



**SUSTAINABLE  
DEVELOPMENT  
REPORT  
ESG 2022**

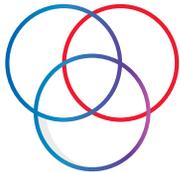




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"WE HAVE SHAPED  
A SUSTAINABLE BUSINESS  
THAT IS RESILIENT TO CHALLENGES  
WHILE ENSURING VALUE CREATION  
IN OUR SOCIETY."

*Dear colleagues and stakeholders*

At Hellenic Healthcare Group, we are laying solid foundations for sustainable growth, while at the same time implementing our digital transformation by integrating modern technologies, streamlining operations and promoting new methods of healthcare. With a strong commitment to our people, our patients and society, we are charting a sustainable future looking forward to achieving the goals we have set through continuous actions, activities and investments in medical technology. We remain sensitive to our patients and their family members and ensure the high quality of our services. Our commitment to provide the best and most effective services makes us a leader in the healthcare sector in Greece. The dynamic development of the Group's network in new markets aims to continuously improve the services provided. In 2022, one more clinic, ARETAEIO in Cyprus and Sea Medical in Mykonos, joined the Group as part of the development of the Group's primary care network.

In our Group, we follow and adopt the principles of sustainability in every aspect of our operations.

The Environment, Society and Governance (ESG) pillars are the guide to shaping a future that will deliver not only growth but also prosperity for society. We are proud that our actions for sustainable development have been recognized and rewarded for the second consecutive year by the international rating agency EcoVadis. In 2022, the Group received a silver award for its performance and was ranked among the world's leading companies in healthcare services.

The primary pillar and main concern for our Group is the satisfaction of our patients. We monitor and measure indicators related to patient satisfaction and identify issues that contribute to the improvement and effectiveness of our services.

At the same time, we are committed to reducing our environmental footprint on an annual basis. Our key objective is to invest in green technologies, improve our energy efficiency and contribute to climate change mitigation. In 2022, we ensured 35% green energy in our clinics, com-

"WE ARE COMMITTED  
TO CONTINUING  
OUR DEDICATED WORK  
IN THE HEALTH SECTOR,  
WHILE PROMOTING  
SUSTAINABILITY  
IN ALL ASPECTS OF  
OUR ACTIVITIES."



panies and centers. The digitisation of Hellenic Healthcare Group's records enables the optimisation and automation of our daily operations, enhancing the transparency, quality and consistency of our services.

Our employees are the most important factor in our growth and success. We create an environment of equality and inclusion for our more than 5,200 employees and maintain a high percentage of women in the organisation as a whole and in management positions at 57% and 53% respectively.

The Group places social responsibility and well-being at the heart of its mission. We understand the importance of creating a positive social impact and contribute to the health and well-being of the local communities where the Group operates. We carry out activities, sponsorships, donations and collaborate with organizations, institutions and associations that contribute to the development of society and support people in need. In addition, since 2013, our Group has been meeting the needs of residents of small islands and mountainous communities who do

not have easy access to healthcare through "Travelling for Health" and "Prevention".

Effective governance is the cornerstone to ensure that our values and commitments are translated into action. We remain true to our principles and rely on ethical standards and international best practices. Through our practices we foster trust both within our organisation and with the wider public.

These three fundamental characteristics - environmental sustainability, social responsibility and effective governance - shape Hellenic Healthcare Group's path towards a more sustainable and equitable society.

*Dimitris Spyridis*

CEO Hellenic Healthcare Group

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# About the Report

This report is the third Sustainability Report of the Hellenic Healthcare Group<sup>1</sup>. The report aims to inform stakeholders about all actions and activities in Environment, Society and Governance (ESG) for the period 1/1/2022 - 31/12/2022<sup>2</sup>.

The edition reflects the Group's actions, progress and commitments on sustainable development issues. The report has been formatted in accordance with the Global Reporting Initiative (GRI) 2021 International Standards and is aligned with key, advanced and sectoral indicators of the "ESG Disclosure Guide 2022" issued by the Athens Stock Exchange. In addition, a double materiality analysis was conducted to identify material issues. The analysis was based on two pillars. The first pillar concerns the identification and examination of the effects of our business activity on the environment, society and the economy (materiality analysis of the effects). The second pillar concerns the analysis of opportunities and risks emerging from the external environment to the Group (financial materiality analysis).

The Report includes the performance data and the actions of the following Group companies:

- HYGEIA Diagnostic & Therapeutic Center of Athens
- METROPOLITAN HOSPITAL General Clinic
- MITERA General Clinic, Maternity/Gynecological Clinic & Children's Hospital
- METROPOLITAN GENERAL General Clinic
- LETO General, Maternity and Gynecological Clinic
- CRETA INTERCLINIC
- APOLLONION Private Hospital
- HEALTH SPOT
- A-LAB Center for Molecular Biology and Genomics
- Y-LOGIMED
- GROUP MEDICAL PURCHASING (GMP)

2022

The data presented in this report are collected from clinical databases and are kept for the purpose of implementing the relevant management systems

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

2. The previous edition covered the period 1/1/2021 - 31/12/2021.

In this year's Report we have included additional companies in relation to the year 2021, the clinic ARETAEIO, the company MyClinic as well as the unit HYGEIA IVF EMBRYOGENESIS. Specifically, the ARETAEIO Clinic is located in Nicosia, Cyprus and is a modern private hospital that aims to provide medical care to its patients, providing all diagnostic, therapeutic, medical and surgical services in modern facilities. Also, the model assisted reproduction unit, HYGEIA IVF EMBRYOGENESIS, is the largest and most modern assisted reproduction unit in Greece, with one of the best embryology laboratories in the country with high success rates.

The data presented in this issue are collected from the databases of the clinics and are kept for the purpose of implementing the relevant management systems. Where data are presented that have been derived after processing or are based on assumptions, the method or method of calculation is indicated, in accordance with the guidelines of the GRI standard.

For the year 2022, the financial data are presented in the report at Group level compared to 2021, for which a detailed report was made for each Group company.

The report is subject to external verification of selected GRI indicators by an independent body. At the end of the Report, a letter from the independent body that carried out the verification in accordance with the international verification standard ISAE 3000 is provided.

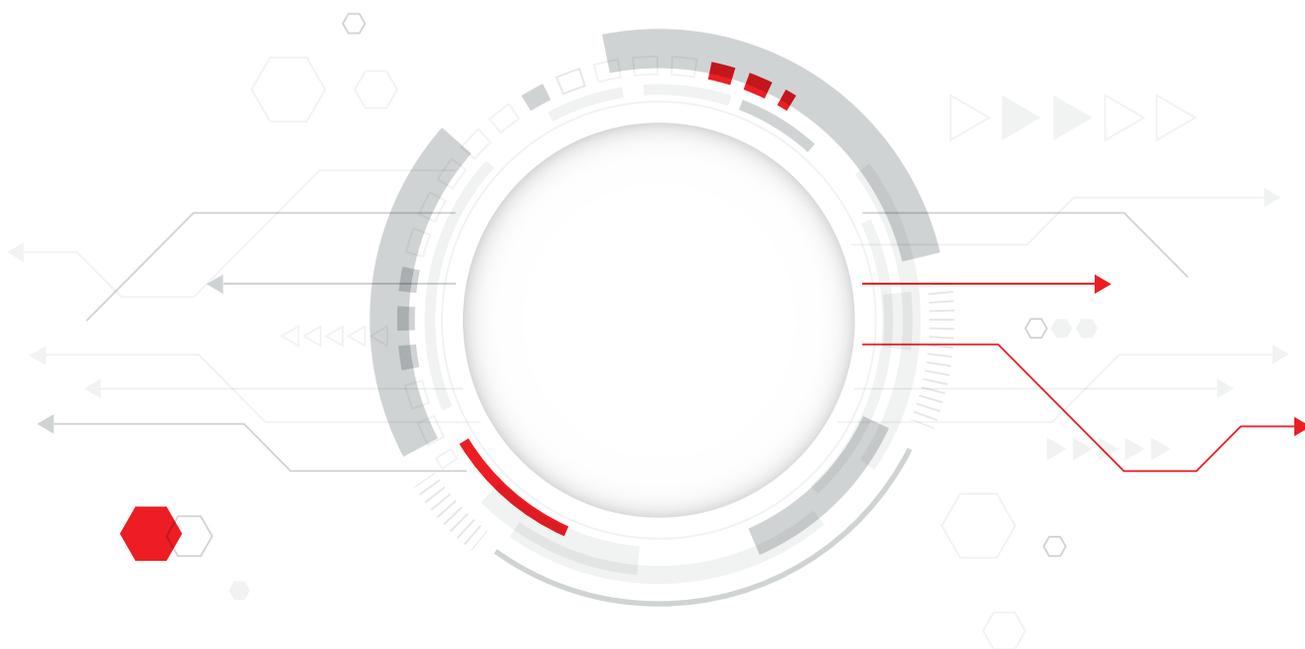


For comments, remarks or suggestions to improve the design of our actions based on the content of the report, please contact the following contact details:

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# Our Group

Hellenic Healthcare Group is the largest private healthcare group in Greece, aiming to create value for society, people and the environment.

The healthcare services offered both in the Group's clinics and centers, as well as through digital applications, aim to include all social groups in care and health. The Group, has a vision to modernise and digitally transform healthcare services, leading the way in the continuous development of medical and nursing care. At the same time, we invest in the management and continuous improvement of our environmental footprint in all our clinics and companies, as

well as compliance with regulatory frameworks, and legislation.

Hellenic Healthcare Group has developed innovative digital applications for the easy and immediate service of patients' needs in line with the modern digital era. The application offers medical assessment, diagnosis and medical instructions via the internet, as well as the possibility of scheduling visits to the Group's clinics. At the same time, we developed the modern service "HomeCare Home Health Services" and the my-Ygeia application for digital storage and management of medical examinations and data.



2017

Acquisition of METROPOLITAN HOSPITAL and creation of the Hellenic Healthcare Group.

Acquisition of IASSO GENERAL, which was renamed METROPOLITAN GENERAL.

At the same time, the Group acquired the HYGEIA, MITERA and LETO clinics, Y-LOGIMED and A-LAB.

2018



2019

Acquisition of the CRETA INTERCLINIC clinic.



## Our evolution

Since the creation of Hellenic Healthcare Group in 2018, we aim to develop healthcare in Greece and put into practice our belief that health is a right for all. We have gradually made a series of acquisitions, expanding our activities in the primary and secondary care sectors. In addition, our activities extend to clinical laboratory genetics medical laboratory services and consulting services.

At Hellenic Healthcare Group we have and we are constantly developing model nursing units and Centers of Excellence (CECs) which offer high quality and internationally competitive health services, investing in medical scientific research

The HHG Group with the aim of developing business dynamics, actively participates in Global Sustain Hellas, CSR Hellas, CRI Hellas, QualityNet Foundation, United Nations Global Compact (UNGC)



# The HHG Group at a glance

The following is a summary of the Group's dynamics, infrastructure and equipment



101

Operating rooms



1.594

Beds



164

Beds<sup>1</sup>  
ICU/ NICU<sup>2</sup>



6.662

Total doctors



1.462.483

Outpatients

182.247

Inpatients



9.212

Childbirths



105.968

Surgical operations



5.297

Employees



3.013

Women



257

Scientific staff



2.123

Persons of  
nursing staff

1. NICU: Neonatal Intensive Care Unit,  
ICU: Intensive Care Unit.

2. The beds are included in the total number of beds.



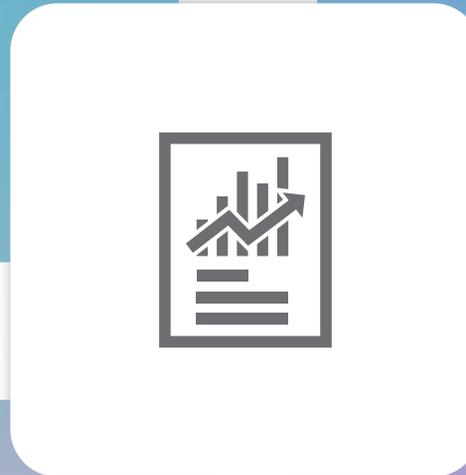
OBJECT: B-2107/2  
 MODE: **SECRET**  
 PROGRESS: 100%  
 STATUS: **COMPLET**



# Our vision, mission and values

## Our mission

Our mission is to provide the **best medical and nursing care** to every patient and for every health issue through early prevention, accurate diagnosis and personalized treatment.



## Our vision

Our vision is to provide **high quality health services**, with the belief that it is not a luxury, but a **need and a right of every patient**.



## Our values



### Respect

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



### Excellence

We are committed to providing the best medical and nursing services to every patient and for every health issue.



### Teamwork

We ensure an excellent, safe and fair working environment that promotes team spirit, efficiency and aims to jointly achieve our vision.

### Care

We stand by patients and their family members with sensitivity and compassion.

### Innovation

We invest in cutting-edge medical technology, apply the most modern treatments, collaborate with leading doctors and nurses and support continuous medical research and education.





Hellenic Healthcare Group

## Our subsidiaries

Prevention, treatment and rehabilitation of patients' health are the main activities of our Group.

Specifically, Hellenic Healthcare Group has 8 leading clinics and an integrated network of advanced diagnostic centers, genetics laboratories, medical equipment services and consulting services.





Primary and  
Secondary Care



The "Athens Diagnostic and Therapeutic Center HYGEIA" is the first large private hospital that started its operation in Greece.

The clinic has been certified since 2010 with the Joint Commission International (JCI) standard, the world's leading accreditation for quality and safety in healthcare services.

The primary and secondary care services provided by HYGEIA meet the growing needs with a wide range of services. For the HYGEIA, the adoption and use of cutting-edge technology is the norm for providing high quality healthcare services.

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



METROPOLITAN HOSPITAL is one of the leading medical technology and robotics centers in Greece. The clinic was founded in 2001 and offers high quality medical care to a variety of patients. In addition, the clinic has the first and unique in Greece Acute Vascular Stroke Unit that performs thrombectomies and is certified as a Certified ESO Stroke

Unit by the European Stroke Organisation (ESO). The clinic is a pioneer in Greece, having won the title of "Center of Excellence" for the Mako system.

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



MITERA General Clinic, Maternity / Gynecological Clinic & Children's Hospital offers health services for the whole family and for all ages. Having been in operation for 42 years, MITERA is a private Greek clinic, which provides comprehensive health services of high standards for the prevention, diagnosis and treatment of any health problem.

MITERA has three clinics, namely the General Clinic, the

MITERA Maternity/Gynecological Clinic, and the most comprehensive private pediatric clinic in Greece, the MITERA Children's Hospital. At MITERA Clinics, the main priority is to provide high quality care and nursing services, seeking to fully meet the needs of patients.

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





METROPOLITAN GENERAL is constantly investing in innovative technologies and state-of-the-art equipment, making it a model state-of-the-art hospital.

The primary mission of METROPOLITAN GENERAL is to ensure high quality and continuously improve its services. This commitment is reflected in the quality policy that it has established and applies, as well as in the international certifications obtained from recognized organizations, in accordance with the strictest standards. The clinic offers the full range of medical services at the pathological and

surgical levels, with the aim of providing a comprehensive approach to every health issue. In addition, the clinic has been certified for all its services according to the ISO 9001:2015 international quality standard, the standards of International Medical Tourism Organization Temos International and has received consecutive awards as a "Preferred Partner Hospital" (Best Hospitals Worldwide) by the Diplomatic Council.

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





For over five decades, LETO has been providing high quality health services for both the woman and the newborn, setting the standards for the creation of an environment of warmth and security. These characteristics make the clinic stand out and pioneer in the health sector, having become a reference center for both the woman and the family at large, extending its services to a general clinic.

LETO today provides a comprehensive range of health services, from maternity and gynecology to general and plastic surgery, urology, ORL and functional rhinoplasty.

The clinic also provides a modern breast center.

Finally, the clinic has been certified for all its services according to the international quality standards ISO 9001:2015 Quality Management System & ELOT EN 15224:2017 Health Service Management Systems.

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





The private clinic CRETA INTERCLINIC is a model diagnostic - therapeutic surgical & research center that has been operating in the city of Heraklion since 2002, covering basic needs of the Cretan society in the field of primary and secondary medical care.

The aim of the clinic is to provide high quality health services with a high sense of responsibility and absolute respect for the choices and needs of patients and their families. CRETA INTERCLINIC is certified for its quality according to

ISO 9001:2015 and is the first clinic on the island of Crete that is an official certified member of TEMOS INTERNATIONAL according to the standard "QUALITY IN CARE OF INTERNATIONAL PATIENTS". The clinic has been distinguished as "PREFERRED PARTNER HOSPITAL" and "BEST HOSPITALS WORLDWIDE" by the Diplomatic Council, from 2014 to date.

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





APOLLONION Private Hospital is located in Nicosia and has more than 33 years of experience and offer in the field of medicine, applying the most comprehensive and innovative diagnostic and treatment services. By demonstrating its dedication to quality health services and patient care, APOLLONION is a state-of-the-art medical center, gaining a leading position in the health sector in Cyprus.

It stands out for its innovative Cardiac Innovation Center, which has been a benchmark in cardiac surgery in Cyprus since its establishment. The clinic leads the way by offering patients access to the most modern treatment

methods, covering almost the entire spectrum of pediatric and adult cardiac surgery in acquired and congenital heart disease. In addition, the Hemodynamic Laboratory is available 24 hours a day, as required by the needs of a modern cardiology unit, and covers the needs of performing complex diagnostic and interventional procedures in the fields of interventional cardiology, electrophysiology and radiology.

**i.** More information [www.apollonion.com](http://www.apollonion.com)





**ARETAEIO**  
PRIVATE HOSPITAL

Primary and  
Secondary Care



Aretaeio Hospital is a state-of-the-art private hospital which aims to provide the best and most complete medical care to its patients by providing all diagnostic, therapeutic, medical and surgical services in modern facilities.

The continuous improvement of the quality of the services provided is achieved through the development of quality management systems with direct benefit for all patients,

through investments in innovative equipment and technology, through the staffing with highly trained medical, nursing and administrative personnel, as well as through teamwork, making Aretaeio Hospital one of the most modern and reliable medical centers in Cyprus.

**i** More information [www.aretaeio.com](http://www.aretaeio.com)





The HYGEIA IVF Embryogenesis Unit is a milestone in the field of assisted reproduction in Greece and is the largest investment of the last decade in this field in our country. It has brought new standards in assisted reproduction and has become a reference point for fertility treatments, not only at a national but also at an international level, offering high quality medical services and hope to thousands of

infertile couples. The Unit is supported by a leading team of physicians, clinical embryologists and renowned specialists, specialised in assisted reproduction, trained in the best centers worldwide, as well as by experienced professionals in the field of mental health and nursing care.

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





HEALTHSPOT's advanced diagnostic centers provide high quality diagnostic services and personalised treatment of any health issue at primary care level.

HEALTHSPOT is in open communication with the Group's clinics and is staffed by qualified and distinguished doctors, experienced nursing and paramedical staff. The centers are

fully equipped with state-of-the-art technologies and offer the possibility of examinations and medical and nursing care at home.

More information [healthspot.hmg.gr](https://healthspot.hmg.gr)





The MyClinic Mykonos Polyclinic, operating in the heart of Mykonos in facilities of 1.600m2, is a multi-purpose medical center staffed by specialized doctors, experienced nursing staff and equipped with the latest technology. It provides a wide range of health services such as: diagnostic tests, a variety of medical specialties, emergency department, home services, wellness treatments (IV & Rejuvenate treatments), as well as ambulance and air ambulance services.

MyClinic Mykonos maintains partnerships with hotels and local businesses, and also undertakes the support

of events where health coverage is needed. At the same time, it is the only center in Mykonos that has a contract with EOPYY (for blood tests, radiological examinations, CT and MRI). At the same time, it operates the state-of-the-art MyDialysis Chronic Dialysis Unit, which accommodates kidney patients from abroad who visit the island for holidays, in addition to the local population, thus boosting medical tourism in our country.

Finally, the clinic is certified for all its services according to the international quality standards ISO 9001:2015.





A-LAB was created with the vision to always be at the cutting edge of research, technology and science, providing top-level clinical laboratory genetics services.

A-LAB's services are reliable, modern and comparable to tests performed in leading laboratories in Europe and the United States. In addition, A-LAB actively participates in European projects in order to continue to develop and implement innovative methods and pioneering protocols for the benefit of society. With a high degree of responsibility,

A-LAB ensures its dynamic presence and development, constantly seeking to improve the services provided in the field of research and diagnostics.

The laboratory has an effective Information Security Management System (ISMS) and is certified for confidentiality, integrity and availability of information according to ISO 27001:2013.

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







**BUSINESS CARE**

Advisory services



BUSINESS CARE provides Security & Safety services Occupational Health Services to businesses & organizations of all industries. The company is staffed by a wide network of experienced scientific personnel, aiming to provide high quality services.

The main services provided are:

- Occupational doctor.
- Security Technician.
- Working Nurse.
- Occupational Psychologist.

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





Y-LOGIMED is a marketing and distribution company of medical devices and is the logistics provider of the Hellenic Healthcare Group's clinics, acting as its central supplier organization.

At the same time, the company provides the Group with biomedical technology and fixed equipment management services, responding continuously to any need with consistency and professionalism. Y-LOGIMED also carries

out purely commercial activity, targeting the entire Greek healthcare market, both public and private. The company centrally manages the supply chain of large hospitals, serves public hospitals and private clinics and supplies more than 550 private practices of various specialties nationwide.

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







G.M.P. is a marketing company of medical devices in the clinics HYGEIA, METROPOLITAN HOSPITAL, METROPOLITAN GENERAL, MITERA, LETO, CRETA INTERCLINIC and APOLONION.

It has taken over the entire supply chain of the HHG Group's clinics, in terms of surgical cases for the entire range of medical consumables and implantable materials,

acting as a Central Supply Organization (G.P.O.) and offering reliable and integrated supply services.

The company is certified according to the ISO 9001:2015 quality standard and the Ministerial Decision ΔΥ8δ/Γ.Π. οικ./1348/2004 for the correct distribution of medical devices.



## Awards and distinctions



### Gold Seal of Approval from the Joint Commission International. 13 years at the top of health service quality

HYGEIA was successfully evaluated by the Joint Commission International (JCI) and retained its Gold Seal of Approval® for the next three years. This accreditation marks the 13th year that HYGEIA has held this particularly honourable accreditation from the internationally recognised Standard for Accreditation of Healthcare Organisations.

During the re-accreditation inspection, a team of qualified inspectors with international experience assessed HYGEIA's compliance with the JCI's 1.200 stringent requirements covering the entire spectrum of hospital operations. In conducting the process, the International Patient Safety Objectives, patient care, anesthesia and surgical care,

medication management, education of patients and their families, infection prevention and control, administration and leadership, facilities management, staff qualifications and training, and information management were investigated.

It is worth noting that Joint Commission International has created its operating standards after consulting with leading healthcare providers, international experts and patients. These standards, which incorporate current scientific literature and the unanimous opinion of experts, help organisations to measure, evaluate and improve their performance.

**For the second consecutive year,  
Hellenic Healthcare Group was awarded silver  
by EcoVadis in the field of sustainability.**

Hellenic Healthcare Group is among the world's leading companies in healthcare services. Hellenic Healthcare Group received, for the second consecutive year, a silver award from the rating agency EcoVadis. EcoVadis is a leading global corporate sustainability rating agency for socially responsible practices implemented by companies on issues of responsible business, sustainability and sustainable development.

The award proves that the actions and activities carried out by the Group on Environmental, Social and Governance (ESG) issues are solid stones towards its sustainable development. The Group was evaluated according to 21 criteria, which are based on international standards, such as the Principles of the Global Compact, the International Labour Organization (ILO) conventions, the Global Reporting Initiative (GRI Standards) and ISO 26000:2010, among others.

In particular, these criteria relate to four thematic areas: (i) environment, (ii) labour practices and human rights, (iii) good business practices and (iv) sustainable procurement. The Group is taking actions in all four modules and has established policies/procedures as sustainable development is part of its philosophy for a better future for the environment and people.





✓ **HYGEIA among the 3 most dynamic companies in Greece**

HYGEIA was named one of the three most dynamic companies in Greece, as it stood out for its excellent performance in the "Digital Evolution" category, in the context of the Growth Awards for Development and Competitiveness. The Growth Awards, organized for the sixth consecutive year by Eurobank and Grant Thornton, are an initiative aimed at highlighting and rewarding Greek companies that have stood out for their steady growth in recent years, best practices, adaptability, contributing to the formation of a resilient and flexible business landscape in Greece, critical for the new upward cycle of the economy. The selection of the winners is based on key financial indicators and qualitative characteristics, out of a total of approximately 8,000 companies operating in Greece.



✓ **"Golden" distinction for HYGEIA by the Institute of Corporate Responsibility**

For the third consecutive year, HYGEIA is distinguished by the Institute of Corporate Responsibility, winning the "Gold" award for its performance in the field of Corporate Responsibility and Sustainable Development, for 2021-2022. The Corporate Responsibility and Sustainable Development practices implemented by HYGEIA rank it among the best companies in the country.

Companies are assessed annually according to the criteria of the National Corporate Responsibility Index (CR Index) and CRI Pass. These are two internationally recognised systems that examine, analyse and evaluate the performance of companies in the field of Corporate Social Responsibility.



✓ **HYGEIA among the 31 most sustainable companies in Greece**

HYGEIA, for one more year, is part of the leading community of 31 "The Most Sustainable Companies in Greece 2022", as announced by the QualityNet Foundation, in the context of the publication of the annual results of the evaluation of business performance in sustainable development based on ESG criteria. This distinction confirms HYGEIA's unwavering commitment to the implementation of a sustainable development paradigm, with respect to people and the environment.

These 31 model companies, which stood out based on the technical evaluation of their performance by the Sustainability Performance Directory, in various fields of action, can constitute the elite business representatives of sustainable development in Greece, while at the same time being the ambassadors of a new sustainable development model of Greece abroad.



Hellenic Healthcare Group is among the world's leading companies in healthcare services



- ✓ Certification at the Quality in International Patient Care level of the certification body TEMOS International Health and in the scope "Quality in the Care of International Patients".
- ✓ Distinction "Preferred Partner Hospital" by the Diplomatic Council certification body.
- ✓ Distinction "Center of Excellence in Hernia Surgery" by the Surgical Review Corporation (SRC).
- ✓ Certification of a cardiac ultrasound and MRI laboratory for the application of practices based on European standards by the European Association of Cardiovascular Imaging (EACVI) certification body.



**ARETAEIO**  
PRIVATE HOSPITAL

- ✓ Bronze award at the Cyprus Health Awards for the distribution of medical data and the use of artificial intelligence. At the same time, the clinic was awarded for creating a healthcare environment using responsible research, innovation and entrepreneurship strategies at the Cyprus Responsible Entrepreneurship Awards.



- ✓ Certification at the level "Excellence in Medical Tourism" of the organization TEMOS International Healthcare Accreditation Germany in the scope "Excellence in Medical Tourism".
- ✓ Certification at the Quality in International Patient Care level of the TEMOS International Healthcare Accreditation -German accreditation body- and in the scope of "Quality in the Care of International Patients".
- ✓ Certification for the quality of medical services to international patients with "Preferred Partner Hospital" distinction.
- ✓ Certification of the European Society for Medical Oncology (ESMO) for the First Oncology Clinic as "Proven Center for Integrated Oncological and Palliative Care".
- ✓ Certification of the Hypertension Clinic as a Hypertension Excellence Centre by the European Society of Hypertension.



✓ **Metropolitan Hospital, Certified ESO Stroke Unit**

The Metropolitan Hospital has been awarded the ESO (European Stroke Organisation) certificate for the Intensive Care Unit-Acute Stroke Unit. With the "Certified ESO Stroke Unit" certification, the team of specialist neurologists at the Metropolitan Hospital is the first and only one in Greece and one of the leading in Europe.

It is also the only Stroke Unit in Greece that applies the RAPID system, which gives time for the mechanical thrombectomy to be extended up to 24 hours after the stroke. This means that both patients in and outside Attica are given the opportunity to benefit maximally from revascularisation procedures.



### ✓ The Breast Imaging Department of MITERA, among the 10 training centers in Europe for breast imaging

The Department of Breast Imaging at MITERA has been selected by the European Society of Radiology (ESR) and the European Society of Breast Imaging (EUSOBI) as one of the 10 centers in Europe that will participate in the fellowship program for the training of radiologists in breast imaging.

The criteria of the evaluation system of this training program, for the selection of the Breast Imaging Department of MITERA, were based on the long experience and the excellent organization of the Department, the number of examinations performed annually, the availability of all imaging and interventional techniques related to breast pathologies, as well as the interdisciplinary collaboration of various specialties, aiming at the safe and reliable diagnosis of breast cancer. In addition, the conduct of the MITERA oncology board on a regular basis was another criterion for the selection of the Department.

### ✓ Healthcare Business Award 2022

HYGEIA received the Bronze Award for the quality of its services and patient care, maintaining from 2010 to date the JCI Gold Seal of Approval, the world's leading accreditation for Quality and Safety in Health Services.

At the same time, he was awarded for the use of an innovative artificial intelligence program in the radiotherapy planning of the Radiation Oncology Centre. In its 26 years of operation, the HYGEIA Radiation Oncology Centre (RTO) is the most modern and fully equipped center in Greece and one of the best in Europe. It is an integrated center that has, in addition to the four (4) latest generation Linear Accelerators and the state-of-the-art high dose rate brachytherapy unit, the only one in Greece, the unique  $\gamma$ -Knife radiosurgery machine.

### ✓ HYGEIA and MITERA are awarded by the International Assistance Group

The Corporate Social Responsibility Award for 2022 was awarded to HYGEIA and the Pediatric Clinic of MITERA by the International Assistance Group (IAG), for the practical scientific support they have been offering to the Association of Parents of Children with Neoplasm Disease "FLOGA" for many years. The award was presented during the annual meeting in Athens of the members of the International Assistance Group IAG, the world's largest service network with companies managing more than 10 million cases annually.

The IAG Annual Awards have been championing and highlighting the most significant achievements and best practices in the industry for years and the voting is exclusively done by members of the IAG network. Based in Paris, the IAG organisation this year celebrates 30 years of activity in the emergency medical and roadside assistance sector.

HYGEIA and MITERA are the only hospitals in Greece and Europe that are Accredited Service Providers and have been providing high quality medical services to all IAG members and their clients for many years. In this context, they welcomed and guided in the hospitals' premises selected representatives from the international organization International Assistance Group.





✓ **Distinction for the  
HYGEIA IVF Embryogenesis Unit**

The HYGEIA IVF Embryogenesis Unit won the Gold Award at the Healthcare Business Awards 2022, being the largest investment made in the last decade in an Assisted Reproduction Unit in Greece by the Hellenic Healthcare Group, establishing Greece internationally as the most suitable Medical Tourism destination for these services. At the same time, the Unit won the Silver Award in the section Pioneering in Maternity and Gynaecology Artificial Intelligence, having the most advanced embryology laboratory in Greece and one of the best in the world, where the most innovative and specialised IVF methods are applied.



# Sustainable development at the heart of the Group

Hellenic Healthcare Group is committed to sustainable development by aligning its operations with the United Nations Sustainable Development Goals. In our Group, we recognise global business challenges and monitor the developments and requirements of the healthcare industry while ensuring mutually trusting relationships with internal and external stakeholders.

Our ambition is to create and maintain a healthy working environment for our human resources, to support the social context and to protect the natural environment affected by our activities. Contributing to the mitigation of major issues related to sustainability areas constitutes our vision, and we set long term goals in all aspects of our activities to improve our positive impact. The Group focuses on three key pillars to ensure long-term sustainable growth.

Our ambition is to create and maintain a healthy working environment for human resources. At the same time, we actively support society as a whole and protect the natural environment affected by our activities





## Sustainable planet

We aim to protect the environment and mitigate the potential impacts of climate change through organised actions to optimise energy efficiency and reduce air pollutants. To this end, the Group has turned to renewable energy sources and circular economy actions, promoting a model of waste reduction, recycling and reuse.

Our human resources are an important part of reducing our environmental footprint as they fully comply with environmental legislation, while promoting the use of good environmental practices in all aspects of our companies' operations.

Specifically, the Group assesses the impacts arising from its activities and services to ensure that its environmental footprint is minimised. 2022, was the first year that the

Group identified its positive and negative impacts on the environment and assessed them in terms of their significance in order to address them in the medium and long term. Following the assessment of the impacts, the Group envisages improving its performance through the design of monitoring and measurement programs for specific indicators related to energy and water use. In addition, recycling and targeted waste reduction are key objectives of the Group.

The Group has procedures in place to identify environmental impacts which describe the actions to address and assess them based on their significance. Finally, the Group relies on the proper use of natural resources and makes investments to protect the environment and to continuously reduce its environmental footprint.





## Contribution to society

The main pillar of our activities is people-centric. Our mission is to contribute to the creation of a healthy society. We invest in our people while ensuring a safe environment for our patients, visitors and partners. For the year 2022, we have identified and assessed our impact on society with the aim of mitigating our impact and implementing further actions to strengthen the social context.

We recognise that our employees are at the core of our business, which is why we strive to provide them with a safe and fair working environment. On an annual basis we develop and implement a training plan to develop both technical and soft skills of our managers and employees. In addition, we have established an annual appraisal system, aiming at the continuous development and progress of our employees. At the same time, the Group aims to manage all employees in a fair, objective and meritocratic manner and is committed to providing equal opportunities for all individuals, regardless of gender, age, disability, colour, race, ethnic origin, socio-economic background, religion or political beliefs. In addition, management seeks open, regular and two-way communication with employees, which is a key component of our human resources management policy. In our Group we recognise the importance of addressing inequalities and social problems. In view of our contribution to society, we respect the indus-

try in which we operate and understand the importance of health, humanity and our responsibility towards people. At the heart of our business is the concept of volunteerism and corporate responsibility, which stems from our selfless contribution.

Our Group has a thorough social responsibility program that includes:

- ✓ The provision of primary and secondary medical services.
- ✓ The provision of medical services and medical equipment.
- ✓ The financial support of our fellow human beings.
- ✓ Supporting vulnerable social groups.
- ✓ Supporting and strengthening foundations, schools, institutions and Non-Governmental Organizations (NGOs).
- ✓ Campaigns to provide medical care to people living in remote areas, etc.

Finally, we organise public information and awareness-raising campaigns, on the occasion of World Health Days, European Health Weeks or Prevention Months, supporting social institutions and organisations.

## SUSTAINABLE DEVELOPMENT GOALS 17 OBJECTIVES TO CHANGE OUR WORLD





## Governance

The Group and its subsidiaries focus on business ethics and governance. We invest consistently in establishing the trust of investors, the medical community and patients, as well as in the proper application of the Principles of Corporate Governance and those set out in the Code of Medical and Scientific Ethics and Conduct.

Our main concern is the implementation of the necessary procedures from the legislation, the Corporate Governance regulations and the adoption of principles and values. The Group has established the Corporate Governance Code (CCG) which is a key component of our business development.

In addition, Hellenic Healthcare Group applies a financial risk management policy. In particular, the Group aims to limit the negative impact on financial results resulting

from the inability to forecast financial markets and the variability in cost and sales variables.

At the same time, we focus on the protection and integrity of our companies' data and the information systems that process and transmit the data. We have established a corporate communication policy that ensures the confidentiality of corporate information exchanged, protecting the personal data of patients/clients and employees.

In addition, the Group organizes and conducts internal inspections which take place in the context of evaluating the operation of its management systems.

In our Group, we are committed to contributing to the achievement of the United Nations Sustainable Development Goals (SDGs) of 2030 through the alignment of our three pillars to these goals.

|   |   |   |  |   |   |
|---|---|---|--|---|---|
| <p><b>10</b> REDUCED INEQUALITIES</p>                    | <p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES</p>  | <p><b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION</p>    | <p><b>13</b> CLIMATE ACTION</p>  | <p><b>14</b> LIFE BELOW WATER</p>  | <p><b>15</b> LIFE ON LAND</p>  |
| <p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p>  | <p><b>17</b> PARTNERSHIPS FOR THE GOALS</p>          | <p>The HHG Group is aligned with environmental objectives 6, 7, 12, 13 and 14 and its social activities support social objectives 2, 3, 4, 5, 8, 9, 10, 11. Finally, governance is in line with objective 17.</p> |  |   |   |



## Key ESG events

The following summary shows the most significant achievements from our performance for the year 2022, compared to the previous year. We monitor our sustainability performance on an annual basis, aiming to improve our footprint on the environment and society<sup>1</sup>.

### Environment



**42.007MWh**  
power consumption

**82%**  
reduction in  
oil consumption

**13%**  
reduction in  
gas consumption

**22%**  
increase in  
expenditure on  
box management

**35%**  
power from  
renewable energy  
sources

**28%**  
increase in  
spending on waste  
management

**184,6 tonnes**  
of paper recycling

The Group monitors its carbon footprint and energy consumption on an annual basis and aims to implement actions that have a positive effect on the mitigation of climate change and pollution.

Specifically, we carry out energy-saving actions such as replacing lamps with lighting systems technologies (Light Emitting Diodes; LED), replacing technologies for monitoring and managing electromechanical installations through Building Management Systems (BMS), upgrading central air conditioning units and maintenance of electromechanical equipment based on the manufacturer's specifications. In addition, the Group has internal waste management regulations and we use systems that

help reduce water consumption in all of the Group's clinics. In 2022, we began replacing the corporate fleet with new types of vehicles with hybrid engines.

In addition, in 2022, clinics increased spending on waste management by 28% and 22% on box management in 2022 compared to 2021 as a result of the effectiveness of circular economy activities. Furthermore, through these energy saving actions there was a significant reduction in oil (82%) and gas (13%) consumption compared to the previous year. At the same time, investments in green energy led to a 3% increase in the share of electricity from renewable sources, achieving a 35% coverage of total energy.



1. The data comparison was performed for the years 2022 and 2021.

## Society



### Employees

**2%**  
increase  
of employees  
(<30 years old)

**140%**  
increase in education  
spending

**5%**  
increase  
in employees

**24.301**  
hours of training

**9,9**  
on average Lost Work  
Day (LWD)

**29%**  
increase  
in employees who  
took part in training

**92%**  
of employees  
were evaluated for  
their performance



The Group monitors the indicators related to its human resources and aims to create a working environment that takes care of the health and safety, development and growth of its people. The Group's priority is to take the necessary measures to identify, assess and manage potential occupational risks.

In 2022, with the introduction of two new companies in the Group, the total number of our employees reached 5,297 (5% increase compared to 2021), hiring a total of 880 employees and reducing the employee mobility rate by 4% (19% in 2022) compared to the previous year. At the same time, we maintained a high percentage of women (57% in 2022) by systematically promoting an environment of equality and inclusion.

This year, HHG Group took significant steps to strengthen its human resources by training its people with a total of 24,301 hours and increasing by 29% the number of employees who participated in training programs compared to 2021. In addition, with the aim of retaining the best talent within the organisation, in 2022 we evaluated >90% of our employees giving them further opportunities for development and empowerment.

### Patients

**89%**  
of patients rate the care  
as "Excellent" and/or  
"Very Good" and would  
recommend the clinics to  
family and friends

**25%**  
reduction  
in patient  
complaints

Patient satisfaction, health and safety are the Group's long-term goals. In 2022, we managed to maintain overall patient satisfaction at a high level. In particular, 92% of patients would recommend the clinics to family and friends while only 0.045% of patients made complaints about the services offered by the Group. At the same time, we kept patient falls per 1.000 patient days low at 0.4 through procedures and actions to enhance their safety.



### Supporting society

In the context of supporting the community, the clinics carry out a number of actions. Such actions include sponsorships, donations and participation in events by all the Group's clinics and centers on an annual basis.

## Governance



In 2022, HHG Group aligned with the new GRI standards and disclosed additional governance-related indicators. In addition, we monitor and measure indicators related to the selection of appropriate suppliers and incidents of non-compliance with regulations and laws.

At the same time, we follow the legislation and the Principles of Corporate Governance. In particular, the Group follows international standards which help to maintain ethical operation.

Governance is an important pillar on which Hellenic Healthcare Group focuses. In 2022, no money was spent by clinics on GDPR violations and there were zero incidents of non-compliance.

**73%**  
of suppliers from  
the local community



**0€**  
for violations of GDPR (General Data  
Protection Regulation) legislation

**Full**  
compliance with environmental standards



## Double materiality analysis

2022

**In the year 2022, the Group approached for the first time the recognition of its material issues through a dual materiality analysis.**

The analysis was based on the new GRI standards issued in 2021 and the European Sustainability Reporting Standards (ESRS).

### Recognition of the material issues of the Group

The Group recognises the impact of its activities on the environment, society and the economy (materiality of impacts) and at the same time the risks and opportunities arising from the external environment that affect its operations (financial materiality).



#### Significance of effects

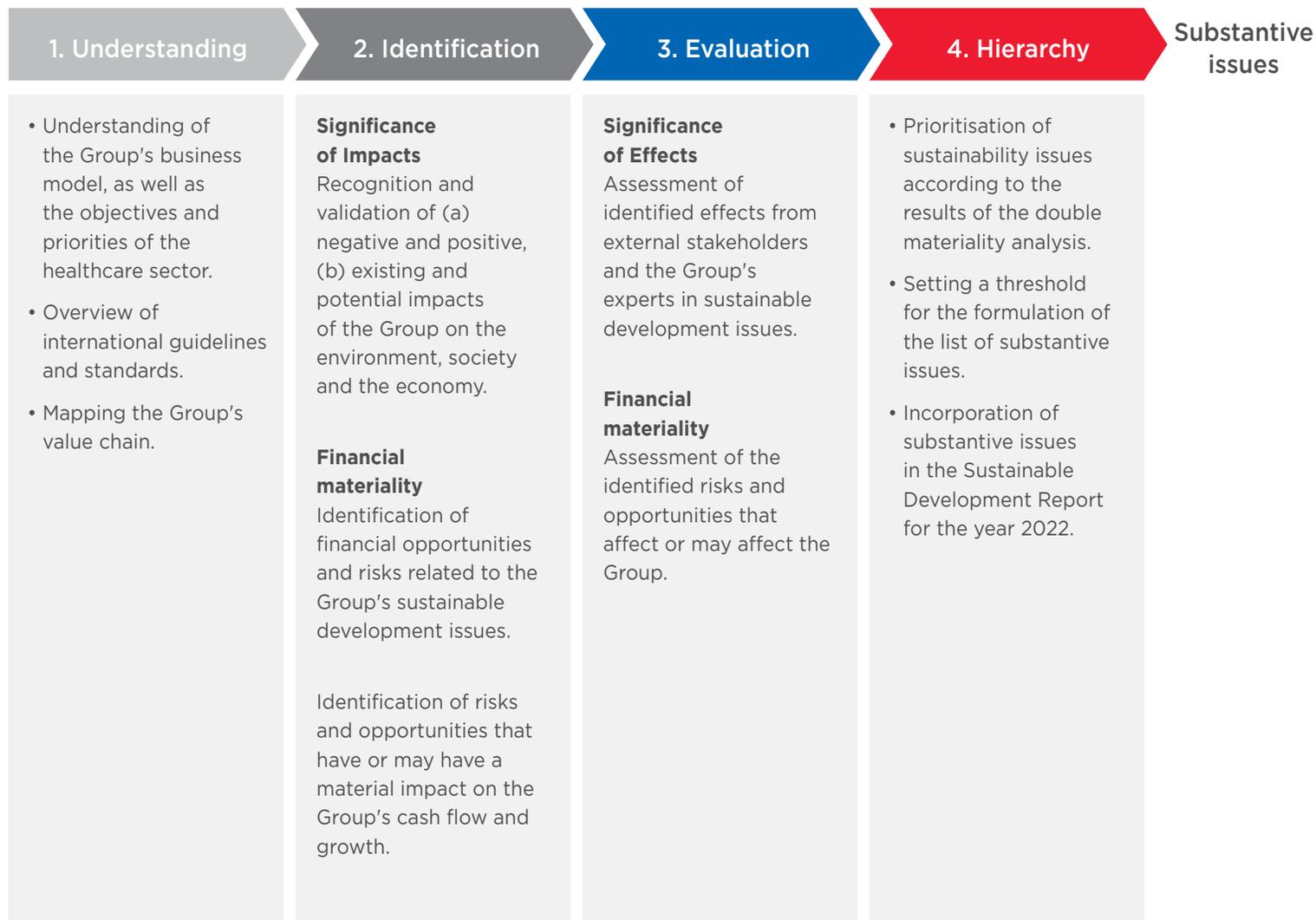
Impact of the Group's activities on the environment, society and the economy

#### Double materiality

#### Financial materiality

Risks and opportunities arising from the external environment that affect the Group's operations

## Double materiality methodology



Involvement of stakeholders in the stages of the procedure

## 1. Understanding

Based on the European Sustainability Reporting Standards (ESRS) and our business activities, we developed the Hellenic Healthcare Group's value chain for 2022. This process aims to identify the sustainability issues to be included in the dual materiality analysis.

### Group value chain based on European standards

#### ACTIVITIES PRIOR TO OUR OWN ACTIVITIES



##### Construction

- ✓ Pharmaceuticals and biotechnology
- ✓ Medical equipment and services
- ✓ Constructions/renovations



##### Raw materials

- ✓ Agriculture
- ✓ Agricultural production



##### Transportation

- ✓ Transfers



#### OWN ACTIVITIES



##### Health

- ✓ Health care



##### Services

- ✓ Health services
- ✓ Professional services



#### ACTIVITIES AFTER OUR OWN ACTIVITIES



##### Consumption

- ✓ Energy
- ✓ Water and waste services

## 2. Identification

We have created a list of the Group's existing and potential impacts caused by our activities, services and business relationships. The impacts were identified from various sources from both internal and external stakeholders of the Group.

At the same time, opportunities and risks were identified for each issue, reflecting the actual or potential impact on economic growth, performance and competitive position.



### 3. Evaluation

The impacts, opportunities and risks were assessed on the basis of specific parameters. In addition, the time horizon of each impact (short term, long term) was identified. At the same time, the impacts were linked to the chain of values.

#### IMPACT ASSESSMENT



#### A Size

How big is the impact



#### B Range

How extensive is the effect



#### C Only on negative effects

#### Probability of remedy

How easy/difficult it is to repair the effect.

In addition, in the case of potential effects, the likelihood of the effect occurring shall also be assessed

#### ASSESSMENT OF OPPORTUNITIES AND RISKS



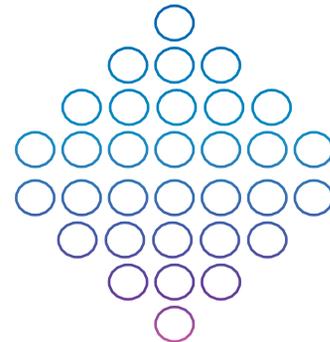
Magnitude of positive and negative economic impacts, opportunities and risks



Likelihood of opportunities and risks arising

### 4. Hierarchy

The previous stages of the analysis led to the identification of the substantive issues. The combination of impacts, risks and opportunities determined the material issues for our Group.



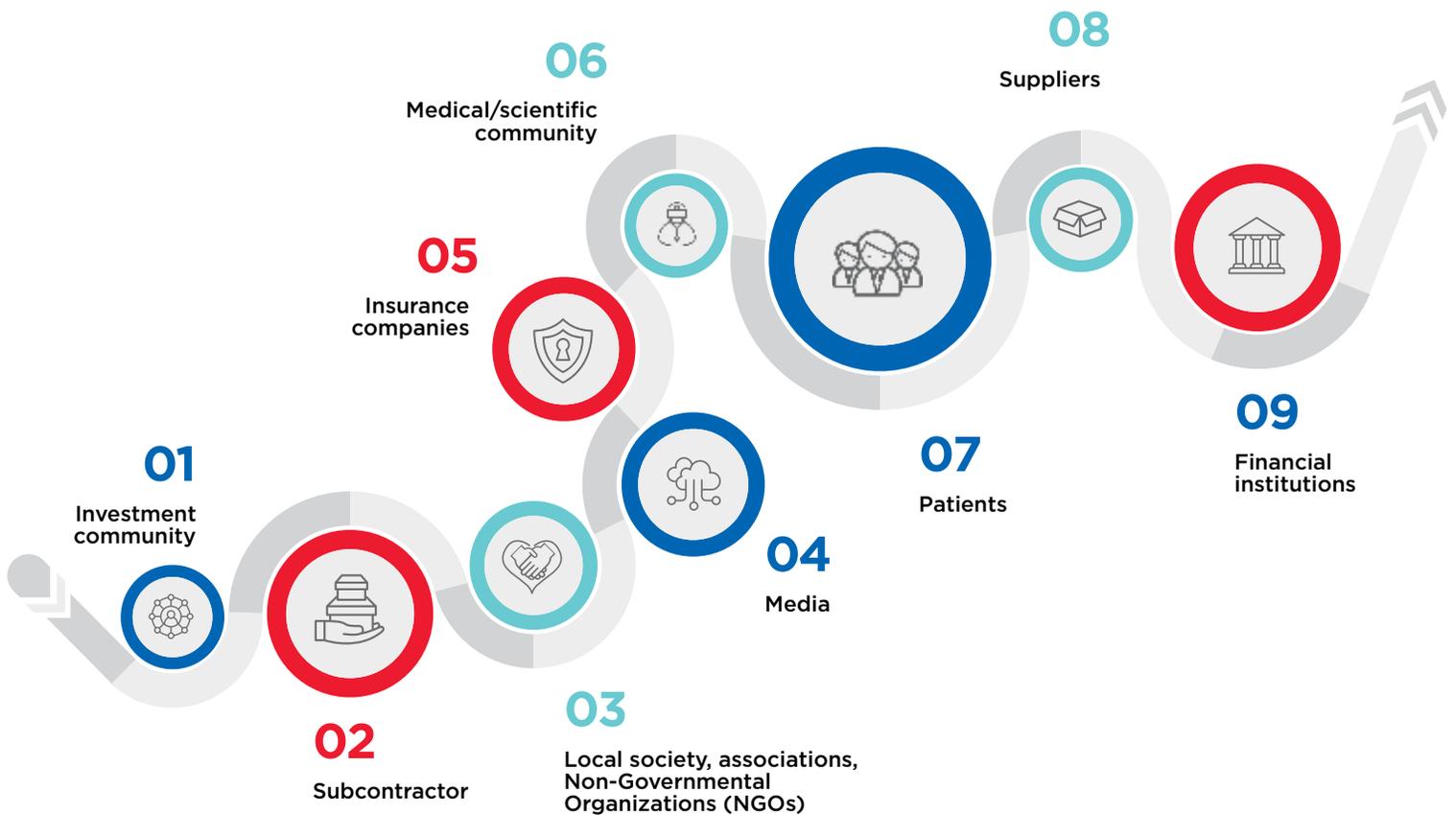
## Consultation with the Group's stakeholders

In the process of the dual materiality analysis, we have been consulted by both experts in sustainable development issues of the Group and external stakeholders. Our main priority was open dialogue and two-way communication with stakeholders. Our aim was to identify and assess the impacts, opportunities and risks related to the sustainable development of our organisation.

The stakeholder consultation process for the preparation of the materiality of impacts is implemented through the

sending of electronic questionnaires which invite respondents to rate the impacts of sustainability issues. The Group distinguishes two main stakeholder groups in the consultation: internal stakeholders who are sustainability experts and external stakeholders.

In particular, the Group's sustainability specialists are employees who specialise in issues related to the environment, society and governance. The external parties consist of the following groups:



| Interested Parties   | Issues relating to the environment, society, governance  | Communication channels   | Frequency of Communication  |
|--|--|--|---|
| <br><b>Employees</b>                      |  | <ul style="list-style-type: none"> <li>• Human Resources Directorate (HRD)</li> <li>• Employee Unions (in the Clinics where they exist)</li> <li>• Memos / Announcements</li> <li>• Open communication between the AIA Administration &amp; Employees</li> <li>• Intranet</li> </ul>   | <br>Permanent          |
| <br><b>Investment community</b>           | <ul style="list-style-type: none"> <li>✓ Adaptation and mitigation of climate change impacts</li> </ul>  | <ul style="list-style-type: none"> <li>• Electronic communication via email</li> <li>• Regular meetings</li> </ul>   | <br>Whenever necessary |
| <br><b>Financial institutions</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>• Electronic communication via email</li> <li>• Regular meetings</li> </ul>   | <br>Whenever necessary |
| <br><b>Suppliers</b>                      | <ul style="list-style-type: none"> <li>✓ Other work-related rights</li> <li>✓ Supporting Society</li> <li>✓ Information and awareness of important health issues</li> </ul>  | <ul style="list-style-type: none"> <li>• Daily communication with the entire supply chain network of the Group</li> <li>• Regular meetings</li> <li>• Contacting the Legal Service for the correct recording of agreements</li> </ul>  | <br>Permanent          |
| <br><b>Patients</b>                     | <ul style="list-style-type: none"> <li>✓ Quality care, safety and patient satisfaction</li> <li>✓ Business ethics</li> <li>✓ Investing in cutting-edge technologies</li> <li>✓ Protection of personal data</li> <li>✓ Transparency in ESG disclosures</li> </ul> | <ul style="list-style-type: none"> <li>• Patient Guide</li> <li>• Direct communication with doctors and health professionals</li> <li>• Satisfaction surveys from the services provided</li> <li>• Information and educational brochures available in all clinic areas</li> <li>• Communication through the Quality Directorates</li> <li>• Contact via the Patient Accounting Office</li> <li>• Company magazines</li> <li>• Email</li> <li>• Group company websites</li> </ul> | <br>Permanent        |
| <br><b>Medical/scientific community</b> |  | <ul style="list-style-type: none"> <li>• Company magazines</li> <li>• Publications and press releases</li> <li>• Associate doctors of the Group, who participate in scientific committees and associations</li> </ul>  | <br>Permanent        |



| Interested Parties  | Issues relating to the environment, society, governance  | Communication channels  | Frequency of Communication  |
|---|--|---|---|
| <br><b>Media</b>   | <ul style="list-style-type: none"> <li>✓ Adaptation and mitigation of climate change impacts</li> </ul>  | <ul style="list-style-type: none"> <li>• Press conferences</li> <li>• Press releases</li> <li>• Corporate magazine publications and press releases</li> <li>• Regular meetings</li> </ul>                                 | <br>Whenever necessary   |
| <br><b>Subcontractors</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>• Communication with the Group's Directorates, which ensure the correct transfer of the Management's guidelines</li> <li>• Feedback with quality indicator data results</li> </ul> | <br>Whenever necessary   |
| <br><b>Insurance companies</b>   | <ul style="list-style-type: none"> <li>✓ Other work-related rights</li> <li>✓ Supporting Society</li> <li>✓ Information and awareness of important health issues</li> </ul>    | <ul style="list-style-type: none"> <li>• Regular meetings</li> <li>• Constant communication via email</li> </ul>  | <br>Whenever necessary   |
| <br><b>Local community</b>  | <ul style="list-style-type: none"> <li>✓ Quality care, safety and patient satisfaction</li> <li>✓ Business ethics</li> <li>✓ Investing in cutting-edge technologies</li> </ul> | <ul style="list-style-type: none"> <li>• Websites</li> <li>• Company magazines</li> <li>• Media, publications and announcements</li> <li>• Press releases</li> <li>• Annual campaigns in remote areas</li> </ul>          | <br>Whenever necessary  |
| <br><b>Associations/<br/>Non-Governmental<br/>Organisations (NGOs)</b> | <ul style="list-style-type: none"> <li>✓ Protection of personal data</li> <li>✓ Transparency in ESG disclosures</li> </ul>   | <ul style="list-style-type: none"> <li>• Websites</li> <li>• Company magazines</li> <li>• Media, publications and announcements</li> <li>• Press releases</li> <li>• Meetings</li> </ul>                                  | <br>Whenever necessary |

Our Group, having collected and analysed the responses to the questionnaires, came up with the following material issues that were considered by the participants in the process as the most important for its operation.

Specifically, the Group asked stakeholders to rank each positive and negative impact on the Group on a rating scale from 1 to 5.

## Results of the materiality analysis

The HHG Group in 2022 created a list of 12 material topics. More specifically, we identified both existing and potential impacts on the economy, the environment and people for each material topic.

Positive environmental impacts include actions to adapt to climate change, measures that contribute to waste management through the circular economy, energy saving actions and the adoption of green technologies.

For the society pillar, we have identified impacts related to employee development opportunities, human rights and

community support through programs and initiatives as well as community awareness seminars. In addition, we ensure the safety and satisfaction of our patients through systems and processes.

Our Group has identified impacts related to ethical standards, breaches of patient and employee privacy, investments in cutting-edge technologies and our transparency in performance towards sustainable development. Finally, we take actions to prevent and mitigate potential negative impacts and monitor their effects with a view to eliminating them.

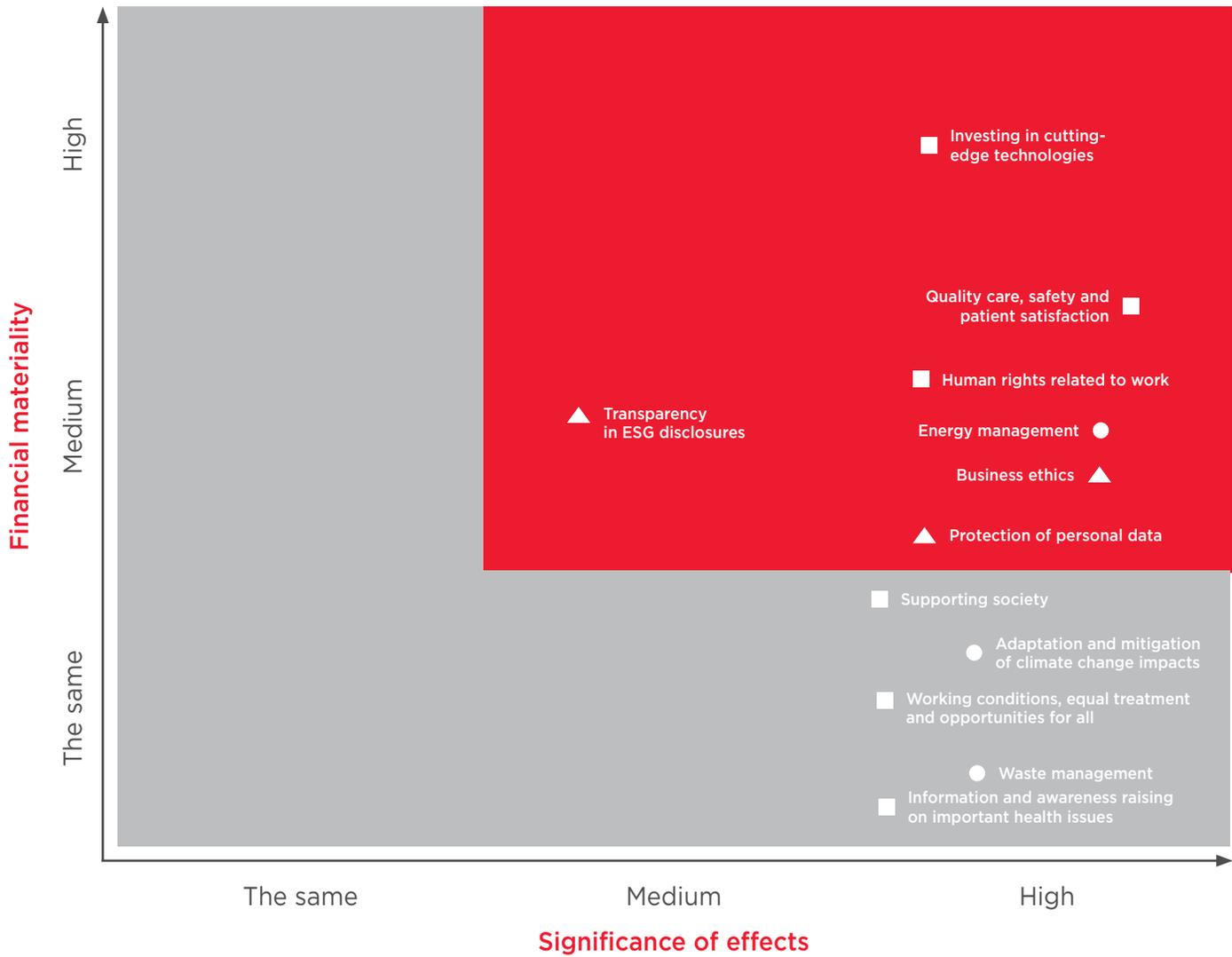
| Topics   | Effects   | Category  | Press | Materiality of effects | Financial materiality | Double materiality |  |   |          |   |     |     |     |   |           |   |  |   |          |   |     |     |
|--|---|-----------|-------|------------------------|-----------------------|--------------------|--|---|----------|---|-----|-----|-----|---|-----------|---|--|---|----------|---|-----|-----|
| <b>Investing in cutting-edge technologies</b>        | Investing in cutting-edge technologies that lead to the upgrading of medical services and healthcare methods.                       | Existing  | +     | 2,6                    | 3,0                   | 2,8                |  |   |          |   |     |     |     |   |           |   |  |   |          |   |     |     |
|  | Lack of systems and technologies for effective diagnosis of diseases leading to untimely management of cases.                       | Potential | -     |                        |                       |                    | <b>Supporting society</b>                            | Implementation of voluntary health care programs leading to improved health of people living in remote areas. | Existing | + | 3,2 | 2,0 | 2,6 | Reduction in free care schemes, leading to a lack of support for people in remote areas.  | Potential | - | <b>Quality care, safety and patient satisfaction</b> | Implementation of pro bono diagnostic tests, leading to disease prevention. | Existing | + | 2,7 | 2,5 |
| <b>Supporting society</b>                            | Implementation of voluntary health care programs leading to improved health of people living in remote areas.                       | Existing  | +     | 3,2                    | 2,0                   | 2,6                |  |   |          |   |     |     |     |   |           |   |  |   |          |   |     |     |
|  | Reduction in free care schemes, leading to a lack of support for people in remote areas.  | Potential | -     |                        |                       |                    | <b>Quality care, safety and patient satisfaction</b> | Implementation of pro bono diagnostic tests, leading to disease prevention.                                   | Existing | + | 2,7 | 2,5 | 2,6 | Non-systematic process of evaluation of services by patients and visitors, leading to a decrease in the quality of health services. | Potential | - |  |   |          |   |     |     |
| <b>Quality care, safety and patient satisfaction</b> | Implementation of pro bono diagnostic tests, leading to disease prevention.   | Existing  | +     | 2,7                    | 2,5                   | 2,6                |  |   |          |   |     |     |     |   |           |   |  |   |          |   |     |     |
|  | Non-systematic process of evaluation of services by patients and visitors, leading to a decrease in the quality of health services. | Potential | -     |                        |                       |                    |  |   |          |   |     |     |     |   |           |   |  |   |          |   |     |     |

| Topics   | Effects  | Category  | Press | Materiality of effects | Financial materiality | Double materiality |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |
|--|--|-----------|-------|------------------------|-----------------------|--------------------|--|--|----------|---|-----|-----|-----|--|-----------|---|--|--|----------|---|-----|-----|-----|--|-----------|---|--|--|----------|---|-----|-----|-----|--|-----------|---|--|--|----------|---|-----|-----|
| <b>Adaptation and mitigation of climate change impacts</b>           | Reduction of energy consumption from sources such as oil and gas in the Group's clinics and companies, leading to the reduction of greenhouse gas emissions.                   | Existing  | +     | 3,2                    | 2,0                   | 2,6                |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |
|  | Intensification of the Group's activities, leading to an increase in greenhouse gas emissions.   | Potential | -     |                        |                       |                    | <b>Human rights related to work</b>                                  | Implement policies and awareness-raising programs leading to the protection of employees' human rights.  | Existing | + | 2,7 | 2,3 | 2,5 | Poor implementation of human rights seminars and trainings, leading to the occurrence of human rights violations and harassment incidents.                   | Potential | - | <b>Business ethics</b>   | Early prevention and detection of behaviours that are not in line with the Group's Code of Conduct, leading to the creation of an ethical and trustworthy working environment. | Existing | + | 2,7 | 2,3 | 2,5 | Lack of internal compliance controls and appropriate training to enhance ethical awareness, leading to the occurrence of incidents of corruption or bribery. | Potential | - | <b>Energy management</b>   | Implementation of energy saving actions and adoption of green technologies, leading to the reduction of the carbon footprint.                  | Existing | + | 2,7 | 2,3 | 2,5 | Reducing electricity consumption from renewable sources, leading to increased indirect greenhouse gas emissions.               | Potential | - | <b>Working conditions, equal treatment and opportunities for all</b> | Providing equal development opportunities to employees of different genders and ages, leading to greater diversity in the working environment. | Existing | + | 2,9 | 2,0 |
| <b>Human rights related to work</b>                                  | Implement policies and awareness-raising programs leading to the protection of employees' human rights.  | Existing  | +     | 2,7                    | 2,3                   | 2,5                |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |
|  | Poor implementation of human rights seminars and trainings, leading to the occurrence of human rights violations and harassment incidents.                                     | Potential | -     |                        |                       |                    | <b>Business ethics</b>   | Early prevention and detection of behaviours that are not in line with the Group's Code of Conduct, leading to the creation of an ethical and trustworthy working environment. | Existing | + | 2,7 | 2,3 | 2,5 | Lack of internal compliance controls and appropriate training to enhance ethical awareness, leading to the occurrence of incidents of corruption or bribery. | Potential | - | <b>Energy management</b>   | Implementation of energy saving actions and adoption of green technologies, leading to the reduction of the carbon footprint.  | Existing | + | 2,7 | 2,3 | 2,5 | Reducing electricity consumption from renewable sources, leading to increased indirect greenhouse gas emissions.   | Potential | - | <b>Working conditions, equal treatment and opportunities for all</b> | Providing equal development opportunities to employees of different genders and ages, leading to greater diversity in the working environment. | Existing | + | 2,9 | 2,0 | 2,4 | Unsafe and unsustainable working conditions leading to increased unemployment, worker separations and lack of economic growth. | Potential | - |  |  |          |   |     |     |
| <b>Business ethics</b>   | Early prevention and detection of behaviours that are not in line with the Group's Code of Conduct, leading to the creation of an ethical and trustworthy working environment. | Existing  | +     | 2,7                    | 2,3                   | 2,5                |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |
|  | Lack of internal compliance controls and appropriate training to enhance ethical awareness, leading to the occurrence of incidents of corruption or bribery.                   | Potential | -     |                        |                       |                    | <b>Energy management</b>   | Implementation of energy saving actions and adoption of green technologies, leading to the reduction of the carbon footprint.  | Existing | + | 2,7 | 2,3 | 2,5 | Reducing electricity consumption from renewable sources, leading to increased indirect greenhouse gas emissions.   | Potential | - | <b>Working conditions, equal treatment and opportunities for all</b> | Providing equal development opportunities to employees of different genders and ages, leading to greater diversity in the working environment.                                 | Existing | + | 2,9 | 2,0 | 2,4 | Unsafe and unsustainable working conditions leading to increased unemployment, worker separations and lack of economic growth.                               | Potential | - |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |
| <b>Energy management</b>   | Implementation of energy saving actions and adoption of green technologies, leading to the reduction of the carbon footprint.  | Existing  | +     | 2,7                    | 2,3                   | 2,5                |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |
|  | Reducing electricity consumption from renewable sources, leading to increased indirect greenhouse gas emissions.   | Potential | -     |                        |                       |                    | <b>Working conditions, equal treatment and opportunities for all</b> | Providing equal development opportunities to employees of different genders and ages, leading to greater diversity in the working environment.                                 | Existing | + | 2,9 | 2,0 | 2,4 | Unsafe and unsustainable working conditions leading to increased unemployment, worker separations and lack of economic growth.                               | Potential | - |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |
| <b>Working conditions, equal treatment and opportunities for all</b> | Providing equal development opportunities to employees of different genders and ages, leading to greater diversity in the working environment.                                 | Existing  | +     | 2,9                    | 2,0                   | 2,4                |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |
|  | Unsafe and unsustainable working conditions leading to increased unemployment, worker separations and lack of economic growth.   | Potential | -     |                        |                       |                    |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |     |  |           |   |  |  |          |   |     |     |

| Topics  | Effects  | Category  | Press | Materiality of effects | Financial materiality | Double materiality |   |  |          |   |     |     |     |  |           |   |   |  |          |   |     |     |     |   |           |   |   |  |          |   |     |     |
|---|--|-----------|-------|------------------------|-----------------------|--------------------|---|--|----------|---|-----|-----|-----|--|-----------|---|---|--|----------|---|-----|-----|-----|---|-----------|---|---|--|----------|---|-----|-----|
| <b>Protection of personal data</b>                                  | Implementation of cybersecurity measures and systems that lead to the security of personal data of employees and visitors.                                     | Existing  | +     | 2,6                    | 2,3                   | 2,4                |   |  |          |   |     |     |     |  |           |   |   |  |          |   |     |     |     |   |           |   |   |  |          |   |     |     |
|   | Reduction of educational programs that support a culture of cybersecurity awareness, leading to the occurrence of data breach incidents.                       | Potential | -     |                        |                       |                    | <b>Transparency in ESG disclosures</b>                              | Participation in sustainable development performance evaluations leading to the enhancement of the Group's actions in relation to society and the environment. | Existing | + | 2,5 | 2,3 | 2,4 | Lack of adaptability to sustainability issues, leading to the inability to contribute to addressing environmental and social issues. | Potential | - | <b>Waste management</b>   | Implementation of a circular economy model in the Group, leading to the reduction of non-hazardous waste.                          | Existing | + | 2,7 | 2,0 | 2,3 | Lack of an effective waste management system, leading to increased environmental pollution. | Potential | - | <b>Information and awareness raising on important health issues</b> | Planning of seminars, actions and campaigns, leading to the information and awareness of the community on important health issues. | Existing | + | 2,9 | 1,5 |
| <b>Transparency in ESG disclosures</b>                              | Participation in sustainable development performance evaluations leading to the enhancement of the Group's actions in relation to society and the environment. | Existing  | +     | 2,5                    | 2,3                   | 2,4                |   |  |          |   |     |     |     |  |           |   |   |  |          |   |     |     |     |   |           |   |   |  |          |   |     |     |
|   | Lack of adaptability to sustainability issues, leading to the inability to contribute to addressing environmental and social issues.                           | Potential | -     |                        |                       |                    | <b>Waste management</b>   | Implementation of a circular economy model in the Group, leading to the reduction of non-hazardous waste.  | Existing | + | 2,7 | 2,0 | 2,3 | Lack of an effective waste management system, leading to increased environmental pollution.  | Potential | - | <b>Information and awareness raising on important health issues</b> | Planning of seminars, actions and campaigns, leading to the information and awareness of the community on important health issues. | Existing | + | 2,9 | 1,5 | 2,2 | Lack of proper health information, leading to social inequalities in health care.           | Potential | - |   |  |          |   |     |     |
| <b>Waste management</b>   | Implementation of a circular economy model in the Group, leading to the reduction of non-hazardous waste.  | Existing  | +     | 2,7                    | 2,0                   | 2,3                |   |  |          |   |     |     |     |  |           |   |   |  |          |   |     |     |     |   |           |   |   |  |          |   |     |     |
|   | Lack of an effective waste management system, leading to increased environmental pollution.  | Potential | -     |                        |                       |                    | <b>Information and awareness raising on important health issues</b> | Planning of seminars, actions and campaigns, leading to the information and awareness of the community on important health issues.                             | Existing | + | 2,9 | 1,5 | 2,2 | Lack of proper health information, leading to social inequalities in health care.  | Potential | - |   |  |          |   |     |     |     |   |           |   |   |  |          |   |     |     |
| <b>Information and awareness raising on important health issues</b> | Planning of seminars, actions and campaigns, leading to the information and awareness of the community on important health issues.                             | Existing  | +     | 2,9                    | 1,5                   | 2,2                |   |  |          |   |     |     |     |  |           |   |   |  |          |   |     |     |     |   |           |   |   |  |          |   |     |     |
|   | Lack of proper health information, leading to social inequalities in health care.  | Potential | -     |                        |                       |                    |   |  |          |   |     |     |     |  |           |   |   |  |          |   |     |     |     |   |           |   |   |  |          |   |     |     |

Dual materiality is derived from the average of impact materiality and financial materiality.

The potential impacts relate to possible scenarios.



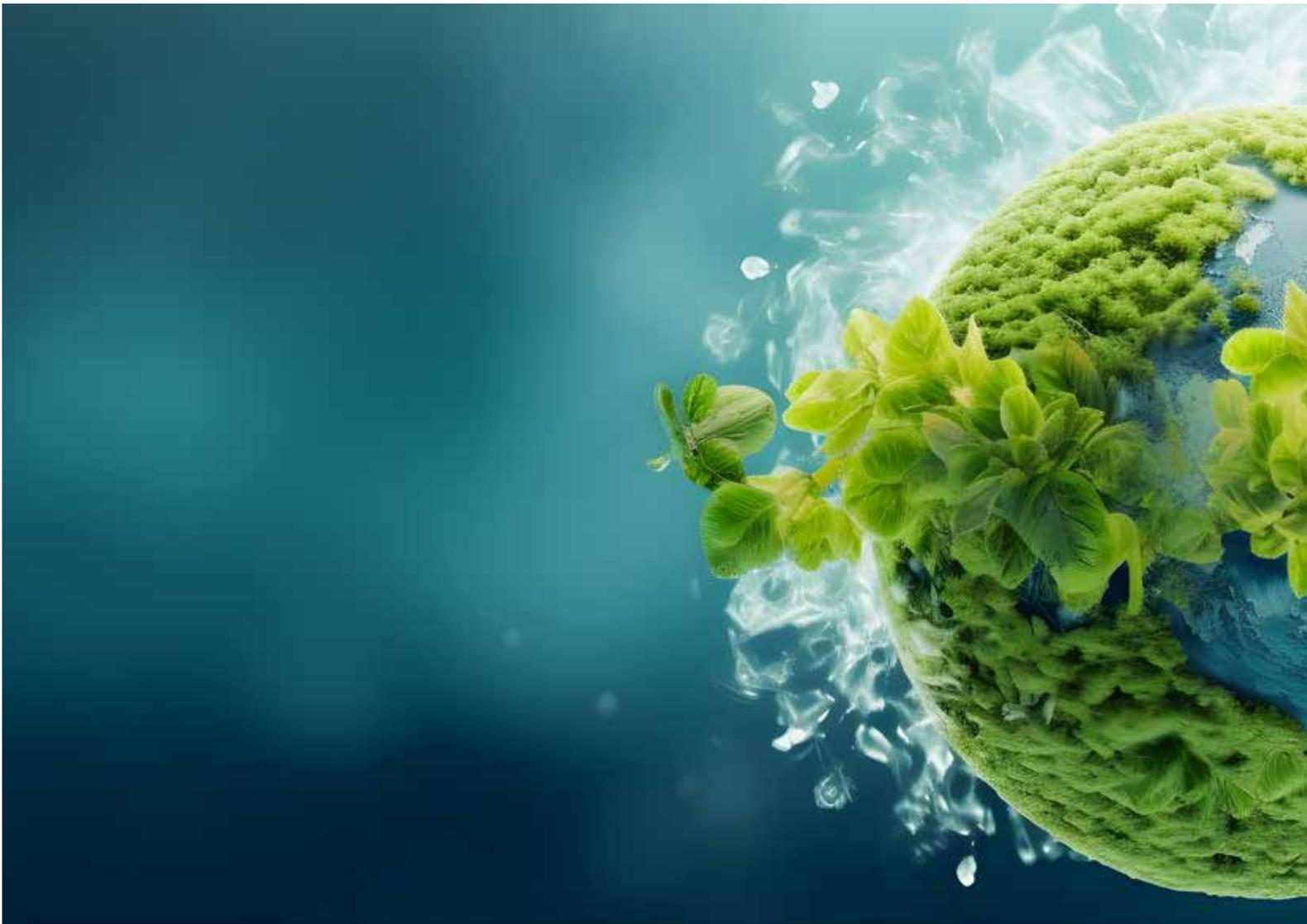
● Environment      ■ Society      ▲ Governance

**Note:** same: from 1.5 to 2.2, Medium: from 2.2 to 2.6, High: from 2.6 to 3.2

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# Protecting the environment

HHG Group monitors its environmental footprint and aims to reduce energy consumption, increase the recycling rate, and reduce the amount of water used





# Our environmental footprint

Environmental protection is a key pillar of the Group's activity and by reviewing the previous years we are proud to have reduced our impact on the natural environment in which we operate. The Group aims to annually improve its energy efficiency, while promoting a model of circular economy and proper use of natural resources.



 **METROPOLITAN**  
HOSPITAL





Uygaia



Hellenic Healthcare Group has developed a mechanism to monitor our performance on environmental indicators in line with international best practices for transparency and indicator reporting.

In addition, we comply with international protocols for calculating pollutants, covering direct and indirect greenhouse gas emissions categories.

2022



HYGEIA clinic applies an environmental management system, which is certified according to with the international standard ISO 14001, while evaluating environmental issues and our impact on the environment



1.261.558€

spent on waste management



42.007 MWh

electricity consumed



1.634 tonnes

non-hazardous waste was collected



7.519 tonnes

carbon dioxide equivalent (CO<sub>2</sub>e) of direct emissions (Scope 1)



17.409 tonnes

carbon dioxide equivalent (CO<sub>2</sub>e) indirect emissions (Scope 2)



241.758 m<sup>3</sup>

water consumed

## Reducing our energy footprint

Our Group is constantly growing at a rapid pace both in terms of personnel and activities. Our goal is to reduce our energy footprint on an annual basis. By monitoring our impact on the external environment, we are prepared to deal with environmental risks.

### Our energy efficiency

The proper use of natural resources is a key pillar of our environmental management. We have succeeded in reducing our consumption of oil and gas, increasingly turning to the use of green energy. Electricity is the main source of energy for all our clinics. Every year we make investments to increase the proportion of green energy through Renewable Energy Sources.

In the year 2022, Hellenic Healthcare Group consumed 42,007 MWh of electricity, resulting in an 8.5% increase in total consumption compared to the previous year (38,729 MWh). The increase in the absolute number of consumption is due to the introduction of the two companies ARETAEIO and HYGEIA IVF EMBROGENESIS. Furthermore, it is due to the Group's strategic decision to switch to the replacement of polluting forms of energy (oil and gas) with electricity, with the vision of reducing greenhouse gas emissions.

The Group's total gas consumption for the year 2022 was 22,866 MWh.

At the same time, it is worth noting that in the context of saving energy and seeking alternative sources of heating for companies and clinics, 1,129 m<sup>3</sup> of oil was consumed, 82% less than in 2021. In particular, Y-LOGIMED had the largest reduction in oil consumption compared to 2021, from 5,784 m<sup>3</sup> to 961 m<sup>3</sup> (83% reduction). The chart below shows the total oil consumption for the Group's clinics for 2021 and 2022.



For more information on the clinics and companies of the Hellenic Healthcare Group, please see the appendix on page 118.

Our patients, employees and partners want and expect us to respect, protect and enhance the environment in which we operate

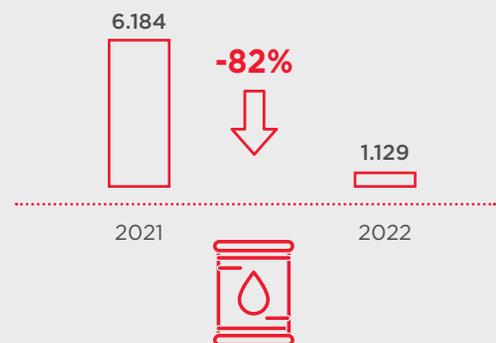
With the aim of supplying green energy in 2022, the



35%

of electricity came from Renewable Energy Sources (RES).

Oil consumption (m<sup>3</sup>) for 2021 and 2022





## Our carbon footprint

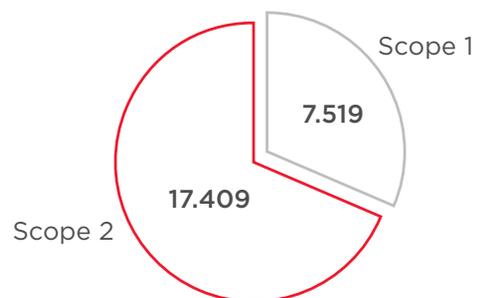
At the Group, we systematically monitor our carbon footprint with the aim of reducing it on an annual basis. In particular, our electricity, oil and gas consumption are the main source of our emissions. With a view to reducing our emissions and making our operations more efficient in 2022, we have implemented a series of actions. In particular, we invested in lighting system technologies (Light Emitting Diodes; LED) and in technologies for monitoring and managing electromechanical installations through Building Management Systems (BMS). Furthermore, we carried out maintenance of electromechanical equipment based on the manufacturer's specifications.

At the same time, we calculate and monitor our indirect and direct emissions of category 1 and 2 greenhouse gases, and aim to manage and reduce our emissions through the optimisation of our activities.

For the year 2022<sup>1</sup>, scope 1 emissions were 7,519 tonnes of carbon dioxide equivalent (CO<sub>2</sub>e) and scope 2 emissions were 17,409 tonnes of carbon dioxide equivalent (CO<sub>2</sub>e) respectively for all of our Group's clinics.

The graph below shows greenhouse gas emissions for 2022.

**Class 1 and 2 emissions in tonnes of CO<sub>2</sub>e for 2022**



1. For 2022, data from ARETAEIO, LETO, METROPOLITAN HOSPITAL, METROPOLITAN GENERAL, HYGEIA, MITERA, Y-LOGIMED and GMP were analysed.

## Strengthening the circular economy

For waste management we have created a circular economy model based on the following long-term objectives:



Retain as much value as possible from raw materials.



Implementation of actions and initiatives that promote the reuse and recycling of products.



Proper management of hazardous and non-hazardous waste and natural resources by providing value throughout the life cycle of the products we use.

The HHG Group has established a management model that focuses on commitment to the proper use of waste, its reduction and the reduction of dependence on natural resources, which are extracted at great economic cost and cause severe environmental degradation.

In addition, we follow current legislation regarding the proper separation of municipal waste from hazardous waste. In particular, we distinguish and separate our waste into hazardous and non-hazardous waste. At the same time, we separate hazardous waste into waste that we manage by sterilisation, incineration or recycling.



100% of our clinics have an approved internal waste management regulation and set short, medium and long-term targets for waste reduction

Our Group manages hazardous waste efficiently and classifies it accordingly

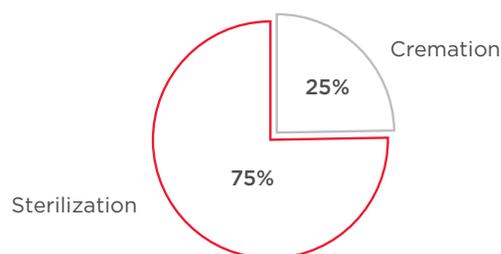
In particular, the categories below provide a detailed overview of the different types of waste generated by our clinics:

- ▶ **Hazardous Medical Waste with infectious risks (HMWIR):** waste that has come into contact with blood and other biological fluids and sharp waste, such as needles, syringes, surgical scalpels, etc.
- ▶ **Mixed Hazardous Waste (MHW):** waste containing infectious and toxic properties from pathology laboratories, chemotherapy departments, heavy metals, toxic substances, cytostatic drugs, etc.
- ▶ **Other Hazardous Waste (OHW):** waste from threaded chamber filters, chemicals consisting of or containing toxic substances, drug residues.
- ▶ **Special Waste Flows:** radioactive waste, batteries, waste electrical and electronic equipment, effluent oils, construction waste

At the same time, liquid waste is categorised as Other Hazardous Waste (OHW), including pharmaceuticals, microbiological laboratory fluids and other liquid waste. OHW consist of a mixture of substances as products of the chemical reaction of biological material and reagents or pure chemical substance. In addition, OHW is collected in certified and specifically labelled containers and transported for incineration by an appropriately accredited body.

In the year 2022, 3,058 tonnes of waste were collected from all the Group's clinics, centers and companies. Specifically, 1,424 tons are hazardous waste and 1,634 tons are non-hazardous waste.

On an annual basis, we aim to manage hazardous waste properly in a way that is safe for the environment and people. In 2022, hazardous waste was sterilised as every year and in particular the sterilisation rate was 75%<sup>1</sup>. The chart below shows the breakdown of the overall hazardous waste management rate for 2022.



The table below 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 YGEIA and MTERA clinics for 2021 and 2022 respectively.

| Tons               | HYGEIA |       | MTERA |      |
|--------------------|--------|-------|-------|------|
|                    | 2022   | 2021  | 2022  | 2021 |
| Paper recycling    | 118    | 109.6 | 42.6  | 37.2 |
| Plastic recycling  | 0.9    | 0.6   | 14    | 12.4 |
| Metal recycling    | 4.5    | 7.7   | -     | 2.5  |
| Wood               | 15.2   | 10    | 3.9   | 8.6  |
| Building materials | 3.9    | 4.2   | 9.1   | 90.2 |

2022

In 2022, the Group increased waste management costs by 28% and box management costs by 22% compared to 2021

In order to increase the recycling of non-hazardous waste, we measure annually the recycling indicators by category

In 2022, Hellenic Healthcare Group recycled 184.6 tonnes of paper, 70.2 tonnes of plastic and 4.5 tonnes of metal



1. Regarding hazardous waste, for 2022 it was also recorded at the HYGEIA IVF EMBRYOGENESIS unit.



## Natural resources management

The HHG Group invests consistently in good environmental management. Our main priority is to measure and monitor the amounts invested in the management of waste, logistics boxes and logistics wrappings. Specifically, in 2022, we spent a total of the following amounts:



1.261.558€  
on waste management



401.856€  
for the management  
of logistics boxes



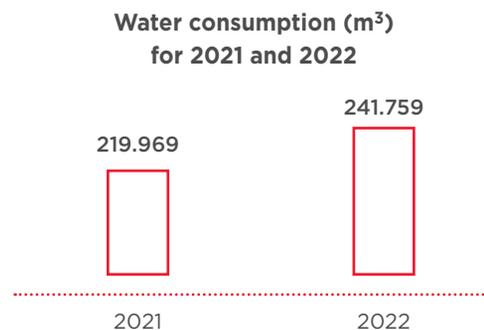
141.932€  
for the management  
of packaging materials

Recognising the importance of proper management of the water consumed by our clinics and companies, we aim to reduce water consumption annually. This reduction is achieved through the use of automation systems in the Group's clinics and companies and the monitoring of their consumption on a monthly basis. In anticipation of water supply interruption incidents, the HYGEIA, METROPOLITAN HOSPITAL and MITERA clinics have interim temporary storage tanks, ensuring the necessary amount of water and uninterrupted operation.

The Group's total consumption for the year 2022 was 241.759m<sup>3</sup> and the consumption per patient-day was 0.7. The total consumption was increased compared to the previous year due to the introduction of ARETAEIO and HYGEIA IVF EMBRYOGENESIS.

Through multi-level initiatives, the Group promotes practices and strategies that favour the prudent use of water in all its facilities. Continuous monitoring and improvement of water supply systems, awareness of staff and patients, as well as the implementation of technological innovations, are key pillars of the strategy to ensure sustainable water use and environmental protection.

The chart below analyses the water consumption data for 2021 and 2022.



For more information on the clinics and companies of the Hellenic Healthcare Group, please see the appendix on page 119.

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# Supporting society

The development of a responsible business for the HHG Group is based on the selfless support of society







# Supporting society

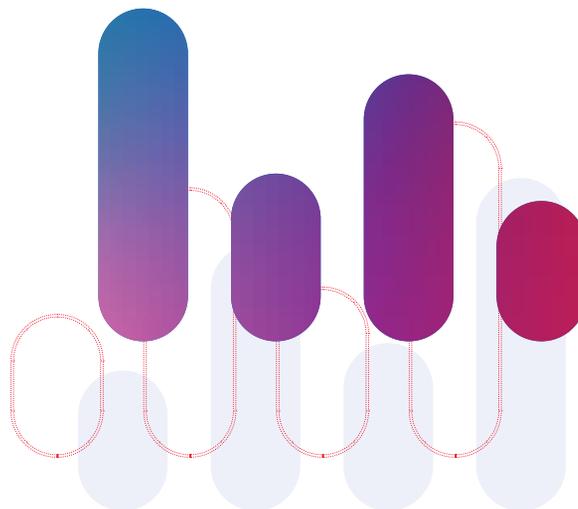
Our Group places great value on its relationships with its employees, partners, patients, customers and society as a whole, investing in actions and initiatives for their development.

Creating and maintaining an environment of equality, inclusion and equal opportunities for all is a principle of our operation. In addition, we aim to maintain a safe environment for all our patients by contributing to medical scientific research and investing in qualified scientific staff to care for them.

In particular, we focused on a variety of volunteer activities and donations and developed a communication and public awareness plan to mark the global days of the year. At the same time, with the aim of promoting medicine, we organised programs of scientific events.

2022

The Group continuously invests in supporting society through its responsibility actions and develops its activities around the development of society on a consistent basis. In 2022, following on from previous years, we supported local communities, the younger generation and sport



## Investing in our people

We recognise that our success and growth is based on our people. Our people include our doctors, nurses, technical and administrative staff. With a view to developing a working environment of professional development, equality and inclusion, we aim every day to ensure meritocracy, teamwork and equal opportunities.

The selection of the people who fill the jobs in the Group and the clinics is our priority. In particular, we use modern selection methods and techniques to achieve merit-based selection of our people.

We are an organization that is constantly growing and intensifying its dynamic presence in the Greek market. With the introduction of two new companies (HYGEIA IVF EMBROYGENESIS and ARETAEIO) in 2022, the total number of our employees reached 5,297 people (5% increase compared to 2021). In addition, we attracted and retained a total of 172 employees with different nationalities.

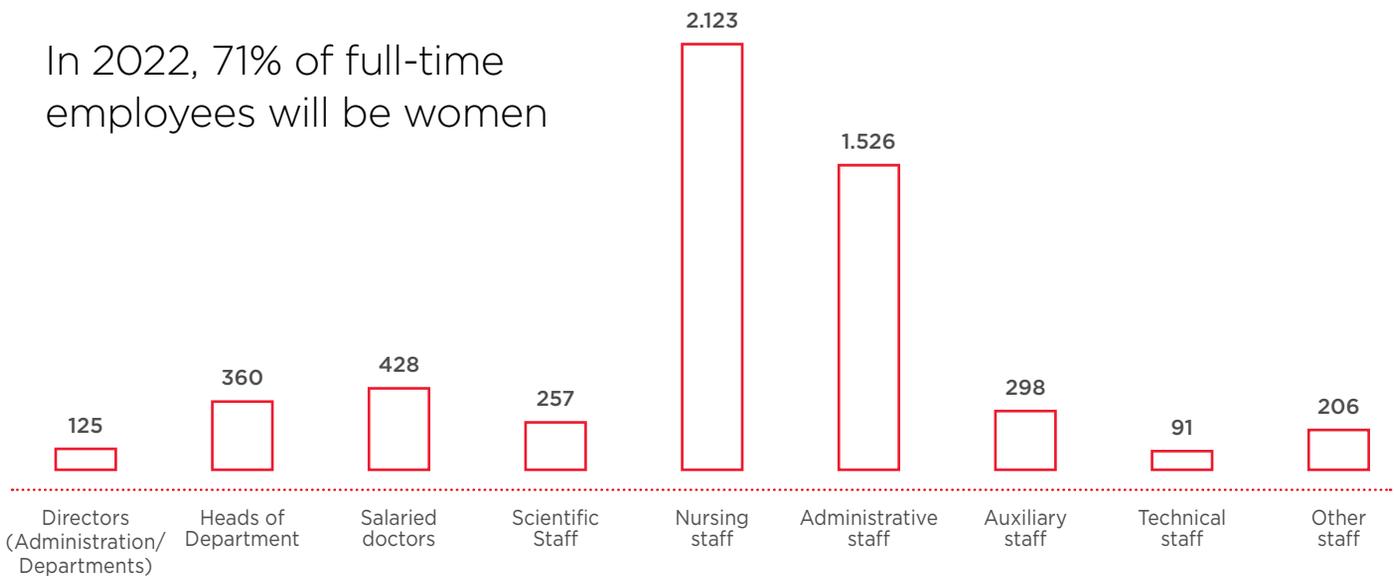
We have created different hierarchical structures and attract employees with different educational backgrounds, giving our people the opportunity to integrate smoothly and grow within our clinics, centers and companies. The chart below shows the distribution of our staff by spe-

cialty and hierarchical level for 2022. Due to our business sector, 40% of our total workforce is made up of nurses, who are on the front line in the Group's clinics and centers.

In addition, aligned with the needs of modern times and aiming to retain our people, we offer different types of employment, which are divided into permanent and fixed-term contracts, as well as permanent and temporary employment. In the years 2021 and 2022, we maintained a high percentage of the number of employees employed on permanent contracts and full-time positions at 95%. More specifically, the number of employees employed on permanent contracts was 5,052, while the number of full-time employees was 5,006, maintaining a constant rate of 95%, compared to 2021.

Hellenic Healthcare Group has different categories of employees depending on the type of work. The total number of employees includes medical staff, scientific staff, which includes pharmacists, biologists, radiophysicists, psychologists, etc. In addition, the Group's staff includes nursing staff, administrative staff (e.g. secretarial staff, human resources management, finance department and procurement department) and technical staff (e.g. engineers and maintenance staff).

In 2022, 71% of full-time employees will be women



## Equality, equal opportunities and rights

At Hellenic Healthcare Group, we are committed to contributing to the achievement of the Sustainable Development Goals, which relate to gender equality and the elimination of inequalities based on ethnicity, religion, age and educational level.

We are proud to have maintained a stable representation of women, providing them with opportunities for advancement and development. By the year 2022, women made up 57% of our workforce.

Our commitment to providing equal opportunities for employees extends to all areas of our people's careers. We have fostered an environment of equal career development opportunities. Evidence of this is the annual monitoring of the percentage of women in management positions as well as their evaluation. During 2022, the percentage of women in management positions rose to 53%.

An important part of our culture in our Group are the 14 employees who are Persons with Disabilities.

### Specifically for 2022

5.297  
employees

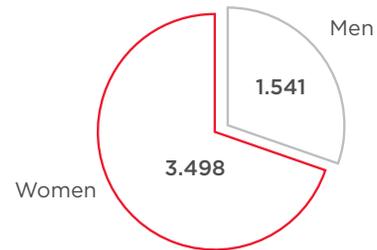
53%  
women  
in the workforce

57%  
women  
in managerial positions

24.301  
hours of training  
to employees

The charts below show the distribution of employees by gender and type of contract.

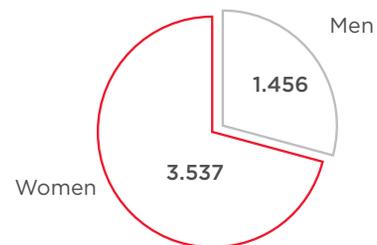
**Breakdown of employees by gender with an open-ended contract for 2022**



**Breakdown by gender of employees with fixed-term contracts for 2022**



**Breakdown of full-time contract employees by gender for 2022**



For more information on the clinics and companies of the Hellenic Healthcare Group, please see the appendix on page 119.

For the total breakdown of employees on permanent and full-time contracts, GMP is not included.

## Age distribution of our employees

Our Group envisions a workforce consisting of young talented people with enthusiasm and new ideas. Recognizing the value that young age employees bring to our organization in terms of new perspectives and innovative approaches to problem solving, we enhance their representation on an annual basis. At the same time, we empower older employees with the aim of retaining them by leveraging the advantage of their specialized knowledge and experience.

In 2022, 19% of the total workforce was under 30 years old, 60% between 30 and 50 years old, while 21% were over 50 years old. In 2022, we increased by 2% year-on-year for young people. Young employees receive expert guidance and supervision from qualified Group executives to help them develop within the organisation. The chart below shows the age distribution of our employees for 2022.

In 2022, young employees (<30 years old) increased by

**2%**

compared to 2021

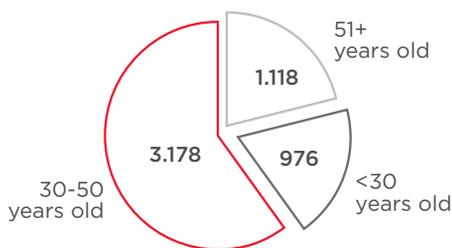
On an annual basis we monitor the rate of recruitment as well as departures, aiming not only to attract talent, but also to retain them within our organisation. We are proud that every year we give employees of different specialties and educational backgrounds the opportunity to grow within our Group. Specifically, in 2022, we hired a total of 880 employees.

Our commitment to women's participation is reflected in the 70% of new recruitments made up of women. This figure highlights not only our intention to be gender inclusive, but also the remarkable contribution of women in various areas of our organisation. The chart below shows the breakdown of new hires by gender for 2022.

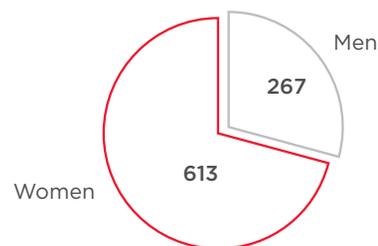
With a strong emphasis on the diversity of our teams and wanting to strengthen our ability to attract young scientists and professionals, we increase the percentage of young people in our organisation every year. Specifically, in 2022 42% of new recruits were young people under 30 years old.

In addition, we are reducing the percentage of departures in the Group by targeting staff retention actions. In 2022, total departures were 684, 17% less than the previous year. At the same time, the employee mobility rate in 2022 was 15%, 21% less than the previous year. It is worth noting that with the end of the healthcare crisis and the trend of health professionals moving to the public sector, our employee satisfaction led to the reduced rate of separations. Our goal is to maintain and reduce this rate in the coming years.

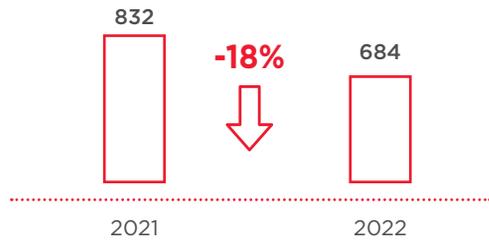
**Age distribution of employees for 2022**



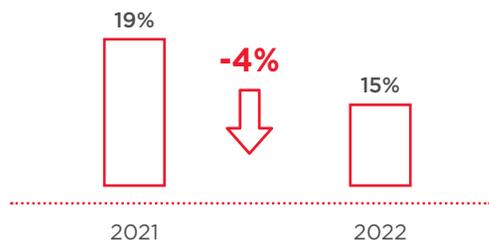
**Recruitment by gender for 2022**



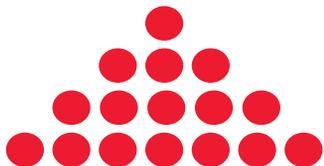
### Employee departures for 2021 and 2022



### Employee mobility rate



The calculation has been based on the average number of retirements for the clinics/companies. The calculation of the index for each company/clinic is presented in the annex.



## Training and assessment of our people

As in previous years, in 2022, we have developed a holistic training plan for our employees to enhance their technical and social skills. We recognise that nurturing and developing employees is a key element of employee satisfaction and retention in our organisation. We encourage active participation in trainings and provide opportunities for post-graduate studies and conference attendance.

In addition, every year the Group aims to increase the amount of money available for training. In 2022, the Group allocated €82,336 for trainings, 140% more funds than last year.

Hellenic Healthcare Group trains staff of all hierarchical levels and specialties, focusing on frontline employees such as nursing staff. For 2022, 1,719 employees trained were nurses, making up 59% of the total staff trained. Specifically, in 2022, our Group's trainings were conducted by employee hierarchical level as shown in the chart below<sup>1</sup>:

2022

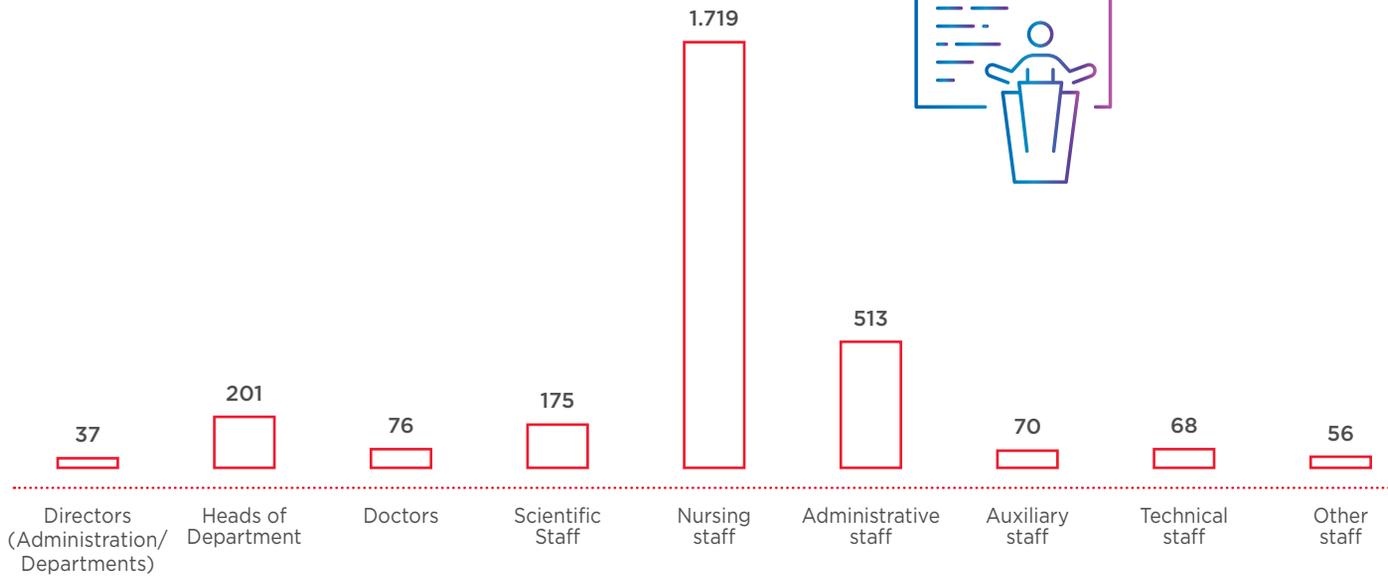
Our Group aims at two main pillars for the development of its employees, their training and evaluation

In 2022 in particular, we had a total of 24,301 hours of training

Our employees received an average of 5 hours of training in a wide range of programs

480

new recruits received initial training in environmental and business ethics in 2022, 19% more than in 2021



1. The number of Administrative Directors trained includes the number of Directorate Directors. In addition, the scientific staff consists of biologists, pharmacists and technologists.

In 2022, the clinics followed a training plan that includes a series of 512 training programs, focusing on training employees in different areas. The employee training plan is not only limited to developing technical skills but also to improving their social skills.

Below are the topics on which our people have been trained this year:

-   Clinical issues
-   Prevention and control of infections
-   Clinical skills
-   Technical skills
-   Environment, health and safety
-   General Data Protection Regulation (GDPR) issues

In 2022, 70 training sessions were held on technical topics, 39 on environment, health and safety, 11 on GDPR<sup>1</sup> and 24 on postgraduate studies. Finally, there were 121 participations in conferences. In addition, the Group supports employees in attending and participating in conferences. At the same time, we address social and racial inequalities, as well as workplace harassment, through annual training dialogues, promoting an inclusive environment.

1. GDPR: General Data Protection Regulation.

## Annual evaluation plan

Employee evaluation is an important element for the more effective operation of the Group. Employees are evaluated annually through a specific system aimed at their professional development and growth within the organisation. Fair and objective appraisal encourages staff motivation, improves performance and contributes to the achievement of employee objectives at a professional level. We promote the evaluation of all employees irrespective of their hierarchical rank and status, thereby enhancing the evaluation rate on an annual basis. In 2022, we increased the percentage of employees evaluated from 62% (2021) to an average of 92%.





2022



82.336€

were offered for employee trainings, 141% increase compared to 2021

5

hours of training on average per employee

138

trainings on clinical issues

43

trainings on infection prevention

97

trainings on clinical skills



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

## We enhance the health, safety and well-being of our employees

The health and safety of our staff is our highest priority. We assess and monitor health and safety indicators to control potential risks, while complying with and implementing the relevant legislation.

The measures taken by the Group's clinics for the health and safety of their employees and patients are presented below.

At the Group we take all necessary precautions in our clinics and companies to ensure that none of our employees are exposed to risks



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

The HYGEIA and MITERA clinics encourage employees to point out and record errors, adverse events and near misses. Our people's recordings are treated confidentially and are only used by management to evaluate incidents and take action.

In addition, clinics through this recording process aim to eliminate such incidents and improve the way they operate.



### Inspections for the safety of the hospital environment

Inspections are carried out at the YGEIA clinic as part of the clinic's Quality Management Systems. Specifically, the inspectors check areas of the clinic's facilities related to medication management, infection prevention and control, as well as records and personal data management.

The inspections aim to systematically assess the clinic's compliance with the Group's policies and the requirements of Joint Commission International (JCI) standards and ISO systems.



### Research on patient and staff safety

The HYGEIA clinic conducts internal research on the safety of its people and patients. This survey helps to identify concerns and issues that affect the safety of staff and patients and aims to take measures and actions to resolve them. Finally, the survey is based on a recognised set of tools from the Institute for Health-care Improvement (IHI) in the USA.



The Group carries out a number of actions across its clinics in order to minimise health and safety incidents. The relevant actions are presented below:



#### Management of hazardous substances

Safe management of hazardous substances present on the premises of the clinics, in order to ensure the health and safety of employees.



#### Medical examinations at the time of recruitment in all clinics of Hellenic Healthcare Group

Preventive examinations and vaccination during the recruitment of all employees, in order to protect them, as well as the associates and patients of the clinics from contagious agents.



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

Monthly monitoring of dosimeters for staff working in departments using ionising radiation from the medical physics department.

In addition, every year these employees undergo diagnostic tests and are monitored by the occupational physician.



#### Orientation of new recruits on occupational health and safety issues in all clinics

Information regarding the clinic and extensive reference to occupational health and safety issues for new employees.





Below are the Group's health and safety programs for the Group's clinics.

✓ **Safety walks program**

Through this program, the Group's clinics encourage employees to express their thoughts and concerns about occupational safety and health to members of management.

✓ **Radiation protection program**

Hellenic Healthcare Group clinics train staff on the correct use of ionizing or non-ionizing radiation systems in order not to exceed the permissible limits set by the Greek Atomic Energy Commission.

✓ **Annual vaccination program**

HHG clinics and companies provide free annual vaccinations for employees to prevent seasonal viruses.

✓ **Lab Safety Program**

The Group's clinics ensure through the program that the infrastructure and conditions of the clinics are suitable for the safe conduct of examinations.

✓ **Preparation of an occupational risk assessment study (ORA)**

HYGEIA, MITERA, LETO, METROPOLITAN GENERAL, METROPOLITAN HOSPITAL and Y-LOGIMED clinics identify, record and assess factors and risks for each employee annually.

✓ **Accident response plan**

HYGEIA, MITERA, LETO, METROPOLITAN GENERAL, METROPOLITAN HOSPITAL and Y-LOGIMED clinics have an action plan aimed at preventing and protecting employees from accidents and injuries. In addition, through the plan, the clinics act to immediately address any safety-related issues.

HYGEIA and MITERA clinics have established committees consisting of the multidisciplinary team to which all employee specialties are addressed in order to achieve the creation of a safe working environment. These committees are also responsible for the management of external workshops on the clinics' premises.

In addition, the clinics have designated monitoring officers including the Division Director, Human Resources, Occupational Physician, Infection Control Committee, Safety Technician and Management. The Infection Control Committee has defined procedures for the prevention and treatment of the most common infections and accidents and oversees the Environmental Management Systems & Occupational Health & Safety, which are certified for the HYGEIA and MITERRA clinics according to the international standards ISO 14001 and OHSAS 18001 respectively. Finally, the Facilities Safety Committee also has the role of the Health & Safety Committee for Employees in accordance with the legislation in force.



#### **Powers of the Health & Safety Committee Employee Safety Committee:**

- ✓ Supervision of working conditions and monitoring of employees for the implementation of health and safety measures.
- ✓ Management of serious occupational accidents and planning measures to prevent their recurrence.
- ✓ Marking of occupational hazards in workplaces or workstations.



#### **Responsibilities of the Site Safety Committee:**

- ✓ Supervision of the implementation of approved policies and procedures of its area of responsibility by its staff through internal inspections every 15 days.
- ✓ Provision of direction and oversight for effective patient and family education, quality indicator outcome assessment and employee training.
- ✓ Compilation of a quarterly report with the data of the indicators of its responsibility, which is sent to the Quality Directorate for evaluation.
- ✓ Examination of clinics' compliance with JCI, ISO standards and/or relevant legislation.



We offer our employees a range of benefits to meet their needs and improve their quality of life. Below are the benefits offered by most of our clinics:

- ✓ Postgraduate degree programs.
- ✓ Free snacks or other daily meals, with symbolic financial participation of the staff.
- ✓ Free hospitalization for themselves and their family members (spouse and children).
- ✓ Free medical examinations for themselves and a significant discount for their family members.
- ✓ Discount on medical examinations for dependent members of employees and their parents.
- ✓ Distribution of gift vouchers at regular intervals including Christmas and Easter.
- ✓ Pension insurance plan.
- ✓ Life insurance for all employees (indefinitely) with total/partial disability coverage.
- ✓ Provision of free hospitalization for childbirth to both female employees of the Group's clinics and companies and the spouses of male employees.
- ✓ Granting interest-free loans to employees under certain conditions.
- ✓ Payment of tuition fees to staff members for learning foreign languages.
- ✓ Hire of a crèche for the safe guarding of our staff's children during their shifts.

In our clinics, additional benefits are offered on a case-by-case basis, such as staff shuttle buses for all shifts, excellence for employees' children, annual employee union subsidy to cover staff entertainment expenses, five-year leave for every five years of service, and employee longevity when they reach 25 years of service and receive a bonus.

At the same time, we measure health and safety indicators in order to provide an environment in which employees can work in harmony. The indicators we monitor are as follows:

- ✓ Sharps injuries,
- ✓ the percentage of incidents that had one or more lost days, one or more days with restricted work activity or that resulted in the transfer of an employee to a different position within the company (DART Rate; Days Away/Restricted or Job Transfer Rate),
- ✓ the Lost Work Day Rate (LWD).

Our sharps injury index was 0.8, the index for days of absence from work was 9.9 and the index for the lost workday rate was 1.4 on average in the Hellenic Healthcare Group's clinics and companies for the year 2022.

The Group maintained stable values for sharps injuries for the HYGIEIA and MITERA clinics at 0.5 and 0.7 respectively.

The HYGIEIA and MITERA Clinics have created the "Suggestions for Improvements" process.

The staff, doctors, patients and visitors have the opportunity to send in writing proposed actions for the improvement of the operation of the clinics, which are studied by the management and the competent executives and are taken into account in the actions that are carried out.

2022

For the year 2022, injury rates were particularly low since employees receive systematic training and information on how to prevent and address issues related to their safety and health

**i** For more information on the clinics and companies of the Hellenic Healthcare Group please see our annex on page 125

## We respect our patients

Our goal is to provide the best possible medical and nursing care to our patients. We systematically invest in innovation, and our clinics and centers are equipped with state-of-the-art machines and systems for effective prevention and treatment of patients. Furthermore, we consistently train our staff to manage critical situations, recognizing their crucial role in providing the necessary medical and nursing care to our patients. We also maintain programs for infection control and appropriate use of antibiotics.

On a monthly basis, we monitor and evaluate the satisfaction of patients and visitors to the Group's clinics and centers. The evaluation of our services is carried out through appropriate forms, which are easily accessible to all our visitors and which we handle with absolute discretion and responsibility.

Quality control managers manage requests and monitor the assessment for patient satisfaction. Our clinics pay particular attention to the following indicators:

- 1 to the percentage of patients who would recommend the clinics to family and friends
- 2 to the percentage of patients who rated the care provided by our clinics as "Excellent" and/or "Very good"
- 3 to the percentage of complaints received by Hellenic Healthcare Group regarding its services



0,4

falls of patients  
per 1,000 patient-days

0,06

falls of patients  
with injury per 1,000  
patient-days

The Group's performance in 2022 for the satisfaction indicators is as follows:



92%

of patients would  
recommend the clinics  
to family and friends



89%

of patients rated the care  
of our clinics as "Excellent"  
and/or "Very Good"



0,05%

the percentage  
of complaints received  
by the Group for  
its services



## Keeping up with technological progress

We invest in AI to continuously improve our services

Artificial intelligence (AI) is playing a critical role in the delivery of healthcare services, offering significant benefits and redefining the way these services are delivered. The use of AI in medical diagnostics enables more accurate and faster detection of diseases through the analysis of large volumes of data. Also, the adoption of AI in the field of workflow management can improve the efficiency of medical procedures. Intelligent surveillance systems can provide warnings of potential health problems before they occur, while sophisticated algorithms can predict the course of diseases. AI enables the creation of personalised treatment approaches based on the characteristics of each patient. Automation and the use of robotics to perform certain procedures can increase efficiency and reduce intervention time.

Overall, the integration of AI in primary and secondary care is helping to improve healthcare by providing advanced solutions and personalised care.

Hellenic Healthcare Group, realizing the multiple benefits of artificial intelligence, has already incorporated practices that enhance the quality, efficiency and affordability of healthcare services.



### **Pre-symptomatic breast screening with advanced artificial intelligence technology**

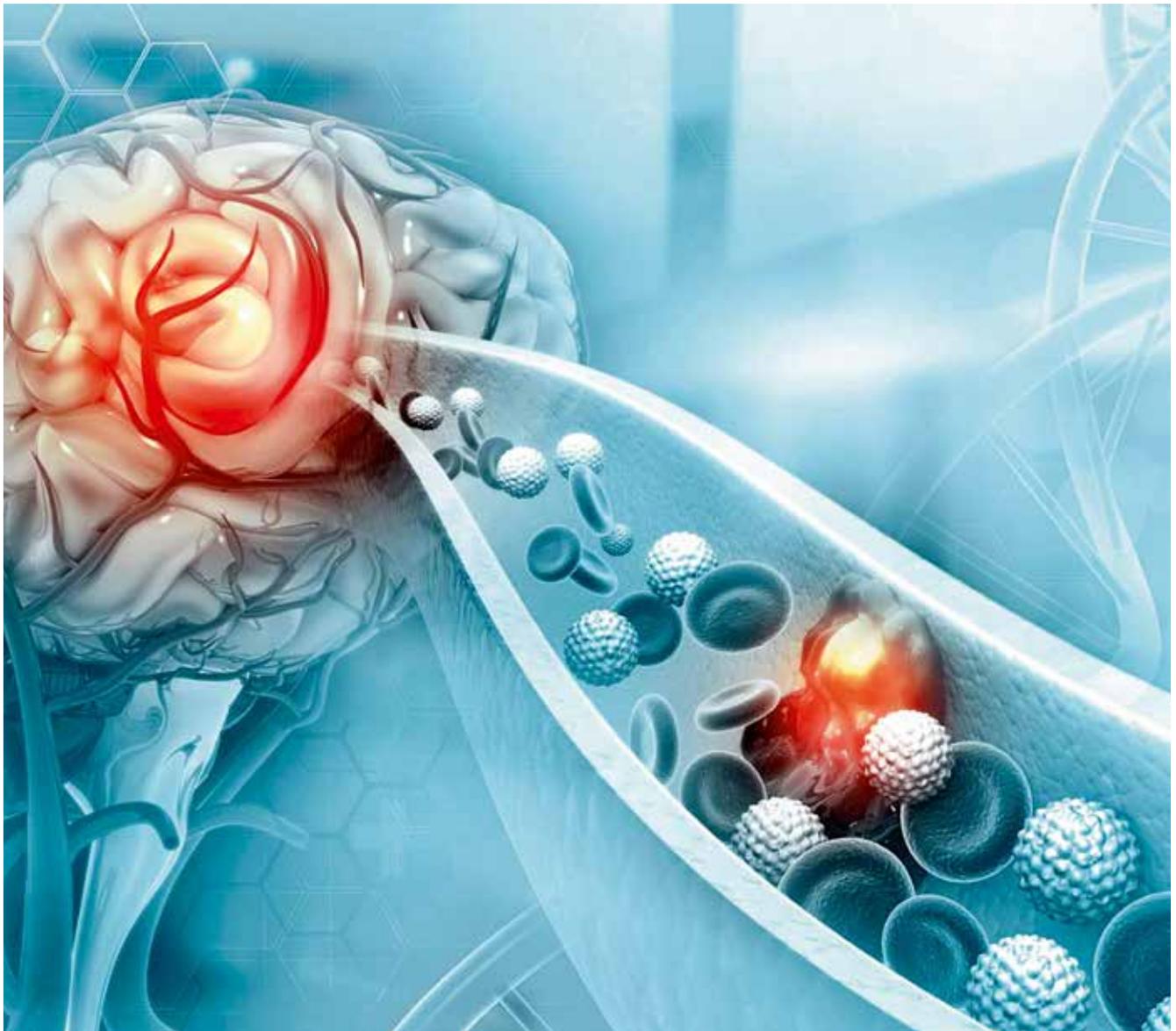
MITERA, a pioneer in the field of women's health, incorporates artificial intelligence technology through a collaboration with the international technology house VARA, in the breast imaging department. The VARA platform analyses each mammogram, separating normal from suspicious ones, allowing specialists to focus on the most important findings and save valuable time for patient safety. In Greece, where breast cancer is the most common cancer in women, MITERA's initiative is expected to significantly increase the chances of survival through early diagnosis.



**METROPOLITAN HOSPITAL upgrades the care of stroke patients with modern VizAI software**

METROPOLITAN HOSPITAL, a pioneer in the care of stroke patients, operates the only Stroke Unit in Greece certified by the European Stroke Organization. As proof of its commitment to excellence, the Unit incorporates VizAI, an advanced software designed to redefine the diagnosis and treatment of strokes. Viz CTP uses technology for

automatic analysis of brain perfusion with the help of artificial intelligence. This innovative feature provides valuable information about blood flow to the brain, allowing treatments to be performed in advanced time windows: intravenous thrombolysis within 9 hours and mechanical thrombectomy within 24 hours of symptom onset.





### The innovative IVFVision.ai system

With its innovative character, the IVFVision.ai artificial intelligence system of the HYGEIA IVF EMBRYOGENESIS unit accurately highlights the selection of the ideal embryo for transfer, increasing the probability of successful pregnancy in infertile couples. With its amazing synthesis of artificial intelligence and advanced computational technology, IVFVision.ai clearly analyses embryo morphology, focusing in particular on the image of day 5 embryos. By processing volumes of data that exceed the capabilities of the human mind, the system accurately predicts not only the blastocysts that have the highest chance of successful implantation, but also those that are suitable for cryopreservation.



### Introspection with the help of artificial intelligence

With the use of artificial intelligence, the gastroenterology departments of HYGEIA and MITERA Hospitals aim to increase the detection rate of polyp and adenomas. Their early and preventive removal reduces the incidence of colorectal cancer. As is well known, a 1% increase in polyp diagnosis reduces the risk of cancer by 3%. Advanced artificial intelligence technology significantly increases the sensitivity in diagnosis that reaches 100%. Real-time detection of polyps reaches 87.6%. The latest innovation of HYGEIA is the ADR AI technique, which compares the endoscopic finding, with 13,000,000 stored images. In just 3 to 5 seconds it gives us a diagnosis of the polyp in -95%, and differentiates it into adenoma (polyps that progress to cancer) or hyperplastic polyp (which has no clinical significance).



### Brainance MD

Brainance MD of ADVANTIS is an integrated and purely web-based neuroimaging platform that improves productivity in the departments of neuroradiology, neurology, and neurosurgery at METROPOLITAN GENERAL. It offers advanced algorithms and 2D/3D post-processing tools for the analysis of brain MRIs, and enables the processing and imaging of three different MRI sequences: diffusion tensor imaging (DTI)/Fiber tracking (Manual and Automated), DSC Perfusion, and Taskbased/Restingstate Functional MRI. This software allows for collaborative use and processing, is MRI machine agnostic and compatible with neuropathway systems, offering the possibility of collaborative analysis. In addition, it requires no software installation and is CE Mark certified.



### Model ENDO-AID CADe (OIP-1)

The digital platform, based on artificial intelligence technology, is an innovative solution for the detection of mucosal lesions, adenomas and polyps during colonoscopies. This system allows the detection of lesions in real time, offering excellent image quality without delays. It is compatible with the new EVIS X1 digital video processor and the EVIS EXERA III series, contributing to the homogeneous operation of the system without affecting the endoscopic image performance. The system supports fault detection techniques and offers control capabilities via the endoscope switches. It also has built-in software for colonoscopy and is equipped with digital outputs and SDI inputs (1080i/p, 4K), compliant with European Community safety rules.



## my-Ygeia

my-Ygeia is a structured application that enables users to collect and store their medical data in digital format. Through this application, users can easily and quickly access information about their health, while maintaining the security and confidentiality of their personal data.

The app offers direct access to medical records and diagnostic data from HHG Group clinics and Healthspot diagnostic centers. Through this innovative digital service, Hellenic Healthcare Group aims to actively involve patients in the management of their health, while offering absolute protection of their personal data.



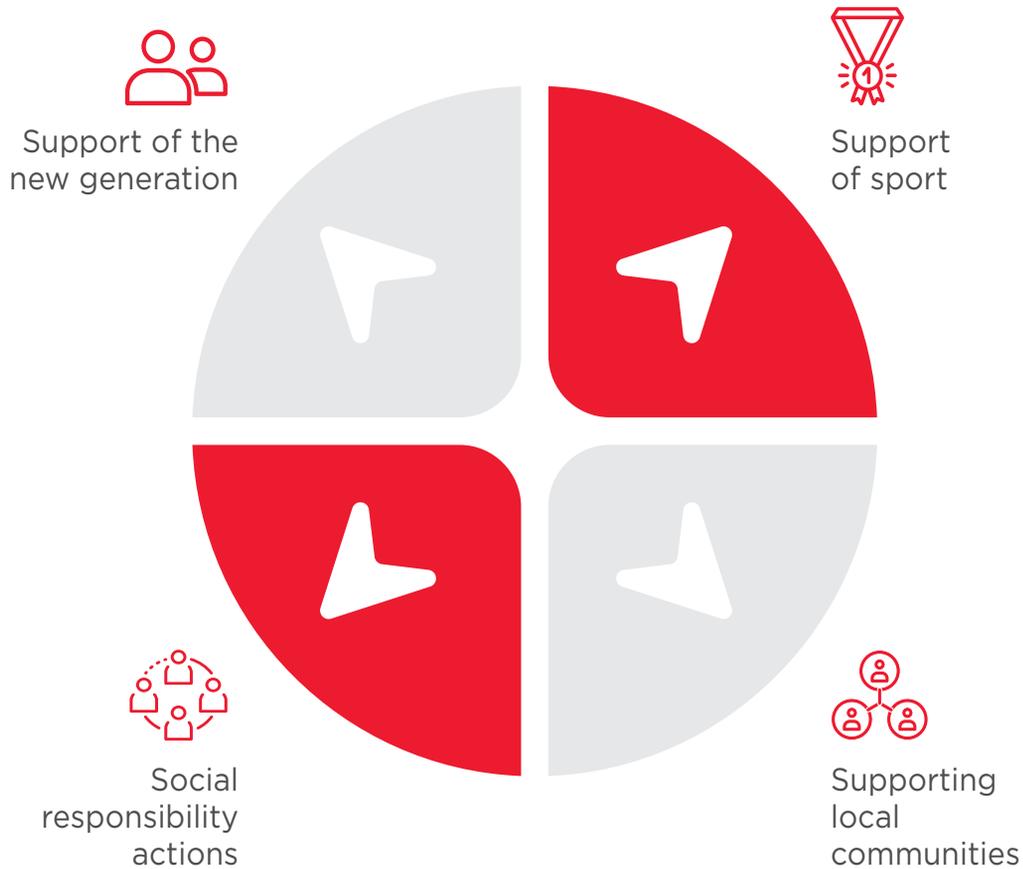




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## Our offer to society

The Group seeks each year to make a continuous contribution to society through its social responsibility activities and actions. Through the continuous development of new initiatives and the strengthening of existing ones, the Group recognizes the importance of active participation in social progress and sustainable development, while seeking to create a positive footprint in society. The key pillars in which we invest are:



At the same time, we participate in charity events, make donations and organise public awareness campaigns in honor of Global Awareness Days. In addition, in 2022, we planned academic conferences to promote medical science. Foundations, non-governmental organizations and other organizations were supported by the Hellenic Healthcare Group.

The Group, with dedication to supporting society, actively seeks ways to promote and enhance our cultural heritage. In 2022, we sponsored the Cultural Festival of the Municipality of Papagos, promoting cultural extroversion and education in the local community. In addition, our initiative to sponsor the Museum of Printing in Chania was equally important, strengthening art at a local level. These actions reflect the Group's long-standing commitment to enhancing cultural wealth.

## Supporting patients through free tests: "Traveling for Health" program & "Prevention" Program

### "Traveling for Health" program



In 2013 we designed the "Travel for Health" program to meet the needs of residents of small islands and mountainous communities who do not have easy access to medical services.

The program was based on the voluntary participation of doctors and employees of Hellenic Healthcare Group. Every year the campaign of practical help is organized. Equipped with the top medical services and state-of-the-art equipment available in our clinics, the volunteers traveled and generously offered medical and diagnostic examinations, medical care and human care.

With the transfer of equipment, medical machines and other necessary materials, the areas visited by the volunteer team are transformed into "hospital outpatient clinics". Residents are examined safely and comfortably by different medical specialists, while diagnostic tests (body ultrasound, heart triplex, cardiogram, spirometry, blood tests, pap test, etc.) are carried out. At the same time, Hellenic Healthcare Group supports health centers or clinics in these areas with medical equipment, pharmaceutical and sanitary material.

### "Prevention" offers free preventive medical examinations to residents of remote areas



METROPOLITAN GENERAL and METROPOLITAN HOSPITAL have organized the Corporate Social Responsibility program "Prevention" through which a team of doctors of different specialties travels to areas of Greece remote from large urban centers and organized health care facilities, for free preventive medical examinations to residents. The social action of the Clinics is carried out in cooperation with the local government. In 2022, "Prevention" travelled to Gravia and Delphi in the prefecture of Fokida (23/4/2022), Papades and Agia Anna in Evia (89/10/2022) where about 400 visits were made to the doctors of the Metropolitan.

From 2017 to date, METROPOLITAN's "Prevention" program has visited villages in Evia, Tzia, Skyros, mountainous Corinthia, Fthiotida, Konitsa and other places, having examined hundreds of residents.





## Important actions of Hellenic Healthcare Group in support of society

Hellenic Healthcare Group plays a key role in the healthcare sector, committed not only to providing high quality healthcare services but also to actively contributing to supporting society. With committed initiatives that go beyond the scope of its business activities, the Group undertakes important actions for the benefit of the community. From educational programs and free health screenings to initiatives to support vulnerable groups, the Group incorporates the values of social responsibility at the core of its operations, creating a positive impact on people's lives and the well-being of society.



### Support for vulnerable social groups and NGOs.

Based on a human-centric approach and a commitment to a just and healthy society, the Group stands by the side of vulnerable social groups and contributes to the activities of non-governmental organisations. By going beyond medical contexts through sponsorships and providing resources to initiatives that address inequalities, the Group contributes to the creation of a cohesive social framework.

The Group supported for another year organizations, foundations and NGOs and offered help to people in need.

### Contribution to the KinderHerz Foundation

The KinderHerz Foundation is a charity based in Germany. The organisation aims to enable children in less developed countries suffering from congenital heart disease to have their heart function fully restored at no financial cost. Apollonion Private Hospital supports the difficult work of Kinderherz. The Cardiac Innovation Center of the Apollonion Private Hospital in cooperation with the Kinderherz team consisting of volunteer doctors from Germany operated on ten children.



ΙΔΡΥΜΑ ΓΕΩΡΓ. & ΑΙΚ. ΧΑΤΖΗΚΩΝΣΤΑ  
ΕΚΠΑΙΔΕΥΤΙΚΗΣ ΜΕΡΙΜΝΑΣ ΝΕΩΝ Ν.Π.Ι.Δ.





## Provision of medical examinations to the volunteer corps

As part of the operation of the Crisis & Disaster Response Center of SupportCY, the Volunteer Corps has been created, which consists of volunteers specialized and trained by the competent governmental agencies, with the aim of supporting the state mechanism in cases of emergency or natural and man-made disasters.

As of January 2022, the Disaster Rapid Response Unit was created, which consists of Specially Trained Volunteers who are trained in Cyprus by the relevant government agencies and abroad.

APOLLONION Private Hospital provided free medical services to all 25 members of the unit.

## Free provision of medical equipment

HYGEIA Clinic provided medical equipment to the 80th High Command of National Guards Battalions, for the HealthCare Battalion in Kos.

In response to the request of the 26th Primary School of Ilion, HYGEIA provided an automatic external defibrillator free of charge.

In addition, a total of 20 beds from HYGEIA's equipment were delivered to a nursing home in Salamina and to the Kallimanopouleio Ecclesiastical Center in Kalavryta.



## Donation of a Playground in Lagadia Aridaia

MITERA responded immediately to the call of the residents of the settlement of Lagadia in the Municipality of Almopia and in the context of corporate social responsibility and its extensive program of actions, proceeded with the donation of a playground. The old playground that existed in the area was completely reconfigured with modern and safe toys, offering moments of joy and carefree moments to the children of the settlement.

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## Important actions of the HHG clinics

In 2022, the LETO clinic covered the expenses of 10 doctors to participate in a conference for the Hellenic Society of Maternity and Gynaecology (HSE) and supported the Race for the Cure with the participation of all staff.

CRETA INTERCLINIC carried out actions/sponsorships to the organisation "Hamogelo tou Paidiou" and to the association for the support of patients suffering from neoplastic disease "Live with Cancer".

At the same time, the ARETAEIO Clinic created the "Cardiac Alliance" to address cardiovascular diseases, which are the leading cause of death worldwide. The aim of the "Cardiac Alliance" is to join forces in terms of research, know-how, expertise and modern digital technologies, in order to establish a National Strategy for the prevention and management of hyperlipidemia and consequent atherosclerotic cardiovascular disease. In particular, the Cardiac Alliance focuses its actions on four pillars: 1) raising public awareness 2) promoting prevention 3) optimising the patient's health pathway and 4) promoting research.



In addition, BUSINESS CARE offered sponsorship in the context of the organization of the symbolic Road and Walk Greece Race for the Cure 2022 against breast cancer, for the Panhellenic Women's Association "Alma Zois".

In addition, it participated for another year in organizing and supporting the mental and physical health of women.



## Side by side with our athletes

With the philosophy that health and sport are integral parts of a balanced and prosperous life, the Group has taken an active role in covering a wide range of activities through sponsorships, medical services and equipment.

The clinics of the Hellenic Healthcare Group have been actively supporting for years. True to the spirit of the principles of Corporate Responsibility, HYGEIA has been a proud sponsor of the Hellenic Paralympic Team since 2012, offering free medical services (medical and diagnostic examinations) to all athletes, as well as the supply of sports and competition equipment for the participation of athletes in World Championships. In addition, as part of HYGEIA's active support to the Hellenic Olympic Committee since 2018, it financially supported the athlete of the National Fencing Team in her preparation for the World Fencing Championships in Cairo, where she won the bronze medal. Finally, HYGEIA and MITERA financially supported an athlete of the Greek Karate Federation for his participation in national and world championships.

METROPOLITAN HOSPITAL continues its cooperation with the National Football Team, with SEGAS and with the Athens Marathon for another year. For METROPOLITAN HOSPITAL, these partnerships have been a strong testament to the unwavering spirit of our team and community.

METROPOLITAN HOSPITAL and METROPOLITAN GENERAL are official health supporters of the members of the Hellenic Olympic Winners Association, a cooperation that includes support for the health needs of the members of the Association and their families, as well as joint actions to inform and promote important issues for health and sport.

CRETA INTERCLINIC sponsored the 4th "Solidarity Cycle Routes & Offering" and the 3rd solidarity cycling race, and provided medical examinations to athletes of the Heraklion Sports Association for the Disabled.

HEALTHSPOT supported the tennis tournament "Open Tennis League 2022" organized by the Kifissia Athletic Club, with free blood glucose and cholesterol screening for 100 people from the Club's diagnostic center in Kifissia.

MYCLINIC, actively supporting sports and promoting the benefits of sports in health promotion, provided free medical attendance at the matches of the women's football team of FC MYKONOS along with the provision of privileged diagnostic tests to the athletes. In addition, the Company stands in support of actions that promote sports education and supports organizations and actions that support children, provided an ambulance and a doctor to the action of the Association of Veteran Football Players of Mykonos (football match) during which the "Pisti" Association, which supports children with neoplastic diseases, was also honored.





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## Hellenic Healthcare Group's actions for the World Health Days, European Health Weeks and Prevention Months

Hellenic Healthcare Group organizes prevention, information and public awareness actions on important health issues. In the framework of these actions, we provided preventive health checks and examinations free of charge to a large number of our fellow citizens in order to protect their health. Indicatively, Hellenic Healthcare Group carries out actions for the following global initiatives:



World Day against Haemorrhoidal Disease



International Women's Day



World Health Day



European Day against Prostate Cancer



World Heart Day



Breast Cancer Awareness Month



World Stroke Day



Breastfeeding Week



World Diabetes Day

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## Activities to promote medical science

In addition, HHG Group, aiming at the continuous education of physicians and associates, plans and implements a program of scientific events with scientific lectures, seminars and workshops, in order to cover current issues in the fields of prevention, diagnosis and treatment. Indicatively, Hellenic Healthcare Group for 2022 held educational events in which important medical topics were discussed.

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

HYGEIA in cooperation with the Scientific Association of Doctors HYGEIA, in the context of educational programs has created the specific Medical Postgraduate Program and has established scholarships for medical graduates interested in attending this program in pathology or surgical specialties.

### **Post-graduate training program for young doctors**

In its effort not only to provide excellent medical services, but also to serve research and training, MITEPA, for the eleventh consecutive year, organized in 2022 a post-graduate internship program, aiming at the specialization and familiarization of young doctors with the new techniques of minimally invasive surgery in Gynecology. The program is aimed at young doctors specialised in their field, who wish to gain experience and knowledge in Laparoscopic Surgery.

### **Scientific Talks Program of the Heart Centre**

The Heart Center of METROPOLITAN GENERAL organized for the third consecutive year a program of scientific lectures on cardiovascular medicine by renowned and highly qualified cardiologists, cardiac surgeons, interventional cardiologists and cardiac anesthesiologists.





### **New Cardiometabolic School**

The Cardiometabolic School is the original annual postgraduate training program in cardiometabolic medicine, which is the coordinated effort of the Hellenic Healthcare Group and specifically the METROPOLITAN HOSPITAL & METROPOLITAN GENERAL and the School of Medicine of EKPA. It addresses pathologists, diabetologists, cardiologists, endocrinologists and general practitioners from all over Greece with online monitoring and interactive participation.

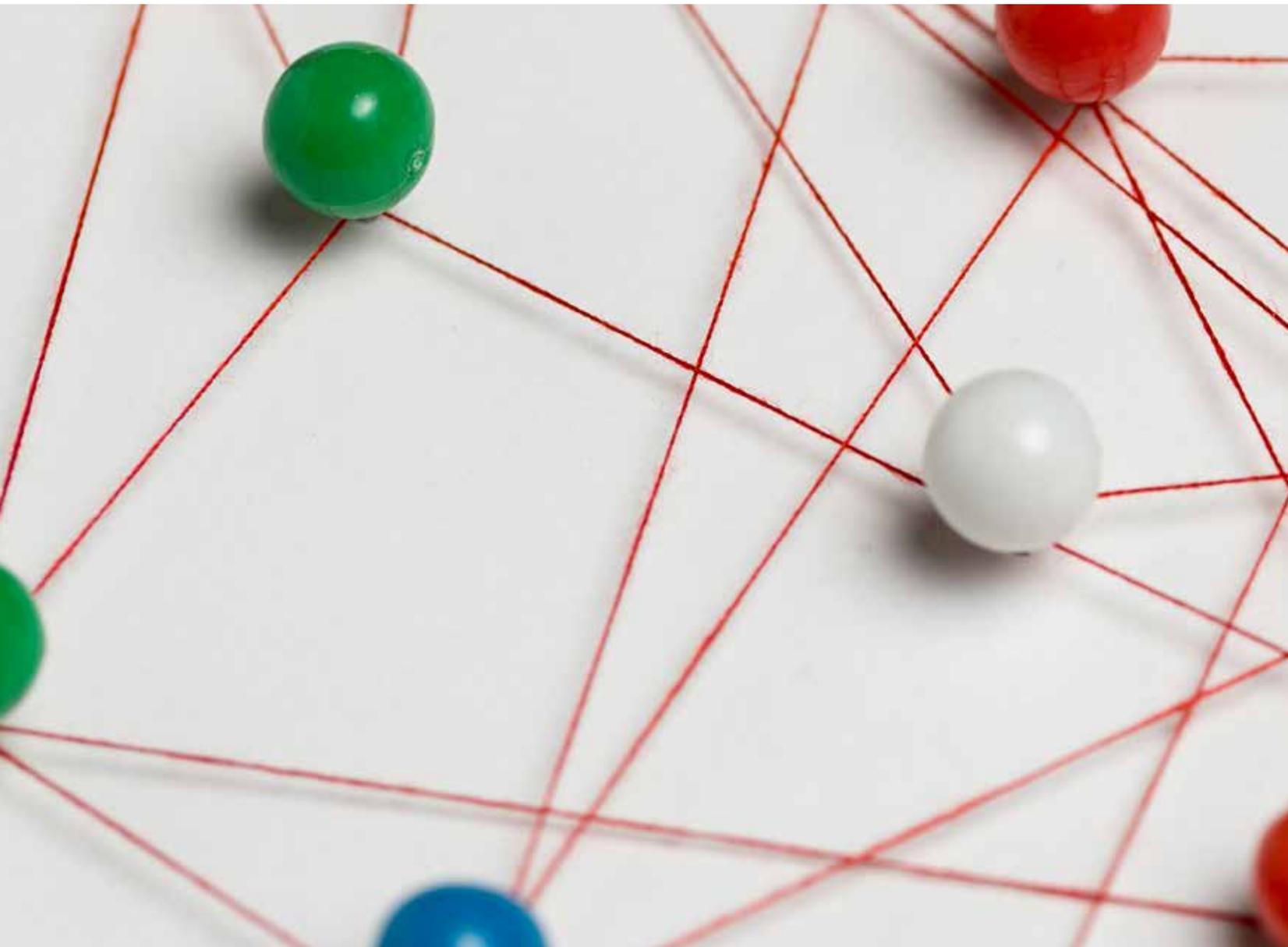
### **Program of Scientific Events at METROPOLITAN HOSPITAL and METROPOLITAN GENERAL**

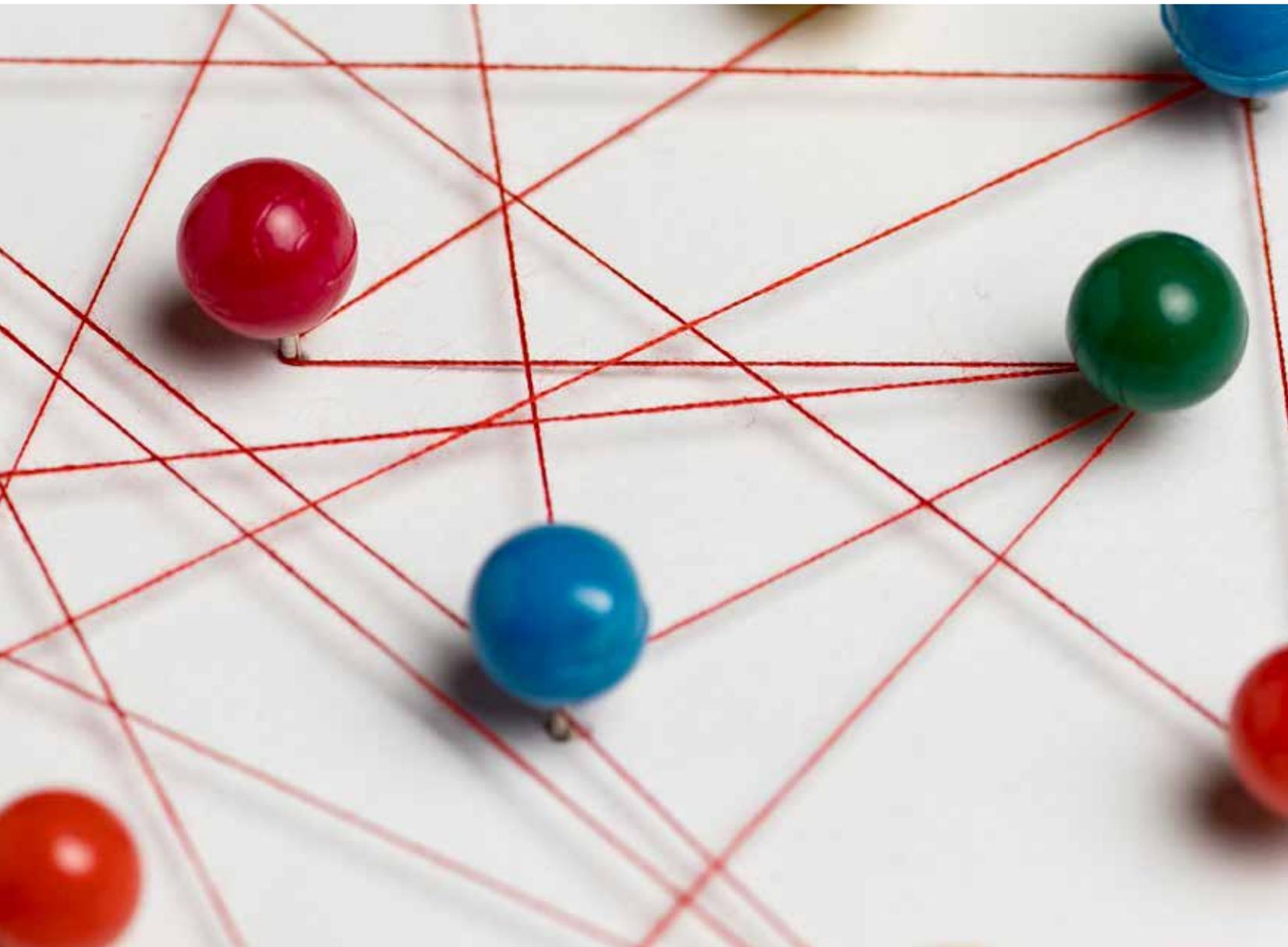
The Scientific Council of METROPOLITAN HOSPITAL and METROPOLITAN GENERAL, in the context of the continuing education of physicians, plan and carry out every year a special Scientific Events Program with scientific lectures, seminars and workshops, covering all the latest developments in the fields of prevention, diagnosis and treatment. The scientific lectures take place during the October-June period, consistently on Thursdays and periodically on Tuesdays, in the Event Hall of the clinics.

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# Strengthening our governance

Our Group focuses on corporate governance, ethics and ethics in order to ensure the smooth operation of the Group





Hellenic Healthcare Group has created a culture based on governance management and compliance with the legislation (Law 3016/2002) on the Principles of Corporate Governance. At the same time, the Group follows international standards and practices and applies what is defined by the Code of Medical and Scientific Ethics and Conduct.

Specifically, we rely on transparency, open communication, accountability and equal information for all participants and in this way, we define the Group's Corporate Governance framework.

Our Group's expectations based on the Corporate Governance Code (CGC) are the following:



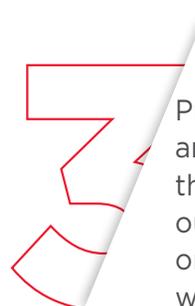
HYGEIA Clinic participates in the United Nations Global Compact since 2017



Honesty in our communication and business relationships



Operating in accordance with antitrust law



Prevention of any illegal activity that affects either our operations or our dealings with government or local entities

## For 2022

**73%**

on average of suppliers came from the local community

**43%**

on average expenses to local suppliers

**0€**

expenses due to fines, legal claims and negotiation fees for violations of GDPR legislation

**Zero**

Actions that have been the subject of a human rights review or human rights impact assessment

**Zero**

confirmed incidents of corruption and response measures

**Zero**

incidents of non-compliance

**Full**

compliance with environmental standards

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## The structure of our governance

Our Group's Board of Directors is responsible for adhering to the principles of corporate governance and is composed of members with a range of knowledge for both the creation of corporate strategy and the control of management.

The Group has adopted and applies the Corporate Governance Code (C.G.C.) which has been drafted on the basis of the Code of Corporate Governance for Listed Companies issued by the Hellenic Federation of Industries (S.E.B.), as well as on the basis of the corporate governance principles applicable within the member states of the European Union.

All employees of the Group's clinics comply with the ethical standards, regulations, practices and procedures that we have established. In addition, employees comply with and adhere to the rules and principles of the Corporate Governance Code (CGC). At the same time, the Group invests in the trust of investors, the medical community and patients.

The Board of Directors decides on actions related to administrative matters, the management of corporate affairs, the assets of our Group, representation and the general pursuit of our purpose. In addition, the Board ensures that our values and strategic planning are aligned with our culture, influencing our practices, policies and

behaviours within the Group. The general meeting elects the members of the Group's Board of Directors (BoD). The Chairman of the Board of Directors (BoD) is a senior member of the Group and is not part of the Group's human resources. The Board of Directors acts as a collective body and has the sole authority to take decisions on all actions related to the management of the Group, the management of its assets and the general achievement of its objectives.

The definition of the responsibilities and obligations of each management is determined by the Group's organisational structure, which is adapted to the needs of each activity. The Board of Directors as well as senior managers take decisions concerning the way the organisation operates, with emphasis and priority given to sustainable development. In addition, an advisory committee has been established for all the Group's clinics, to which all ESG issues are reported. This Committee is responsible for taking decisions on the execution of sustainable development actions.

The Group's objective is to enhance the skills and knowledge of the members of the Board of Directors on sustainable development issues. It is noted that the full content of the sustainability report is submitted for review and approval to senior management, including Board members.

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### International Standards and Practices

The Group follows the applicable legislation (Law 3016/2002) regarding the Principles of Corporate Governance and international standards and practices.

In addition, we apply the Code of Medical and Scientific Ethics and Conduct.



## We support the sustainability of our supply chain

The HHG Group procures medical equipment, materials and other supplies based on the ethical and responsibility of its suppliers in terms of sustainability, human rights and environmental ethics.

Specifically, suppliers are evaluated by the staff of the hospital directorates, while the local market is checked for materials of equivalent quality to those used in hospitals in Greece and the quality certifications (CE, Declaration of Conformity) of the products that enter our clinics are checked.

At the same time, product safety and quality is a key pillar of our strategy. The Group assesses compliance with international standards and regulations on working conditions, human rights and good environmental management.

In addition, all Group companies follow the internal operating regulations, which define the responsibilities, composition and duration of the members' terms of office, as well as the functioning of the central procurement committee. Specifically, the responsibilities of this committee focus on ensuring the framework of procurement procedures as defined by the Group. In addition, the committee is responsible for the approval and rejection of suppliers for goods and the final negotiation with suppliers.

In 2022, the Group created an ESG criteria-based evaluation process for its suppliers and in particular the use of a Supplier/Subcontractor Evaluation System (SSA). The evaluation will take place in 2023



73%

of the Group's suppliers came from the local community



Y-LOGIMED has a Supplier Code of Conduct in order to follow the principles and values of the Hellenic Healthcare Group in terms of ethics, social care, environmental protection and sustainability.

At the same time, through the Code, the company ensures cooperation with suppliers who share the same values and principles. At the same time, Y-LOGIMED, aware of the importance of environmental protection for achieving sustainable development, has developed and applies an Environmental Management System (EMS) in accordance with the requirements of the international standard ISO 14001:2015. The EMS covers all of the company's activities, namely "Marketing and Distribution of Medical Devices".

## We protect personal data

The protection of the personal data of patients, customers and visitors is of paramount importance for our Group. Every day, we focus on the security of all our services and protect the data of our people.

Specifically, Hellenic Healthcare Group has established a privacy policy and strictly follows it, thus ensuring high quality services. The Group also complies with the legal and regulatory framework and has a privacy policy, which applies to all individuals whose data we process, including, clients, current and former employees, partners, investors, shareholders and other stakeholders.

We have adopted the Information Security Policy (ISP) as a critical tool to protect the confidentiality, integrity and availability of our companies' data, as well as the Information Systems (IS) that store, process or transmit data. In addition, the printed or electronic information managed by Group companies or partner organisations on behalf of the Group remains protected and unaltered.

The Group has appointed a Data Protection Officer, who monitors the level of data protection, as well as the compliance of the Group's procedures and structures with the requirements of the General Data Protection Regulation and the applicable Law. All personal data are kept for a specific period of time, as long as necessary, and are processed in a transparent manner, in accordance with their availability, integrity and confidentiality.



It is important for our Group to monitor the level of personal data protection through specific performance indicators. These indicators give us a measurable indication of the Group's level of compliance with the requirements of the General Data Protection Regulation. Specifically, these indicators include (a) the total number of breaches, (b) the total number of requests to exercise the rights of data subjects, and (c) costs due to fines, legal claims and negotiation fees for GDPR breaches.

Below are the indicators related to data protection for 2022:

25

requests for the exercise of the rights of data subjects

0€

expenses due to fines, legal claims and negotiation fees for violations of GDPR legislation



2022

At the same time, the corporate communication policy of the HYGEIA clinic has set the framework within which corporate communication within and outside the clinic takes place. In this way, business objectives are served, the integrity and confidentiality of the corporate information exchanged is preserved and the personal data of patients/clients and employees are protected.

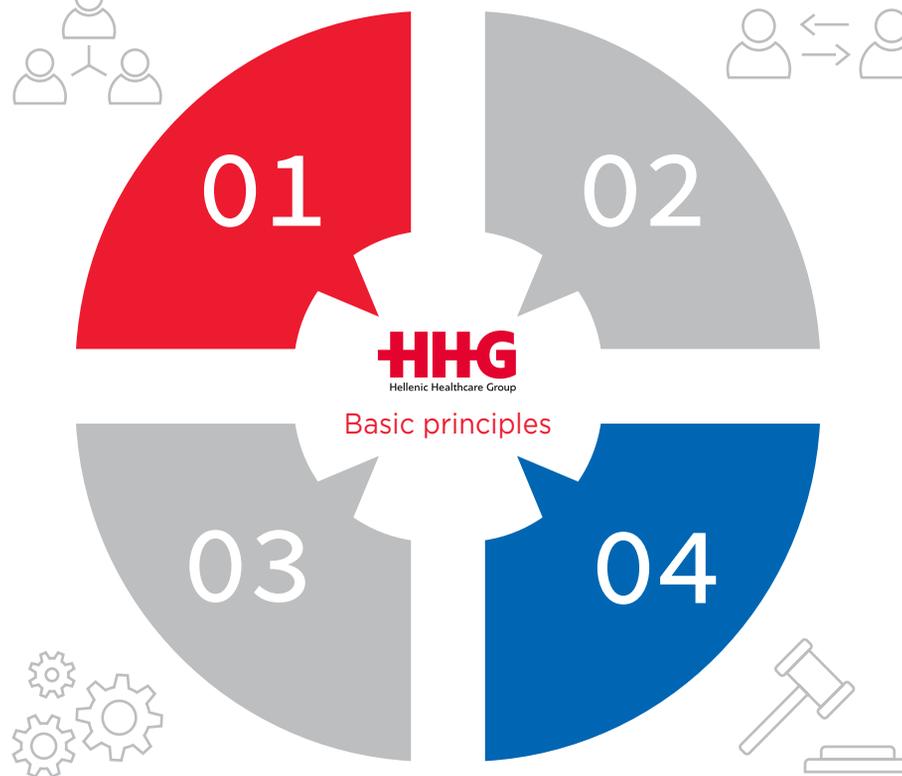
## Our Values and Standards on Privacy

The Group bases its operation on the values and principles of privacy. Our main concern is to safeguard the personal data of our employees and visitors. We have established specific procedures and actions to protect personal data. The Group's activities are based on the four key privacy principles which are presented below:

Respecting the interests of individuals and societies and the fair and transparent use of their information is a fundamental principle of privacy



The trust of customers, employees, patients and other stakeholders is a basic principle of our Group's operation in terms of protecting of their information



It is important for our Group to protect information and data related to individuals, paying particular attention to the implementation of preventive measures, for the prevention of natural and economic consequences

Compliance with privacy laws and regulations demonstrates consistency and the operational adequacy of our Group in its business activities

Below are the eight privacy principles that summarise the privacy standards and basic requirements for high-level processing, activities and their supporting technologies.

## Principles

- 1. Necessity:** Before collection, use or distribution of Personal Data, we determine and record the specific, legitimate business purpose for which it is necessary.
- 2. Justice:** We do not process Personal Data in ways that are unfair to the individuals to whom the data relates.
- 3. Transparency:** We do not process Personal Data in ways or for purposes that are not transparent.
- 4. Purpose limitation:** We use Personal Data only in accordance with the principles of Necessity and Transparency.
- 5. Data Quality:** We keep Personal Data accurate, whole and up-to-date, and in accordance with its intended use.
- 6. Security:** We build in safeguards to protect Personal Data and Sensitive Data from loss, misuse, and unauthorized access, disclosure or destruction.
- 7. Data Transfer:** We are committed to ensuring the security components of the transfer of personal data, whether it is between organisations within or outside the EU, or in the context of fulfilling the rights or requests of individuals.
- 8. Legally Permissible:** We process Personal Data only if the requirements of applicable law are met.

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**i** For more information on the clinics and companies of the Hellenic Healthcare Group, please refer to the appendix on page 126.



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## We comply with the regulatory framework

Hellenic Healthcare Group complies with the applicable legal and regulatory framework and has established standards and policies that are followed by all its subsidiaries. In addition, inspections, training and updates on risks related to regulatory compliance contribute to the maintenance of the Group's regulatory framework.

Each year, the Group monitors indicators related to non-compliance actions with the regulatory framework. At the same time, it faithfully follows actions to minimize potential non-compliance and is committed to maintaining the following indicators at zero.

The Group applies procedures against bribery and corruption, as well as for the prevention and avoidance of conflicts of interest. At the same time, the Group has established practices to exclude cases of conflict of interest.

In addition, internal audits are carried out in the Group, the results of which are communicated to the Group's Board of Directors. Furthermore, all significant concerns and potential negative impacts related to business conduct and business relationships are communicated to the Board of Directors. In addition, the Group has adopted the precautionary principle and maintains an effective risk and negative impact management system at management level. Accordingly, the Group identifies, assesses and prioritises potential business risks, using specific methodologies and applying accepted standards.

### Specifically for 2022:

- ✓ **Zero** practices aimed at monopolizing the market.
- ✓ **Zero** legal actions for anti-competitive behaviour.
- ✓ **Full** compliance with environmental standards.

## We respect human rights

Our Group ensures the protection of the human rights of all employees. We prohibit all forms of forced or child labor and have robust procedures in place to ensure that we record zero issues of human rights violations. Our policies and procedures ensure fair treatment of labor and identify all appropriate measures to avoid human rights related cases.

HYGEIA clinic has a program which is part of the Occupational Health Management System & Safety Management System. The program provides an effective way to reduce or eliminate the risks of violence incidents occurring on the clinic's premises. The program also outlines how to respond, the actions to be taken, how to inform and prepare staff to effectively deal with a violent event that occurs within the clinic.



## Our financial performance

In our Group, we aim for continuous growth and progress based on the principles of sustainability. We exploit growth opportunities and monitor specific financial indicators with the aim of maintaining them at levels that are beneficial to the Group.

Below are the key elements of our financial performance for the year 2022, in accordance with International Financial Reporting Standards and as adopted by the European Union.

| Indicators                            | Hellenic Healthcare Group |
|---------------------------------------|---------------------------|
| Turnover (€'000)                      | 481.690                   |
| Operating costs (€'000)               | 422.962                   |
| Operating profit (€'000)              | 67.288                    |
| Profit before tax (€'000)             | 51.001                    |
| Net profit after tax (€'000)          | 49.091                    |
| Equity (€'000)                        | 435.695                   |
| Total assets (€'000)                  | 1.224.949                 |
| Total investments (€'000)             | 81.727                    |
| Payments to capital providers (€'000) | 65.601                    |
| Payroll                               | 125.942                   |

The Group's financial growth is an important factor in ensuring high quality health services and better service to our patients. Our financial development is carried out with respect for the Group's staff and patients and includes improved working conditions, fair pay, opportunities for professional development and high quality care.





# Annex

## Hellenic Healthcare Group Certifications

Below are the certifications that the clinics and companies of the Hellenic Healthcare Group have until the year 2022.

| Clinic / Company      | Standard   | Scope of application   |
|-----------------------|--|--|
| HYGEIA                | Joint Commission International (Accreditation Standards for Hospitals)   | Patient Care & Organization Management (All Clinical Services - Clinical & Administrative)   |
| HYGEIA                | ISO 9001:2015 (Quality Management System)  | Provision of Primary & Secondary Services Secondary Health Care (All Clinical Services - Clinical & Administrative)  |
| HYGEIA                | ISO 14001:2015 (Environmental Management System)   | Provision of Primary & Secondary Services Secondary Health Care (All Clinical Services - Clinical & Administrative)  |
| HYGEIA                | ISO 45001:2018 "Occupational Health and Safety Management System"  | Provision of Primary & Secondary Services Secondary Health Care  |
| HYGEIA                | Technical Specification Pas 99:2012 (British Standards Institute) (Integrated Management Systems - ISO 9001, ISO 14001, OHSAS 18001) | Provision of Primary & Secondary Services Secondary Health Care (All Clinic Services - Clinical & Clinical Services) Administrative                                |
| HYGEIA                | ISO 15189:2012 (Medical laboratories - Particular requirements for quality & competence)   | Clinical Laboratories: Biochemical, Haematological, Immunological - Hormonological, Pathological Anatomical, Cytological   |
| HYGEIA                | ISO 22000:2005 (Food Safety Management System)   | Design, Organization & Provision of Food Services to Patients & Personnel (Supply, Collection, Storage, Production, Preparation & Distribution) (Olympic Catering) |
| HYGEIA                | ISO 15224:2017 (Quality Management System for Health Care Services)  | Provision of Primary & Secondary Services Secondary Health Care (All Clinical Services - Clinical & Administrative)  |
| METROPOLITAN HOSPITAL | ISO 9001:2015 (Quality Management System)  | Provision of Primary & Secondary Services Secondary Health Care (all services of the Clinic - clinical & administrative)   |
| METROPOLITAN HOSPITAL | TEMOS Excellence in International Patient Care   | Provision of integrated health services with emphasis on medical tourism   |
| METROPOLITAN HOSPITAL | TEMOS Quality Quality in International Patient Care  | Provision of integrated health services with emphasis on medical tourism   |
| METROPOLITAN HOSPITAL | ISO 15189:2012 (Medical laboratories - Particular requirements for quality & competence)   | Clinical Laboratories: Biochemical, Haematology, Immunology  |
| METROPOLITAN HOSPITAL | ISO 22000:2018 (Food Safety Management System)   | Design, Organization & Implementation of Integrated Catering Services to Patients & Staff (Supply, Receipt, Storage, Processing and Final Disposal)                |
| METROPOLITAN HOSPITAL | ISO 22000:2018 (Food Safety Management System)   | Provision of Integrated Catering Services to Patients and Staff.   |

| Clinic / Company     | Standard  | Scope of application   |
|----------------------|---|--|
| MITERA               | ISO 9001:2015<br>(Quality Management System)                                    | Provision of Primary & Secondary Services Secondary Health Care (all services of the Clinic - clinical & administrative)   |
| MITERA               | ISO 15224:2017<br>(Quality Management System for Healthcare Services)           | Provision of Primary & Secondary Services Secondary Health Care (All Clinical Services - Clinical & Administrative)  |
| MITERA               | ISO 22000:2005<br>(Food Safety Management System)                               | Design, Organization & Implementation of Integrated Catering Services to Patients & Staff (Supply, Receipt, Storage, Processing and Final Disposal) (Newrest Hellas) |
| MITERA               | Breast Centres Network  | Full member of the international Breast Centers Network Breast Centers Network   |
| METROPOLITAN GENERAL | ISO 9001:2015<br>(Quality Management System)                                    | Provision of Primary & Secondary Services Secondary Health Care  |
| METROPOLITAN GENERAL | TEMOS<br>Quality in International Patient Care                                  | Provision of Primary & Secondary Services Secondary Health Care - International Patients   |
| METROPOLITAN GENERAL | ISO 15189:2012  | Pathological anatomy   |
| METROPOLITAN GENERAL | ISO 22000:2005<br>(Food Safety Management System)                               | Design, Organization & Implementation of Integrated Catering Services to Patients & Staff (Supply, Receipt, Storage, Processing and Final Disposal)                  |
| LETO                 | ISO 9001:2015<br>(Quality Management System)                                    | Provision of Primary & Secondary Services Secondary Health Care (all services of the Clinic - clinical & administrative)   |
| LETO                 | ISO 22000:2018  | Design, Organization & Implementation of Integrated Catering Services to Patients & Staff (Supply, Receipt, Storage, Processing and Final Disposal)                  |
| LETO                 | ISO 15224:2017<br>(Quality Management System)                                   | Provision of Primary & Secondary Services Secondary Health Care  |
| CRETA INTERCLINIC    | ISO 9001:2015   | Provision of Primary and Secondary Health Care Services  |
| CRETA INTERCLINIC    | TEMOS, Quality in International Patient Care                                    | Provision of integrated health services with emphasis on medical tourism   |
| CRETA INTERCLINIC    | TEMOS   | Compliance with Temos international security standards to minimize the transmission of Covid-19  |
| Y-LOGIMED            | ISO 22301:2012<br>(Business Continuity Management)                              | Import, Trade & Marketing and Distribution of Medical Devices  |
| Y-LOGIMED            | EN ISO 9001:2015<br>(Quality Management System)                                 | Marketing & Distribution of Medical Products   |
| Y-LOGIMED            | EN ISO 13485:2016<br>(Quality Management System for Medical Devices & Products) | Marketing & Distribution of Medical Products   |
| Y-LOGIMED            | Ministerial Decision 1348/2004  | Trade and distribution of medical devices (IN VITRO diagnostic products - medical devices for therapeutic, surgical and diagnostic use)                              |

| Clinic / Company | Standard   | Scope of application  |
|------------------|--|---|
| GMP              | EN ISO 9001:2015<br>(Quality Management System)                          | Movement of Surgical Instruments  |
| GMP              | Ministerial Decision 1348/2004   | Movement of Medical Devices   |
| A-LAB            | ISO 27001:2013   | Information Security Management   |
| IVF              | ISO 15224:2017<br>(Quality Management System<br>for Healthcare Services) | Provision of Medically Assisted Reproduction Unit<br>and Cryopreservation Bank Services |
| APOLLONION       | ISO 9001:2015<br>(Quality Management System)                             | Provision of medical and nursing services   |
| APOLLONION       | ISO 45001:2018<br>(Occupational Health and<br>Safety Management System)  | Provision of medical and nursing services   |
| APOLLONION       | ISO 22000:2018<br>(Food Safety Management System)                        | Catering services - Provision of<br>food services to patients                           |

## Overall tables for the Group

Below are the overall tables for Hellenic Healthcare Group by chapter of the Report.

### Our environmental footprint

The tables below summarise information by clinic and company on carbon footprint, energy consumption, waste production and water consumption. Please note that the overall results under the chapter "Protecting the Environment" do not include the data of the YGEIA IVF Embryogenesis facility.

The table summarises greenhouse gas emissions for direct and indirect emissions.

| Greenhouse gas emissions  | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | IVF | ARETAEIO |
|---|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|-----|----------|
| Direct CO <sub>2</sub> emissions - Scope 1 (tn CO <sub>2</sub> e) | 1.811  | 413                   | 1.269  | 975                  | 213  | -                 | -          | -     | 2.605     | 1,8 | -           | -   | 231      |
| Indirect emissions - Scope 2 (tn CO <sub>2</sub> e)               | 5.874  | 3.086                 | 3.733  | 1.915                | 690  | -                 | -          | -     | 57        | 2,8 | -           | -   | 2.051    |

Table of factors for calculating greenhouse gas emissions

|                  | Electricity  | Natural gas                   | Oil                           |
|------------------|--|-------------------------------|-------------------------------|
| CO <sub>2</sub>  | The constants were taken from the energy mix of each clinic's electricity provider and company | 56.100 kgCO <sub>2</sub> / TJ | 74.100 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   |

The table summarises the energy consumption in the Hellenic Healthcare Group's clinics and companies by energy source and by patient day where it is measured.

| Energy consumption   | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO  | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF |
|--|--------|-----------------------|--------|----------------------|-------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|
| Total electricity consumption (MWh)                            | 12.232 | 8.283                 | 7.773  | 5.140                | 1.856 | 766               | 2.431      | 203   | 150       | 7   | 181         | 2.985    | 687 |
| Electricity consumption (kWh)/patient day                      | 163    | 153                   | 98     | 166                  | 143   | 73                | 135        | -     | -         | -   | -           | 166      | -   |
| Total gas consumption (MWh)                                    | 8.696  | 2.041                 | 6.265  | 4.815                | 1.050 | 0                 | -          | -     | 0         | 0   | -           | -        | -   |
| Gas consumption (kWh)/patient day                              | 116    | 38                    | 79     | 156                  | 81    | 0                 | -          | -     | -         | -   | -           | -        | -   |
| Total oil consumption (m <sup>3</sup> )                        | 0,7    | 0                     | -      | 0                    | -     | 9                 | 29         | -     | 961       | 48  | -           | 82       | -   |
| Total energy consumed from renewable energy sources (% or MWh) | -      | 2.894                 | -      | 1.796                | 35%   | 0                 | -          | -     | 0         | 0   | -           | 0        | 42% |

The table shows the production of hazardous and non-hazardous waste and how it is managed.

| Waste  | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF |
|--|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|
| Hazardous waste generated (tn)                 | 432    | 382                   | 308    | 192                  | 38   | 33                | 31         | 6,5   | -         | -   | 1           | -        | 13  |
| Recycling of hazardous waste generated (%)     | 0%     | 0%                    | 0%     | 0%                   | 1%   | 0%                | -          | 0%    | -         | -   | 0%          | -        | -   |
| Incineration of hazardous waste generated (%)  | 11%    | 4%                    | 9%     | 4%                   | 15%  | 48%               | -          | 100%  | -         | -   | 6%          | -        | 27% |
| Sterilisation of generated hazardous waste (%) | 89%    | 96%                   | 91%    | 96%                  | 84%  | 52%               | -          | 0%    | -         | -   | 94%         | -        | 73% |
| Non-hazardous waste generated (tn)             | 472    | 264                   | 662    | -                    | 11   | 45                | 181        | -     | -         | -   | -           | -        | -   |

The table shows the total water consumption in the Hellenic Healthcare Group's clinics and companies as well as the water consumption per patient day where it is measured.

| Water consumption                                 | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO   | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF |
|---|--------|-----------------------|--------|----------------------|--------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|
| Water consumption (m <sup>3</sup> )               | 72.602 | 37.686                | 57.573 | 38.022               | 14.312 | 2.994             | 8.802      | 355   | 556       | 25  | 301         | 8.531    | 632 |
| Water consumption (m <sup>3</sup> ) / patient day | 1      | 0,7                   | 0,7    | 1,2                  | 1,1    | 0,3               | 0,5        | -     | -         | -   | -           | 0,5      | -   |

## We support social well-being

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

The table summarises the indicators relating to the distribution of human resources by gender and nationality.

| Allocation of human resources | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|-------------------------------|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Number of women               | 812    | 657                   | 236    | 500                  | 193  | 88                | 151        | 32    | 28        | 10  | 46          | 202      | 37  | 5             |

| Allocation of human resources                                       | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|---|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Number of men   | 435    | 381                   | 905    | 185                  | 54   | 55                | 75         | 7     | 58        | 3   | 16          | 92       | 8   | 1             |
| Total number of employees   | 1,247  | 1,038                 | 1,141  | 685                  | 247  | 143               | 226        | 39    | 86        | 13  | 62          | 294      | 45  | 6             |
| Board - Number of women   | 1      | -                     | 1      | 0                    | 0    | 1                 | 0          | 0     | 2         | 0   | -           | 0        | 0   | 0             |
| Board - Number of men   | 10     | 6                     | 14     | 5                    | 11   | 7                 | 10         | 5     | 3         | 0   | -           | 7        | 7   | 1             |
| Number of women in managerial/administrative positions              | 64     | 5                     | 4      | 38                   | 2    | 9                 | 13         | 0     | 4         | 1   | 7           | 0        | -   | 1             |
| Number of staff in managerial/administrative positions              | 123    | 19                    | 6      | 57                   | 4    | 14                | 21         | 1     | 15        | 1   | 10          | 6        | -   | 2             |
| The percentage of employees who are Persons with Disabilities (PWD) | 0,08%  | 0,01%                 | 0,4%   | 0,62%                | 0%   | 1,4%              | 0          | 0     | 1,2%      | 0%  | 0%          | 0%       | 0%  | 0%            |
| The number of employees who are Persons with Disabilities (PWD)     | 1      | 1                     | 4      | 5                    | 0    | 2                 | 0          | 0     | 1         | 0   | 0           | 0        | 0   | 0             |
| Employees who are Greek   | 1,232  | 1,020                 | 1,117  | 665                  | 239  | 143               | 210        | 39    | 86        | 13  | 62          | 223      | 45  | 6             |
| Employees who are not Greek   | 15     | 18                    | 24     | 20                   | 8    | 0                 | 16         | 0     | 0         | 0   | 0           | 71       | 0   | 0             |

i. The figures for MyClinic are, number of men 9, number of women 16 and total number of employees 25.

The table summarises the age distribution of the workforce in the Group's clinics and companies.

| Age distribution of employees | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|-------------------------------|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Age distribution (<30)        | 210    | 154                   | 217    | 121                  | 47   | 27                | 81         | 8     | 6         | 1   | 14          | 77       | 8   | 5             |
| Age distribution (30- 50)     | 727    | 640                   | 713    | 438                  | 155  | 84                | 99         | 22    | 61        | 11  | 39          | 157      | 31  | 1             |
| Age distribution (51+)        | 310    | 244                   | 211    | 126                  | 45   | 32                | 46         | 9     | 19        | 1   | 9           | 60       | 6   | 0             |

The table shows recruitment, by gender and age, for the Group's clinics and companies.

| Recruitment             | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|-------------------------|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Total recruitment       | 111    | 130                   | 204    | 165                  | 37   | 27                | 52         | 9     | 16        | 1   | 37          | 38       | 52  | 1             |
| Number of men           | 29     | 36                    | 48     | 48                   | 12   | 16                | 24         | 7     | 10        | 0   | 10          | 18       | 8   | 1             |
| Number of women         | 82     | 94                    | 156    | 117                  | 25   | 11                | 28         | 2     | 6         | 1   | 27          | 20       | 44  | 0             |
| Number of men (<30)     | 6      | 12                    | 26     | 14                   | 6    | 10                | 17         | 1     | 2         | 0   | 2           | 9        | 1   | 1             |
| Number of men (30-50)   | 22     | 20                    | 17     | 31                   | 5    | 6                 | 7          | 1     | 8         | 0   | 7           | 7        | 6   | 0             |
| Number of men (51+)     | 1      | 4                     | 5      | 3                    | 1    | 0                 | 0          | 0     | 0         | 0   | 1           | 2        | 1   | 0             |
| Number of women (<30)   | 42     | 44                    | 52     | 50                   | 15   | 8                 | 14         | 4     | 2         | 0   | 6           | 15       | 8   | 0             |
| Number of women (30-50) | 38     | 40                    | 84     | 60                   | 9    | 3                 | 7          | 2     | 4         | 1   | 19          | 4        | 29  | 0             |
| Number of women (51+)   | 2      | 10                    | 20     | 7                    | 1    | 0                 | 7          | 1     | 0         | 0   | 2           | 1        | 7   | 0             |

The table shows the retirements, by gender and age, for the Group's clinics and companies.

| Retirement              | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF |
|-------------------------|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|
| Total retirements       | 71     | 137                   | 145    | 123                  | 36   | 46                | 49         | 4     | 9         | 1   | 16          | 38       | 9   |
| Number of men           | 21     | 43                    | 35     | 35                   | 9    | 12                | 20         | 1     | 6         | 0   | 4           | 15       | 1   |
| Number of women         | 50     | 94                    | 110    | 88                   | 27   | 34                | 29         | 3     | 3         | 1   | 12          | 23       | 8   |
| Number of men (<30)     | 3      | 17                    | 14     | 10                   | 3    | 6                 | 8          | 0     | 0         | 0   | 1           | 7        | 0   |
| Number of men (30-50)   | 16     | 22                    | 12     | 20                   | 5    | 5                 | 9          | 1     | 4         | 0   | 3           | 6        | 1   |
| Number of men (51+)     | 2      | 4                     | 9      | 5                    | 1    | 1                 | 3          | 0     | 2         | 0   | 0           | 2        | 0   |
| Number of women (<30)   | 13     | 33                    | 35     | 27                   | 14   | 14                | 14         | 1     | 0         | 1   | 3           | 16       | 2   |
| Number of women (30-50) | 32     | 48                    | 53     | 53                   | 11   | 18                | 12         | 2     | 3         | 0   | 8           | 6        | 4   |

| Retirement             | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF |
|------------------------|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|
| Number of women (51+)  | 5      | 13                    | 22     | 8                    | 2    | 2                 | 3          | 0     | 0         | 0   | 1           | 1        | 2   |
| Employee mobility rate | 6%     | 13%                   | 13%    | 17%                  | 15%  | 32%               | 22%        | 10%   | 11%       | 0   | 26%         | 13%      | 20% |

HYGEIA clinic calculates the mobility rate only for voluntary resignations. The LETO clinic calculates the mobility rate for all dismissals including those with contract termination.

METROPOLITAN GENERAL calculates the employee mobility rate for the average employee taking into account all employees except those whose contracts have expired. METROPOLITAN HOSPITAL calculates the average number of employees for the calculation of the mobility rate. Finally, CRETA INTERCLINIC does not include contract expirations in the calculation of the mobility rate. Business Care had no dismissals for the year 2022.

The table summarises the number of employees by type and employment contract.

| Employees by type of work         | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|-----------------------------------|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Full-time employment              | 1.171  | 1.009                 | 1.085  | 643                  | 231  | 124               | 223        | 38    | 85        | 13  | 59          | 277      | 42  | 6             |
| Part-time employment              | 76     | 29                    | 56     | 42                   | 16   | 19                | 3          | 1     | 1         | 0   | 3           | 17       | 3   | 0             |
| Contract for an indefinite period | 1.208  | 1.038                 | 1.038  | 676                  | 223  | 118               | 226        | 32    | 80        | 13  | 62          | 294      | 38  | 6             |
| Fixed-term contract               | 39     | 0                     | 103    | 9                    | 24   | 25                | 0          | 7     | 6         | 0   | 0           | -        | 7   | 0             |

The table shows the distribution of employees by position and hierarchical level in the Group's clinics and companies.

| Breakdown of human resources by post and hierarchical level | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|---|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Administrative Managers/<br>Directors                       | 9      | 2                     | 6      | 5                    | 4    | 2                 | 7          | 0     | 6         | 2   | 0           | 2        | -   | 1             |
| Managers of Departments                                     | 28     | 22                    | 6      | 3                    | 0    | 2                 | 1          | 1     | 8         | 0   | 3           | 4        | -   | 1             |
| Heads of Department   | 85     | 32                    | 118    | 47                   | 27   | 10                | 16         | 0     | 1         | -   | 7           | 12       | 5   | 0             |

| Breakdown of human resources by post and hierarchical level | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|---|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Physicians  | 108    | 139                   | 66     | 41                   | 16   | 28                | 14         | 1     | 0         | -   | 0           | 14       | 1   | 0             |
| Scientific staff (biologists, pharmacists, technologists)   | 28     | 93                    | 8      | 54                   | 13   | 10                | 14         | 28    | 0         | -   | 5           | -        | 2   | 2             |
| Nursing staff   | 485    | 353                   | 546    | 251                  | 113  | 51                | 111        | 0     | 0         | -   | 20          | 173      | 15  | 5             |
| Administrative staff  | 298    | 362                   | 233    | 251                  | 50   | 40                | 55         | 8     | 68        | 11  | 32          | 107      | 10  | 1             |
| Auxiliary staff   | 63     | 15                    | 107    | 71                   | 0    | 5                 | 33         | 0     | 2         | -   | 2           | -        | 0   | 0             |
| Technical staff   | 23     | 20                    | 21     | 17                   | 6    | 1                 | 3          | 0     | 0         | -   | 0           | -        | 0   | 0             |
| Other staff   | 120    | 0                     | 30     | 0                    | 18   | 8                 | 13         | 1     | 0         | -   | 3           | 1        | 12  | 0             |

i. The figures for "METROPOLITAN GENERAL" and "BUSINESS CARE" do not include the numbers of managing directors, division managers, and department heads.

## Training of employees

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

| Training   | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL  | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|--|--------|-----------------------|--------|---|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Number of training hours                               | 4,147  | 7,114                 | 9,063  | 1,581   | 51   | 413               | 1,613      | 18    | -         | 0   | 60          | 24       | 192 | 25            |
| Average training hours per year per employee           | 6,7    | 6,4                   | 7,9    | 3,3   | 0,1  | 5,2               | 7,13       | 2     | -         | 0   | 1           | 8        | -   | 5             |
| Percentage of officials assessed for their performance | 100%   | 80%                   | 92%    | The process is still ongoing. At present, the evaluation has been completed for 74% of the employees who were due to be evaluated for 2022. | 0    | 97%               | 98%        | -     | 0%        | 0   | 0           | 95%      | -   | 95%           |

| Training   | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|--|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Percentage of new recruits who received initial training on environmental issues, business ethics (seminars, e-learning, etc.) | 100%   | 100%                  | 43%    | 57%                  | 39%  | 98%               | 0%         | 30%   | 0%        | 0   | 38%         | 0%       | -   | -             |
| Number of new recruits who received initial training on environmental issues, business ethics (seminars, e-learning, etc.)     | 113    | 130                   | 86     | 94                   | 14   | 27                | 0          | 2     | 0         | 0   | 14          | 0        | -   | -             |
| Number of Administrative Directors/ Managers trained   | 0      | -                     | 4      | 2                    | 4    | 2                 | 2          | -     | 2         | 0   | -           | -        | -   | -             |
| Number of Managers of Departments trained  | 7      | -                     | 4      | 2                    | 0    | 2                 | 1          | -     | 2         | 0   | -           | 2        | 1   | -             |
| Number of Heads of Department trained  | 22     | 26                    | 76     | 34                   | 24   | 10                | 3          | -     | 0         | 0   | 1           | 2        | 3   | -             |
| Physicians who were trained  | 39     | 0                     | 14     | 1                    | 0    | 20                | 1          | -     | 0         | 0   | 1           | -        | -   | -             |
| Scientific Staff trained   | 46     | 37                    | 7      | 47                   | 12   | 10                | 0          | 2     | 0         | 0   | -           | 10       | 4   | -             |
| Nursing staff trained  | 521    | 300                   | 452    | 218                  | 82   | 49                | 30         | -     | 0         | 0   | 17          | 39       | 11  | -             |
| Administrative staff trained   | 12     | 140                   | 90     | 168                  | 31   | 38                | 3          | -     | 6         | 0   | 12          | 5        | 8   | -             |
| Auxiliary staff trained  | 5      | 3                     | 28     | 25                   | 0    | 4                 | 2          | -     | 0         | 0   | -           | -        | 3   | -             |
| Technical staff trained  | 0      | 39                    | 5      | 17                   | 5    | 1                 | 1          | -     | 0         | 0   | -           | -        | -   | -             |
| Other staff trained  | 0      | -                     | 14     | 0                    | 16   | 8                 | 14         | -     | 0         | 0   | -           | 4        | -   | -             |

i. In CRETA INTERCLINIC the total number of employees is being evaluated.

The table below summarises the number of training programs in clinics and Group companies.

| Educational Programs                    | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|---|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Clinical issues                         | 4      | 2                     | 83     | 21                   | 3    | 2                 | 14         | 2     | 0         | 0   | 4           | 1        | 2   | 0             |
| Infection prevention and control        | 6      | 2                     | 13     | 15                   | 1    | 2                 | 1          | 1     | 0         | 0   | 0           | 1        | 1   | 0             |
| Clinical skills                         | 40     | 2                     | 15     | 23                   | 8    | 4                 | -          | -     | 0         | 0   | 0           | 1        | 4   | 0             |
| Technical skills                        | 25     | 1                     | 7      | 0                    | 3    | 3                 | 6          | -     | 8         | 0   | 14          | -        | 3   | 0             |
| Environment, Health and Safety          | 0      | 2                     | 0      | 8                    | 3    | 8                 | 1          | -     | 0         | 0   | 0           | 2        | 3   | 12            |
| Postgraduate studies                    | 3      | 1                     | 4      | 0                    | 12   | 0                 | -          | -     | 0         | 0   | 0           | 1        | -   | 3             |
| Attendance/participation in conferences | 41     | 4                     | 18     | 1                    | 2    | 26                | 6          | 7     | 0         | 0   | 0           | 3        | 9   | 4             |
| GDPR issues                             | 1      | 1                     | 2      | 1                    | 0    | 0                 | 2          | 1     | 1         | 0   | 0           | -        | 1   | 1             |

## Health and safety of employees

The table below shows the health and safety indicators that Hellenic Healthcare Group monitors and measures.

| Health and safety                                     | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|---|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Sharps injuries                                       | 0,5    | 1,3                   | 0,7    | 0,5                  | 1,3  | 1                 | 0,1        | -     | -         | -   | -           | -        | -   | -             |
| LWD (Lost Work Day Rate)                              | 6      | 28                    | 16     | 13                   | -    | 2                 | -          | -     | 7         | -   | 7           | 0,2      | -   | -             |
| DART Rate (Days Away/Restricted or Job Transfer Rate) | 0,7    | 0,8                   | 0,4    | 0,6                  | 0    | 7,4               | -          | -     | -         | -   | -           | 0,003    | -   | -             |

## Our priority is our patients

The table below shows the indicators related to patient health and safety in Hellenic Healthcare Group.

| Health and patient safety                           | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|---|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------------|----------|-----|---------------|
| Falls of patients per 1000 patient-days             | 1,3    | 1,6                   | 0,4    | 1,1                  | 0,3  | 0,03              | 0          | 0           | -        | 0   | 0             |
| Falls of patients with injury per 1000 patient-days | 0,3    | 0,07                  | 0,04   | 0,02                 | 0,2  | 0                 | 0          | 0           | -        | 0   | 0             |

The table below shows the indicators related to patient satisfaction in Hellenic Healthcare Group.

| Patient satisfaction   | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO  | CRETA INTERCLINIC | APOLLONION | HEALTH SPOT | ARETAEIO | IVF |
|--|--------|-----------------------|--------|----------------------|-------|-------------------|------------|-------------|----------|-----|
| Percentage of complaints to total internal & external patients                             | 0,07%  | 0,04%                 | 0,07%  | 0,11%                | 0,01% | 0,03%             | 0,06%      | 0,07%       | 0,0004%  | 0%  |
| Percentage of patients who rated the care of our clinics as "Excellent" and/or "Very Good" | 78%    | 98%                   | 79%    | 89%                  | 96%   | 93%               | -          | 95%         | 82%      | 93% |
| Percentage of patients who would recommend the clinics to family and friends               | 83%    | -                     | 80%    | 96%                  | 96%   | 95%               | -          | 100%        | -        | 93% |

## The governance of the Group

The table below presents data on the privacy of personal data monitored by the Group's clinics and companies.

| Data protection   | HYGEIA | METROPOLITAN HOSPITAL | MITERA | METROPOLITAN GENERAL | LETO | CRETA INTERCLINIC | APOLLONION | A-LAB | Y-LOGIMED | GMP | HEALTH SPOT | ARETAEIO | IVF | BUSINESS CARE |
|---|--------|-----------------------|--------|----------------------|------|-------------------|------------|-------|-----------|-----|-------------|----------|-----|---------------|
| Total number of infringements   | 4      | 0                     | 2      | 1                    | 0    | -                 | 0          | 0     | 0         | 0   | 0           | -        | 0   | 0             |
| Total number of requests to exercise the rights of data subjects                            | 8      | 3                     | 6      | 5                    | 2    | -                 | 0          | 0     | 0         | 0   | 1           | -        | 0   | 0             |
| Expenses due to fines, legal claims and negotiation fees for violations of GDPR legislation | 0      | 0                     | 0      | 0                    | 0    | -                 | 0          | 0     | 0         | 0   | 0           | -        | 0   | 0             |

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## Targeting sustainable development

The table below summarises our performance against our Environment, Society and Governance targets and presents the new targets we have set for 2023.

| Pillar             | Targets 2023  |
|--------------------|---|
| <b>Environment</b> | <ul style="list-style-type: none"><li>• Strengthening the transition program to environmentally friendly vehicles and installing EV chargers in the Group's clinics and companies.</li><li>• Reducing energy consumption by 2%.</li></ul>   |
| <b>Society</b>     | <ul style="list-style-type: none"><li>• Implementation of the "Traveling for Health" and "Prevention" programs</li><li>• Maintaining our patient satisfaction rate above 90%.</li><li>• Maintaining the mobility rate at 2022 levels.</li><li>• Increase in the number of training hours of the Group's employees by 3%.</li></ul>  |
| <b>Governance</b>  | <ul style="list-style-type: none"><li>• Completion of information systems security upgrade procedures according to ISO 27001:2013.</li><li>• Digitisation of patients' records in order to manage personal data more efficiently.</li><li>• Strengthening the security of information systems with a modern program that monitors potential threats on a 24-hour basis.</li><li>• Design and implementation of a targeted assessment process based on sustainability criteria for the supply chain.</li></ul> |

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## Table of GRI standards

| GRI Standard                          | Publication  | Report Chapter   | Page                | Omissions          | Reason | Explanation | External Assurance |
|---------------------------------------|--|--|---------------------|--------------------|--------|-------------|--------------------|
|                                       |  |  |                     | Omission of claims |        |             |                    |
| <b>GRI 2:<br/>General disclosures</b> | 2-1 Details of the organisation  | Our Group  | 8-29                |                    |        |             | √                  |
|                                       | 2-2 Legal entities included in the organisation's viability report           | About the Report   | 6-7                 |                    |        |             | √                  |
|                                       | 2-3 Period covered by the report, duration, contact details                  | About the Report   | 6-7                 |                    |        |             | √                  |
|                                       | 2-4 Reprints of information  | About the Report   | 6-7                 |                    |        |             | √                  |
|                                       | 2-5 External assurance   | About the Report   | 7                   |                    |        |             | √                  |
|                                       | 2-6 Activities, value chain, other business locations                        | Message from the CEO / Our Group / Sustainable development at the heart of the Group | 4, 8, 48            |                    |        |             | √                  |
|                                       | 2-7 Employees  | Sustainable development at the heart of the Group / Supporting society / Annex       | 44, 74-75, 120, 122 |                    |        |             | √                  |
|                                       | 2-8 Employees who are not salarized  | The HHG Group at a glance  | 10                  |                    |        |             | √                  |
|                                       | 2-9 Governance structure and composition                                     | The structure of our governance  | 107                 |                    |        |             | √                  |
|                                       | 2-10 Nomination and selection of the highest governance body                 | The structure of our governance  | 107                 |                    |        |             | √                  |
|                                       | 2-11 Chairman of the highest governing body                                  | The structure of our governance  | 107                 |                    |        |             | √                  |
|                                       | 2-12 The role of the highest governance body in overseeing impact management | The structure of our governance  | 107                 |                    |        |             | √                  |

| GRI Standard                      | Publication  | Report Chapter                          | Page | Omissions          | Reason                       | Explanation   | External Assurance |
|-----------------------------------|--|---|------|--------------------|------------------------------|---|--------------------|
|                                   |  |   |      | Omission of claims |                              |   |                    |
|                                   | 2-13 Assignment of responsibility for impact management                  | The structure of our governance         | 107  |                    |                              |   | √                  |
|                                   | 2-14 The Role of the highest governance body in sustainability reporting | The structure of our governance         | 107  |                    |                              |   | √                  |
|                                   | 2-15 Conflict of interest  | We comply with the regulatory framework | 112  |                    |                              |   | √                  |
|                                   | 2-16 Communicating critical concerns                                     | Strengthening our governance            | 112  |                    |                              |   | √                  |
|                                   | 2-17 Collective knowledge of the highest governance body                 | The structure of our governance         | 107  |                    |                              |   | √                  |
| <b>GRI 2: General disclosures</b> | 2-18 Performance assessment of the highest 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          | Reason                       | Explanation   | External Assurance |
|---------------------------------------|---|-------------------------------------|---------|--------------------|------------------------------|---|--------------------|
|                                       |   |                                     |         | Omission of claims |                              |   |                    |
| <b>GRI 2:<br/>General disclosures</b> | 2-20 Procedure for determining remuneration             | -                                   | -       | 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 remuneration                 | -                                   | -       | 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                                 | Strengthening our governance        | 104-112 |                    |                              |   | √                  |
|                                       | 2-24 Integration of policy commitments                  | Strengthening our governance        | 104-112 |                    |                              |   | √                  |
|                                       | 2-25 Procedures for remediation of negative impacts     | Strengthening our governance        | 112     |                    |                              |   | √                  |
|                                       | 2-26 Mechanisms for seeking advice and raising concerns | -                                   | -       | Yes                | Information not available    | The Group will evaluate the creation of mechanisms to seek advice and raise concerns in the future.   | √                  |
|                                       | 2-27 Compliance with laws and regulations               | Strengthening our governance/ Annex | 45, 112 |                    |                              |   | √                  |

| GRI Standard                      | Publication                                       | Report Chapter              | Page   | Omissions          | Reason                    | Explanation  | External Assurance |
|-----------------------------------|---|-----------------------------|--------|--------------------|---------------------------|--|--------------------|
|                                   |   |                             |        | Omission of claims |                           |  |                    |
| <b>GRI 2: General disclosures</b> | 2-28 Membership and participation in associations | Our Group                   | 9      |                    |                           |  | √                  |
|                                   | 2-29 Approach to stakeholder engagement           | Double materiality analysis | 50, 51 |                    |                           |  | √                  |
|                                   | 2-30 Collective labour agreements                 | -                           | -      | Yes                | Information not available | The Group is in the process of recording this indicator. | √                  |
| <b>GRI 3: Materiality Issues</b>  | 3-1 Procedure for determining substantive issues  | Double materiality analysis | 54-56  |                    |                           |  | √                  |
|                                   | 3-2 List of substantive topics                    | Double materiality analysis | 54-56  |                    |                           |  | √                  |

| GRI Standard   | Publication   | Report Chapter                      | Page        | References         | Reason | Explanation | Ex. verification |
|--|---|-------------------------------------|-------------|--------------------|--------|-------------|------------------|
|  |   |                                     |             | Omission of claims |        |             |                  |
| <b>Our financial performance</b>                           |   |                                     |             |                    |        |             |                  |
| <b>GRI 3: Materiality Issues</b>                           | 3-3 Management of Materiality Issues                                | Our financial performance           | 113         |                    |        |             |                  |
| <b>GRI 201: Financial performance</b>                      | 201-1 Direct financial value generated and distributed              | Our financial performance           | 113         |                    |        |             | √                |
| <b>Practices for the supply chain</b>                      |   |                                     |             |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>                           | 3-3 Management of Materiality Issues                                | Strengthening the governance Our    | 106         |                    |        |             |                  |
|  | Hellenic Healthcare Group Index Percentage of local suppliers       | Strengthening governance Our        | 106         |                    |        |             |                  |
| <b>We comply with the regulatory framework</b>             |   |                                     |             |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>                           | 3-3 Management of Materiality Issues                                | Double materiality analysis         | 54-56       |                    |        |             |                  |
| <b>GRI 205: Fight against corruption</b>                   | 205-3 Confirmed incidents of corruption and actions to address them | Strengthening our governance / Zero | 106         |                    |        |             |                  |
| <b>Energy management</b>                                   |   |                                     |             |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>                           | 3-3 Management of Materiality Issues                                | Double materiality analysis         | 54-56       |                    |        |             |                  |
| <b>GRI 302: Energy</b>                                     | 302-1 Total energy consumption within the organisation              | Protecting the environment / Annex  | 63, 118     |                    |        |             | √                |
| <b>Natural resources management</b>                        |   |                                     |             |                    |        |             |                  |
| <b>GRI 3: Materiality Issues</b>                           | 3-3 Management of Materiality Issues                                | Protecting the environment / Annex  | 63, 69, 119 |                    |        |             |                  |
| <b>GRI 303: Water and wastewater</b>                       | 303-5 Water consumption   | Protecting the environment / Annex  | 63, 69, 119 |                    |        |             | √                |
| <b>Adaptation and mitigation of climate change impacts</b> |   |                                     |             |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>                           | 3-3 Management of Materiality Issues                                | Double materiality analysis         | 54-56       |                    |        |             |                  |
| <b>GRI 305: Emission</b>                                   | 305-1 Direct CO <sub>2</sub>  | Protecting the environment / Annex  | 63, 118     |                    |        |             |                  |
|  | 305-2 Indirect GHG emissions (Greenhouse Gas).                      | Protecting the environment / Annex  | 63, 118     |                    |        |             |                  |

| GRI Standard   | Publication  | Report Chapter   | Page         | References         | Reason | Explanation | Ex. verification |
|--|--|--|--------------|--------------------|--------|-------------|------------------|
|  |  |  |              | Omission of claims |        |             |                  |
| <b>Waste management</b>                                  |  |  |              |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>                         | 3-3 Management of substantive issues   | Protecting the environment / Annex   | 66, 67, 119  |                    |        |             |                  |
| <b>GRI 306: Liquid effluents and wastes</b>              | 306-3 Total weight of waste, by type and method of disposal                    | Protecting the environment / Annex   | 66, 67, 119  |                    |        |             | √                |
| <b>We comply with the regulatory framework</b>           |  |  |              |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>                         | 3-3 Management of substantive issues   | Double Materiality Analysis / Strengthening our governance                       | 54-56, 112   |                    |        |             |                  |
| <b>GRI 307: Environmental compliance</b>                 | 307-1 Non-compliance with environmental laws and regulations                   | Strengthening our governance / Sustainable development at the heart of the Group | 106,39       |                    |        |             |                  |
| <b>We invest in our people</b>                           |  |  |              |                    |        |             |                  |
| <b>GRI3: Materiality issues</b>                          | 3-3 Management of substantive issues   | Double Materiality Analysis / Supporting Society                                 | 54-56, 74-79 |                    |        |             |                  |
| <b>GRI 401: Employment</b>                               | 401-1 Total number and percentage of employee movements (recruitment, leavers) | Supporting society/ Annex  | 76, 77, 121  |                    |        |             | √                |
| <b>We protect the health and safety of our employees</b> |  |  |              |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>                         | 3-3 Management of substantive issues   | Double materiality analysis  | 54-56        |                    |        |             |                  |
| <b>GRI 403: Health and safety at work</b>                | 403-2 Risk identification, risk assessment and incident investigation          | Supporting Society   | 82-85        |                    |        |             |                  |
|  | 403-5 Health and safety training for employees                                 | Supporting Society   | 83           |                    |        |             | √                |
|  | 403-6 Promotion of workers' health   | Supporting Society   | 84-85        |                    |        |             |                  |

| GRI Standard  | Publication  | Report Chapter   | Page      | References         | Reason | Explanation | Ex. verification |
|---|--|--|-----------|--------------------|--------|-------------|------------------|
|   |  |  |           | Omission of claims |        |             |                  |
| <b>Training and assessment of our people</b>  |  |  |           |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>  | 3-3 Management of substantive issues   | Double materiality analysis  | 54-56     |                    |        |             |                  |
| <b>GRI 404: Training and education</b>  | 404-1 Average hours of training per year per employee  | Supporting Society / Annex   | 78, 123   |                    |        |             |                  |
|   | 404-2 Programs for upgrading skills of workers and programmes to support the transition  | Supporting society   | 79        |                    |        |             |                  |
|   | 404-3 Percentage of employees receiving regular reports on their performance and career development                                  | Annex  | 123       |                    |        |             | √                |
| <b>Working conditions, equal treatment and opportunities for all / Human rights related to work</b> |  |  |           |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>  | 3-3 Management of substantive issues   | Double materiality analysis  | 54-56     |                    |        |             |                  |
| <b>GRI 405: Diversity and equal opportunities for workers</b>                                       | 405-1 Diversity in Hellenic Healthcare Group governance members and employees  | Supporting society / Annex   | 75, 120   |                    |        |             | √                |
| <b>Supporting society</b>   |  |  |           |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>  | 3-3 Management of substantive issues   | Double materiality analysis  | 54-56     |                    |        |             |                  |
| <b>413: Local communities</b>   | 413-1 activities where it has been implemented consultation with the local community, evaluations effects and development programmes | The sustainable development in focus of the Group / Supporting the society | 38-40, 93 |                    |        |             |                  |

| GRI Standard   | Publication  | Report Chapter               | Page         | References         | Reason | Explanation | Ex. verification |
|--|--|------------------------------|--------------|--------------------|--------|-------------|------------------|
|  |  |                              |              | Omission of claims |        |             |                  |
| <b>Quality care, safety and patient satisfaction</b> |  |                              |              |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>                     | 3-3 Management of substantive issues   | Double materiality analysis  | 54-56        |                    |        |             |                  |
| <b>GRI 416: Patient Health and Safety</b>            | 416-1 Health and safety impact assessment of products and services   | ESG Highlights/ Annex        | 44, 125, 126 |                    |        |             |                  |
|  | Group index<br>Complaint rates received by the Group for its services  | We respect them our patients | 86           |                    |        |             |                  |
| <b>Protection of personal data</b>                   |  |                              |              |                    |        |             |                  |
| <b>GRI 3: Materiality issues</b>                     | 3-3 Management of substantive issues   | Double materiality analysis  | 54-56        |                    |        |             |                  |
| <b>GRI 418: Customer privacy</b>                     | 418-1 Total number of documented reports concerning breaches of customer privacy and losses of customer data | Annex                        | 126          |                    |        |             | √                |

## Table of ESG Indicators ATHEX

Athens Exchange ESG 2022 Disclosure Guide.

| ESG categorization                                       | ID    | Index name                                | Page. Reported by         |
|--|-------|---|---------------------------|
|  |       |   | Hellenic Healthcare Group |
| <b>Core Metrics (Core Metrics)</b>                       |       |   |                           |
| <b>Environment</b>                                       | C-E1  | Direct emissions (Scope 1)                | 65, 118                   |
|  | C-E2  | Indirect emissions (Scope 2)              | 65, 118                   |
|  | C-E3  | Energy consumption and production         | 118                       |
| <b>Society</b>   | C-S1  | Stakeholder participation                 | 50, 51                    |
|  | C-S2  | Women employees                           | 75, 120                   |
|  | C-S3  | Women employees in managerial positions   | 75, 120                   |
|  | C-S4  | Staff mobility                            | 77, 121                   |
|  | C-S5  | Employee training                         | 78, 79, 80, 123, 124      |
|  | C-S6  | Human rights policy                       | 55, 112                   |
| <b>Governance</b>  | C-G1  | Composition of the Board of Directors     | 105, 120, 122             |
|  | C-G3  | Material issues                           | 46-57                     |
|  | C-G6  | Data security policy                      | 109                       |
| <b>Advanced Metrics (Advanced Metrics)</b>               |       |   |                           |
| <b>Environment</b>                                       | A-E3  | Waste management                          | 66, 67, 119               |
| <b>Society</b>   | A-S2  | Expenditure on employee training          | 78                        |
| <b>Sector-specific Metrics (Sector-specific Metrics)</b> |       |   |                           |
| <b>Society</b>   | SS-S5 | Data security and privacy violation fines | 106, 126                  |

# Independent Limited Assurance Report

## To the Companies of Hellenic Healthcare Group

Companies "DIAGNOSTIC AND THERAPEUTIC CENTER OF ATHENS HYGEIA SA", "PERSEUS HEALTHCARE SA", "MITERA PRIVATE, GENERAL, MATERNITY, GYNECOLOGY & CHILDREN'S HOSPITAL SA", "METROPOLITAN GENERAL HOSPITAL HEALTHCARE FACILITIES OPERATION AND MANAGEMENT SA", "LETO MATERNITY, GYNECOLOGY & SURGICAL CENTER SA", "PRIVATE HOSPITAL CRETA INTERCLINIC THERAPEUTIC & DIAGNOSTIC SURGICAL & RESEARCH CENTER SA.", "Y-LOGIMED SA IMPORT, TRADING & SUPPLY OF MEDICAL TECHNOLOGY PRODUCTS", "GROUP MEDICAL PURCHASING LLC", "APOLLONION PRIVATE HOSPITAL", "A-LAB CENTER FOR MOLECULAR BIOLOGY AND GENOMICS", "HEALTHSPOT" and "HYGEIA IVF EMBRYOGENESIS" (hereinafter the «Group») engaged "GRANT THORNTON S.A. CHARTERED ACCOUNTANTS MANAGEMENT CONSULTANTS" (hereinafter "Grant Thornton") to review selected data included in the Group's Sustainable Development Report ESG 2022 for the fiscal year ended on December 31st, 2022 (hereinafter "the selected data"), in accordance with the Global Reporting Initiative (GRI) Standards (hereinafter "GRI-Standards").

## Scope

We performed our engagement in accordance with the provisions of "International Standard on Assurance Engagements 3000 (Revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000"), in order to provide limited level assurance opinion on selected data of the Sustainable Development Report ESG 2022, with regard to:

- The completeness and accuracy of quantitative data and the plausibility of qualitative information related to the GRI General Disclosures (highlighted in the external assurance column of the GRI Content Index) that are required as a minimum prerequisite for the "In accordance – Core" option, according to the GRI Standards.
- The completeness and accuracy of quantitative data and the plausibility of qualitative information against the requirements of the respective Topic Specific Disclosures 201-1, 418-1, 401-1, 403-5, 404-3, 405-1, 302-1, 303-5, 306-3, 306-4, meeting the GRI Standards "In accordance" requirements, as well as Hellenic Healthcare Group Indicators "Complaint rates per clinic" and "Percentage of local Suppliers", as regards the material issues: "Our financial performance", "Protection of personal data", "Quality care, safety and patient satisfaction", "We invest in our people", "We protect the health and safety of our employees", "Training and assessment of our people", "Working conditions, equal treatment and opportunities for all", "Energy management", "Natural resources management", "Waste management" and "Practices for the supply chain".

## Management Responsibility

The Management of Hellenic Healthcare Group is responsible for the preparation and presentation of the selected data provided to us, as incorporated in the Sustainable Development Report ESG 2022 of the Group, as well as for the completeness and accuracy of the selected data. Furthermore, the Management is responsible for maintaining records and adequate internal controls that are designed to support the reporting process.

## Grant Thornton Responsibility

Our responsibility is to carry out a limited assurance engagement and to express our conclusions based on the procedures carried out for the selected data, as described in the "Scope" section. The procedures we carried out were designed to provide limited assurance, as specified by ISAE 3000, based on which we shaped the conclusion to our engagement. These procedures are not as extensive as those required for providing reasonable assurance; consequently, a lower level of assurance is obtained. Our responsibility is limited to the information related to the fiscal year that ended on December 31, 2022, as these were included in the Sustainable Development Report ESG 2022 of the Group.

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

## Limitations

- To conduct our work, we relied exclusively on the information provided to us by the Group's executives, which we accepted in good faith as being complete, accurate, real and not misleading. Therefore, we did not submit it to any verification procedures, apart from the procedures explicitly stated in our Report and which arise from our mutually agreed methodology.
- Our engagement was limited to the Greek version of the Sustainable Development Report ESG 2022. Therefore, in the event of any inconsistency in translation between the Greek and English versions, as far as our conclusions are concerned, the Greek version of the Report prevails.
- No work has been conducted on data for previous reporting periods, as well as on data related to forecasts and targets.
- No work has been conducted on anything other than the agreed scope and consequently, our opinion is limited to that scope.

## Work conducted

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

- Interviews with personnel of the Group responsible for managing, collecting and processing data in order to obtain an understanding of key structures, systems, policies and relevant procedures applied.
- Applied audit procedures, on a sample basis, in order to collect and review audit evidence.
- Reviewing the GRI Content Index of the Sustainable Development Report ESG 2022, as well as the relevant references included therein, against our scope of work.

## Independence

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

which is based on the fundamental principles of integrity, impartiality, professional adequacy, confidentiality and professional conduct. In this context, the assurance team is independent from the Hellenic Healthcare Group and has not participated in the preparation of the Sustainable Development Report ESG 2022.

## Conclusion

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

- Nothing has come to our attention that causes us to believe that the Sustainable Development Report ESG 2022 does not meet the GRI Standards' requirements of "In accordance" option.
- Nothing has come to our attention that causes us to believe that the Topic-specific Standards Disclosures included in the Sustainable Development Report ESG 2022, as described in section "Scope", are materially misstated.

## Restricted use

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

Athens, 18/12/2023

The Chartered Accountant



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**Athina Moustaki**  
CPA (GR) Reg. No.28871





Hellenic Healthcare Group

## Hellenic Healthcare Group

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