

**SUSTAINABLE  
DEVELOPMENT REPORT  
ESG 2023**







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# MESSAGE FROM THE CEO

# 01



*Dear colleagues and stakeholders,*

2023 was one more year of dynamic growth and innovation for the Hellenic Healthcare Group. In an ever-changing and challenging environment, we remained committed to our mission, offering top-notch healthcare services and strengthening our position as a leading provider in private healthcare in Greece. With a view to ensuring and continuously improving the quality of health services, we strategically integrate the principles of sustainability, innovation and social responsibility into all our activities.

Our strategy focuses on leveraging advanced digital and technological solutions, aiming for continuous development in the field of medical science and, as a result, improving the quality of our services, care and patient experience. At the same time, we consistently invest in modern infrastructure that ensures the provision of more reliable and accessible health services, strengthening our role as a responsible and attractive employer. Via targeted corporate social responsibility actions, we are responding, for one more year, to the expectations of the market, our employees and the wider society.



We are committed to continuing with dedication our work in the field of health, while promoting sustainability in all aspects of our activities.

This year, the Group expanded with the inclusion of the general clinic City Hospital and the diagnostic centers PLATON DIAGNOSIS and PROGNOSIS. These strategic expansions in the healthcare sector broadened our services, in order to continue to build relationships of trust, responding to the needs of our patients and their families. During the past year, we served more than 1.3 million patients across our network, with 91% of them expressing high levels of satisfaction with the services they received.

At the same time, heading towards a holistic approach regarding sustainability issues, we took initiatives to reduce our environmental footprint, integrating green technologies and upgrading our infrastructure. The result of these actions was a reduction in greenhouse gas emissions by 37% (Scope 1) and by 21% (Scope 2) compared to the previous year.

Our people-centered culture is reflected in our investment in human resources, strengthening the technical and socio-emotional skills of our people, ensuring meritocracy and transparency, with an emphasis on teamwork and collaboration, cultivating a pleasant and friendly work environment and putting the patient and the employee at the center. Furthermore, an integral part of our activities and philosophy is the emphasis we place on diversity, equality and inclusion. Therefore, we are proud that, for another year, we maintained the high percentage (70%) of women employed in the Group, while we increased the percentage of women in management positions by 2% compared to 2022.

Finally, the Group, for yet another year, stood by the side of citizens in every corner of the country, through the "Everywhere" program. By merging the separate programs "Traveling for Health" and "Prevention", we formed a comprehensive plan of annual actions, which offered free health services in remote areas of the country, as well as education and awareness-raising about the value of prevention to citizens of all ages. In particular, a total of 25 voluntary campaigns have been carried out, in the context of which more than 12,300 residents were examined and more than 43,800 medical and diagnostic tests were performed.

Looking to the future, we remain committed to our vision of becoming a reference point for the provision of high-quality health services, while aligning our operations with modern requirements and the principles of sustainable development. Therefore, we are committed to taking consistent action towards the continuous improvement of our performance, in all aspects of our business activity, strengthening our position as a reference point in private healthcare at the European level and at the same time seeking to disseminate our good practices to social partners and associates.

**Dimitris Spyridis**  
CEO Hellenic Healthcare Group

# KEY ESG EVENTS

# 02

At Hellenic Healthcare Group, we are proud to monitor and improve key performance indicators related to the environment, society and corporate governance (ESG) on an annual basis. The Group's significant achievements during 2023 are summarized in this section<sup>1</sup>.

## Environment

Hellenic Healthcare Group, seeking to continuously contribute to the achievement of the Sustainable Development Goals, implements a series of actions towards achieving climate change mitigation and pollution reduction.

In particular, the Group invests in green technologies and upgrades the energy efficiency of equipment and facilities. As part of the actions, the lamps are gradually replaced with lighting system technologies (Light Emitting Diodes; LED), and the electromechanical equipment and central air conditioning units of clinics and companies are maintained. At the same time, the company's fleet of vehicles is gradually upgraded, through the replacement of conventional vehicles with hybrid or purely electric vehicles.

Furthermore, the Group has internal regulations for waste management and promotes a model of waste reduction, recycling and re-use, within the framework of the principles of the circular economy. With a view to the same direction, systems are used that contribute to the reduction of water consumption in all the Group's clinics, while consumption is monitored on a monthly basis.

**37%**  
reduction of direct  
emissions (Scope 1)

**21%**  
reduction of indirect  
emissions (Scope 2)

**41%**<sup>2</sup>  
electricity  
consumption from  
renewable sources

**281 MWh**<sup>3</sup>  
reduction in  
natural gas  
consumption

**91%**<sup>4</sup>  
reduction in  
oil consumption



1. The data comparison was carried out in relation to the year 2022.

2. Includes data from the clinics/companies HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, CRETA INTERCLINIC, APOLLONION, Y-LOGIMED, GMP and HYGEIA IVF EMBRYOGENESIS. For 2022, the percentage of electricity consumption from RES amounted to 34%

3. Includes data from the clinics/companies HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL and LETO. Total consumption for 2023 amounts to 22,585 MWh.

4. Includes data from the clinics/companies HYGEIA, CRETA INTERCLINIC and APOLLONION. The total oil consumption for 2023 amounts to 29.12 m<sup>3</sup>.

## Society

### Employees

As a major employer in the country, the Group employs 5,709 people, recording an increase in the number of employees, which also results from the inclusion of the three new clinics.

The Group seeks to create a healthy and safe working environment, systematically assessing potential risks and taking the necessary relevant measures for the health and safety of employees. At the same time, it promotes diversity and the creation of a work environment that offers equal opportunities, strengthens equality and inclusion, and promotes professional development. Therefore, female representation in the total workforce amounts to 70%, while 54% of managerial positions are held by women.

Furthermore, significant investments were made in the direction of human resources development with the aim of continuously strengthening the knowledge and leadership skills of employees at all levels. This is demonstrated by the more than doubling of spending on training and information actions for scientific and other staff compared to the previous year, while the total number of employees who participated in training increased by 23% compared to 2022.

Finally, seeking to establish communication channels with employees regarding their performance, the Group carried out for another year a feedback process through the annual performance evaluation. Through the process in which the majority of human resources participate, the continuous development and empowerment of employees is sought, highlighting their strengths and, at the same time, identifying areas that need further improvement.

**8%**  
increase in  
the number  
of employees

**23%**  
increase in  
employee training

**1,04**  
average injuries  
from sharp objects

**€167.500**  
expenditure for  
training actions

**37.661**  
hours of training

**84%<sup>5</sup>**  
of the employees  
were evaluated for  
their performance



5. Includes data from the clinics/companies HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, CRETA INTERCLINIC, APOLLONION, A-LAB, GMP, HYGEIA IVF EMBRYOGENESIS, ARETAEIO, PROGNOSIS and BUSINESS CARE. The corresponding percentage for 2022 was 82%.

## Patients

Providing excellent quality services to patients is our main goal. For this reason, we remain sensitive to our patients and their family members and ensure the high quality of our services by implementing strict quality standards and constantly improving our procedures. In the same context, we monitor and calculate indicators related to patient satisfaction and identify issues that contribute to the improvement and effectiveness of our services.

As a result of good practices, for another year, we have achieved extremely high patient satisfaction rates, with 91% of them rating our services as "excellent" or "very good". At the same time, we maintained low levels of patient falls per 1,000 patient days at 0.5 through procedures and actions to enhance patient safety.

**91%**  
of patients rated  
the care as  
"excellent"  
or "very good"

**0,06%<sup>6</sup>**  
of patients  
complained about  
the services  
they received



## Local community

In the context of supporting the local community, the clinics carry out a series of actions on an annual basis, which include sponsorships, donations, participation in events and collaborations with organizations, bodies, and associations that contribute to the development of society and the support of people in need. In 2023, as part of our social responsibility, we undertook initiatives aimed at supporting our fellow people and improving their quality of life by meeting their needs.

Overall, we offered significant donations, contributing greatly to meeting basic needs while we conducted free examinations for vulnerable social groups, demonstrating our dedication to supporting society by providing access to essential medical services for those in need.

6. Includes data from the clinics/companies HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, CRETA INTERCLINIC, APOLLONION, HYGEIA IVF EMBRYOGENESIS and ARETAEIO.

## Governance

**Zero violations**  
of GDPR  
(General Data  
Protection  
Regulation)

**81%<sup>7</sup>**  
of our suppliers  
come from the  
local community

**Zero incidents**  
of non-compliance  
and environmental  
non-compliance

Effective governance, with credibility and accountability at its core, is the cornerstone that ensures that our values and commitments are translated into actions.

With regard to issues related to sustainable development, the Group monitors indicators related to governance, aligning its operations with the GRI standards, thus enhancing transparency and meritocracy. In addition, taking into account the wider value chain, suppliers are assessed based on environmental and social compliance criteria. Through the evaluation process, the Group has the ability to select partners who share the same values, vision and commitments to environmental protection and social responsibility as those of the Group.

In 2023, we recorded zero incidents of non-compliance and environmental compliance, which demonstrates the effectiveness of our policies and the dedication of employees and management to adhering to the highest standards. Finally, during the reporting period, there were zero fines for violations of GDPR, confirming our dedication to the protection of personal data and strict compliance with the relevant regulations.



7. Includes data from the clinics/companies CRETA INTERCLINIC, Y-LOGIMED, APOLLONION and HYGIEIA IVF EMBRYOGENESIS. The company Y-LOGIMED supplies all the clinics of the Group.



CO<sub>2</sub>



# 03 OUR PROFILE

## Our profile

Hellenic Healthcare Group is leading the way in the private healthcare sector in Greece and Cyprus, shaping the future of private healthcare with reliability, innovation and respect for people and life. Aiming at creating substantial value for society and the environment, we offer a wide range of services covering different aspects of medical care. Our state-of-the-art facilities and the innovative digital tools we have developed ensure high-quality care services, which are accessible to everyone. Making dynamic investments in technological development and sustainability, Hellenic Healthcare Group is not just a provider of medical services, but a strategic ally in the upgrading of health and well-being at a national and international level.

As an extension to our vision to be a reference point for the provision of high-quality health services, our main goal is to modernize health services through the development and implementation of innovative digital solutions. With significant investments in advanced medical technologies and modern infrastructure, we aim to improve the quality of services provided and create a technologically advanced medical care environment. In the same context, we emphasize the continuous development and training of scientific and other personnel, through training and updates, so that they can monitor and be able to implement the latest developments in the field.

However, the Group's commitment goes beyond providing excellent medical support to patients and incorporates its broader contribution to society through organized sustainability and corporate social responsibility actions. By adopting sustainable practices, we aim to reduce our environmental footprint by improving the energy efficiency of our infrastructure. At the same time, we promote circular economy actions aimed at the proper management of waste and water.

The Group's commitment goes beyond providing excellent medical support to patients and incorporates its broader contribution to society through organized sustainability and corporate social responsibility actions.

At the Group, we place people at the center, both internally and externally to the organization. Therefore, we seek to consistently contribute to employment as well as the formation of a safe working environment that promotes diversity, pluralism, continuous development and well-being of employees. As far as the wider society is concerned, we consistently support initiatives aimed at ensuring access to quality medical care in remote areas and we consistently invest in raising public awareness on health and prevention issues. Our strategy includes supporting social structures and programs that promote social cohesion and equality, creating value for local communities and contributing to building a better and more sustainable future.

Finally, Hellenic Healthcare Group focuses on extraversion, the development and maintenance of strong partnerships, which aim to develop business dynamics. In this direction, we are building a network of sustainable development partners and actively participating in organizations and initiatives such as Global Sustain Hellas, CSR Hellas, CRI Hellas, QualityNet Foundation and United Nations Global Compact (UNGC), improving our performance and demonstrating our commitment to economic development, social responsibility and environmental responsibility.

# The HHG Group at a glance

The Group employs a significantly large number of employees and is a safe and reliable healthcare provider, serving more than 1.3 million patients in its 9 clinics. Our specialized medical teams utilize the most modern technologies to provide excellent health services, setting high standards for the private healthcare in Greece.



108

Operating  
rooms



136

Pediatric  
beds



1.630

Beds



101.418

Surgeries  
per year



34

Delivery  
rooms



9.691

Childbirths





1.284.696

Outpatients



&gt;6,662

Partnering  
physicians

5.709

Employees



12

Robotic  
systems

10

latest  
generation  
MRI

205 Single rooms

71 Suites &amp; lux



27

Ambulances



# Our vision, mission and values

## Our vision

Our ambition is to emerge as leaders in the healthcare sector in Greece, following the highest international standards. We are confident that access to quality health services is an inalienable right of every citizen. In this context, we invest in the development and upgrading of our facilities, the integration of technological innovations, and the training of staff, with the aim of ensuring excellent care for everyone.

## Our mission

Improving the quality of life of our patients through the provision of high-quality medical and nursing care is our mission. We, therefore, focus on prevention, accurate diagnosis and treatments that are tailored to the personal needs of each patient. Our commitment includes actions to continuously upgrade our services, through collaboration with leading healthcare professionals and through the use of cutting-edge technologies.

### » Commitment towards society

Social responsibility is an integral element of our identity. The Group consistently seeks to improve the quality of life of local communities, through collaboration with local bodies and international organizations. In this context, we systematically develop and support education and prevention programs that aim to enhance public health and social well-being.

### » Focus on the patient

The patient is at the core of every initiative of ours. We believe that personalized care is the key to achieving tangible results and satisfying our patients. Our services are designed based on the specific needs and preferences of each patient, while we apply the most modern and proven therapeutic practices.

## Our values

### » Respect

We cultivate an environment of respect and trust, both with patients and with our collaborators. We create strong bonds and promote collaboration at all levels of our operation.

### » Integrity

We are committed to upholding the highest standards of professional conduct and ethics, ensuring integrity and accountability in all our actions.

### » Excellence

We ensure high standards in healthcare through the continuous training of our staff, the upgrading of our infrastructure and the implementation of innovative solutions in medical care.

### » Innovation

We constantly invest in the latest medical technologies and the most innovative therapeutic approaches. We collaborate with leading physicians and nurses and support scientific research and continuing education.

### » Care

We approach each patient with empathy and understanding, ensuring that our services meet both the medical and psychological needs of patients and their families.

### » Teamwork

We foster teamwork in an environment where collective effort and mutual support are the norm, and fully meet the expectations of our patients.







## The Group's subsidiaries

The prevention, treatment and restoration of patients' health is at the heart of the organization's activities. Hellenic Healthcare Group manages a network of 9 leading clinics, which provide comprehensive medical care services. In addition, we have a fully equipped network of advanced diagnostic centers and specialized genetics laboratories, while we are also active in the provision of medical equipment and specialized consulting services.

Through the Group's extensive presence in Greece and Cyprus, as well as through our diverse activities, we aim to continuously improve the health and quality of life of our patients. We systematically invest in the development of the Group's infrastructure and the training of our staff, ensuring that we provide innovative and effective solutions for every medical need. By leveraging our network, we contribute substantially to the health and well-being of the local communities we serve, highlighting HHG's commitment to excellence and continuous improvement.



Responsibility for life

MEMBER OF HHG GROUP



Primary and  
Secondary Care

**i** You can find more information  
on the website [www.hygeia.gr](http://www.hygeia.gr)

The "Diagnostic and Therapeutic Center of Athens HYGEIA" was founded in 1975 and is the first large private hospital in Greece, while it remains one of the leading hospital in the country. With almost 53 years of pioneering work in the health-care sector, HYGEIA continues to set high standards in private healthcare.

It is the first clinic in Greece to receive the Gold Seal of Approval from the Joint Commission International (JCI), maintaining this distinction since 2010.





METROPOLITAN HOSPITAL clinic that was founded in 2001, is one of the leading medical technology and robotic surgery centers in Greece. It offers comprehensive, high-quality care in all medical specialties, supported by state-of-the-art diagnostic laboratories. METROPOLITAN HOSPITAL also hosts the first advanced care unit for acute vascular stroke in Greece, certified by the European Stroke Organization (ESO). In addition, it has been recognized as a Center of Excellence for Clinical Activity for the use of the Mako robotic system in orthopedic surgery.



Primary and  
Secondary Care

**i.** You can find more information  
on the website [www.metropolitan-hospital.gr](http://www.metropolitan-hospital.gr)



The GENERAL, MATERNITY - GYNAECOLOGY AND PEDIATRIC CLINIC MITERA provides extensive health services for women, children and families. With modern facilities and specialized staff, it continues to cover all medical needs while ensuring high quality and safety.

The clinic has three main units: the general clinic, the MITERA maternity/gynecology clinic and the most comprehensive private pediatric clinic in the country, MITERA CHILDREN'S CENTER.



Primary and  
Secondary Care

**i.** You can find more information  
on the website [www.mitera.gr](http://www.mitera.gr)



METROPOLITAN GENERAL is one of the most important and modern health units in Greece, with infrastructure, equipment and staff that ensure the comprehensive management of medical cases. The clinic continuously invests in cutting-edge technologies and modern equipment, maintaining high standards of quality and safety.

METROPOLITAN GENERAL clinic's dedication to quality is confirmed by the international certifications it has received, making it a model health establishment.



Primary and  
Secondary Care

**i.** You can find more information  
on the website [www.metropolitan-general.gr](http://www.metropolitan-general.gr)



LETO Clinic, the first prestigious private maternity hospital in Greece, celebrates 52 years of successful presence, offering high-quality health services for women and newborns in an environment of safety and comfort.

At the same time, as a general clinic, it provides advanced medical services with modern imaging technologies, such as in the CT and MRI departments. The upgraded breast center offers specialized care and cutting-edge surgical treatment, especially for breast cancer cases.



Primary and  
Secondary Care

**i.** You can find more information  
on the website [www.letogr](http://www.letogr)



The private clinic CRETA INTERCLINIC has been operating since 2002 in Heraklion, Crete, and is a model for providing healthcare, offering diagnostic, therapeutic and surgical services in a wide range of medical specialties. The clinic covers the needs of primary and secondary care in Crete and has a modern breast center and imaging departments.

The clinic is certified according to ISO 9001:2015 and is the first member in Crete of the International Organization TEMOS INTERNATIONAL, while it has been distinguished internationally for the quality of its services.



Primary and  
Secondary Care

**i.** You can find more information  
on the website [www.cic.gr](http://www.cic.gr)



APOLLONION Private Hospital was founded in 1991 in Nicosia and is one of the leading private clinics in Cyprus, with over 31 years of experience in providing comprehensive and innovative diagnostic and treatment services.

The clinic stands out for its innovative cardiac surgery center, which offers extensive cardiac surgeries for children and adults, using advanced medical equipment according to German standards. Its hemodynamic laboratory provides 24-hour coverage for interventional cardiology and electrophysiology.



Primary and  
Secondary Care

**i.** You can find more information  
on the website [www.apollonion.com](http://www.apollonion.com)



ARETAEIO was founded in 2006 in Nicosia and is a state-of-art private clinic of high standards, dedicated to providing excellent medical care. It provides complete diagnostic, therapeutic and surgical services in modern facilities, with an emphasis on continuous improvement of the quality of its services.

The development of quality management systems, investments in innovative equipment and staffing with highly trained personnel ensure that the clinic meets the modern needs of medical science and European standards.



Primary and  
Secondary Care

**i.** You can find more information  
on the website [www.aretaeio.com](http://www.aretaeio.com)



HEALTHSPOTS are the Group's modern and advanced diagnostic centers, providing high-standard diagnostic and primary care services. The centers are staffed by highly specialized and trained physicians, as well as experienced nursing and paramedical staff. From the moment of scheduling appointments to receiving test results, HEALTHSPOTS incorporate technologies that facilitate customer service, offering speed and security.

Furthermore, the centers provide the possibility of home health services through the Homecare service and are in open communication with the hospitals of the HHG.



**i.** You can find more information on the website [healthspot.hhg.gr](http://healthspot.hhg.gr)



CITY HOSPITAL is a private clinic in the center of Kalamata, which was added to the Group's members this year, and offers high-level medical services with modern technological infrastructure. The clinic is staffed with distinguished physicians from almost all specialties and is supported by highly trained nursing staff. The renovated facilities include 32 beds offering excellent nursing conditions.

CITY HOSPITAL's laboratories are equipped with cutting-edge technology, providing complete biomedical examinations for accurate diagnosis and patient care.



Primary and  
Secondary Care

**i.** You can find more information  
on the website [cityhospital.com.gr](http://cityhospital.com.gr)



The model diagnostic center PROGNOSIS became a member of the Group in 2023 and was founded by a large team of specialized scientists, with the aim of providing physicians and patients with high-quality medical imaging services. The center offers top-quality magnetic resonance imaging, computed tomography, ultrasound, and radiological examinations.

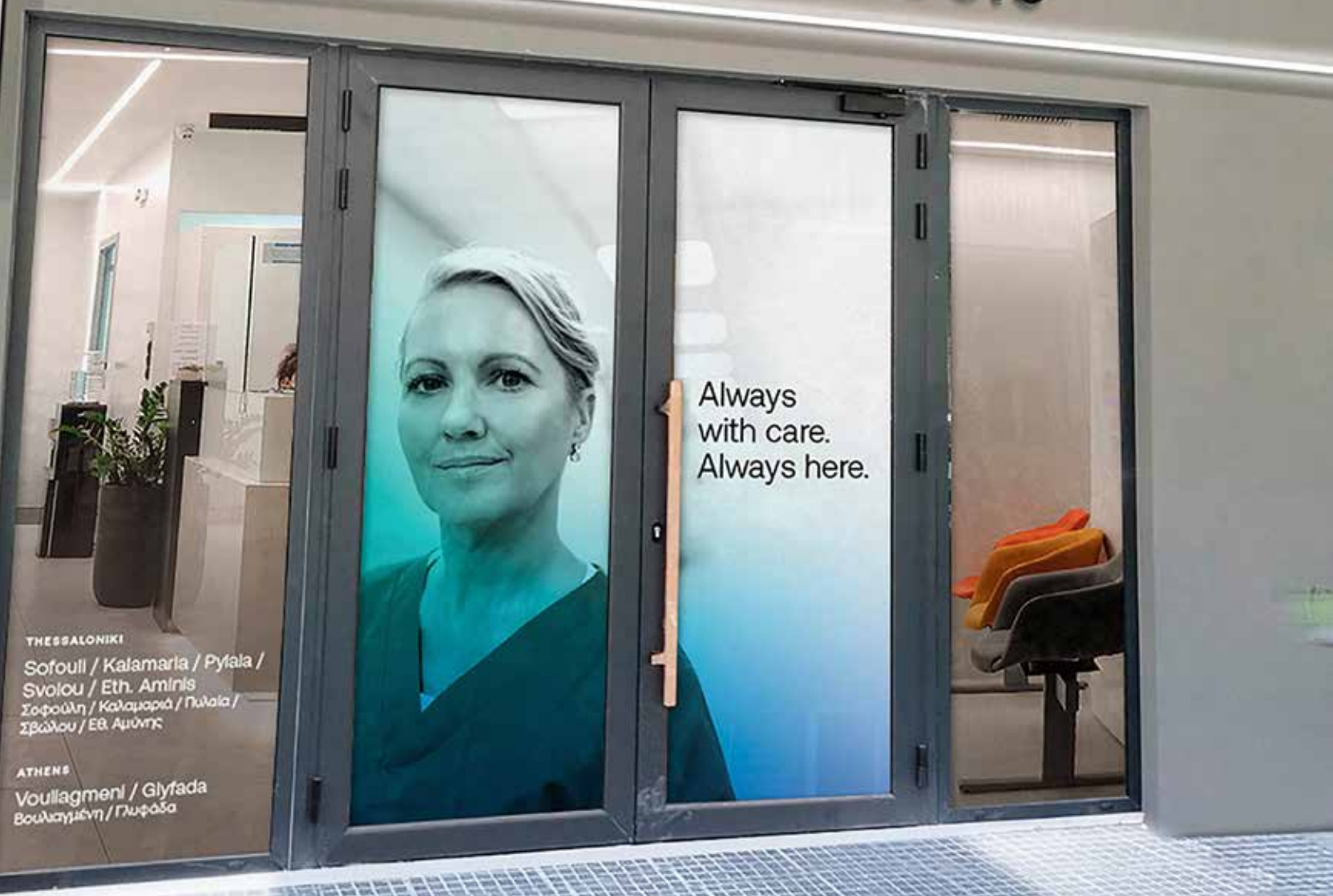
The examinations provided by the center cover the entire spectrum of diagnostic imaging, continuously investing in infrastructure, equipment and human resources.



Primary Care

**i.** You can find more information on the website [prognosismri.com](https://prognosismri.com)

# PLATON ΔΙΑΓΝΩΣΙΣ



## PLATON ΔΙΑΓΝΩΣΙΣ

The diagnostic centers PLATON MEDICINE (Πlaton Δiagnosis) joined the Group in 2023 and have been operating since 1996, providing primary care services. With continuous upgrading of scientific knowledge and the utilization of the latest medical technologies, the centers are constantly evolving to meet the needs of patients.

In total, the centers have 7 laboratories, strategically located and fully equipped with modern technology, capable of providing reliable and accurate diagnostic services. Quality is ensured through strict control processes, in accordance with international standards, achieving excellent care for the patients.



Primary Care

**i.** You can find more information on the website [platonae.gr](http://platonae.gr)



**My  
Clinic**  
Mykonos

**My  
Dialysis**  
Mykonos

The group practice MYCLINIC MYKONOS is located in the heart of Mykonos and offers a wide range of medical services in modern facilities. The center is equipped with the latest medical technology and staffed by specialized physicians and experienced nursing staff.

In addition, the center covers needs for diagnostic tests, medical specialties and emergency care. Home services, wellness treatments (such as IV & Rejuvenate treatments), specialized ambulance and airlift services are also provided, while it also has the MyDialysis Chronic Hemodialysis Unit.



Primary Care



A-LAB was founded in 1995 with the aim of leading the way in research and technology, providing exceptional clinical laboratory genetics services. The center specializes in providing molecular biology and genetics diagnostic services.

A-LAB actively participates in European programs and implements innovative methods, ensuring continuous progress and excellence in its services, both in the field of research and diagnosis.



Clinical laboratory  
genetics services

**i.** You can find more information  
on the website [www.alab.gr](http://www.alab.gr)



HYGEIA IVF EMBRYOGENESIS unit constitutes the Group's largest investment in the field of assisted reproduction in Greece in the last decade, with the aim of offering innovative fertility treatments at a national and international level.

Boasting the most advanced embryology laboratory in the country and one of the leading teams of specialists worldwide, the unit applies the most modern and specialized in vitro fertilization methods, contributing to the success of over 70,000 treatments and the creation of new families.



Clinical laboratory  
genetics services

**i.** You can find more information  
on the website [www.hygeiaivf.gr](http://www.hygeiaivf.gr).



Y-LOGIMED provides a comprehensive ecosystem of specialized services to the clinics, diagnostic centers and units of the Hellenic Healthcare Group in Greece and Cyprus, while also operating commercially, representing leading manufacturers of medical devices.

The company manages the supply chain of large hospitals and serves more than 550 private practices throughout Greece. Y-LOGIMED offers with consistency and professionalism, high-quality services and products in the healthcare sector, continuously responding to the needs of the Group.



Medical equipment  
services

**i.** You can find more information  
on the website [www.y-logimed.gr](http://www.y-logimed.gr)



G.M.P. is a company that sells medical devices to the clinics HYGEIA, METROPOLITAN HOSPITAL, METROPOLITAN GENERAL, MITERA, LETO, CRETA INTERCLINIC and APOLLONION.

It has fully taken over the supply chain of the Hellenic Healthcare Group clinics, with regard to surgical cases for the entire range of medical consumables and implantable materials, operating as a General Procurement Organization (G.P.O.) and offering reliable and comprehensive procurement services.



Medical equipment  
services



BUSINESS CARE External Protection and Prevention Service (EXYPP) was founded in 2006 with the aim of providing specialized occupational safety and health services to businesses and organizations.

The company provides its services through an extensive network of specialists, such as occupational physicians and certified safety technicians, throughout Greece. BUSINESS CARE promotes optimal working conditions, enhancing the safety, productivity and sustainability of businesses.



**i.** You can find more information on the website [www.businesscare.gr](http://www.businesscare.gr)



## Awards and distinctions

With a commitment to excellence and responsibility, 2023 emerged as a year of remarkable achievements and distinctions for the Group. This year's awards and distinctions reflect the Group's continuous efforts for sustainable development, responsible entrepreneurship and social contribution.

### Third consecutive distinction for Hellenic Healthcare Group from the internationally recognized rating agency EcoVadis.

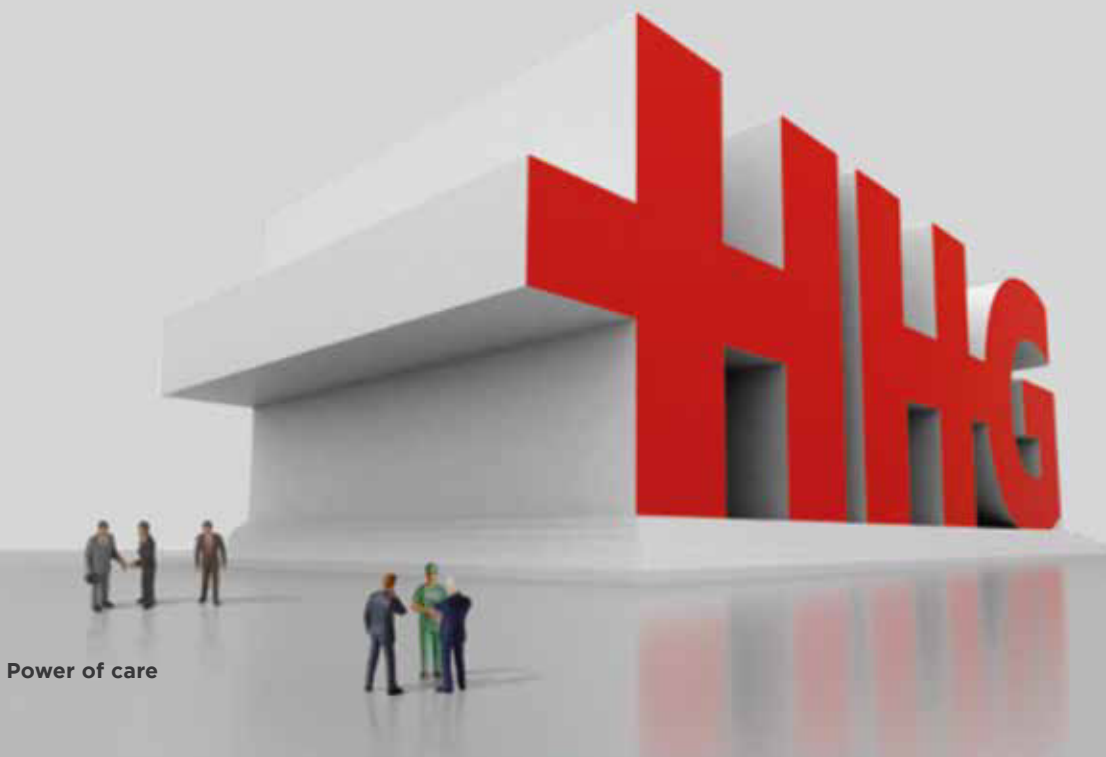
Hellenic Healthcare Group received, for the third consecutive year, a distinction from the rating agency EcoVadis. EcoVadis organization is a leading corporate sustainability rating agency worldwide dealing with the socially responsible practices implemented by companies regarding issues of responsible entrepreneurship, sustainable development and sustainable growth. As part of the assessment, the Group was assessed according to 21 criteria, which are based on international standards, such as the Principles of the Global Compact, the International Labor Organization (ILO) conventions, the Global Reporting Initiative (GRI Standards) and the ISO 26000:2010 standard, and received the silver distinction.

The awarding is not only a recognition of the Group's practices in the field of business excellence, but also a demonstration of our commitment to protecting the environment and supporting society. The bronze distinction frames our efforts and confirms our path in the right direction. Demonstrating the same commitment, the Group continues to integrate the principles of sustainable development into all aspects of its activities, from the daily operation of its clinics to its long-term strategic pursuits for a better future for the environment and people.



We are in the 20% of the top world's leading companies

We are in the 8% of the top global healthcare companies



Below are the Group's awards and distinctions for the year 2023.



Hellenic Healthcare Group won two awards for the innovative implementation of the electronic patient health record "my-Hygeia", at the PPC BITE Awards.



HYGEIA Clinic, for the fourth consecutive year, won the "Gold" award from the Corporate Responsibility Institute, for its performance in the field of Corporate Responsibility and Sustainable Development for 2023. The distinction places the clinic among the best companies in the country, according to the criteria of the Corporate Social Responsibility. The National Corporate Responsibility Index (CR Index) and the CRI Pass, two internationally recognized systems that examine, analyze and evaluate the performance of companies in this field.



HYGEIA, for yet another year, deservedly earned a place among the top 35 "The Most Sustainable Companies in Greece 2023", in the context of the publication of the annual results of the assessment of business performance in sustainable development based on ESG criteria, which were announced by the QualityNet Foundation.



MITERA Clinic was distinguished in the "Governance" pillar of the BRAVO 2023 institution, for its "Procurement Policy", among 250 candidate Corporate Social Responsibility actions. The awarding was held as part of the 14th annual Bravo Sustainability Dialogue & Awards 2023 event, organized by the QualityNet Foundation.



METROPOLITAN GENERAL clinic has been certified for its Quality Management System and high level of services according to the ISO 9001:2015 standard by Bureau Veritas as well as according to the ELOT EN 15224:2017 standard by TUV Austria Hellas, which includes additional requirements for patient safety and clinical risk management.

It also received "Quality in International Patient Care" certification from the International Health Services Accreditation Body Temos International, in the scope of "Quality in International Patient Care".

Furthermore, it was distinguished as a "Center of Excellence in Hernia Surgery" by the international surgical certification body Surgical Review Corporation (SRC), as a Center of Excellence in the surgical treatment of patients with abdominal wall hernias, and as a "Preferred Partner Hospital" by the certification body Diplomatic Council (DC).

Finally, it received certification for the Cardiac Ultrasound and Cardiac Magnetic Tomography Laboratory from the European Association of Cardiovascular Imaging (EACVI).



METROPOLITAN HOSPITAL has received several important certifications that recognize its excellence in healthcare services. It holds the "Excellence in Medical Tourism" certification from the International Health Services Accreditation Body, Temos International, for its excellent services in medical tourism. In addition, it has been certified for "Quality in Medical Care" by Temos International, which reflects the high standards in healthcare provision.

It also has a Certificate of Approval for its Management System from LRQA, in accordance with the BS EN ISO 22000:2018 standard, for the management of food safety related to patient and staff meals. In addition, it has received certification according to the ELOT EN 15224:2017 standard by TUV Austria Hellas, which meets the requirements of ISO 9001, for the provision of primary and secondary health services, including Pathology, Surgery, Intensive Care, Laboratories, Oncology, Emergency and Outpatient Services.

METROPOLITAN HOSPITAL is also certified according to ISO 9001:2015 by Bureau Veritas for its comprehensive Quality Management System and the high level of services provided. The clinic's clinical laboratory has been certified by the National Accreditation System according to the ELOT EN ISO 15189:2012 standard, covering hematological, biochemical and immunochemical tests.

In March 2023, the clinic's Acute Stroke Intensive Care Unit received certification from the European Stroke Organization, recognizing it as the first officially certified stroke unit in Greece. This unit is available 24 hours a day, offering top-notch care for stroke patients.

METROPOLITAN HOSPITAL also received the "Best Hospitals Worldwide" certification from the Diplomatic Council for its state-of-the-art infrastructure, innovative medical technology and specialized medical staff.

The clinic's First Oncology Clinic has been recognized as a "Designated Center of Integrated Oncology and Palliative Care" by ESMO (European Society for Medical Oncology) for three consecutive terms (2016-2018, 2019-2021 and 2022-2024).

Finally, the Center for the Prevention, Diagnosis and Treatment of Lymphedema and Lymphatic Diseases has earned the title of "Comprehensive Center of Excellence" from LE&RN, establishing it as a global leader in lymphedema care.





At Hellenic Healthcare Group, in pursuit of business excellence, we place sustainable development at the heart of our business philosophy.

Modern challenges, such as climate change, pollution, biodiversity loss, social inequalities and inequalities in work, require a different approach.

With the aim of ensuring a safe and fair working environment, making a significant contribution to health and inclusive value creation, supporting local communities and reducing the environmental impact of our activities, we are aligning with the global Sustainable Development Goals (SDGs) of the United Nations and shaping a new development model.

In this context, we strengthen our ambition, which is founded on the establishment of a resilient and sustainable organization, where respect for people and the environment are priorities.





04

SUSTAINABLE  
DEVELOPMENT  
IN FOCUS



# Pillars of sustainable development

Sustainable development is an integral element of Hellenic Healthcare Group's strategy. In particular, we focus on ensuring long-term environmental, social and economic well-being, continuously adapting our activities to the challenges of climate change, social inequality, economic instability and increased healthcare needs. HHG's actions are based on three components, which incorporate the principles of sustainable development and constitute the reference points for the implementation of decisions.

The Group focuses on three main pillars:

► **Sustainable planet:** With the aim of reducing environmental impacts through the adoption of green technologies and energy-efficient systems, we aim to mitigate climate change. At the same time, the rational management of natural resources through the adoption of circular economy practices is achieved through the rational management of waste and water.

► **Contribution to society:** Caring for a healthy and safe working environment that offers equal opportunities, as well as the development and professional advancement of our people, are our main pursuit. At the same time, we strengthen social cohesion through actions that support local communities and improve the quality of life of citizens.

► **Governance:** Transparency, meritocracy, accountability and full compliance with the regulatory framework are at the core of our aspirations. The values of integrity and responsibility guide our business decisions and define our partnerships with suppliers, ensuring the long-term sustainability of the Group.

1

## Sustainable planet

- Climate change mitigation
- Energy efficiency
- Circular economy
- Waste management
- Natural resource management



2



## Contribution to society

- Human resources
- Health and safety
- Social responsibility
- Patient satisfaction

3

## Governance

- Ethical behavior
- Quality of services
- Sustainable supply chain
- Data protection
- Compliance with the regulatory framework



The initiatives and programs that support each pillar are analyzed below:

The three pillars form the basis of our efforts to integrate the principles of sustainable development into the Group's operating model, positively impacting employees, patients, local communities and the natural environment.

## Sustainable planet



At Hellenic Healthcare Group, awareness with regard to environmental issues is a starting point for the formulation of a business strategy, reflecting our dedication to sustainable development. As we understand the risks and consequences arising from climate change, we work systematically to reduce the negative impacts of our activities on the environment. By adopting innovative practices and integrating sustainable technologies, we aim to continuously improve our environmental performance and reduce the Group's environmental footprint.

Through the use of renewable energy sources and efficient technologies, we seek to reduce energy consumption and limit greenhouse gas emissions resulting from the Group's activities. At the same time, we incorporate the adoption of strategies that focus on the reduction, recycling and reuse of waste, seeking the optimal management of natural resources.

As the strategies are integrated into the Group's daily operations, employees emerge as key contributors to the Group's effort for a sustainable planet, as they are called upon to implement the standards and practices we have set in their daily lives. Therefore, in combination with actions aimed at saving energy, reducing emissions, rational waste management and utilizing natural resources, a series of employee training and awareness-raising actions are implemented. The aim is to fully align employees with the Group's vision and philosophy.

For 2024, we envision an even more dynamic approach and aim to further strengthen and consolidate our actions for environmental protection, with a view to significantly reducing greenhouse gas emissions and increasing energy efficiency in all Group facilities. Furthermore, we seek to undertake further initiatives aimed at consolidating the adoption of the principles of circular economy and sustainable development, in order to contribute to the global challenge for a greener planet.



## Contribution to society



Commitment to social progress is a fundamental pillar of our business strategy. In this context, we aim to contribute substantially to the formation of a society where health inequalities can be reduced. At the same time, we aim for the well-being and continuous development of employees, while we seek a direct positive impact on local communities, supporting initiatives that strengthen social cohesion and equality and promote quality of life.

In this direction, at Hellenic Healthcare Group, we develop and implement new training programs that enhance the technical and social skills of our staff. The specially designed for the Group programs promote fundamental values such as diversity, equality and inclusion, while emphasizing health and safety in the working environment, ensuring that the practices of clinics and companies meet the highest standards. In addition, we have established strict policies and procedures to combat child and forced labor, and protect human rights. Human resources management is carried out through transparent and fair practices, offering equal opportunities for professional development while we promote open communication and collaboration at all levels of the organization, incorporating employee opinions into the Group's decisions. At the same time, we implement an extensive employee evaluation system through which continuous improvement and professional development are encouraged.

Our patients and their daily needs are paramount and therefore we are committed to providing high-quality medical care, with an emphasis on safety and innovation. At the same time, we ensure that each patient receives personalized care, based on their specific needs, utilizing the most modern medical technologies and practices. Our approach is holistic, as it goes beyond treatment and integrates prevention and rehabilitation, which creates a supportive environment for every stage of care.

Finally, the Group focuses on supporting people in need and ensuring the well-being of the wider society, through initiatives that promote cohesion and social progress. The volunteering and corporate social responsibility actions we implement reflect our dedication to supporting vulnerable social groups. We collaborate with non-profit organizations, local communities and other entities, aiming to implement programs that respond to the needs of different social groups.

Our patients and their daily needs are paramount and we are committed to providing high-quality medical care, with an emphasis on safety and innovation.



## SUSTAINABLE DEVELOPMENT GOALS

17 OBJECTIVES TO CHANGE OUR WORLD



The Group is aligned with environmental Goals 6, 7, 12, 13 and 14, and supports social Goals 2, 3, 4, 5, 8, 9, 10 and 11, while actions related to HHG governance contribute to Goal 17.

## Governance



The Group places great value on strong corporate governance as the foundation of its strategy for sustainable and responsible growth. Therefore, the implementation and adherence to best corporate governance practices is a key commitment and priority with the aim of building relationships of trust with investors, partners, the medical community and patients. In combination, we consistently demonstrate our commitment to the Code of Medical and Scientific Ethics and fully comply with applicable laws and regulations with the aim of creating a strong governance system and effectively responding to environmental and socio-economic challenges, for the benefit of stakeholders.

The Group's Corporate Governance Code embodies the fundamental values and principles we support, ensuring that all of our activities are completed with transparency and responsibility. In addition, we implement financial risk management practices to limit any negative impacts on our financial performance that may arise due to market fluctuations or changes in associated costs.

Promoting transparency, accountability and ethical behavior are fundamental elements of corporate governance. Through regular updates and reports to investors, partners and all stakeholders, we maintain open channels of communication, strengthening trust and collaboration at every level of the Group. The development and implementation of ethical practices in accordance with the highest standards of transparency and ethics are essential elements for maintaining trust both within the organization and towards society.






The security and protection of data and information systems are key parameters for the smooth and successful operation of the Group. In this context, we have established strict policies related to corporate communication and ensure the confidentiality of corporate information and the personal data of patients, customers and employees. At the same time, we conduct regular internal audits to assess the effectiveness of management systems and ensure continuous improvement and compliance with the most stringent standards.






In order to strengthen the above principles, we systematically organize educational programs and seminars aimed at empowering our employees, encouraging the application of ethical standards in all business processes. Our goal is to ensure that every employee knows and is able to apply the values of integrity and responsibility in their daily work.




# United Nations Sustainable Development Goals


Hellenic Healthcare Group remains committed to achieving the United Nations (UN) Sustainable Development Goals (SDGs) for 2030. In this context, it takes action towards achieving all 17 Goals, to the extent that they are linked to its activities and operation. In particular, the Group aligns with environmental Goals 6, 7, 12, 13 and 14, and supports social Goals 2, 3, 4, 5, 8, 9, 10 and 11, while actions related to HHG governance contribute to Goal 17.

The following table presents the Group's actions and their alignment with the SDGs.

Environment	
United Nations Sustainable Development Goals (SDGs) related to the Group's activity	Indicative actions
	<ul style="list-style-type: none"> <li>Utilization of systems that contribute to reducing water consumption..</li> <li>Conducting regular checks to identify possible leaks.</li> <li>Conducting training programs to raise staff awareness on water resources management issues.</li> </ul>
	<ul style="list-style-type: none"> <li>Utilization of renewable energy sources in the Group's clinics and companies.</li> <li>Upgrading of air conditioning units and replacing lamps with lighting system technologies (LED).</li> <li>Conducting training programs to raise staff awareness on energy consumption issues.</li> </ul>
	<ul style="list-style-type: none"> <li>Implementation of the internal regulation for the proper management of waste and natural resources.</li> <li>Recycling of paper, plastic and metal.</li> <li>Steady increase in costs for box management and logistics products.</li> </ul>
	<ul style="list-style-type: none"> <li>Calculation and monitoring of Scope 1 and Scope 2 greenhouse gas emissions.</li> <li>Replacing lamps with lighting system technologies (LED).</li> <li>Monitoring and management of electromechanical installations through Building Management Systems (BMS).</li> </ul>
	<ul style="list-style-type: none"> <li>Implementation of an Environmental Management System in accordance with the requirements of ISO 14001:2015 standard and ISO 9001:2015 Quality Management System.</li> <li>Conducting training programs to raise staff awareness on water resource protection issues.</li> </ul>

Society	
United Nations Sustainable Development Goals (SDGs) related to the Group's activity	Indicative actions
	<ul style="list-style-type: none"> <li>› Provision of free daily meals to Group staff.</li> <li>› Implementation of a Food Safety Management System in accordance with the requirements of ISO 22000:2005 standard.</li> <li>› Organizing actions for society and vulnerable groups.</li> </ul>
	<ul style="list-style-type: none"> <li>› Offering medical and diagnostic tests in remote areas of Greece with the "Everywhere" program.</li> <li>› Free of charge distribution of medical equipment, offering sponsorships and donations for initiatives related to physical and mental health.</li> <li>› Recording zero incidents of deaths and injuries with serious consequences in all clinics, companies and centers of the Group.</li> <li>› Conducting training programs and seminars for staff on health and safety issues.</li> <li>› Implementation of an Occupational Health and Safety Management System in accordance with the requirements of ISO 45001:2018 standard.</li> </ul>
	<ul style="list-style-type: none"> <li>› Continuous increase in staff training costs and hours.</li> <li>› Evaluating employee performance for the purpose of their personal and professional development.</li> <li>› Monitoring developments and needs of the industry for the inclusion of new programs and seminars.</li> <li>› Granting scholarships for postgraduate studies for members of the Group's staff.</li> </ul>
	<ul style="list-style-type: none"> <li>› Equal representation of both genders in the entire human resources and in the Group's management positions.</li> <li>› Transparent and merit-based recruitment process for employees regardless of gender and provision of equal opportunities for advancement.</li> <li>› Conducting training programs for staff on issues of diversity, equality and inclusion.</li> </ul>
	<ul style="list-style-type: none"> <li>› Steadily increasing the number of Group employees.</li> <li>› Inclusion of new clinics, companies and centers in the Group's workforce.</li> <li>› Organizing training programs for staff on issues related to combating child and forced labor.</li> </ul>

Society	
United Nations Sustainable Development Goals (SDGs) related to the Group's activity	Indicative actions
	<ul style="list-style-type: none"> <li>Implementing digital transformation and introducing new methods of medical care.</li> <li>Investing in cutting-edge technologies in artificial intelligence.</li> <li>Equipping clinics, companies and centers with state-of-art robotic machines.</li> </ul>
	<ul style="list-style-type: none"> <li>Creating jobs for People with Disabilities (PWDs).</li> <li>Supporting the integration of minority and immigrant groups into the workforce.</li> <li>Accessible diagnostic and care services for vulnerable social groups.</li> </ul>
	<ul style="list-style-type: none"> <li>Investing in new green technologies to reduce the carbon footprint.</li> </ul>

Governance	
United Nations Sustainable Development Goals (SDGs) related to the Group's activity	Indicative actions
	<ul style="list-style-type: none"> <li>Participation of the HYGEIA clinic in the United Nations Global Compact, applying the 10 Universal Principles of Sustainability and Taking Action in Support of the United Nations Goals in all the Group's activities.</li> <li>Distinction from the rating agency EcoVadis in matters of sustainable development.</li> <li>Supporting suppliers from the local community.</li> </ul>



05

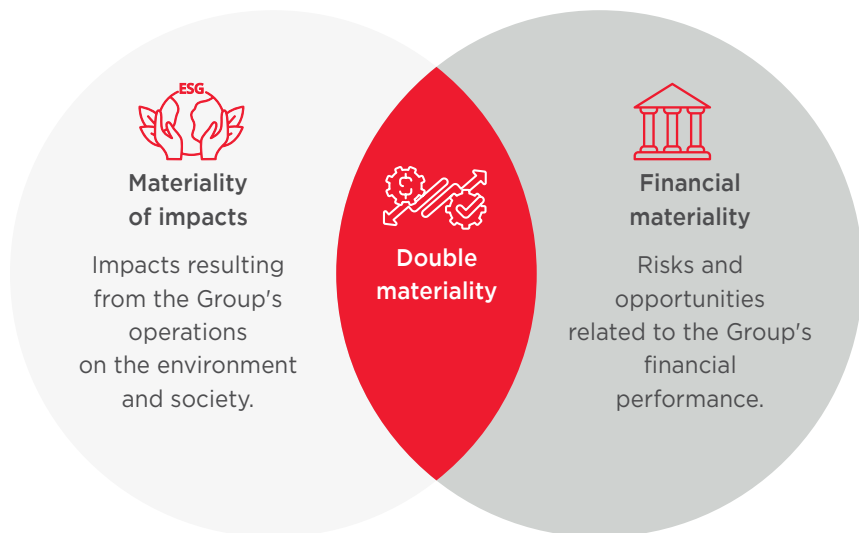
## DOUBLE MATERIALITY ANALYSIS

## Identification of the Group's material issues

Double materiality analysis enables the Group to identify and evaluate the impacts of its activities on the environment, society and the economy (materiality of impacts). It also enables us to evaluate the financial risks and opportunities that arise from the external environment and affect our operations (financial materiality).

To this end, in 2023, Hellenic Healthcare Group proceeded for the second consecutive year to repeat the process for identifying material issues through double materiality analysis. The procedure was carried out based on the GRI standards (2021 version) and the European Sustainability Reporting Standards (ESRS<sup>8</sup>).

The impacts, risks and opportunities identified remained largely in common with the results of previous years. However, their review was deemed necessary to adapt to new conditions and incorporate the latest sustainability directives. In particular, the integration of new companies into the Group, as well as the need for alignment with updated European standards, contributed to the process of re-evaluating the impacts, risks and opportunities.



8. The European Sustainability Reporting Standards (ESRS) are the guidelines established by the European Union within the framework of the Corporate Sustainability Reporting Directive (CSRD). The standards aim to improve the quality and comparability of sustainability reports published by companies, promoting transparency and consistent information on environmental, social and corporate governance (ESG) issues.

## 1. UNDERSTANDING

- ▶ Understanding the Group's business model, objectives and priorities, and reviewing the material issues, as they emerged from the double materiality analysis carried out in 2022.
- ▶ Overview of sectoral and international guidelines and standards, as well as comparative assessment of companies in the healthcare services and equipment sector.
- ▶ Mapping the Group's value chain.

### Group value chain based on European standards.



## 2. RECOGNITION

### Materiality of impacts

- ▶ Identification and updating of (i) negative/positive as well as (ii) existing/potential impacts on the environment and society.

### Financial materiality

- ▶ Identification of financial opportunities and risks related to the Group's sustainable development issues.
- ▶ Identification of risks and opportunities that have or may have a significant impact on the Group's cash flow, growth and performance.



### 3. ASSESSMENT

#### Materiality of impacts

- ▶ Conducting meetings internally within the organization with experts on sustainable development issues and distributing questionnaires to external stakeholders, with the aim of scoring the identified impacts.

#### Financial materiality

- ▶ Conducting meetings with experts to assess the identified risks and opportunities that affect or may affect the Group.
- ▶ Assessment of the size and likelihood of the risks and/or opportunities arising from the interactions of all external factors and linked to the Group's financial performance.

### 4. PRIORITIZATION

- ▶ Prioritization of material issues according to the assessment and scoring of the impacts, risks and opportunities that have been identified.
- ▶ Determination of the threshold for forming the list of material issues.
- ▶ Integration of the material issues into the 2023 Sustainability Report.

#### CRITERIA FOR EVALUATING IMPACTS, OPPORTUNITIES AND RISKS

The impacts, opportunities and risks were scored based on specific criteria.

##### ▶ Impact scoring

- |           |           |                        |            |
|-----------|-----------|------------------------|------------|
| <b>1.</b> | <b>2.</b> | <b>3.</b>              | <b>4.</b>  |
| Scale     | Scope     | Irremediable character | Likelihood |

The factors we considered to determine the final score for each impact include:

**Scale:** How serious are the negative impacts or how beneficial are the positive impacts for the environment and/or people.

**Scope:** How extensive are the negative or positive impacts? In particular, when evaluating environmental impacts, the scope of application concerns the extent of environmental damage. In the case of issues that have an impact on the human factor, the scope of application concerns the number of people affected.

**Irremediable character:** Whether and to what extent the potential negative impacts can be remedied, i.e. the restoration of the environment to its previous state or the rehabilitation of the affected individuals.

**Likelihood:** How likely is it that this potential negative impact will occur.

##### ▶ Risk and opportunity scoring

- |  |                                       |
|--|---------------------------------------|
| <b>1.</b>                              | <b>2.</b>                             |
| Risk/<br>opportunity<br>severity level | Likelihood<br>of risk/<br>opportunity |





## Consultation with the stakeholders

During the double materiality analysis procedure, we collaborated with both sustainability experts within the Group and external stakeholders. The main objective of the analysis was to ensure an open dialogue and two-way communication with all stakeholders, aiming to identify and evaluate the impacts, opportunities and risks related to the sustainable development of the organization. The Group identified two main stakeholder groups for the consultation, (i) sustainability experts within the Group and (ii) external stakeholders.

The consultation procedure with external stakeholders included the distribution of questionnaires, with the aim of evaluating and scoring the impacts on sustainability issues.

The Group's external stakeholders belong to the following groups:



Investment community



Mass media



Financial institutions



Partners



Suppliers



Local community



Medical/  
scientific community



Insurance  
companies























Associations/  
Non-governmental  
organizations



Patients

The following table shows the way and how often we communicate with stakeholders on issues related to the environment, society and governance.



















Stakeholders	Environmental, social, governance issues	Communication channels	Frequency of Communication
 <b>Investment community</b>		<ul style="list-style-type: none"> <li>▶ Electronic communication via e-mail</li> <li>▶ Regular meetings</li> <li>▶ Social Media</li> </ul>	 Whenever deemed necessary
 <b>Financial institutions</b>	<ul style="list-style-type: none"> <li>✓ Adaptation and mitigation of the impacts of climate change</li> </ul>	<ul style="list-style-type: none"> <li>▶ Electronic communication via e-mail</li> <li>▶ Regular meetings</li> <li>▶ Social Media</li> </ul>	 Whenever deemed necessary
 <b>Suppliers</b>	<ul style="list-style-type: none"> <li>✓ Energy management</li> <li>✓ Waste management</li> <li>✓ Working conditions and equal treatment and opportunities for all</li> </ul>	<ul style="list-style-type: none"> <li>▶ Daily communication with the entire Group supply chain network</li> <li>▶ Regular meetings</li> <li>▶ Contact with the Legal Department for the correct recording of agreements</li> <li>▶ Social Media</li> </ul>	 Constant
 <b>Medical/scientific community</b>	<ul style="list-style-type: none"> <li>✓ Other work-related rights</li> <li>✓ Community Support</li> <li>✓ Information and raising awareness on important health issues</li> </ul>	<ul style="list-style-type: none"> <li>▶ Company magazines</li> <li>▶ Press releases and announcements</li> <li>▶ Associate physicians of the Group, who participate in scientific committees and associations</li> <li>▶ Social Media</li> </ul>	 Constant
 <b>Mass media</b>	<ul style="list-style-type: none"> <li>✓ Quality care, safety and patient satisfaction</li> <li>✓ Business ethics</li> <li>✓ Investment in cutting-edge technologies</li> </ul>	<ul style="list-style-type: none"> <li>▶ Press conferences</li> <li>▶ Press releases</li> <li>▶ Company magazines, publications and press releases</li> <li>▶ Regular meetings</li> <li>▶ Social Media</li> </ul>	 Whenever deemed necessary
 <b>Partners</b>	<ul style="list-style-type: none"> <li>✓ Privacy policy</li> <li>✓ Transparency regarding ESG disclosures</li> </ul>	<ul style="list-style-type: none"> <li>▶ Electronic communication via e-mail</li> <li>▶ Regular meetings</li> <li>▶ Daily communication with the entire network</li> <li>▶ Social Media</li> </ul>	 Constant
 <b>Insurance companies</b>		<ul style="list-style-type: none"> <li>▶ Regular meetings</li> <li>▶ Continuous communication via email</li> <li>▶ Social Media</li> </ul>	 Whenever deemed necessary


Stakeholders	Environmental, social, governance issues	Communication channels	Frequency of Communication
 <b>Local community</b>	<ul style="list-style-type: none"> <li>✓ Adaptation and mitigation of the impacts of climate change</li> <li>✓ Energy management</li> <li>✓ Waste management</li> </ul>	<ul style="list-style-type: none"> <li>▶ Websites</li> <li>▶ Company magazines</li> <li>▶ Mass media, publications and announcements</li> <li>▶ Press releases</li> <li>▶ Annual campaign in remote areas. Feedback with quality indicator data results</li> <li>▶ Social Media</li> </ul>	 Whenever deemed necessary
 <b>Associations/ Non-governmental organizations</b>	<ul style="list-style-type: none"> <li>✓ Working conditions and equal treatment and opportunities for all</li> <li>✓ Other work-related rights</li> <li>✓ Community Support</li> </ul>	<ul style="list-style-type: none"> <li>▶ Websites</li> <li>▶ Company magazines</li> <li>▶ Mass media (MME), publications and announcements</li> <li>▶ Press releases</li> <li>▶ Meetings</li> <li>▶ Social Media</li> </ul>	 Whenever deemed necessary
 <b>Patients</b>	<ul style="list-style-type: none"> <li>✓ Information and raising awareness on important health issues</li> <li>✓ Quality care, safety and patient satisfaction</li> <li>✓ Business ethics</li> <li>✓ Investment in cutting-edge technologies</li> <li>✓ Privacy policy</li> <li>✓ Transparency regarding ESG disclosures</li> </ul>	<ul style="list-style-type: none"> <li>▶ Patient Guide</li> <li>▶ Direct communication with the physicians and healthcare professionals</li> <li>▶ Satisfaction surveys on the services provided</li> <li>▶ Information and educational leaflets available in all clinic areas</li> <li>▶ Communication through the Quality Departments</li> <li>▶ Communication through the Patient Accounting Office</li> <li>▶ Company magazines</li> <li>▶ Email</li> <li>▶ Group company websites</li> <li>▶ Social Media</li> </ul>	 Constant

At the same time, we held meetings to assess the impacts, risks and opportunities on 14 key sustainability issues. The meetings were attended by experts from the quality departments, human resources departments and financial departments of the clinics and companies of the Group. During the meetings, positive and negative impacts on environmental, social and governance issues, as well as issues concerning the health service sector, were examined and rated. Furthermore, to identify environmental impacts, we

utilized the environmental risk analysis carried out by HY-GEIA Clinic, in accordance with the ISO 14001:2015 standard. With regard to financial materiality, risks and opportunities related to the Group's sustainable development issues and which may affect its activity were assessed. The assessment of risks and opportunities contributed to gathering valuable information on both our impact on the external environment and the impact of the external environment on the sustainability of the organization.

The Group, having collected and analyzed the responses to the questionnaires from external stakeholders, as well as the assessments of experts in the meetings organized, concluded on the following material issues:

Material issue	Impact	Kind of impact	Connection with SDGs
Adaptation to climate change	Establishing goals and implementing measures that contribute to reducing risks related to the external environment and climate.	+	 
	Absence of policies related to the establishment and implementation of measures for adaptation to climate change, which may increase vulnerability to climate change.	-	 
Climate change mitigation	Reduction of energy consumption from sources such as oil and natural gas in the Group's clinics and companies, leading to a reduction in greenhouse gas emissions.	+	 
	Emissions originating from the Group's company vehicles, which may lead to an increase in greenhouse gas emissions.	-	 
Energy	Implementation of energy saving actions and adoption of green technologies, resulting in a reduction in the carbon footprint.	+	 
	Increased electricity consumption for the operation of medical equipment and other facilities, which may increase indirect greenhouse gas emissions.	-	
Waste	Implementation of a circular economy model in the Group, which limits the production of non-hazardous waste.	+	 
	Improper waste management can result in soil pollution through the escape of hazardous substances, with negative impacts on local and wider society.	-	 
Working conditions	Providing equal development opportunities to employees of different genders and ages, which leads to the enhancement of diversity in the work environment.	+	 
	Failure to establish safe working conditions which may lead to increased unemployment and lack of economic growth.	-	

Material issue	Impact	Kind of impact	Connection with SDGs
Equal treatment and equal opportunities for all	Integrating equal treatment policies that lead to the creation of a work environment that promotes teamwork and collaboration.	+	 
	Absence of programs that promote diversity and inclusion, resulting in the possible existence of incidents of discrimination.	-	
Other workrelated rights	Implementation of policies and awareness programs that ensure the protection of employees' human rights.	+	 
	Inadequate conduct of seminars and training on human rights, which may lead to the occurrence of incidents of human rights violations and incidents of harassment.	-	
Economic, social and cultural rights of communities	Implementation of voluntary medical care programs that improve the health of residents in remote areas of the country.	+	 
	Limitation of free health service programs, which may make it difficult for vulnerable groups to access health services.	-	
Impacts related to information for consumers and/or end-users	Planning seminars, actions and campaigns that lead to informing and raising awareness among society as a whole regarding important health issues.	+	 
	Lack of proper information on health issues, which may reinforce social inequalities in healthcare.	-	
Personal safety of consumers and/or end users	Providing free diagnostic tests, which leads to prevention.	+	 
	Lack of evaluation by patients and visitors, leading to a possible reduction in the quality of health services.	-	

Material issue	Impact	Kind of impact	Connection with SDGs
Corporate culture	Early prevention and detection of behaviors that are inconsistent with the Group's Code of Ethics, leading to the creation of an ethical and trustworthy working environment.	+	<div>4 QUALITY EDUCATION</div> <div>8 DECENT WORK AND ECONOMIC GROWTH</div>
	Lack of internal compliance controls and appropriate training, which may lead to the occurrence of incidents of corruption or bribery.	-	<div>10 REDUCED INEQUALITIES</div> <div>17 PARTNERSHIPS FOR THE GOALS</div>
Investing in cutting-edge technologies	Investments in cutting-edge technologies that lead to the upgrading of medical services and medical care methods.	+	<div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>9 INDUSTRY INNOVATION AND INFRASTRUCTURE</div>
	Lack of systems and technologies for effective disease detection which may result in untimely management of cases.	-	
Privacy policy	Implementation of cybersecurity measures and systems, which lead to the protection of the personal data of employees and visitors.	+	<div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>9 INDUSTRY INNOVATION AND INFRASTRUCTURE</div>
	Reduction of educational programs that support a culture of cybersecurity awareness, which may contribute to the occurrence of data breach incidents.	-	
Transparency regarding ESG disclosures	Participation in assessments of the Group's performance in terms of sustainable development, which leads to the strengthening of actions regarding society and the environment.	+	<div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>17 PARTNERSHIPS FOR THE GOALS</div>
	Lack of adaptability in sustainability issues, which may lead to the Group's limited contribution to addressing environmental and social issues.	-	

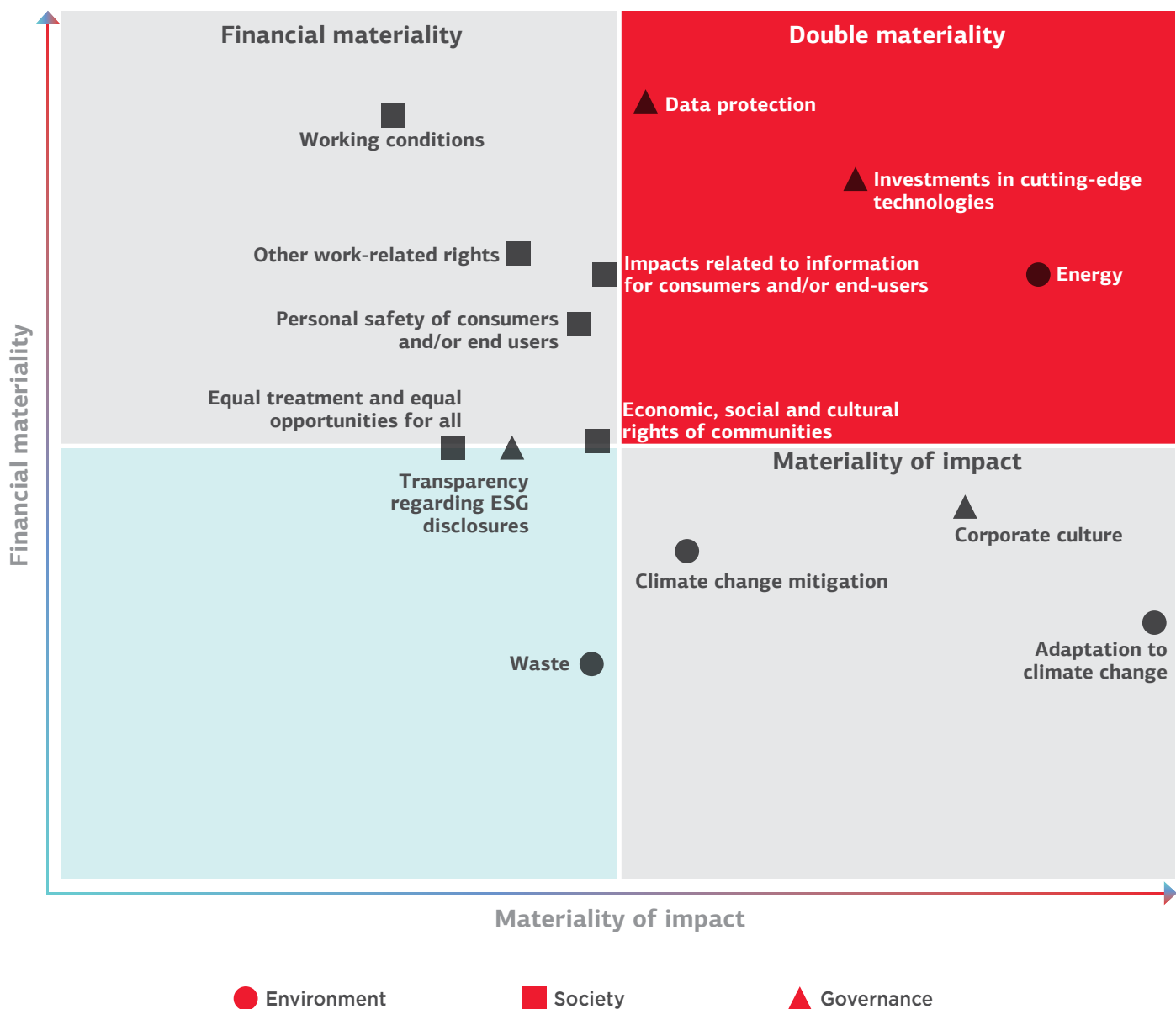


## Results of the double materiality analysis

To prioritize the Group's material issues, we took into account both the responses collected during meetings with internal stakeholders, as well as the responses of external stakeholders to the relevant electronic questionnaires. Overall, the materiality of each topic was assessed based on its score in both materiality of impact and financial materiality.

The overall score of the effects of impact materiality, positive and negative, was derived from the average of the individual scores of the responses of internal and external stakeholders. The overall financial materiality score (risks/opportunities) was derived from the responses of the sustainability experts employed by the Group.

The final prioritization of material issues is presented in the following diagram:



WE PROTECT  
THE ENVIRONMENT

06



Hellenic Healthcare Group, being committed to the protection and preservation of the natural environment, implements strategies that contribute to addressing global challenges and bring about a positive impact.



## We protect the environment

Hellenic Healthcare Group adopts a progressive approach to environmental management, incorporating modern practices. In this context, all clinics and companies of the Group monitor and evaluate their environmental performance, with the aim of mitigating and responding to climate change, promoting the circular economy, as well as proper waste management.

In particular:

- ▶ We set environmental goals and develop actions that contribute to sustainable development and the reduction of the environmental footprint.
- ▶ We obtain certifications from recognized bodies regarding environmental management and ensure that our practices are subject to regular evaluation and certification by independent bodies.
- ▶ We adopt practices related to saving natural resources and invest in technologies that optimize their use and reduce their consumption.
- ▶ We strengthen the environmental awareness of employees with the aim of promoting environmental responsibility at all levels of the organization.
- ▶ We collaborate with suppliers, patients and customers to reduce our environmental footprint and jointly promote environmental initiatives.
- ▶ We implement all environmental provisions and legislation and ensure strict compliance with all national and international regulations related to environmental protection.





HYGEIA Clinic and Y-LOGIMED company implement an integrated environmental management system, certified according to the ISO 14001 standard. The certification confirms the commitment to continuous improvement and responsible management of our environmental impacts. In addition, we continuously evaluate our environmental practices to ensure the health and well-being of the communities in which we operate.



## Group's environmental performance for 2023


### Pollutants and emissions


  
**4.771 tons**  
 of carbon dioxide  
 equivalent (CO<sub>2</sub>e)  
 of direct emissions  
 (Scope 1)  
 [ 7.519 tons in 2022 ]


  
**14.228 tons**  
 of carbon dioxide  
 equivalent (CO<sub>2</sub>e)  
 of indirect emissions  
 (Scope 2)  
 [ 17.409 tons in 2022 ]

The Group's environmental approach is based on innovation and continuous improvement, underlining the commitment to sustainable development and responsible environmental practices.


### Energy consumption

  
**43.047 MWh**  
 of electricity  
 consumed  
 [ 42.007 MWh in 2022 ]

  
**22.585 MWh**  
 of natural gas  
 consumed  
 [ 22.866 MWh in 2022 ]

  
**41%**  
 of energy consumption  
 came from renewable sources  
 [ 34% in 2022 ]

### Circular economy

  
**256.716 m<sup>3</sup>**  
 of water consumed  
 [ 241.758 m<sup>3</sup> in 2022 ]

  
**1.820 tons**  
 of non-hazardous waste  
 collected  
 [ 1.634 tons in 2022 ]

  
**€1.292.235**  
 spent on waste  
 management  
 [ 1.261.558€ in 2022 ]

  
**€154.739**  
 spent on the management  
 of packaging materials  
 [ €141.932 in 2022 ]

  
**€431.311**  
 spent on  
 box management  
 [ €401.856 in 2022 ]

## Adaptation to climate change

At Hellenic Healthcare Group, we recognize the challenges and risks arising from climate change and are working methodically to take measures that will help to shield the organization and, on the other hand, will bring about a positive impact. Therefore, we seek to improve the energy efficiency of the facilities and reduce greenhouse gas emissions, actively contributing to the mitigation of climate change.

### Energy efficiency

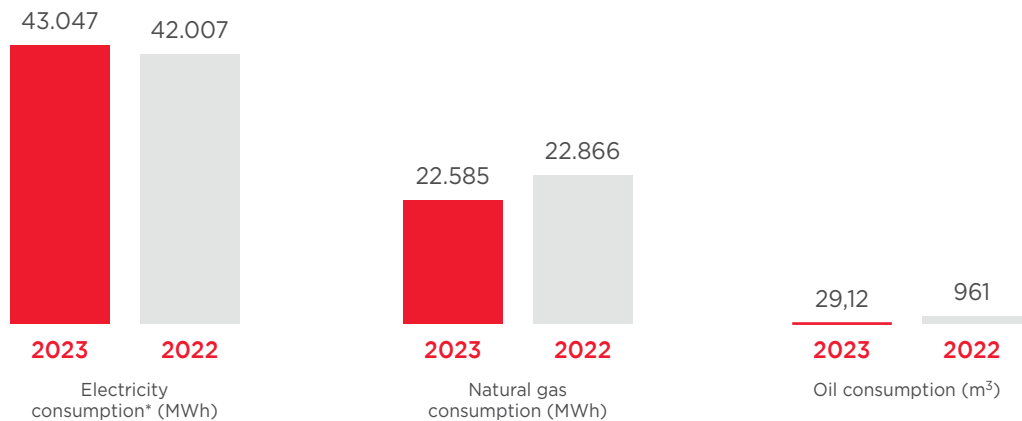
We aim to reduce energy consumption from conventional sources and increase the use of energy from renewable sources.

In particular, in 2023, 45,145 MWh<sup>9</sup> of electricity, 22,585 MWh of natural gas and 29.12 m<sup>3</sup> of oil were consumed. Specifically, with regard to electricity, it is important to note that, despite the inclusion of three new clinics/companies in the Group, we managed to maintain stable levels of electricity consumption, reduce natural gas consumption by 281 MWh and oil consumption by 91%. At the same time, we aim to continuously increase the use of energy from renewable sources. During the year, 41% of our electricity came from renewable sources, compared to 34% in

2022, and we aim to further increase this percentage in the following years. Furthermore, electricity consumption per patient day amounted to 1,105 kWh, while natural gas consumption per patient day amounted to 452 kWh.

During the year, we successfully completed our annual employee training and awareness programs for the adoption of energy-efficient practices. The initiatives contributed to strengthening a culture that places the environment at the center and prioritizes reducing energy consumption and enhancing environmental performance.

The following chart analyzes energy consumption data for 2023 and 2022.



\* The increase in electricity consumption is due to the inclusion of three clinics/companies in the Group.

9. Includes data from the clinics/companies HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, CRETA INTERCLINIC, APOLLONION, A-LAB, GMP, HYGEIA IVF EMBRYOGENESIS, ARETAEIO and PROGNOSIS.

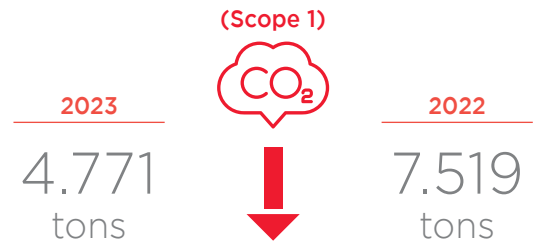
The improved performance confirms the Group’s commitment to sustainable development and the management of environmental challenges while creating a sense of optimism for the coming years.

## Our carbon footprint

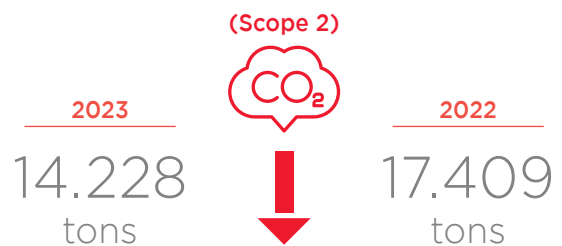
In 2023, we continued to systematically record our carbon footprint, seeking to reduce emissions and improve energy efficiency. The main sources of emissions from clinics and companies include the consumption of electricity, oil and natural gas.

In order to achieve our goals, we systematically invest in advanced lighting technologies (LED) and advanced Building Management Systems (BMS) to monitor and optimize energy use. Furthermore, we carry out regular maintenance on electromechanical equipment according to manufacturers' specifications, in order to ensure optimal operation.

Further strengthening its commitment to sustainable development and reduction of the carbon footprint, Hellenic Healthcare Group invests in construction of a 20MW wind farm in Central Greece. The utilization of green energy is expected to fully cover the energy needs of the Group's facilities in the country, drastically reducing CO<sub>2</sub> emissions and actively contributing to the achievement of the strategies sustainability goals.



Scope 1 greenhouse gas emissions from natural gas and oil consumption



Scope 2 greenhouse gas emissions from electricity consumption



**i** For more information regarding the emissions of the individual clinics and companies of the Hellenic Healthcare Group, please refer to the appendix on page 123.

## Adoption of circular economy principles

At Hellenic Healthcare Group, we adopt circular economy practices for the rational management of waste. These practices focus on three areas:

- ▶ **Preserving the value of raw materials:** We ensure the maximum possible value from raw materials.
- ▶ **Promotion of reuse and recycling:** We implement actions and initiatives that encourage the reuse and recycling of products and materials.
- ▶ **Proper waste management:** We ensure the proper management of hazardous and non-hazardous waste, minimizing environmental impacts and promoting the circular use of resources.

The Group has developed an advanced waste management model which aims at the sustainable use of resources and the reduction of environmental impacts. This model promotes rational waste management, reducing the need for natural resources, at a significant cost and significant impact on the environment.

At the same time, we comply with all applicable legislation regarding waste management and separate waste into hazardous and non-hazardous. In particular, waste is categorized according to the European Waste Catalogue (EWC), while all clinics and companies of the Group submit reports to the Electronic Waste Registry. In this context, we ensure that the required disposal and recovery procedures are followed, achieving alignment with best environmental practices and specifications.

The following categories of hazardous waste are recorded and monitored at Group level:



### Purely Infectious Waste (PEW)

They include waste that has come into contact with blood, biological fluids, sharp objects such as needles and surgical scalpels.



### Mixed Hazardous Waste (MHW)

They contain infectious and toxic substances from pathology laboratories, chemotherapy departments, heavy metals, toxic drugs, etc.



### Other Hazardous Waste (OHW)

They include nematic flow chamber filters, chemicals and drug residues.



### Specific waste streams

They consist of radioactive waste, batteries, electrical and electronic equipment, oils and construction waste.

In 2023, the Group increased waste management expenses by 2% and box management expenses by 7% compared to 2022.

In 2023, 3,408<sup>10</sup> tons of waste were collected from all clinics and companies of the Group. The separation of waste into hazardous and non-hazardous waste is reflected as follows:



1.951 tons

of non-hazardous waste collected

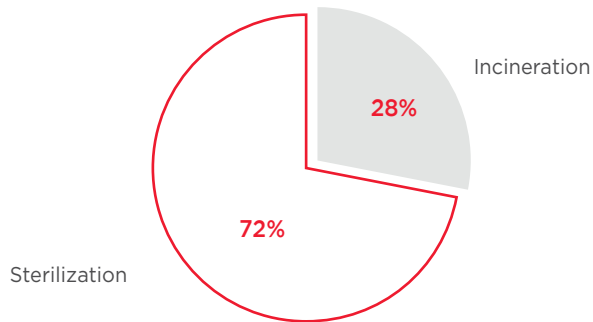


1.457 tons

of hazardous waste

10. Includes data from the clinics/companies HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, CRETA INTERCLINIC, APOLLONION, A-LAB, GMP, HYGEIA IVF EMBRYOGENESIS and ARETAEIO.

As regards the safe and responsible management of hazardous waste, in order to protect the environment and safeguard human health, incineration and sterilization procedures are followed. In particular, in 2023, the sterilization rate of hazardous waste reached 72% while the incineration rate of hazardous waste reached 28%.



The following table presents in detail the recycling data for paper, plastic and metal, as well as the quantities of non-hazardous waste (wood and building materials) for the HYGEIA and MITERA clinics for 2022 and 2023 respectively.

	HYGEIA		MITERA	
Kind (tons)	2023	2022	2023	2022
Paper recycling	148,5	118	59,2	42,6
Plastic recycling	0,2	0,9	53,3	14
Metal recycling	2,5	4,5	-	-
Wood	7,3	15,2	3,4	3,9
Building materials	4,7	3,9	3,6	9,1

The Group also ensures the effective management of Waste Electrical and Electronic Equipment (WEEE). At the HYGEIA clinic, electronic equipment is maintained, replaced and upgraded. For the withdrawal of electronic equipment, HYGEIA collaborates with the approved organisation «ANAKIKLOSI SYSKEVON S.A.»

In particular, during the year, funds were invested to manage the environmental impacts of the Group's activities with regard to waste. The expenses included:

- ▶ **154.739 €** for the management of packaging materials
- ▶ **431.311 €** for managing logistics product boxes
- ▶ **1.292.235 €** for waste management





## Effective water resources management

Reducing water consumption through the use of modern automation systems and monitoring consumption on a monthly basis is a priority for the Group. Therefore, the Group promotes practices and strategies that promote the rational use of water in all facilities, while in the long term it aspires to reduce water consumption and increase its reuse. Important initiatives include:

- ▶ **Improvement of water supply systems:** We apply cutting-edge technologies for optimal water management and use.
- ▶ **Raising awareness among staff and patients:** We strengthen environmental awareness through educational programs and information campaigns.
- ▶ **Technological upgrade:** We invest in innovative solutions for the conservation and protection of water resources.
- ▶ **Systematic monitoring:** We systematically check the water tanks, monitoring the level to identify possible leaks.

It is important to mention that, for their smooth operation, the HYGEIA, METROPOLITAN HOSPITAL and MITERA clinics have intermediate tanks to ensure uninterrupted water supply even in cases of interruption.

In particular, in 2023, the Group's total water consumption amounted to 256,354 m<sup>3</sup>, while consumption per patient day was 7.56 m<sup>3</sup>. The 6% increase compared to the previous year is due to the inclusion of new clinics and companies into the HHG network. It is also reported that the Group does not operate in areas with water stress.

The following chart presents water consumption data for 2023 compared to 2022.

Water consumption (m<sup>3</sup>)<sup>11</sup>



<sup>11</sup>. Includes data from the clinics/companies HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, CRETA INTERCLINIC, APOLLONION, A-LAB, Y-LOGIMED, GMP, HYGEIA IVF EMBRYOGENESIS, ARETAIO and PROGNOSIS.

**i.** For more information on the consumption of individual clinics and companies of the Hellenic Healthcare Group, please refer to the appendix on page 125.



07

WE EMPOWER  
OUR PEOPLE  
AND SOCIETY



Hellenic Healthcare Group maintains strong ties with its employees, partners, patients, customers and the wider community and seeks to consistently continue its selfless contribution to society.





Through initiatives and actions, we consistently invest in the formation of a modern and people-centered working environment, which will continue to attract and retain qualified human resources, thus contributing to the long-term success and sustainability of the Group. The Group's extroverted social initiatives aim to improve the quality of life, promoting unity and inclusion.

The safety and ongoing support of our people, our patients and local communities are fundamental principles for the Group. Through continuous investment in training and development actions for scientific staff

and the promotion of medical research, we shape the future of healthcare, while maintaining a safe environment for all our patients.

In this context, the Group's vision is to promote knowledge and scientific innovation, by organizing and supporting leading scientific conferences and educational programs. At the same time, the Group's social responsibility is expressed through many voluntary responsibility actions, donations and awareness campaigns that, among other things, are linked to world health days as well as critical social issues.

## Our social performance for 2023

### Type of employment



5.276

full-time employees



5.357

employees with  
open-ended contract

In 2023, we continued to support society with the aim of its development and strengthened local communities, empowered the new generation and promoted sports.

### Recruitments



43%<sup>12</sup>

of the recruitments  
were for people  
under 30 years old



11%<sup>12</sup>

of the recruitments  
were for people  
over 50 years old



72%

of the recruitments were  
for women

### Trainings



91

trainings on  
clinical topics



19

trainings on infection  
prevention



148

clinical skills trainings

12. Includes data from all clinics/companies except for HEALTHSPOT, MYCLINIC MYKONOS and PLATON DIAGNOSIS.



## Our people

The Group's human resources are the driving force, as they contribute to the creation of long-term value and the achievement of its goals. The Group's priority is to ensure a safe, non-discriminatory working environment that motivates employees for their further development and at the same time promotes respect and equal opportunities.

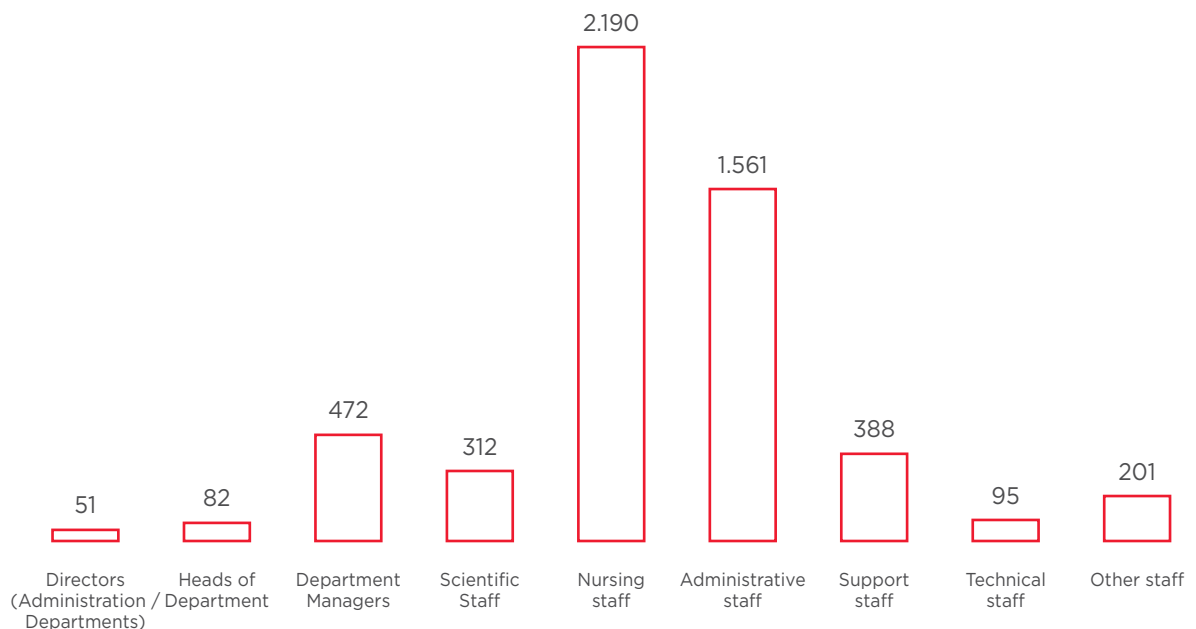
At the Group, we employ personnel from various healthcare sectors, covering a wide range of specialties. The human resources include physicians, scientific staff (pharmacists, biologists, radio-physicists and psychologists), nurses, administrative staff (secretariat, human resources management, financial department and procurement department) and technical staff (engineers and maintenance personnel).

By including new clinics, companies and centers, we are constantly strengthening our presence in the market, and expanding employment. During 2023 and with the inclusion of the new

clinics, there was a significant increase (9%) in the number of employees, with the Group employing 5,758 employees at the end of the year. It is important to mention that the majority are employed under open-ended contracts (92%) and full-time employment (93%), which demonstrates our commitment to stability and creating relationships of trust.

The employee selection procedure is carried out using merit-based criteria and transparent procedures in order to attract specialized and trained candidates, capable of responding to new challenges and supporting our patients and, by extension, the Group's goals. In this context, we emphasize the common values and goals we share with our partners, ensuring that we all contribute to the vision and fulfillment of the Group's mission. At the same time, we choose to further strengthen our human resources by recruiting individuals of different genders, age groups and skills, strengthening diversity in the organization.

The distribution of our staff by specialty and hierarchical level for 2023 is presented in detail in the following diagram.



## Diversity, equality and inclusion

The Group supports and promotes diversity among employees, seeking to create a work environment that enhances equality and inclusion. The aim is to develop common corporate values, combat all types of discrimination and actively support all employees who constitute the component element for the implementation of the Group's vision. Therefore, it focuses on equal treatment of genders and combating inequalities related to ethnicity, religion, age and educational level.

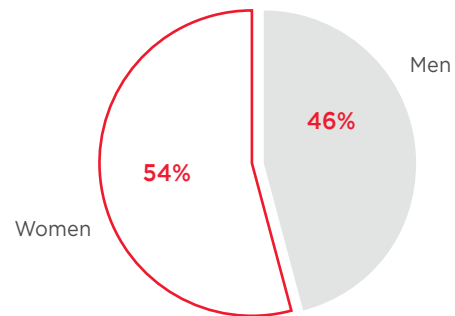
In 2023, we managed to maintain the total number of women employed in the Group at remarkably high levels, reaching 70% of the workforce. Female representation reflects the Group's efforts to provide equal opportunities and ensure gender equality through the representation of women in all positions and hierarchical levels. As a result, the percentage of women in management positions reached 54%, an increase of 2% compared to 2022.

In addition, we actively support the employment of People with Disabilities (PWDs), seeking their seamless integration into our work environment. In 2023, we employed 14 people with disabilities, ensuring their full inclusion and equal treatment.

Finally, within the framework of ongoing training, in 2023 the Group's clinics and companies introduced a series of educational programs/seminars related to diversity, equality and inclusion. A total of 151 employees were trained

during the year, while we aspire to increase participation in similar training activities in the coming years. By implementing training on diversity, equality and inclusion, the Group aims to maintain a working environment free from violence and bullying.

Distribution of employees in managerial positions by gender for 2023



**i.** For more information on the data of individual clicks and Hellenic Healthcare Group companies please refer to the appendix on page 118.





## Age distribution of employees

At Hellenic Healthcare Group, recognizing the contribution of all employees to achieving the Group's goals, we create a working environment where the experience and expertise of qualified executives is combined with the creativity of younger team members. We focus on the professional development of young talents, offering them professional development opportunities as well as guidance from the most experienced associates.

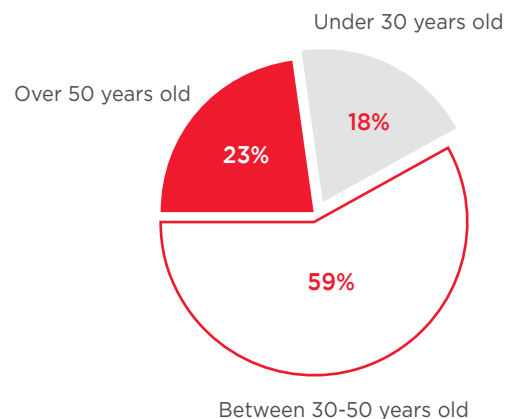
In 2023, 18% of our staff were under 30 years old, 59% were employees between the ages of 30 and 50, and 23% were employees over 50. In particular, the increase in the number of young employees amounted to 9% compared to 2022 and of employees over 50 years of age to 12%, demonstrating equal treatment of employees.

The approach we implement promotes cooperation between all age groups, enhancing the transmission of knowledge and the exchange of new ideas. Based on the principles of cooperation and teamwork, we pursue excellence and innovation to consistently enhance the organization's flexibility, allowing it to respond to market challenges. Through this approach, we ensure diverse and dynamic teams, capable of addressing the ever-changing demands of the modern business environment.

At the same time, the Group takes preventive measures to combat child and forced labor. The Group's clinics and

companies have procedures through which they confirm the age of candidates and do not hire individuals under 18 years of age. Starting this year, the Group's clinics and companies are counting the total number of employees participating in trainings to combat child and forced labor, with the aim of publishing this specific index for all clinics and companies in the next Report.

Age distribution of employees



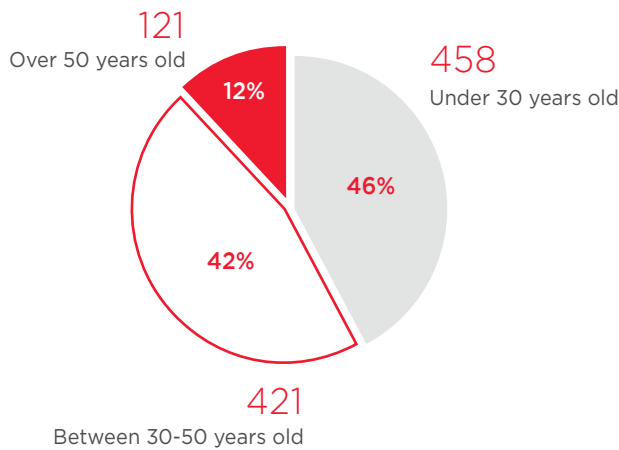


## Recruitments and Departures

At Hellenic Healthcare Group, we systematically record employee mobility, specifically recruitment and departures. The main goal is to keep employees within the organization. To this end, we seek to cultivate a working climate that will promote the development of employees, offering them stable and fair remuneration, professional development opportunities and educational opportunities. Through specific initiatives, we manage to maintain high levels of satisfaction and create relationships of trust with our staff, while attracting new and established professionals.

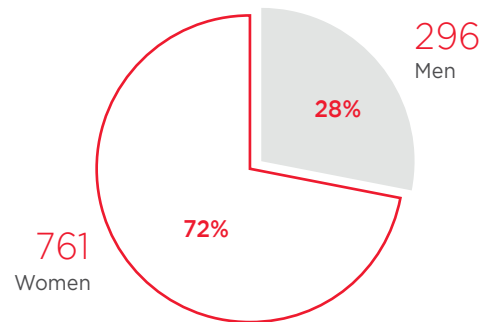
In 2023, we recruited 1.057<sup>13</sup> employees to meet the needs and expand the Group's activities. With a view to promoting diversity and equality in the workplace, 72% of new recruitments were women, while 46% were employees under 30 years of age. In detail, the number of people recruited amounted to 761 women and 296 men. Finally, the number of new recruitments belonging to the age group under 30 years old amounted to 458, between 30-50 years old to 421 and over 50 years old to 121 employees.

Number and percentage of new recruitments by age group for 2023<sup>14</sup>

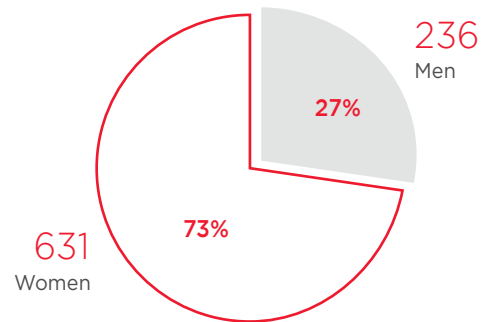


At the same time, total departures amounted to 867, with the employee mobility rate remaining stable at 15%, demonstrating the establishment of a work environment that promotes stability, professional development and employee satisfaction. The goal is to maintain and reduce this percentage in the coming years.

New recruitment by gender for 2023



Employee departures by gender for 2023



Employee mobility rate<sup>15</sup>



13. Includes data for all clinics/companies of the Group.

14. The calculation does not include the clinics/companies Healthspot, MyClinic (Mykonos) and Plato Diagnosis.

15. Includes data for all clinics/companies of the Group.

## Talent development and evolution

In 2023, we developed and implemented a comprehensive training plan, incorporating innovative learning methods that aim to upgrade employee skills. Through the implementation of educational programs, the Group aims to develop scientific knowledge, continuous training, and the cultivation of a unified corporate culture and a common understanding of its goals. In this direction, we focus on both technical capabilities and social skills, offering a complete training program and creating multiple opportunities and career choices.

Participation in trainings is necessary for the successful and effective practice of the profession and brings direct benefits to patients as well as resource savings. Recognizing the importance of relevant actions and initiatives, we provide opportunities for continuous development, including attending postgraduate programs and participating in conferences, to ensure that our employees remain will remain in step with the rapid developments in science and technology and will be ready to respond to modern challenges.

In particular, in 2023 we invested €167.500 in educational programs, more than doubling the amount compared to the previous year. In total, 3,592 employees from different departments of the organization participated in the trainings. It is also worth noting that 99% of the nursing staff attended training programs, strengthening their skills and improving the quality of services offered.

The 591 training programs implemented during the year were designed to enhance the skills of our employees in critical areas such as:

- ▶ Clinical issues
- ▶ Infection prevention and control
- ▶ Clinical skills
- ▶ Technical skills
- ▶ Environment, health and safety
- ▶ General Data Protection Regulation (GDPR) issues

In particular, during 2023, we implemented 74 training sessions on technical topics, 7016 sessions focused on health, safety and the environment, 9 training sessions on GDPR issues, as well as 31 programs that supported the postgraduate studies of our employees. Finally, we ensured the active participation of our employees in 149 conferences, enhancing continuous learning and professional development.



8,3 hours  
of training on average  
per employee

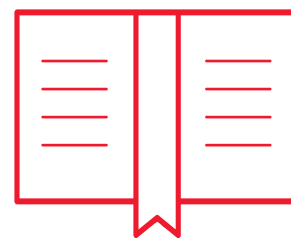


16. Includes data for all clinics/companies of the Group.

## Annual evaluation and professional development

The annual employee evaluation is a key tool for the continuous improvement and development of human resources in the Group. Through a structured and transparent evaluation system, we offer employees the opportunity to receive constructive feedback, recognize their strengths and identify areas for further development. This process promotes fair and objective evaluation, enhancing staff engagement and performance, while supporting the achievement of both personal and corporate goals.

Our goal is to strengthen the structured and systematic evaluation of all employees, regardless of their position or hierarchical level, ensuring that every member of the Group receives the necessary information and guidance. In this context, a significantly high percentage of employees was evaluated during the year, specifically 84%, compared to 81% the previous year.



## Ensuring the health and safety of employees

Ensuring the health and safety of employees is at the core of the philosophy of the Hellenic Healthcare Group. A series of actions and initiatives are being planned and implemented within the Group, seeking to create a comprehensive culture of health and safety at work so that all clinics and companies meet the highest safety standards. The actions include, among other things, regular audits and assessments to identify and address any risks.

At the same time, we fully comply with applicable legislation on occupational health and safety, adopting new initiatives and procedures that focus on prevention and protection. These initiatives include the implementation of modern safety measures, ongoing employee training and the continuous improvement of risk management systems.



## Health and safety ratios

Indicators related to occupational health and safety include:

- ▶ **Sharps injuries**
- ▶ **DART Rate; Days Away/Restricted or Job Transfer Rate**
- ▶ **Lost Work Day Rate - LWD**

During 2023, the sharps injury rate was 1.04, the Days Away/Restricted or Job Transfer Rate 23.2 days, and the Lost Work Day Rate was 5.2 days, on average across the clinics and companies of the Hellenic Healthcare Group.

Below are presented indicative initiatives that were implemented to enhance safety and health protection in our workplaces.

### Reporting and recording of errors, adverse events and near misses

At HYGIEA and MITERA clinics, employees are actively encouraged to record any incident or accident. All records are kept confidential and are used to analyze the causes and implement corrective measures. With this approach, we prevent the recurrence of incidents with the aim of eliminating them and continuously improve our procedures.

### Patient and staff safety assessment

At HYGIEA Clinic, we regularly conduct internal safety assessments. These assessments help identify any issues and take steps to resolve them. We cooperate with international organizations, such as the Institute for Healthcare Improvement (IHI) of the USA, to adopt best practices and tools that enhance the safety of our staff and patients.

### Inspections for work environment safety

In all clinics and companies of the Hellenic Healthcare Group, regular preventive inspections are carried out to guarantee the health and safety of employees and patients. The inspections include the assessment of facilities, the control of medication management, infection prevention and the protection of personal data. Inspections also help us maintain high safety standards and comply with international regulatory requirements. At HYGEIA and MITERA clinics, preventive inspections are supervised and reinforced by specialized committees, ensuring adherence to high safety standards and compliance with international regulatory requirements.

### Staff dosimetry and annual medical monitoring in all clinics

In all of our Group's clinics, we conduct monthly monitoring of dosimeters for personnel working in departments with ionizing radiation. Monitoring is carried out by the physical medicine department, ensuring that exposures are within acceptable limits. In addition, these employees undergo annual diagnostic examinations and are regularly monitored by the occupational physician to prevent any health problems.

### Medical examinations upon recruiting new employees in all Hellenic Healthcare Group clinics

When recruiting new employees, we conduct extensive preventive medical examinations and vaccinations in order to protect our employees, their associates and hospitalized patients from infectious diseases. The procedure contributes to maintaining a healthy and safe working environment.

As part of the Hellenic Healthcare Group's strategy for the continuous improvement of working conditions, internationally recognized standards and best practices are implemented. Policies and procedures are implemented in all clinics and companies of the Group that focus on risk prevention and the continuous enhancement of the health and safety of employees and patients.

### Management of hazardous substances

Our clinics implement strict protocols for the safe management of the hazardous substances used. We ensure that all substances are stored, used and disposed of in a way that minimizes risks to the health and safety of our employees and patients. In addition, employees are regularly trained in best practices for managing hazardous substances.

### Informing new employees about occupational health and safety issues in all clinics

During their onboarding process, new employees attend a comprehensive orientation program that includes extensive information about their clinic and specialized training on occupational health and safety issues. Upon the completion of the program, all new employees are fully aware of the policies and procedures that protect their health and safety.

Additional actions include:

### Safety walks program

Through this program, the Group's clinics encourage employees to share their safety and health concerns with the management, allowing for immediate addressing and resolution of problems.

### Radiation protection program

Employees are regularly trained in the use of radiation equipment, ensuring that procedures comply with safety specifications and remain within the limits set by the Greek Atomic Energy Commission.

### Annual vaccination program

All clinics and companies of the Group offer an annual vaccination program to employees, aiming to prevent seasonal diseases and ensure health in the working environment.

### Lab Safety Program

This program ensures that laboratory facilities meet the necessary specifications for safe working conditions, through regular inspections and maintenance of the equipment.

Finally, the clinics of the HYGEIA and MITERA Group have created specialized teams to ensure health and safety in the workplace. The teams include professionals from various sectors who collaborate to achieve a safe working environment and supervise external crews on the premises.

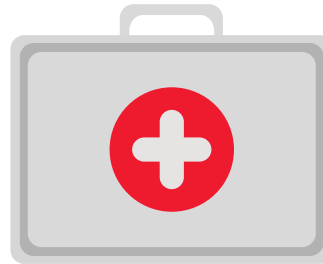
In addition, monitoring officers have been appointed, including management, the human resources department, the occupational physician, the infection control committee and the safety technician. These officers oversee safety and health programs and implement procedures for preventing and dealing with infections and accidents.

### Preparation of an occupational risk assessment (ORA)

The clinics HYGEIA, MITERA, LETO, METROPOLITAN GENERAL, METROPOLITAN HOSPITAL, APOLLONION, ARETAEIO and the companies Y-LOGIMED and GMP conduct analytical studies to assess the occupational risks faced by employees, recording and evaluating potential risks with the aim of taking preventive measures.

### Accident response plan

The clinics HYGEIA, MITERA, LETO, METROPOLITAN GENERAL, METROPOLITAN HOSPITAL and Y-LOGIMED have developed a comprehensive plan for dealing with emergencies that includes accident prevention and immediate response to incidents, ensuring the protection of employees and patients.





## Powers of the Health and Safety Committee

### Monitoring and assessing of working conditions

The health and safety committee is responsible for regularly assessing working conditions and monitoring employee health, ensuring compliance with safety measures in all workplaces.

### Management and addressing of occupational accidents

The committee is responsible for managing and dealing with serious occupational accidents, examining the causes and implementing preventive measures to avoid future incidents. At the same time, the committee ensures immediate and effective response to each incident, safeguarding the health and safety of employees.

### Identification and recording of occupational hazards

The committee identifies and records occupational hazards in various areas and workplaces. At the same time, it proposes solutions and measures to minimize these risks, thereby improving the safety and well-being of employees in the workplace.

## Responsibilities of the Site Safety Committee

### Supervision and implementation of policies and procedures

The Site Safety Committee is responsible for the regular oversight and implementation of approved policies and procedures in its area of responsibility. Internal inspections carried out every two weeks ensure that staff follow the prescribed standards.

### Guidance and training

The committee provides guidance and oversees the education of patients and their companions. In addition, it evaluates the results of quality indexes and organizes employee training to maintain high standards of service and safety.

### Quarterly reports

On a quarterly basis, the committee prepares reports that include data from its accountability indexes. Reports are sent to the Quality Department for evaluation and to identify areas for improvement.

### Compliance with international standards and legislation

The committee monitors the clinics' compliance with JCI, ISO standards and relevant legislation. The process includes the evaluation of procedures and practices to ensure that clinics operate in accordance with the requirements and specifications of the standards, thereby promoting the safety and quality of the services provided.



## Quality of life and well-being

At Hellenic Healthcare Group, cultivating a climate that promotes the health and well-being of our employees is at the core of our philosophy. Through the creation of a positive work environment and positive experiences, we seek conditions in which individuals can thrive and develop. By applying a holistic approach, we focus on each dimension, namely physical, mental and emotional well-being but at the same time, on the existence of purpose and meaning, while enhancing productivity.

The services offered by the largest number of the Group's clinics include:

### ✓ Nutrition and wellness

- ▶ Provision of midday meals and other daily meals with symbolic participation of the staff.

### ✓ Medical coverage

- ▶ Free hospitalization for employees and their family members (spouse and children).
- ▶ Providing free medical examinations for employees and significant discounts for their family members.
- ▶ Discount on medical examinations for dependents and parents of employees.
- ▶ Free hospitalization for childbirth for both female employees and the spouses of male employees.

### ✓ Financial support

- ▶ Vouchers at regular intervals, including Christmas and Easter.
- ▶ Pension insurance program for all employees.
- ▶ Life insurance with coverage for total or partial disability for all permanent employees.
- ▶ Granting interest-free loans to employees under certain conditions.

### ✓ Professional and personal development

- ▶ Coverage of tuition fees for employees to learn foreign languages.
- ▶ Provision of childcare services during our employees' shifts.

HYGEIA and MITERA clinics have established the system regarding "Improvement Suggestions", through which staff, physicians, patients and visitors have the opportunity to submit their suggestions in writing for upgrading the operation of the clinics. The suggestions submitted are carefully assessed by the Management and the relevant executives, taking each suggestion into account when planning and implementing improvement measures.



In addition, in our clinics, we provide additional benefits for the optimal support of our staff, tailored to their specific needs. Benefits include the provision of company buses for the safe transportation of employees during all shifts, as well as the awarding of prizes and scholarships to the children of employees who excel in their studies.

Furthermore, we encourage staff entertainment by annually subsidizing the employees' union to cover entertainment expenses. Additionally, we offer increased annual leave every five years of service and special benefits for employees who complete 25 years of service, thus recognizing their dedication and valuable contribution to the organization.



## Responding to the trust of our patients

The provision of excellent medical and nursing care is at the heart of the Group's activities. To this end, we systematically invest in innovative solutions and cutting-edge technologies, so that our clinics can offer the most modern and effective treatments. At the same time, we constantly train the Group's staff to ensure that they are appropriately prepared to deal with any critical situation, recognizing the importance of their role in providing excellent care.

Furthermore, we implement comprehensive infection control programs and the proper use of antibiotics, aiming to protect the health of our patients. We monitor and evaluate the experience and satisfaction of our patients and visitors daily through feedback systems, ensuring that all information we receive is used discreetly and responsibly.

It is worth noting that, during 2023, we began implementing an innovative program focused on the use of artificial intelligence (AI) to analyze patient satisfaction data. This program allows us to identify trends and areas for improvement with greater accuracy, adapting the services provided according to the needs and expectations of patients.

The Group's performance for 2023 in terms of satisfaction indicators is presented below:



93%

of patients said they would recommend our clinics to friends and family



91%

of patients rated the care they received as "Excellent" or "Very good"



0,06%

of patients expressed complaints about our services

## Contribution to society

Hellenic Healthcare Group seeks to actively contribute to the society, recognizing its social responsibility as a leading healthcare service provider. Through a series of innovative social actions, we substantially support local communities, empower the new generation, promote the value of sports and strengthen social responsibility. In this way, we aspire to actively contribute to shaping a better future, through

improving the quality of life and strengthening social cohesion.

Below we present the Group's initiatives, which include voluntary medical care programs, donations, sponsorships, actions on the occasion of world health days, educational programs and seminars, as well as environmental and cultural actions.

Actions  
to support  
society

Actions  
for education and  
awareness-raising



Actions  
to promote  
medical science

Actions  
to support  
our athletes



## Actions to support society



The Group, having a high sense of responsibility, actively contributes to supporting society, through initiatives that go beyond the scope of its business activity. By maintaining the values of social responsibility as a key pillar of its operation, it seeks to create a positive impact on people's lives, but also on society as a whole.



### "Greece Race for the Cure"

For another year, the employees of the Hellenic Healthcare Group supported the initiative organized by the Panhellenic Association of Women with Breast Cancer, "Alma Zois", by participating in the race. The purpose of the "Greece Race for the Cure" initiative is to raise awareness and information about breast cancer prevention and early diagnosis practices. This action constitutes one of the most important awareness-raising initiatives on a global scale.

### Support for the NGO "Open Arms Hug"

Hellenic Healthcare Group financially supported the non-profit organization (NGO) "Open Arms Hug" for another year. "Open Arms Hug" focuses on supporting hospitalized children and their families in pediatric hospitals across the country.

### Actions of the clinics

- ▶ **HEALTHSPOT:** The centers collaborated with local non-profit organizations (NGOs), offering free and discounted tests. They also provided support to Marathon runners with special check-up packages and medical examinations.
- ▶ **ARETAEIO:** The clinic offered free ambulance service during the Nicosia Cycling Tour, ensuring immediate medical care for participants and supporting the local community.
- ▶ **METROPOLITAN GENERAL:** The clinic provided medical supplies to the Athens Military Health Committee (SYEA), as well as a defibrillator to the Karpathos Defense Command (DAN) for the upgrade of the Camp's medical supplies.
- ▶ **APOLLONION:** The clinic responded to SupportCy's call to collect and send pharmaceutical equipment to the fire-stricken areas of Greece to address the serious impacts caused by the deadly fires. Furthermore, the pediatric cardiac surgery mission to the Sanador Clinic in Bucharest was completed, where infants and children from Romania and Moldova benefited from free surgeries through the charitable Kinderherzen Foundation.



## Actions to support society

### Medical care in remote areas of the country: Program "Everywhere"

After 10 years of successful implementation of the program "Traveling for Health" of HYGEIA clinic and the program "Prevention" of METROPOLITAN HOSPITAL and METROPOLITAN GENERAL clinics, the Group's clinics joined forces by merging the two programs and creating the program "Everywhere". The program includes an organized plan of annual actions to more broadly cover the needs of our fellow people who live in remote areas and do not have easy access to health services.

In this context, the Group's highly trained staff, consisting of physicians, nurses, administrative and technical staff, voluntarily visit areas that are located far from urban centers. In combination with the formation

of special spaces equipped with the latest generation of medical equipment, "outpatient hospital clinics" are created where residents are offered safe and comfortable medical examinations. Through the program "Everywhere", the Group aspires, with responsibility and empathy, to cover the medical needs of an even larger portion of the country's population.

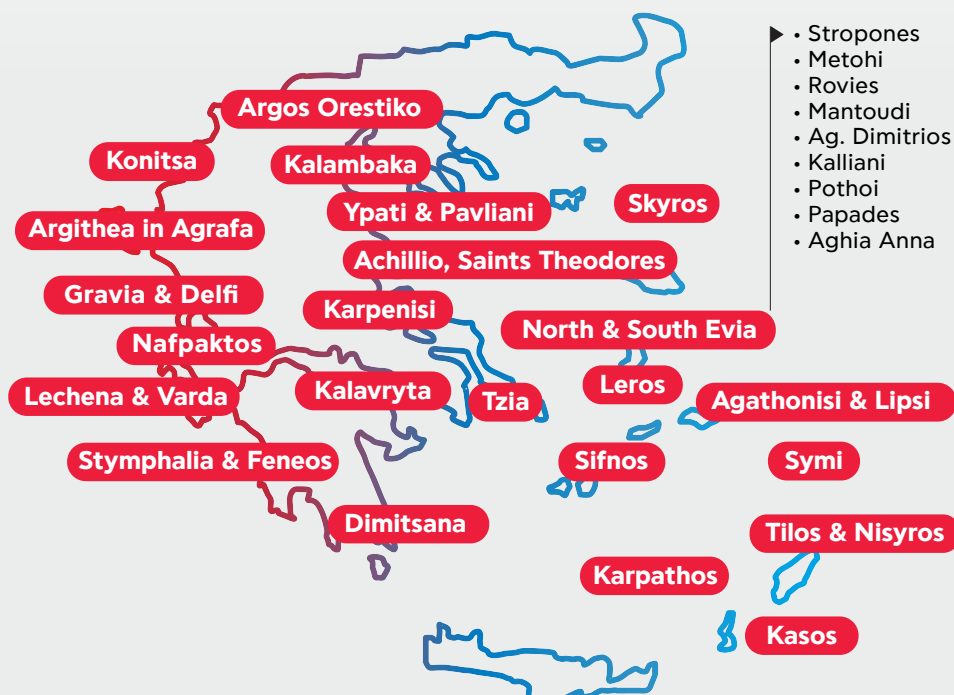
To date, 30 volunteer campaigns have been carried out, more than 13,607 residents of remote areas have been examined and more than 48,779 medical and diagnostic examinations have been performed in the following in every corner of Greece:



**24**  
campaigns

**46.043**  
clinical  
examinations

**12.720**  
residents



## Actions to support society



### Cleaning the beach "Schinias"

Operating responsibly and caring for the preservation of the natural environment, Hellenic Healthcare Group took action to address coastal pollution. In particular, 75 employees of the Group, in collaboration with the organization "Project PARALIES", undertook the cleaning of the last section of Schinias beach, collecting more than 42 kilos of waste made of plastic, aluminum, paper, glasses, as well as cigarette butts.





## Actions for education and awareness-raising

### Blood donation

The clinics and companies of Hellenic Healthcare Group supported the institution of voluntary blood donation, with physicians and employees setting an example.

In collaboration with hospitals and private centers, organized blood donations were carried out with the aim of meeting the needs of employees, their relatives, and the wider society.



### Educational programs and seminars

► **ARETAEIO:** The clinic organized educational programs and seminars aimed at raising awareness about health issues and in particular issues related to breast cancer prevention. At the same time, it participated in public information actions with free clinical examinations.

► **METROPOLITAN GENERAL:** The clinic organized educational workshops and events that included seminars on proper disease management and the promotion of healthy habits, such as awareness campaigns on cardiovascular health and the importance of prevention.

### Postgraduate internship program for young physicians

MITERA Clinic, serving the research and training of the medical community, actively contributes to the development of the new generation of physicians and organizes for the 13th consecutive year the Postgraduate Internship Program in "Endoscopic Gynecological Surgery and Urogynaecology"

In the context of this program, more than 150 gynecologists have been trained in Endoscopic Gynecological Surgery, in line with MITERA's philosophy of continuing medical education.

## Actions for education and awareness-raising



### World health days and preventive health actions

The Group traditionally organizes a series of public information and awareness-raising activities on important health issues. With the basic philosophy that "prevention is the best cure", the Group conducts preventive health

checks and examinations on a non-profit basis, with the aim of early diagnosis and treatment. Indicative actions carried out by the Group on the occasion of World Health Days include:

**March**

**8**

**International Women's Day**

Hematological check-ups were offered at a special price, to raise awareness among women about the regular monitoring of their health.

**April**

**7**

**World Health Day**

Blood tests for cholesterol and diabetes were performed with an assessment by a microbiologist, with the aim of raising awareness about a balanced diet and preventing diseases.

**June**

**18**

**Father's Day**

Prostate checkup packages were made available at a special price, encouraging men to take care of their health.

**October**

**Breast Cancer Awareness Month**

A package of test was provided at a special price for the early diagnosis and prevention of breast cancer.

**November**

**14**

**World Health Day**

Blood test for diabetes and glycosylated hemoglobin were offered, along with a general urinalysis at a special price.

**November**

**19**

**International Men's Day**

Blood tests for prostate screening were made available at a special price.





## Actions to support our athletes

Having the philosophy that sports and health are inextricably linked concepts, the Group stands as a supporter of athletes, through sponsorships and the provision of medical services and equipment.

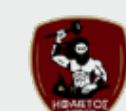
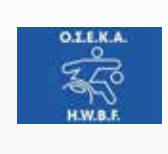
In particular, HYGEIA Clinic has been continuously supporting the Greek Paralympic Team since 2012, providing free medical examinations to all athletes and supplying them with the necessary competition equipment during their participation in World Championships. Furthermore, since 2018, HYGEIA has been supporting the Hellenic Olympic Committee. The clinic provides financial support to athletes, enhancing their preparation and participation in national and international championships.

Health and sports are closely connected and METROPOLITAN HOSPITAL actively supports sporting events and athletes to promote health and fair play. In 2023, the clinic supported various sports organizations and events, including:

- ▶ Hellenic Athletics Association (SEGAS)
- ▶ Hellenic Basketball Federation (HBF)
- ▶ Hellenic Football Federation (HFF)
- ▶ Panathinaikos Football Team
- ▶ Association of Greek Olympic Champions
- ▶ Papagou Athletic Club
- ▶ Piraeus Sailing Club
- ▶ Poseidon Half Marathon
- ▶ Marathon-Long Distance Swimming Qualification Race

METROPOLITAN HOSPITAL also supported various events, such as

- ▶ Provision of an ambulance and health support for the 9th "Nu-venti Races" 2023 Games in aquathlon and sea swimming Nu-venti Races
- ▶ Ongoing collaboration with the Athens Marathon. Metropolitan RunClub team runs with a shared commitment to health and life
- ▶ 3rd Olympic Health Run, for childhood cancer (23/09/2023)
- ▶ Sponsorship of the football championship team of the Federation of Civil Aviation Employees' Associations.



## Actions to support our athletes



METROPOLITAN GENERAL also stands as a supporter of sports, and in particular through supporting the work of sports clubs, teams and associations. The provision of quality health services, financial support, the provision of medical and pharmaceutical or other equipment, and medical and nursing coverage of events are some of the actions carried out by the clinic on an annual basis. The clinic supports local sports clubs such as the Holargos Basketball Club (Holargos BC), the Holargos Football Club (Holargos FC) and the Papagos Sports Club, recognizing their vital role in the development and promotion of sportsmanship in the local community. In addition, METROPOLITAN GENERAL has consistently supported AEK basketball club (AEK BC) in recent years as an official health sponsor, providing high-quality services to the players and members of the club.

In the same vein, METROPOLITAN HOSPITAL and METROPOLITAN GENERAL are official health supporters of the members of the Association of Greek Olympic Champions, a collaboration that includes supporting the health needs of the Association's members and their families, as well as organizing joint information and promotion activities on important health and sports issues.

At the same time, METROPOLITAN GENERAL supported the following sports events:

- ▶ 23rd Mountain Route "Ymittos 2023" of the municipal organization for culture, sports and environment of Papagou - Cholargos, 12/3/2023.
- ▶ 7th City Road Race "We Run for Autism" of Papagou - Cholargos, organized by the Municipality of Papagou-Cholargou in collaboration with the Basketball Club of Cholargos, 2/04/2023.
- ▶ 1st Anti-Cancer Memorial Mountain Running Race organized by "Kallipateira" Athletic Association in Kouvara Forest, 23/04/2023.
- ▶ 2nd "Families Stroller Run" race, for parents with children in strollers, organized by Aquabirth with the support of the municipality of Papagou-Cholargos and the Region of Attica, 10/09/2023.
- ▶ 3rd Olympic Health Run, a race against childhood cancer organized by the Hellenic Lymphology Society in collaboration with the Region of Attica, 23/09/2023, OAKA.

Finally, PLATON DIAGNOSIS diagnostic laboratories are also a constant supporter and sponsor of sports teams through the free provision of diagnostic tests to members of the Youth Organisation Thessaloniki - YMCA, the Women's Athletic Team of Sykies and the Volleyball Athletic Club - THETIS Voula.



## Actions to promote medical science

With the ultimate goal of pioneering in the health sector, the Group provides continuous training for its physicians and associates, organizing scientific events aimed at covering the most recent developments in prevention, diagnosis and treatment. The most important educational events implemented by the Group include:

### Medical Postgraduate Program of the Scientific Association of Health Physicians "Andreas Vgenopoulos"

In collaboration with the HYGEIA Medical Scientific Association, HYGEIA Clinic provides scholarships to medical graduates who wish to receive postgraduate training in the pathological or surgical specialties offered by the Medical Postgraduate Program.



### Scientific Events Program at METROPOLITAN HOSPITAL and METROPOLITAN GENERAL

With the aim of continuously informing and further training physicians, the Scientific Council of METROPOLITAN HOSPITAL and METROPOLITAN GENERAL implements a special Scientific Events Program each year.

The Program includes a number of workshops, seminars and scientific lectures, covering all the latest developments in the fields of prevention, diagnosis and treatment. Some of the actions implemented in 2023 concern cardiology, diabetes mellitus and robotic gynecological surgery.

### Heart Center Scientific Lecture Program

The Cardiometabolic Center of METROPOLITAN HOSPITAL and METROPOLITAN GENERAL, in collaboration with the University of Athens and the Sorbonne University of France, announce and organize a series of postgraduate sessions and courses within the framework of the implementation of the annual postgraduate program of the CARDIOMETABOLICAL SCHOOL for the fourth consecutive year.

### Cancer vaccination

METROPOLITAN HOSPITAL clinic participated in the first study worldwide to vaccinate patients with cutaneous melanoma with an mRNA vaccine. This is a revolutionary cancer treatment initiative to vaccinate patients with cutaneous melanoma with an mRNA vaccine.

## Additional action

### Contribution to the educational program "Art Athina"

With respect for art and culture, the Group provided sponsorship within the framework of the Educational Program of the Panhellenic Association of Art Galleries, the organizing body of "Art Athina". "Art Athina" is the largest annual art event and programs a series of free educational art programs for young children.



08

WE OPERATE ETHICALLY  
AND TRANSPARENTLY

At Hellenic Healthcare Group,  
we place great value on strong  
corporate governance as the  
foundation of our strategy for  
sustainable and responsible growth.

17 PARTNERSHIPS  
FOR THE GOALS





At Hellenic Healthcare Group, we follow the best practices of corporate governance and ethics as well as the highest standards of integrity, ensuring a seamless and responsible operation.

Recognizing the importance of strict compliance with the Principles of Corporate Governance, in accordance with Law 3016/2002, we implement a strong Code of Medical and Scientific Ethics. Our commitment goes beyond national legislative requirements, as we adopt international standards and best practices that enhance transparency and accountability in all our activities.

In the same context, we promote open communication and equal information for all stakeholders, placing responsibility and integrity at the center of corporate governance. The principles governing the Group's Corporate Governance Code ensure continuous improvement and our responsible operation at all levels. In particular, the fundamental principles of the Code, which govern our operations, include:

- 1 ▶ Promoting honesty and transparency in our business relationships.
- 2 ▶ Acting in alignment with antitrust legislation to ensure fair practices.
- 3 ▶ Preventing any form of illegal activity that may affect our operations or our transactions with government and local authorities.

Hellenic Healthcare Group recorded the following performance during the year:

81%<sup>17</sup>

of our suppliers came from the local community, boosting the local economy

46%

of our spending was made to local suppliers, supporting the growth of small and medium-sized businesses

Zero

fines, legal claims and negotiation fees related to GDPR violations

Zero

actions that required a review of human rights and an assessment of the impact on them

Zero

incidents of corruption, no need for corrective actions and zero incidents of non-compliance with policies and regulatory requirements

Full

compliance with all environmental standards and regulations

17. Includes data from the clinics/ companies CRETA INTERCLINIC, Y-LOGIMED, APOLLONION and HYGEIA IVF EMBRYOGENESIS.

## Effective governance structure

The Board of Directors (BoD) of Hellenic Healthcare Group is responsible for the implementation and observance of the strictest corporate governance principles. The Board of Directors is composed of experienced and qualified members with high expertise and dedication to corporate responsibility. It oversees the Group's strategic development and the operation of the administration, ensuring that corporate governance is reliable and focused on excellence.


Our commitment is reflected in the universal implementation of the Corporate Governance Code (CGC), which has been compiled based on the Code of the Federation of Hellenic Enterprises (SEV) and best European practices. Compliance with the Code enhances transparency, integrity and accountability, contributing to ensuring high standards of operation in the healthcare services we provide.

In addition, all members of the Group, from management to clinic employees, strictly adhere to the ethical standards as well as the internal procedures that have been established, strengthening the trust of investors, the medical community and patients. In this way, we manage to establish ourselves as a reliable and innovative partner in the provision of healthcare services.

Decisions concerning the management of the Group's corporate affairs and assets are taken collectively by the Board of Directors. The exclusive responsibility for strategic decision-making ensures that our development and operations are fully aligned with HHG's core values and strategic objectives.

The election of the members of the Board of Directors is carried out by the general meeting, with the aim of ensuring transparency in the process. The Chairman of the Board of Directors does not come from the Group's human resources, a fact that ensures objectivity and impartiality, strengthening the independence of the management. The responsibilities of senior executives are determined by an adaptive organizational structure, which dynamically responds to the needs of each of our business activities.





The Group's strategy for sustainable development constitutes a central pillar of decision-making by the Board of Directors and senior executives. A specialized Advisory Committee for our clinics monitors and manages ESG issues, ensuring that our actions promote sustainability and social responsibility. At the same time, we are developing an advanced internal control system that allows for regular evaluation and review of our procedures, promoting innovation and adaptability to changing market needs.

Finally, the Group places particular emphasis on the training and development of the skills of the members of the Board of Directors in matters of sustainable development and corporate governance. Through attending annual seminars and workshops, we ensure that the members of the Board of Directors remain informed of the latest developments, effectively contributing to addressing the challenges of the modern business environment. The sustainable development report is subject to assessment by senior executives and members of the Board of Directors, who in turn integrate the principles of sustainable development into all activities of the Hellenic Healthcare Group.

## International standards and practices

Hellenic Healthcare Group fully complies with the applicable legislation (Law 3016/2002) on Corporate Governance by adopting international guidelines and standards. At the same time, we implement the Code of Ethics and Conduct for Medical and Scientific Practices, ensuring integrity and transparency in all our operations.

## Strengthening sustainability in the supply chain

The Group collaborates with a number of suppliers to procure medical equipment, materials and other supplies and meet its needs, understanding that strong partnerships are a key component for its smooth and responsible operation. Our main concern is to be a positive example of values and success, placing particular emphasis on the responsible selection of partners who share the same values and implement similar responsible practices as those of the Hellenic Healthcare Group.

The evaluation and selection of suppliers is based on the principles of transparency and the consideration of their practices in matters of sustainability, protection of human rights and environmental policy. In particular, the evaluation procedure is carried out by experienced executives from the Group's nursing departments, who oversee the quality and certification of the products used in our clinics. In fact, in order to ensure the highest quality, systematic research of the local market is carried out to find materials of equivalent quality to those used in the leading hospitals in Greece. The products supplied to the Group's clinics are checked for compliance with the necessary quality standards, such as Conformité Européenne (CE) certifications and declarations of conformity.

Product safety and quality are an integral element that contributes to the smooth operation of the Group. In this context, we ensure that HHG suppliers comply with international standards and regulations related to working conditions and human rights and environmental management, underlining our commitment to ethical operation and transparency.

All clinics and companies of the Group follow a detailed internal operating regulation, which clearly defines the method of operation of the central procurement committee. The committee's main responsibility is to supervise and ensure the proper implementation of the procurement procedures set by the Group. In addition, the committee is responsible for approving or rejecting suppliers and negotiating the final terms of cooperation.

### Assessment of suppliers

In 2022, the Group implemented the Supplier and Subcontractor Assessment System (SSAS), aiming to enhance transparency and promote sustainability principles in all its business partnerships. In 2023, we incorporated ESG (Environmental Management, Social Responsibility, and Corporate Governance) criteria into our SSAS for the assessment of our suppliers. The assessment procedure is not limited only to the quality of the products or services provided, but also assesses the impact of suppliers' business practices on the environment, society, as well as the ethical management of their businesses. In this way, we ensure that our partners comply with the highest quality standards and align with the Group's commitment to creating a sustainable and responsible business ecosystem.

So far, 36 selected suppliers have been assessed through the SSAS, thus gathering critical information that allows us to strengthen our strategic cooperation with those partners who meet the strict requirements and contribute to the implementation of the Group's goals for sustainable development.

Finally, the Group's clinics have developed and implement Environmental Management Systems (EMS) in accordance with the requirements of the international standard ISO 14001:2015. EMSs cover the activities of the clinics or companies, ensuring that their operations comply with the highest environmental standards.

Y-LOGIMED has adopted the Supplier Code of Conduct, which ensures that partnerships are fully aligned with the Group's principles and values. The code emphasizes on issues of ethics, social responsibility, environmental protection and sustainability, seeking to cooperate only with suppliers who share the same values and commitments.

At the same time, with a strong commitment to sustainable development, Y-Logimed evaluates 100% of its suppliers, ensuring that its partners operate in accordance with the principles of sustainability, environmental protection and social responsibility. The assessment of suppliers is a criterion for terminating cooperation if their activities are not in line with the principles of sustainable development. In this way, Y-Logimed contributes to the creation of a value chain aligned with the principles of sustainable development and enhances the transparency and credibility of its partners.

81%

of the Group's suppliers  
came from the local community



## Protection of personal data

Protecting the privacy of patients, clients, visitors and their trainees is a top priority for Hellenic Healthcare Group. For this reason, we strictly follow the Personal Data Protection Policy, which ensures the high level of services offered and complies with the current legislative and regulatory framework regarding the protection of personal data.

The Group fully complies with the legislative and regulatory framework, while the privacy policy applies to all individuals whose data we process, including customers, former and current employees, partners, investors and other stakeholders. In addition, the Information Security Policy (ISP) is a critical tool that ensures the confidentiality, integrity and availability of data. Information Systems (IS) that store, process or transmit data remain protected. The printed and electronic information managed by the Group's companies and collaborating organizations on our behalf remains unaltered and secure.

To oversee compliance with the General Data Protection Regulation (GDPR), we have appointed a Data Protection Officer. His responsibility is to monitor the level of data protection and ensure the compliance of our processes with the requirements of the regulation and applicable legislation. Personal data is collected and retained for the time strictly necessary, for specified, explicit and legitimate purposes, and is processed lawfully and fairly in a transparent manner, always in accordance with the applicable legal framework and in a manner that guarantees

its availability, integrity and confidentiality. These data are at all times suitable, relevant, appropriate and no more than is required in view of the above purposes, and are accurate and, if necessary, updated.

During 2023, we implemented additional data protection training programs, focusing on enhancing the awareness and knowledge of our employees. A total of 9 training sessions were held, covering topics such as identifying and preventing data breaches, the proper management of personal data and compliance with GDPR regulations. The number of employees who participated in training on data and information security amounted to 272. Through these trainings, we seek to ensure that all employees are fully informed and trained to protect our patients' and customers' data in the best possible way.

In addition, HYGEIA Clinic has established a comprehensive corporate communication policy, which sets the framework for all communications, both inside and outside the clinic. The policy aims to achieve business objectives, while at the same time ensuring the integrity and confidentiality of the information being exchanged. By implementing the policy, the personal data of patients, customers and employees is protected. Furthermore, the policy enhances security and confidentiality, maintaining the high standards of HYGEIA clinic and strengthening the trust of the public and associates.

The indexes related to data protection for 2023 were formed as follows:



33

requests for the exercise  
of data subjects' rights



Zero

fines, legal claims  
and transaction fees  
for GDPR violations

By maintaining positive performance, the Group aspires to remain constantly aligned with the highest standards of compliance and personal data protection, steadily strengthening the trust of patients and stakeholders.

## Our values and standards regarding privacy

Through specialized procedures and policies, we effectively protect information, achieving excellent performance in data management and creating the foundation for long-term trust and reliability. In this direction, we are establishing a strong framework for the management of personal data, which is based on four basic principles:

- ▶ **Commitment to respect:** We respect the rights of individuals and their communities by applying fair and transparent practices in the use of their information..
- ▶ **Strengthening trust:** We cultivate the trust of customers, employees, patients and all stakeholders, while protecting their data is a fundamental principle for the Group.
- ▶ **Strengthening security:** We place priority to the protection of information and data, implementing preventive measures to prevent any physical or financial risks.
- ▶ **Compliance with regulations:** We strictly comply with privacy laws and regulations, demonstrating consistency and operational efficiency in our business activities.

By continuously improving our policies and procedures, we ensure that the Group remains a model in personal data protection.

The goal is to maintain the trust of customers, employees and all stakeholders, while enhancing information security and integrity.

In addition, the following eight privacy principles summarize privacy standards and basic requirements for processing, activities and their supporting technologies at a high level.

- ▶ **Necessity:** Before collecting, using or distributing personal data, we conduct a detailed analysis to determine the specific and legitimate business purpose that justifies its collection.
- ▶ **Justice:** We ensure that the processing of personal data is carried out in a fair and ethical manner, without causing an unfair burden on the data owners.
- ▶ **Transparency:** We clearly and understandably inform interested parties about the practices and purposes of processing their data.
- ▶ **Purpose limitation:** The use of personal data is strictly limited to specified and approved purposes. We ensure that data is not used for purposes other than those for which the data subjects have given their consent.
- ▶ **Data quality:** We emphasize in maintaining the accuracy and completeness of data and implement systems and procedures that ensure regular data updates.
- ▶ **Security:** We implement strong security measures to protect personal data from any form of loss, misuse or unauthorized access. Our technical and organizational security controls include encryption, breach detection, and secure access protocols.
- ▶ **Data transfer:** We ensure the security of personal data during transmission within the organization or to external partners, using advanced technological means and strict transfer protocols.
- ▶ **Legally Permissible:** We process personal data only in cases where all requirements of applicable legislation are met.

**i.** For more relevant information about the clinics and companies of the Hellenic Healthcare Group, please refer to the appendix page 118.



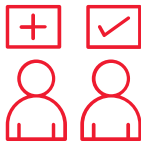
## Compliance with regulatory frameworks

For 2023, the following results are highlighted:



Zero

practices aimed at monopolizing the market



Zero

legal actions for anti-competitive behavior



Full

compliance with environmental standards, ensuring environmental protection

Hellenic Healthcare Group remains committed to ensuring regulatory compliance and upholding human rights at every level of its activities. By implementing strict policies and procedures, we ensure full compliance with the legal and regulatory frameworks that govern our activities, while at the same time strengthening integrity and transparency in the organization.

In order to achieve full compliance, we implement systematic controls and regular inspections across all our operations. Through continuous employee training and updating of regulatory risks, we ensure that all members of the Group are prepared to face the challenges of the modern business environment. The procedures include monitoring and recording compliance indicators, as well as taking corrective actions, when deemed necessary, with the aim of eliminating violations. Furthermore, within the framework of employee training on relevant issues, in 2023 a total of 595 new employees received initial training on business ethics issues.

At the same time, the Group adopts strict measures to prevent bribery, corruption and conflict of interest. Through specific policies, we prevent such phenomena, strengthening the integrity of our business processes. Regular internal audits guarantee compliance with the principles, with the results being communicated to the Board of Directors, allowing informed and responsible decisions to be made.

Furthermore, within the framework of protecting human rights, we are committed to defending the dignity of all our employees and partners, implementing policies that prohibit any form of forced or child labor. Through strict control mechanisms, we ensure that there are no human rights violations at any stage of our value chain. Our policies prioritize the fair and equal treatment of all employees, while clear measures have been established to prevent and address any violation.

In addition, the Group offers a support network for employees, including helplines and counseling services. These services ensure immediate assistance and guidance in cases of violations or complaints, enhancing the feeling of safety and protection for all employees.

Finally, it is emphasized that we continue to closely monitor international developments and changes in legal and regulatory frameworks. By adapting our policies and procedures to new requirements and continuously informing our staff, we are able to respond immediately to any new legislative challenge, maintaining our leading position in the field of regulatory compliance and human rights protection.



09

OUR FINANCIAL  
PERFORMANCE

At Hellenic Healthcare Group, we strive for continuous growth and progress, based on responsible and sustainable business practices. To this end, we monitor key financial indicators, with the aim of maintaining them at levels beneficial to the Group.

The main financial results for the year 2023 are presented below, in accordance with International Financial Reporting Standards, as applied by the European Union.

Indicators	Hellenic Healthcare Group
Turnover (€ in thousands)	563.539
Operating profit (€ in thousands)	74.632
Operating costs (€ in thousands)	495.433
Payments to capital providers (€ in thousands)	2.491
Profit before tax (€ in thousands)	44.376
Net profit after tax (€ in thousands)	33.188
Equity (€ in thousands)	540.901
Total investments (€ in thousands)	89.672
Total assets (€ in thousands)	1.426.060
Payroll	156.775

The Group's financial growth is crucial for its prosperity, ensuring high-quality health services and excellent service to our patients. Our financial progress is achieved with absolute respect for staff and patients, incorporating the improvement of working conditions, the provision of fair remuneration, professional development opportunities, as well as ensuring high quality care.



10

ANNEX

# About the Report

This report constitutes the fifth Sustainable Development Report of Hellenic Healthcare Group<sup>18</sup> and covers the period 1/1/2023 - 31/12/2023<sup>19</sup>. Through the report, the Group presents its performance as well as the actions it implemented during the reporting year on Environmental, Social and Governance (ESG) issues. The report has been prepared in accordance with the 2021 Global Reporting Initiative (GRI) International Standards and is aligned with core, advanced and sectoral indicators of the "ESG Disclosure Guide 2024" issued by the Athens Stock Exchange.

To identify material issues, we conducted a double materiality analysis for the second consecutive year, which was based on two pillars. The first pillar focuses on identifying and assessing the impacts of our business activity on the environment, society and the economy. The second pillar concerns the analysis of the opportunities and risks that emerge from the external environment to the Group, within the context of financial materiality. The key impacts, opportunities and risks have not changed significantly from the previous year, however the inclusion of new clinics and companies in 2023 led to the need to reassess them. Furthermore, to comply with the revised Corporate Sustainability Reporting Directive (CSRD), the analysis was reviewed and adjusted where necessary.

The Report includes data from the following Group companies:

- Athens Diagnostic & Therapeutic Center HYGEIA
- METROPOLITAN HOSPITAL General Clinic
- MITERA General, Maternity-Gynecology & Pediatric Clinic
- METROPOLITAN GENERAL General Clinic
- LETO General, Maternity and Gynecology Clinic
- CRETA INTERCLINIC Clinic
- APOLLONION Private Hospital

- HEALTH SPOT
- A-LAB Center for Molecular Biology and Genomics
- GROUP MEDICAL PURCHASING (GMP)
- Y-LOGIMED
- ARETAEIO Clinic
- MyClinic
- Model assisted reproduction unit HYGEIA IVF EMBRYOGENESIS
- BUSINESS CARE External Protection & Prevention Services

In addition, this year's Report incorporates data from three new clinics/companies that joined our workforce in 2023, specifically the City Hospital General Clinic, the PLATON DIAGNOSIS diagnostic centers and the PROGNOSIS diagnostic center. City Hospital General Clinic, based in Kalamata, offers a wide range of medical services, combining the provision of specialized care with a commitment to the health and well-being of its patients. PLATON DIAGNOSIS diagnostic centers specialize in providing reliable diagnostic tests. PROGNOSIS diagnostic center, with a presence in Cyprus, combines technological innovation with specialized medical care, serving the growing needs of the local population for high-quality diagnostic services.

In cases where data that has been processed or is based on specific assumptions is presented, the methodology or calculation method is described in detail, in accordance with the requirements of the GRI standard. The report is subject to external verification for selected GRI indicators by an independent organization. At the end of the report, the letter from the independent body that conducted the verification, which was carried out in accordance with the international standard ISAE 3000, is included.

For comments, suggestions or observations regarding the improvement of the design and implementation of our actions, you can contact us by sending an email to [commercial@hygeia.gr](mailto:commercial@hygeia.gr).

18. The Group's headquarters are located at 6 Eleftheriou Venizelou Street, 18547 N. Faliro, Athens.

19. The previous version covered the period 1/1/2022 - 31/12/2022.

## Certifications of the Hellenic Healthcare Group

Below are the certifications held by the clinics and companies of the Hellenic Healthcare Group until the year 2023.

Clinic / Company	Standard	Scope
<b>HYGEIA</b>	Joint Commission International (Accreditation Standards for Hospitals)	Patient Care & Organization Management (All Clinic Services - Clinical & Administrative)
	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Health Care Services (All Clinic Services - Clinical & Administrative)
	ISO 14001:2015 (Environmental Management System)	Provision of Primary & Secondary Health Care Services (All Clinic Services - Clinical & Administrative)
	ISO 45001:2018 "Occupational Health and Safety Management System"	Provision of Primary & Secondary Health Care Services
	Technical Specification Pas 99:2012 (British Standards Institute) (Unified Management Systems - ISO 9001, ISO 14001, OHSAS 18001)	Provision of Primary & Secondary Health Care Services (All Clinic Services - Clinical & Administrative)
	ISO 15189:2012 (Medical Laboratories - Requirements for quality & competence)	Clinical Laboratories: Biochemistry, Hematology, Immunology - Hormonology, Pathology, Cytology
	ISO 22000:2018 (Food Safety Management System)	Preparation and distribution of meals within the hospital (ANIZ)
	ISO 15224:2017 (Quality Management in the Provision of Health Services)	1. Provision of Primary & Secondary Health Care Services 2. Therapeutic Services in Inpatient Hospitalization for more than one day 3. One-day health treatment services Hospitalization 4. Patient Transport Services
<b>METROPOLITAN HOSPITAL</b>	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Health Care Services (All Clinic Services - Clinical & Administrative)
	TEMOS Excellence in Medical Tourism	Providing comprehensive health services with an emphasis on medical tourism
	TEMOS Quality in Medical Care	Quality in Medical Care
	ISO 15189:2012 (Medical Laboratories - Requirements for quality & competence)	Clinical Laboratories: Biochemistry, Hematology, Immunology

Clinic / Company	Standard	Scope
<b>METROPOLITAN HOSPITAL</b>	ISO 22000:2018 (Food Safety Management System)	Quality in Medical Care
	ISO 15224:2017 (Quality Management in the Provision of Health Services)	Quality Management in the Provision of Health Services - Provision of Primary and Secondary Services Secondary Health Care for the following sectors: Internal Medicine, Surgical Department, Intensive Care Units, Laboratory Sector, Oncology Unit, Department Emergency Departments, Outpatient Clinics
<b>MITERA</b>	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Health Care Services (All Clinic Services - Clinical & Administrative)
	ISO 15224:2017 (Quality Management in the Provision of Health Services)	Provision of Primary & Secondary Health Care Services in the following areas: 1. Therapeutic Services in Inpatient Care more than a day 2. One-day health treatment services Hospitalization 3. Surgical Field/ Pathology Field)
	ISO 22000:2018 (Food Safety Management System)	Preparation and distribution of meals within the hospital (ANIZ)
	Breast Centres Network	Full member of the international Breast Centers Network
<b>METROPOLITAN GENERAL</b>	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Health Care Services
	TEMOS Quality in Medical Care	Quality in Medical Care
	ISO 15189:2012	Certification of Pathological Anatomical Laboratory by the Hellenic Accreditation System • ESYD
	BS EN ISO 22000:2018 (Food Safety Management System)	Design, Organization & Implementation of Integrated Catering Services for Patients & Staff (Supply, Reception, Storage, Processing and Final Disposal)
<b>LETO</b>	ISO 9001:2015	Provision of Primary & Secondary Health Care Services
	ISO 15224:2017 (Quality Management in the Provision of Health Services)	Quality Management in the Provision of Health Services - Provision of Primary and Secondary Health Care Services of the Clinic - clinical & administrative

Clinic / Company	Standard	Scope
<b>CRETA INTERCLINIC</b>	ISO 9001:2015	Provision of Primary & Secondary Health Care Services
	TEMOS Quality in Medical Care	Quality in Medical Care
	ISO 15224:2017 (Quality Management in the Provision of Health Services)	Provision of Primary and Secondary care services
<b>Y-LOGIMED</b>	ISO 22301:2019 (Business Continuity Management)	Import, Marketing & Distribution of Medical Devices
	EN ISO 9001:2015 (Quality Management System)	Marketing & Distribution of Medical Devices
	EN ISO 13485:2016 (Quality Management System for Medical Devices & Products)	Marketing & Distribution of Medical Devices
	Ministerial Decision 1348/2004	Trade and distribution of medical devices (IN VITRO diagnostic products - medical devices for therapeutic, surgical and diagnostic use)
	ISO 14001:2015 (Environmental Management System)	Marketing & Distribution of Medical Devices
	ISO 37001:2016 <sup>20</sup> (Anti-Corruption Management System)	Marketing & Distribution of Medical Devices
<b>GMP</b>	EN ISO 9001:2015 (Quality Management System)	Handling of Surgical Instruments
	Ministerial Decision 1348/2004	Handling of Medical Devices
<b>HEALTHSPOT</b>	EN ISO 9001:2015 (Quality Management System)	Provision of Primary Health Care Services
	ISO 15224:2017 (Quality Management in the Provision of Health Services)	Provision of Primary and Secondary care services

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20. Certification completed within 2024.

## Summary tables

Below are summary tables of the data included in this Report. The data concerns the information of individual clinics and is organized following the structure of the Report.

### Our environmental footprint

The following tables summarize information by clinic and company regarding carbon footprint, energy consumption, waste generation and water consumption.

Direct and indirect greenhouse gas emissions

Green-house gas emissions	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTHSPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Direct emissions CO <sub>2</sub> - Scope 1 (tn CO <sub>2</sub> e)	1.732	378	1.390	834	243	-	-	-	-	-	-	-	194	-	-	-	-	-
Indirect emissions - Scope 2 (tn CO <sub>2</sub> e)	4.186	3.222	2.690	1.106	767	-	-	64	103	4	-	-	2.086	-	-	-	-	-

Greenhouse gas emissions

	Electricity	Natural gas	Oil
CO <sub>2</sub>	The constants were taken from the energy mix of each clinic and company's electricity provider.	56.1000 kgCO <sub>2</sub> / TJ	74.1000 kgCO <sub>2</sub> / TJ
CH <sub>4</sub>	-	5 kgCH <sub>4</sub> / TJ	10 kgCH <sub>4</sub> / TJ
N <sub>2</sub> O	-	0,1 kgN <sub>2</sub> O / TJ	0,6 kgN <sub>2</sub> O / TJ

## Energy consumption per energy source and per patient day

Energy consumption	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTHSPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Total electricity consumption (MWh)*	12.134	8.521	7.796	5.100	2.028	803	2.452	168	258	14	-	412	3.035	-	353	-	-	-
Electricity consumption (kWh) / patient day*	155,8	157,6	104,2	157,6	151,6	65,9	135,1	-	-	-	-	-	175,8	-	1,17	-	-	-
Total natural gas consumption (MWh)*	8.545	1.867	6.860	4.115	1.198	-	-	-	-	-	-	-	-	-	-	-	-	-
Natural gas consumption (kWh) / patient day *	109,69	34,50	91,66	127,00	89,56	-	-	-	-	-	-	-	-	-	-	-	-	-
Total oil consumption (m <sup>3</sup> )*	0,4	-	-	-	-	5,7	23	-	-	-	-	-	70,8	-	-	-	-	-
Total energy consumed from renewable energy sources (%) <sup>21*</sup>	42%	42%	42%	42%	42%	42%	16%	-	-	-	-	42%	-	-	-	-	-	-
Total energy consumed from renewable energy sources (MWh)*	5.096	3.579	3.724	2.142	852	337	392	-	108	5	-	173	-	-	-	-	-	-
Total energy consumption (MWh)*	20.683,1	10.388,0	14.656,0	9.215,0	3.226,0	859,4	2.679,6	168,0	258,0	13,0	-	412	3.735,7	-	353,0	-	-	-
Total energy intensity (MWh/ patient day)*	265,5	192,1	195,8	284,9	241,2	70,6	141,4	-	-	-	-	-	-	-	-	-	-	-

21. The percentage of energy consumption from RES is derived from the energy mix of the provider. For the clinics/companies HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, CRETA INTERCLINIC and HYGEIA IVF EMBRYOGENESIS the provider is NRG and for APOLLONION the provider is the Electricity Authority of Cyprus (EAC).

## Production of hazardous and non-hazardous waste and method of management

Waste	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Hazardous waste generated (tn)*	460	331	333	204	33	22	43	3	-	0	-	16	12	-	-	-	-	-
Recycling of generated hazardous waste (%)*	0%	0%	0%	0%	4%	0%	-	0%	-	-	-	0%	-	-	-	-	-	-
Incineration of generated hazardous waste (%)*	11%	4%	9%	4%	21%	9%	-	100%	-	-	-	25%	-	-	-	-	-	-
Sterilization of generated hazardous waste (%)*	89%	96%	91%	96%	75%	91%	-	0%	-	-	-	75%	-	-	-	-	-	-
Non-hazardous waste generated (tn)*	620	296	729	13	102	17	174	-	-	-	-	-	-	-	-	-	-	-

## Total water consumption and water consumption per patient day

Water consumption	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Water consumption (m <sup>3</sup> )*	81.352	36.400	59.417	40.040	13.836	3.192	11.725	362	841	44	-	428	8.690	-	392	-	-	-
Water consumption (m <sup>3</sup> ) / patient day*	1,04	0,68	0,80	1,20	1,23	0,26	0,54	-	-	-	-	-	0,50	-	1,31	-	-	-

## The Group's human resources

The following tables present information on the Group's human resources, recruitments, departures, distribution by hierarchical level and by type of job.

Distribution of human resources by gender and nationality

Distribution of human resources	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Number of women*	842	666	930	540	203	101	188	32	30	10	51	39	185	55	22	15	67	7	3.983
Number of men*	438	386	248	198	57	62	99	7	60	3	13	7	85	8	8	7	39	1	1.726
Total number of employees *	1.280	1.052	1.178	738	260	163	287	39	90	13	64	46	270	63	30	22	106	8	5.709
BoD • Number of women*	1	-	1	-	1	1	-	-	1	-	-	-	-	-	-	-	-	0	5
BoD • Number of men*	10	6	14	5	10	6	4	5	2	-	-	6	7	2	4	-	-	1	82
Number of women in managerial/ administrative positions	66	5	5	38	3	9	15	0	4	1	-	-	-	1	-	-	-	1	148
Number of executives in managerial/ administrative positions	124	19	7	57	4	14	22	1	15	1	-	-	5	1	2	-	-	2	274
The percentage of employees who are Persons with Disabilities (PWDs)	0,08%	0,01%	0,34%	0,68%	-	1,23%	-	-	1,11%	-	-	-	-	-	-	-	-	0%	0,03%
The number of employees who are Persons with Disabilities (PWDs)	1	1	4	5	-	2	-	-	1	-	-	-	-	-	-	-	-	-	14
Employees with nationality of the country of operation	1.260	1.040	1.158	725	253	163	318	39	90	13	-	46	202	60	24	-	-	8	5.399
Employees with a nationality different from the country of operation	20	12	20	13	7	-	18	-	-	-	-	-	68	3	6	-	-	-	167

## Age distribution of human resources

Age distribution of employees	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Age distribution (<30)*	173	138	235	153	60	32	101	8	4	0	-	10	61	25	8	-	-	6	1.014
Age distribution (30-50)*	763	642	710	448	149	86	134	21	69	12	-	29	149	29	17	-	-	2	3.260
Age distribution (51+)*	344	272	233	137	51	45	52	10	17	1	-	7	60	9	5	-	-	0	1.243

## Number of recruitments by gender and age

Recruit-ments	HYGEIA	METROPOLITN HOSPITAL	MITERA	METROPOLITN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Total recruitments *	186	102	233	168	49	65	91	0	20	-	20	6	52	24	2	4	33	2	1.057
Number of men*	49	32	40	42	10	16	31	0	15	-	15	1	13	6	0	3	23	0	296
Number of women*	137	70	193	126	39	49	60	0	5	-	5	5	39	18	2	1	10	2	761
Number of men, (<30)*	19	12	15	20	7	8	11	0	2	-	-	1	8	2	0	-	-	0	105
Number of men, (30-50)*	23	17	16	18	3	8	13	0	13	-	-	0	4	2	0	-	-	0	117
Number of men (51+)*	7	3	9	4	0	0	7	0	0	-	-	0	1	2	0	-	-	0	33
Number of women (<30)*	44	33	100	58	25	30	30	0	1	-	-	3	20	8	0	-	-	1	353
Number of women (30-50)*	64	31	77	54	13	15	21	0	4	-	-	2	14	9	1	-	-	1	306
Number of women (51+)*	29	6	16	14	1	4	9	0	0	-	-	0	5	1	1	-	-	0	86

## Number of departures by gender and age

Departures	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Total departures *	112	122	199	115	36	59	49	0	14	0	20	4	88	15	1	8	25	-	867
Number of men*	34	37	28	28	6	17	15	0	11	0	13	1	23	2	0	3	18	-	236
Number of women *	78	85	171	87	30	42	34	0	3	0	7	3	65	13	1	5	7	-	631
Number of men, (<30)*	5	12	7	10	2	8	6	0	2	0	-	1	6	1	0	-	-	-	60
Number of men, (30-50)*	25	22	18	13	4	6	7	0	9	0	-	0	15	1	0	-	-	-	120
Number of men (51+)*	4	3	3	5	0	3	2	0	0	0	-	0	2	0	0	-	-	-	22
Number of women (<30)*	31	38	61	23	15	17	13	0	1	0	-	0	25	8	0	-	-	-	232
Number of women (30-50)*	44	34	80	48	12	18	15	0	1	0	-	2	29	3	0	-	-	-	286
Number of women (51+)*	3	13	30	16	3	7	6	0	1	0	-	1	11	2	1	-	-	-	94
Employee mobility rate*	8,75%	11,6%	13,5%	15,3%	14,0%	36,2%	17,1%	0%	15,6%	0%	31,2%	8,7%	32,6%	23%	3%	36,3%	23,5%	0%	15%

## Number of employees by type and employment contract

Employees by type of employment	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Full time employment	1.207	1.022	1.107	699	243	138	326	38	90	13	-	44	254	57	30	-	-	8	5.276
Part-time employment	73	30	71	39	17	25	10	1	0	0	-	2	16	6	0	-	-	0	290
Contract for an indefinite period	1.240	1.051	1.096	733	234	156	336	33	86	13	-	46	270	55	-	-	-	8	5.357
Fixed-term contract	40	1	82	5	26	7	0	6	4	0	-	0	0	8	-	-	-	0	179

Distribution of employees by position and hierarchical level

Distribution of employees by position and hierarchical level	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Directors (Administration/ Departments)	10	2	7	5	4	2	5	0	5	2	-	-	2	2	4	-	-	1	51
Heads of Departments	27	22	8	3	0	2	2	1	8	-	-	-	3	4	1	-	-	1	82
Department Managers	87	32	119	49	32	10	7	0	2	-	-	5	122	4	3	-	-	0	472
Physicians	108	129	70	42	16	35	45	1	0	-	-	1	15	1	6	-	-	0	469
Scientific staff (biologists, pharmacists, technologists)	26	112	5	62	14	9	22	29	0	-	-	12	1	6	12	-	-	2	312
Nursing staff	473	386	560	272	108	58	139	0	0	-	-	15	143	29	0	-	-	7	2.190
Administrative staff	291	392	242	269	54	44	61	8	73	11	-	11	93	2	9	-	-	1	1.561
Support staff	116	15	107	74	6	3	38	0	1	-	-	0	-	25	3	-	-	0	388
Technical staff	24	18	22	19	8	1	3	0	0	-	-	0	-	0	0	-	-	0	95
Other staff	118	-	38	-	18	9	14	1	0	-	-	2	1	0	0	-	-	0	201

## Employee training

The table summarizes the indicators monitored by the clinics and companies of the Hellenic Healthcare Group regarding employee training and development.

Number of training programs

Training programs	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Clinical issues	11	10	15	17	6	4	16	-	0	-	-	1	11	-	-	-	-	-	91
Infection prevention and control	4	3	5	2	0	3	-	-	0	-	-	1	1	-	-	-	-	-	19
Clinical skills	71	2	39	8	5	2	16	-	0	-	-	5	-	-	-	-	-	-	148
Technical skills	20	4	12	13	5	8	8	-	2	-	-	2	-	-	-	-	-	-	74

Training programs	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Environment, health and safety*	22	4	4	8	4	10	2	-	1	-	-	1	1	-	-	-	-	12	70
Postgraduate studies	3	1	0	0	22	0	0	-	0	-	-	0	2	-	-	-	-	3	31
Attending/ participating in conferences	53	5	36	8	2	26	5	2	5	-	-	2	1	-	-	-	-	4	149
GDPR issues	0	0	1	1	1	1	1	-	2	-	-	1	-	-	-	-	-	1	9

## Employee health and safety

Health and safety	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Sharps injuries	0,5	1,3	0,7	0,6	1,3	3,3	0,6	-	-	-	-	0,03	-	-	-	-	-	-
LWD (Lost Work Day Rate)	8,4	22,9	36,3	92	-	1,88	-	-	-	-	-	0	1,05	-	-	-	-	-
DART Rate (Days Away/ Restricted or Job Transfer Rate)	0,51	0,6	0,3	11,3	0	18,8	-	-	-	-	-	0	0	-	-	-	-	-

## Our priority is our patients

Patient health and safety	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Falls of patients per 1000 patient days	1,44	2,11	0,64	1,05	0,22	0,32	-	-	-	-	-	-	-	-	-
Falls of patients with injury per 1000 patient days	0,39	0,02	0,04	0,09	-	-	-	-	-	-	-	-	-	-	-

## Patient satisfaction

Patient satisfaction	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Percentage of complaints to total inpatients & outpatients *	0,06%	0,08%	0,05%	0,17%	0,01%	0,08%	0,032%	-	0%	0,0002%	-	-	-	-	-
Percentage of patients who rated our clinics' care as "Excellent" and/or "Very good"	83%	95,1%	87%	94%	96%	90%	-	-	96%	82%	-	98,4%	-	-	-
Percentage of patients who would recommend the clinics to relatives and friends	81%	-	86%	98,3%	98%	94%	-	-	96%	-	-	97,7%	-	-	-

## The Group's governance

## Data protection

Data protection	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY CLINIC	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESSCARE	TOTAL
Total number of violations*	1	0	1	0	0	-	0	0	0	0	0	0	-	0	0	0	-	0	2
Total number of requests for the exercise of data subjects' rights*	8	3	8	5	4	-	5	0	0	0	0	0	-	0	0	0	-	0	33
Expenses due to fines, legal claims and transaction fees for violations of GDPR legislation*	0	0	0	0	0	-	0	0	0	0	0	0	-	0	0	0	-	0	0

\* The indicator has been verified for the clinics/companies HYGEIA, METROPOLITAN GENERAL, MITERA, METROPOLITAN HOSPITAL, LETO, CRETA INTERCLINIC, APOLLONIION, Y-LOGIMED, GMP and HYGEIA IVF EMBRYOGENESIS.

## Sustainable development targeting

The table presents our progress towards the goals we set for 2023, as well as our goals for 2024.

ESG Pillar	Goals 2023	Progress	Goals 2024
<b>Environment</b>	Reduction in energy consumption by 2%.	Energy consumption increased by 1.8%, due to the inclusion of three new companies into the Group.	<ul style="list-style-type: none"> <li>• Reduction of electricity consumption by 2%.</li> <li>• Reduction of total water consumption by 4%.</li> <li>• Reduction of hazardous waste by 5%.</li> </ul>
<b>Society</b>	Implementation of the program "Traveling for Health" and the program "Prevention".	Merging the two programs, creating the program "Everywhere", which includes an organized plan of annual actions for the broader coverage of the needs of residents in areas that do not have easy access to health services.	<ul style="list-style-type: none"> <li>• Expansion of the program "Everywhere".</li> </ul>
	Maintaining our patient satisfaction rate above 90%.	The Group's patient satisfaction rate was maintained at 91%.	<ul style="list-style-type: none"> <li>• Maintaining our patient satisfaction rate above 90%.</li> </ul>
	Maintaining the mobility rate at 2022 levels	Mobility levels were maintained at 15%, compared to 15.5% in 2022.	<ul style="list-style-type: none"> <li>• Maintaining the mobility rate at 2023 levels.</li> </ul>
	Increase in training hours for Group employees by 3%.	Employee training hours more than doubled compared to 2022.	<ul style="list-style-type: none"> <li>• Increase in training hours for Group employees by 5%.</li> <li>• Increase the number of Group employees trained in health and safety issues by 5%.</li> <li>• Increase the number of Group employees trained on diversity, equality and inclusion issues by 5%.</li> </ul>

ESG Pillar	Goals 2023	Progress	Goals 2024
Governance	Digitization of patient records with the aim of more efficient management of personal data.	Creation of the personal file "my-Ygeia", an innovative application for storing and managing medical exams and data, as well as the "E-HCert" application which gives patients access to medical services and digital records.	<ul style="list-style-type: none"> <li>• Maintenance and upgrade of existing applications.</li> </ul>
	Design and implementation of a targeted assessment process based on sustainability criteria for the supply chain.	Incorporation of ESG criteria into the Supplier and Subcontractor Assessment System (SSAS).	<ul style="list-style-type: none"> <li>• Assessment of 20 selected suppliers on environmental and social compliance issues.</li> </ul>

## GRI standards table

GRI standard	Publication	Report Chapter	Page	Omissions			External assurance
				Omitted requirement	Reasoning	Explanation	
GRI 2: General disclosures	2-1 Details on the Organization**	Our profile	13-37				✓
	2-2 Entities included in the organization's sustainability report**	About the Report	118-119				✓
	2-3 Period covered by the report, duration, contact details**	About the Report	118-119				✓
	2-4 Reprints of information**	About the Report	118-119				✓
	2-5 External assurance**	About the Report	118-119				✓
	2-6 Activities, value chain, other business locations**	Message from the CEO / Our profile / Sustainable development in focus	4-6, 13, 42-45				✓
	2-7 Employees**	Sustainable development in focus / We empower our people and society	42-25, 74-79				✓
	2-8 Non-salaried employees**	Sustainable development in focus / We empower our people and society	42-25, 74-79				✓
	2-9 Governance structure and composition**	Effective governance structure	108-109				✓
	2-10 Appointment and selection of the highest governance body**	Effective governance structure	108-109				✓
	2-11 Chairman of the supreme administrative body**	Effective governance structure	108-109				✓
	2-12 Role of the supreme governance body in overseeing impact management**	Effective governance structure	108-109				✓

GRI standard	Publication	Report Chapter	Page	Omissions			External assurance
				Omitted requirement	Reasoning	Explanation	
GRI 2: General Disclosures	2-13 Assigning responsibility for impact management**	Effective governance structure	108-109				✓
	2-14 The role of the supreme governance body for sustainability reporting **	Effective governance structure	108-109				✓
	2-15 Conflict of interest **	Compliance with regulatory frameworks	115				✓
	2-16 Communication of critical concerns**	Compliance with regulatory frameworks	115				✓
	2-17 Collective knowledge of the supreme governance body**	Effective governance structure	108-109				✓
	2-18 Assessment of the performance of the supreme governance body**	-		Yes	Confidentiality restrictions	The Group aims to maintain the confidentiality of sensitive information and data as a means of ensuring its compliance with applicable legislation, including aspects related to privacy and data protection.	✓
	2-19 Remuneration policies**	-		Yes	Confidentiality restrictions	The Group aims to maintain the confidentiality of sensitive information and data as a means of ensuring its compliance with applicable legislation, including aspects related to privacy and data protection.	✓

GRI standard	Publication	Report Chapter	Page	Omissions			External assurance
				Omitted requirement	Reasoning	Explanation	
GRI 2: General disclosures	2-20 Salary determination procedure**	-		Yes	Confidentiality restrictions	The Group aims to maintain the confidentiality of sensitive information and data as a means of ensuring its compliance with applicable legislation, including aspects related to privacy and data protection.	✓
	2-21 Annual ratio of total compensation**	-		Yes	Confidentiality restrictions	The Group aims to maintain the confidentiality of sensitive information and data as a means of ensuring its compliance with applicable legislation, including aspects related to privacy and data protection.	✓
	2-22 Statement on the sustainable development strategy**	Message from the CEO	4-5				✓
	2-23 Policy Commitments**	We operate ethically and transparently	108-109, 112-115				✓
	2-24 Integrating policy commitments**	We operate ethically and transparently	108-109, 112-115				✓
	2-25 Procedures for remediation of negative impacts**	We operate ethically and transparently	108-109, 112-115				✓
	2-26 Mechanisms for seeking advice and raising concerns**	-		Yes	Information not available	The Group will assess the creation of mechanisms for seeking advice and raising concerns in the future.	✓
	2-27 Compliance with laws and regulations**	We operate ethically and transparently / Annex	108-109, 112-115, 118				✓

GRI standard	Publication	Report Chapter	Page	Omissions			External assurance
				Omitted requirement	Reasoning	Explanation	
<b>GRI 2: General disclosures</b>	2-28 Participation in Unions and Associations**	Our profile	13-17				✓
	2-29 Stakeholder consultation approach**	Double materiality analysis	52-63				✓
	2-30 Collective labor agreements**	-		Yes	Information not available	The Group is in the process of recording this specific indicator.	✓
<b>GRI 3: Material issues</b>	3-1 Procedure for identifying material issues	Double materiality analysis	52-63				
	3-2 List of material issues	Double materiality analysis	52-63				

GRI Standard	Publication	Report Chapter	Page	Referrals			External assurance
				Omitted requirement	Reasoning	Explanation	
Our financial performance							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 201: Financial performance	201-1 Direct economic value produced and distributed	Financial performance	116-117				
Strengthening sustainability in the supply chain							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
	Hellenic Healthcare Group Index Percentage of local suppliers**	We operate ethically and transparently	111				✓
Defense of human rights							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 205: Fighting corruption	205-1 Activities assessed for potential risks related to corruption	Compliance with regulatory frameworks	115				
	205-3 Confirmed incidents of corruption and countermeasures	Compliance with regulatory frameworks	115				
Adaptation to climate change							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 302: Energy	302-1 Total energy consumption within the organization**	Adaptation to climate change / Summary tables	68, 124				✓
	Energy intensity within the organization**	Summary tables	124				✓

GRI Standard	Publication	Report Chapter	Page	Referrals			External assurance
				Omitted requirement	Reasoning	Explanation	
Efficient resource management							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 303: Water and wastewater	303-5 Drinking water consumption**	Effective water resources management	73				✓
Adaptation to climate change							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 305: Emissions	305-1 Direct emissions CO <sub>2</sub>	Adaptation to climate change	69				
	305-2 Indirect emissions GHG (Greenhouse Gas).	Adaptation to climate change	69				
Adoption of circular economy principles							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 306: Liquid effluents and waste	306-3 Total weight of waste, based on type and disposal method**	Adoption of circular economy principles	70-71				✓
We protect the environment							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 307: Environmental compliance	307-1 Non-compliance with environmental laws and regulations	We protect the environment	66				
We invest in our people							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 401: Employment	401-1 Total number and percentage of employee turnover (hires, departures)**	The Group's human resources	79, 83				✓

GRI Standard	Publication	Report Chapter	Page	Referrals			External assurance
				Omitted requirement	Reasoning	Explanation	
We protect the health and safety of our employees							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 403: Health and Safety at Work	403-2 Hazard identification, risk assessment and incident investigation	The Group's human resources	86-92				
	403-5 Employee training on Health and Safety issues**	The Group's human resources	84-85				✓
	403-6 Promoting Employee Health	The Group's human resources	86-91				
Training and assessment of our people							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 404: Training and education	404-1 Average training hours per year and employee	The Group's human resources	84				
	404-2 Programs to upgrade employee skills and transition support programs	The Group's human resources	84-85				
	404-3 Percentage of employees who receive regular reports on their performance and career development**	The Group's human resources	85				✓
Diversity, equality and inclusion							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 405: Diversity and equal opportunities for employees	405-1 Diversity in Hellenic Healthcare Group's governance members and employees**	The Group's human resources	79-80				✓

GRI Standard	Publication	Report Chapter	Page	Referrals			External assurance
				Omitted requirement	Reasoning	Explanation	
Contribution to society							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
413: Local communities	413-1 Activities where consultation with the local community, impact assessments and development programs have been implemented	Sustainable development in focus / Contribution to society	45-51, 94-103				
Responding to the trust of our patients							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 416: Patient Health and Safety	416-1 Health and safety impact assessment of products and services	Key ESG events / Annex	7-10, 131				
	Group Index Percentage of complaints received by the Group regarding its services**	Responding to the trust of our patients	93				✓
Protection of personal matters							
GRI 3: Material issues	3-3 Management of material issues	Double materiality analysis	52-63				
GRI 418: Customer privacy	418-1 Total number of substantiated reports of breaches of customer privacy and losses of customer data**	Annex	132				✓

\*\* The external verification covers the clinics/companies HYGEIA, METROPOLITAN GENERAL, MITERA, METROPOLITAN HOSPITAL, LETO, CRETA INTERCLINIC, APOLLONIION, Y-LOGIMED, GMP and HYGEIA IVF EMBRYOGENESIS.

## Group performance on ESG indicators

Hellenic Healthcare Group, through its annual Sustainable Development Reports, measures and publishes key performance indicators (KPIs) related to environmental, social and governance issues.

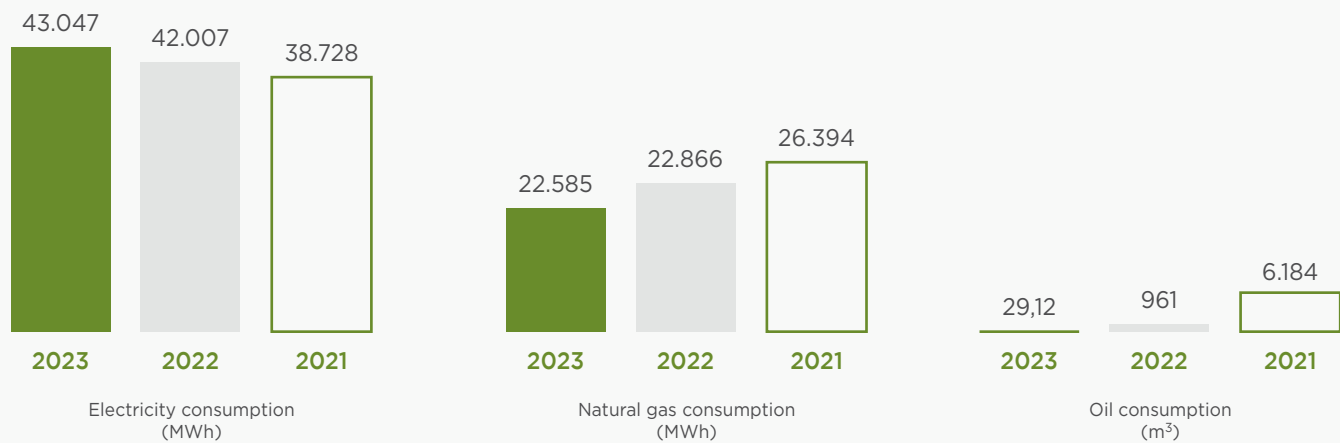
The Group’s purpose, through the Reports it publishes, is to promote transparency and ensure that stakeholders are informed about the progress made at each stage, taking into account its continuous development with the inclusion of new clinics and companies.

The Group’s performance across the three ESG pillars for the years 2021, 2022 and 2023 follows.

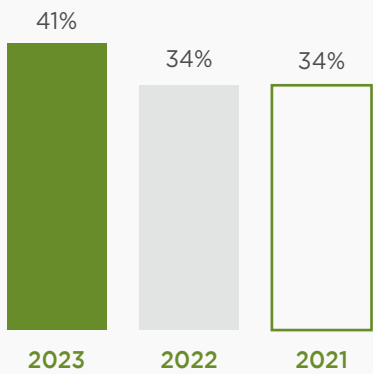


### Environment

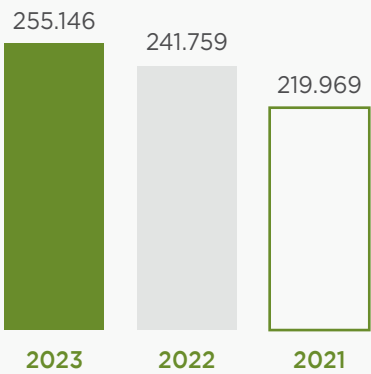
#### Energy consumption



#### Percentage of electricity consumption from renewable sources (RES)



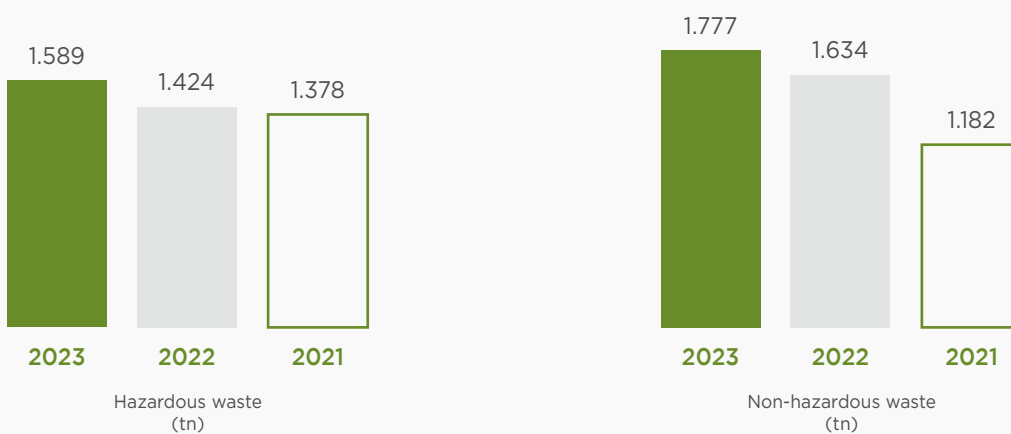
#### Water consumption (m³)



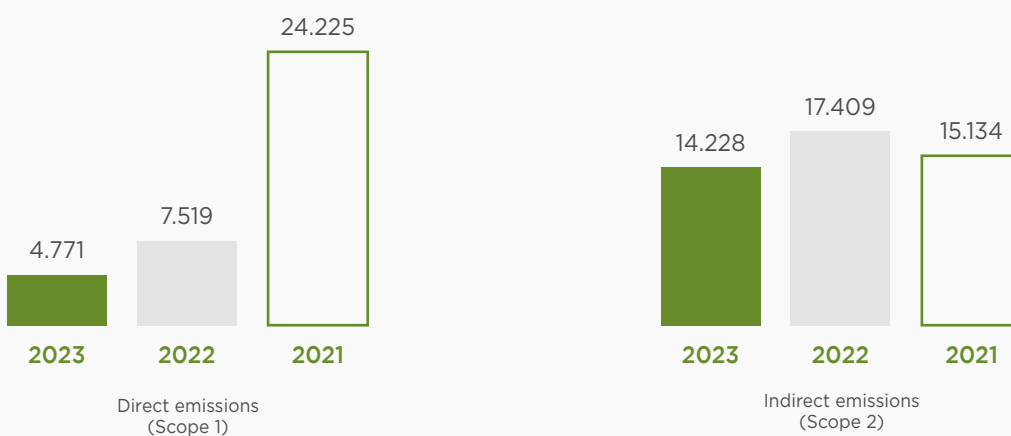


## Environment

### Waste (tn)



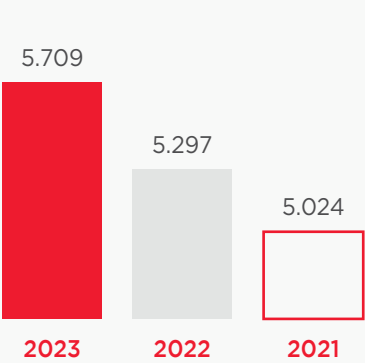
### Greenhouse gas emissions (tn CO<sub>2</sub>e)



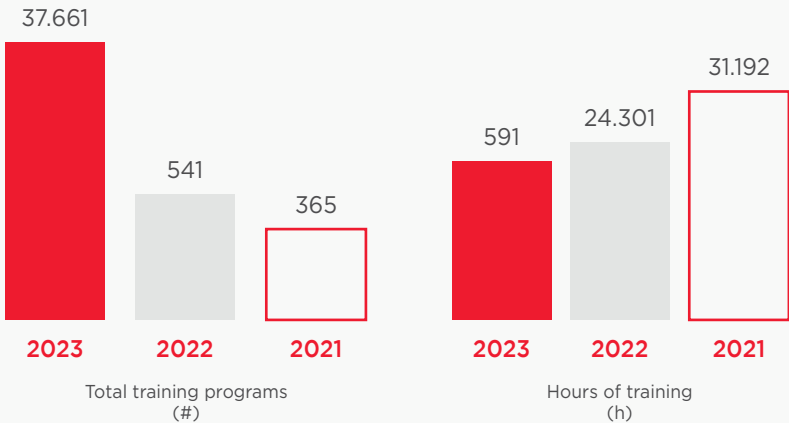


Society

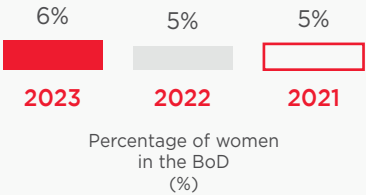
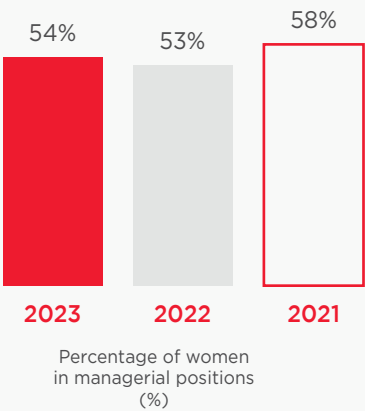
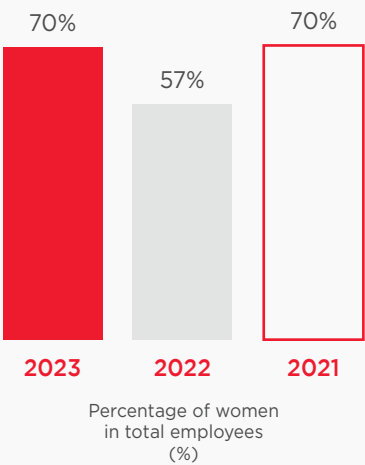
Number of employees (#)



Employee training



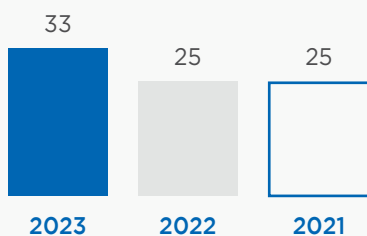
Diversity, equality and inclusion





## Governance

### Personal Data Protection

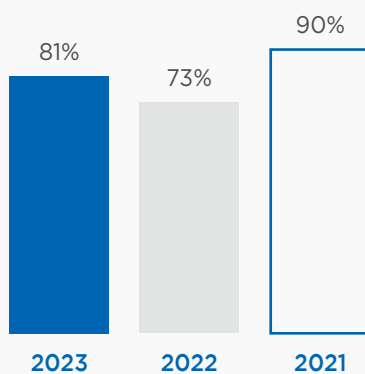


Requests to exercise rights (#)



Total number of personal data breaches (#)

### Percentage of local suppliers



# Independent Limited Assurance Report

## To the Companies of Hellenic Healthcare Group

The Companies DIAGNOSTIC AND THERAPEUTIC CENTER OF ATHENS HYGEIA SA, MITERA PRIVATE, GENERAL, MATERNITY, GYNECOLOGY & CHILDREN'S HOSPITAL SA, LETO MATERNITY, GYNECOLOGY & SURGICAL CENTER SA, Y-LOGIMED SA IMPORT, TRADING & SUPPLY OF MEDICAL TECHNOLOGY PRODUCTS, PERSEUS HEALTHCARE SA, METROPOLITAN GENERAL HOSPITAL HEALTHCARE FACILITIES OPERATION AND MANAGEMENT SA, PRIVATE HOSPITAL CRETA INTERCLINIC THERAPEUTIC & DIAGNOSTIC SURGICAL & RESEARCH CENTER SA., APOLLONION PRIVATE HOSPITAL, GROUP MEDICAL PURCHASING LLC, HYGEIA IVF EMBRYOGENESIS, (hereinafter the «Group») engaged "GRANT THORNTON S.A. CHARTERED ACCOUNTANTS MANAGEMENT CONSULTANTS" (hereinafter "Grant Thornton") to review selected disclosures included in the Group's Sustainable Development ESG Report 2023 for the reporting period ended December 31st, 2023 (hereinafter "the selected disclosures"), in accordance with the Global Reporting Initiative (GRI) Standards (hereinafter "GRI-Standards"), 2021 edition

## Scope of Work

The assurance engagement has been designed and performed in accordance with "International Standard on Assurance Engagements 3000 (Revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000"), in order to provide a limited level of assurance opinion over the following selected disclosures of the Sustainable Development ESG Report 2023:

- The completeness and accuracy of quantitative data and the credibility of qualitative information related to the GRI General Disclosures (as indicated in the 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 credibility of qualitative information related to GRI Specific Disclosures (418-1, 401-1, 403-5, 404-3, 405-1, 302-1, 302-3, 303-5, 306-3, 306-4), meeting the GRI Standards for the "In accordance" level of compliance, as well as Hellenic Healthcare Group Indicators "Percentage of complaints received by the Group regarding its services" and "Percentage of local Suppliers".

## Management Responsibility

Management of Hellenic Healthcare Group is responsible for the preparation and presentation of the selected disclosures provided to us, as incorporated in the Group's Sustainable Development ESG Report 2023, as well as for the completeness and accuracy of the selected disclosures. Furthermore, Management is responsible for maintaining records and implementing adequate internal controls designed to support the reporting process.

## Grant Thornton's Responsibility

Our responsibility is to perform a limited assurance engagement and to express our conclusions based on the procedures conducted over the selected disclosures, as outlined in the "Scope of Work" section. The procedures performed were designed to provide limited level of assurance, as defined by ISAE 3000, based on which we form our assurance conclusion. These procedures are not as extensive as those required for a reasonable assurance engagement and therefore provide a lower level of assurance.

Our responsibility is limited to the information related to the reporting period ended December 31, 2023, as included in the Group's Sustainable Development ESG Report 2023.

To the extent permitted by applicable law, 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, and with our prior consent.

## Limitations of Work

- 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, truthful and not misleading. Therefore, we have not undertaken verification procedures, beyond those explicitly stated in our Report and defined within our mutually agreed methodology.
- Our engagement was limited to the Sustainable Development ESG Report 2023, published in the Greek language. 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 assurance work has been conducted on previous reporting periods, as well as on future data forecasts and targets.
- No work has been conducted on anything other than the agreed scope and therefore, our opinion is limited to this scope of work.

### Assurance Procedures Performed

We designed and performed our assurance procedures to obtain all necessary information, supporting documentation, explanations and evidence we considered necessary for the selected disclosures outlined in the "Scope of Work" section above. The procedures applied with regard to the selected disclosures included:

- Conducting interviews with key personnel of the Group responsible for data management, and reporting in order to obtain an understanding of key structures, systems, policies and relevant processes in place.
- Performing verification procedures, on a sample basis, in order to obtain and review relevant supporting evidence.
- Reviewing the GRI Content Index of the Sustainable Development ESG Report 2023, as well as the relevant references included therein, in relation to our scope of work.

## Independence

Grant Thornton implements the requirements of International Standard on Quality Control 1. Based on this, it maintains a comprehensive quality control system including documented policies and procedures to ensure compliance with ethical requirements, professional standards and relevant legal and regulatory requirements.

We have complied with the independence requirements and other ethical requirements 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, objectivity, professional adequacy, confidentiality and professional behavior. In this context, the Grant Thornton assurance team is independent and has not participated in the preparation of the Sustainable Development ESG Report 2023.

## Conclusion

We report the following conclusions based on the scope of our work and its limitations, as described in the relevant section above. Our conclusions are based on the procedures performed, as outlined in the "Assurance Procedures Performed" section:

- Nothing has come to our attention that causes us to believe that the Sustainable Development ESG Report 2023 does not meet the GRI Standards', section 2021 requirements of "In accordance" level of compliance.
- Nothing has come to our attention that causes us to believe that the disclosures included in the Sustainable Development ESG Report 2023, as outlined in the "Scope of Work" section, are materially misstated.

## Restricted use

This report is intended solely for the information and use of the Group in accordance with the terms of assurance engagement agreed between us and is not intended to be and should not be used by anyone other than the Group.

Athens, 20/02/2025

The Chartered Accountant

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**Athina Moustaki**

CPA (GR) Reg. No.28871



**Grant Thornton**

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



Hellenic Healthcare Group

## Hellenic Healthcare Group

6, Eleftheriou Venizelou Street,  
185 47 N. Faliro, Athens, Greece  
Tel. Centre: (+30) 210 480 9409

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



## HYGEIA DIAGNOSTIC & THERAPEUTIC CENTER OF ATHENS

Kifissias Ave & 4 Er. Stavrou - 151 23 Maroussi, Athens, Greece  
Tel. Centre: (+30) 210 686 7000, Fax: (+30) 210 684 5089  
Information: (+30) 210 686 7885/433  
Ambulances: (+30) 210 686 7000  
Emergency - Outpatient Clinics: (+30) 210 686 7425

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



## GENERAL CLINIC METROPOLITAN HOSPITAL

9 Ethnarchou Makarios & El. Venizelou 1,  
185 47 N. Faliro, Athens, Greece  
Tel. Centre: (+30) 210 480 9000

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



## MITERA GENERAL CLINIC, MATERNITY/ GYNAECOLOGICAL CLINIC & CHILDRENS HOSPITAL

6, Erythrou Stavrou Str. 151 23 Maroussi, Athens, Greece  
Tel. Centre: (+30) 210 686 9000, Fax: (+30) 210 683 1877  
Information: (+30) 210 686 9100  
Outpatient Clinics: (+30) 210 686 9143

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



## GENERAL CLINIC METROPOLITAN GENERAL

Mesogeion Avenue 264,  
15562 Cholargos, Athens, Greece  
Tel. Centre: (+30) 210 650 2000

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



## LETO GENERAL, MATERNITY AND GYNECOLOGICAL CLINIC

Mouson 7-13, 115 24, Athens, Greece  
Tel. Centre: (+30) 210 690 2000 & 2100  
Fax: (+30) 210 698 4162

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



## CRETA INTERCLINIC

63 Minos str.,  
71304 Heraklion Crete, Greece  
Tel. Centre: (+30) 2810 373 800

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



## APOLLONION PRIVATE HOSPITAL

20 Lefkotheou Av., 2054 Strovolos, Nicosia, Cyprus  
Tel. Centre: (+357) 2246 9000

[www.apollonion.com](http://www.apollonion.com) / [info@apollonion.com.cy](mailto:info@apollonion.com.cy)



## ARETAEIO HOSPITAL

Andreas Avramidis 55-57,  
2024 Strovolos, Nicosia, Cyprus  
Tel. Centre: (+357) 2220 0300

[www.aretaeio.com](http://www.aretaeio.com) / [info@aretaeio.com](mailto:info@aretaeio.com)



## HYGEIA IVF EMBRYOGENESIS

15 Fleming str., 15123 Marousi, Athens, Greece  
Tel. Centre: (+30) 211 750 0510

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



## HEALTH SPOT

### Kifissia

16 Levidou str.,  
145 64 Kifissia, Athens,  
Greece, Tel. Centre:  
(+30) 212 808 6100

### Peristeri

Panagis Tsaldaris &  
Sarandaporou 1 str.  
121 34 Peristeri,  
Athens, Greece,  
Tel. Centre:  
(+30) 212 808 6200

### Glyfada

Vouliagmenis Av. &  
Grig. Lambrakis str. 62  
166 74 Glyfada, Athens,  
Greece Tel. Centre:  
(+30) 212 808 6300

### Piraeus

Miaouli Beach  
185 38 Piraeus, Athens,  
Greece, Tel. Centre:  
(+30) 212 808 6400

### Santorini

Messaria  
847 00 Santorini,  
Greece, Tel. Centre:  
(+30) 212 808 6500

### Rafina

Vasileos Georgiou B' &  
Triglias,  
190 09 Rafina, Greece,  
Tel. Centre:  
(+30) 212 808 6600



## MY CLINIC

Angelika, New Ornos Ring Road,  
846 00 Mykonos. Greece  
Tel. Centre: (+30) 22890 27350

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



## A-LAB CENTER FOR MOLECULAR BIOLOGY AND GENOMICS

Anastasiou 11, 115 24 Athens, Greece  
Tel. Centre: (+30) 210 690 2082 & (+30) 210 698 4174  
Fax: (+30) 210 690 2083

[www.alab.gr](http://www.alab.gr) / [alab@leto.gr](mailto:alab@leto.gr)



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14 Kountouriotou str., 151 27 Melissia, Greece  
Tel. Centre: (+30) 210 639 7144

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



## Y-LOGIMED IMPORT TRADE & MEDICAL DEVICE SUPPLY

15 Ermou Street, 145 64 Kifissia, Athens, Greece  
Tel. Centre: (+30) 210 280 2000, Fax: (+30) 210 280 2013

[www.y-logimed.gr](http://www.y-logimed.gr) / [info@y-logimed.gr](mailto:info@y-logimed.gr)



## GROUP MEDICAL PURCHASING (GMP)

15 Ermou Street, 145 64 Kifissia, Athens, Greece  
Tel. Centre: (+30) 210 280 2000  
Fax: (+30) 210 280 2013



## CITY HOSPITAL

Kalamata General Clinic  
5 Pindarou str., Kalamata 241 00  
Tel. Centre: (+30) 27210 80150

[www.cityhospital.com.gr](http://www.cityhospital.com.gr)



## PROGNOSIS DIAGNOSTIC CENTER

5 Rafail Santi str.,  
6052 Larnaca - Cyprus  
Tel. Centre: (+357) 2425 1000

[www.prognosismri.com](http://www.prognosismri.com)

## ΠΛΑΤΩΝ ΔΙΑΓΝΩΣΙΣ

### PLATON DIAGNOSIS

#### Thessaloniki, Sofouli

14 Themistokli Sofouli str.,  
545 46 Thessaloniki, Greece  
Tel. Centre: (+30) 2310 425 901  
sofouli@platonae.gr

#### Thessaloniki, Kalamaria

64 Konstantinou Karamanli str.,  
551 34 Thessaloniki, Greece  
Tel. Centre: (+30) 2310 805 540  
finikas@platonae.gr

#### Thessaloniki, Pylea

37 John Kennedy Avenue,  
555 35 Thessaloniki, Greece  
Tel. Centre: (+30) 2310 425 901  
pylaia@platonae.gr

#### Thessaloniki, Svolou

32 Alexandrou Svolou str.,  
546 22 Thessaloniki, Greece  
Tel. Centre: (+30) 2310 425 901  
svolou@platonae.gr

#### Thessaloniki, Ethnikis Aminis

32 Ethnikis Aminis str.,  
546 21 Thessaloniki, Greece  
Tel. Centre: (+30) 2310 425 901  
aminis@platonae.gr

#### Athens, Vouliagmeni

9 Agiou Panteleimonos str.,  
Vouliagmeni 166 71, Greece  
Tel. Centre: (+30) 210 896 0034  
(+30) 210 896 0033  
vouliagmeni@platonae.gr

#### Athens, Glyfada

12 Georgiou Kondili str.,  
166 75 Glyfada, Athens, Greece  
Tel. Centre: (+30) 210 896 0035  
glyfada@platonae.gr

#### Athens, Kolonaki

35 Karneadou str.,  
106 76 Athens, Greece  
Tel. Centre: (+30) 210 720 9930  
kolonaki@platonae.gr

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



Editing of the Sustainable Development Report 2023,  
TRADE DEPARTMENT OF HYGEIA

Contact person: Mr. Dimitris Stefos  
tel.: (+30) 210 686 7229, Fax: (+30) 210 686 7624





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