



2018

CORPORATE RESPONSIBILITY REPORT



HYGEIA GROUP

Responsibility for life



HYGEIA GROUP

Responsibility for life



hygeia
hospital

Responsibility for life



MITERA

Responsibility for life



children's hospital

MITERA

Responsibility for life



Leto

Responsibility for life



logimed

ΜΕΛΟΣ ΤΟΥ ΟΜΛΟΓΟΥ ΥΓΕΙΑ

Beatific™



HYGEIA GROUP
Alfa LAB



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Message from the Chairman

Dear Stakeholders,

2018 was a special year for both the country and the HYGEIA Group. After an unprecedented and long-lasting economic downturn, Greek economy seems to recover.

It is against this backdrop that in 2018, for yet another year, HYGEIA Group managed to lead the country's healthcare service sector, by recording a remarkable financial performance and providing top quality services in conjunction with the use of high-level technology equipment. The long-term strategy of HYGEIA Group aims to continuously modernize its services, further strengthen its financial position and secure an adequate liquidity for its unimpeded operations. It is within this context that in 2018, the sale of the HYGEIA Group shares to the company controlled by the CVC Capital Partners investment fund ("CVC") has been concluded.

This has been a significant agreement, amongst the largest that have been completed in the country; It comes as a culmination of a lengthy and demanding negotiation process that was undertaken by the MIG Board with absolute transparency and concluded in an enhanced shareholder value creation.

HYGEIA Group's continuously increasing operating profitability in the last couple of years, validates its leading position in the private healthcare sector; it also confirms the successful implementation of the Management's strategy and targeted decisions, taken within an especially complex business environment.

Our business course fills us with a sense of pride and responsibility to keep creating long-term value for all our stakeholders. Guided by our enduring principles – integrity, leadership, commitment to the principles of



Guided by our enduring principles – integrity, leadership, commitment to the principles of corporate governance and respect for people and human life –, we cater for the continuous improvement of the healthcare services we provide and for the HYGEIA Group footprint upon the economy, society, our employees and the environment.



corporate governance and respect for people and human life –, we cater for the ongoing improvement of the healthcare services we provide and for the HYGEIA Group footprint upon the economy, society, our employees and the environment. This is a footprint that meets the needs and aspirations of all our stakeholders and has a positive impact upon every aspect of what we call Sustainable Development. For all of us at HYGEIA Group, Sustainable Development is intertwined with our business strategy development and governs all our actions.

The core pillars of HYGEIA Group's strategy shall continue to be the same, namely: further strengthening its leadership role in Greece by providing high-quality healthcare services, maintaining adequate liquidity, continuously increasing the operational efficiency of its companies, making best use of potential invest-

ment opportunities, as well as upgrading the building and mechanical infrastructure of every clinic in the Group, on an ongoing basis.

With the valuable input and international experience of its new shareholder, HYGEIA Group shall continue to constitute a vehicle of progress and development of the most comprehensive healthcare system in Greece and Europe. With such momentum, the Group is well positioned to contribute in a constructive dialogue with Society and the State on the direction of prosperity and progress.

Yours faithfully,
Mr Athanasios Papanikolaou
Chairman of the
HYGEIA Board of Directors

Message from the Managing Director

Dear Stakeholders,

At HYGEIA Group, Sustainable Development constitutes an on-going objective; not only because we provide services to the “sensitive” health sector but also, because we acknowledge the interactivity between our operation and the community, the environment, our fellow citizens and the national economy. Safeguarding and promoting the health of patients, employees and the communities around us, are clearly set priorities within the business strategy of the HYGEIA Group.

2018 was a milestone-year in our history, since HYGEIA Group became part of the investment portfolio of a major shareholder, who is recognized for his consistent investment record in top-tier healthcare services in Greece and abroad. This development reinforces our commitment to fulfil our long-term goals, which refer to: continually improving the quality of the services we provide to our patients; catering to the development of our people; reducing our environmental footprint; and continually encouraging volunteering and social action.

Our strategy development is not only based upon the Group’s needs and requirements; it also incorporates our response to the needs of our main stakeholders. We are especially proud that despite the adverse conditions in the Greek entrepreneurial environment, all of us at HYGEIA Group are moving forward, progressing and making significant achievements, both in the areas of business and Corporate Responsibility.

Our main priority has been the investment in cutting-edge technology and innovation, as a means to ensure that our patients have access to top-tier healthcare services. As an indicative example, we have acquired the IBM Watson for Oncology (WFO) platform, which applies artificial intelligence and contributes to a comprehensive treatment selection for cancer. All of us at HYGEIA Group endorse our passion for volunteering as a fundamental principle incorporated within our Corporate Responsibility.



At HYGEIA Group, Sustainable Development constitutes an on-going objective. To this end, our strategy incorporates sustainable practices which prioritize on safeguarding and promoting the health of patients, employees and the communities in which we operate.



In 2018, in the context of the “Travelling for Health” programme, we travelled to the remote island of Symi and to the mountainous Vrangiana village of the Argitheia Municipality in Karditsa, where we performed over 3,000 medical or diagnostic examinations and visits. Our above-mentioned programme activities were awarded with an honorary distinction in the “Bravo Society” category, at the Bravo Awards event.

We are also extremely proud that, despite the adverse conditions in the Greek entrepreneurial environment, all of us at HYGEIA Group are continually making progress; We are extremely honoured to have received the “Best Workplaces 2018” award for a third consecutive year; An award deriving directly from our own employees which reinforces our Management’s commitment to maintain and enhance the development of our people and ensure safety in the workplace.

With regards to the operations and management practices

of the HYGEIA Group, both our strategic planning and our stakeholder dialogue are shaped on the basis of the responsibility we have towards Humanity, Society and the Environment. We are proud of everything we have achieved so far, and we aim even higher. Existing difficulties make us stronger, vigilant and ready to seize new opportunities as they appear. As HYGEIA Group enters a new era of growth and development, we all recognize the importance of our past participation in the MIG [Marfin Investment Group] family.

Today, with our new shareholders onboard, we continue with a strong momentum to pursue our vision, so as to create the largest and most dynamic healthcare servicing Group in Greece; Always led by our sense of Duty & Responsibility towards human life!

Yours Sincerely,

Mr Andreas Kartapanis
Managing Director – HYGEIA Group

HYGEIA Group
owns 3 hospitals in Athens
(HYGEIA, MITERA and LETO)
and is licensed
for 874 beds



45
operating
rooms



More than
8,040
births

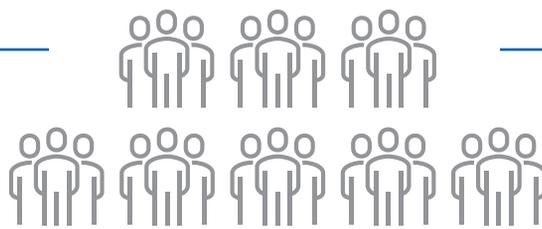


14 delivery rooms

798
active beds*



* Includes chemotherapy, dialysis & IVF booths and NICU.



More than
49,900
inpatients

Approximately
371,695
outpatients

9
ICUs licensed
for 113 beds



More than
4,200
associate physicians

More than
2,650
employees



HYGEIA Group Milestones

Long-term success cannot solely be based on ensuring the viability of our operations; we also ought to create value for society.

■ 1970

Establishment of HYGEIA

HYGEIA was founded by a team of Greek physicians, with the aim of creating a model private hospital in Greece.

■ 2002

Listing in the Athens Exchange

HYGEIA was listed in the Main Market of ATHEX.

■ 2006

Buyout by MIG

Marfin Investment Group (MIG) acquired 49% of HYGEIA's share capital.

■ 2011

Share capital increase

Marfin Investment Group acquired 70.38% of HYGEIA's share capital.

Share capital increase with cash and preemption rights in favor of existing shareholders.

Total capital raised:

€64,935,392.50.

Total shares: 305,732,436.

■ 2012

Bond loan

HYGEIA SA announced the issue of a bond loan amounting to €95m.

■ 2013 2014

Setting sights on the future

HYGEIA Group successfully completed the refinancing of its existing loans. It also continued with its strategic decision to divest from non-essential operating activities and from holdings it does not maintain absolute majority and management control.



For 2018

On November 9, 2018, Hellenic Healthcare Single-Member Holdings SA acquired 215,189,466 common registered shares of HYGEIA, which corresponded to around 70.38% of the total share capital and voting rights of the Issuer.

■ 2007

HYGEIA Group expands

HYGEIA, MITERA and LETO joined forces, establishing the largest and most powerful private healthcare group in Greece.

■ 2009

Share capital increase

Share capital increase with cash and preemption rights in favor of existing shareholders. Total capital raised: €82,916,400.6
Total shares: 163,320,183.

■ 2010

International acclaim

HYGEIA was accredited by Joint Commission International (JCI).
HYGEIA Hospital Tirana ShA commenced operations on July 1, 2010.

■ 2015

Improved operating profitability

HYGEIA Group continued implementing its successful strategic planning, ensuring a significant rise in the operating profitability of all the Group hospitals.

■ 2016

International acclaim

HYGEIA successfully renewed its Joint Commission International (JCI) accreditation for yet another 3 years and remains the only hospital in Greece to have received this distinction by the most distinguished and internationally recognized Accreditation Standard for Healthcare Organizations.

■ 2017

Bond loan

HYGEIA restructured its existing borrowing (syndicated bond loan).