



2018

CORPORATE RESPONSIBILITY REPORT



HYGEIA GROUP

Responsibility for life





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Message from the Chairman

Dear Stakeholders,

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

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

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

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

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



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



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

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

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

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

Yours faithfully,

Mr Athanasios Papanikolaou
Chairman of the
HYGEIA Board of Directors

Message from the Managing Director

Dear Stakeholders,

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

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

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

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



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



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

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

With regards to the operations and management practices

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

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


Yours Sincerely,

Mr Andreas Kartapanis
Managing Director – HYGEIA Group

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



45
operating
rooms



More than
8,040
births





14 delivery rooms

798
active beds*



* Includes chemotherapy,
dialysis & IVF booths and NICU.

More than **49,900** inpatients

Approximately **371,695** outpatients

9
ICUs licensed
for 113 beds



More than
4,200
associate physicians

More than
2,650
employees



HYGEIA Group Milestones

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

■ 1970

Establishment of HYGEIA

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

■ 2002

Listing in the Athens Exchange

HYGEIA was listed in the Main Market of ATHEX.

■ 2006

Buyout by MIG

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

■ 2011

Share capital increase

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

Share capital increase with cash and preemption rights in favor of existing shareholders.
Total capital raised: €64,935,392.50.
Total shares: 305,732,436.

■ 2012

Bond loan

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

■ 2013 2014

Setting sights on the future

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



For 2018

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

■ 2007

HYGEIA Group expands

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

■ 2009

Share capital increase

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

■ 2010

International acclaim

HYGEIA was accredited by Joint Commission International (JCI).

HYGEIA Hospital Tirana ShA commenced operations on July 1, 2010.

■ 2015

Improved operating profitability

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

■ 2016

International acclaim

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

■ 2017

Bond loan

HYGEIA restructured its existing borrowing (syndicated bond loan).

HYGEIA Group

Throughout its history, and adhering to the principles of sustainable development, the Group has been endeavoring to combine top-level healthcare services with a deep sense of respect for people, society and the environment.

HYGEIA SA was founded in 1970 by physicians, the majority of whom were professors at the University of Athens, and has since been active in the provision of primary and secondary healthcare services.

On 31/12/2018, HYGEIA Group owned a total of 3 private hospitals in Greece, with a total capacity of 874 licensed beds, 43 operating rooms, 14 delivery rooms and 9 ICUs, and employing 2,678 staff and over 4,200 associate physicians. Note that the Group's activities are not subject to significant seasonality.

The Company's portfolio includes the following hospitals: DTCA HYGEIA; MITERA General, Maternity, Gynecological & Children; and LETO Maternity Hospital.

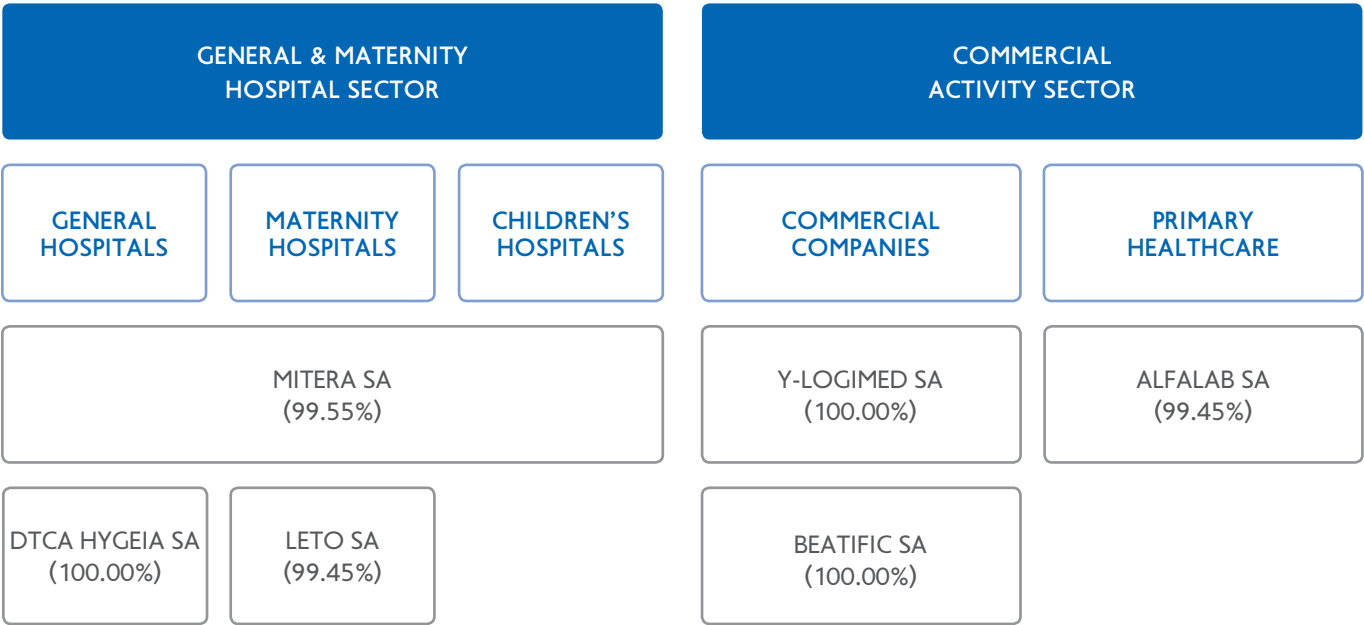
HYGEIA Group is further active in the area of primary healthcare through the AlfaLab Molecular Biology & Cytogenetics Center. HYGEIA Group also owns a company trading in special materials, consumables, pharmaceuticals and general medical supplies (Y-LOGIMED SA). As of May 2013, HYGEIA Group is active in the area of research, production and trading of cosmetics through the incorporation of BEATIFIC Research, Production and Trading of Cosmetics SA.

HYGEIA SA offers its services to private patients as well as patients seeking quality healthcare services through their social security funds and insurance companies.

On July 5, 2018, Marfin Investment Group Holdings SA signed a binding agreement for the sale of all of its controlling interest (direct and indirect) in the Company, standing at 70.385%, to Hellenic Healthcare S.A.R.L., which is controlled by CVC Capital Partners, for a consideration of €0.95 per share (total consideration €204,430 thousand). On August 25, 2018, by decision of the General Meeting of Marfin Investment Group Holdings SA, said sale and transfer were approved, along with all the relevant decisions and actions of its Board of Directors. The transaction was approved by the Competition Commission on September 27, 2018. On November 9, 2018, MIG announced that the transfer of the HYGEIA Group shares to the investment vehicle controlled by the CVC Capital Partners (CVC) private equity fund had been concluded. On 31/12/2018, HYGEIA SA was a subsidiary of Hellenic Healthcare Single-Member Holdings SA (HHG) and is consolidated in the latter's consolidated statements.

According to a sector survey conducted by ICAP for private healthcare services (July 2018 pp. 190 & 192), in 2017 HYGEIA was ranked 1st among 10 sector companies based on EBITDA and 1st based on gross profit margin, which validated the leading position it holds in the healthcare sector and the targeted actions of the Management to continuously improve its financials.

HYGEIA Group Structure¹



1.Direct and indirect holding as at 31/12/2018.

HYGEIA Group Condensed Financial Data

The following financial information has been extracted from the published consolidated Financial Statements for the 2018 fiscal year, which were prepared in accordance with the International Financial Reporting Standards (IFRS) and announced by Diagnostic and Therapeutic Center of Athens HYGEIA SA.

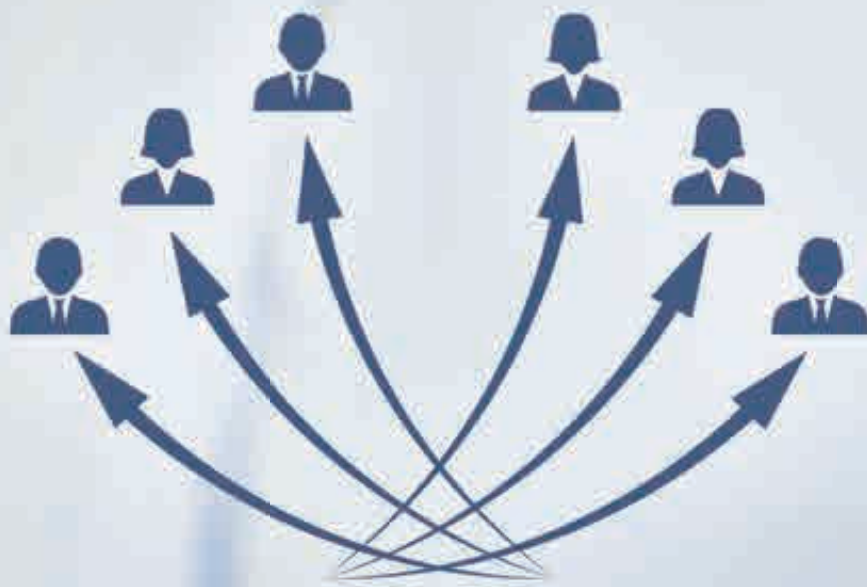
The consolidated results for the 2018 and 2017 fiscal years have been negatively affected by the unilateral Greek government decisions for cutbacks when invoicing hospitalization fees and diagnostic tests for individuals insured with national insurer EOPYY (rebate and claw-back). These decisions are pursuant to Article 100 of Law 4172/2013 (Government Gazette Vol. A 167), were implemented retroactively on 01/01/2013 and continued to be in force until 31/12/2018.

Selected Data from the Financial Position Statement

SELECTED DATA FROM THE CONSOLIDATED COMPREHENSIVE INCOME STATEMENT HYGEIA GROUP

(Amounts in €'000)	2018	2017
Sales	217,388	205,972
Cost of goods sold	(175,989)	(169,796)
Gross profit	41,399	36,176
Administrative expenses	(15,711)	(15,562)
Distribution expenses	(5,643)	(5,320)
Other income	4,389	4,871
Other expenses	(1,167)	(1,140)
Operating profit	23,267	19,025
Earnings before taxes	16,499	9,557
Income tax	3,069	69
Earnings after taxes from continuing operations	19,568	9,626
Discontinued operations		
Results for the period from discontinued operations	(665)	(11,322)
Earnings / (Losses) for the period after tax	18,903	(1,696)
Attributable to:		
Owners of the parent	19,552	9,656
Non-controlling interests	16	(30)
Results from discontinued operations Attributable to:		
Owners of the parent	(665)	(11,322)
Non-controlling interests	-	-
Other comprehensive income for the period, net of taxes	-166	2,496
Total comprehensive income for the period after tax	18,737	800
Basic earnings per share	0.0640	0.0316
Basic earnings per share from discontinued operations	(0.0022)	(0.0370)

Detailed financial and other information is available on the Group's website at: www.hygeia.gr.



SELECTED DATA FROM THE FINANCIAL POSITION STATEMENT

(Amounts in € '000)	2018	2017
ASSETS		
Non-Current Assets		
Tangible fixed assets	133,038	133,384
Goodwill	82,706	82,706
Intangible assets	63,324	65,420
Property investments	143	146
Other non-current assets	2,834	1,100
Deferred tax assets	8,277	11,028
Total	290,322	293,784
Current Assets		
Inventories	5,155	5,111
Trade & other receivables	68,396	64,381
Other current assets	6,656	9,814
Trade portfolio & financial assets at fair value through the Income Statement	45	45
Cash and cash equivalents	9,861	11,108
Total	90,113	90,459
Assets held for sale	-	27,359
Total Assets	380,435	411,602
EQUITY & LIABILITIES		
Equity		
Share capital	125,350	125,350
Share premium	303,112	303,112
Other reserves	7,828	7,828
Results carried forward	-298,249	-315,594
Own shares		
Equity attributed to owners of the parent	138,041	120,696
Non-controlling interests	163	157
Total Equity	138,204	120,853
Long-term liabilities		
Deferred tax liabilities	26,280	32,187
Accrued pension & retirement liabilities	16,380	15,642
Grants	70	105
Long-term borrowings	107,789	116,692
Long-term provisions	8,305	10,137
Other long-term liabilities	595	523
Total	159,419	175,286
Current liabilities		

SELECTED DATA FROM THE FINANCIAL POSITION STATEMENT

(Amounts in € '000)	2018	2017
Trade & other payables	53,231	53,101
Payable income tax	22	307
Short-term borrowings	12,167	14,900
Other current liabilities	17,392	19,796
Total	82,812	88,104
Liabilities linked to assets held for sale	0	27,359
Total Liabilities	242,231	290,749
Total Equity & Liabilities	380,435	411,602

Detailed financial and other information is available on the Group's website at: www.hygeia.gr.





2018 Review

2018 Review

2018 was a significant year for the Greek economy, as it marked the year the third economic adjustment programme was concluded, which was accompanied by specific relief measures for the country's financing needs, with a 10-year extension. As for the economic climate, both the consumer confidence index and the business expectation index have improved significantly, keeping pace with the improved growth rate of economic activity.

HYGEIA Group continued to lead the domestic healthcare sector in 2018, recording remarkable financial results, while combining top-level healthcare services with high-tech medical equipment. The Group has always followed the model of expansion, primarily focusing on its comparative advantages and its drive, and aiming at further fortifying and expanding the commercial partnerships with private insurance companies, this way securing the necessary liquidity for its unimpeded operation.

In 2018, HYGEIA Group focused on maintaining adequate liquidity, expanding the services offered, and constantly improving its financial structure, coupled with optimizing the efficiency of the services it provides, giving priority to new technologies.

The extended implementation of the rebate and claw-back mechanisms until December 31, 2022, in accordance with Article 100 of Law 4172/2013 (Government Gazette Vol. A 167/2013), is a major inhibiting factor towards the further healthy operating growth of the Group, as said decision foreshadows limited growth potential and low expectations in terms of the desired level of cooperation between the Group and the National Organization for the Provision of Health Services (EOPYY).

In the near future, the core of the HYGEIA Group strategy consists of: 1) further reinforcing the leading role of the Group in Greece, by providing top-level healthcare services, 2) maintaining adequate liquidity, by expanding commercial partnerships and capitalizing on the competitive edge that the Group has within its market sector, 3) continuously increasing the operating efficiency of the business activities of the Group companies, combined with the cost benefits stemming from maximizing synergies within HYGEIA Group, and 4) seizing any investment opportunities that arise.

Significant Business Decisions and Events for 2018

On January 17, 2018, MITERA and the Institute of Life announced the establishment of a leading assisted reproduction unit, making the MITERA Institute of Life one of the most specialized assisted reproduction units in Europe. On July 23, 2018, it was announced that the MITERA Institute of Life Assisted Reproduction Unit was among the leading fertility clinics in Greece and one of the top 50 in the world, after being accredited by Global Clinic Rating™ (GCR™).

On February 23, 2018, HYGEIA announced that, pursuant to the legislation in force, on February 22, 2018 the company trading as Georgios Apostolopoulos Holdings SA and George V. Apostolopoulos submitted to the Hellenic Capital Market Commission and the Issuer the notifications dated February 22, 2018 regarding significant changes in the Issuer's voting rights, from which the following arose:

that the company G. APOSTOLOPOULOS HOLDINGS SA, which is controlled by George V. Apostolopoulos, directly held 15,840,022 shares, i.e. 5.181%, of the Company's share capital deriving from these shares.

On March 5, 2018, the tax audit for the 2012 fiscal year, conducted by the Large Corporations Audit Center of the Tax Administration General Directorate, was concluded. The audit produced additional taxes and surcharges to the amount of €296 thousand. The Company had formed a tax provision for unaudited fiscal years to the amount of €68 thousand, which was used to offset the aforementioned amount. The balance burdened the 2017 fiscal year results.

On March 22, 2018, it was announced that HYGEIA SA has been included among the 21 innova-

tive companies evaluated in the first edition of the Sustainability Performance Directory, by the QualityNet Foundation in Greece. The 21 companies that were named Most Sustainable Companies in Greece for 2017 have been included among the elite of the Greek business community, after being evaluated and ranked based on their non-financial performance and their overall approach when it comes to sustainability issues. The Sustainability Performance Directory has been designed in line with the guidelines of the Greek Sustainability Code and the standards of the relevant German Code. It evaluates the way in which companies approach sustainability issues, as well as the procedures and policies they adopt.

In April 2018, HYGEIA was awarded for its positive work environment for a third time, as it was ranked among the top companies listed as Best Workplaces 2018. According to the survey, HYGEIA Hospital was ranked 5th among companies with more than 250 employees with the best work environment. A total of 49 companies employing 22,300 people participated in the survey.

On July 5, 2018, Marfin Investment Group Holdings SA signed a binding agreement for the sale of all of its controlling interest (direct and indirect) in the Company, standing at 70.385%, to Hellenic Healthcare S.A.R.L., which is controlled by CVC Capital Partners, for a consideration of €0.95 per share (total consideration €204,430 thousand). On August 25, 2018, by decision of the General Meeting of Marfin Investment Group Holdings SA, said sale and transfer were approved, along with all the relevant decisions and actions of its Board of Directors. The transaction was approved by the Competition Commission on September 27, 2018.

On November 9, 2018, MIG announced that the transfer of the HYGEIA Group shares to the investment vehicle controlled by the CVC Capital Partners (CVC) private equity fund had been concluded. The total enterprise value of HYGEIA Group amounted to €420 million. On December 31, 2018, the HYGEIA Board of Directors announced its reasoned opinion with regard to the mandatory tender offer by Hellenic Healthcare Single-Member Holdings SA (the "Offeror") to its shareholders, in ac-

cordance with Article 15 of Law 3461/2006. The reasoned opinion was accompanied by a detailed report by Euroxx Securities SA, financial advisor to the Company, in accordance with Article 15(2) of the same Law. The Offeror notified in writing the Hellenic Capital Market Commission and the Company about the submission of the tender offer on 12/11/2018 (Tender Offer Date), while also submitting to the Capital Market Commission and the Company's Board of Directors the draft Information Memorandum. The Information Memorandum for the Tender Offer was approved by the Hellenic Capital Market Commission on 20/12/2018 and was published on 27/12/2018.

On July 10, 2018, DTCA HYGEIA SA announced that on July 6, 2018 a Share Purchase Agreement (SPA) had been signed with company American Hospital ShA (the Buyer), registered in Tirana, Albania, for the sale of the Company's total stake (100%) in its subsidiary HYGEIA Hospital Tirana (HHT). On August 23, 2018, HYGEIA, in continuation of its announcement on July 10, 2018, informed the investor community on the conclusion of the sale of the Company's total stake (100%) in its subsidiary HYGEIA Hospital Tirana to company American Hospital ShA. The cash consideration for the Transaction stood at €1.016 million and was calculated on a cash free-debt free (CFDF) basis at the time the transaction was concluded. The Buyer assumed the liabilities of HYGEIA Hospital Tirana, amounting to €29.5 million in total (including the long-term borrowings, amounting to approximately €19 million, as well as liabilities to HYGEIA Group companies, amounting to approximately €2.5 million).

On July 11, 2018, it was announced that HYGEIA Group had started using the IBM Watson for Oncology (WFO) platform. After signing a strategic partnership agreement with international tech company IBM, HYGEIA Hospital installed the WFO platform, which ensures the most modern, direct, reliable and personalized treatment options for cancer patients. It is cutting-edge technology that uses artificial intelligence and will contribute to optimum cancer treatment choices, by drawing on documented knowledge from the Watson system on Oncology and other related specialties.



2018 Review



On July 26 and August 31, 2018, subsidiaries MITERA and Y-LOGIMED respectively received final audit documents for the 2012 fiscal year tax audit. From these, no additional taxes or surcharges arose for MITERA, while additional taxes or surcharges to the amount of €7.6 thousand arose for Y-LOGIMED, which were offset in their entirety by the tax provision for unaudited fiscal years that had been formed by the company.

On December 10, 2018, company Diagnostic and Therapeutic Center of Athens HYGEIA SA announced that Mr Georgios Efstratiadis, Vice-Chairman/Non-Executive Member of the Board of Directors, and Mr Fotios Karatzenis, Non-Executive Member of the Board of Directors, had handed in their resignation to the Company's Board of Directors.

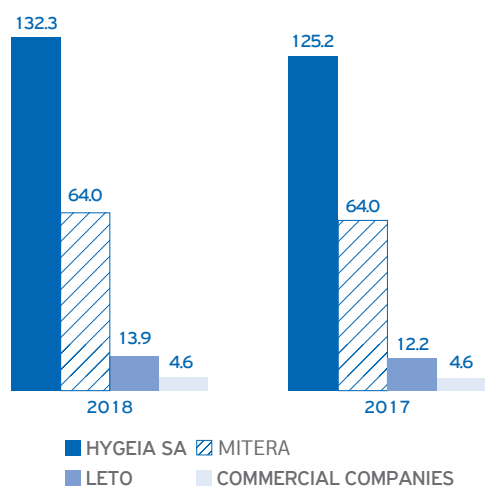
On November 9, 2018, Hellenic Healthcare Single-Member Holdings SA acquired 215,189,466 common registered shares of HYGEIA, which corresponded to around 70.38% of the total share capital and voting rights of the Issuer, while as of April 8, 2019, Hellenic Healthcare owns 305,732,436 common registered shares of the Company, which represent 100% of the Company's paid-up share capital and voting rights.

On April 16, 2019, HYGEIA SA submitted an application to the Hellenic Capital Market Commission requesting the delisting of all its common registered dematerialized shares with voting rights, i.e. 305,732,436 shares, with a nominal value of €0.41 each, from the Athens Exchange, in accordance with Article 17(5) of Law 3556/2005.

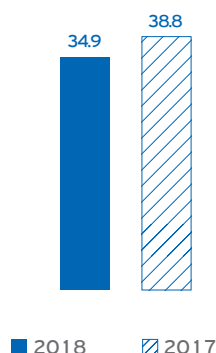


2018 Review

HYGEIA GROUP SALES BREAKDOWN %



ADJUSTED EBITDA



* Commercial Companies include intragroup adjustments.

The Group defines "Adjusted EBITDA" as the results before taxes, financial and investment results and total depreciation (of tangible and intangible assets), adjusted to the impact of possible extraordinary results and results from previous years. This adjusted indicator is used by the Management as an internal performance indicator of the management of repeated operating activities of the Group and the Company.



Detailed analysis is available in the 2018 Annual Financial Report, posted on the Group's website: www.hygeia.gr.



Strategic Development

Strategic Development

2019 is a pivotal year for the ongoing growth of the economy, following the macroeconomic improvement in 2018, which was accompanied by the successful completion of the Third Programme.

However, the increased volatility internationally, coupled with the intricacies of the Greek business environment, have not yet led to the desired shift in the productive model and the further strengthening of international competitiveness. Moreover, a key factor for ensuring economic growth is to restore the conditions to normal in terms of the country receiving financing from the international markets. Another key point for the healthcare sector, where the Group operates, is to determine the institutional framework for the possible future establishment or not of a new contract between EOPYY and private hospitals, while at the same time setting a binding time frame for repayment of the amounts in arrears to private healthcare providers.

The Management's priorities in dealing with the crisis will focus on ensuring the healthy financial structure of the Group, improving working capital management, balancing its cost structure with anticipated income, and maximizing the potential of synergies within the Group, so that it may further strengthen its financial position. According to the Group policy, the Management has approved a procedure for assessing the risks associated with the Group activities and operations, for planning the assessment methodology, as well as for selecting and at the same time executing/implementing suitable actions to limit risks.

Through monitoring the developments and using the experience of its successful management during the previous years, the HYGEIA Group Management assesses the existing conditions using forecasts, evaluates all future investment and operating needs, and immediately adjusts its Business Plan, with the aim of maintaining and increasing the operating performance of the Group companies, by limiting operating costs, expanding its client base and maximizing synergies within the Group. The Group has also been monitoring the current developments in the Greek economy, while evaluating the recovery of the value of tangible and intangible assets based on the expected short- and long-term market conditions and the implementation of the business plans approved by the Management.

Meanwhile, the Group continues to operate driven by the long-term interests of the company's stakeholders, focusing on introducing added-value services, investing in cutting-edge technology and offering innovative services in niche markets, all the while endeavoring to provide top-quality healthcare services, with a deep sense of respect for people, the society and the environment.

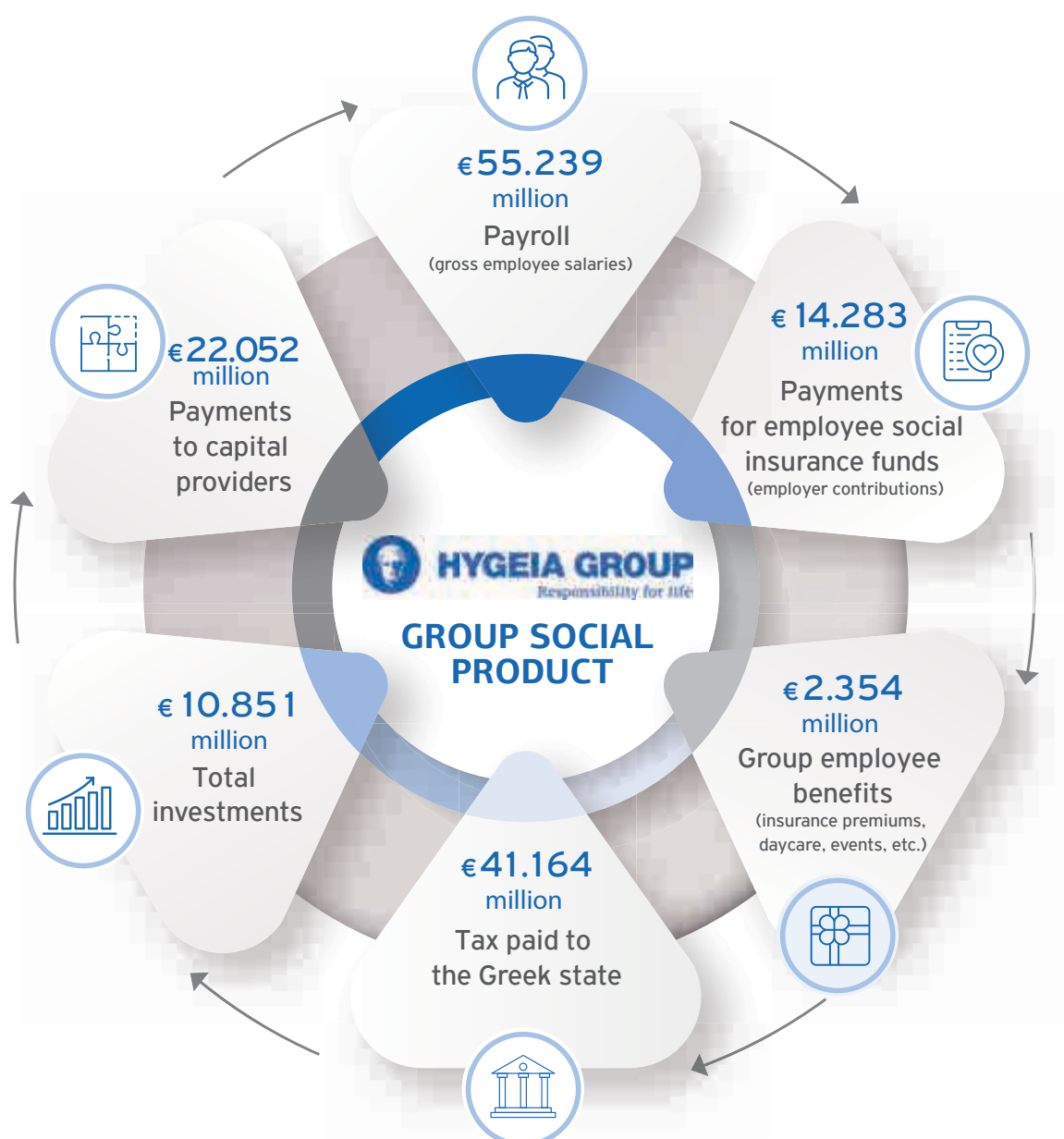
Financial Development Figures

GROUP FINANCIAL FIGURES

FINANCIAL FIGURES (amounts in € '000)	2018	2017	2016
Total revenue (turnover)	217,388	205,972	205,891
Operating profit	23,267	19,025	15,353
Operating cost	198,510	191,818	194,194
Payments to capital providers	22,052	18,799	13,703
Earnings / (Losses) before taxes	16,499	9,557	1,946
Net earnings / (losses) after taxes	18,903	(1,696)	760
Equity	138,204	120,853	120,703
Total investments	10,851	6,648	4,959
Total assets	290,322	293,784	339,274

GROUP SOCIAL PRODUCT

Amounts in € million	2018	2017	2016
Payroll (gross employee salaries)	55.239	54.891	54.869
Payments for employee social insurance funds (employer contributions)	14.283	14.269	14.136
Group employee benefits (insurance premiums, daycare, events, etc.)	2.354	1.554	0.959
Tax paid to the Greek state	41.164	41.834	43.403
Total investments	10.851	6.648	4.959
Payments to capital providers	22.052	18.799	13.703





The Share

The Share

The Company shares were listed for trading in the Athens Exchange Main Market on 7/6/2002. In January 2006, Marfin Investment Group (MIG) acquired 49% of the share capital of DTCA HYGEIA SA, while since November 2011, it held 70.38% of the company's share capital either directly or indirectly.

On November 9, 2018, Hellenic Healthcare Single-Member Holdings SA acquired 215,189,466 common registered shares of HYGEIA, which corresponded to around 70.38% of the total share capital and voting rights of the Issuer, while as of April 8, 2019, Hellenic Healthcare owns 305,732,436 common registered shares of the Company, which represent 100% of the Company's paid-up share capital and voting rights.

On April 16, 2019, HYGEIA SA submitted an application to the Hellenic Capital Market Commission requesting the delisting of all its common registered dematerialized shares with voting rights, i.e. 305,732,436 shares, with a nominal value of €0.41 each from the Athens Exchange, in accordance with Article 17(5) of Law 3556/2005

Financial Information

TYPE OF SHARES	COMMON REGISTERED
No. of Shares	305,732,436
Nominal Value of Shares	€ 0.41
Stock Exchange	Athens Exchange (ATHEX)
Date listed on ATHEX	7/6/2002
Market Category	MAIN MARKET (10 Oct 2011)
ISIN	GRS445003007
OASIS	HYGEIA
BLOOMBERG CODE	HYGEIA GA
REUTERS	HYGr.AT
Capitalization (31/12/2018)	€ 290,445,814.2
Share Price (31/12/2018)	€0.950
Highest Annual Price (29/03/2018)	€ 0.988
Lowest Annual Price (17/01/2018)	€ 0.579

Shareholding Structure on 31/12/2018

SHAREHOLDER NAME	SHARES	SHARE CAPITAL %
Hellenic Healthcare SMH	287,082,439	93.90%
Shareholders holding < 5%	18,649,997	6.10%
TOTAL	305,732,436	100.00%

Current Shareholding Structure

SHAREHOLDER NAME	SHARES	SHARE CAPITAL %
Hellenic Healthcare SMH	305,732,436	100%
TOTAL	305,732,436	100%



HYGEIA GROUP

Responsibility for life

By decision of the Hellenic Capital Market Commission, issued on May 7, 2019, and pursuant to the provisions of Article 17(5) of Law 3371/2005, on Wednesday May 8, 2019, the HYGEIA shares stopped being traded in the Athens Exchange systems.

The HYGEIA Management would like to thank the Hellenic Capital Market Commission for the excellent working relationship throughout the years, as well as the investor community for the trust they showed in the Company all this time, from June 7, 2002, when HYGEIA was listed in the Athens Exchange, to May 8, 2019, when it was delisted. With a deep sense of responsibility towards the Greek society, HYGEIA will continue to grow and pave the way in the healthcare sector.





HYGEIA Group Hospitals & Companies

HYGEIA Group continuously invests
in new infrastructure and modern
medical technology, and strives to work
with highly-acclaimed physicians.





Diagnostic & Therapeutic Center of Athens HYGEIA SA

Our vision:

To become a point
of reference for top healthcare
services in Greece and one
of the best hospitals in Europe.

Diagnostic & Therapeutic Center of Athens HYGEIA SA became the first private hospital to operate in Greece and is one of the largest private hospitals in the country.

HYGEIA is the first and only hospital in Greece to have been accredited by Joint Commission International (JCI), the leading accreditation worldwide for Quality and Safety standards in healthcare services.

For 2018



70.48%
occupancy



16,275
inpatients



156,232
outpatients



15,711
surgeries

Operating for the last 48 years, it has been offering ground-breaking and superior quality services to its patients, putting safety first. HYGEIA is an innovator in its field and strives to continuously upgrade its services both in terms of infrastructure and organization. Setting as its main priority to fully address the growing demands of its patients and to keep up with the advancement of medical science, it truly justifies its leading position in the area of healthcare and has shaped an environment rife with credibility, innovation and respect for people and the gift of life.

Scope of Activities

HYGEIA is active in the area of primary and secondary healthcare. This requires an extensive range of services so as to both meet the continuously rising demand and fully adapt to the continuous advancements in medical technology. To this end, HYGEIA has developed a network of fully-equipped clinics and diagnostic departments, as well as trained medical and nursing staff, to address all healthcare needs.



HYGEIA SA Business Activities

1970: HYGEIA SA was established by physicians, most of whom were professors at the University of Athens. The founding team was headed by Professor N. Christeas and its aim was to create a large and modern model private hospital in Greece.

1975: The Company received a General Hospital operating license with a capacity of 311 beds, in accordance with Joint Ministerial Decision 5468/10.05.1975 of Attica Prefecture (Social Services Directorate).

2001: New departments were established and the bed capacity rose to 369.

2002: HYGEIA SA listed its shares on the Main Market of the Athens Stock Exchange on July 7.

By listing its shares, the Company raised capital amounting to approximately €18.78m, which was used to implement a significant investment program amounting to approximately €22.27m, including purchasing new medical devices and equipment, and upgrading its IT software.

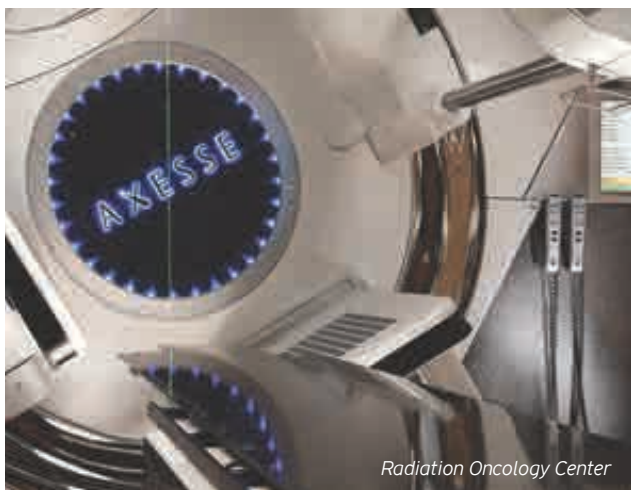
January 24, 2006: MARFIN INVESTMENT GROUP (MIG) acquired 49% of

DTCA HYGEIA SA's share capital. HYGEIA SA

April 2006: In the context of joining forces in the private healthcare sector, HYGEIA SA proceeded with the strategic decision to acquire 24.83% of the share capital of MITERA PRIVATE MATERNITY & SURGICAL CLINIC SA (MITERA SA).

July 2007: The incorporation of HYGEIA HOSPITAL TIRANA in Tirana, Albania, was announced; the Company would build and operate the first private hospital in Albania.

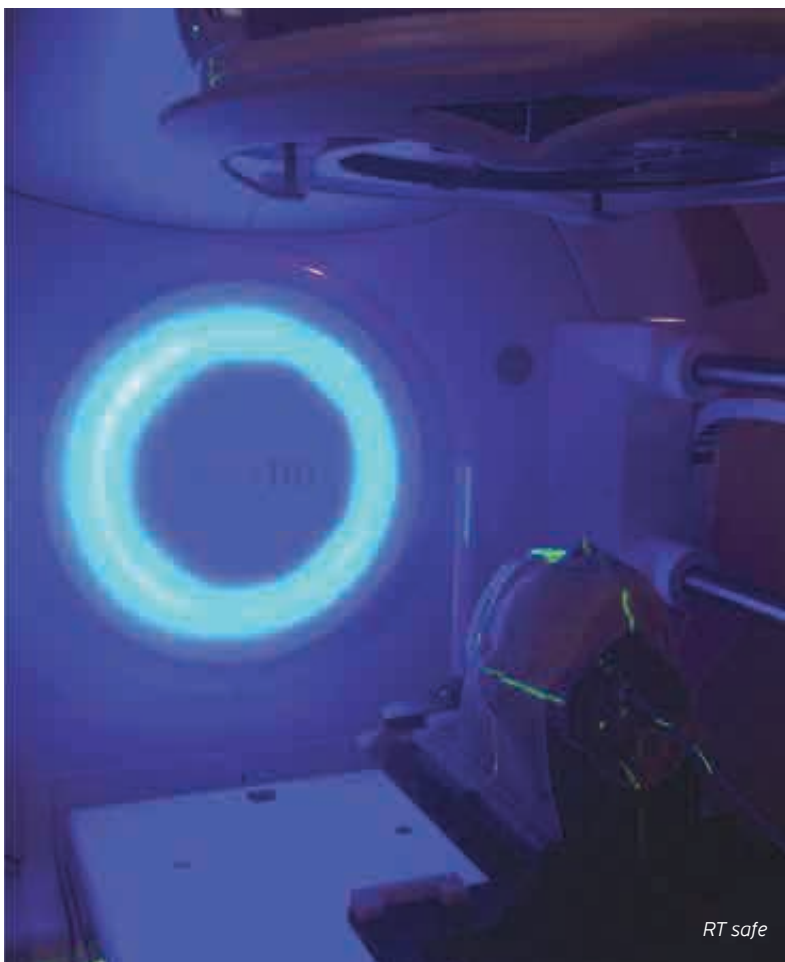
December 2007: The establishment



Radiation Oncology Center



Da Vinci Xi Robotic Surgery System



RT safe



Our mission

To consistently and persistently strive towards achieving our vision through:

- ✓ Offering top-quality services, all accredited by international standards.
- ✓ Providing continuous education and training to our scientific staff, our other professionals and our key associates.
- ✓ Investing in new technologies and methods, based on internationally recognized practices and standards.
- ✓ Being an excellent employer for our staff.
- ✓ Undertaking corporate social responsibility initiatives and targeted actions, while assuming responsibility for our role towards the market, the environment, our staff and the country.
- ✓ Disseminating our best practices whenever and wherever deemed necessary or useful.



of the most powerful healthcare provider in Greece was completed through DTCA HYGEIA SA's share capital increase, along with a stock swap at a ratio of 2.3 HYGEIA SA shares for each MITERA SA share.

The 61,430,910 new shares were listed on the ASE on December 17, 2007. By this stage, DTCA HYGEIA SA held approximately 98.6% of MITERA SA's share capital.

July 2008: DTCA HYGEIA SA announced the increase of its stake in the share capital of CHRYSAFILIOTISSA PUBLIC Ltd, owner of the private hospital ACHILLION in Limassol, Cyprus, by 9.06% to 65.75%, for a consideration of €1.92m.

June 2009: HYGEIA announced that fully owned subsidiary Y-LOGIMED SA acquired 70% of the share capital of BIOCHECK INTERNATIONAL PRIVATE CLINIC SA for a consideration of €1.05m, while in January 2010, HYGEIA acquired the remaining

30% of the share capital for a consideration of €450,000, thus controlling 100% of said company.

October 2009: The Company's share capital increase with cash and preemption right in favor of existing shareholders was certified. A total of 37,689,273 new common registered shares at a nominal value of €0.41 each were issued, allocated at share premium at the price of €2.20 per share. The capital proceeds from the share capital increase stood at €82,916,400.60 and were used to cover €306m paid to bondholders for the early redemption of the Convertible Bond Loan. The Company's 37,689,273 new common registered shares that resulted from the share capital increase started being traded on the ASE on November 6, 2009.

July 2010: The 100% subsidiary HEALTHCARE HOLDINGS AND INVESTMENTS SA acquired 49% of the share capital of



WEST ATHENS PRIMARY MEDICINE PRIVATE CLINIC SA.

July 2010: A new era in the provision of healthcare services in Albania began. HYGEIA Hospital Tirana constituted the largest private investment (totaling €60m) in Albania's healthcare services sector. Equipped with cutting-edge technology, the Hospital would become a center of excellence in the region, offering top-level healthcare services in Albania and its neighboring countries.

September 2010: 12,541,468 new common registered Company shares started being traded on the ASE, resulting from the company's share capital increase due to capital return re-investment.

September 2011: The Company's share capital increase was completed with a coverage rate of 73.85%, raising the amount of €64,935,392.50. **October 2011:** The Company's 129,870,785 new

ordinary registered shares, with a nominal value of €0.41 each, started being traded on ATHEX. The shares resulted from the share capital increase with payment in cash, as decided by the Company's 1st Reiterative Annual General Meeting of Shareholders on May 23, 2011.

October 2012: The Company announced it had signed an agreement with lending banks to issue a secured corporate bond loan to the amount of €95m. The bond loan was to be used to refinance the Company's total existing loans. As a consequence, for the purpose of its Financial Statements, Company loans of the same value were reclassified from item "Current liabilities" to item "Long-term liabilities" in its Financial Position Statement.

November 2012: HYGEIA inaugurated the first latest generation Hybrid Operating Room in Greece, equipped with the most contemporary imaging and medical de-

HYGEIA Achievements

From the onset of its operations to date, HYGEIA has been setting as its primary objective to create, organize and continuously improve a model diagnostic and treatment center in Attica, offering top medical services.

Some of HYGEIA Hospital's most significant achievements in the area of healthcare in Greece include:

1975

- Introduction of health check-ups.

1985

- Placement of intraocular lenses for cataract.
- Heart bypass.

1986

- Installation of CT scanner.

1989

- Separation of Siamese twins.
- Installation of MRI scanner.

1990

- Heart transplant.
- Fluid transplant unit (e.g. bone marrow).

1992

- One-Day Surgery (ODS)

1994

- Percutaneous vertebroplasty.
- Model ICU.

1995

- Interventional neuroradiology, brain aneurysm embolization.
- Brain angioma embolization.
- Aortic aneurysm treatment via bifurcated intraluminal arterial stent.
- Establishment of the Radiation Oncology Center.

1997

- Prostate brachytherapy.

1998

- Microfertilization.

2000

- Intravascular brachytherapy for peripheral vascular disease.

2002

- Interconnection with Harvard Medical International (concluded in 2008).
- Heart MRI.

2003

- Intensity modulated radiotherapy (IMRT).

2004

- Gamma Knife® Perfexion™ radiosurgery.
- PET/CT scan.

2006

- Deep Brain Stimulation (DBS).

2007

- Patient awake craniotomy by mapping the brain's speech and motion centers.

vices for performing complicated surgical procedures under maximum safety, speed and reliability conditions.

June 10, 2013: HYGEIA Hospital received the "Employer of the Year Award" in the prestigious European Business Awards 2012/13 finals and was recognized as the leading employer in Europe. After receiving the "National Finalist" and "National Champion" titles, HYGEIA Hospital reached the finals, where it represented Greece as one of the 10 leading employers in Europe. In the previous rounds of the competition, it was also ranked among the Ruban D'Honneur recipients, being recognized as one of the 100 leading European businesses distinguished for their innovation, sustainability and dedication to the principles of corporate governance.

December 13, 2013: HYGEIA Group inaugurated and presented the specialized cosmetics company BEATIFIC, thus entering the medical cosmetology market.

January 2014: It was announced that HYGEIA Group hospitals HYGEIA, MITERA and HYGEIA Tirana were among the best hospitals in the world, after receiving the Best Hospitals Worldwide 2014 award by the Diplomatic Council (DC), a foundation that follows the principles of the United Nations Charter.

December 17, 2014: HYGEIA announced the acquisition of the remaining 12.14% stake in its subsidiary HYGEIA Tirana ShA in Albania, which operates HYGEIA Hospital Tirana, for a consideration of €3.8m. As a result, HYGEIA by this stage owned 100% of the subsidiary's share capital.

November 2015: It was announced that HYGEIA has become the first hospital in Greece to have been recognized as a preferred healthcare provider for members of the International Assistance Group (IAG), a global alliance of independent medical and travel assistance companies, medical air transport companies and hospitals.

June 27, 2016: HYGEIA successfully renewed its Joint Commission International (JCI) accreditation for yet another three years and remains the only hospital in Greece to have received this distinction by the most distinguished and internationally recognized Accreditation Standard for Healthcare Organizations.


April 5, 2017: HYGEIA Group hosted an event on "The Past, the Present and the Future of the Heart at HYGEIA Group", where it unveiled the first fully organized and dedicated private Heart Center in Greece, offering comprehensive treatment for all heart conditions.

May 31, 2017: HYGEIA informed the investment community that the tax audit for the 2009 and 2010 unaudited fiscal years for the Company was concluded. The audit produced additional taxes and surcharges to the amount of €1.07 million. Of this amount, €492 thousand related to capital accumulation tax corrections. The Company's Management challenged the aforementioned audit finding for the amount of €492 thousand, and lodged a quasi-judicial application to annul this act.

November 21, 2017: The Dispute Resolution Directorate of the Independent Public Revenue Authority issued its decision, accepting the application lodged by HYGEIA and annulling the act imposing capital accumulation tax corrections to the amount of €492 thousand for the fiscal years 2009 and 2010.

June 12, 2017: HYGEIA Hospital renewed its quality, environment, and occupational health & safety certifications for another three years, in line with the new versions of the EN ISO 9001:2015, EN ISO 14001:2015 and OHSAS 18001:2007/ELOT 1801:2008 international standards, respectively.

November 22, 2017: The signing of an Additional Amendment Act was announced for the common bond loan pro-



HYGEIA is active in the primary and secondary healthcare sector through the management and operation of a Private Hospital, which covers a total surface area of 30,144 sq.m. in a privately-owned building in the Municipality of Marousi.

2008

- Innovative procedures using the da Vinci® S Robotic Surgery System.
 - Heart bypass
 - Gastric bypass
 - Total hysterectomy
 - Mitral valve repair procedures
 - Prostate surgery
- Vagus Nerve Stimulation (VNS) and application of the Deep Brain Stimulation (DBS) for adjuvant treatment of patients with refractory depression.
- Spinal fusion using the latest generation neuronavigation system.
- Transoral incisionless fundoplication using EsophyX.
- Metabolic surgical procedure for the treatment of obesity and type 2 diabetes.
- Procedure using robot-assisted microscope: Brain tumor removal neurosurgery.

2009

- Removal of fibromyomas using the da Vinci® S.
- Incisionless robotic thyroid removal using the da Vinci® S.
- Robotic surgical staging for uterine cancer.
- Implantation of rechargeable neurostimulator in patients with locomotor problems.

gram issued on 28/9/2012 via private placement financed by Piraeus Bank SA, Eurobank Ergasias Bank SA and Alpha Bank SA, with the former acting as representative and payment agent. As of November 21, 2017 the unpaid loan capital amounted to €86,645 thousand. The main terms of the additional amendment act of the program stipulate: (i) extension of the maturity date by 5 years, with the option of a further 2-year extension; (ii) three-month interest period, with a drop in the interest margin to 4% annually; (iii) amendment to the repayment schedule for the existing unpaid capital to semi-annual installments; (iv) recording of the financial covenants on each financial reporting period (semi-annual and annual). Typical forms of collateral for this type of loan were used to secure the program.

November 27, 2017: The HYGEIA Board of Directors announced the following:

- (i) It had been briefed on the tender offer by Georgios Apostolopoulos Holdings SA for a 30% stake in the company's shares.
- (ii) In accordance with Article 15(2) of Law 3461/2006, it decided to appoint an independent financial advisor, who prepared an evaluation report on the fair market value of the Company share. It then informed the investment community about the content of the report and their opinion on the tender offer.
- (iii) It had been briefed on the announcement issued on 24/11/2017 by Marfin Investment Group (MIG) – HYGEIA's majority shareholder, which has a 70.38% stake in the Company and exclusive control of HYGEIA – whereby MIG was not willing to proceed with the sale of any shares. The Board Members also announced that they were not willing to proceed with the sale of any shares.

In all events, the HYGEIA Board of Direc-

tors urged the investment community to review the HYGEIA financial figures, with the help of special advisors if necessary, so as to form their own opinions as to the content of the submitted tender offer.

December 8, 2017: HYGEIA concluded the sale of all its shares in Group subsidiaries Bio-Check International Private Clinic SA and West Athens Primary Medicine Private Clinic SA – in which it had a 100% indirect stake – to Affidea Euromedic Holdings Hellas SA for a total consideration of €350 thousand.

December 21, 2017: With regard to the provisional tender offer submitted by Georgios Apostolopoulos Holdings SA, the HYGEIA Board of Directors took into account the following: (i) the consideration offered; (ii) the report of the financial advisor; (iii) the stock exchange price of the Company's share; (iv) the business goals of the bidder according to the Information Memorandum; (v) the core of the HYGEIA Group strategy; (vi) the potential impact on employment; and (vii) the current shareholding structure of the Company and the intentions of the current shareholders. As a result, it formulated the following reasoned opinion:

1. The consideration offered was not considered fair and reasonable from a financial point of view as it was substantially lower than the lower limit of the fair and reasonable price range, estimated between €0.64 and €0.78 per share, as per the valuation methods used by the Company's financial advisor, and in particular 29.69% lower than the lower limit of this range.
2. The bidder's statements regarding their business goals constituted general views of the market where the Company operates and lacked specific references to the Company itself.
3. Given the statements made by the shareholders regarding their intention not to proceed with the sale of any

shares, the tender offer could not affect the control of the Company. As a result, since the Company shall continue to be controlled by MIG, any successful outcome of the tender offer is not expected to have an impact on the Company's interests (including the employees' interests), the bidder's strategic plans for the Company or employment at the Company's places of business.

February 23, 2018: HYGEIA announced that, pursuant to the legislation in force, on February 22, 2018 the company trading as Georgios Apostolopoulos Holdings SA and George V. Apostolopoulos submitted to the Hellenic Capital Market Commission and the Issuer the notifications dated February 22, 2018 regarding significant changes in the Issuer's voting rights, from which the following arises: the

company Georgios Apostolopoulos Holdings SA, which is controlled by George V. Apostolopoulos, directly holds 15,840,022 shares, i.e. 5.181%, of the Company's Share Capital deriving from these shares.

March 5, 2018: The tax audit for the 2012 fiscal year, conducted by the Large Corporations Audit Center of the Tax Administration General Directorate was concluded. The audit produced additional taxes and charges to the amount of €296 thousand. The Company had formed a tax provision for unaudited fiscal years to the amount of €68 thousand, which was used to offset the aforementioned amount. The balance burdened the 2017 fiscal year results.

July 5, 2018: MARFIN Investment Group Holdings SA signed a binding agreement

2010

- Application of new intravascular techniques for lower limb treatment in diabetic patients.
- First stereotactic radiosurgical brain tumor treatment with Gamma Knife, without using stereotactic crown or a radiotherapy mask fixed on the head.

2011

- Correction of congenital scoliosis using digital neuronavigation.
- Innovative percutaneous mitral valve repair without open surgery, using the innovative MitraClip system.
- First robotic thoracic surgery in Greece using the da Vinci® S System.

2012

- First procedures in Greece using the da Vinci® S system.
 - Tumor removal from a solitary kidney (partial nephrectomy)
 - Thymus gland removal (thymectomy)
 - Vertical partial laryngectomy
- The first latest generation hybrid operating room in Greece.

2013

- New transcatheter valve implantation procedure for high-risk patients suffering from aortic valve disease.



HYGEIA was included among the 21 innovative companies evaluated in the first edition of the **Sustainability Performance Directory**, by the QualityNet Foundation in Greece.

The 21 companies included in the **THE MOST SUSTAINABLE COMPANIES IN GREECE** for 2017-2018 are among the elite of the Greek entrepreneurship scene.

2014

- The Radiation Oncology Center was equipped with the new Versa HDTM state-of-the-art linear accelerator by Elekta. Through this investment, the Hospital aims to treat all forms of cancer with maximum accuracy, safety and speed, while at the same time improving the quality of life of its patients.

2015

- The first comprehensive Endoscopic Paranasal Sinus & Skull Base Surgery Department was established in Greece, for the entire range of conditions affecting the nose, the paranasal sinuses and the base of the skull.

- The first implantation of a leadless pacemaker was successfully performed.

- The first VITEK®MS MALDI TOF in Greece was installed in the Central Labs.

With this technology, microbial identification results are available in just a few minutes.

2016

- The new FilmArray 2.0 System was installed at the Central Labs of HYGEIA Hospital, revolutionizing the management of infections.
- The HYGEIA Hospital Radiation Oncology Center became a European Center of Excellence after the latest agreement signed with Elekta, due to its unique and advanced equipment, as well as the top services it offers for cancer treatment. The Radiation Oncology Center is also the only one in Greece to

for the sale of all of its the controlling interest (direct and indirect) in the Company, standing at 70.385%, to Hellenic Healthcare S.A.R.L., which is controlled by CVC Capital Partners, for a consideration of €0.95 per share (Total consideration €204,430 thousand).

August 25, 2018: By decision of the General Meeting of MARFIN Investment Group Holdings SA, the sale and transfer were approved, along with all the relevant decisions and actions of its Board of Directors. The transaction is subject to the approval of the Competition Authority.

July 10, 2018: DTCA HYGEIA SA (the Company) announced that on 06/07/2018 a Share Purchase Agreement (SPA) was signed with company AMERICAN HOSPITAL ShA (the Buyer), registered in Tirana, Albania, for the sale of the Company's total stake (100%) in its subsidiary HYGEIA HOSPITAL TIRANA (HHT).

August 23, 2018: HYGEIA, in continuation of its announcement on 10/07/2018, informed the investment community on the conclusion of the sale of the Company's total stake (100%) in its subsidiary HYGEIA Hospital Tirana to company American Hospital ShA. The cash consideration for the Transaction stood at €1.016m and was calculated on a cash free-debt free (CFDF) basis at the time the Transaction was concluded.

The Buyer assumed liabilities amounting to €29.5m in total (including the long-term borrowings of HHT, amounting to approximately €19m, as well as liabilities to HYGEIA Group companies, amounting to approximately €2.5m).

December 31, 2018: HYGEIA disclosed the Reasoned Opinion of the Diagnostic and Therapeutic Center of Athens HYGEIA SA Board of Directors regarding the mandatory takeover bid by Hellenic Healthcare Single-Member Holdings SA.



HYGEIA Group received an honorary distinction for its Traveling for Health Corporate Social Responsibility initiative at the 9th annual BRAVO Sustainability Awards.

This CSR initiative was distinguished in the Bravo Society pillar.

It was among 100 business community candidates that received the highest ranking after social dialogue.



JCI is...



Leader in Quality

HYGEIA is the only hospital in Greece to have been accredited by Joint Commission International (JCI).



Accredited by
Joint Commission International

have been selected by the International RadioSurgery Association (IRSA) as a Center of Excellence for Stereotactic Radiotherapy & Radiosurgery.

- Comprehensive Management of Liver Cancer Patients. The HYGEIA Hospital Hepatobiliary Surgery Department completed three years of operations and throughout that time, it has been providing individualized treatment for all benign and malignant liver conditions.

2017

- Robot-assisted partial nephrectomy & intraoperative ultrasound. Maximum safety for patients with kidney cancer.
- First fully organized and dedicated private Heart Center established in Greece, offering comprehensive treatment for all heart conditions, from fetuses to adults.
- Innovative fusion imaging system for prostate cancer: maximum diagnostic accuracy and safety.
- First patient awake video-assisted thoracic surgery to remove lung tumor.
- HYGEIA, setting the pace in infrastructure upgrades, installed the first 4K NBI technology NarrowBand Imaging endoscopy towers in Greece, the latest in medical technology.
- HYGEIA further increased its quality services to patients by upgrading the robotic systems in its operating rooms, culminating with the installation of the state-of-the-art da Vinci Xi robotic system.
- Innovative subcutaneous defibrillator implantation at HYGEIA.

2018

- The IBM Watson for Oncology (WFO) platform was installed at HYGEIA Hospital. It is cutting-edge technology that uses artificial intelligence and contributes to comprehensive cancer treatment.
- HYGEIA Group signed a strategic partnership with Clinerion in the field of clinical trials.
- Renal tumor removal surgery sparing the rest of the healthy kidney was performed for the first time in Greece, using the latest generation da Vinci Xi robotic system with integrated Firefly technology.
- A robotic procedure for debulking of ovarian cancer was performed for the first time in Greece, using the latest generation da Vinci Xi system.
- A method for investigating cerebrospinal fluid conditions using the Likvor CELDA® system was applied for the first time in Greece. The system sets new standards in the investigations of CSF dynamics and brain valves, offering faster and more accurate diagnosis.
- The new PET/CT imaging technique with 18F-PSMA radiopharmaceutical, performed at HYGEIA Hospital, offers early staging of prostate cancer. It is an imaging technique that provides greater diagnostic accuracy compared to the scans performed currently.



Hybrid Operating Room

Top-Level Healthcare Services

Emergency Department/ Outpatient Clinic (24/7)

The main task of the Emergency Department is to make an initial assessment and offer treatment to any patient presenting at the Department with a medical emergency. All clinical and lab tests deemed necessary can be performed 24/7. The existing infrastructure, layout, equipment and staff training create the best possible conditions for assessing, resuscitating and stabilizing patients with acute medical conditions.

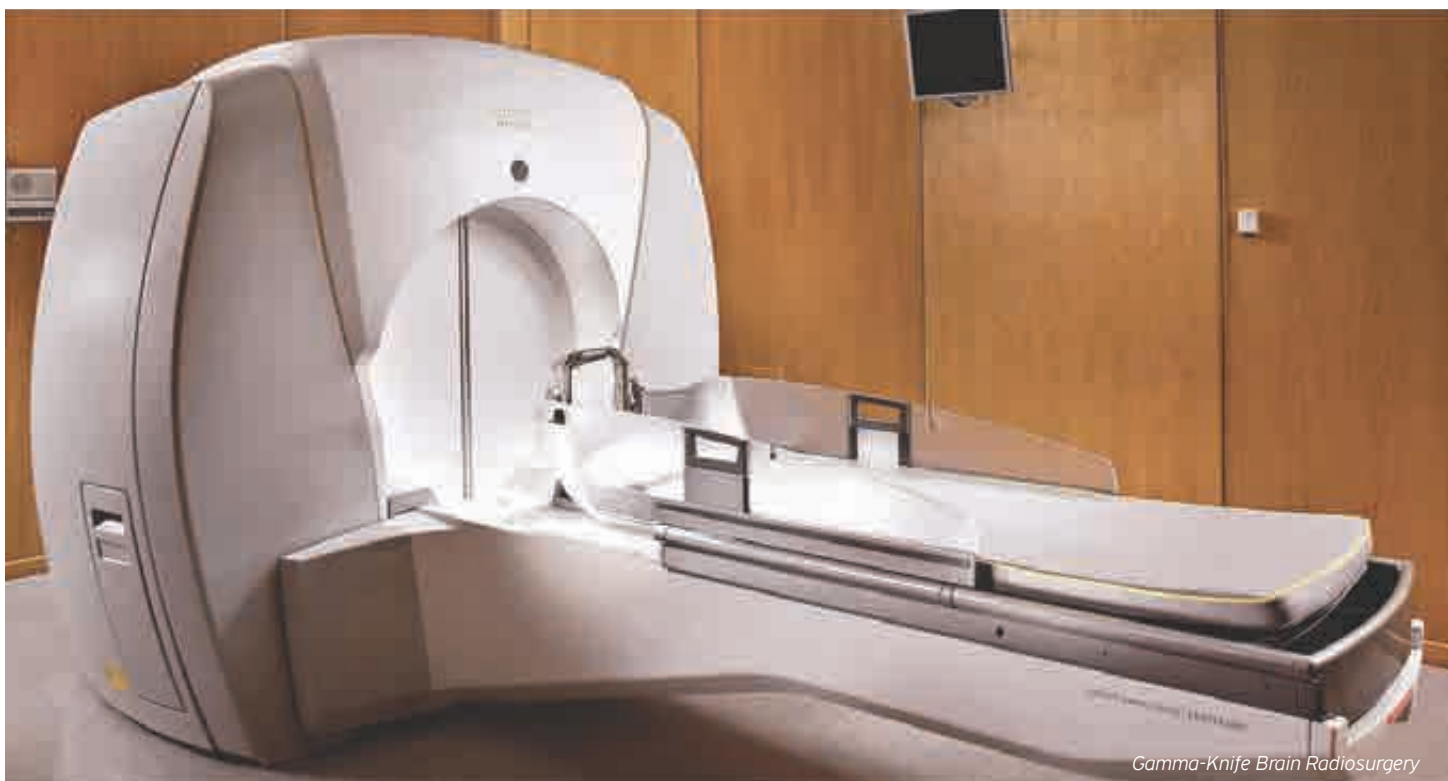
Patient diagnosis and treatment are performed based on the latest and most effective developments and techniques of medical science, always striving to fully satisfy our patients.

Our medical, nursing and other staff are always available to serve the patients in any way they can and discuss any issue

that concerns them. Highly-acclaimed physicians, fully-trained staff and state-of-the-art equipment are the key components of HYGEIA Hospital's most reliable and innovative departments.

Latest Generation Multidisciplinary Hybrid Operating Room

HYGEIA Hospital's Hybrid Operating Room is known as a "Latest Generation Multidisciplinary Hybrid Operating Room". Its pioneering design and versatile state-of-the-art equipment make it possible to simultaneously perform the latest endovascular and open surgical procedures on any part of the cardiovascular system. The procedures include: vascular surgery, interventional cardiology, cardiac surgery, neurosurgery and interventional radiology. It also allows performing all minimally in-



Gamma-Knife Brain Radiosurgery

vasive procedures for all medical specialties, such as orthopedics, general surgery, trauma surgery and urology. HYGEIA Hospital's Hybrid Operating Room covers an area of 87 sq.m. and is equipped with the latest imaging and medical devices for performing complicated surgical procedures under maximum safety, speed and reliability conditions.

Gamma-Knife Brain Radiosurgery Department (unique in Greece)

It offers the most accurate and safe brain radiosurgery treatment worldwide with the innovative Leksell Gamma Knife Perfixion radiosurgery system. 2018 marked 14 years since the first Gamma Knife procedure was performed on a patient in Greece, at HYGEIA Hospital. In this time, more than 2,500 treatments for brain, head or neck conditions have been carried out by HYGEIA Hospital's Gamma Knife Brain Radiosurgery Department,

with an over 95% success rate for most diagnoses.

Gamma-Knife radiosurgery is considered the most significant technical innovation in neurosurgery in the last 20 years. It allows over 1 million patients worldwide to adequately manage their disease, without undergoing the hassles and risks of an open surgical procedure. Neurosurgeons, radiotherapists-oncologists and radiophysicists contribute their expertise to create a treatment program tailored to the needs of each patient.

The ongoing follow-up and evaluation of patients who have undergone treatment with Gamma Knife confirmed a success rate of over 95% for most benign tumors and a significant improvement in the most aggressive cases. This has rendered Gamma Knife radiosurgery the most suitable treatment method, many times replacing conventional surgery or other therapeutic interventions that have not yielded results.



Adopting and using cutting-edge technology that ensures superior healthcare services is the golden rule for HYGEIA..



Latest Generation Robotic Surgery

The state-of-the-art da Vinci Xi robotic system incorporates the technology of the last years and gives surgeons the opportunity to perform robotic surgery even more easily and effectively. It ensures the smallest possible incision, with added benefits for the patient, such as minimal post-operative pain and complications, significantly shorter hospitalization, faster recovery and a perfect aesthetic result. Robotic surgery translates into shorter anesthesia time and minimal blood loss, both factors assisting in the fastest possible patient recovery.

Robot-Assisted Microscope

It is the most recent development in modern neurosurgery for brain tumor removal with the automated STEALTH STATION neuronavigation system. It is electronically connected to the PENTERO surgical microscope, for safer, faster and more successful surgical procedures.

MAKO robotic-arm assisted orthopedic surgery

Orthopedic surgery using the Mako robotic-arm assisted technology has paved the way for treating knee and hip conditions. The procedures performed include total hip, partial knee and total knee replacement procedures.

A special high-definition CT scan is initially performed in all robotic-assisted orthopedic procedures, to fully depict the unique anatomy of each patient and adjust the new joint to the individual anatomical conditions.

In hip and knee procedures, precision in tissue preparation and implant placement produce an excellent surgical result as to the mobility, replacement and anatomy of the joint, perfectly resembling the human hip or knee.

Furthermore, the precise placement of the new joint using Mako technology greatly increases the duration of the implants, beyond the 10-15 years that currently apply, while patients are able to walk within 24 hours postoperatively.

In partial replacement procedures using the Mako robotic-arm assisted surgery system, only the damaged area of the knee joint is replaced, without affecting the healthy part. The incision is smaller and the patient is hospitalized for one day only. What is more, there is almost no blood loss and the replacement procedure is much faster.

In total knee replacement, even though in essence the procedure resembles conventional arthroplasty, in practice it is completely different as to the accuracy of the joint replacement. It takes into account both ligament stability and mobility, so that the final result is excellent and extremely predictable.

Robotic-arm assisted total hip replacement, is just as successful, given that during the procedure, the surgeon has all the available information at hand for every aspect of the surgery and may change the plan perioperatively if necessary, to ensure the best possible result.

PET/CT Department

The PET/CT method completed 13 years of successful operation in June 2017.

It is the first PET/CT Scan Department in Greece for highly sensitive and accurate cancer diagnosis. The cutting-edge Positron Emission Tomography (PET) scanner produces images of the anatomy of organs, as well as their functional and metabolic activity, resulting in more reliable diagnosis of oncologic conditions (in cases of malignancy).

The PET/CT is primarily used for better detection of oncologic conditions and certain indications of neurological conditions, as well as diagnosis of ischemic myocardial viability. In oncologic conditions, the PET/CT scanner is used for staging a malignant tumor (i.e. how extensive the disease is and whether it can be operated on or not), as well as evaluating treatment

response (radiotherapy and/or chemotherapy). Moreover, in special cases, the PET/CT scanner contributes significantly in diagnosing certain types of senilities and epileptic foci, so as to select the optimal treatment and its earliest possible commencement. The Department is certified to ISO 9000:2008.

Radiation Oncology Center

All the state-of-the-art radiotherapy techniques are applied in the most contemporary and largest Radiation Oncology Center in Greece. The Center is equipped with 3 latest generation robotic linear accelerators, for tumor radiation therapy with millimeter accuracy.

1) Elekta Synergy Agility with 6, 10 & 15 MV photon energy and 6, 9, 12 & 15MeV electron energy, 2) Elekta AXESSE 6 MV (suitable for body/head stereotactic applications) and 3) Elekta VERSA HD with 6, 10 & 15 MV photon energy and 6, 9, 12 & 15MeV electron energy, which incorporates the latest technology in linear accelerators and offers the unique possibility of very high dose rate of 6FFF & 10FFF MV.

These three linear accelerators implement the most advanced radiotherapy techniques, such as Intensity Modulated Radiation Therapy (IMRT) and Volumetric Modulated Arc Therapy (VMAT). They also have an integrated Cone Beam CT (CBCT) system for Image Guided Radiation Therapy (IGRT), ensuring 3D accuracy when implementing treatments. Specifically, the Elekta AXESSE linear accelerator is the latest technology in Robotic Radio-surgery / Stereotactic Radiotherapy for the head and the body, while the VERSA HD linear accelerator with high-dose rate capabilities offers unique possibilities for implementing the latest radiotherapy techniques extremely fast and effectively.

Finally, HYGEIA Hospital has become the only hospital in Greece to perform



HYGEIA extends to 17 floors and has a license for 315 beds, 274 of which are active and 27 are dedicated to chemotherapy.

It fully meets the needs of patients, offering:

- 18 small and 3 large suites
- 1 large VIP suite and 2 single luxury suites
- Intensive Care Unit (ICU)
- Medical Oncology Unit
- One-Day Surgery (ODS) Unit
- Bone Marrow Transplant Unit (BMTU)
- 18 Internal Medicine Clinics
- 26 Surgery Clinics
- 6 Diagnostic Labs
- 8 Imaging Labs
- 18 Operating Rooms
- 10 Outpatient Clinics

(Data as at 31/12/2018)

HYGEIA became an international academic medical center, after striking a significant partnership with the European University Cyprus School of Medicine. This 10-year partnership will contribute in educating and training Medicine students, exchanging know-how on clinical practice and education, promoting common-interest activities, and launching academic and educational initiatives in the field of Medicine.

breast radiotherapy using the Active Breathing Coordinator™ (ABC) system by Elekta.

The ABC system is based on advanced non-invasive technology that helps patients control their breathing during radiotherapy. Through this system, the radiation is delivered during a specific breathing phase, protecting the heart and lungs. Combined with the only Elekta VERSA HD™ linear accelerator installed in Greece capable of administering high FFF dose rate, this method ensures fast and safe radiotherapy for patients, using the advanced IMRT/VMAT techniques. The accuracy of the treatment is also ensured with the IGRT technique, i.e. using low-dose CT to pinpoint the correct position of the patient. The ABC technique may also be used to treat lesions in the lungs and liver, as well as other moving tumors – due to respiratory function – ensuring maximum accuracy during radiation.

Nuclear Medicine Department

Diagnostic tests are performed with 2 ultramodern tomographic γ-cameras (Bright View and Bright View XCT by Philips),

achieving higher image resolution, reducing data-collection time by half, delivering lower radiation doses to patients and ensuring shorter test duration. HYGEIA Hospital's Nuclear Medicine Department operates as a Center of Excellence for Philips in Southern Europe and the Middle East. The diagnostic applications are divided into in vivo (with the patient present) and in vitro (on biological body fluids, such as blood and urine).

Cardiac Magnetic Resonance Department

HYGEIA is paving the way in cardiac imaging. Since August 2002, it has been running a Research & Development of Cardiac Magnetic Resonance (CMR) Department, as part of the Hospital's CT and MRI Division. The Department is equipped with two 1.5 Tesla MRI devices (Philips Intera and Achieva) and advanced software, covering the entire range of heart tests. The exams are digitally filed using the picture archiving and communication system (PACS), and can be readily retrieved. CMR is one of the most advanced diagnostic techniques in Cardiology. It started being clinically used in the last decade and



quickly expanded its applications over a broad range of conditions.

Innovative fusion imaging system for prostate cancer

An innovative fusion imaging system has been installed at the HYGEIA Hospital General Ultrasounds Department, offering superior quality healthcare services for prostate cancer. The method combines the functionality and ease of ultrasounds with the objective accuracy of transverse imaging methods (CT & MRI). Specifically, it introduces images from a previous multiparametric prostate MRI scan to a specially equipped and designed ultrasound device.

Transcatheter Heart Valve Department

The HYGEIA Hospital Transcatheter Heart Valve Department is the only one in Greece that can perform all the types of transcatheter cardiac valve repairs currently available, such as: transcatheter aortic valve implantations (Evolut R, Medtronic; Sapien 3, Edwards; Portico,

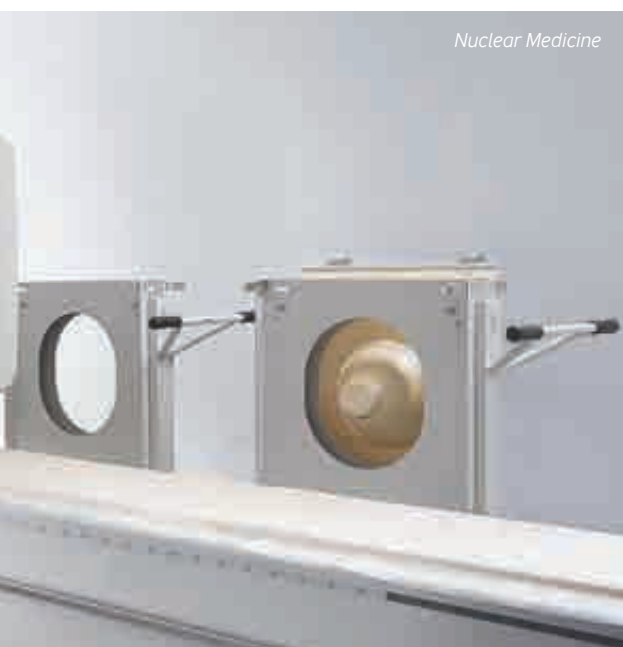
Abbott; etc.) using all possible implantation methods (transfemoral, transaortic, transthoracic, subclavian route etc.); transcatheter mitral valve failure repairs using the MitraClip system (Abbott), and the PASCAL system (Edwards) as part of a trial; and tricuspid valve failure repairs using the FORMA system (Edwards) as part of a trial. The Department also performs transcatheter mitral valve implantations using the Sapien 3 valve (Edwards), as well as the Twelve valve (Medtronic) as part of a trial. The Department staff have the longest experience in Greece and one of the longest worldwide, with over 1,000 transcatheter aortic valve replacements. The first MitraClip implantations in Greece were performed at the HYGEIA Hospital Transcatheter Heart Valve Department (2011). Since then, the Department has implanted around 200 such clips. In 2016, Edwards chose this HYGEIA Hospital Department to perform the first PASCAL system implantations worldwide. The PASCAL system repairs mitral valve failure similarly to the MitraClip system.

The HYGEIA Hospital Transcatheter Heart Valve Department is an official global training center for the Evolut R valve by Medtronic, the Sapien 3 valve by Edwards and the Portico valve by Abbott, while its medical staff are trainers for the valves produced by Edwards, Medtronic and Abbott, as well as the MitraClip system.

All transcatheter procedures are performed in the state-of-the-art HYGEIA Hybrid Operating Room.

Interventional Cardiology Department

The Department performs diagnostic and interventional procedures for the entire range of interventional cardiology conditions. Acute coronary syndromes (myocardial infarctions, unstable angina) are treated with direct angioplasty/stent, while arrhythmias are treated with electrophysiological control, ablation and pacemakers/defibrillators. The Department is always on alert, equipped with latest generation technical support.





Breast Center

The HYGEIA Hospital Breast Center specializes in the early diagnosis and treatment of breast conditions.

Fast diagnosis, proper treatment and regular patient follow-ups constitute the cornerstone of our Center. We place great significance on nursing care, consultation and medical assistance throughout all stages of the disease, including diagnosis, surgery, continuation of treatment and follow-ups. All the contemporary diagnostic and treatment methods that ensure top-level healthcare services are available to patients. The Center is equipped with a digital mammography system and a sophisticated breast ultrasound imaging device for early diagnosis.

Neurosurgery & Interventional Neuroradiology Department

The Department treats all brain and spinal cord conditions – e.g. space-occupying lesions (tumors), hematomas, abscesses, vascular lesions, hydrocephaly, etc.) – that require surgical treatment, as well as degenerative conditions of the spine (spinal stenosis, disc herniations).

The methods used to treat these conditions are based on the latest technology available globally and includes all types of modern surgical procedures, such as:

- 1) Open surgical procedure with microscope or endoscope.
- 2) Minimally invasive methods (endovascular embolization).
- 3) Gamma Knife stereotactic radiosurgery for tumors and vascular conditions.

gery for tumors and vascular conditions.

Although the Department handles the entire range of brain and spinal cord surgery, the Department doctors additionally specialize in following two major Neurosurgery types.

Vascular Neurosurgery: Our Department has long experience and is recognized internationally for its excellent results in endovascular and microsurgery procedures for vascular conditions (embolization of aneurysms and arteriovenous communications, thrombectomies following ischemic cerebrovascular accidents). It is also the only center in Greece for treating giant aneurysms using bypass in the HYGEIA Hybrid Operating Room, and among very few selected centers across Europe.

Brain/Spinal Cord Tumor Surgery: Our Department uses advanced technology implemented globally.

Endoscopic Paranasal Sinus & Skull Base Surgery Department

The Department focuses on diagnosing and offering conservative or surgical treatment to nasal conditions for all ages, including general rhinology, endoscopic skull base surgery, rhinoplasty (cosmetic and functional) and allergies. It also performs endoscopic rhino-neurosurgery, a new surgical approach used on adults and children, in partnership with other neurosurgery teams within HYGEIA. Endoscopic skull base surgery in select cases translates into shorter hospitalization, minimal external scarring, potentially fewer complications and faster recovery. It is the method of choice for certain skull base tumors. Being an international center of excellence, with long international experience, the Department treats such conditions both nationally and on a European level. It also operates as a teaching department, organizing hands-on cadaver seminars and welcoming ENT surgeons from Greece and abroad who are interested in postgraduate training.

Medical Oncology Unit

HYGEIA Hospital's Medical Oncology Unit treats patients who do not require 24-hour medical care (usually patients with oncologic, hematological, neurological problems and/or patients requiring transfusions). The Department meets the needs of patients seeking treatment (usually IV administration of medications) that requires hospitalization only for a few hours, within a pleasant and hospitable environment, which utterly respects the

needs of patients and offers them specialized care. It is fully staffed with experienced personnel who specialize in administering cytostatic drugs.

It includes a reception and a patient admissions office, so that admissions and discharges are performed within the Unit, greatly facilitating the patients.

The Medical Oncology Unit is equipped with 3 vertical laminar air flow devices for the preparation of cytostatic drugs. It also offers the option of using a hypothermia cap to avoid hair loss.

The 27 individual treatment booths provide comfort and privacy to patients, while they are equipped with TV, radio and an armchair for accompanying persons. Patients undergo treatment and are discharged at the end of it.

Imaging Departments

The HYGEIA-MITERA unified imaging departments constitute the largest state-of-the-art imaging complex in Greece.

They are equipped with a high-power latest generation MRI device (3 Tesla); a state-of-the-art open Magnet of the highest power (1 Tesla); 2 MRI devices (1.5 Tesla); 4 multi-slice CT scanners with multiple capabilities (128 dual lamp slices, and 128, 64 and 20 slices); 2 cutting-edge technology gamma cameras, one of each being a hybrid system (SPECT/CT); a hybrid 16-slice PET/CT system; 25 ultrasound devices; fully equipped chambers for conventional and interventional radiology; and 4 rooms with very advanced devices for angiographic tests.

Contemporary imaging and technical equipment has also been installed in the HYGEIA Hybrid Operating Room.



HYGEIA continuously proceeds with new investments in infrastructure and modern medical technology, and strives to work with highly-acclaimed physicians.

Check-up Department

Comprehensive check-ups are performed within 3 hours in the contemporary facilities of the Department, which are equipped with the latest technology.

All the medical departments are concentrated in the same area, which ensures absolute coordination and programming, and minimizes waiting time between tests. The Check-up results are available in 3 days, along with a medical report on the patient's physical condition by a specialized internist. Specific instructions may also be included in the report where necessary.

International Patient Service (IPS)

HYGEIA Group has created a dedicated International Patient Service for fully addressing the needs of international patients, their relatives, and all parties interested in Medical Tourism and Cross-border Care, with the aim of upgrading the management of international patients.



Watson for Oncology is a new technology that gives cancer doctors more information – from insights from top doctors in the US, the latest data from international literature, and many treatment options.

Artificial intelligence in the service of Oncology

Watson for Oncology (WFO) is an artificial intelligence (AI) system, developed by IBM with the aim of providing the best possible treatment to patients suffering from lung, breast and colon cancer. It has the capacity of continuous learning, from articles as well as from patient case studies entered in the WFO database from Memorial Sloan Kettering Cancer Center. In spite of its processing power, Watson does not make decisions; it is used as a guiding tool to help doctors decide on the best possible treatment.

The frequency of cancer incidents is continuously increasing. International institutions estimate that 14 million new cancer cases will occur every year. It is also estimated that for scientists to get updated on everything that's happening in the field of Oncology today, they must put in 167 hours of study every week. Considering that in 75% of the cases the disease is not expected to respond to the medication and treatment modifications will be required, it is easy to realize that dealing with cancer is a very difficult and complex issue. The need for access to knowledge and vast volume of information has led IBM and a team of scientists to develop a latest generation platform called WATSON for Oncology (WFO).

mentation. The new verification method takes place prior to the patient's treatment using RTsafe Personalized Pseudo-Patient™ technology.

Specifically, using CT images and highly accurate 3D printing medical technology, it creates an exact and unique replica of the patient from a material that interacts with radiation similarly to human tissue.

The personalized replica simulates the anatomy of the patient and has holes used to measure the dose administered to the targeted tumor and the sensitive body parts. This allows for full simulation and verification of the treatment before it is administered to the patient, ensuring maximum accuracy and safety during radiotherapy.

The benefits of the method are quite significant for patients, given that many brain tumors are located only a few millimeters from healthy surrounding tissue, such as the optic nerve.

HYGEIA Hospital is listed among the leading hospitals using the RTsafe technology worldwide, including UCLA, MD Anderson and UTHealth in the USA, as well as Royal Marsden and the University of Freiburg in Europe.

HYGEIA and Clinerion join forces in clinical trials

HYGEIA Group signed a strategic partnership with Clinerion in the field of clinical trials. Clinerion has the largest information exchange network worldwide between healthcare providers and pharmaceutical companies, aiming to expedite the clinical trial and drug development procedures, and ensure prompt access of patients to innovative treatment methods.



Affiliation with insurance companies

HYGEIA SA holds long-term contracts with major insurance companies that have a high credit rating.

RTsafe: Personalized radiotherapy chain verification method using an accurate replica of the patient

A new method for brain, head and neck radiotherapy verification was introduced for the first time in Greece at HYGEIA Hospital, ensuring maximum patient safety and effective treatment imple-

my hygeia Personal Health Record



Inspired by the advancements in technology and their application in the area of health-care, we have created an online Personal Health Record (PHR) / my hygeia for patients. Our aim is to offer yet again top-level healthcare services that meet the needs of our patients.

my hygeia is a structured collection of the patient's medical information, stored in digital form. Patients may access their online file quickly and easily, and communicate their health information in any way they see fit, within a safe and secure environment that utterly respects their sensitive personal data.

What it offers

my hygeia is a valuable tool both for patients, who may now take on an active role in their healthcare, and for doctors. Within a user-friendly environment, users may monitor their personal health information, but also share this information with the doctors of their choice.

Improved doctor-patient communication

Treating physicians have immediate and easy access to the patient's medical history, while they also have the opportunity to compare older test results or information with newer ones in real time, which plays a major role in proper patient management and treatment of patient health issues.

The medical data:

- are transferred and stored safely,
- are constantly updated,
- may be conveniently sent by email to whomever the user decides.

my hygeia offers convenient and immediate access to a patient's medical history and contributes significantly to quality medical care for patients.

The app ensures absolute protection of the patient's personal and health data. Only the patient has access to it with their credentials. They may then authorize other users.

How to register

The procedure for registering is short and simple.

You only need to fill in the registration form you will find at HYGEIA.

To register for a PHR you need:

- An active email account.
- A personal mobile number.
- Valid ID or passport

Medical Services

Departments

- PET/CT
- IMAGING
- GAMMA KNIFE BRAIN RADIOSURGERY
- CT-MRI
- EYELID, LACRIMAL APPARATUS & ORBIT
- BRONCHOSCOPY LAB
- GASTROENTEROLOGY
- GENERAL ULTRASOUNDS
- DERMATOLOGY
- TRANSCATHETER HEART VALVES
- ENDOCRINOLOGY & DIABETES MELLITUS
- EMERGENCY DEPARTMENT/ OUTPATIENT CLINICS
- INTERVENTIONAL RADIOLOGY
- ENDOSCOPIC PARANASAL SINUS & SKULL BASE SURGERY
- CARDIAC CATHETERIZATION LAB
- RESPIRATORY FUNCTION LAB
- RESEARCH & DEVELOPMENT OF CARDIAC MRI
- HEPATOLOGY
- LASER HAIR REMOVAL
- SMOKING CESSATION CLINIC
- ENDOCRINOLOGY CLINIC
- PAIN CLINIC
- ORAL & MAXILLOFACIAL SURGERY
- MEDICAL PHYSICS
- CENTRAL LABS
- RADIATION ONCOLOGY CENTER
- PROSTATE BRACHYTHERAPY CENTER
- LITHOTRIPSY CENTER
- BREAST CENTER
- NUTRITIONAL MEDICINE
- CLINICAL NEUROPHYSIOLOGY
- CLINICAL PSYCHOLOGY
- CYTOLOGY LAB
- SLEEP STUDY CENTER
- HAIR TRANSPLANTATION
- GENETIC ONCOLOGY UNIT
- NEUROMODULATION
- NEUROSURGERY & INTERVENTIONAL NEURORADIOLOGY
- NEURODEGENERATIVE BRAIN CONDITIONS/MEMORY CLINIC
- DENTAL IMPLANTS & TISSUE REGENERATION
- BONE DENSITOMETRY & OSTEOPOROSIS
- URODYNAMICS
- OPHTHALMOLOGY
- CLINICAL PATHOLOGY LAB
- PARKINSON & MOVEMENT DISORDER
- MULTIPLE SCLEROSIS & DEMYELINATING DISEASES
- CHECK-UP
- NUCLEAR MEDICINE
- RHEUMATOLOGY
- ECHOCARDIOGRAPHY
- PHYSICAL THERAPY & REHABILITATION
- HEPATOBILIARY SURGERY
- BREAST IMAGING DEPARTMENT
- ENT

Clinics

The Internal Medicine and Surgical Sector include the following Clinics:

Surgical Sector

- 1ST-2ND VASCULAR SURGERY CLINIC
- 1ST-2ND-3RD-4TH CARDIAC SURGERY CLINIC
- 1ST-2ND-3RD-4TH-5TH-6TH ORTHOPEDIC CLINIC
- 1ST-2ND-3RD UROLOGY CLINIC
- 1ST-2ND-3RD-4TH-5TH-6TH SURGICAL CLINIC
- 1ST OPHTHALMOLOGY CLINIC
- THORACIC SURGERY CLINIC
- HEAD & NECK CLINIC
- 1ST-2ND-3RD NEUROSURGERY CLINIC
- PLASTIC & RECONSTRUCTIVE SURGERY CLINIC
- COSMETIC SURGERY & LASER CLINIC
- ENT CLINIC

Internal Medicine Sector

- 1ST-2ND-3RD GYNECOLOGIC ONCOLOGY CLINIC
- 1ST-2ND-3RD GASTROENTEROLOGY CLINIC
- 1ST-2ND-3RD-4TH-5TH CARDIOLOGY CLINIC
- 1ST-2ND-3RD-4TH-5TH MEDICAL ONCOLOGY CLINIC
- 1ST-2ND INFECTIOUS DISEASES CLINIC
- 1ST-2ND PULMONARY CLINIC
- HEMATOLOGY CLINIC – HEMAPHERESIS
- DIABETES CLINIC
- NEUROLOGY CLINIC

Central Labs

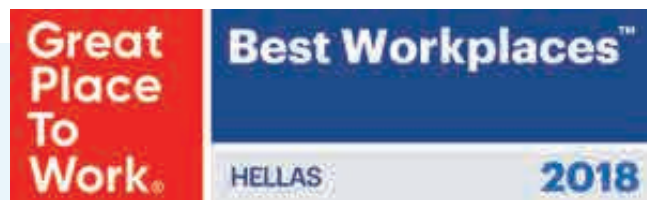
The HYGEIA Central Labs are staffed with biopathologists, biochemists, biologists, auxiliary and administrative personnel, and include the following departments, which operate 24/7:

- HEMATOLOGY
- UROCHEMISTRY
- BLOOD BANK
- IMMUNOLOGY
- BIOCHEMISTRY
- CULTURES
- MICROBIOLOGY

Units

- INTENSIVE CARE UNIT (ICU)
- AUTOLOGOUS BONE MARROW TRANSPLANT UNIT
- ONE-DAY SURGERY
- MEDICAL ONCOLOGY UNIT

Renovated in 2018, the Central Labs feature state-of-the-art fully-automated equipment and an IT system that allows continuous control of sample processing and examination execution, covering the entire range of modern medical tests.



HYGEIA is the only hospital in Greece to receive an award for **its positive work environment for the 3rd time**, as it was ranked among the top companies with more than 250 employees listed as **Best Workplaces**.

Note that the companies are awarded mainly based on answers provided by the employees themselves.





Board of Directors Composition

On 31/12/2018, the company's Board of Directors composition was as follows:

NO.	NAME	POSITION
1	Athanasios Papanikolaou	Chairman/Non-Executive Member
2	Georgios Politis	Vice-Chairman/Non-Executive Member
3	Andreas Kartapanis	CEO/Executive Member
4	Dimitris-Eleftherios Mantzavinos	Executive Member
5	Konstantina Psoni	Executive Member
6	Dimitrios Syrmis	Non-Executive Member
7	Sergios Stampoulous	Non-Executive Member
8	Panagiotis Throuvalas	Non-Executive Member
9	Spyridon Kalakonas	Non-Executive Member
10	Efstratios Pattakos	Non-Executive Member
11	Georgios Zacharopoulos	Non-Executive Member
12	Nikolaos Damaskopoulos	Independent Non-Executive Member
13	Athanasios Christopoulos	Independent Non-Executive Member

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

HYGEIA Income Breakdown in %

Million €	31/12/2018
Revenue	132.3
Adjusted EBITDA	30.3
Net Earnings / (Losses)	14.1

Shareholding Structure

SHAREHOLDER NAME	SHARES	SHARE CAPITAL %
Hellenic Healthcare SMH	287,082,439	93.90%
Shareholders holding < 5%	18,649,997	6.10%
Total	305,732,436	100.00%

Last update: 31/12/2018

Current Shareholding Structure

SHAREHOLDER NAME	SHARES	SHARE CAPITAL %
Hellenic Healthcare SMH	305,732,436	100.00%

By decision of the Hellenic Capital Market Commission, issued on May 7, 2019, and pursuant to the provisions of Article 17(5) of Law 3371/2002, on Wednesday May 8, 2019, the Company shares stopped being traded in the Athens Exchange systems.



ΟΜΙΛΟΣ ΥΓΕΙΑ



MITERA General, Maternity, Gynecology & Children's Hospital

Our vision: To offer top-level comprehensive healthcare services, making MITERA a center of excellence for the whole family and for all ages.

MITERA, a member of HYGEIA Group, is the largest private hospital in Greece, with 459 beds. The General, Maternity, Gynecology & Children's hospitals have the necessary infrastructure, in terms of facilities, medical equipment and human resources, to respond immediately and efficiently to any medical emergencies that may arise.

For 2018



5,033
births



25,324
inpatients



185,034
outpatients



25,200
surgeries

Our mission

- ✓ To continuously improve and develop, with the aim of offering top-level healthcare services, in accordance with international standards.
- ✓ To offer continuous education and training opportunities to our medical, nursing and administrative staff.
- ✓ To enter into partnerships with internationally acclaimed physicians of all specialties.
- ✓ To invest in cutting-edge technology and upgrade the Hospital's facilities and infrastructure.
- ✓ To continuously improve the quality of services we offer, by securing the necessary certifications and accreditations.
- ✓ To boost the financial value and healthy growth of the company.
- ✓ To commit to the principles and values of corporate responsibility through our continuous initiatives for society, the employees, the market and the environment.

Top-Level Healthcare Services

MITERA Breast Center

Focusing on early diagnosis and treatment of breast cancer, MITERA has created a model Breast Center based on European standards, raising awareness and promoting early diagnosis and treatment of breast cancer. The MITERA Breast Center is staffed with qualified scientific medical and nursing staff, and equipped with the latest technology. Its fundamental priority is to offer dedicated quality services, based on international protocols and guidelines. It caters for all women who seek regular check-ups, women who have been recently diagnosed with breast cancer and women who follow cancer treatment.

In 2016, the MITERA Breast Center became a full member of the Breast Centres Network, the first international network

of clinical centers exclusively dedicated to the diagnosis and treatment of breast cancer, consisting of 184 breast clinics across the globe. Specifically, MITERA:

- Has formed a team of experts to staff the Breast Center. These include qualified breast surgeons, oncologists, radiology specialists, anatomical pathologists and nurses, who assess the cases and come up with the most suitable treatment plan each time.
- Offers diagnostic services by fully trained radiology specialists, anatomical pathologists and cytologists, who use state-of-the-art equipment.
- Follows internationally recognized protocols, from diagnosis to treatment and recovery, offering services that ensure patient safety.



Gynecological Ultrasound Department

The Department carries out gynecological ultrasounds and is equipped with state-of-the-art 3D and 4D imaging equipment. It is staffed with doctors, obstetricians/gynecologists, qualified in this field, and experienced nursing staff. It handles all obstetric or gynecologic emergencies 24/7, even on weekends and holidays.

Fetal Medicine

The Fetal Medicine Department stands by women throughout their pregnancy, both in terms of diagnosis and treatment. It is staffed with experienced personnel who specialize in obstetric ultrasounds and is equipped with the latest technology. It follows all the developments, so that it

may offer safe and reliable results, in tune with the latest international standards. The Department physicians have expert knowledge and extensive experience in diagnostic ultrasound exams, while they have been certified by the Fetal Medicine Foundation.

MITERA Institute of Life Assisted Reproduction Unit

MITERA Hospital's Assisted Reproduction Unit has been operating continuously for the last two decades. The Unit has exhibited high success rates, by employing innovative methods for Greece. The Unit reception and embryology lab equipment were recently revamped and renovated, while the Unit works closely with the Institute of Life. The MITERA Institute of Life



Creating together!

ASSISTED REPRODUCTION UNIT

MITERA Milestones

1979

- MITERA SA commenced operations.
- It started out as a Maternity/Gynecology Hospital and soon expanded to other medical sectors.

1994

- The Hospital expanded with the construction of a new wing.

1995

- The Molecular Biology and Cytogenetics Laboratory commenced operations, encompassing a special DNA Department.

1996

- MITERA Hospital inaugurated the Assisted Reproduction Unit and the following clinics: ENT, Ophthalmology, General Surgery and Urology.

1999

- The Company received an operating license for an MRI Lab.

2000

- MITERA acquired 34% of the company LETO Maternity and Surgical Center SA.

2003

- The Company received a license to establish and operate a General and a Children's Hospital.



Dialysis Unit

is staffed with leading professionals with long experience, obstetricians/gynecologists, clinical embryologists, nutritionists and mental health professionals, who understand the mental anguish of infertile couples. It boasts modern facilities and spacious areas, as well as a state-of-the-art embryology lab, equipped with the latest assisted reproduction technology. It also works with Embryotools, a company with long experience in offering advice and technical know-how on IVF. The MITERA Institute of Life Assisted Reproduction Unit (IVF) has equipment, safeguards and procedures in place, and above all expert embryology specialists, making it one of the best such units in Europe.

Imaging Departments

The MITERA Imaging Departments are staffed with qualified personnel and equipped with the latest technology, offering advanced medical services 24/7. The Departments consist of: CT / MRI & Osteoporosis, Diagnostic Radiology, Pediatric Imaging, General Body Ultrasounds,

Gynecological Ultrasounds, Breast Imaging and Echocardiography. There is also close cooperation with the HYGEIA Hospital Interventional Radiology, PET/CT and Nuclear Medicine Departments.

MITERA Cardiology

MITERA runs 3 Adult Cardiology Clinics; two of these specialize in acquired heart diseases (cardiac valve and coronary disease), while the third focuses on adult and child congenital (since birth) heart disorders.

The Cardiology Clinics are on alert 24/7 and take on both scheduled cases, as well as general emergencies and emergency transcatheter procedures (coronary angiography, angioplasty and valvuloplasty).

All the necessary patient assessment exams may be performed at the Outpatient Clinic. These include ECG, 2D and 3D Doppler echocardiography, stress test with or without ergospirometry, and 24-hour Holter monitoring. Patient diagnosis may be concluded with special imaging tests, such as heart & vessel CT and MRI in the MITERA Hospital open MRI device.

The General Ultrasound Lab performs carotid and large vessel echocardiography exams, which are necessary before and after transcatheter and cardiac surgery procedures.

The Cardiology Department for Adult Congenital Heart Disease and Children has long experience in Greece in transcatheter mitral valve valvuloplasty, while the Cardiac Catheterization Lab specializes in the entire range of percutaneous procedures. These include balloon and stent angioplasty, cardiac valvuloplasty, repair of congenital problems detected in adulthood, and transcatheter replacement of pulmonary and tricuspid valves.

The MITERA Clinics are staffed with world-renowned cardiac surgeons, who perform open-heart surgery on adult patients with coronary disease, aortic aneurysm, cardiac valve disease, as well as structural heart defects, such as paravalvular leaks, interatrial communications and interventricular communications.

Echocardiography Department

The MITERA Hospital Echocardiography Department is a state-of-the-art cardiac ultrasound lab, equipped with the latest technology. The following exams are performed: Full 2D & 3D transthoracic echo, for the entire range of heart diseases (e.g. echocardiographic study of cancer patients before, during and after the administration of chemotherapy, and patients with coronary disease, stroke, angioplasty or aortocoronary bypass, cardiac valve disease, etc.); Stress echo test using contrast, performed by staff who have received special training in large hospitals abroad; 2D & 3D intraesophageal echo; Bubble study; Contrast echo; Study of cardiac desynchronization and analysis using advanced software.

Hemodialysis Unit

The MITERA Hemodialysis Unit has been operating since July 2015. Housed in ultra-modern facilities within MITERA Hospital, it offers treatment to both inpatients and outpatients with chronic kidney disease (CKD) who require hemodialysis. The state-of-the-art Unit is equipped with 15 dialysis machines and can serve up to 90 patients at full capacity. It is located on the 4th floor of the Hospital and is fully accessible to people with disabilities. It is equipped with special dialysis chairs that are operated by an electronic control unit and have been designed to offer maximum patient comfort, as well as easy adjustments in case of emergencies.

During their hemodialysis session, patients are monitored by the Unit's medical and nursing staff, who are fit to handle any issue that may arise. The MITERA Hemodialysis Unit also operates a Yellow Unit for the treatment of patients with HBV and is equipped with a continuous flow deionized water system. It boasts the latest technology and is staffed by experienced and qualified medical and nursing personnel, who ensure that patients receive top-level healthcare services, in line with international protocols.

Intensive Care Units (ICU)

MITERA runs modern adult and pediatric ICUs.

Adult Intensive Care Unit (ICU): It was established to cater for critically ill patients who require special treatment and increased care. It is equipped with the latest technology and staffed with fully qualified medical and nursing personnel. It is a model ICU with separate, private spaces for each individual patient. The aim is to isolate each patient and minimize the spread of infections. It caters for the following specialties: Obstetrics/Gynecology,

2006

- MITERA announced that it had acquired over 86% of the shares of LETO Maternity and Surgical Center SA, with voting rights.
- The newly-established MITERA-LETO SA alliance offered comprehensive diagnostic and hospitalization services in the fields of Obstetrics, General Medicine and Pediatrics, in two independent state-of-the-art hospitals in Attica, with a total capacity of over 570 beds.

2007

- The Board of Directors of DTCA HYGEIA SA and MITERA General, Maternity, Gynecological and Children's Hospital SA decided to join forces, with the aim of establishing the most powerful private Healthcare Group in Greece.

2008

- MITERA SA established the first Private Pediatric Cardiology-Pediatric Cardiac Surgery Clinic, thus filling a large gap in the provision of healthcare services to children.

2010

- The 5th, 6th and 7th floor wards as well as the operating rooms were fully renovated, with the aim of increasing the quality of the services offered.
- The MITERA at Home Service was established.

The MITERA Obstetrics & Surgical Center SA opened its gates on April 29, 1979, equipped with 300 beds, spacious areas, labs and waiting lounges. Responsibility for life, respect for people, accountability and integrity are the values established by the team that founded MITERA; these same values continue to mark its course and development to date.



Cardiology, Pulmonology, Trauma, Vascular Surgery, Neurosurgery and General Surgery. It offers vital sign monitoring and medical assistance 24/7, both with medications and with the use of life-support systems.

One-Day Treatment (ODT) Unit

A fully-equipped One-Day Treatment (ODT) Unit operates within MITERA Hospital, with the aim of providing optimal treatment to oncology patients. The ODT uses innovative methods for administering chemotherapy medications, in tune with the latest developments in Oncology. The ODT receives patients who do not necessarily have to be admitted for hospitalization. The main aim is to offer short-term hospitalization to patients in a relaxed and friendly environment (private booths equipped with a TV and an armchair for accompanying persons), with medical and nursing staff on close call to better care for the patients.

To assist patients, the ODT Reception calls them one day before treatment to inform them of the exact time of their appointment. On the actual day, it also arranges for their admission process.

Level 3 Neonatal Intensive Care Unit (NICU)

The NICU opened for the first time in April 1979 and was the first private NICU to operate in Greece and among the very first ones in the country. In the over 37 years it has been operating, it has been a leader in the provision of top healthcare services to neonates. Its efforts have resulted in the remarkable drop in perinatal (5.11‰) and neonatal mortality (1.75‰) at MITERA, ranking the Unit among the best ones worldwide. Since its establishment, 460,000 babies have been born at MITERA, and 81,500 have been hospital-

ized in the NICU. The NICU is located on the ground floor of MITERA Hospital, next to the delivery and operating rooms, and has 3 levels. Both preterm babies as well as neonates with various problems are hospitalized in the Unit. It also treats neonates with surgical, neurosurgical, cardiac and cardiac surgery problems both pre- and post-operatively. Experienced neonatologists serve the NICU needs, as well as the delivery and operating rooms, around the clock, offering quality services to the tiny patients. Moreover, physicians of all subspecialties offer their services to the NICU whenever deemed necessary. Finally, experienced nurses take care of the neonates, under the supervision and guidance of head nurses and according to the medical instructions of the pediatricians/neonatologists.

Adult Cardiac Surgery ICU

The MITERA team of cardiologists and cardiac surgeons work closely with the doctors of the Adult Intensive Care Unit (ICU), which receives patients after open heart surgery or major transcatheter procedures. The Adult ICU performs intraesophageal echocardiography investigations and monitors patients with the latest technology, focusing on cardiac function assessment, with the option of immediate medical intervention and mechanical circulatory support. Furthermore, it is possible to perform emergency surgery within the ICU.

Gynecological Oncology Department

In women, the genital system is one of the regions that is most often affected by malignant diseases. New accumulated knowledge, innovative surgical techniques and progress in the field of chemotherapy have led to the creation of qualified teams of

2011

- MITERA SA entered the medical tourism market, establishing an International Patients Service (IPS).
- New IMSI technique (intracytoplasmic morphologically selected sperm injection) adopted by the MITERA Assisted Reproduction Unit (IVF).

2012

- The MITERA Hospital Assisted Reproduction (IVF) Unit was certified to ISO 9001:2008 by TÜV Austria Hellas.
- MITERA received the Corporate Superbrands Greece award, as it had the highest overall score in the "Healthcare Institutions-Diagnostic Centers" category.
- The MITERA Hospital DoCare Cosmetic Dermatology & Anti-Aging Department was established.

2013

- The MITERA Hospital Radiology, Mammography and Bone Densitometry Departments received the ISO 9001:2008 quality management certification by TÜV Austria Hellas.

2014

- The Hospital received a license for an Adult Corneal Tissue Application Unit.
- By a relevant Ministry of Health decision, MITERA was certified as a Baby-Friendly Hospital, since it implements the practices required by UNICEF and the World Health Organization (WHO) with regard to breastfeeding.

2014

- MITERA became the only hospital in Greece to receive an award for its positive work environment in 2014, as it was ranked among the top companies listed as Best Workplaces 2014.
- A common bond loan amounting to €42.1m in total was issued to MITERA SA, a subsidiary of HYGEIA.
- In June 2014, the share capital increase of the subsidiary trading as MITERA SA by €20,645,000 was certified, by decision of the Annual General Meeting of the company shareholders on 26/05/2014. The share capital increase arose from payment in cash and capitalization of the parent Company's receivables. The amount raised from the aforementioned share capital increase in cash was used to partially repay lending liabilities.

2015

- The Hospital's operating license was amended and new departments were established.
- The Hemodialysis Unit was established on the 4th floor, with 15 beds for the treatment of patients with terminal chronic kidney disease (CKD) who require hemodialysis.
- An Adult Cardiac Surgery Department was established.



Ultrasound Department



Delivery Room



Highly-acclaimed physicians, fully-trained staff and state-of-the-art equipment are the key components of MITERA Hospital's most reliable and innovative departments.

doctors to manage these diseases. These gynecological oncology specialists focus on surgical treatment, working closely with medical oncologists, radiotherapists and clinical pathologists, striving for the best results with regard to diagnosis, treatment and better quality of life.

In this context, the Gynecological Oncology Department and the MITERA Oncology Council are responsible for performing an

overall assessment of the patients diagnosed with gynecological malignancies, selecting the most suitable treatment and follow-up, and offering consultations in general. Working closely with the largest oncology centers in Europe and the USA, the Department physicians are able to offer the latest diagnostic and treatment techniques, while fully respecting the individual needs and traits of their patients.

2016

- The Functional & Reconstructive Nasal Surgery Department was established. It aims at offering comprehensive healthcare services to patients experiencing functional and cosmetic nasal problems.
- Establishment of Gynecological Oncology Department and Endometriosis Department.
- The MITERA Breast Center became a full member of the Breast Centres Network, the first international network of clinical centers exclusively dedicated to the diagnosis and treatment of breast cancer.
- All the MITERA Hospital Departments were certified as per the ISO 9001:2008 quality management system standard.

2017

- Latest generation laparoscopic technology was placed at the service of patients, with the installation of the first 4K NBI technology Narrow-Band Imaging (NBI) endoscopy towers in Greece.
- The first fully organized and dedicated private Heart Center in Greece was established at HYGEIA Group. It offers comprehensive treatment for all heart conditions, from fetuses to adults.
- The Child & Adolescent Urinary Disorder Clinic was established.
- The Department for Neurological Diseases in Pregnancy was established.
- The MITERA Breast Center became a full member of the Breast Centres Network, the first international network of clinical centers exclusively dedicated to the diagnosis and treatment of breast cancer.

2018

- Innovative continuous voice monitoring technique during thyroid surgery on a child.
- MITERA Institute of Life: Among the leading assisted reproduction units in Greece and globally / International GCR™ Accreditation.
- Establishment of Health and Sports Medicine Center exclusively for women.
- New innovative breast reconstruction method with pre-pectoral implant placement.
- A new Endogenous Metabolic Diseases & Inherited Lipid Disorders Department, the first to operate within a private hospital in Greece, was established at MITERA Children's Hospital in 2018, in its quest to continuously upgrade its services, to the benefit of children and their families. Endogenous metabolic diseases are attributed to gene disorders inherited from the parents, which can cause damage to multiple organs, such as the brain, liver, heart and so on. The main symptoms are experienced for the first time immediately after birth, while they continue through childhood and even through adulthood. These may include spasms, encephalopathy, stagnant weight gain, chronic diarrhea, enlarged liver, bone disorders, hypoglycemia, elevated uric acid, cholesterol, triglyceride and elevated Lp(a) levels, etc.

MITERA Hospital Medical Services

MITERA is active in the area of primary, secondary and tertiary healthcare and is the only private hospital in Greece that holds a license for both a Maternity/Gynecology and a General Hospital. To this end, it may offer the following services:

Internal Medicine Sector

- Internal Medicine
- Cardiology
- Dermatology
- Gastroenterology
- Pulmonary Clinic
- Hematology
- Nephrology

Surgical Sector

- General Surgery
- Urology/Urodynamics
- Plastic Surgery
- Orthopedics
- ENT
- Ophthalmology
- Obstetrics
- Gynecology
- Cardiothoracic Surgery

Special Units

- Adult Multidisciplinary ICU
- Adult Cardiac ICU
- Neonatal Intensive Care Unit (NICU)
- Assisted Reproduction Unit (IVF)
- Medical Oncology Unit
- Hemodialysis Unit

Outpatient Clinic/Labs

Diagnostic

- Microbiology
- Hematology
- Clinical Biochemistry
- Hormonology (Endocrinology)
- Cytology
- Immunology

Imaging Departments

- Diagnostic Radiology (Mammography/X-ray)
- CT Scanner
- MRI Scanner
- Cardiac Catheterization
- Bone Densitometry
- Angiography

Ultrasounds

- General
- Gynecologic (Fetal Medicine)
- Cardiac



The Company is governed by a Board of Directors, composed of 7 to 13 members, who are appointed by the General Meeting of shareholders for a 3-year office term. This term is extended automatically until the first Annual General Meeting following the expiry of their office term, which shall not exceed 4 years.

On 31/12/2018, the Company's Board of Directors composition was as follows:

NO.	NAME	POSITION
1	Georgios Politis	Chairman
2	Ioannis Andreou	Vice-Chairman
3	Andreas Kartapanis	CEO
4	Maria Papamarkou	Member/General Manager
5	Spyridon Kosmas	Member
6	Sergios Stampoulous	Member
7	Dimitris-Eleftherios Mantzavinos	Member
8	Vasileios Kellaris	Member
9	Stefanos Chandakas	Member
10	Ioannis Christopoulos	Member
11	Evangelia Lagkona	Member
12	Ilias Athanasiadis	Member
13	Dimitrios Syrmias	Member

On 31/12/2018, the MITERA shareholding structure was as follows:

SHAREHOLDER NAME	NO. OF SHARES	HOLDING PERCENTAGE
DIAGNOSTIC & THERAPEUTIC CENTER HYGEIA SA	110,601,151	95.84%
MITERA HOLDINGS, HEALTHCARE SERVICES & INVESTMENTS SA	4,274,704	3.70%
Other shareholders	522,485	0.45%
Total	115,398,340	100.00%

MILLION €	31/12/2018
Revenue	67.2
Net Earnings / (Losses)	3.1

MITERA extends to 10 floors and is licensed for 459 beds, 311 of which are active; 86 of those are allocated to adult and children's chemotherapy, adult dialysis, NICU and IVF, fully addressing the needs of each patient, with:

- Three-bed rooms
- Semi-private rooms
- Private rooms
- Luxury rooms
- Suites & a VVIP Suite
- 15 operating rooms
- 4 ICUs with a license for 66 beds
- 8 delivery rooms





MITERA Children's Hospital

At MITERA Children's Hospital we care for the children, our future.

MITERA Children's Hospital is the ONLY private, tertiary children's hospital in Greece that covers the entire range of pediatric medical cases.

The Hospital is fully staffed with distinguished pediatricians and physicians of all pediatric specialties and sub-specialties, as well as fully trained nursing staff, offering optimal healthcare to young patients. Due to their medical knowledge and experience, these scientists, both from Greece and abroad, have introduced all the latest clinical applications and treatments to MITERA Children's Hospital, making it the largest pediatric medical institution in Greece. By combining the traditional values in the field of healthcare for neonates, infants, children and adolescents with innovative diagnostic and treatment methods, we offer top-level services, guaranteed by our state-of-the-art medical equipment.



MITERA Children's Hospital is staffed with qualified pediatricians as well as doctors of all medical specialties. Using their knowledge and experience, they have introduced the most effective clinical practices and treatments to Greece, making it the largest private children's hospital in the country. We have created a friendly and familial environment for children, so as to make their hospitalization as pleasant as possible. MITERA Children's Hospital has 111 active beds and 10 beds in the Multidisciplinary Pediatric ICU and the Pediatric Cardiac Surgery ICU.

MITERA Children's Hospital implements strict protocols to safeguard and constantly improve the quality of medical acts, as well as all the medical services it offers.

NiKa Clinic

The establishment of the Child & Adolescent Oncology Center as well as the first NiKa Clinic in Greece, coupled with the experience gained by MITERA Children's Hospitals in the over 10 years it has been operating, have made it possible for us to make young patients and their suffering parents smile again.

Cutting-Edge Services

Child & Adolescent Oncology Center

The MITERA Children's Hospital Child & Adolescent Oncology Center commenced operations in 2014. Within its first year of operation children and adolescents with various types of cancer – such as leukemia, CNS tumors, sarcoma, kidney and adrenal gland tumors, etc. – were referred to the Center and were either diagnosed or underwent treatment. Depending on the

disease, the treatment protocol and the stage of treatment, patients are either admitted to hospital or visit the outpatient or one-day clinics.

Moreover, taking into account the European standards on offering quality health-care and the Erice Statement, MITERA Children's Hospital established the first Clinic in Greece for Cancer Survivors (NiKa). The exclusive aim of the Clinic – in partnership with KYTTARO, the Greek Can-

cer Survivors Association – is to offer care to cancer survivors. The young cancer survivors have the opportunity to visit physicians of various medical specialties who are affiliated with the program, as well as undergo the necessary clinical, blood and imaging tests, after having been referred by the NiKa Clinic. A personalized monitoring program is then drawn up, once the screening has been concluded.

Pediatric Cardiology / Pediatric Cardiac Surgery of Congenital Heart Diseases

For the Hearts of Children

A talented team composed of leading pediatric cardiologists – both permanent MITERA staff and external associates – pediatric cardiac surgeons, special cardiac anesthesiologists, ICU physicians and skilled nurses guarantee early diagnosis and safe treatment of all related conditions.

Ergonomic planning, state-of-the-art equipment, impeccable organization and close cooperation among the medical, nursing and technical staff have contributed to achieving excellent pediatric cardiac surgery and interventional pediatric cardiology results. The Pediatric Cardiac Surgery Department focuses on children with congenital and acquired heart conditions. In most cases, cardiac surgery is required as part of the treatment plan. Given that pediatric cardiac surgery as well as cardiac monitoring, must be performed at a dedicated center by qualified medical and other staff, the MITERA Children's Hospital Pediatric Cardiac Surgery Department has designed a fully equipped Pediatric Cardiac Surgery ICU exclusively for the pre- and post-operative care of children with congenital and acquired heart diseases.

The Pediatric Cardiology Department is equipped with advanced technology equipment – e.g. devices for cardiac cath-

Outpatient Clinic
& Emergency Department
for all specialties 24/7,
365 days a year.



MITERA Children's Hospital Milestones

2003

- MITERA Children's Hospital commenced operations.

2004

- MITERA Children's Hospital was inaugurated.

2008

- The MITERA Pediatric Cardiac Surgery Clinic was established. It was the first to operate within a private children's hospital in Greece.
- The Pediatric Ophthalmology Department was established. It was the first comprehensive Pediatric Ophthalmology Department in Greece. It includes an outpatient clinic and a fully equipped operating room, and covers the entire range of pediatric ophthalmology cases.
- Innovative heart surgery was performed on a 3-month infant suffering from tachycardia.

2009

- A biventricular pacemaker was implanted for the first time in Greece, in a child with a rare congenital heart disease.
- The Pediatric Orthopedics Department was established.

2010

- The Pediatric Neurosurgery, Pediatric Gastroenterology and Pediatric Endocrinology Clinics commenced operations.

2011

- A new innovative cardiac valve placement was performed without open surgery.

2012

- The MITERA Pediatric Cardiac Surgery Department was ranked among the top 9 Pediatric Cardiac Surgery Centers in Europe, with certified surgical results.



eterization, cineangiography and electrophysiology – and performs the entire range of invasive transcatheter treatments of congenital heart diseases, such as hybrid surgical procedures under fluoroscopy.

For maximum safety and efficiency, it is located next to the ICU.

Pediatric Gastroenterology

The Pediatric Gastroenterology Department treats all major nutrition-related conditions, such as refusal to eat, nutrition of children with special needs, as well as nutritional support for children with heart conditions, diabetes, kidney and liver disorders, and gastroesophageal reflux.

It also specializes in bowel and congenital hepatobiliary conditions, hepatitis B & C, autoimmune hepatitis, sclerosing cholangitis, metabolic liver diseases, etc. The pediatric gastroenterology procedures

performed include gastroscopy, ileocolonoscopy, polypectomy, sclerotherapy for esophageal varices, percutaneous endoscopic gastrostomy, percutaneous liver biopsy and breath test for *Helicobacter pylori*. The Department is staffed with experienced pediatric gastroenterologists, a nurse who specializes in pediatric endoscopy, a nutritionist and a psychologist. The Pediatric Gastroenterology Department also runs a regular Outpatient Clinic on weekday mornings, for children with gastrointestinal problems.

Pediatric Neurosurgery

The Pediatric Neurosurgery Department specializes in conditions that affect the central nervous system, i.e. the brain and the spinal cord. These include congenital malformations (e.g. spina bifida, hydrocephalus) that are often diagnosed in the first months of life, brain and spinal cord

tumors, injuries and a wide range of conditions in general that affect the nervous systems and require surgery. The Department can perform all types of pediatric neurosurgery procedures and specializes in neuroendoscopy, surgical treatment of spasticity, brain tumor surgery using neuronavigation, and surgical treatment of epilepsy using intraoperative ECG monitoring. It is fully supported by the MITERA ICU.

Pediatric Surgical Oncology Department

The Department specializes in the surgical treatment of solid abdominal, chest, genitourinary and soft tissue tumors, from neonates up to the age of 18. It also works closely with the MITERA Children's Hospital Pediatric Oncology Department, ensuring comfortable and convenient treatment for its patients.

Some of the types of neoplasms treated include:

- Chest, abdominal neuroblastoma
- Nephroblastoma (Wilms' tumor)
- Germ cell tumors
- Retroperitoneal tumors
- Soft tissue and urinary bladder sarcoma excision (rhabdomyosarcoma)
- Hickman catheter and Port-a-Cath (subcutaneous port) placement using the atraumatic method, which guarantees longer catheter life

Hereditary Hemolytic Anemias

The Hereditary Hemolytic Anemia Department established within MITERA Children's Hospital can effectively contribute towards safe diagnosis of anemias in childhood. A modern hemoglobinopathy diagnosis center operates within the HY-GEIA Group central labs.

Diagnosis of these anemias, mainly in childhood, is based on a series of general and special lab tests. The whole family often needs to be tested for safer diagnosis.

Endogenous Metabolic Diseases & Inherited Lipid Disorders Department

MITERA Children's Hospital has all the latest treatments available, in line with international standards, and offers comprehensive diagnosis based on the clinical condition of the neonate or older children/adolescents, as well as thorough medical exams, such as additional neonatal screening, and biochemical, metabolic, lipid and molecular testing. This ensures accurate diagnosis and symptomatic treatment of various inherited metabolic conditions. For the first time in a private hospital in Greece, the MITERA Children's Hospital Endogenous Metabolic Diseases & Inherited Lipid Disorders Department treats:

- Amino-acid disorders (phenylketonuria, organic acidurias, urea cycle disorders, etc.)
- Carbohydrate disorders (galactosemia, fructosemia, lactose intolerance, glycolysis)
- Lipid disorders (hypercholesterolemia, hypertriglyceridemia, hypocholesterolemia, hypo-HDL-emia, elevated LP(a) levels)
- Collagen and connective tissue disorders (mucopolysaccharidosis)
- Lysosomal enzyme disorders
- Hyperoxemic enzyme disorders
- Mitochondrial enzyme disorders
- Bile acid disorders
- Glycation disorders
- Fatty acid oxidation disorders
- Vitamin disorders
- Metal disorders
- Neurotransmitter disorders

2012

- The Pediatric ECG Department and the Developmental Pediatrics & Speech Therapy Department were established.

2013

- The Hospital entered into an exclusive partnership with Geneva University Hospital and world-renowned Professor Afksendiyos Kalangos of the University of Geneva for pro bono cardiac surgery on children with congenital heart disease.

2014

- MITERA Children's Hospital established an Oncology Center for children & adolescents and the first Cancer Survivors Clinic in Greece.

2015

- New method for treating kidney stones in children was introduced.

2016

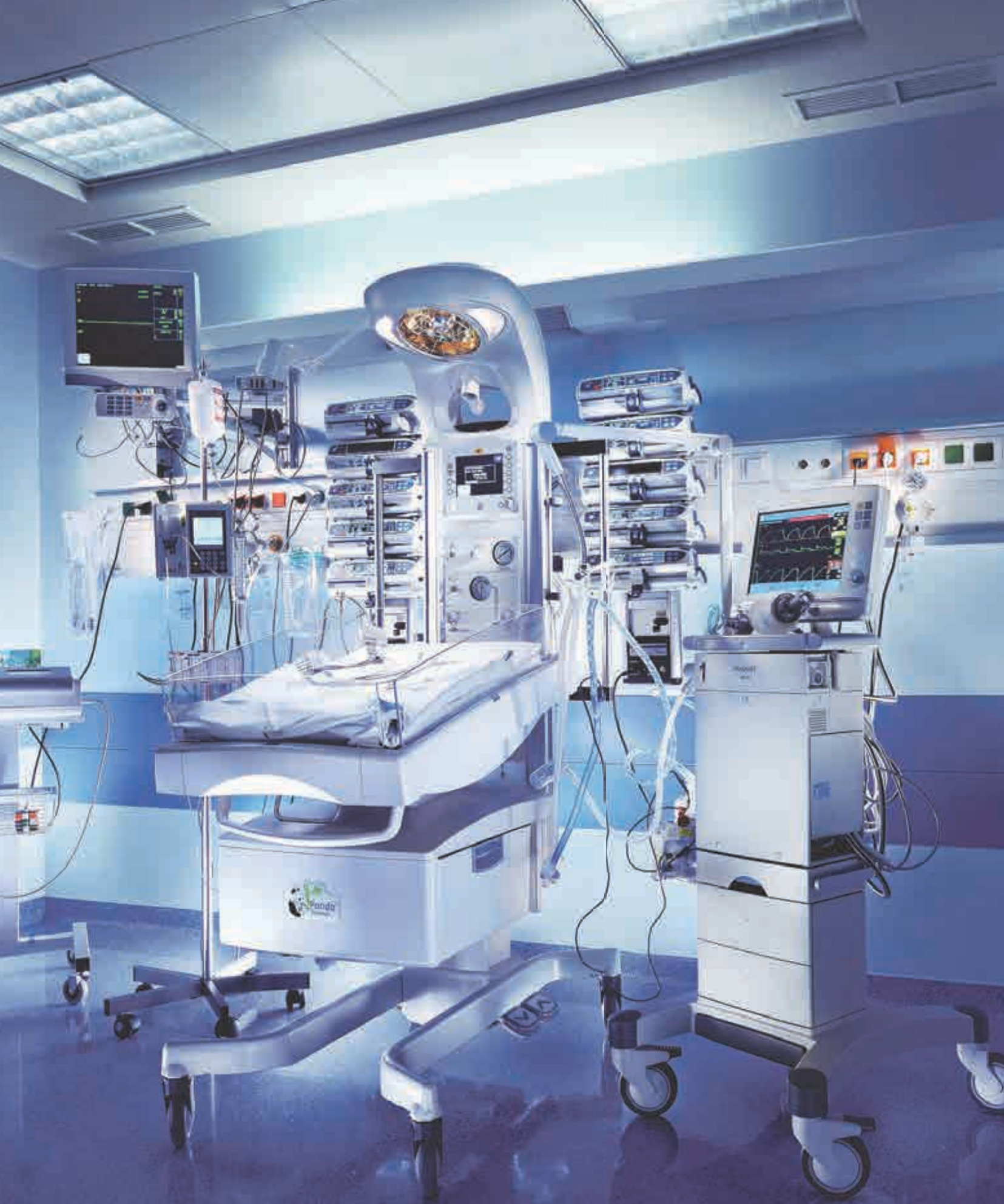
- A special program was established for monitoring young people cured of childhood cancer.
- The Hereditary Hemolytic Anemia Department was set up.
- The Spine Surgery Center was set up.
- The Pediatric Surgical Oncology Department was established.

2017

- The Child & Adolescent Urinary Disorder Clinic was established.
- The Pediatric Nephrology Department was established.

2018

- A Model Interventional Program for Childhood Obesity with active participation of parents and children was established.
- A new Endogenous Metabolic Diseases & Inherited Lipid Disorders Department, the first to operate within a private hospital in Greece, was established.



The MITERA Children's Hospital Endogenous Metabolic Diseases & Inherited Lipid Disorders Department runs two separate regular clinics:

the Inherited Metabolic Diseases Clinic and the Inherited Lipid Disorders Clinic.

Child & Adolescent Endocrinology and Diabetes

The Child & Adolescent Endocrinology and Diabetes Clinic is staffed with pediatric endocrinologists, pediatric diabetes specialists, qualified pediatricians, dietitians and a child psychologist with long experience and scientific training. These specialists cover the entire range of endocrinology problems encountered in children. The Child & Adolescent Diabetes Department was one of the first departments to operate within MITERA Children's Hospital. Its primary mission is to monitor children and adolescents suffering from Type 1 & 2 diabetes mellitus. A special Weight Control Clinic also operates within the Department. It works closely with a dietitian and a psychologist who specialize in childhood obesity. The Department also runs a Lipid Clinic for monitoring and treating children with primary and secondary hypcholesterolemia.

Pediatric Nephrology

The Pediatric Nephrology Department offers comprehensive services for the diagnosis and treatment of neonates, infants, children and adolescents presenting with conditions of the kidneys and urinary tract, or with arterial hypertension. It works closely with the Pediatric Urology Department, providing coordinated management of patients with congenital conditions of the kidneys and urinary tract, such as children with nephrolithiasis or bladder diseases. Some of the procedures performed at the Pediatric Nephrology Department include ultrasound-guided percutaneous renal biopsies as well as extrarenal cleansing on children with acute kidney failure.

Doctors from other pediatric specialties are involved in the treatment of the many of the children.

Intensive Care Units

The MITERA Children's Hospital Special Units are fully organized, offering hospitalization in an aseptic environment with the strictest antimicrobial standards for limiting hospital infections. The MITERA Children's Hospital Pediatric ICU, as well as the Pediatric High Dependency Unit (HDU), receive children from both the internal medicine and the surgical sector. The Unit boasts vital sign monitoring equipment

as well as latest technology mechanical circulatory support. Children are hospitalized in a specially designed area that limits hospital infections. All the latest monitoring techniques (invasive and not) are applied, focusing on evaluating the heart function. The function of all the other body systems (brain, kidneys, liver, hemostasis) is also closely monitored. All efforts are expended to provide the safest possible hospitalization to our young patients.

This Pediatric Cardiac Surgery Unit meets the exact same standards as the ICU, but is dedicated to the hospitalization of children with congenital heart disease following surgery, or even preoperatively if necessary. It is staffed with pediatric intensivists, anesthesiologists, pediatric cardiologists and cardiac surgeons, as well as qualified nurses.

Multidisciplinary Pediatric ICU: The Unit caters for surgical and medical conditions.

Pediatric Cardiac Surgery ICU: The Clinic offers hospitalization to children with congenital heart diseases both after surgery and preoperatively if deemed necessary. It is staffed with pediatric intensivists, anesthesiologists, pediatric cardiologists and cardiac surgeons, as well as qualified nurses. It boasts vital sign monitoring equipment as well as latest technology mechanical circulatory support.



Departments/Special Units/Diagnostic Labs

Internal Medicine Sector

- Clinical Pediatrics
- Pediatric Cardiology
- Pediatric Neurology
- Children's/Adolescent Headache Clinic
- Epilepsy Clinic
- Cerebral Palsy Clinic
- Pediatric Rheumatology
- Adolescent Medicine
- Adolescent Gynecology
- Pediatric Endocrinology,
- Obesity & Weight Control for Children/Adolescents
- Pediatric Diabetes
- Pediatric Gastroenterology/Hepatology Clinic/Swallowing Center
- Dietetics/Nutrition
- Pediatric Dermatology
- Pediatric Pulmonology/Cystic Fibrosis Clinic
- Pediatric Allergy
- Children's/Adolescent Mental Health
- Developmental Pediatrics
- Sleep Study
- Clinical Genetics
- Pediatric Infections

Central Labs

- Microbiology
- Hematology
- Clinical Biochemistry

Special Units

- Multidisciplinary Pediatric ICU
- Pediatric Cardiac Surgery ICU
- Pediatric Oncology Unit (Children's/Adolescent Oncology Center)

Surgical Sector

- 1st/2nd/3rd Pediatric Surgery Clinic
- Craniofacial
- Pediatric Cardiac Surgery
- Pediatric Neurosurgery
- Pediatric Plastic Surgery
- Pediatric Ophthalmology
- Pediatric ENT
- Pediatric Orthopedics
- Pediatric Urology
- Pediatric Anesthesiology

Diagnostic Sector

- Conventional/Interventional Radiology
- Pediatric Ultrasounds
- Pediatric CT/MRI
- Cardiac Catheterization Lab
- Electrophysiology Lab
- Children's/Adolescent ECG

Hippocrates the Hippo for the Children at MITERA Children's Hospital

The young patients at MITERA Children's Hospital have yet another pal to keep them company: Hippocrates the Hippo!

Hippocrates is a happy purple mascot who keeps the children occupied by playing with them and teaching them all about personal hygiene, while along with a trained nurse, he accompanies young patients on their way to have medical tests performed.





Child & Adolescent Oncology Center

We Strive to Keep our Young Patients Happy

At MITERA Children's Hospital, we have created a comfortable and friendly environment that does not resemble a hospital, helping our young patients feel at home and cheering them up. We operate a lending library with rich collection of books and board games, while a play area is located on the 5th floor. We have also created a recreational program for young patients. An experienced teacher keeps the children company, reads to them and keeps them occupied with various activities, depending on their age.



Outpatient Clinic Waiting Lounge



A photograph of the LETO Hospital building, a multi-story concrete structure with a grid-like facade. A Greek flag flies from a tall pole on the roof. The building is surrounded by greenery and a paved area with parked cars in the foreground.

LETO Hospital

The future rests
on us for assurance

LETO is an outstanding hospital, numbering more than 45 years of successful operation in the area of healthcare. It offers a wide range of healthcare services, from Obstetrics and Gynecology to General Surgery, Urology and Otolaryngology. Located in the center of Athens, LETO is easily accessible and covers a surface area of approximately 7,000 sq. m. It holds a license for 100 beds, allocated to various surgical specialties, and operates more than 25 diagnostic and treatment departments. It numbers 270 employees and over 700 associate physicians of various specialties.

Its main mission and vision is innovation, by continuously improving and upgrading the services provided, within a quality environment that offers personalized care and never compromises the human factor. These are the features that have made LETO win a place in the hearts of people.

For 2018



3,007
births



8,301
inpatients



30,429
outpatients

Superior healthcare services

Breast Center

The Department aims at preventing and diagnosing breast cancer. The Breast Center was established in 1986 and has since had quite a successful course in the field of breast cancer prevention and treatment.

It is equipped with the GE Senographe Essential digital mammography device with integrated digital stereotactic biopsy system and the GE LOGIQ S8 ultrasound system, enhanced with XDclear imaging architecture and the option of real-time 4D breast imaging and elastography.

Gynecological & Diagnostic Center

Apart from obstetric services, LETO is also a general hospital, equipped with the latest technology in medicine.

It provides comprehensive and quality diagnostic services and treatment, and is staffed with distinguished scientists.

Ultrasound & Maternal-Fetal Medicine Department

The Ultrasound & Maternal-Fetal Medicine Department performs obstetric ultrasounds. Obstetric ultrasounds monitor fetal development and organs. The Department is equipped with the latest technology, offering the possibility of color Doppler and 3D imaging. The Department physicians have received excellent training and specialization in centers in Greece and abroad, and have extensive experience in obstetric and gynecological ultrasounds.

Neonatal Intensive Care Unit

LETO Maternity Hospital runs a fully equipped neonatal intensive care unit (NICU), in compliance with international standards and strictly controlled protocols. The Unit is always on alert to provide all the required assistance to newborns, if the need arises. All healthy infants are also hosted and monitored in the NICU or the Preterm Unit for the first hours of their lives. Neonates undergo the phase of adaptation to the external environment, specifically with regard to their respiratory, digestive, circulatory and thermoregulation systems. Preterm infants and neonates with severe health conditions are hospitalized in the tertiary care NICU. The NICU is staffed with qualified medical and nursing staff, and is equipped with the latest technology.



The most contemporary scientific methods are used in the NICU, for optimal results. Our aim is to restore the health of newborns as soon as possible, so they may safely return in their parents' embrace.

Hernia Center

The LETO Hospital Laparoscopic Hernia Treatment Center can treat all types of abdominal hernias in men and women using minimally invasive surgical procedures. The laparoscopic approach is the most contemporary treatment method. Aided by the latest technology and state-of-the-art high-definition imaging techniques, the surgeons perform incisionless procedures, placing a mesh with the help of a special camera (laparoscope).

Urology Department

With state-of-the-art equipment and qualified personnel, the Department guarantees responsible and comprehensive approach for all urological conditions, from prevention and diagnosis to monitoring and treatment.

The Department deals with the following conditions: i) prostate problems, ii) urinary tract stones, iii) urologic oncology, iv) andrology procedures, v) incontinence, vi) hernias.

Rectal Clinic

LETO established the Rectal Clinic for the treatment of rectal conditions that affect a large part of the population, and especially expectant mothers. Conditions that may be diagnosed and treated include hemorrhoids, fistulas, anal fissures, pilonidal cysts, abscesses,

etc. The Clinic is staffed with qualified personnel and has the necessary infrastructure for investigating and treating anorectal conditions, with the most contemporary equipment, and as smoothly and painlessly as possible.

Cosmetic & Reconstructive Gynecology Department

A Cosmetic & Reconstructive Gynecology Department operates within LETO. The Department offers the following services:

- Vaginal lift and rejuvenation
- Labia lift and augmentation
- G-spot shot
- Vulva & clitoris lift
- Perineoplasty
- Scar repair
- Vaginal and anal bleaching
- PRP (platelet rich plasma)

LETO Milestones

2004

LETO Maternity Hospital's administration building was completed, which also houses a specially designed conference hall to host scientific meetings for physicians, staff training seminars, social events organized by the hospital, as well as significant medical events organized by third parties.

2007

Boasting an ever-growing course, LETO managed to be incorporated in the largest private healthcare Group in Greece, HYGEIA. The Group already included HYGEIA, MITERA and MITERA Children's Hospital, which had joined forces with an array of other companies.

2010

LETO celebrates its 40th anniversary: Vision, Dedication, Future. The Maternity Hospital was renovated and upgraded. Continuing its course as an innovator, it expanded its services and established new reliable departments for alternative childbirth. It offered the chance to all women to experience the miracle of childbirth as close to how Mother Nature intended it as possible. Water birth (available since 1999), childbirth as if being at home, yoga classes and an acupuncture department are just a sample of the innovative departments and services established within the Hospital. In the same year, AlfaLab was certified to ELOT EN ISO 15189:2007 by the National Accreditation System.



LETO features:

- State-of-the-art laparoscopic surgical equipment, while it also operates as a training center for new physicians.
- DNA microarray scanner for karyotype analysis at the AlfaLab Genetics & Genomics Center. It also boasts an Illumina MiSeq analysis system: a next-generation sequencing (NGS) system used in a wide range of targeted diagnostic and investigative approaches.
- The AlfaLab Genetics & Genomics Center has been certified to ELOT EN ISO 15189:2012 by the Hellenic Accreditation System.
- The Voluson E8 Expert BT08 color ultrasound system with the option of real-time 4D imaging at the Maternity-Gynecological Ultrasound Department and a GE LOGIQ S8 ultrasound system enhanced with XDclear imaging architecture and the option of real-time 4D breast imaging and elastography at the Breast Center
- A GE Senographe Essential digital mammography device, with integrated digital stereotactic biopsy system.

LETO is an innovator:

- In alternative childbirth techniques, offering water births. The first water birth in Greece was performed at LETO in 1999, in a specially-designed pool within the Delivery Room. The labor and delivery processes involve immersion in water, which is set at 37°C. This enables the expectant mother to submerge her body in the water and move freely without the administration of medication, ensuring conditions of absolute safety for herself and the baby.
- In alternative childbirth techniques, offering “Childbirth as if Being at Home”. A new room of high aesthetics was inaugurated in 2010, inspiring the warm feeling of being at home and offering contemporary mothers the chance to follow nature’s path even during childbirth! In the comfort of pleasant surroundings, which do not in any way resemble a medical institution, but guarantee the safety offered by a contemporary maternity hospital, women are able to share the experience of childbirth with their loved ones.
- In promoting breastfeeding from the moment the child is born. As a matter of fact, the revolutionary kangaroo care method was implemented in 2012 in the Neonatal Intensive Care Unit, practicing skin-to-skin contact between baby and parents, even for preterm babies or neonates being hospitalized in the Unit.
- In establishing the first IVF unit within a maternity hospital.
- In having the reputation of one of the best laparoscopic centers, with 4 rooms equipped with the latest technology. The center also offers continuous training to new and experienced physicians as well as organizes frequent laparoscopic seminars.
- In running Yoga classes (for pregnant women), as well as an Acupuncture Department for expectant and new mothers.



2011

The major revamping of the Hospital concluded with the renovation of the Delivery Room, including a Water Birth Room. Latest technology equipment, spacious areas and a pleasant environment guarantee unique, top-level services to all women who place their trust in LETO Hospital.

2012

LETO established a partnership with the EOPYY social insurance fund and started receiving patients insured with said fund as of April.

2013

A new surgical department was established: ENT. In the meantime, the number of beds in the Neonatal Intensive Care Unit increased from 6 to 15, to better serve incoming cases.

2014

A laparoscopic cholecystectomy was performed at the LETO Laparoscopic Department on a woman who was on her 6th month of pregnancy. The woman suffered from acute cholecystitis due to obstruction of the cystic duct by a stone.

2015

A scientific meeting entitled “Emergency Operative Vaginal Delivery & VBAC” was hosted by the Hospital. Some impressive statistics were announced during the meeting, including the fact that three in four women gave birth naturally after a C-section at LETO Maternity Hospital in 2015.

In addition, there was a share capital increase to the amount of €3.4m.

2016

The LETO Hospital Central Labs received the ISO 9001:2008 quality management certification by TÜV Austria Hellas.

2017

Celebrating 18 years since the first water birth in Greece at LETO in 1999, the Hospital organized a two-day event with informational talks. Note that more than 200 water births have taken place at LETO since. Upon completing 48 years in healthcare service provision to Greek women and families, LETO continues to update and improve its services. This is demonstrated by the new logo, which is perfectly in tune with the modern times.

2018

Research by LETO Hospital has revealed that prenatal screening during the first trimester of pregnancy may assist in identifying serious problems and diagnosing congenital disorders. The study was carried out from 2007 to 2017 on around 16,000 women and focused on prenatal examination of fetal organs.

Medical Services

- Cosmetic & Reconstructive Gynecology
- Radiology/Diagnostic Radiology
- General Surgery
- Gynecological Ultrasounds
- Gynecologic/Surgical
- Dermatology & Laser Hair Removal
- Diagnostic Ultrasounds (heart, upper abdominal, thyroid pulsed-wave Doppler)
- Osteoporosis Diagnosis & Treatment
- Breast Center
- Endocrinology & Diabetes
- IVF Department
- Fetal Medicine & Prenatal Screening
- Acupuncture Clinic
- Rectal Clinic
- Cardiology
- Hernia Center
- Plastic Surgery Center
- Cytology
- Laparoscopic Surgery
- Obstetrics
- Adult High Dependency Unit (HDU)
- Metabolism & Nutrition
- Microbiology, Biochemistry, Immunobiology & Hormone Department
- Premature & Neonatal Intensive Care Unit
- Molecular Biology & Cytogenetics
- Oncology Council
- Urology & Andrology
- Internal Medicine
- Anatomic Pathology
- Check-up
- Endoscopic Surgery & Laser
- Colposcopy & Peniscopy
- Neonatal Hip Ultrasounds
- ENT Surgery



LETO is licensed for 100 beds and extends to 7 floors, offering accommodation in:

- Three-bed rooms
- Semi-private room
- Private rooms
- Luxury rooms
- Suite



Affiliations with insurance companies for direct coverage of customers hospitalized at LETO Hospital.

Affiliated Insurance Companies:

- ETHNIKI ASFALISTIKI
- NN
- ALLIANZ
- AXA PPP
- BUPA
- ASSOCIATION OF CHARTERED CERTIFIED AUDITORS
- CIGNA LIFE INSURANCE
- INTERNATIONAL SOS
- GENERALI LIFE – PRIME
- METLIFE
- GROUPAMA PHOENIX
- EUROLIFE ERB
- ERGO INSURANCE
- INTERASCO INSURANCE

Board of Directors Composition

On 31/12/2018, the Company's Board of Directors composition was as follows:

NAME	SPECIALTY	CAPACITY
Konstantinos Mavrellos	Obstetrician/Gynecologist	BoD Chairman
Andreas Kartapanis	HYGEIA Group CEO	Executive Vice-Chairman
Leonidas Papadopoulos	Obstetrician/Gynecologist	CEO
Elpidoforos Douratsos	Obstetrician/Gynecologist	BoD Member
Dimitris Kalapmpokis	Obstetrician/Gynecologist	BoD Member
Efstratios Kirmoutselis	Obstetrician/Gynecologist	BoD Member
Georgios Skourtis	LETO Hospital General Manager	BoD Member
Nasat Tzimparas	Obstetrician/Gynecologist	BoD Member
Vasileios Fiakas	Obstetrician/Gynecologist	BoD Member

Shareholding Structure

LETO's shareholding structure is outlined below:

SHAREHOLDER NAME	NO. OF SHARES	% OVER TOTAL	2017
LETO HOLDINGS SA	636,274	26.23%	317
MITERA SA	1,719,733	70.89%	1,661
Other shareholders	69,902	2.88%	1,056
Total	2,425,909	100.00%	3,034

Million €	31/12/2018
Revenue	13.0
Net Earnings / (Losses)	-0.4

Business Affiliations:

Piraeus Bank: Partnership with Piraeus Bank for staff payroll and company bank accounts, while a Piraeus Bank branch has been established within the Hospital to better serve its clients.

Ariosa: The AlfaLab Genetics & Genomics Center has entered into a strategic partnership with a US diagnostic center, offering non-invasive prenatal testing (NIPT). The most frequent trisomies, such as Down (21), 13, 18, X and Y, are detected painlessly and safely through a simple blood test.

NIPD Genetics: The AlfaLab Genetics & Genomics Center, in partnership with NIPD Genetics Cyprus, offers non-invasive prenatal testing.

Analysis of cell-free fetal DNA can detect the most frequent trisomies (13, 18, 21), X and Y chromosome aneuploidies and microdeletion syndromes, with a simple blood draw from the mother.

Olympic Catering Services: In 2012, the company's kitchen, which operates within the Hospital, was certified to ISO 22000:2005 by the Hellenic Accreditation System.

Mamacorner: A new store opened on the ground level of the Hospital with products for expectant mothers, new mothers and babies.

MEGA / CHICCO: Partnership with companies MEGA and CHICCO for exclusive distribution and supply of personal hygiene products, including diapers, baby mattress protectors, shampoo, shower gel, etc.







Y-LOGIMED

Comprehensive trading
& supply solutions
for medical devices

Y-LOGIMED SA is a company trading in and distributing medical supplies and equipment.

It has exclusively undertaken the supply chain of all HYGEIA Group hospitals in its entirety, operating as the Group Purchasing Organization (GPO) and providing reliable and comprehensive supply, storage and distribution services for all medical supplies and implants. In addition, it offers HYGEIA Group advanced biomedical technology and fixed equipment management services, by responding to the needs of healthcare professionals effectively and continuously.

Drawing on its accumulated experience and know-how in medical product management, Y-LOGIMED also performs purely commercial activities, targeting the entire private and public healthcare market. Owing to its experienced and trained staff, it provides added-value services to any healthcare professional.

For 2018

Manage



12,824
code numbers



47
partnerships
with foreign
companies



294
suppliers

Y-LOGIMED is in charge of the central supply chain management of large hospitals, serves public and private hospitals, and supplies over 550 private clinics of multiple specialties across Greece.

The Company owns and operates a state-of-the-art warehouse facility occupying 2,800 sq m, fully equipped with advanced IT systems, including a Warehouse Management System (WMS), an integrated ordering system and barcode technology.

Its strategic location, at the junction of the Athens-Lamia National Road and Attiki Odos, contributes significantly to offering prompt and efficient services to the HYGEIA Group hospitals and other healthcare facilities across Attica.

Y-LOGIMED has been certified to EN ISO 9001:2015, EN ISO 13485:2016, ISO 22301:2012, as well as pursuant to Ministerial Decision ΔΥ8δ/ Γ.Π.οικ./1348/2004 for the proper distribution of medical devices and supplies. Furthermore, it remains the first and only company in the medical supply trading and distribution sector market in Greece to have been certified for its Business Continuity Management (BCM), ensuring that its activities remain unhindered by unpredictable risks and extraordinary events.

Shareholding Structure

HYGEIA SA owns 100% of the Company shares.

Board of Directors

On 31/12/2018, the composition of the Company's Board of Directors was as follows:

NAME	POSITION
Andreas Kartapanis	Chairman
Dimitrios Mantzavinos	Vice-Chairman
Michail Spanodimos	CEO
Spyros Kosmas	Member
Spyros Mavrantonis	Member

Million €	31/12/2018
Revenue	32.64
Net Earnings / (Losses)	-0.23


logimed
FOR MEDICAL EQUIPMENT



Milestones

A) Main achievements:

From 2007 to this day, Y-LOGIMED has been striving towards constant development, by continuously improving the supply chain services provided, and by forging significant strategic partnerships with world-renowned manufacturers of medical products. Working closely with HYGEIA Group, the Company has developed and implemented processes aiming at continuous improvement, and ensuring complete traceability, striving to serve hospitals promptly and effectively. By continuously expanding its client base in the private and public sector, and thanks to the continuous training of its employees on specific healthcare needs, Y-LOGIMED is on the way to becoming established as one of the leading healthcare companies in Greece.

During its course to date, Y-LOGIMED has managed to:

- Turn “Y-LOGIMED” into a recognizable brand name, which is synonymous to a reliable partner of healthcare professionals in the Greek market. It has achieved this so far by increasing its market share both in the public and the private sector.
- Enrich its product portfolio by expanding the exclusive distribution agreements with reputable manufacturers within the Greek market.
- Provide premium quality services and achieve a high client satisfaction rate, averaging 4.5 out of 5, following a relevant survey conducted in 2017, in accordance with its certification requirements. All parameters measured demonstrated positive results, which is additional proof of the

Company’s commitment to provide excellent, added-value services to its customers.

- Invest in constantly improving its infrastructure and technical know-how: The distribution setup of Y-LOGIMED has been designed in such a way to respond to the special and individual needs of healthcare professionals in a cost-efficient yet effective manner. Whether it is a doctor’s office, a small private clinic or a large general hospital, Y-LOGIMED can skip the central warehouse by delivering directly to the medical departments.
- Constantly improve the SLAs with clients, without increasing inventory costs.
- Achieve cost containment through annual renegotiations with suppliers.



B) Turning points

Y-LOGIMED's progress is marked by certain milestones, which include:

2007

Exclusive distribution of the Ansell surgical and examination gloves: Ansell has been active in the protective equipment for more than a century, ensuring top quality, optimum protection and extreme comfort for healthcare professionals and patients worldwide.

Exclusive distribution of Laboratoire Cair, France, manufacturer of quality and reliable disposable products for infusion and nutrition for over 25 years.

2009

Exclusive distribution of Smiths Medical anesthesia and intensive care products in Greece: British manufacturer Smiths Medical is one of the most well-known companies specializing in medical products for various hospital departments, home care and very specialized units and applications, such as operating rooms, ICUs, post-operative care during recovery and special treatments, due to its high-end infusion devices and its technical know-how.

2010

Business Continuity Management Certification: As previously mentioned, Y-LOGIMED is the first and only company in the field of trading and distribution of medical supplies in Greece to have been certified for Business Continuity Management (BCM), ensuring that its activities remain unhindered by unpredictable risks and extraordinary events.

2011

Exclusive distribution of Flexicare anesthesia products: This British company has been active in the anesthesia market for over 30 years and is known for its advanced research, state-of-the-art design, innovative growth and constant development of new manufacturing techniques for general anesthesia products, ICU items, neonate respirators, respirator filters, oxygen therapy/recovery/infusion products and urology disposables.

Exclusive distributor of DeRoyal in Greece: DeRoyal is the leading US manufacturer for orthopedic products, supplying multiple hospitals in the USA, mainly focusing on products intended for operating rooms and ICUs, patient protection and rehabilitation, as well as trauma care.

2012

Exclusive distributor of Ackermann in Greece: Ackermann is a renowned manufacturer of premium quality German surgical instruments and is considered one of the most distinguished companies in the field of general surgery worldwide.

2013

New, improved technical support for medical equipment through the development of malfunction alert software and the integrated management of all the medical equipment installed in the HYGEIA Group hospitals. Y-LOGIMED became an innovator in the field of Biomedical Engineering in Greece, by configuring its digital platform in accordance with the regulations of contemporary biomedicine departments. This way, it provides improved techni-

cal support services, ensuring prompt, efficient and unhindered operation of the medical equipment installed in HYGEIA Group hospitals.

Exclusive distributor of Medicon in Greece: Just like in the case of Ackermann, Medicon is well-known for its quality German general surgery instruments, focusing on the Art of Surgery.

Exclusive distribution of the Mediroyal soft orthopedic products in Greece: Swedish company Mediroyal has its registered offices in Stockholm. It was initially established in 1999 as DeRoyal Sweden AB, a fully owned subsidiary of DeRoyal Industries Inc, USA. In 2002, the company was acquired by the staff of DeRoyal Sweden and was renamed Mediroyal. Since then, Mediroyal has been working closely with DeRoyal USA and is currently the main distributor of DeRoyal orthopedic products in the European market.

Exclusive distributor of Japanese manufacturer Fuji Systems Corporation:

Since its establishment in 1963 to this day, Fuji has been manufacturing a diverse portfolio of medical products, including silicon consumables, angiography supplies and auxiliary medical products.

Exclusive distributor of Turkish manufacturer SP Medikal, a company specializing in the development and distribution of comprehensive sterilization solutions, covering the entire range of CSSD, including packaging, quality control, monitoring and certification of sterilization.

Exclusive distributor of Analis, Belgium, a manufacturer of innovative systems and disinfection solutions, trading under Hymetec.

2014

During the first quarter of 2014, the Company moved to new premises, significantly improving its work conditions. Furthermore, the larger, more contemporary warehouse contributed significantly to the improvement of the services provided to clients and its supply chain services in general.

Honored at the Transport & Logistics Awards on May 29, 2014. The Company received the High Performance award for Comprehensive Supply Chain Management, and was officially ranked among the leading supply chain management companies in Greece.

Y-LOGIMED established a new Tendering Department, as a part of its Commercial Division, contributing significantly to the expansion of its client base in the public healthcare sector.

The biomedical departments achieved consistent and uniform operation, by improving the reliability and safety of the medical equipment installed throughout HYGEIA Group.

An exclusive distribution agreement for the Greek market was signed with Abbott Vascular. Abbott Vascular BV is a global leader in the field of invasive cardiology products and stents, including the Absorb vascular scaffold breakthrough, angioplasty balloons, guidewires and the innovative MitraClip valve.

An exclusive distribution agreement for the Greek market was signed with FL Medical. FL Medical is an Italian manufacturer of laboratory consumables established in 1979. It has demonstrated an increasingly successful course, constantly expanding its global market share in top-quality laboratory products.

An exclusive distribution agreement for the Greek market was signed with

Nilymed. Nilymed is a manufacturer and distributor of innovative medical consumables, with its registered offices in Israel. Its products mainly cater for general surgery and laparoscopic procedures.

The Biomedical and Fixed Asset Division further developed its integrated malfunction prevention management system for medical equipment across all HYGEIA Group hospitals, ensuring realistic evaluation data on equipment, products and services for all its suppliers. It also managed to upgrade the services offered to all departments/clinics, saving resources and adjusting its advisory capacity to the current economic state of affairs.

2015

Establishment of a branch in Northern Greece with the aim of further developing business activities in that geographic area. An exclusive distribution agreement for the Greek market was signed with Pauldrach Medical. It is a company that has been operating since 1977, with significant technical know-how in the area of gastroenterology materials. Remarkable rise in public sector sales by 25%. The Company aimed to further expand its activities in the public sector for 2016 and to become one of the leading companies in the Greek healthcare sector.

2016

An exclusive distribution agreement for the Greek market was signed with German manufacturer Diagramm Halbach. For the last 185 years, the company has been active in the field of medical recording papers, auxiliary medical devices and other biomedical technology equipment and consumables.

Exclusive distributor of up-and-coming

German manufacturer FENDO MedizinTechnik e. K. for multiple and single-use gastroenterology equipment.

Exclusive distributor of EMED SP, manufacturer of innovative electrosurgery systems, with the aim of further expanding our product portfolio and clinical applications in the areas of gastroenterology and surgery.

Further improvement of the Commercial Division infrastructure by reinforcing the Tendering Department and integrating the main processes in the CRM software platform (tender procedures, structured collection of market information, etc.).

Expansion of the Thessaloniki branch with human and other resources to better serve the Northern Greek market.

30% rise in sales to public hospitals compared to 2015 and greater market penetration in the public sector, spanning the entire range of medical products distributed by the Company.

Assisted the Abbott Vascular department in an international multicenter study for Transcatheter Mitral Valve Repair without open surgery, using the innovative MitraClip method.

Participation in CSR initiatives by actively supporting the efforts of organizations including the Hospice for the Disabled and the Scientific Society of Hellenic Medical Students.

2017

Exclusive distribution of interventional cardiology materials by French company Prouse Medical a Vygon, which stands out for the quality of its specialized equipment, used in cardiac catheterization labs and CT departments.

Exclusive distributor of innovative company Epimed, USA: The company spe-



cializes in designing, developing and distributing materials for performing the innovative Racz pain management procedure, which aims at remarkable and long-term improvement in the quality of life of patients experiencing acute and chronic pain.

Exclusive distributor of Italian company ECS, a leading company in developing products that control, monitor, certify and detect hospital sterilization.

Partnership with US company Pulmonx, which distributes minimally invasive materials for chronic obstructive pulmonary disease and advanced emphysema, with the aim of minimizing ICU hospitalization and significantly improving the quality of life of patients. Using this technique, the HYGEIA Hospital Bronchoscopy Lab became the first Center of Excellence of its kind in Greece.

Successful organization of seminar on Percutaneous Tracheotomy Techniques at the N. Louros Conference Center, MITERA Hospital, on Saturday November 25, 2017. This event formed part of a series of actions adopted by Y-LOGIMED to promote new and innovative medical methods and techniques, focusing on minimally invasive options. Twenty anesthesiologists, in charge of ICUs located within major public hospitals, attended the event. They received theoretical training on the current percutaneous tracheotomy techniques and then went on to practice these techniques on special anatomical models.

Upgrade of the malfunction alert and total management system for all the medical equipment installed in the HYGEIA Group hospitals and connection of the system to the IT systems of

HYGEIA, MITERA and LETO hospitals. The upgrade resulted in integrated information management, better equipment monitoring and immediate response of the biomedical departments in emergencies.

Certification of the company to the new version of the ISO 9001:2015 standard and complete harmonization with the new requirements.

Establishment of a dedicated Endosurgery Surgical and Gastroenterology Product Sales Department, staffed with experienced personnel.

Sales to public hospitals increased by 17.8% compared to 2016. Enhancement of the corporate policy in terms of human resource issues, with funding for postgraduate programs that offer employees continuous education and training to develop their skills.





2018

In 2018, the Company expanded its trade activities and exclusive representation and distribution agreements, with the aim of increasing its market share. It remained the exclusive distributor of leading foreign medical manufacturers and suppliers in the Greek market and aimed to further expand into the domestic public and private hospital market.

As has been the case throughout the years, the Company continues to implement new activities, has improved operational and control procedures, and has further increased the produced value per employee, while it also undertook Corporate Social Responsibility (CSR) initiatives.

Specifically, in 2018 it managed to:

- Increase sales further.
- Renegotiate the payment terms with foreign exclusive distribution companies.
- Expand its portfolio of products by forging new strategic partnerships:
 - Exclusive distributor of ERCP Medwork, Germany, a leading German manufacturer of invasive gastroenterology supplies.
 - Exclusive distributor of Next Biomedical, Korea, a manufacturer of metallic stents for the esophagus, duodenum and large intestine.
 - Exclusive distributor of Bariatric Solutions, Switzerland, an innovative manufacturer of supplies for obesity surgery.
- Exclusive distributor of Anel, a Swiss company producing eye patches.
- Develop its sales team further, by recruiting new trained staff with long experience and deep knowledge of the domestic market.
- Improve the quality of customer service and sales staff by creating new sales support jobs.
- Participate in large medical conferences, so as to efficiently update healthcare professions on all the new developments in the medical products it distributes.
- Get the company certified to the new version of the EN ISO 13485:2016 standard and completely harmonized with the new requirements.





AlfaLab

The primary mission of AlfaLab is to maintain the top level of its services and continue to grow.

The AlfaLab Genetics & Genomics Center has been offering its services since 1995, keeping in pace with the international developments in the area of genetics and genomics. In 2018, it further expanded the list of tests it offers, assisted by leading, accredited scientists. With their consistency, hard work, ethical demeanor, scientific accuracy and immediate response, AlfaLab and its 23-member team yet again gained the trust of the medical community and patients in 2018. The Center maintained its existing partnerships, but also managed to expand its circle of associates.



By developing new methods and protocols and implementing contemporary techniques, we ensure that the services we offer are up to date.

In the 24 years it has been operating, AlfaLab has created a large network of associates, which keeps expanding, while it analyses a large number of cases daily, enriching its long experience, even in the most modern and advanced techniques. Since its establishment, the primary aim of the Center has been to continuously upgrade methodologies and protocols, and to introduce new technologies and medical tests, by updating the services offered, ensuring their quality and adhering to the indisputable principle of showing a deep sense of respect for people.

The Center applies all the latest genetics and genomics techniques for the diagnosis, prognosis and prevention of genetic diseases in children and adults, as well as testing for rare diseases, when requested. It offers all genetic analyses that may be requested for clinical use in the area of gynecology/obstetrics, assisted reproduction, preimplantation genetic diagnosis, oncology, hematology, cardiology, neurology, nephrology, molecular microbiology, pharmacogenomics, nutritional genomics, metabolomics, etc.

Responding to the needs of modern medicine, during 2018, AlfaLab designed and developed new analyses in oncology, pediatrics and gynecology. The approach used to date for the diagnosis of genetic disorders, by targeted testing of one or a few isolated genes, has given way to next generation sequencing (NGS) and the ability to analyze mul-

tiple genes at once through polygenic panels. The field of Genomics is the future of molecular biology. Seeking to constantly innovate, AlfaLab offers new services that involve testing hundreds of genes simultaneously, as well as performing whole exome sequencing (WES) of around 29,000 genes, offering the chance of molecular diagnosis for any genetic disorder.

Taking into account that scientific advancements do require the contribution of technology, yet again in 2018, AlfaLab invested in technical equipment, as well as in the continuing education and training of its employees, dissemination of know-how and quality assurance. Using latest generation array CGH device, our center applies comparative genomic hybridization with microarrays on prenatal and postnatal cases. The latest technology NGS Illumina MiSeq device is a next-generation sequencing (NGS) system used in a wide range of targeted diagnostic and investigative approaches, especially in preimplantation genetic diagnosis (PGD) and oncology. NGS in PGD offers maximum diagnostic accuracy in detecting chromosomal anomalies, but also in identifying mosaic embryos. AlfaLab is the first center in Greece to offer such a significant test using this technology.

Responding to the need of clinical physicians for fast diagnosis of molecular microbiology cases, AlfaLab added the

new latest technology Unyvero A50 Analyzer to its equipment. The Unyvero system offers the possibility of molecular detection and typing of multiple pathogens, as well as the corresponding detection of their genetic resistance to antibiotics in a very short period of time (4-5 hours), based on the Multiplex PCR technology. The system is certified for in vitro diagnosis (CE/IVD). Moreover, AlfaLab employs the most innovative high sensitivity and specificity methods for the diagnosis of infections, by detecting and determining quantitatively a wide range of viruses and other microorganisms, as well as testing for many microorganisms that affect the respiratory system, gastrointestinal system, etc.

Investing in the rapidly advancing field of nutritional genomics, AlfaLab conducts molecular screening for caffeine, gluten and lactose intolerance, while in 2018 it added tests for genetic predisposition to obesity and metabolism investigations.

AlfaLab carries out carrier screening through comprehensive sequencing of 569 genes linked to genetic syndromes, using the highly reliable NGS method. This genetic screening test is for couples who wish to conceive either naturally or through assisted reproduction, with the aim of avoiding passing on a severe genetic disorder to their children. In addition, it provides detailed analysis of more than 4,500 genes in the human genome associated with genetic disorders, according to the Human Gene Mutation Database (HGMD), offering doctors of various specialties genetic screening panels for heart, liver, neuromuscular, metabolic, ophthalmologic and other conditions. In 2018, it started carrying out whole exome sequencing (WES), the most advanced genome testing, which heralds the future of genetic analyses.

Our Lab was the first – and for a number of years the only one in Greece – to become a member of UK NEQAS (a British body for quality assessment in Clinical Cytogenetics and Molecular Genetics), EMQN (European Molecular Quality Network) and CEQAS (Eurogentest), thus ensuring continuous quality control. This effort culminated in November 2010, when the Lab was certified to ISO 15189:2007 by the National Accreditation System. The standard is renewed every year through continuous controls. In 2018, the ISO 15189:2007 standard was again renewed by the National Accreditation System, while new tests introduced to the Center are accredited every year. Significant tests, such as PGD/PGS numerical and structural chromosomal anomalies



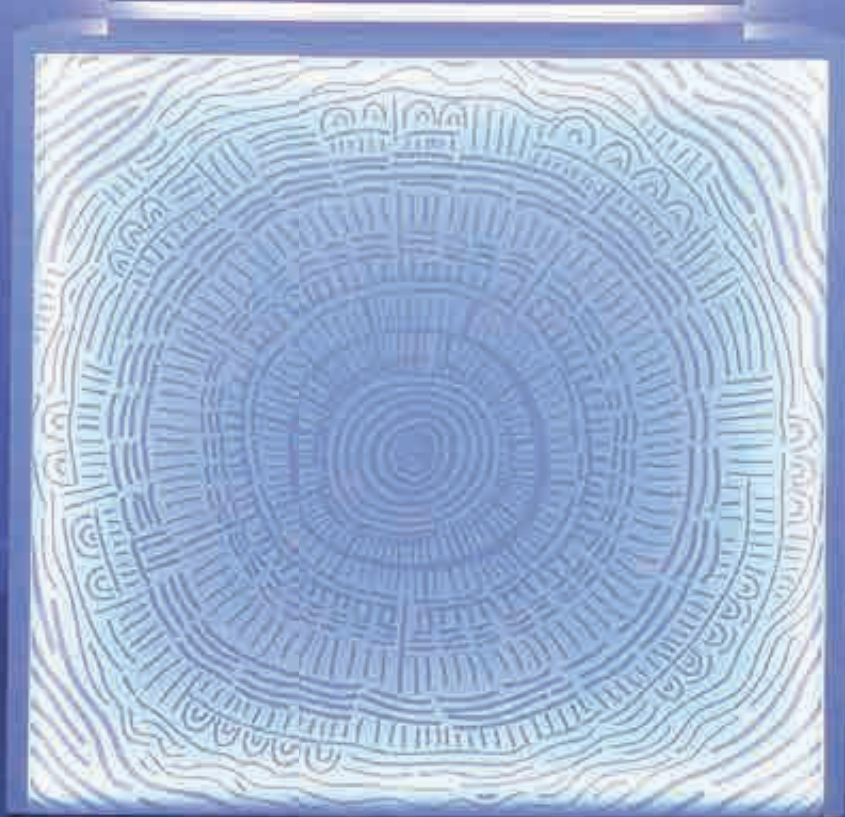
(with CGH and NGS array), molecular karyotype (with CGH array), and BRCA1 and BRCA2 tests which are associated with hereditary cancer (with NGS array), have been certified to ELOT ISO 15189:2012.

Moreover, its team participated in conferences and was trained on new technologies. In 2018, AlfaLab participated in the All About Oncology event, hosted by HYGEIA Group at the Athens Concert Hall, presenting remarkable findings as to the contribution of genetics and genomics to medical accuracy and individualized approach to cancer cases. As the HYGEIA Group Genetics & Genomics Center, AlfaLab supports continuous collaboration with all related specialties, striving for optimal patient management.

Lastly, in the context of the superior services it offers, the Center concluded its participation in EU research and development programs, while it has submitted applications to participate in new research programs.

iples

Beatific™





Beatific

Medical Beauty Miracles

A unique combination of medical science, clinical specialization and innovative ingredients, dedicated to the search for timeless beauty.

BEATIFIC's medical cosmetics comply with the requirements of the EU Cosmetic Regulation and have been registered in the EU portal (CPNP). They are produced by a Greek manufacturing unit that is certified to ISO 22716 & ISO 9001 and have been fully tested as to their effectiveness by a certified European lab, in accordance with latest generation protocols.



Beatific
Hydrating Cream

Beatific
Exfoliating Toner

Beatific
Exfoliating Toner

Exfoliating Toner

Beatific
Velvet Refresh

Velvet Refresh
Face-Cleansing Milk

Beatific
Hydrating Cream

Beatific is the range of beauty and medical science innovation into a product line that works beauty science. Beatific clinical experience has been discovered in Beatific exclusive multi-activated complex. Younger's potent and complex ingredients are designed to maximize the effectiveness of the skin system and improve the skin aging.

Medical Beauty Miracles

BEATIFIC SA is a subsidiary of HYGEIA Group. It is active in the area of research, production and trading of medical cosmetics. The company commenced operations in 2013, when it unveiled a range of dermocosmetic products based on scientific innovation, aiming to meet the needs of contemporary women.

Capitalizing on the valuable clinical experience and specialization of the HYGEIA Group medical personnel and dermatology departments, BEATIFIC proposes non-invasive methods that contribute to treating and preventing aging, restoring skin radiance and youthfulness, and making the skin look healthier.

The scientific team that develops the BEATIFIC products consists of dermatologists and cosmetic chemists. Adopting all the contemporary medical cosmetology methods, coupled with the latest technology in cosmetics, the team aspires to create a complete range of skincare products, inspired by cosmetic medical procedures.

The primary aim of BEATIFIC is to continuously develop products that effectively meet any beauty or skincare needs. Its products further:

- Mimic in-clinic methods used in cosmetic medicine, such as Botox, Lifting, Lipofilling, etc.
- Boost skin radiance and youthfulness owing to the innovative Youthgene Pro C anti-aging complex, offering strong anti-aging protection.

The strategic aim of the company is to develop and market its brand by enhancing its brand name and expanding its points of sale to dedicated cosmetic stores.

As a result, BEATIFIC forged a strong trade partnership with the Hondos Center chain, introducing the brand to three key stores in Athens: Kifisia, Glyfada and Omonoia Square. The products are sold in exclusive areas within the stores by qualified beauty consultants.



Product categories

Age Defying:

advanced compositions offering results that mimic cosmetic procedures

Beauty Activators:

strong anti-aging protection

Supreme Care:

special skincare needs

Beauty Principles:

intense cleansing and care

Body Works:

body shaping and protection

Sun Guard:

sun and anti-aging protection all year round

Body Scent:

fragrant body care



Available through

Hondos Center:

Kifisia, Glyfada, Omonoia

HYGEIA:

BEATIFIC Shop

MITERA:

DoCare Cosmetic Dermatology & Anti-Aging Department

Online:

www.beatific.gr





2018 Corporate Responsibility Report

MITERA Institute of Life accredited by GCR

The MITERA Institute of Life Assisted Reproduction Unit is among the leading fertility units in Greece and one of the top 50 in the world, after being accredited by Global Clinic Rating™ (GCR™) (www.gcr.org).



Each year, 100% of the Group employees and executives are evaluated.

Staff performance evaluation is an extremely important process for all employees. A common Performance Management System applies to all Group companies, which forms the foundation of the integrated human resources professional development program.



During 2018, the
Group employed
1,846 female
and
2,076 male
associate physicians



12 different Quality Committees operate within HYGEIA Group.

Their main aim to investigate, analyze and form opinions on issues pertaining to the continuous improvement of the Group's clinical and administrative operations.



The IBM Watson for Oncology (WFO) platform was installed at HYGEIA Hospital in 2018.

It is cutting-edge technology that uses artificial intelligence and contributes to comprehensive cancer treatment.





94.4% of our inpatients evaluated the care they received in our Hospitals as top level.



Accredited by
Joint Commission International

HYGEIA is the only hospital in Greece to have been accredited by Joint Commission International (JCI).



Our Traveling for Health initiative was implemented for a **9th** year running.

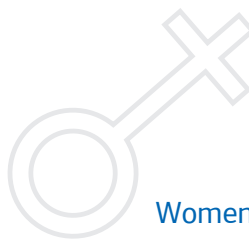


During 2018, we dedicated a total of **18,455** teaching hours to educational programs.

Nursing staff training is considered of vital importance due to the swift developments in the healthcare system and the priority given to patient safety by healthcare professionals.



Women make up **70%** of the workforce, while in some staff categories, such as nursing & paramedic, it may even reach **80%**



Information about the Report



Methodology

This Report has been prepared in line with the Global Reporting Initiative GRI Standards and its content has been determined based on the principles outlined below:

- Principle of Materiality
- Principle of Stakeholder Inclusiveness
- Principle of Sustainability Context
- Principle of Completeness

Profile of the Report

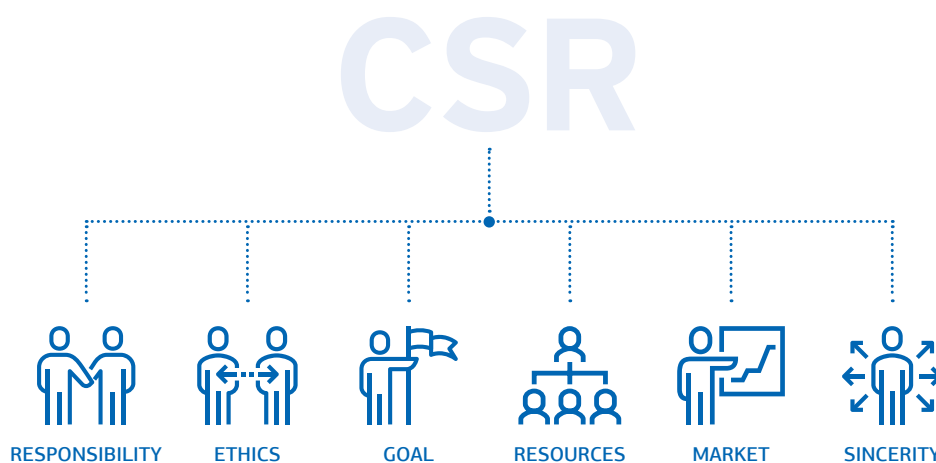
This edition is the seventh consecutive Sustainability Report issued by HYGEIA Group and has been prepared in line with the Global Reporting Initiative (GRI) standards, Core option. The Report covers the period from 01/01/2018 to 31/12/2018 and reflects the manner in which the Group operates and grows within a contemporary environment, as well as the way it responds to the various economic, environmental and social challenges. The HYGEIA Group Corporate Responsibility Report includes the Group's policies, procedures, perennial management practices, corporate social responsibility initiatives, goal-setting and results.

Scope & Boundaries

This Corporate Responsibility Report includes information on the performance of the following HYGEIA Group companies:

- DTCA HYGEIA
- MITERA General, Maternity, Gynecology & Children's Hospital
- LETO Maternity, Gynecological & Surgical Center
- Y-LOGIMED

Information on the rest of the Group companies (AlfaLab and BEATIFIC) is not included in this Report, given that their revenues add up to less than 5% of the total Group revenue. Information and details on possible joint ventures, associates, suppliers or other third parties are also not included.



Project Team

A Corporate Responsibility Team was formed to prepare this Report. The Team consists of experienced executives from all relevant divisions and departments. The Corporate Responsibility Team was charged with the task of collecting the required information and data for compiling this Report, and evaluating the material topics for HYGEIA Group. The Corporate Responsibility Team members who worked on this edition are listed below.

Associates from various Divisions and Departments:

Violetta Asiki – *HYGEIA Corporate Quality Director*

Tereza Daskalaki – *Y-LOGIMED Head of Quality*

Stella Gioni – *HYGEIA Group Commercial Director*

Eleni Kechagia – *MITERA Quality Director*

Dimitris Kolios – *Group Data Protection Officer*

Spyros Kosmas – *HYGEIA Group Deputy CFO*

Spyros Mavrantonis – *Y-LOGIMED CFO*

Despoina Mitropoulou – *HYGEIA Human Resources Manager*

Maria Papamarkou – *MITERA General Manager*

Konstantina Psoni – *HYGEIA General Manager*

Maria Siarampalou – *MITERA Human Resources Manager*

Giorgos Skourtis – *LETO General Manager*

Maria Velimvasaki – *LETO Quality Manager*

Team Coordinator: Marina Mantzourani –

Head of Corporate Responsibility & Sustainable Development



Contact Us

You may send us any remarks/comments or the completed form at the end of this Report. This way you contribute to improving our reports and planning our future actions.

Contact point for Corporate Social Responsibility & Sustainability issues:

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4 Erythrou Stavrou Street
& Kifisias Avenue
151 23 Marousi,
Athens, Greece
+30 210 6867 000

csr@hygeia-group.com

Information Sources & Project Team

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

External Assurance

For a third year running, this Report has received external assurance from an independent body as to its level based on GRI Standards. We acknowledge the added value of external assurance for the Sustainability Report figures, since this contributes to quality and credible accountability towards stakeholders. The conclusions and comments arising from the external assurance procedure are used to improve and further upgrade the Report. The last part includes the statement from the independent auditor, Grant Thornton, who provided the assurance based on the ISAE 3000 international assurance standard.





Corporate Responsibility at HYGEIA Group

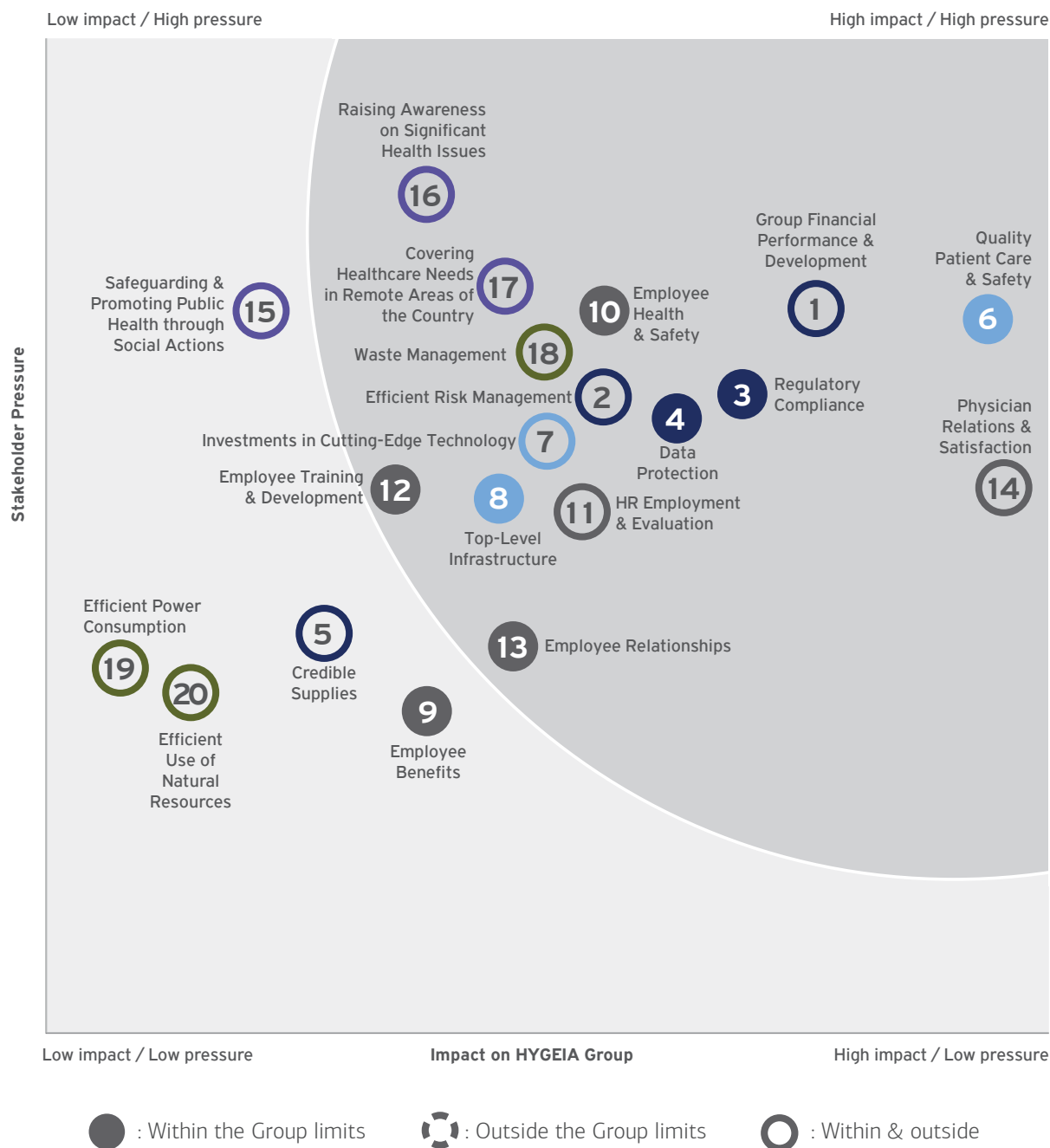
Linking HYGEIA Group's five corporate responsibility pillars to the United Nations Sustainable Development Goals (SDGs) is at the core of the Group's responsible operation. Through its operation, but also due to its actions, the Group may make a powerful contribution to addressing contemporary challenges, such as good health, prosperity and decent employment.

Identifying significant issues that relate to its long-term strategic goals, but also to the UN SDGs, is an integral part of HYGEIA Group's responsible development.

Materiality Analysis per Corporate Responsibility Pillar

The map with the most significant issues for HYGEIA Group reflects the gravity of each issue in the development of the Group, along with how important it is for its stakeholders.

Map of Material Topics

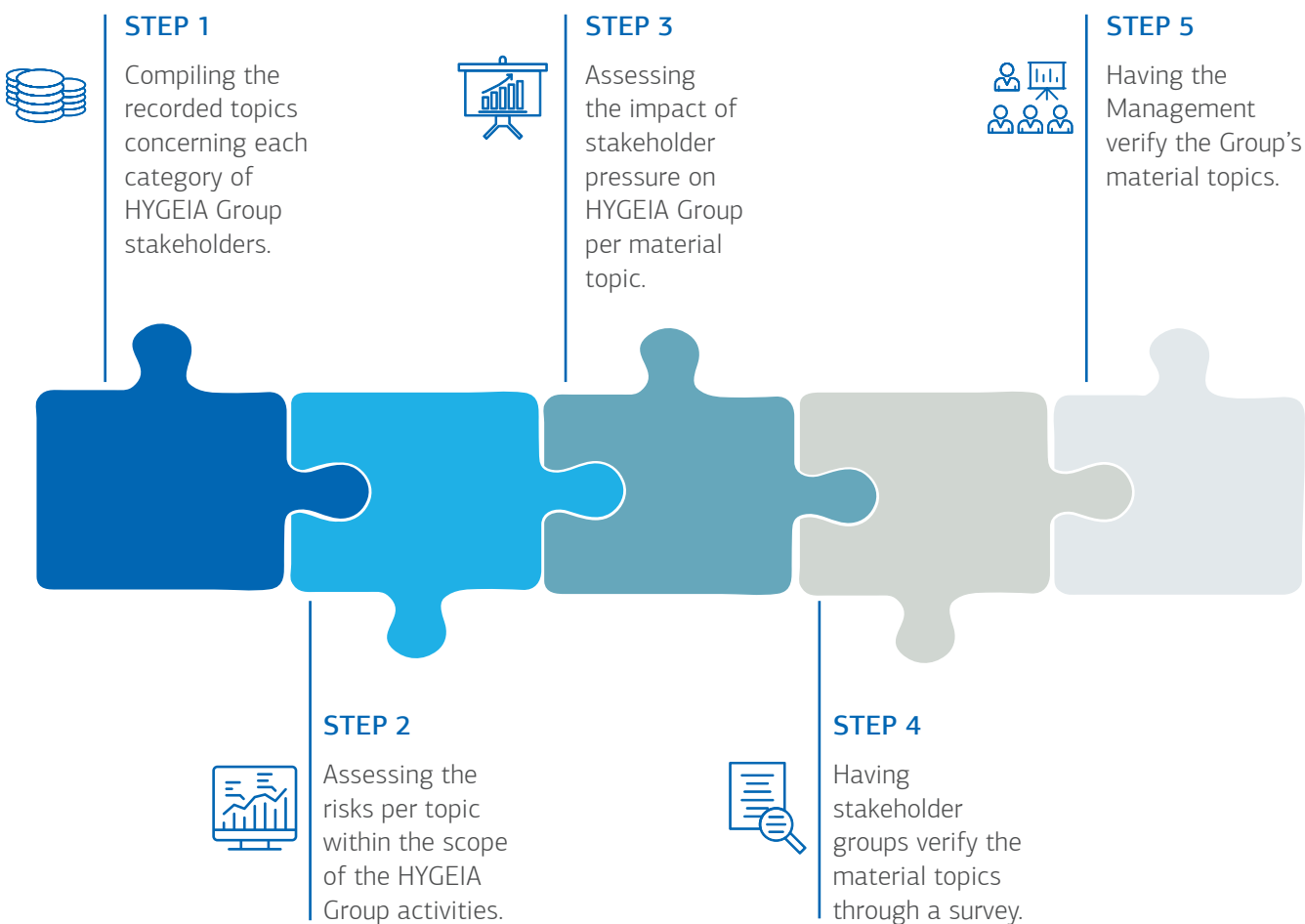


The horizontal axis relates to the impact of material issues on the operation of the Group.

The vertical axis relates to the pressure exerted on the Group by stakeholders with regard to these issues.

The HYGEIA Group Corporate Responsibility Team recorded in detail and prioritized the most material topics, studying all the various features that relate to these topics and are significant for the Group's operation. When recording and evaluating the most material topics, they took into account the impact of the potential risk that is incorporated in each topic, as well as the pressure exerted by the stakeholder on the Group for each topic. Only the issues/topics that could cause large-scale changes on Group performance were identified as material. The process included the following steps:

Developing and implementing programs per Corporate Responsibility pillar is a one-way street for us in our path towards sustainable development.



Contribution of HYGEIA Group to the Fulfillment



HYGEIA Group has joined CSR Hellas and the UN Global Compact Network, and participates in working groups to achieve the SDGs.

01



- Substantially reduce corruption and bribery in all their forms.
- Develop effective, accountable and transparent institutions at all levels.
- Ensure responsive, inclusive, participatory and representative decision-making at all levels.

#02 #03 #05

01 CORPORATE GOVERNANCE & FINANCIAL GROWTH

1. Group Financial Performance & Development
2. Efficient Risk Management
3. Regulatory Compliance
4. Data Protection
5. Credible Supplies



05



By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials. Halve the proportion of untreated wastewater and substantially increase recycling and safe water reuse globally.

#20



- By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.
- Encourage companies to adopt sustainable practices and to integrate sustainability information into their reporting cycle. By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.

#16 #18



Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

#19 #20



By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally.

#18 #20

05 ENVIROMENT

18. Waste Management
19. Efficient Power Consumption
20. Efficient Use of Natural Resources (water, natural gas, oil)



16. Raising Public Awareness on Significant Health Issues
17. Covering Healthcare Needs in Remote Areas of the Country

04



Implement nationally appropriate social protection systems and measures for all, and by 2030 achieve substantial coverage of the poor and the vulnerable.

#15 #17



By 2030, end all forms of malnutrition, including achieving, by 2025, the internationally agreed targets on stunting and wasting in children under 5 years of age, and address the nutritional needs of adolescent girls, pregnant and lactating women and older persons.

#15 #16

02

QUALITY SERVICES

- 6. Quality Patient Care & Safety
- 7. Investments in Cutting-Edge Technology
- 8. Top-Level Infrastructure



- Reduce the global maternal mortality ratio.
- End preventable deaths of newborns and children under 5 years of age.
- End the epidemics of AIDS, tuberculosis and malaria, and combat hepatitis.

- Strengthen the prevention and treatment of substance abuse.
- By 2020, halve the number of global deaths and injuries from road traffic accidents.

#06 #15 #16 #17



Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including encouraging innovation and substantially increasing the number of research and development workers, and public and private research and development spending.

#07 #08



03

03

HUMAN RESOURCES

- 9. Employee Benefits
- 10. Employee Health & Safety
- 11. Human Resources Employment & Evaluation
- 12. Employee Training & Development
- 13. Employee Relationships
- 14. Physician Relations & Satisfaction



By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.

#12



Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

#11



Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of small- and medium-sized enterprises, including through access to financial services.

#11



By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status. Encourage official development assistance and financial flows, including foreign direct investment.

#11



04

04

SOCIETY

- 15. Safeguarding & Promoting Public Health through Social Actions



Strengthen efforts to protect and safeguard the world's cultural and natural heritage.

#15



- By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

- Encourage companies to adopt sustainable practices and to integrate sustainability information into their reporting cycle. By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.






#16 #18





Corporate Responsibility Management

The responsible operation of all Group hospitals and companies, as well as the priorities they have set in terms of continuous improvement in the area of sustainable development are supported by specific systems, mechanisms and procedures, through which the Group aims to preserve its mutual trust relationships with all its stakeholders.

	Implementation of systems and processes	>	HYGEIA Group aims to constantly improve and develop key areas in our activity, such as health and safety, the environment and quality of service.
	Centralized request management	>	The Group manages centrally and monitors systematically all requests by stakeholders, so as to respond efficiently to them.
	Release of the Annual Financial and Corporate Responsibility Reports	>	The Annual Financial and Corporate Responsibility Reports provide a complete overview of the operations and performance (financial and not) of HYGEIA Group.
	Implementation of Corporate Governance Code	>	The implementation of proper corporate governance practices ensures the unhindered operation of HYGEIA Group.
	Sharing information with stakeholders	>	Disclosure and two-way communication with stakeholders is a key priority for HYGEIA Group.

In addition to these mechanisms, the Corporate Responsibility Team is responsible for the proper management of the Group's corporate responsibility issues, and consists of executives from all of the Group's companies and divisions. The Team convenes regularly and is assigned with the coordination and development of new social responsibility initiatives, the recording of respective actions and the preparation of the Group's Corporate Responsibility Report.

The members of the working team and their respective divisions/departments are listed below:

- Violetta Asiki – HYGEIA Corporate Quality Director
- Tereza Daskalaki – Y-LOGIMED Head of Quality
- Stella Gioni – HYGEIA Group Commercial Director
- Eleni Kechagia – MITERA Quality Director
- Dimitris Kolios – Group Data Protection Officer
- Spyros Kosmas – HYGEIA Group Deputy CFO
- Marina Mantzourani – Head of Corporate Responsibility & Sustainable Development
- Spyros Mavrantonis – Y-LOGIMED CFO
- Despoina Mitropoulou – HYGEIA Human Resources Director
- Maria Papamarkou – MITERA General Manager
- Konstantina Psoni – HYGEIA General Manager
- Maria Siarampalou – MITERA Human Resources Director
- Giorgos Skourtis – LETO General Manager
- Maria Velimvasaki – LETO Quality Manager

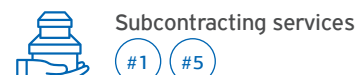
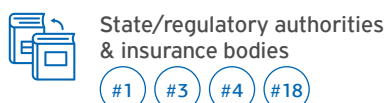
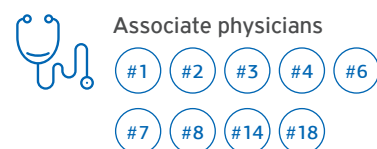
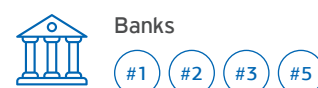
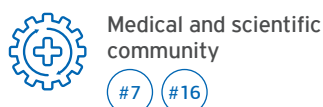
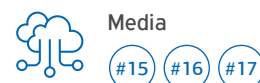
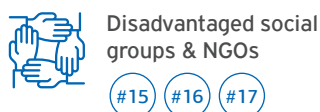
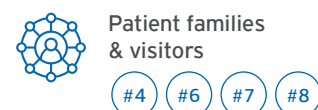
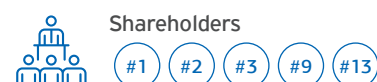
Team Coordinator: Marina Mantzourani

HYGEIA Group compiles and records the material issues because this process contributes in assessing the potential risks that relate to material topics for the Group, as well as identifying strengths, weaknesses and opportunities.

Stakeholder Dialogue & Engagement

Open dialogue and transparent communication with stakeholders forms the foundation for evaluating the actions and practices of HYGEIA Group, aiming at a fruitful partnership with all interested bodies and social partners. The Group has identified as stakeholders the categories that are directly or indirectly affected by its activities, and naturally, all the categories that may affect its operation in any way and at any time.

The procedure for identifying and subsequently prioritizing the stakeholders has been based on the GRI methodology and takes into account both the extent of influence each category of stakeholders exercises on the Group, and the extent of influence exercised by the Group on each category of stakeholders. Each stakeholder category carries different weight, depending upon various factors, such as the extent and nature of the Group activities impacted by the character of each group.

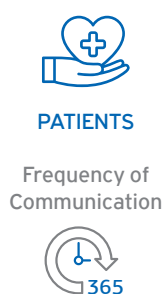


Dialogue & Cooperation in Action

The concept of two-way communication and open dialogue with stakeholders includes a wide range of actions, with the Group's ultimate aim being to receive their views and remarks, and be duly notified of their needs and concerns. The information obtained through dialogue is used by the Group to improve its performance in specific sectors, but also to upgrade the level of cooperation with each stakeholder group in general.

The framework of cooperation and interaction with stakeholders involves the communication channels per stakeholder group, the major issues that concern each group, and the Group's methods for responding to these issues.

STAKEHOLDERS & INTERACTION FRAMEWORK



MAIN ISSUES

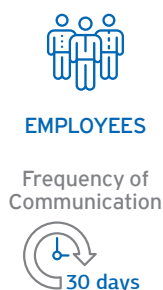
- ▶ Outstanding quality in healthcare
- ▶ Access to all the information recorded during each contact with any health professional within the hospital
- ▶ Information on patient rights as per the legislation in force
- ▶ Management of proposals, remarks and complaints
- ▶ Innovative services
- ▶ Access to healthcare services
- ▶ Price list

COMMUNICATION CHANNELS

- ▶ Patient Handbook
- ▶ Direct communication with doctors and health professional for continuous updates and training on their condition and needs
- ▶ Service satisfaction survey
- ▶ Educational and informational brochures available throughout the hospital
- ▶ Communication with the Quality Division and the Patient Accounts Department
- ▶ Corporate magazine
- ▶ Emails
- ▶ Group company websites

HOW WE RESPOND

- ✓ Implementation of Quality and Patient Safety Management Policy and development of Quality Management Systems at HYGEIA Group
- ✓ See section "Responsibility for our Patients"



MAIN ISSUES

- ▶ Remunerations
- ▶ Additional benefits
- ▶ Continuous training and development
- ▶ Work conditions (health & safety)
- ▶ Collective bargaining agreements

COMMUNICATION CHANNELS

- ▶ HR department
- ▶ Employee union
- ▶ Memos/Announcements
- ▶ Management, HR & employee dialogue
- ▶ Intranet

HOW WE RESPOND

- ✓ Implementation of a certified Occupational Health and Safety Management System, in line with the requirements of OHSAS 18001 (HYGEIA Hospital)
- ✓ See sections "Responsibility for our People" and "Employee Health & Safety"

STAKEHOLDERS & INTERACTION FRAMEWORK

DISADVANTAGED
SOCIAL GROUPS
& NGOSFrequency of
Communication

30 days

MAIN ISSUES

- ▶ Support and provision of medical care
- ▶ Effective cooperation framework
- ▶ Sound Group operation
- ▶ Support on issues for safeguarding one's health
- ▶ Proper operational practices by the organization for the environment and people
- ▶ Support and provision of medical care
- ▶ Innovative services and efficient operation
- ▶ Effective cooperation framework
- ▶ Sound Group operation

COMMUNICATION CHANNELS

- ▶ Websites
- ▶ Corporate magazine
- ▶ Media
- ▶ Press releases
- ▶ Corporate Responsibility Reports
- ▶ Meetings
- ▶ Press articles and announcements

HOW WE RESPOND

- ✓ See sections "Responsibility for Society" and "Corporate Responsibility at HYGEIA Group"

MEDICAL AND
SCIENTIFIC
COMMUNITYFrequency of
Communication

30 days

MAIN ISSUES

- ▶ Updates on the services and innovations of the Group hospitals
- ▶ Updates on medical issues (new technologies, innovations, special services) of the hospitals

COMMUNICATION CHANNELS

- ▶ Corporate magazine
- ▶ Press articles and announcements
- ▶ HYGEIA Group associate physicians who are members in scientific committees and associations

HOW WE RESPOND

- ✓ See section "Responsibility for our Patients", subsections "Investments in Cutting-Edge Technology" and "Quality Management Systems at HYGEIA Group"

PRIVATE INSURANCE
COMPANIESFrequency of
Communication

30 days

MAIN ISSUES

- ▶ Access to healthcare services
- ▶ Development of new partnerships
- ▶ Price list
- ▶ Management of customer complaints
- ▶ Quality and safety assurance in healthcare services

COMMUNICATION CHANNELS

- ▶ Regular meetings
- ▶ Ongoing email communication

HOW WE RESPOND

- ✓ Complaint Management Policy
- ✓ See sections "HYGEIA Group" and "Responsibility for our Patients"

STAKEHOLDERS & INTERACTION FRAMEWORK



SOCIETY

Frequency of
Communication

MAIN ISSUES

- ▶ Support and provision of medical care, especially in rural and remote areas
- ▶ Raising awareness on prevention for safeguarding one's health
- ▶ Proper operational practices by the organization for the environment and people
- ▶ Innovative services and efficient operation

COMMUNICATION CHANNELS

- ▶ Websites
- ▶ Corporate magazine
- ▶ Media
- ▶ Press releases
- ▶ Corporate Responsibility Reports
- ▶ Annual campaign in remote areas
- ▶ Press articles and announcements

HOW WE RESPOND

- ✓ See section "Responsibility for Society"

STATE / REGULATORY
AUTHORITIES &
INSURANCE BODIESFrequency of
Communication

MAIN ISSUES

- ▶ Complying with the legislation and ensuring early and proper disclosure with regard to the production of urban and hazardous medical waste
- ▶ Harmonization with national legislation
- ▶ Transparency
- ▶ Harmonious cooperation and supervision
- ▶ Access to healthcare services
- ▶ Price list
- ▶ Development of healthcare services
- ▶ Quality and safety assurance in healthcare services

COMMUNICATION CHANNELS

- ▶ Annual Waste Production Report
- ▶ On-site visits and inspections, preparation of reports
- ▶ Circulars from the authorities
- ▶ Email communication
- ▶ Company websites
- ▶ Regular meetings with insurance bodies

HOW WE RESPOND

- ✓ Development and implementation of an integrated Corporate Governance system with strict procedures regarding the Regulatory Compliance of HYGEIA Group companies
- ✓ Unwavering payment of liabilities towards public social insurance organizations
- ✓ See sections "Corporate Governance", "Financial Growth" and "Corporate Social Responsibility at HYGEIA Group"



SHAREHOLDERS

Frequency of
Communication

MAIN ISSUES

- ▶ Disclosure of timely, accurate and equally accessible information
- ▶ Group financial results • Share price increase
- ▶ Dividend payment
- ▶ Group business plan and strategic objectives

COMMUNICATION CHANNELS

- ▶ Annual General Meeting of Shareholders
- ▶ Annual Financial Report
- ▶ Periodic disclosure with special announcements
- ▶ Investor relations
- ▶ Meetings with financial analysts
- ▶ Corporate Responsibility Report

HOW WE RESPOND

- ✓ Development and implementation of an integrated Corporate Governance system, and efficient management of Corporate Responsibility issues
- ✓ See sections "Corporate Governance", "Financial Growth" and "Corporate Social Responsibility at HYGEIA Group"

STAKEHOLDERS & INTERACTION FRAMEWORK



**PATIENT FAMILIES
& VISITORS**

Frequency of
Communication



MAIN ISSUES

- ▶ Quality and safety during visits to the Group premises
- ▶ Courteous and effective communication with staff
- ▶ Management of complaints, remarks and proposals
- ▶ Outstanding quality in healthcare
- ▶ Innovative services
- ▶ Access to healthcare services
- ▶ Price list

COMMUNICATION CHANNELS

- ▶ Continuous communication with staff
- ▶ Posted signs with useful information
- ▶ Corporate magazine
- ▶ Group company websites

HOW WE RESPOND

- ✓ Implementation of Quality and Patient Safety Management Policy and development of Quality Management Systems at HYGEIA Group
- ✓ See sections "Responsibility for our Patients" and "Corporate Social Responsibility at HYGEIA Group"



MEDIA

Frequency of
Communication



MAIN ISSUES

- ▶ Timely and accurate information
- ▶ Updates on the services and innovations of the Group hospitals
- ▶ Promotion of medical issues (new technologies, innovations, special services) of the hospitals

COMMUNICATION CHANNELS

- ▶ Press conferences
- ▶ Press releases
- ▶ Corporate magazine
- ▶ Press articles and announcements
- ▶ Regular meetings

HOW WE RESPOND

- ✓ See sections "Responsibility for Society" and "Corporate Responsibility at HYGEIA Group"



BANKS

Frequency of
Communication



MAIN ISSUES

- ▶ Group financial performance
- ▶ Group business plan and strategic objectives
- ▶ Group sustainability
- ▶ Group liquidity

COMMUNICATION CHANNELS

- ▶ Communication via email
- ▶ Regular meetings

HOW WE RESPOND

- ✓ Positive financial performance. Development and implementation of an integrated Corporate Governance system, and efficient management of Corporate Responsibility issues
- ✓ See sections "HYGEIA Group", "Corporate Governance", "Financial Growth" and "Corporate Social Responsibility at HYGEIA Group"

STAKEHOLDERS & INTERACTION FRAMEWORK

**SUPPLIERS**Frequency of
Communication**MAIN ISSUES**

- ▶ Viability of the Group and its companies, with the aim of continuing cooperation
- ▶ Mutual commitment to payment deadlines and contractual obligations
- ▶ Promotion of cooperation to gain a competitive edge within the sector

COMMUNICATION CHANNELS

- ▶ Daily communication with the entire Group Supply Chain network
- ▶ Regular meetings
- ▶ Communication with the Legal Department to secure sound drafting of agreements
- ▶ Disclosure of Group requirement revisions, to ensure they are met

HOW WE RESPOND

- ✓ A Central Procurement Committee has been established at Group level
- ✓ See sections "HYGEIA Group", "Corporate Social Responsibility at HYGEIA Group" and subsection "Proper Procurement Management"

**ASSOCIATE PHYSICIANS**Frequency of
Communication**MAIN ISSUES**

- ▶ Ensure necessary conditions for exercising their medical duties
- ▶ Cost of services
- ▶ Private insurance
- ▶ Efficient cooperation with insurance companies
- ▶ Continuous education and training
- ▶ Good working conditions

COMMUNICATION CHANNELS

- ▶ One-to-one meetings
- ▶ Management of issues via the HYGEIA Medical Association
- ▶ Scientific Board
- ▶ Scientific Union of Doctors
- ▶ Medical Association

HOW WE RESPOND

- ✓ Medical Service Regulation (DTCA HYGEIA), procedures and protocols
- ✓ See sections "Responsibility for our Patients" and "Corporate Social Responsibility at HYGEIA Group"

**SUBCONTRACTING SERVICES**Frequency of
Communication**MAIN ISSUES**

- ▶ Continuous cooperation based on the sustainability of the Group companies
- ▶ Mutual commitment to contractual obligations
- ▶ Updates on Group operational matters

COMMUNICATION CHANNELS

- ▶ Communication with the Group Divisions, which shall ensure proper disclosure of the Management guidelines

HOW WE RESPOND

- ✓ A Central Procurement Committee has been established at Group level
- ✓ See section "HYGEIA Group", subsection "Responsible Procurement Practices"

Responsible Awards

During its extensive course, HYGEIA Group has acquired a wide collection of awards and distinctions, both for the services it provides and the relationships of cooperation it promotes among various groups, such as employees, customers and society in general.



BRAVO Sustainability Awards: Honorary Distinction for the Traveling for Health Initiative

HYGEIA Group received an honorary distinction for its Traveling for Health initiative at the 2018 BRAVO Sustainability Awards. The HYGEIA Group health campaigns aim at serving the needs of residents living on small islands or in mountainous regions who cannot easily access medical services. These campaigns were distinguished in the Bravo Society pillar and were among 100 business community candidates that received the highest ranking after the social dialogue for the awards.

Find out more about the Traveling for Health initiative in the section "Social Responsibility", pp. 174-177.

HCDCP Award for LETO Hospital

LETO received an award from the Hellenic Center for Disease Control & Prevention (HCDCP) of the Ministry of Health for participating in the vaccination against seasonal flu in the period 2017-2018, as part of the "Flu Vaccination for Employees in Healthcare Facilities" awards.



Corporate Responsibility Institute (CRI): Silver Awards for HYGEIA Hospital

HYGEIA Hospital received the Silver award and the Best New Entry commendation from the Corporate Responsibility Institute (CRI). This distinction rewards the policy and actions consistently developed by HYGEIA for the benefit of society, local and national economy, the employees and the environment.



Best Workplaces 2018: HYGEIA Awarded for the 3rd Time

HYGEIA is the only hospital in Greece to have received an award for its positive work environment for a 3rd time, as it was ranked among the top companies listed as Best Workplaces 2018. The survey – conducted in Greece by the Great Place to Work® Institute Hellas, with the academic assistance of the ALBA Graduate Business School at The American College of Greece – ranked HYGEIA Hospital 5th in terms of its workplace conditions in the category of companies with over 250 employees. HYGEIA was distinguished among these companies after a survey in which 49 companies had participated in total. Note that the companies are awarded mainly based on answers provided by the employees themselves.



HYGEIA Group: Sustainable Company for 2017

HYGEIA was among the 21 innovative companies evaluated in the first edition of the Sustainability Performance Directory, by the QualityNet Foundation in Greece.






The 21 companies that were named Most Sustainable Companies in Greece for 2017 are among the elite of the Greek business community, after being evaluated and ranked based on their non-financial performance and their overall approach when it comes to sustainable development issues.






Goal-setting

With the ultimate aim being the responsible operation of all its activity sectors, HYGEIA Group has developed a strategic action plan, and it operates and develops based on this. The following goals had been set for 2018 per corporate responsibility pillar as part of implementing the Group's action plan. The results are listed below.

2018 Goal Attainment

GOALS PER CHAPTER	RESULT	REFERENCE/SECTIONS
 QUALITY & PATIENTS		
HYGEIA / MITERA / LETO: To achieve an overall patient satisfaction rate over 90%	Achieved	Relevant information is available in the "Responsibility for our Patients" section
HYGEIA: To invest in cutting-edge technology	Achieved	
MITERA: To get re-certified to ISO 9001	Achieved	
 EMPLOYEES		
HYGEIA / MITERA: To offer minimum onboarding wage higher than the one stipulated in the legislative framework in force	Achieved	Relevant information is available in the "Caring for the Employees" section
MITERA: To update the Occupational Risk Assessment Study	Achieved	
LETO: To increase staff training by 2-3% (pertains to either the number of staff or the training hours)	Achieved	
Y-LOGIMED: To educate and train staff (>80% of employees) on recycling issues	Transferred to 2019	-
Y-LOGIMED: To provide safe and cost-efficient driver training to 100% of the drivers of commercial company vehicles	Transferred to 2019	-
 ENVIRONMENT		
HYGEIA / LETO: To reduce energy consumption by 2%	Achieved	Relevant information is available in the "Caring for the Environment" section
 SOCIETY		
HYGEIA Group: To organize the next Traveling for Health campaign	Achieved	Relevant information is available in the "Social Responsibility" section
 FINANCE & CORPORATE GOVERNANCE		
HYGEIA Group: To expand the Data Protection Department	Achieved	Relevant information is available in the "Business Model & Ethical Corporate Governance" section
HYGEIA Group: To maintain the operating profitability of the Group	Achieved	
HYGEIA: To train competent executives and the CSR team on transparency and anti-corruption issues	Achieved	
HYGEIA: To update the Corporate Governance Code	Achieved	
MITERA: To draft a Code of Ethics and Professional Conduct	Transferred to 2019	-
LETO: To train competent executives and the CSR team on transparency and anti-corruption issues	Transferred to 2019	-
Y-LOGIMED: To draft a Code of Ethics for Suppliers	Achieved	Relevant information is available in the " Responsible Procurement Practices" section

HYGEIA Group Targets for 2019

 QUALITY & PATIENTS	
HYGEIA	To maintain the overall patient satisfaction rate over 90%
MITERA	To maintain the patient satisfaction rate between 90% and 95%
ΛHTQ	To maintain the patient satisfaction rate between 90% and 95%
 EMPLOYEES	
HYGEIA	To meet 100% of the requirements of the JCI accreditation in the area of Employee Training & Development (SQE – staff qualifications and education)
MITERA	To increase training hours by 2-5% To provide a psychological support seminar to the administrative, nursing and medical staff of the MITERA Pediatric Oncology Clinic
LETO	To train competent executives and the Corporate Responsibility team on transparency and anti-corruption issues
Y-LOGIMED	To educate and train staff (>80% of employees) on recycling issues To provide safe and cost-efficient driver training to 100% of the drivers of commercial company vehicles
 ENVIRONMENT	
HYGEIA	To reduce energy consumption by 2%
LETO	To increase recycling by 2% To recycle organic waste (compost development program)
 SOCIETY	
GROUP	To organize the next Traveling for Health campaign
 FINANCE & CORPORATE GOVERNANCE	
GROUP	To maintain operating profitability To draft a Corporate Responsibility Policy
HYGEIA	To draft a policy for respecting human rights in the workplace
MITERA	To conclude the Code of Ethics and Professional Conduct
LETO	To train competent executives and the CSR team on transparency and anti-corruption issues



Responsibility for our Patients

UN Sustainable Development Goals



At HYGEIA Group, our main priority is to offer top-quality services to safeguard the health of patients as well as anyone receiving the Group's services, and to responsibly fulfill their desires and demands. All practices and processes applied by the Group, coupled with the JCI international accreditation, demonstrate HYGEIA's transparent commitment to continue improving the safety and quality of the care provided to its patients.



We constantly aim to offer a safe environment and we continuously strive to mitigate the potential risks both for our patients and for our employees.

Patient & Carer Satisfaction

Responding to the needs, complaints and remarks of patients is part of the daily operation of HYGEIA Group. Remarks may be sent by mail or email, or by filling in the relevant complaint and suggestion forms available throughout the hospitals. To this end, HYGEIA Group has adopted and implements a Complaint Management Policy, based on the following principles:

- 1** To offer a direct and simple way to submit comments or suggestions
- 2** To conduct an unbiased investigation, fair for the people submitting their comments as well as to the hospital staff involved
- 3** To ensure and maintain confidentiality
- 4** To provide suitable information, with the aim of improving patient services

Based on the Complaint Management Process, all the staff must inform – if asked – patients and/or their carers that they have the right to express their comments and suggestions, which are handled with utmost confidentiality and responsibility. The Managers and Directors are responsible for handling any complaints directly. Written remarks by patients (inpatients or outpatients), carers and visitors are received by the Corporate Quality Division and forwarded to the Management of each hospital and all the relevant executives, for further investigation and proper corrective actions.

Patient Satisfaction Survey

Increase in patient and carer satisfaction is a priority and an important incentive for HYGEIA Group, so that their experience improves day to day. In that vein, a patient satisfaction survey is conducted annually, through the Suggestion & Comment Forms available in special boxes throughout the hospitals, and accessible to patients, carers and visitors. A targeted food survey is conducted since 2010 at HYGEIA, while since 2017, the survey is based on a combined food and cleanliness questionnaire.

Some of the questions from the patient satisfaction survey conducted in the HYGEIA Group hospitals and the respective responses with rates attributed over a three-year period are listed below.



The satisfaction level of our patients remains very high and continues to greatly exceed the target of 85%

QUESTIONS FROM THE INPATIENT SATISFACTION SURVEY

QUESTIONS	HYGEIA*			MITERA			LETO	
	2018	2017	2016	2018	2017	2016	2018	2017
Overall, how would you rate the quality of care you received at our Hospital? – "Excellent" and/or "Very Good"	97.2%	96.8%	97.6%	90.4%	92.0%	91.80%	95.7%	97.6%
Would you recommend our Hospital to your family and friends? – "Yes"	95.5%	96.2%	96.7%	86.4%	86.2%	85.6%	96.5%	97.3%

The table includes figures for LETO Hospital for two years only, as the Hospital introduced the Patient Satisfaction Survey in October 2016.

COMPLAINT RATES PER PATIENT ADMISSIONS	2018	2017	2016
HYGEIA	0.10%	0.12%	0.06%
MITERA*	0.17%	0.17%	1.35%
LETO	0.07%	0.08%	0.10%

Calculation of measure: No. of complaints received (forms containing a complaint) / No. of inpatients and outpatients.

*Newborn admissions to NICUs are not included in the number of patients.



For further information regarding investments in cutting-edge technology, refer to the “Company Profile” section, pp. 40-48

Investments in Cutting-Edge Technology

HYGEIA Group has traditionally invested in new technologies and quality medical equipment, serving as an example for the whole sector in Greece.

The first hybrid operating room in Greece is equipped with the latest imaging and medical devices for performing complicated surgical procedures under maximum safety, speed and reliability conditions.

The da Vinci robotic system is the most advanced technology in medical robotic systems. It uses high-definition imaging, allowing surgeons to perform procedures with extreme accuracy, efficiency and flexibility.

Orthopedic surgery using the Mako robotic-arm assisted technology has paved the way for treating knee and hip conditions. The procedures performed include total hip, partial knee and total knee replacement procedures.

The Gamma Knife Brain Radiosurgery Department is a Center of Excellence for the manufacturer. Neurosurgeons, radiotherapists/oncologists and radiophysicists contribute their expertise to create a treatment program tailored to the needs of each patient.

HYGEIA Hospital’s PET/CT Department was the first to operate in Greece. The PET/CT scan is designed and performed by a team of qualified scientists who have been trained accordingly in major healthcare centers abroad. It contributes to accurate diagnosis, staging and restaging of cancer patients.

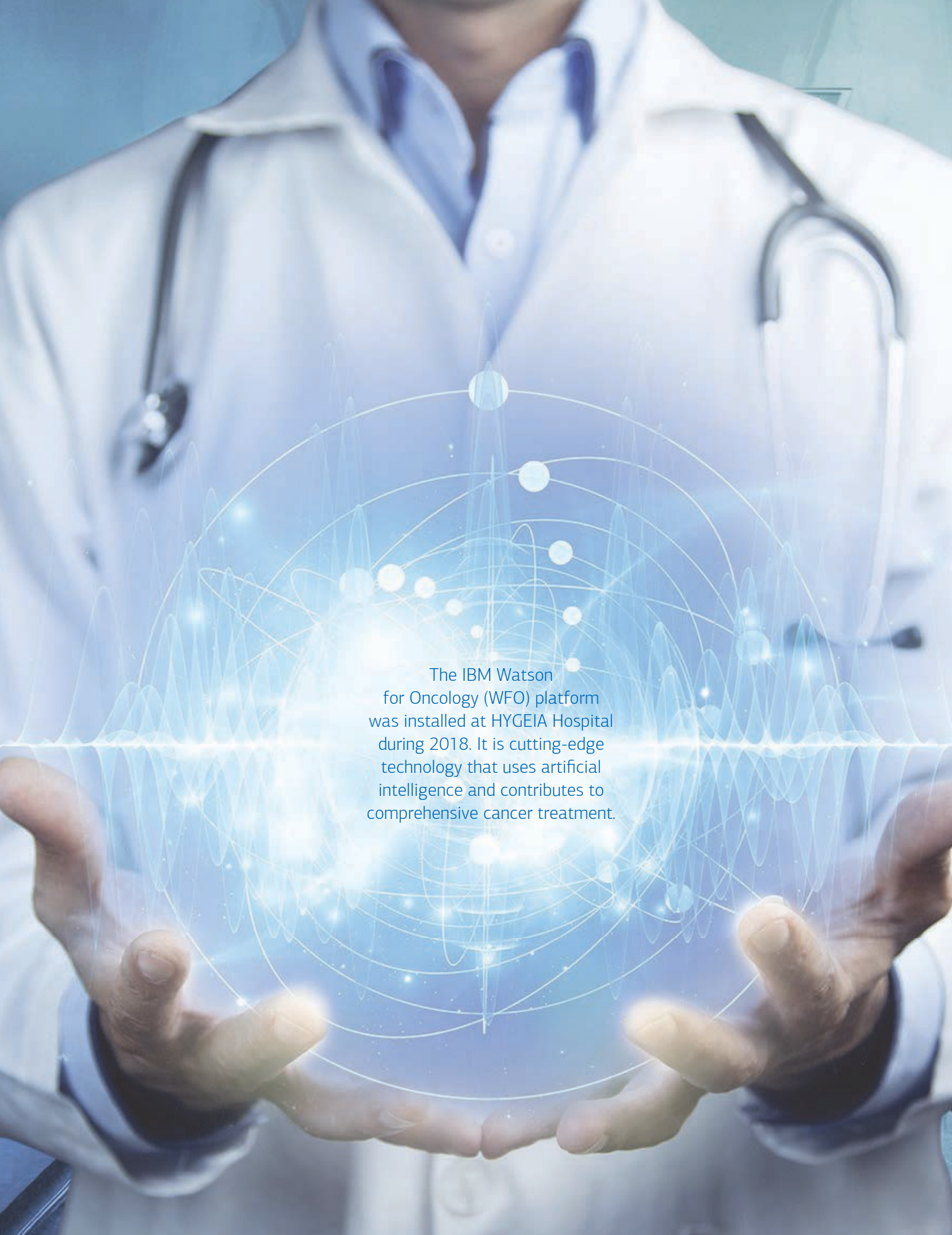
The HYGEIA Hospital Radiation Oncology Center is the most contemporary and well equipped such center in Greece and one of the best ones in Europe.

The Transcatheter Heart Valve Department is the only one in Greece that can perform transcatheter aortic valve replacements, mitral valve repairs and paravalvular leak closures.

The Central Labs are a contemporary example of automation, speed, efficiency and reliability, blending the long experience of the staff with latest technology analyzers, which allow virus, bacteria and fungus identification in very short times, reaching valuable diagnosis and treatment faster.

HYGEIA Group also invests in IT and communications, continuously upgrading its IT systems and infrastructure, to improve its services. Upgraded IT and communications improve communication among healthcare professionals, limiting unnecessary exams, reduce the diagnosis time and reinforce the Group’s services with applications and remote services, such as home care or telemedicine.





The IBM Watson
for Oncology (WFO) platform
was installed at HYGEIA Hospital
during 2018. It is cutting-edge
technology that uses artificial
intelligence and contributes to
comprehensive cancer treatment.

HYGEIA Group Certifications

Apart from the internationally recognized and significant Gold Seal of Approval® by Joint Commission International, which HYGEIA Hospital has been holding since 2010, as well as the fact that all the Group companies have been certified to the ISO 9001 international standard, the rest of the Group companies' certifications are listed below.

TABLE OF HYGEIA GROUP CERTIFICATIONS

HOSPITAL / COMPANY	STANDARD	SCOPE
HYGEIA	JOINT COMMISSION INTERNATIONAL (Accreditation Standards for Hospitals)	Patient Care & Hospital Management (All Hospital Services – Clinical & Administrative)
HYGEIA	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Healthcare Services (All Hospital Services – Clinical & Administrative)
HYGEIA	ISO 14001:2015 (Environmental Management System)	Provision of Primary & Secondary Healthcare Services (All Hospital Services – Clinical & Administrative)
HYGEIA	OHSAS 18001:2007 (Occupational Health & Safety Management System)	Provision of Primary & Secondary Healthcare Services (All Hospital Services – Clinical & Administrative)
HYGEIA	TECHNICAL SPECIFICATION PAS 99:2012 (British Standards Institute) (Integrated Management Systems – ISO 9001, ISO 14001, OHSAS 18001)	Provision of Primary & Secondary Healthcare Services (All Hospital Services – Clinical & Administrative)
HYGEIA	ISO 15189:2012 (Medical Labs – Special Quality & Competence Requirements)	Clinical Labs: Biochemistry, Hematology, Immunology/ Hormonology, Clinical Pathology, Cytology
HYGEIA	ISO 22000:2005 (Food Safety Management System)	Planning, Organization & Provision of Food Services to Patients & Staff (Procurement, Collection, Storage, Production, Preparation & Distribution) (Olympic Catering)
MITERA	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Healthcare Services
MITERA	ISO 22000:2005 (Safety & Security Management System)	Production, Storage, Distribution and Delivery of Fresh and Frozen Meals (Catering for Aircraft, Healthcare and Training Facilities, and Company Staff) and Provisions of Ground Services (Handling)
MITERA	Breast Centers Network	Recognized as Full Member of the Breast Centers Network
MITERA	ISO 15224:2012	Provision of Assisted Reproduction Services & Gamete and Embryo Cryopreservation Bank
LETO	ISO 9001:2015	Central Labs: Receipt & Management of Biological Fluid Samples, Performance of Lab Tests and Release of Results
LETO	ISO 22000:2005	Planning, Organization & Implementation of Integrated Food Services for Patients & Staff at LETO Maternity Hospital (Procurement, Delivery, Storage, Processing & Final Distribution) (Olympic Catering)
LETO	ISO 9001:2015	Planning, Organization & Implementation of Integrated Food Services for Patients & Staff at LETO Maternity Hospital (Procurement, Delivery, Storage, Processing & Final Distribution) (Olympic Catering)
Y-LOGIMED	ISO 22301:2012	Import, Trading & Distribution of Medical Products
Y-LOGIMED	EN ISO 9001:2015	Trading & Distribution of Medical Products
Y-LOGIMED	EAOT EN ISO 13485:2016	Trading & Distribution of Medical Products
Y-LOGIMED	Ministerial Decision ΔΥ86/Γ.Π. οικ/1348/2004.	Trading & Distribution of Medical Products (in vitro diagnostic and medical products for therapeutic, surgical and diagnostic use)

Quality Management of Services

The commitment of HYGEIA Group to quality and safety for patients and anyone receiving its services is reflected in the policy it has developed, which is strictly followed by all hospitals and applied in daily practice.



HYGEIA Hospital,
"Quality & Safety" section
www.hygeia.gr/poiotita-kaiasfa-leia/politiki-poiotitas/

Quality Management Systems at HYGEIA Group

Quality Management Systems have been developed and are implemented in the Group hospitals, as part of the established Quality Policy, taking into account the needs and requirements of the patients, their carers/visitors and the attending physicians, as well as the legislative and regulatory requirements in force. To this end, the Management of each hospital has identified processes carried out during its operation, aiming at collecting all the necessary documentation for implementing the Quality Management System.

PLAN-DO-CHECK-ACT (PDCA) MODEL FOR THE HYGEIA GROUP HOSPITALS

HYGEIA Group has adopted an international continual improvement model, the Plan-Do-Check-Act (PDCA). The PDCA model is a continuous, unceasing cycle of processes, whereby the final results of the one cycle form the objectives of the next. The following diagram depicts the actions of HYGEIA Group along each step towards quality improvement.





HYGEIA implements an integrated Quality & Patient Safety Improvement Program that encompasses 3 certified management systems: Quality Management System, Environmental Management System and Occupational Health & Safety Management System. To this end, we have managed to become registered with the British Standards Institution (BSI), since we fulfill all the requirements of PAS 99, the first technical specification for integrated management systems worldwide.

HYGEIA Clinical Labs Certified to ISO 15189 – Medical Laboratories: Requirements for Quality and Competence

ISO 15189 certifies the technical adequacy of a lab for conducting specific medical tests. The HYGEIA Central Labs, Clinical Pathology Lab and Cytology Lab have been certified to this standard. Implementation of said standard demonstrates proper use and optimization of the technical infrastructure, preparedness of the labs to adopt new techniques and methods, compliance to the legislation in force, continuous efforts to improve the services rendered, personal data protection, the ethics and professional conduct of the employees and IT system security.

Certification to ISO 9001 Standard

The certification of the HYGEIA Group companies to this international quality management standard demonstrates our ability to consistently provide healthcare services that meet the needs of our patients and their loved ones, as well as the current legislative and regulatory requirements. Additionally, it showcases our commitment to constantly improve the services we offer, to minimize any deviations from our operational standards and best international practices through suitable quality improvement initiatives, and to monitor their effectiveness using indicators and measures.

Inspections for the Safety of the HYGEIA Hospital Environment

Inspections are carried out as part of the quality Management Systems, to ensure the safety of the hospital environment. A team of internal inspectors of various specialties has been formed to carry out these inspections. The team performs scheduled visits to the various Hospital departments and inspects points that pertain to the management of safety of the facilities, management of medications, infection prevention and control, and management of files and personal data.

Apart from their educational nature, these inspections systematically evaluate the Hospital's compliance to its policies and to the requirements of the JCI and ISO standards. The inspections also assist in timely identifying existing or potential risks to patient, visitor or employee safety.

Administrative Structures & Quality Committees

Each HYGEIA Group company has its own administrative structure (division, department or quality supervisor) with the following responsibilities:

- To support the daily implementation of the Quality & Patient Safety Program.
- To monitor compliance with the standards, the regulations and the legislation in force.
- To guide the department supervisors towards identifying suitable data sources.
- To collect data, plan and implement quality improvement actions, and analyze data for the evaluation of said actions.
- To promote patient safety by adopting relevant programs and initiatives.
- To plan and implement quality improvement actions (preventive/corrective actions) and monitor the action plans for the corrective or preventive actions approved by the Management.
- To coordinate the modification of processes and procedures, whenever required.
- To train the staff on quality improvement issues.
- To prepare reports for the Management on the progress of the Quality & Patient Safety Program.







Quality Committees have also been formed at HYGEIA Group to review, analyze and provide opinions on matters concerning their area of interest. To ensure continuous improvement of the Group's clinical and administrative operations, the Quality Committees convene regularly and the frequency of meetings depends on the gravity and volume of the issues concerning each Committee.



During 2018, 45 hours of training on quality issues for 113 employees took place at HYGEIA.



The committees, their aim and the hospital where they operate are listed in the following table:

 INFECTION CONTROL	<p>The Infection Control Committee is responsible for developing, supervising and continuously improving the Infection Prevention & Control Program.</p> <p>It prepares the Infection Prevention & Control Internal Regulation, as well as the action plan for implementing the relevant policy and strategy on managing antimicrobial resistance and preventing healthcare-associated infections.</p> <p>It recommends measures (based on documented national and international guidelines) for preventing and controlling healthcare-associated infections, while supervising their implementation.</p> <p>In addition, it forms a Surveillance Team for the Consumption and Proper Use of Antibiotics (STCPUA) annually.</p>	<ul style="list-style-type: none"> ► HYGEIA ► MITERA ► LETO
 PHARMACEUTICAL & TREATMENT	<p>The Pharmaceutical & Treatment Committee is responsible for supervising the use of medications and other therapeutic products, and for drawing up and monitoring the implementation of the Medication Management Program.</p>	<ul style="list-style-type: none"> ► HYGEIA ► MITERA <p>(as Pharmaceutical Committee)</p>
 SURGERY	<p>It aims to propose and apply rules and policies for the efficient operation of the operating rooms, ensuring safe and quality surgical care for patients.</p>	<ul style="list-style-type: none"> ► HYGEIA ► MITERA
 PATIENT CARE & CLINICAL INFORMATION	<p>The Patient Care & Clinical Information Committee is responsible for coordinating and standardizing the clinical services to patients (inpatients and outpatients), aiming to continuously improve the clinical results.</p> <p>It supervises patient services, and compliance to the legislation and the accredited/certified systems in the following fields:</p> <ol style="list-style-type: none"> 1. International Patient Safety Goals 2. Access to Care 3. Patient Assessment 4. Patient Care 5. Anesthesiology & Surgical Care 6. Patient & Carer Rights 7. Patient & Carer Training 8. Clinical Information & Patient File Management (paper & online) 	<ul style="list-style-type: none"> ► HYGEIA
 CLINICAL LABS	<p>The Clinical Lab Committee aims to develop and monitor a uniform way for performing lab tests, combining faster and safer completion of patient tests, with the best possible clinical results.</p> <p>It supervises the compliance of the Clinical Labs to the JCI and ISO 15189 standards.</p>	<ul style="list-style-type: none"> ► HYGEIA
 DIAGNOSTIC IMAGING	<p>The Diagnostic Imaging Committee is responsible for developing and monitoring a quality control and management system for imaging scans, which would ensure faster, safer and more reliable clinical assessment results for patients.</p> <p>It supervises the compliance of the Imaging Departments to the JCI and ISO standards.</p>	<ul style="list-style-type: none"> ► HYGEIA

	ONCOLOGY COMMITTEE / ONCOLOGY COUNCILS	<p>They aim to ensure the implementation of integrated and acceptable medical protocols and guidelines, to safeguard the quality of services provided to patients, to avoid undertreatment or the opposite from non-beneficial diagnostic procedures and therapeutic interventions, to choose the most cost-efficient treatment among several just as beneficial ones, to encourage and support cooperation among medical specialties for multidisciplinary treatment of malignancies, and to promote medical training.</p> <p>The Oncology Committee / Oncology Council operates as an executive committee in implementing the Ministry of Health cancer policy.</p> <p>It plans, coordinates and supervises all operations relating to oncology, in cooperation with the Oncology Committee of the Central Health Council.</p> <p>It is also responsible for the proper operation of the National Cancer Registry.</p>	<p>► HYGEIA ► MITERA ► LETO</p>
	TRANSFUSION MEDICINE	<p>The Transfusion Medicine Committee is responsible for monitoring the proper use of blood and blood products by all hospital departments and limiting adverse events during transfusion, including infections that may be transfused along with the blood.</p>	<p>► HYGEIA ► MITERA</p>
	ETHICS & PROFESSIONAL CONDUCT	<p>This Committee has been established voluntarily, as stemming from the HYGEIA Articles of Incorporation. It offers an opinion on all matters relating to Medical Ethics & Professional Conduct.</p> <p>As an appellate body, it provides opinions on cases referred by the Management that involve investigating a case and preparing a conclusion on matters within the Committee's scope, or imposing penalties and/or initiating disciplinary action against physicians who have violated the code of medical conduct.</p>	<p>► HYGEIA ► MITERA</p>
	MORBIDITY & MORTALITY OF THE INTERNAL MEDICINE & SURGICAL SECTOR	<p>The aim of the Committee is to review the medical management of specific incidents, identify and discuss the events that led to the undesirable outcome for patients, propose and disseminate measures for better medical care to patients, and reinforce accountability, so as to ensure quality healthcare.</p> <p>It also aims to act as a forum for doctors to identify and address the causes of possible errors, leading to improved quality and patient safety.</p>	<p>► HYGEIA</p>
	FACILITY MANAGEMENT & SAFETY	<p>It plans, implements and monitors programs dedicated to the management and safety of the facilities in the following areas:</p> <ul style="list-style-type: none"> • Protection & Safety • Hazardous Substances & Waste • Emergency Situations • Fire Safety • Medical Equipment • Infrastructure Systems <p>It also supervises the Environmental Management System and the Occupational Health & Safety Management System,</p> <p>It designs and implements staff training; it plans and carries out regular inspections and drills; it reviews potential risks and proposes ways to eliminate or mitigate them; and it submits reports to the Management for these issues and programs.</p>	<p>► HYGEIA ► MITERA</p>
	WASTE MANAGEMENT	<p>Its duties include:</p> <ul style="list-style-type: none"> • Approve and supervise the implementation of the Waste Management Internal Regulation. • See to the adequate training of staff. 	<p>► HYGEIA ► LETO</p>



For further information, refer to the “Occupational Health & Safety” section, pp. 164-167.

Monitoring & Control of Hospital Infections

A key objective of all HYGEIA Group hospitals is to maximize patient, employee and visitor safety in terms of infection prevention and control. In this context, and following the recommendations and guidelines of leading international organizations (CDC, WHO), the Hellenic Center for Disease Control & Prevention (HCDCP) and the relevant national legislation, each hospital has formed a Hospital Infection Control Committee.

A comprehensive Infection Prevention and Control Program has been developed in each hospital, which is addressed to and implemented by all the Hospital departments, by all healthcare professionals and by all other staff who are in any way involved in patient care.



Quality Measures

Through the Quality Management Program, HYGEIA Group monitors a series of measures for all Hospitals, supporting the competent executives in overseeing the effectiveness of the activities chosen to be monitored.

The measures cover the entire range of HYGEIA Group operations (clinical & administrative measures), as well as supportive operations. The results of the quality measures that concern or may interest the staff are communicated through various channels and in various ways.

The measures also aim to support the clinical care of patients, the administrative activities of each hospital, the evaluation of the practices followed by the staff, and the implementation of the Quality & Patient Safety Program. In addition, through the measures, hospitals can participate in external databases (provided suitable security & data confidentiality mechanisms are in place).

HYGEIA

On an annual basis, the Quality & Risk Council sets strategic objectives and horizontal priorities for measuring effectiveness and implementing improvement actions throughout the organization.

To this end, the competent directors and the Quality Committees, in partnership with the HYGEIA Corporate Quality Division, specify the measures, objectives and quality improvement actions, which are then incorporated in the annual Quality & Patient Safety Improvement Program. The approved annual Quality & Patient Safety Improvement Program is communicated to all the staff and is posted on the HYGEIA intranet portal.

The measures specified for 2018 covered the entire range of the HYGEIA clinical and administrative services, as follows:

Patient Care – It includes measures relating to compliance with the International Patient Safety Goals (in line with the JCI standard), surgical and anesthesiology care, proper use of blood and blood products, hospital care, the patient fall prevention and management program, compliance with recognized clinical protocols and guidelines, etc. These measures have been se-

lected and are monitored by the corresponding Quality Committees (Clinical Care, Surgery, Transfusion Medicine).

Patient Evaluation & Lab/Imaging Services – It includes the measures relating to the effective evaluation of patients by the clinical labs and imaging departments. These measures are monitored by the Clinical Lab and Diagnostic Imaging Committees respectively. They include turnaround time and timely communication of critical values.

Medication Use & Management Program – It includes the measures established and monitored by the HYGEIA Pharmaceutical & Treatment Committee, such as adverse reactions from medications, hypoglycemic episodes in hospitalized patients receiving insulin, etc.

Infection Prevention & Control Program – It includes the measures selected and monitored by the HYGEIA Infection Control Committee, such as compliance of health professionals to the World Health Organization (WHO) guidelines on hand hygiene, antibiotics consumption, most significant hospital infections, occupational accidents from sharps injuries or exposure to hazardous biological fluids, etc.

Completeness of Patient Files –

The measures include the proper and correct filling out of medical documents, such as medical history, written consents for surgical procedures and discharge papers. The measures are monitored monthly by the Medical Service Division and the Health Information Management Committee.

Patient & Carer Satisfaction –

These measures reflect the overall opinion formed by people visiting HYGEIA, their views about specific departments (Outpatient Clinics, Emergency Department, Check-up Department), as well as the written remarks received and handled by the HYGEIA Corporate Quality Division, along with the competent division directors.

Procurement of Equipment, Materials & Services –

It includes the measures that relate to the efficient supervision and control of the supply chain for critical materials and medications, as well as the HYGEIA subcontractors and associated companies. These measures include the annual evaluation of the suppliers using quality measures and the crucial materials used at HYGEIA that are faulty, as well as the evaluation of each associated company individually and the quality control of the services it offers.

MITERA

MITERA regularly monitors a series of quality measures, focusing both on patient safety (clinical measures) and patient satisfaction from the services provided (administrative measures). In addition, it monitors measures that relate to the performance of internal processes per hospital (General, Maternity/Gynecology & Children's), which are valuable tools for monitoring processes. Some of the measures monitored, include:

Event Reporting Measures – An event is any adverse incident that has caused (or may potentially cause) damage or injury to patients, visitors, carers, the staff or the Hospital. Therefore, any deviation from the normal

operation of the Hospital is recorded and then analyzed, with the aim of identifying points that require intervention/correction.

Infection Measures – They include the measures supervised by the Hospital Infection Committee, such as hand hygiene, antiseptic consumption, antibiotics consumption, etc. The results of the measures are incorporated in the extensive infection training program for hospital staff, as well as the constant improvement of the existing procedures and protocols.

Obstetrics & Breastfeeding Measures – They include the measures that relate to the natural childbirth to cesarean rates, as well as the infant

feeding rates (exclusive breastfeeding).

Completeness of Patient Files Measures – The measures include the proper and correct filling out of updated consent forms, as well as the WHO Surgical Safety Checklist.

Surgical Procedure Measures – They include the admission to ICU after surgery rates, the re-hospitalization rates for the same cause, etc.

Outpatient Wait-Time Measures – These measures present the outpatient wait times per department. The results of the measures are evaluated by the department supervisors/directors and then action is taken to improve outpatient service.



myhygeia

Personal Health Record

Patients in charge of their health

Driven by its need to address the growing demands of its patients and to keep pace with the advancements in medicine, HYGEIA Hospital is paving the way yet again by creating the my hygeia online Personal Health Record (PHR) for patients. my hygeia is a structured collection of all of the patient's medical information, stored in digital form. Patients may access their online file quickly and easily, and communicate their health information in any way they see fit, within a safe and secure environment that utterly respects their sensitive personal data.

Patients have immediate and easy access to their medical history, while they also have the opportunity to compare older test results or information with newer ones, which plays a major role in proper patient management and treatment. Patient data is transferred easily, is updated continuously and is stored safely, so patients may access their medical file at any time. They also do not need to constantly carry their medical test results with them or file them correctly, while they eliminate the risk of their test results being misplaced or damaged due to use or over

time. It is also not necessary for them to pick up their results in person, saving time and avoiding any hassles, given that their medical record is available in a private cloud, allowing access only to the patients themselves. The system has been based on international standards and has been updated with all the Greek and international medical coding practices. The data is owned by the patient and is kept by HYGEIA Group for maximum safety. HYGEIA is responsible for the storage and safe-keeping of all information.

LETO

LETO has adopted, and regularly monitors and evaluates a series of quality measures on patient satisfaction for the services provided and on supervision of clinical processes.

Some of the measures monitored, include:

Infection Prevention & Control Program and Proper Use of Antibiotics Measures – They include the measures adopted and monitored by the LETO Infection Control Commit-

tee, in cooperation with the Hellenic Center for Disease Control & Prevention (HCDCP), such as antiseptic consumption, hand hygiene, antibiotics consumption, supervision of bacterial resistance, annual staff training on infections, vaccination of health professionals and exposure of health professionals to viral pathogens.

Obstetrics & Breastfeeding Measures – They include the measures that relate to the natural childbirth to cesarean rates, vaginal birth after

cesarean (VBAC), trial of labor after cesarean (TOLAC), cesarean after trial of labor, and vaginal procedures over total natural childbirths. In addition, the rates for exclusive breastfeeding, breastfeeding within the first hour and rooming-in are also measured.

Readmission to NICU Measure – It includes the rate of newborns who must be readmitted after hospital discharge. The measure is monitored to evaluate the level of medical care offered to newborns.

Examples of Clinical Quality Measures

Inpatient Falls / 1000 Patient Days – The Inpatient Falls / 1000 Patient Days measure is one of the main quality measures internationally, since patient falls are the most common category of adverse events/accidents that can cause injury, complications and/or extended hospitalization.

The most common causes for patients running the risk of a fall are pain, instability, medication use, vision impairment, prolonged bed rest, etc. The measure is calculated monthly and is monitored by the Clinical Care Committee, so that it remains at low levels compared to external data found in valid international sources. For example, the relevant measure for US hospitals is 3.9 falls per 1,000 patient days,

according to the US Agency for Healthcare Research and Quality (AHRQ). (<http://www.ahrq.gov>).

The risk of falls must be evaluated for all the patients and, depending on the score, measures must be taken to prevent a fall or reduce the risk of injury following a possible fall. Whenever a fall incident takes place anywhere within HYGEIA Hospital, the clinical protocol for fall management is activated, which aims at reducing the negative impact of the fall on the patient and immediately handling any possible complications. After such an incident, the fall is recorded in detail so that the factors which contributed to the incident may be investigated and a new patient management plan may be put in place.

INPATIENT FALLS / 1,000 PATIENT DAYS

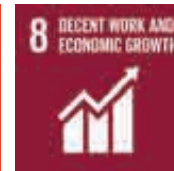
	2018	2017	2016
HYGEIA	0.97	0.86	0.91
MITERA	0.72	0.50	0.44

Measure calculation method: No. of inpatient falls / 1,000 patient days



Caring for the Employees

UN Sustainable Development Goals



The HYGEIA Group employees play the leading role in our successful business course. Recognizing their valuable contribution, we see to their continuous professional development, providing a safe and meritocratic work environment, as well as actively rewarding their efforts.

All the systems and processes at HYGEIA Group are based on a people-centric approach. To this end, the Group has adopted policies and procedures for equal treatment, offering competitive salaries and benefits, communicating openly and honestly with the employees, and recording their views through frequent communication.

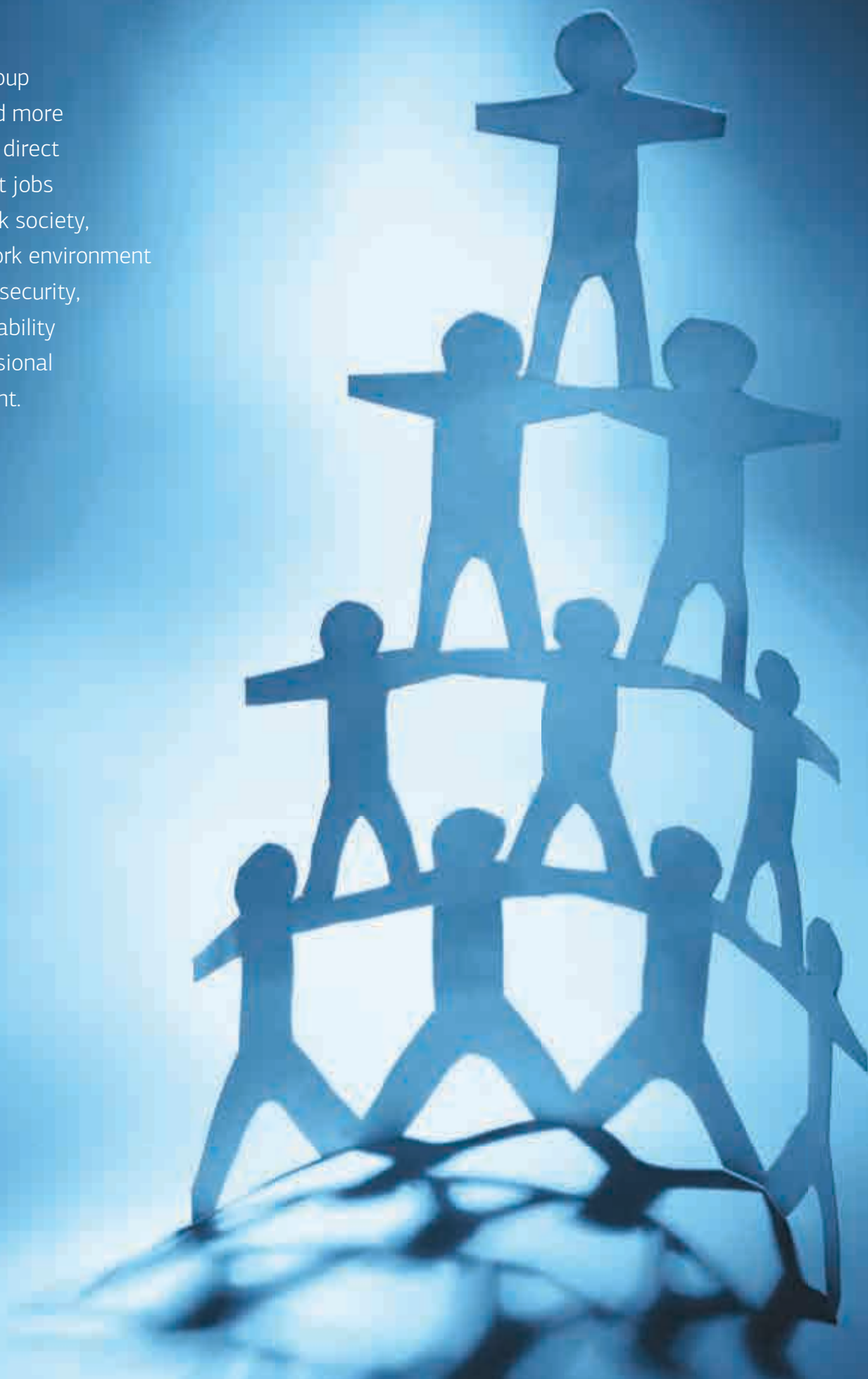
Human Resources Management Actions

At HYGEIA Group, proper management of HR issues is based on integrating the principles of sustainable development with the relevant processes and systems in place. An important tool for identifying and taking action on employee-related issues is the Group's internal communication system.

The key actions based on which employee-related issues are managed are listed below:



HYGEIA Group
has created more
than 3,000 direct
and indirect jobs
in the Greek society,
within a work environment
marked by security,
equality, stability
and professional
development.





Attracting & Keeping Employees

Attracting & Keeping Employees

Aiming to cultivate a business excellence culture, HYGEIA Group invests in recruiting and keeping talented and qualified employees. By attracting and keeping talented people who stand out in its workforce, HYGEIA Group ensures meritocracy and creates a work environment marked by equal opportunities.

TOTAL HUMAN RESOURCES PER GENDER AND GROUP COMPANY

	2018		2017		2016	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
HYGEIA	446	817	454	814	447	831
MITERA	195	809	193	792	182	769
LETO	52	218	45	220	45	216
Y-LOGIMED	45	33	44	33	43	32
Total	743	1,880	736	1,859	717	1,848
People with disabilities	5	3	5	3	6	3

On 31/12/2018 total staff for all HYGEIA Group companies amounted to: 2,678 employees. The table above does not include the employees of ANIZ, Beatific and AlfaLab, i.e. 29 employees, as this Report has been prepared based on the international GRI Standards. Therefore, Group companies with revenues less than 5% of the total Group revenue are not included in it.

DISTRIBUTION OF HUMAN RESOURCES PER GENDER AND AGE

	2018			2017			2016		
	<30	30-50	51+	<30	30-50	51+	<30	30-50	51+
Men	64	471	208	74	495	171	67	507	143
Women	287	1,360	233	280	1,401	181	309	1,386	153
Total	351	1,831	441	354	1,896	352	376	1,893	296

TOTAL RECRUITMENTS PER GENDER AND AGE

	2018			2017			2016		
	<30	30-50	51+	<30	30-50	51+	<30	30-50	51+
Men	28	29	11	28	37	11	19	32	15
Women	134	70	6	94	53	4	87	52	8
Total	162	99	17	122	90	15	106	84	23

TOTAL DEPARTURES PER GENDER AND AGE

	2018			2017			2016		
	<30	30-50	51+	<30	30-50	51+	<30	30-50	51+
Men	18	42	11	8	34	7	3	35	9
Women	73	107	22	53	71	16	36	75	23
Total	91	149	33	61	105	23	39	110	32

HUMAN RESOURCE DISTRIBUTION PER EMPLOYMENT TYPE AND EMPLOYMENT AGREEMENT

	2018			2017			2016		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Full-time	662	1,811	2,473	657	1,791	2,448	639	1,780	2,419
Part-time	81	69	150	83	71	154	78	68	146
Open-ended employment agreement	680	1,674	2,354	682	1,695	2,377	688	1,705	2,393
Fixed-term employment agreement	63	206	269	58	167	225	29	143	172

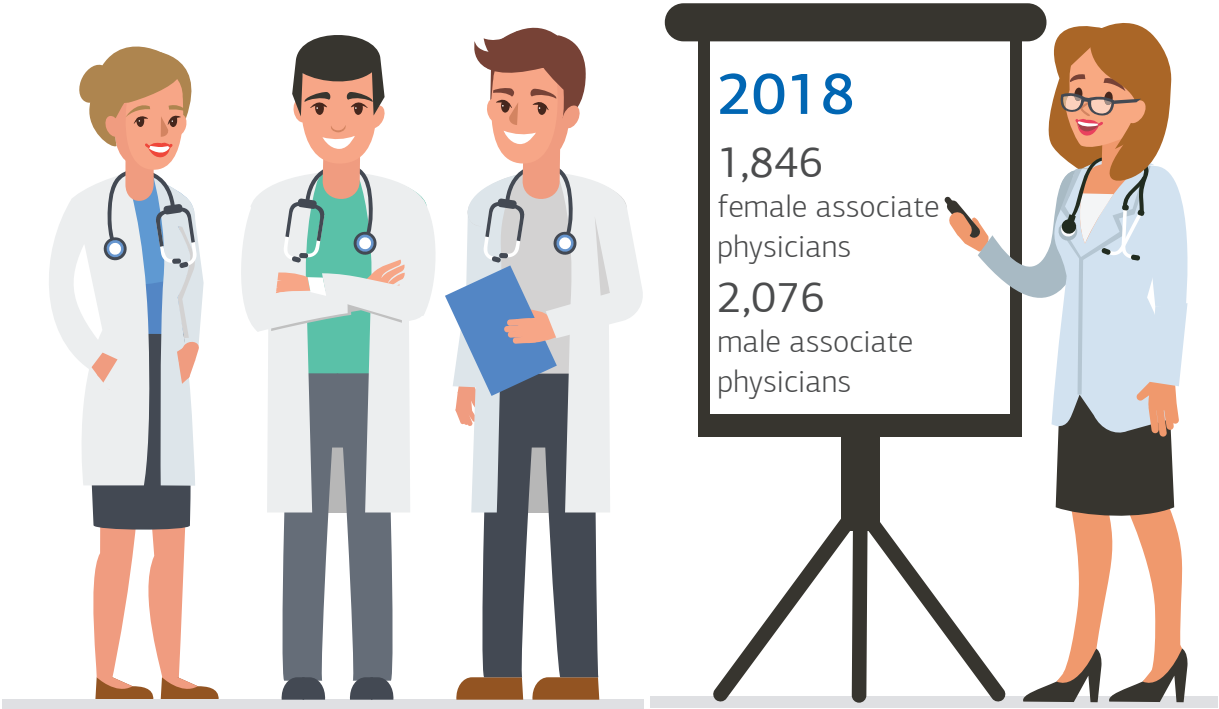
The tables above and the graphs below include quantitative data for the companies HYGEIA, MITERA, LETO and Y-LOGIMED.

In addition, HYGEIA Group aims to satisfy and constantly motivate its associate physicians. It ensures that goal attainment and recognition at work are fundamental issues covered in its working relationship with associate physicians. Continuous investment in cutting-edge technology is essential in maintaining the long working relationship with the doctors.

All HYGEIA Group employees are covered by collective bargaining agreements



HYGEIA Hospital received an award for its positive work environment for the 3rd time, as it was ranked among the top companies with more than 250 employees listed as Best Workplaces.





Attracting &
Keeping
Employees

Employee Benefits

In the context of maintaining good employee relations, the Group offers benefits that meet a wide range of employee needs, and enhance their quality of life, their education and their professional and personal development.

As an illustration, the following benefits are offered to the hospital employees:

	HYGEIA	MITERA	LETO	Y-LOGIMED
Childcare services for all infants and toddlers of employees without any contribution on their part*	x			
Employee shuttle buses for all shifts	x	x		
Postgraduate programs, participation in conferences and seminars, and ongoing staff training	x	x	x	
Free morning snack for staff and full meal at special prices	x	x	x	
Employee pension plan that covers life insurance, income protection and critical illness	x	x		x
Free hospitalization and medical tests for the employees themselves Free hospitalization for their spouses and children and major discounts off medical tests for protected members	x	x	x	x
Major discount off hospitalization and medical tests for the employees' parents	x	x	x	x
Awards to children of employees who achieved top marks in the last level of junior or senior high school, or entered higher education institutes among the top 10 candidates	x			
Annual grant to the employee union for staff entertainment expenses	x	x		
Extra leave every five years of service	x	x		
Long-service benefit for employees who complete 25 years of service with the company	x	x		
Gift certificates from a large supermarket chain at Christmas and Easter for employees who receive less than €2,500 a month	x	x		

*Childcare services are offered at special rates for MITERA and LETO employees.

Another significant benefit is free-of-charge maternity hospitalization for all female employees in the Group hospitals and companies and for the spouses of all male employees.



Training & Development

A key priority at HYGEIA Group is the systematic education and training of its employees, as it is a significant tool both for the personal and professional development of its executives and employees, and for achieving its business goals.

An educational plan is prepared annually within the Group, and is budgeted and implemented throughout the year. The plan aims to meet the training needs set by the employees themselves, as well as the needs arising from their job requirements. Through this educational plan, employees participate in various educational activities, so as to successfully respond to the challenges posed by the latest technologies implemented at HYGEIA Group. These educational activities include:



Organizing and participating in conferences and one-day events



Funding postgraduate programs



Organizing foreign-language courses



Training employees through internships



Offering postgraduate scholarships to Medicine graduates



Training & Development

The Group hospitals conduct educational, training, advisory, prevention and risk containment programs to inform the members of the community on serious conditions (these include HIV/AIDS, stress, RSI and diabetes).

Additionally, the following apply when training and briefing new recruits at HYGEIA and MITERA Hospitals:

- New recruits go through New Recruit Orientation, to smoothly adjust to and become integrated in the work environment of the hospitals.
- Upon recruitment, all employees receive the Employee Handbook. The Handbook introduces them to a wide range of subjects, such as a short profile of HYGEIA Group, employee rights and voluntary benefits, educational programs, employee performance evaluation system, HYGEIA policies and employee obligations with regard to the code of professional appearance, personal data management and security, and the code of conduct.

The Group companies dedicated a total of 21,594 teaching hours to educational programs during 2018.



Training &
Development

Educational Programs in Nursing Divisions

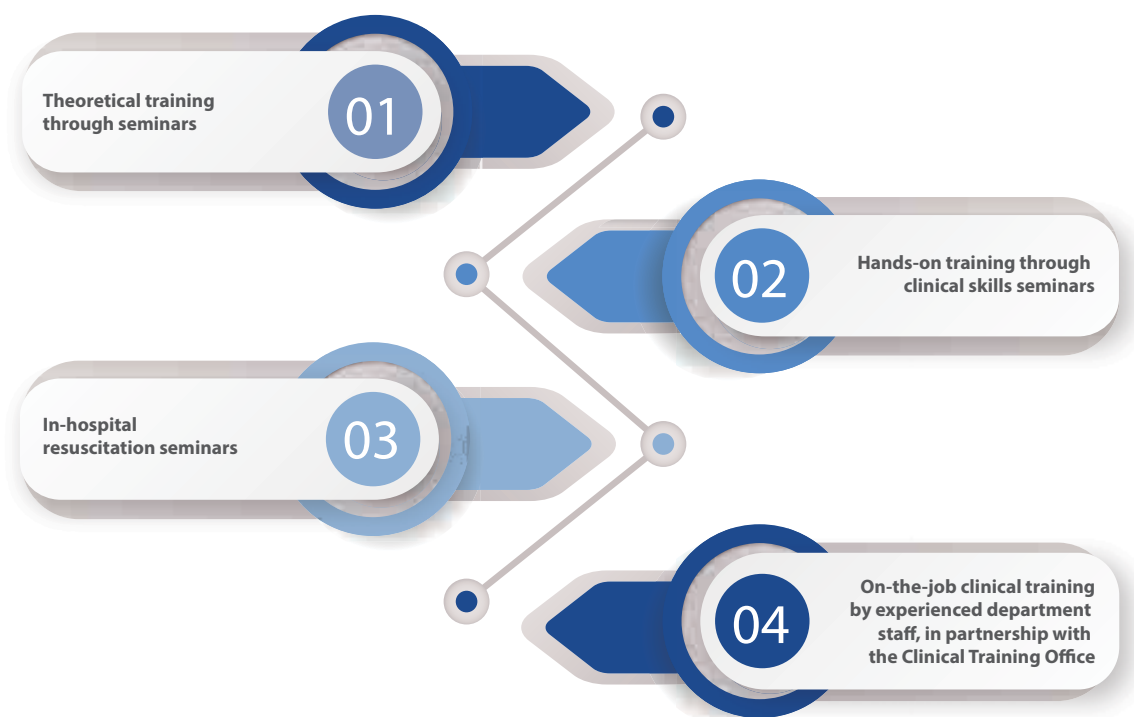
Each Nursing Division of the HYGEIA Group hospitals has set continuous staff training as its main priority, by combining theory with on-the-job training. During 2018, HYGEIA, MITERA and LETO organized the following educational programs and events:

EDUCATIONAL PROGRAMS / SEMINARS	ONE-DAY MEETINGS / TWO-DAY MEETINGS
<ul style="list-style-type: none"> • Multi-Disciplinary Transport Nurse Seminars • Multi-Disciplinary Nursing Training Programs • Clinical Topic Seminars • Clinical Skills Seminars • Intensive Infection Prevention Training Programs • Training Seminar on Patient File Documents • Inpatient Nursing Seminars 	<ul style="list-style-type: none"> • Two-Day Surgery Meeting • One-Day Anesthesiology Meeting • Two-Day ICU Meeting • One-Day Oncology Meeting • One-Day Gastroenterology Meeting

Nursing staff training is considered of vital importance due to the swift developments in the healthcare system and the priority given to patient safety by healthcare professionals.

With regard to new recruit training, an introductory orientation program is organized and carried out by the Nursing Division for all new recruits, based on their employment position and the department they are placed in, in partnership with the Human Resources Division.

Each introductory orientation program for new recruits is based on the department they will be working in and includes:



Each new recruit receives a Personal Training Card for their department, which includes their clinical skills and required knowledge they must acquire during the clinical training period.



Training &
Development

EDUCATIONAL PROGRAMS	NO. OF SEMINARS	NO. OF PARTICIPANTS	SEMINAR DURATION (HOURS)	TOTAL TRAINING HOURS	NO. OF PARTICIPANTS * TOTAL TRAINING HOURS
Multi-Disciplinary Seminar	3	53	24	72	1,272
Clinical Topics Seminar	4	48	8	24	384
Clinical Skills Seminar	1	9	8	32	72
ICU Seminar	2	20	8	24	160
Patient Assessment using the ABCDE System	1	13	2	18	26
Airway Management	2	12	2	4	24
Medical Equipment Training	2	19	2	32	38
Seminars per Specialty	3	48	6	2	96
Radiation Protection Seminar	1	20	2	2	40
Special Equipment Training	1	21	1	1	21
In-hospital Resuscitation	34	325	2	68	650
Total	54	588	65	279	2,783

Scientific Meetings by HYGEIA, MITERA & LETO

In the context of reaching out to stakeholders, MITERA and LETO hospitals organize conferences and one-day meetings at the N. Louros and Epameinondas Megapanos conference centers. In partnership with the HYGEIA Group doctors, they aim at offering comprehensive information to the general public as well as the medical community on a broad range of topics, including prevention, latest developments in medicine and technology, etc. Admission to the conferences/one-day meetings organized by HYGEIA Group is free. Moreover, the Annual Scientific Program is issued each year and posted on the hospital websites. It lists all the talks and presentations to be delivered by Group physicians and/or invited Greek and foreign speakers.

In 2018, a series of scientific meetings on Obstetrics, Gynecology, Pediatrics and other specialties were organized at the LETO Lecture Hall and the N. Louros Conference Center. Due to the active participation of doctors, the scientific meetings have become an institution, with the aim of further upgrading the initiative.



Training &
Development

Postgraduate Internship Program at HYGEIA and MITERA

In their efforts to offer quality medical services to patients and research-based training to young doctors, HYGEIA and MITERA hospitals organized a series of postgraduate internship programs in 2018. Specifically, twice a year, in January and September, HYGEIA Hospital, in association with the Scientific Union of HYGEIA Doctors, announces a call for postgraduate internships on medical specialties, which is open to new physicians and awards attendance certificates. Following an interview process conducted by a 5-member Committee, the top 14 candidates are selected. This Committee consists of three members from the Scientific Union of HYGEIA Doctors, one member from the Scientific Committee, and one representative from Management.

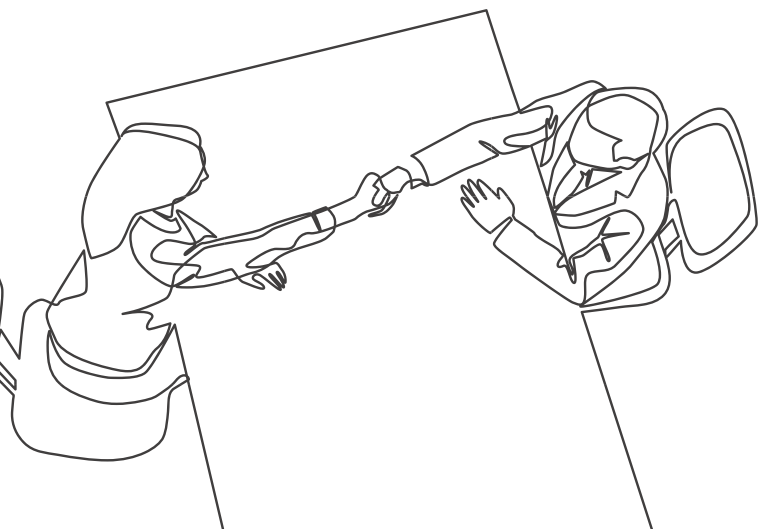
Since 2012, MITERA has been actively involved in education, through organizing a series of postgraduate internship programs, which aim to offer specialization to doctors and introduce them to new minimally invasive techniques in gynecology, as well as new approaches in related specialties.

The programs are addressed to young doctors who are in the process of specializing in a specific field. They combine specialization with hands-on training in simulators and live surgery observation. The programs are organized and carried out under the guidance of the MITERA Hospital Scientific Board. Participants receive an attendance certificate at the end of each program. Some of the programs carried out by HYGEIA and MITERA include:

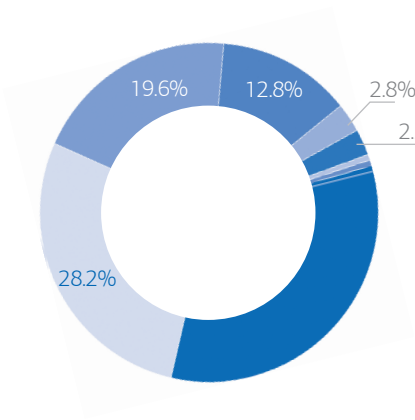
- Surgical Sector
- Internal Medicine Sector
- Oncology
- Plastic Surgery
- Endoscopic Gynecological Surgery and Urogynecology
- Obstetric Ultrasounds and Fetal Medicine
- Pediatric Cardiology
- Pediatric Neurosurgery

Scientific Union of HYGEIA Doctors

The Scientific Union of HYGEIA Doctors organizes scientific meetings that aim to promote exchange of medical views and experiences. It also organizes social events and scientific meetings in partnership with local medical associations, in the context of the HYGEIA activities. Regular scientific meetings are scheduled by the Scientific Union of HYGEIA Doctors every week (Wednesdays & Thursdays). The objective of these meetings is to offer continuous education and information to all HYGEIA physicians.

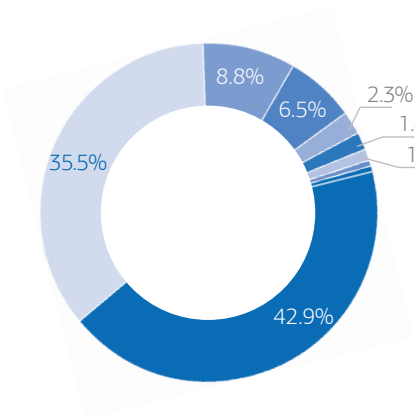


Distribution of training hours per topic and company



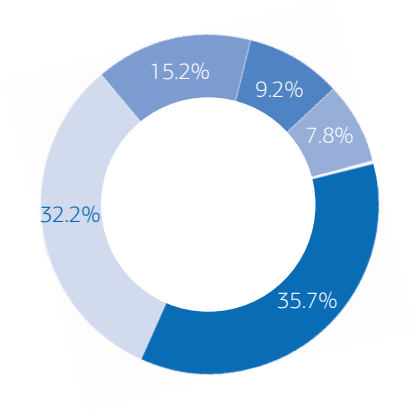
HYGEIA

Clinical skills	32.5%
Seminar attendance	28.2%
Clinical topics	19.6%
Infection topics	12.8%
Soft Skills	2.8%
Postgraduate	2.5%
Health and safety	0.6%
Economics	0.5%
Foreign languages	0.5%



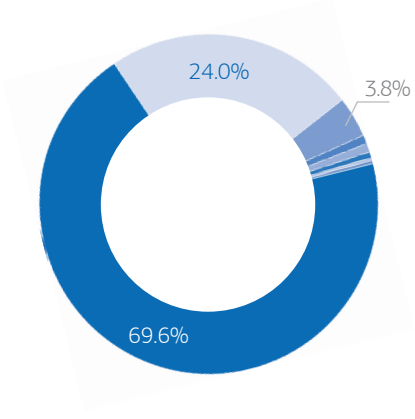
MITERA

Clinical topics	42.9%
Clinical skills	35.5%
Infection topics	8.8%
Soft skills	6.5%
Health and safety	2.3%
IT	1.8%
On-the-job briefings	1.0%
Quality control	0.7%
Economics	0.3%



LETO

Seminar attendance	35.7%
Infection topics	32.2%
EU General Data Protection Regulation (GDPR)	15.2%
Clinical topics	9.2%
Economics	7.8%



YLOGIMED

Postgraduate program attendance	69.6%
Supply chain / Supplies & Logistics	24.0%
Product training (Commercial Division represented companies)	3.8%
Economics	1.0%
EU General Data Protection Regulation (GDPR)	0.8%
Soft skills	0.5%
Health and safety	0.2%
On-the-job briefings	0.2%



Evaluation &
Opportunities
for Advancement

Evaluation & Opportunities for Advancement

At HYGEIA Group, staff performance evaluation is an extremely important process. A common Performance Management System applies to all Group companies, which forms the foundation of the integrated human resources professional development program.



Each year, 100% of the Group employees and executives are evaluated, while employees also evaluate their supervisors and managers, to foster two-way communication and continuous cooperation.

The executives are asked to perform the final performance evaluation for the previous period for the members of their team and to set individual targets for the new period, within predefined deadlines. The annual evaluation interview is mandatory and is carried out to conclude the evaluation for the previous period, to create a performance plan and to notify the employees of their targets for the new evaluation period. The process ensures that employees are notified of their progress in terms of their performance and may proceed with the necessary improvements for the professional development.

New supervisors and managers attend a special seminar taught by internal company trainers, for the smooth operation of the performance management process. All the Group companies ensure that the human resources evaluation system is objective, clear, acceptable and simple, can be adapted to special cases, and can be directly linked to the management of employee performance, which must be linked to the Group's strategy.

Equal Opportunities & Human Rights

Given that developing and maintaining suitable work conditions for all employees is a priority for HYGEIA Group, it has developed structures and implements procedures that ensure both that human rights are protected and work conditions are maintained.

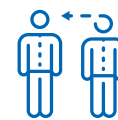
The way the Group operates in its entirety, as well as its organizational structure are distinguished by clear procedures and people-centric systems, aiming to invest in the employees themselves and in work safety. A relevant reference is made in the Employee Handbook of each hospital.

The Group's commitment in terms of human rights protection and provision of equal opportunities for all employees is demonstrated by the Code of Ethics and Professional Conduct that applies at HYGEIA and the work regulations that apply in the Group hospitals and companies.

Specifically, based on these:

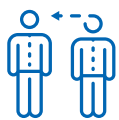
- ✓ We support fair employment.
- ✓ We encourage our colleagues to develop their skills and capabilities.
- ✓ We urge employees to attend the educational and training seminars available for developing their potential.
- ✓ We treat each other with fairness and respect.
- ✓ We do not allow discrimination based on gender, race, nationality, religion, color, family status, sexual orientation or disability, unless the disability renders the individual incapacitated, and the recruitment decisions reflect this commitment.
- ✓ We defend the principles and values of human rights and we do not recruit or employ people who have not reached the legal working age; we also ensure that all our associated companies adopt the same policies.
- ✓ We do not allow sexual or any other type of harassment.
- ✓ We create a culture we are proud of, through our actions and words; a culture admired by patients, their families, the employees and the general public.
- ✓ We work towards building an environment of respect and understanding, where anyone can openly raise and discuss their concerns with regard to ethical behavior, especially to their supervisors, without fear of reprimand or retaliation.
- ✓ We view diversity among our staff and associates as a strength and a benefit in providing quality care.
- ✓ We recognize the importance of family and other commitments and help each other resolve any issues that may arise between family obligations and work.

At HYGEIA Group, no incidents, or even complaints, have been recorded or reported for any discrimination due to diversity. Furthermore, no incidents of child or forced labor, or any type of harassment have ever arisen.



Equal Opportunities
& Human Rights

A key tool to this end is the official participation of HYGEIA Group in the UN Global Compact and the adoption of its 10 principles.



Equal Opportunities & Human Rights

Women make up 70% of the workforce, while in some staff categories, such as nursing & paramedic, it may even reach 80%.

Equal Opportunities

HYGEIA Group is committed to offering equal opportunities to all individuals, irrespective of gender, age, disability, color, race, nationality, socioeconomic status, religion or political beliefs. Promotion to managerial posts mainly depends on the needs of the companies and the individual's skills in HR management.

Human Rights

At HYGEIA Group, the HR management policies, procedures and practices are governed by respect for human rights. Guided by the principle of equal opportunities, all staff are treated fairly, while we condemn all types of discrimination (based on race, religion, skin color, ethnic origin, age, disability, sexual orientation, political views, gender or family status), unequal treatment or violation of human rights.

In this context, HYGEIA Group defends the principles and values of human rights and forbids the recruitment and employment of people who have not reached the legal working age. It also ensures that all associated companies adopt the same policies.

DISTRIBUTION OF HUMAN RESOURCES PER POSITION AND RANK

	2018			2017			2016		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Directors	19	18	37	18	21	39	16	17	33
Senior Executives (Department Managers)	45	132	177	59	141	200	58	137	195
Associate Physicians	2,076	1,846	3,922	2,064	1,795	3,859	2,103	1,756	3,859
Scientific Staff (doctors and others on the payroll)	157	126	283	141	128	269	148	122	270
Nursing Staff	200	942	1142	201	939	1140	189	950	1139
Administrative & Other Staff	323	661	984	322	632	954	307	621	928

Note that at HYGEIA Group, minimum wage for men and women is set based on the local legislation and the collective bargaining agreements. There is no differentiation between men and women for the same type of employment. Finally, HYGEIA Group employs people with disabilities wherever possible.

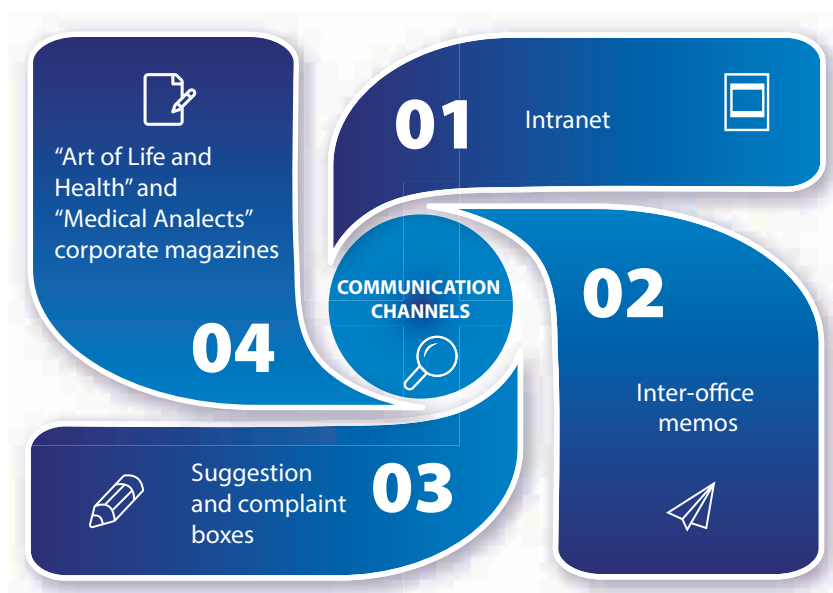
These individuals are placed in posts suitable for their skills.

Employee Relationships & Internal Communication

Open, regular and two-way communication between the Management and staff are fundamental aspects of the HYGEIA Group HR Management. In this context, and in order to protect the interests of employees, HYGEIA Group timely notifies all employees about any operational changes that may affect them. The communication channels for continuous updates of the HYGEIA Group are:



Employee Relationships
& Internal
Communication



The process aims at resolving problems and complaints among employees in the fairest manner possible, as well as ensuring good relationships among all employees. The misunderstandings, complaints and questions raised from time to time by any employee as to their job are resolved through this process.

(Extract from the staff problem/complaint resolution process)

"Your opinion counts..."

HYGEIA and MITERA have created an Improvement Proposal process, whereby all Group staff, physicians, patients and visitors can submit written proposed actions for continuously improving the operation of HYGEIA. The proposals are then examined by the Management and relevant executives, and are taken into account when implementing relevant actions.

Employee Problem/Complaint Resolution

HYGEIA and MITERA have instituted a resolution process for employee problems and complaints, with representatives from the Human Resources Division, the Employee Union and the Management. If a problem cannot be successfully resolved at this level, the hospitals' Disciplinary Board then takes over. The problem and complaint resolution process aims at clearing up employee problems and complaints in the fairest manner possible, as well as at safeguarding good employee relations.

Employee Collective Bargaining

HYGEIA Group acknowledges the employees' union and collective bargaining rights. The Management and the Human Resources Division hold regular meetings with the Employee Union, in line with the legislation in force, and receive updates on issues concerning the Union, as well as any employee problems or suggestions. The mission of the Union is to safeguard and promote labor, financial and social security rights.



Occupational Health & Safety

UN Sustainable Development Goals

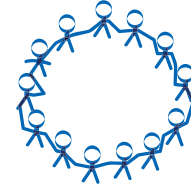


Protecting employee health and safety is a major priority for HYGEIA Group. In this light, we take all the necessary measures for the safety of employees while at work. The Group employees are fully informed and trained on following the rules, regulations and safety standards of the Group hospitals. They also expend all possible efforts to mitigate any risk from dangerous actions.



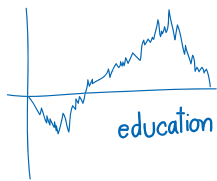
Everyone's commitment to safeguarding employee health and safety is reflected in the Employee Handbook, as in force at the Group hospitals.

Excerpt from the Employee Handbook (HYGEIA & MITERA)



1.

Ensure your health and safety, as well as that of others, to the extent that this depends on your actions or omissions.



2.

Keep up-to-date with the safety rules and carefully read all the instructions in place with regard to meeting special safety requirements and handling special equipment.



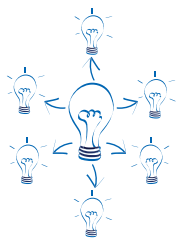
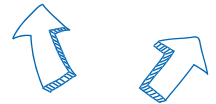
3.

Be aware of the risks you may be faced with depending on the object of your job.



4.

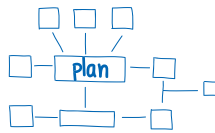
Use chemical substances carefully, and see to their safe storage or disposal.



vision

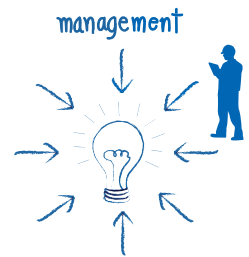
5.

Use or wear any safety equipment given to you, depending on the requirements of each job.



6.

Never use equipment that you have not been trained to use or have not received instructions on how to use. Always make sure you follow safe practices. If in doubt, ask your supervisor.



management

7.

Report any accidents, either natural injuries or not, to your supervisor, your manager or the Human Resources Division, following the relevant procedures.



Safety Culture

As part of its commitment to safeguard the safety of patients, visitors, employees and doctors, HYGEIA Group, through all its hospitals, encourages and supports free and open communication, as well as reporting of any situation that may potentially threaten the safety of patients and employees. Aiming to continuously improve the level of safety of the services offered and the work environment, HYGEIA has adopted a safety culture throughout the hospital.

The components of the Safety Culture*

- ✓ Clear commitment to safety by top Management, translating into common values, beliefs and rules of conduct across all organizational levels.
- ✓ Provision of the necessary resources and incentives, so this commitment may come true.
- ✓ Constant and sincere communication between staff across all organizational levels.
- ✓ Transparency when reporting possible errors or problems, and alerting all stakeholders to these.
- ✓ Improving system efficiency, without attributing responsibility to anyone, as well as addressing safety issues, encouraging learning and extracting valuable conclusions.



* Source: Singer SJ, Gaba DM, Geppert JJ, et al. The culture of safety: results of an organization-wide survey in 15 California hospitals. *Qual Saf Health Care* 2003 Apr;12(2):112-8.

The following systems are in place to maintain the high level of safety:



Reporting of Errors, Adverse Events and Near Misses at HYGEIA and MITERA:

All staff are encouraged to report and record errors, adverse events and near misses. Note that all recorded reports are treated with confidentiality and are used by the Management solely for evaluating the events, and taking the necessary measures or improvements to avoid any re-occurrence. They are not used to lay blame on the employees involved.



Patient Safety Survey:

An anonymous Employee and Patient Safety Survey is conducted internally at HYGEIA. This helps the Management identify concerns and issues related to or affecting employee and patient safety, and plan the relevant actions to resolve them. The survey is based on a series of tools by the Institute for Healthcare Improvement (IHI), USA.

Health & Safety Actions and Programs

In the context of the Occupational Health & Safety Program, HYGEIA, MITERA and LETO implement an Emergency Operations Plan, which describes the procedures carried out in the event of internal or external disasters.



FIRE SAFETY PLAN



HAZARDOUS MATERIALS
AND WASTE MANAGEMENT PLAN



SAFETY AND
SECURITY PLAN*

*Only applies for HYGEIA Hospital

The procedures aim to provide the necessary information to employees of all specialties, as well as to associated companies, so they may be able to respond to emergency and non-emergency situations. Drills are performed for all the plans at least once a year, to assess their effectiveness, but also record/plan potential improvements.

Additionally, each Group hospital implements programs, introduces measures and carries out actions relating to health and safety, as follows:

Special nursing staff training is scheduled for 2019 on managing workplace violence incidents (such as display of rage or disappointment, presence of firearms, etc.) and, in rare instances, managing armed attack incidents in hospital areas. In both cases, material with useful tips has been distributed to employees, so they are prepared to deal with such incidents.



Medical Tests upon Recruitment in All HYGEIA Group Hospitals

All employees undergo medical check-ups and vaccination upon recruitment, to protect them, as well as the hospital associates and patients, from infectious diseases.

Staff Dosimetry & Annual Medical Observation

The Medical Physics Department monitors monthly the dosimeters of staff working in departments using ionizing radiation. In addition, each year, the staff in question undergo diagnostic tests and are seen by the Workplace Physician.

New Recruit Orientation on Occupational Health and Safety in all HYGEIA Group Hospitals

New recruits are fully briefed on the hospital and all occupational health and safety issues.





Safety Tour Program

Safety tours are performed by Management executives once a month. They aim to offer staff the chance to freely express their thoughts and concerns on patient and employee safety, or any other issues related to safe workplace conditions or their work environment. The issues discussed are recorded, evaluated and prioritized.



Radiation Protection Program

Staff using ionizing radiation take all the necessary measures to ensure that the radiation doses to employees, patients and the public do not exceed the ones permitted by the Greek Atomic Energy Commission. The staff are trained on the safe use of ionizing and non-ionizing radiation systems used in diagnosis or treatment.



Annual Vaccination Program

Free annual staff vaccination is performed against known seasonal viruses. The HYGEIA Infection Prevention & Control Program focuses especially on prevention. Every year, we organize and implement voluntary vaccination programs against seasonal flu for the entire staff, following the instructions and recommendations of the most renowned international organizations, and taking into account the relevant guidelines issued by national bodies and the relevant legislation. In addition, actions are planned every year with the aim of raising awareness among staff on the benefits of vaccination and how to protect themselves from communicable diseases that can be prevented with vaccination. We take into account the epidemiological data and recommendations of the competent bodies, while we may also implement additional vaccination programs, such as vaccination against measles (2017-2018).

There has been a steady increase in the rate of employees who are vaccinated voluntarily against the flu, making up a participation much higher than the national average, as this arises from official Hellenic Center for Disease Control & Prevention (HCDPC) statistics.

A total of 1,426 HYGEIA Group employees were vaccinated in 2018



Laboratory Safety Program

It safeguards the health and safety of clinical laboratory employees as well as ensures the necessary work conditions, in terms of infrastructure and environment, for proper and safe processing of tests. It also includes specific procedures for managing safety-related emergencies.

Lab safety is a significant factor in our JCI accreditation evaluation.



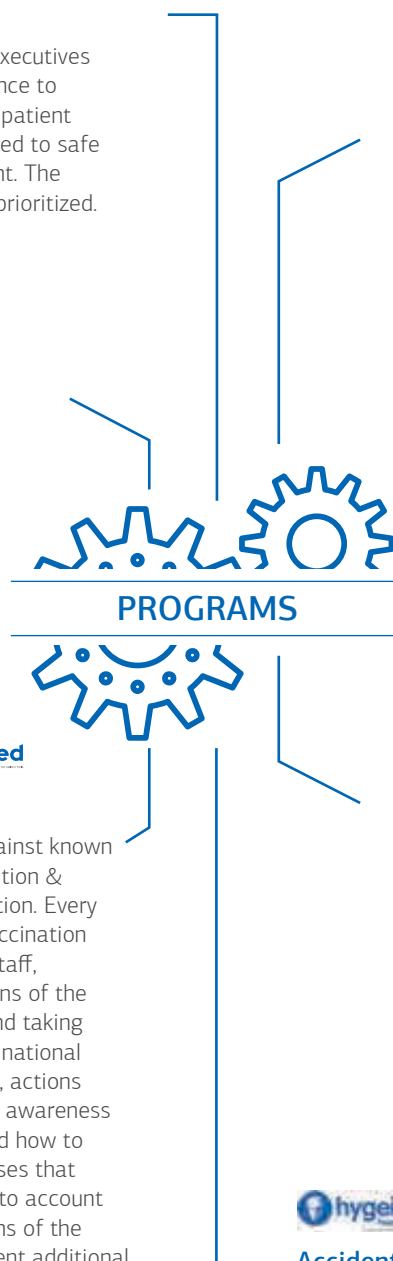
Preparation of the Occupational Risk Assessment Study (ORAS)

This Study identifies, records and then assesses the hazards and risks employees may be exposed to depending on their post. The Study also records the prevention measures in place, which are evaluated annually by the Risk & Safety Management Committee as to their adequacy and suitability.



Accident Response Plan (e.g. exposure to blood or biological factors, exposure to chemical substances, etc.)

A staff accident and injury prevention and protection program is in place for all employees, as well as a series of actions for fast response to an incident. Each incident is investigated and the causes of the event are reviewed in detail, with the ultimate aim to take the necessary measures to prevent them, but also to monitor the employees. The program also encompasses the staff of co-housed companies.





A key element of the Infection Prevention & Control Program is regular updates and implementation of suitably adjusted training programs for all employee categories/specialties.



The HYGEIA Hospital Infection Control Committee carries out an annual risk assessment, and based on this it develops and implements the Infection Prevention & Control Program, which applies for all departments and all employees.

Protection from Infections

The Group hospitals adopt strict procedures and follow continuous training to ensure that the patients and employees are protected from hospital and other infections. A specific infection prevention and control program is addressed to and implemented in all the hospital departments by all the healthcare professionals and other staff who are in any way involved in patient care.

Aiming to prevent and control hospital infections, all the HYGEIA Group hospitals (HYGEIA, MITERA and LETO) have formed an Infection Control Committee for each hospital.

The Committee duties include monitoring and recording infections, managing antimicrobial resistance, evaluating and monitoring precautionary measures and effective use of antibiotics, and proceeding with any action/intervention that promotes patient and employee safety and limits the risk of transmitting infections. In addition, the Infection Control Committees carry out an annual risk assessment and record the relevant issues, so as to develop precautionary policies, as well as educational and informative actions for employees, while also drawing up the processes and work instructions anew.

HYGEIA Group's policy is to maximize patient, employee and visitor safety in terms of infection prevention, by following the recommendations and guidelines of leading international organizations, the National Public Health Organization (NPHO, former Hellenic Center for Disease Control & Prevention – HCDCP) and the relevant national legislation. This policy pertains to all the staff, associates, carers, students, volunteers, etc. They must all know and implement consistently and accurately the practices that ensure infection prevention and control, without violating patient privacy and confidentiality.

The key points of the program include promoting proper implementation of the hand hygiene rules for all employees, systematically monitoring and recording infections, managing antimicrobial resistance, identifying communicable disease incidents on time, implementing suitable prevention measures immediately, monitoring that the rules for isolating suspect or confirmed cases of communicable diseases are followed, protecting employees from blood-borne diseases due to accidents with sharps or exposure to blood, and overseeing any other action/intervention that promotes patient and employee safety and limits the risk of transmitting infections.

Furthermore, the HYGEIA Group Infection Control Committees draw up, review and implement processes that are adjusted to the needs of the Group, of each hospital individually and of the people they serve. These processes cover the entire range of the hospital practices and contribute towards reducing the number of potentially endemic and epidemic infections that may occur within the organization.

HYGEIA

IN-HOSPITAL TRAINING

9-10/2	MAIN PRINCIPLES IN INFECTION PREVENTION AND CONTROL *
16-17/3	MAIN PRINCIPLES IN INFECTION PREVENTION AND CONTROL *
16-17/3	INFECTION PREVENTION IN CLINICAL PRACTICE**
20-21/4	MAIN PRINCIPLES IN INFECTION PREVENTION AND CONTROL *
15-16/6	MAIN PRINCIPLES IN INFECTION PREVENTION AND CONTROL *
14-15/9	MAIN PRINCIPLES IN INFECTION PREVENTION AND CONTROL *
23-24/11	MAIN PRINCIPLES IN INFECTION PREVENTION AND CONTROL *
18-19/3	INFECTION PREVENTION IN CLINICAL PRACTICE**
28-29/3	INFECTION PREVENTION IN CLINICAL PRACTICE**
2-3/11	INFECTION PREVENTION IN CLINICAL PRACTICE**

OUT-OF-HOSPITAL TRAINING

07-09/11 11th HELLENIC INFECTIOUS DISEASES CONGRESS

* The MAIN PRINCIPLES IN INFECTION PREVENTION AND CONTROL two-day seminars focused on the following topics:

- Operation of Infection Control Committee
- Main principles and points of the infection control program
- Hand hygiene
- Use of gloves to control infections
- Respiratory infections
- Adult vaccines
- Staff protection
- Hospitalization of HIV patients
- Hospitalization of tuberculosis patients
- Sterilization - Disinfection / Asepsis - Antisepsis
- Antiseptics - Sanitizers / Rules of use
- Handling work accidents from blood and biological fluid exposure
- Handling sharps
- Protection measures for patients with immunosuppression
- Types of isolation / Protective Personal Equipment (PPE)
- Managing patients with multi-drug resistant bacteria
- Hospital infection definitions
- Infectious diseases in hospitals
- Handling a hospital epidemic
- Managing hospital waste

**The seminars on clinical topics focused on:

- Handling work accidents from blood and biological fluid exposure
- Handling sharps
- Care bundles
- Hand hygiene and infection prevention
- Tools to control infections
- Infection prevention from the use of endovascular devices
- Urine infection / infection prevention from the use of catheters



MITERA

IN-HOSPITAL TRAINING

18/3	HANDLING BIOLOGICAL FLUID SAMPLES
18/3	CLOTHING MANAGEMENT
18/2	MANAGING HOSPITAL WASTE
18/3	MANAGING HOSPITAL WASTE
18/4	MANAGING HOSPITAL WASTE
18/5	MANAGING HOSPITAL WASTE
18/10	MANAGING HOSPITAL WASTE
18/11	MANAGING HOSPITAL WASTE
18/10	SURFACE CLEANING
18/10	PROTECTIVE PERSONAL EQUIPMENT
18/12	CONTACT MEASURES
18/8	PREVENTION OF EXPOSURE TO PATIENT BIOLOGICAL FLUIDS / EXPOSURE MANAGEMENT / PREVENTION MEASURES
18/3	INFECTIONS SEMINAR
18/11	INFECTIONS SEMINAR*
18/9	HAND HYGIENE
18/10	HAND HYGIENE
18/11	HAND HYGIENE
18/7	HAND HYGIENE & SURFACE DISINFECTION

OUT-OF-HOSPITAL TRAINING

07-09/11 11th HELLENIC INFECTIOUS DISEASES CONGRESS

*The seminars focused on:

- | | | |
|--------------------------------------------------------------------------------------|-------------------------------------------------------------|----------------------------------------------|
| • The role of the nurse and the infections liaison in preventing hospital infections | • Compliance to hand hygiene | • Immunization |
| • Blood-borne diseases | • Cleaning / Disinfection / Sterilization | • Management of central and peripheral lines |
| • Measles epidemic in Europe | • Cleaning / Disinfection / Storage of endoscopic equipment | • Infections related to bladder catheters |
| • Clostridium difficile | • Medical waste management | • Ventilator-associated pneumonia (VAP) |
| • Multi-drug resistant bacteria / Transmission prevention | • Infection prevention in special units | • Infections related to bladder catheters |
| | • Infection prevention for neutropenic patients | • Surgical infections |
| | | • Intrauterine and perinatal infections |

LETO

IN-HOSPITAL TRAINING

20/6	INTERNAL SEMINAR TOPICS: • HOSPITAL INFECTIONS • CHEMOPROPHYLAXIS PROTOCOLS IN MATERNITY & GYNECOLOGICAL CASES • HAND HYGIENE • STAFF VACCINATION • LETO INFECTIONS COMMITTEE & INTERNAL REGULATION • WASTE MANAGEMENT
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OUT-OF-HOSPITAL TRAINING

21/3	PARTICIPATION IN THE 4 TH INFECTIONS ONE-DAY EVENT "EPIDEMICS IN AND OUT OF HOSPITAL: THE WORK OF PEOPLE"
24/9	PARTICIPATION IN THE SEMINAR "MONITORING DISINFECTION & STERILIZATION PROCEDURES IN HEALTH UNITS"
7-9/11	PARTICIPATION IN THE 11 TH HELLENIC INFECTIOUS DISEASES CONGRESS "FORGING AHEAD"



Apart from the HYGEIA Group Infection Control Committees, special Working & Intervention Teams (WIT) have been established, which consist of Committee members and intervene immediately in the event of an emergency regarding an infection, while at the same time convening the Infection Control Committee. The organizational structure in terms of infection control also includes:

- The Surveillance Team for the Consumption and Proper Use of Antibiotics (STCPUA), which is appointed annually by the Infection Control Committee and reports to it through regular meetings.
- The Infection Surveillance Nurses (ISN), who, through their organized, proper and immediate actions, contribute decisively towards implementing national and international rules for preventing healthcare-associated infections and improving quality ratios, aiming at patient and employee safety.

Procedures for Infection Protection

Apart from the above, the Group hospital employee must know and follow the procedures listed below for protection and proper management of infections.

Policy and procedures that make it possible to timely identify and properly handle and manage suspect incidents or incidents that have been confirmed as carrying a communicable disease:

- Checking upon admission for symptoms that may point towards a possible contagious disease.
- Separation and prioritization for their proper handling and management.
- Immediate adoption of suitable prevention measures and isolation in the event of admission.

Sharps management and prevention of transmission of blood-borne diseases procedure, which includes rules for safe use and techniques for management and safe disposal of sharps, as well as special advice for operating room staff. A key point of this procedure is information on proper use of personal protective equipment (PPE).

Hand hygiene procedure, which aims to describe the individual components included in the general term “hand hygiene”, as well as the proper practices to be followed by all employees for each of these components, in accordance with the recommendations issued by internationally recognized organizations (CDC, WHO).

In 2018, the Infection Control Offices organized and carried out awareness and educational campaigns, totaling 140 hours. In the same year, 254 employees participated in scheduled training.



Risk & Safety Management of Facilities

Relevant procedures have been developed at the Group hospitals to manage the risks and safety of facilities, such as:



Based on these procedures, the staff have been trained to manage critical conditions, while drills are performed regularly to ensure their readiness. Each year, or whenever the need arises, the procedures are updated based on any new information that may arise, through either the operation of the hospital or the legislation.

HYGEIA Group employs all the required resources (materials and equipment) to annually update the measures required to manage emergencies.

The HYGEIA Group hospitals perform annual drills on site, with part of the staff participating, for the safety of all employees.

Health & Safety Committees

The employee agreements with the Group include all the health and safety issues specified in the institutional framework.

With the aim of ensuring a safe work environment, we have formed special committees at HYGEIA and MITERA hospitals. All employee categories are represented in these as well as all extremal crews (table setters, kitchen staff, cleaning staff) working within the HYGEIA and MITERA premises. Staff accidents are closely monitored by the competent Division Director, the Human Resources Division, the Workplace Physician, the Infection Control Committee, the Safety Engineer and the Management. The Infection Control Committee has instituted procedures to prevent and manage the most frequent infections and accidents encountered in healthcare facilities.




As part of the actions to safeguard health and safety, HYGEIA has also formed a Facility Safety Committee and Employee Health & Safety Committee, which convene at least once a month. This Committee plans, implements and monitors programs dedicated to the management and safety of the HYGEIA facilities with regard to the following:

- Protection & Safety
- Fire Safety
- Hazardous Substances & Waste
- Medical Equipment
- Emergency Situations
- Infrastructure Systems

The Committee monitors the Environmental Management System and the Occupational Health & Safety Management System, which have been certified to ISO 14001 and OHSAS 18001 respectively. It designs and implements staff training; it plans and carries out regular inspections and drills; it reviews potential risks and proposes ways to eliminate or mitigate them; and it submits reports to the Management for these issues and programs.






As part of its duties, the Facility Safety Committee also takes on the role of the Employee Health & Safety Committee, in line with the legislation in force. Specifically, the Employee Health & Safety Committee is an advisory body and has the following duties.

The Employee Health & Safety Committee:

	Reviews the work conditions, proposes measures to improve the work environment, monitors that the health and safety measures are observed, and contributes to ensuring that they are followed by all the employees.
	In the event of serious work accidents or relevant incidents, it proposes suitable measures to prevent them from happening again.
	Identifies professional risks at work and proposes measures to manage them, therefore, participating in shaping actions that must be implemented to prevent professional risk.

Accordingly, the Facility Safety Committee is vested with the following duties, which relate to all Committees.

The Facility Safety Committee:

	Monitors, through internal reviews, whether the staff implement approved policies and procedures, within their duties, and proposes actions for improvement when it detects deviations.
	Offers guidance and supervision for the efficient training of patients and their families.
	Prepares a quarterly report with the quality measures within its jurisdiction and forwards it to the Corporate Quality Division for evaluation and inclusion in the quarterly Quality & Patient Safety Report.
	Reviews the compliance of HYGEIA to the JCI, ISO and/or other relevant legislative standards, and formulates or improves suitable mechanisms, policies or procedures.
	Evaluates the results of quality measures which form part of the Quality & Patient Safety Improvement Program and proposes relevant actions for improvement. It also trains employees, monitors proper compliance to the regulations and workplace instructions, and records and monitors the staff accident measures.

HYGEIA Group
employs all the
required resources
(materials and equipment)
to annually update
the measures required to
manage emergencies.



A complete review
of the Occupational
Risk Assessment
Study was performed
at MITERA using
the risk analysis
and assessment
methodology, which
ranked the risks,
aiming to secure
a safe environment
for employees,
patients and visitors.



WORK SAFETY

Safety
first

Work

Regulations

Protection

Risk

Health

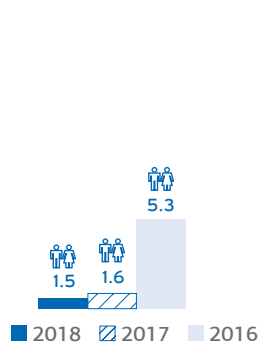
Procedures

Danger

Occupational Health & Safety Measures

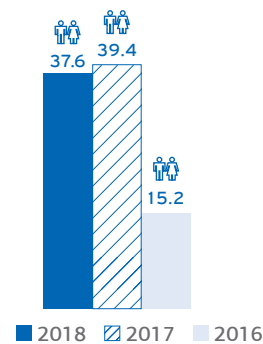
Detailed recording and monitoring of employee health and safety issues is a significant tool, assisting in the ongoing improvement of HYGEIA Group. The measures regularly monitored are the injury rate (IR), which is the number of injuries as a percentage of the total annual hours worked; and the lost day rate (LDR), which reflects the time off work due to accident as a percentage of the total annual hours worked.

In 2018, the Health & Safety measures improved, with IR dropping by 5.6% and LDR by 4.6%.



INJURY RATE (IR)

Injury rate (IR) = $\frac{\text{total no. of accidents}}{\text{total hours worked}} \cdot 10^6$



LOST DAY RATE (LDR)*

Lost day rate (LDR) = $\frac{\text{total no. of lost days}}{\text{total hours worked}} \cdot 10^6$

* Lost days (i) for injuries are the days starting from the day after the accident and (ii) for illness are the days of sick leave the employee gets from their social insurance fund.





Corporate




Social



Social Responsibility

UN Sustainable Development Goals



Our Social Commitment

With dedication and vision, we preserve the principles and values that have governed the operation of HYGEIA Group from its establishment to this day, thus demonstrating an increased sense of social responsibility. We incorporate an integrated social contribution program in our daily operations, driven by the significance of business activities on people and the society. Our policy engages in charitable and humanitarian projects and consistently responds to the needs of society. Moreover, through our cooperation with organizations/ partners, we put disadvantaged social groups first.

HYGEIA Group has developed three main blocks of social activity, on the basis of which it sets goals and strategic priorities.

1



Covering Healthcare Needs in Remote Areas of the Country

In 2013, we launched the Traveling for Health initiative, to support the needs of residents in remote small islands or mountainous regions who do not enjoy easy access to medical services.

2



Raising Public Awareness on Significant Health Issues

Committed to advancing medical science, HYGEIA Group organizes and hosts meetings, conferences and events, so as to constantly keep the medical and nursing community up to date on healthcare developments, and all the latest techniques and methods implemented globally.

3



Social Contribution Program

We implement an extensive social contribution program in the area of health, which includes provision of healthcare services and donations of medical equipment. Furthermore, through this program we support Sports, Education and various NGO actions.

Traveling for Health

In 2013, HYGEIA Group launched the Traveling for Health initiative, to support the needs of residents in remote small islands or mountainous regions who do not enjoy easy access to medical services. The physicians and personnel (nursing, administrative and technical staff) of HYGEIA Group participated on a volunteer basis in the initiative. Doctors and other staff got together and organized a humanitarian aid campaign. Backed by the top medical services and cutting-edge equipment of the HYGEIA Group medical facilities, the employees embarked on trips to offer diagnostic and medical tests and humane care.

But what happens in action? We prepare every trip with great effort, we transfer all the necessary equipment and medical devices to the areas using HYGEIA vehicles, and we convert schools and conference centers into real outpatient clinics. Local residents get examined by doctors of various medical specialties free-of-charge. Depending on the requirements of each area, the HYGEIA Group Management may also donate medical devices, medications and medical supplies to meet the future needs of the residents. A total of 10 volunteer campaigns have been completed so far, while more than 10,536 residents have been examined and some 40,828 medical and diagnostic tests have been performed.

10 health campaigns

More than
40,820 tests

Around 10,536
medical consultations





Covering Healthcare Needs
in Remote Areas of the Country

Overview of the Traveling for Health Campaign

2013

Leipsoi & Agathonisi

- Around 38 volunteers
- Approximately 1,000 medical & diagnostic tests
- 800 medical consultations

Karpenisi

- Around 56 volunteers
- Approximately 3,500 medical & diagnostic tests
- 1,200 medical consultations

2014

Karpathos

- Around 80 volunteers
- Approximately 3,500 medical & diagnostic tests
- 1,100 medical consultations

Donations: 1 oxygen concentrator, 2 computers and 2 printers to the Karpathos Medical Center

Kalavryta

- Around 84 volunteers
- Approximately 5,000 medical & diagnostic tests
- 3,500 medical consultations

2015

Kalampaka

- Around 100 volunteers
- Approximately 12,000 medical & diagnostic tests
- 2,000 medical consultations

Donations: 1 defibrillator, blood pressure monitors, medical supplies and medications to the Kalampaka Medical Center.



Traveling for Health 2018

SYMI

HYGEIA Group traveled to the remote island of Symi to provide free-of-charge medical services to the local residents during the 9th volunteer campaign of the Traveling for Health corporate responsibility initiative.

Around 2,100 tests were performed on 581 residents by volunteers from the HYGEIA Group companies, who also made two house calls. The team was made up of 28 physicians with 16 specialties, as well as another 32 volunteers, including nursing, technical and administrative staff from various HYGEIA Group companies.

The medical specialties were: vascular surgery, anesthesiology, radiology, gynecology, dermatology, cardiology, neurology, orthopedics, urology, ophthalmology, internal medicine, pediatrics, plastic surgery, pulmonology, general surgery, breast surgery and ENT. The diagnostic tests performed included blood tests, Pap tests, full body ultrasounds, ECGs, heart pulsed-wave Doppler and spirometry tests.

We are extremely proud that we can make a contribution in parts of our country that do not have easy access to healthcare services. Despite the fact that Symi is a beautiful island and a popular tourist destination, it faces a shortage of doctors. We realized this when we were seeing the people, as we examined about 25% of the island's permanent population. We will continue to contribute in the immediate future, with the selfless support of all the HYGEIA Group employees.

ARGITHEA, AGRAFA

HYGEIA Group offered free-of-charge healthcare services during its 10th volunteer campaign to the mountainous village Vragiana in the Municipality of Argitheia, Karditsa on Saturday July 21, 2018, as part of its Traveling for Health corporate responsibility initiative.

A team of 11 doctors with 10 specialties as well as 16 volunteers from the nursing, technical and administrative staff of the HYGEIA Group companies traveled – for the second time in July – to the area to offer free-of-charge healthcare services, and performed 575 tests on 121 residents.

The medical tests took place in the Vragiana High School, which had been made available by the Municipality and was set up accordingly by the HYGEIA Group technical staff. The medical specialties were: radiology, gynecology, dermatology, cardiology, orthopedics, urology, ophthalmology, internal medicine, rheumatology and ENT. The diagnostic tests performed included blood tests, Pap tests, full body ultrasounds, ECGs and heart pulsed-wave Doppler.



Covering Healthcare Needs
in Remote Areas of the Country

2016

Leros

- Around 110 volunteers
- Approximately 6,000 medical & diagnostic tests
- 1,450 medical consultations

2017

Tilos-Nisyros

- Around 60 volunteers
- Approximately 3,153 medical & diagnostic tests
- 684 medical consultations

Argos Orestiko, Kastoria

- Around 69 volunteers
- Approximately 4,000 medical & diagnostic tests
- 1,100 medical consultations

2018

Symi

- 60 volunteers
- Approximately 2,100 medical & diagnostic tests
- 581 medical consultations

Argitheia, Agrafa

- 27 volunteers
- Approximately 575 medical & diagnostic tests
- 121 medical consultations



For further information,
refer to previous
Corporate Responsibility
Reports on the Group
website, www.hygeia.gr.



Health Awareness

HYGEIA Group focuses on prevention and raises public awareness on significant health issues. Each year the Group organizes public awareness campaigns, prompted by global health days, weeks and months. It offers check-ups at special rates, but also supports the vision and actions of social groups and organizations.



Raising Public Awareness on Significant Health Issues

February: Cancer Awareness Month

As part of the efforts to raise cancer awareness, in February, the cancer awareness month, HYGEIA Group launched a social media campaign with the central message being “Science against Cancer: Knowledge Beats Fear”. Videos were posted with testimonies by people who were sick and managed to beat the disease, as well as doctors who talked about how to approach the disease, aiming at providing correct and comprehensive information to the public.

International Women’s Day

HYGEIA, MITERA and LETO hospitals celebrated the International Women’s Day 2018, offering check-ups and beauty packages at special rates.

Hand Hygiene

HYGEIA and MITERA participated in the World Health Organization (WHO) campaign “Clean Hands Save Lives” for the 9th year running. The campaign aims at safeguarding the health and safety of patients at healthcare facilities. Teams of experienced doctors and nurses from both hospitals distributed informational brochures and hand sanitizer samples, while brochures are available throughout the hospitals all year round. At MITERA Children’s Hospital, Hippocrates the Hippo undertook the task of educating young patients on hand hygiene.

Greek Skin Cancer Awareness Week

HYGEIA and MITERA hospitals actively participated in the Greek Skin Cancer Awareness Week, offering free-of-

charge skin cancer screening for suspicious moles. In addition, aiming at proper melanoma diagnosis, HYGEIA Hospital offered specialized tests at special rates.

World Bedwetting Day

The MITERA Children’s Hospital Child & Adolescent Urinary Disorder Clinic offered children aged 6 to 15 bedwetting investigations at special rates. The test included physical examination by a pediatric urologist, and a kidney and bladder ultrasound.

International Day against Drug Abuse

For yet another year, HYGEIA Group supported the actions of the Therapy Center for Dependent Individuals (KETHEA), spreading a message against stigma and exclusion, and raising hopes for a new start in life,





Raising Public
Awareness on
Significant
Health Issues

away from drugs. As part of the actions, KETHEA volunteers distributed informational brochures at HYGEIA, MITERA and LETO hospitals.

World Prostate Cancer Day

HYGEIA and MITERA Hospitals offered a prostate clinical exam free of charge, as well as PSA testing and ultrasound of the bladder and prostate at special rates.

World Heart Day

HYGEIA Group has been paving the way in the area of heart disease, offering comprehensive services, from prevention and diagnosis to treatment and clinical / laboratory follow-up of cardiovascular conditions, which may develop in anyone, from infants to adults. In this context, the Group honored the World Heart Day and offered a heart check-up at a special rate. Apart from diagnostic tests, the check-up also in-

cluded a free-of-charge clinical evaluation by a cardiologist.

Alzheimer's Disease Prevention & Early Diagnosis Week

From September 24 to 28, HYGEIA Hospital's Neurodegenerative Brain Diseases Department & Memory Clinic offered free-of-charge memory tests to people over 60 with no prior diagnosis of dementia.

Breast Cancer Awareness Month

HYGEIA Group celebrated the Breast Cancer Awareness Month for yet another year. As part of the efforts, it provided digital mammography and breast ultrasound at special rates. Informational texts were also posted on the Hospitals' social media accounts, while the entire medical and nursing staff wore pink gloves in October.

World Sight Day

For a week, HYGEIA Hospital offered the chance to have an eye exam performed at special rates. The exam included visual acuity testing, pressure measurement, fundoscopy without mydriasis and color perception testing.

World Spine Day

As part of the World Spine Day celebrations, HYGEIA Hospital offered a free spinal exam to adults for a week.

Breastfeeding Week

MITERA, as a hospital that supports the Breastfeeding Week, November 1-7, launched a social media campaign, aiming to raise public awareness on promoting and supporting breastfeeding. It also organized a seminar on breastfeeding, open to all. Those who attended the seminar had the chance to find out about the benefits of breastfeeding for mothers and infants, the correct practices for successful breastfeeding, and the breastfeeding mother's nutrition, while they also received advice on prevention and resolution of any difficulties that may arise, and resolution of any breastfeeding-related issues.

World Diabetes Day

HYGEIA & MITERA Hospitals celebrated the World Diabetes Day with a free-of-charge glycated hemoglobin test, a free-of-charge evaluation by a psychologist and/or nutritionist, and information on diabetes by a physician.







Raising Public
Awareness on
Significant
Health Issues

All of us at HYGEIA are conscious of the healthcare sector's sensitive nature; health is an asset that is directly associated with the values of respect and compassion towards our fellow citizens.



Health Awareness

Promoting Medical Science

In the context of reaching out to stakeholders, the HYGEIA Group physicians organize conferences and one-day meetings, aiming at offering comprehensive information to the general public as well as the medical community on a broad range of topics, including prevention, latest developments in medicine and technology, etc. Admission to the conferences/one-day meetings organized by HYGEIA Group is free.

Moreover, the HYGEIA Group hospitals issue the Annual Scientific Program each year, which lists all the talks and presentations to be delivered by Group physicians and/or invited Greek and foreign speakers.

Specifically, the following meetings took place in 2018 per Group hospital.

HYGEIA:

2 nd Athens Shoulder Course, 1-3/2
1 st Endocrinology & Diabetes Department Meeting, Endocrinologic Challenges in Everyday Practice, 16/2
4 th Endoscopic Paranasal & Skull Base Surgery Workshop, 17/2
3 rd Modern Cytology Issues & More Two-Day Event, 23-24/2
3 rd LION-ESS (Live International Otolaryngology Network – Endoscopic Sinus and Skull Base Surgery) Broadcast, 5/3
1 st round of Colectomy Training Seminars on Benign Conditions of the Large Bowel, 11/5
7 th Conference on Transcatheter Cardiac Valve Repairs, 18-19/5
The Thyroid Gland Today: Modern Problems – Contemporary Views, 25/5
3 rd Educational Meeting on Cardiovascular Disease Prevention, 19/6
2 nd round of Colectomy Training Seminars on Rectal Cancer, 29/6
3 rd round of Colectomy Training Seminars on Large Bowel Cancer & Transanal Endoscopic Microsurgery (TEM), 21/9
Educational Seminars by the Heart Sector, The Treatment of Heart Failure: Pharmaceutical & Biotechnological Challenges, 3/10
Educational Seminars by the Heart Sector, Transcatheter Prostheses in Degenerative & Congenital Valve Disease: Aorta, Mitral, Pulmonary, Tricuspid, 31/10
Latest Developments in Liver Diseases VIII, 2/11
All About Oncology, 14/11
Educational Seminars by the Heart Sector, Genetics in Cardiovascular Diseases, 21/11
4 th round of Colectomy Training Seminars on Metastatic Disease/Local Relapse, 30/11
10 th Medical & Nursing Meeting, 14/12
Diabetes Mellitus & Family, 15/12
20-Year Anniversary of the HYGEIA 2 nd Cardiology Clinic, 20/12

MITERA & MITERA CHILDREN'S:

Living with Diabetes: Exchanging Views and Experiences, 13/1
Two-Day Event on Fetal Medicine: Contemporary Topics on Fetal & Maternal Medicine 2018, 20-21/1
4 th Pediatric Oncology Scientific Meeting, 3/2
5 th Pediatric Radiology Scientific Meeting, 10/2
1 st Endocrinology & Diabetes Department Meeting, Endocrinology Challenges in Everyday Practice, 16/2
3 rd Modern Cytology Issues & More Two-Day Event, 23-24/2
Children's ICU Meeting, Accidents in Children, 3/3
Obesity: Disease and Threat, Latest Developments, 9-10/3
12 th Global Forum on Humanitarian Medicine in Cardiology & Cardiac Surgery and 3 rd Euro-Asian Symposium of Paediatric Cardiology & Cardiac Surgery, 11-15/4
Conference on Updates in Obstetrics & Gynecology, 17/4-19-20/4
Urogynecology Meeting, Modern Developments in Urinary Incontinence & Pelvic Floor Laxity in Women, 21/4
Breast Cancer 2018: Latest Developments, 27-28/4
Cervical Swelling in Children and Adults: Intricacies in Diagnosis & Treatment, 5/5
Pediatric Surgery Complications, 18/5
The Thyroid Gland Today: Modern Problems – Contemporary Views, 25/5
Gynecologic Ultrasound & Practical Advice, 29/9
2 nd Rhinoplasty Scientific Meeting, 20/10
Postgraduate Pediatrics Scientific Meeting, 27/10
Organ Donation & Transplant Conference, Best Practices on Organizing an Organ Donation & Transplant System, 6-7/12
Neurological Conditions in Pregnancy, 14/12
Diabetes Mellitus & Family, 15/12



Raising Public Awareness on Significant Health Issues

Our aim is to promote and safeguard health and prosperity, all the while focusing on people, with a deep sense of responsibility and compassion.





Raising Public Awareness on Significant Health Issues

Visit by Team of Cardiologists from China

HYGEIA welcomed the first team of Chinese cardiologists / electrophysiologists, who arrived to observe the tasks of the Electrophysiology and Pacemaker Department, aiming at further collaboration. The doctors were received by the Department Director, Mr Theodoros Apostolopoulos, who briefed them on all the latest methods used at HYGEIA to treat cardiology patients. The doctors observed electrophysiology procedures at the Cardiac Catheterization Lab, performed under the guidance of S. Kourouklis, G. Zervopoulou and I. Papavasileiou, while Mr Kourouklis also made a detailed presentation of rare cases. The guests were then given a tour of the Hospital.

Student Visits

A total of 35 students from the American College of Athens had the chance to tour the HYGEIA facilities and find out how the Hospital operates, while 15 students from the Argyroupoli Institute of Vocational Training were given a tour of the Central Labs.

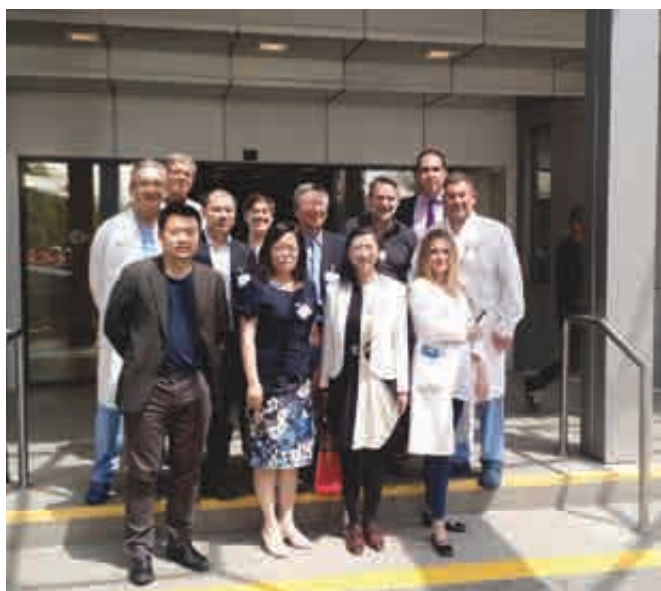
Annual Scientific Union of HYGEIA Doctors Event on Tinos

The Annual Scientific Union of HYGEIA Doctors Event was successfully held this year, May 18-20, 2018, on the island of Tinos.

The event was organized by Mr Kosmas Iliadis and Mr Paris Kosmidis at the Cultural Foundation of Tinos Island. Mr Andreas Kartapanis, HYGEIA Group CEO, Mr Vasilis Prasopoulos, Chairman of the Scientific Union of HYGEIA Doctors, and Mr Evangelos Gkyzis, Chairman of the Cultural Foundation of Tinos Island, delivered opening speeches, welcoming the doctors and attendees to the event on Saturday May 19, 2018.

The event was held under the auspices of the Municipality of Tinos. The medical lectures focused on the significance of prevention (Prevention Saves Lives), while there was also keen interest in the talks on obesity and cancer. The modern lifestyle is associated with the development of malignancies, while the value of breast cancer prevention with the help of the most modern and advanced methods raised serious questions as to the broader prevention of gynecological cancers.

Other topics that piqued the interest of speakers and the audience were the latest developments in surgical conditions of the prostate, as well as prevention of colon, digestive tract, liver and lung cancer, while the harmful consequences of smoking were highlighted yet again. Lastly, there were extensive talks on the role of low-dose chest CT scans for lung cancer prevention.



Business Day at HYGEIA Group

A Business Day was hosted by HYGEIA Group, in partnership with Prof. Iordanis Ladopoulos, as part of the Panorama of Entrepreneurship & Career Development conference.

Some 60 young students from various Greek universities participated in the event, which aimed to brief them on the job market and the operation of a business, and specifically a private hospital. HYGEIA Group Chairman Thanasis Papanikolaou and CEO Andreas Kartapanis delivered welcoming addresses to the students and shared with them the Group's vision, values and corporate mentality. They also gave the students valuable tips from their personal professional course. After that, executives and doctors gave an overview of some of the most significant Group divisions, such as IT, Imaging Departments, Human Resources, Quality, Commercial/Marketing and Corporate Responsibility.

The students were quite interested in the Group's operation, voicing their questions and concerns about the future and the developments in the areas of healthcare and entrepreneurship, which sparked quite a constructive dialogue. A tour of HYGEIA and MITERA hospitals followed once the event was concluded. Students had the chance to take a closer look at the advanced medical equipment and be-

come more familiar with the hospital facilities and the quality services we offer.

Academic partnership between HYGEIA and the European University Cyprus School of Medicine

HYGEIA has become an international academic medical center, after striking a significant partnership with the European University Cyprus School of Medicine. This 10-year partnership will contribute in educating and training Medicine students, exchanging know-how on clinical practice and education, promoting common-interest activities, and launching academic and educational initiatives in the field of Medicine.

The agreement was signed on Wednesday July 18, 2018, during an official ceremony held at the N. Louros Conference Center, MITERA Hospital, further forging the partnership before a great number of representatives from European University Cyprus, executives, academics and HYGEIA Group doctors.

Commenting on the partnership, the HYGEIA Group CEO, Mr Andreas Kartapanis, noted, "We are quite proud of this partnership, as through our team of distinguished doctors, our state-of-the-art equipment and our over 35 years of experience, we are in a position to impart our knowledge and values to the next generation



Raising Public Awareness on Significant Health Issues





Raising Public Awareness on Significant Health Issues

of doctors. Our primary consideration is to educate and train young physicians, and to trade know-how, because that's how we invest in the future of our doctors! We want this future to be built on solid foundations, and we will contribute to this in any way we can."

Seminars/Meetings

Every year, HYGEIA surgeons organize CLASS (Colorectal Laparoscopic Surgical Skills) Seminars (4 2-day circles). On day one, participants attend talks at the N. Louros Conference Center, MITERA Hospital, while they also watch live broadcasts of surgeries performed at HYGEIA Hospital.

Hands-on practice on live specimens is performed in the experimental operating room housed at the Biomedical Research Foundation of the Academy of Athens (BRFAA). By attending the lectures, participants will have the chance to gain proven, evidence-based knowledge on the diagnosis and treatment of the medical conditions encountered in colorectal surgery.

All rounds include a private 4-hour class on simulators and live broadcasts of laparoscopic colectomies. Upon conclusion of the clinical training on laparoscopic colectomies, participants receive continuing medical education (CME) credits from the Greek Medical Association,

on behalf of the European Accreditation Council for Continuing Medical Education (EACCME), which are equivalent to those awarded by medical associations in other EU member states.

In 2018, MITERA Hospital organized a Postgraduate Internship Program for the seventh year running, in its efforts to offer quality medical services to patients and research-based training to young doctors. The Program aims at helping young doctors become familiar with and specialize in the new minimally invasive techniques available in Gynecology. The Program is addressed to new physicians who are in the process of specializing in a specific field and wish to gain knowledge and experience in Laparoscopic Surgery.

Meanwhile, MITERA organized a theoretical and hands-on postgraduate internship program, aiming to train doctors on Obstetric Ultrasounds and the Main Principles of Fetal Medicine. The Program catered for obstetricians/gynecologists, specialists or interns in the last semester of their internship, who wished to gain knowledge and experience on Obstetric Ultrasounds. The Program was carried out under the auspices of the Permanent School of Ultrasound in Obstetrics and Gynecology (Perugia, Italy).



We Keep our Finger on the Pulse in the Social Media

• January: Uterine Cancer Awareness Month • February: Cancer Awareness Month • 6/3 Greek Anti-Bullying Day • 8/3 International Women's Day • 9/3 World Kidney Day • 12-18/3 World Glaucoma Week • 20/3 World Oral Health Day • 21/3 World Sleep Day & World Down Syndrome Day • 22/3 World Water Day • 7/4 World Health Day • 2/4 World Autism Awareness Day • 23/4 World Book Day • 28/4 World Day for Safety and Health at Work • May: Brain Tumor Awareness Month • 12/5 International Nurses and Midwives Day • 17/5 World Hypertension Day • 25/5 World Thyroid Day • 30/5 World MS Day • 31/5 World No Tobacco Day • 26/6 International Day against Drug Abuse • 15/9 Prostate Cancer Awareness Day • 21/9 World Alzheimer's Day • 24/9 World Heart Day • October: Breast Cancer Awareness Month • 11/10 World Obesity Day • 12/10 World Arthritis Day • 16/10 World Spine Day & World Food Day • 20/10 World Osteoporosis Day • 01-07/11 Breastfeeding Week • 14/11 World Diabetes Day • 15/11 World Pancreatic Cancer Day • 01/12 World AIDS Day • International Volunteer Day for Economic and Social Development





Social
Contribution
Program

We Support the Health of Vulnerable Social Groups and More

The Group social contribution program for healthcare includes every possible effort to actively assist our fellow citizens in need. Specifically, the Group focuses on promoting and safeguarding public health through social actions and partnerships, but also on confronting a wide range of social problems.

Supporting the Children of FLOGA

HYGEIA Group has been supporting the FLOGA Association of Parents of Children with Cancer for a number of years, offering healthcare services, financial aid and a warm embrace. For the last few years, the children of FLOGA can have free-of-charge radiotherapies, surgical procedures, gamma-knife treatments and high-definition imaging tests performed at HYGEIA Hospital.

AlfaLab charges special rates for the FLOGA patients, while Y-LOGIMED offers a range of disposable medical supplies (disposable gloves in various sizes, surgical masks, oxygen masks, bandages, etc.), addressing the needs of the Association's staff when offering medical care to the children. MITERA Hospital placed a collection box on site to financially support the FLOGA children's association.

Standing by the Ergastiri Association

We continued supporting the Ergastiri Association of Parents, Guardians and Friends of People with Disabilities, offering medical assistance and pro bono surgery to the people hosted by the association.

Specifically, HYGEIA performed pro bono surgery on 4 people hosted by the Association. It also continued its business partnership with Ergastiri for the supply of baked goods prepared by young people employed by the Association. The goods are available in the Hospital's common areas.



Supporting Municipalities & Metropolitan Churches

Always focusing on people, with a deep sense of responsibility and compassion, in 2018, HYGEIA and MITERA hospitals responded to the requests of Greek municipalities and metropolitan churches, aiming to support their work.

These included:

- HYGEIA donated 2 defibrillators to the Municipality of Argos Orestiko.
- HYGEIA and MITERA offered financial aid for the Easter feast organized by the Municipality of Marousi for its citizens.
- MITERA donated 2 beds to the Municipality of Megara for the flood victims of Nea Peramos and two beds to the social services department for the fire-stricken residents of Kinetta.
- MITERA donated 20 beds, following its renovation, to the Metropolitan Church of Megara-Salamina.
- MITERA donated 16 beds and 6 mini fridges to the Metropolitan Church of Syros.
- MITERA donated 14 beds to the Metropolitan Church of Corinth.
- MITERA donated a defibrillator and an ECG device to the Municipality of Peristeri social clinic.

HYGEIA Group Supports the NGOs

Through its hospitals, HYGEIA Group continuously supports NGOs such as Praksis, the Friends of the Child Charitable Association, the Smile of the Child and the National Social Solidarity Center, offering medical and diagnostic tests.

Practical Help for Praksis

Since 2014 HYGEIA Group has been assisting the efforts of the Praksis NGO, offering essential aid to the children and adults supported by the organization. In 2018, HYGEIA Group continued supporting the Praksis NGO, donating basic necessities to the children hosted by the Organization. It also offered free medical tests and donated clothing/footwear to the children participating in the EU Refugee Relocation Scheme.

NGO Klimaka

HYGEIA has commenced a new social chapter over the last few years. It is a social economy project that primarily aims at limiting social exclusion and reintroducing socially excluded individuals to society. Another objective of the project is to develop volunteer actions and reduce the ecological footprint of the Group. This involves a paper recycling project in partnership with the NGO Klimaka and the limited liability social enterprise Klimax Plus. Klimaka is an NGO that was created by a team of mental health professionals and tries to expand human and social development. By carrying out interventions in the areas of health, welfare, employment and financial development, it aims to achieve social integration of socially excluded individuals and groups. Through the paper recycling project, the NGO processes all the paper it receives until it reaches the end recipient, i.e. the paper mill that buys it. All revenues from paper sales and other grants are used to cover the expenses of the project, create jobs for socially excluded individuals entering the project, but also financially support the NGO's day center and homeless shelter, which receive many guests daily.

Donation of Vaccines to the Elaiona Women's Prison, Thiva

At the request of the Warden of the Elaiona Women's Prison in Thiva, for a second year running, HYGEIA donated vaccines used to vaccinate the children living with their mothers.



Open Heart Association

Each year, MITERA donates medical supplies for Pap tests to the Open Heart Association for its campaigns to remote islands.

Schedia Street Magazine

We continue offering financial aid to the Schedia street magazine with our annual subscription.

METAdrasi – Action for Migration and Development

METAdrasi is a citizens' initiative that was established in 2010, primarily aiming to contribute in services not covered by public authorities or other NGOs. It specializes in the area of interpreting and cross-cultural intervention, as well as in defending the rights of unaccompanied children and people requiring international protection. HYGEIA assisted them in their task by performing pro bono cryptorchidism surgery on an unaccompanied child protected by the NGO.

Thessaloniki Association of Kidney Patients

Focusing on first-rate medical services within a safe environment, MITERA Hospital renovated the Children's Ward of the Ippokratio General Hospital Transplantation Clinic in Thessaloniki in 2017, at the request of the Thessaloniki Association of Kidney Patients.

In 2018, it continued supporting the Thessaloniki Association of Kidney Patients by donating 10 mini fridges to cover the Association's needs.

Loving Care for the Family Support Center (KESO) Children

In 2018, MITERA continued its partnership with the Family Support Center (KESO) of the Holy Archdiocese of Athens, offering free-of-charge childbirths and medical exams to women supported by the Center who are facing financial problems.



Social
Contribution
Program





Social
Contribution
Program

“We support sports and their benefits for the good of our health.”

Paralympians: Winners at Heart

True to the spirit and principles of Corporate Social Responsibility, but also geared towards sending a different kind of message to all Greeks, HYGEIA Group became the proud sponsor of the Greek Paralympic Team that participated in the 2012 London Paralympic Games.

HYGEIA Group offered healthcare services (medical/diagnostic tests and surgical procedures) to the athletes and supported them for the 4 years leading up to the 2016 Paralympic Games in Rio. Apart from medical and diagnostic tests, HYGEIA also performed 2 pro bono surgeries on athletes within 2016. It also offered financial aid for the purchase of equipment and the preparation of 2 athletes for the Rio Games. In 2016, HYGEIA Group renewed its sponsorship of the Greek Paralympic Team for the next 4 years leading up to the 2020 Tokyo Paralympic Games.

In 2018, the HYGEIA Group hospitals continued to support the Greek Paralympians who have made us proud in the last few years with their performance, spirit and success. Specifically, in the previous months, HYGEIA Group donated a prosthetic lower limb to an athlete, offering him the opportunity to participate in Greek and European championships.

Supporting Sports Clubs

In 2018, HYGEIA offered financial support to the Atlas Sports Club for people with special needs, so its members could participate in sporting events. It also offered pro bono tendon surgery to an athlete of the sports club, in the context of their injury rehabilitation. Moreover, HYGEIA donated the players' kits to the Tilos football club.

For yet another year, HYGEIA offered financial aid to the HYGEIA Group football and basketball teams. The basketball team competes in the Nikos Galis Work Championship League, while the football team competes in the Attica Hospital Sports Commission League. The team members consist of HYGEIA Group employees, who promote sports and the sporting ideals, and are truly commendable.

HYGEIA Group Sponsor of the Greek Olympic Team / Free-of-charge Healthcare Services to the Athletes

Guided by its support for the values and principles of sportsmanship and the Olympic spirit, HYGEIA Group has been actively supporting the athletes of the Greek Olympic Team, offering free-of-charge healthcare services and assisting them in their preparations for the Tokyo 2020 Summer Olympics.

Ambulances at Sporting Events

HYGEIA Hospital responded to the request of the Municipality of Chalandri and made a fully-manned ambulance (doctor and nurse), available at Evripidia 2018 and the race organized by the Kifisia Sports Club.

A fully-manned ambulance (doctor and nurse) was also sent to cover the sporting activities of Platon School, Ionios School, the All Star Game in Ermoupoli, Syros, and TheTOC Merrython solidarity race.



Safe Water Sports

HYGEIA Group wholeheartedly supports organizations that aim to raise public awareness on health and safety in sports. In this context, it actively supports a series of actions by NGO Safe Water Sports, which strives to raise awareness on issues relating to water activities (sports and recreational), focusing on accident safety and prevention. It also seeks to reinforce the institutional framework in place in Greece with regard to safety. This summer, HYGEIA Group supported the efforts of Safe Water Sports, posting relevant news on its social media pages and placing special stands with informational brochures at HYGEIA and MITERA hospitals.

Supporting Human Efforts

We proudly support the human efforts that give us strength to continue daily and fight for a better life. We donated a bicycle to athlete Gerasimos Kordatos, who although competes with an artificial limb, is filled with strength and inspiration for sports.

HYGEIA Group – Kifisia Run

HYGEIA Group participated in the Kifisia Run organized by the Kifisia Sports Club, in partnership with the Hellenic Association of Kidney Patients. The race aims to raise public



awareness regarding the effort to improve the quality of life of kidney patients and the need to promote organ donation in Greece.



Social
Contribution
Program

MITERA Children's Hospital: Basketball Camp Becomes Fun

In the summer, MITERA Children's Hospital sponsored the Giannakis Academy basketball camps in Athens and Thessaloniki. Children aged between 7 and 17 participated in the camp to play basketball and learn about healthy competition. During two training periods in Athens, doctors from MITERA Children's Hospital discussed health issues with the children. At the closing ceremony, the children had the chance to meet the MITERA Children's Hospital mascot, Hippocrates the Hippo, who played with young and old and posed for photos with them.

10th Greece Race for the Cure®

For yet another year, the HYGEIA Group employees showed their active support by participating in the Greece Race for the Cure 5k run and 2k walk, organized by the Greek Association of Women with Breast Cancer Alma Zois on Sunday October 7. Employees from HYGEIA, MITERA and LETO hospitals and Y-LOGIMED volunteered for the race, found themselves at the starting line at Zappeio and participated in this initiative, which aimed to raise awareness and promote early diagnosis of breast cancer. The Race for the Cure® is the largest global awareness initiative for breast cancer. Since it first started in Dallas, Texas, Race for the Cure® has now become the leading event for raising breast cancer awareness, organized in 140 cities with more than 1 million people participating across the globe.





Social
Contribution
Program

Supporting Education

Hippocrates at the Nea Genia Ziridis School Open Day

Standing by the new generation, MITERA Children's Hospital supported the Open Day hosted by Nea Genia Ziridis School. It was a school festival filled with activities and workshops for children aged 2 to 6 and their parents. The event was attended by Mr Georgios Chatzigeorgiou, pediatrician at MITERA Children's Hospital, who talked to the parents and children about nutrition, reading and the lifestyle they ought to adopt to stay healthy. Hippocrates the Hippo, the MITERA Children's Hospital mascot, also attended the event and posed for photos with the children.

Equipment Donations to Primary Schools

HYGEIA supported the 112th Primary School of Athens, donating 6 laptops, 1 all-in-one printer and 1 projector to meet the needs of the school and the children. It also donated a microscope to the 4th Primary School of Argos Orestiko, upon their request. It donated 2 exercise bikes to the Special School for Autism of Piraeus. Moreover, MITERA donated 1 examination table and 6 computers to the Perama Special Primary School.

Financial Aid to Students

In the context of promoting prevention, HYGEIA offered a free-of-charge check-up for the raffle organized by the 16th Primary School of Marousi, during an event for the students. In addition, responding to

the request of the 3rd Senior High School of Irakleio, Attica, HYGEIA offered financial aid to the blood drive organized by the students. Lastly, financial aid was offered to the graduation event for the 3rd Year graduates of the Senior High School of Arsakeio-Psychiko and the 3rd Arsakeio Run.

Bravo Schools

Staying true to the principles and values that govern its operation from its establishment to date, HYGEIA Group has integrated social policy actions in its activities to promote health, responding to the needs of society in general.

In this context, and being fully aware of the sensitive nature of the sector it serves, it supports the Bravo Schools Creating a Better World initiative, which aims at informing, educating and motivating primary and secondary school children aged 4-15 on the 17 Sustainable Development Goals (SDGs). The Bravo Schools initiative is carried out in partnership with the World's Largest Lesson (a recognized educational program on the UN's 17 SDGs), UNICEF and UNESCO on an international level, and with the approval of the Ministry of Culture and the Educational Policy Institute on a national level. Through its Experiential School educational department, the QualityNet Foundation is developing an introductory educational program on the SDGs for students in Greece and Cyprus, based on the Bravo Schools initiative.



Educational Visits to the Group Hospitals

HYGEIA Group gives Greek educational institutes the opportunity for educational visits, aiming to train future scientists and engineers, and bring them closer to their field of study. Specifically, the following educational visits took place in 2018:

30 students from the American College of Athens, 17 students from the Leonteios High School of Patisia and 15 students from the Othisi Educational Group were given a tour of the HYGEIA Hospital premises. The students visited the Outpatient Clinic, the Radiotherapy and Oncology Center, the central labs and the Gamma Knife Department, while they were also briefed on the new technologies and systems available at HYGEIA Hospital.

Another 15 students from the National Technical University of Athens visited the HYGEIA Hospital Imaging Departments. They were given a tour of the facilities and had the opportunity to observe advanced technology equipment in action, from up close.

The students were accompanied by Professor Marios Anagnostakis, who thanked HYGEIA and noted that these visits are extremely important for future scientists and engineers. They get to know their field of study, its potential and its prospects, and come into contact with real people, something they cannot learn in a lecture hall.



Social
Contribution
Program

Taking Responsibility for your Life

HYGEIA is actively supporting the 3rd goal on Good Health and Well-Being, directly linking its Corporate Responsibility strategy with the Group's main activity.





Caring for the Environment

UN Sustainable Development Goals



HYGEIA Group follows the strictest procedures, and develops, environmental protection initiatives consistently, aspiring to continuously improve and reduce the environmental footprint of its hospitals.

Specifically, HYGEIA applies an ISO 14001 certified Environmental Management System. As part of this System, it assesses the potential impact of the healthcare services it provides on the environment, extracts valuable conclusions and carries out additional actions for the continuous improvement of the Group's environmental performance.

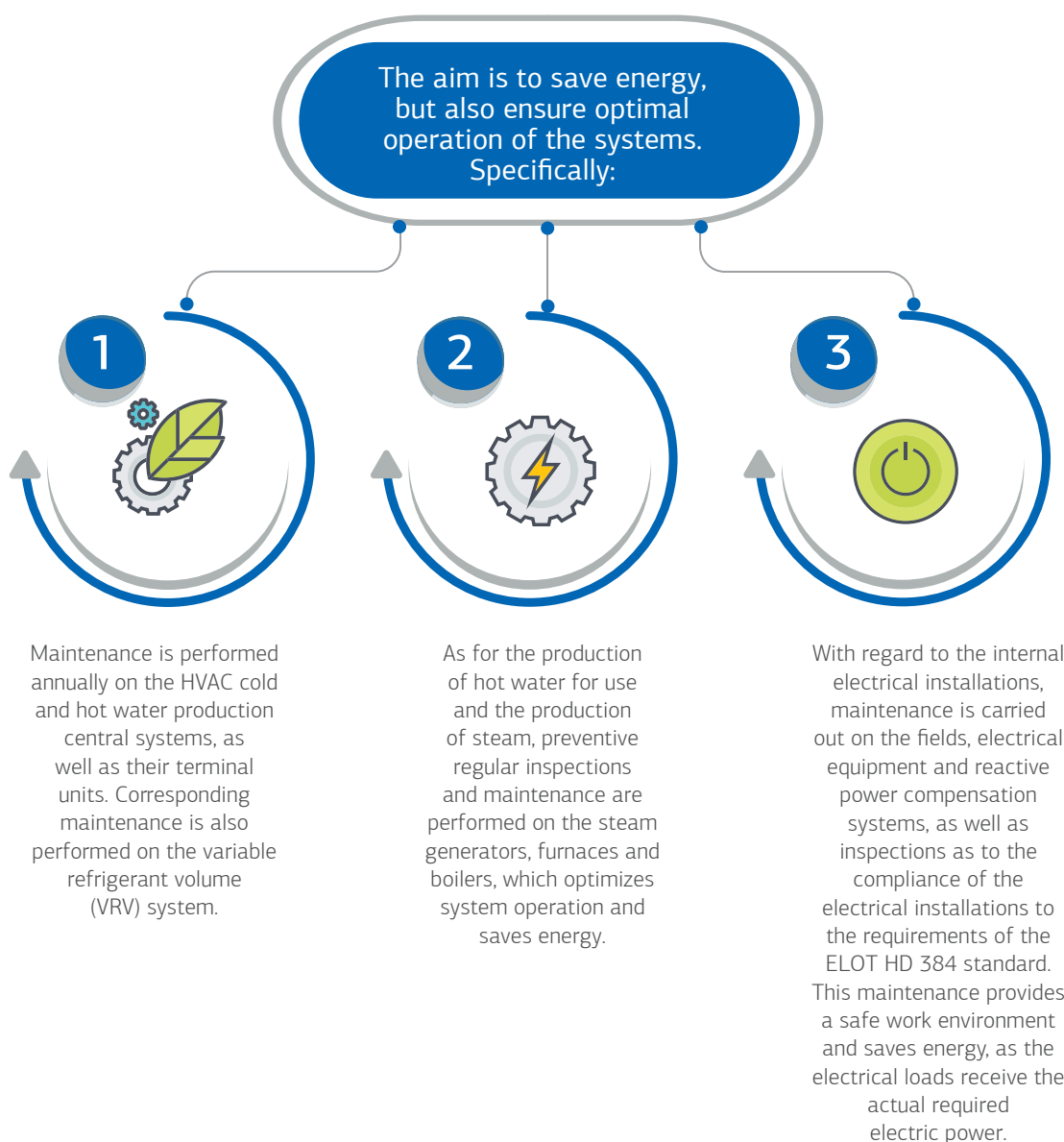


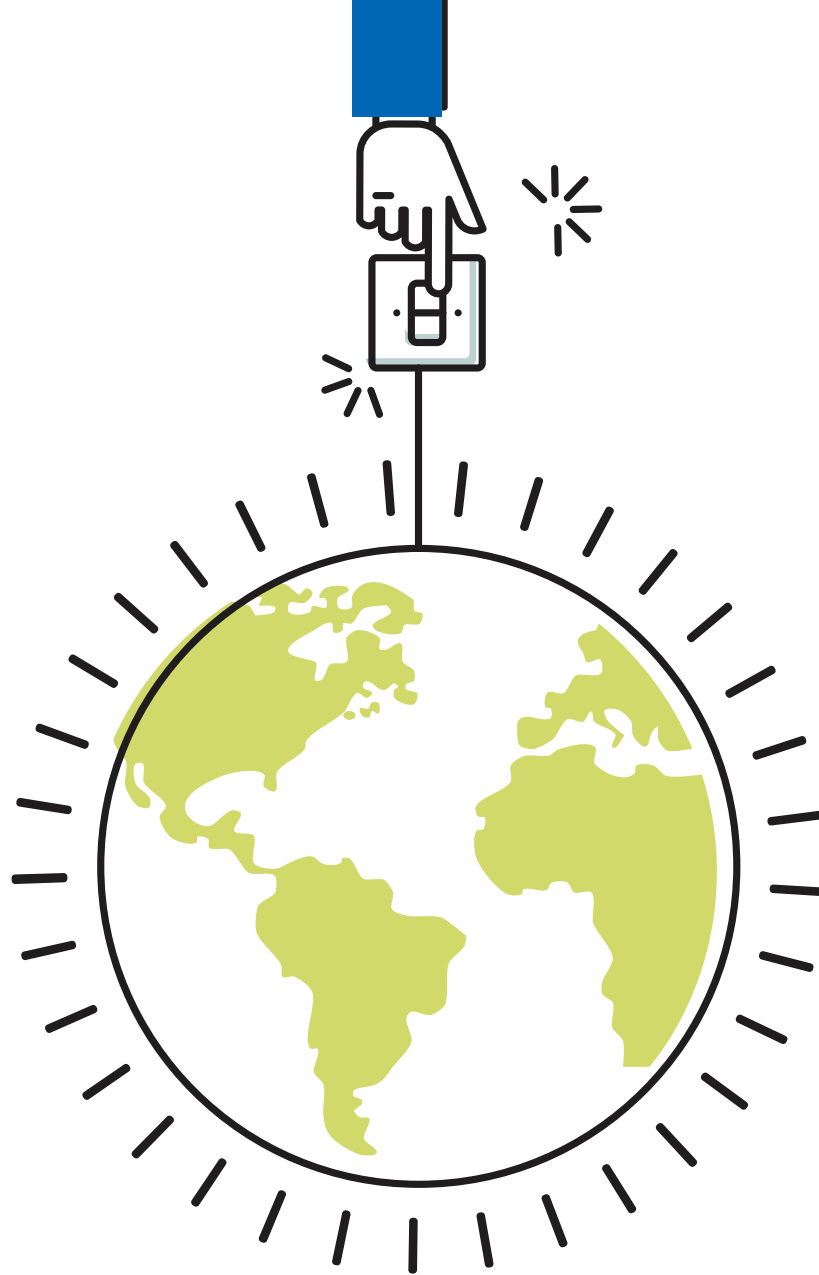
Energy Consumption & Air Emissions

Energy consumption and air emissions are environmental key performance indicators for a company with extensive building facilities, such as HYGIA Group. The HYGIA Group hospitals consume energy from direct (heat energy from natural gas and oil) and indirect energy sources (electricity).

HYGIA Group Facility Maintenance to Save Energy

HYGIA Group performs regular preventive maintenance of the installed electrical equipment, in line with the ISO 9001 and ISO 14001 standards it implements. The Technical Support Division is in charge of maintenance, along with external contractors. Maintenance is mainly performed on the heating, ventilation and air conditioning (HVAC) systems, the hot water production system, the steam generation system and the internal electrical installations.





**20:30 DAYLIGHT
SAVING**

M A R C H , 2 5

Participation in the World Earth Hour

In 2018, HYGEIA & MITERA Hospitals yet again joined forces and with a simple move sent a powerful message against climate change, turning off the neon signs mounted on their building facades for one hour (20:30-21:30). This initiative happened at the same time people around the globe turned off their lights, showing their support for environmental protection.



Facility Upgrades & Implementation of Innovative Technologies

Within 2018, we continued to gradually replace all the fluorescent lamps with new cost-efficient led lighting. More than 11,000 sq.m. of the total surface area are illuminated by led lighting, which contributes significantly to energy savings.

Additionally, in the context of continuously upgrading the HYGEIA Hospital infrastructure, three of the existing central cooling systems, with a total cooling load of 5,400,000 Btu/h, have been replaced in the last three years and the plumbing network of the cooling towers of the central water-cooled cooling systems has been upgraded. The replacement of the cooling systems with latest generation environmentally friendly machines was coupled with the redesign of the plumbing system and its automated operation. These actions secure continuous operation of the infrastructure systems, contributing significantly to energy savings due to the improved efficiency rating of the new upgraded cold water production facilities and their upgraded inspection and operation methods.

As a result of these initiatives, based on the data available so far for HYGEIA, annual energy consump-

tion per bed-day was reduced for a second year running. Specifically, a 4.02% reduction was recorded from January 2018 to December 2018 compared to the same period in 2017 and an 8.04% reduction compared to the monthly averages for the 2014-2017 4-year period. The respective reduction for 2017 compared to 2016 was 9.17%.

To control and monitor its HVAC systems and electrical equipment, HYGEIA has installed a building management system (BMS). The system mainly contributes to energy saving via the automated control operation during planning and the functions it offers, such as automated regulation of the hot water temperature and the heating temperature in relation to the environment (compensation), and equipment operation based on a time schedule. Furthermore, in the context of the Internet of Things, HYGEIA Hospital has installed and operates a relevant software platform for processing the data arising from electrical consumption, aiming at more efficient energy management and savings, coupled with optimizing the operation of the Hospital's buildings and systems

Inspections for the Safety of the HYGEIA Hospital Environment

Inspections are carried out as part of the quality Management Systems, to ensure the safety of the hospital environment.

A team of internal inspectors of various specialties has been formed to carry out these inspections. The team performs scheduled visits to the various Hospital departments and inspects points that pertain to the management of safety of the facilities, man-

agement of medications, infection prevention and control, and management of files and personal data. Apart from their educational nature, these inspections systematically evaluate the Hospital's compliance to its policies and to the requirements of the JCI and ISO standards. The inspections also assist in timely identifying existing or potential risks to patient, visitor or employee safety.



A combined heat and power (CHP) system with a power output of 0.5 MWel has been installed at MITERA Hospital. The electricity generated is for self-consumption, meeting part of the needs for power, as well as the needs for hot water for use and heating in winter. In summer, the CHP system

meets the needs for hot water for use and part of the cooling needs. The CHP system consists of an internal combustion engine that runs on natural gas, a power generator and an absorption chiller with a corresponding cooling tower.



LETO Hospital has replaced its central water cooled system with new air cooled heating pumps, with a total load of 2,000,000 Btu/h. The new cutting-edge technology equipment and the replacement of the

plumbing network aim to save energy and benefit the environment. Within its first months of operation, the project has contributed to a 6% drop in energy consumption (during the summer months).





Consumption
Measures per
Energy Source

Consumption Measures per Energy Source

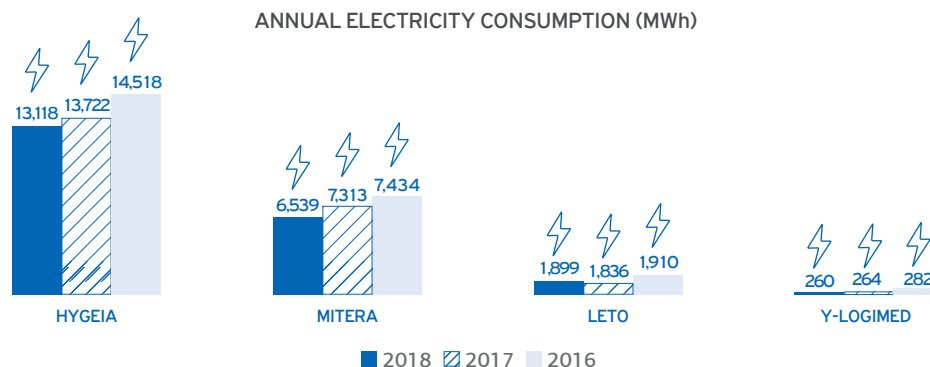
Electricity

The total use/consumption of indirect energy relates to energy from non-renewable energy sources, specifically electricity, purchased from licensed providers.

The total annual consumption relates to the HYGEIA, MITERA, LETO and Y-LOGIMED facilities, while the specific consumption per bed-day only relates to the HYGEIA, MITERA and LETO facilities. The numbers are outlined in the following tables.

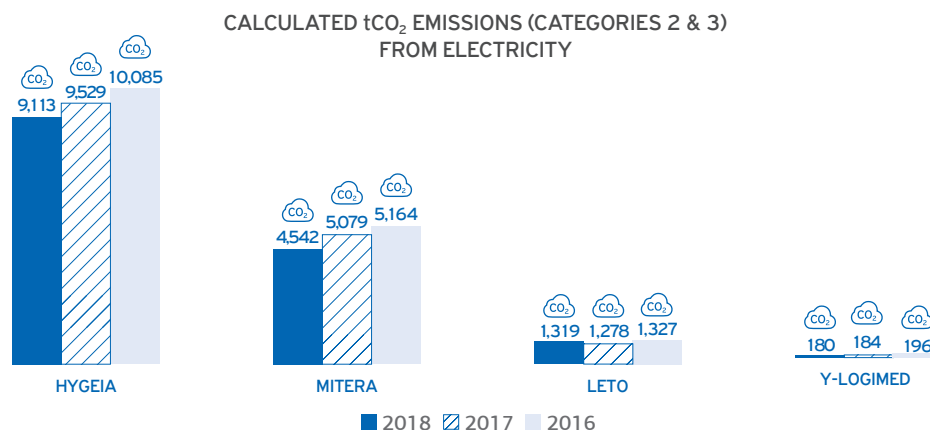
2018 ENERGY CONSUMPTION	HYGEIA	MITERA	LETO	Y-LOGIMED
Annual electricity consumption (MWh)	13,118	6,539	1,899	260
Specific electricity consumption (lt per bed-day)*	186.66	75.49	154.70	-

* A bed-day is an international unit of measurement to calculate the use of healthcare services by the patients, e.g. 50 patients hospitalized for 1 day correspond to 50 bed-days. For further information, refer to the relevant OECD website, at <https://stats.oecd.org/glossary/detail.asp?ID=194>.



Based on these energy consumptions, the total carbon dioxide (CO₂) emissions are as follows:

EMISSIONS SOURCE	CONSUMPTION	ANNUAL EMISSIONS (TONS OF CO ₂ EMISSIONS / YEAR)			TOTAL EMISSIONS (TONS OF CO ₂ EMISSIONS / YEAR)
		CATEGORY 1 EMISSIONS	CATEGORY 2 EMISSIONS	CATEGORY 3 EMISSIONS	
Electricity	21,816 MWh	n/a	13,634.1	1,520.3	15,154.5



* The direct and indirect CO₂ emissions (Categories 1, 2 & 3) have been calculated separately for each category, based on the country's carbon coefficient and according to the formula $E = A \times EF \times (1 - ER/100)$ where: E = emissions, A = activity rate, EF = emission factor, ER = overall emission reduction efficiency, %



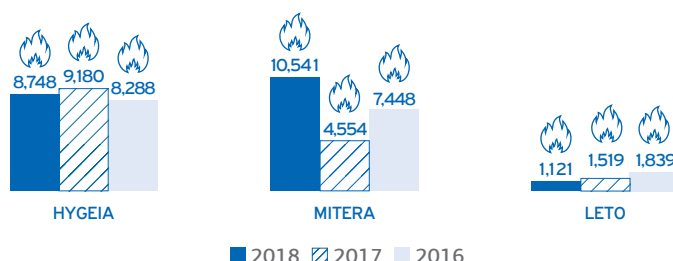
Consumption
Measures per
Energy Source

Natural Gas

The consumption of natural gas by the HYGEIA Group facilities is outlined in the following figures and tables. Note that Y-LOGIMED has no natural gas consumption.

2018 NATURAL GAS CONSUMPTION	HYGEIA	MITERA	LETO
Annual natural gas consumption (MWh)	8,748	10,541	1,120
Specific natural gas consumption (lt per bed-day)	11,969	11,701	8,779

NATURAL GAS CONSUMPTION* (MWh)



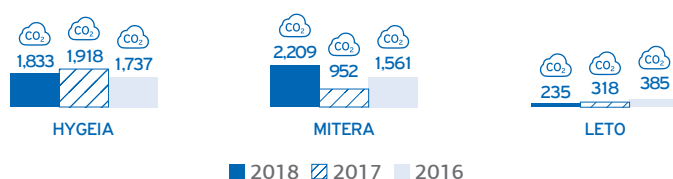
* For all 3 years, the natural gas consumptions have been calculated in MWh instead of Nm³.

At the HYGEIA Group facilities, air emissions mainly come from the operation of boilers used to heat the buildings, produce hot water for use and power the steam generators, as well as from the operation of the gensets.

Taking into account that the boilers and steam generators run on natural gas, air emissions are low. The following table presents the total air emissions for each category from HYGEIA Group's annual natural gas consumption.

EMISSIONS SOURCE**	CONSUMPTION		ANNUAL EMISSIONS* (TONS OF CO ₂ EMISSIONS / YEAR)			TOTAL EMISSIONS (TONS OF CO ₂ EMISSIONS / YEAR)
			CATEGORY 1 EMISSIONS	CATEGORY 2 EMISSIONS	CATEGORY 3 EMISSIONS	
Natural Gas	20,410	MWh	3,754.7	n/a	521.9	4,276.6

CALCULATED tCO₂ EMISSIONS
(CATEGORIES 1 & 3) FROM NATURAL GAS



* The direct and indirect CO₂ emissions (Categories 1, 2 & 3) have been calculated separately for each category, based on the country's carbon coefficient and according to the formula $E = A \times EF \times (1-ER/100)$ where: E = emissions, A = activity rate, EF = emission factor, ER = overall emission reduction efficiency, %

** Y-LOGIMED is not included.

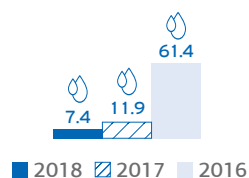


Consumption
Measures per
Energy Source

Heating Oil

Oil consumption at all HYGEIA Group hospitals is quite low, as it is used mainly as an auxiliary power source (only used to power the gensets in the event of a power failure).

HEATING OIL CONSUMPTION (MWh)

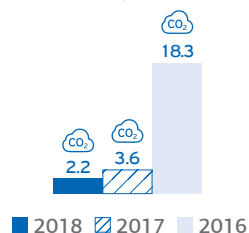


The following table lists the total air emissions for each category from the annual consumption of heating oil for Y-LOGIMED, which are very low (2.2 tn CO₂ for 2018).

EMISSIONS SOURCE	CONSUMPTION		ANNUAL EMISSIONS* (TONS OF CO ₂ EMISSIONS / YEAR)			TOTAL EMISSIONS (TONS OF CO ₂ EMISSIONS / YEAR)
			ΚΑΤΗΓΟΡΙΑ ΡΥΠΩΝ 1	ΚΑΤΗΓΟΡΙΑ ΡΥΠΩΝ 2	ΚΑΤΗΓΟΡΙΑ ΡΥΠΩΝ 3	
Heating Oil	7.4	MWh	1.84	n/a	0.4	2.2

* The direct and indirect CO₂ emissions (Categories 1, 2 & 3) have been calculated separately for each category, based on the country's carbon coefficient and according to the formula $E = A \times EF \times (1-ER/100)$ where: E = emissions, A = activity rate, EF = emission factor, ER = overall emission reduction efficiency, %

CALCULATED tCO₂ EMISSIONS
(CATEGORIES 1 & 3) FROM HEATING OIL



Emissions from Transport

The HYGEIA, MITERA and LETO ambulance fleet consists of 4 ambulances that run on a hybrid LPG/petrol system and 2 that run on diesel. Leased private vans are used to transfer employees to and from their place of work at the beginning and the end of their shifts, towards different directions. This facilitates the employees, ensures easier access to work and protects the environment, due to the reduced traffic burden on surrounding areas.

Based on the annual mileage of the LETO Hospital and Y-LOGIMED vehicles, the total carbon dioxide (CO₂) emissions are calculated as follows:

EMISSIONS SOURCE	MILEAGE		ANNUAL EMISSIONS* (TONS OF CO ₂ EMISSIONS / YEAR)			TOTAL EMISSIONS (TONS OF CO ₂ EMISSIONS / YEAR)
			CATEGORY 1 EMISSIONS	CATEGORY 2 EMISSIONS	CATEGORY 3 EMISSIONS	
Vehicles	613,686	km	278.9	n/a	66.3	383.7

* The direct and indirect CO₂ emissions (Categories 1, 2 & 3) have been calculated separately for each category, based on the country's carbon coefficient and according to the formula $E = A \times EF \times (1 - ER/100)$ where: E = emissions, A = activity rate, EF = emission factor, ER = overall emission reduction efficiency, %



Emissions
from Transport





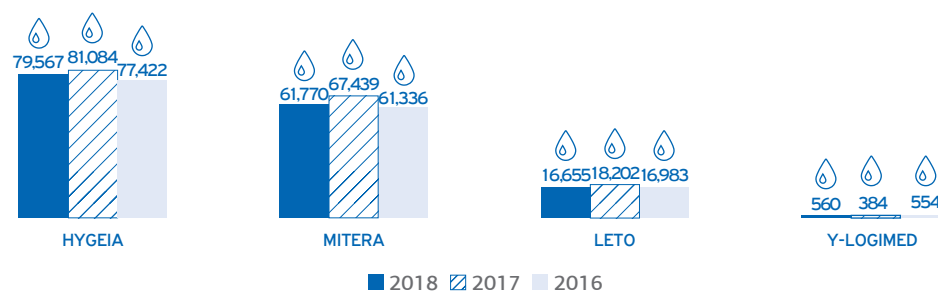
Water
Consumption

Water Consumption

The HYGEIA Group hospitals use water from their local public water supply networks. Based on the measurements, consumption for all Group hospitals is depicted in the figure below.

2018 WATER CONSUMPTION	HYGEIA	MITERA	LETO	Y-LOGIMED
Water consumption from water supply networks (m ³)	79,567	61,770	16,655	560
Water consumption from water supply networks (lt per bed-day)	1,132	713	1,357	-

WATER CONSUMPTION (m³)



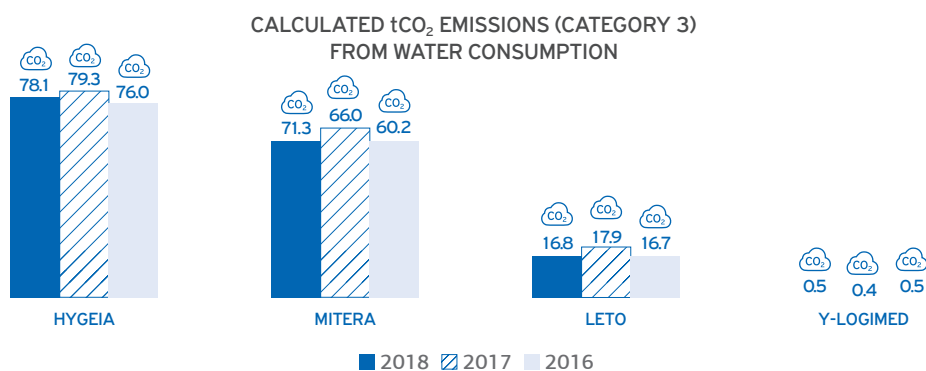
In 2018,
HYGEIA Group reduced
its water consumption
by 8,150 m³

- To ensure continuous water supply, HYGEIA and MITERA have a network of reservoirs for temporary storage of water. This ensures autonomy in the water supply of their facilities in case there is an interruption to the water supply network.
- To save water as well as electricity, a discharge line protection system has been installed on the central water pipe used to fill the four cooling towers at HYGEIA. A conductivity controller has also been supplied to regulate blow-down water. This action was concluded by the end of 2018 with the installation of an automated system in each cooling tower to regulate the water volume. Subsequently, the relevant savings in the HYGEIA water consumption will start becoming evident within 2019.

According to international studies, a large quantity of energy is consumed for the supply, processing and use of water in large urban centers, which means that developing programs to reduce its use may also lead to a significant drop in energy consumption and greenhouse gas emissions. Based on these water consumptions, the total carbon dioxide (CO₂) emissions are as follows:



EMISSIONS SOURCE*	CONSUMPTION		ANNUAL EMISSIONS* (TONS OF CO ₂ EMISSIONS / YEAR)			TOTAL EMISSIONS (TONS OF CO ₂ EMISSIONS / YEAR)
			CATEGORY 1 EMISSIONS	CATEGORY 2 EMISSIONS	CATEGORY 3 EMISSIONS	
Water	158,552	m ³	n/a	n/a	155.6	155.6



* The calculation for CO₂ emissions only involves indirect emissions (Category 3) and has been based on a carbon coefficient of 0.344 (kgCO₂/m³) for water supply and 0.708 (kgCO₂/m³) for sewage and wastewater treatment.

Source: Carbon Trust



Annual Air Emission (CO₂) Report per Source

The energy (natural gas, electricity and heating oil) and water consumptions, as well as the estimated air emission productions equivalent to carbon dioxide (CO₂) for each energy type and category of emissions are listed below.

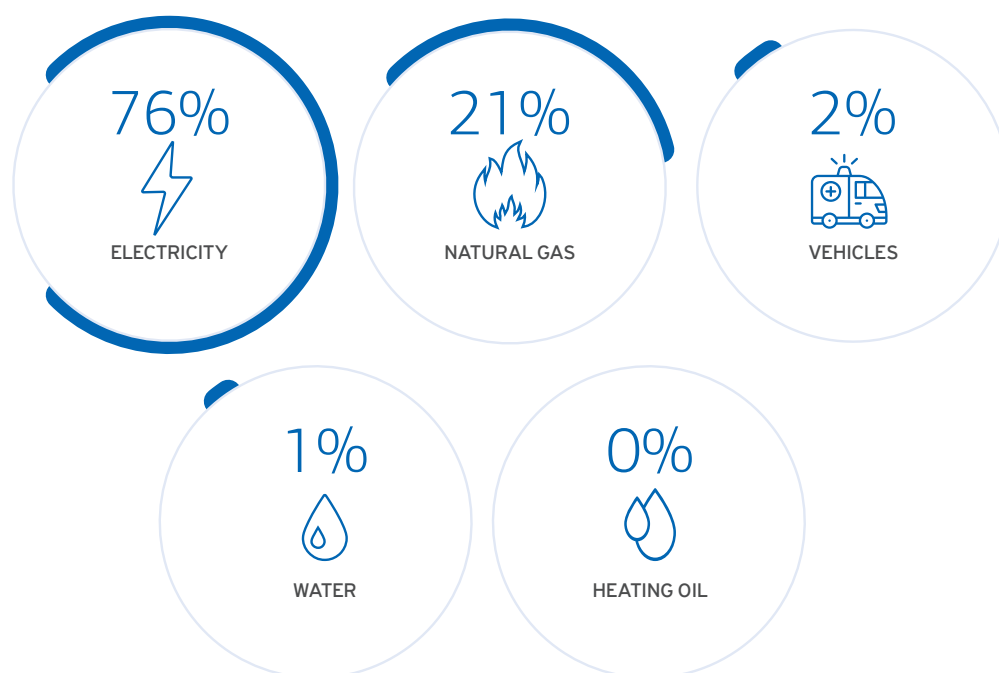
TOTAL CONSUMPTIONS FOR THE GROUP	EMISSIONS SOURCE	CONSUMPTION	ANNUAL EMISSIONS* (TONS OF CO ₂ EMISSIONS / YEAR)			TOTAL EMISSIONS (TONS OF CO ₂ EMISSIONS / YEAR)
			CATEGORY 1 EMISSIONS	CATEGORY 2 EMISSIONS	CATEGORY 3 EMISSIONS	
	Natural Gas*	20,410 MWh	3,754.7	n/a	5,21.9	4,276.6
	Heating Oil**	7,462 MWh	1.8	n/a	0.4	2.2
	Electricity	21,815 MWh	n/a	13,634.1	1,520.3	15,154.5
	Water	158,552 m ³	n/a	n/a	155.6	155.6
	Vehicles	613,686 km	278.9	n/a	66.3	383.7
	Total		4,035.5	13,634.1	2,264.5	19,972.6

* Y-LOGIMED is not included.

** Only Y-LOGIMED is included.

The direct and indirect CO₂ emissions (Categories 1, 2 & 3) have been calculated separately for each category, based on the country's carbon coefficient and according to the formula $E = A \times EF \times (1-ER/100)$ where: E = emissions, A = activity rate, EF = emission factor, ER = overall emission reduction efficiency, %

The total production of carbon dioxide (CO₂) in percentage (%) per energy type and the total consumptions for HYGEIA Group in combination with the total annual air emissions (CO₂) are broken down in the following diagrams.

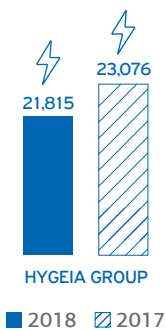


Note that during 2018, HYGEIA Group managed to significantly reduce its electricity and water consumption and, subsequently, its total air emissions (CO₂) compared to 2017.

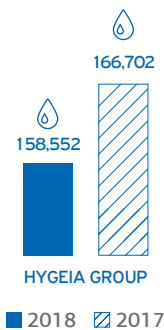
Specifically, electricity dropped by 1,260 MWh and 876 tons of CO₂, while water consumption dropped by 8,150 m³ and 8.0 tons of CO₂.

The annual electricity (MWh) and water (m³) consumptions are presented in the diagrams below.

ELECTRICITY CONSUMPTION (MWh)



WATER CONSUMPTION (m³)



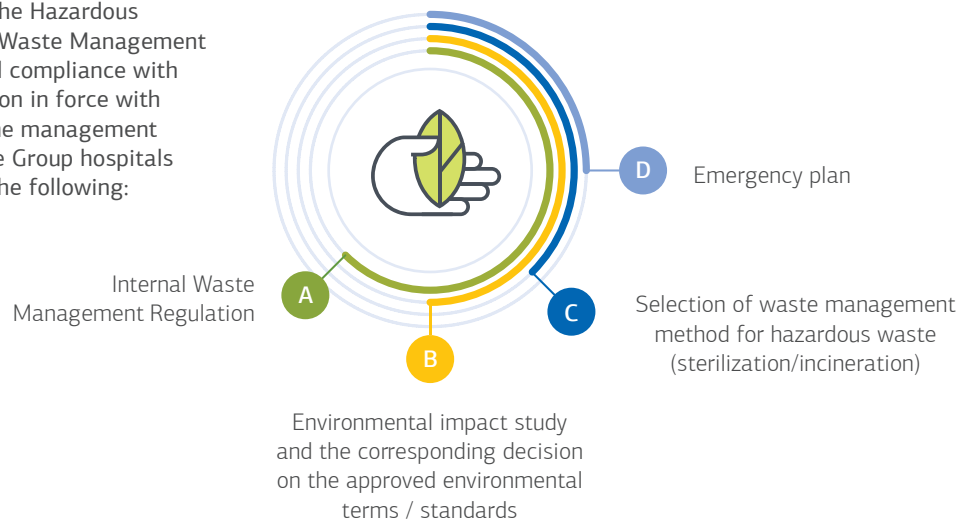


Hazardous Materials & Waste Management

Hazardous Materials & Waste Management

Large quantities of medical, chemical or even radioactive waste are generated as a result of the health-care services provided at all Group hospitals, as is the case with every state-of-the-art medical facility. The Group's key priority is to ensure environmentally responsible and proper management of these materials and waste. To this end, the Group implements a special Hazardous Materials & Waste Management Plan, per hospital. The Hazardous Materials & Waste Management Plan includes the procedures that must be in place for handling, storing, transporting and disposing the hazardous substances and waste produced during the operation of the hospitals and departments.

Apart from the Hazardous Materials & Waste Management Plan, and full compliance with the legislation in force with respect to the management of waste, the Group hospitals also see to the following:



Note that all Group hospitals have dedicated areas for temporary storage of waste for incineration/sterilization, as well as dedicated areas for recyclable materials. All these are complemented by continuous training of all employees in all the hospitals on proper management of special waste and sharps.

Approved Internal Waste Management Regulation for HYGEIA, MITERA and LETO

All the HYGEIA Group hospitals pledge to contribute significantly to the extensive efforts expended in Greece to reduce waste production and to increase its recovery. In this context, it cooperates with the competent authorities and implements all the provisions of the relevant legislation. They aim at sound waste management and at the ongoing improvement of their facility efficiency, so as to reduce waste production and maximize waste recovery. HYGEIA, MITERA and LETO also have an approved Internal Waste Management Regulation.

Management Procedures & Methods

The procedures and methods for managing hazardous materials and waste at HYGEIA Group have been designed to ensure that:

- ✓ Public health is safeguarded effectively.
- ✓ Transmission of infections within the hospital and the community is eliminated.
- ✓ People handling the waste are protected from accidental injury.
- ✓ Transmission of infections among the health employees handling the waste is eliminated.
- ✓ Hazardous materials (toxic, chemical and radioactive substances) are handled properly.

Main Categories of Waste

The main categories of waste produced by the activities of the HYGEIA Group hospitals are:

Hazardous Health Unit Waste (HHUW)

Purely Infectious Hazardous Waste (PIHW): This type of waste must be collected and disposed of according to special requirements so as to avoid infection. This waste (such as needles, syringes, blades and surgical scalpels) may contain pathogens (bacteria, viruses, parasites or fungi) in concentrations or quantities that may cause diseases. PIHW is disposed of in durable yellow bags within special hospital boxes that meet certain specifications. PIHW is first sterilized and then disposed of in sanitary landfills close to where it was produced.

Sharps Waste: Sharps waste is disposed of in durable perforation-resistant containers with lid and special red and yellow marking regarding their content, which also carry the biological hazard symbol.

Mixed Hazardous Waste (MHW): It is contaminated waste that also manifests one or more hazardous traits (e.g. toxic, ecotoxic, carcinogenic, etc.). It may include slides, anatomic waste from the anatomic pathology labs or waste from departments where chemotherapy is performed. MHW is collected close to the areas where it is produced. It is placed in bags within cardboard boxes, which are then placed in a special external red bag carrying the infectious and toxic symbol. MHW is first incinerated and depending on the type of waste, the ash is sent abroad for proper management.

Other Hazardous Waste (OHW)

Pharmaceutical Substances: Expired pharmaceuticals in intact packaging are returned to the Pharmacy, which then returns them to the pharmaceutical companies that supplied them. Expired pharmaceuticals in opened packages are disposed of in accordance with the legislation in force.

Liquid Lab Waste: Purely infectious liquids undergo viral load neutralization (chlorination). They are then dropped in special washbasins and collected in a special tank, where they undergo pH regulation treatment, before being discharged in the sewer network. Other liquid waste – which may include either a mixture of substances produced by chemical reactions of biological material and reagents or a pure chemical substance – is collected in specially marked certified receptors. From there, it is first incinerated and then sent abroad for proper management.

All procedures, methods and actions carried out within HYGEIA Group with regard to hazardous material and waste management are implemented after careful planning and staff training, as they involve sorting urban from hazardous waste, which requires special treatment (incineration and sterilization), in accordance with the legislation in force.



Hazardous
Materials
& Waste
Management

Radioactive Waste

Radioactive hospital waste includes solids or liquids that contain radioisotopes, and originates from lab analysis or from diagnostic and therapeutic procedures. Management of radioactive waste in the HYGEIA Group hospitals is a demanding procedure and must be performed based on the legislative framework for radioactive waste.

Metals and heavy metals (lead, mercury, etc.)

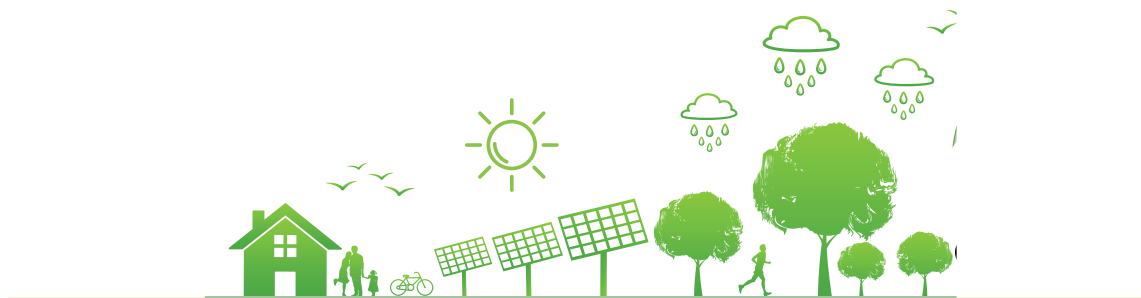
Mercury pressure monitors or thermometers are not used in the Group hospitals, while any metals are reused internally.

HAZARDOUS WASTE
PER CATEGORY MANAGEMENT METHOD
(quantities in tn)



Vacuum Pump Discharge Oil and Engine Oil

Vacuum pump discharge oil, as well as engine oil, is collected in a durable container marked as USED LUBRICANT COLLECTION TANK, as it requires special treatment, and is collected by a suitably accredited company.



Grease and Cooking Oils

Grease is collected in a grease trap installed in the hospital. Used cooking oil is temporarily stored in jars and is collected regularly for recycling by a licensed recycling company.

Old Retired Equipment

The equipment is removed and is either donated, recycled or destroyed, depending on its type (computers, furniture, medical equipment, etc.).

Used Batteries

With regard to used batteries, HYGEIA, MITERA and LETO have entered into an agreement with licensed battery-recycling companies, both for domestic-type batteries and for open and closed-cell batteries (UPS and motor engines). Domestic-type battery recycling tubes are located in various areas around the hospitals for staff and visitors. The batteries are temporarily stored in containers in specific areas within the hospitals, before they are picked up by licensed companies.

Electrical & Electronic Equipment

There are containers in place at HYGEIA, MITERA and LETO hospitals for disposal of electrical and electronic equipment, which is then collected by licensed companies. The same applies for fluorescent lamps, incandescent light bulbs and printer waste (ink, toner). Note that during 2018, HYGEIA, MITERA and LETO delivered 1,480 laserjet ink containers for collection, weighing 1,783 kg.



OTHER HAZARDOUS WASTE
PER CATEGORY MANAGEMENT METHOD
(quantities in tn)





Hazardous
Materials
& Waste
Management

Package Recycling

Y-LOGIMED and MITERA Hospital perform regular package recycling and have entered into a contract with the Hellenic Recovery Recycling Corporation and licensed waste management companies. An aluminum and plastic recycling program is also in place at MITERA Hospital.

Recycling of Paper and Other Materials

As part of the Group's commitment to protect the environment and limit our environmental footprint, the hospitals launched and implement a cardboard recycling program since October 2010.

More specifically, MITERA works with a paper and aluminum recycling company. For this reason, there are special recycling containers in place around the hospital. The materials collected in these containers are taken to the recycling press by hospital staff. The recyclable materials are then collected by an associated company for sorting and further management. This way, MITERA has a very high recycling rate, not just for paper, but also for plastic (e.g. water bottles) and aluminum packaging (e.g. kitchen waste).

As of 2010, an associated NGO has been systematically collecting cardboard packaging, paper from shredders within the HYGEIA hospital departments, destroyed files and documents marked for recycling. A special cardboard baler is used for all packaging within a dedicated storage area.

During 2018, the 3 HYGEIA Group hospitals recycled around 77 tons of paper and cardboard, with LETO Hospital recycling 43.37 tons in its first year. Collection of materials for recycling or management is carried out in collaboration with a company that has open collection bins and the quantities collected are recorded monthly.

NON-HAZARDOUS MATERIALS FOR RECYCLING* (quantities in tn)	HYGEIA			MITERA			TOTAL		
	2018	2017	2016	2018	2017	2016	2018	2017	2016
Paper***	33.32	81.33	100.76	0.12**	55.15	53.91	33.44	136.48	154.67
Plastic	0.98	3.47	1.89	0.00**	0.92	0.27	0.98	4.39	2.16
Glass	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Metal	2.55	0.19	6.65	0.00	0.50	1.47	2.55	0.69	8.12
Wood	11.87	3.34	4.59	0.00	0.00	0.00	11.87	3.34	4.59
Building materials	15.57	0.34	5.56	0.00	0.00	0.00	15.57	0.34	5.56
Total	64.29	88.67	119.45	0.12	56.57	55.65	66.41	145.24	175.10

* LETO Hospital is not included.

** The deviation in the quantities of paper, plastic and metal recycled by MITERA Hospital is due to non-availability of the relevant information from the licensed waste management company.

*** The large quantities of paper for HYGEIA Hospital for the years 2016 and 2017 are due to the destruction of large quantities of files, which were recycled.





Business Model & Ethical Corporate Governance

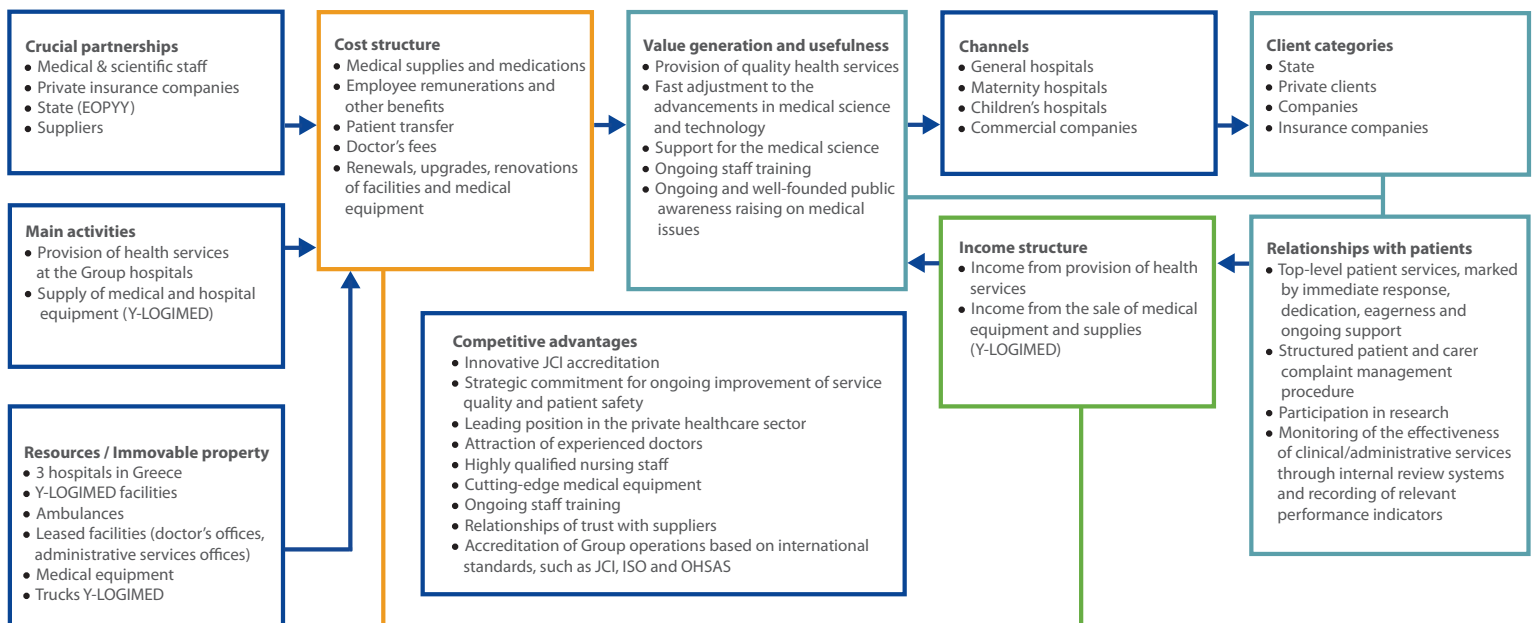
UN Sustainable Development Goals



Responsible operations in every aspect of its activities is a priority for HYGEIA Group, which offers quality healthcare services to successfully meet the demands and expectations of patients and their relatives. Driven by responsibility and a continuous improvement mentality, the value of the Group is reinforced constantly for all stakeholders, through its governance and strategic development.

Group Business Model & Strategic Development

With its vision being to provide quality healthcare services and to maintain its leading position in the healthcare sector globally, the Group aspires to continue developing innovative services, with consistency and a deep sense of responsibility. As reflected in the business model it has adopted, the provision of quality healthcare services is the main source of value for the organization. The HYGEIA Group business model is outlined below:



* Business Model Generation by Alexander Osterwalder & Yves Pigneur

The Corporate Governance Principles adopted by DTCA HYGEIA SA comply with the legislation in force, the best international practices, as well as the provisions of the Code of Medical and Scientific Ethics and Conduct.



The absolute priority of HYGEIA Group is the long-term interest of its stakeholders. Keeping a close watch on the financial environment of the country, it focuses on introducing added-value services, investing in cutting-edge technology and offering innovative services in niche markets, all the while endeavoring to provide top healthcare services, with a deep sense of respect for people, the society and the environment. The Group's strategic priorities are:

Strategic Priorities

- ✓ To provide premium quality services & invest in cutting-edge technology.
- ✓ To assess and address risks.
- ✓ To respect the environment and the needs of society.
- ✓ To operate driven by the long-term interests of stakeholders.

We focus on ensuring the healthy financial structure of the Group, improving working capital management, balancing the cost structure with anticipated income and maximizing the potential of synergies within the Group, so that it may further strengthen its financial position.

Financial Results

In the current economic climate, with the anticipation that the growth rate of the Greek economy will be strengthened, so as to ensure economic growth and business confidence, HYGEIA Group is fully responding to the challenges and for yet another year, is continuing to record remarkable operating profitability, validating that it successfully rose to the major challenges of the sector and implemented the strategic choices of the Management efficiently.

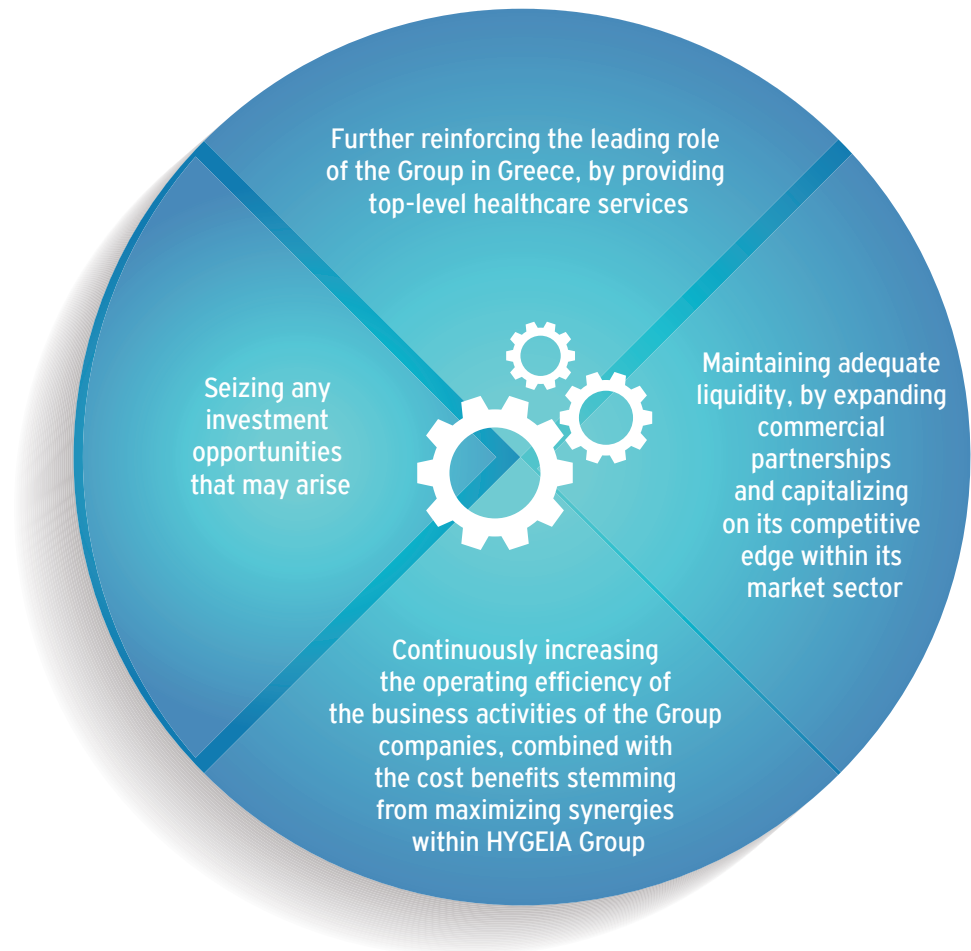
GROUP FINANCIAL FIGURES

FINANCIAL FIGURES (amounts in € '000)	2018	2017	2016
Total revenue (turnover)	217,388	205,972	205,891
Operating profit	23,267	19,025	15,353
Operating cost	198,510	191,818	194,194
Payments to capital providers	22,052	18,799	13,703
Earnings / (Losses) before taxes	16,499	9,557	1,946
Net earnings / (losses) after taxes	18,903	(1,696)	760
Equity	138,204	120,853	120,703
Total investments	10,851	6,648	4,959
Total assets	290,322	293,784	339,274



Detailed information regarding the prospects and the development of HYGEIA Group are included in the 2018 Annual Report and the 2018 Annual Financial Report of HYGEIA Group (see www.hygeia.gr > Investors).

Through monitoring the developments and using the experience of its successful management of the prolonged crisis, the HYGEIA Group Management assesses the existing conditions using forecasts, evaluates all future investment and operating needs, and immediately adjusts its business plan, with the aim of maintaining and increasing the operating performance of the Group companies, by limiting operating costs, expanding its client base and maximizing synergies within the Group. In the near future, the core of the HYGEIA Group strategy consists of:



Detailed information on the financial risks of the organization is outlined in the Description of Internal Controls & Risk Management section of this Report, while information on non-financial risks is included in the following sections, per Group Corporate Responsibility axis.

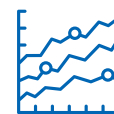
Risk Management

HYGEIA Group has identified the defining factors that contribute towards efficient management of the risks it is exposed to. In this context, it has developed and implements management systems in significant sectors of its activities. In addition, it has developed an integrated Risk & Emergency Management Plan to systematically and responsibly manage a wide range of internal and external adverse events that may potentially affect the smooth operation of the hospitals.

Transparency & Anti-Corruption Policy

Given that the Group has signed the 10 Principles of the UN Global Compact, it voluntarily complies with them. In the context of respecting the 10th principle, which pertains to boosting transparency and combating corruption, we pay special attention within the Group to implementing prevention actions on matters of transparency and corruption, aiming to meet the needs of our stakeholders.

To this end, apart from applying the Corporate Governance Code, the Group has drawn up and applies a Code of Ethics and Conduct, based on the Code of Medical Ethics and the Greek legislation in force. This Code provides strict guidelines for complying with the rules of conduct, within and outside the organization, for example, in relation to its patients, suppliers and other Group stakeholders. The Code of Ethics and Conduct essentially covers issues that are related to an autonomous policy for combating corruption.



We pledge to responsibly communicate with the shareholders and the investor community, in accordance with the Principles of Good Corporate Governance.

Investor Relations Department

The Group's Investor Relations Department provides prompt, valid, clear and transparent information about the Group's financials, corporate developments, strategy and objectives, ensuring equal information for all shareholders within the investor community. The Investor Relations Department promotes and supports best corporate governance practices:

- It provides timely, credible, accurate, direct and equal access to information to Company shareholders and the investment community in general on issues relating to the Company.
- It ensures fair and equal treatment of shareholders and assists them in exercising their rights.
- It ensures the Company's ongoing compliance with legislative and regulatory provisions.
- It is responsible for communicating with the Athens Exchange and the supervisory authorities.
- It is responsible for keeping the shareholding structure.
- It complies with regulatory requirements and informs investors by communicating all the necessary disclosures and announcements of transactions.
- It organizes the General Meeting, in line with the legislation in force.

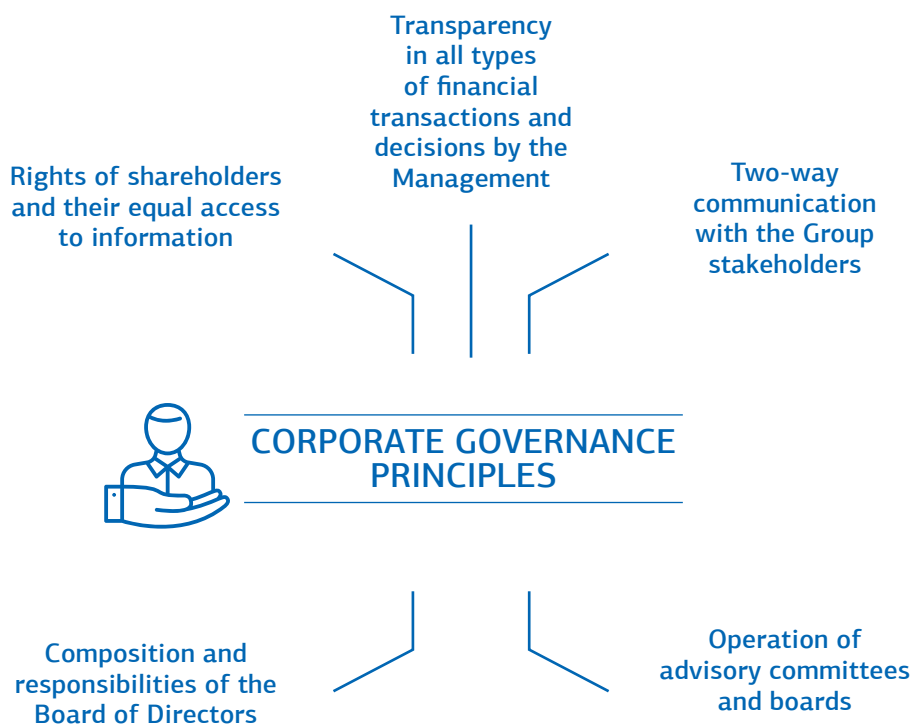
General Meeting of Shareholders

The Company must ensure that the General Meeting of shareholders is prepared and held in a manner that shall facilitate the shareholders in effectively exercising their rights. Shareholders must be fully informed on all issues pertaining to their participation in the General Meeting, including the items on the agenda and their rights during the General Meeting. The Company shares are registered, dematerialized and indivisible. Each share has one voting right at the General Meeting. The shareholder rights stemming from the share are proportionate to the percentage of ownership the share represents. HYGEIA's shareholding structure is outlined in the section "The Share".

Corporate Governance at HYGEIA Group

At HYGEIA Group, proper implementation of the Corporate Governance Principles is pivotal, both for ensuring sustainable development of the Group companies, and for safeguarding and serving the legitimate interests of all Group stakeholders. In the context of applying these principles, the Group has been developing and implementing procedures that also contribute to ethical Corporate Governance, promote corporate recognition and reinforce the confidence of both the investors and the medical community.

The Corporate Governance Principles applied by the Group are in line with the legislation in force and have also been adopted by the European Union member states. These determine:



Given that at HYGEIA Group, ethical governance has been incorporated in the company values, ethics, transparency, open communication, responsibility and equal access to information, this reinforces diversity in the Boards of Directors of the Group companies, as the key element in meeting its strategic targets and boosting its growth.

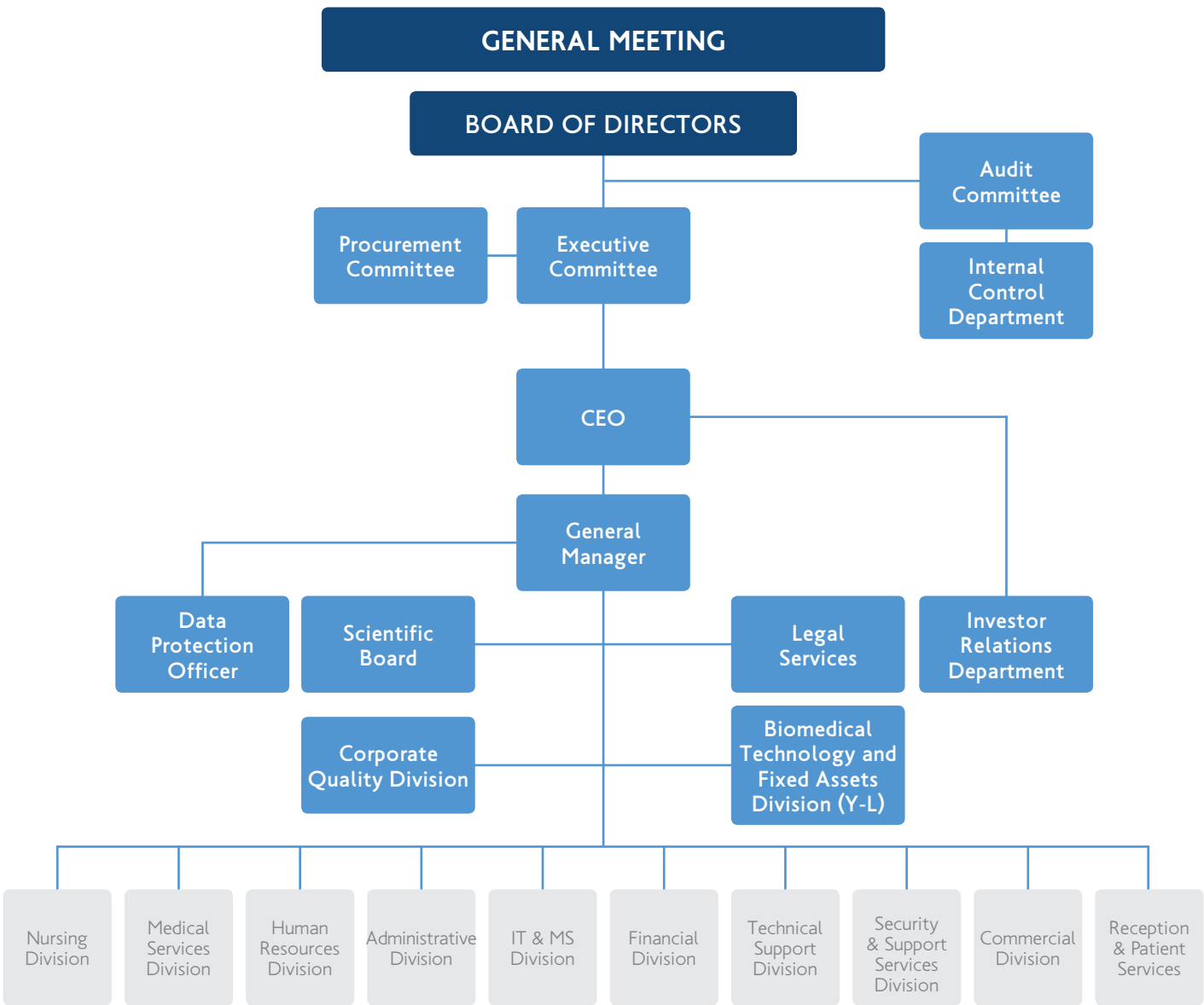
This diversity is based on various criteria, including gender, age, cultural and educational background, professional experience, skills, knowledge and years of employment, focusing on meritocracy. The Group is also committed to offering equal opportunities to all employees and is bound against any form of discrimination.

In addition, parent company DTCA HYGEIA SA has voluntarily adopted and implements a Corporate Governance Code. In preparing the Code, it took into account the Hellenic Corporate Governance Code, drawn up by the Hellenic Corporate Governance Council (HCGC), along with the widely accepted Corporate Governance best practices that apply in the EU member states.



The Corporate Governance Code is posted on the HYGEIA website: www.hygeia.gr.

CORPORATE GOVERNANCE SYSTEM – DTCA HYGEIA STRUCTURE



Board of Directors

The Board of Directors is the advocate of the Corporate Governance Principles. Its structure and responsibilities are recorded in the Articles of Incorporation of DTCA HYGEIA SA (hereinafter the “Company”). The Board of Directors is responsible for formulating the corporate strategy and generally inspecting the operation of the Company, with the aim of maximizing the Company’s value and safeguarding the rights of shareholders and stakeholders in general. The Board of Directors represents and manages the Company, and principally designs its strategy and growth policy, while auditing and directing the management of the Company’s assets.

The Board of Directors consists of executive, non-executive and independent members. The capacity of all Board members is determined by the Board of Directors.

Compliance with the legislation, the Internal Operation Regulation, the Employment Regulation, the Code of Ethics and Conduct, as well as all the Regulations the Management has established in the context of ethical Corporate Governance is very important for HYGEIA Group. The management teams of each Group company set regulatory compliance as a priority, especially due to their operations being governed by the principles of integrity, transparency, fairness, professionalism, team spirit and respect to regulations. Driven by this approach:

- The Board of Directors shall consist of a majority of Non-Executive Members.
- An Executive Committee shall be formed as a Body to assist the Board of Directors.
- A Central Procurement Committee shall be formed with the aim of offering efficient, centralized and transparent management of supplies.
- The Corporate Governance Principles adopted by DTCA HYGEIA SA comply with the legislation in force, the best international practices, as well as the provisions of the Code of Medical and Scientific Ethics and Conduct.

Pursuant to Article 9 of the Articles of Incorporation, DTCA HYGEIA SA is governed by a 13-member Board of Directors, as outlined below (as at 31/12/2018):

Athanasios Papanikolaou	Chairman/Non-Executive Member
Georgios Politis	Vice-Chairman/Non-Executive Member
Andreas Kartapanis	CEO/Executive Member
Dimitris-Eleftherios Mantzavinos	Executive Member
Konstantina Psoni	Executive Member
Dimitrios Syrmis	Non-Executive Member
Sergios Stampoulous	Non-Executive Member
Panagiotis Throuvalas	Non-Executive Member
Spyridon Kalakonas	Non-Executive Member
Sratis Pattakos	Non-Executive Member
Georgios Zacharopoulos	Non-Executive Member
Nikolaos Damaskopoulos	Independent Non-Executive Member
Athanasios Christopoulos	Independent Non-Executive Member



The Board composition for each Group company is listed in the section dedicated to each individual company. Brief CVs of the HYGEIA Board members:

Athanasios Papanikolaou

Chairman/Non-Executive Member

He is a graduate of Varvakeios High School, and studied Economics at the Management and Business Administration Department, Athens University of Economics, specializing in Marketing. He also holds an MSc in International Management from INSEAD Business School in Paris. He has broad experience in retail, as well as in organizing and managing large corporations. He served as General Manager at Continent Hellas (Carrefour), working in France and Greece for 8 years. He also served as CEO at VENETIS Company for 3.5 years. He then became General Manager (2001-2007) and later CEO (2007-2011) at EVEREST Group. Since 2011 he has been serving as CEO of the VIVARTIA Catering Division (Goody's, Everest & Olympic Catering). He is Chairman of the Association of Branded Catering Chains (SEPOA) and a member of the Greek Tourism Confederation (SETE). He is the CEO of MIG and holds the position of CEO of VIVARTIA Group. He speaks English and French. He is married and has two daughters.

Georgios Politis

Vice-Chairman/Non-Executive Member

He is a graduate of the Thessaloniki University Medical School. He specialized in Obstetrics and Gynecology at the Alexandra Hospital University Clinic, where he was employed until 1986. He was appointed Lecturer at Athens University in 1987. He also specializes in endoscopic surgery. He has been working at MITERA Hospital since 1986.

Andreas Kartapanis

CEO/Executive Member

He is a graduate of the Management and Business Administration Department, Athens University of Economics. From 1983 to 2001, he worked as a Sales Manager and a Financial Director in the private sector. From 2001 to 2003, he was the Director at Sismanogleio Hospital and from 2003 to 2005 the Director at Evangelismos Hospital, the largest public hospital in Greece. From 2005 to 2008, he was the General Manager of a clinic in Palaio Faliro owned by the Athens Medical Group. He has been working at HYGEIA SA since February 2008.

Dimitrios-Eleftherios Mantzavinou

Executive Member

He holds an MBA from Aston University (1994), specializing in Finance, and has been a member of the Association of Chief Executive Officers since 2009. He started his career in 1991 at the SCA Group. In 1994, he worked for a short period for the EUROFIN consulting firm. From 1995 to 1998, he joined Alpha Bank, where he worked at the Treasury Department, as Derivative Products Manager of the Credit Division. He then worked at Sigma Securities SA for two years, as Manager of the Corporate Finance Division. In April 2000, he joined the Investment Bank of Greece, initially as an Investment Banking Officer, while a year later he moved to the Business Loans Division as an Account Officer. In 2006, he undertook the management of the Small and Medium Sized Enterprise (SME) loan portfolio at Marfin Group and in 2007 he became the Section Head of the Business Loan Division at Marfin Egnatia Bank. From January 2008 to April 2012, he was the CEO of Marfin Leasing and he sat at the Boards of Directors of Marfin Popular Bank Group subsidiaries, as an executive member. In May 2012, he became the CFO of HYGEIA Group.

Konstantina Psoni

Executive Member

She has graduated from the Panteion University Economic & Regional Development Department. She has been working at HYGEIA Hospital since 2001, holding a position in the Patient Accounts Department for the period 2005-2008, while she occupied the position of Administrative Division Supervisor since March 2010. She became Administrative Division Director in May 2012, while she was appointed General Manager of HYGEIA Hospital in October 2015.

Dimitrios Syrmis

Non-Executive Member

He took over as CFO/COO at Hellenic Healthcare Group in March 2017. He has extensive experience, spanning over 26 years, in managing healthcare corporations, in various posts. During his professional career he has worked in the most renowned hospitals in Greece, including the Onassis Cardiac Surgery Center, Metropolitan Hospital, Iaso and HYGEIA, as an executive or an advisor. He holds a degree

in Applied Mathematics from Aristotle University of Thessaloniki, an MSc in Industrial Programming Technology from Sheffield University, UK, and an MBA from Strathclyde Graduate Business School, Strathclyde University, UK.

Sergios Stampoulous

Non-Executive Member

He is a lawyer. He graduated from Anavryta High School and studied Law at the Democritus University of Thrace School of Law. He holds an LLM (Masters in Law) in International Commercial Law from the University of Kent, Canterbury, UK. He has been a member of the Athens Bar since 1999 and he is a Senior Associate at Bachas, Grammatidis and Associates law firm. He has been heading the Metropolitan Hospital Legal Department since 2003 and the Hellenic Healthcare Group Legal Department since 2017. He has sat on the Board of various companies, healthcare-related and not. He has been a Board member at the Hellenic Association of Clinics since 2007, currently holding the position of Chairman, while in the past he also served as Treasurer and Secretary. He speaks English and French. He is married and has two sons.

Panagiotis Throuvalas

Non-Executive Member

He studied Economics (BA) at the University of Athens and holds an MA in Economics from the University of Manitoba, Canada, having received scholarships from the State Scholarships Foundation (IKY) and the Canadian University. He has been working in the field of Finance and Investments since 1982, having held the position of CFO at Theocharakis Group and member of the Board in many companies, including N.I. Theocharakis SA (commercial company), Teodomi AKTE construction company (Vice Chairman of the Board), Minetta Insurance, Metropolitan Hospital, Marfin Egnatia Bank and many of its subsidiaries. He has participated in devising and implementing business plans, focusing on their financial and operational aspects.

Spyridon S. Kalakonas

Non-Executive Member

He is an Anesthesiologist/Intensivist and a graduate of the Aristotle University of Thessaloniki Medical School. He has been working as an associate physician for DTCA HYGEIA since 1989. In the past, he has served as Director of the ICU and Director of the Anesthesiology Department at the

401 General Military Hospital of Athens. He is currently the Coordinator of the Anesthesiology Department at DTCA HYGEIA.

Efstratios G. Patakkos

Non-Executive Member

He is a Cardiac Surgeon and a graduate of the Faculty of Medicine, National and Kapodistrian University of Athens. He specialized in general surgery both in Greece and in Washington, USA, at Georgetown University Hospital. He then specialized in cardiac surgery and heart transplants at the Washington Hospital Center. He returned to Greece on 1991 and has since been working at DTCA HYGEIA, as coordinating Director of the Cardiac Surgery Sector.

Georgios Zacharopoulos

Non-Executive Member

He holds a degree from the Sapienza University of Rome Medical School, an MSc in Nuclear Medicine from London University, as well as a PhD from the University of Athens Medical School. In 1990, he became an associate physician at the DTCA HYGEIA Ultrasound Department and Cardiac Catheterization Laboratory. Since 1999, he has been the Director of the DTCA HYGEIA Ultrasound Department.

Nikolaos Damaskopoulos

Independent Non-Executive Member

He studied Law at the University of Athens Law School, graduating in 1991. He then attended a postgraduate course at the Athens University Penal Science Department (1996-1997). In 1995, he opened his own law firm in Athens, focusing on Penal Law. He was a Criminal Procedure Professor at the Police Constable School (1995-1997) and the Police Officers' School (1999-2000). He has published articles in the daily press and in legal journals. He has also served as Board member of the Athens Bar Association.

Thanasis Christopoulos

Independent Non-Executive Member

He was born in Athens. He studied Economics, majoring in Management, at the Athens University of Economics and Business. He also holds an MSc in Human Resources from the University of Leicester, UK. He is fluent in English and has attended numerous seminars on management, marketing, leadership and banking products in London, Paris

and Lisbon. From 1983 to 2009, he worked in Banking for the following Greek banks: Ergasias Bank, National Bank of Greece, Eurobank and Emporiki Bank. He reached the position of Deputy General Manager, while he also sat on the Boards of various banking subsidiaries, as a chairman or member. From 2010 to 2013, he was appointed Secretary General of Navigation Safety at the Greek Ministry of

Maritime Affairs and Insular Policy. From 2013 to 2016, he served as Secretary General of Hellenic Ports, Port Policy & Maritime Investments at the Greek Ministry of Maritime Affairs and Insular Policy. He currently holds the position of Chief Investment Officer at NBG Pangaea REIC, a member of the National Bank of Greece Group. He is married and has two children.



Scientific Board & Special Committees

Fully complying with the principles of Corporate Governance, parent company DTCA HYGEIA SA has set up a Scientific Board and special committees, with the aim of gaining the trust of investors and the medical community. Through

their expertise on issues relating to their duties, the special committees and the Scientific Board support the Board of Directors in making the relevant decisions.

Scientific Board

All the HYGEIA Group hospitals have instituted a Scientific Board. This Board is the supreme scientific body of each Hospital and issues decisions on medical/scientific matters. Its main responsibilities include:

- Supervising the general terms for performing medical tasks in the Hospital, including the ethical rules.
- Developing mechanisms for determining actions that improve the quality, efficiency, safety, effectiveness and adequacy of the medical services offered.
- Developing mechanisms for identifying the needs of patients and adopting programs that meet these needs.
- Approving and supervising clinical studies carried out in every Hospital.
- Examining any scientific matter that relates to the aims and operation of the Hospitals.
- Making recommendations to the Board of Directors for organizing scientific conferences, participating in scientific conferences in Greece and abroad, inviting Greek and foreign scientists for lectures, seminars or symposiums, as well as organizing training activities for the Hospital's medical and nursing staff.
- Approving the rules, procedures, guidelines and all the documents that specify the operation of each Hospital's Medical Service, as well as the rights and obligations of the physicians, and guide the medical practice.

The Scientific Board consists of 7 distinguished physicians as follows:

NAME	POSITION
Georgios Zacharopoulos	Chairman
Stylianios Konstantinidis	Vice-Chairman
Ilias Politakis	Secretary
Gerasimos Alivizatos	Member
Georgios Kallimanis	Member
Spyros Mavrantonis	Member
Argyrios Mitsou	Member

Executive Committee

HYGEIA has established a central Executive Committee to assist in the Group's operational efficiency. The objective of the Executive Committee is to systematically develop synergies among the various Group companies, so as to ensure efficiency across the Group operations. The main responsibility of the Executive Committee is to assist the Board of Directors with its mission, by carrying out some of the Board duties, including:

- Providing final recommendations for the budget.
- Establishing and participating in companies valued up to €3,000,000.
- Purchasing fixed assets valued between €1,000,000 and €3,000,000.
- Recruiting and offering raises and benefits to management executives.
- Implementing changes to the organizational chart, and submitting proposals for forming and running various committees.
- Appointing the members of the Procurement Committee.
- Adopting the internal operating procedures of the Procurement Committee, as well as recommending the introduction, amendment or abolishment of other internal operating procedures of the Company.

The Executive Committee consists of 3 to 7 members. Currently (as at 31/12/2018), the Executive Committee consists of the following members:

NAME	POSITION
Athanasios Papanikolaou	Chairman
Andreas Kartapanis	Member
Dimitris-Eleftherios Mantzavinos	Member



Procurement Committee

The establishment of a Central Procurement Committee at HYGEIA is a voluntary initiative of the company, chiefly aiming to safeguard transparency vis-a-vis the shareholders. The HYGEIA Executive Committee appoints three members for the Procurement Committee and also appoints one of them as Chairman. The Committee members' office term is 2 years, with the option of being reappointed. The Committee's task falls within the duties stipulated in its regulation.

The Committee has the following responsibilities:

- Ensure compliance to the procurement procedure framework.
- Submit remarks and proposals for improving the procurement framework within a constantly changing environment.
- Approve or reject chosen suppliers, and make final negotiations with them wherever deemed necessary.
- Ensure fair market value for the goods that fall under its jurisdiction.
- Specify the procurement procedure for implementing complex projects, provided it is deemed necessary.
- Offer advice and exchange opinions on procurement matters.

The Committee consists of 3 members:

NAME	POSITION
Ioannis Andreou	Chairman
Georgios Politis	Member
Dimitris-Eleftherios Mantzavinos	Member

Ethics and Professional Conduct Committee

The DTCA HYGEIA SA Articles of Incorporation stipulate the formation of an Ethics and Professional Conduct Committee. The Committee consists of 3 physicians, with similar qualifications to the members of the Scientific Board, as outlined in the table below.

NAME	POSITION
Platon Kechagias	Member
Michail Sechas	Member
Argyrios Kontaxis	Member

The Committee members serve for 2 years. The Committee aims at implementing rules for practicing medicine, in accordance with the institutional framework in force.

Audit Committee

The Audit Committee must establish whether the Company's internal and external audits are conducted in a legal, efficient and unbiased manner, while also ensuring communication between the auditing bodies and the Board of Directors.

Specifically, its role is to:

- Update the Company's Board of Directors on the results of the mandatory audit, and explain its contribution to the integrity of financial reporting and the role of the Committee in the relevant procedure.
- Monitor the mandatory audit of the separate and consolidated financial statements, monitor the preparation of the financial reports, and submit recommendations or proposals to ensure its integrity.
- Monitor the effectiveness of the internal control systems, and the Company's quality assurance and risk management systems in terms of the financial reporting.
- Review and monitor the independence of the chartered accountants and especially the suitability of the provision of non-auditing services to the Company, in line with the legislation in force.
- Assess the annual auditing schedule of the Internal Control Department.
- Submit proposals to the Board of Directors regarding the selection of certified auditors.
- Ensure that the Company complies with the legislative and regulatory framework in force.

The Audit Committee consists of the following members:

NAME	POSITION
Athanasios Christopoulos	Chairman
Dimitrios Syrmis	Member
Nikolaos Damaskopoulos	Member



We focus on ensuring the healthy financial structure of the Group, improving working capital management, balancing the cost structure with anticipated income and maximizing the potential of synergies within the Group, so that it may further strengthen its financial position.

Internal Control

Internal Control System

The Company constantly strives to upgrade the Internal Control System. The System comprises detailed recorded auditing mechanisms and procedures, which continuously encompass every activity and transaction, and assist in the efficient operation of the Company. The Board members are ultimately responsible for maintaining the Internal Control System, and for monitoring and evaluating its adequacy and efficient implementation. The following bodies are responsible for monitoring compliance with the Internal Control System:



The Audit Committee supports the Board of Directors in performing its supervisory duties, ensuring transparency in corporate activities and meeting the commitments and responsibilities towards its shareholders and the supervisory authorities. It consists of non-executive Board members, who are appointed by the Board of Directors. One of the members serves as Chairman.

Internal Control Department

The Internal Control Department performs independent and objective validation and advisory activity, offering the Company a systematic and structured approach for evaluating and improving the effectiveness of the Internal Control, risk management and Corporate Governance systems. The primary objective of the Internal Control Department is to offer reasonable reassurance to the Management and shareholders that the Company's operating objectives are being attained. In this context, it examines and evaluates the adequacy and effectiveness of the Internal Control System structure, as well as the quality of other mechanisms and systems in achieving the Company's objectives.

The Department reports to the Audit Committee, which is the Internal Control supervisory body. Its head is appointed by the Company's Board of Directors and is an individual with adequate skills and experience. As of September 13, 2007, Mr Gerasimos Belevonis assumed the duties of the Company's Internal Control Director.



Personal Data Protection

At HYGEIA we pledge to safeguard the fundamental rights of citizens and we are held accountable for these to the Hellenic Data Protection Authority. We implement all the fundamental principles regarding the lawfulness of any personal data processing (lawfulness, fairness, transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity and confidentiality, accountability).

We have also informed the citizens who come into contact with the companies of their right to exercise their legal rights (to access, rectify, supplement, erase, restrict, object and receive data). A Data Protection Officer has been appointed by the Group, who continuously reviews the level of protection of the data belonging to anyone coming into contact with the HYGEIA Group companies, and ensures that the Group procedures and structures comply with the requirements of the General Data Protection Regulation (GDPR).

The deviations from key requirements of the Regulation were recorded and analyzed within 2018. A schedule for correcting all findings was implemented immediately, with the aim of reaching compliance.

To this end, HYGEIA Group updated the websites of its companies, adjusting the data processing and cookies policies to the new requirements, and providing the contact details of the Data Protection Officer. Moreover, in the context of raising awareness, a brochure was created for associate physicians, employees and all stakeholders, which describes in detail what constitutes personal and health data and what measures the Group implements to protect them, using strict procedures.

The contractual obligations of all employees, irrespective of employment agreement, were amended in terms of personal data management, and special statements were signed.

Following the implementation of the General Data Protection Regulation, the information sheets of inpatients and outpatients, both adults and minors, were redesigned and introduced across all 3 Group hospitals, outlining the patient data processing context and obtaining the relevant consents to better serve them. The documented training program of both new recruits and targeted groups – such as nurses, doctors and secretarial staff, whose needs are different – has advanced.

With a view to meeting the needs of our clients, while complying with the provisions of the Regulation, we adopted new consent and authorization forms, which assist in the more efficient operation of the Hospital departments. We supervise the security measures in place in the hospital departments and nursing wards daily, as this is where personal data may potentially be accessed by third parties. We have adopted a fully anonymized procedure for ordering consumables and special medical supplies from our suppliers. We have recorded all the companies that carry out data processing for all the HYGEIA Group hospitals and companies, and we have signed personal data processing agreements with them, in line with the legal provisions.

With regard to the IT systems, we carried out a tender to find an associate who will help us update the existing processes and add security measures on top of the existing ones, so that the Group's IT Division will be able to comply with the requirements of ISO 27001 in the immediate future.



At HYGEIA Group, we treat all information about patients, associate physicians and employees with utmost confidentiality and we protect the content of all medical files.

Responsible Procurement Practices

Efficient implementation of the cutting-edge technology and medical practices that apply globally is a priority for the Group. To this end, the vast majority of supplies delivered to HYGEIA Group is linked to technological advancements, and innovative devices and state-of-the-art equipment. For even more efficient and transparent management of supplies, HYGEIA Group has established a Central Procurement Committee, as described in the relevant section above.

Applying procedures for supplies (fixed assets, materials and services) is of major importance for their efficient supervision, management and control. The best practices applied at the Group pertain to all the procurement stages, from the time the need arises, to market research, evaluation and conclusion of the procurement.

Supplier Selection Process

In accordance with the principles of Corporate Governance, HYGEIA Group abides by the principles of transparency, equal treatment and avoidance of discrimination when managing the supply chain. The supplier selection process is based on objective criteria, such as quality and safety of the supplied materials and services, compliance with the legislative frameworks, credit policy of candidate suppliers, as well as credibility and integrity of the suppliers. Specifically, the following factors are taken into account:

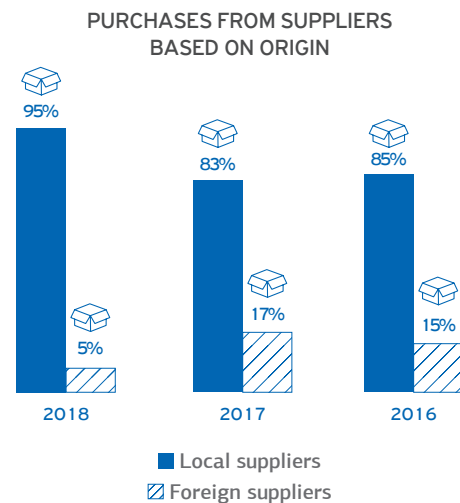
- Evaluation by Nursing Division managers of products to be introduced in hospitals, in line with Group procedures.
- Local market research for goods of similar quality to those used in Greek hospitals.
- Quality certifications (CE, Declaration of Conformity) for all products entering the hospitals, in line with the European directives.
- Quality certifications by suppliers, when stipulated by the legislation in force.
- Selection of the most cost-efficient supplier quotes for the hospitals.

Supplier Evaluation by Y-LOGIMED

Every year, the Quality Department of Y-LOGIMED, in partnership with the corresponding procurement departments of the company, assesses its suppliers, so as to strike the optimal outcome in its partnership agreements, both in terms of quality and efficiency. The Company has developed a special Code of Conduct for Procurements and the Supply Chain, which lays down the specific context of collaboration and the necessary conditions that must be met by all suppliers without exception.

Supporting Local Suppliers

Priority is given to suppliers from the Greek market. As a result, they make up over 80% of all approved suppliers. The Group actively supports the Greek economy, giving priority to Greek suppliers during the selection process, provided they fulfill the necessary requirements.







Independent Limited Assurance Report

To the Board of Directors of DTCA HYGEIA

The Board of Directors of DTCA HYGEIA S.A. (the “Company”) engaged “GRANT THORNTON S.A. CHARTERED ACCOUNTANTS MANAGEMENT CONSULTANTS” (“Grant Thornton”) to review selected data included in the 2018 HYGEIA Group Corporate Responsibility (CR) Report for the fiscal year ended on December 31st, 2018 (“selected data”), in accordance with the Global Reporting Initiative (GRI) Standards (“GRI-Standards”). For the purposes of this Report, the Group encompasses the companies DTCA HYGEIA S.A.; MITERA Private, General, Maternity, Gynecological & Children’s Hospital S.A.; LETO Maternity, Gynecological & Surgical Center S.A.; and Y-LOGIMED S.A. (the “Group”).

Scope

We performed our engagement in accordance with International Standard on Assurance Engagements 3000, 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 2018 CR Report, with regard to:

- The completeness and accuracy of quantitative data and the plausibility of statements related to GRI 102: General Disclosures.
- The “In accordance” – Core adherence related to GRI Standards.
- The completeness and accuracy of Disclosures on Management Approach, which correspond to four (4) material issues (“Covering Healthcare Needs in Remote Areas of the Country”, “Waste”, “Employment” and “Occupational health and safety”).
- The completeness and accuracy of the GRI - Topic specific Standards on the previous four (4) material issues (Disclosures 203-1, 306-2, 401-1, 403-4).

Management Responsibility

The DTCA HYGEIA S.A. Management is responsible for the preparation and presentation of the selected data provided to us, as incorporated in the 2018 HYGEIA Group CR Report, 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 in 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, 2018, as these were included in the 2018 HYGEIA Group CR Report.

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 Company and 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 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 2018 CR Report. Therefore, in the event of any inconsistency in translation between the Greek and English versions, as far as our conclusions are concerned, the Greek version of the Report prevails.
- No work has been conducted on data for previous reporting periods, as well as on data related to forecasts and targets.
- No work has been conducted on anything other than the agreed scope and consequently, our opinion is limited to that scope.

Work conducted

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

- Interviews with executives and key personnel responsible for the relevant information and assumptions.
- Visits to the Group company premises.
- Review and assessment of the processes and controls used to collect, aggregate, validate and report the data;
- Sample tests on collected data, conversion factors and formulas, where required.
- Review of the GRI Content Index, 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 Company and has not participated in the preparation of the HYGEIA Group CR Report.

Conclusion

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

- Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that the quantitative data of the Report that relates to the GRI 102: General Disclosures is incomplete. Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that errors or inaccuracies exist both in the collation of the quantitative data and in the transposition of this data to the Report. Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that errors or inaccuracies exist in the GRI 102: General Disclosures that would significantly affect the ability of stakeholders to extract suitable and valid conclusions for the Group's performance.

- Nothing has come to our attention that would cause us to believe that the Report does not meet the requirements of the “In accordance” – Core option.
- Nothing has come to our attention regarding inaccuracies as to the completeness and accuracy of the Disclosures on Management to the four (4) material aspects under the scope of our engagement.
- Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that the quantitative data of the Report that relates to the 203-1, 306-2, 401-1, 403-4 disclosures on four (4) material aspects of GRI Standards, is incomplete. Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that errors or inaccuracies exist with regard to the aforementioned disclosures both in the collation of the quantitative data and in the transposition of this data to the Report. Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that inaccuracies exist in the aforementioned disclosures that would significantly affect the ability of interested parties to extract suitable and valid conclusions for the Group's performance.

Athens, 8/7/2019

The Chartered Accountant

Panagiotis Christopoulos

CPA (GR) Reg. No.28481



HYGEIA Group Compliance Table to the Greek Sustainability Code



PILLAR	CRITERIA	REFERENCE IN THE REPORT
STRATEGY	1. Strategic Analysis & Action	Corporate Responsibility at HYGEIA Group (p. 109), Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Corporate Responsibility Management (p. 115), Stakeholder Dialogue & Engagement (p. 116), Business Model & Ethical Corporate Governance (p. 215)
	2. Materiality	Information about the Report (p. 106), Corporate Responsibility at HYGEIA Group (p. 109), Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Corporate Responsibility Management (p. 115), Materiality Analysis per Corporate Responsibility Pillar (p. 110)
	3. Objectives	Corporate Responsibility at HYGEIA Group (p. 109), Goal-Setting (p. 124)
	4. Value Chain Management	Administrative Structures & Quality Committees (p. 135), Quality Management of Services (pp. 133-134), Business Model & Ethical Corporate Governance (p. 215)
MANAGEMENT PROCESSES	5. Responsibility	Corporate Responsibility at HYGEIA Group (p. 109), Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Corporate Responsibility Management (p. 115), Stakeholder Dialogue & Engagement (p. 116), Business Model & Ethical Corporate Governance (p. 215)
	6. Rules & Processes	Responsibility for our Patients (p. 127), Quality Management of Services (p. 133), Administrative Structures & Quality Committees (p. 135), HYGEIA Code of Ethics and Conduct (p. 141), Risk & Safety Management of Facilities (p. 168), Health & Safety Committees (p. 168), Hazardous Materials & Waste Management (p. 208)
	7. Recording & Monitoring	Information about the Report (p. 106), Corporate Responsibility at HYGEIA Group (p. 109), Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Corporate Responsibility Management (p. 115), Quality Management of Services (p. 133), Plan-Do-Check-Act (PDCA) Model for the HYGEIA Group Hospitals (p. 133), GRI Content Index (p. 237)
	8. Reward & Incentive Schemes for Sustainable Development	Corporate Responsibility at HYGEIA Group (p. 109), Corporate Responsibility Management (p. 115), Business Model & Ethical Corporate Governance (p. 215), Corporate Governance System – DTCA HYGEIA Structure (p. 221), Board of Directors (p. 222), Transparency & Anti-Corruption Policy (p. 219)
	9. Stakeholder Engagement	Corporate Social Responsibility at HYGEIA Group (p. 109), Stakeholder Dialogue & Engagement (p. 116), Dialogue & Cooperation in Action (p. 117)
	10. Innovation & Product Management	Responsibility for our Patients (p. 127), HYGEIA Group Certifications (p. 132), Administrative Structures & Quality Committees (p. 135), Investments in Cutting-Edge Technology (p. 130), Facility Upgrades & Implementation of Innovative Technologies (p. 198)

PILLAR	CRITERIA	REFERENCE IN THE REPORT
ENVIRONMENT	11. Use of Natural Resources	Caring for the Environment (p. 195), Energy Consumption & Air Emissions (p. 196), Water Consumption (p. 204)
	12. Resource Management	Caring for the Environment (p. 195), Energy Consumption & Air Emissions (p. 196), Water Consumption (p. 204), Hazardous Materials & Waste Management (p. 208)
	13. Air Emissions & Climate Change	Caring for the Environment (p. 195), Energy Consumption & Air Emissions (p. 196)
SOCIETY	14. Employment Rights	Caring for the Employees (p. 143), Human Resources Management Actions (p. 144), Evaluation & Opportunities for Advancement (p. 154), Training & Development (p. 149), Equal Opportunities & Human Rights (p. 155), Employee Relationships & Internal Communication (p. 157)
	15. Equal Opportunities	Caring for the Employees (p. 143), Human Resources Management Actions (p. 144), Equal Opportunities & Human Rights (p. 155)
	16. Employment	Caring for the Employees (p. 143), Human Resources Management Actions (p. 144), Training & Development (p. 149), Evaluation & Opportunities for Advancement (p. 154), Equal Opportunities & Human Rights (p. 155), Employee Relationships & Internal Communication (p. 157), Occupational Health & Safety (p. 159), Safety Culture (p. 161)
	17. Human Rights in the Supply Chain	Equal Opportunities & Human Rights (p. 155), Administrative Structures & Quality Committees (p. 135), Quality Management of Services (pp. 133-134), Business Model & Ethical Corporate Governance (p. 215), Responsible Procurement Practices (p. 230)
	18. Corporate Citizenship	Corporate Responsibility at HYGEIA Group (p. 109), Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Corporate Responsibility Management (p. 115), Social Responsibility (p. 173), Traveling for Health (p. 174), Health Awareness (p. 179), Supporting the Health of Vulnerable Social Groups & More (p. 188), Supporting Sports & their Benefits for the Good of our Health (p. 190), Supporting Education (p. 192), Group Business Model & Strategic Development (p. 199), Strategic Priorities (p. 217)
	19. Participation & Political Influence	Corporate Responsibility at HYGEIA Group (p. 109), Strategic Priorities & Sustainable Development Goals (p. 110), Corporate Responsibility Management (p. 113), Participations in Agencies, Organizations & Networks (p. 125), Our Awards (p. 127), Employee Volunteering (p. 145), Social Responsibility (p. 153), Traveling for Health (p. 154), Health Awareness (p. 156), Supporting the Health of Vulnerable Social Groups & More (p. 164), Supporting Sports & their Benefits for the Good of our Health (p. 167), Supporting Education (p. 170), Group Business Model & Strategic Development (p. 215), Strategic Priorities (p. 199)
	20. Anti-Corruption	Business Model & Ethical Corporate Governance (p. 215), Transparency & Anti-Corruption Policy (p. 219), Group Business Model & Strategic Development (p. 216)

GRI

Standards Table

The following table depicts the respective relevance of the content of this 2018 HYGEIA Group Corporate Responsibility Report to the Global Reporting Initiative (GRI) Standards at Core level.

GRI STANDARD	DISCLOSURE	PAGE NO. OR REFERENCE	EXTERNAL VERIFICATION
GRI 102: General Disclosures 2016 (Core option)			
Organizational Profile			
102-1	Name of organization	DTCA HYGEIA SA For the sake of brevity, it is referred to as "HYGEIA Group" or the "Group" in this Report.	✓
102-2	Activities, brands, products, and services	HYGEIA Group Annual Report (pp. 8, 29, 55, 67, 77, 85, 95, 99)	✓
102-3	Location of headquarters	https://www.hygeia.gr/epikoinonia/ , Information about the Report (p. 106)	✓
102-4	Location of operations	HYGEIA Group Annual Report (pp. 8, 29, 55, 67, 77, 85, 95, 99)	✓
102-5	Ownership and legal form	HYGEIA Group Annual Report (p. 12)	✓
102-6	Markets served	HYGEIA Group Annual Report (pp. 8, 29, 55, 67, 77, 85, 95, 99)	✓
102-7	Scale of the organization	HYGEIA Group Annual Report (pp. 8, 29, 55, 67, 77, 85, 95, 99)	✓
102-8	Information on employees and other workers	Employment (p. 146)	✓
102-9	Supply chain	Procurement Committee (p. 227), Y-LOGIMED (p. 85)	✓
102-10	Significant changes to the organization and its supply chain	There were no significant changes on the scale, structure, ownership or supply chain of the organization during the reporting period for this Report.	✓
102-11	Precautionary principle	HYGEIA Group Certifications (p. 132), Quality Management of Services (pp. 133-134), Quality Measures (p. 139), Corporate Responsibility Management (p. 115), Risk & Safety Management of Facilities (p. 168), Caring for the Environment (p. 195)	✓
102-12	External initiatives	UN Global Compact, UN Sustainable Development Goals (SDGs), Sustainable Greece 2020 – Greek Sustainability Code	✓
102-13	Membership in associations	Stakeholder Dialogue & Engagement (p. 116)	
Strategy			
102-14	Statement from senior decision-maker	Message from the Chairman (p. 4), Message from the Managing Director (p. 6)	✓

GRI STANDARD	DISCLOSURE	PAGE NO. OR REFERENCE	EXTERNAL VERIFICATION
GRI 102: General Disclosures 2016 (Core option)			
Ethics & Integrity			
102-16	Values, principles, standards and norms of behavior	Equal Opportunities & Human Rights (pp. 155-156), Safety Culture (p. 161), Transparency & Anti-Corruption Policy (p. 219)	✓
Governance			
102-18	Governance structure	Corporate Governance System – DTCA HYGEIA Structure (p. 221) https://www.hygeia.gr/organotiki-domi/	✓
Stakeholder Engagement			
102-40	List of stakeholder groups	Stakeholder Dialogue & Engagement (p. 116)	✓
102-41	Collective bargaining agreements	Attracting & Keeping Employees (p. 146), Distribution of Human Resources per Employment Type & Employment Agreement (p. 147)	✓
102-42	Identifying and selecting stakeholders	Stakeholder Dialogue & Engagement (p. 116)	✓
102-43	Approach to stakeholder engagement	Dialogue & Cooperation in Action (p. 117)	✓
102-44	Key topics and concerns raised	Dialogue & Cooperation in Action (p. 117)	✓
Reporting Practice			
102-45	Entities included in the consolidated financial statements	Information about the Report (p. 106)	✓
102-46	Defining report content and topic boundaries	Information about the Report (p. 106), Stakeholder Dialogue & Engagement (p. 116)	✓
102-47	List of material topics	Materiality Analysis per Corporate Responsibility Pillar (p. 110)	✓
102-48	Restatements of information	Information about the Report (p. 106)	✓
102-49	Changes in reporting	Information about the Report (p. 106)	✓
102-50	Reporting period	01/01/2018-31/12/2018	✓
102-51	Date of most recent report	01/01/2017-31/12/2017	✓
102-52	Reporting cycle	Annual	✓
102-53	Contact point for questions regarding the Report	Contact Us (p. 107)	✓
102-54	Claims of reporting in accordance with the GRI Standards	Information about the Report (p. 106)	✓
102-55	GRI content index	GRI Content Index (p. 237)	✓
102-56	External assurance	Independent Limited Assurance Statement (p. 232)	✓

GRI Standard	DISCLOSURE	PAGE NO. OR REFERENCE	EXTERNAL VERIFICATION
MATERIAL TOPICS			
FINANCIAL PERFORMANCE & GROUP DEVELOPMENT			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	https://www.hygeia.gr/enimerosi-ependytwn/etisies-ektheseis-apologismoi/ , HYGEIA Group Annual Report (pp. 14-24), Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Group Business Model & Strategic Development (p. 216)	
	103-2 The management approach and its components	Message from the CEO (p. 6), Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Business Model & Ethical Corporate Governance (p. 215), Financial Results (p. 217)	
	103-3 Evaluation of the management approach	Stakeholder Dialogue & Engagement (p. 116)	
GRI 201: FINANCIAL PERFORMANCE	201-1 Direct economic value generated and distributed	HYGEIA Group Annual Report (pp. 14-24), Financial Results (p. 217)	
EFFICIENT RISK MANAGEMENT			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (p. 112), Corporate Responsibility Management (p. 115), Business Model & Ethical Corporate Governance (p. 215), Corporate Governance at HYGEIA Group (p. 220)	
	103-2 The management approach and its components	Risk & Safety Management of Facilities (p. 168), Risk Management (p. 218), Scientific Board & Special Committees (p. 226)	
	103-3 Evaluation of the management approach	Stakeholder Dialogue & Engagement (p. 116)	
GRI 205: ANTI-CORRUPTION	205-1 Operations assessed for risks related to corruption	Transparency & Anti-Corruption Policy (p. 219)	
REGULATORY COMPLIANCE			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Message from the CEO (p. 6), Corporate Responsibility Management (p. 115), Business Model & Ethical Corporate Governance (p. 215)	
	103-2 The management approach and its components	Scientific Board & Special Committees (p. 226), Transparency & Anti-Corruption Policy (p. 219)	
	103-3 Evaluation of the management approach	Stakeholder Dialogue & Engagement (p. 116)	
GRI 307: ENVIRONMENTAL COMPLIANCE	307-1 Non-compliance with environmental laws and regulations	HYGEIA Group systematically monitors the Greek and EU environmental legislation and complies with all the legal and regulatory requirements. As a result of this practice, no complaints were filed and no fines were imposed on the Hospitals for environmental issues during 2018.	

GRI Standard	DISCLOSURE	PAGE NO. OR REFERENCE	EXTERNAL VERIFICATION
MATERIAL TOPICS			
DATA PROTECTION			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Business Model & Ethical Corporate Governance (p. 215)	
	103-2 The management approach and its components	Responsibility for our Patients (p. 128), Quality Management of Services (p. 133), Administrative Structures & Quality Committees (p. 135), Quality Measures (p. 139), Patient & Carer Satisfaction (p. 139), Personal Health Record (p. 140)	
	103-3 Evaluation of the management approach	Stakeholder Dialogue & Engagement (p. 116), Personal Health Record (p. 140), Personal Data Protection (p. 229)	
GRI 418: CUSTOMER PRIVACY	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No relevant complaints were recorded during 2018.	
CREDIBLE SUPPLIES			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Y-LOGIMED Comprehensive Solutions in the Trading & Supply of Medical Equipment (p. 85), Procurement Committee (p. 227)	
	103-2 The management approach and its components	Procurement Committee (p. 227)	
	103-3 Evaluation of the management approach	Audit Committee (p. 227)	
GRI 204: PROCUREMENT PRACTICES	204-1 Proportion of spending on local suppliers	Responsible Procurement Practices (p. 230)	
QUALITY PATIENT CARE & SAFETY			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Message from the CEO (p. 6), Responsibility for our Patients (p. 127)	
	103-2 The management approach and its components	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (p. 112), Corporate Responsibility Management (p. 115), Quality Management Systems at HYGEIA Group (p. 133), Administrative Structures & Quality Committees (p. 135)	
	103-3 Evaluation of the management approach	HYGEIA Group Certifications (p. 132), Quality Management of Services (p. 133), Protection from Infections (p. 164), Risk & Safety Management of Facilities (p. 168)	
	HYGEIA Group Measure: Quality Measures	Quality Measures (p. 139)	
	HYGEIA Group Measure: Patient & Carer Satisfaction	Patient & Carer Satisfaction (p. 139), Questions from the Inpatient Satisfaction Survey (p. 129)	

GRI Standard	DISCLOSURE	PAGE NO. OR REFERENCE	EXTERNAL VERIFICATION
MATERIAL TOPICS			
INVESTMENTS IN CUTTING-EDGE TECHNOLOGY			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Message from the CEO (p. 6), Growth Strategy (p. 22), Responsibility for our Patients (p. 127), Group Business Model & Strategic Development (p. 216)	
	103-2 The management approach and its components	Stakeholder Dialogue & Engagement (p. 116), Quality Management of Services (p. 133), Quality Management Systems at HYGEIA Group (p. 133), Administrative Structures & Quality Committees (p. 122)	
	103-3 Evaluation of the management approach	Investments in Cutting-Edge Technology (p. 130), HYGEIA Clinical Labs Certified to ISO 15189 – Medical Laboratories: Requirements for Quality and Competence (p. 134)	
	HYGEIA Group Measure: Investments in Cutting-Edge Technology	Investments in Cutting-Edge Technology (p. 130)	
TOP-LEVEL INFRASTRUCTURE			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	HYGEIA Group Annual Report (pp. 8, 29, 55, 67, 77, 85, 95, 99), Responsibility for our Patients (p. 127)	
	103-2 The management approach and its components	HYGEIA Group Annual Report (pp. 8, 29, 55, 67, 77, 85, 95, 99), Quality Management of Services (p. 133), Quality Management Systems at HYGEIA Group (p. 133), Administrative Structures & Quality Committees (p. 135)	
	103-3 Evaluation of the management approach	Stakeholder Dialogue & Engagement (p. 116), HYGEIA Group Certifications (p. 132), Facility Safety Committee (p. 169), HYGEIA Facility Maintenance to Save Energy (p. 196)	
	HYGEIA Group Measure: Patient & Carer Satisfaction	Questions from the Inpatient Satisfaction Survey (p. 129), Patient & Carer Satisfaction (p. 139), HYGEIA Facility Maintenance to Save Energy (p. 196)	
EMPLOYEE BENEFITS			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Caring for the Employees (p. 144)	
	103-2 The management approach and its components	Stakeholder Dialogue & Engagement (p. 116), Caring for the Employees (p. 144)	
	103-3 Evaluation of the management approach	Employee Benefits (p. 148), Group Social Product (p. 23)	
GRI 401: EMPLOYMENT	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Benefits (p. 148)	

GRI Standard	DISCLOSURE	PAGE NO. OR REFERENCE	EXTERNAL VERIFICATION
MATERIAL TOPICS			
EMPLOYEE HEALTH & SAFETY			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Message from the CEO (p. 6), Corporate Responsibility Management (p. 115), Employee Handbook (p. 147), Safety Culture (p. 149), Occupational Health & Safety (p. 159), Health & Safety Actions and Programs (p. 162)	✓
	103-2 The management approach and its components	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (p. 112), Risk & Safety Management of Facilities (p. 150), Protection from Infections (p. 164), Health & Safety Committees (p. 168), Occupational Health & Safety Management System (p. 151)	✓
	103-3 Evaluation of the management approach	Health & Safety Actions and Programs (p. 162)	✓
GRI 403: OCCUPATIONAL HEALTH AND SAFETY	403-2 Type of injury, occupational diseases, lost work days and absenteeism of employees by region and by gender	Occupational Health & Safety Indicators (p. 171)	
	403-4 Health and safety topics covered in formal agreements with trade unions	The employee agreements with the Group include all the health and safety issues specified in the institutional framework.	✓
HR EMPLOYMENT & EVALUATION			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Message from the CEO (p. 6), Corporate Responsibility Management (p. 115), Human Resources Management Actions (p. 144)	✓
	103-2 The management approach and its components	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (p. 112), Human Resources Management Actions (p. 144), Evaluation & Opportunities for Advancement (p. 154)	✓
	103-3 Evaluation of the management approach	Human Resources Management Actions (p. 144), Evaluation & Opportunities for Advancement (p. 154)	✓
GRI 401: EMPLOYMENT	401-1 New employee hires and employee turnover	Caring for the Employees, § Attracting & Keeping Employees (p. 146) The HYGEIA Group employees come from the Prefecture of Attica.	✓
GRI 404: TRAINING AND EDUCATION	404-3 Percentage of employees receiving regular performance and career development reviews	Evaluation & Opportunities for Advancement (p. 154) Each year, 100% of the Group employees and executives are evaluated, while employees also evaluate their supervisors and managers	

GRI Standard	DISCLOSURE	PAGE NO. OR REFERENCE	EXTERNAL VERIFICATION
MATERIAL TOPICS			
EMPLOYEE TRAINING & DEVELOPMENT			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Administrative Structures & Quality Committees (p. 135), Human Resources Management Actions (p. 144), Occupational Health & Safety (p. 159)	
	103-2 The management approach and its components	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (p. 112), Training & Development (p. 149), Educational Programs in Nursing Divisions (p. 150), Scientific Meetings by HYGEIA, MITERA & LETO (p. 151), Postgraduate Internship Program at HYGEIA and MITERA (p. 152), Protection from Infections (pp. 164-166)	
	103-3 Evaluation of the management approach	Distribution of Training Hours per Topic & Company (p. 153), Protection from Infections (pp. 164-166)	
GRI 404: TRAINING AND EDUCATION	404-1 Average hours of training per year per employee	Distribution of Training Hours per Topic & Company (p. 153)	
EMPLOYEE RELATIONSHIPS			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Caring for the Employees (p. 143), Human Resources Management Actions (p. 144)	
	103-2 The management approach and its components	Stakeholder Dialogue & Engagement (p. 116), Employee Relationships & Internal Communication (p. 157)	
	103-3 Evaluation of the management approach	Employee Relationships & Internal Communication Communication Channels (p. 157), "Your opinion counts" Process (p. 157)	
402: EMPLOYEE RELATIONSHIPS	402-1 Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	The open-door policy and the Group's internal communication system assist in the employees being notified of any significant change in the organization (for example, transfer of an operation to another region, organizational changes, outsourcing or commencement of new operations, etc.), which eliminates the need for minimum notice periods regarding significant corporate changes in the employees' employment agreements.	
PHYSICIAN RELATIONS & SATISFACTION			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Message from the CEO (p. 6), HYGEIA Group Annual Report (pp. 8, 29, 55, 67, 77, 85, 95, 99), Group Business Model & Strategic Development (p. 216)	
	103-2 The management approach and its components	Stakeholder Dialogue & Engagement (p. 116)	
	103-3 Evaluation of the management approach	Investments in Cutting-Edge Technology (p. 130), Personal Data Protection (p. 228)	
	HYGEIA Group Measure: Associate Physician Satisfaction	Investments in Cutting-Edge Technology (p. 130) HYGEIA Group aims to satisfy and constantly motivate its associate physicians. It ensures that goal attainment and recognition at work, coupled with professional development options, are fundamental issues covered in its working relationship with associate physicians. Continuous investment in cutting-edge technology is essential in attaining the goals set and maintaining the long working relationship with the doctors.	

GRI Standard	DISCLOSURE	PAGE NO. OR REFERENCE	EXTERNAL VERIFICATION
MATERIAL TOPICS			
SAFEGUARDING & PROMOTING PUBLIC HEALTH THROUGH SOCIAL ACTIONS			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Message from the CEO (p. 6), Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Corporate Responsibility Management (p. 115), Social Responsibility (p. 173)	
	103-2 The management approach and its components	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112), Stakeholder Dialogue & Engagement (p. 116), Social Responsibility (p. 174)	
	103-3 Evaluation of the management approach	Traveling for Health (pp. 174-177), Health Awareness (pp. 179-186), Supporting the Health of Vulnerable Social Groups & More (pp. 188-189), Supporting Sports & their Benefits for the Good of our Health (pp. 190-191), Supporting Education (pp. 192-193)	
413: LOCAL COMMUNITIES	413-1 Operations with local community engagement, impact assessments, and development programs	Traveling for Health (pp. 174-177), Health Awareness (pp. 179-186), Supporting the Health of Vulnerable Social Groups & More (pp. 188-189), Supporting Sports & their Benefits for the Good of our Health (pp. 190-191), Supporting Education (pp. 192-193)	
RAISING PUBLIC AWARENESS ON SIGNIFICANT HEALTH ISSUES			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Message from the CEO (p. 6), Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Corporate Responsibility Management (p. 115), Social Responsibility (p. 173)	
	103-2 The management approach and its components	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112), Stakeholder Dialogue & Engagement (p. 116), Social Responsibility (p. 174)	
	103-3 Evaluation of the management approach	Health Awareness (p. 179), Keeping our Finger on the Pulse in Social Media (p. 186), Seminars/Meetings (p. 186)	
	HYGEIA Group Measure: Health Awareness	Health Awareness (p. 179), Keeping our Finger on the Pulse in Social Media (p. 186), Seminars/Meetings (p. 186)	
COVERING HEALTHCARE NEEDS IN REMOTE AREAS OF THE COUNTRY			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Message from the CEO (p. 6), Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Corporate Responsibility Management (p. 115), Social Responsibility (p. 173)	✓
	103-2 The management approach and its components	Stakeholder Dialogue & Engagement (p. 116)	✓
	103-3 Evaluation of the management approach	Traveling for Health 2018 (p. 176) Around 2,100 medical exams were performed on 581 residents by volunteers from the HYGEIA Group companies.	✓
GRI 203: INDIRECT ECONOMIC IMPACTS	203-1 Infrastructure investments and services supported	Traveling for Health (pp. 174-177), Supporting the Health of Vulnerable Social Groups & More (pp. 188-186), Supporting Sports & their Benefits for the Good of our Health (pp. 190-191)	✓

GRI Standard	DISCLOSURE	PAGE NO. OR REFERENCE	EXTERNAL VERIFICATION
MATERIAL TOPICS			
WASTE MANAGEMENT			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Caring for the Environment (p. 195), ISO 14001 Certified Environmental Management System	✓
	103-2 The management approach and its components	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Hazardous Materials & Waste Management (p. 208), Internal Waste Management Regulation (HYGEIA, MITERA, LETO) (p. 208)	✓
	103-3 Evaluation of the management approach	Hazardous Materials & Waste Management (p. 208), Hazardous Waste Volumes per Processing Method (pp. 210-211), Non-Hazardous Recycled Waste Volumes (p. 212)	✓
GRI 306: EFFLUENTS AND WASTE	306-2 Waste by type and disposal method	Hazardous Waste Volumes per Processing Method (pp. 210-211), Non-Hazardous Recycled Waste Volumes (p. 212)	✓
EFFICIENT POWER CONSUMPTION			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Caring for the Environment (p. 195), ISO 14001 Certified Environmental Management System	
	103-2 The management approach and its components	Energy Consumption & Air Emissions (p. 196)	
	103-3 Evaluation of the management approach	Energy Consumption & Air Emissions (p. 196)	
GRI 302: ENERGY	302-1 Energy consumption within the organization	Energy Consumption & Air Emissions (p. 196) Note that HYGEIA Group does not buy biofuel, ethanol and hydrogen. Also note that the Group neither produces nor sells electricity. In 2018, the mix of power generation sources from the local provider, Public Power Corporation SA (PPC), included renewable energy sources at a rate of 19.89%. Specifically, the fuel mix for the entire country throughout 2018, as announced by the PPC, was as follows: Lignite: 30.85%, Natural gas: 31.01%, Hydroelectric: 6.51%, RES: 19.89%, Interconnections: 11.74%	
	302-4 Reduction of energy consumption	HYGEIA Facility Maintenance to Save Energy (p. 196), Facility Upgrades & Implementation of Innovative Technologies (p. 198)	
	302-5 Reductions in energy requirements of products and services	HYGEIA Facility Maintenance to Save Energy (p. 196), Facility Upgrades to Save Energy (p. 198)	
GRI 305: EMISSIONS	305-1 Direct CO ₂ emissions	Energy Consumption & Direct Emissions (p. 196)	
	305-2 Energy indirect GHG emissions	Electricity (p. 200)	
	305-5 Reduction of GHG (Greenhouse Gas) emissions	HYGEIA Facility Maintenance to Save Energy (p. 196), Facility Upgrades & Implementation of Innovative Technologies (p. 198)	

GRI Standard	DISCLOSURE	PAGE NO. OR REFERENCE	EXTERNAL VERIFICATION
MATERIAL TOPICS			
EFFICIENT USE OF NATURAL RESOURCES (WATER, NATURAL GAS, OIL)			
GRI 103: MANAGEMENT APPROACH 2016	103-1 Explanation of the material topic and its boundary	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112-113), Caring for the Environment (p. 195), ISO 14001 Certified Environmental Management System	
	103-2 The management approach and its components	Contribution of HYGEIA Group to the Fulfillment of the Global Sustainable Development Goals (pp. 112), HYGEIA Facility Maintenance to Save Energy (p. 196), Facility Upgrades & Implementation of Innovative Technologies (p. 198)	
	103-3 Evaluation of the management approach	Natural Gas (p. 201), Heating Oil (p. 202), Water Consumption (p. 204)	
GRI 303: WATER	303-1 Interactions with water as a shared resource	Water Consumption (p. 204)	

COMMUNICATION AND REPORT FEEDBACK FORM

In which stakeholder group do you belong?

- | | |
|-----------------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Shareholders/Investors | <input type="checkbox"/> Suppliers |
| <input type="checkbox"/> Patients | <input type="checkbox"/> Private customers |
| <input type="checkbox"/> Employees | <input type="checkbox"/> Social security organizations |
| <input type="checkbox"/> Associate physicians | <input type="checkbox"/> Media |
| <input type="checkbox"/> Patient families & visitors | <input type="checkbox"/> NGOs |
| <input type="checkbox"/> State and regulatory authorities | <input type="checkbox"/> Banks |
| <input type="checkbox"/> Medical/Scientific community | <input type="checkbox"/> Subcontractors |
| <input type="checkbox"/> Insurance companies | Other (please specify) |

What do you think of the HYGIA Group Corporate Responsibility Report?
Does it cover the issues you are interested in, regarding our organization?

In which sector or issue do you think we could do better?

In which sector or issue do you think we have performed significantly well?

How would you rate the Report?

	Excellent	Satisfactory	Needs improvement
Is it reader-friendly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does it cover significant issues that are of interest to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does it offer a complete overview of the organization?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any issues in your collaboration with HYGIA Group that you would like to bring to our attention, so that we address them?

Please propose actions you would like HYGIA Group to undertake in order to better meet your needs and concerns:

Personal Details (optional)*

Name: Company/Organization:

Address:

Tel/Fax: E-mail:

Please return this questionnaire to the following address:



HYGIA GROUP

C/o Ms Marina Mantzourani

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csr@hygia-group.com

* Your personal data is protected in accordance with the data protection act.





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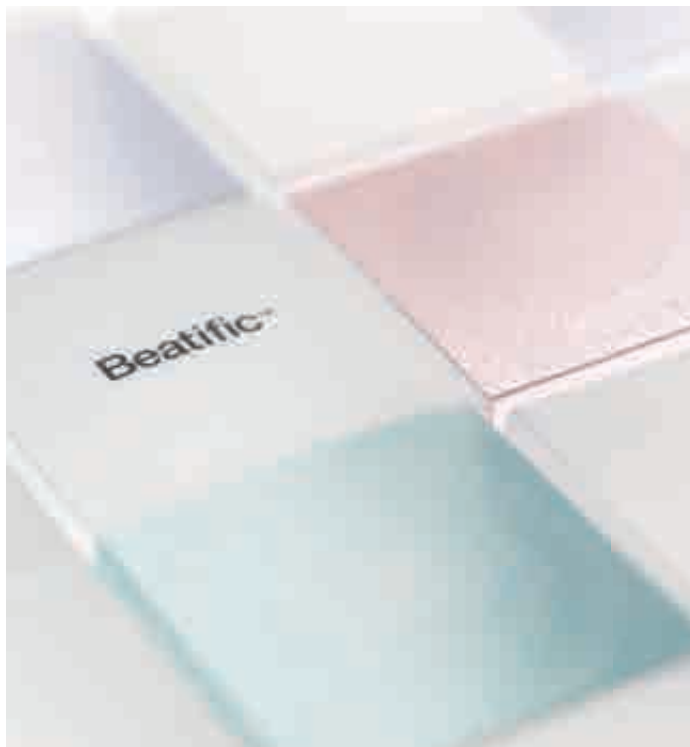
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