



HELLENIC HEALTHCARE GROUP

**SUSTAINABILITY  
REPORT  
ESG 2020**





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## Message from the CEO of the Hellenic Healthcare Group

Dimitris Spyridis

### ***Honourable stakeholders and dear colleagues,***

2020 has been a challenging year for humanity, with the healthcare sector at the forefront of the health crisis.

The Covid-19 pandemic has dramatically affected Europe and the Greek economy and society, impacting both small and large businesses. In the face of this unprecedented health threat, the Hellenic Healthcare Group has stood by the National Health System (ESY) as an ally, in support of the broad effort to face and contain the pandemic.

All the clinics of the Group have taken immediate action to shield their facilities and protect the health of their patients and their employees, through the implementation of all the required health protocols.

To safeguard the health and safety of the patients, the Group has instituted a series of procedures before performing examinations, surgeries, admitting patients to the hospital, as well as when dealing with the already hospitalised patients. We take pride in the fact that we have managed, amid this health crisis, to continue to

provide high quality healthcare services, whilst simultaneously maintaining a safe environment for our personnel and our patients.

At the same time, we have not ceased to reinforce the timeless goals we have embraced, which relate to the continuous improvement of the quality of healthcare services we provide to our patients, the development and care of our staff, the reduction of our environmental footprint and our ongoing support to volunteering and social action.

In the context of these goals, this year, for the first time, moving forward from our previous “Corporate Responsibility Reports”, we publish a “Sustainable Development Report”, thus attributing greater significance to Environmental, Social and Governance (ESG) issues. Our initiatives on Environmental, Social and Governance (ESG) issues reflect our commitment to take an active part in the shaping of a society which works better for our planet and our fellow human beings.

Our goal this year was to reduce our environmental footprint and invest in environmentally

## We take an active part in the shaping of a society which works better for the planet and our fellow human beings; this is our commitment.

friendly initiatives. This is the first year that we record our greenhouse gas emissions; we aim to monitor and gradually reduce these in the coming years, to play our part in tackling climate change. In 2020, we spent over €1,740,000 for the protection of the environment, in line with our approach to further increase our contribution towards the mitigation of environmental challenges in the coming years.

For yet another year, our Group has placed not only its patients but also its personnel, at the forefront of its priorities, by providing a safe workplace and opportunities for development and training for its employees. In 2020, the Group has employed a total of 4,475 employees at its six clinics and its companies. Our employees constitute the main pillar of our success; with this in mind, we are systematically investing in our effort to build an aligned culture within the clinics and companies of the Group, where all our employees –regardless of their role, position, or specialty– can integrate and feel part of. A culture, attuned with our overall principles and practices which are led by our broader vision

“Health for all”. In 2020, we have also remained faithful to our timeless commitment to an equal opportunity policy and have further enhanced the positions of women in the Group. 70% of our employees are currently women; whilst we take pride in the steps we have taken so far, we intend to further improve our effort in this direction.

Finally, as in previous years, in 2020, we have organised events and initiatives on world days, conferences, and workshops, which have a preventive scope, and aim to strengthen society and raise awareness among our fellow human beings. Moreover, with our donations and broader action, we have supported associations, non-governmental organisations (NGOs), as well as individuals in need. We aim to share the value of our activities with as many people as possible, and gradually set the appropriate Sustainable Development conditions for our employees, society, and the country.

Yours faithfully,  
*Dimitris Spyridis*  
Chief Executive Officer

# About the Report

This issue is the first Environment, Social and Governance (ESG) Report of the Hellenic Healthcare Group and the second joint report at a Group level which refers to Environmental, Social and Governance (ESG) issues for the period between the 1<sup>st</sup> of January to the 31<sup>st</sup> of December 2020.

Our ESG Sustainable Development Report aims to lay the foundation for the Group's sustainable long-term economic value and illustrate our actual contribution and footprint on environmental, social, and corporate governance issues. The Report presents in full transparency, the opportunities and challenges we face as a Group on all the ESG pillars.

The sections of the Report refer to the performance of the following Group companies:

- HYGEIA Athens Diagnostic & Therapeutic Centre SA
- METROPOLITAN HOSPITAL General Clinic
- MITERA General, Obstetrics - Gynaecology & Paediatrics Clinic
- METROPOLITAN GENERAL SA General Clinic
- LETO Clinic
- Clinic CRETA INTERCLINIC
- A-LAB Genetics and Genomics Centre
- Y-LOGIMED
- GROUP MEDICAL PURCHASING LLC (GMP)

The Report also makes a brief reference to Business Care as a member of the Hellenic Healthcare Group.

This Report has been prepared in accordance with the guidelines of the Global Reporting Initiative (GRI Standards) -Core level- and its content is defined based on the principles of "materiality and importance of issues", "stakeholder inclusiveness", the "Group's overall performance in the context of sustainability" and the "completeness of information within the determined boundaries of the Report".

The data and information presented in this Report have been collected, based on the recording procedures implemented by the Group, from the databases maintained as part of the relevant management systems. In such cases where the data was processed or was based on assumptions, reference is made to the relevant method of calculation, in line with the GRI Standards guidelines.

This Report that has received external assurance from an independent auditor, based on GRI Standards indices. We acknowledge the added value of external assurance for the Corporate Responsibility Report figures, as this process improves the level of quality and accountability towards our stakeholders. The conclusions and comments arising from the external assurance procedure are used to improve the quality of this Report. The last section includes the statement from the independent auditor, who provided the assurance based on the ISAE 3000 international assurance standard.



You may contact us  
and send remarks / comments  
to help us plan better  
the Group's future actions.

**Contact Person:**

Attention: Mr Dimitris Stefos, HYGEIA Commercial Division

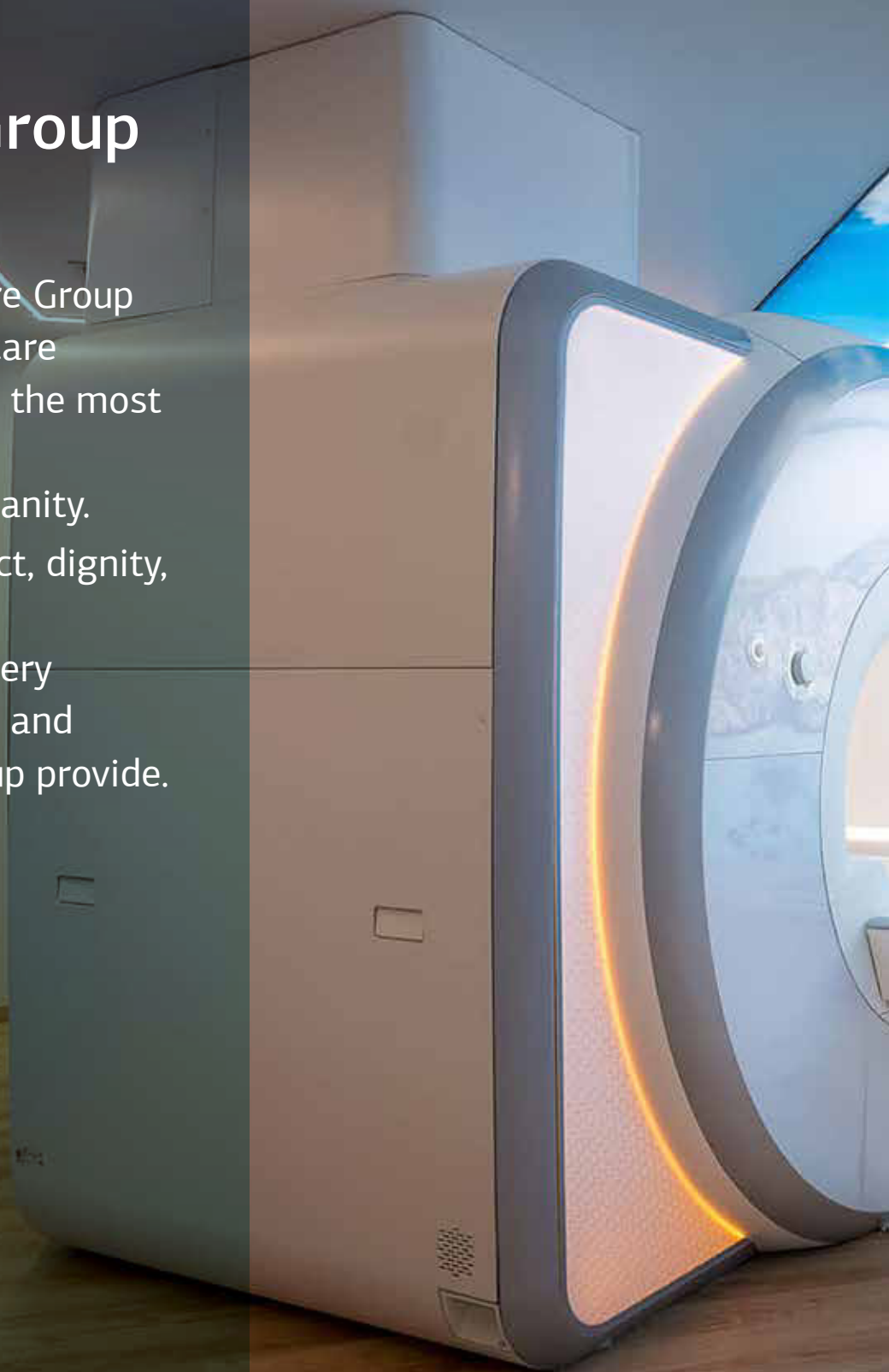
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# The Hellenic Healthcare Group

The Hellenic Healthcare Group is active in the healthcare sector, which is one of the most significant fields of contribution to humanity. The concepts of respect, dignity, love, and care are the cornerstones of every service that the clinics and companies of the Group provide.







## The Hellenic Healthcare Group

The Hellenic Healthcare Group is the largest private provider of healthcare services in Greece. It was established in 2018, aiming to play a leading role in the continuous development of medical and nursing care, a market which presents significant opportunities and prospects in Greece. The Group is committed to implementing an ambitious vision: to modernise healthcare services in accordance with the highest standards and to advance Greece's role at an international level, as a pioneer in medical and nursing care. The Group has established and developed model hospital units and centres of excellence that feature high quality and internationally competitive healthcare services, invest in scientific medical research, and aim to be a point of attraction for specialised scientific personnel from Greece and abroad, thus helping to reverse "brain drain" in the healthcare sector.

### The Hellenic Healthcare Group's timetable

2017

The acquisition of METROPOLITAN HOSPITAL in May 2017 sets the foundation for the creation of the Hellenic Healthcare Group.

2018

In April 2018 it acquires IASO GENERAL, which is renamed to METROPOLITAN GENERAL and recommences its course, through heavy investments in medical equipment of cutting-edge technology. METROPOLITAN GENERAL is currently one of the most modern medical units in Greece.

In November 2018 it acquires a majority share in the HYGEIA Group, following which it gains control of all HYGEIA Group subsidiaries: the clinics HYGEIA, MITERA and LETO, Y-LOGIMED Company specialising in the trading of medical equipment and the A-LAB Genetics and Genomics Centre.

2019

In October 2019 the Hellenic Healthcare Group enters into an agreement for the acquisition of a 90% share in the Clinic CRETA INTERCLINIC.

2020

The Hellenic Healthcare Group, the largest private provider of healthcare services in Greece, launches an innovative virtual platform for remote medical care services - the only one in the country. This "Digital Clinic" offers direct on-line medical testing and can be accessed through a mobile phone application.

## Our vision

# The profile of the Group, its subsidiaries, and activities

The vision of the Hellenic Healthcare Group is to provide high-quality healthcare services, guided by the conviction that health is not a luxury; it is instead, a necessity and a right of every patient.

We implement an Integrated Management System for Quality, the Environment and Occupational Health & Safety, which covers the full range of the services and functions we provide (clinical, administrative, and operational).

## Our mission

Our mission is to provide model medical and nursing care of the highest quality, to every patient and in every health issue they may face; by offering them timely prevention, an accurate diagnostic and personalised treatment.

## Our values

### Respect

We develop relationships of trust and respect with our patients and their families, as well as with our colleagues, doctors, nurses, health professionals and executives.

### Integrity

We apply the strictest professional standards, medical ethics, and personal responsibility, by honouring the patients who trust us.

### Excellence

We are committed to providing benchmark medical and nursing services of the highest quality to every patient, for every health issue they may face.

### Innovation

We invest in state-of-the-art medical technology, we apply the most modern treatments, we collaborate with leading doctors and nurses, and we support on-going medical research and training.

### Care

We stand by patients and their families with sensitivity and compassion.

### Teamwork

We ensure an excellent, safe, and fair workplace that enhances team spirit and efficiency and aims at a collective effort to reach our vision.





## The Group in numbers

1,224  
Beds

4,475  
Employees

6,357  
Collaborating  
physicians

74,285  
Inpatients

781,799  
Outpatients





**70**

Suites &  
luxury rooms

**7,919**

Births per year

**14**

Delivery  
rooms

**59,705**

Surgeries  
annually\*

**83**

Operating  
rooms

**169**

ICU Beds

**133**

Paediatric beds

**9**

Robotic  
systems

**9**

MRI scanners

**19**

Ambulances

\* Excluding births.

For life's greatest gift,  
Greece's greatest Health Group.

McVictor&Hamilton



Hellenic Healthcare Group is not only the biggest private health care group in Greece. It is a health organization with a vision to radically change the country's health sector.

By offering top-level services and investing in research and new technologies, we are promoting Greece internationally as a pioneer in medical and nursing care. We continue to evolve, we continue to offer more, to give health the value it deserves!

**HHG**  
Hellenic Healthcare Group



[www.hhg.gr](http://www.hhg.gr)



# The subsidiaries

## Group Activities

### Primary and Secondary healthcare

#### HYGEIA

The “HYGEIA Athens Diagnostic & Therapeutic Centre SA” is the first large Private Hospital Institution that came into operation in Greece and is the first private clinic in Greece which was accredited with the Joint Commission International (JCI) accreditation, the world’s leading accreditation for quality and safety in healthcare services.

In its 50 years of operation, HYGEIA has been driving the development of private healthcare in Greece and has been continuously enhancing its services both on an infrastructure and organisation level. It also ensures its alignment with technological developments in medical science, standing out as a point of reference in Greece and Europe.

The primary and secondary care services in which HYGEIA operates presuppose the provision of an extended range of services which ensures that it covers the constantly growing needs and, also, that it keeps abreast of on-going developments in medical technology. Within this context, HYGEIA caters to all the healthcare needs with a range of well-organised clinics and diagnostic units and the support of fully trained medical and nursing staff. For HYGEIA, the adoption and use of cutting-edge technology constitute the norm for the provision of high-quality healthcare services.

Ever since HYGEIA was established, its primary goal has been to create, organise and continuously improve a model, top-level scientific diagnostic, and treatment centre in Attica, which shall provide high-quality medical services.

*i.* More information: [www.hygeia.gr](http://www.hygeia.gr).





## METROPOLITAN HOSPITAL

METROPOLITAN HOSPITAL has established itself as a pioneering therapeutic centre in the health-care services sector, through a series of investments in cutting-edge medical technology and sophisticated systems. It is the only clinic in Greece that has installed the Excelsius GPS robotic system for spinal treatment and the revolutionary O-Arm II platform. METROPOLITAN HOSPITAL has been characterised as a “Centre of Excellence”, a title held by very few centres worldwide, for the Ma system - the most advanced system for robotically assisted procedures.

Aiming to provide comprehensive and high-quality healthcare services, with its excellent medical and nursing staff and state-of-the-art medical-technical equipment, METROPOLITAN HOSPITAL has laid important foundations for medical care in Greece; the clinic has earned important international awards, distinctions, and certifications and has also maintained collaborations with overseas model hospital centres and scientific institutions.

METROPOLITAN HOSPITAL's mission is to provide a better health and a better life to its patients. To achieve this, it:

- constantly upgrades the healthcare services it provides so as to better serve patients;
- continuously invests in cutting-edge medical technology and latest generation equipment;
- collaborates with eminent doctors of all specialities who are characterised by their high expertise, professional ethics and long-term experience;
- constantly trains medical, nursing and administrative staff in Greece and abroad;
- constantly monitors and controls the smooth and proper functioning of the hospital on every level;
- utilises state-of-the-art tools that expedite, facilitate, and improve its processes and services; and
- dynamically integrates personnel on the latest developments in the digital era with innovative services.

**i.** More information: [www.metropolitan-hospital.gr](http://www.metropolitan-hospital.gr).



## MITERA General, Obstetrics - Gynaecology & Paediatrics Clinic



On the 29<sup>th</sup> of April 2019, MITERA General, Obstetrics - Gynaecology & Paediatrics Clinic completed 40 years of continuous and uninterrupted operation. During this period, around 500,000 new lives were born, whilst significant innovations, innovative services and medical achievements established MITERA Hospital as a reference centre for the entire family and for all ages. MITERA Hospital was conceived as an idea by a team of 30 doctors, obstetricians, and gynaecologists, who had the vision to create and operate a model hospital in Greece that would provide medical services of the highest quality. In 1979, "MITERA Obstetrics and Surgery Centre SA" opened its doors, with a capacity of 300 beds and ample space for surgeries, laboratories and reception and waiting areas.

Today, 40 years after its creation, MITERA is the most organised private hospital in Greece with 459 beds, which provides comprehensive healthcare services of the highest standard for prevention, diagnostic and treatment all types of health problems.

It operates three clinics: the General Clinic, the MITERA Obstetrics-Gynaecology Clinic and the MITERA Children's Hospital, the most comprehensive private paediatrics clinic in Greece.

In its renovated premises, MITERA operates fully organised departments, special units, state of the art surgeries, outpatient clinics, and diagnostic labs with more than 1,500 associate doctors of every specialty. Providing excellent care and a high-level of nursing services are the primary goals at the MITERA clinics. The scientific personnel, doctors, nurses, midwives, and administrative staff are on call 24 hours a day, 365 days a year and are fully prepared to deal with any medical emergency.

**i.** More information: [www.mitera.gr](http://www.mitera.gr).







## Radical renovation of the outpatient clinics at MITERA Children's Hospital

We understand that a children's clinic must "speak to their hearts", not scare them nor trigger negative feelings. That is why we have injected a breath of fresh air into the premises of MITERA Children's Hospital outpatient clinics. The non-hospital like environment created, enhances the emotional well-being of the children, boosting their psychology and their morale, since positive psychology can be crucial for health improvement, especially in children.

Every child at MITERA Children's Hospital receives unlimited care and love from a team of top doctors and nurses in a specially designed warm and welcoming environment.

## METROPOLITAN GENERAL



METROPOLITAN GENERAL is one of the largest and best-equipped healthcare units in the country, fully competent to thoroughly address any incident in terms of diagnosis, prevention, and treatment. METROPOLITAN GENERAL collaborates with experienced and internationally acclaimed doctors and is staffed by highly skilled and well-trained nursing and administrative staff. It constantly upgrades its infrastructure by investing in innovative technologies and state-of-the-art medical equipment, standing out as an ultra-modern model hospital.

Its primary goal is to ensure the high-quality and continuous improvement of its services. A commitment which is reflected by the quality assurance policy that the clinic has instituted and applies, as well as by the international certifications it has received from reputable organisations that follow the strictest standards.

METROPOLITAN GENERAL applies the most modern and pioneering diagnosis and treatment methods, standing out as a reference point in the healthcare service sector both in Greece and overseas.

The clinic has been certified for all its services in accordance with the latest international ISO 9001:2015 and Temos International Medical Tourism Organisation standards, whilst its Pathology Laboratory services have been accredited for their high-quality in accordance with the requirements of the international standard ELOT EN ISO 15189:2012. As a result of the international quality policy standards it applies, the clinic is continuously awarded with distinctions by the Diplomatic Council as a "Preferred Partner Hospital" ("Best Hospitals Worldwide").

**i.** More information: [www.metropolitan-general.gr](http://www.metropolitan-general.gr).







## LETO

LETO was established by a team of renowned Obstetricians - Gynaecologists five decades ago, who envisioned and created a Model Obstetrics - Gynaecology Unit that would ensure the provision of high-level health services for both women and the newly born infants; at the same time, it is characterised by a high-standard working environment for doctors in Greece. In March 1967, the founding members of LETO created one of the most modern hospital units in Greece up to this day. LETO laid out a course for developing and continuously evolving from the very first day of its operation, by setting the standards for creating a caring environment. It is these features that make LETO also stand out as a pioneer in the healthcare sector, having become a reference centre for both women and the family at large.

LETO continues to be the acclaimed clinic which provides a comprehensive range of healthcare services, from obstetrics-gynaecology to general surgery, urology, and otolaryngology. Located at the centre of Athens and with easy access, LETO disposes premises of a total of 7,000 square meters. It holds a license as a mixed surgery clinic with a capacity of 100 beds and has more than 25 diagnostic and treatment departments. The clinic employs personnel of 261 people and collaborates with more than 800 doctors of different specialities.

**i.** More information: [www.letto.gr](http://www.letto.gr).



## CRETA INTERCLINIC



CRETA INTERCLINIC was founded in 2002 and is a model diagnostic - treatment - surgery clinic that covers almost every medical specialty in primary and secondary medical care.

The management of CRETA INTERCLINIC is committed to implementing its quality-driven policy and objectives and to tangibly supporting the personnel for their active participation in the continuous improvement of the efficiency of the Quality Management System.

Remaining faithful to its principles, and always striving to offer high-quality service to its customers, CRETA INTERCLINIC has been certified according to ISO 9001: 2015 and is the first clinic on the island of Crete that is an Official Certified Member of the international organisation “Temos International” under the “QUALITY IN THE CARE OF INTERNATIONAL PATIENTS” standard.

It is within this context of standards, that the Management of the CRETA INTERCLINIC has set the thorough implementation of the Quality Management System, as well as the determination for continuous improvement, as their ultimate objectives.

The efforts for quality improvement are undertaken through:

- The dissemination of the policy on quality at every level of the clinic and the policy's respective eligibility review, whenever significant changes are made.
- The ceaseless commitment of the clinic to make best use of modern medical knowledge and practice.
- The allocation of the necessary material resources.
- The continuous training - development of its executives and employees especially regarding quality management issues.
- Establishing a framework of objective goals and quality targets.

Since 2014 and every year thereafter, CRETA INTERCLINIC has been included in the international directory of the Diplomatic Council “Best preferred hospitals – clinics worldwide”. In 2020, CRETA INTERCLINIC has been certified by the international accreditation organisation “Temos International” for its compliance in accordance with the international safety standards, for containing the Covid-19 disease transmission.

**i.** More information: [www.cic.gr](http://www.cic.gr).





## Clinical Genetics Laboratory services

### A-LAB

A-Lab was founded with a vision which it still serves consistently to this day; to stand responsibly, with sensitivity, by the patients, the parents, the children, and the families and to remain deeply devoted to the science of genetics and molecular biology. A-Lab is committed to providing state-of-the-art clinical Genetics Laboratory services that are of the highest level, reliable, and equivalent to the ones offered by major European and American laboratories; at the same time, it takes part in European programmes, to keep abreast, continuously develop and implement new methods and pioneering protocols for the benefit of the entire society.

Remaining committed to those principles and guided by a sense of responsibility, A-Lab aims to continuously improve and modernise its services in research and diagnosis, and thus maintain a dynamic presence in the fields of Genetics and Molecular Biology.

**i.** More information: [www.alab.gr](http://www.alab.gr).





## Medical technical equipment services

### Y-LOGIMED

Y-LOGIMED SA is a medical supplies trade and distribution company. It manages the entire supply chain on behalf of the clinics of the Hellenic Healthcare Group, acting as the Group Purchasing Organisation (G.P.O.); the company offers reliable and integrated services of procurement, storage, and distribution for a wide range of medical consumables and implant materials. At the same time, it provides the Group with management services in Biomedical technology and fixed equipment, responding continuously, consistently, and professionally to the different needs of the health professionals.

Y-LOGIMED utilises its accumulated experience and know-how in supply chain management of medical devices and carries out trading activities that aim to address the needs of the entire Greek public and private healthcare market. Thanks to its experienced and trained staff, it provides value-added services to every healthcare professional. Y-LOGIMED centrally manages the supply chain of large hospitals, serves public hospitals and private clinics, and supplies more than 550 private clinics of various specialties nationwide.

Y-LOGIMED is certified in accordance with the quality standards EN ISO 9001: 2015, EN ISO 13485: 2016, ISO 22301: 2012 and with the Ministerial Decision ΔΥ86/ Γ.Π.οικ./1348/2004 for the sound trading of medical devices. It is also the first and only company in the medical supplies trade, procurement, and distribution sector of hospital consumables in Greece that is certified for Business Continuity Management (BCM); as such, it ensures that its activities are not affected by unforeseen risks and extraordinary events.

**i.** More information: [www.y-logimed.gr](http://www.y-logimed.gr).





### GROUP MEDICAL PURCHASING LLC

GMP LLC is a company trading in medical technical devices, established in Athens on October 7, 1999. It belongs to the Hellenic Healthcare Group and its objective is to supply medical technical products to the clinics of the Group, METROPOLITAN HOSPITAL, METROPOLITAN GENERAL, HY-GEIA, MITERA, LETO, and CRETA INTERCLINIC.

It has assumed the supply chain of the Group's clinics in regard to surgical cases for the entire range of medical consumables and implant materials, operating as a Central Procurement Agency (G.P.O.) and offering reliable and integrated procurement services.

GMP LLC is certified in accordance with the quality standard EN ISO 9001: 2015, as well as the Ministerial Decision ΔΥ8δ/ Γ.Π.οικ./1348/2004 for the proper distribution of medical technical devices.

It trades in medical products that are accompanied by fully recorded technical specifications by the manufacturing firms, based on strict production processes that meet all the necessary international and harmonised standards. All the medical supplies traded in the market, meet high-quality and safety standards, and are supplied by leading manufacturing firms with a well-established international presence.

The suppliers of GMP LLC are recognised in the domestic and international market and have many years of experience and high specialisation in the field of medical products.

The medical items offered address the needs of all the hospital departments, such as Surgery, Gynaecology, Haematology, Pulmonology, Cardiology, Oncology, Ophthalmology, Gastroenterology, etc.

## Consulting Services

### Business Care

Business Care was established in 2006 with an aim to provide occupational health & safety services to companies and organisations in every sector. As a company, it holds an official EXYPP (EXTERNAL PROTECTION & PREVENTION SERVICE) license from the Ministry of Labour with License Number 37/22-02-2007. Business Care became part of the HHG Group in December 2020.

The company aims to provide consulting services of the highest quality in line with contemporary requirements and is staffed by experienced scientific personnel. The company believes that safe practices in the workplace are equally important to sound professional behaviour; in this context, employees are the most valuable asset of an organisation.

*i.* More information: [www.businesscare.gr](http://www.businesscare.gr).



## 2020 Awards and Distinctions



### HYGEIA is one of the 25 “most sustainable companies in Greece 2020”

Reaffirming its conscious choice to prioritise sustainable development, HYGEIA has become part of the leading 25 “Most Sustainable Companies in Greece 2020”, as it emerged at an on-line event that was held by the Quality Net Foundation (QNF).

Specifically, the leading team of the 25 Greek model companies stood out based on the technical evaluation of their performance by the Sustainability Performance Directory; the 25 companies constitute the select business representatives for sustainable development in Greece, while also acting as “Ambassadors of the new Greek sustainable development model” overseas.

Having endorsed sustainability as its guiding compass, HYGEIA continues to follow the traditional principles and values that have defined its course for 50 years, by investing in a better and sustainable future for as many people as possible. HYGEIA aims to set itself as a model for the Greek business community; by providing leading, innovative medical services, it demonstrates in practice the reasons it is acknowledged as a responsible and active corporate citizen, who includes environmental and social aspects in operational and business activities as well as in the relations with stakeholders.



### HYGEIA was honoured at the Bravo Sustainability Awards where it received an award under the Bravo in Action pillar, for its initiative “Good health for a better life”

HYGEIA received an award under the Bravo in Action pillar for its initiative “Good health for a better life”. The main goal of this activity is to raise awareness amongst citizens -especially students, for the adoption of responsible practices that help improve the quality of life. The programmes and initiatives that were evaluated in this year’s event were discussed in evaluation committees and in a participation forum of 14,380 active citizens. HYGEIA’s programme falls under Goal 3 of the UN’s sustainable development goals (Good Health & Well-Being) and involves the development and free distribution of educational material to primary and secondary schools. This comprehensive educational kit is offered to teachers, students, and families, with an aim to get the whole society involved in sustainability issues affecting the planet. A total of 4,900 students from 55 schools across Greece participated in the programme.



## HYGEIA wins a “GOLDEN” distinction for its Corporate Responsibility & Sustainable Development practices

HYGEIA received a “GOLDEN” distinction from the Institute of Corporate Responsibility for its performance in the field of Corporate Responsibility and Sustainable Development in 2020 – 2021. This is the second consecutive year that HYGEIA has been distinguished by the specific institution as one of the best companies in Greece with regards to Corporate Responsibility and Sustainable Development practices.



YEARS JCI

Success is to stay on top  
for 10 years!

## 10 Years Joint Commission International (JCI) for HYGEIA

Since 2010, HYGEIA has been included among the select group of only 500 hospitals in the world to have received the Gold Seal of Approval® for Hospital Accreditation, by the Joint Commission International. The Golden Seal of Approval signifies HYGEIA's continued compliance with this internationally recognised standard and is a symbol of quality that reflects the organisation's commitment to providing safe and effective care to patients.

During the initial accreditation (2009) and re-accreditation inspections (2013, 2016, 2019), a JCI team of qualified inspectors assessed HYGEIA's compliance with the JCI standards which cover a wide range of areas, such as the International Goals for Patient Safety, patient assessment and care, anaesthesia and surgical care, medication management, patient and family education, quality improvement, infection prevention and control, leadership management, facility management, personnel training and certification and information management.

The Joint Commission International standards are developed in consultation with international experts and healthcare providers, as well as with patients. The standards incorporate the latest scientific literature and the unanimous opinion of experts, to assist organisations in measuring, evaluating, and improving their performance.



Organization  
Accredited  
by Joint  
Commission  
International



### The METROPOLITAN HOSPITAL has been accredited by the International Temos organisation for EXCELLENCE IN MEDICAL TOURISM

The METROPOLITAN HOSPITAL is the first clinic in Greece and the fourth in the world to receive the EXCELLENCE IN MEDICAL TOURISM certification from the Temos International organisation. As a pioneer in medical developments, the Hospital owes this new international distinction to the confidence with which its patients from Greece and another 81 countries, embrace the doctors and the services offered.



### In 2020, the Breast Unit of the METROPOLITAN HOSPITAL has been awarded at the Healthcare Business Awards

Remaining consistent in its goal to continuously develop and provide the best possible service offering, the Breast Unit of the METROPOLITAN HOSPITAL received two important awards at the Healthcare Business Awards in 2020: one for the Unit's comprehensive organisation and contribution and another for the innovative method in diagnosing calcifications, which has enabled 8/10 women who underwent this method, to avoid surgery.

The Breast Unit has received a silver award in the category "Innovative equipment or medical service" for its innovative service: "Stereotactic Biopsy of non-palpable breast lesions under mammographic guidance". It has also received a bronze award in the category "Innovative unit or ward in a hospital / private clinic or diagnostic centre" for its state-of-the-art medical equipment and for providing a level of service in prevention, diagnosis, and therapeutic treatment, that is only found in corresponding certified Units abroad.



## METROPOLITAN GENERAL is included amongst the “Best Hospitals Worldwide” and acknowledged as a “Preferred Partner Hospital” by the Diplomatic Council (DC)

Further to the international certifications in accordance with the requirements of the international ISO 9001:2015 quality standard and the quality system of the Temos International Medical Tourism Certification Organisation, METROPOLITAN GENERAL has been continuously distinguished since 2014 as one of the “Best Hospitals of the World” and as a “Preferred Partner Hospital” by the Diplomatic Council (DC). The Diplomatic Council is an international think tank based in Hague, which includes as members internationally acclaimed personalities from the fields of diplomacy, politics, business, the arts, and sports. These distinctions reflect the high-quality of services that METROPOLITAN GENERAL provides and its ultra-modern infrastructure.



## CRETA INTERCLINIC is awarded by “Temos International”

Faithful to its principles to continuously improve and provide high quality services to its customers, CRETA INTERCLINIC has successfully completed the certification process and was certified by the international accreditation organisation “Temos International” for its compliance under the international safety standards, for containing the Covid-19 disease transmission. The process requires the implementation of hygiene protocols in the clinical environment, screening, and evaluation of cases for the early recognition of coronary symptoms, staff supervision and training in the protection measures and policies, as well as an ongoing monitoring and supervision of the infrastructure and the use of protective equipment in the clinic.



## Managing the pandemic (Covid-19)

In the face of the unprecedented global health threat raised by Covid-19, the Hellenic Healthcare Group has acted as a dependable and valuable ally of the Greek National Health System (ESY). We immediately made available 25 ICU beds and 100 hospital beds to the Hellenic Ministry of Health and EOPYY [National Organisation for the Provision of Healthcare Services] to cover the greatly increased needs during the pandemic. METROPOLITAN and HYGEIA, the two largest clinics provided 50 beds each, thanks to their infrastructure and advanced medical equipment which enables the support of isolated treatment of patients.

From the very first moment when the first coronavirus case appeared in Greece, all the Group's clinics responded immediately, taking the required precautionary measures, to shield their facilities, and protect the health of their patients and employees.

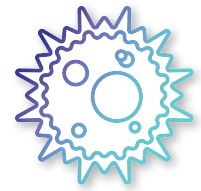
### Employee safety during the Covid-19 pandemic

Guided by a strong sense of responsibility towards the medical, nursing, and administrative personnel, patients, and society, and having taken the epidemiological data into consideration, the Group implements the following for all the employees:

- All the employees are informed on the precautionary measures and the correct use of personal protective equipment; targeted training on employee safety also takes place, to help employees on the "front line" (ambulance crews, medical and nursing staff / Emergency Departments, Imaging department technologists, safety supervisors, cleaning staff, etc.) deal with suspicious incidents;
- A protocol and a special team have been set up, to early detect and monitor employees who are exposed to POSITIVE cases or employees who exhibit suspicious symptoms.
- All the personnel are required to take a molecular test for virus detection (PCR - Polymerase Chain Reaction), obtain a negative result as a prerequisite for returning to work after the summer period, and repeat the testing after seven days;
- All the employees are vaccinated and checked through Covid-19 diagnostic tests (PCR or antigen test) at regular intervals;
- The use of a mask is mandatory for all the personnel;
- The infectious disease team monitors and records employee compliance in accordance with the strictest protection measures against infections;







The Group's clinics have attributed special attention to employees that belong to high-risk groups. These employees are stationed in work positions that do not require direct contact with customers/patients, or they get the opportunity to work from home and in many cases to be given special paid leave. The intention is to continue this policy in 2021.

**In the face of this unprecedented global health threat, HHG Group has acted as a dependable and valuable ally of the Greek National Health System.**

### Initiatives for the safety of our patients and fellow human beings

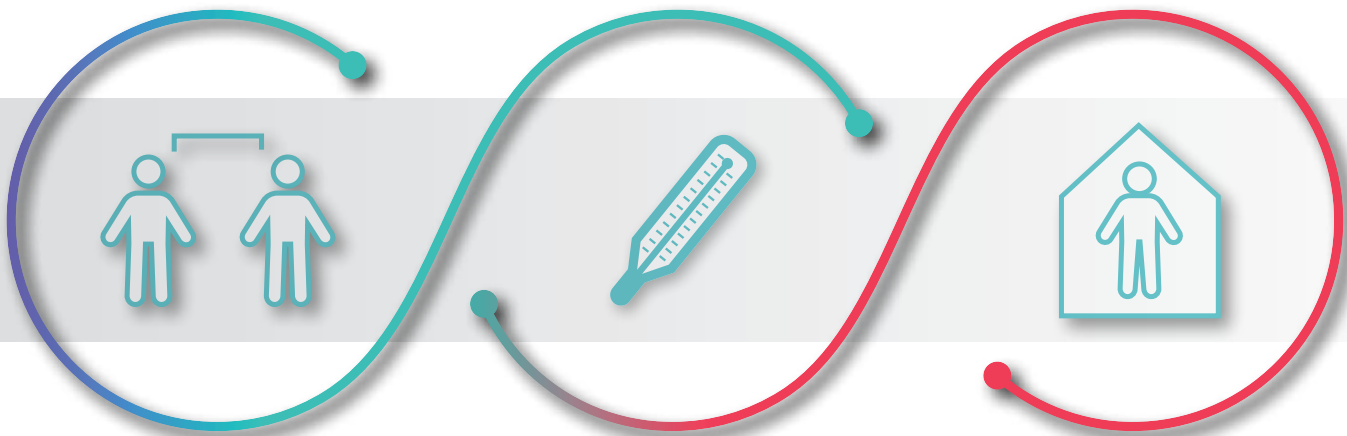
In line with the directives of the World Health Organisation, the State and the National Public Health Organisation (EODY), the Group implements the following protective measures:

- There is controlled admission to the clinics through one point of entry only, so that all visitors and patients may be checked; moreover, the Group's security staff asks incoming people specific questions before they are allowed in the building.
- It is mandatory for everyone arriving at the Group's clinics (patients, visitors, and personnel), to wear a mask and have their temperature measured upon entering.

- When someone is detected as a suspicious Covid-19 incident, they will be directed to the specially designed medical rooms (Isobox) that are isolated from the rest of the clinic. These negative pressure rooms are properly equipped and allow the doctor on duty to safely examine the patient.
- All the departments and clinics operate in accordance with the directives from the Ministry of Health and the National Public Health Organisation (EODY).

To avoid congestion in the waiting areas, the Group has taken the following precautionary measure:

- Anyone who wishes to make an appointment with a clinical department or service is contacted beforehand by phone, to get informed about the precautionary measures that apply.



- All the appointments are scheduled with a time difference between them, so that the number of people present in the waiting areas is absolutely controlled.
- All the areas have been specially laid out to ensure that social distancing is kept.
- There are longer intervals between examinations, to adequately ventilate and clean the space before the following appointment.
- All clinical areas are constantly inspected to ensure that health & safety rules are applied.
- It is mandatory that all medical, nursing, and administrative staff use a mask in all the indoor and outdoor areas of the clinics.
- An emergency plan is followed by the personnel on standby, with rotating shifts, to secure a 24 × 7 readiness.
- Surgical areas operate in complete isolation to provide an absolute safety in surgeries.
- The clinics provide mobile units that conduct home visits for sampling to detect the virus, as well as for simple blood tests, to those who wish to avoid a hospital visit.
- Special care has been taken to ensure that the diagnostic labs of the clinics have the capacity to safely perform hundreds of molecular (PCR) tests per day for Covid-19.
- Incoming patients with pre-arranged appointments with doctors at the clinic, are questioned and if defined as “suspect”, they are given a surgical mask and directed to specially designed medical rooms outside the clinic, while their treating doctors are notified.
- Special infomercials play on the screens at the clinics to provide useful information to visitors and the patients.
- To avoid congestion, a limited number of people are in the elevators at the clinics. The elevator areas are thoroughly cleaned daily at regular intervals.
- Ever since the outbreak of the pandemic, the Group provides online updates to the Greek public, on the latest Covid-19 related medical developments.

In accordance with the National Public Health Organisation (EODY) directives, visits to patients are prohibited. Only in special cases and under the condition of the treating doctor’s written approval, an exception can be made, which allows only one (1) visitor or attendant for every patient.

All incoming visitors undergo temperature measurements upon entering the clinics; entry to the building is prohibited where the body temperature is higher than 37.0°C.

All visitors and attendants must wear a mask and remain within the patient’s ward throughout their stay at the clinic. They must keep safe distances (> 1.5m) during their stay in public areas.

The Group has also established a protocol as a basic framework for performing examinations or surgeries and for admission to hospital and hospitalisation.



## Carrying out medical examinations

Patients who arrive for laboratory - imaging examinations (blood tests, computed tomography (CT) scans, ultrasounds, etc.) must wear a mask, undergo a temperature measurement, and be questioned before entering the hospital areas. If their temperature is higher than 37.0° C, they are not allowed in the clinics and a specified testing procedure shall follow.

Patients entering the Emergency Department (ICU) undergo the Covid-19 testing on the spot.

## Performing surgeries

The treating doctor completes the detailed history of each patient requiring surgery; the patient signs it and performs a Covid-19 test one to three days prior to their admission, as part of the pre-operative or pre-intervention examination, to have enough time for the test result to be issued.

Emergency surgery procedures for outpatients arriving at the Emergency Department or emergency interventional diagnostic tests (such as gastrointestinal bleeding, coronary angiography, etc.), are carried out immediately due to the urgency of the problem. A Covid-19 test shall however be taken and without waiting for the result, the patients shall be treated as Covid-positive with all necessary precautionary protective measures taken until the test results are available, and with hospitalisation in a special area.

## Admission for hospitalisation

Patients who arrive at the Group's clinics are tested for Covid-19 to confirm they are HIV-negative and to ensure the safety of other patients and healthcare staff.

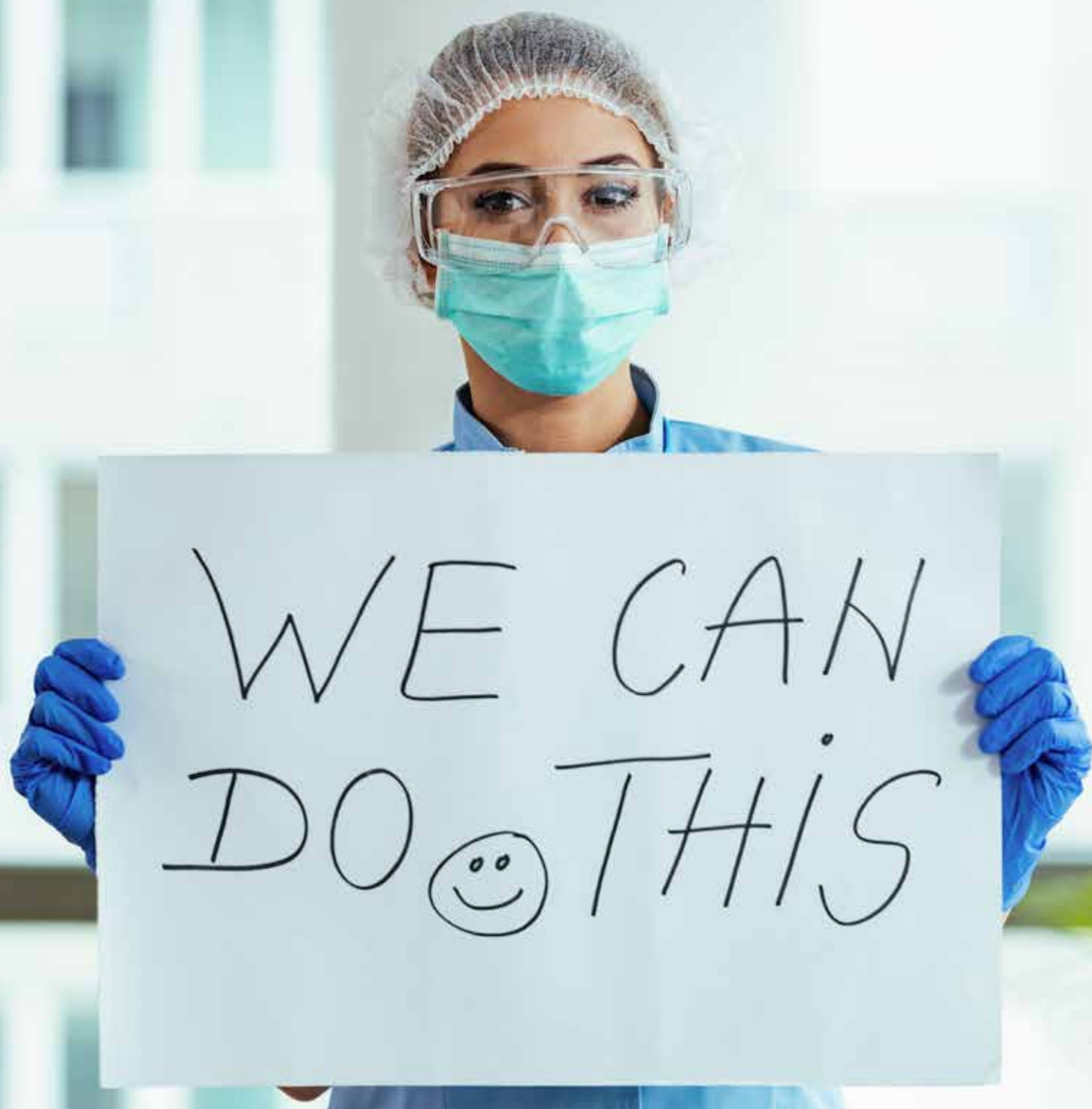
Patients are treated on a floor, specially designed for suspicious incidents, where all the necessary safety measures are applied, until the results are issued.

If the test is negative, they are transferred to another Hospital floor. If the test is positive, the competent authorities are immediately informed, and the patients are transferred to the Covid-19 assigned Hospitals.

## Inpatients

Patients who have already been hospitalised (with a negative Covid test) for more than six days without being classified as suspect cases and who need to undergo surgery may need to provide a new sample for Covid-19; the infectious diseases doctor in collaboration with the treating doctor will decide whether the testing is necessary.





WE CAN  
DO 😊 THIS

## HHG in support of the National Plan for Covid-19 vaccination

The Group has placed at the disposal of the Ministry of Health and the National Public Health Organisation (EODY) experienced medical staff and specially designed areas, which operate under conditions of absolute safety, for vaccination against the disease; this contribution comes to cope with the Covid-19 pandemic.

Since the outbreak of the pandemic, the Group has gained 'front line' experience and has successfully dealt with the special conditions created by the new reality. Therefore, it was able to stand by the State as a valuable ally and respond to the need of the population for safe vaccination against the disease, serving everyone who wished to be vaccinated.

### Drive-Through Covid-19 test service at MITERA

Guided by the principle of high-quality service offering in healthcare, MITERA created the drive-through Covid-19 test service. It only takes five minutes to perform the Covid-19 test at MITERA, in an easy, comfortable, fast, and reliable manner, staying in your car without having to enter the clinic.

### Together in the fight against the pandemic

During these difficult times we have all been going through with the unprecedented pandemic, HYGEIA has stood by the ones in need; it immediately launched free Covid-19 testing in organisations and associations such as the Association of People with Multiple Sclerosis, Ymittos Amyntas Athletic Club, Life Evolution Organisation, Hellenic Olympic Committee, as well as the National Sports Federation for People with Disabilities.

In response to the Ministry of Health's call for the reinforcement of the National Health System (ESY), the Hellenic Healthcare Group has actively supported the superhuman endeavour of doctors serving in public Hospitals in Northern Greece; specifically, the Group sent a volunteer team of experienced doctors from HYGEIA, METROPOLITAN HOSPITAL, MITERA, and the METROPOLITAN GENERAL clinics.

The Group's further action to support society during the pandemic period includes:

✓ Offering the services of diagnostic labs that conduct tests to detect Covid-19, to enhance the capacity of the National Health System's (ESY) laboratories;

✓ Providing treatment for non-Covid 19 related incidents coming from the public Hospitals; it is noted that, half of the Group's units treat incidents from public Hospitals which had to convert into 'reference' Hospitals.

✓ Offering the services an experienced medical team of the HHG Group to reinforce the National Health System division of Northern Greece;



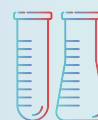
Amount spent on personnel in positions that are only related to the treatment of Covid-19

>89,130€



Amount spent for Personal Protection Equipment (PPE) against Covid-19

>288,000€



Amount spent for initiatives that are related to the management of Covid-19

>481,000€

These amounts refer to most of the clinics in the HHG Group.



## Overview of Financials

The following financial information has been extracted from the published Financial Statements for the 2020 fiscal period, which were prepared in accordance with the International Financial Reporting Standards (IFRS) and announced by the Hellenic Healthcare Group. The results for the 2020 fiscal period that follow have been negatively affected by the unilateral Greek government decisions for cutbacks when invoicing hospitalisation fees and diagnostic tests for individuals insured with national insurer EOPYY [*National Organisation for the Provision of Healthcare Services*] (rebate and claw-back). These decisions are pursuant to Article 100 of Law 4172/2013 (Government Gazette A/167), were implemented retroactively since 01.01.2013 and shall continue to be in force until 31.12.2022.

### 2020 Review

**€441.8 million**  
Revenue

**>€65 million**  
Operating profit

**€311.7 million**  
Operating cost

**>€127 million**  
Payments to capital providers

**>€56.3 million**  
Profit before tax

**>€39.7 million**  
Net profit after tax

**€337.3 million**  
Equity

**>€35.6 million**  
Total investments

**>€102.4 million**  
Payroll

**>€1,043 million**  
Total assets





# Sustainable Development (ESG)

We aim to provide the best healthcare services in Greece and promote the principles of sustainable development and inclusivity through our operation; our vision is to always be a reference point in these two areas of activity.







## Our underlying ESG vision and strategy

For all of us at the Hellenic Healthcare Group, sustainable development is a long-term goal and vision; we attribute special value to the strategic role of corporate responsibility in all aspects of our activities.

Acknowledging our corporate responsibility in both an external and internal context, we have set three fundamental pillars as a priority:



### Sustainable Planet

- Energy efficiency
- Circular economy
- Waste management
- Management of natural resources



### Contribution to Society

- Human resources
- Health & Safety
- Social Responsibility



### Governance

- Ethical conduct
- Quality of services
- Supply chain
- Data protection
- Regulatory Compliance




We invest in the protection of the planet by carrying out energy and water saving initiatives. To optimise energy efficiency and reduce greenhouse gas emissions, the Group has turned to renewable energy sources. In addition, the Group endorses the circular economy model and acts towards an effective management of natural resources.

Under the society pillar, we place great emphasis upon our human resources, by contributing to gender equality, the empowerment of women and the skill development of our personnel. We support the society through programmes that enhance health, education, and social inclusion.

Our strategy is inextricably intertwined with good corporate governance and with the implementation of practices and initiatives that reflect our responsibility towards our employees, patients, and the social context in general.

All the above are directly linked to the United Nations 2030 Sustainable Development Goals (SDGs). HHG Group is aligned with environmental goals 6, 7, 12, 13 and 14. Also, the social activities of the Group are aligned with the social goals 2, 3, 4, 5, 8, 9, 10 and 11. Finally, we have adapted our corporate governance to keep in pace with goal 17.



 The term “ESG” refers to Environmental, Social & Governance issues.

## Our performance in sustainable development (ESG)

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The Report aims to present the Group's contribution and activity in the three ESG pillars - Environmental, Social and Governance. Our goal is to showcase the value we attach to Society and to our broader investment in Sustainable Development. A summary of our performance on Environmental, Social and Governance issues and highlights of our relevant activities in 2020, can be found below.



## Environment

We aim to achieve a sound management and a continuous improvement of our environmental footprint in all our clinics and companies. Our action refers to the allocation of expenses for the protection of the environment, the reduction of energy consumption, the circular economy, and the management of natural resources.

### Environmental footprint

In 2020 we spent a total of €1,740,398 for the protection of the environment, of which €1,240,116 were allocated on waste management, €221,561 on the management of the packaging derived from supplies and products and €278,721 on the management of the packaging of logistics products.

In 2020 our expenditure for the protection of the environment increased by 35% compared to the previous year, as we believe that a commitment to environmental protection should be materialised by specific action that carries a direct positive impact upon the environment.

In 2020, the Group's energy consumption was 35,973 MWh of electricity, 36% of which derived from renewable sources, reinforcing our energy efficiency, and reducing our environmental footprint.

Our goal is to further reduce energy consumption in all the clinics and the companies of the Group. Over the last three years we have reduced total electricity consumption at Hygeia, Metropolitan Hospital, Leto, and Creta Interclinic clinics and at the Y-Logimed company by an average of 4% compared to 2019; our aim is to achieve a further reduction in the coming years.

### Circular economy

We are supporters of the circular economy model and advocate the sustainable use of products and materials. Specifically, we promote a sound waste management, as well as a management of natural resources, attributing value to the entire life cycle of the products we use. In 2020, the Group generated a total of 1,173.60 tonnes of hazardous and 336,966 tonnes of non-hazardous waste. The hazardous waste at the Group's clinics has decreased by 3% vs. 2019 and by 7% vs. 2018. In the last three years we have continuously increased the tonnage of hazardous waste that is sterilised, reaching a sterilisation rate of 90% in 2020.

### Natural resources

The entire Group is committed to a sound water consumption and sets long-term and medium-term goals for its reduction. The Group has been steadily reducing water consumption over the last three years. Specifically in 2020, water consumption fell by 2% vs. 2018, even though Creta Interclinic was added to the overall water consumption measurement for the first time.

**35%**

increase in our expenditure for the protection of the environment vs. 2019

**36%**

of electricity consumption on an average, derives from renewable energy sources

**3%**

reduction in hazardous waste vs. 2019 and 7% vs. 2018

**90%**

rate of sterilisation of hazardous waste in 2020, up 27% since 2019

**2%**

reduction of the Group's total water consumption vs. 2018



## Social

**20%**

increase in employee new hires vs. 2019

**70%**

of the new hires in 2020 were women

**3%**

reduction in the injuries index (LTIFR) at HYGEIA clinic

**70%**

of the personnel are women, during the last two years

**x2**

employee training programmes on clinical skills and GDPR issues vs. 2019

**x3**

employee training programmes on social skills vs. 2019

### Our employees

Given the circumstances, in 2020, our main objective was to protect our 4,475 employees from the challenges of Covid-19 and provide a safe workplace environment which reinforces professional development. In addition, as in previous years, we have proceeded in a significant number of new hires; in 2020, our workforce increased by 20% vs. 2019 and 70% of these new hires were women. Aligned with our goal to empower women in the workplace, in the last two years, we have maintained the high percentage of women in our total workforce, at 70%.

With regards to training, in 2020, a total of 2,154 employees were trained on topics such as infectious diseases, clinical skills, general data protection regulation (GDPR) issues and health & safety in the Group. The Group allocated more than €12,950 in employee training for a total of 18,186 training hours. More specifically, compared to 2019, we have doubled the number of training programmes on clinical skills and GDPR issues and we have tripled the number of our trainings on social skills issues.

### Health & Safety

Safeguarding the health & safety of our employees, patients and visitors is an utmost priority; we are committed to providing the highest standards in health & safety, by implementing respective management systems to identify, assess and monitor all potential occupational hazards. In 2020, in all the Group's clinics, the Lost Time Injury Frequency Rate (LTIFR) was on average 3.9. We specifically reduced the injuries index (LTIFR) by 3% at the HYGEIA clinic.

The Hellenic Healthcare Group provides a safe environment for patients, their families, and visitors. In 2020, all our clinics maintained the very low percentage of 0.60% on patient accidents.

### Social Responsibility

In recent years, we have systematically carried out actions that are aimed at providing free medical care to regions and residents in need. The Group has carried out the "PREVENTION" and "Travelling for Health" initiatives, through the METROPOLITAN HOSPITAL, METROPOLITAN GENERAL and HYGEIA clinics, helping more than 12,000 inhabitants in total, in over 17 remote regions across the country. Driven by our mission to contribute to the broader community, our social activity focuses upon needs and issues related to the society, the young generation and the school community, sports, and health.

### Supply chain

The Hellenic Healthcare Group supplier selection gives priority to local market suppliers, as well as to the evaluation process for their selection. In 2020, the selection rate of local suppliers reached 93%, which corresponds to a 7% increase vs. 2018. The evaluation ratings of the Y-Logimed and GMP suppliers, were 64/88 and 4.68/5 respectively.

## Governance

### Quality services

The Group invests in cutting-edge medical equipment, to ensure patients receive the best care for their medical treatment. To date, a total of 2,500 treatments have been performed for diseases of the brain, skull, or neck, reaching a success rate of over 95% on most diagnoses.

### Patient satisfaction levels

The Group closely monitors patient satisfaction in respect to the services it provides; we motivate our patients to evaluate our healthcare services to record the degree to which our clinics respond to the needs and expectations of patients. In 2020, we registered an average of 0.08% percentage of complaints at Group level. 92% of the patients described the care provided by our clinics as “Excellent” and / or “Very good”. Moreover, 92% of the patients would recommend the clinics to relatives and friends.

In 2020, we recorded a 17% decrease in the rate of complaints vs. 2019, for the Group clinics overall.

### Personal data protection of patients

Personal data protection of patients is of vital importance - a precondition for the development of trust between the patient and the Group. In 2020, only five (5) violations were reported to the Supervisory Authority, while the requests for the exercise of rights on data subjects rose to 21. By consequence, there were no expenses for the Group (€0) due to fines, legal requirements, and negotiation charges for non-compliance with the General Data Protection Regulation.

### Regulatory compliance

All the clinics of the Group closely monitor and comply with the standards, regulations and legislation that applies for their operation. The clinics fully comply with the Group’s policies and the ISO requirements.

- Zero practices aimed at monopolising the market
- Zero legal cases for an anti-competition conduct
- Zero violations of the Code of Conduct
- Zero incidents of non-compliance

**>92%**

the percentage of patients who have described the healthcare provided by the clinics as “Excellent” and / or “Very good” during the last two years

**0 zero expenses**

on fines, legal complaints or negotiation charges related to the breach of GDPR regulation in 2020

**17%**

decrease of the rate of complaints in 2020 vs. 2019 in all the clinics



The Hellenic Healthcare Group (HHG) has created an innovative virtual platform for remote medical care services and direct communication with the doctor. This “Digital Clinic” offers direct on-line medical advice and can be accessed through a mobile phone application. It is targeted at patients facing simple health issues who are unable, or do not have the time, to make an appointment.

The application allows patients to access reliable medical assessment and guidance from Pathologists or General Practitioners who work at the clinics of the Hellenic Healthcare Group, via a digital chat, in real time. “Digital Clinic” can offer diagnosis, prescription of medication or, where necessary, referral to the appropriate doctor and appropriate medical examinations.

This innovative digital service reaffirms the Group’s constant strive for innovation, by creating new avenues, and harnessing the potential of new technologies to assist society and people in need of medical care.

In context with the highest international standards, the Group remains close to the patients and is committed to the premise that health is the right of everyone, wherever they may be.



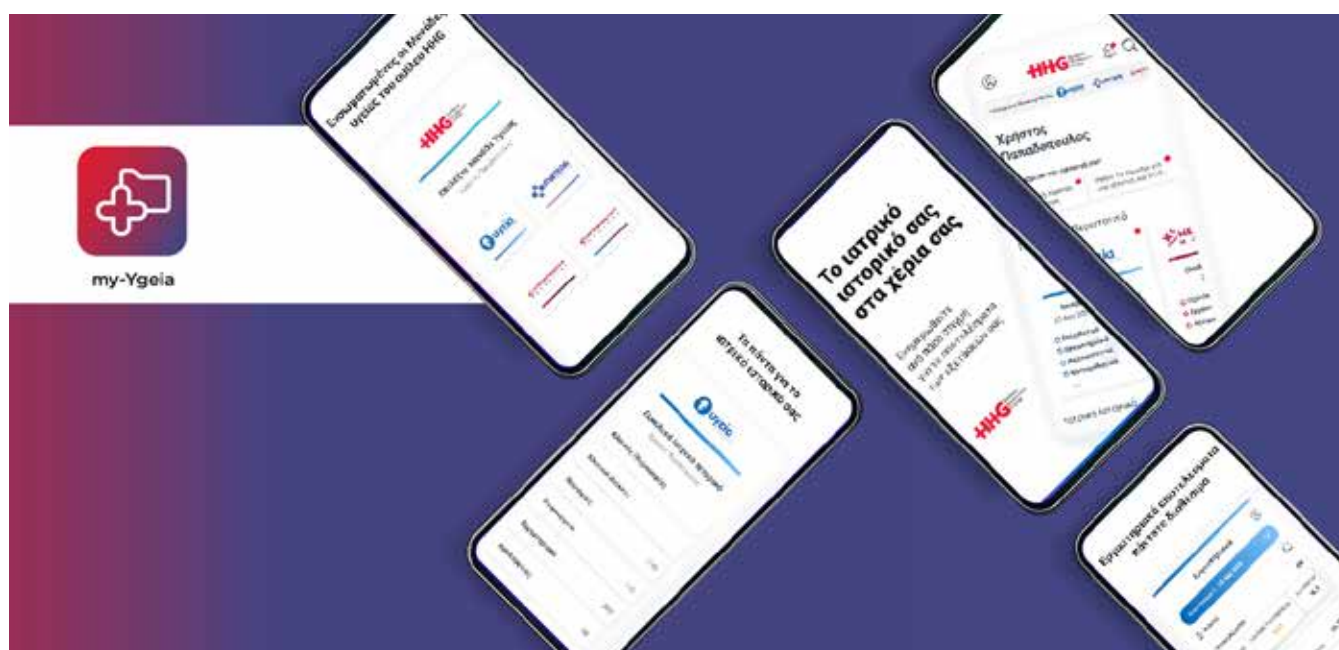


## my-Ygeia

'My-Ygeia' involves a structured collection and storage of patients'/examinees' medical data in a digital format, through which patients/examinees can easily access and communicate information that is related to their health in a secure and confidential environment with respect for sensitive personal data.

The application provides quick and easy access to the medical history of every patient/examinee at the clinics of the HHG Group (HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, and CRETA INTERCLINIC), as well as at its Healthspot diagnostic centres.

The my-Ygeia application is valuable both for patients/examinees, who can now play a more active part in their healthcare, and for doctors; it also provides a safe environment for the protection of personal data and the patient's health information. Through this application, the Group aims to further enhance the efficiency of its healthcare service offering to society, considering the needs and satisfaction of the patients.



# Materiality Analysis

In preparation of this Report, the Group has carried out a materiality analysis, whose scope was to update the sustainability issues that form the Group's non-financial strategic approach, and to publish the relevant disclosures.

The Group's process for the evaluation and prioritisation of the material issues is based on the GRI Standards for the drafting of Sustainability Reports, as well as on the SASB sector model; at the same time, the process aligns the Group with the newly introduced term of "dual materiality", which was recently adopted in the European Corporate Sustainability Reporting Directive (CSRD), for the disclosure of non-financial information.

The material issues identified by the Group fall under two main pillars:

- I. The Group's impact on society and the environment, which is consistent with the traditional concept of non-financial materiality that was implemented by the Group until the year 2020 (Environmental and social materiality or "external effects");
- II. The impact of society and the environment on the Group, which is consistent with the concept of financial materiality and is aligned to financial criteria that determine material issues (Financial materiality or "internal impacts");

Based on the framework, the Group followed a specific procedure to define and prioritise its material issues:

- Identification and consolidated recording of those issues that concern the Group;
- Evaluation of the material issues by stakeholders – with regards to the environmental and social materiality axis ("external impacts");
- Evaluation of the material issues with regards to the financial materiality axis ("internal impacts");
- Consolidated evaluation, prioritisation and recording of the essential issues, on the basis of which the Group will shape its strategic course on sustainable development;

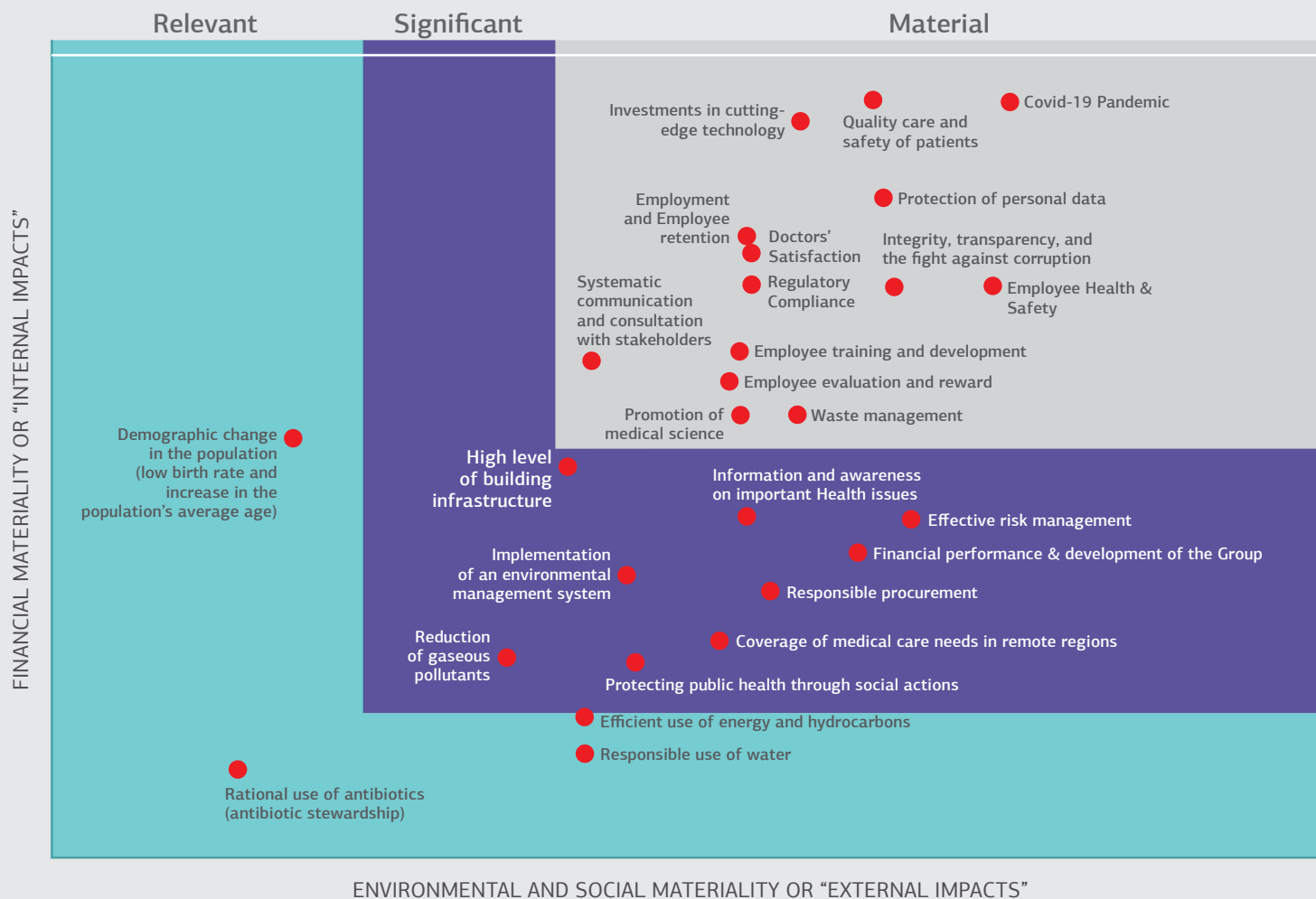
A total of 153 questionnaires were sent out to stakeholders and the Group received 60 responses in total. The research was conducted in a two-week period.

The stakeholders who participated in the investigation originated from the following group categories:





As a result of the hereinabove process, the Group's material issues are reflected per each ESG pillar (E – Environment; S – Social; and G - Governance) in the following materiality diagram.



# Our action for the protection of the Environment

The Hellenic Healthcare Group implements specific procedures for the protection of the environment, in a very consistent manner; these materially contribute to the continuous improvement and ultimately, to the reduction of the environmental footprint of the clinics and the companies.











# The Group's environmental footprint

Our set objective is to ensure the sound management and the continuous improvement of our environmental footprint in all the clinics of the Group. In accordance with international best practice on transparency in emission reporting, we control our impact to climate change and monitor the CO<sub>2</sub> emissions we produce on an annual basis. We follow international protocols to measure emissions and we cover all three categories of direct and indirect air emissions.

Additionally, HYGEIA clinic has adopted an Environmental Management System, which is certified in accordance with the ISO 14001 international standard. Based on this system, the clinic carries out an evaluation of the environmental aspects and the potential impact from the provision of healthcare services.

The commitment to environmental protection should be materialised by specific action that carries a direct positive impact upon the environment. In 2020 our expenditure for the protection of the environment increased by 35% compared to the previous year; more specifically, we spent a total of €1,740,398 for the protection of the environment, of which €1,240,116 were allocated on waste management, €221,561 on the management of the packaging derived from supplies and products and €278,721 on the management of the packaging of logistics.

**i.** More information on each clinic and company can be found on page 105.

## Expenditure on environmental management

<b>2018</b>	€1,371,741
<b>2019</b>	€1,289,824
<b>2020</b>	€1,740,398



**€1,740,398**  
for environmental  
protection in 2020



**€1,240,116**  
for waste management



**€221,561**  
for the management of  
boxes of logistics product



**€278,721**  
for the management of  
product wrapping packaging

## Energy efficiency – our guiding principle

Our performance in the reduction of our environmental footprint reflects our goal for an effective management of environmental risks and the protection of the environment. The Group's clinics primarily cover their energy needs through electricity (36% of which is derived from renewable energy sources) and natural gas.

In 2020, HHG Group's energy consumption was 35,973 MWh of electricity as opposed to 36,163 MWh in 2019. An additional 29,715 MWh of natural gas and 186 TJ of diesel were also consumed<sup>11</sup>. Our Group aims to gradually reduce the consumption of electricity, and this is already reflected in the operation of all our companies and clinics. In 2020, we reduced the total electricity consumption at HYGEIA, METROPOLITAN HOSPITAL, LETO, and CRETA INTERCLINC clinics and at the Y-LOGIMED company by an average of 4% vs. 2019 and we aim at a further reduction in the coming years.

### Renewable energy sources

The Group is committed to gradually transition to the use of green energy for its operations, to mitigate climate change and secure energy. Currently, 36% of the electricity that is used in our clinics derives from renewable sources, and as such, it enhances our energy efficiency and energy savings, and it helps us reduce our environmental footprint. In 2020 we have set the foundation for the further increase of the use of renewable sources for our electricity in the coming years.

### Greenhouse gas emissions

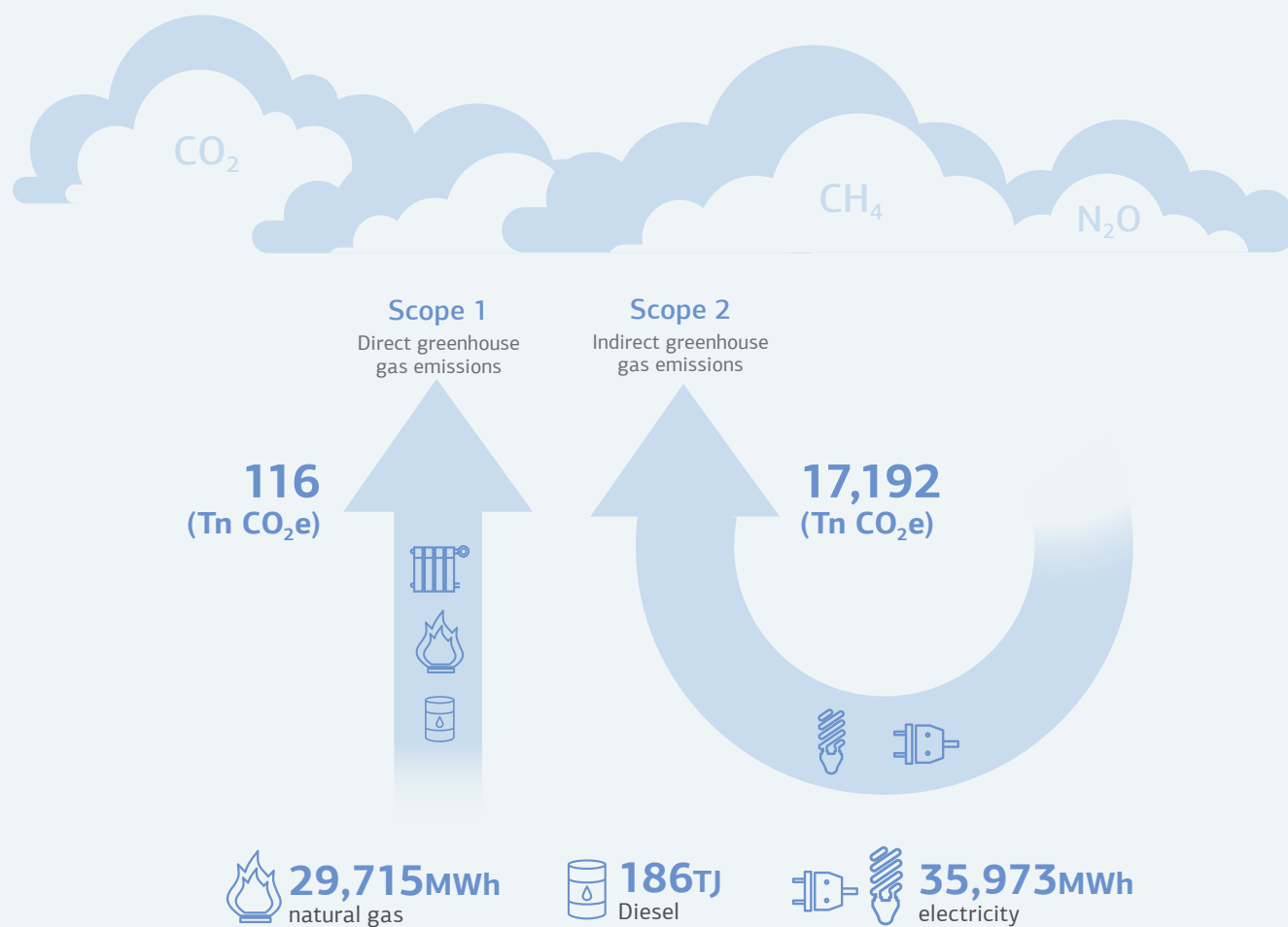
2020 was the first year that the Group recorded the two types of greenhouse gas emissions (Scope 1 and Scope 2 GHG emissions). The total greenhouse gas emissions (GHG)<sup>22</sup> under Scope 1 were 116 (Tn CO<sub>2</sub>e) and under Scope 2, 17,192 (Tn CO<sub>2</sub>e). By measuring and recording the two types of greenhouse gas emissions we aim to measure the actual carbon footprint of our activities, to be able to reduce these emissions in the future. HHG Group is conscious of the need to significantly reduce these emissions the soonest, to avoid the consequences of climate change.

With regards to energy efficiency, the Group has invested in a number of initiatives to manage and reduce energy consumption, such as the use of LED technology lamps, the replacement of refrigeration units by new ones of cutting-edge technology, the monitoring and management of E/M installations through BMS, the operation of combined heat-power generation (CHP) [utilising the heat that is a by-product of the electricity generation process], as well as the installation of new air-cooled pumps.

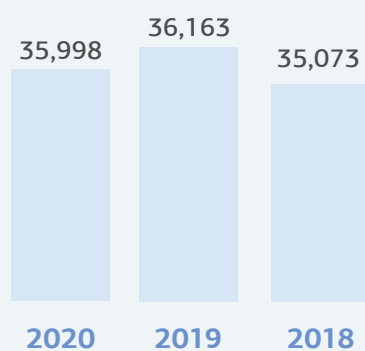
**i.** More information on each clinic can be found on pages 103-104.

1. The consumption of diesel relates to the Y-LOGIMED and GMP companies.

2. The greenhouse gas (GHG) emissions were calculated as follows:  $\text{CO}_2\text{e} = \text{CO}_2 \cdot 1 + \text{CH}_4 \cdot 25 + \text{N}_2\text{O} \cdot 298$  for electricity, gas, and diesel respectively.



#### Consumption of solar energy at the Group (MWh)



\* It should be noted that in 2020 electricity consumption figures have included the electric consumption of A-Lab Company.

## Our initiatives in circular economy and waste management

### Reduction of hazardous waste at the Group

**2018**

1,264.5Tn

**2019**

1,210.3Tn

**2020**

1,173.6Tn

### Official Internal Regulation on Waste Management

**336,966Tn**

non-hazardous waste

**1,173.6Tn**

hazardous waste



**i.** More information on each clinic can be found on page 104.

At the Group we are all aware that the linear model of the economy “production - consumption - disposal”, wherein products and materials have a specific life cycle, acts as a deterrent to the sustainability of the planet. In the circular model of the economy, the main goal is to preserve as much value as possible from raw materials and to create a system that promotes optimal reuse, by remodelling and recycling products. We actively embrace circular economy and aim for longevity in the use of products and materials. We understand that circular economy is a new economic model for sustainable development, which is why we have set processes and policies that promote a sound waste management and the management of natural resources; to ultimately add value to the entire life cycle of the products we use.

### Waste Management

The overall set of procedures, methods and actions implemented by the Group on the management of waste and hazardous material, is of vital importance. The Hellenic Healthcare Group fully complies with the legislation in force, in what involves the sorting of non-hazardous waste marked for recycling from hazardous waste that requires special treatment (sterilisation and / or incineration). Within this context, all the clinics of the Group work together with the competent authorities and fully comply with the legislation in force; to this respect, they also apply the Official Internal Regulation on Waste Management. The Group has made a commitment to make a critical contribution for the reduction of waste generation on a yearly basis.

In 2020, the Group generated a total of 1,173.60 tonnes of hazardous and 336,966 tonnes of non-hazardous waste. In 2020, we decreased the hazardous waste in our clinics by 3% vs. 2019 and by 7% vs. 2018. Every year we set ambitious targets for the decrease of hazardous waste generation, and we implement a sound hazardous materials and waste management plan. Since 2018 we have continuously increased the tonnage hazardous waste that goes for sterilisation treatment, reaching a sterilisation rate of 90% in 2020.

### Volumes of Non-Hazardous Waste (Tn)

	HYGEIA			MITERA		
	2018	2019	2020	2018	2019	2020
Paper recycling	33.3	114.7	107.741	0.1	1.2	10
Plastic recycling	1.0	3.5	0.03	0.0	0.04	-
Metal recycling	2.6	9.5	0.144	0.0	1.1	0.4
Timber	11.9	14.6	9.92	0.0	4.4	3.1
Building materials	15.6	3.5	5.54	0.0	2.9	4.4



## Managing our natural resources for a cleaner environment

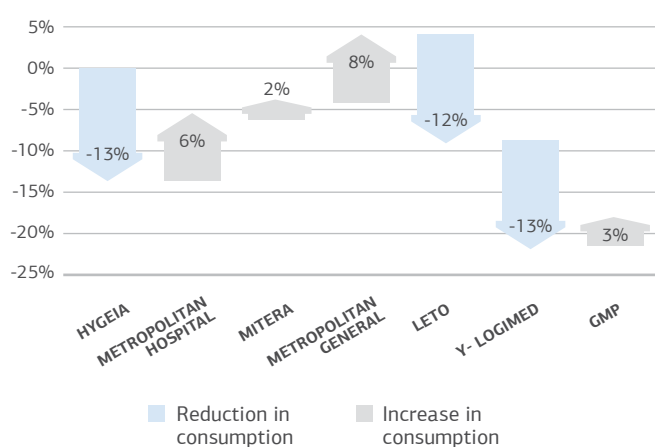
For the clinics and companies of the Group, the correct use of water and the sound management of its consumption, constitute a significant priority; within this context, the Hellenic Healthcare Group has set long-term and medium-term goals for the reduction of water consumption and has taken several actions such as the use of automation systems to manage, monitor and ultimately reduce water consumption in all its clinics and companies. In 2020 total water consumption for the Group was 226,050 (m<sup>3</sup>). Over the last years, the Group has been optimising savings on drinking water consumption. In 2020, consumption of drinking water fell by 2% vs. 2018, even though Creta Interclinic was added to the overall water consumption measurement for the first time.



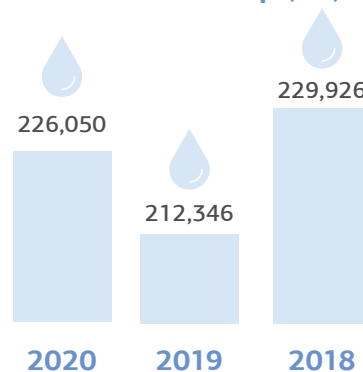
Water consumption in the clinics and companies of the Group over the last three years (m<sup>3</sup>)

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	Y- LOGIMED	GMP
2018	79,567	35,494	61,770	35,850	16,655	560	30
2019	68,223	28,401	63,649	36,762	14,737	533	41
2020	69,360	37,746	62,971	38,625	14,694	488	31

Consumption of water by the Group 2020 vs. 2018



Water Consumption the Hellenic Healthcare Group (m<sup>3</sup>)



\* The comparison only relates to HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, Y-LOGIMED and GMP

i. More information on each clinic on page 104.

# Our contribution to Society

The Hellenic Healthcare Group actively supports its employees and demonstrates a genuine respect towards its patients by providing services of the highest quality and continuously striving to further improve them. During the pandemic, we have made available our infrastructure to the Ministry of Health and have supported the broader community with our actions, thus, contributing our share to the fight against the global health crisis.







## Our people at the core of everything we do

Our employees professional experience forms an integral part of the successful operations of our clinics. To maintain the high standards, we have laid down for our entire operation, we make it a priority to provide to all our employees, a safe and meritocratic working environment and continuous development for a better future.

In 2020, the Group employed a total of 4,475 employees<sup>1</sup>, vs. 4,202 in 2019. In terms of age distribution, out of the total number of employees, 700 employees are < 30 years old, 2,924 employees are between 30 and 50 years old and 851 employees are 51+ years old. In the context of the Group's effort to strengthen the local economy and community, 98% of its personnel come from Greece.

In addition, the Group systematically proceeds in new hires on a yearly basis. In 2020 we recruited 681 new employees vs. 568 in 2019, i.e., new hires increased by 20%. Furthermore in 2020, 626 employee departures were registered at Group level, reflecting a 37% increase vs. last year; this trend occurred due to the increased employee mobility towards the public sector, after the outbreak of the Covid-19 pandemic. Overall, in 2020, the average turnover ratio in the Group was 13%<sup>2</sup>. Finally, it is worth noting that on average, 5% of the members sitting on the Boards of Directors of the clinics and companies of the Group, are women.

The Group adopts two types of employment agreements, the fixed and the indefinite term agreements. In 2020, the distribution of personnel by type of agreement has as follows: 293 employees had fixed-term agreements and 4,171 employees had indefinite-term agreements. Also, in 2020 out of the Group's total number of employees, 4,291 employees held full time positions and 173 employees were employed on part time positions.

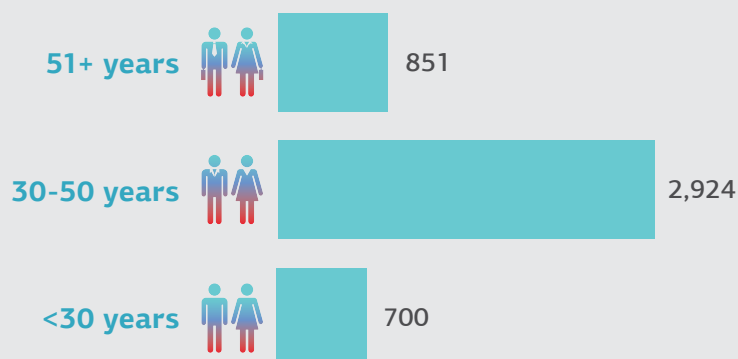
**i.** More information on each clinic can be found on pages 105-107.



1. In 2020, Creta Interclinic and the A-Lab company personnel is included in the Group's total number of employees as opposed to 2019, when these organisations were not factored into the calculations.
2. The A-Lab and GMP companies are not factored in the percentage of employee mobility.



## Age distribution of employees in the Group



## Total employees in the Group

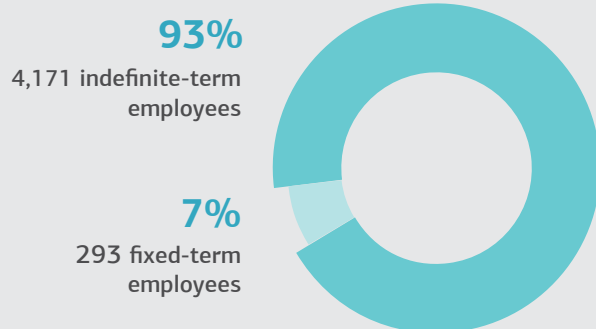


**98%**  
recruited locally

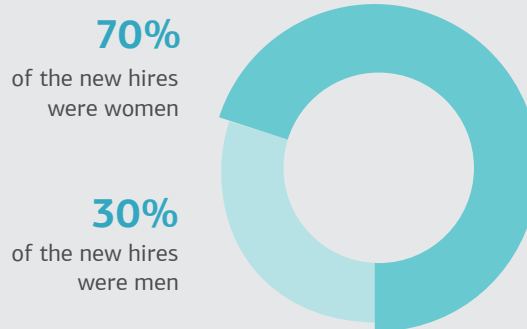
**681**  
new employees

**20%**  
Increase in recruitments since 2019

## Employee agreements



## New hires



**70%**  
of our employees  
are women

**93%**  
of our employees  
have indefinite-term  
agreements

**4,291**  
Employees in full time  
positions


**18,186**

hours of training

**>€12,950**

on employee training

**1,994**

 employees  
were evaluated for  
their performance

**8.4**

 is the average number  
of training hours per  
employee per year

### Employee training and development

The Hellenic Healthcare Group considers the personnel's continuous education and training as a key priority. The educational plan of training and seminar cycles we prepare each year for our employees, fulfil the needs that arise from the employees themselves and the needs that arise from their role requirements. The Group's training programmes involve both clinical topics and personal skills development, through attendance to conferences, workshops, and postgraduate programmes. Finally, with a scope to enhance a healthy workplace environment, the Group organises educational discussions on issues such as gender discrimination and ways to address incidents of harassment in the workplace.

In 2020, a total of 2,154 employees underwent training. Out of the total number of training programmes, 47 covered clinical issues, 23 focused on infectious disease issues, 317 on clinical skills, 30 on GDPR issues, 45 on health & safety in the Group, 20 on social skills and 10 related to postgraduate studies. Another 47 training programmes accounted for employee participation in conferences.

*i.* More information for each clinic can be found on page 108.

# Health & Safety in the Group

As a Group, we place particular emphasis to the health & safety of our personnel; to this end, we use key indicators and implement evaluation processes of the highest standard, to safeguard their health & safety and take specific action to support them.

At the HHG Group we believe that our people are our most important asset; safeguarding their health & safety comes first. We take all the necessary action to identify, evaluate and manage potential occupational hazards, using measurable indicators; we continuously improve system efficiencies to minimise risks of occupational hazards and we comply with the relevant legislation in force. The Group monitors the indices on the severity of accidents (SR: Severity Rate), injuries (LTIFR: Lost Time Injury Frequency Rate), absence from work (LWD: Lost Workday Rate) and the percentage of employee absences.

In 2020, the accident severity index (SR) was on average 57.9 for the clinics METROPOLITAN HOSPITAL, METROPOLITAN GENERAL, LETO, and Creta Interclinic. The corresponding injury index (LTIFR)<sup>1</sup> was 3.9. Also, the Lost Workday

Rate (LWD) index for HYGEIA and MITERA clinics was 3.1 on average. Finally, the employee absenteeism rate was, on average, 2.3%<sup>2</sup>.

**i.** More information on each clinic can be found on page 109.

## Priority on the safety of our patients

Our vision is to always provide high quality services and infrastructure that fully meet the needs of our patients, through our specialised medical and scientific personnel and our cutting-edge medical equipment. We are committed to the continuous improvement of the services we provide. Senior management is explicitly committed to securing safety for patients, their families, and visitors. Group personnel are fully trained to comply with safety measures and perform regular emergency trials and drills on an annual basis. The Group also adopts infection prevention and control programmes and makes effective use of antibiotics. In 2020, the patient accident rate was 0.60%.

**i.** More information on each clinic can be found on page 109.

### 57.9

on average, the accident severity index (SR)

### 3.9

the Injury Index (LTIFR)

### 3.1

on average, the Lost Workday Rate index (LWD)

We mind for the safety and satisfaction of our patients, by providing adequate care and support.

### 0.6%

the percentage of patient accidents

1. The Injury Index (LTIFR) does not include data for Y-LOGIMED, A-Lab and GMP companies.

2. The absenteeism rate for employees only refers to the clinics HYGEIA, MITERA, METROPOLITAN GENERAL and Creta Interclinic.

# Social Responsibility

## Social responsibility initiatives

In recent years, the Group has carried out several initiatives that are aimed at providing free medical care in remote regions of the country and by extension for residents in need. Specifically, the Group provides medical care to residents in remote regions, such as small islands or mountainous communities, who cannot easily access medical services. The Group implements the “PREVENTION” and the “Travelling for Health” programmes, which are carried out by METROPOLITAN HOSPITAL, METROPOLITAN GENERAL and HYGEIA clinics. To date, the two programmes have helped a total of over 12,000 inhabitants in over 17 remote regions.



### “PREVENTION” Programme

In the context of its corporate social responsibility, METROPOLITAN HOSPITAL launched the “Prevention” programme, to cover the needs of residents living in remote regions, without easy access to medical services. Immediately after the METROPOLITAN GENERAL joined the Group, it shared the vision of the programme, guided by its commitment for social contribution. Since 2018, the METROPOLITAN GENERAL and METROPOLITAN HOSPITAL have jointly organised trips to remote regions in Greece, and have generously conducted preventive tests, medical examinations, offering medical and humanitarian care, free-of-charge. Volunteer doctors of various specialisations (i.e., cardiologists, vascular surgeons, mastologists, orthopaedists and surgeons), nursing personnel and administrative staff, travel across the country to implement the vision of the programme and make it a reality. Within the framework of the “Prevention” programme, the METROPOLITAN GENERAL and METROPOLITAN HOSPITAL have carried out four voluntary campaigns to Kea (Tzia), Konitsa and the neighbouring villages of Nea Ioannina, Ypati and Pavliani at Nea Phthiotida and have examined more than 1,000 residents.







In 2020, due to the Covid-19 pandemic, the trips to remote regions in Greece and the “Travelling for Health” programme were postponed.

### “Travelling for Health” Programme

In 2013, HYGEIA launched the “Travelling for Health” programme to provide medical care and meet the needs of residents living on small islands and in mountainous communities, without easy access to medical services.

The physicians and the nursing, administrative and technical personnel of HYGEIA offer their services on a volunteer basis. Together they embark on campaign trips each year, to generously offer medical services, diagnostic tests, and humanitarian care, making use of state-of-the-art technological equipment provided by the clinic.

During the visits, the local regions are literally transformed into “outpatient clinics” of HYGEIA, through the transfer of medical equipment and machinery, and other necessary materials, which secure a safe and comfortable testing of residents; the specialists perform medical examinations such as a body ultrasound, cardiac triplex, cardiogram, spirometry, haematology, Pap test, etc.

At the same time and in the context of the programme, HYGEIA also supports local health centres or clinics by providing medical equipment, pharmaceuticals, and medical supplies. To date, the programme has covered the regions of Lipsi & Agathonisi, Karpenisi, Karpathos, Kalavrita, Kalambaka, Leros, Tilos-Nisyros, Argos Orestiko, Symi, Argithea Agrafon, Sifnos.

## 2013

### Agathonisi and Lipsi

38 volunteers  
1,000 medical and diagnostic tests  
800 residents

### Karpenisi

56 volunteers  
3,500 medical and diagnostic tests  
1,200 residents

## 2014

### Karpathos

80 volunteers  
3,500 medical and diagnostic tests  
1,100 residents

### Kalavrita

84 volunteers  
5,000 medical and diagnostic tests  
1,500 residents

## 2015

### Kalambaka

100 volunteers  
12,000 medical and diagnostic tests  
2,000 residents

## 2016

### Leros

110 volunteers  
6,000 medical and diagnostic tests  
1,450 residents

## 2017

### Tilos and Nisyros

60 volunteers  
3,153 medical and diagnostic tests  
684 residents

### Argos Orestiko, Kastoria

69 volunteers  
4,000 medical and diagnostic tests  
1,100 residents

## 2018

### Symi

60 volunteers  
2,100 medical and diagnostic tests  
581 residents

### Argithea Agrafon

27 volunteers  
575 medical and diagnostic tests  
121 residents

## 2019

### Sifnos

63 volunteers  
2,330 medical and diagnostic tests  
630 residents





Driven by our mission to contribute to the broader community, our social activity focuses upon needs and issues related to the society, the young generation and the school community, sports, and health.

## Our contribution to Society

The Group's clinics design and develop their social contribution programmes, with an aim to actively provide the necessary support to fellow human beings. These initiatives mainly focus upon the protection of public health but also address, a broad range of social issues and inequalities.

### **“Dinner of Agapi” (*dinner of love*) by the clinics of the HHG Group for the homeless in Athens and Piraeus**

Led by a sense of responsibility, the Hellenic Healthcare Group with its clinics HYGEIA, METROPOLITAN HOSPITAL, METROPOLITAN GENERAL and MITERA, has come to the support of the homeless in Athens and Piraeus; more specifically, during the festive period and for a period of four weeks, the clinics collaborated with the NGO “Dinner of Agapi” and covered the cost for the meals the NGO offered to the homeless, and the food parcels it distributed to the people.

### **NGO “KLIMAKA”**

In recent years, a special form of social capital development has been adopted by HYGEIA. This is a social economy programme, which primarily aims to reduce social exclusion and reintegrate socially excluded people into society; it does so, by running a paper recycling programme in collaboration with the NGO “KLIMAKA” and the limited liability social cooperative “KLIMAX plus”.

### **“Schedia [*Raft*]” magazine**

HYGEIA continues to support the Street journal “Schedia”, through an annual subscription.

### **We support the repatriation of Executives**

Through its financial support, HYGEIA reinforces the “Brain Regain” initiative launched by the non-profit association “Hellenic Roots”. This initiative aims to repatriate Greek men and women who left the country and went overseas in search of better professional prospects.



### “SunCoast” day clinic

As in previous years, so too in the summer of 2020, METROPOLITAN HOSPITAL has firmly supported the “SunCoast” organisation, with a fully equipped day clinic, offering free of charge medical services to anyone needing immediate treatment or even referral for further examination. The clinic operated seven days a week for the whole summer, from 8 am until 8 pm.

On Saturday the 18<sup>th</sup> and Sunday the 19<sup>th</sup> of July, hundreds of people were offered the opportunity to also have a heart check-up -through an electrocardiogram and under the supervision of a specialist-, completely free of charge.

### International Organisation for Migration

With the best interest of unaccompanied minors in mind, the International Organisation for Migration (IOM) and HYGEIA have formed a cooperation framework, based on which the clinic offers specialised medical examinations to the underage immigrant population living at hostels in Athens. These specialised high-cost examinations are performed over and above the healthcare services unaccompanied minors get by the National Health System. Moreover, services such as DNA tests help accelerate the conclusion of pending family reunification cases, thus ensuring the best interest of the children.

In this past period, MITERA has also actively supported the organisation, by donating 26 beds and nightstands from the clinic’s existing equipment.

### At the side of “Ergastiri [Workshop]”

The Group continued to support the “Ergastiri” Association of Parents, Guardians and Friends of People with disabilities, offering medical care (medical and diagnostic tests) and pro bono surgeries to the people hosted by the Association. Furthermore, the Group continued to provide financial support to the Association, to cover the expenses of one of its hosting houses.

### In support of the Greek Police

At the request of the Greek Police and specifically of the Attica Directorate of Immediate Action [DI.AS], HYGEIA covered the cost for the repair of the motorcycles used by the DI.AS team, to support their demanding and challenging duties.

### Karditsa Association of Orthodox Christian Education | Saint Seraphim / Municipality of Eastern & Western Samos

Always standing by the people in need, HYGEIA and MITERA provided immediate financial support to local initiatives organised to assist the population that was affected by the catastrophic flood and the major earthquake that struck Karditsa and Samos regions respectively.

### Free diagnostic tests for “The Smile of the Child”

Within the context of the collective effort to contain the transmission of Covid-19 disease in Greece, METROPOLITAN HOSPITAL offered free preventive diagnostic tests to all the employees of the NGO “The Smile of the Child”. The tests were conducted by specialised medical staff who performed molecular (PCR) tests in the specifically designed outdoor areas of the clinic.

METROPOLITAN HOSPITAL intends to continue supporting this NGO, whose mission is to provide a shelter for children and families in need, throughout Greece. The clinic announced the renewal of its support to “The Smile of the Child” organisation this year when the NGO has celebrated its 25 years of operation.



### Collaboration with the non-profit organisation “FairLife - Care and Prevention for Lung Cancer - In memory of Simon Bell”

METROPOLITAN HOSPITAL and the Hellenic Healthcare Group commenced a co-operation with the newly established, non-profit organisation “FairLife - Care and Prevention for Lung Cancer - In memory of Simon Bell”. METROPOLITAN HOSPITAL has assumed the role of strategic partner, whilst a team of leading doctors from the Group’s clinics comprise the core of the FairLife LLC consulting medical team.

Thanks to this cooperation, socially vulnerable groups of people are given the opportunity to take part in the METROPOLITAN HOSPITAL “Lung Health” Preventive Screening Programme, which is the first organised lung cancer early-detection programme that is offered completely free of charge.

### Donation of bedding and blankets to the Korydallos Prison

METROPOLITAN HOSPITAL responded to the request by the Social Service of the Korydallos Detention Centre to send blankets, bed linen and towels, to address the shortages caused by the increased health needs due to Covid-19 and the parallel absence of family visits to more than 1,500 inmates.

### Covering the health needs of children under the care of “The Good Shepherd”- the Piraeus Society for the Protection of Minors

METROPOLITAN HOSPITAL has become the social partner of the Piraeus Society for the Protection of Minors “The Good Shepherd”, whose operation started in 1955 with a mission to provide protection to minors. Thanks to this cooperation, all the children who are under the protection of the organisation, shall have unlimited access to leading doctors, innovative technology, and innovative health services, whenever and for as long as they need it.

### George & Aik. Hatzikonsta Foundation – Youth Educational Welfare

For over 160 years, the George & Aik. Hatzikonsta Foundation – Youth Educational Welfare cares and provides for children in need; the Foundation hosts, embraces with love and undertakes the upbringing and education of boys and girls, aged six to 18 years. HYGEIA and MITERA support the Foundation’s mission by offering medical services and medical care to these children.



### We support the Children who have the FLAME inside them

The Group has been supporting the FLOGA (Flame) Association of Parents of Children with Cancer for several years, offering healthcare services, financial aid, and mostly, a warm embrace. In recent years, the children of FLOGA can have free-of-charge radiation treatment, invasive procedures, gamma-knife treatments, and high-definition imaging tests at HYGEIA.

A-LAB charges special rates to the FLOGA patients, while Y-LOGIMED supports the Association, by offering a range of disposable medical supplies (disposable gloves in various sizes, surgery masks, serum devices, oxygen masks, bandages, etc.) addressing the needs of the Association’s staff when offering medical care to the children. MITERA placed a collection box on site, for anyone who can financially support the work of FLOGA.



## Support Art Workers

The “Support Art Workers” initiative was created in early May, to counteract the uncertainty that prevailed in the Culture sector, after the outbreak of the Covid-19 pandemic. Within this context, LETO offers biochemical examinations, Pap tests and digital mammograms at special rates to people working in the sector.

## Ark of the World

Since 2011, LETO has provided free medical services to women under the care of “Ark of the World”, to support and enhance the foundation’s noble mission.

## Free Pap tests at the “Doctors of the World” clinics

Every month, LETO provides free diagnosis for thirty (30) Pap-tests to support the effort of the “Doctors of the World” an organisation that provides primary medical treatment and care.

## “Fronitha [Care]” Association

The “Fronitha [Care]” Association is a Pan-Hellenic association with a mission to prevent, inform and support people with cerebral palsy, mental retardation, and Down syndrome. LETO has installed a special fundraising box in its premises, to assist in the collection of funds from customers and patients who visit the maternity hospital.

## The “Smile of the Child”

LETO hosts a fundraising box at the Patient Reception area to help the mission of the NGO “The Smile of the Child” which is to defend the rights of children, and provide for their physical, mental, and spiritual balance.

## Tripolis Municipality

Since November 2018, LETO has provided free coverage of all medical and maternity expenses to one case per year, of a needy pregnant woman from the Municipality of Tripoli; this initiative reflects the clinic’s support to the most fundamental institution – the family.

## Médecins Sans Frontières / MSF

To support the work by Médecins Sans Frontières, LETO provides the right to health to uninsured patients, by offering a specially discounted price list for its services.

Πρόσκληση Προαγωγή Υγείας  
Ευπαθών Ομάδων



## Health for All

“Health for all” programme runs since November 2016; this is a large volunteer movement of solidarity, that aims to develop a series of primary healthcare and social care services that would interconnect with local communities and local public services and structures, to the benefit of vulnerable social groups. 40 Scientific Bodies, 240 University Academics, and 190 Volunteer doctors and other Health Scientists take part in the programme.

MITERA provides medical personnel from MITERA Children’s Hospital, to support the vaccination programme that the company has instituted.

HYGEIA also supported the company financially, covering the cost for the supply of a portable ultrasound device that would allow a more complete cardiology examinations to socially vulnerable groups.

### NGO “Child’s Heart”

MITERA has embraced the mission of the PanHellenic Association for the Protection, Information and Assistance of Children and Adults with Heart Disease “Child’s Heart”; the clinic provides primary and secondary healthcare services (hospitalisations, surgical and diagnostic procedures, diagnostic tests) at special rates for children and their families suffering from congenital heart disease.

### NGO “Open Arms”

Every year MITERA provides medical supplies and Pap test analysis at the “Open Arms” for its campaigns in remote islands.



### We support NGOs and Associations

MITERA continuously provides medical and diagnostic examinations in support of non-governmental organisations and associations such as “The Smile of the Child” organisation, the National Centre of Social Solidarity and more.

### HOPEgenesis

HOPEgenesis is a non-profit organisation, active in the field of health and social welfare which focuses upon the issue of infertility in Greece. Its mission is to provide comprehensive medical treatment and care to women from the moment they become pregnant until the time of delivery. Within this context, MITERA aids HOPEgenesis by providing health services free-of-charge to women beneficiaries of HOPEgenesis who reside in remote islands; the services are offered during pregnancy, childbirth, and post-partum.

### BE.LIVE

MITERA supports BE.LIVE whose purpose is to offer the possibility of in vitro fertilization (IVF) to infertile couples who are unable to cope with the considerable financial burden of this method.

BE.LIVE’s vision aspires to a future without infertility problems, while its mission is to enhance and ensure access to infertility treatments to economically vulnerable groups; the organisation focuses upon the more remote regions of the country and tries to raise the awareness of government agencies and the public, on infertility.

MITERA supports the effort of BE.LIVE by offering IVF services free-of-charge to couples who are beneficiaries of this organisation.

### “365+ Days of Care”: At the side of Attica’s fire victims

METROPOLITAN GENERAL, continuously standing in support of the human need, participated in the “365+ Days of Care” programme by providing healthcare services to the elderly who were impacted by the deadly fires in the Municipalities of Rafina - Pikermi and Marathon - Nea Makri. The programme was organised by Hellenic Shipping Non-Profit Association SYN-ENOSIS and was implemented by Prolepsis Institute, having started in 2019 and being completed in 2020. Specifically, different specialty doctors of METROPOLITAN GENERAL conducted several pro bono diagnostic-imaging examinations, over 200 clinical tests and 10 cataract procedures to beneficiary fire victims. Also, a fully equipped mobile medical unit of volunteer doctors (physician, cardiologist, ophthalmologist, and orthopaedist) made home visits (at home or at the Agios Andreas KAAY [Health Loss Rehabilitation Centre]) to fire-affected elderly people with limited transportation means and performed 20 clinical examinations.



## Our contribution to the young generation and the school community

### Bravo Schools

Conscious of the 'sensitive' sector in which the Group operates, HYGEIA has become a supporter of the Bravo Schools initiative "CREATING A BETTER WORLD"; this is an initiative which aims to inform, train, and mobilise primary and secondary school students aged four to 15 on the 17 Global Sustainable Development Goals (SDGs). The Bravo Schools initiative is implemented on an international level, in partnership with the World's Largest Lesson (a UN certified training programme on the 17 Global Sustainable Goals), UNICEF and UNESCO. On a national level, the initiative bears a seal of approval by the Ministry of Education and the Institute of Education.

### In support of research programmes

Within the context of its corporate social responsibility initiatives and being especially interested on research and education issues, MITERA has undertaken a mission to financially support the programme run by the III Obstetrics - Gynaecology Clinic of the National and Kapodistrian University of Athens at Attikon Hospital; MITERA's donation covers the expenses of an academic scholarship in the field of obstetrics and gynaecology - assisted reproduction.





**ΟΙ ΠΡΩΤΟΠΟΡΙΑΚΕΣ  
ΥΠΗΡΕΣΙΕΣ ΥΓΕΙΑΣ ΕΙΝΑΙ  
Η ΔΥΝΑΜΗ ΜΑΣ.**

**Η ΕΘΝΙΚΗ ΟΜΑΔΑ ΕΙΝΑΙ  
Η ΑΔΥΝΑΜΙΑ ΜΑΣ.**



**METROPOLITAN  
HOSPITAL**

Περήφανος Χορηγός  
Εθνικής Ομάδας Ποδοσφαίρου

**HHG** Hellenic  
Healthcare  
Group

Υγεία

METROPOLITAN  
HOSPITAL

ΠΝΙΤΕΡ

METROPOLITAN  
HOSPITAL

Ριζιώ

Creta InterClinic

Health  
Spot

Digital Clinic

ΕΠΙΧΕΙΡΗΣΙΑΚΟ  
ΣΧΗΔΙΟ

A-Lab

## Our initiatives in sports and health

### In support of the Hellenic Olympic Team

Driven by the Olympic principles and values, HYGEIA actively supports the athletes of the Greek Olympic Team, by offering medical services free-of-charge, to cover their healthcare needs in preparation for the Olympics.

### HYGEIA official partner of Panathinaikos FC and KAE

HYGEIA has actively supported and promoted sports for years, highlighting the benefits they bring to good health. Within this context, the clinic continued to be an official partner of Panathinaikos FC and BC, by offering healthcare services, diagnostic tests and disposing an ambulance at the service of the sports club during athletic games.

### Safe Water Sport

Through a series of actions, HYGEIA actively supports the NGO Safe Water Sports, whose aim is to raise awareness on safety & prevention issues relating to water activities (sports and recreational) and to reinforce Greece's institutional framework in respect to safety against water sports accidents.

### Medical support for the 1<sup>st</sup> ELLE RUN:

On International Women's Day, METROPOLITAN HOSPITAL and METROPOLITAN GENERAL were the medical supporters of the first "Elle Run" in the 5 and 10 km running races that were held on the 24<sup>th</sup> of May 2020 by "Elle" magazine in collaboration with the Municipality of Paleo Faliro. At the same time, as medical supporters of the race, the clinics provided medical support with a fully equipped ambulance and specialised medical staff to ensure participants could safely compete.

### Official Medical Supporter of EOK (National Federation of Basketball) and Greek basketball

For yet another year, METROPOLITAN HOSPITAL honours Greek basketball by continuing to act as the Official Medical Supporter of the Hellenic Basketball Federation (EOK).

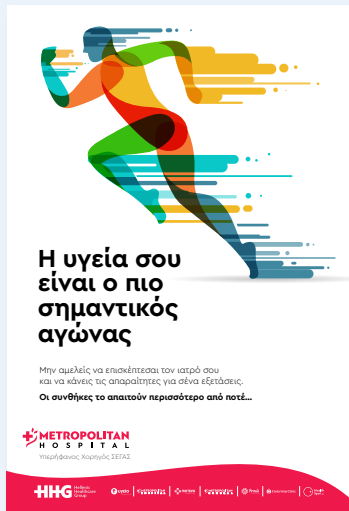
Υποστηρικτής  
της Ελληνικής  
Παραολυμπιακής  
Ομάδας



### Paralympians: Champions at heart

During 2020, HYGEIA continued to support Paralympic athletes, by offering medical healthcare services and diagnostic tests to the Greek Paralympic team who in recent years, have made us proud with their resilience, performance, and success. Along the same lines, HYGEIA has also provided the athletes with the necessary equipment for the participation in World Championships, has covered the expenses of two athletes' surgeries and has supplied masks and free Covid tests to the Federation.

Finally, HYGEIA provided an ambulance for free, during two sports events organised by the Federation.



### Official sponsor of SEGAS, Greek track and field and the Athens 2020 Marathon

As an official sponsor of the Association of Greek Gymnastics Sports Clubs (SEGAS) and Greek track and field, METROPOLITAN HOSPITAL supported the Athens 2020 Marathon during an especially difficult period.

In 2020, the clinic continued to stand by athletes who have given us some of the greatest emotional moments of our lives.

### Supporter of EPO and Greek football

METROPOLITAN HOSPITAL was once again a proud supporter of the Hellenic Football Federation, actively supporting Greek football.

### Official Sponsor of Olympiacos FC

METROPOLITAN HOSPITAL was once again an official sponsor of Olympiacos FC, offering for yet another year, medical examinations to the entire team.

### Medical Supporter of the Men's National Basketball Team

The METROPOLITAN HOSPITAL is the proud medical supporter of the National Men's Basketball Team; driven by innovation and a high level of expertise, the clinic offers high- quality healthcare services to the players of the team.

### Supporting the Association of Greek Olympians

The HHG Group has once again renewed its cooperation with the Association of Greek Olympians, which involves both the support of the health needs of the members of the Association and their families, as well as the implementation of joint actions for the information on and promotion of important health issues.

### Official Health Supporter of AEK BC Men & Children – Teenagers

The METROPOLITAN GENERAL continued its role as an official health supporter of AEK BC (Basketball Club), having renewed its sponsorship to the Men's Team and the Children – Teenagers Team for the 2020-2021 season. The clinic provides healthcare services to players and staff at the level of prevention, diagnosis, treatment, and rehabilitation. METROPOLITAN GENERAL's medical team comprises of specialised orthopaedic surgeons – sports doctors, whilst the team from the clinic's physiotherapy department continues to lead the rehabilitation team for the 6<sup>th</sup> consecutive sports season. At the same time, the clinic also provides medical coverage with an ambulance and medical staff during the team's home-based games.

### "Greece Race for the Cure"

For yet another year, METROPOLITAN GENERAL has been the official sponsor of "Greece Race for the Cure" that was organised by the PanHellenic Association of Women with Breast Cancer "Alma Zois [Leap of Life]"; this grand sports event aims at raising public awareness on prevention and early diagnosis of the disease; this year the event happened virtually from 25 to 27 of September 2020.



## In support of the “YPATON” Sports Club

To promote the sporting spirit throughout Greece, we support the Ypatos football team in Thebes, by offering diagnostic examinations and medical services from specialist orthopaedic surgeons-sports doctors who work at the METROPOLITAN GENERAL.

## We support the Holargos Teams: Holargos BC & Tefkros

The METROPOLITAN GENERAL always stands by the local community and supports two of the historical teams of Holargos, the Holargos Basketball Club and the “Tefkros” sports club. The clinic is the official “Medical Supporter” of the Holargos BC Men’s Basketball Team (Holargos BC), providing health services to the athletes and the members of the club, as well as the young athletes in the academies that the Club operates. Also, within the context of the sponsorship cooperation with the men’s volleyball team “Tefkros”, the teams compete with the METROPOLITAN GENERAL logo on their uniforms.

## The METROPOLITAN GENERAL Football Team

The clinic supports all sports initiative of its employees. Every year, it stands by the employee football team that competes in the employee championship of the Attica Hospitals Sports Committee (EANA); the team has in fact won several awards.

## BCL Final 8 Athens

The METROPOLITAN GENERAL was the only Medical Partner of the “BCL Final 8 Athens” pan-European basketball championship that was held between the 28<sup>th</sup> of September and the 4<sup>th</sup> of October. In the context of the clinic’s sponsorship cooperation with AEK BC, which hosted the FIBA event, the following services were offered:

- Provision of primary healthcare
- Presence of doctors in the stadium
- Presence of fully equipped ambulances at the stadium
- Transfer by ambulance to and from the METROPOLITAN GENERAL in case of injury

## Atlas Association

HYGEIA has been supporting the Atlas Sports Association for people with special needs since 2018, covering the expenses of the club for its members’ participation in sports championships. In 2020, HYGEIA donated to the Association a special mechanical system for the transportation of the athletes’ wheelchairs.

## Provision of an ambulance by CRETA INTERCLINIC

The clinic provides for free an ambulance to the sports events of the OFI 1925 PAE football teams and an ambulance to the sports events of the ERGOTELIS 88 PAE GS football teams to help them deal with any emergencies.



## In support of the Piraeus Sailing Club (IOP)

METROPOLITAN HOSPITAL continues its support to the Piraeus Sailing Club and its athletes, to help promote sports and fair competition.

## 21<sup>st</sup> Ymittos Mountain Road 2020

Always at the side of local sports events, the METROPOLITAN GENERAL supported the “21<sup>st</sup> Ymittos Mountain Road 2020”, which was organised by DOPAP Papagos - Holargos on the 20<sup>nd</sup> of February; the clinic provided a fully equipped ambulance and experienced medical staff at the event.

## Our action in volunteering

### Voluntary Blood Donation by Employees

The most important part of the job and the greatest reward in the daily struggle of health professionals is to give life! During this critical period, blood donation has become more necessary than ever! Giving is a way of life for the personnel of HYGEIA, which have once again actively supported the institution of voluntary blood donation through the annual voluntary blood donation that was organised in the clinic.

### Voluntary blood donation at LETO

On the 14<sup>th</sup> of May 2020 and the 29<sup>th</sup> of October 2020, LETO organised a voluntary blood donation in collaboration with the 2<sup>nd</sup> Regional Blood Donation Centre of the Laiko Hospital, at the “Epaminondas Megapanos” lecture hall. For yet another year, the employees and associate doctors of LETO demonstrated social sensitivity and commitment to the mission they perform.



## Our donations

### Donation of equipment to Aeginiteio Hospital

HYGEIA donated hospital equipment (35 beds and 35 bedside tables), to the Aeginiteio Hospital, to cover their imminent need to renew their existing equipment.

### Donation of equipment to the 6<sup>th</sup> Municipal Clinic of the Athens Municipality

HYGEIA donated medical machinery and sanitary material to cover the needs of the 6<sup>th</sup> Municipal Clinic of the Athens Municipality. The specific municipal clinic provides primary healthcare services and treats many

patients daily. The equipment included oximeters, otoscopes, body weight scales, lens metre, digital sphygmomanometer, and blood sugar measuring machines.

### High quality diagnostic equipment offered to the Kranidi Health Centre

The 9<sup>th</sup> of June 2020, METROPOLITAN HOSPITAL installed two pieces of high-quality diagnostic equipment at the Kranidi Health Centre. The machinery included a semi-automatic coagulation-haemostasis analyser and i-Smart type electrolyte analyser, which were offered with an aim to upgrade preventive care for the residents of Kranidi.

### Financial support by CRETA INTERCLINIC to associations and bodies

The clinic provided financial support to “The smile of the Child”. It also donated a high-spec 3D printer to the Laboratory of Precision Engineering, Reverse Engineering and Biomechanics of the ELMEPA Hellenic Mediterranean University for producing personal protection equipment (face shields) during the Covid-19 pandemic. It also provided financial support to the Herakleion Chamber of Commerce Choir. Finally, it supported the ASKA Athletic Association “SPORTS CLUB FOR THE MOBILITY OF THE DISABLED” in Herakleion.





## Providing information and raising public awareness on Health issues

The Hellenic Healthcare Group puts particular emphasis on actions related to prevention, information, and public awareness on important health issues. Every year, the Group puts together a public awareness plan, prompted by global world days, European health weeks or prevention months; public awareness campaigns are organised and initiatives by academic institutions and universities are supported to promote the development of medical science.

### World Haemorrhoid Day | 25<sup>th</sup> of February

On the World Haemorrhoid Day, LETO uploaded a post on its Facebook page, providing information on how to painlessly treat these diseases with a minimum hospitalisation period.

### World Obesity Day | 4<sup>th</sup> of March

Obesity is the scourge of our time, which is why HYGEIA offered a free examination by a specialist Bariatric [Weight Loss] surgeon to help raise public awareness on World Obesity Day.

### World Women's Day | 8<sup>th</sup> of March

On World Women's Day, HYGEIA, MITERA, and LETO offered digital mammography, breast ultrasound at special rates and free-of-charge clinical evaluation by a Breast Surgeon.

### World Prostate Day | 15<sup>th</sup> of September

World Prostate Day comes as a reminder to all, to regularly check their health; that day, HYGEIA & MITERA clinics offered prostate screening tests to the public at special rates.

### World Heart Day | 29<sup>th</sup> of September

"Love and care for your heart"! HYGEIA and MITERA clinics celebrated World Heart Day by promoting this key message and offered complete preventive cardiac tests at special rates.

### Breastfeeding week | 1<sup>st</sup> to 7<sup>th</sup> of November

As an ardent supporter of breastfeeding MITERA, conducted for yet another year, an awareness campaign to inform the public on breastfeeding and the benefits it brings to breastfeeding mothers and infants. Using as key global message "We support breastfeeding for a healthier planet", the clinic shared information leaflets were distributed within its premises, whilst a specialist midwife from the breastfeeding team informed the audience on social media about the importance of breastfeeding and its multiple benefits.



## October | Breast Cancer Awareness Month

On Breast Cancer Prevention Month, HYGEIA, MITERA, and LETO clinics offered digital mammography, breast ultrasound, tomosynthesis mammography and genetic counselling sessions at special rates.

## Diabetes Challenge Project: “You should also get measured”

In recent years, METROPOLITAN GENERAL and its Diabetes Centre have consistently supported the activities of the non-profit association “Guided by Diabetes”. In November 2020 and on the World Diabetes Day, the clinic sponsored an information campaign initiative that was organised by the NGO for a second consecutive year under the title “Diabetes Challenge Project”. This campaign ran exclusively on social media and went viral with the slogan “You should also get measured”, to encourage people to measure diabetes levels. People working in the Arts and Media were informed about diabetes and underwent a blood sugar test. They then posted the relevant video on their personal social media accounts with the hashtag #metrisoukiesy, inviting other celebrities to do the same.

Distinguished pathologists - diabetologists took part in an on-line press conference for the campaign, together with the Director of the Diabetes Centre of the METROPOLITAN, who emphasised the importance of prevention in the early diagnosis of the disease and the role of vaccination against the Covid-19 disease.

## Information campaign for the surgical treatment of obesity at METROPOLITAN GENERAL

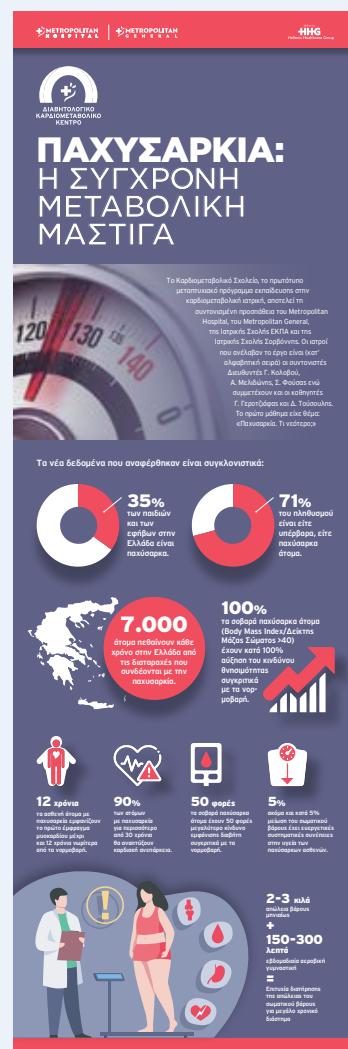
In support of the European Obesity Day (March 4) and to raise awareness for disease treatment, the medical team of the METROPOLITAN GENERAL Clinic of Minimally Invasive Surgery, Obesity and Diabetes offered free information to those interested on the surgical treatment for clinically severe obesity.

## Uterine Cancer Awareness Month

In January, which has been instituted as the Uterine Cancer Awareness Month, LETO posted information on how the early diagnosis and treatment is based upon the triptych of PAP test, colposcopy, and DNA test.

## Breastfeeding Week 1<sup>st</sup> to 7<sup>th</sup> of November 2020

On breastfeeding week (1<sup>st</sup> to 7<sup>th</sup> of November) LETO held a social media campaign to inform women on the benefits of breastfeeding.





## “Do you know how high your sugar is? Get measured now!” World Diabetes Day 2020

On the 2020 World Diabetes Day, the METROPOLITAN HOSPITAL Diabetes Centre offered, three free packages for diabetes examinations to an equivalent number of people with “type 1 diabetes”, and one package for diabetes examinations to one person with “type 2 diabetes”; the offer was promoted on social media.

## “Lung Health” Programme: “For the first time in Greece dynamically against lung cancer”

The Centre for Clinical Studies and the Pulmonary Clinic “Pnoi” have launched the “Lung Health” Programme, the first organised Preventive Control Programme in Greece, together with the METROPOLITAN HOSPITAL Interventional Pulmonology and Medical Imaging Departments. The “Lung Health” programme focuses upon the early detection of lung cancer with an aim to timely treat and survive the disease. Every year 8,000 - 9,000 of our fellow human beings in Greece lose the battle against lung cancer- most of them due to a delayed diagnosis.

## Free summer dermatological examinations:

In summer 2020 between the 6<sup>th</sup> and the 8<sup>th</sup> of July, the METROPOLITAN HOSPITAL Dermatology Clinic performed summer dermatological examinations completely free-of-charge for citizens who were informed and motivated by the targeted campaign launched by the clinic on its social media and website. All the examinations were carried out in conditions of safety, in compliance with an extremely meticulous safety protocol that has been followed at the METROPOLITAN HOSPITAL since the beginning of the pandemic.



## Activities for the promotion of medical science

The Hellenic Healthcare Group designs and implements a comprehensive programme of scientific events, with scientific lectures, seminars, and workshops to touch upon current issues in the fields of prevention, diagnosis, and treatment; the programme aims at the continuing education of doctors and associates.



### The “Andreas Vgenopoulos” Medical Postgraduate Programme by the Scientific Union of HYGEIA Doctors

In the context of the Group’s educational programmes, HYGEIA in collaboration with the Scientific Union of HYGEIA Doctors (SUHD) has launched this Medical Postgraduate Programme and has established scholarships for graduates in Medicine, who specialise in Pathology and Surgery and would like to attend it.

### Postgraduate internship programme for young doctors

With the scope to not only provide excellent medical services but also serve medical research and training, in 2020, MITERA organised for the ninth consecutive year an internship programme, of hands-on practice. The programme helps young doctors to specialise in and become familiar with the new minimally invasive surgery techniques in Gynaecology. The programme is addressed to young doctors who are about to specialise in a specific field and wish to gain knowledge and experience in Laparoscopic Surgery.

### Schedule of scientific events at METROPOLITAN GENERAL

Committed to providing ongoing and top-quality retraining to doctors and medical associates, the Scientific Council of METROPOLITAN GENERAL prepares the annual scientific events programme and implements corresponding scientific lectures, seminars, and workshops about the latest scientific developments in the fields of prevention, diagnosis, and treatment. The programme runs from October to June, through regular weekly meetings on Thursdays and periodically on Tuesdays, at the main Hall of the clinic.

### Programme of Scientific Lectures by the Cardiac Centre

For a second consecutive year, the METROPOLITAN GENERAL Cardiac Centre has organised a programme of scientific lectures on cardiovascular medicine by renowned and highly specialised cardiologists, cardiac surgeons, invasive cardiologists, and cardiac anaesthesiologists.



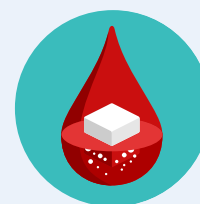
## HYGEIA and METROPOLITAN HOSPITAL

The HYGEIA and METROPOLITAN HOSPITAL, in cooperation with the Research Group

“Cancer – Haemostasis - Angiogenesis” INSERM U-938, Sorbonne University, Paris (France), organised the “1<sup>st</sup> International Multidisciplinary Connected Congress on Covid-19 Update”; the congress proved very successful.

Distinguished scientists from Greece, France, Italy, Spain, the Netherlands, the USA, and China exchanged views aiming to:

- Bring the Greek medical community into contact with the most renowned specialists, who work at the forefront on treating the epidemic and patients with COVID-19 and codify the respective knowledge; this exchange of knowledge has enabled Greek healthcare colleagues in the primary to the tertiary healthcare sector to prepare for the next phase in the epidemic and the disease;
- Assist in the creation of high-quality educational material (using the videos of the lectures) that will be made available to the competent committees and scientific bodies in Greece;
- Highlight to the international medical community, Greece’s central role in developing a comprehensive strategy for managing the SARSCoV-2 epidemic and on sharing knowledge on the treatment of patients with COVID-19; also, to make Greece a pole of attraction for countries not yet affected by the epidemic (e.g. Balkans, Eastern Europe, Middle East and Africa).



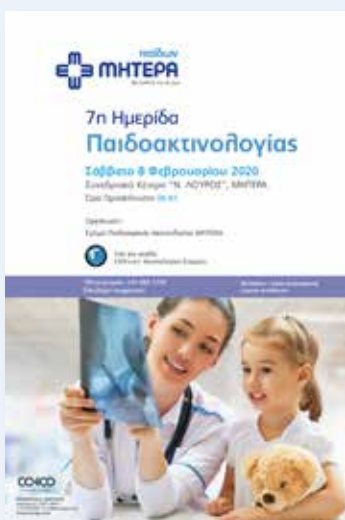
### On-line interactive seminar on diabetes and people with diabetes during the Covid-19 era

On the 13th of May 2020, the METROPOLITAN HOSPITAL Diabetes Centre conducted an on-line interactive seminar on diabetes and people with diabetes during the Covid-19 era, which was addressed to patients, doctors, and anyone else interested.



### Training for the first students from the Medical Faculty of the Cyprus European University commenced at HYGEIA

The academic cooperation between HYGEIA with the Medical Faculty of the Cyprus European University (EKP) kicked off with clinical education for the Medical Faculty and was completed in December 2020.



## HYGEIA & MITERA Scientific Meetings Programme

With an aim to continuously educate and inform doctors on current medical cases that are treated at HYGEIA and MITERA, the HYGEIA Scientific Medical Association and the MITERA Scientific Council have established weekly scientific meetings with clinical doctors and distinguished scientists from Greek and international Hospitals, as speakers. These presentations take place in the library on the 6<sup>th</sup> floor of HYGEIA and in the N. LOUROU conference hall of MITERA and are open to the public and to doctors outside the clinics.

At the same time, more scientific meetings are organised, under the auspices of the Scientific Association of Doctors and the Education Committee, by specialty, workshops, conferences, and scientific events; these meetings are addressed to the HYGEIA medical personnel, as well as to invited doctors from other public and private bodies.

### HYGEIA

Training seminars on the Heart titled: Structural Heart Diseases in Adults and Children	22/1/2020
4 <sup>th</sup> Athens Shoulder Course	5-8/2/2020
Interactive surgery lessons - Endocrine	13/2/2020
11 <sup>th</sup> Medical-Nursing staff collaboration - Interdisciplinary Treatment of a Vascular Stroke Patient	14/2/2020
Training seminars on the Heart: The Modern and Complex Issues of Electrophysiology Arrhythmias and Cardiac Rhythm Devices	26/2/2020
Interactive surgery lessons - Benign Colorectal Disease	27/2/2020
2 <sup>nd</sup> Conference on Reproductive Surgery and Advanced Gynaecological Endoscopic Surgery	10/3/2020 (web)
Interactive surgery lessons - Colorectal Cancer	12/3/2020
Interactive surgery lessons - Spleen	26/3/2020
Interactive surgery lessons - Oesophageal / Gastric Malignancies	9/4/2020
Interactive surgery lessons - Hernia	7/5/2020
Interactive Courses on Surgery - Studies in the USA	21/5/2020
1 <sup>st</sup> Cycle of Laparoscopic Colectomy Seminars on Colon and Rectal Cancer	10-12/7/2020
2 <sup>nd</sup> Cycle of Laparoscopic Colectomy Seminars on TaTME – MASTER CLASS	25-26/9/2020 (web)
3 <sup>rd</sup> Cycle of Laparoscopic Colectomy Seminars on Rectal, Local Relapse and Extensive Disease, Benign Colon Diseases	4-5/12/2020 (web)
Hygeia International Cardiovascular Dialogues. A Joint Project with the Greek Medical Diaspora. Topic: Heart Failure Exercise and Heart Disease	16/12/2020 (web)

In 2020 the following meetings were held at MITERA:

### MITERA

7 <sup>th</sup> Paediatric Radiology Conference	8/2/2020
6 <sup>th</sup> Paediatric Oncology Meeting	14-15/2/2020
4 <sup>th</sup> Training Seminar on Diagnostic and Invasive Hysteroscopy	15-16/10/2020
Paediatrics Training Conference	5/12/2020 (web)



In 2020, the following meetings were held at the METROPOLITAN GENERAL:

### METROPOLITAN GENERAL

Scientific Lecture by the Cardiac Centre, titled “Thyroid and heart diseases”	14/01/20 (web)
Scientific Lecture, titled “Glaucoma and its modern treatment”	23/01/20
Scientific Lecture by the Cardiac Centre, titled “Magnetic Resonance Imaging of the Heart and Myocarditis”	28/01/20
Scientific Lecture by the Cardiac Centre, titled “Imaging in Cardiac Oncology”	28/01/20
Scientific Lecture by the Cardiac Centre, titled “Low Flow Low Gradient aortic stenosis - Surgical treatment”	04/02/20
Scientific Lecture titled “Type 1 Diabetes Mellitus: From diagnosis to treatment”	06/02/20
Interactive educational seminar, “Live Regenerative Plastic Surgery Master Course”, Plastic and Reconstructive Surgery Clinic I,	
The participants had the opportunity to attend live surgeries by distinguished Greek and international plastic surgeons, as well as lectures and discussions on innovative regenerative therapies.	08/02/20
Scientific Lecture, titled “The micro surgical technique in the treatment of upper limb injuries”	11/02/20
Scientific Lecture, titled “Current issues in Idiopathic Scoliosis and Metastatic Disease of the Spinal Column. Where are we today?”	13/02/20
Scientific Lecture by the Cardiac Centre, titled “Assessing the severity of aortic valve insufficiency”	18/02/20
Scientific Lecture by the Cardiac Centre titled “Recent data on the diagnosis and treatment of cardiomyopathies”	18/02/20
“Cardiology 2020” Conference – at Aigli Zappeion	28-29/02/20
Scientific Lecture by the Cardiac Centre, titled “Aortic Aneurysms - What we know today”	03/03/20
Scientific Lecture by the Cardiac Centre, titled “Presentation of an interesting incident”	03/03/20
Scientific Lecture titled “Sars-Cov-2: New Corona Virus”	05/03/20
3 <sup>rd</sup> Cardiovascular Diseases Conference	06/03/20
Scientific Lecture titled “Modern treatment of acute pancreatitis”	12/03/20
Conference “Interventional Cardiology 2020”	18-19/12/20 (web)
Pan-Hellenic Scientific Event titled “Corona Virus: Effects - Vaccines”	22/12/20 (web)







In 2020 the following meetings were held at LETO:

#### LETO

Tips and tricks on advanced gynaecological laparoscopy	7/1/2020
Predicting premature birth by measuring the length of the cervix	21/1/2020
Post-menopausal osteoporosis in the gynaecological clinic	28/1/2020
Gynaecological Oncology Ultrasound: What can we see	4/2/2020
Unexplained infertility, how inexplicable is it after all?	18/2/2020
Modern surgical treatment of endometriosis	25/2/2020
Ovarian tumours in post-menopausal women	3/3/2020
Documented diagnostic and therapeutic approach	

# HHG Governance

The Group applies the principles of Corporate Governance in accordance with the provisions of the Law 3016/2002 and international best practice; these principles are also aligned with the provisions of the Code of Medical Ethics. The sound implementation of the principles of Corporate Governance is key to optimising the efficiency and development of the Group assets; more importantly, it ensures the trust of investors and the medical community.





July August September October November December







## Ethics and professional conduct

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The Hellenic Healthcare Group has cultivated a culture which aims at business excellence, and social giving. The Group aims to retain its talented and skilled personnel and provide for them an environment of equal opportunity, growth, and meritocracy in the workplace. The Group also invests in the principle of shared value.

In this context the Group's corporate governance and development strategy have as main objective to enhance value and establish a culture of continuous improvement. Transparency, open communication, accountability, and equal access to information by all stakeholders, are the elements that shape the Group's Corporate Governance framework.



## Quality assurance of our services

The Hellenic Healthcare Group has made it a key priority to provide services of superior quality to its patients, as well as to all recipients of its services. To this end, the Group invests in state-of-the-art technologies of medical equipment, high-quality management systems, and continuously strives to develop all its six clinics as leading healthcare centres; its ongoing goal is to constantly upgrade and improve the Group's service offering. We aim to maintain the overall patient satisfaction rate of over 90% at our clinics.

Through its state-of-the-art medical equipment, the Group ensures the best treatment for its patients. Indicatively, HYGEIA's  $\gamma$ -Knife Brain Radiosurgery department offers the most precise and safe brain radiation surgical treatment in the world. To date, a total of 2,500 treatments have been performed for diseases of the brain, skull, or neck with a success rate of over 95% for most diagnoses. METROPOLITAN HOSPITAL is the only clinic in Greece which has installed the ExcelsiusGPS robotic system for spinal treatment and the only clinic in Greece that has installed the revolutionary O-Arm II platform for cranial-cerebral problems, musculoskeletal tumours of the pelvis, limbs, and the spine.

**i.** More information on the state-of-the-art technologies of each clinic can be found on pages 110-122.

### Hellenic Healthcare Group Accreditations

CLINIC / COMPANY	STANDARD	SCOPE
HYGEIA	JOINT COMMISSION INTERNATIONAL (Accreditation Standards for Hospitals)	Patient Care & Organisation Management (All the services of the Clinic - Clinical & Administrative)
HYGEIA	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Health Care Services (All the services of the Clinic - Clinical & Administrative)
HYGEIA	ISO 14001:2015 (Quality Management System)	Provision of Primary & Secondary Health Care Services (All the services of the Clinic - Clinical & Administrative)
HYGEIA	ISO 45001:2018 "Occupational Health & Safety Management System"	Provision of Primary & Secondary Health Care Services
HYGEIA	TECHNICAL SPECIFICATION PAS 99:2012 (BRITISH STANDARDS INSTITUTE) (Integrated Management Systems – ISO 9001, ISO 14001, OHSAS 18001)	Provision of Primary & Secondary Healthcare Services (All the services of the Clinic - Clinical & Administrative)
HYGEIA	ISO 15189:2012 (Medical Laboratories – Special Quality & Competence Requirements)	Clinical Laboratories: Biochemical, Haematological, Immunological - Hormonal, Pathological, Cytological

CLINIC / COMPANY	STANDARD	SCOPE
HYGEIA	ISO 22000:2005 (Food Safety Management System)	Planning, Organising & Provision of Catering Services to Patients & Staff (Procurement, Delivery, Storage, Processing and Final Distribution) (Olympic Catering)
METROPOLITAN HOSPITAL	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Healthcare Services (All the services of the Clinic - Clinical & Administrative)
METROPOLITAN HOSPITAL	TEMOS Excellence in International Patient Care	Provision of integrated healthcare services with emphasis on medical tourism
METROPOLITAN HOSPITAL	TEMOS Quality in International Patient Care	Provision of integrated healthcare services with emphasis on medical tourism
METROPOLITAN HOSPITAL	ISO 15189:2012 (Medical Laboratories – Special Quality & Competence Requirements)	Clinical Laboratories: Biochemical, Haematology, Immunology
METROPOLITAN HOSPITAL	ISO 22000:2018 (Food Safety Management System)	Design, Organisation & Implementation of Integrated Catering Services to Patients & Personnel (Procurement, Delivery, Storage, Processing and Final Distribution)
MITERA	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Healthcare Services (All the services of the clinic - Clinical & Administrative)
MITERA	ISO 15224:2012 (Quality Management System)	Provision of Assisted Reproduction Services and Gamete and Embryo Cryopreservation Bank
MITERA	ISO 22000:2005 (Food Safety Management System)	Design, Organisation & Implementation of Integrated Catering Services to Patients & Personnel (Procurement, Delivery, Storage, Processing and Final Distribution) (Newrest Hellas)
MITERA	Breast Centres Network	Recognised as full member of the international Breast Centres Network 'Breast Centres Network'
METROPOLITAN GENERAL	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Healthcare Services
METROPOLITAN GENERAL	TEMOS Quality in International Patient Care	Provision of Primary & Secondary Healthcare Services - International Patients
METROPOLITAN GENERAL	ISO 15189:2012	Pathology - Anatomy
METROPOLITAN GENERAL	ISO 22000:2005 (Food Safety Management System)	Design, Organisation & Implementation of Integrated Catering Services to Patients & Personnel (Procurement, Delivery, Storage, Processing and Final Distribution)
LETO	ISO 9001:2015	Central Labs: Receipt & Management of Biological Fluid Samples, Performance of Lab Tests and Release of Results
LETO	ISO 22000:2005	Design, Organisation & Implementation of Integrated Catering Services to Patients & Personnel (Procurement, Delivery, Storage, Processing and Final Distribution)

CLINIC / COMPANY	STANDARD	SCOPE
LETO	ISO 9001:2015	Provision of Primary & Secondary Healthcare Services (All the services of the Clinic - Clinical & Administrative)
CRETA INTERCLINIC	ISO 9001:2015	Provision of Primary & Secondary Healthcare Services
CRETA INTERCLINIC	TEMOS, Quality in International Patient Care	Provision of integrated healthcare services with emphasis on medical tourism
CRETA INTERCLINIC	TEMOS	Compliance with Temos international safety standards for minimising the transmission of Covid-19
Y-LOGIMED	ISO 22301:2012 (Business Continuity Management)	Import, Trading & Distribution of Medical Technological Products
Y-LOGIMED	EN ISO 9001:2015 (Quality Management System)	Trading & Distribution of Medical Technological Products
Y-LOGIMED	EN ISO 13485:2016 (Quality Management System for Medical Technological Devices & Products)	Trading & Distribution of Medical Technological Products
Y-LOGIMED	Ministerial Decision No: 1348/2004	Trading and distribution of medical technological products (IN VITRO diagnostic products - medical technological products for therapeutic, surgical, and diagnostic use)
GMP	EN ISO 9001:2015 (Quality Management System)	Distribution of Surgical Instruments
GMP	Ministerial Decision No: 1348/2004	Distribution of Medical Technological Products

# 92%

of patients would recommend the clinics to relatives and friends

# 92%

of patients described the care by our clinics as “Excellent” and / or “Very good”

# 0.08%

of the percentage of complaints that the Group received for its services

We monitor closely patient satisfaction rates in relation to the services we provide as a Group; and we motivate our patients to evaluate our health services, to be able to document the degree to which the clinics meet their needs and requirements.

*i.* More information on each clinic can be found on page 109.



## Responsible supply chain management

With regards to the management of its supply chain, the Hellenic Healthcare Group adheres to the principles of Corporate Governance, placing emphasis on transparency, fair treatment, and non-discrimination. The Group selects its suppliers based on objective criteria such as the quality and safety of the products and services they offer, compliance with the legislation in force, their credit policy, and their reliability and integrity. The suppliers are specifically evaluated by the executives of the hospital departments that will receive the supplies, to ensure compliance with the Group's procedures; the process also involves local market research for comparable products used in Greek hospitals and verification of the certification of the products (CE, Declaration of Conformity) as well as of the suppliers themselves.

We evaluate our suppliers based on their long-term experience and high level of expertise in medical goods. We always give priority to Greek suppliers.

**85%**

of the suppliers of  
Y-Logimed come from  
the local community

**100%**

of the suppliers of  
GMP come from the  
local community

**64/88**

evaluation score  
of Y-Logimed  
suppliers

**4.7/5**

evaluation score  
of GMP suppliers



## Enhancing client data protection

The Group pledges to safeguard the fundamental rights of citizens, as their protection is essential for the operation of the organisation.

We comply fully with the basic legal principles of any kind of personal data processing (legality, objectivity, transparency, limitation of purpose, data minimisation, data accuracy, limitation of data retention period, data integrity, confidentiality, and accountability). At the same time, we monitor daily, the physical security measures in wards and nursing floors, where personal data is likely to be accessed by third parties. The Group has appointed a Data Protection Officer who monitors on an on-going basis the level of data protection of all those who interact with the companies of the Group and the degree of compliance of the Group's procedures and infrastructure with the requirements of the General Data Protection Regulation and the legislation in force.

**i.** More information on each clinic can be found on page 109.

### Our most important achievements in the protection of digital personal data in 2020

- ✓ Encryption of all the Covid-19 results in all the clinics of the Group;
- ✓ Promotion of the “my Hygeia” application for those who wished to access test results via the internet.
- ✓ Personnel training on a weekly basis, by the Group's Head of Data Protection at METROPOLITAN HOSPITAL and METROPOLITAN GENERAL clinics;
- ✓ Implementation of the information form and obtaining consent (Patient Admission Card) through SAP in all the Group clinics;
- ✓ Consent updates for sending out Covid-19 results to companies and their inhouse doctors;
- ✓ Placing video surveillance markers, in accordance with the instructions of the Hellenic Personal Data Protection Authority; and
- ✓ Endorsement of the “Personal Data Protection Policy” procedure at the METROPOLITAN GENERAL and METROPOLITAN HOSPITAL, and communication for the exercise of their rights (to access, rectify, supplement, delete, restrict, object, transfer).



## Regulatory Compliance

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All the clinics of the Group closely monitor and comply with the standards, regulations and legislation that applies for their operation. Additionally, frequent inspections are conducted for educational purposes and to identify existing and potential risks to the health and safety of patients, visitors, and personnel.

The clinics fully comply with the Group's policies and the ISO requirements.

- Zero practices aimed at monopolising the market
- Zero legal cases for an anti-competition conduct
- Zero violations of the Code of Conduct
- Zero incidents of non-compliance
- Zero incidents of environmental non-compliance

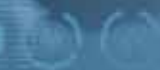
Even though our Group has never violated the regulatory framework, we have built a set of procedures designed to minimise the risk for any potential incident of non-compliance.



# Annex







# Condensed Information Tables for the Group

The following tables provide information for each clinic and company in the Group, in relation to general information on the Group, its financial efficiency, and the environmental, social and governance (ESG) pillars.

## General information on the Group

### Facilities

The following table presents a summary of the number of beds, surgeries, Intensive Care Units (ICU) and the number of sick leave days at the Group's clinics:

Facilities	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC
Number of Beds	315	227	311	226	85	60
Number of surgeries	18	19	20	10	13	3
Intensive Care Unit Beds	33	39	67	10	15	5
Number of sick leave days	69,067	50,540	70,913	27,566	11,212	6,968

### Number of patients and surgical procedures

The following table presents information on the number of inpatients and outpatients and the number of surgical procedures:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC
Inpatients	15,259	16,150	25,564	7,589	7,162	2,561
Outpatients	150,705	309,711	153,325	116,363	31,306	20,389
Surgical procedures	14,475	12,117	23,414	8,215	-	1,484
Births	-	-	5,713	-	2,824	-

### Financial efficiency

The following table presents the financial data for all the clinics and the companies in the Group:

Financial Information (€ (million))	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-IOGIMED	GMP
Revenue (turnover)	140,768,498	87,106,800	78,321,438	42,856,787	12,032,776	5,787,176	5,337,590	29,746,003	39,863,799
Operating profit	32,229,482	14,600,900	11,555,470	905,683	-1,149,002	-295,485	2,510,117	2,002,817	3,109,506

Financial Information (€ (million))	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED	GMP
Operating cost	110,916,996	68,539,812	69,176,456	42,586,811	14,150,457	6,114,477	2,834,183	3,231,218	595,420
Payments to capital providers	68,782,000	51,386,331	2,957,732	2,302,711	463,000	1,717,044	68,504	0	23,093
Profit before tax	28,464,491	12,458,315	9,707,005	-396,473	-1,235,313	-363,130	2,510,381	2,068,716	3,096,120
Net profit after tax	22,277,510	6,591,373	7,604,184	-821,408	-1,840,774	-385,357	1,894,771	2,049,620	2,335,713
Equity	199,418,058	74,268,837	30,720,657	18,765,008	4,915,376	3,236,308	2,023,369	3,912,831	18,000
Total investments	16,375,749	7,188,803	4,532,752	5,180,315	550,000	1,287,088	438,813	71,109	0
Total assets	489,073,263	241,205,994	133,259,110	84,537,496	21,324,331	9,265,938	4,342,522	22,864,549	37,365,957
Payroll	35,960,683	23,816,856	24,511,780	11,093,490	5,992,569	2,564,241	880,694	2,701,214	332,797

## Environment

All the data concerning the environmental footprint of the clinics and the companies of the Group is presented in detail below.

### Environmental footprint

The table presents the total greenhouse gas emissions (Tn CO<sub>2</sub>e):

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED	GMP
Greenhouse gas emissions Scope 1	7.30	1.41	8.86	4.07	0.93	0.00	0.00	88.01	5.53
Greenhouse gas emissions Scope 2	6,211.01	3,846.61	3,279.55	2,406.70	927.17	323.60	85.12	105.76	6.64

The factors used to calculate the total greenhouse gas emissions are as follows:

	Electricity	Natural gas	Diesel
CO <sub>2</sub>	The constants were obtained from the energy mix by the electricity provider for every clinic and company	56.100 kg CO <sub>2</sub> / TJ	74.100 kg CO <sub>2</sub> / TJ
CH <sub>4</sub>	-	5 kg CH <sub>4</sub> / TJ	10 kg CH <sub>4</sub> / TJ
N <sub>2</sub> O	-	0.1 kg N <sub>2</sub> O / TJ	0.6 kg N <sub>2</sub> O / TJ

### Energy management

The table presents the data for the clinics and companies in the Group that relates to the consumption of natural gas, diesel, thermal energy, electricity, and the percentage of the total energy that is consumed from renewable energy sources:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED	GMP
Natural gas consumption (MWh)	9,609.9	1,860.9	11,668.0	5,354.1	1,222.4	0	-	0	0
Natural gas consumption (kWh) / sick leave day	139.14	36.82	164.54	194.23	109.03	-	-	-	-
Diesel consumption (TJ)	0	0	0	0	0	0	-	175	11
Electricity consumption (MWh)	12,933.4	8,088.2	6,828.9	5,060.4	1,940.0	681.7	178.1	247.0	16.0
Electricity consumption (kWh) / sick leave day	187.26	160.03	96.30	183.58	173.03	-	-	-	-
Total energy that is consumed from renewable energy sources (%)	36.7%	35.3%	36.7%	35.3%	36.7%	0	-	0	0

\* The symbol “-” refers to non-registered data.

### Waste management

The table presents the tonnes of waste generated, the percentage of which is recycled, the percentage that is incinerated and the percentage that is sterilised. Finally, the table presents the tonnes of non-hazardous waste:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB
Hazardous waste generated (Tn)	381	314.889	250	163	36.717	23.4	5
Recycling of hazardous waste generated (%)	0%	0%	0%	0%	2%	0.23%	-
Incineration of hazardous waste generated (%)	11%	4%	10%	6%	18%	4.11%	-
Sterilisation of hazardous waste generated (%)	89%	96%	90%	94%	81%	12.68%	-
Non-hazardous waste generated (Tn)	-	336.770	-	-	0.377	195.2	-

\* The symbol “-” refers to non-registered data.

### Water Management

The table lists the water consumption at the clinics and companies of the Group:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED	GMP
Water consumption (m <sup>3</sup> )	69,360	37,746	62,971	38,625	14,694	1,800	335	488	31



### Expenditure for the protection of the environment

The table presents the money that is spent by the clinics and companies in the Group for the protection of the environment:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED
Waste management (€)	339,551	327,600	288,433	167,674	44,371	59,424	11089	1,975
Box management (€)	75,084	41,238	68,459	19,278	5,723	4,638	1418	5,723
Packaging materials management (€)	77,867	89,947	56,789	34,746	854	1,724	-	16,794

\* The symbol “-” refers to non-registered data.

## Society

The data regarding human resources and training at the clinics and companies of the Group are presented below.

### Human Resources

#### Gender differentiation

The table presents data on gender distribution of men and women at the clinics and companies of the Group:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED	GMP
Number of women	794	604	829	513	211	101	25	26	8
Number of men	424	372	204	198	50	57	6	50	3
Total Number Employees	1,218	976	1,033	711	261	158	31	76	11
Board – Number of women	1	0	1	0	0	0	0	1	-
Board – Number of men	10	7	14	5	11	7	5	4	-

\* The symbol “-” refers to non-registered data.

#### Age distribution of human resources

The table below presents the age distribution of human resources:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED	GMP
Age distribution (<30)	144	122	212	147	33	26	7	6	3
Age distribution (30- 50)	787	652	663	447	186	108	19	55	7
Age distributi (51+)	287	202	158	117	42	24	5	15	1

### Total recruitments by gender and age

The table presents the total number of recruitments by gender and age for 2020:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED	GMP
Total recruitments	127	124	221	142	24	25	9	7	2
Number of men	35	35	54	35	2	14	1	6	0
Number of women	92	89	167	107	22	11	8	1	2
Number of men, (<30)	13	15	21	18	0	5	0	1	0
Number of men, (30-50)	20	19	26	12	2	7	1	5	0
Number of men (51+)	2	1	7	5	0	2	0	0	0
Number of women (<30)	53	49	115	55	16	7	5	1	0
Number of women (30-50)	34	36	49	50	5	4	3	0	2
Number of women (51+)	5	4	3	2	1	0	0	0	0

### Total departures by gender and age

The table presents the total number of departures by gender and age for 2020:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED
Total departures	156	162	114	131	29	21	5	8
Number of men	54	44	24	40	1	9	1	6
Number of women	102	118	90	91	28	12	4	2
Number of men, (<30)	10	14	4	14	0	4	0	1
Number of men, (30-50)	28	23	14	22	1	3	0	4
Number of men (51+)	16	7	6	4	0	2	1	1
Number of women (<30)	38	51	35	43	15	6	0	1
Number of women (30-50)	54	59	49	44	11	6	4	1
Number of women (51+)	10	8	6	4	2	0	0	0
Employee mobility percentage	8.3%	16%	11%	22.8%	11%	14%	-	10.5%

\* The symbol “-” refers to non-registered data.

### Distribution of Human Resources by position / hierarchical level

The table lists the number of the Board of Directors (Board) members, Directors, senior administrative executives, Heads of Departments, Associate Doctors, Doctors, Scientific Personnel, Nursing Personnel, Administrative personnel, and other positions:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED
Board (The members are not included in the total number of human resources)	4	7	15	5	11	5	31	5
Administrative Directors	17	4	6	5	4	3	0	2
Senior administrative executives	26	12	7	3	0	2	1	0
Heads of Departments	93	23	97	43	27	11	0	12
Associate Doctors	682	3,500	2,601	628	-	87	1	0
Doctors	114	128	79	44	14	34	0	0
Scientific Personnel	25	92	40	61	-	17	23	1
Nursing Personnel	467	334	581	338	115	52	0	0
Administrative personnel	281	256	244	213	50	30	6	59
Other	202	127	82	55	51	9	1	2
Total Number on the payroll	1,218	976	1,033	711	261	158	31	76

\* The symbol “-” refers to non-registered data.

### Distribution by type of employment

The table presents the distribution of employees by type of employment:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED
Full time	1,139	964	1,004	675	261	142	30	76
Part time	79	12	29	36	0	16	1	0

### Distribution by type of employment agreement

The table presents the distribution of employees by type of employment agreement:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED
Employment agreement for an indefinite term	1,116	975	893	702	249	141	24	71
Employment agreement for a fixed term	102	1	140	9	12	17	7	5

### Different nationalities in the Group

The table presents the distribution of employees by nationality:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED
Greek	1,205	964	1,020	691	256	158	31	76
Employees that are not Greek	13	12	13	20	5	0	0	0

## Employee training and development

### Employee training & Human Resource Development

The table presents quantitative data on the training of human resources at the clinics and companies of the Group.

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED
Number of training hours	8,492	2,946	5,986.30	610.5	16.5	95	35	5
Number of Trained People / Total	699	444	495	223	182	105	5	1
Cost of training (€)	4,515	0	6,700	1,402.6	120	0	70	150.00
Number Employees who were evaluated for their performance	868	-	697	-	203	155	0	71

\* The symbol “-” refers to non-registered data

### Number of persons trained by hierarchical level

The table presents quantitative data regarding the employees who were trained by hierarchical level.

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED
Directors / Senior Executives	22	2	0	2	3	17	2	1
Associate Doctor / Doctors	384	19	13	2	0	5	3	0
Scientific Personnel	138	21	0	19	0	5	0	0
Nursing Personnel	127	358	462	111	174	51	0	0
Administrative Personalised and other Personnel	28	44	20	89	5	27	0	0

### Number of training programmes

The table presents quantitative data regarding the types of training programmes at the clinics and companies of the Group:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED
Clinical Topics	4	2	12	5	0	21	3	0
Infectious disease issues	3	1	3	2	2	2	10	0
Clinical skills	54	25	224	5	3	6	0	0
Health & safety	0	39	0	1	1	2	2	0
Social skills	6	2	5	2	4	1	0	0
Postgraduate studies	2	2	3	0	0	3	0	0
Attendance / Participation in conferences	8	19	18	1	0	0	1	0
GDPR Issues	2	26	1	1	0	0	0	0



## Health & Safety of Employees

The table presents quantitative data regarding the safety indices at the clinics and companies of the Group:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	A-LAB	Y-LOGIMED
Accident severity index (SR)	-	49.9	-	180.6	0	1.267	-	-
Injuries index (LTIFR)	3.4	3.7	2.8	11.3	0	6.335	0	-
LWD (Lost Work Day Rate)	3.4	-	2.8	-	-	-	-	-
Percentage of absence by employees (%)	3.4%	-	4.95%	0.11%	-	0.87%	0	-

\* The symbol “-” refers to non-registered data.

## Health & Safety of patients

The table presents quantitative data regarding the indicator of the percentage of inpatient falls in the clinics:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC
Percentage of accidents / inpatient falls	1.33	0.79	0.42	1.12	0	0.04

## Governance

The tables present information about governance in the Group’s clinics.

### Customer satisfaction

The table presents the percentage of complaints, the evaluation by patients regarding the services of the clinics and whether they would recommend the clinics to relatives and friends:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC
Percentage of complaints	0.14%	0.05%	0.13%	0.10%	0.03%	0.02%
Percentage of patients who described the care by our clinics as “Excellent” and / or “Very good”	95%	91%	96%	91%	96%	84%
Percentage of patients who would recommend the clinics to relatives and friends	95%	-	78%	96%	96%	95%

\* The symbol “-” refers to non-registered data.

### Clients’ digital data protection

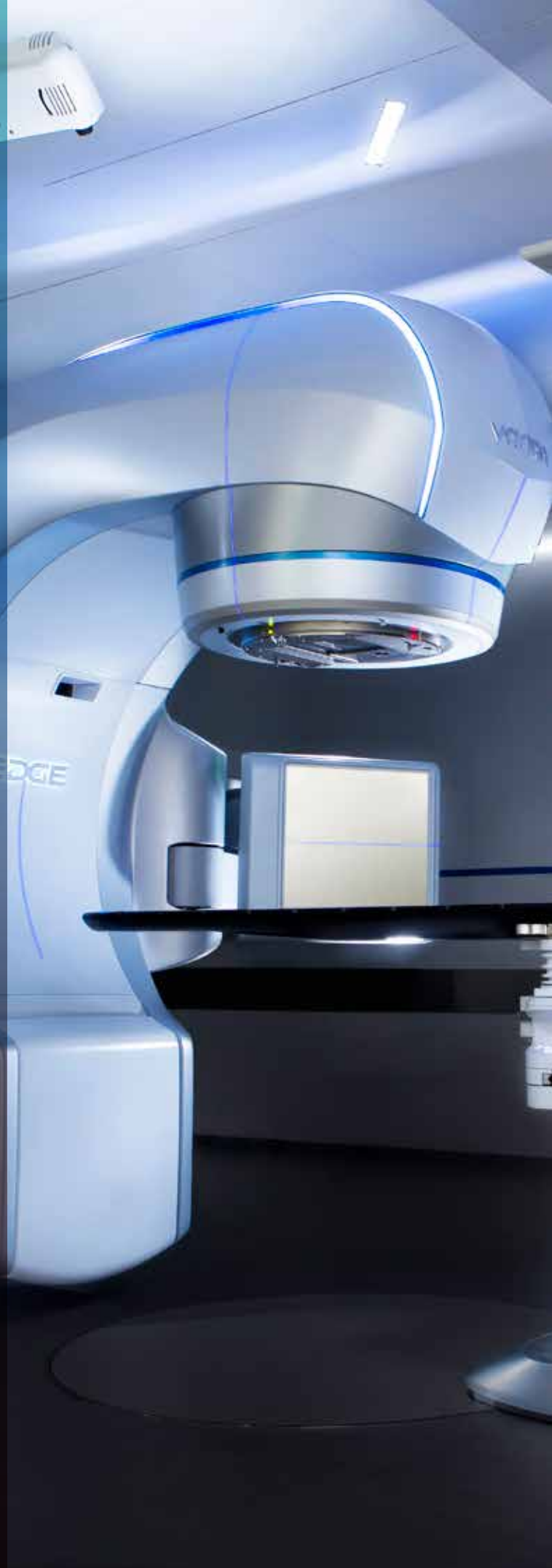
The table presents quantitative data regarding the protection of digital data:

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC
Total Number of violations	4	0	1	0	0	0
Number of data rights that relate to data protection	8	2	10	1	0	0
Expenses due to fines, legal requirements, and negotiation charges for breaches of the GDPR legislation	0	0	0	0	0	0

# Highlights of our clinics' cutting-edge service offering

Below you will find information on the state-of-the-art medical services that are available at each clinic for patient care. The following departments and services constitute Centres of Excellence.

We take pride in being able to offer an utmost safety to patients who use our services, through our cutting-edge technologies and our specialisation.











# HYGEIA

HYGEIA provides high-level state-of-the-art medical services which include:

- ✓ The Radiation Oncology Centre (ROC) of HYGEIA. In its 25 years of operation, it has constituted the most modern and fully equipped centre in Greece and one of the best in Europe. The Centre provides, four (4) latest generation robotic linear accelerators and a state-of-the-art high dose rate Brachytherapy unit, which is the only  $\gamma$ -Knife radiosurgery system in Greece.
- ✓ The HYGEIA and MITERA integrated Imaging departments, which constitute a modern complex that is the largest in size and capacity in Greece, in both the private and the public sector, with four multi-slice CT scanners, four MRI scanners, an open MRI scanner, angiography systems, digital mammogram machines, ultrasound and classical x-ray machines, C-arm X-ray and portable X-ray machines and two  $\gamma$ -cameras.
- ✓ Central Laboratories that apply advanced equipment of the highest standards and a computerised system that allows for the continuous control of movement by samples and the performance of examinations.
- ✓ The Bronchoscopy Lab. The Lab is supported by specialised and trained personnel, benefits from modern technical infrastructure and applies all the modern Invasive Bronchoscopy techniques as a day clinic. The Bronchoscopy Lab has successfully delivered the first nationwide placement of intrabronchial valves in a patient with pulmonary emphysema and has performed direct cytological examination and consequently diagnosis upon exiting endoscopy, through the exemplary use of intrabronchial ultrasound.
- ✓ The first fully organised Heart Centre and Oncology Centre in the private healthcare sector in Greece, which provides holistic and personalised care for every patient.
- ✓ The only  $\gamma$ -Knife Radiosurgery department in Greece, which uses the innovative Gamma Knife® Perfexion™ Radiosurgery system.
- ✓ The first PET-CT (Positron Emission Tomography Unit) that has operated in Greece.
- ✓ The largest Invasive Neuroradiology, Embolism and Brain Aneurysms department.
- ✓ The innovative Da Vinci® Xi Robotic Surgery system for bloodless surgeries, as well as the MAKRO Robotic System.
- ✓ The department of Endoscopic Paranasal & Skull Base Surgery.
- ✓ The Stealth Station neuro-navigation system that is electronically connected to the PENTERO surgical microscope for brain tumour removals.
- ✓ The ultra-modern Latest Generation Multi-Disciplinary Hybrid Operating Room

i. More information: [www.hygeia.gr](http://www.hygeia.gr).



# METROPOLITAN HOSPITAL

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- ✓ The clinic provides one of the leading enhanced care units of Acute Vascular Strokes in Europe and the first and only in Greece, which has been accredited as a “Certified ESO Stroke Unit” by the ESO (European Stroke Organisation).
- ✓ It has been recognised as a “Centre of Excellence in Clinical Practice for MAKO Robotic Surgery”, which is a recognition that is held by few medical centres in the world.
- ✓ The Oncology Clinic “I” is the only oncology clinic in Greece that operates with the recommendation of the European Society for Medical Oncology (ESMO).
- ✓ It is the only clinic in Greece that provides 3D MRI Based Brachytherapy, i.e., treatment for gynaecological tumours guided by magnetic resonance imaging.

*i.* More information: [www.metropolitan-hospital.gr](http://www.metropolitan-hospital.gr).













# MITERA

MITERA provides innovative medical services of superior quality that include the following:

- ✓ A Cardiac Surgery / Cardiology clinic for congenital heart diseases in Children and Adults.
- ✓ An Adult Cardiology clinic, which provides high-quality care for the entire range of cardiovascular diseases.
- ✓ An ultra-modern Haemodialysis unit;
- ✓ An Oncology Centre for children and adolescents and the first 'Beat Cancer' monitoring clinic in Greece.
- ✓ A fully organised Breast Centre for the integrated treatment of breast diseases.
- ✓ A Gynaecological Oncology department.
- ✓ A day-care treatment centre (ODT) and an adult Intensive Care unit.
- ✓ A neonatal Intensive Care unit (3 levels) that is ranked among the best units in the world.
- ✓ Modern Imaging departments and open high field MRI 1.0 scanner
- ✓ Latest generation equipped laparoscopic procedure surgeries
- ✓ A VIP wing that has been specially designed and constructed to meet the hospitalisation and treatments at the highest level.

**i.** More information: [www.mitera.gr](http://www.mitera.gr).



# METROPOLITAN GENERAL

- ✓ Accredited in 2021 as a Centre of Excellence in Abdominal Hernia Surgery (Centre of Excellence in Hernia Surgery) by the International Surgical Review Corporation (SRC), which is a certification that is held by few medical centres worldwide.
- ✓ Has been continuously recognised internationally since 2014 amongst the “Preferred Partner Hospitals” and “Best Hospitals Worldwide” by the Diplomatic Council organisation.
- ✓ It has been certified uninterruptedly since 2013, by the Temos International Medical Certification Organisation for quality in the care of international patients.
- ✓ It is certified with the international and upgraded ISO 9001:2015 Standard, which attributes further emphasis to the quality of care that the patient must receive.
- ✓ The Anatomical Pathology Lab is one of the few laboratories in private clinics in Greece that has been accredited for the high quality of its services by the National Accreditation System (ESYD), in accordance with the requirements of the international standard ELOT EN ISO 15189:2012.

*i.* More information: [www.metropolitan-general.gr](http://www.metropolitan-general.gr).











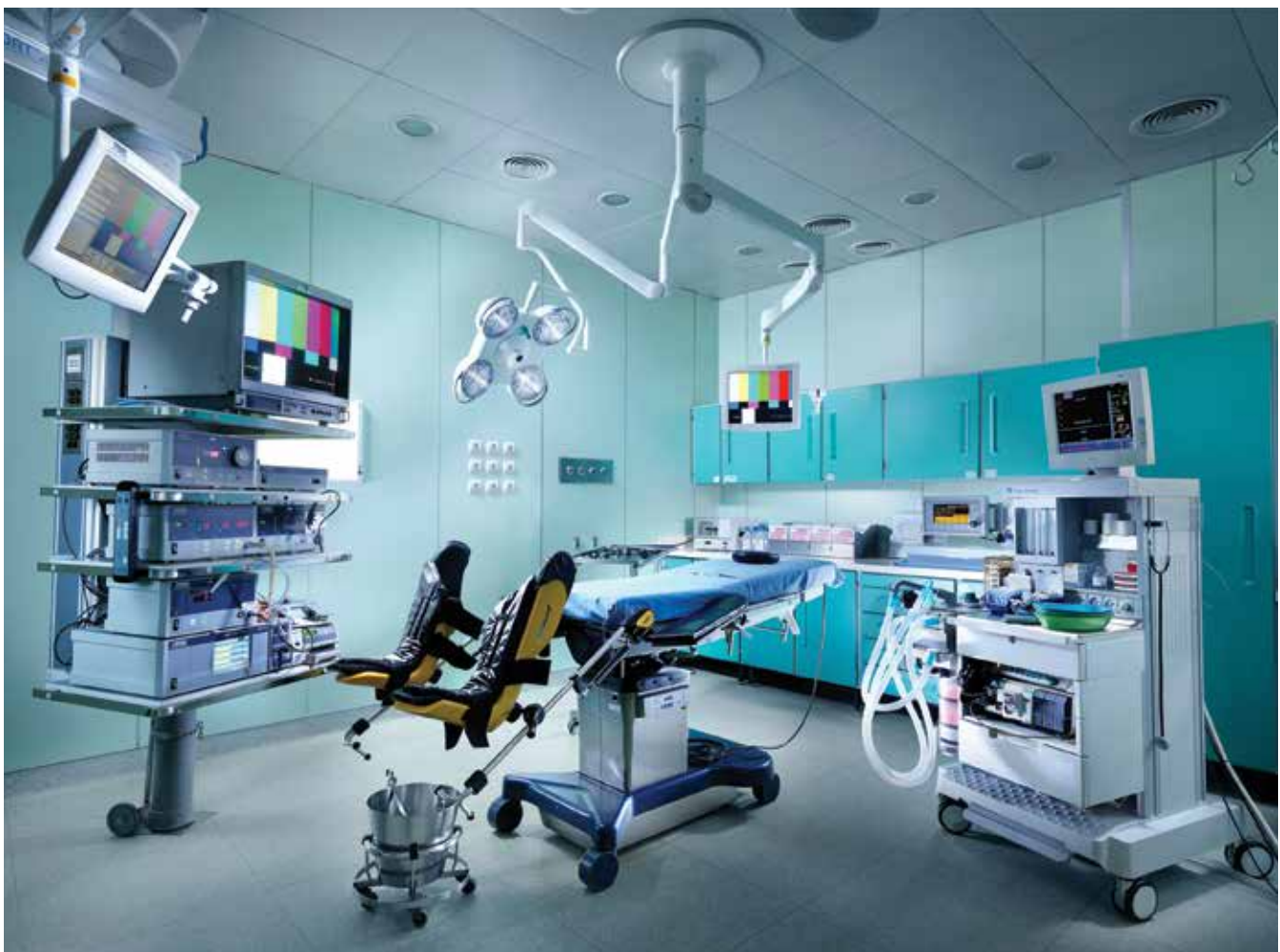


# LETO

- ✓ The clinic has been awarded by the Ministry of Health - Centre for Health and Disease Prevention (KEELPNO) for its participation in seasonal flu vaccination for the period 2017-2018, within the context of “Influenza vaccination for employees at health care facilities” awards.
- ✓ It has been recognised and awarded as a leading corporate brand in Greece by the renowned “Corporate Superbrand 2018-2019” institution.
- ✓ The Central Laboratories of Leto have been certified with the ISO 9001:2008 standard which relates

to quality management systems, by the TUV Austria Hellas certification body. The implementation of a certified Quality System ensures the valid and timely issue of results by personnel characterised by professionalism and scientific competence. Additionally, it guarantees the continuous development of knowledge and expertise and the readiness to adopt new methods and techniques, through the continuous upgrade of the technological infrastructure. Finally, the level of service that is provided to both patients and associate doctors is constantly improved and aligned with their needs and expectations.

i. More information: link [www.letogr.gr](http://www.letogr.gr).



# CRETA INTERCLINIC

- ✓ Creta InterClinic provides 65 fully equipped beds with all the amenities, including five (5) ICU (Intensive Care Units) beds providing immediate and urgent intensive care support. Three (3) operating rooms are fully equipped with perfect surgical equipment, two (2) recovery beds and one (1) septic clinic where minor surgeries are performed.
- ✓ In 2020, it proceeded with a complete renovation of the operating rooms and the Intensive Care Unit (ICU).
- ✓ Fully organised Breast Centre for the integrated treatment of breast diseases.
- ✓ It is certified with the international and upgraded ISO 9001:2015 Standard.
- ✓ It is the first clinic in Crete that is a certified member of the Temos International Organisation for “Quality in the care of international patients”.
- ✓ Since 2014, it has been continuously recognised internationally amongst the “Preferred Partner Hospitals” and “Best Hospitals Worldwide” by the Diplomatic Council organisation.
- ✓ In 2020, CRETA INTERCLINIC successfully completed the certification process for “Compliance under the international safety standards of the Temos International Accreditation Organisation for restricting the transmission of Covid-19” disease.
- ✓ CRETA INTERCLINIC provides a fully staffed international patients department that services directly the tourism industry of the island of Crete. It collaborates with the largest international insurance companies.

**i.** More information: [www.cic.gr](http://www.cic.gr).











# ESG Targets

The table below depicts the goals for 2020-2021 and corresponding achievements in reference to the Group's support to society and to its employees. It is noted that the results only relate to the year 2020.

Pillars	Goals 2020-2021	2020 Results
Society	<b>For all the clinics of the Group:</b> <ul style="list-style-type: none"> <li>• Maintain the existing pillars of social activity and support the NGOs</li> <li>• Organise the "Travelling for Health" campaign</li> <li>• Organise the "PREVENTION" campaign</li> </ul>	The goal to maintain the social activity pillars, "PREVENTION" and support the NGOs was achieved. The "Travel for Health" campaign was postponed in 2020 due to the Covid-19 pandemic.
Quality of services	<b>For all the clinics of the Group:</b> <ul style="list-style-type: none"> <li>• Preserve the overall patient satisfaction rate to over 90%</li> </ul>	The goal was achieved.
Human Resources	<b>HYGEIA:</b> Maintain the total staff turnover rate at 6%	The goal was not achieved in 2020 due to increased needs for public medical treatment during the Covid-19 period and the increased demands for medical - technical personnel in the public sector.
	<b>METROPOLITAN HOSPITAL:</b> Implementation of drills for fire or earthquake incidents	The goal was achieved.
	<b>MITERA:</b> Maintain the overall staff turnover rate at the previous year levels (2019)	The goal was achieved.
	<b>METROPOLITAN GENERAL:</b> Enhance training for employees and new recruits on Health & Safety	The goal is postponed to 2021.
	<b>Y-LOGIMED:</b> Provide information & training for the personnel (> 80% of employees) on Health & Safety	The goal was achieved.

The table below depicts the goals for 2020-2021 and the corresponding achievements in reference to the Group's environmental footprint. It is noted that the results only relate to the year 2020.

Pillars	Goals 2020-2021	2020 Results
Environment	<b>HYGEIA:</b> <ul style="list-style-type: none"> <li>• Reduce electricity consumption by 1%</li> <li>• Reduce drinking water consumption by 1%</li> </ul>	The goals are postponed to 2021.
	<b>METROPOLITAN HOSPITAL:</b> Establish a Corporate Responsibility committee and implement a respective cycle of annual goals and actions	The goal is postponed to 2021.
	<b>MITERA:</b> reduce electricity consumption by 1%	The goal is postponed to 2021.
	<b>METROPOLITAN GENERAL:</b> Establish a Corporate Responsibility committee and implement a respective cycle of annual goals and actions	The goal is postponed to 2021.
	<b>LETO:</b> <ul style="list-style-type: none"> <li>• Increase the recycling rate by 2%</li> <li>• Recycle organic waste (compost development programme)</li> </ul>	The goals were achieved for 2020.

The table below depicts the goals for 2020-2021 and the corresponding achievements in reference to the Group's corporate governance. It is noted that the results only relate to the year 2020.

Pillars	Goals 2020-2021	2020 Results
Corporate Governance and economic development	<b>For all the clinics and companies in the Group:</b> <ul style="list-style-type: none"> <li>• Maintaining operating profitability</li> <li>• Broadening and developing digital medical services at Group level</li> <li>• Integration and development of Committees at Group level</li> <li>• Integrate and align information systems at Group level</li> </ul>	The goals were achieved.

# GRI Standards indices coverage Table

GRI Standards	Disclosure	Reference / Page number / Additional Comments	External Assurance
GRI 102: General Disclosures (core option)	102-1 Name of the organisation	The Hellenic Healthcare Group organisation ("Hellenic Healthcare Group"). For the sake of brevity throughout the Report it is referred to as "HHG" or the "Group"	✓
	102-2 Activities, brands, products, and services	The Hellenic Healthcare Group (p. 10)	✓
	102-3 Location of headquarters	<a href="https://www.hhg.gr/el/επικοινωνία">https://www.hhg.gr/el/επικοινωνία</a> , About the Report (p. 6) Contact Details of Clinics and Companies in the Hellenic Healthcare Group (p. 137)	✓
	102-4 Location of operations	About the Report (p. 6) Contact Details of Clinics and Companies in the Hellenic Healthcare Group (p. 137)	✓
	102-5 Ownership and legal form	The Hellenic Healthcare Group: <a href="https://www.hhg.gr/el/profile/who-weare">https://www.hhg.gr/el/profile/who-weare</a>	✓
	102-6 Markets served	The Hellenic Healthcare Group (p. 10)	✓
	102-7 Scale of the organisation	The Hellenic Healthcare Group (p. 10)	✓
	102-8 Information on employees and other workers	Our people at the core of everything we do (p. 60)	✓
	102-9 Supply chain	The subsidiaries (p. 15), Responsible supply chain management (p. 97)	✓
	102-10 Significant changes to the organisation and its supply chain	The subsidiaries (p. 15), The Hellenic Healthcare Group (p. 10)	✓
	102-11 Precautionary Principle or approach	The Hellenic Healthcare Group (p. 10)	✓
	102-12 External initiatives	UN Global Compact, UN Sustainable Development Goals, Sustainable Greece 2020 – Greek Sustainability Code	✓
	102-13 Membership of associations	Materiality analysis (p. 48)	✓
	102-14 Statement from senior decision-maker	(p. 4) Message from the CEO	✓
	102-15 Key Impacts, Risks and Opportunities	About the Report (p. 6)	✓
	102-16 Values, principles, standards, and norms of behaviour	HHG Governance (p. 90), Health & Safety in the Group (p. 63)	✓

GRI Standards	Disclosure	Reference / Page number / Additional Comments	External Assurance
GRI 102: General Disclosures (option “core”)	102-18 Governance structure	The subsidiaries (p. 15)	√
	102-40 List of stakeholder groups	Materiality Analysis (p. 48)	√
	102-41 Collective bargaining agreements	Our people at the core of everything we do (p. 60), Materiality Analysis (p. 48)	√
	102-42 Identifying and selecting stakeholders	Materiality Analysis (p. 48)	√
	102-43 Approach to stakeholder engagement	Materiality Analysis (p. 48)	√
	102-44 Key topics and concerns raised	Materiality Analysis (p. 48)	√
	102-45 Entities included in the consolidated financial statements	About the Report (p. 6), Overview of Financials (p. 36), Condensed Information Tables for the Group (p. 102)	√
	102-46 Defining Report content and topic boundaries	About the Report (p. 6)	√
	102-47 List of material topics	Materiality Analysis (p. 48)	√
	102-48 Restatements of information	About the Report (p. 6)	√
	102-49 Changes in reporting	About the Report (p. 6)	√
	102-50 Reporting Period	01/01/2020 - 31/12/2020	√
	102-51 Dates of most recent Report	01/01/2019 - 31/12/2019	√
	102-52 Reporting cycle	Annual	√
	102-53 Contact point for questions	About the Report About the Report (p. 6)	√
	102-54 Claims of reporting in accordance with the GRI Standards	About the Report (p. 6)	√
	102-55 GRI content index	Table of GRI Standards (p. 127)	√
	102-56 External assurance	Independent Auditor’s Limited Assurance Report (p. 134)	√



GRI Standards	Disclosure	Reference / Page number / Additional Comments	External Assurance
Financial performance by the Group			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Materiality Analysis (p. 48)	✓
	103-2 The management approach and its components	Message from the CEO (p. 4), Our underlying ESG vision and strategy (p. 40)	✓
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	✓
GRI 201: Economic performance	201-1 Direct economic value generated and distributed	Overview of Financials (p. 36), Condensed Information Tables for the Group (p. 102)	✓
Practices for the supply chain			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Materiality Analysis (p. 48)	✓
	103-2 The management approach and its components	Responsible supply chain management (p. 97)	✓
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	✓
	Group Index Percentage of local Suppliers	Responsible supply chain management (p. 97)	✓
Anti-corruption			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Materiality Analysis (p. 48)	
	103-2 The management approach and its components	Health & Safety in the Group (p. 63)	
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	
GRI 205: Anti-corruption	205-1 Operations assessed for risks related to corruption	Ethical professional conduct (p. 93), Enhancing client data protection (p. 98)	
	205-3 Confirmed incidents of corruption and countermeasures	HHG Governance (p. 90)	
Energy			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Energy efficiency – our guiding principle (p. 54)	✓
	103-2 The management approach and its components	Energy efficiency – our guiding principle (p. 54)	✓
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	✓
GRI 302: Energy	302-1 Energy consumption within the organisation	Energy efficiency – our guiding principle (p. 54)	✓

GRI Standards	Disclosure	Reference / Page number / Additional Comments	External Assurance
Water and water waste			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Managing our natural resources for a cleaner environment (p. 57)	√
	103-2 The management approach and its components	Managing our natural resources for a cleaner environment (p. 57)	√
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	√
GRI 303: Water and water waste	303-5 Water consumption	Managing our natural resources for a cleaner environment (p. 57)	√
Gas Emissions			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Energy efficiency – our guiding principle (p. 54)	
	103-2 The management approach and its components	Energy efficiency – our guiding principle (p. 54)	
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	
GRI 305: Emissions	305-1 Direct CO <sub>2</sub> emissions	Energy efficiency – our guiding principle (p. 54)	
	305-2 Indirect GHG (Greenhouse Gas) Emissions	Energy efficiency – our guiding principle (p. 54)	
Effluents and waste			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Our initiatives in circular economy and waste management (p. 56)	√
	103-2 The management approach and its components	Our initiatives in circular economy and waste management (p. 56)	√
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	√
GRI 306: Effluents and waste	306-3 Waste by type and disposal method	Our initiatives in circular economy and waste management (p. 56)	√

GRI Standards	Disclosure	Reference / Page number / Additional Comments	External Assurance
Environmental compliance			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Materiality Analysis (p. 48)	
	103-2 The management approach and its components	HHG Governance (p. 90) Regulatory compliance (p. 99)	
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	
GRI 307: Environmental compliance	307-1 Non-compliance with the environmental laws and regulations	Hellenic Healthcare Group systematically monitors the Greek and EU environmental legislation and complies with all the legal and regulatory requirements. As a result of this practice, no complaints were filed, and no fines were imposed on the clinics for environmental issues during 2020	
Human Resources			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from the CEO (p. 4), Our people at the core of everything we do (p. 60)	√
	103-2 The management approach and its components	Our people at the core of everything we do (p. 60)	√
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	√
GRI 401: Employment	401-1 New employee hires and employee turnover	Our people at the core of everything we do (p. 60)	√
Occupational Health & Safety			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Health & Safety in the Group (p. 63)	√
	103-2 The management approach and its components	Health & Safety in the Group (p. 63)	√
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	√
GRI 403: Occupational Health & Safety	403-2 Risk identification, risk assessment and investigation	Health & Safety in the Group (p. 63)	
	403-5 Worker training on occupational health and safety	Our people at the core of everything we do (p. 60)	√
	403-6 Promoting Employee health	Health & Safety in the Group (p. 63)	

GRI Standards	Disclosure	Reference / Page number / Additional Comments	External Assurance
Training and education			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Our people at the core of everything we do (p. 60)	√
	103-2 The management approach and its components	Our people at the core of everything we do (p. 60)	√
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	√
GRI 404: Training and education	404-1 Average hours of training per annum per employee	Condensed Information Tables for the Group (p. 102) Our people at the core of everything we do (p. 60)	
	404-2 Programmes for the improvement of employee skills and programmes for transition enhancement	Our people at the core of everything we do (p. 60)	
	404-3 Percentage of employees receiving regular performance and career development reviews	Our people at the core of everything we do (p. 60)	√
Diversity and equal opportunities for employees			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Our people at the core of everything we do (p. 60)	√
	103-2 The management approach and its components	Our people at the core of everything we do (p. 60)	√
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	√
GRI 405: Diversity and equal opportunities for employees	405-1 Diversity in the governing members of the Group and employees	Our people at the core of everything we do (p. 60)	√
Local societies			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Social Responsibility (p. 64)	
	103-2 The management approach and its components	Social Responsibility (p. 64)	
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	
413: Local communities	413-1 Operations with local community engagement, impact assessments, and development programmes	Social Responsibility (p. 64), Responsible supply chain management (p. 97)	



GRI Standards	Disclosure	Reference / Page number / Additional Comments	External Assurance
Health & Safety of Patients			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Quality assurance of our services (p. 96)	√
	103-2 The management approach and its components	Quality assurance of our services (p. 96)	√
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	√
GRI 416: Health & Safety of Patients	416-1 Health & safety impact assessment of products and services	Quality assurance (p. 96)	√
	Group Index Percentages of complaints per clinic	Quality assurance (p. 96), Condensed Information Tables for the Group (p. 109)	√
Data protection			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Materiality Analysis (p. 48)	√
	103-2 The management approach and its components	Enhancing client data protection (p. 98)	√
	103-3 Evaluation of the management approach	Materiality Analysis (p. 48)	√
GRI 418: Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Enhancing client data protection (p. 98)	√

# Independent Limited Assurance Report

## To the Companies of Hellenic Healthcare Group

Companies "DIAGNOSTIC AND THERAPEUTIC CENTER OF ATHENS HYGEIA SA", "PERSEUS HEALTHCARE SA", "MITERA PRIVATE, GENERAL, MATERNITY, GYNECOLOGY & CHILDREN'S HOSPITAL SA", "METROPOLITAN GENERAL HOSPITAL HEALTHCARE FACILITIES OPERATION AND MANAGEMENT SA", "LETO MATERNITY, GYNECOLOGY & SURGICAL CENTER SA", "PRIVATE HOSPITAL CRETA INTERCLINIC THERAPEUTIC & DIAGNOSTIC SURGICAL & RESEARCH CENTER SA.", "Y-LOGIMED SA IMPORT, TRADING & SUPPLY OF MEDICAL TECHNOLOGY PRODUCTS" and "GROUP MEDICAL PURCHASING LLC" (hereinafter the «Group») engaged "GRANT THORNTON S.A. CHARTERED ACCOUNTANTS MANAGEMENT CONSULTANTS" (hereinafter "Grant Thornton") to review selected data included in the Group's 2020 Sustainability & ESG Report for the fiscal year ended on December 31st, 2020 (hereinafter "the selected data"), in accordance with the Global Reporting Initiative (GRI) Standards (hereinafter "GRI-Standards").

## Scope

We performed our engagement in accordance with the provisions of "International Standard on Assurance Engagements 3000 (Revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000"), in order to provide limited level assurance opinion on selected data of the 2020 Sustainability & ESG Report, with regard to:

- The completeness and accuracy of quantitative data and the plausibility of qualitative information related to the GRI General Disclosures (highlighted in the external assurance column of the GRI Content Index) that are required as a minimum prerequisite for the "In accordance – Core" option, according to the GRI Standards.
- The completeness and accuracy of quantitative data and the plausibility of qualitative information against the requirements of the respective Topic Specific Disclosures 201-1, 302-1, 303-5, 306-3, 401-1, 403-5, 404-3, 405-1, 418-1, meeting the GRI Standards "In accordance - Core" option requirements, as well as Hellenic Healthcare Group Indicators "Percentages of complaints per clinic" and "Percentage of local Suppliers", in relevance with the following eleven (11) material issues: "Financial performance by the Group", "Energy", "Water and water waste", "Effluents and waste", "Human Resources", "Occupational Health & Safety", "Training and education", "Diversity and equal opportunities for employees", "Data protection", "Health & Safety of Patients" and "Practices for the supply chain".

## Management Responsibility

The Management of Hellenic Healthcare Group is responsible for the preparation and presentation of the selected data provided to us, as incorporated in the 2020 Sustainability & ESG Report of the Group, as well as for the completeness and accuracy of the selected data. Furthermore, the Management is responsible for maintaining records and adequate internal controls that are designed to support the reporting process.

## Grant Thornton Responsibility

Our responsibility is to carry out a limited assurance engagement and to express our conclusions based on the procedures carried out for the selected data, as described in the “Scope” section. The procedures we carried out were designed to provide limited assurance, as specified by ISAE 3000, based on which we shaped the conclusion to our engagement. These procedures are not as extensive as those required for providing reasonable assurance; consequently, a lower level of assurance is obtained. Our responsibility is limited to the information related to the fiscal year that ended on December 31, 2020, as these were included in the 2020 Sustainability & ESG Report of the Group.

To the extent it is permitted by the legislation in force, we neither accept nor assume any responsibility for our engagement or this report towards anyone other than the Group, unless the terms have been agreed explicitly in writing, with our prior consent.

## Limitations

- To conduct our work, we relied exclusively on the information provided to us by the Group's executives, which we accepted in good faith as being complete, accurate, real and not misleading. Therefore, we did not submit it to any verification procedures, apart from the procedures explicitly stated in our Report and which arise from our mutually agreed methodology.
- Our engagement was limited to the Greek version of the 2020 Sustainability & ESG Report. Therefore, in the event of any inconsistency in translation between the Greek and English versions, as far as our conclusions are concerned, the Greek version of the Report prevails.
- No work has been conducted on data for previous reporting periods, as well as on data related to forecasts and targets.
- No work has been conducted on anything other than the agreed scope and consequently, our opinion is limited to that scope.

## Work conducted

We conducted our work so as to collect all the data, relevant documentation, information and explanations we considered necessary as to the selected data described in the “Scope” section. The procedures followed with regard to the selected data included:

- Interviews with personnel of the Group responsible for managing, collecting and processing data in order to obtain an understanding of key structures, systems, policies and relevant procedures applied.
- Applied audit procedures, on a sample basis, in order to collect and review audit evidence.
- Reviewing the GRI Content Index of the 2020 Sustainability & ESG Report, as well as the relevant references included therein, against our scope of work.

## Independence

Grant Thornton implements the requirements of International Standard on Quality Control 1. Based on this, it maintains an integrated quality control system that includes policies and procedures for compliance with moral principles, professional standards and relevant legal and regulatory requirements. We comply with the independence requirements and other ethical standards of the IFAC Code of Ethics for Professional Accountants of the International Ethics Standards Board for Accountants (IESBA),

which is based on the fundamental principles of integrity, impartiality, professional adequacy, confidentiality and professional conduct. In this context, the assurance team is independent from the Hellenic Healthcare Group and has not participated in the preparation of the Group's 2020 Sustainability & ESG Report.

## Conclusion

We report the following conclusions based on the scope and the limitations of our engagement. Our conclusions are based on the procedures we carried out, as described in the "Work Conducted" section:

- Nothing has come to our attention that causes us to believe that the 2020 Sustainability & ESG Report does not meet the GRI Standards' requirements of the "In accordance core" option.
- Nothing has come to our attention that causes us to believe that the Topic-specific Standards Disclosures included in the 2020 Sustainability & ESG Report, as described in section "Scope", are materially misstated.

Athens, 20/12/2021

The Chartered Accountant



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**Athina Moustaki**

CPA (GR) Reg. No.28871



**Grant Thornton**

Chartered Accountants Management Consultants  
58, Katschaki Av., 115 25 Athens, Greece  
Registry Number SOEL 127





## Hellenic Healthcare Group

6 Eleftheriou Venizelou Street, 18547 N. Faliro, Athens, Greece

Call Center: 210 48 09 409

[www.hhg.gr](http://www.hhg.gr) / [info@hhg.gr](mailto:info@hhg.gr)



## DIAGNOSTIC & THERAPEUTIC CENTER OF HYGEIA ATHENS SA

4 Erythrou Stavrou Street & Kifisias Avenue, 151 23 Marousi, Athens, Greece

Call Center: 210 686 7000, Fax: 210 684 5089

Info: 210 686 7885/433

Ambulances: 210 686 7000

Emergency Department/Outpatient Clinics: 210 686 7425

[www.hygeia.gr](http://www.hygeia.gr) / [info@hygeia.gr](mailto:info@hygeia.gr)



## METROPOLITAN HOSPITAL

9 Ethnarchou Makariou & 1 Venizelou Streets, 18547 Neo Faliro, Athens, Greece

Call Center: 210 48 09 000

[www.metropolitan-hospital.gr](http://www.metropolitan-hospital.gr) / [information@metropolitan-hospital.gr](mailto:information@metropolitan-hospital.gr)



### MITERA GENERAL, MATERNITY, GYNECOLOGY & CHILDREN'S HOSPITAL

6 Erythrou Stavrou Street & Kifisias Avenue, 151 23 Marousi, Athens, Greece

Call Center: 210 686 9000, Fax: 210 683 1877

Information: 210 686 9100, Outpatient Clinics: 210 686 9143

[www.mitera.gr](http://www.mitera.gr) / [info@mitera.gr](mailto:info@mitera.gr)



### MITERA CHILDREN'S HOSPITAL

6 Erythrou Stavrou Street & Kifisias Avenue, 151 23 Marousi, Athens, Greece

Call Center: 210 686 9000

Children's Hospital Emergency Department /

Outpatient Clinic: 210 686 9404, Fax : 210 686 9197

[www.mitera.gr](http://www.mitera.gr) / [paediatric@mitera.gr](mailto:paediatric@mitera.gr)



### METROPOLITAN GENERAL SA

264 Mesogeion Avenue, 15562 Cholargos, Athens, Greece

Call Center : 210 65 02 000

[www.metropolitan-general.gr](http://www.metropolitan-general.gr)

[infogeneral@metropolitan-hospital.gr](mailto:infogeneral@metropolitan-hospital.gr)





## LETO MATERNITY, GYNECOLOGY & SURGICAL CENTER SA

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Preparation & Editing of the 2020 Sustainability Report


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