

**SUSTAINABLE
DEVELOPMENT
REPORT
ESG 2021**





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"We have shaped a sustainable business that is resilient to challenges while ensuring the creation of value for our society."

Honorable stakeholders and dear colleagues,

2021 was a year of transition from the Covid-19 pandemic as the intensity of the virus began to gradually subside. The pandemic period tested many aspects of our resilience and adaptability. In the aftermath of a demanding year at international level and a series of challenges faced by the industry, Hellenic Healthcare Group once again stood by the National Health System. We are proud that in the unpredictable environment of the pandemic, we have formed a sustainable business that can withstand such challenges, offering high quality healthcare services, maintaining a safe environment for our staff and patients. Our top priority is to commit to excellent patient care, safety and support for our employees, adhering to the highest international standards and incorporating environmentally sustainable practices in our operations.

We are the largest healthcare group in the country and bear a great responsibility for more than 1,420,000 patients who trust our clinics for their care. By setting long-standing goals that concern the continuous improvement of the quality of care we provide to our patients, sustainability has become part of our daily

routine in all our processes and operations. We take actions to improve our environmental and social footprint and are proud to demonstrate our progress every year, creating a better world for all.

It is clear to us that sustainable entrepreneurship and profitable growth are complementary concepts that, together with value creation, are important strategic drivers for ensuring the Group's sustainability. However, a fundamental pillar of our success is our people. Our principle is to develop a committed and productive workforce. To this end, we follow fair employment practices, provide equal opportunities for training and development, and ensure ethical business conduct. Each year we grow our workforce, currently reaching over 5,000 employees.

We are investing in an environment of equality and inclusion, maintaining the proportion of women at 70% and increasing the proportion of young colleagues under thirty years of age by more than 30%. At the same time, we focus on human rights issues across the entire spectrum of our activities, from our employees

Message from the CEO

Dimitris Spyridis



to our partners and suppliers. We strengthen the local market by maintaining the proportion of local suppliers above 90%.


The continuous reduction of our environmental footprint is at the forefront of Hellenic Healthcare Group's priorities and objectives, on which we work methodically and systematically to achieve. We recognize the challenges of our external environment, the demands of the market and our industry, therefore we monitor our environmental footprint on a regular basis. In the Hellenic Healthcare Group, we carry out actions to enhance our energy efficiency, as well as to reduce our carbon footprint. We are steadily reducing our use of natural resources, ensuring a 5% reduction in water use at Group level. At the same time, we are proud to have increased the percentage of paper recycling by 14% in 2021, promoting the circular economy model in the HHG Group.

As every year, in 2021, we carried out actions of social contribution and solidarity for vulnerable social groups, fulfilling our vision: "Everywhere and always next to the People". In total, we carried out a series

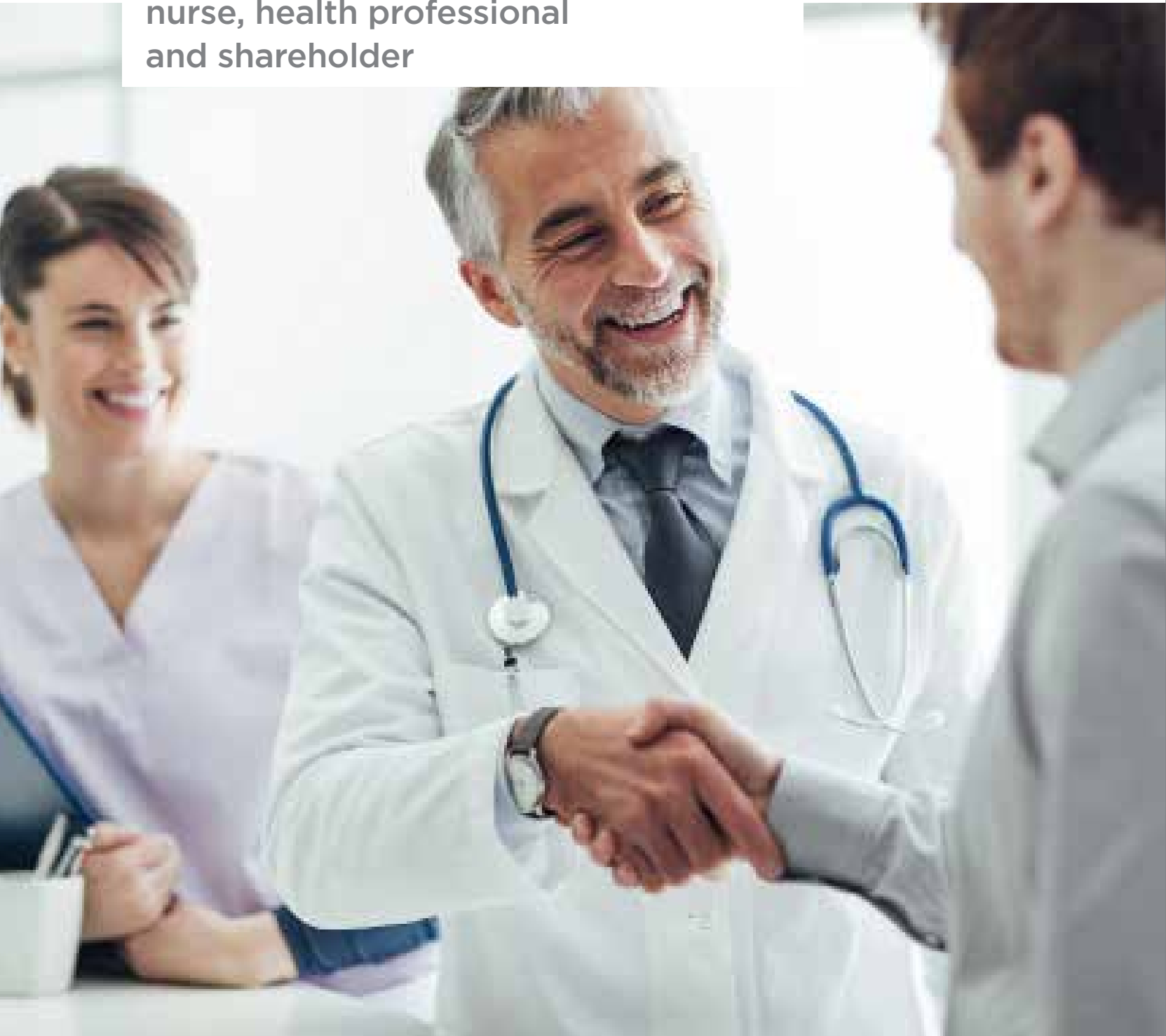
of voluntary actions and donations, contributing to mitigating social discrimination and providing health services to our fellow human beings in need.

At the same time, with innovation and leadership at the core of our activities, we invest in the application of cutting-edge technologies and maintain centers of excellence. All members of the Group strive tirelessly to place Greece and Cyprus at the center of medical innovation, adopting and ensuring technological innovations in medical and nursing care internationally, achieving unique medical achievements in the clinics.

Finally, I would like to sum up by saying that 2021 was a year of challenges due to the health crisis and the resulting economic problems, which we successfully faced, managing to turn them into opportunities. In Hellenic Healthcare Group, we envision and make a decisive contribution to a sustainable future, building on the foundations of solid growth in the areas of Environment, Society and Governance, working systematically and methodically to implement this strategic plan.



With a high sense of responsibility,
we aim to create value
for the patient, doctor,
nurse, health professional
and shareholder



About the Report

This publication is the second Sustainability Report of Hellenic Healthcare Group. Through the report, we aim to inform our stakeholders about the contribution of our companies on Environmental, Social and Governance (ESG) issues for the period 1/1/2021 - 31/12/2021. The previous edition covered the period 1/1/2020 - 12/31/2020. This report documents our progress, as well as points of development for the future. There is no major restatement or change in the issuance process in this report compared to the prior period.

The sections of the Report include the performance data 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
- CRETA INTERCLINIC Clinic
- LETO General, Maternity-Gynecological Clinic
- APOLLONION Private Hospital
- A-LAB Centre for Molecular Biology and Genomics
- Y-LOGIMED
- GROUP MEDICAL PURCHASING (GMP)
- HEALTHSPOT

A brief presentation is also made to BUSINESS CARE and HEAL ACADEMY, as members of the HHG Group.

The Report has been prepared in accordance with the Global Reporting Initiative (GRI), core option, while it includes selected core, advanced and sectoral indicators from the "ESG 2022 Disclosure Guide" published by the Athens Stock Exchange.

The quantitative data presented have been collected on the basis of recording procedures from the databases maintained in the context of the implementation of the relevant management systems. Where data are presented that have been derived after processing or are based on assumptions, the method of calculation is indicated, in accordance with the guidelines of the GRI Standards.

In addition, an external verification of selected GRI indicators has been carried out by an independent third party. 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.



The quantitative data presented have been collected on the basis of recording procedures from the databases maintained in the context of the implementation of the relevant management systems.

You can contact us and send us any observations/comments to help improve the design of our actions.

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

www.hhg.gr

Helladic Healthcare Group is not only the largest private health care group in Greece. It is a health experience with primary, tertiary, specialty and emergency services.

By offering specialized services and forming its network and partnerships, HHG is pioneering Greece's new activity as a player in medical and nursing care. We are always making the conditions better every day to give medical care when it is needed.

HHG
HELLADIC HEALTHCARE GROUP

www.hhg.gr



Our Group

Hellenic Healthcare Group was founded in 2018 with the aim of actively contributing to the continuous development of medical and nursing care in Greece and Cyprus. We are committed to the implementation of an ambitious vision for the modernization of healthcare services, according to the highest standards and aim to make Greece a pioneer in medical and nursing care, internationally.

Timeline

2017 ————— 2018 ————— →



With the acquisition of METROPOLITAN HOSPITAL in May 2017, the creation of the Hellenic Healthcare Group begins.



In April 2018, the Hellenic Healthcare Group acquires IASSO GENERAL, which is renamed METROPOLITAN GENERAL and enters a renewal path, with major investments in state-of-the-art medical equipment.



In November 2018, Hellenic Healthcare Group acquires a majority stake in HYGEIA and, upon completion of the acquisition, acquires ownership of all subsidiaries of HYGEIA Group: the HYGEIA, MITERA and LETO clinics, Y-LOGIMED and A-LAB.

Hellenic Healthcare Group, keeping up with the modern digital era, offers innovative digital applications for the easiest and most direct service to patients. We created the Digital Clinic application, offering medical services in a remote manner. At the same time, we developed the new service "HomeCare - Home Health Services" and my-HYGEIA application, for digital storage and management of medical examinations and data.

2019



In October 2019, 90% of the CRETA INTERCLINIC Clinic was acquired.



2020



Hellenic Healthcare Group, utilizing new technologies, innovates and creates the Personal Health Record of the patient with the electronic application my-HYGEIA.

The application offers direct and easy access to the medical record of each patient in the HHG Group's clinics (HYGEIA, METROPOLITAN HOSPITAL, METROPOLITAN GENERAL, LETO and CRETA INTERCLINIC), as well as in its diagnostic centers, HEALTHSPOT.



Hellenic Healthcare Group, has created and presents an innovative and unique in Greece digital service of remote medical care. This is the "Digital Clinic", designed for immediate medical assistance, available through a mobile phone application.



Hellenic Healthcare Group owns and develops model nursing units and Centers of Excellence that offer high quality and internationally competitive health services, investing continuously in medical scientific research.

2021



Hellenic Healthcare Group is proceeding with the acquisition of Apollonion Private Hospital located in Cyprus.



The Hellenic Healthcare Group, with a view to the development of its network in primary care, incorporates HEALTHSPOT diagnostic centers into its force.



HEAL Academy, which is the first and only post-graduate training center in Greece and Southeastern Europe, was created by the Hellenic Healthcare Group.



The Group in numbers

6.477

Associated
doctors



157.095

Inpatients



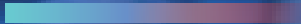
1.272.943

Outpatients



1.519

Beds



160

ICU beds¹



93

Operating
theatres²



8.883

Childbirths



91.087

Surgical operations
per year



12

Robotic
systems



10

MRI³



5.024

Employees



3.506

Women



1. Including the ICU beds "Intensive Care Unit".

2. The delivery rooms are included.

3. MRI: Magnetic resonance imaging.

Our vision, mission and values

Our vision

is to provide high quality health services, believing 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 with our colleagues, doctors, nurses, health professionals and administrators.



Excellence

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



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.

**We are
the largest private
healthcare group
in Greece**



Teamwork

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



Care

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

Innovation

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

The subsidiaries

Today, Hellenic Healthcare Group has 7 leading clinics and an integrated network of advanced diagnostic centers.

Since the creation of Hellenic Healthcare Group in 2017, we aim to develop medical care in Greece and Cyprus and put into practice our belief that medical care is a right for all. We have gradually made a series of acquisitions expanding our activities in the areas of primary and secondary care, clinical laboratory genetics and medical technology services, consulting services as well as education.

The Group's health care units provide the patient with all services related to the prevention, treatment and rehabilitation of health problems that they may encounter during their lifetime.





Primary and
Secondary Care

HYGEIA

The "Athens Diagnostic and Therapeutic Center HYGEIA" is the first large private hospital in Greece and the first private clinic in Greece to be certified according to the Joint Commission International (JCI) quality standard, the world's leading accreditation for Quality and Safety in health services.

In its 51 years of operation, HYGEIA continues to set the pace in the development of private healthcare in Greece and continuously enhances its services, both in terms of infrastructure and organization. It ensures its harmonization with technological developments in the field of medical science, becoming a reference center in Greece and Europe.

The wide range of primary and secondary care services in which HYGEIA is active covers the ever-increasing needs. For HYGEIA, the adoption and use of cutting-edge technology is the norm for the provision of high quality health services.

1st

Private Clinic
in Greece
with JCI accreditation

i For more information
follow the link www.hygeia.gr.



Primary and
Secondary Care



METROPOLITAN
H O S P I T A L

METROPOLITAN HOSPITAL

METROPOLITAN HOSPITAL is the leading medical technology and robotics center in Greece. Since its establishment in 2001, it has been identified with medical pioneering, offering comprehensive and high quality medical care.

It has the first and only in Greece Enhanced Care Unit for Acute Vascular Stroke that has been certified as a Certified ESO Stroke Unit by the European Stroke Organization (ESO) and the only one that performs thrombectomies on cerebral vessels.

The Hospital is the only one in our country that has received the title of Center of Excellence for the Mako system, and the only one that owns the Excelsius GPS robotic system and the O-Arm II platform.

The hospital's Robotic Urology Center has been distinguished as the first in Europe and the second in the world for the number of procedures performed annually with the Da Vinci system. Also, the 1st Oncology Clinic is the only one in Greece that operates with the recommendation of the European Society of Medical Oncologists (ESMO).

The Hospital has acquired international distinctions and certifications, maintaining collaborations with standard nursing centers and scientific institutions abroad.

1st

technological
and robotics center
in Greece

i. Find more information by following
the link www.metropolitan-hospital.gr.







Primary and
Secondary Care



MITERA GENERAL, MATERNITY / GYNECOLOGICAL CLINIC & CHILDREN'S HOSPITAL

MITERA General Clinic, Maternity / Gynecological Clinic & Children's Hospital has established itself as a reference center for the whole family and for all ages. MITERA, with 42 years of operation, is the most organized private hospital in Greece, providing integrated health services of high standards for the prevention, diagnosis and treatment of any health problem.

MITERA has three clinics, 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, care and the provision of high quality nursing services are the primary goal. On call 24 hours a day, 365 days a year, physicians, nurses, and midwives, supported by a full staff of administrative and technical services, treat any medical emergency.

42

years of
operation

i. Find more information
by following the link www.mitera.gr.









METROPOLITAN
G E N E R A L



Primary and
Secondary Care

METROPOLITAN GENERAL

METROPOLITAN GENERAL is one of the largest and best equipped health care facilities in the country. The clinic cooperates with experienced and internationally recognized physicians and is staffed by highly qualified nursing and administrative personnel. It continuously invests in innovative technologies and latest generation equipment, making it a model state-of-the-art hospital.

The primary objective of METROPOLITAN GENERAL is to ensure high quality and the continuous improvement of its services. This commitment is reflected in the quality policy it has established and follows, but also in the international certifications it has received from recognized bodies, according to the strictest standards.

The clinic has been certified for all its services according to the international, upgraded quality standard ISO 9001:2015 and the standards of the International Medical Tourism Organization Temos International, while the services of the Pathology Laboratory have been accredited according to the international standard ELOT EN ISO 15189:2012. As a result of its quality policy of international standards, it has been continuously awarded by the Diplomatic Council as a "Preferred Partner Hospital" ("Best Hospitals Worldwide").

Certified treatment
center for all the services
it offers

i. Find more information by following
the link www.metropolitan-general.gr.



Primary and
Secondary Care



LETO

LETO was founded five decades ago, ensuring high quality health services for both the woman and the newborn. The clinic is also a working environment of high standards for doctors in our country.

From its first day of operation, LETO has charted the course of growth and continuous development, 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 women and families in general.

LETO continues to be the renowned clinic providing a comprehensive range of health services, from Maternity and Gynecology to General Surgery, Urology and Otorhinolaryngology.

More than

50

years of
operation

i. Find more information
by following the link www.letogr.gr.









Primary and
Secondary Care

CRETA INTERCLINIC

CRETA INTERCLINIC is a model diagnostic - therapeutic - surgical and research clinic, covering almost all medical specialties in the field of primary and secondary medical care. Its aim 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.

The clinic is committed to and implements the policy and quality objectives it has established and actively supports the staff with their active participation in the continuous improvement of the effectiveness of the Quality Management System. CRETA INTERCLINIC always faithful to its principles, offering high quality services to its clients has been certified with ISO 9001: 2015 and is the first clinic on the island of Crete to be an Official Certified Member of the International Temos Organization.

Over

20

medical
specialties

i. Find more information
by following the link www.cic.gr.





Primary and
Secondary Care



APOLLONION PRIVATE HOSPITAL

Apollonion Private Hospital was founded in 1991 and has over 30 years of experience and contribution in the field of medicine. With respect to the patient, the hospital has now established itself as a modern and reliable medical center and one of the leading hospitals in Cyprus.

Apollonion Private Hospital applies the most comprehensive and innovative diagnostic and treatment services. It invests in cutting-edge technology and utilizes the most advanced equipment. It has an experienced and qualified team of doctors and nurses, in a comfortable and welcoming environment. The staffing and cooperation of the departments make it one of the most modern and reliable hospitals in Cyprus and it is the only one in Cyprus that has more than 120 leading doctors of all specialties.

The first priority and mission of Apollonion Private Hospital is to produce and offer high quality health services in order to meet the needs and expectations of the patient.

24/7

at the disposal
of our patients

i. Find more information by following the link www.apollonion.com.



Primary Care



HEALTHSPOT

HEALTHSPOT advanced diagnostic centers were created by Hellenic Healthcare Group and provide high quality diagnostic services and personalized treatment of any health issue.

HEALTHSPOT is in open communication with the Group's clinics, is staffed by qualified and distinguished doctors, experienced nursing and para-medical staff and fully equipped with state-of-the-art technology. The centers keep pace with the modern digital era by utilizing the Group's digital health applications, while also offering the possibility of in-home examinations and medical and nursing care. They are geographically dispersed throughout Attica, in order to serve those interested close to their place of residence.

Like all the Group's clinics, HEALTHSPOT diagnostic centers are distinguished for innovation and the provision of quality health services.

5

diagnostic
centers



i. Find more information by following the link www.healthspot.hhg.gr.





Clinical
Laboratory Genetics
Services



A-LAB

A-LAB was created with the vision to always be at the cutting edge of research, technology and science. With responsibility and sensitivity towards people, A-LAB is committed to providing top-level clinical laboratory genetics services. The services are reliable, modern and comparable to tests performed in major European and American laboratories.

A-LAB also actively participates in European projects in order to develop and apply new methods and innovative protocols for the benefit of society. With a high sense of responsibility, A-LAB ensures its dynamic presence and growth, having set as its first and main objective the continuous improvement of the services it provides in the field of research and diagnostics.

More than

25

years of experience

i. Find more information
by following the link www.alab.gr.







Medical
equipment services



Y-LOGIMED

Y-LOGIMED is a marketing and distribution company of medical devices and has taken over the supply chain of the Hellenic Healthcare Group's clinics, acting as its Central Supply Organization. At the same time, it provides the Group with Biomedical Technology and fixed equipment management services, responding continuously to any need with consistency and professionalism.

Y-LOGIMED is also a purely commercial company, 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.

The company is certified according to the quality standards ISO 9001:2015, ISO 13485:2016, ISO 22301:2012, as well as the Ministerial Decision DY8d/G.P.ec./1348/2004 for the correct handling of medical devices. At the same time, it is the first and only company in the marketing and distribution of hospital equipment in our country that is certified for Business Continuity Management (BCM), ensuring that its activities are not affected by unforeseen risks and extraordinary events.

Leading hospital
equipment
distribution
company in Greece

i. Find more information
by following the link www.y-logimed.gr.





Medical
equipment services

GROUP MEDICAL PURCHASING

G.M.P. is a marketing company of medical devices to the Group's clinics, METROPOLITAN HOSPITAL, METROPOLITAN GENERAL, HY-GEIA, MITERA, LETO and CRETA INTERCLINIC. It has taken over entirely the supply chain of the HHG Group's clinics, with regard to surgical cases for the entire range of medical consumables and implantable materials, acting as a Central Procurement Organization (CPO) and offering reliable and integrated supply services.

The company is certified according to the ISO 9001:2015 quality standard, as well as the Ministerial Decision DY8d/G.P.ec./1348/2004 for the correct distribution of medical devices. G.M.P.'s suppliers are recognized in the domestic and international market, with many years of experience and great specialization in the field of medical products. The medical devices offered are addressed to all hospital departments, such as Surgery, Gynaecology, Haematology, Pulmonology, Cardiology, Oncology, Ophthalmology, Gastroenterology, etc.

Responsible
for the entire supply
chain of the Group



Advisory services



BUSINESS CARE

BUSINESS CARE was founded in 2006 with the aim of providing Occupational Safety and 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, in accordance with modern requirements, applying a holistic and personalized approach based on the experienced view of its partners for each client.

It is well known that in addition to the safe practices of a business in the workplace, there are also the safe behaviors of its employees in the same workplace. By focusing on human life as the most valuable factor for the sustainability of a business, Business Care ensures that the work environment meets the best working conditions, productivity and efficiency for every employee.

More than

15

years of providing
high quality
services

i. Find more information
by following the link www.businesscare.gr.



Education services



HEAL ACADEMY

HEAL (HealthCare Education and Advanced Learning) Academy is the first and only postgraduate training center in Greece and South-Eastern Europe that is addressed to doctors, nurses and health professionals in general. The ambition of HEAL Academy is to be a leading player in education, training, education, research and promotion of scientific work in medicine, nursing and all health sciences. The academic and educational work of HEAL Academy is led by a team of high scientific and academic standing from the Hellenic Healthcare Group.

The newly established academy houses every informative initiative, but also innovative educational or experimental medical practice in collaboration with educational institutions and medical schools in Greece and abroad.

The first and only
center in Greece
and Southeast
Europe for postgradu-
ate training.

i. Find more information
by following the link www.healacademy.gr.





Hellenic Healthcare Group (HHG) has created an innovative digital service for remote communication with the doctor. Digital Clinic is a digital application that offers immediate medical advice, available through a mobile phone app. The Digital Clinic app is aimed at patients who are far from a clinic or doctor, have a simple health issue or lack the ability and time to make an appointment.

In real time and without any movement, the application offers the patient the possibility to receive a valid and reliable medical assessment and guidance from a Physician or General Practitioner of the Hellenic Healthcare Group's Clinics, through a chat. This chat results in a diagnosis, prescription of medication or, in cases deemed necessary, referral to the appropriate doctor and medical tests.

With this innovative digital service, the HHG Group confirms that it is constantly striving to create new ways, using the potential of digital technology, to help society and people in need of medical care. Based on the highest international standards, the Group is close to the people with the belief always that health is a right for everyone, wherever they are.



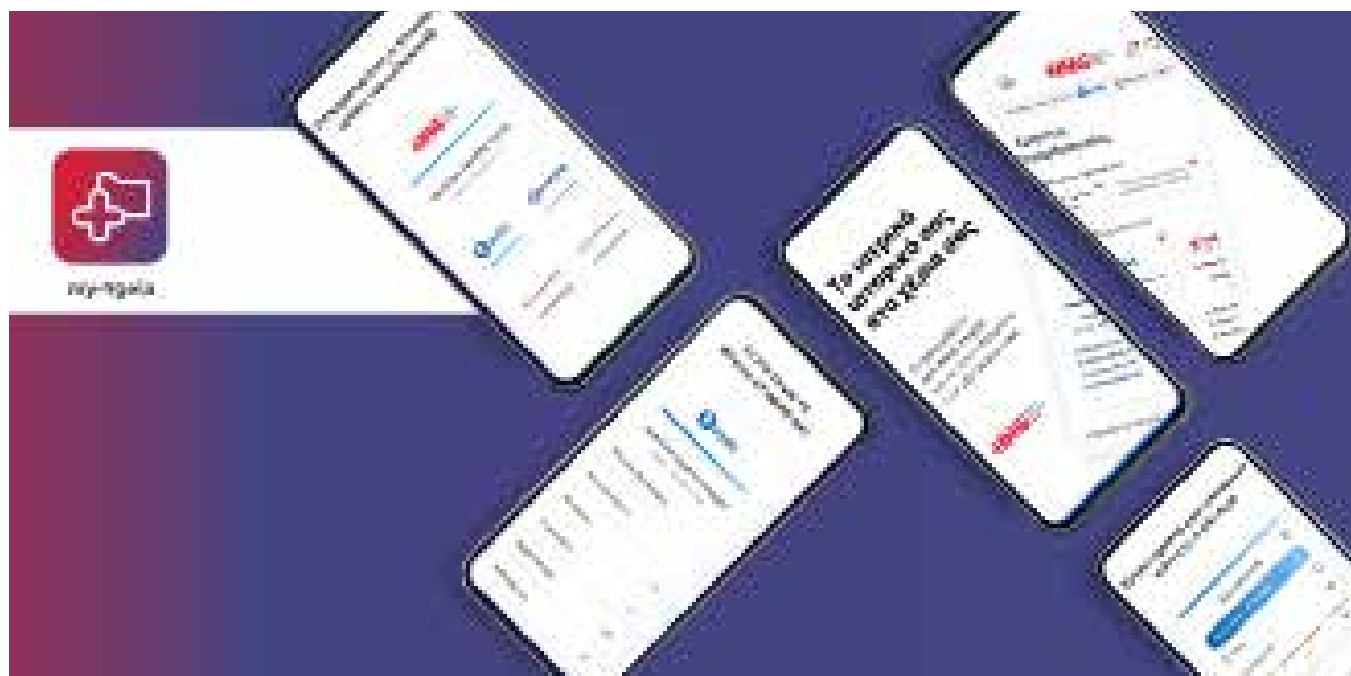


my-Ygeia

my-HYGEIA is a structured application for the collection and storage of medical data of each patient in digital format, through which they can easily and quickly access and communicate as they wish their health-related information in a secure and confidential environment, respecting their sensitive personal data.

The application offers direct and easy access to the medical record of each patient in the HHG Group's clinics (HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO and CRETA INTERCLINIC), as well as in its Healthspot diagnostic centers.

The application my-HYGEIA is a valuable tool both for patients who can now take a more active role in their health care and for physicians, and it also ensures the protection of the patient's personal and health data. With this implementation, the Group aims to ensure even more efficient care for society by focusing on patients and meeting their needs.



Awards and distinctions

Hellenic Healthcare Group receives a silver award from Eco Vadis for 2021 in the field of Sustainability



Hellenic Healthcare Group received a silver award from Eco Vadis, one of the largest and most trusted corporate sustainability rating agencies in the world, for its socially responsible practices on issues related to sustainable development. At Hellenic Healthcare Group, sustainable development is not just a requirement, but is the core element of our corporate DNA. Consciously, we follow a business model that is not limited to enhancing our financial performance, but, being driven by empathy and medical excellence, aims to spread benefits and value in the country itself. A model that maintains at its core the concept of responsibility towards the patient, our employees, the environment and society.

The silver award demonstrates Hellenic Healthcare Group's commitment and continuous improvement in the three pillars: environment, society and governance. According to the assessment, Hellenic Healthcare Group is ranked in the top 10% of the world's top healthcare providers in terms of sustainability and corporate social responsibility, among the 301 companies evaluated worldwide. The EcoVadis rating system (CSR Rating) refers to the evaluation of the quality of each company's systems for managing CSR issues through its policies, practices and results.

The assessment uses 21 criteria, grouped into four themes: environment, labor practices and human rights, good business practices and sustainable procurement. The criteria are based on international standards such as the Global Compact Principles, International Labor Organization (ILO) conventions, Global Reporting Initiative (GRI Standards) and ISO 26000 among others.

36%

higher score compared to the industry average



The Group ranks in the top

10%

of the highest scores compared to 301 companies in the industry



Industry-leading excellence in environmental, ethical and labor practices



Summary presentation of awards and distinctions in Hellenic Healthcare Group for 2021

Joint Commission International (JCI) for HYGEIA

Since 2010, HYGEIA has been part of a select group of only 500 hospitals in the world that have received the Gold Seal of Approval® for Hospital Accreditation from the Joint Commission International. The Gold Seal of Approval signifies HYGEIA's continued compliance with the internationally recognized standard and is a symbol of quality that attests to the organization's commitment to providing safe and effective care to patients.

During the inspections for initial accreditation (2009) and re-accreditation (2013, 2016, 2019), a team of qualified inspectors from JCI assessed the compliance of HYGEIA with JCI standards covering a wide range of areas, such as the International Patient Safety Goals, assessment and patient care, anesthesia and surgical care, medication management, patient and family education, quality improvement, infection prevention and control, administration and leadership, facilities management, staff qualifications and training, and information management.

The Joint Commission International standards are developed in consultation with international experts and healthcare providers, as well as patients. The standards incorporate current scientific literature and expert consensus to help organizations measure, evaluate and improve their performance.



Organization Accredited
by the Joint Commission
International



HYGEIA Clinic was awarded as one of the most dynamic businesses at the Growth Awards for Growth and Competitiveness

HYGEIA is one of the seventeen business organizations that reached the final phase of the Growth Awards and was recognized for its outstanding performance. This distinction crowns our commitment to continue to innovate and provide the high level of healthcare services that has made us stand out for 50 years as the leading private clinic in Greece.



Certified ESO Stroke Unit, METROPOLITAN HOSPITAL

Metropolitan Hospital has been awarded the ESO (European Stroke Organization) 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 revascularization procedures.

METROPOLITAN GENERAL is certified as a Center of Excellence in abdominal wall hernia surgery



METROPOLITAN GENERAL has been internationally certified as a Center of Excellence in the surgical treatment of patients with abdominal wall hernia (Center of Excellence in Hernia Surgery) by the largest international surgical certification body Surgical Review Corporation (SRC). This highest distinction certifies the high quality and efficiency in all stages of the surgical treatment of the patient: From the initial consultation, diagnosis, surgery by the certified surgeon, hospitalization and post-operative course, as well as patient follow-up.

Award of the Breast Unit - Breast Surgery Clinic of METROPOLITAN HOSPITAL



The Breast Unit - Surgical Clinic was honored at the Healthcare Business Awards for the unhindered, by the pandemic, therapeutic work it provided.

Hypertension Clinic of the METROPOLITAN HOSPITAL as a Center of Excellence

Certification of the Hypertension Clinic of METROPOLITAN HOSPITAL as a Hypertension Excellence Center by the European Society of Hypertension.



METROPOLITAN GENERAL "Preferred Partner Hospital" by the Diplomatic Council (DC)

Following the international certifications according to the international quality standard ISO 9001:2015 and the quality system of the international medical tourism certification organization TEMOS, METROPOLITAN GENERAL has been recognized and distinguished as a "Preferred Partner Hospital" by the Diplomatic Council (DC). The Diplomatic Council, based in The Hague, is an international think tank, with members who are international figures in diplomacy, politics, industry, art and sport. These distinctions of the METROPOLITAN GENERAL highlight the high level of its services and its state-of-the-art infrastructure.



Gold to HYGEIA for its Corporate Responsibility practices & Sustainable Development by the Institute for Corporate Responsibility

HYGEIA has received a new distinction and a GOLD one from the Institute of Corporate Responsibility, for its performance in the field of Corporate Responsibility and Sustainable Development. This is the second consecutive year that HYGEIA has been distinguished in this institution among the best companies in the country for its corporate practices.

"Good health for a better life" new distinction for HYGEIA at the Bravo Sustainability Awards



Among the leading and most socially responsible organizations in the country was HYGEIA, which was distinguished in this year's Bravo Sustainability Awards organized by the QualityNet Foundation (QNF) in the context of the Bravo Sustainability Week 2021. More specifically, HYGEIA, in the Bravo In Action Pillar, won an award for the "Good Health for Better Life" action, which aimed to inform, awaken and raise awareness among citizens, especially students, to adopt responsible practices that contribute to improving the quality of life.



APOLLONION Private Hospital honored at the Cyprus Healthcare Business Awards

The Cardiac Innovation Center of the Apollonion Private Hospital was awarded with a gold medal in the category "Innovative equipment or medical service". In addition, it was awarded a gold medal in the category "Innovative unit or department of a hospital/private clinic or diagnostic center". Finally, it received a silver award in the category 'Strategic focus and/or cooperation in internationalization, research, innovative products or medical services, etc.'.

Management of the Covid-19 pandemic

In 2021, we faced the Covid-19 pandemic for the second year in a row. In a year of transition from the pandemic, the Hellenic Healthcare Group, having experienced from the front line and successfully faced the particular challenges generated by the pandemic, continued to stand by the National Health System until its de-escalation.

Realizing the important role of private healthcare in the National Health System, the Group has made available to the Ministry the LETO clinic for the treatment of Covid-19 cases, from 11 March 2021 until the end of May of the same year.

In cooperation with the Ministry of Health and the competent authorities, LETO was put in the front line of the battle for the treatment of coronavirus with all its beds and with full support from all the other clinics of the Hellenic Healthcare Group (HY-GEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL and CRETA INTERCLINIC), treating a total of 441 patients.

At the same time, during the last two years of the pandemic, the HHG Group has provided the Ministry of Health and EOPYY, more than 25 ICU beds and more than 100 inpatient beds, in order to meet the particularly increased needs during the pandemic. In addition, Hellenic Healthcare Group provided staff for the medical and hospitalization needs of Covid-19 patients.

The Hellenic Healthcare Group assisted in the safety of employees from the pandemic by implementing, in summary, the following actions:

Informing all workers about precautionary measures, the correct use of personal protective equipment and providing staff safety training.



Covid-19 diagnostic checks on all staff.



Monitoring and recording the compliance of all staff based on the strictest infection control measures.



"Covid Check" for the LETO clinic

The LETO clinic is the first private clinic to receive the "Covid Check" mark from the certification body TÜV AUSTRIA Hellas, following an

evaluation of the number of procedures implemented to prevent the spread of the coronavirus disease.

In 2021 we performed over 190,000 Covid-19 screenings for our employees



**At Hellenic Healthcare Group,
we envision and contribute decisively
to a sustainable future, based
on the foundations of stable growth
in the areas of Environment,
Society and Governance**





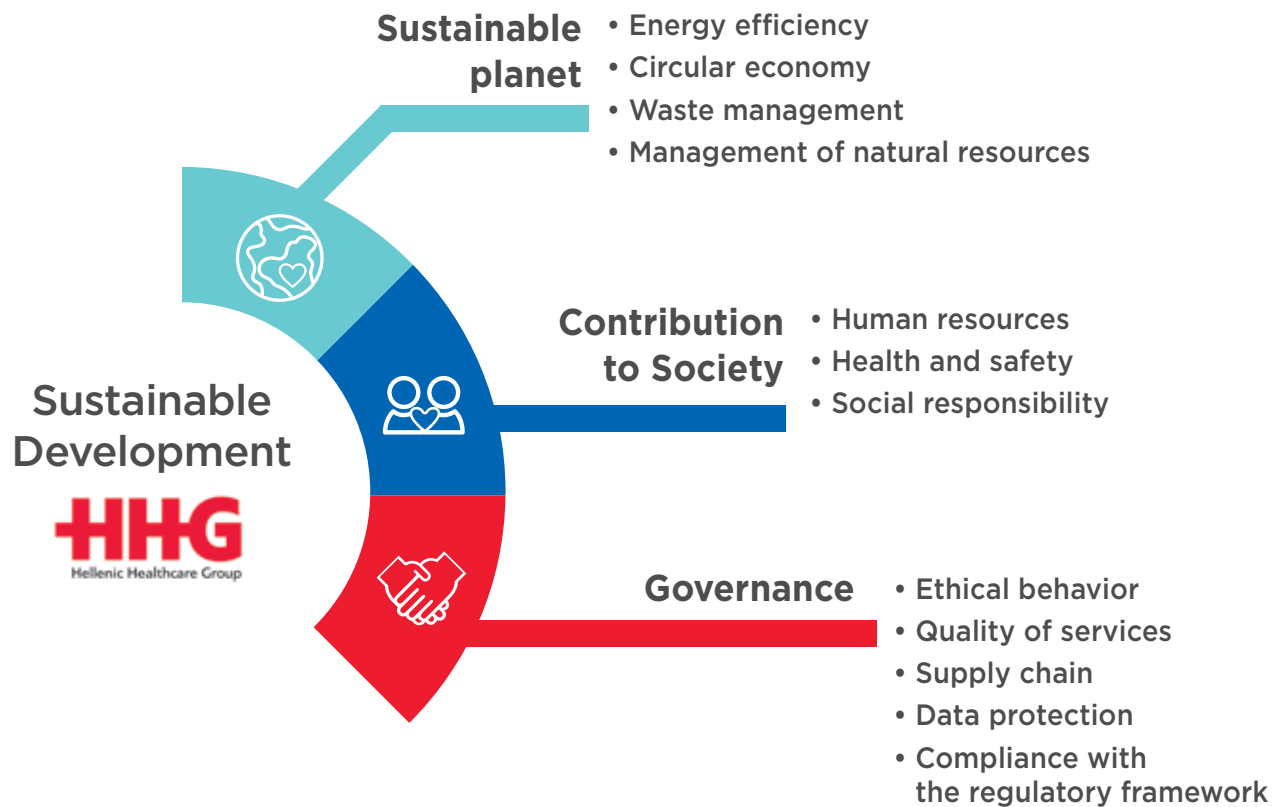
Our aim is for Hellenic Healthcare Group to protect the environment while promoting the well-being of society. We keep patients at the centre of our activities, offering our services with responsibility and sensitivity.



Sustainable development of the Group

Hellenic Healthcare Group's business is based on high ethical standards and incorporates the values of sustainable development. In the broader context of the responsible growth that HHG Group seeks, it closely monitors developments in the healthcare industry in order to lead the way, while maintaining relationships of mutual trust with its stakeholders in order to be able to respond to their needs and wishes.

We have put sustainable development actions at the center of our activities, with the aim of adding our value to our people, our society and the environment. With a vision to help mitigate major problems in the areas of sustainability, we set long-term goals in all aspects of our activities. We focus on three main pillars to ensure the long-term sustainable growth of the Hellenic Healthcare Group and enhance its sustainability.





Sustainable planet

We are committed to protecting the environment and minimizing the harmful effects of our activities.

Our people are part of the solution to protect the environment. Our staff operate in compliance with relevant environmental legislation and make every effort to use good environmental practices in all aspects of our companies' operations. In addition, our employees have fully embraced the Hellenic Healthcare Group's shared vision of sustainable development with a focus on environmental protection.

Aiming to reduce our environmental footprint, each year we assess the impact of our activities and the services we provide. Based on the results of the assessment, we continuously improve our performance by setting targets, creating programs and establishing indicators that we measure and monitor on a regular basis. Finally, we carry out actions that contribute to energy and water conservation, while we have turned to renewable resources and actions that contribute to the circular economy.

Our approach is always people-centric, as are the systems and processes we implement.

We invest in our people and their professional development, offering a safe working environment, continuous training and professional development.



Contribution to society

Our approach is always people-centric, as are the systems and processes we implement. We invest in our people and their professional development, offering a safe working environment, continuous training and professional development.

Our aim is to foster long-term relationships with our employees and we attach great importance to the lifelong development of our managers and employees. We implement an employee performance evaluation system in all Group companies, which forms the basis of a unified human resources development program and at the same time, expresses the Hellenic Healthcare Group's will for fair, objective and meritocratic management of all employees. We are committed to a policy of equal opportunities for all individuals, regardless of gender, age, disability, color, race, national origin, socio-economic background, religion or political beliefs. Finally, we maintain open, regular and two-way communication between management and employees, which is a fundamental aspect of our human resources management policy.

At the same time, we are working to reduce inequalities and address major social problems. In terms of our contribution to society, we are fully aware of the sensitivity of the area we serve, an area where the good of health is directly linked to a sense of humanity and responsibility towards our fellow human beings. Our fundamental principle is to give from the heart, and that is why our corporate responsibility has as its central pillar the concept of volunteering.

We implement an extensive social contribution program that includes all possible assistance: provision of goods, medical services, medical equipment and expertise, financial assistance, support for vulnerable social groups, support in various ways to institutions, schools, institutions and NGOs, campaigns to provide medical care to people living in remote areas, etc.

At the same time, every year, on the occasion of World Health Days, European Health Weeks or Prevention Months, we organize public awareness campaigns, supporting the vision and action of social actors and organizations.



Governance

Business ethics and governance are of particular importance to Hellenic Healthcare Group. The proper application of the Principles of Corporate Governance and those set out in the Code of Medical and Scientific Ethics is key, not only to optimize our efficiency but also to ensure the trust of investors, the medical community and patients.

We operate with the implementation of the mandatory Corporate Governance regulations provided for by the legislation, but also the adoption of principles and values that ensure our growth. Aiming at the implementation of modern management practices, Hellenic

Healthcare Group has incorporated in its operations the Corporate Governance Code (CGC).

At the same time, Hellenic Healthcare Group applies a Financial Risk Management Policy. The Group's risk management program 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.

We have aligned the priorities in the three pillars above with the United Nations 2030 Sustainable Development Goals (SDGs).

The HHG Group has aligned itself with environmental targets 6, 7, 12, 13 and 14. Its social activities also support social objectives 2, 3, 4, 5, 8, 9, 10, 11. Finally, governance is in line with Goal 17.





2021 ESG Performance

Comparing the results with 2020 and 2019, and wanting to transparently present our performance on the pillars of environment, society and governance, we have summarized below the most important achievements from our performance.

Environment*



18%

Reduction of electricity consumption per patient-day

15%

More money for environmental management compared to 2019

11%

Reduction of gas consumption

48%

Increasing money for environmental management of product supply boxes

11%

Reduction of indirect greenhouse gas emissions

14%

Increase in paper recycling

34%

Electricity from renewable sources**

37%

Reduction of non-hazardous waste

3%

Reduction of water consumption

At Hellenic Healthcare Group, we monitor our carbon footprint, aiming every year to steadily reduce it. Taking into account the increasing energy needs of our clinics and companies, we aim to maintain and/or reduce our energy consumption every year. By carrying out energy-saving actions such as replacing lamps with lighting system technologies (Light Emitting Diodes; LED), replacing technologies for monitoring and managing electromechanical installations through Building Management Systems (BMS), as well as replacing new air-cooled pumps and refrigeration units, we have been able to reduce energy consumption. In 2021, we reduced our electricity consumption per patient day by 18%, while reducing our natural gas consumption by 11% compared to 2020. In addition, we maintained the percentage of electricity from renewable sources at 34%. Finally, we reduced indirect greenhouse gas emissions (Scope 2) by 11% compared to 2020.

In the HHG Group, all our clinics have an approved Internal Waste Management Regulation. Following the circular economy model closely, we have reduced non-hazardous waste by 37% and increased paper recycling by 14% compared to 2020. Although we are constantly intensifying our activities and have increased consumption of natural resources, we use automation systems to reduce water consumption both in the clinics and in the companies. Thus in 2021 we managed to reduce water consumption by 3% compared to the previous year.

Finally, for environmental management, we spent 15% more money than in 2019, and increased our spending on logistics box management by 48% compared to 2020.

* Comparisons have been made between 2020 and 2021, where the comparison refers to 2020 and 2019 it is noted in the compared text.

** The percentage refers to the electricity provided from renewable sources by the provider.

Society*



11%

Increase of employees

1,64

Times increase in expenditure on education

36%

Increase in the number of young people (<30 years old) in the Group

72%

Increase in training hours

56%

Increase in the recruitment of women

5%

Increase in the number of workers trained

83%

Reduction of the LWD index in the HYGEIA clinic

38%

Increase in the number of employees evaluated for their performance

72%

Reduction of the LWD index in the MITERA clinic

Our employees

Hellenic Healthcare Group aims to create an environment of growth for its employees. For 2021, we managed to increase the total number of employees by 11% compared to 2020. At the same time, we maintained the percentage of women at 70%.

Our priority is not only to attract competent staff but also to ensure an environment of equal opportunities for professional development and advancement. In 2021, the percentage of men in management positions was 42% and 58% of women, and we aim to increase this further in the coming years.

In addition, we give equal opportunities to new talents to join the Group's workforce. In 2021, we increased the number of young people (under thirty) by 36% and their recruitment by 30%, compared to 2020.

We also increased total recruitment by 54%, of which 56% were women.

At the same time, we recognize the importance of employee health and safety. At the HYGEIA and MITERA clinics, we have reduced our Lost Work Day Rate by 83% and 72% respectively compared to 2020.

We offer employees an environment of learning and progression. In 2021, we increased the number of training hours by 72%, while spending on training almost doubled. Also in 2021, we increased the number of employees trained by 5%. Aiming at providing a rewarding environment, we evaluate employees on the basis of their performance. In 2021, we increased the percentage of employees who were evaluated on the basis of their performance by 38% compared to the previous year.

* Comparisons have been conducted between 2020 and 2021.



Our patients

By placing patients at the heart of our business, we want to ensure their safety and satisfaction. In 2021, we reduced the percentage of complaints by 30% compared to 2020. We maintained the percentage of patients who rated the care of our clinics as "Excellent" and/or "Very Good" and the percentage of patients who would recommend the clinics to family and friends at 88%.

88%

Patients describe the care as "Excellent" and/or "Very good" and would recommend the clinics to family and friends

30%

Reduction of patient complaints



Governance*



For good governance, we follow the applicable legislation and the Corporate Governance Principles. We maintain sustainability in the supply chain and are committed to maintaining the proportion of suppliers from the local community at 83% in Y-LOGIMED and 100% in GMP. At the same time, we take care to protect the data and privacy of our patients and visitors. For 2021, we had zero costs due to fines, legal claims and negotiation fees for breaches of data protection legislation, as in 2020.

Finally, as in 2020, there were zero market monopoly practices, zero legal actions for anti-competitive behavior, zero violations of the Code of Conduct, zero incidents of non-compliance and zero incidents of environmental non-compliance.

83%

Y-LOGIMED's suppliers from the local community

100%

GMP suppliers from the local community


€0

Maintained zero costs for GDPR breaches compared to 2020

Zero incidents

of market monopoly practices, non-compliance and environmental non-compliance

* Comparisons have been conducted between 2020 and 2021.



Open dialogue
and two-way communication
with stakeholders is the basis
for both the evaluation
of sustainable development actions
and the continuous improvement
of the Group's practices.



Consultation with stakeholders

In order to explore stakeholders' priorities and expectations on environmental, social and governance issues, we conducted our annual materiality survey.

Open dialogue and two-way communication with stakeholders is the basis for both the evaluation of sustainable development actions and the continuous improvement of the Group's practices and the implementation of new actions, tailored to the needs and requirements of stakeholders.

The consultation was carried out through the sending of electronic questionnaires and stakeholders were asked to identify the key issues for the sustainable development of the Group. The key stakeholder groups

that took part in the consultation were divided into internal and external stakeholders. Internal stakeholders include employees, while external stakeholders consist of the investment community, financial institutions, suppliers, patients, the medical/scientific community, the media, subcontractors, insurance companies, the local community and associations or Non-Governmental Organizations (NGOs).

The above stakeholder groups were selected based on the criterion of the influence of both the parties in relation to HHG Group and vice versa, i.e. the influence of Hellenic Healthcare Group in relation to the stakeholders through its activities.



Employees



Media



Investment community



Subcontractors



Financial institutions



Insurance companies



Suppliers



Local community











Patients




**Associations or
Non-Governmental
Organizations (NGOs)**



**Medical/
scientific community**

Stakeholders	Issues relating to the environment, society, governance	Communication channels	Frequency of Communication
 Employees	<ul style="list-style-type: none"> • Energy management. • Reduction of greenhouse gas pollutants. 	<ul style="list-style-type: none"> • Human Resources Directorate (HRD). • Workers' unions. (in the Clinics where they exist). • Memos / Announcements. • Open communication between HRD Administration & Employees. • Intranet. 	 Constant
 Investment community	<ul style="list-style-type: none"> • Waste management. • Responsible use of water. • Financial performance & Group growth. 	<ul style="list-style-type: none"> • Electronic communication via e-mail. • Regular meetings. 	 When deemed necessary
 Financial institutions	<ul style="list-style-type: none"> • Health and Safety of workers. • Diversity, inclusion and equal opportunities. 	<ul style="list-style-type: none"> • Electronic communication via e-mail. • Regular meetings. 	 When deemed necessary
 Suppliers	<ul style="list-style-type: none"> • Employment and retention of human resources. 	<ul style="list-style-type: none"> • Daily communication with the Group's entire supply chain network. • Regular meetings. • Contact the Legal Service to ensure that the agreements are properly recorded. 	 Constant

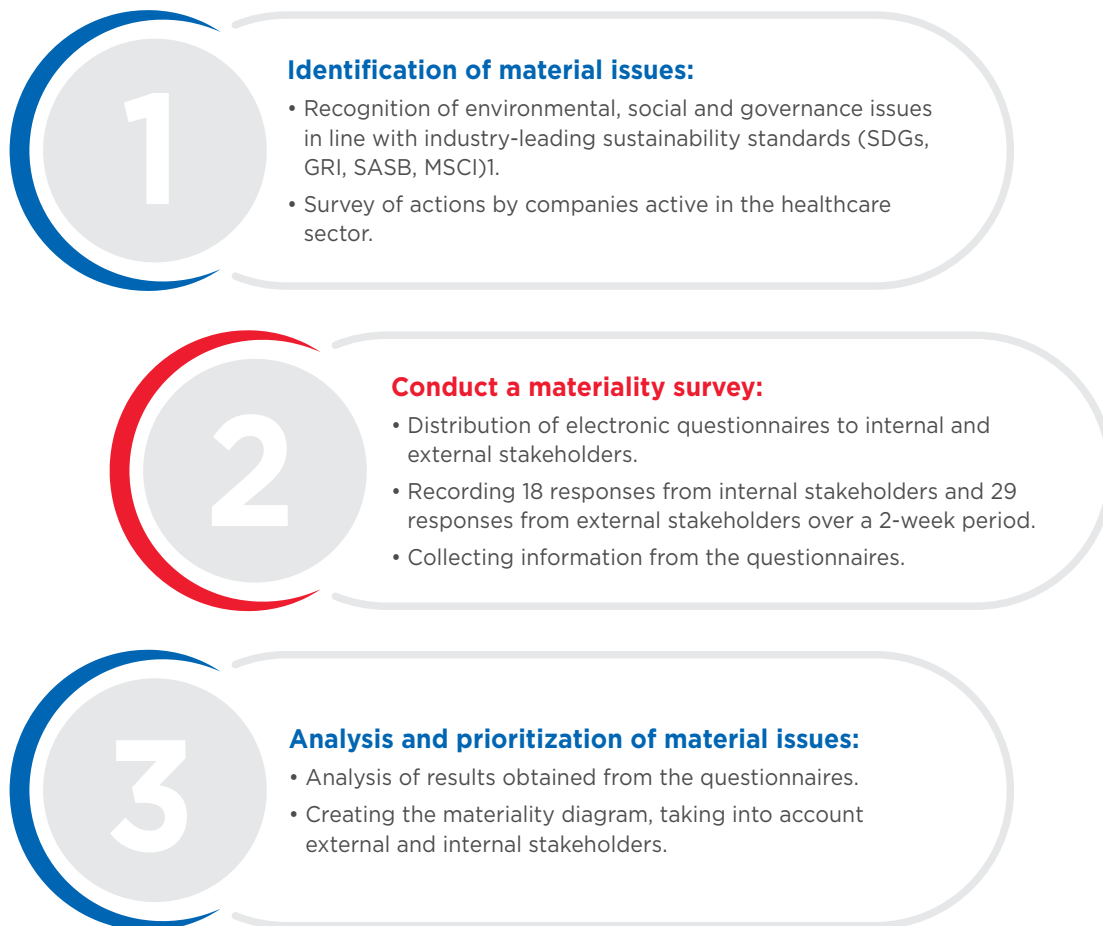


Stakeholders	Issues relating to the environment, society, governance	Communication channels	Frequency of Communication
 Patients	<ul style="list-style-type: none"> Employee training and development. Support for society. 	<ul style="list-style-type: none"> Patient Guide. Direct communication with doctors and health professionals. Satisfaction surveys on the services provided. Information and educational brochures available in all clinic areas. Communication through the Quality Directorates. Contact through the Patient Accounting Department. Corporate magazines. Email. Group company websites. 	 Constant
 Medical/scientific community	<ul style="list-style-type: none"> Quality care, safety and patient satisfaction. Responsible procurement. 	<ul style="list-style-type: none"> Corporate magazines. Publications and press releases. Associate physicians of the Group who participate in scientific committees and associations. 	 Constant
 Media	<ul style="list-style-type: none"> Information and awareness raising on important health issues. Covering medical care needs in remote areas. 	<ul style="list-style-type: none"> Press conferences. Press releases. Corporate magazine publications and press releases. Regular meetings. 	 When deemed necessary
 Sub-contractors	<ul style="list-style-type: none"> Defending public health through social actions. Investing in cutting-edge technologies. 	<ul style="list-style-type: none"> Communication with the Group's Directorates, which ensure the correct transposition of the Management's guidelines. Feedback with quality indicator data results. 	 When deemed necessary
 Insurance companies	<ul style="list-style-type: none"> Business ethics and anti-corruption. Regulatory compliance. 	<ul style="list-style-type: none"> Regular meetings. Constant communication via email. 	 When deemed necessary
 Local community	<ul style="list-style-type: none"> Protection of personal data. Transparency regarding ESG disclosures. 	<ul style="list-style-type: none"> Websites. Corporate magazines. Mass media, publications and announcements. Press releases. Annual campaign in remote areas. 	 When deemed necessary
Associations or Non-Governmental Organizations (NGOs)		<ul style="list-style-type: none"> Websites. Corporate magazines. Media, publications and announcements. Press releases. Meetings. 	 When deemed necessary

Identification of material issues for Hellenic Healthcare Group

The evaluation and prioritization process was conducted in accordance with the guidelines of the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB).

The following three (3) steps were carried out for the analysis of the material issues and the formulation of the materiality table:



1. **Sustainable Development Goals (SDGs):** Sustainable Development Goals of the United Nations (UN). For information: <https://sdgs.un.org/goals>

GRI (Global Reporting Initiative): a global framework of guiding principles and guidelines for sustainable development reporting. For information: <https://www.globalreporting.org/>

SASB (Sustainability Accounting Standards Board): For information: <https://www.sasb.org/>

MSCI (Morgan Stanley Capital International): proposed material issues related to the sustainability of companies by sector. For information: <https://www.msci.com/>

Results of the materiality analysis

In the process of the materiality survey, stakeholders (internal and external) were asked which category, Environment, Society and Governance (ESG), they considered most important. Stakeholders unanimously considered Society as the most important pillar on which Hellenic Healthcare Group should focus.



Stakeholders were consulted on two other important issues:

The impact of climate change on Hellenic Healthcare Group

The majority of stakeholders responded that they consider the impact of climate change (e.g. natural disasters, floods, heat waves) on the operation of Hellenic Healthcare Group to be serious.

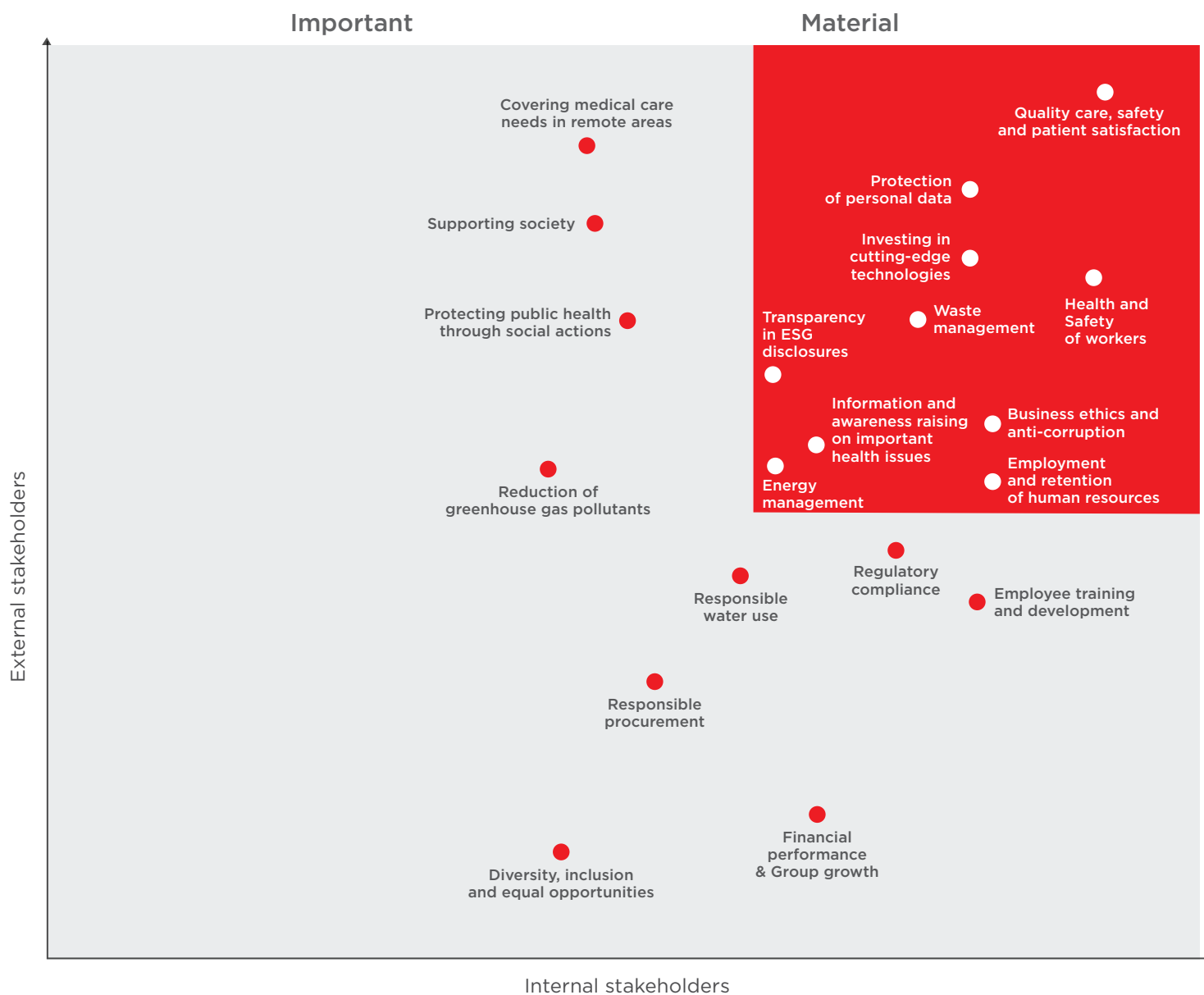
The actions on which the Group should focus in order to reduce the environmental footprint.



Stakeholders highlighted waste recycling as the most important area of investment than responsible water use and reducing greenhouse emissions.






























Materiality Chart

The materiality chart shows the results of the consultation with internal and external stakeholders. As shown below, the chart divides the issues into "Material" and "Important" for the Group.



The evaluation and prioritization process was conducted in accordance with the guidelines of the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB).

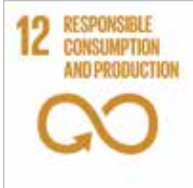
The table below summarizes the material issues, by pillar, Environment, Society and Governance. It also shows which United Nations (UN) Sustainable Development Goal(s) each theme is aligned with.

Material issue	Pillar	Sustainable development goals
Quality care, safety and patient satisfaction	 Society	
Health and Safety of workers	 Society	 
Protection of personal data	 Governance	 
Investing in cutting-edge technologies	 Governance	
Waste management	 Environment	
Business ethics and anti-corruption	 Environment	 
Employment and retention of human resources	 Society	  
Employee training and development	 Society	  
Information and awareness raising on important health issues	 Society	 
Transparency in ESG disclosures	 Governance	 



Our environmental footprint

Every year we monitor our environmental footprint with the aim of reducing the energy we consume, increasing the recycling rate and reducing the amount of water we consume





We recognize that our patients, employees and partners expect us to be a climate-sustainable organization that respects, protects and enhances the environment in which we operate



Reviewing the previous years, we are proud that every year Hellenic Healthcare Group is steadily reducing its environmental footprint. Through targeted actions, step by step we improve energy efficiency, promote the circular economy model and strengthen initiatives for the proper use of water.

In order to ensure the proper management and improvement of our overall environmental footprint, we measure and monitor environmental performance indicators, align with international best practices for transparency and indicator reporting, follow international protocols for the calculation of pollutants, covering the categories of direct and indirect air pollutants (GHG emissions).

At the HYGEIA Clinic we apply an Environmental Management System, which is certified according to the international standard ISO 14001, while we carry out an assessment of environmental issues and potential environmental impacts.

Important factors of our success are:

- ✓ Compliance with all legal requirements, provisions and procedures for the protection of the environment.
- ✓ The continuous improvement of our actions to save natural resources.
- ✓ Involving our employees in our efforts through training and awareness-raising on environmental protection issues.
- ✓ Continuous communication with suppliers, patients and customers on actions aimed at reducing our environmental footprint.
- ✓ Frequent review of environmental objectives and actions.
- ✓ The certification of the environmental management system by an independent body.



€1.482.076

spent on environmental protection



38.728 MWh
of electricity consumed



2.560 tons
of waste were collected



219.969 m³
of water was consumed





34%

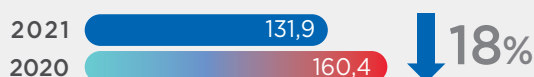
Electricity comes from green energy

Investing in a future with a low energy footprint

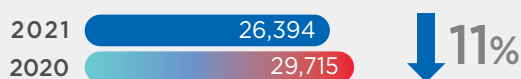
Although we are an organization that is constantly growing, expanding its activities and intensifying its operations, we are constantly improving our energy efficiency. We are on the alert for environmental risks and closely monitor our impact on the external environment.

In 2021 we reduced electricity consumption per patient day by 18% and gas consumption per patient day by 13%

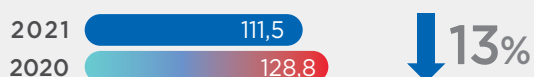
Electricity consumption (kWh)/patient day



Total gas consumption (MWh)



Gas consumption (kWh)/patient day



Energy consumption

Following our performance in the previous two years, we have managed to reduce energy consumption from sources such as oil and gas in the Group's clinics. The main source of energy for the clinics is electricity. With the aim of sourcing green energy, we have maintained the same level of electricity from renewable sources as last year at 34%.

In Hellenic Healthcare Group in 2021, we consumed 38,624 MWh of electricity, increasing our total consumption compared to the previous year (35,973 MWh). The increase is linked to the introduction of Apollonius Private Hospital, HEALTHSPOT centers, as well as to the increase in the activities of the Group's clinics and companies. Compared to 2020, however, there was a decrease in electricity consumption per patient day. The decrease is due to the continuous monitoring of consumption per patient-day and the actions taken to save energy.

Indicatively, in the clinics, employees are encouraged to use heating and cooling only when necessary, while conventional lamps have been replaced with economical/ecological ones. In particular, electricity consumption (kWh per patient day) for 2021 was 18% lower than in 2020.

At the same time, 6,184 m³ of oil and 26,394 MWh of natural gas were consumed. In 2021, by intensifying our actions to reduce gas consumption, we achieved an 11% reduction in consumption per patient-day.

i For more information on the clinics and companies of the Hellenic Healthcare Group, please see the appendix on page 114.



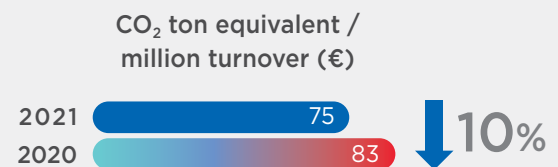
We reduced CO₂ equivalent tons per million of turnover by 10% compared to 2020

Carbon footprint

Hellenic Healthcare Group's carbon footprint comes from the consumption of electricity, which is used to power the clinics and the companies, as well as from the consumption of oil and natural gas for heating and hot water production. We measure and monitor both types of direct and indirect greenhouse gas emissions (Scope 1 and Scope 2 emissions).

We know that it is not enough just to monitor our carbon footprint, but we must also invest in actions to manage and reduce energy consumption. In 2021 we continued our energy saving actions: We invested in technologies for lighting systems (Light Emitting Diodes; LED), in technologies for monitoring and managing electromechanical installations through Building Management Systems (BMS), and in the replacement of new air-cooled pumps and cooling units.

In 2021, we recorded greenhouse gas emissions. Specifically, Scope 1 (GHG) emissions were 24,225 (tn CO₂e) and Scope 2 emissions were 15,314 (tn CO₂e) respectively. Compared to 2020, the CO₂ ton equivalent per million of turnover (€) decreased by 10%.



i For more information on the clinics and companies of the Hellenic Healthcare Group, please see the appendix on page 114.

Promotion the circular economy model

Our objectives for the circular economy are timeless and remain constant

- ✓ Maintaining the utilization of raw materials.
- ✓ Implementation of a system that promotes optimal reuse, remanufacturing and recycling of products.
- ✓ Proper management of hazardous and non-hazardous waste and natural resources, thereby adding value throughout the life cycle of the products we use.

x3

We tripled the rate of hazardous waste sterilization at CRETA INTERCLINIC clinic

90%

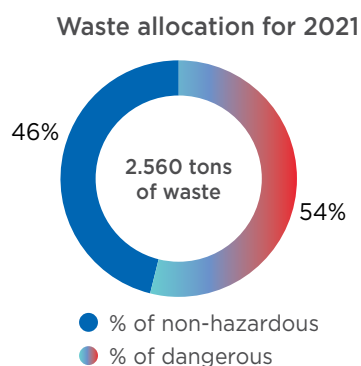
Maintaining the sterilization of hazardous waste at 90% on average compared to 2020 at the HYGEIA, METROPOLITAN HOSPITAL, METROPOLITAN GENERAL, LETO and HEALTHSPOT clinics



The circular economy model is not a new business model for us. Through our mode of operation we emphasize natural resource sufficiency, stability and durability. The Group follows a growth model with a commitment to the proper management of waste, its reduction and the reduction of dependence on new natural resources, which are extracted at great economic and environmental cost.

At HHG Group, we comply with the current legislation regarding the proper separation of municipal waste from hazardous waste. We separate waste into hazardous and non-hazardous waste, while hazardous waste is managed by sterilization and/or incineration. All our clinics have approved Internal Waste Management Regulations and set short, medium and long term targets for waste reduction.

In 2021, 2,560 tons of waste were produced in the Hellenic Healthcare Group in total. Of the total tons, 1,182 tons were non-hazardous waste (i.e. 46% of the total waste) and 1,378 tons were hazardous waste.



In 2021, there was an increase in hazardous waste by 17% compared to 2020 due to the increased needs from the management of the pandemic (prevention measures for the spread of SARS-CoV-2), the intensification of our activities, the increase in the needs of the clinics and the addition of Apollonion Private Hospital to the Hellenic Healthcare Group. Every year we aim to properly manage hazardous waste in an environmentally safe manner. Since 2018 we have been continuously increasing the tons of hazardous waste sterilized, maintaining the sterilization rate at 90% in 2021.

Regarding non-hazardous waste, two additional clinics, HYGEIA and MITERA, were counted for 2021. For a proper comparison of the results we have compared the quantities of non-hazardous waste excluding the two clinics added this year. Compared to 2020, the quantities of non-hazardous waste decreased significantly at METROPOLITAN HOSPITAL, LETO and CRETA INTERCLINIC clinics, namely by 37%. The reduction is due to proper waste management and increased recycling. In the Group, employees are encouraged to adopt good practices and manage non-hazardous waste responsibly.

Reduction of non-hazardous waste (tons)



* The reduction concerns the clinics METROPOLITAN HOSPITAL, LETO, CRETA INTERCLINIC



>€982.600

for waste management



>€328.500

for product supply boxes management

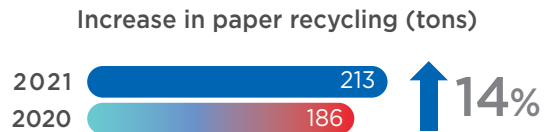


>€170.800

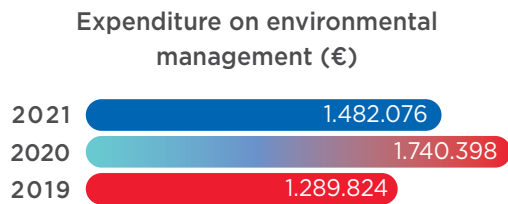
for packaging materials management



Hellenic Healthcare Group's clinics and companies make systematic efforts to recycle paper and count the specific quantities. In 2021, 213 tons of paper were recycled at Hellenic Healthcare Group, 14% more than in 2020.



In addition, we measure and constantly monitor the amounts of money that Hellenic Healthcare Group allocates to environmental management issues. In particular, we count the amounts spent on waste management, logistics boxes and logistics wraps. In 2021, we spent a total of €1.482.076 on the environmental management of the above. This amount is 15% higher compared to 2019 and 15% lower compared to 2020.



Additional quantities of non-hazardous waste are also counted at the HYGEIA and MITERA clinics, as well as plastic and metal recycling. The table below summarizes the comparative results from 2020 to 2021.

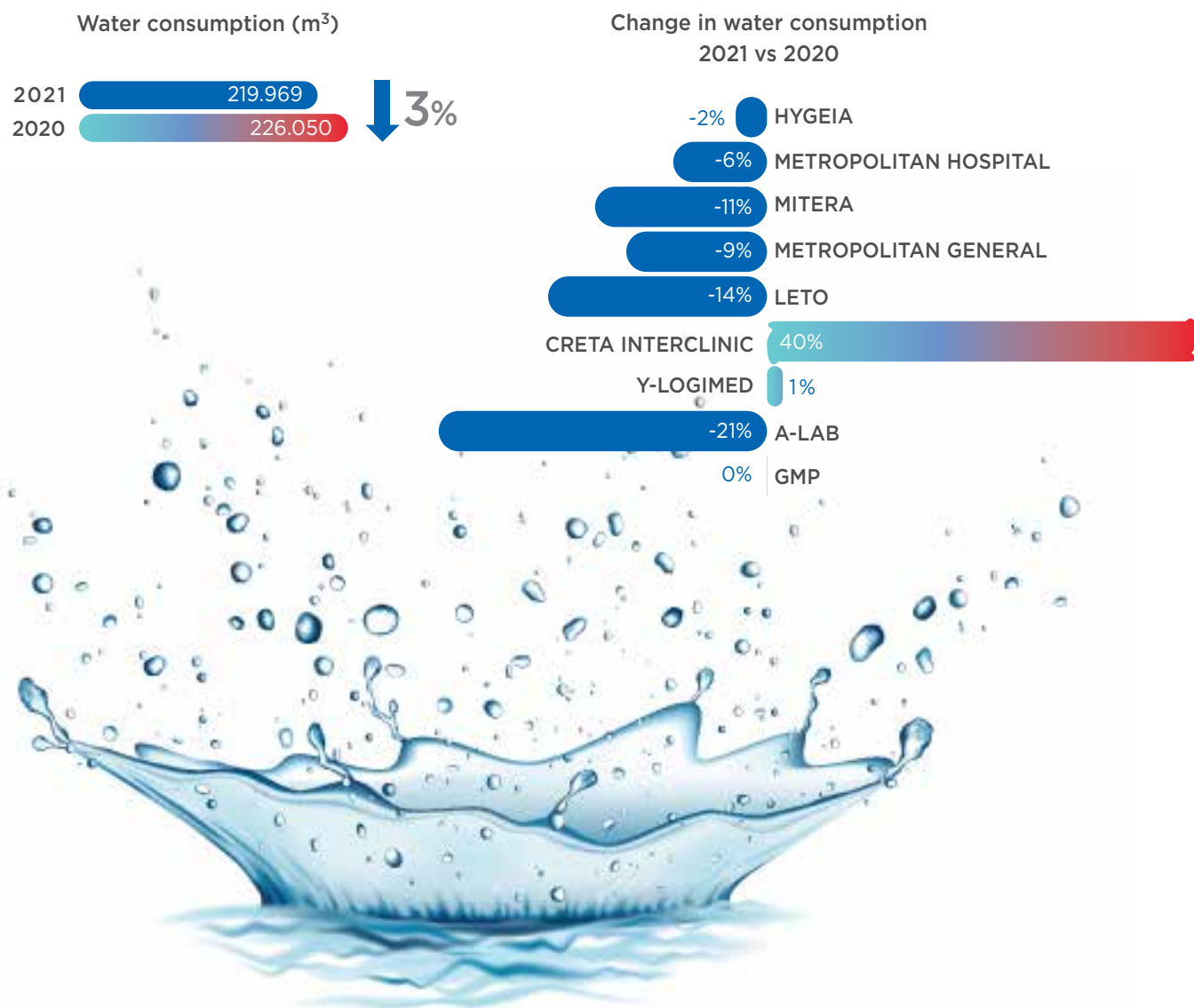
Tons	HYGEIA		MITERA	
	2021	2020	2021	2020
Paper recycling	109,6	107,7	37,2	10
Plastic recycling	0,6	0,03	12,4	-
Metal recycling	7,7	0,1	2,5	0,4
Wood	10	9,9	8,6	3,1
Building materials	4,2	5,5	90,2	4,4

i For more information on the clinics and companies of the Hellenic Healthcare Group please see the appendix on page 116.

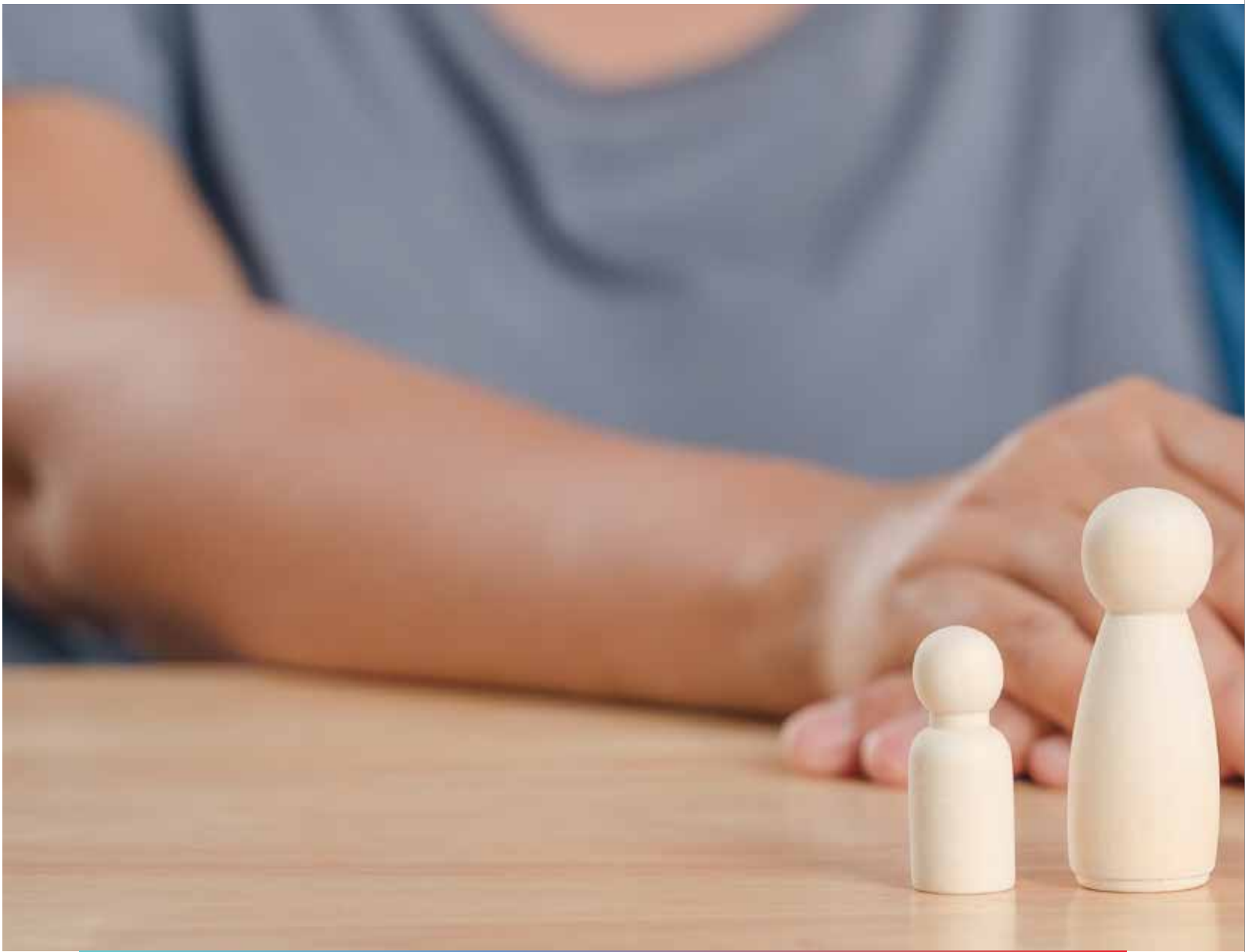
Sustainable management of natural resources

Our priority is the proper management of the water consumed by our clinics and our companies, with the aim of reducing its annual consumption. We use automation systems to reduce consumption in both clinics and companies and monitor consumption on a monthly basis. In addition, HYGEIA, METROPOLITAN HOSPITAL and MITERA have a network with intermediate temporary storage tanks to ensure water autonomy in case of water supply cuts.

In 2021 we consumed 219,969 m³ of water, 3% less than in 2020. Water consumption per patient day was 0.4 for 2021. It is worth noting that although companies and/or clinics are added to the Hellenic Healthcare Group every year, we continuously strive to reduce our use of water and other natural resources.



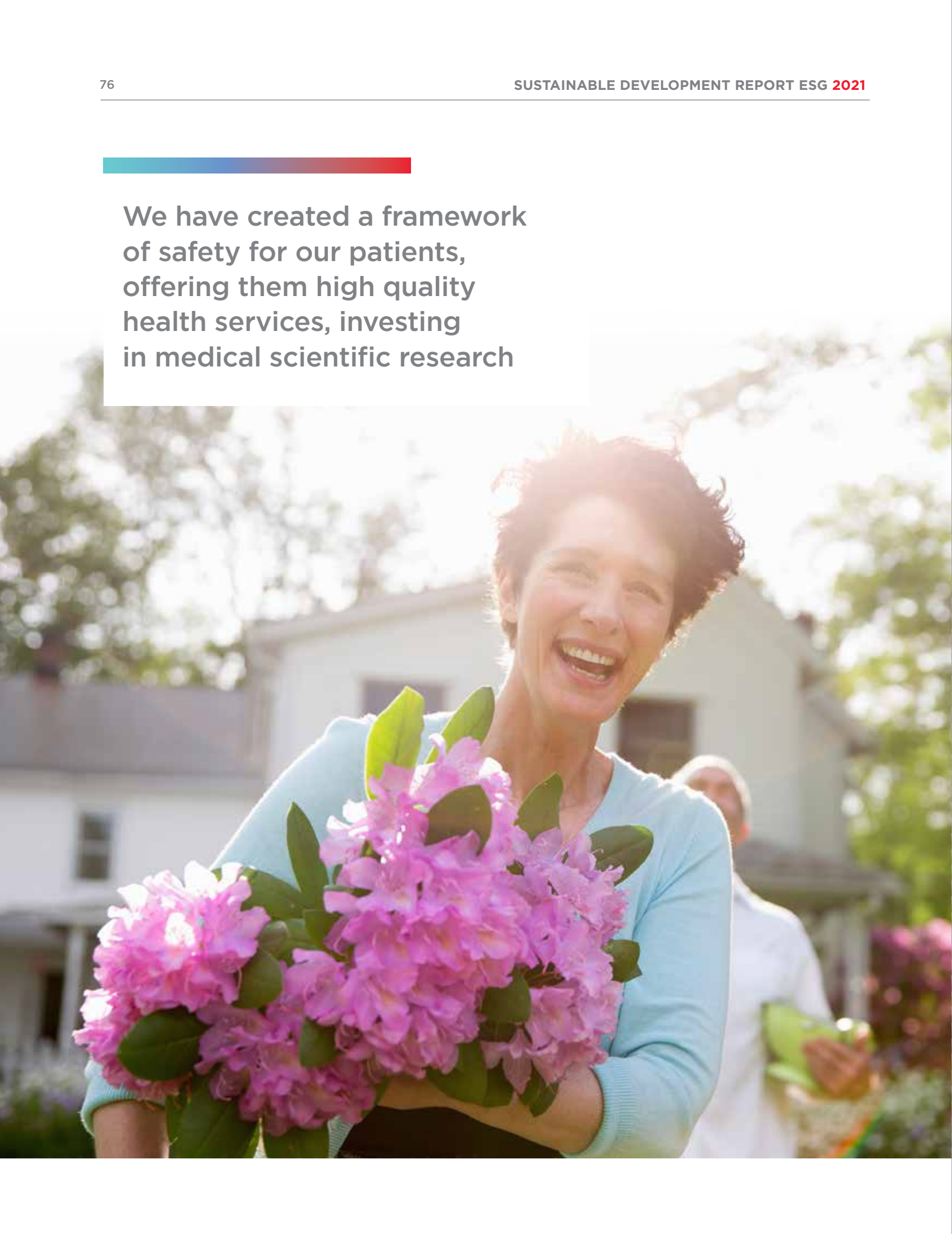
i For more information about the clinics and companies of the Hellenic Healthcare Group, please see the appendix on page 116.



We support social well-being

Our partners, our patients,
our customers and society
in general are the driving force
for value creation



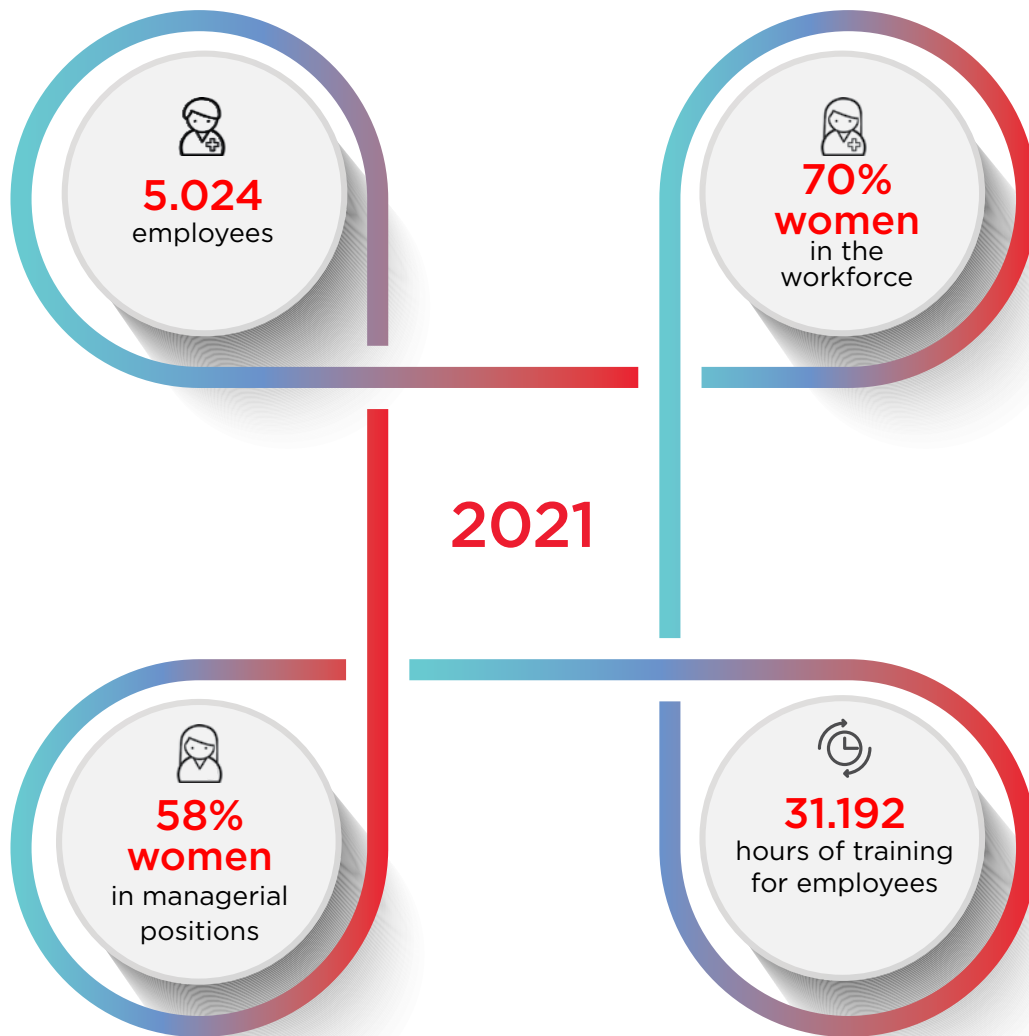
A woman with short, curly brown hair is smiling broadly while holding a large bouquet of pink flowers. She is wearing a light blue long-sleeved shirt. The background shows a white house and green trees, with bright sunlight creating a lens flare effect. Another person is partially visible in the background, also holding flowers.

We have created a framework
of safety for our patients,
offering them high quality
health services, investing
in medical scientific research

At Hellenic Healthcare Group, our employees, our partners, our patients, our customers and society in general are the driving force for value creation.

We know that the basis of our success is our employees and that is why we invest in actions and initiatives,

ensuring an environment of equality, inclusion and equal opportunities. At the same time, we have created a framework of safety for our patients, offering them high quality health services, investing in medical scientific research and in qualified scientific staff to care for them.



An integral part of our system is to support society through social responsibility actions. As in previous years, in 2021, we carried out actions to support local communities, the younger generation and sport. We also carried out voluntary actions and donations, and

developed a communication and public awareness plan on the occasion of International Days.

Finally, we organized a program of scientific events to promote medical science.

Our people

Hellenic Healthcare Group's human resources are its largest and most valuable asset. The employees consist of doctors, nurses, technical and administrative staff. Our goals are to ensure meritocracy and emphasize teamwork and cooperation, while we have developed an environment of professional development, equality and inclusion. We apply modern selection methods and techniques for staffing positions to enhance meritocracy in the selection of employees. In addition, we offer opportunities for advancement and development to our employees by conducting a performance appraisal process every year.

Equality, inclusion, equal opportunities and rights at Hellenic Healthcare Group

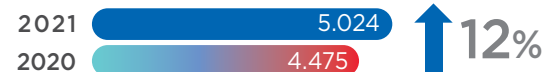
In 2021, we employed a total of 4,988 employees, 11% more than in 2020. At the same time, we maintained the percentage of women in Hellenic Healthcare Group at 70%.

Our priority is not only to attract competent staff but also to ensure an environment of equal opportunities for professional development. Every year we monitor the index of the percentage of women in managerial positions. Thus for 2021 we observed that the percentage in these positions has reached 58%. At the same time, the percentage of women on company and clinical boards was 5%, the same as in 2020.

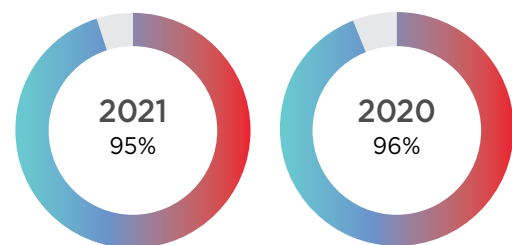
The aim is to include young people in the workforce as a whole. In Hellenic Healthcare Group we recognize that attracting young age employees will bring new ideas and ways of dealing with and solving challenges, increasing overall efficiency. In 2021, we increased by 36% the percentage of employees under thirty years of age, giving opportunities to new talent.

Of all employees, 94% are covered by open-ended contracts, which is the same as in 2021. At the same time, 95% of our employees are in full-time positions.

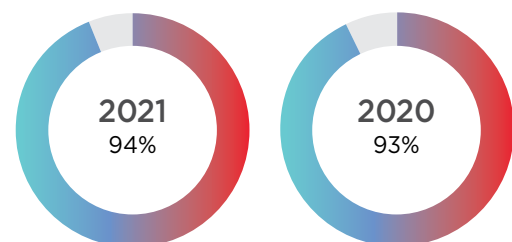
Total number of employees



Percentage of full-time employees



Contracts for an indefinite period



Increase in the number of young employees in the Group (<30 years old)



i For more information on the clinics and companies of the Hellenic Healthcare Group please refer to the appendix pages 117-120.

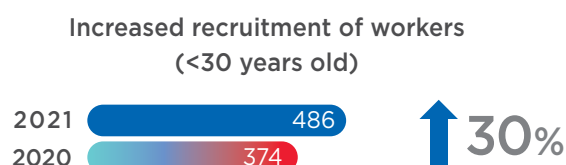
By fostering
a climate of equality
we have kept
the percentage of
women at 70%



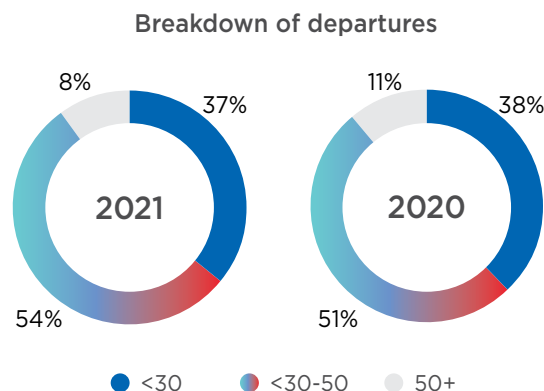
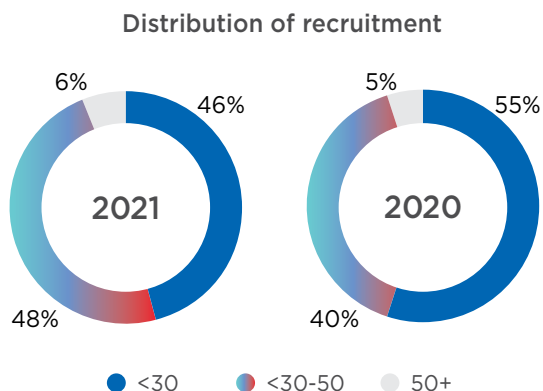
Recruitment and departures

Our main concern is to increase and retain human resources, to create long-term relationships and to provide incentives and facilities to keep our people satisfied. In 2021, Hellenic Healthcare Group recorded 1,049 recruitments, 54% more than in 2020 and a corresponding 832 departures. We increased the percentage of women in total hires by 56%, and aiming to provide opportunities for young people, we increased the recruitment of employees under thirty years of age by 30% compared to 2020.

Our goal is to attract young talent and for this reason, in 2021 we increased the percentage of recruitment of employees under thirty years of age by 30%



The employee mobility rate for 2021 was 19%, which increased by 15% compared to 2020. The increase is due to the mobility of workers to the public sector due to the Covid-19 pandemic.



i For more information on the clinics and companies of the Hellenic Healthcare Group please refer to the appendix pages 118-119.

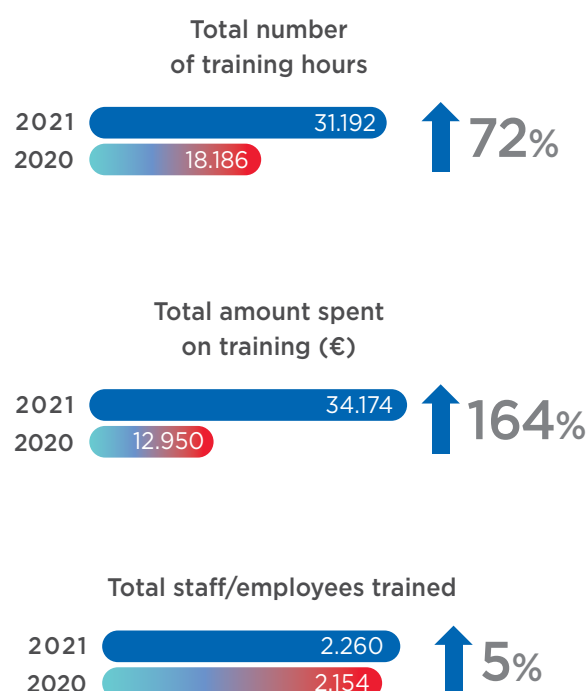
Training and assessment of our people

As in previous years, every year we create a holistic training plan for our employees in order to enhance their skills, knowledge and professional training. Our goal each year is to promote the development of our employees by encouraging them to take part in trainings, increasing the total training hours compared to the previous year. In 2021, the total number of employees trained was 2,260, 5% more than in 2020 and the total number of training hours was 31,192 hours, 72% more than in 2020.

Our employees undergo training on clinical skills, infectious disease management, issues related to the General Data Protection Regulation (GDPR), and environmental health and safety issues. In addition, we enable our staff to undertake postgraduate studies while offering them training in soft skills and providing them with the opportunity to attend conferences. In summary, 30 training sessions were held on clinical skills, 36 on infection prevention and control, 102 on clinical skills, 44 on technical skills, 16 on environmental health and safety and 5 on GDPR. Furthermore, 37 postgraduate programs and 95 programs on employee participation in conferences were conducted.

In addition, in order to mitigate social and racial discrimination and to eliminate any incidents of harassment in the workplace, we organize annual training discussions for our employees on the relevant topics.

We promote the evaluation of all employees regardless of their hierarchical rank and status. In 2021, 62%¹ of Hellenic Healthcare Group employees were evaluated on average 38% more than in 2020



€34.174

for worker training,
1.64 times more
than in 2020



6,2

the average number
of hours of training
per worker



i For more information about the clinics and companies of the Hellenic Healthcare Group please refer to in the annex on pages 121-122.

1. The percentage refers to the integrated evaluations of HYGEIA, MITERA, LETO, Creta Interclinic and Y-LOGIMED.



Health and safety of our employees

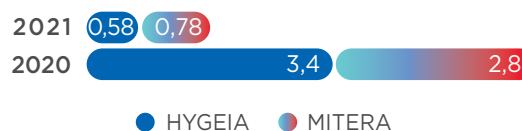
We have made it a priority to protect the health and safety of our people. To ensure that none of our employees are exposed to risks we take all necessary measures in our clinics and companies. To manage potential risks, we measure and monitor indicators related to health and safety on a monthly basis, and we strictly follow and implement the applicable legislation.

At Hellenic Healthcare Group we are monitoring:

- ✓ Sharps injuries,
- ✓ the indicator concerning 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 job within the company (DART Rate; Days Away/Restricted or Job Transfer Rate),
- ✓ the Lost Work Day Rate (LWD).

At HYGEIA and MITERA we reduced the Lost Work Day Rate (LWD) by 83% and 72% respectively, compared to 2020. On average, in the Hellenic Healthcare Group's clinics and companies for the year 2021, the sharps injury rate was 0.76. At the same time, the average number of lost working days was recorded, as calculated by taking into account the total number of lost working days for the year and the number of hours worked by employees. For the year 2021 the average indicator was 37.31. The index of working days lost, as calculated taking into account the total number of working days lost for the year and the number of hours worked by employees. Finally, the indicator relating to incidents that had one or more lost days, one or more days with limited work activity or that resulted in the transfer of an employee to a different job within the Group was on average 4.02.

Days absent from work
(Lost Work Day Rate)



i For more information on the clinics and companies of the Hellenic Healthcare Group please see the appendix on page 122.

Our patients are our priority

Our mission is to provide the best possible medical and nursing care to our patients. We invest in leadership and innovation by achieving unique medical achievements for our patients. In 2021, we procured state-of-the-art machines to perform tests more efficiently. At the same time, we make sure to provide equipment and maintain infrastructure that fully meet the needs of our patients. Recognizing the role of our employees in providing essential patient care, we systematically train them in dealing with emergencies. We also maintain infection prevention and control programs and controlled use of antibiotics.

88%

of patients would recommend the clinics to family and friends



0,63

The rate of patient falls per 1,000 patient days, at the same level as in 2020



0,1

The rate of patient falls with injury per 1,000 patient-days, as measured for the first time in the Group



We closely monitor patient safety, and each year we look at incorporating new health and safety indicators to adapt to the needs of our industry. We systematically measure patient falls per 1,000 patient days and for the first time in 2021 we counted patient falls with injury per 1,000 patient days. For 2021, these values were 0.75 and 0.13 respectively. Compared to 2020, when the patient accidents/falls ratio was measured, we have kept the value at the same level aiming to reduce it in the following years.

To improve our services, we have established an evaluation process from our patients, visitors and customers. Appropriate forms are available in our clinics to evaluate our services and these are managed with absolute confidentiality and responsibility. Quality directors manage requests to identify issues for improvement and monitor key indicators relevant to patient satisfaction.

Specifically, our clinics monitor the indicators "percentage of patients would recommend the clinics to family and friends", "percentage of patients described the care of our clinics as "Excellent" and/or "Very Good" and "percentage of complaints received by Hellenic Healthcare Group for its services".

We invest in leadership and innovation by realizing unique medical achievements for our patients

88%

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



0,07%

the percentage of complaints received by the Group for its services, 30% less than in 2020

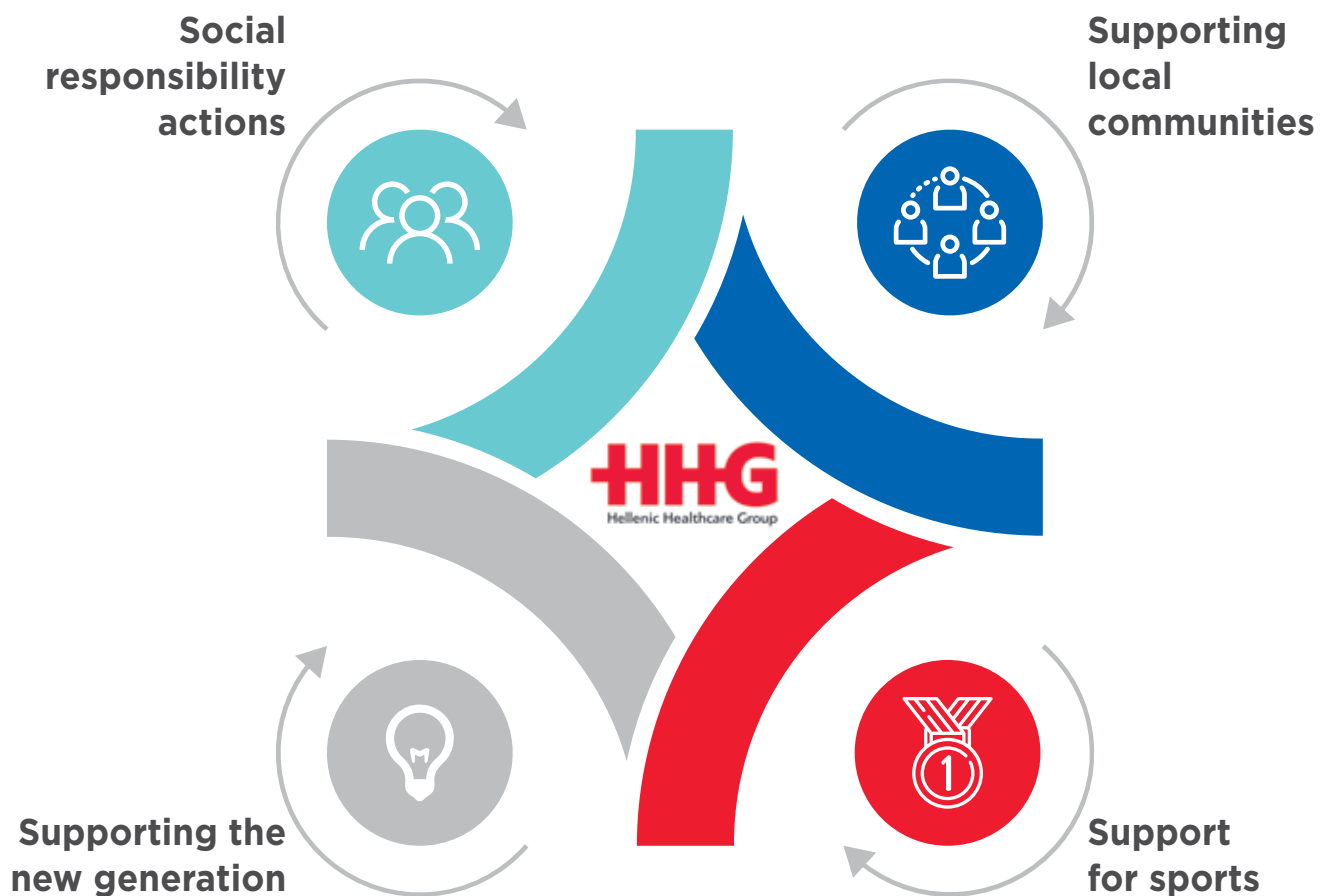






Actions of social contribution

Every year we carry out a series of actions focusing on the health of our fellow human beings and beyond. Our actions are based on the following pillars:



In addition, we carry out voluntary actions and donations, and create public awareness campaigns on the occasion of World Awareness Days. Finally, in 2021, we organized scientific events to promote medical science. Hellenic Healthcare Group stood by the side of foun-

dations, Non-Governmental Organizations (NGOs) and other organizations.

At the same time, it carried out milestone actions to defend the health of our fellow human beings and to strengthen society as a whole.

Covering medical care needs in remote areas of the country





"Travelling for Health" program

In 2013 we designed the "Traveling 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, during which, with the help of the top medical services and cutting-edge technological equipment available in the Hellenic Healthcare Group's clinics, 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 literally transformed into "hospital outpatient clinics" for a few days, in order to safely and comfortably examine the residents, who need to be examined by different medical specialties and do diagnostic tests (body ultrasound, heart triplex, cardiogram, spirometry, blood tests, pap tests, etc.). At the same time, the HHG Group supports Health Centers or Dispensaries in these areas with medical equipment, pharmaceutical and sanitary materials.

>11

Campaigns



>43.150

Examinations



>11.000

Residents received medical treatment



Corporate Social Responsibility Program "Prevention"

METROPOLITAN HOSPITAL and METROPOLITAN GENERAL have jointly organized the Corporate Social Responsibility program "Prevention" through which a team of doctors travels to areas of Greece remote from major urban centers, for free preventive medical examinations to residents, in cooperation with the local government. In 2021, "Prevention" travelled to Dimitsana in the prefecture of Arkadia (1-2/10/2021), Rovies and Mantoudi in Evia (11-12/12/2021) examining a total of over 200 residents.



Support for vulnerable social groups & NGOs

The Hellenic Healthcare Group through its clinics and companies actively supported organizations, foundations and NGOs and generously offered its help, as in previous years. Indicative actions are presented below:



Always keeping people at the center with responsibility and sensitivity

Hellenic Healthcare Group clinics responded positively to requests from foundations, NGOs, associations and organizations. The clinics provided medical care, free diagnostic tests, free hospitalization for childbirth, radiotherapy and surgery to people supported by these structures, as well as financial support to cover various needs.

The clinics stood by the Association of Parents, Guardians and Friends of People with Special Needs "To Ergastiri", the "Chamogelo tou Paidiou", the "International Organization for Migration", the Panhellenic Association "The Heart of the Child", the "Georg. Aik. Hatzikonsta Institution", the Doctors of the World, the Region of Attica, the "Health for All" Prevention and Health Promotion Society, HOPEgenesis, Be-live, FLOGA. In addition, the clinics supported financially the Hellenic Society for the Protection and Rehabilitation of Disabled Persons (ELEPAP).



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



Offer of free screening tests to the residents of the Aegean islands

METROPOLITAN GENERAL's Diabetes Center traveled with the non-profit organization "With Diabetes as a Guide", to the Aegean islands for free screenings to the residents in September 2021. The trip of the non-profit organization "With Diabetes as a Guide", took place for the 6th year, having visited from 2014 to date most of the island country and a large part of mainland Greece. With the help of the Diabetes Center, more than 50,000 people have been screened and 400 undiagnosed cases of diabetes have been identified.



Financial support to the "Marianna Vardinoyannis - Elpida" children's oncology unit

Hellenic Healthcare Group, through its integrated corporate responsibility program, seeks to stand firmly by people, implementing actions with a substantial positive social impact that leave a deep, positive footprint. With a view to supporting and caring for children suffering from cancer, the Hellenic Healthcare Group's clinics, HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, CRETA INTERCLINIC and LETO, proceeded with the financial support of the Children's Oncology Unit "Marianna V. Vardinoyannis-Elpida".



Support for the athletes of the Hellenic Olympic Committee and the National Sports Federation for People with Disabilities (EAOM-PWD)

The HHG supports the Olympic Spirit

The HHG Group, with the aim to promote and serve the supreme good of health and with respect to the fellow human being, has been actively supporting, for years, the Olympic spirit and the values of sport.

In this context, the HHG Group's clinics -HYGEIA, METROPOLITAN HOSPITAL and METROPOLITAN GENERAL- develop synergies with official sports bodies, actively supporting the values and ideals of Olympism.

HYGEIA is a proud supporter of the athletes of the Hellenic Olympic Committee, offering free health coverage to prepare the athletes for the Olympic Games to be held in Paris in 2024. At the same time, HYGEIA supports the National Athletic Federation of People with Disabilities (EAOM-PWD) with free medical services, individual "adoptions" of athletes, supply of sports and competition equipment for participation in world championships and much more.

METROPOLITAN HOSPITAL and METROPOLITAN GENERAL are official health supporters of the members of the Hellenic Olympians 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 health and sports issues.







Hellenic Healthcare Group, for many years, has been actively supporting sports and highlighting the benefits of sports in health promotion.

In this context, it offers medical and diagnostic examinations to sports clubs and associations.





Important actions by the clinics of the Hellenic Healthcare Group



Free provision of medical equipment

The HYGEIA Clinic provided medical equipment to the 80th National Guard Battalion High Command, in order to equip the Health 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. At the same time, the clinic proceeded to provide equipment free of charge to the regional clinic of the Paleomanina community in Aitolokarnania. Specifically, it sent an electrocardiograph, an oximeter, a blood pressure monitor and a defibrillator in order to provide more complete primary care for the residents of the community.

Finally, the clinic provided equipment to the Archangelos Health Center of Rhodes, to the newly built Health Center of Symi (state-of-the-art ultrasound machine), to the Municipality of Agrafa (two portable defibrillators).

METROPOLITAN HOSPITAL supports culture

METROPOLITAN HOSPITAL sponsors and supports actions that promote culture. Thus, the hospital is next to cultural centers such as the Michael Cacoyannis Foundation and the Onassis Foundation. Also, faithful to its summer rendezvous with bathers, the hospital was present in 2021 at the Sun Beach and Voula Beach, with a fully equipped clinic, ready to offer first aid services and carry out activities related to health and the spirit of our times.

Contribution to the KinderHerz Foundation



The KinderHerz Foundation is a charity based in Germany. The organization aims to enable children in less developed countries suffering from congenital heart disease to have their heart function fully restored at no financial cost.

In September, APOLLON Private Hospital contributed to the difficult work of Kinderherzen. The hospital in collaboration with the Kinderherzen team consisting of 16 volunteer doctors (Pediatric Cardiothoracic Surgeons, Pediatric Cardiologists, Anesthesiologists and Intensivists specializing in pediatric cardiac surgery) from Germany operated on six children, two of whom came from abroad for this purpose.





Free provision of a fully equipped ambulance to the selected team of special missions in Greece

The HYGEIA Clinic offered a fully equipped ambulance vehicle to the Special Operations Team of Greece, free of charge.

The donation of the ambulance was made in order to staff it with volunteers from the region. The volunteers will receive the necessary training to be able to respond immediately and effectively to the treatment of emergencies and the faster transport of patients to hospitals in the wider region, contributing significantly to the improvement of health services.

Support for the repatriation of staff

HYGEIA Clinic encourages and financially supports the Brain Regain initiative of the non-profit association "Hellenic Roots". This initiative is addressed to Greek men and women who have been abroad in search of better professional prospects.

With the vision of repatriating executives to strengthen Greek businesses and the national economy, the mission of the initiative is to play a supporting role in creating the conditions that will facilitate the repatriation of Greeks abroad.



Provision of an electric accessibility lift at the 1st High school of Maroussi

With the courtesy of the HYGEIA clinic, two different types of electric aluminium lifts (platform-seat) for two different levels were manufactured. The aim was to create the conditions that will make the school building accessible and friendly for people with disabilities and handicapped persons of all categories.

Hellenic Healthcare Group's actions for the international days

Hellenic Healthcare Group places particular emphasis on prevention, information and public awareness actions on important health issues on the occasion of World Health Days, European Health Weeks or Prevention Months. In total, we carried out diagnostic checks and examinations on a pro bono basis and offered preventive checks to our fellow citizens to protect their health. Indicatively, the HHG Group carries out activities for the following international days:



International Women's Day



World Health Day



World No Tobacco Day



International Father's Day



European Prostate Cancer Awareness Day



World Heart Day



Breast Cancer Awareness Month



Breastfeeding Week



World Diabetes Day

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 2021 held 53 educational events in which important medical topics were discussed.



Activities to promote medical science

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 pathological 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, MITERA, for the tenth consecutive year, organized in 2021 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 specialized in their field, who wish to gain experience and knowledge in Laparoscopic Surgery.

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 the University of Athens. It is addressed to 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 in the October-June period, consistently on Thursdays and periodically on Tuesdays, in the Event Hall of the clinics.

Scientific Talks Program of the Heart Center


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



The governance of the Group

Key to ensuring the trust of our employees,
our patients, our partners and investors
is ethical professional conduct
and compliance with regulatory principles





The management of issues related to the governance of Hellenic Healthcare Group is a central pillar of our internal processes

We strictly follow the legislation (Law 3016/2002) regarding the Principles of Corporate Governance, we are aligned with international standards and practices and we apply the Code of Medical and Scientific Ethics and Conduct.

For 2021:


92%

average of suppliers to Y-LOGIMED and GMP are from the local community



€0

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



Zero

incidents of non-compliance



Zero

incidents of environmental non-compliance



We ensure a sustainable supply chain

At Hellenic Healthcare Group we ensure that medical equipment, materials and other supplies are sourced in a responsible and ethical manner. We foster a supply chain that respects and invests in sustainability, ethics, human rights and environmental responsibilities.

We have developed a strategy to manage our supply chain, taking into account safety and product quality. We also assess compliance with international standards and regulations for the management of human rights, the promotion of optimal working conditions, as well as the proper management of the environmental impact of their activities.

Our suppliers are evaluated according to their many years of experience as well as their specialization in the field, while we also carry out quality checks of materials

with those used in corresponding clinics. In particular, we check quality certifications (CE, Declaration of Conformity) for the products we supply and for the suppliers we choose.

Y-LOGIMED has a Supplier Code of Conduct, following the strict principles and values of the Hellenic Healthcare Group in terms of ethics, social responsibility, environmental protection and sustainability. The purpose of the Supplier Code of Conduct is to ensure that the company works harmoniously, professionally and fairly with all its suppliers, who share the same values and principles such as business ethics, protection of labor rights, environmental health and safety and compliance.

The locality of our suppliers is very important to us as this is how we support local communities and products.



83%

of Y-LOGIMED's suppliers were from the local community



100%

of GMP's suppliers were from the local community



For 2021 the percentage of suppliers from the local community was maintained at the same level as in 2020 (85% for Y-LOGIMED and 100% for GMP in 2020)

Protection of personal data

At Hellenic Healthcare Group we take the privacy of patients, clients and visitors seriously. For this reason, we have established and strictly follow the Privacy Policy, which ensures the high level of services offered and complies with the current legislative and regulatory framework. Furthermore, Hellenic Healthcare Group has a privacy policy and conducts its business activities in accordance with the principles of privacy. The privacy policy applies to all individuals whose data we process, including, customers, current and former employees, partners, investors, shareholders and other stakeholders. At the same time, Hellenic Healthcare Group has a Data Protection Officer, who monitors the level of data protection, as well as the compliance of the Group's processes and structures with the requirements of the General Data Protection Regulation and the applicable law.

Personal data are collected and kept for the time strictly necessary for specified, explicit and legitimate purposes. We process the data in a transparent manner, always in accordance with the applicable legal framework and in a way that guarantees their availability, integrity and confidentiality.

At Hellenic Healthcare Group we monitor indicators relating to (a) the total number of breaches, (b) the total number of requests for the exercise of data subjects' rights, and (c) costs due to fines, legal claims and negotiation fees for violations of GDPR legislation.

All Hellenic Healthcare Group employees and management have important privacy responsibilities which they must respect.



61

requests for
the exercise of
the rights of
the subjects



€0

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



Our Values and Standards on Privacy

The four privacy values include:



Respect - We try hard to respect the perspectives and interests of individuals and communities and to be fair and transparent in how we use and share information about them.



Trust - We know that trust is vital to our success and that is why we work hard to build and maintain the trust of customers, employees, patients and other stakeholders to respect and protect their information.



Preventing harm - We understand that misuse of people-related information can create tangible and intangible harm to individuals, and so we strive to prevent physical, financial, reputational or other privacy-related harm.



Compliance - We have learned that laws and regulations are not always in line with rapid advances in technology, data flows and the associated changes in privacy risks and expectations. So we strive hard to comply with the spirit and regulations of privacy and data protection laws in a way that demonstrates consistency and operational adequacy for our business actions.

The eight privacy principles described below summarize the privacy standards and the basic requirements for high-level processing, activities and their supporting technologies.

- ✓ **Need** - Before collecting, using or sharing personal data, we determine and record the specific, precise and legitimate business purpose for which it is necessary.
- ✓ **Fairness** - We do not process personal data in ways that are unfair to the individuals to whom the data relates.
- ✓ **Transparency** - We do not process personal data in ways or for purposes that are not transparent.
- ✓ **Purpose limitation** - We only use personal data in accordance with the principles of Necessity and Transparency.
- ✓ **Data Quality** - We keep personal data accurate, full and up-to-date and in accordance with its intended use.
- ✓ **Security** - We build in safeguards to protect personal data and sensitive data from loss, misuse, and unauthorized access, disclosure or destruction, we ensure their integrity, confidentiality and availability.
- ✓ **Data Transfer** - We are responsible for maintaining the security and privacy of personal data when it is transferred to or from other organizations or national borders in order to satisfy the right of portability.
- ✓ **Legally Permissible** - We process personal data in compliance with the applicable legal and regulatory framework.



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



Aligning our activities with the regulatory framework

Hellenic Healthcare Group's regulatory compliance follows international best practices. Our aim is to ensure that Hellenic Healthcare Group and its subsidiaries comply with the applicable legal and regulatory framework. We have established policies and standards with which all our subsidiaries are aligned. At the same time, Hellenic Healthcare Group conducts inspections, trainings and updates on the identification and management of risks related to regulatory compliance.

For 2021, as in the previous year, HHG Group has not identified any non-compliance actions with the regulatory framework as we are faithfully following actions to minimize - almost - potential non-compliance. Finally, we record, monitor and each year commit to maintaining the following indicators at zero.

Our aim is to ensure that both the Hellenic Healthcare Group and its subsidiaries comply with the applicable legal and regulatory framework



For 2021:

Zero

violations of
the Code of Conduct



Zero

incidents of
non-compliance



Zero

practices aimed
at monopolizing
the market



Zero

legal actions
for anti-competitive
behavior



Zero

incidents of
environmental
non-compliance



Appendix





Hellenic Healthcare Group Certifications

The certifications of the Hellenic Healthcare Group's clinics and companies for 2021 are presented below.

CLINIC / COMPANY	STANDARD	SCOPE
HYGEIA	JOINT COMMISSION INTERNATIONAL (Accreditation Standards for Hospitals)	Patient Care & Organization Management (All Services of the Clinic - Clinical & Administrative)
HYGEIA	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Health Care Services (All Services of the Clinic - Clinical & Administrative)
HYGEIA	ISO 14001:2015 (Environmental Management System)	Provision of Primary & Secondary Health Care Services (All Services of the Clinic - Clinical & Administrative)
HYGEIA	ISO 45001:2018 "Management System for Health and Safety at Work"	Provision of Primary & Secondary Health Care Services
HYGEIA	TECHNICAL SPECIFICATION PAS 99:2012 (BRITISH STANDARDS INSTITUTE) (Unified Management Systems - ISO 9001, ISO 14001, OHSAS 18001)	Provision of Primary & Secondary Health Care Services (All Services of the Clinic - Clinical & Administrative)
HYGEIA	ISO 15189:2012 (Medical Laboratories - Specific Quality & Competence Requirements)	Clinical Laboratories: Biochemical, Haematology, Immunology - Hormonology, Pathological Anatomy, Cytology
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)
METROPOLITAN HOSPITAL	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Health Care Services (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 - Specific Quality & Competence Requirements)	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 22000:2005 (Food Safety Management System)	Provision of Integrated Catering Services to Patients and Staff.

CLINIC / COMPANY	STANDARD	SCOPE
MITERA	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Health Care Services (all services of the Clinic - clinical & administrative)
MITERA	ISO 15224:2012 (Quality Management System)	Provision of Assisted Reproduction Unit and Cryopreservation Bank for gametes and embryos
MITERA	ISO 22000:2005 (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 (Quality Management System)	Provision of Primary & Secondary Health Care Services
METROPOLITAN GENERAL	TEMOS Quality in International Patient Care	Provision of Primary & Secondary Health Care Services - International Patients
METROPOLITAN GENERAL	ISO 15189:2012	Pathological anatomy
METROPOLITAN GENERAL	ISO 22000:2005 (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	Central Laboratories: Receipt & Management of Biological Material Samples, Execution of Laboratory Tests and Delivery of Results
LETO	ISO 22000:2005	Design, Organization & Implementation of Integrated Catering Services to Patients & Staff (Supply, Receipt, Storage, Processing and Final Disposal)
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
APOLLONION	ISO 9001:2015	Quality Management System (Provision of Medical and Nursing Services)
APOLLONION	ISO 45001:2018	Health Management & Safety at Work System (Provision of Medical and Nursing Services)
APOLLONION	ISO 22001:2018	Food Safety Management System (Catering Services - Provision of Food Services to Patients)

CLINIC / COMPANY	STANDARD	SCOPE
Y-LOGIMED	ISO 22301:2012 (Business Continuity Management)	Import, Marketing & Distribution of Medical Devices
Y-LOGIMED	EN ISO 9001:2015 (Quality Management System)	Marketing & Distribution of Medical Products
Y-LOGIMED	EN ISO 13485:2016 (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)
GMP	EN ISO 9001:2015 (Quality Management System)	Distribution of Surgical Instruments
GMP	Ministerial Decision 1348/2004	Distribution of Medical Devices

Overall tables for the Group

The tables depicting the performance of Hellenic Healthcare Group, per chapter, are presented below.

General information about the Group

The tables below present information on the facilities and the number of patients and surgeries for the Hellenic Healthcare Group's clinics.

Facilities

The table below summarizes the number of beds, operating theatres, intensive care units (ICUs) and the number of patient days of the Hellenic Healthcare Group's clinics.

Facilities	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION
Number of beds	315	262	459	226	100	65	92
Number of surgeries	18	17	23	13	13	3	6
ICU beds	33	18	66	10	15	5	13
Number of patient days	72.955	54.855	78.535	31.686	12.690	6.878	16.128

Number of patients and surgeries

The table below presents information on the number of inpatients and outpatients and the number of surgeries.

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION
Internal patients	29.702	34.455	54.320	22.264	5.599	4.557	6.198
Outpatients	254.527	420.819	241.239	174.788	44.049	73.067	64.454
Surgical interventions	16.109	21.706	28.196	11.473	4.574	2.029	7.000
Childbirths	-	-	6.517	-	1.769	-	597

1. ICU beds are included in the number of beds.

Our financial performance

The table below summarizes the financial results of the Group's clinics and companies. The results are presented in (€'000).

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP
Turnover	150.978	92.322	88.814	50.075	9.974	8.163	31.548	7.798	35.475	48.318
Operating costs	120.425	77.926	80.063	49.516	13.155	7.208	18.920	3.766	34.098	44.898
Operating profit	32.092	14.842	10.785	989	(2.597)	1.079	12.659	4.036	1.457	3.431
Profit before tax	27.827	13.046	8.930	(387)	(1.131)	951	12.446	4.031	1.360	3.413
Net profit after tax	23.301	11.063	7.094	(519)	(262)	769	10.789	3.146	1.293	2.525
Total assets	493.838	249.128	143.081	85.526	22.924	24.558	78.611	7.010	31.115	44.274
Equity	223.953	85.615	41.176	18.686	5.690	9.479	56.132	3.633	5.397	6.949
Total investments	13.628	9.541	13.390	4.389	1.041	1.214	3.870	39	119	4
Payments to capital providers	29.480	6.771	3.251	2.533	497	105	4.807	87	399	45
Payroll	36.388	23.358	25.961	11.786	5.878	2.739	7.050	977	2.561	383

Our environmental footprint

The tables below summarize information by clinic and company on carbon footprint, energy consumption, waste production and water consumption.

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Direct CO ₂ emissions - Scope 1 (tn CO ₂ e)	1.793	390	1.852	1.074	236	13	82	0	17.675	1.109	0
Indirect emissions - Scope 2 (tn CO ₂ e)	4.818	3.121	2.442	1.951	687	377	1.713	73	92	6	35

Table of factors for calculating greenhouse gas emissions.

	Electricity	Natural gas	Oil
CO ₂	The constants were taken from the energy mix of the electricity provider of each clinic and company	56.100 kgCO ₂ / TJ	74.100 kgCO ₂ / TJ
CH ₄	-	5 kgCH ₄ / TJ	10 kgCH ₄ / TJ
N ₂ O	-	0,1 kgN ₂ O / TJ	0,6 kgN ₂ O / TJ

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Total electricity consumption (MWh)	12.935	8.378	6.556	5.238	1.843	795	2.453	195	235	15	86
Electricity consumption (kWh)/ patient day	177	153	84	165	192	0,1	152	-	-	-	-
Total gas consumption (MWh)	8.854	1.926	9.146	5.305	1.163	0	-	0	0	0	-
Gas consumption (kWh) / patient- day	117	35	117	167	121	0	-	-	-	-	-
Total oil consumption (m ³)	-	0	-	0	-	5	32	0	5.784	363	-
Total energy consumed from renewable energy sources (% or MWh)	-	2.880	-	1.801	34%	0	-	0	0	0	-

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Hazardous waste generated (tn)	417	373	300	190	37	31	22	8	-	-	0,4
Recycling of hazardous waste generated (%)	0%	0%	0%	0%	0%	0%	-	0%	-	-	0%
Incineration of hazardous waste generated (%)	11%	5%	8%	6%	13%	43%	-	100%	-	-	3%
Sterilization of generated hazardous waste (%)	89%	95%	92%	94%	87%	57%	-	0%	-	-	97%
Non-hazardous waste generated (tn)	447	291	401	-	3	40	0,4	-	-	-	-

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.

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Water consumption (m ³)	68.295	35.333	56.219	35.160	12.651	2.526	8.845	264	493	31	152
Water consumption (m ³)/patient day	0,9	0,6	0,7	1,1	1,3	0,3	0,6	-	-	-	-

We support social well-being

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

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Number of women	823	632	876	608	200	126	149	28	26	10	28
Number of men	444	370	225	216	52	67	75	6	52	3	8
Total number of employees	1.267	1.002	1.101	824	252	193	224	34	78	13	36
Board - Number of women	1	0	1	0	0	1	0	0	1	-	0
Board - Number of men	10	6	14	6	11	6	7	5	4	-	0
Number of women in managerial positions / administrative posts	67	5	5	38	2	18	14	0	4	1	6
Number of executives in managerial positions / administrative positions	126	19	7	54	4	19	23	1	12	1	9
The percentage of employees who are Disabled Persons with Disabilities (PWD)	0,07%	0,01%	0,36%	0,61%	0	0	0	0	1%	0%	0
The number of employees who are People with Disabilities (PWD)	1	1	4	5	0	0	0	0	1	0	0
Workers who are Greek	1.250	985	1.089	798	245	193	183	34	78	13	35
Workers who are not Greek	17	17	12	26	7	0	41	0	0	0	1

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Age distribution (<30)	202	144	222	187	47	43	86	6	6	2	10
Age distribution (30- 50)	761	639	690	507	160	120	102	21	53	10	19
Age distribution (51+)	304	219	189	130	45	30	36	7	19	1	7

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Total recruitment	203	167	251	244	26	58	49	3	9	1	38
Number of men	63	42	52	58	6	20	16	0	7	0	8
Number of women	140	125	199	186	20	38	33	3	2	1	30
Number of men, (<30)	23	20	18	27	4	11	9	0	2	0	2
Number of men, (30-50)	38	19	31	25	1	7	7	0	3	0	4
Number of men (51+)	2	3	3	6	1	3	0	0	2	0	2
Number of women (<30)	71	67	101	73	17	19	11	1	0	0	10
Number of women (30-50)	66	53	96	101	2	18	14	2	1	1	17
Number of women (51+)	3	5	2	12	1	1	8	0	1	0	3

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Total departures	95	192	202	181	40	49	53	7	7	0	6
Number of men	20	55	34	44	4	20	27	2	5	-	2
Number of women	75	137	168	137	36	29	26	5	2	-	4
Number of men, (<30)	4	19	11	16	0	10	5	1	0	-	0
Number of men, (30-50)	15	29	19	25	4	8	21	1	4	-	2
Number of men (51+)	1	7	4	3	0	3	1	0	1	-	0
Number of women (<30)	18	55	77	55	9	13	13	3	0	-	2
Number of women (30-50)	56	74	80	70	23	14	7	2	1	-	2
Number of women (51+)	1	8	11	12	4	2	6	0	1	-	0
Percentage of worker mobility	7,8%	19,1%	9,6%	21,9%	16%	25,9%	23,5%	20,5%	9%	-	16,6%

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Full employment	1.189	968	1.045	774	235	171	219	32	77	13	36
Part-time employment	78	34	56	50	17	22	5	2	1	0	0
Contract for an indefinite period	1.188	1.001	970	790	224	158	223	24	71	13	36
Fixed-term contract	79	1	131	34	28	35	1	10	7	0	0

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC ¹	APOLLONION	A-LAB	Y-LOGIMED ²	GMP	HEALTH SPOT
Administrative Managers/Directors	10	2	7	5	4	2	2	0	1	2	0
Heads of Departments	25	22	6	2	0	4	1	1	10	0	3
Directors of Departments	91	32	114	47	27	10	16	0	1	0	3
Doctors	113	132	72	42	15	36	13	1	0	0	0
Scientific staff (biologists, pharmacists, technologists)	27	94	14	62	11	6	11	24	0	0	6
Nursing staff	496	343	541	360	110	50	99	0	0	0	6
Administrative staff	298	343	245	253	56	26	44	7	63	11	13
Auxiliary staff	64	15	52	38	0	9	22	0	2	0	3
Technical staff	23	19	23	15	7	1	3	0	0	0	0
Other staff	120	0	27	0	22	10	13	1	0	0	2

1. CRETA INTERCLINIC counts the number of employees per hierarchical level based on the total number of employees on 31/12/2021, which was 154.

2. In Y-Logimed, the CEO is included in the paid staff.

Training of workers

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Number of training hours	2.831	16.701	4.350	486	48	478	6.125	15	118	-	41
Average hours of training per year and per worker	2,2	16,7	3,9	0,6	0,2	2,5	27,3	0,4	1,5	-	1,1
Percentage of staff assessed for their performance*	100%	The process is still ongoing.	80%	The process is still ongoing. 31% of the evaluation has been completed	74%	99%	The process is still ongoing.	20%	0%	-	-
Percentage of new recruits who received initial training on regional issues, business ethics (seminars, e-learning, etc.)	95%	100%	6%	9,43%	1%	0	0	30%	0	-	-
Number of new recruits who received initial training on regional issues, business ethics (seminars, e-learning, etc.)	192	167	15	23	2	0	0	2	0	-	-
Number of Administrative Directors/Managers trained	0	0	3	0	3	2	0	0	0	-	-
Number of Heads of Department trained	5	0	0	0	0	5	3	0	0	-	-
Number of Directors of Department trained	7	25	63	5	19	10	20	0	0	-	-
Doctors who were trained	29	1	5	0	3	30	1	0	0	-	-
Scientific Staff trained	6	36	6	7	3	8	8	4	0	-	-
Nursing staff trained	564	290	339	87	80	60	134	0	0	-	-
Administrative staff trained	10	151	21	29	4	52	4	2	3	-	-
Auxiliary staff trained	0	3	22	0	0	7	9	0	0	-	-
Technical staff trained	4	38	2	1	0	1	0	0	0	-	-
Other staff trained	5	0	0	0	8	10	3	0	0	-	-

* This percentage refers to employees who are eligible for assessment based on the Group's policy/system.

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Clinical issues	3	2	10	5	2	5	2	1	0	0	-
Infection prevention and control	5	1	10	1	1	6	10	2	0	0	-
Clinical skills	53	2	37	7	2	1	0	0	0	0	-
Technical skills	22	3	2	3	3	8	1	0	2	0	-
Environment, Health and Safety	1	2	1	1	2	8	1	0	0	0	-
Postgraduate studies	2	0	4	0	28	3	0	0	0	0	-
Attendance/participation in conferences	24	23	16	2	11	13	2	4	0	0	-
GDPR issues	0	1	1	1	0	1	0	1	0	0	-

Health and safety of workers

The table below shows the health and safety indicators monitored and measured by Hellenic Healthcare Group.

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT
Sharps injuries (Sharps injuries)	0,6	1,6	0,8	0,6	2,2	1,8	0,80	0	0	0	-
LWD (Lost Work Day Rate)	8,5	42,6	5,5	10,6	200	2	0	59,3	6,8	0	46,3
DART Rate (Days Away/Restricted or Job Transfer Rate)	0,7	1,3	0,6	1,4	0	8	0	0	0	0	0

Our patients are our priority

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	HEALTH SPOT
Falls of patients per 1000 patient-days	1,19	0,79	0,29	1,42	-	0,07	-	0
Falls of patients with injury per 1000 patient-days	0,4	0,05	0,1	0,03	-	0,01	-	0

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

	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	HEALTH SPOT
Percentage of complaints to total internal & external patients	0,09%	0,05%	0,09%	0,11%	0,01%	0,03%	0,03%	0,02%
Percentage of patients who rated the care of our clinics as "Excellent" and/or "Very Good"	82%	95%	78%	87%	96%	90%	-	-
Percentage of patients who would recommend the clinics to family and friends	83%	-	80%	86%	96%	96%	-	-

The governance of the Group

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

[illegible]

Table of GRI Contents

GRI Standard	Publication	Reference / Page Number / Comment	Ex. verification
GRI 102: General Disclosures (core option)	102-1 Name of the organization	Hellenic Healthcare Group ("Hellenic Healthcare Group"). For the sake of brevity, in this Report it is referred to as "HHG" or the "Group".	√
	102-2 Activities, brands, products and services	Our Group (p.09)	√
	102-3 Location of the registered office of the organization	https://www.hhg.gr/el/επικοινωνία , About the Report (p.07) Figures Communication of Hellenic Healthcare Group Clinics and Companies (p.137)	√
	102-4 Location of activities	https://www.hhg.gr/el/επικοινωνία , About the Report (p.07) Contact details of Hellenic Healthcare Group Clinics and Companies (p.137)	√
	102-5 Property regime and legal form	Our Group https://www.hhg.gr/el/ημερις/who-we-are	√
	102-6 Markets served	Our Group (p.09)	√
	102-7 Size of the organization	Our Group (p.09)	√
	102-8 Information for employees and other workers	The Group is its people (p.78)	√
	102-9 Supply chain	The subsidiaries (p.16), Ensuring a sustainable supply chain (p.103)	√
	102-10 Significant changes to the organization and supply chain	Our subsidiaries (p.16), Our Group (p.09)	√
	102-11 Precautionary principle	Our Group (p.09)	√
	102-12 External initiatives	UN Sustainable Development Goals, Sustainable Greece 2020 - Greek Sustainability Code	√
	102-13 Participation in organizations	Consultation with stakeholders (p.56)	√
	102-14 Management Declaration	Message from the CEO (p.04)	√
	102-15 Key impacts, risks and opportunities	About the Report (p.07)	√
	102-16 Values, principles, standards and codes of conduct	The governance of the Group (p.100)	√
	102-18 Governance structure	Our Group (p.09)	√
	102-40 List of stakeholder groups	Consultation with stakeholders (p.56)	√

GRI Standard	Publication	Reference / Page Number / Comment	Ex. verification
GRI 102: General Disclosures (core option)	102-42 Recognition and selection of Stakeholders	Consultation with stakeholders (p.56)	√
	102-43 Approach in consultation with the Stakeholders	Consultation with stakeholders (p.56)	√
	102-44 Key issues and considerations which were raised	Consultation with stakeholders (p.56)	√
	102-45 Entities included in the consolidated financial statements	About the Report (p.07), Our financial performance (p.46)	√
	102-46 Determination of the content of the report and the boundaries of the subjects	About the Report (p.07)	√
	102-47 List of material issues	Consultation with stakeholders (p.56)	√
	102-48 Restatements Information	About the Report (p.07)	√
	102-49 Changes to the adoption procedure account	About the Report (p.07)	√
	102-50 Period reference	01/01/2021 - 31/12/2021	√
	102-51 Date of the most recent previous account	01/01/2020 - 31/12/2020	√
	102-52 Reporting cycle	Annual	√
	102-53 Contact person for questions concerning the report	About the Report (p.07)	√
	102-54 Claim for the criteria for agreement	About the Report (p.07)	√
	102-55 GRI Table of contents	GRI Standards Table (p.124)	√
	102-56 External assurance	Independent Auditor's Limited Assurance Report (p.132)	√

GRI Standard	Publication	Reference / Page Number / Comment	Ex. verification
Financial performance of the Group			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	√
	103-2 The administrative approach and its aspects	Our economic performance (p.46)	√
	103-3 Evaluation of the management approach	Our economic performance (p.46)	√
GRI 201: Financial performance	201-1 Direct economic value generated and distributed	Our financial performance (p.46)	√
Practices for the supply chain			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	√
	103-2 The administrative approach and its aspects	Ensuring a sustainable supply chain (p.103)	√
	103-3 Evaluation of the management approach	Ensuring a sustainable supply chain (p.103)	√
	Hellenic Healthcare Group Index Percentage of local suppliers	Ensuring a sustainable supply chain (p.103)	√
Fight against corruption			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	
	103-2 The administrative approach and its aspects	Consultation with stakeholders (p.56)	
	103-3 Evaluation of the management approach	Identification of material issues for Hellenic Healthcare Group (p.60)	
GRI 205: Fight against corruption	205-1 Activities assessed for potential corruption-related risks	The governance of the Group (p.100)	
	205-3 Confirmed incidents of corruption and actions to address them	The governance of the Group (p.100)	

GRI Standard	Publication	Reference / Page Number / Comment	Ex. verification
Energy			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	√
	103-2 The administrative approach and its aspects	Consultation with stakeholders (p.56)	√
	103-3 Evaluation of the management approach	Identification of material issues for Hellenic Healthcare Group (p.60)	√
GRI 302: Energy	302-1 Total energy consumption within the organization	Investing in a low-energy future (p.68)	√
Water and water waste			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	√
	103-2 The administrative approach and its aspects	Sustainable management of natural resources (p.73)	√
	103-3 Evaluation of the management approach	Sustainable management of natural resources (p.73)	√
GRI 303: Water and water waste	303-5 Drinking water consumption	Sustainable management of natural resources (p.73)	√
Gas emissions			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	
	103-2 The administrative approach and its aspects	Consultation with stakeholders (p.56)	
	103-3 Evaluation of the management approach	Investing in a low-energy future (p.68)	
GRI 305: Emissions	305-1 Direct CO ₂ emissions	Investing in a low-energy future (p.68)	
	305-2 Indirect GHG (Greenhouse Gas) emissions.	Investing in a low-energy future (p.68)	
Liquid effluents and wastes			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	√
	103-2 The administrative approach and its aspects	Consultation with stakeholders (p.56)	√
	103-3 Evaluation of the management approach	Identification of material issues for Hellenic Healthcare Group (p.60)	√
GRI 306: Liquid effluents and wastes	306-3 Total weight of waste, by type and method of disposal	We promote the circular economy model (p.70)	√

GRI Standard	Publication	Reference / Page Number / Comment	Ex. verification
Environmental compliance			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	The governance of the Group (p.100)	
	103-2 The administrative approach and its aspects	The governance of the Group (p.100)	
	103-3 Evaluation of the management approach	The governance of the Group (p.100)	
GRI 307: Environmental compliance	307-1 Non-compliance with environmental laws and regulations	The Hellenic Healthcare Group systematically monitors National and Community environmental legislation and complies with all legal and regulatory requirements. As a result of this practice, during 2021, no complaints were filed and no fines were imposed on the Clinics for environmental issues.	
Human Resources			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	√
	103-2 The administrative approach and its aspects	Consultation with stakeholders (p.56)	√
	103-3 Evaluation of the management approach	Identification of material issues for Hellenic Healthcare Group (p.60)	√
GRI 401: Employment	401-1 Total number and percentage of employee movements (recruitments, separations)	The Group is its people (p.78)	√
Health and safety at work			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	√
	103-2 The administrative approach and its aspects	Consultation with stakeholders (p.56)	√
	103-3 Evaluation of the management approach	The Group is its people (p.78)	√
GRI 403: Health and safety at work	403-2 Risk identification, risk assessment and incident investigation	The Group is its people (p.78)	
	403-5 Training of workers in environmental, health and safety matters	The Group is its people (p.78), Summary tables for the Group (p.122)	√
	403-6 Promotion of workers' health	The Group is its people (p.78)	

GRI Standard	Publication	Reference / Page Number / Comment	Ex. verification
Training and education			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	√
	103-2 The administrative approach and its aspects	Consultation with stakeholders (p.56)	√
	103-3 Evaluation of the management approach	The Group is its people (p.78)	√
GRI 404: Training and education	404-1 Average number of hours of training per year per worker	The Group is its people (p.78)	
	404-2 Programs for upgrading the skills of employees and transition support programs	The Group is its people (p.78)	
	404-3 Percentage of employees receiving regular reports on their performance and career development	The Group is its people (p.78)	√
Diversity and equal opportunities for workers			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	√
	103-2 The administrative approach and its aspects	Consultation with stakeholders (p.56)	√
	103-3 Evaluation of the management approach	The Group is its people (p.78)	√
GRI 405: Diversity and equal opportunities for workers	405-1 Diversity in Hellenic Healthcare Group governance members and employees	The Group is its people (p.78)	√
Local communities			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.56)	
	103-2 The administrative approach and its aspects	Consultation with stakeholders (p.56)	
	103-3 Evaluation of the management approach	Social action (p.87)	
413: Local communities	413-1 Activities where local community consultation, impact assessments and development programs have been implemented	Social action (p.87)	

GRI Standard	Publication	Reference / Page Number / Comment	Ex. verification
Patient Health and Safety			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.57)	√
	103-2 The administrative approach and its aspects	Consultation with stakeholders (p.57)	√
	103-3 Evaluation of the management approach	Identification of material issues for Hellenic Healthcare Group (p.60)	√
GRI 416: Patient Health and Safety	416-1 Health and safety impact assessment of products and services	Our patients are our priority (p.84)	√
	Group indicator Complaint rates per clinic	Our patients are our priority (p.84)	√
Data protection			
GRI 103: Administrative practice	103-1 Explanation of the material issue and its limits	Consultation with stakeholders (p.57)	√
	103-2 The administrative approach and its aspects	Consultation with stakeholders (p.57)	√
	103-3 Evaluation of the management approach	Identification of material issues for Hellenic Healthcare Group (p.60)	√
GRI 418: Customer privacy	418-1 Total number of documented reports concerning breaches of customer privacy and loss of customer data	Personal data protection (p.104)	√

ATHEX ESG Index Table

Athens Exchange ESG 2022 Disclosure Guide

ESG categorization	ID	Index name	Page. Reported by
			Hellenic Healthcare Group
Core Metrics			
Environment	C-E1	Direct emissions (Scope 1)	p.69
	C-E2	Indirect emissions (Scope 2)	p.69
	C-E3	Energy consumption and production	p.68
Society	C-S1	Stakeholder participation	p.57
	C-S2	Women workers	p.78
	C-S3	Women workers in managerial positions	p.78
	C-S4	Staff mobility	p.80
	C-S5	Employee training	p.81
Governance	C-G1	Composition of the Board of Directors	p.78
	C-G3	Material issues	p.60
	C-G6	Data security policy	p.104
Advanced Metrics			
Environment	A-E3	Waste management	p.70
Society	A-S2	Expenditure on employee training	p.81
Sector-specific Metrics			
Society	SS-S5	Data security and privacy violation fines	p.104

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" and "APOLLONION PRIVATE HOSPITAL" (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 2021 for the fiscal year ended on December 31st, 2021 (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 2021, with regard to:

- The completeness and accuracy of quantitative data and the plausibility of qualitative information related to the GRI General Disclosures (highlighted in the external assurance column of the GRI Content Index) that are required as a minimum prerequisite for the "In accordance – Core" option, according to the GRI Standards.
- The completeness and accuracy of quantitative data and the plausibility of qualitative information against the requirements of the respective Topic Specific Disclosures 201-1, 302-1, 303-5, 306-3, 401-1, 403-5, 404-3, 405-1, 415-1, meeting the GRI Standards "In accordance – Core" option requirements, as well as Hellenic Healthcare Group indicators "Complaint rate per clinic" and "Percentage of local Suppliers".

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 2021 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, 2021, as these were included in the Sustainable Development Report ESG 2021 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 2021. 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 2021, 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 2021.

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 2021 does not meet the GRI Standards' requirements of the "in accordance core" option.
- Nothing has come to our attention that causes us to believe that the Topic-specific Standards Disclosure included in the Sustainable Development Report ESG 2021, as described in section "Scope", are materially misstated.

Athens, 28/12/2022

The Chartered Accountant

Athina Moustaki
CPA (GR) Reg. No.28571





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