of its facilities, aiming to ensure safety for patients, relatives, carers and staff during their stay at the hospitals, as well as protection against any possible 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 disaster and terrorist actions. To properly apply the procedure, the Group 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 ensure the health and safety of its employees.



Continuous risk assessment and incident recording

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



Health and safety guidelines and measures

The Group has established and implements additional procedures, instructions and measures regarding proper staff conduct, attire and hygiene, securing the 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 guidelines the Group has put into action.



Safety culture and continuous training

Raising awareness among the employees and nurturing a safety culture are fundamental to properly and efficiently addressing any relevant issues. In this manner, the Group ensures the smooth day-to-day operation of all departments, while all types of incidents are substantially reduced.

In the context of its commitment to protect the safety of patients, carers, staff and physicians, the Group encourages and supports free and open communication to report any hazardous situation that may be identified.

The Euroclinic Group 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 personnel up to date and increase its awareness. Moreover, aiming to strengthen the infection control and prevention actions:

Meetings take place with the liaisons / infection control nurses, during which training courses are carried out, questions are answered, while solutions are proposed to address problems.

In case of infections, emergency measures are applied and staff training takes place. Moreover, new prevention measure control forms are created and questionnaires are drawn up for understanding the key principles of infection control; random samples of these are filled in.

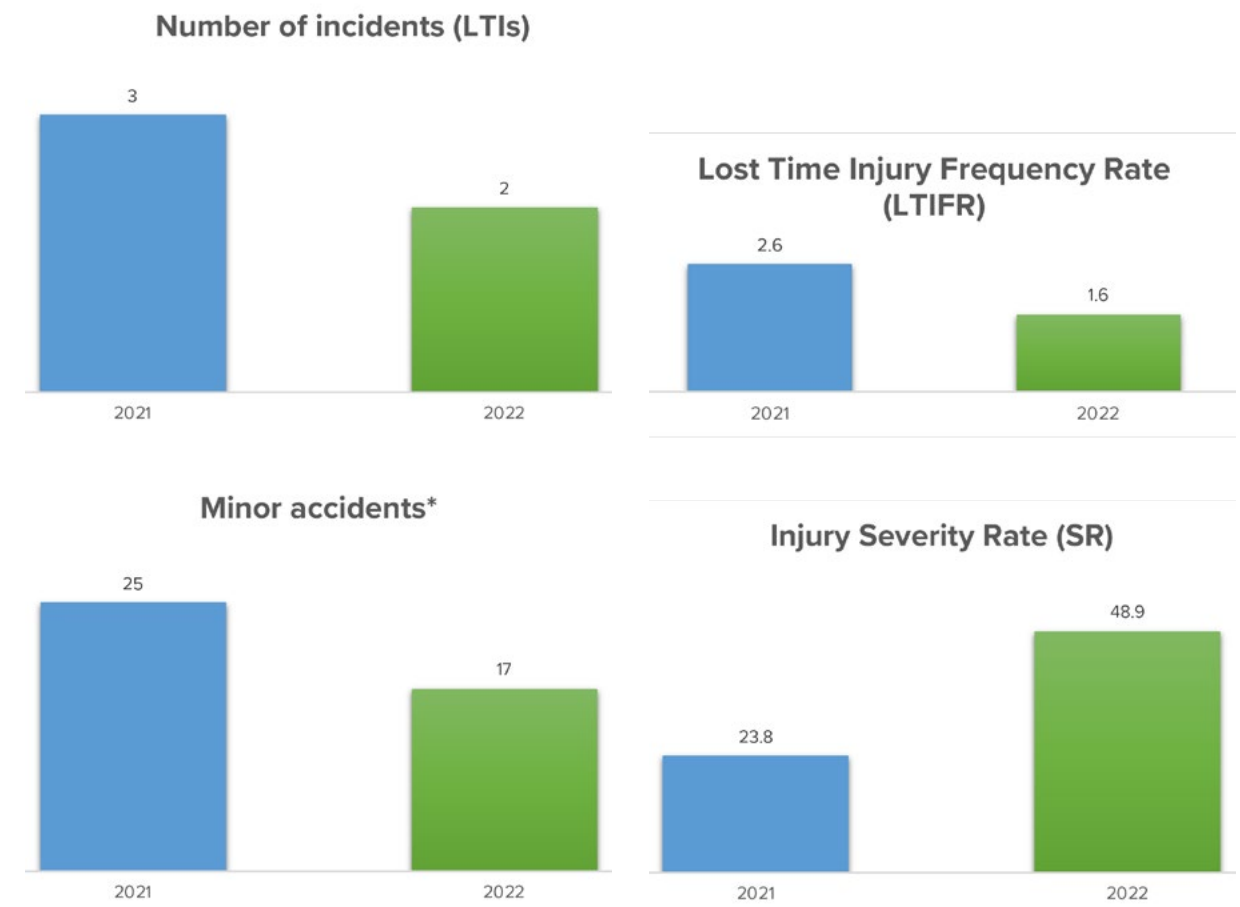
Newly hired recruits undergo ongoing training, while the relevant internal training forms are filled out.

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Health and safety indicators

The process by which the health and safety indicators are structured reflects the outcome of the targeted actions the Group takes in this direction, and drives further improvement actions. By recording, monitoring and analyzing these indicators, points that require improvement, or even intervention, are timely identified.

Even though the number of incidents has dropped, the severity rate has increased, since one employee was absent from work for 3 months.



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 (for the Euroclinic Group these are needle punctures) that require first aid only and do not result in lost working days.



Our **Sustainability** approach

Our contribution to the Sustainable Development Goals:



Ensure healthy lives
and promote the well-being
for all



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

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Our approach

The Euroclinic Group business model has responsible and sustainable operation integrated as a core element. Its focus lies on continuously improving service quality and patient safety, fostering innovation, supporting the staff, making a meaningful contribution to society, and protecting the environment. By adopting the principles of Sustainable Development, the Group is able to accomplish its business objectives more effectively, demonstrating remarkable financial and social results.

The Group is committed to creating added value for all stakeholders, prioritizing people, patients and employees alike. Since the human capital is the competitive edge of the Group, the organization takes good care of its people by offering a safe and healthy work environment that promotes their well-being and growth, and making significant investments in their education. It provides affordable healthcare options to vulnerable groups, and partners up with non-profit organizations to promote the principle of prevention and raise awareness on health issues. Moreover, the Group adopts good practices and two-way communication methods with stakeholders, making a positive impact on their quality of life and on society as a whole.

Environmental protection and responsible environmental management are an integral part of the strategy and a key priority of the Euroclinic Group. Through the practices and actions it implements, the Group aims at minimizing the unfavorable environmental impact of its activities, reducing its ecological footprint. It prioritizes responsible energy management through investments in cutting-edge facilities and equipment, and promotes waste reduction.

In addition, the Group ensures its ethical and responsible operation by adopting policies and procedures that are in line with international best practices, promoting transparency and protecting personal data. The continuous improvement of its operations and procedures is supported by the implementation of certified Management Systems (ISO 9001:2015, EN 15224:2012, ISO 22000:2018, ELOT EN ISO 15189:2012). By applying these international systems and standards, the Group aims at effectively monitoring the performance of its hospitals and ensuring that its patients continue to receive quality services that meet their requirements.

Sustainability pillars

The Euroclinic Group strategy for Sustainable Development is aligned with its vision to become the number one private healthcare provider for patients in Greece and the employer of choice for employees. The Group's growth is closely tied to its staff, the environment, society, but also to the quality of its services and its responsible operation. With the aim of continuously improving and being able to satisfy all stakeholders, the Group implements targeted actions around 4 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.



Moreover, the Euroclinic Group has set up a Corporate Responsibility team, which monitors and records the Group's annual action and initiative plan, and submits proposals to the Management concerning the implementation of new programs.

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Creating value for all stakeholders

The Euroclinic Group is a top healthcare organization, committed to providing quality care to its patients. The added value it creates is the result of the values, knowledge, skills and experience of its people, its patient-centric mentality and its continuous financial growth, which provides the necessary resources for investments in cutting-edge technologies. Moreover, the Euroclinic Group has an extensive network of associates, which includes healthcare professionals and administrative staff who contribute to the organization's success through their know-how, experience and dedication.

The Group creates added value for its people in a number of ways, such as through voluntary health benefits for themselves and their families, or the training and development opportunities. It offers a safe and stable work environment that fosters two-way communication, reduction of inequalities and protection of work and human rights, and is conducive to the employees' personal growth and development.

Since its establishment and to this day, the Group has been playing a critical role in supporting the national health system, by providing top-quality healthcare services, introducing innovation in the industry and contributing to the growth of the economy. It supports research and development in medicine, and strives to improve the general quality of health for society as a whole.







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

>145.5 mil.€

Total economic value for the last three years distributed by the Euroclinic Group to all stakeholders

The main goal of the Group is to maximize its positive contribution to the economic growth of the country and offer value to patients through the provision of quality healthcare, while, at the same time, providing a significant number of jobs, having a positive impact on employment and actively supporting employees.

In the last three years, the Group distributed a total of €58,103 in favor of its stakeholders. The following table depicts the Euroclinic Group social product for 2022, as well as the connections of the individual categories to the relevant stakeholder groups:

Economic value distributed per stakeholder group				
Amounts in thousands of €	2020	2021	2022	Stakeholders
Fees and other employee benefits	13,570	13,607	15,132	Employees 
Payments to capital providers	3,394	4,253	7,673	Banks 
Payments to the State (taxes paid)	7,767	7,397	10,503	State and authorities 
Total investments	2,320	1,077	2,219	Banks, patients and carers 
Purchases from local suppliers	13,649	21,500	22,484	Suppliers 
Purchases from suppliers abroad	124	128	91	Suppliers 
ECONOMIC VALUE	40,824	47,962	58,103	

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

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Stakeholder engagement


«Mutual cooperation and meaningful communication with all stakeholders are a necessary condition to evaluate and define the action plan that will lead to the implementation of the Sustainable Development Strategy».


The Euroclinic Group works closely with and has established open and two-way communication with all its stakeholders, to identify their needs, and hear their opinions and concerns through fruitful dialog. It makes the most of these channels to provide timely and relevant information. The Group has identified ten groups of stakeholders which affect its operation and are impacted by it. Cooperation and meaningful communication with all stakeholders are a necessary condition to evaluate and define the targets that will lead to the implementation of the Sustainable Development Strategy.


The Euroclinic Group conducts annual anonymous surveys on patient satisfaction and also on the satisfaction of the administrative and nursing staff, in order to assess the services, it provides, identify areas of improvement, and redesign – if necessary – its policies, focusing on its long-term growth. At the same time, it applies a reliable patient complaint system and an anonymous reporting system for its employees. The table below depicts the communication channels that the Group has established and uses to consult with stakeholders.



The common communication channels with the Euroclinic Group stakeholders are:



- Group website
- CSR report
- Press releases
- Group Magazine (Medlife)
- Social media
- Articles and announcements in the Press




Framework of interaction with stakeholders		
SHAREHOLDERS	Communication channels	Main topics of interest
Frequency of communication: As required 	<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 • Group Financial Results • Group business plan and strategic objectives
How we respond	<p>The Group 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
Frequency of communication: Daily 	<ul style="list-style-type: none"> • Communication via emails or through the supervisors • Monthly meetings between supervisors and Management • 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 • Anonymous complaint reporting system 	<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 • Human and labor rights
How we respond	<p><i>The Group applies a flexible and open communication system among the Management, department heads and employees at all levels, known as the “open-door policy”.</i></p> <p><i>Detailed information is included in the section: “Our people, our most valuable asset”.</i></p>	

PATIENTS AND THEIR FAMILIES	Communication channels	Main topics of interest
Frequency of communication: Daily 	<ul style="list-style-type: none"> • Direct communication with doctors • Satisfaction surveys • Information brochures • Satisfaction questionnaire • Complaint and reporting system 	<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><i>The ultimate goal of the Group 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.</i></p> <p><i>Detailed information is included in the sections: “Euroclinic Group” and “Organization and quality”.</i></p>	

Framework of interaction with stakeholders		
ASSOCIATE PHYSICIANS	Communication channels	Main topics of interest
Frequency of communication: Daily 	<ul style="list-style-type: none"> • Personal meetings • Scientific meetings • Physician satisfaction surveys • Corporate website (special section for physicians) • Information/training sessions 	<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 the Euroclinic Group. 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 AND REGULATORY AUTHORITIES	Communication channels	Main topics of interest
Frequency of communication: Monthly 	<ul style="list-style-type: none"> • Electronic communication for any online app • Extraordinary communication (due to the nature of the Group’s activities) • Direct communication with the Ministry of Health and the bodies supervising the Group’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>The Group 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>	

Framework of interaction with stakeholders		
SUPPLIERS	Communication channels	Main topics of interest
Frequency of communication: Daily 	<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	One of the most important priorities of the Group is to form mutually beneficial relationships with suppliers, and procure top-quality consumables and advanced technology equipment. <i>Detailed information is included in the section: "Organization and quality".</i>	
INSURANCE COMPANIES	Communication channels	Main topics of interest
Frequency of communication: Daily 	<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	Cooperation and communication with insurance companies is an important part in the everyday operation of the Group hospitals, as is the provision of excellent services to patients. <i>Detailed information is included in the section: "Euroclinic Group".</i>	

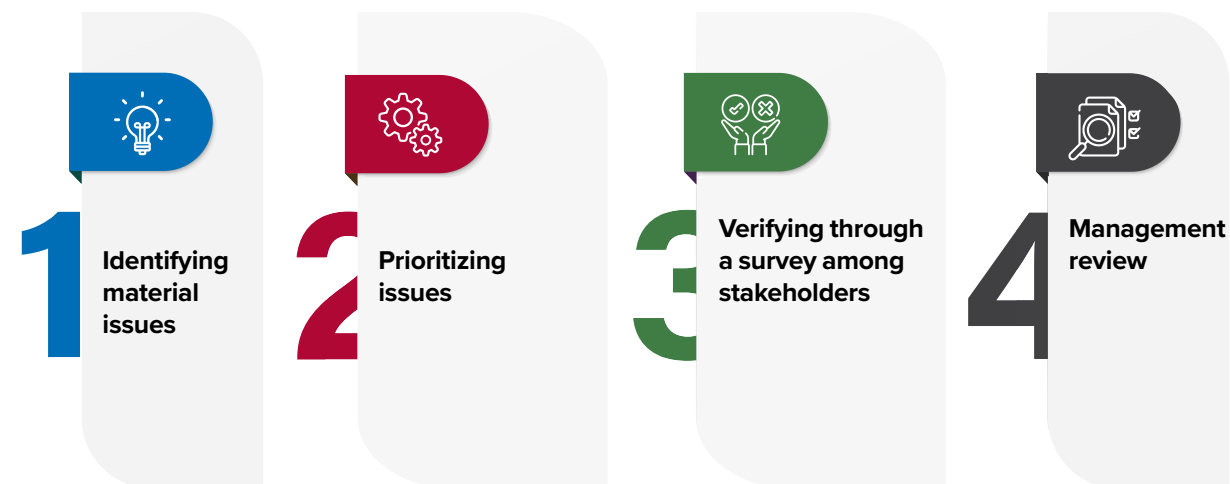
Framework of interaction with stakeholders		
SOCIETY	Communication channels	Main topics of interest
Frequency of communication: As required 	<ul style="list-style-type: none"> Text messages on a regular basis Monthly newsletter Public website Press Social media 	<ul style="list-style-type: none"> Access to healthcare services Euroclinic Group sound operation practices Support and provision of medical care to vulnerable groups
How we respond	The Group 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. <i>Detailed information is included in the section: "The social contribution of the Euroclinic Group".</i>	
BANKS	Communication channels	Main topics of interest
Frequency of communication: 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 the Group 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	The Group promotes transparent communication with the credit institutions it works closely with. <i>Detailed information is included in the section: "Business model and Corporate Governance".</i>	
Media	Communication channels	Main topics of interest
Frequency of communication: As required 	<ul style="list-style-type: none"> 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	In the context of ensuring accurate information and responsible promotion of the Euroclinic Group and its services, appropriate communication is maintained with the media. <i>Detailed information is included in the sections: "Euroclinic Group" and "The social contribution of the Euroclinic Group".</i>	

Materiality analysis

In 2021, the Euroclinic Group conducted a materiality analysis to identify, assess and prioritize key issues with the most significant environmental, economic and social impact. The issues that were deemed more important were those that had the greater impact on its activities, as well as those selected by the stakeholders.

The process that was followed was based on the Global Report Initiative Standards (GRI Standards) and the AA1000AP (2018) Standard. The process was also aligned with the global, sectoral Sustainability Accounting Standards Board (SASB) framework, which forms the foundation for identifying and evaluating the sustainability issues that are important and impact the Group's economic value. Note that during the assessment process, the issues that were considered most essential were those that could potentially cause extensive changes in the Group's performance. Moreover, the opinions of stakeholders were incorporated in the assessment.

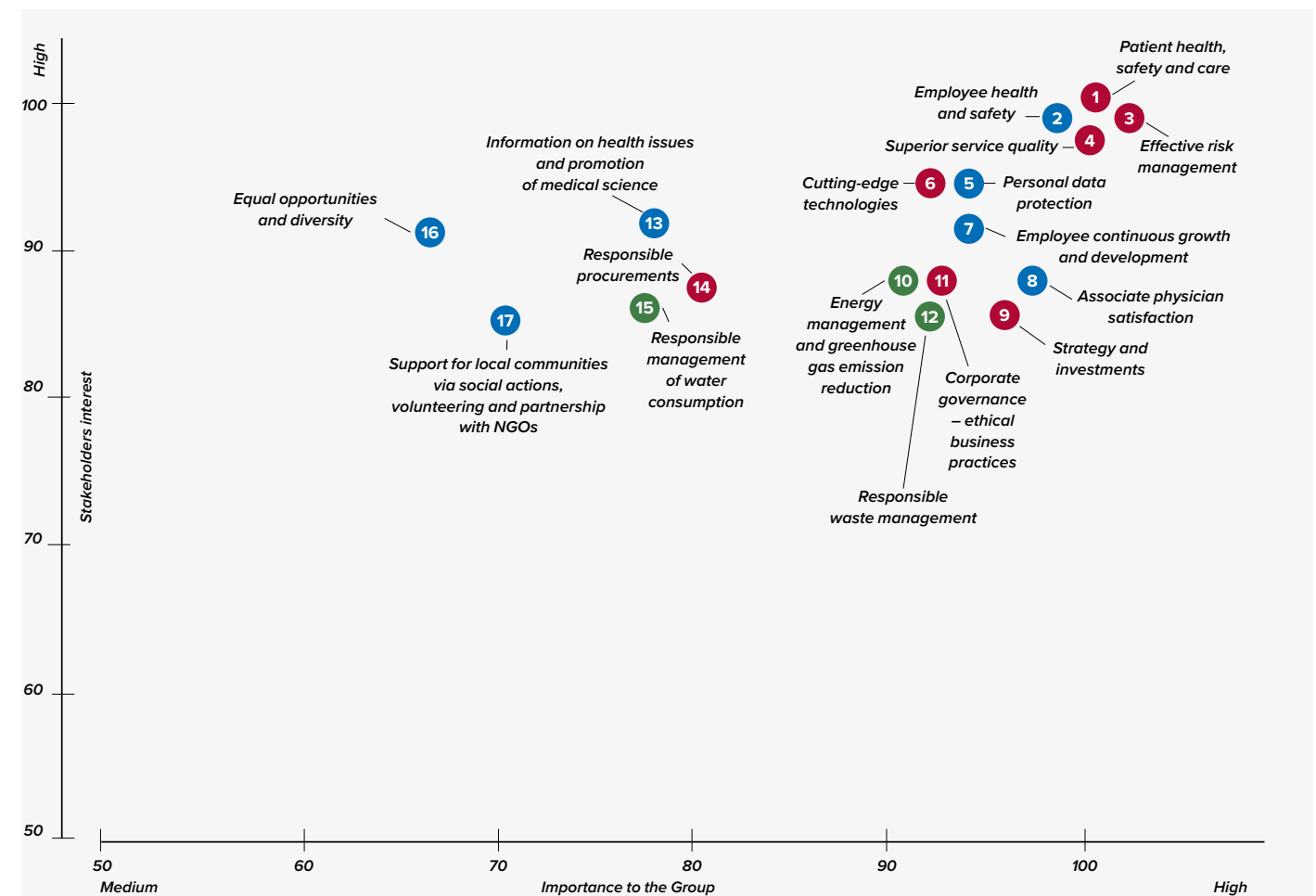
In the materiality analysis, the Euroclinic Group has drafted an extensive list of issues, which were evaluated by the Group Corporate Responsibility team, according to these steps:



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Aiming at its continuous improvement and the satisfaction of all its stakeholders, the Group plans on assessing the list of material issues on an annual basis. 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.

- *Environmental issues (E)*
- *Social issues (S)*
- *Governance issues (G)*

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.

EUROCLINIC GROUP MATERIAL ISSUES		1 NO POVERTY	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	6 CLEAN WATER AND LAKE HYGIENE	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
Environmental issues (E)														
Energy management and greenhouse gas emission reduction						●		●				●		
Responsible waste management								●		●	●			
Responsible management of water consumption				●										
Social issues (S)														
Employee health and safety							●							
Personal data protection														
Employee continuous growth and development														
Associate physician satisfaction							●							
Information on health issues and promotion of medical science		●							●					●
Equal opportunities and diversity									●					
Support for local communities via social actions, volunteering and partnership with NGOs	●	●	●				●			●		●		●
Governance issues (G)														
Patient health, safety and care		●												
Effective risk management										●		●		●
Superior service quality		●												
Cutting-edge technologies		●					●			●				
Strategy and investments														
Corporate governance – ethical business practices													●	●
Responsible procurements							●				●	●		

Our goals and performance

Focused on continuous improvement and development, the Euroclinic Group sets specific targets related to its strategic priorities and its stakeholders. The Group’s goal setting and goal tracking procedures are a key tool for evaluating the adopted strategy, and play an important part in its targeted review, whenever it’s necessary.

Group Goals	2022 Performance	Year achieved	Notes
Corporate Governance			
Training all senior executives on issues related to corporate governance and anti-corruption practices	Accomplished	2022	Adding senior executive training to monthly meetings
Quality of services provided			
Obtaining a Special Materials Company certification	In progress	2023	The goal was moved to 2023
Preparing for the international ISO 14001 standard certification	In progress	2024	The goal was moved to 2024
Increasing patient satisfaction rates by up to 2%	Accomplished	2022	
Increasing associate physician 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	2024	The goal was moved to 2024
Developing a new Internal Regulation based on good practices and international standards	Accomplished	2022	
Human Resources			
Increasing employee participation in satisfaction survey to 60%	Accomplished	2022	

Group Goals	2022 Performance	Year achieved	Notes
Organizing special training for all new recruits	Accomplished	2022	
Planning training sessions for the entire staff in relation to: Productivity - Peak performance - Happiness at work - Growth mindset & Customer service	Accomplished	2022	
Nursing Division			
Establishing a Training Office and a Clinical Trainers team	In progress	2023	The goal was moved to 2023
Revising the Internal Infection Regulation	Accomplished	2022	
Revising the Internal Nursing Division Regulation	In progress	2024	The goal was moved to 2024
Implementing an Adult Fall Prevention Protocol (MORSE SCALE)	In progress	2022	This Protocol was piloted in 2022, and will officially take effect as of 2023
Implementing a Child Fall Prevention Protocol (HUMPTY DUMPTY FALLS SCALE)	In progress	2022	This Protocol was piloted in 2022, and will officially take effect as of 2023
Implementing an early warning score system for determining inpatient condition (EARLY WARNING SCORE)	In progress	2024	The goal was moved to 2024

Group Goals	2022 Performance	Year achieved	Notes
Training the entire nursing staff on basic CPR	New target - In progress	2023-2024	This training program has already been included in the educational agenda for 2023-2024
Health and Safety			
Training the entire staff on emergency response in a two-hour session	Accomplished	2022	
Recording occupational risks per department	In progress	2023	The goal was moved to 2023
Running a six-month (July-December) post-COVID employee mental health program and organizing workshops on stress management	Accomplished	2022	
Environmental Responsibility			
Updating / Revising waste management procedures	In progress	2024	The goal was moved to 2024
Replacing corporate vehicles with plug-in hybrid and electric vehicles within the next 5 years	In progress	2024	
Replacing public elevators with new type ones that use reactive power, saving more than 35% in electricity	Accomplished	2022	
Implementing environmental actions	In progress	2023	The goal was moved to 2023
Replacing the Hospital central air-conditioning system pumps with inverter technology, contributing to energy saving	Accomplished	2022	

Group Goals	2022 Performance	Year achieved	Notes
Supply Chain			
Developing a Supplier's Code of Ethics	In progress	2023-2024	he target period for the goal has been revised for the 2023-2024 years
Κοινωνική συνεισφορά			
Continuing cooperation with 3 NGOs	Accomplished	Annual goal	
Supporting an additional NGO	In progress	2023-2024	The target period for the goal has been revised for the 2023-2024 years
Supporting the residents of remote areas	Accomplished	2022	
Participating in at least 2 new volunteer actions	Accomplished	2022	

Social Contribution

Our contribution to the Sustainable Development Goals:



End poverty in all its forms everywhere



Ensure healthy lives and promote the 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

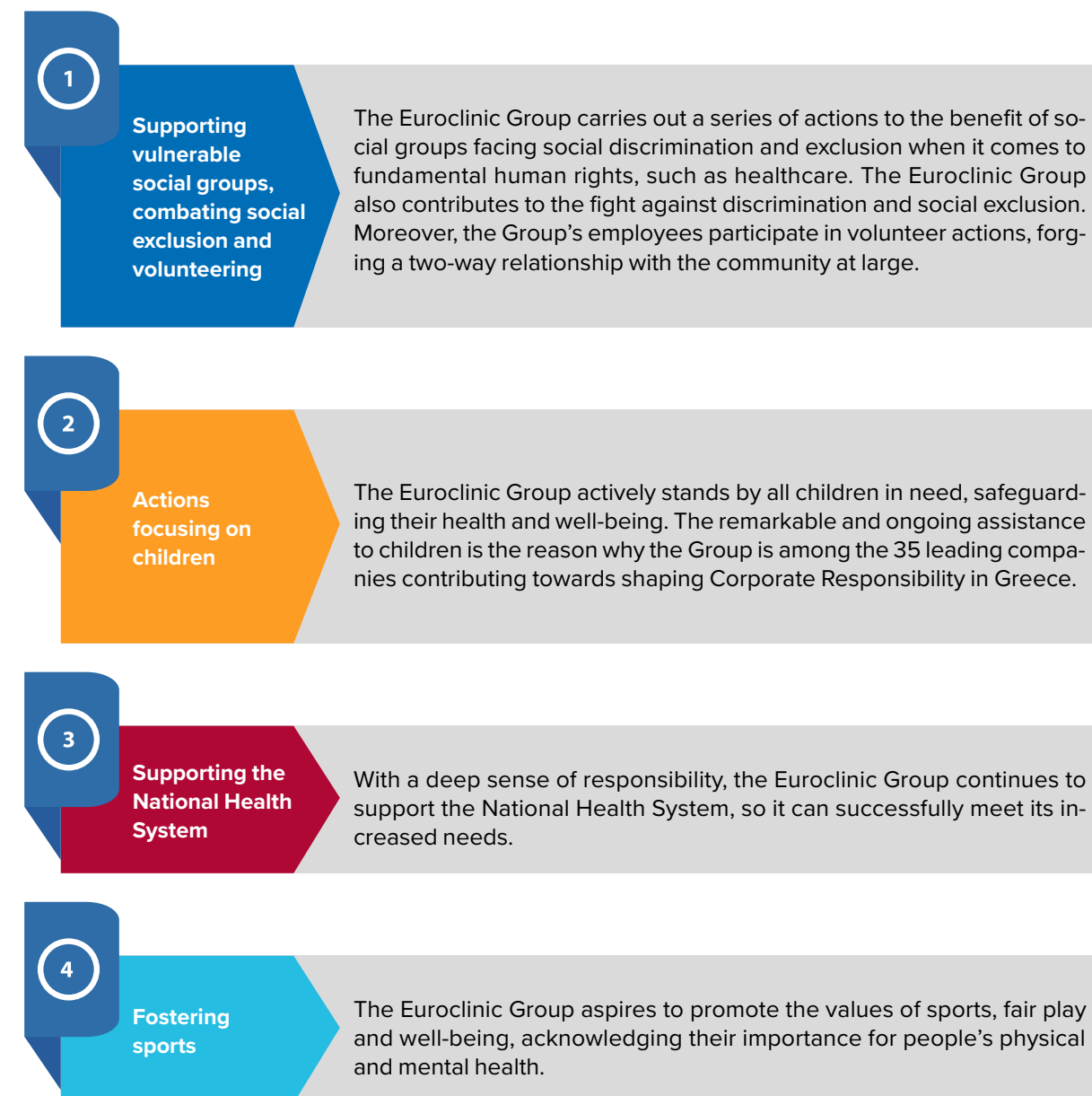
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Having a long-standing presence in the healthcare sector and a strong desire to give back to society, the Euroclinic Group has developed a cohesive framework of social contribution actions, in order to actively support our fellow citizens in need and also the work of a number of NGOs.

The framework of the Euroclinic Group social contribution is based on and developed around 4 main pillars of action, with the aim of helping address some of the main social needs and challenges. These actions are carried out in partnership with NGOs and local organizations, in the spirit of eliminating social exclusion and protecting the right to health for everyone.



The **4 main pillars** supporting the actions of the Euroclinic Group are:



Committing to social contribution and showing empathy for social needs concerns everyone at the Euroclinic Group. Based on these pillars, we identify early on the needs of society 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



Participating in the 11th Axion Hellas action for remote islands

Associate physicians and nursing staff from the Euroclinic Group volunteered their medical services as part of the 11th Axion Hellas action for remote islands of Greece. The initiative took place on 4-14 May 2022, and included the islands of Folegandros, Symi, Chalki, Astypalaia and Kimolos. The purpose of the mission was to offer a service to society, and particularly to the vulnerable groups who reside in remote and inaccessible areas of the Greek islands.

4 REMOTE ISLANDS
946 RESIDENTS
UNDERWENT TESTS
2,471 TESTS
CARRIED OUT

Breast surgery at no cost in partnership with Axion Hellas

Aiming at equal access to healthcare services for all, and appreciating the particular challenges faced by the residents of remote islands, the Euroclinic Group carried out free evaluation and surgery of a malignant finding on a resident of Symi. The finding was detected during screening tests carried out by Axion Hellas in cooperation with the qualified Euroclinic staff on 946 residents of the remote islands of Folegandros, Symi, Chalki, Astypalaia and Kimolos, where 2.471 tests were conducted in total.

The costs of the procedure, hospitalization and post-operative follow-up were fully covered by the Euroclinic Group, demonstrating in practice our efforts to provide equal opportunities in prevention, treatment and access to healthcare services.

In the remote areas of Pella

In the spirit of giving back to our fellow citizens and providing healthcare services to everyone, Euroclinic carried out free medical tests in remote villages of the Pella Prefecture. The qualified medical and nursing staff of the Group, in cooperation with Axion Hellas, provided medical services to the residents of the villages of Orma, Polykarpi, Koryfi, Sarakinoi and Monastiraki.



Free breast exams in Mytilene

During the Breast Cancer Awareness month in October, the Euroclinic Group carried out free screening tests on women at the settlements of Antissa and Polichnitos in Mytilene. Between September 29 and October 2, a dedicated team of physicians carried out 295 mammograms, 393 breast ultrasounds, and a total of 413 check-ups. 15 suspicious findings were identified through these tests and the Euroclinic Group undertook to further evaluate and conduct the medical follow-up of these cases. Moreover, the tests carried out in Mytilene led to a total of 10 interventional procedures at no cost.

3

Breast
aspirations

3

Core Biopsies

1

Stereotactic
biopsy
with mammotome

3

Surgeries

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Aiming at eliminating social exclusion and ensuring that the right to health is enjoyed by everyone, the Euroclinic Group carried out more than 250 free breast tests at the Women's Prison in Eleonas, Thebes. Prevention and treatment are a universal right and the Euroclinic Group is standing by every individual!



Agkaliafrontidas with no discriminations

With a view to giving back to society and our fellow citizens and ensuring equal access to healthcare services, in March 2022, the Group successfully completed the Breast Cancer Awareness and Early Diagnosis program launched in October 2021, in partnership with the Hellenic Cancer Society.

With the central message being **#agkaliafrontidas** (a caring embrace), the Group continued to provide healthcare services to all, without discrimination, through free breast screening tests and exams at the Women's Prison in Eleonas, Thebes.

The Euroclinic Group team, composed of highly qualified diagnostic radiologists, nurses, radiology technicians and breast surgeons, together with the Hellenic Cancer Society staff, carried out more than 150 digital mammograms, 210 breast ultrasounds and breast check-ups on more than 200 women at the Prison. The initiative was carried out with the help of the mobile mammography device of the Hellenic Cancer Society, owing to which more than 8,000 mammograms have been performed on women with limited access to healthcare.

#agkaliafrontidas

Voluntary blood drive

The Euroclinic Group organized a voluntary blood drive, in partnership with Ippokrateio General Hospital and the Hellenic Pasteur Institute, to give life to those in need through a simple act. Group and Pasteur Institute employees participated in the blood drive at the Hellenic Pasteur Institute amphitheater, with the message “Saving lives is in your blood”, which was aimed at supporting the Blood Bank of Ippokrateio General Hospital.



Automated defibrillator donated to the Acropolis

To help in efficiently treating emergency sudden cardiac arrests cases and protecting tourists and visitors, especially in the summer months when temperatures run high, the Euroclinic Group donated an automated external defibrillator to the Acropolis Archaeological Site.

Over the summer months, an average of 10,000 people visit the Acropolis every day, as it is one of the most popular tourist attractions.

Discounts on services

Through its website, the Euroclinic Group offers its services at special rates, giving the opportunity to all citizens to access to healthcare services and undergo tests.

During the melanoma awareness month, and until 30 June, the Group offered a mole exam by its qualified scientific staff at the special rate of €10, with the message being “Enjoying the sun safely”. This action was aimed at raising awareness about skin cancer, and highlighting the importance of prevention and early diagnosis in its treatment.



Equal opportunities for all

Providing equal opportunities for entry into the job market is a priority for the Euroclinic Group. The Group's Human Resources Division participated in the JobDay 45+ events, to provide guidance and information on job opportunities with the Group to prospective applicants over 45 looking for work. For its participation in this action, the Group received the HeRa Honorary Distinction in the HRM Social Sensitivity category.

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Actions focusing on children



This year, the Euroclinic Group celebrated 20 years of offering continuous care and love to young patients. Supporting all children, without exceptions, is a priority for the Euroclinic Group and, to this end, it carries out a specific action plan focused on children.

Supporting children's homes

The Euroclinic Children's Hospital offered its services to cover the medical needs of children living in homes. More specifically, it offered:

- Tests to uninsured children
- Pediatric check-ups
- Special tests for chronic diseases

Moreover, focusing not only on the physical but also on the mental well-being of the children, the Group carries out actions in various areas, to inform and educate children on the importance of prevention, help them develop their skills and encourage them to make their dreams come true. These actions involved the areas of Health, Robotics and Sports, and were attended by more than 100 children from the Smile of the Child and Together for Children associations.

Defibrillator donated to the Holy Metropolitan Church of Nikaia camp

The Euroclinic Group donated a portable defibrillator to the Holy Metropolitan Church of Nikaia camp, which welcomes more than 1,000 children from large, underprivileged and unemployed families from the Municipality of Nikaia every year. The defibrillator will be kept at the camp, to treat emergency cardiology cases.



Pediatric back-to-school check-up packages

With the aim of promoting the health of young students before the start of the school year, the Euroclinic Children's Hospital offered basic check-ups at special rates, to have as many children as possible examined, and ensure their safe participation in sports and their general health throughout the year. Students were also examined by an ENT specialist, a cardiologist and an ophthalmologist, and underwent mini check-ups, selecting the package that best suited each child.

Supporting the National Health System

The Euroclinic Group 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, it steadily and consistently supported the National Health System.

Specifically, in 2022, the Group offered 2 ICU beds to help decongest the NHS hospitals.

Access of all citizens to top-quality healthcare services is a key priority for the Group. This is why it continued to provide its support to the National Health System, to help it meet the increased needs and challenges it is facing.

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Sports

Inspired by the principles of teamwork and fair play, and aiming at actively supporting Greek sports, the Euroclinic Group stands by all athletes.

Supporting the Hellenic Olympic Committee on the road to Paris 2024 Olympic Games!

Euroclinic actively supports the Hellenic Olympic Committee as the official medical supporter of the Hellenic Olympic Team for the Paris 2024 Olympic Games. Through this partnership, Euroclinic stands by Greek athletes also during their preparation for the Paris 2024 Olympic Games, providing top-quality services, such as pre-participation screening, diagnostic tests, but also surgeries or hospitalization, if required. Euroclinic has been continuously standing by the Hellenic Olympic Teams since the Rio 2016 Olympic Games.



The Euroclinic Group as a Health Sponsor of the Hellenic Olympians Association

Providing healthcare services to Greek athletes, the ambassadors of Greece to the entire world, has been a special honor and privilege for the Euroclinic Group. The Group is now the official health sponsor of the Hellenic Olympians Association. The goal is to further expand this partnership by carrying out actions to promote health throughout Greece, and make interventions on current topics concerning society at large.

With its highly trained and qualified scientific and nursing staff, the Euroclinic Group committed to becoming the official health sponsor, providing quality primary and secondary healthcare services.



Supporting the Egaleo Women's Volleyball Club

The Euroclinic Group actively supports the efforts of Greek athletes, with the help of its qualified medical staff, which are able to provide quality medical services when the need arises. The Euroclinic Director of Orthopedics stood by the Egaleo Women's Volleyball Club, which finished 2nd in the Pre-League championship and qualified for the A1 national league.

The Euroclinic Group was the club's proud health sponsor, supporting it throughout its efforts to rise to the top!





Standing by the AEK Women's Handball Club

The Euroclinic Director of Orthopedics and their medical staff stood by the AEK women's handball club throughout the season, which concluded with the team qualifying for the A1 category. Supporting and promoting Greek sports is a special privilege for the Group, which actively assisted the athletes throughout the year. This partnership was renewed for the third consecutive year, with the Euroclinic Group becoming the official sponsor and supporter of all Club departments.

Supporting the Agrinio Sports Club

The Group has embarked on a new partnership with the Agrinio Sports Club, and more specifically with the Club's basketball team. The Euroclinic Director of Orthopedics stood by the basketball team, offering dedicated medical services throughout the season, as the Club Physician.



Partnership with Panerythraikos BC

For the third consecutive year, the Panerythraikos basketball team placed its trust in the Euroclinic Group and the Director of Orthopedics, who took on the position of Club Physician. Their trust and this continuing partnership are a special privilege and honor for the Group.



Euroclinic Football Team

With the aim of protecting and promoting the well-being of its employees, the Euroclinic Group supports the Group's football team. Every Monday, the employees participate in the championship organized by the Renti Star pitch, having the opportunity to combine sports and entertainment.



Environmental Responsibility and Action

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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At the Euroclinic Group we acknowledge our responsibility before the modern environmental challenges and operate responsibly, to reduce our ecological footprint, while also saving natural resources. To this end, we continuously track the environmental performance indicators of the Group and comply fully with the current legislation.

Moreover, through guidelines and training sessions, the Euroclinic Group provides information to and raises awareness among all its employees, so they can actively contribute towards achieving our goals.

25%
Reduction
in energy consumption
per bed-day

100%
of PIHW waste
channeled
to sterilization

7%
Reduction
in specific CO₂
emissions

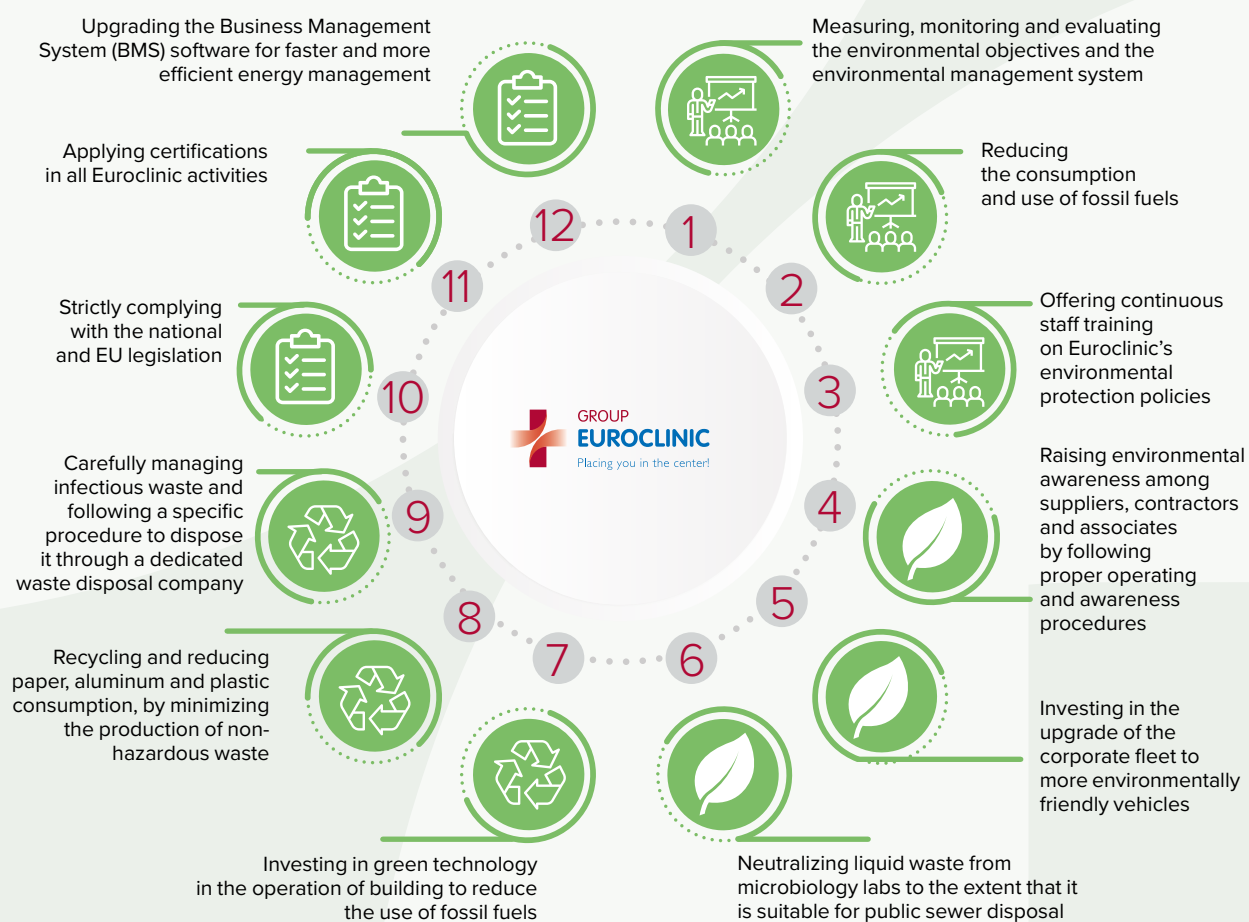
Over
100,000 €
invested in the energy
upgrade of our facilities

Annual savings of
54 MWh
owing to the investment
in water pumps

Environmental responsibility framework

Sound and responsible operation is a main objective for the Group, in full alignment with international and European trends, directives and goals. The framework of the Group's actions to reduce the ecological footprint of its activities is presented below:

ENVIRONMENTAL MANAGEMENT INITIATIVES



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Natural resources management and performance

At the Euroclinic Group, we place particular emphasis on responsible energy management and the reduction of our carbon footprint. We regularly monitor our energy consumption and address any relevant issues immediately.

Moreover, we aim at more efficient use of energy, investing in high performance technologies that require less energy to meet our needs.

In 2022, we upgraded the Business Management System (BMS) software for faster and more efficient energy management

Initiatives for continuously reducing energy consumption

The Euroclinic Group continued to invest in new green technologies. More specifically, in 2022, it made significant progress toward the energy upgrade of its facilities. Investments include:

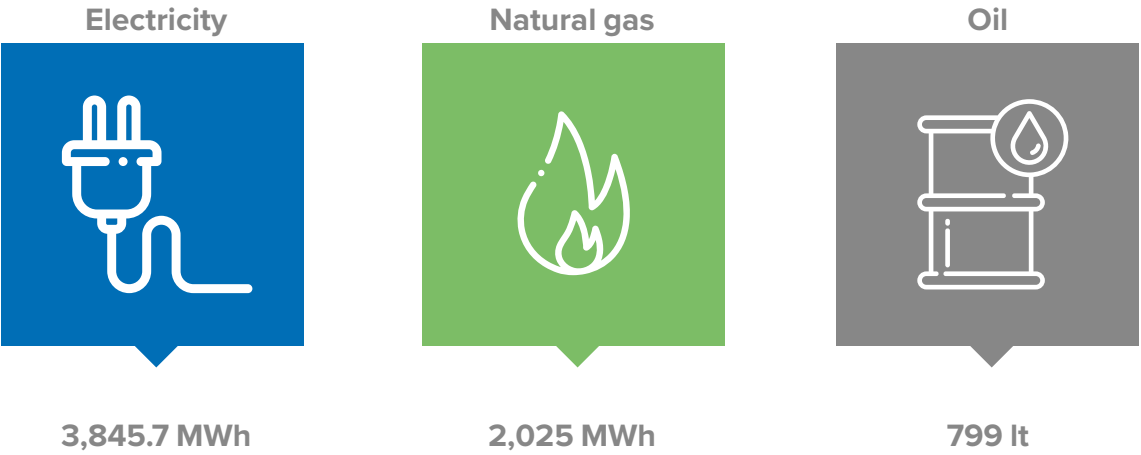
- Replacing all light bulbs with new LED technology
- Replacing all light bulbs of the operating lights with new LED technology
- Upgrading the cooling-heating system with the water pump method, to accomplish annual energy savings of up to 54,945 kWh

Energy consumption

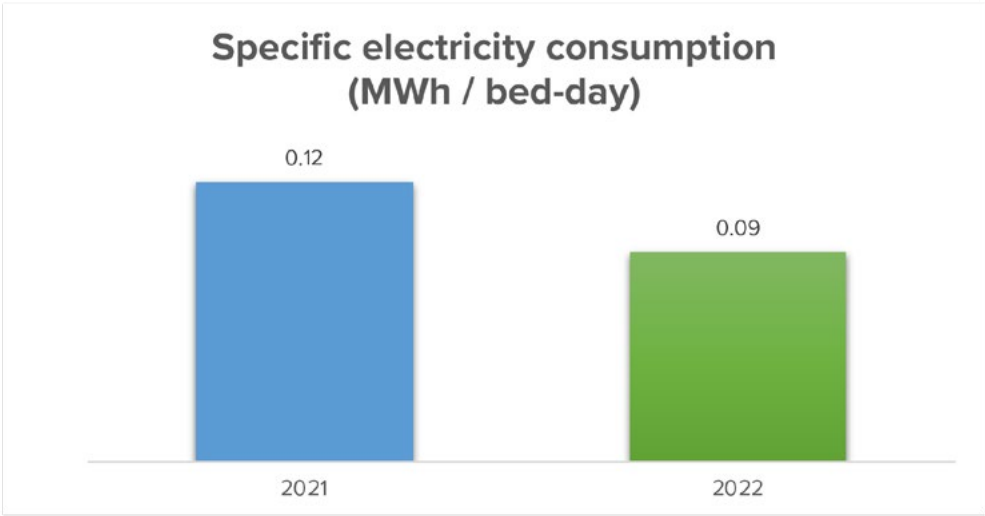
Electricity is the main source of energy for the unimpeded operation of the Euroclinic Group. However, efforts are being made to use Renewable Energy Sources (RES) to reduce our ecological footprint.

In 2022, total energy consumption for the Group amounted to 5,878.7 MWh, arising from the overall consumption of electricity, natural gas and oil used at the hospitals, central offices and other facilities. 65% of the total energy consumed comes from the use of electricity, amounting to 3,845.7 MWh.

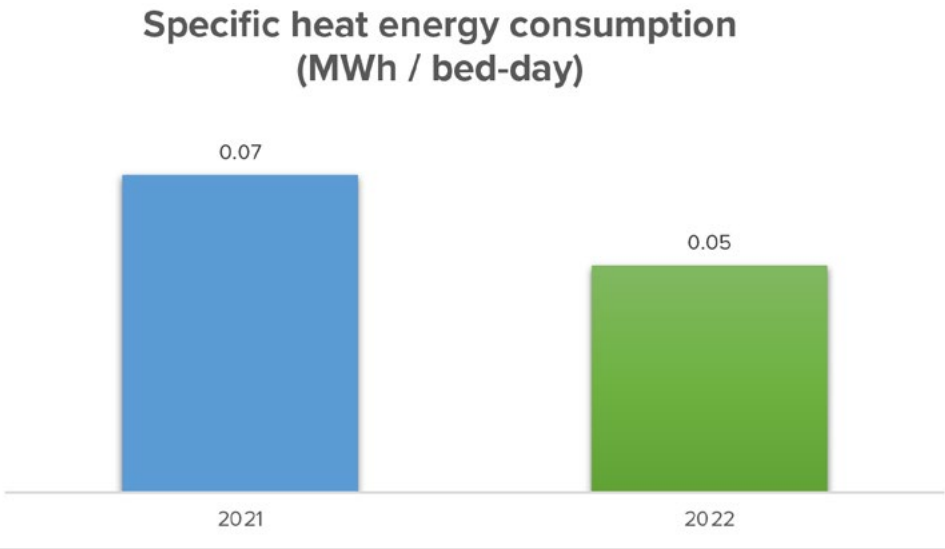
ENERGY CONSUMPTION BY SOURCE (2022)*



*Natural gas and oil are only used to meet the needs of the Group's hospitals



*Natural gas and oil are only used to meet the needs of the Group's hospitals



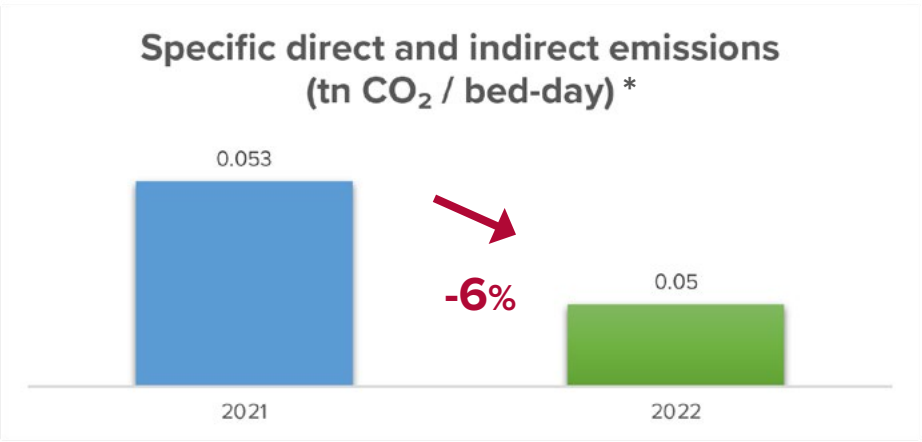
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For 2022, specific energy consumption (total electricity and fuel by the Group's hospitals) amounted to 0.14 MWh/bed-day. Specific natural gas consumption stood at 0.05 MWh/bed-day, as opposed to 0.07 MWh/bed-day in 2021. Meanwhile, specific oil consumption was 0.02 MWh/bed-day.

In 2022, the Euroclinic Group secured guarantees of origin for all the electricity consumption through the Heron Group. Guarantees of origin ensure that for each unit of energy consumed by the 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

In 2022, the greenhouse gas emissions of the Euroclinic Group amounted to 0.05 tnCO₂/bed-day, whereas overall emissions stood at 2,089 tn of carbon dioxide. The emissions come from the use of natural gas and oil (Scope 1) and electricity consumption (Scope 2).

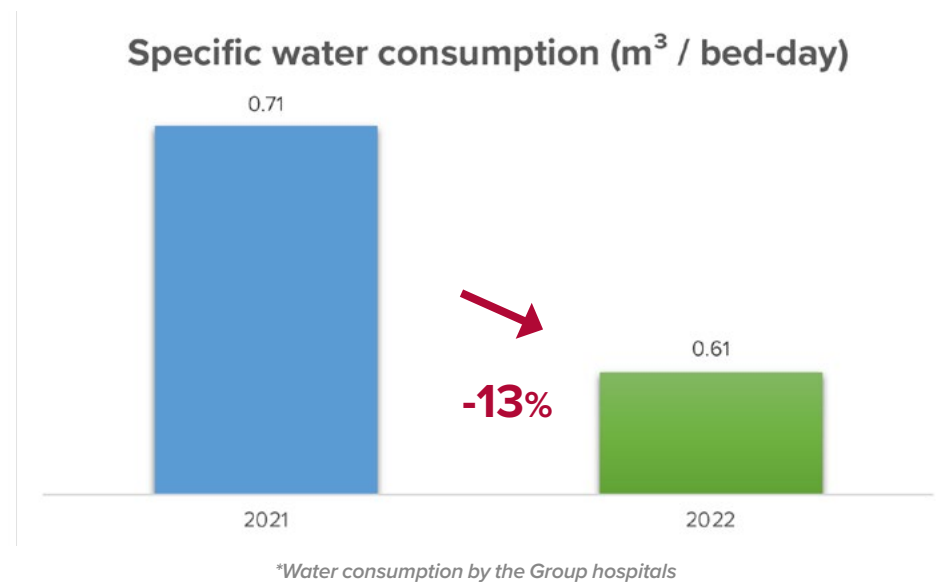


Electricity emissions were calculated using the most recently published DAPEEP index (for the year 2022, 0.436889 kgCO₂/KWh). Natural gas and fuel emissions were calculated using the World Resources Institute Greenhouse Gas Protocol tool for stationary combustion. Version 4.1. (2015).

*Referring to the Group hospitals

Water consumption

The Euroclinic Group has recognized that responsible water consumption at its facilities is a key component of its environmental management. The Group uses water from the public water supply network, mainly to meet the hygiene needs at its facilities. In 2022, water consumption from the public water supply network stood at 25,159 m³, whereas specific consumption was 612 lt/bed-day, down by 13% compared to 2021.



Sound waste management

At the Euroclinic Group, we respect the environment and demonstrate this by implementing the principles of circular economy. Moreover, our main priority is to continuously reduce the volume of waste we generate and, therefore, minimize the impact on the environment. To improve the efficiency of our solid waste management system, we follow an internal regulation, which is an important supplement to the organization's environmental management regulation.

Specifically, the regulation:

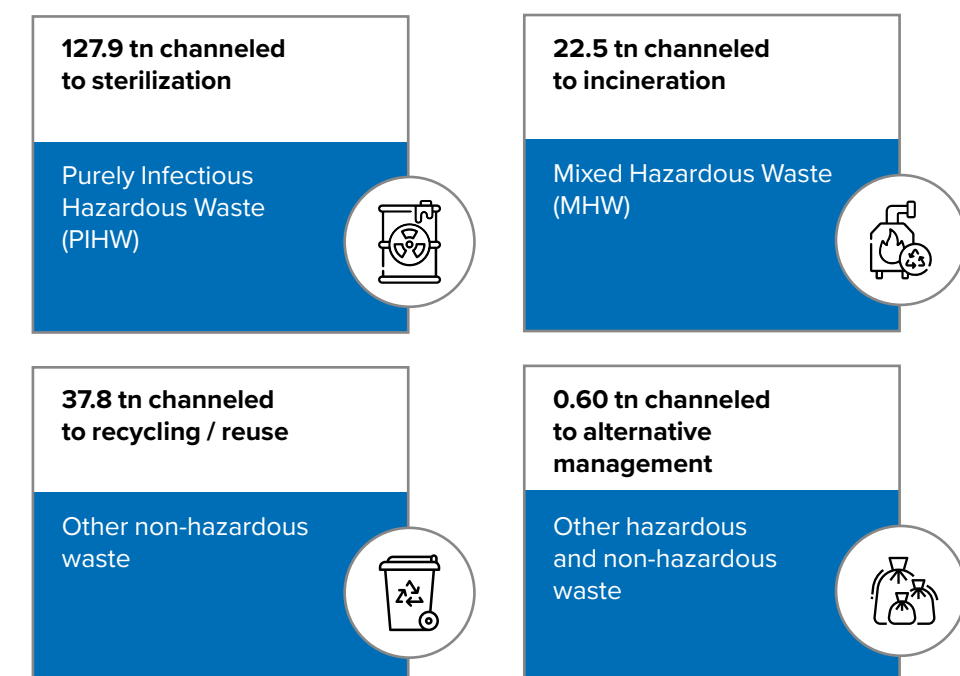


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By following this regulation, the Group aims at effectively monitoring the generated waste management, using new technologies where possible, and, by extension, reducing the generated waste. In addition, through the associations, the Nursing Division carries out strict inspections in each department, to ensure that waste handling and disposal protocols are observed without fail. 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, the Group 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).

The solid waste generated by the overall operation of the Group is considered healthcare unit waste. It is collected and separated into hazardous and non-hazardous solid waste, and then treated appropriately, through partnerships with licensed waste management companies. To efficiently collect and treat the generated waste, the Euroclinic Group follows a specific material collection process (urban solid waste, purely infectious hazardous waste, mixed hazardous waste, other hazardous waste, special waste streams), which is an additional measure towards ensuring efficient collection and treatment of waste volumes.



**Moreover, the Euroclinic Group also keeps a record of the bio-waste generated by its activities, which stood at 27.7 tn in 2022.*

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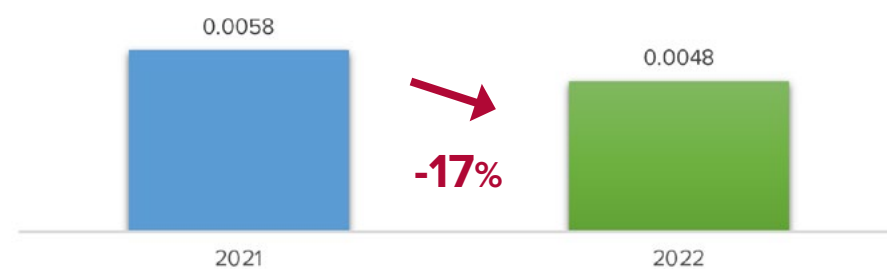
Staff awareness and training

The Group carries out a specific employee training program, to provide information on matters of health, safety and environmental sensitivity related to waste management. The program focuses on raising awareness and educating the employees that are directly involved in waste handling, such as the cleaning and maintenance crews. 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 applying 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 and HCV
- ✓ Explaining staff protection and safety measures when managing waste
- ✓ Giving instructions on the use of personal protective equipment (clothing, gloves, masks, etc.)

Total generated waste (tn) per bed-day



Total waste generation per bed-day in 2022 stood at 0.0048 tn, down by 17% compared to last year

Responsibility and Sound **Governance Structures**

Our contribution to the Sustainable Development Goals:



Pursue responsible growth and transparency in the management of Euroclinic



Achieve gender equality in the workplace

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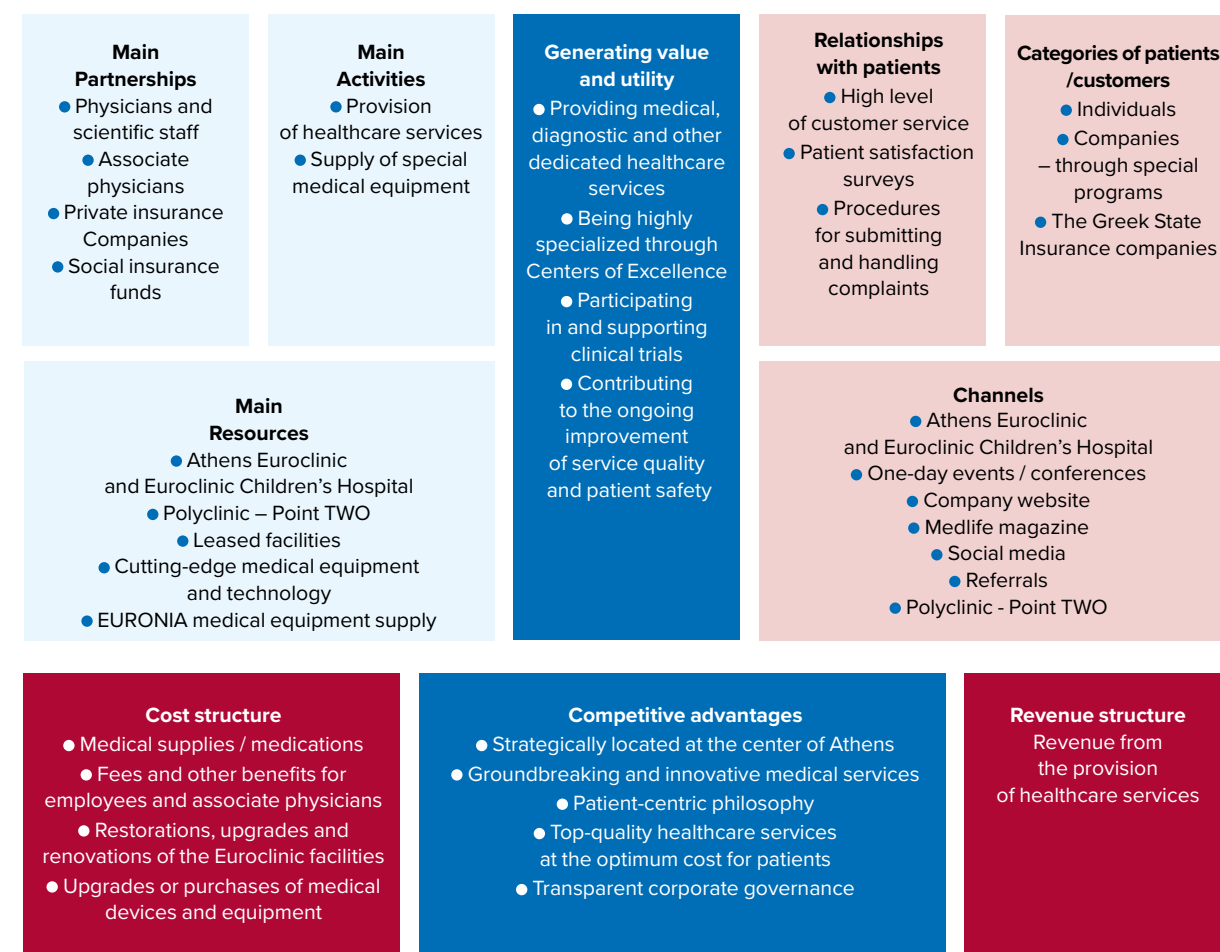
The mindset of integrity at the Euroclinic Group is firstly nurtured by its firm and effective leadership, which, on the one hand, aims at achieving its targets, and on the other, at ensuring its long-term sustainable growth. In this context, the Group acknowledges and adopts the principles of sound corporate governance, as shaped by the values and ethics of corporate responsibility and the relevant laws and applicable provisions, to ensure its unimpeded operation.

Driven by transparency in the day-to-day activities governance and transactions, the adequacy of risk control and management mechanisms, and the accuracy of information, the executives build the cultivate a corporate governance framework to safeguard the sustainability principles within the Group.

In 2022, the Euroclinic Group officially adopted a Policy Against Violence and Harassment in the Workplace, as well as an Equal Treatment and Anti-Discrimination Policy

Business Model

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

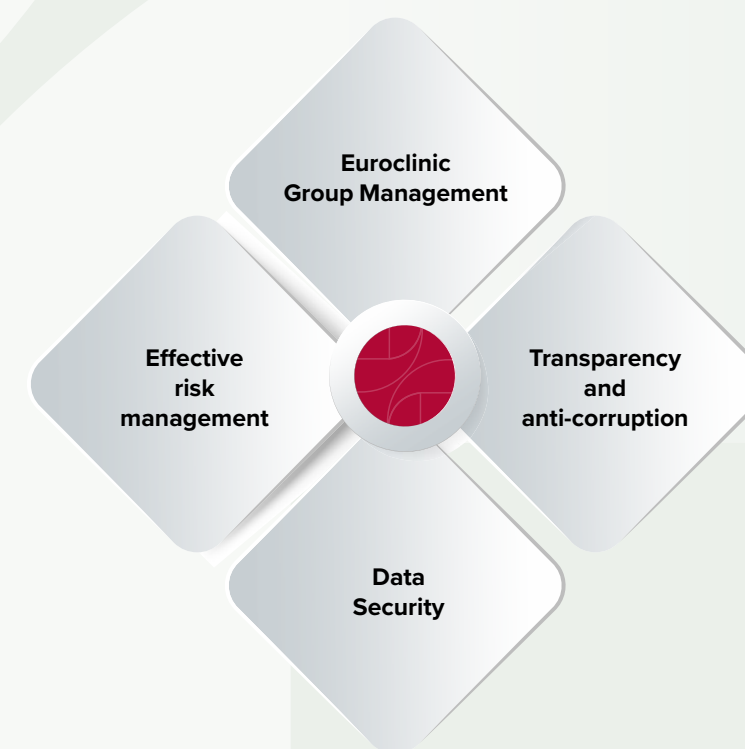


Business model canvas by Alexander Osterwalder and Yves Pigneur

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Efficient governance mechanisms

The last two years have emphatically highlighted the critical need to enhance the resilience mechanisms in the governance structures of any organization. This is the way to protect employees, patients, shareholders, associates and other stakeholders of the Group from threats, vulnerabilities and risks arising from external factors. The Euroclinic Group's capacity to adapt during this period of uncertainty is owed to its efficient governance mechanisms, which focus on the areas of risk management, transparency and anti-corruption, as well as on personal data protection. Under the solid leadership of the Management, these mechanisms have allowed the Group to continue unimpeded in its operation.



Transparency and anti-corruption

Transparency is critical for all Group activities, and has been highlighted as a top priority by the Management. To safeguard transparency and combat corruption, 2 committees have been established, each having important responsibilities according to the Group's operational model:

- Audit Committee
- Central Procurement Committee

Euroclinic Group management

Board of Directors

The goal of the Board of Directors is to manage corporate affairs to the benefit of both the Group and the shareholders, ensuring fair and equal treatment for all. The Board Members have extended experience in their fields, and are able to efficiently identify and manage the risks associated with the Group's activities, contributing actively to its sound operation. The Board of Directors comprises the following members:

- **Spyros Kapralos**, Chairperson, Non-Executive Member
- **Nicolas Plakopitas**, Vice-Chairperson, Executive Member
- **Antonis Vouklaris**, CEO, Executive Member
- **Angelos Plakopitas**, Non-Executive Member
- **Michalis Madianos**, Non-Executive Member

The Central Procurement Committee has four members, appointed directly by the CEO for a three-year term. The activities of the Committee are defined in the relevant Internal Regulation, and include ensuring compliance with the established process for the procurement of fixed assets, consumables, special materials, medications, services and projects. In this context, the Committee validates the list of approved suppliers for goods of high value and, in some cases, engages in negotiations with the suppliers. Lastly, the Committee oversees any improvements to the procurement process, according to the Group's needs.

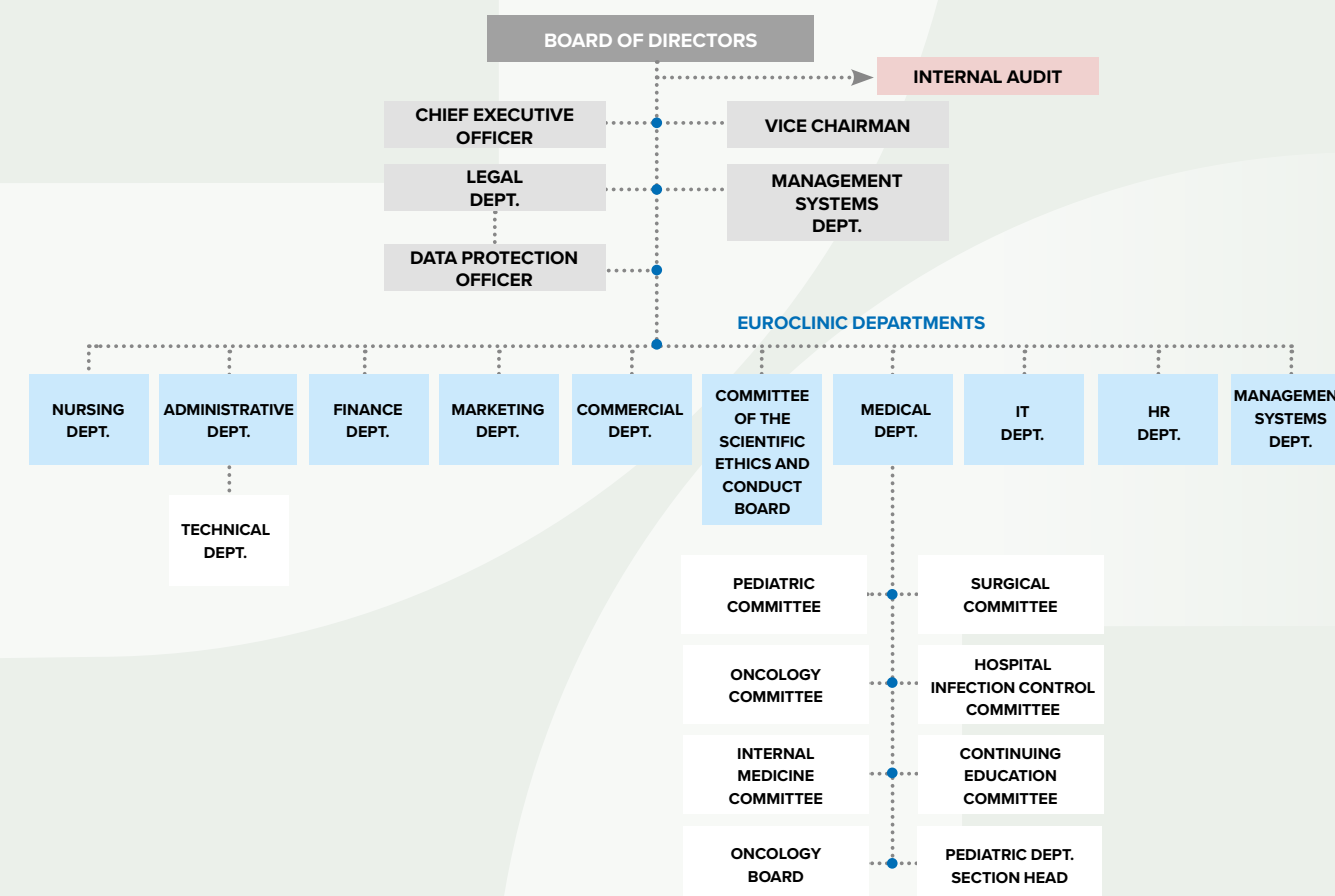
Internal Control

The Euroclinic Group 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 the Group's operation and activities, while also ensuring that the Board of Directors is always informed on any matters related to the internal operation of the Group, through regular reports prepared following the Committee's internal audits.

The Group is managed based on clear roles and responsibilities, as the management bodies are selected based on their qualifications and experience in the field of corporate governance, and have clearly defined roles. Moreover, decision-making processes are based on accountability, with the aim of fostering transparency in all aspects of the Group's activities.

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

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Risk Management Plan

In the context of the business continuity procedures that has adopted, the Euroclinic Group has formulated a Risk Management Plan, which is put into effect when a risk arises. The Plan specifies when to take direct corrective actions, and when to appoint the executives responsible for implementing them immediately. The next step is for the Quality Committee to check the effectiveness of the adopted measures and response preparedness. Moreover, the Plan specifies that the staff must be informed and educated about the identified risks, independent of their likelihood of occurrence. Lastly, the staff must be trained so as to be able to respond to the risk impact on the Group's operations, and be prepared to respond to any risks.

Effective risk management

Based on the principle of prevention, the Group identifies, records and analyzes the factors that may have a negative impact on its operation. To efficiently address the financial and operating risks it may be exposed to, the Group implements a holistic risk identification and management program, which plays an important role in business continuity. This process and analysis led to the identification of the following risks for 2022:

Procurement risk: The war in Ukraine has already lasted 1 year, creating challenges for the supply chain in all areas of the global economy. A potential disruption of supply in hospital, medical or pharmaceutical equipment and consumables, due to either lack of materials or sharp cost increases, could potentially impact the smooth operation of the Group. However, sound management of supplies by the corresponding Divisions and Departments, and especially by the Central Procurement Committee, ensures that the Group's supply needs are fully met at all times.

Legal risk: The healthcare 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 the Group's smooth operation, stretching its personnel and infrastructure and posing problems to the delivery of quality healthcare services to other patients, the Euroclinic Group was fully prepared and created suitable conditions for receiving COVID-19 patients, without affecting its operation in the least.

Employee attraction and retention risk: This particular risk became more apparent during the pandemic, mainly in relation to the nursing staff. More specifically, an 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 well-being. This led to significant personnel shortages or high rates of employee sick leave, factors which could have posed a threat to the smooth operation of healthcare organizations. To address this risk, the Group 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, the Euroclinic Group 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 the Group, the environment and society 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, the Group closely monitors trends and developments, while also making the necessary investments.

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Personal data protection

The Euroclinic Group relies on access to sensitive data to provide its services. Protecting privacy during the use of this data is fundamental for maintaining trust on the part of patients and other stakeholders, as well as for helping the Group develop further. The opportunities arising from the fast digitization of healthcare services and the rapid evolution of data technologies must be considered in tandem with the increasingly more complex international regulations on data security and privacy. Constant vigilance is required to protect confidentiality and prevent data breaches.

At the Group, all necessary measures are adopted, always in line with the provisions of the law, to ensure the personal data of employees, patients and associates are protected in the best possible manner. Moreover, the Group has appointed a specially accredited legal associate as the Data Protection Officer (DPO), to ensure adherence to the GDPR requirements and general legal framework. At the same time, the physical security measures are regularly inspected by competent personnel in their respective areas of responsibility, in accordance with the relevant protection policies and procedures. With the aim of ensuring legal compliance during personal data processing, the Group has formulated and has been implementing the following policies and procedures for a number of years:

- General Data Security Policy
- Security Incident Management Process
- Acceptable Data and System Use Policy
- IT System and Network Access Control Process
- Privacy Policy
- Remote Access Control Process
- Data Retention, Management and Destruction Policy
- Clean Desk Policy

POLICIES AND PROCEDURES ON PERSONAL DATA PROTECTION

General Data Security Policy		It describes the main security principles of IT systems, hardware, software, networks and communications, while setting the framework adopted by the Group to ensure the integrity, availability and confidentiality of all data handled through its network infrastructure.
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 and 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 the Group'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.
Remote Access Control Process		It describes the necessary steps taken by relevant staff in relation to remote access control in the Group'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 the Group'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 the Group.

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Financial results

Financial Information		
(in thousand €)	2021	2022
Total revenue (turnover)	53,935	57,465
Other revenue	651	364
Operating cost	52,029	55,261
Operating earnings / (losses)	2,557	2,603
Payments to capital providers	4,253	7,673
Earnings/(losses) before tax	812	1,060
Net earnings/(losses) after tax	535	323
Tax payments – indirect (VAT)	5,304	7,770
Tax payments – direct	2,093	2,733
Total payments to government bodies (total direct and indirect tax payments)	7,397	10,503
Equity	6,043	6,394
Total investments	1,077	2,219
Total assets	80,722	74,455

About the Report

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Scope and boundaries

This Report is the 3rd edition of the Euroclinic Group Corporate Responsibility Report and includes information related to the management and performance of material issues of sustainable development associated with its activities, with the ultimate goal of providing information to its stakeholders on its economic, social and environmental impact.

It concerns actions and programs that the Euroclinic Group implemented in the period between 01.01.2022 and 31.12.2022, and fully covers the entire range of the Group's activities in Greece. The term "Group" refers to the Athens Euroclinic, the Euroclinic Children's Hospital and the Polyclinic - Point TWO.



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 Report was prepared in accordance with the GRI Standards (2021) Guidelines, and its contents were defined based on the principle of materiality. Moreover, the guidelines of the SASB sectoral standard were taken into account, along with the 17 UN Sustainable Development Goals (SDGs).

The sections on "Environmental Responsibility and Action", "Human Resources" and "Health and Safety", which involve part of the Euroclinic Group material issues, have been reviewed by an independent third party in terms of the accuracy, completeness and reliability of the selected performance indicators. The letter of the independent third party which conducted the external review is available in page 140 of the Report.

Project Team

A Corporate Responsibility Team was established to prepare this Report. The Team is composed of executives from all the divisions and departments that are referenced in the Report. The main task of the Team was to collect the required information that relates to the CSR sectors within the Euroclinic Group. The team members who worked on this edition are listed below:

Nicolas Plakopitas	Euroclinic Group Vice Chairman
Antonis Vouklaris	CEO, Euroclinic Group
Marina Mazaraki	CFO, Euroclinic Group
Georgia Zavra	Head of Legal Department, Euroclinic Group
Ioanna Katsiki	HR Director, Euroclinic Group
Agori Kantzia	Director of Nursing Division, Euroclinic Group

Eva Tsilikouna	Group Marketing & Communication Director, Euroclinic Group
Marios Pallis	Senior Project Engineer, Euroclinic Group
Sofia Farazi	Head of Management Systems, Euroclinic Group
Thomas Tsikos	Head of Biomedical Engineering Department, Euroclinic Group
Eduart Zuma	Head of Purchasing Department, Euroclinic Group

Information sources and important changes

The data and information presented in the Report were collected based on the recording procedures and systems followed by the Euroclinic Group, and in accordance with the provisions of the GRI Standards guidelines. Where processed data or assumptions are presented, the calculation method is always referenced.

Contact details

The Euroclinic Group values the opinions of its stakeholders and welcomes any comments that could contribute to its continuous efforts for improvement. For more information regarding the Report and for any questions related to its contents, contact us:

Euroclinic Group, 7-9 Athanassiadou str., Athens, 115 21
Tel: 210 6416600, E-mail: mkt@euroclinic.gr



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

Table of key performance indicators

Performance indicators		Unit of measurement	2020	2021	2022	GRI Standards
Financial Information (in thousand €)						
Financial performance	Total revenue (turnover)	thousand €	46.837	53.935	57.465	201-1
	Other revenue	thousand €	859	651	364	201-1
	Operating cost	thousand €	47.934	52.029	55.261	201-1
	Operating earnings / (losses)	thousand €	(237)	2.557	2.603	201-1
	Payments to capital providers	thousand €	3.394	4.253	7.673	201-1
	Earnings/(losses) before tax	thousand €	(1.456)	812	1.060	201-1
	Net earnings / (losses)	thousand €	(1.126)	535	323	201-1
	Tax payments – indirect (VAT)	thousand €	4.673	5.304	7.770	201-1
	Tax payments – direct	thousand €	3.094	2.093	2.733	201-1
	Total payments to government bodies (total direct and indirect tax payments)	thousand €	7.767	7.397	10.503	201-1
	Equity	thousand €	5.520	6.043	6.394	201-1
	Total investments	thousand €	2.320	1.077	2.219	
	Total assets	thousand €	79.626	80.722	74.455	201-1
Environment						
GHG emissions	Direct GHG emissions (scope 1)	tn CO ²	-	398	412	305-1
	Indirect GHG emissions (scope 2)	tn CO ²	1.961	1.562	1.677	305-2
	Specific GHG emissions (scope 1 + scope 2)	tnCo2 eq./bed-day	-	0,053	0,050	
Energy	Annual electricity consumption in the organization	MWh	4.880	3.886	3.840	302-1
	Annual electricity consumption in clinics	MWh	-	3.547,98	3.528,08	302-1
	Specific electricity consumption	MWh / bed-day	0,18	0,12	0,09	
	Specific heat energy consumption	MWh / bed-day	-	0,07	0,05	302-1
Waste management	Hazardous waste	167,00	153,34	150,42	306-3	306-3
	Sterilization	135	126,47	127,88	306-4	306-4
	Alternative management (recycling, incineration)	32,22	26,79	22,46	306-4	306-4
	Non-hazardous waste	0,22	21,34	38,39	306-3	306-3
Water consumption	Water consumption	m ³	32.800	22.295	25.156	303-5
	Specific water consumption	m ³ / bed-day	1,15	0,71	0,61	303-5
Human resources						
Human resources main data	Total no. of employees	#	570	563	619	102-8
	Men	%	199	219	232	2-7
	Women	#	364	400	421	2-7
	Percentage of full-time employees	%	93,43	93,54	93,87	2-7
	Female employees in managerial posts	%	54,72	50,00	50,98	405-1
	Employees aged under 30	#	92	129	153	405-1

Performance indicators		Unit of measurement	2020	2021	2022	GRI Standards
Human resources main data	Employees aged between 30 and 50	#	401	406	406	405-1
	Employees aged over 50	#	70	84	94	405-1
	Incoming employees	#	99	238	179	401-1
	Incoming employees aged under 30 (No. of incoming employees in age group / total no. of incoming employees)	%	40,40	52,52	62,57	401-1
	Incoming employees aged between 30 and 50	%	55,56	44,54	36,31	401-1
	Incoming employees aged over 50 (No. of incoming employees in age group / total no. of incoming employees)	%	4,04	2,94	1,12	401-1
	Outgoing employees	#	104	183	147	401-1
	Outgoing employees aged under 30 (No. of outgoing employees in age group / total no. of outgoing employees)	%	39,42	38,25	54,42	401-1
	Outgoing employees aged between 30 and 50	%	45,19	55,19	39,46	401-1
	Outgoing employees aged over 50 (No. of outgoing employees in age group / total no. of outgoing employees)	%	15,38	6,56	6,12	401-1
	No. employees who received training	#	563	197	618	401-1
	Total no. of training hours	#	13.512	3.463	6.489	401-1
	Total no. of training hours per administrative hierarchy:					
	Directors/Managers	hours	148	270	159	401-1
	Department Supervisors	hours	1.218	271	653	401-1
	Associate Physicians	hours	100	186	124	401-1
	Nursing Staff	hours	948	1.270	2.624	401-1
	Administrative & Auxiliary Staff	hours	878	1.466	2.930	401-1
	LTIFR: Lost Time Injury Frequency Rate	#	3,47	2,64	1,63	403-9
	SR: Severity Rate	#	85,07	23,79	48,94	403-9
Health and Safety	Lost-Time Injuries (LTIs)	#	4	3	2	403-9
	Injuries that did not result in lost time	#	24	25	17	403-9
Market presence						
Suppliers	Percentage of purchases from local suppliers	%	99,2	99,2	99,4	204-1
	Percentage of purchases from suppliers abroad	%	0,8	0,8	0,6	204-1

assurance



TÜV AUSTRIA Hellas

**External Assurance Statement for ATHENS EUROCLINIC Group's
Corporate Social Responsibility
Report 2022
(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 "Environmental Responsibility and action", "Human Resources", "Health and safety" of the Corporate Social Responsibility Report 2022 ('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 May of 2023:

1. Review of the Report against the requirements of Global Reporting Initiative (GRI) Standards 2021 (in accordance with)
2. Verification of the data included in the chapters "Environmental Responsibility and action", "Human Resources", "Health and safety" 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 "Environmental Responsibility and action", "Human Resources", "Health and safety" 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 report is in accordance with the GRI Standards 2021. The following Disclosures mentioned in the chapters "Environmental Responsibility and action", "Human Resources", "Health and safety", have been verified.

- **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 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.

assurance

TÜV AUSTRIA HELLAS

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, 03/08/2023


Kallias Yiannis
General Manager


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


Evdokia Chrysagi
Lead Auditor

CePRK469_A1ea

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Content Index

GRI 1	
GRI 1: Foundation statement of use	The information provided in this Report reflects the activities of Euroclinic Group, for the period of 1/1/2022 – 31/12/2022, and presents the Company's economic, environmental and social performance. The Report is prepared in accordance with the Global Reporting Initiative (GRI) Standards and is mapped to the Sustainability Accounting Standards Board (SASB) "Health Care Delivery".
GRI 1 used	GRI 1: Foundation 2022
Applicable GRI Sector Standard(s)	n/a

GRI 2			
GRI Standards	Disclosure	Reference / explanation	External Assurance
2-1	Organizational details	General Clinic, Diagnostic, Treatment, Surgery Centre Athens, Euroclinic, Société Anonyme. Throughout the present report the term "Euroclinic" is also used.	
2-2	Entities included in the organization's sustainability reporting	pp. 136-137	
2-3	Reporting period, frequency and contact point	1/1/2022-31/12/2022	
2-4	Restatements of information	pp. 136-137	
2-5	External assurance	pp. 140-142	
2-6	Activities, value chain and other business relationships	pp. 46-49, 132	
2-7	Employees	pp. 52-67	
2-8	Workers who are not employees	pp. 56-57	
2-9	Governance structure and composition	pp. 128-131	
2-10	Nomination and selection of the highest governance body	pp. 130-131 The Board of Directors is the highest governance body. It is elected for a 3-year term by the Shareholders General Meeting. The composition of the Board of Directors is formed in order to ensure the transparency of the decisions of the highest governance body.	
2-11	Chair of the highest governance body	p. 130	
2-12	Role of the highest governance body in overseeing the management of impacts	pp. 4-5, 130-131	
2-13	Delegation of responsibility for managing impacts	pp. 130-131	
2-14	Role of the highest governance body in sustainability reporting	pp. 90-91, 136-137	

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GRI 2			
GRI Standards	Disclosure	Reference / explanation	External Assurance
2-15	Conflicts of interest	<i>The Board of Directors ensures that there are no cases of conflict of interest, examines any possible case of non-compliance and ensures the reliability and approval of the Company's Financial Statements before their final approval by the Ordinary General Meeting of shareholders.</i>	
2-16	Communication of critical concerns	<i>Critical concerns are communicated to the Board of Directors by the General Manager. Also, specific issues are communicated in the weekly meeting between the departments, where two of the Board of Directors executive members are also participate.</i>	
2-17	Collective knowledge of the highest governance body	<i>The members of the Board of Directors participate in meetings and conferences related to sustainable development issues and are informed about them by the managers of the departments.</i>	
2-18	Evaluation of the performance of the highest governance body	<i>The Board of Directors performance is evaluated at least annually at the Ordinary General Meeting, which evaluates the results of the decisions they have taken for the operation and development of the Company.</i>	
2-19	Remuneration policies	<i>The members of the Board of Directors receive a fee approved by the Regular General Meeting of shareholders. Their remuneration is linked to and influenced by the Company's overall performance in terms of financial results and responsible operation. The remuneration policy for major executives provides a mixture of remuneration: a fixed component (position salary) and a variable component (annual bonus).</i>	
2-20	Process to determine remuneration	<i>Labor market data, legislation, the performance evaluation system and the overall performance of the organization are considered when shaping remuneration and voluntary benefits.</i>	

GRI 2			
GRI Standards	Disclosure	Reference / explanation	External Assurance
2-21	Annual total compensation ratio	Not disclosed because it is confidential information.	
2-22	Statement on sustainable development strategy	pp. 4-5	
2-23	Policy commitments	pp. 16, 22-23, 46-47, 65, 72-73, 133-134	
2-24	Embedding policy commitments	pp. 22, 24, 25-29, 46, 56, 65, 72, 127, 133, 134	
2-25	Processes to remediate negative impacts	p. 132	
2-26	Mechanisms for seeking advice and raising concerns	pp. 65, 66, 127	
2-27	Compliance with laws and regulations	<i>During the reporting period (2022) were not recorded any significant instances of non-compliance or fines for instances of non-compliance</i>	
2-28	Membership associations	<i>Hellenic Bed Association (SEK), American-Hellenic Chamber of Commerce, Athens Medical Association, Athens Chamber of Commerce and Industry (ACCI)</i>	
2-29	Approach to stakeholder engagement	pp. 85-91	
2-30	Collective bargaining agreements	pp. 56-59	

GRI 3: Material Topics 2021			
GRI Standards	Disclosure	Reference	External Assurance
GRI 3: Material Topics 2021	3-1 Process to determine material topics	pp. 90-91	
	3-2 List of material topics	pp. 92-93	
PATIENT HEALTH, SAFETY AND CARE			
GRI 3	3-3 Management of material topics	pp. 4-5, 8-9, 10-11, 14-22, 26-39, 70-77, 86-89	
Euroclinic indicator	KPIs for monitoring and continuously improving the organisation's framework	pp. 23-25	
EMPLOYEE HEALTH AND SAFETY			
GRI 3	3-3 Management of material topics	pp. 4-5, 10-11, 14-15, 18-23, 24-25, 26-29, 74-75, 76-77, 84, 85-89,96, 123	✓
GRI 403: Occupational health and safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	pp. 71-74	
	403-5 Worker training on occupational health and safety	pp. 76-77, 123	
	403-9 Work-related injuries	pp. 71, 75	✓

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GRI 3: Material Topics 2021			
GRI Standards	Disclosure	Reference	External Assurance
EFFECTIVE RISK MANAGEMENT			
GRI 3	3-3 Management of material topics	pp. 4-5, 14-19, 20-22, 23-25, 26-29, 46, 74-75, 123, 129, 130-131, 132-134	
Euroclinic indicator	KPIs for the monitoring and continuous improvement of the risk management system	pp. 23-25, 74-75, 132-134	
SUPERIOR SERVICE QUALITY			
GRI 3	3-3 Management of material topics	pp. 4-5, 8-9, 10-11, 14-18, 20-22, 23-24, 26-29, 30-39, 46-49, 85-89, 94,116	
Euroclinic indicator	Certified quality management systems and number of quality committees	pp. 23-24, 26-29	
SASB	HC-DY-000.B Number of (1) inpatient admissions and (2) outpatient visits	(1) 18.299 (2) 160.562	
PERSONAL DATA PROTECTION			
GRI 3	3-3 Management of material topics	pp. 4-5, 80-82, 86-89, 132-134	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	<i>During the reporting period of the Report (2022), no incident of data violation has occurred or reported.</i>	
SASB	HC-DY-230a.3 (1) (1) Number of data breaches	<i>During the reporting period of the Report (2022), no incident of customer personal data violation has occurred or reported.</i>	
CUTTING-EDGE TECHNOLOGIES			
GRI 3	3-3 Management of material topics	pp. 4-5, 10, 14-18, 20- 22, 23-24, 26-29, 30-39, 85-89, 94-95, 116	
Euroclinic indicator	Providing high quality medical equipment	pp. 30-39	
EMPLOYEE CONTINUOUS GROWTH AND DEVELOPMENT			
GRI 3	3-3 Management of material topics	pp. 4-5, 18-19, 20-22, 23-24, 52-67, 68-77, 86-89, 94-95, 123, 128	✓
Euroclinic indicator	Monitoring of training hours for employees	pp. 60-63	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	p. 61	✓
	404-3 Percentage of employees receiving regular performance and career development reviews	pp. 64-65	
ASSOCIATE PHYSICIAN SATISFACTION			
GRI 3	3-3 Management of material topics	pp. 4-5, 10-11, 14-15, 18, 20-22, 23-24,26-29, 30-39, 52-67, 68-77, 86-89, 94-95	
Euroclinic indicator	Satisfaction measurement for collaborating doctors	pp. 86-87, 94	

GRI 3: Material Topics 2021			
GRI Standards	Disclosure	Reference	External Assurance
STRATEGY AND INVESTMENTS			
GRI 3	3-3 Management of material topics	pp. 4-5, 9, 14-15, 18-19, 20-22, 30-39, 85-89, 94-95, 116	
Euroclinic indicator	Investment in new technology and equipment	pp. 20-22, 30-39, 116	
ENERGY MANAGEMENT AND GREENHOUSE GAS EMISSION REDUCTION			
GRI 3	3-3 Management of material topics	pp. 4-5, 11, 20-22, 84, 86-89, 112-122	✓
GRI 302: Energy 2016	302-1 Energy consumption within the organization	pp. 115, 118	✓
	302-4 Reduction of energy consumption	pp. 115, 118	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 119	✓
	305-2 Energy indirect (Scope 2) GHG emissions	p. 119	✓
CORPORATE GOVERNANCE – ETHICAL BUSINESS PRACTICES			
GRI 3	3-3 Management of material topics	pp. 4-5, 9, 26-29, 85-89, 90-91, 124-135	
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	<i>During the reporting period (2022), no incident of corruption has occurred or reported.</i>	
RESPONSIBLE WASTE MANAGEMENT			
GRI 3	3-3 Management of material topics	pp. 4-5, 11,18-19, 20-22, 84, 86-89, 120-121, 123	✓
GRI 306: Waste 2020	306-3 Waste generated	pp. 120-121	✓
	306-4 Waste diverted from disposal	pp. 120-121	✓
SASB	HC-DY-150a.2 Total amount of: (1) hazardous and (2) nonhazardous pharmaceutical waste, percentage (a) incinerated, (b) recycled or treated, and (c) landfilled	(1) 150,4 tn (a) 22.5 tn (β) 127,9 tn (γ) 0 tn (2) 0 tn	
INFORMATION ON HEALTH ISSUES AND PROMOTION OF THE MEDICAL SCIENCE			
GRI 3	3-3 Management of material topics	pp. 4-5, 11, 17, 18-19, 20-22, 51, 86-89	
Euroclinic indicator	Number of medical conferences and workshops	pp. 17, 51	
RESPONSIBLE PROCUREMENTS			
GRI 3	3-3 Management of material topics	pp. 4-5, 14-15, 18-19, 20-22, 30-39, 46-49, 86-89, 129	
GRI 204: Πρακτικές προμηθειών	204-1 Proportion of spending on local suppliers	pp. 47	
RESPONSIBLE MANAGEMENT OF WATER CONSUMPTION			
GRI 3	3-3 Management of material topics	pp. 4-5, 11, 20-22, 84, 86-89, 112-122	✓
GRI 303: Water and effluents 2018	303-5 Water consumption	pp. 120	✓

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GRI 3: Material Topics 2021			
GRI Standards	Disclosure	Reference	External Assurance
EQUAL OPPORTUNITIES AND DIVERSITY			
GRI 3	3-3 Management of material topics	pp. 4-5, 11, 18-19, 20-22, 24, 52-67, 68-77, 86-89,	✓
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	pp. 58-59	✓
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	pp. 56-57	✓
Euroclinic indicator	Percentage of female employees in Group	pp. 56-57	
SUPPORT FOR LOCAL COMMUNITIES VIA SOCIAL ACTIONS, VOLUNTEERING AND PARTNERSHIP WITH NGOs			
GRI 3	3-3 Management of material topics	pp. 4-5, 11, 18-19, 20-22, 86-89, 97, 98-111	
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	pp. 98-111	



Feedback form

By filling out this form, you express your opinion on the 2022, 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"/> Exceptional	<input type="radio"/> Satisfactory	<input type="radio"/> Mediocre	<input type="radio"/> Needs improvement
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The visual presentation

<input type="radio"/> Exceptional	<input type="radio"/> Satisfactory	<input type="radio"/> Mediocre	<input type="radio"/> Needs improvement
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Covering material aspects and significant issues

<input type="radio"/> Exceptional	<input type="radio"/> Satisfactory	<input type="radio"/> Mediocre	<input type="radio"/> Needs improvement
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How would you rate this Report as a whole, using the scale from 1 to 5?

1= Needs improvement, 5= Exceptional

<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
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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 Group, 7-9 Athanassiadou str., Athens, 115 21, Tel: 21 0641 6173 • Email: mkt@euroclinic.gr



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