



CORPORATE  
RESPONSIBILITY  
REPORT  
**2019**





# HHG

Hellenic Healthcare Group



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High-quality healthcare services, combined with the constant enhancement of the operational efficiency of our business activities, continue to be the key pillars of the Hellenic Healthcare Group's successful strategy.

*Honourable stakeholders and dear colleagues,*

The year 2019 was a 'first' in relation to all the clinics whose footprint –within the context of sustainable development and corporate responsibility– is described in this report. It was the first year that we left our mark on Healthcare in a new manner: with six leading clinics, more than 6,800 collaborating physicians and 4,200 employees, the Hellenic Healthcare Group is the largest and most modern private healthcare services group in Greece.

In order to achieve this goal, we invested thousands of hours of dedicated teamwork and collaboration, as well as substantial funds, for the renewal, supply and installation of state-of-the-art medical equipment systems and the implementation of innovative therapeutic methods. Every hour and every euro invested had yet another, not so easy, goal: to support, strengthen and harmonise the individual practices of each clinic that is part of the Hellenic Healthcare Group, so that they all align and reflect the philosophy of the entire Group. In other words, our goal was to bring together established and renowned clinics, with a brand image of their own, and achieve their successful cooperation towards a common vision, simply called, 'health for all' - meaning an unhindered access to healthcare services, turning health into HEALTH FOR ALL, regardless of socio-economic status and position.

During the year, we have launched new preventive medical visit programmes and have enhanced the existing ones; we have announced collaborations with major insurance companies; we have organised preventive actions in partnership with municipalities and non-profit organisations; we have multiplied our initiatives on the occasion of 'world days'; we have organised conferences, workshops and endorsed events; we have offered support to sports clubs and associations; we have covered the needs of cultural centres of international scope and have sponsored events, conferences and associations; we have provided medical tests free-of-charge; we have held social media contests and have promoted health-centred lifestyles; we have endorsed and reinforced an approach that considers the national health system and private healthcare as being complementary to public health; and we have taken action to enhance a broader quality of life. All these endeavours confirm our tangible commitment towards society and humanity, as well as our ongoing pursuit to create long-term value for all stakeholders; we are responding effectively to their needs and expectations, creating a positive impact upon every sector that contributes to sustainable development.

## Message from the CEO of the Hellenic Healthcare Group

Dimitris Spyridis



For all of us at the Hellenic Healthcare Group, sustainable development is a long-term goal and vision; we attribute particular value to the strategic role of corporate responsibility in all aspects of our activities. The Hellenic Healthcare Group has set as a key priority of its business strategy, the preservation and promotion of the health of patients, employees and communities in which the Group operates.

Everyone at the Hellenic Healthcare Group is committed to implementing an ambitious vision for the modernisation of the healthcare services, in accordance with the highest standards, so as to advance Greece on a worldwide scale, as a leading country in medical and nursing healthcare. At the same time, we are reinforcing the timeless goals we have embraced, which relate to the continuous improvement of the quality of healthcare services we provide to our patients, the development and care of our staff, the reduction of our environmental footprint and our ongoing support to volunteerism and social action.

Every year we aim even higher by opening new growth horizons, whilst at the same time improving our performance in all the sectors of our activities. We continue to put into practice our vision of a better world for everyone, playing an important role in the Greek economy and society.

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As this Report was being prepared, the COVID-19 pandemic struck Europe and has dramatically affected the Greek economy and our wider society. Against this unprecedented health threat, our Group has acted as a dependable and valuable ally of the National Health System and of the country. We immediately made available to the Ministry of Health and to the National Organisation for the Provision of Healthcare Services (EOPYY), 25 ICU beds and 100 hospital beds (50 in each of our two largest clinics, METROPOLITAN and HYGEIA, which, thanks to their infrastructure and advanced medical equipment, can support the isolated hospitalisation of patients) to cover the greatly increased needs during the pandemic. In the light of this dire situation, we refuse to take financial costs into consideration. Our priority has been – and shall, indeed, remain – to continue fighting the coronavirus together with the country’s public hospitals. It is a national battle. We are here and ready to respond to any additional request for assistance that may be announced by the Ministry of Health.

Yours faithfully,  
*Dimitris Spyridis*  
Chief Executive Officer

# Historical review of the Hellenic Healthcare Group

The Hellenic Healthcare Group (HHG) is the largest private provider of healthcare services in Greece.

It was established in 2018, aiming to play a leading role in the continuous development of medical and nursing care, a market which presents significant opportunities and prospects in Greece.

The Group is committed to implementing an ambitious vision: to modernise healthcare services in accordance with the highest standards and to advance Greece's role at an international level, as a pioneer in medical and nursing care.

The Group has established and developed model hospital units and centres of excellence that feature high quality and internationally competitive healthcare services, invest in scientific medical research and aim to be a point of attraction for specialised scientific personnel from Greece and abroad, thus helping to reverse "brain drain" in the healthcare sector.

## 2019

### Acquisition of CRETA INTERCLINIC

In October 2019 the Hellenic Healthcare Group entered into an agreement for the acquisition of a 90% share in the Clinic CRETA INTERCLINIC.

## 2018

### Acquisition of a majority share in the HYGEIA Group

In November 2018 it acquires a majority share in the HYGEIA Group, following which it gains control of all HYGEIA Group subsidiaries: the clinics HYGEIA, MITERA and LETO, Y-LOGIMED company specialising in the trading of medical equipment and the A-LAB Genetics and Genomics Centre.

### Acquisition and rebranding of IASO GENERAL

In April 2018 it acquired IASO GENERAL, which is renamed to METROPOLITAN GENERAL and recommences its course, through heavy investments in medical equipment of cutting-edge technology. METROPOLITAN GENERAL is currently one of the most modern medical units in Greece.

## 2017

The acquisition of METROPOLITAN HOSPITAL in May 2017, sets the foundation for the creation of the Hellenic Healthcare Group.

Loading...

## Structure of the Group



# The Hellenic Healthcare Group in numbers

More than one million patients are treated annually at the six clinics of the Group.

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

## 1,029,540

Patients annually



## 91

Operating rooms



## 4,202

Employees



## 1,438

Beds



## 9

Robotic systems



More than

## 6,800

collaborating physicians



**88,504**  
Surgeries annually



**191** Single bed rooms  
**70** Suites & luxury rooms  
**178** ICU beds

**19**

Ambulances



**14**

Maternity wards



**9**

State-of-the-art  
MRI scanners



**7,919**  
Births per year



**133**  
Paediatric beds



Led by a high sense of responsibility, the Hellenic Healthcare Group aims to create value for the patient, the doctor, the nurse, the health professional, the shareholder and above all for healthcare in Greece and internationally; it fulfils this mission through its business strategy and scientific collaborations.

The Hellenic Healthcare Group today:

- Disposes six leading clinics, HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO and CRETA INTER-CLINIC, the Y-LOGIMED and GMP companies (specialising in the trading of medical technology products), and the A-LAB Centre for Genetics and Genomics.
- It provides thorough medical care for every health issue, from birth to old age, 24 hours a day, and 365 days a year.
- It employs prominent physicians of all specialties, highly skilled and with academic and international experiences as well as highly trained nurses and administrative staff.
- It offers innovative healthcare services, state-of-the-art medical practice and sophisticated methods of diagnosis, prevention and treatment, all of which are certified in accordance with the strictest international standards.
- It is constantly investing and equipping the hospitals with state-of-the-art medical technology.
- It offers a model environment where patients may enjoy a high level of personalised care.

### **Contract agreements and cooperation with insurance companies**

The clinics of the Hellenic Healthcare Group have long-term contracts with almost all the insurance companies which demonstrate a high creditworthiness.

### **With the support of a large investment organisation**

The Hellenic Healthcare Group utilises the investment funds of CVC Capital Partners, which is one of the largest private equity investment organisations worldwide, with a presence on three continents and 23 countries; CVC has significant expertise in the hospital sector worldwide and has made significantly large investments in the broader Healthcare sector in Europe (Spain, France, Finland, Italy, etc.).



MEDICAL  
CARE

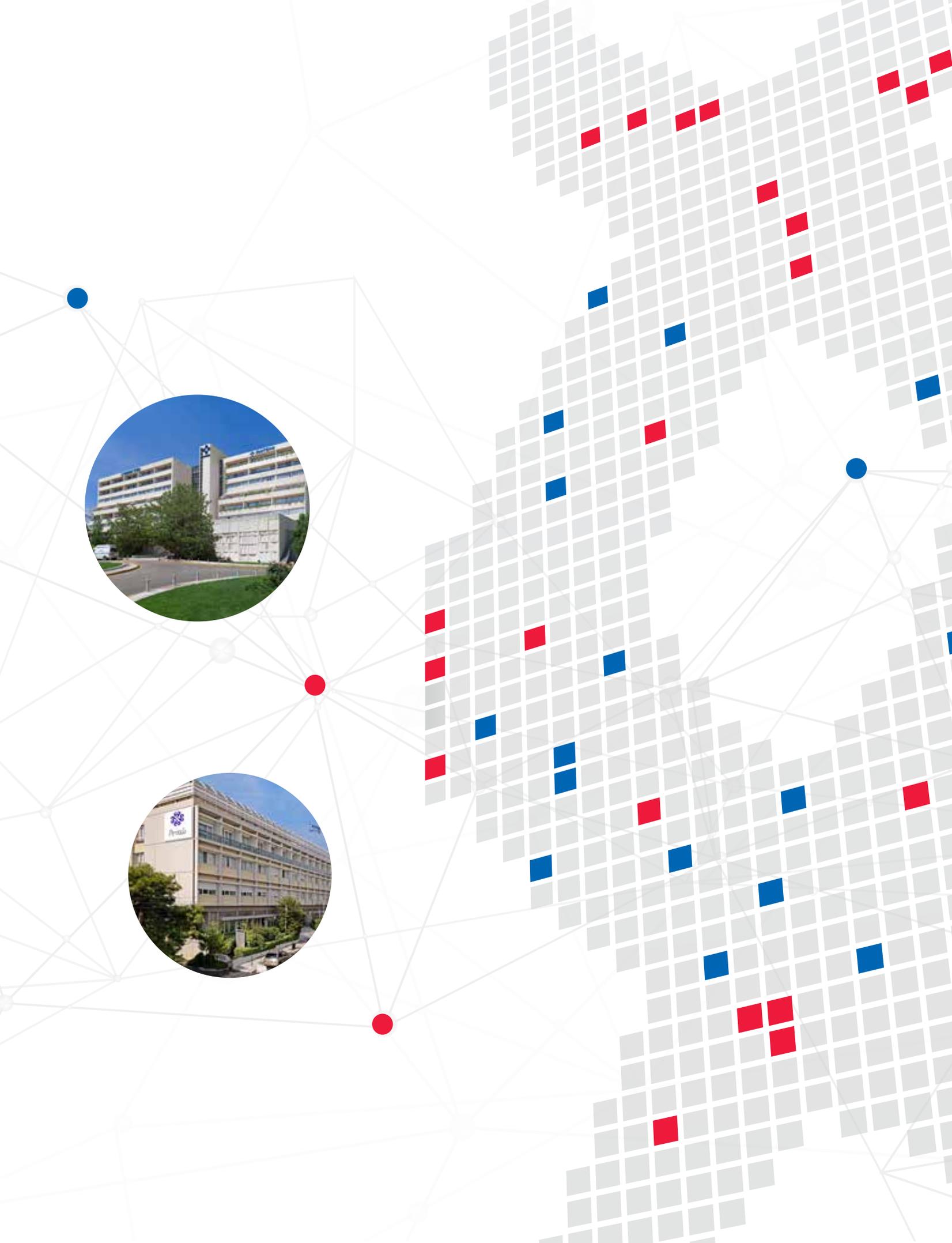
HEALTH



# The Clinics and Companies of the Hellenic Healthcare Group

The Hellenic Healthcare Group makes new investments on an ongoing basis, both in logistics infrastructure and modern medical technology, as well as in partnerships with doctors who are recognised for their scientific training.







**Uyeyia**  
ΜΕΛΕΤΕΣ ΚΑΙ ΚΑΤΑΣΤΡΟΦΕΣ

**Uyeyia**

**Uyeyia**



# HYGEIA Athens Diagnostic & Therapeutic Centre SA

## In 2019

74% occupancy  
17,406 inpatients  
159,498 outpatients  
16,681 surgeries

Our priority is to ensure  
the highest level  
of healthcare services

In its 49 years of operation, HYGEIA has been driving and continues to drive the development of private care in Greece, playing a leading role in shaping a healthy landscape where reliability, innovation and respect for people and life prevail. It constantly enhances its services both on an infrastructure and organisational level. It also ensures its alignment with technological developments in medical science, standing out as a point of reference in Greece and Europe.

Our vision... To become the benchmark for the provision of high-quality healthcare services in Greece and one of the best hospitals in Europe.

'HYGEIA Athens Diagnostic & Therapeutic Centre SA' is the first major private hospital that came into operation in Greece and has evolved into one of the largest private clinics in the country. HYGEIA was the first private clinic in Greece which, ten years ago, was accredited with JCI accreditation by Joint Commission International, the most distinguished and internationally recognised accreditation standard for quality and safety in healthcare services.

A leading player in healthcare, HYGEIA has constantly and persistently been enhancing its services both on an infrastructure and on organisational level and, for 49 years, has sustained its unfailing, innovative and non-negotiable quality of services and level of patient safety. Its primary goals are to fully respond to patients' high demands and to ensure its alignment with technological developments in medical science, playing a leading role in shaping a healthy landscape where reliability, innovation and respect for people and life prevail.

## Scope of Activities

The primary and secondary care services in which HYGEIA operates presuppose the provision of an extended range of services which ensures that it covers the constantly growing needs and, also, that it keeps abreast of ongoing developments in medical technology. Within this context, HYGEIA caters to all the healthcare needs with a range of well-organised clinics and diagnostic units and the support of fully trained medical and nursing staff.

For HYGEIA, the adoption and use of cutting-edge technology constitute the norm for the provision of high-quality healthcare services.

## Business Activities of HYGEIA SA

In 1970 HYGEIA SA was established by a group of doctors, most of whom were professors at the University of Athens. Professor N. Christeas was head of the founding team of doctors whose goal was to create a large, model and modern private clinic in Greece.

In 1975 the company was granted a licence to operate a General Clinic with a capacity of 311 beds, pursuant to the Joint Ministerial Decision No. 5468/10.05.1975 issued by the Attica Prefecture (Social Services Directorate).

In 2001 new departments were established and the number of beds increased to 369.

On June 7, 2002 HYGEIA SA listed its shares on the Main Market of the Athens Stock Exchange. By listing its shares on the ATHEX, the company raised funds amounting to approximately €18.78 million for the implementation of a significant investment programme of about €22.27 million, which involved the purchase of new medical machinery and equipment and the upgrade of the information management software.

On January 24, 2006 the MARFIN INVESTMENT GROUP (MIG) acquired 49% of the share capital of HYGEIA Athens Diagnostic & Therapeutic Centre SA.

In April 2006, in the context of the consolidation of forces in the private healthcare sector, HYGEIA SA made a strategic decision to acquire 24.83% of the share capital of MITERA GENERAL, OBSTETRICS-GYNAECOLOGY & PAEDIATRIC CLINIC (MITERA SA).

In July 2007 the establishment of the company HYGEIA HOSPITAL TIRANA in Albania was announced, which would build and operate Albania's first private clinic.

In July 2008 HYGEIA Athens Diagnostic & Therapeutic Centre SA announced the increase of its participation by 9.06% to a total participation of 65.75% in the share capital of the

company CHRYSAFILIOTISSA PUBLIC LTD, which owns the private hospital ACHILLION in Limassol, Cyprus, for a consideration of €1.92 million.

In June 2009 HYGEIA announced that its fully owned subsidiary Y-LOGIMED SA acquired 70% of the share capital of BIO-CHECK INTERNATIONAL PRIVATE MEDICAL CLINIC MEDICAL SA for a consideration of €1.05 million, whilst in January 2010 it acquired the remaining 30% of the share capital for a consideration of €450,000, thus gaining full control of the said company.

In October 2009 the company's Share Capital Increase (SCI) was covered with payment in cash and pre-emptive rights in favour of the existing shareholders through the issuance of 37,689,273 new common registered shares at a nominal value of €0.41 per share, which were sold at a premium at the price of €2.20 per share. The total capital that was raised from the SCI amounted to €82,916,400.60 and was used to cover part of the funds amounting to €306 million which were paid to bondholders for the early repayment of the convertible bond loan. Trading of the company's 37,689,273 new common registered shares –which resulted from the SCI– on the ATHEX began on November 6, 2009.

In July 2010 the fully owned subsidiary HEALTH AND INVESTMENTS HOLDINGS SOCIÉTÉ ANONYME acquired 49% of the share capital of WEST ATHENS PRIMARY MEDICINE PRIVATE MULTI-MEDICAL CLINIC SA.

In July 2010 a new era commenced in the provision of healthcare services in Albania. The HYGEIA HOSPITAL TIRANA was the largest private investment (total sum of €60 million) in Albania's healthcare sector. The hospital was equipped with state-of-the-art technology and was to become a benchmark for the region, by providing high-quality healthcare services in Albania and in the neighbouring countries.



In September 2010 the trading of 12,541,468 new common registered shares of the company commenced on the Athens Stock Exchange. These shares resulted from the company's Share Capital Increase, after the completion of the reinvestment of the Capital Return.

In September 2011 the company's Share Capital Increase (SCI) was completed, covered by 73.85%, raising an amount of €64,935,392.50. In October 2011 the trading of 129,870,785 new common registered shares of the company commenced on the Athens Stock Exchange, at a nominal value of €0.41 per share. These shares resulted from the Share Capital Increase with payment in cash, as resolved by the 1<sup>st</sup> Reiterative Ordinary General Shareholders' Meeting May 23, 2011.

In October 2012 the company announced that it entered into an agreement with lending banks, for the issuance of a

secured common bond loan in the sum of €95 million. The bond loan will 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 will be reclassified from item "Short-term liabilities" to item "Long-term liabilities" in its Financial Statement.

In November 2012 HYGEIA created the first state-of-the-art hybrid operating room in Greece, with the most modern imaging and engineering equipment that helps perform complex operations under conditions of maximum safety, speed and reliability.

On June 10, 2013 HYGEIA won the 1<sup>st</sup> prize in the 'Employer of the year' category for the best employer in Europe, according to the final results of the accredited 'European Business Awards 2012/13' competition. After receiving the 'National Finalist' and 'National Champion' titles, HYGEIA



The ambulances of HYGEIA are on standby 24/7 and can reach your doorstep with a simple phone call.

Their equipment exceeds the provisions of the Greek legislation and is constantly being upgraded in line with international standards.

Ambulance crews comprise of select and experienced paramedics who are trained in first aid and in the rapid and safe transport of patients.

reached the finals and worthily represented Greece, having already won the 'Ruban D'Honneur' award which placed it amongst the top 10 employers and the 100 most dynamic companies in Europe which are distinguished for their business excellence, innovation, sustainability and adherence to high-ethics governance principles.

On December 13, 2013 the HYGEIA Group launched the specialised cosmetics company BEATIFIC.

In January 2014 it was announced that the Diplomatic Council (DC), a UN-sponsored international organisation,

included the HYGEIA, MITERA and HYGEIA Tirana clinics of the HYGEIA Group in the list of the 'Best Hospitals Worldwide for 2014'.

On December 17, 2014 HYGEIA announced the acquisition of the remaining 12.14% in share capital of its subsidiary in Albania 'HYGEIA TIRANA Sh.A.', which operates HYGEIA HOSPITAL TIRANA, for a consideration of €3.8 million, thereby holding 100% of the company's share capital.

In November 2015 it was announced that 'HYGEIA SA' was the first private clinic in Greece to be recognised as the pre-

ferred healthcare provider for members of IAG (International Assistance Group), a global network of medical and travel assistance, air ambulance and hospital companies.

**On June 27, 2016** HYGEIA announced that it had successfully renewed for a further three-year period the Joint Commission International (JCI) accreditation. HYGEIA was the first clinic in Greece to receive this distinction from the most distinguished and internationally recognised accreditation standard for healthcare organisations.

**On April 5, 2017** the HYGEIA Group held an event on 'The past, the present and the future of the heart in the HYGEIA Group' at the Athens Music Hall and presented the first organised heart centre in private healthcare in Greece, for the comprehensive treatment of all heart diseases from embryonic to adult life.

**On June 12, 2017** HYGEIA renewed for a further three-year period its certifications on quality, environmental, and occupational health and safety management, in accordance with the new versions of the international standards EN ISO 9001:2015, EN ISO 14001:2015 and OHSAS 18001:2007/ ELOT 1801:2008, respectively.

**On December 8, 2017** HYGEIA concluded the sale of the total number of shares of the Group's subsidiaries 'BIO-CHECK INTERNATIONAL Private Polyclinic Medical Société Anonyme' and 'PRIVATE MEDICAL POLYCLINIC OF WEST ATHENS, PRIMARY MEDICAL SA', which it indirectly held in their entirety, to the company 'AFFIDEA EUROIATRIKI HOLDINGS GREECE SOCIÉTÉ ANONYME' for a total consideration of €350,000.

**On July 5, 2018** 'MARFIN INVESTMENT GROUP SA HOLDINGS' executed a binding share purchase agreement for its entire participation (direct and indirect) in the company, amounting to 70.385%, to 'HELLENIC HEALTHCARE S.A R.L.', which is controlled by 'CVC CAPITAL PARTNERS', at the price of €0.95 per share (total consideration of €204,43 million). On August 25, 2018 the General Meeting of 'MARFIN INVESTMENT GROUP SA HOLDINGS' issued a decision approving the said sale and transfer, as well as all pertinent resolutions and actions of its Board of Directors. The transaction is subject to the approval of the Hellenic Competition Commission.

**On July 10, 2018** the company 'HYGEIA Athens Diagnostic & Therapeutic Centre SA' announced that on July 6, 2018 it signed a Share Purchase Agreement (SPA) with the company 'AMERICAN HOSPITAL S.H.A.', registered in Tirana (Albania), for the sale of 100% of the shares the Company has in its subsidiary 'HYGEIA HOSPITAL TIRANA' (HHT). On August 23, 2018, further to its announcement of 10<sup>th</sup> of July 2018, HYGEIA informed the investment com-

munity about the conclusion of the sale of 100% of the shares the company holds in its subsidiary 'HYGEIA HOSPITAL TIRANA' (HHT) to the company 'AMERICAN HOSPITAL S.H.A.'. The cash consideration for the transaction amounted to approximately €1.016 million and was calculated on a cash free-debt free basis at the time the transaction was concluded. The Buyer assumed the liabilities of HHT amounting to €29.5 million in total (including long-term borrowings of HHT amounting to approximately €19 million and liabilities to HYGEIA Group companies amounting to approximately €2.5 million).

**On December 31, 2018** HYGEIA released the 'Reasoned opinion of the Board of Directors of "HYGEIA Athens Diagnostic & Therapeutic Centre SA" on the Mandatory Tender Offer submitted by the company HELLENIC HEALTHCARE SINGLE-MEMBERS HOLDINGS SA'.

**On February 15, 2019** HYGEIA announced the submission of a request to the Capital Market Commission by the company 'HELLENIC HEALTHCARE SINGLE-MEMBER HOLDINGS SA' on exercising its takeover right, pursuant to Law 3461/2006, for the common shares with voting rights of the company 'HYGEIA ATHENS DIAGNOSTIC AND THERAPEUTIC CENTRE SOCIÉTÉ ANONYME'.

**On March 19, 2019** HYGEIA announced the approval of the request by HELLENIC HEALTHCARE SINGLE-MEMBER HOLDINGS SA for the acquisition of the remaining common registered shares of HYGEIA Athens Diagnostic & Therapeutic Centre SA in exchange for the amount of €0.95 per share in cash.

**On April 9, 2019** it announced the conclusion of the exercise of the right to acquire the remaining common registered shares of the company 'HYGEIA ATHENS DIAGNOSTIC AND THERAPEUTIC CENTRE SOCIÉTÉ ANONYME' by the company 'HELLENIC HEALTHCARE SINGLE-MEMBER HOLDINGS SA'.

**On April 16, 2019** HYGEIA announced the submission of a request to the Capital Market Commission to delist the shares of the company 'HYGEIA ATHENS DIAGNOSTIC AND THERAPEUTIC CENTRE SOCIÉTÉ ANONYME' from the Athens Stock Exchange.

**On May 9, 2019** the company 'HYGEIA ATHENS DIAGNOSTIC AND THERAPEUTIC CENTRE SOCIÉTÉ ANONYME', following the decision of the Hellenic Capital Market Commission of 7<sup>th</sup> of May 2019 and in accordance with the provisions of article 17, paragraph 5, of Law 3371/2005, announced that the trading of its shares on the Stock Exchange would cease from Wednesday, May 8, 2019.

### Our mission...

To continuously work with consistency and persistence for the realisation of our vision through:

- ✓ The provision of high-quality internationally accredited services.
- ✓ The training and constant updating of our scientific and other staff and of our direct associates.
- ✓ Investments in new technologies and techniques based on internationally recognised practices.
- ✓ Excellent employer practices for our staff.
- ✓ Our corporate responsibility and corresponding targeted actions, which reflect our commitment to our role and responsibility towards the market, the environment, our staff and society.
- ✓ The propagation of our best practices wherever and whenever we deem it useful or necessary.

## HYGEIA's achievements

Ever since HYGEIA was established, its primary goal has been to create, organise and continuously improve a model, top-level scientific diagnostic and treatment centre in Attica, which shall provide high-quality medical services. Some of HYGEIA's major achievements in the Greek healthcare sector are:

- 1975 • Introduction of preventive screening health check (check-up).
- 1985 • Cardiac bypass surgery. Installation of intraocular lenses for cataracts.
- 1986 • Installation of CT scanner.
- 1989 • Separation of Siamese twins. MRI scanner installation.
- 1990 • Heart transplant. Fluid organ transplant unit (e.g. bone marrow).
- 1992 • Same-Day Surgery Unit.
- 1994 • Percutaneous vertebroplasty. Model Intensive Care Unit.
- 1995 • Invasive neuroradiology, brain aneurysm embolisation. Embolisation of brain vasculature. Treating aortic aneurysms with forked endoluminal arterial prosthesis. Establishment of a Radiation Oncology Centre – ROC.
- 1997 • Prostate brachytherapy.
- 1998 • Micro-fertilisation.
- 2000 • Intravascular brachytherapy of peripheral vessels.
- 2002 • Interface with Harvard Medical International (expired in 2008). Magnetic resonance imaging of the heart.
- 2003 • Intensity modulated radiotherapy (I.M.R.T.)
- 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 centres.



- 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 Deep Brain Stimulation (DBS) for adjuvant treatment of patients with refractory depression.
  - Spinal fusion using the latest generation neuronavigation system.
  - 'Transoral incisionless fundoplication procedure using EsophyX'.
  - Metabolic procedure to treat obesity and type 2 diabetes.
  - Procedure using robotically assisted microscope: Brain tumour 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 mobility problems.
- 2010** • Implementation of new intravascular techniques for lower limbs treatment in diabetic patients.
- First stereotactic radiosurgery brain tumour treatment with Gamma Knife without the use of the stereotactic crown or a radiotherapy mask fitted over 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 surgical procedures in Greece, using the Da Vinci® S System:
- tumour removal from a fibrous kidney (partial nephrectomy)
  - thymus gland removal (thymectomy)
  - Vertical partial laryngectomy
- First latest generation Hybrid Operating Room established in Greece.
- 2013** • New transcatheter valve implantation procedure offers treatment to high-risk patients suffering from aortic valve insufficiency.
- 2014** • The Radiotherapy & Oncology Centre (ROC) was equipped with the new VERSA HDTM state-of-the-art linear accelerator by Elekta. Through this investment, HYGEIA aims to treat all forms of cancer with maximum accuracy, safety and speed while at the same time improving its patients' quality of life.
- 2015** • The first comprehensive endoscopic Paranasal Sinus and Skull Base Surgery department was established in Greece for the entire range of conditions affecting the nose.
- The first implantation of a leadless pacemaker was successfully performed.
  - HYGEIA's central laboratories were the first in Greece to be equipped with the VITEK® MS MALDI TOF system. With this technology microbial identification results are available in just a few minutes.



HYGEIA became an international medical academic centre following a milestone cooperation agreement with the Medical School of the European University of Cyprus. The objective of this ten-year-long cooperation is to educate and train medical students, to exchange know-how on issues related with clinical training and hands-on practice, to promote activities in areas of common interest and to implement academic and training activities in the medical sector.



Da Vinci Xi

- 2016** • The new Film Array 2.0 Diagnostic System, which provides the conditions for better management of infections, was installed at the Central Labs.
- The Radiation Oncology Centre (ROC) became a European Reference Centre following the cooperation agreement that was signed with the company Elekta, thanks to its unique and state-of-the-art equipment and the high-quality services it provides for the treatment of cancer. Moreover, the ROC was the only centre in Greece which was selected by the International RadioSurgery Association (IRSA) as a Centre of Excellence in Stereotactic Radiotherapy and Radiosurgery.
  - Comprehensive management of patients with liver cancer. The HYGIEIA Hepatobiliary Surgery Department completed three years of operation and throughout that time, it has been providing customised treatment for all benign or malignant liver conditions.

- 2017** • Peripheral partial nephrectomy & intraoperative ultrasound with maximum safety for patients with kidney cancer.
- The first organised heart centre in the private health-care sector in Greece. Comprehensive treatment of all heart diseases from embryonic to adult life.
  - Innovative hybrid imaging system for prostate cancer: maximum diagnostic accuracy and safety.
  - The first thoracoscopic procedure to remove lung cancer without general anaesthesia.
  - HYGIEIA, invariably committed to keeping its technological infrastructure up to date, was the first company in Greece to install 4K Technology NBI (Narrow Band Imaging) Laparoscopic Towers, the 'last word' in medical technology.
  - HYGIEIA further improved the quality of services it provides to patients by upgrading the robotic systems in its surgeries, following the completion of

the installation of the state-of-the-art Da Vinci Xi robotic system.

- Innovative implant surgery of subcutaneous defibrillator at HYGEIA.

**2018** • The HYGEIA Group signed a strategic cooperation agreement with the company Clinerion in the field of clinical studies.

- For the first time in Greece, a tumour was removed from a patient's kidney whilst the healthy parenchyma was retained, by means of the 'Firefly' technology which is integrated in the latest generation Da Vinci Xi Robotic System.
- The first surgical procedure for tumour reduction in ovarian cancer was performed in Greece with the latest generation Da Vinci Xi Robotic System.
- The study of cerebrospinal fluid diseases was undertaken with the Likvor CELDA® System. This assessment system –the only one to be found in Greece– sets new standards in the testing of cerebrospinal

fluid and brain valves by providing a more direct and accurate diagnosis.

- Early staging of prostate cancer is provided by the new PET-CT imaging method with the 18F-PSMA radiopharmaceutical that is used at HYGEIA. This imaging method provides the highest diagnostic accuracy compared to all other currently used tests.
- For the first time in Greece, a patient with endometrial cancer underwent surgery with a new technique based on the latest generation Da Vinci Xi robotic system. The robotic hysterectomy and sentinel lymph node biopsy were performed with the use of ICG dye (Indocyanine Green).
- HYGEIA, invariably committed to keeping its technological infrastructure up to date, installed the MAKO Robotic System for the treatment of knee and hip problems. The surgeries that can be performed with the MAKO are partial and total knee arthroplasty and total hip arthroplasty.
- The HYGEIA Group is at the forefront of medical and





## BRAVO SUSTAINABILITY AWARDS 2019

For a second consecutive year, HYGEIA won a significant distinction in the 'Society' section of the BRAVO 2019 initiative for 'Travelling for HYGEIA' [Health], an initiative it has been undertaking for six years. The award ceremony was held within the context of the 10<sup>th</sup> annual event for the Bravo Sustainability Awards 2019.



## THE MOST SUSTAINABLE COMPANIES IN GREECE

HYGEIA was included amongst the 20 leading companies that were successfully evaluated in accordance with the Sustainable Development Business Index – Sustainability Performance Directory of the Quality Net Foundation in Greece. The 20 names listed in The Most Sustainable Companies in Greece for the year 2019 form the leading group of the Greek business scene elite in Sustainable Development issues.

technological science developments in the field of oncology and provides a comprehensive and integrated treatment for all oncology patients, from early diagnosis and staging to specialised therapies.

- A new end-to-end verification method for brain and head and neck radiotherapy using an exact replica of the patient, is being introduced for the first time in Greece at HYGEIA, ensuring maximum patient safety and effective treatment delivery. The new verification method takes place prior to the treatment of the patient with the use of the RTsafe Personalized PseudoPatient™ technology.

- 2019 • HYGEIA, committed to its vision for continuous improvement of the quality of the provided services and implementation of the most modern and innovative therapies for its patients, has established a state-of-the-art Nephrology Centre. The Centre for Diagnosis, Treatment & Research of Kidney Diseases is staffed with qualified physicians, experienced in all disciplines of Nephrology. It offers diagnosis, treatment and follow-up of patients with kidney diseases, with or without normal kidney function (renal failure).
  - Surgical treatment of mouth cancer using the Da Vinci Xi Robotic System.
  - New thoracic aortic aneurysm repair method with intravascular ultrasound.
  - Driven by its need to address the growing demands of its patients and to keep pace with technological developments in the healthcare sector, HYGEIA once again pioneered by creating the digital Personal Health Record 'myuyείa' for patients.
  - HYGEIA was successfully evaluated by the Joint Commission International (JCI) and maintained the Gold Seal of Approval® for another three-years. It was the first hospital in Greece to receive this distinction from the most distinguished and internationally recognised accreditation standard for healthcare organisations.
  - For the first time in Greece, an innovative technique for non-invasive treatment of common femoral artery stenosis was successfully performed at HYGEIA.
  - Also, for the first time in Greece, two posterior retroperitoneal adrenalectomies were successfully performed at HYGEIA with the use of the new minimally invasive 3D technology.

Ensuring the sustainability of our activities is not enough to reach long-term success; we also have a duty to create value for the community.

### HYGEIA and Clinerion in the field of clinical studies

The HYGEIA Group has signed a strategic collaboration agreement with the company Clinerion in the field of clinical studies.

Clinerion possesses the largest global network for the exchange of information between healthcare service providers and pharmaceutical companies, aiming to accelerate the process of clinical research and the development of medicines, so as to ensure that patients can promptly access pioneering treatment methods.

## High-level Healthcare Services

### Latest Generation Robotic Surgery

The state-of-the-art Da Vinci Xi robotic system incorporates the latest technology and allows the surgeon to perform robotic surgery more easily and effectively. In addition to minimal incision, other patient benefits include the minimisation of postoperative pain and complications, the significant reduction of hospitalisation time thanks to faster recovery and a perfect aesthetic result. Robotic surgery implies shorter duration of anaesthesia and minimal blood loss, which enhance the patient's earliest possible recovery.

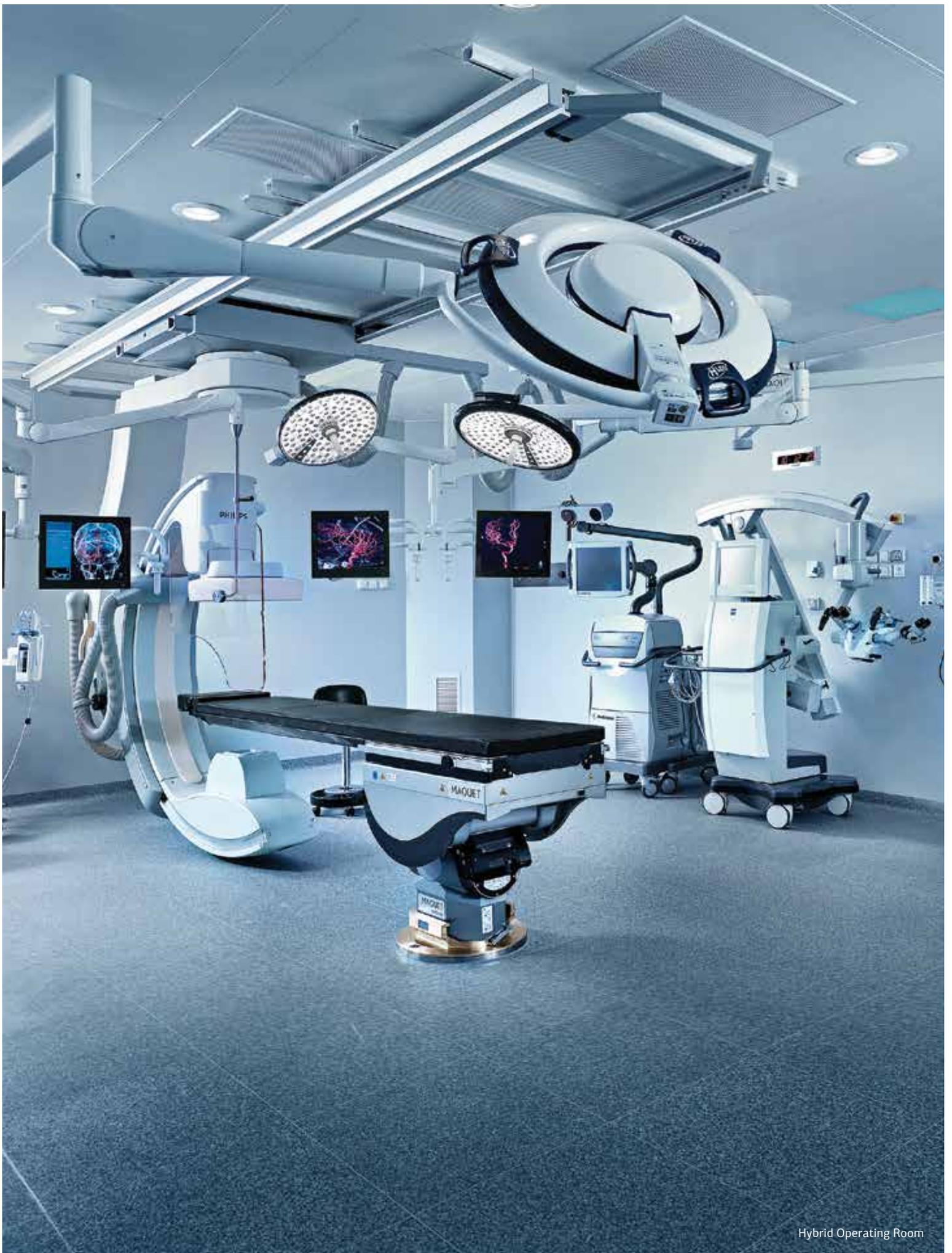
### Latest Generation Multi-Disciplinary Hybrid Operating Room

HYGEIA's Hybrid Operating Room is designated a 'latest generation multi-disciplinary hybrid operating room'. Its innovative design and state-of-the-art equipment make it suitable for endovascular and open surgical procedures of the entire cardiovascular system, which can be performed simultaneously on the same patient by all surgical or al specialties (vascular surgery, al cardiology, cardiac surgery, neurosurgery, al radiology). Minimally invasive procedures can also be performed by a variety of other specialties (orthopaedic surgery, general and trauma surgery, urology). HYGEIA's Hybrid Operating Room covers an area of 87 square meters and is equipped with the most advanced imaging and medical equipment. It is suitable for complex surgical procedures, which are performed with utmost patient safety, speed and reliability.

### Robotic Orthopaedics Surgery using the MAKO System

The MAKO robotic assisted orthopaedics procedures have proven to be groundbreaking for the treatment of knee and hip problems. The MAKO system can assist surgeons to perform total hip, partial knee and total knee replacement procedures.

An ultra-high-definition CT Scan is performed in every case to ensure that the procedure will be adjusted according to the anatomy of each patient. In knee and hip procedures, the robotic system can assist the surgeon to accurately prepare the joint and place the implants and provide an excellent surgical outcome in terms of the mobility, rehabilitation and anatomical properties of the joint, which perfectly simulates the human knee or hip. It can also prolong the duration of implants beyond 10-15 years, which is how long they lasted so far, while patients can walk at the latest within 24 hours after surgery.



Hybrid Operating Room



In partial replacement surgery with the MAKO robotic system, only the worn part of the joint is replaced, and the healthy part of the knee remains completely intact; a smaller incision is made, and the patient stays in hospital for only one day. Also, there is virtually no blood loss and recovery is remarkably faster. In cases of total knee replacement even though the procedure resembles a conventional total knee replacement in effect it is a completely different procedure. There is an unsurpassed precision in the way in which the joint is replaced, taking into account the ligament stability and mobility and ensuring an excellent and predictable outcome.



Moreover, the robotic-assisted hip replacement is extremely successful, as during the surgical procedure, the doctor has access to information on all the parameters of the operation and they may intraoperatively make any changes required in order to ensure the best possible result.

### Robotically Guided Microscope

The removal of a brain tumour with the automated STEALTH STATION neuronavigation system is the latest word in modern neurosurgery. The system is electronically connected to the PENTERO surgical microscope to ensure safer, faster and more successful surgical procedures.

### Radiation Oncology Centre (ROC)

All modern radiotherapy techniques are used at the most modern and largest radiation oncology centre in Greece. The Centre has, inter alia, three of the latest generation robotic linear accelerators for the irradiation of tumours with millimetre precision:



- 1) Elekta Synergy Agility with photon energies of 6 & 10 & 15 MV and electron energies of 6, 9, 12 & 15 MeV;
- 2) Elekta AXESSE 6 MV (specialised for stereotactic head and body applications); and
- 3) Elekta VERSA HD with photon energies of 6 & 10 & 15 MV and electron energies of 6, 9, 12 & 15 MeV, which incorporates the latest technology in linear accelerators and, in addition, has the unique capacity of a very high dose rate of 6FFF & 10FFF MV.

These three graphic accelerators apply the most advanced radiotherapy techniques using Intensity Modulated Radiation Therapy (IMRT), including Volumetric Modulated Arc Therapy (VMAT). They also have a built-in CT scanner (Cone Beam CT – CBCT) for Image Guided Radiation Therapy (IGRT) which ensures the 3D application of treatments with precision. More specifically, the Elekta AXESSE Linear Accelerator is the latest development in body and head robotic radiosurgery-stereotactic radiotherapy, while the VERSA HD graphics accelerator with high-speed dose capability

enables the application of the most modern radiotherapy techniques in extremely short times and with exceptional efficiency.

Lastly, for the first time in Greece, breast radiotherapy with breath control by means of Elekta's Active Breathing Coordinator TM (ABC) system is provided at HYGEIA. The ABC system is a non-invasive advanced technology which assists patients to control their breath during irradiation. The irradiation is performed during a particular phase of respiration, protecting both the heart and lungs. This technique, in combination with the only Elekta VERSA HDTM graphic accelerator in Greece, which can administer a high-dose rate FFF, ensures the patient's fast and safe radiotherapy with the IMRT/VMAT technique. The precision of the treatment is ensured with the IGRT technique, which involves the use of low-dose CT scanning to confirm proper positioning of the patient. The breath control technique can also be applied in the treatment of lung, liver and other tumours, which move with respiration to ensure maximum precision during irradiation.



### **RTsafe: Personalised radiotherapy end-to-end verification method using an exact patient replica**

The new end-to-end verification method for brain and head and neck radiotherapy is being introduced for the first time in Greece at HYGEIA, ensuring maximum patient safety and effective treatment delivery. The new verification method takes place prior to the patient's treatment using RTsafe Personalised PseudoPatient™ technology. Specifically, using CT images and highly accurate 3D printing medical technology, an exact and unique replica of the patient head is created from a material that interacts with radiation similarly to the human tissue. The Personalized PseudoPatient™ simulates the anatomy of the patient and allows measurement of the delivered dose to the tumour and the organs at risk. This allows radiotherapy professionals to simulate the radiotherapy procedure on an anatomically perfect facsimile of the patient before the actual treatment is performed, ensuring maximum accuracy and safety during radiotherapy. The benefits of the method are quite significant for patients, given that many brain tumours are



located only a few millimetres from healthy tissue, such as the optic nerve.

HYGEIA 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.

### **Gamma Knife Brain Radiosurgery Department (the only one in Greece)**

The most accurate and safest brain radiosurgery treatment in the world, with the innovative radiosurgery system Leksell Gamma Knife Perfexion. In 2018, it had been fourteen years since the first Gamma Knife procedure was performed on a patient in Greece, at HYGEIA. In these 10 years, more than 2,000 treatments for brain, head or neck conditions have been carried out by HYGEIA Hospital's Gamma Knife Brain Radiosurgery Department, with a success rate over 95% for most diagnoses.

Gamma-Knife radiosurgery is considered the most significant technical innovation in neurosurgery in the last 20 years.



It allows approximately one million patients worldwide to adequately control their disease, without undergoing the hassles and risks of an open surgery. Neurosurgeons, radiotherapists-oncologists and radio physicists contribute with their expertise so as to create a treatment programme tailored to the needs of each patient.

The continuous monitoring and evaluation of patients who have undergone treatment with Gamma Knife confirmed a success rate of over 95% for most benign tumours and a significant improvement in the most aggressive cases. This has rendered Gamma Knife radiosurgery the most suitable treatment method, replacing conventional surgery or other therapies that have failed.

### **PET/CT Department**

June 2019 marked fifteen years of uninterrupted and continuous successful use of the PET/CT method. This is the first PET/CT Positron emission tomography unit to operate in Greece for the diagnosis of cancer, with great sensitivity and accuracy.

The PET/CT unit is also the first department in Greece which, since January 1, 2019, has been able to produce radiopharmaceuticals (DOTATATE and PSMA) for PET/CT examinations for prostate cancer and neuroendocrine tumours. The in-house production of radiopharmaceuticals leads to a reduction in the cost of examinations and is ground-breaking for the production of therapeutic radiopharmaceuticals and the treatment of respective malignancies.

The state-of-the-art PET scanner enables both the anatomical imaging of organs and the imaging of their functional and metabolic activity, allowing for a more accurate diagnosis of oncological diseases (in the cases of malignancies).

The PET/CT is primarily used to better investigate oncological diseases and certain indications in neurological disorders, and to diagnose of ischemic myocardial viability. In oncological diseases, the PET/CT scanner is used in the staging of malignant tumour (to determine how widespread the disease is and whether or not it can be surgically treated) and in the evaluation of the response to treatment (radiotherapy and chemotherapy). Furthermore, in special cases PET/CT scanning substantially contributes to the diagnosis of various types of dementia and epileptic foci in order for the appropriate treatment to be selected and for therapy to be initiated as early as possible. The Department is ISO 9000:2008 certified.

### **Transcatheter Heart Valve Department**

The HYGEIA Transcatheter Heart Valve Department is the only one in Greece to perform transcatheter aortic valve treatments, with all types of valves available today such as: transcatheter heart valve implantations (Evolut R; Medtronic; SAPIEN 3; Edwards; Portico, Abbott; Accurate, Boston etc.) using all possible implantation methods (transfemoral, transaortic, transthoracic or transapical and subclavian route), transcatheter mitral regurgitation repair and tricuspid valve repair, using the MitraClip system and the PASCAL (Edwards) system.

Transcatheter mitral valve implants are also performed with the Sapien 3 (Edwards) valve and with the Intrepid (Medtronic) and Cardiovalve (Valtec) valves - in a research stage. The Department staff have performed more than 1,500 transcatheter aortic valve replacements and is the largest in Greece and amongst largest in the world. HYGEIA's Transcatheter Heart Valve Department performed the first MitraClip implants in Greece in 2011 and has extensive experience which now exceeds 250 clips. In 2016, the Edwards company chose this department, to perform the first implants worldwide with the PASCAL system (which corrects mitral deficiency with a transcatheter in a manner similar to the MitraClip system), as well as with the Forma system for the transcatheter tricuspid valve repair.

On July 4, 2019 HYGEIA announced that it had renewed the Joint Commission International (JCI) accreditation for another three-year period.



HYGEIA was successfully evaluated by the Joint Commission International (JCI) and retained the Gold Seal of Approval® for another three-year period. HYGEIA was the first hospital in Greece to receive this distinction from the most established and internationally recognised accreditation standard for health organisations.



YEARS JCI

Success is to stay on top for 10 years!



Organization Accredited by Joint Commission International



The HYGEIA Transcatheter Heart Valve Department is an official global training centre for the Medtronic Evolut R valve, the Edwards SAPIEN 3 valve and the Abbott Portico valve while its medical personnel are trainers for the placement of valves manufactured by the Edwards, Medtronic and Abbott companies and the MitraClip and PASCAL systems.

All relevant surgical procedures are performed at the state-of-the-art HYGEIA Hybrid Surgery.

### Breast Centre

The HYGEIA Breast Centre is a model diagnostic and treatment centre in Greece.

It is staffed by medical personnel with many years of experience, extensive training and sound knowledge. The primary goals of the Breast Centre are the rapid diagnosis, the provision of appropriate treatment in accordance with international guidelines and the overall management of patients at every stage of the disease: diagnosis, surgery, post-operative treatment and follow-up, with psychological support at every stage.

It is worth mentioning that the Centre has state-of-the-art digital mammography and ultrasound equipment, as well as an MRI scanner, with specialised medical staff to provide diagnoses of the highest standard.

### Department of Neurosurgery & Interventional Neuroradiology

The department covers the entire surgical spectrum of brain and spinal cord pathologies, namely space-interventional lesions (tumours), haematomas, abscesses, vascular lesions, hydrocephalus, as well as degenerative diseases of the spine (spinal stenosis, disc herniation).

The treatment methods used are based upon the most modern technology worldwide and include all types of modern surgical treatment, including:

- 1) open surgery under a microscope or endoscope;
- 2) minimally invasive methods (intravascular embolization); and
- 3) stereotactic radiosurgery for tumours and vascular diseases (gamma knife).



# myygeia personal health record



The advances in technology and its application in the healthcare sector have led us to the creation of the digital Personal Health Record 'myygeia' for patients/examinees, once again in order to provide high-quality healthcare services and meet our patients' needs.

'myygeia' involves a structured collection and storage of patients'/examinees' medical data in a digital format, through which patients/examinees can easily access and communicate information that is related to their health in a secure and confidential environment with respect for sensitive personal data.

## What it offers

The 'myygeia' tool is valuable both for patients/examinees, who can now play a more active part in their healthcare, and for doctors. Users can monitor their health information in a user-friendly online environment and can also share this information with the doctors of their choice.

## Communication between doctor and patient is significantly improved

Access to the medical history is immediate and easy. Moreover, the treating physician can compare older examinations or newer data in real time, which is very important in ensuring that the patient's health issues are better managed and addressed.

The medical data are:

- easily transferred and safely stored;
- constantly updated; and
- easily sent electronically (e-mail) wherever the user deems appropriate.

The 'myygeia' feature provides quick and easy access to patients' medical history and significantly contributes to an improved quality of their healthcare.

The application fully ensures the protection of patients' personal and health data.

## How to register

The registration process is quick and simple. All you have to do is fill in the registration form that you will find at HYGEIA.

To register on the Personal Health Record, you must have:

- an active personal e-mail account;
- a personal mobile phone number; and
- an ID card.

Access is only available to the patient with the assigned codes and to any users authorised by the patient.

Even though the department's activities cover the entire range of surgical treatments of the brain and spinal cord and, the doctors also specialise in two major areas of neurosurgery:

**Vascular Neurosurgery:** The Department is very experienced and internationally recognised for its excellent results in the microsurgical and endovascular treatment of vascular pathologies (embolization of aneurysms and arteriovenous communications, thrombectomy for ischemic strokes). It is the only treatment centre for giant aneurysms using bypass at the HYGEIA Hybrid Operation Room and it is included among the few similar elite centres available in Europe.

**Brain/Spinal Cord Tumour Surgery** uses all the modern technologies applied worldwide.

### Department of Endoscopic Paranasal & Skull Base Surgery

Diagnosis and treatment –conservative and surgical– of sinus diseases for all ages, including general rhinology, endoscopic skull base surgery, rhinoplasty (cosmetic and functional), as well as allergy conditions. Specialisation in endoscopic nasal neurosurgery, a new surgical approach for adults and children, in cooperation with the neurosurgical teams of HYGEIA. Endoscopic skull base surgery in selected cases means fewer days of hospitalisation, minimised external scarring and potentially reduced complications and recovery time; it is the method of choice for certain cranial base tumours. As one of the international reference centres and one of the most experienced worldwide, the Department deals with such incidents, both nationwide and on a European level, and at the same time produces educational work with seminars, hands-on anatomical preparations and the provision of further training for ENT specialists from both within and outside Europe.

### Pathological Oncology Unit

The HYGEIA Pathological Oncology Unit admits patients who do not require 24-hour medical monitoring (usually patients with oncological, haematological and neurological problems and/or patients requiring transfusions). The Unit covers the needs of patients for short-stay treatments (usually intravenous administration of drugs) in a friendly environment, characterised by respect and special care. It is fully staffed by personnel with many years of experience who specialise in the administration of cytostatic drugs.

Thanks to its own secretarial and check-in branch, the Unit facilitates the processing of patients' admission and discharge.



The Pathological Oncology Unit is equipped with three vertical filament air flow machines for the enrichment of cytostatic drugs. A hypothermia helmet may be used to prevent hair loss. For all 27 treatment places, each patient has a designated area with TV, radio, telephone and escort lounge chair. After receiving treatment, patients can leave the clinic.

### Cardiac Surgery Department

The Department performs diagnostic and surgical procedures for the entire spectrum of interventional cardiology. Acute coronary syndromes (myocardial infarction, unstable



Pathological Oncology Unit

angina) are addressed with direct angioplasty/stent and arrhythmogenic diseases are addressed with electrophysiological control, arrhythmia catalysis, and pacemakers/defibrillators. The Department is in constant readiness and is supported by latest generation technology.

### **Cardiac Magnetic Resonance Imaging (MRI) Department**

HYGEIA is a pioneer in the field of imaging cardiology. The Cardiac Magnetic Resonance Research and Development Department has been operating since August 2002 under the hospital's CT/MRI Department. The Department uses

two 1.5 Tesla (Philips Intera and Achieva) magnetic resonators with modern software that can cover the entire range of cardiac examinations. The exams are archived on a PAX system from which they can be recovered immediately. The magnetic resonance imaging of the heart is one of the most modern diagnostic techniques in cardiology. It was brought into clinical practice in the last ten years and its use has soon expanded to a wide range of diseases.

### **Nuclear Medicine Department**

The Nuclear Medicine Department performs all modern radioisotope treatments, including radio-embolization of the liver with Yttrium-90 microspheres and the treatment of neuroendocrine tumours with Lutetium 177-DOTATATE.

The diagnostic tests are performed with two state-of-the-art gamma camera scanners (Philips Bright View and Bright View XCT) which offer higher image resolution, drastically reduce the data collection time to less than half and decrease the radial burden on patients and the time required for the tests.

The contribution of the hybrid camera to the imaging of myocardial and bone scintigraphy is truly invaluable.

It should be noted that the HYGEIA Nuclear Medicine Department operates as a Reference Centre for Philips in Southern Europe and the Middle East. Diagnostic applications are divided into IN VIVO (in the presence of the examinee) and IN VITRO (in biological body fluids, e.g. blood, urine).

### **Imaging Departments**

The integrated imaging departments of the HYGEIA and MIT-ERA clinics constitute a modern complex, the largest in size and capacity in the imaging field in Greece.

They use latest generation high-power MRI scanners (3 Tesla), the most powerful state-of-the-art open magnet (1 Tesla), two 1.5 Tesla MRI scanners, four all-purpose multimodal CT scanners (128 double lamp sections, as well as 128, 64 and 20 sections), two new technology gamma camera systems –one of which is hybrid (SPECT/CT)–, one Positron and CT scan 16-sections hybrid system (PET/CT), twenty-five ultrasound devices and, of course, fully equipped conventional and interventional radiology rooms, as well as four angiography examination rooms with state-of-the-art equipment.

Moreover, modern imaging and engineering equipment has been installed in HYGEIA's Hybrid Operation Room.



CT scanner

## Check-Up Department

In the modern premises of the Department, which is equipped with advanced medical-technological equipment, a comprehensive screening is carried out within approximately three hours. All medical departments required for the screening are accommodated on the same site. Full planning and coordination minimise any unnecessary waiting time between examinations.

The results of the preventive examinations are delivered to the examinees or their doctor within three days. They are accompanied by a full medical report prepared by the specialist physician of the Department who, after collecting and studying the results of all the examinations that were carried out, drafts a report to provide a complete picture of the examinee's state of health and detailed instructions when required.

## International Patient Services Department

HYGEIA has a dedicated International Patient Services Department to better meet the needs of patients and their families, by catering to the requirements of all medical tourism and cross-border care stakeholders in order to upgrade the management of international patients.

## Bone Marrow Transplant Unit (BMTU)

HYGEIA's Bone Marrow Transplant Unit was established in 1990, the year when the first allogeneic transplant was performed. Since then, dozens of allogeneic (until 2001) and autologous transplants have been performed at the BMTU with absolute success. The excellent structure and operation specifications, as well as the staffing by specialised medical and nursing personnel, make it a model unit.

## Pioneering Biopsy System using Hybrid Imaging for Prostate Cancer

High-level diagnostic healthcare services for prostate cancer are provided by the pioneering hybrid imaging system (fusion imaging) installed in the HYGEIA General Ultrasound Department. This method combines the immediacy and ease of use of ultrasonography with the objective accuracy of the transverse imaging methods (CT and magnetic resonance imaging). Specifically, the system inserts images from a previous multiparametric magnetic resonance imaging prostate examination into a specially equipped and configured ultrasound machine.

## Thoracic Surgery Clinic

State-of-the-art technology has always been a constant for HYGEIA and has invariably been providing medical personnel with a pioneering potential in every speciality. Thus, techno-



For HYGEIA, the adoption and use of state-of-the-art technology constitutes an underlying rule for the provision of high-level healthcare services.

HYGEIA constantly invests in infrastructure and modern medical technology as well as in partnerships with acclaimed doctors who have an established scientific background.

logical progress has facilitated a shift from thoracotomy to minimally invasive techniques – thoracoscopy and robotic thoracic surgery. Thoracoscopic surgeries began in Greece and at HYGEIA in 1994, initially with minor surgical procedures. Gradually, 60% of traditional surgeries were replaced by minimally invasive surgeries. This is currently the typical rate in well-established thoracic surgery clinics throughout the world.

## Gastroenterology Department

HYGEIA's Gastroenterology Departments are staffed by experienced and skilled gastroenterologists who use the most recent methods and address the entire spectrum of the needs of modern endoscopy departments.

HYGEIA's Endoscopy Departments make use of the latest technological developments, such as the high-resolution and zoom endoscopy techniques, allow for the examination of problem areas at high magnification with high-resolution images. In combination with the chromoendoscopy technique, these features provide the setting required for the early and valid diagnosis of small and flat lesions or precancerous conditions of the gastrointestinal tract.



The Central Laboratories, which were renovated in 2018, are equipped with advanced fully automated equipment of a high standard and a computerisation system that allows the continuous monitoring of sample transports and the performing of tests, while they cover the entire spectrum of modern examinations.

## Medical Services

### Departments

- PET/CT
- Diagnostic radiology
- Gamma-Knife Brain Radiosurgery
- CT-MRI
- Eyelid, Lacrimal Apparatus and Orbit
- Bronchoscopy Lab
- Gastroenterology
- General Ultrasounds
- Dermatology
- Transcatheter Heart Valves
- Endocrinology & Diabetes
- Emergency - Outpatient Clinics
- Interventional Radiology
- Endoscopic Surgery for Female Reproduction
- Endoscopic Paranasal Sinus and Skull Base Surgery
- Haemodynamic 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
- Radiotherapy & Oncology Centre
- Prostate Brachytherapy Centre
- Lithotripsy Centre
- Breast Centre
- Nutritional Medicine
- Clinical Neurophysiology
- Clinical Psychology
- Cytology Lab
- Sleep Study Centre
- Hair Transplant
- Genetic Oncology Unit
- Neuromodulation
- Neurosurgery & Interventional Neuroradiology
- Neurodegenerative Brain Conditions - Memory Clinic
- Nephrology Centre (Centre for the Diagnosis, Treatment and Research of Kidney Diseases)
- Dental Implants & Tissue Regeneration



- Bone Densitometry & Osteoporosis
- Urodynamics
- Ophthalmology
- Clinical Pathology Lab
- Parkinson's & Movement Disorders
- Multiple Sclerosis & Demyelinating Disease
- Check-Up
- Nuclear Medicine
- Rheumatology
- Spinal Surgery
- Cardiac Ultrasound
- Physical Therapy & Rehabilitation
- Hepatobiliary Surgery
- Breast Imaging
- ENT

### Central Labs

The HYGEIA Central Labs are staffed by Biopathologists, Biochemists, Biologists, auxiliary and administrative personnel and include the following departments which operate 24/7:

- Haematology
- Urine chemistry - Parasitology
- Blood donation
- Immunology
- Clinical Biochemistry
- Cultures
- Microbiology

### Clinics

The Pathology and Surgery Divisions include the following clinics:

#### Surgery Division

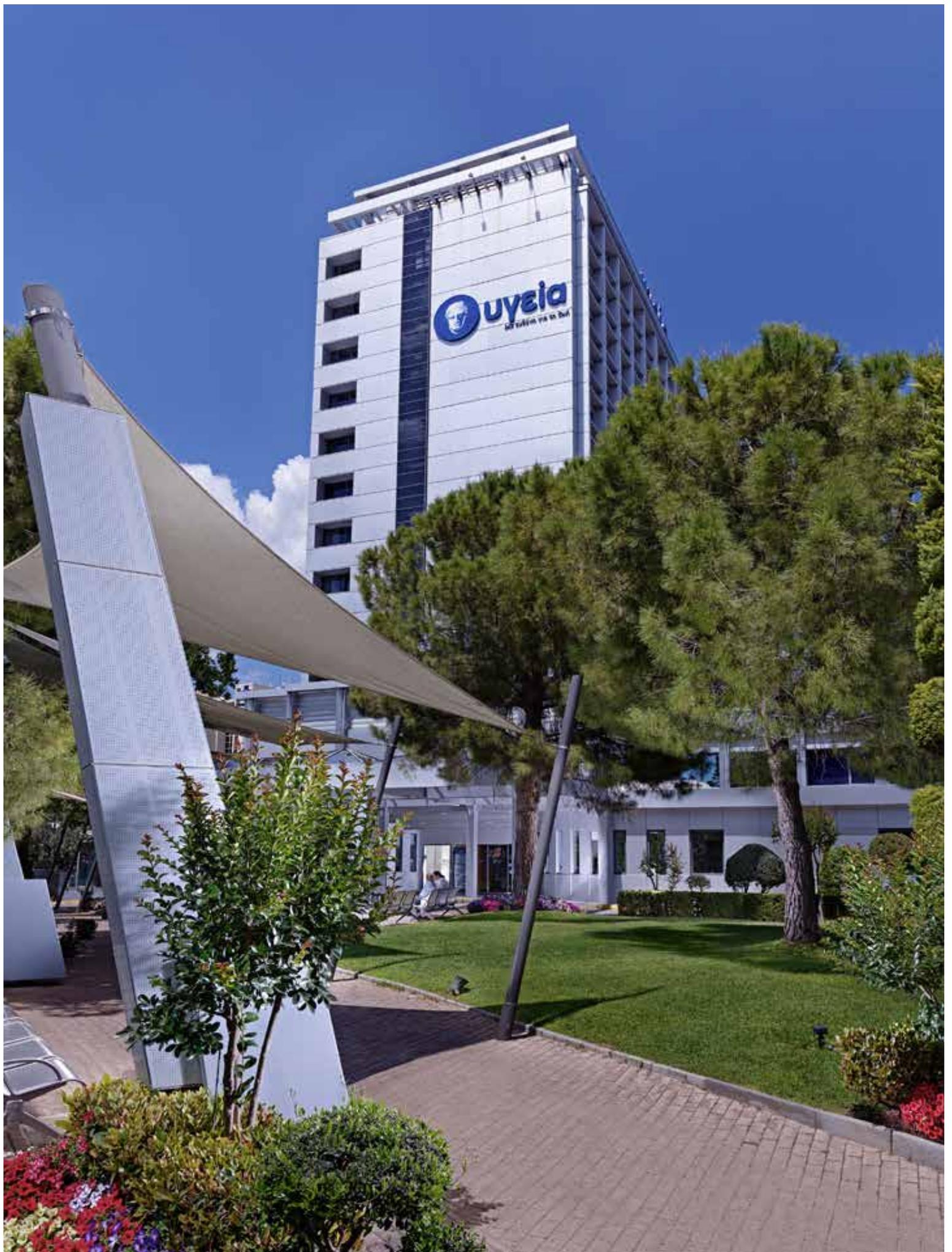
- Two Vascular Surgery Clinics
- Four Cardiac Surgery Clinics
- Six Orthopaedic Clinics
- Three Gynaecologic Oncology Clinics
- Four Urology Clinics
- Six Surgical Clinics
- Ophthalmology Clinic
- Thoracic Surgery Clinic
- Head & Neck Clinic
- Three Neurosurgery Clinics
- Plastic & Reconstructive Surgery Clinic
- Plastic Cosmetic Surgery & Laser
- ENT Clinic

#### Pathology Division

- Seven Pathology Clinics
- Three Gastroenterology Clinics
- Six Cardiology Clinics
- Five Pathology - Oncology Clinics
- Two Pathological Infectious Diseases Clinics
- Two Pulmonary Clinics
- Haematology Clinic- Haematopoiesis
- Diabetes Clinic
- Neurology Clinic

### Units

- Intensive Care Unit
- Bone Marrow Transplant Unit
- One Day Surgery Unit
- Pathological Oncology Unit



## Composition of the Board of Directors

On 12.10.2020, the Company's Board of Directors composition was as follows:

A/A	Name	Position
1	Andreas Kartapanis	Chairman & CEO
2	Georgios Politis	Vice-Chairman
3	Dimitrios Spyridis	Board Member
4	Dimitrios Eleftherios Mantzavinos	Board Member
5	Konstantina Psoni	Board Member
6	Dimitrios Syrmas	Board Member
7	Sergios Stampoulous	Board Member
8	Athanasios Papageorgakis	Board Member
9	Efstratios Pattakos	Board Member
10	Georgios Zacharopoulos	Board Member
11	Spyridon Kalakonas	Board Member

## HYGEIA Income Breakdown in %

€ million	31.12.2019
Revenue	143.1
Net Profits / (Losses)	33.6

Last Update 31.12.2019

## Current Shareholding Structure

Shareholder's Name	Shares	Holding percentage
HELLENIC HEALTHCARE SA	305,732,436	100.00%

On 31.12.2019 HYGEIA extends over 17 floors and has a license for 315 beds, out of which 274 are active beds and 27 relate to chemotherapy, fully covering every patient's needs with:

- 18 small and three large suites
- One large V.V.I.P. suite and Two single-bed A-Luxury rooms
- Intensive Care Unit (ICU)
- Pathological Oncology Unit
- One Day Surgeries (ODS)
- Autologous Bone Marrow Transplant Unit (ABMTU)
- Six Diagnostic Laboratories
- Eight Imaging
- 18 Operating rooms
- 10 Outpatient Clinics



Further to the Decision of May 7, 2019 of the Hellenic Capital Market Commission and in accordance with the provisions of article 17, paragraph 5, of Law 3371/2005, HYGEIA halted the trading of the Company's shares on the Stock Exchange trading systems on Wednesday, May 8, 2019.



**METROPOLITAN**  
HOSPITAL

MH

# METROPOLITAN HOSPITAL General Clinic

## In 2019

36,500 inpatient admissions

362,000 outpatient visits

15,155 surgical procedures

METROPOLITAN HOSPITAL was founded in 2001 and very quickly succeeded in establishing itself as a pioneering therapeutic centre in the private healthcare sector.

METROPOLITAN HOSPITAL:  
Always there -with a sense  
of respect- for the patient.

Since 2001 when METROPOLITAN HOSPITAL was founded, it has managed to establish itself in the private healthcare sector as a leading therapeutic centre in Greece and worldwide.

Its vision has been realised and METROPOLITAN HOSPITAL became a model clinic, always aiming to provide comprehensive and high-quality healthcare services with excellent medical and nursing staff and state-of-the-art medical technical equipment.

The superior level of METROPOLITAN HOSPITAL's medical care is evidenced by the significant international distinctions, top rankings and certifications it has earned.

The Hospital also maintains collaborations with model nursing centres and scientific institutions abroad.

### Mission

METROPOLITAN HOSPITAL's mission is to provide better health and better life to its patients. In order to achieve this, it:

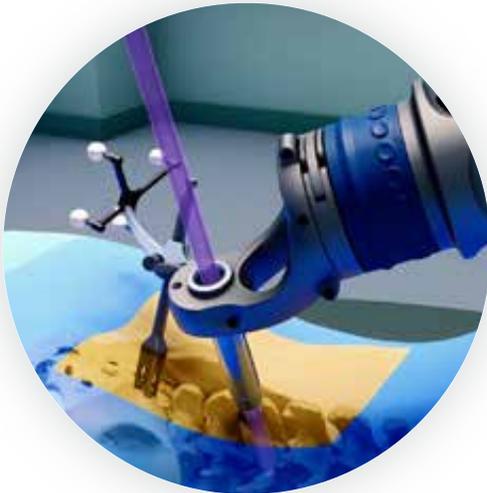
- constantly upgrades the healthcare services it provides so as to better serve patients;
- continuously invests in cutting-edge medical technology and latest generation equipment;
- collaborates with eminent doctors of all specialities who are characterised by their high expertise, professional ethics and long-term experience;
- constantly trains medical, nursing and administrative staff in Greece and abroad;
- constantly monitors and controls the smooth and proper functioning of the hospital on every level;
- utilises state-of-the-art tools that expedite, facilitate and improve its processes and services; and
- dynamically keeps abreast of the latest developments in the digital era with innovative services.

## Investments in Cutting-edge Technology

METROPOLITAN HOSPITAL has been acknowledged as a pioneer in the healthcare services sector, through a series of investments in sophisticated systems and cutting-edge technology.



It disposes of a 4<sup>th</sup> generation Magnetom Siemens MRI, 3Tesla SKYRA, which is further equipped with all the diagnostic coils so as to perform even the rarest diagnostic tests.

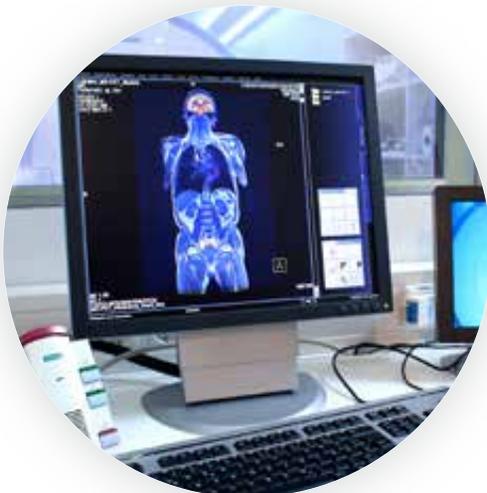


METROPOLITAN HOSPITAL is the only clinic in Greece, which has installed the Excelsius GPS robotic system for spinal treatment.



It is the only clinic in Greece that has installed the revolutionary O-Arm II platform for craniocerebral problems, musculoskeletal tumours of the pelvis, limbs and the spine.

It has PET / CT, the latest generation scanner that provides the most advanced diagnostic capabilities, allowing to address diagnostic problems and modify the treatment strategy, effectively leading to impressive changes in the management of cancer patients.



It disposes two operating da Vinci systems, da Vinci Si & da Vinci Xi, and is one of the few hospitals in Europe that is known for the large number of operations it performs annually.



The Increased Care Unit - of Acute Vascular Strokes is the only one in Greece applying the RAPID system for strokes. The System extends the timeframe of mechanical thrombectomy from eight to 24 hours, so as to also benefit patients outside Attica with reperfusion interventions.



It is the only clinic in Greece that has installed the Visualase system for brain treatments.



It is the only clinic that has received a title as "Centre of Excellence", - held by very few centres worldwide-, for the most advanced system for Robotically Assisted Procedures, the MAKO system, for unicompartmental (partial) and total knee and hip replacement.



The Varian RapidArc® is a Volumetric Arc Therapy – (VMAT) which administers 3D precisely sculpted radiation doses. The technique of administering Intensity-Modulated Radiation enables maximum protection of normal tissues by reducing the side effects and enhancing the result, with the simultaneous intake of a greater radiation dose by the tumour tissue.

## METROPOLITAN HOSPITAL in 2019

- ✓ About 1,500 specialist doctors and 800 nurses and paramedics make up its human resources.
- ✓ It has four ambulances of its own.
- ✓ It offers 300 beds with a choice of meals to suit patients' dietary habits.
- ✓ All rooms from quadruple to suites have a private TV, access to satellite channels and a computer, and most have a sea view.
- ✓ It collaborates with model nursing centres and scientific institutes abroad and participates in research projects.
- ✓ It offers an exchange of views and advanced medical support through online connection and communication with international centres of medical developments.

## Innovative Services

### Radiotherapy Oncology

METROPOLITAN HOSPITAL has been operating a model radiotherapy unit since 2008, with access to all modern techniques.

The range of modern techniques that are used in the Radiotherapy Unit includes, but is not limited to:

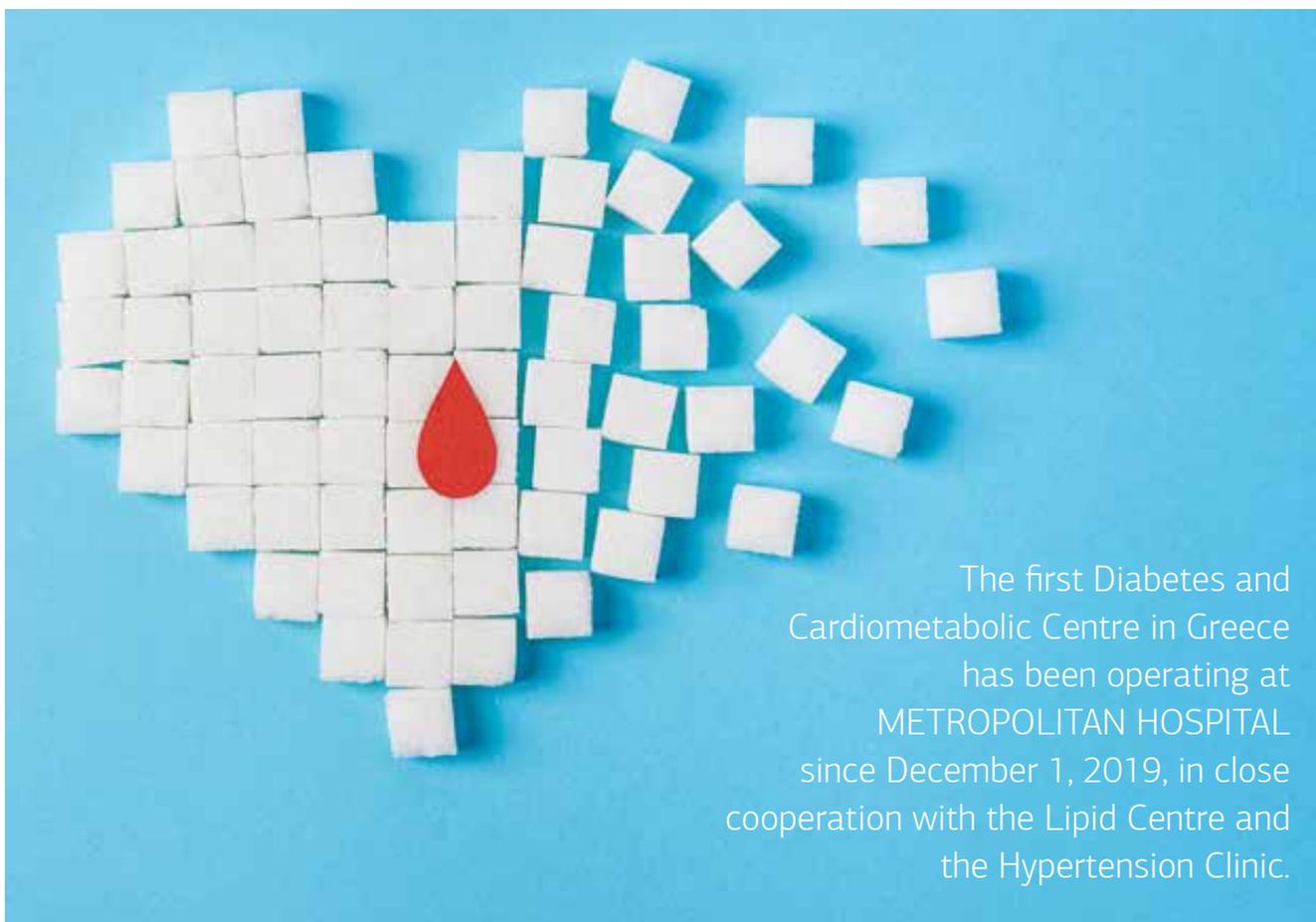
- **Intensity-modulated Radiotherapy (IMRT):** The Varian RapidArc® is a volumetric arcuate treatment (Volumetric Arc Therapy – VMAT) that administers three-dimensional relief doses of radiation with a single 360° rotation of the linear accelerator. This modern technique for administering Intensity Modulated Radiation Therapy (IMRT) allows for the maximum protection of normal tissue, reduces side effects and increases the therapeutic effect. It involves an absolutely precise radiation therapy in less than two minutes.

- **Image Guided Radiotherapy:** The Image Guided Radiotherapy (IGRT) is a technique where the patient is imaged in the treatment position before the respective radiotherapy session. Imaging can be two-dimensional (x-ray) or three-dimensional (CT scan – Cone Beam CT) and greatly increases the precision of radiotherapy, reducing the likelihood of error when the patient is being positioned or when internal organs move (e.g., during respiration).

- **MRI-Guided Brachytherapy:** Exclusively and for the first time in Greece, brachytherapy of gynaecological tumours under 3D imaging guidance with magnetic resonance imaging (MR Image Guided Brachytherapy – IGBT) and the use of intrauterine techniques with local control rates of 85% in locally advanced tumours and 95% in early-stage tumours. With the systematic use of four-dimensional (4D) brachytherapy under MRI imaging guidance and the placement of catheters inside the tumours, the local control rates range from 85% to 100%, depending on the extent of the disease. The percentages of serious side effects do not exceed 5% in total.



Brachytherapy for the administration of Accelerated Partial Breast Irradiation (APBI) is exclusively implemented in Greece at the Radiation Therapy Unit.



The first Diabetes and Cardiometabolic Centre in Greece has been operating at METROPOLITAN HOSPITAL since December 1, 2019, in close cooperation with the Lipid Centre and the Hypertension Clinic.

• **Brachytherapy for Administering Accelerated Partial Breast Irradiation (APBI):**

The technique of partial breast irradiation has been gaining ground in recent years amongst women with low-risk breast cancer. There are multiple benefits for the patient, inasmuch as only the surgical bed is irradiated rather than the entire breast. In Greece, brachytherapy in this context is exclusively provided by the Radiotherapy Unit of METROPOLITAN HOSPITAL. Patients complete their radiotherapy within five days –rather than in six weeks, which is the standard treatment norm– and have fewer acute and chronic side effects.

**Intracranial-Extracranial Stereotactic Radiosurgery and Radiation Therapy:**

The Radiotherapy Oncology Unit of METROPOLITAN HOSPITAL is equipped with a Novalis Type intracranial and extracranial stereotactic radiosurgery system by Varian. The Novalis Radiosurgery system provides sophisticated and innovative imaging guidance and movement management tools. The Novalis system continuously tracks patient and tumour movement, while the 6D robotic bed allows absolute precision tumour targeting.

**Brain Pacemaker for Parkinson's**

In recent years there have been significant developments in the treatment of Parkinson's disease. Interventional methods are now used, such as deep brain stimulation (DBS) with implantation of a neurostimulator and placement of continuous infusion pumps (Apo-Go or DUODOPA).

A patient that has had Parkinson's disease and motor fluctuations for at least five years may be examined by the interventional clinic's multidisciplinary team for treatment of Parkinson's disease, so that the most suitable method can be chosen to improve the patient's quality of life with minimal risk. The pump is portable and offers autonomy of movement to patients who can continue their daily activities.

According to international literature, the results are similar to those of the neurostimulator. According to Devos et al MD 2000, it offers 96% improvement in motor fluctuations, 94.7% in dyskinesia, 74.7% in pain, 61.4% in gait disorder and 60% in dysphagia. In addition, it is less interventional, there are no age restrictions, and it is easily reversible.

## Diabetes and Cardiometabolic Centre

The first Diabetes and Cardiometabolic Centre in Greece has been operating at METROPOLITAN HOSPITAL since December 1, 2019, in close cooperation with the Lipid Centre and the Hypertension Clinic. It is a modern centre, equipped with cutting-edge technology and staffed by the most qualified personnel, always ready to help diabetes patients.

The Centre provides comprehensive, multidisciplinary treatment of cardiometabolic disorders. On a visit, patients are examined by the physician specialising in their metabolic disorder (for example, a diabetic patient would be seen by a diabetologist) and appropriate examinations (such as a heart ultrasound) are carried out to detect problems and heart disorders linked to their specific metabolic disorder. After the overall assessment of the patient's cardiovascular health, last instructions are given by a team of doctors (such as a diabetologist and a cardiologist) for the prevention of cardiovascular complications.

The Diabetes Centre clinics undertake:

- the detection of prediabetes, a premorbid 'silent' condition with a prevalence of 25%-30% which precedes diabetes and is associated with a 40% increased fatality risk. Preventive medical support is provided to manage the condition and to avert the onset of type 2 diabetes and cardiovascular complications;
- the investigation of the presence of cardiovascular complications;
- the use of high technology for the therapeutic approach to type 1 diabetes: apps, continuous glucose monitoring (glucose sensors), AGPs, pumps with Smart Guard technology, hybrid pumps, cloud technology, bioartificial pancreas devices, and any new technological achievements;
- the use of new technology which, with Skype meetings and AGP analysis, shall help people with type 1 diabetes at the islands and remote areas;
- the systematic monitoring of diabetic patients through a low-cost programme, available for an almost symbolic amount, which includes microbiological examinations, medical examinations, 24-hour hospitalisation for Holter recording of glycaemic variability, nutrition education and the potential arrangement of visits for consultation with doctors.

The Centre focuses on the prevention of diabetes and prediabetes, the cardiovascular treatment of diabetic patients, training, and the application of new technology for type 1 diabetes.

For optimal treatment of diabetes patients and the prevention of diabetes, the Diabetes Centre consists of five clinics:

- Prediabetes Clinic
- Type 2 Diabetes Clinic
- Chronic Complications Clinic
- Diabetic Foot Prevention Clinic
- Type 1 and High Technology Diabetes Clinic.



The First Oncology Clinic of METROPOLITAN HOSPITAL was honoured with the recommendation of ESMO, the largest European society of oncologists-pathologists. The recommendation recognises the health achievements that the Clinic has accomplished during its operation and its potential to further pursue its pioneering course.

ESMO has also endorsed the Clinic as a designated oncology clinic in Greece for the years 2019 to 2021.



## Minimally Invasive Thoracic Surgery: Robotics & Thoracoscopic Thoracic Surgery

An important development in thoracic surgery worldwide in recent years is the application of minimally invasive thoracic surgery methods, both in video-assisted thoracoscopic surgery (VATS) and in robotic-assisted thoracic surgery (RATS). The Department of Minimally Invasive Thoracic Surgery operates at METROPOLITAN HOSPITAL in order to promote minimally invasive surgical methods in thoracoscopy and robotics.

## Interventional Radiology & Interventional Oncology

**Interventional Radiology.** Interventional radiology refers to diagnostic and therapeutic techniques using special instruments and imaging guidance (X-ray, digital angiography, CT scanning, MRI, and PET) so as to approach the target with precision. This means less interventional techniques, fewer complications, a shorter stay at the Clinic and lower cost for the patient. The Interventional Radiology Department is among the most sophisticated in Europe and covers the following surgical procedures: vascular surgery (angioplasty, treatment of aneurysms, carotid and other types of stenosis, pulmonary embolism, venous stenosis, liver and bile duct, urogenital, respiratory, digestive, cervical and thyroid conditions).

**Interventional Oncology.** Interventional oncology is a field of interventional radiology aimed at diagnosing and treating cancer in a targeted and minimally interventional way. The Clinic's Interventional Oncology Department operates in collaboration with the Oncology, Radiation Oncology and Surgical Oncology Clinics. Diagnostic biopsies and punctures are performed, as well as interventional therapeutic and relief operations and interventions with imaging guidance from a CT scanner, MRI scanner, colour ultrasound scanner, fluoroscope, digital angiography, and combinations of the above. Most surgical procedures are performed under mild anaesthesia and analgesia determined by specialised anaesthesiologists. Patients are accommodated in the short-stay department or may be hospitalised for one night. Examples include cauterisation and embolization of tumour growths in the liver, lungs, pancreas, kidneys, thyroid, etc., port placement, fluid puncture in the lungs and abdomen, tumour cryotherapy, etc.

**Fusion Virtual Navigation.** This is an innovative, hybrid imaging system for diagnosis and therapy in oncology, with high precision, fewer complications, a shorter stay at the Clinic and a lower cost. It is a visual guidance system with a latest technology navigator, allowing difficult biopsies, such as prostate, liver and kidney biopsies, to be performed more easily and efficiently.



The system collects the patient's examinations (CT scan, magnetic resonance imaging, multidimensional imaging and PET-CT), utilises this information and, in combination with the Fusion image, facilitates the treatment of the tumour with precision. Thus, the treatment of a tumour may be performed simultaneously with the biopsy. In this way, major surgical procedures are avoided and, more importantly, the risk of not detecting the lesion is averted, inasmuch as in many cases the position of the tumour is not discernible with a single imaging method.

**Innovative Interventions:** The Interventional Radiology Department is one of the most innovative worldwide, with patients from various countries selecting the Clinic for the most modern surgical procedures performed by international standards, including:

- treatment of thyroid nodules with radiofrequency (without surgery);
- use of Nanoknife (IRE) in inoperable pancreatic tumours;
- treatment of liver tumours with RFA or MWA with the Fusion technique;
- angioplasty, embolisation and diagnostic angiography with carbon dioxide instead of contrast agent;



- treatment of fibroids without surgery, with radiofrequency or embolisation; and many more conditions.

### Interventional Gastroenterology

The advances in interventional gastroenterology have brought about significant changes in the treatment of conditions which, until recently, were only treated surgically. Conditions treated at METROPOLITAN HOSPITAL are:

- Endoscopic myotomy in oesophageal achalasia. The treatment of oesophageal achalasia with per-oral endoscopic myotomy (POEM) has been used in Greece in the last few years. Initially, it was exclusively used at our Clinic with success;
- endoscopic treatment of Zenker diverticulum;
- endoscopic removal of sizeable flat polyps and submucosal constructs;
- drainage of pancreatic pseudocysts.

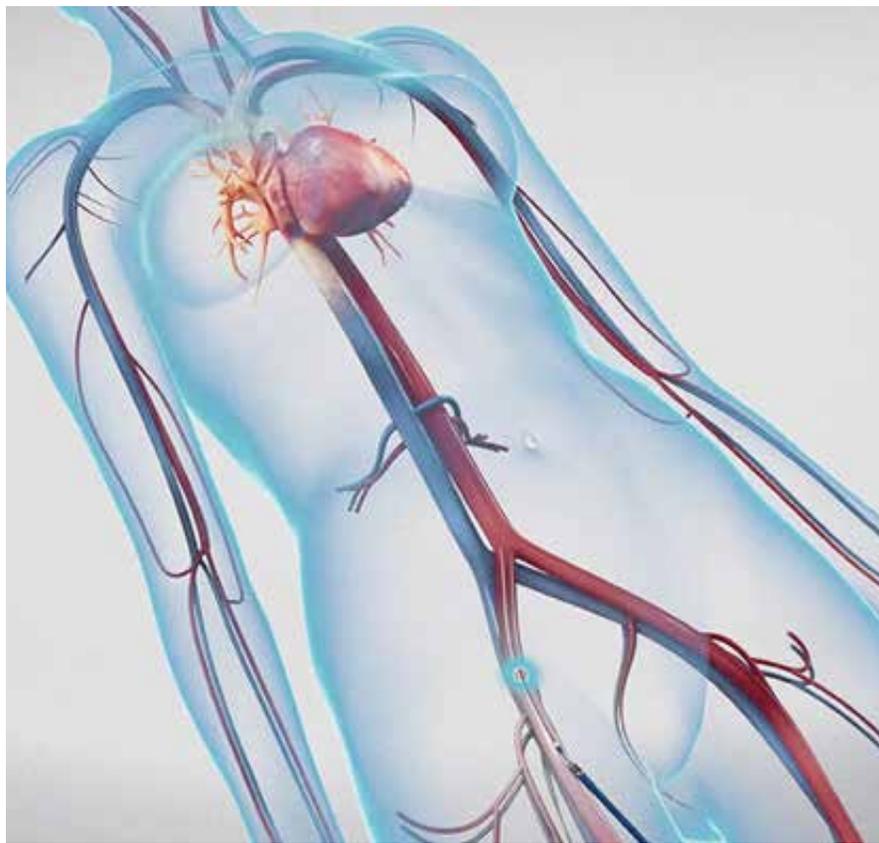
### Interventional Cardiology & Cardiac Surgery

METROPOLITAN HOSPITAL has a fully organised Cardiology Clinic, which is considered among the best in Europe. The ISO certified Clinic is supported by an excellent sci-

entific and nursing personnel and disposes state-of-the-art equipment. Acute or chronic and complex cardiac cases are treated on a 24-hour basis with exemplary integrity and the following innovative interventions are being successfully performed:

- **Transdermal – Transcatheter aortic valve implantation (TAVI) for the treatment of patients with severe aortic stenosis.** This pioneering technique is groundbreaking as an alternative to surgical valve replacement in high-risk surgical patients. Performance of this procedure requires certification from the Ministry of Health and the Central Health Board, and METROPOLITAN HOSPITAL is one of the few certified clinics in Greece.
- **Transdermal – Transcatheter mitral valve repair with the MitraClip system.** Performance of this procedure requires a special certification from the Ministry of Health and the Central Health Board. METROPOLITAN HOSPITAL is one of the few certified clinics in Greece, which implies that its Cardiology Clinic is among the few in Greece, where this pioneering procedure is performed by doctors who have the required experience.
- **Transdermal – Transcatheter annuloplasty of mitral annulus with the Carillon system.** The introduction of this interventional treatment is scheduled for 2020.

METROPOLITAN HOSPITAL is one of the few TAVI certified centres in Greece. In 2019 it performed more than 50 successful aortic valve replacement procedures without opening the chest and without temporary cardiac arrest.



- **Isolation – Occlusion of Left Atrial Appendage.** An interventional technique which has recently been developed and has shown very promising results in terms of preventing strokes in patients with atrial fibrillation who have a contraindication to taking anticoagulants or for whom anticoagulant treatment is ineffective.

- **Transdermal Treatment of hypertrophic cardiomyopathy by catalysing the ventricular septum with ethanol (alcohol septal ablation, ASA).** This is the most modern method for the treatment of obstruction of hypertrophic obstructive cardiomyopathy and the METROPOLITAN HOSPITAL is one of the few clinics in Greece where this operation is successfully performed.

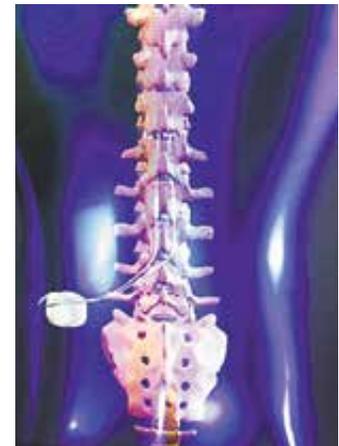
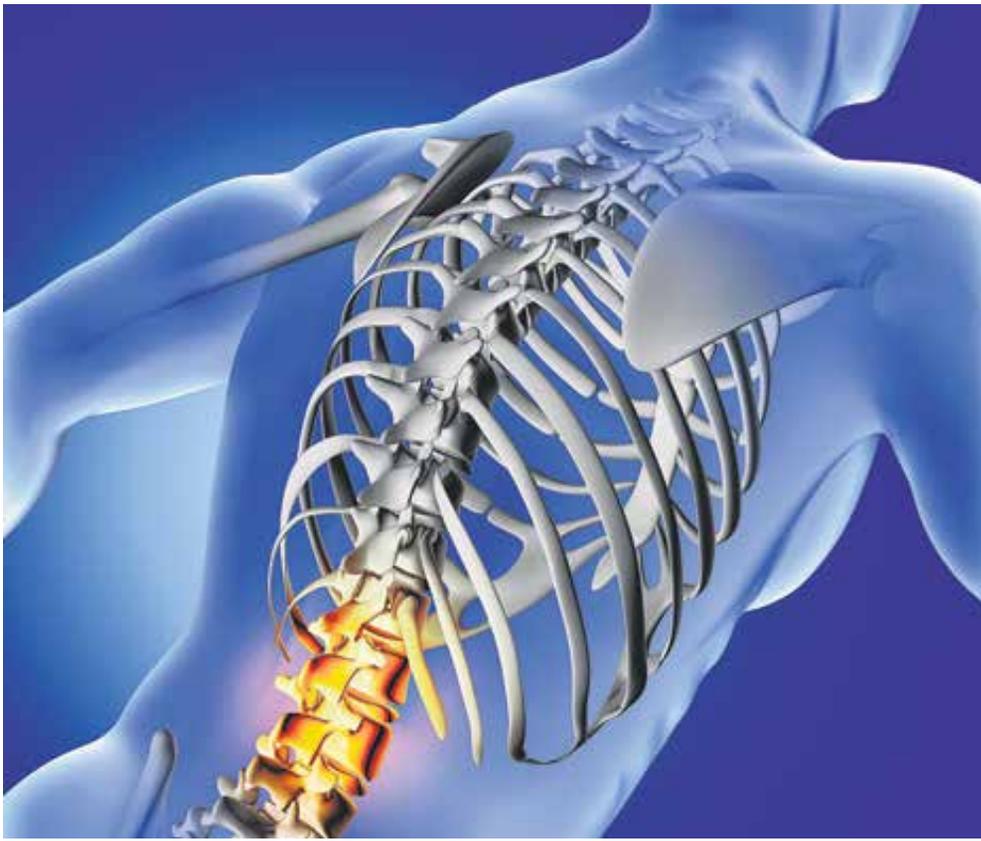
- **Transdermal – Transcatheter Patent Foramen Ovale (PFO) and Atrial Septal Defect.** The choice of method is a matter of proper clinic evaluation, prior experience of the physician or medical team, proper consultation with the patient and a series of special examinations that should precede any decision. This multifaceted approach is standard practice at the Department of Interventional Cardiology of the METROPOLITAN HOSPITAL.

- **Opening of chronic total occlusion of the coronary arteries (CTO – Chronic Total Occlusion) with an-**

**gioplasty:** A surgical procedure with a high degree of difficulty, which requires special training, experience and the use of specialised techniques and materials. It involves an increased risk of complications and is therefore performed at very few centres abroad and even fewer in Greece. The METROPOLITAN HOSPITAL is one of these clinics.

- **Angioplasty of severely calcified atherosclerotic stenosis.** The angioplasty of heavily calcified lesions in the heart arteries is technically difficult, has an increased likelihood of complications and, accordingly, requires special training in the use of specialised techniques and materials. The careful preparation of the vessel for the proper unfolding of the balloon and the stent is vital and is accomplished by intracoronary lithotripsy and rotational atherectomy (rotablation). Intracoronary lithotripsy was first used in Greece at the METROPOLITAN HOSPITAL. The technology required for use of the method is available on a permanent basis in the Clinic's catheterisation lab and the interventional team's experience in this technique is the largest on a national scale.

The experience of the team performing rotational atherectomy procedures (rotablation) is equally high. The Clinic has the technology required for the above technique. This means that both of the above technologies are consistently available on a 24/7



Neuromodulation, which has excellent results in neuropathic pain, is used in the Pain Clinic. The technique has an 85% success rate.

basis at the METROPOLITAN HOSPITAL's catheterisation lab, where, in contrast to most centres where the equipment has to be ordered, transported and subsequently made available on a case-by-case basis, the equipment here is already installed.

- **Installation of a smaller and more flexible leadless pacemaker:** In Greece these surgical procedures are performed at very few special centres, one of which is the METROPOLITAN HOSPITAL.
- **Ablation procedures for the treatment of complex cardiac arrhythmias.**
- **Application of cardiac resynchronisation therapy.**
- **IVUS Ultrasound.**
- **Optical Coherence Tomography (OCT).**
- **Renal Guard System.**

## Cardiac Surgery

**The Cardiac Surgery Unit** performs the following procedures:

- Coronary bypass;
- Valve installation;
- Surgical replacement (savr) with metallic or bioprosthetic or unsupported valves;

- Surgical reconstruction of the cardiac muscle;
- Aneurysmal surgery of the thoracic aorta;
- Surgical obstructive cardiomyopathy;
- Cardiac tumour management.

## Pain Clinic

Chronic pain is an entity affecting 9% of the general population and when left untreated the effects on the patient and family are very serious.

The Clinic consists of a team of doctors coordinated by an anaesthesiologist specialised in pain. There is direct cooperation with doctors of all specialities, such as oncologists, GPs, neurologists, orthopaedic specialists, surgeons, etc.

The Pain Clinic uses neuromodulation, a method with exceptional results in treating neuropathic pain. The change of the signals from the pain area to the brain is achieved at the spine without the administration of analgesics. The patient ceases to have this unpleasant sensation and only feels a gentle touch or tickling in the area that was previously in pain. This technique has a success rate of 85% and is used only by doctors specialising in neuromodulation.



### Breast Unit: awards and distinctions

The Breast Unit earned the 'Certificate of Membership' of the Breast Centres Network.

In 2019 the Unit earned an award at the Healthcare Business Awards for 'Best practices in the field of health and notable contribution and vision for the future, addressed to patients and the wider community'.

It has also achieved a distinction at the Panhellenic conference of the Hellenic Breast Surgery Society (HBSS).



### Interventional Epilepsy Centre

Many fellow human beings of all ages suffer from epileptic seizures. Seven out of ten patients satisfactorily control their seizures with pharmacotherapy. What is not widely known, however, is that patients who are not adequately controlled with medication may have a second chance at treating the problem through epilepsy surgery. The operation can be performed with complete success and safety on both children and adults. Deep brain stimulation (DBS) has been used in recent years, involving the use of very small permanent electrodes deep in the brain to control seizures without necessitating the removal or causing damage on nerve tissue.

### Thyroid Centre

More than 5,000 thyroid and parathyroid gland surgeries have been performed since 2004, when the Thyroid-Endocrine Gland Surgery Clinic commenced operating.

The Thyroid Centre identifies all types of thyroid and parathyroid problems.

### Breast and Female Health Centre

The Breast Centre, a model diagnostic and therapeutic clinic, was created based on the needs of the modern woman's lifestyle.

The Breast Unit is a comprehensive unit for monitoring, diagnosing and treating exclusively breast-related conditions and comprises a team of specialist doctors who can provide solutions for breast health. The Unit undertakes imaging procedures, diagnosis, preoperative planning, surgery and the immediate and subsequent postoperative follow-up of cases. It accordingly covers the entire range of breast diseases and breast restoration.

The Breast Imaging and Diagnostics Department features two state-of-the-art Hologic Selenia digital mammography units, one of which is a high-definition and specially configured ultrasound machine for breast examinations and can produce three-dimensional imaging (tomosynthesis). The Department also has a Stereotactic Biopsy Machine (BLESS).

The Centre provides the following services: digital mammography, tomosynthesis, high-definition U/S – elastography, stereotactic biopsy, locating lesions



with guidewire and magnetic resonance imaging-advanced imaging. The Unit performs guided biopsy with a cutting needle (core biopsy), sentinel node biopsy, oncoplastic breast surgery, remedial breast reconstruction procedures after mastectomy, mastectomy with simultaneous breast reconstruction in a single surgery (One Stage Clinic) and neoadjuvant chemotherapy. There is also a clinic for genetic counselling and psychological support.

Particular attention is given to preoperative diagnosis to ensure that the conditions required in the respective approach are met. Thanks to these methods, the Unit produced accurate surgical diagnoses for 98% of patients, as announced at the Panhellenic Conference of HBSS (Hellenic Breast Surgery Society) and at the European Conference of Mastology.



## Neuro-Oncology

The Neuro-Oncology Clinic was created to meet the needs of patients with benign and malignant pathologies of the central nervous system, viz. the brain and the spinal cord. The Clinic involves a synergy of specialities (Neurosurgery, Neuroradiology, Oncology and Radiation therapy) in order to fully address these conditions. The Clinic performs the following procedures:

- Removal of brain tumours in difficult locations with the patient awake (awake craniotomy);
- Removal of central nervous system tumours under neuromonitoring for optimum operating results;
- Minimally interventional neuronavigation approaches;
- Application of the ALA technique and intraoperative imaging with a CT scanner for the fullest possible removal of malignant gliomas (glioblastoma);
- Intraoperative chemotherapy;
- Endoscopic ventricular tumour surgery;
- O-Arm (intraoperative CT scan)..

Visualase

**The first and only Visualase in Greece.** The Visualase is the latest achievement in the minimally interventional treatment of neuro-oncological diseases and epilepsy. It assists in the minimally interventional treatment of neuro-oncological diseases with the laser cauterisation technique. Its technology allows laser cauterisation of the epileptic area with absolute safety.

The Visualase benefits patients with pharmacologically uncontrollable seizures, with very good results for quality-of-life improvement and minimal side effects, patients with surgically inaccessible primary or secondary tumours, and unresponsive to chemo/radiation therapy cases.

**The first and only O-Arm II in Greece.** The O-Arm II is a 'landmark' tomograph that allows the surgeon 100% accuracy in locating and managing the most sensitive lesions with improved imaging capabilities for spinal and brain pathology. It allows the performance of craniocerebral surgeries, pelvic and limb musculoskeletal surgeries and sensitive spinal surgeries with greater safety and efficiency.

## Spinal Surgery Centre

The METROPOLITAN HOSPITAL is equipped with the latest systems in robotics and spinal treatment. New systems that are unique in Greece ensure greater safety for the patient even in the most difficult surgeries, less pain, less surgical trauma, less hospitalisation time and faster recovery:

- The ExcelsiusGPS allows the treatment of any patient with a spinal condition that is indicated for surgery;
- The O-Arm II, in combination with the navigation system, is revolutionary as a platform which provides 100% accuracy in the identification and management of sensitive lesions;
- The StealthStation S8 is the latest and best system in the field of intraoperative imaging worldwide.

**The first and only ExcelsiusGPS in Greece.** The ExcelsiusGPS offers, with the highest imaging accuracy, three-dimensional anatomy of the spine and the position of surgical instruments and implants. It facilitates pre-planning the surgery and pre-selecting the implants. It is the only robotic



ExcelsiusGPS

The METROPOLITAN HOSPITAL used, for the first time in Greece, the intraoperative 3D imaging/surgical navigation system for children with adolescent scoliosis.



surgical system that combines navigation and robotic guidance. The surgeon has control with direct vision, eliminating the chance of injury to the nerve elements. Hospitalisation time is reduced, and postoperative rehabilitation and reintegration are attained in a shorter time. Any patient with a spinal condition for which surgery is indicated for spinal stenosis, discopathy-intervertebral disk degeneration, fracture, scoliosis, kyphosis, slippage, tumour, osteoporotic fracture and neck disease can be successfully treated with the ExcelsiusGPS.

**The StealthStation S8:** The StealthStation S8 enables the use of data from complex examinations, such as tractography and functional magnetic resonance imaging. It allows the neurosurgeon to accurately approach the brain lesions even in the most dangerous areas.

The METROPOLITAN HOSPITAL used, for the first time in Greece, the intraoperative 3D imaging/surgical navigation system on children with adolescent scoliosis. The surgical navigation system allows the placement of implants in real time with the accuracy of a CT scanner, eliminating the

possibility of medical error and the cause of permanent neurological damage, whilst also providing an excellent aesthetic effect, which is important for patients suffering from scoliosis.

**Microsurgical Oncology**

The Clinic primarily focuses on patients with peritoneal malignancy. Moreover, it performs abdominal-pelvic tumour surgical procedures, but also covers the entire spectrum of general surgery.

The main conditions that cause peritoneal malignancy are peritoneal pseudomyxoma, peritoneal mesothelioma, other primary neoplasms of the peritoneum, ovarian cancer, colon and rectal cancer, stomach cancer and peritoneal sarcoidosis. The modern treatment of peritoneal malignancy is performed with cytoreductive surgery, which aims to remove the entire or almost the entire macroscopically visible tumour and is achieved with standard peritoneal resections.



O-Arm II



S-8

## Thoracic Surgery Department

The Thoracic Surgery Department of the METROPOLITAN HOSPITAL, staffed by experienced scientific personnel who have access to and can use the most modern technological equipment and materials, has been a leader in recent years as a healthcare provider in the specialised field of clinical thoracic surgery.

The individual disciplines and areas in which the Clinic's Thoracic Surgery Department specialises are major surgery for lung cancer, benign lung diseases, surgical treatment of pneumothorax, trauma, tumours of the chest wall, and the restoration of congenital pectus deformities. Also, 'extremely severe' and 'special surgeries' are performed that involve resection of oesophageal tumours and restoration, complex resections of tumours of the thorax and surgery of the trachea and large airways.

The extensive experience of the department's thoracic surgeons in using minimally interventional techniques and performing thoracoscopic surgeries covers the entire range of thoracic surgery, including the most complex procedures (VATS Lobectomy, VATS Thymectomy etc.). For thoracic surgery emergencies, a full thoracic surgery team is on standby 24/7 and patients may be immediately admitted to the Clinic's specialised units which are supported by appropriately trained staff and have state-of-the-art material-technical equipment (ICU, Bronchology-Interventional Department, etc.).

The MRI Department has been designated a reference centre by Siemens for the application of technological developments supported by our state-of-the-art equipment.

## Magnetic Resonance Imaging – Advanced Imaging

The Department fully turns to account the potential of modern magnetic resonance imaging and the individual adjustment of state-of-the-art imaging for each patient. The Unit operates in accordance with international standards, in collaboration with the surgical clinics and the clinics of Pathology Oncology and Radiotherapy Oncology.

The Unit has two high-power sophisticated MRI scanners, the Avanto Magnetom SIEMENS 1.5T and the 4<sup>th</sup> generation MRI 3Tesla Skyra Magnetom Siemens, with the highest specifications.

The Department has been designated a reference centre by Siemens for the application of technological developments supported by our state-of-the-art equipment.

## Heart MRI

The magnetic resonance imaging of the heart assists in the diagnosis and evaluation of heart tumours, aortic and large vessel conditions, valvular conditions in natural and prosthetic valves (stenosis/insufficiency), myocarditis, pericarditis, ischemia-myocardial viability and iron deposition in the myocardium due to multiple transfusions. It is bloodless, safe, painless, without radiation and ideal for investigating heart conditions. The Unit has 3Tesla Skyra state-of-the-art technological equipment and expert trained staff who have qualified in the USA.





Ophthalmology equipment

## Molecular Biology & Genetics

The Molecular Biology & Genetics Department performs molecular analyses for pathological, paediatric, surgical, haematological and oncological cases for a variety of gene loci, as well as specialised molecular microbiology examinations for infectious cases.

Pioneering examinations are also performed for Microbiotics and Genomics with state-of-the-art Next Generation Sequencing systems. The genetic loci which are examined also include tests for blood coagulation factors, such as factors V and II, and MTHFR. The Factor V Leiden and Factor II G20210A mutations belong to the group of inherited risk factors for the occurrence of thrombosis. MTHFR gene mutations are also associated with elevated homocysteine levels in the serum and an increased risk of developing vascular disease, thrombosis and hypertension. The Molecular Biology & Genetics Department conducts these examinations using modern molecular techniques.

## Ophthalmology

The METROPOLITAN HOSPITAL has developed a fully equipped Ophthalmology Clinic which is organised according to the standards of international ophthalmology

centres, with state-of-the-art equipment and latest technology systems. The Clinic has specialised ophthalmology departments which communicate and cooperate to ensure that each case is addressed in the best possible way.

The Ophthalmology Clinic's latest technology equipment includes the equipment of the new, state-of-the-art Advanced Ophthalmology Microsurgery Unit for the treatment of a wide range of surgical conditions. This model unit is equipped with the new Femtolasar LenSx, which carries out the first stages of cataract surgery with remarkable precision, the best phacoemulsification devices in the world from Alcon Centurion and Bausch & Lomb Stellaris PC, the Verion Image Guided System for more accurate surgery planning, the Haag Streit Lenstar 900 optical biometrics, and the latest generation Excimer Laser Wave-light EX500 for refractive surgery.

The Advanced Ophthalmology Microsurgery Unit is one of the first transplant centres in Greece for corneal surgeries. It also performs the following procedures: glaucoma, fundus, ophthalmological check-up, cornea, oculoplasty and eyelid-orbital restoration, strabismus and children's ophthalmology, traumatology and rehabilitation of ocular injuries.

The Orthopaedic Clinic has performed the largest number of successful MAKO surgeries in Greece and has been selected as a 'Centre of Excellence for MAKO' by Stryker.



MAKO system

### Robotic Knee-Hip Surgery

According to recent statistics, the METROPOLITAN HOSPITAL Clinic is included amongst the top three in Europe for the use of robotic technology in knee and hip surgery. This technology, which is constructively used in major US and European hospitals, is also being used successfully for more than four years in Greece, by leading doctors exclusively at the METROPOLITAN HOSPITAL. The innovative and upgraded MAKO system allows total arthroplasty of the knee and hip to be performed with high accuracy and a minimally interventional technique. Only the MAKO allows for total hip replacement, total knee replacement and unicompartmental knee arthroplasty. The MAKO system has a success rate of 99%, as opposed to 68% attained with the traditional method.

The MAKO is used exclusively by orthopaedic surgeons certified by specialised training centres abroad. Only the MAKO by the Stryker company (USA) provides for customised surgical planning based on the CT scan and disposes the software that will allow the surgeon to perform 3D preoperative planning, robotic-assisted preparation of the bones to accept implants and robotically controlled placement of implants, resulting in high precision, reduced complications and long-term results.

The Orthopaedic Clinic of the METROPOLITAN HOSPITAL has performed the highest number of successful MAKO surgeries in Greece –1,000 surgeries within five years– and has been selected as the 'Centre of Excellence for MAKO' by the Stryker company. Moreover, the Clinic's director has been selected as an international trainer for the system.

What does all this mean for the patient? Less bone and soft tissue damage, less postoperative pain, less need for opioid analgesics, fewer physiotherapy sessions and less time spent in the clinic.

### Robotic Urology & General Surgery

The METROPOLITAN HOSPITAL, keeping abreast of developments, has the latest and most sophisticated da Vinci model, the da Vinci Si, as well as one of the most experienced and specialised teams of Greek robotic surgeons in Europe, who carry out the largest number of surgeries in Europe every year. Specifically, in 2019 alone, more than 900 routine urological surgeries, partial nephrectomies and radical prostatectomies were performed.

**Da Vinci Si & Xi Robotic System.** The two systems at the METROPOLITAN HOSPITAL have greatly increased the use of minimally invasive methods in the fields of urology, laparoscopic surgery, gynaecological surgery and thoracic surgery and have made the Hospital the leading robotic centre in Greece.



da Vinci  
robotic system

## Oral and Maxillofacial Surgery

Ever since its establishment, the METROPOLITAN HOSPITAL has provided a model and fully equipped Oral and Maxillofacial Surgery Clinic, which is staffed by experienced, fully specialised and highly trained medical and nursing personnel. The Clinic's goal is to provide reliable high-quality diagnostic and therapeutic services throughout the entire range of oral and maxillofacial surgery procedures.

The range of maxillofacial procedures performed at the clinic includes:

- Oral and maxillofacial surgery services;
- Dentoalveolar surgery;
- Reconstructive prosthetic surgery and surgery for dental osteo-embedded implants in common as well as in complex cases (elevation of the sinus base, displacement of the inferior alveolar nerve, etc.);
- Treatment of dental and orofacial infections of odontogenic and non-odontogenic aetiology;
- Traumatology of the visceral skull;
- Orthognathic surgery, i.e. surgical correction of facial and dentoskeletal deformities;
- Conservative and surgical treatment of orofacial pain, where the main pathogenetic factors are the various diseases and disorders of the temporomandibular joint;
- Surgical oncology of the orofacial region, an integral part of head and neck oncology, with a special focus on the treatment of oral cancer;
- Conservative and surgical treatment of salivary gland diseases;
- Aesthetic (cosmetic) maxillofacial surgery (Botox, fillers, facial sculpting);
- Surgical treatment, jointly with other related surgical specialities, of snoring and obstructive sleep apnoea;
- Dental implants, special care for people with a serious medical history, cosmetic oral and maxillofacial surgery.

## Hand Surgery

Thirty years of experience and a catalytic presence in establishing a high level in Greek microsurgery have led to the creation of the Upper Limb Surgery and Reconstructive Microsurgery team of the METROPOLITAN HOSPITAL. The Department uses the most modern treatments for all conditions of the hand and peripheral nerves to ensure that patients can overcome obstacles and perform the functions necessary for their full participation in their daily routine.

Microsurgery allows the identification and rehabilitation of very small anatomical structures of the body, such as vessel and nerve anastomosis and the replantation of mutilated parts of the limbs.

The Department addresses the following conditions:

- reattachment of parts;
- nerve rehabilitation;
- surgery of the brachial plexus;
- surgery of the peripheral nerves;
- congenital malformations;
- transplantation of vascular tissues;
- coverage of skin defects;
- hand surgery (skin, bones, joints, tendons);
- obstetric paralysis;
- injuries to peripheral nerves;
- deficiencies of overall skin thickness;
- transfer of vascularised skin grafts;
- toe transfer from foot to hand;
- congenital malformations of the upper limb;
- upper extremity fractures;
- arthroscopy of wrist, elbow and shoulder;
- upper limb arthroplasties.

## Head and Neck Surgery

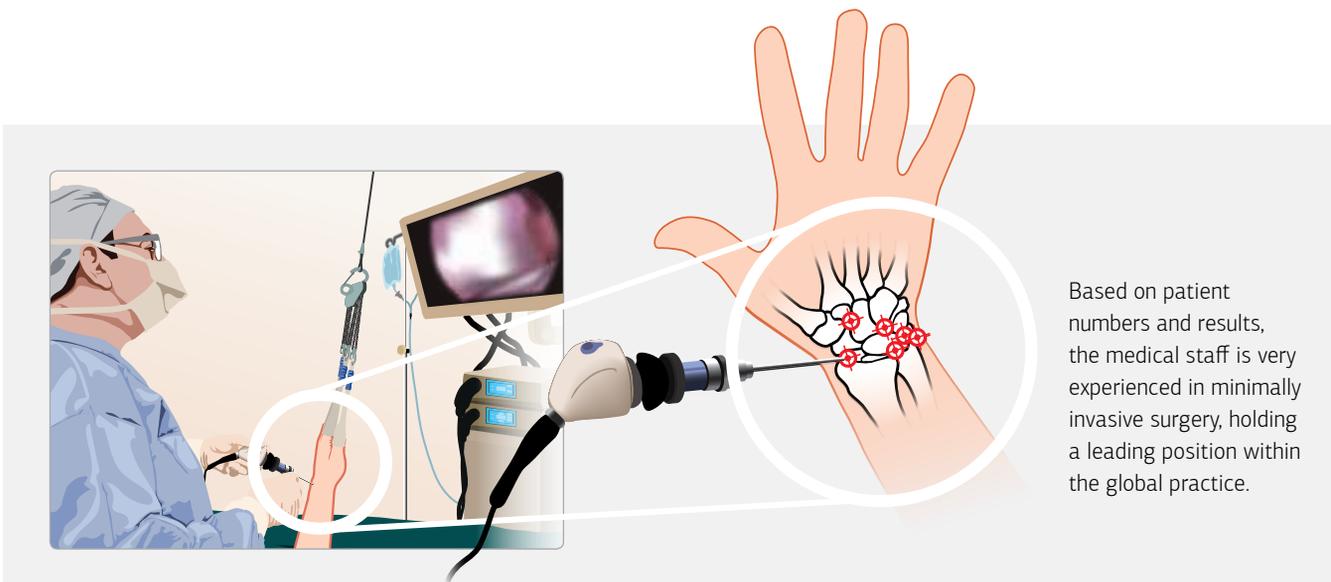
The Head and Neck Surgery Clinic covers the entire range of tests and surgeries and provides comprehensive treatment of conditions in the head and neck region.

These include:

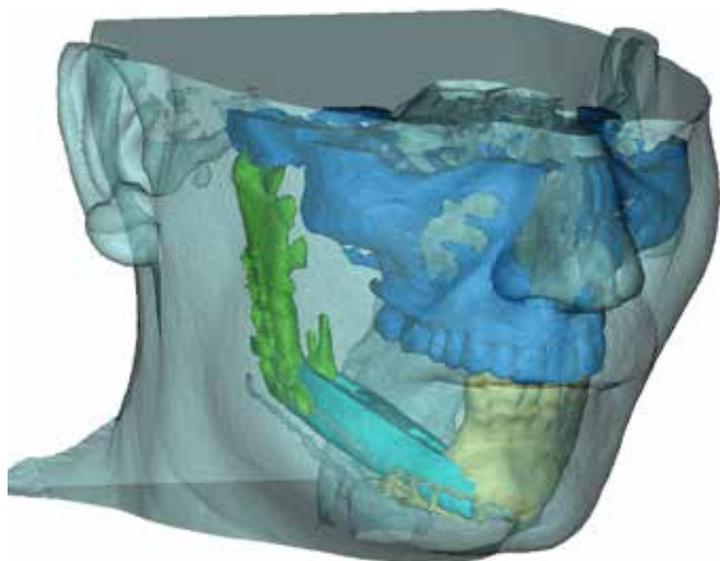
- Oncological surgery of the head and neck on patients with tongue, mouth, jaw and neck cancer;
- Surgery of the salivary glands, as required for the treatment of tumours, inflammations or stones of the parotid, submandibular or minor salivary glands;
- Sinus surgery, as required to treat inflammation or tumours in the region;
- Skeletal surgery of the visceral skull, in cases of fractures or orthognathic surgery on patients with facial asymmetry;
- Surgery of the oral cavity on patients with small intraoral tumours or inflammatory diseases of the mouth;
- Treatment of drug and radiation-induced osteoactive necrosis of the jaws.

## 3D Reconstructive and Plastic Surgery with 3D Printing

The METROPOLITAN HOSPITAL is the first clinic in Greece that has integrated 3D medical printing in everyday medical practice and, more specifically, in aesthetic and reconstructive head, neck and breast surgery. This means that surgery can be designed and represented to the nearest millimetre on a specially created and shaped model. Doctors are now able to see what they have to do and how to proceed before even touching the patient. This reduces the time of the sur-



Based on patient numbers and results, the medical staff is very experienced in minimally invasive surgery, holding a leading position within the global practice.



For the first time in Greece, the METROPOLITAN HOSPITAL integrates medical 3D printing in aesthetic and reconstructive head, neck and breast surgery. The surgery can be designed and represented to the nearest millimetre on a specially created and shaped model.

gical procedure, saves the patient discomfort and reduces the risk of complications after the procedure.

**3D Jaw Reconstruction.** The Head and Neck Surgery, Plastic Reconstructive Microsurgery and Aesthetic Surgery Clinics adopted the use of medical three-dimensional printing and of computer guided surgery in cases of maxillofacial repair after oncological resections, congenital or traumatic defects, correction of asymmetries and jaw deformities (prognathism, submandibular, oblique gnathism), as well as in breast microsurgical reconstruction after mastectomy.

The construction of three-dimensional models ensures greater accuracy in the incisions and the correction of defects, allows for greater precision in the planning and execution of the surgery and helps achieve specific goals. The design is based on data from the CT scan, CT angiography and MRI. The next step involves the virtual 3D reconstruction of the imaging data and 3D modelling of the jaw. In addition, 3D jaw cutting guides, 3D vascular fossa cutting guides, and accurate tooth coupling representations are reproduced.

Treatment is faster, more effective and safer with the new technology in cases of tumours which alter the morphology of the area, making it impossible to intraoperatively replicate the curvature of the lower jaw with a plate.

**3D Breast Reconstruction.** 3D technology allows symmetry with the other breast to be achieved in one stage. 3D photography and 3D printing precisely delineate the position, projection and shape of the breast to be restored, averting the need for a second surgery to achieve symmetry. 3D photography has an equally important application in cosmetic surgeries for breast augmentation, lifting and straightening, providing the patient with a picture of the surgical result.

### **Surgical Oncology – Liver-Biliary-Pancreatic Surgery**

The Clinic provides comprehensive and specialised services for all benign and malignant surgical conditions of the digestive system, with particular emphasis on diseases of the liver-biliary-pancreatic system.

## **SPECIALISED UNITS**

### **Intensive Care Unit (ICU)**

The Intensive Care Unit (ICU) is a special department where emergency and intensive care services are immediately provided. Each ICU bed has full and independent equipment (respirators, monitors, etc.). The ICU is staffed by specially trained personnel (ICU specialists and medical residents). In a given emergency, the Unit can service up to 16 patients.

### **Coronary Care Unit**

The METROPOLITAN HOSPITAL runs a model Coronary Care Unit, fully equipped with state-of-the-art technology and supported by a highly experienced medical personnel. It boasts a great number of excellent outcome rates (11,000 patients) and a very low average hospitalisation rate.

It is staffed by an experienced personnel and can support both the respiratory system with mechanical assistance (ventilator) as well as the heart with systems such as an intra-aortic pump, external pacemakers, etc.

The Unit treats acute and complex cardiac cases, such as myocardial infarction, heart failure, unstable angina, pulmonary oedema, myocarditis, pericarditis, valvulopathies, arrhythmias and rarer conditions.

**The Cardiac Catheterisation Lab**, is fully equipped and uses all modern techniques, deals with any acute myocardial complication and provides complete cardiac surgery support for admitted cases.

### One Day Clinics

The Hospital operates two Day Care Units which cover the needs of patients for a short quiet stay after surgical procedures or daily chemotherapy in a friendly environment.

### Stroke Unit

The Increased Care-Acute Vascular Stroke Unit of the METROPOLITAN HOSPITAL is the first and only recognised stroke unit in Greece with ESO (European Stroke Organisa-

tion) certification. Patients can be admitted 24/7, any day of the year. The Unit applies international medical protocols in treatments that can avert disability after a stroke.

The Unit operates the innovative RAPID diagnostic system – the first to be used in Greece. As all recent major studies have shown (EXTEND-IA and SWIFT PRIME trials, N.Eng. J. Med. 2015), the use of the RAPID diagnostic system allows –within minutes– to directly identify the infarct core volume and penumbra. Moreover, the system is considered the most reliable (Stroke, 2016; 47: 2311-2317). With the help of the findings from this examination, the window of mechanical thrombectomy may be extended to 24 hours from the last time the patient was confirmed to be well (DAWN trial, N.Eng. J. Med. 2017). This sets new standards in the treatment of ischaemic stroke by providing the time and the potential for patients both in and out of Attica to benefit the most from reperfusion interventions.

In addition to the ESO certification, the Unit has already received six Angels Awards (two Platinum and four Gold).



Since 2013, the METROPOLITAN HOSPITAL has consistently been accredited with the Temos International Healthcare Accreditation for Quality in International Patient Care and for Excellence in Medical Tourism. The accreditations validate how well the Hospital observes and applies strict safety and clinical efficacy standards for patients and also provides a comprehensive range of care services - especially for international patients. The METROPOLITAN HOSPITAL is the first clinic in Greece and the fourth in the world to receive this accreditation.

The Hospital is included among the best in the world (Best Hospitals Worldwide) and is acknowledged for its high level of healthcare services, its state-of-the-art infrastructure, its innovative medical-technological equipment and its top medical, scientific, nursing and administrative personnel.

## The only Stroke Unit with ESO Stroke Unit accreditation

The Enhanced Care Unit – of Acute Vascular Strokes of the METROPOLITAN HOSPITAL is the only Certified ESO Stroke Unit in Greece, which is accredited by the European Stroke Organisation. The European Stroke Organisation has honoured the Unit with six Angels Award for its excellent operations. Since 2015 the Unit has performed most thrombectomies in Greece.





### **METROPOLITAN Paediatrics: full spectrum of services for child care**

An experienced and fully trained team, supported by the latest technology, is constantly on alert and can address any paediatrics need that may occur. The aim is to ensure the full restoration of young patients' health and provide optimum conditions for children.

The METROPOLITAN Paediatrics provides services to address all needs, from routine check-ups to extreme emergencies. The METROPOLITAN Paediatrics, its Emergency Department and its laboratories are on call 24/7, always ready to respond, no matter how urgent a case may be.

The METROPOLITAN Paediatrics is staffed by doctors who cover the entire range of paediatrics and paediatric surgery specialities. So, every little patient – whether on a scheduled appointment or in an emergency– may be examined by any of the following: Child Developmental Specialist, Paediatrician Allergy Specialist, Paediatrician Infectious Disease Specialist, Paediatrician Endocrinologist, Paediatrician Gastroenterologist, Paediatrician Neurologist, Neurosurgeon, Paediatrician Cardiologist, Paediatrician Pulmonologist, Paediatrician Haematologist-Oncologist, Paediatrician Rheumatologist, Paediatrician Surgeon, Paediatrician Orthopaedic Specialist, Paediatrician Ophthalmologist, Paediatrician Otorhinolaryngologist-Audiologist, Paediatrician

Dermatologist, Developmental Specialist, Child Psychiatrist, Paediatrician specialised in Childhood and Adolescence Dyslipidaemias, and the Paediatric Imaging Department.

### **Check-Up Department**

Since the first years of its operation, the development of preventive medicine has been a key objective of the METROPOLITAN HOSPITAL. Improving the standard of living depends upon the prevention and immediate detection of pathological conditions in their early stages. The Hospital has therefore created 10 special preventive examination packages: General Check-up 1, General Check-up 2, General Check-up 3, Cardiology Check-up 4, Hypertension-Lipoprotein Check-up 5, Rheumatism Check-up 6, Orthopaedic Check-up 7, Thyroid Function Check-up 8, Diabetes Check-up 9, Pregnancy Screening Check-up 10.

### **Emergency Department**

The fully staffed Emergency Department is on call 24/7 and is ready to address any health emergency, any time of the day or night.

## The services of the METROPOLITAN HOSPITAL

- Haematology
- Radiology
- Radiation Oncology
- Allergy
- Anaesthesiology
- Acupuncture
- Brain Pacemaker for Parkinson's
- Gastroenterology
- Gynaecology
- Dermatology
- Diabetes and Metabolism Centre
- Diagnostic Labs
- Minimally Invasive Thoracic Surgery
- Endocrinology
- Interventional Radiology
- Interventional Gastroenterology
- Interventional Endoscopy
- Interventional Cardiology
- Interventional Epilepsy Centre
- Interventional Neuroradiology
- Hepatology
- Smoking Cessation Clinic
- Headache Clinic
- Hereditary Haemorrhagic Telangiectasia Clinic (HHT)
- Memory Clinic
- Parkinson's Clinic
- Pain Clinic
- Medical Physics
- Cardiology
- Cardiac Surgery
- Thyroid Centre
- Breast and Female Health Centre
- Neuron-Oncology Centre
- Spinal Surgery Centre
- Magnetic Resonance Imaging of the heart
- Magnetic Resonance Imaging - Advanced Imaging
- Microsurgical Oncology
- Stroke Unit
- Thoracic Unit
- Neurology
- Neuron-Oncology
- Neuron-physiology
- Neurosurgery
- Neuron-Psychology
- Nephrology
- Oncology
- Dentistry
- Orthopaedics
- Urology
- Ophthalmology
- Pathology
- Pathology - Anatomy
- Paediatrics
- Obesity - Metabolism
- Plastic and Reconstructive Surgery
- Pulmonology
- Nuclear Medicine
- Rheumatology
- Robotic Urology
- Robotic Knee - Hip Surgery
- Oral and Maxillofacial Surgery
- Department of Molecular Biology & Genetics
- Hyperbaric Medicine
- Physiotherapy
- Surgery
- Hand Surgery
- Head and Neck Surgery
- Oncology - Surgery of Liver - Bile ducts - Pancreas
- Otolaryngology





# MITERA

## General, Obstetrics- Gynaecology & Paediatrics Clinic

### In 2019

5,440 births

29,108 inpatients

194,658 outpatients

31,093 surgeries

For 40 years  
we have been there for  
mothers, children and families.

MITERA is the largest private clinic in Greece, with 459 beds. The Obstetrics-Gynaecology Clinic, General Clinic and Paediatrics Clinic have the infrastructure –both in terms of premises and in terms of hardware equipment– and the human resources to respond quickly and effectively to any type of medical incident.

Our vision... to provide comprehensive high-quality healthcare services, establishing MITERA as a reference centre for the entire family and for all ages.

In its 40 years of operation, MITERA has been providing comprehensive healthcare services to women, children and the family. It operates three clinics: the General Clinic, the MITERA Obstetrics-Gynaecology Clinic and the MITERA Children's Hospital, the most comprehensive private paediatrics clinic in Greece.

MITERA is active in the field of primary, secondary and tertiary care. MITERA operates fully organised departments, special units, outpatient clinics and diagnostic labs and provides comprehensive medical services with more than 1,500 associate doctors of all specialities.

Providing excellent care and a high level of nursing services is the primary goal at the MITERA clinics. The scientific personnel are fully prepared to serve any need on a 24/7 basis, with surgeries boasting state-of-the-art equipment, six delivery rooms, Neonatal Intensive Care Units (NICU) and an Increased Care Unit for children and adults.

Our strength is founded on our people, our associates and our staff. The ongoing training conducted by MITERA includes scientific meetings, seminars and conferences which help doctors and scientific associates to acquire valuable knowledge. Global medical libraries and an extensive international literature are available to the scientific staff, while specialists often team up to address the most challenging inpatient cases.

### Our mission

- ✓ Continuous growth and development, in order to provide top-quality healthcare services in line with international standards.
- ✓ Constant training and updates for our medical, nursing and administrative staff.
- ✓ Collaboration with internationally acclaimed doctors of all specialities.
- ✓ Investing in state-of-the-art technology and modernising the Clinic's infrastructure.
- ✓ Continuous improvement of the quality of the healthcare services provided, supported by appropriate certifications and accreditations.
- ✓ Enhancing the company's economic value and healthy growth.
- ✓ Our commitment to the principles and values of corporate responsibility, evidenced through our ongoing activities for society, employees, the market and the environment.

## High-level Healthcare Services

### MITERA Adult Cardiology Clinic

The MITERA Adult Cardiology Clinic offers modern and high-quality services in the prevention, diagnosis and treatment of diseases of the cardiovascular system. The goal of the Clinic is to provide the most authoritative and comprehensive treatment for all cardiovascular patients with the use of a full range of modern diagnostic and therapeutic techniques. The Clinic operates on a 24/7 on-call duty.

The state-of-the-art and well-equipped cardiac catheterisation lab treats scheduled and emergency cases with diagnostic coronary angiography and percutaneous angioplasty, intravascular imaging (IVUS and OCT), functional assessment of coronary flow and microcirculation (FFR, RFR, CFR, iMR), electrophysiological study, ablation of cardiac arrhythmias such as atrial fibrillation, supraventricular and ventricular tachycardias and implanting of electrical pace management devices (pacemakers, defibrillators and biventricular systems).

The Outpatient Clinics' thorough diagnostic approach of cardiac patients turns to account physiological studies, special imaging methods and heart rate monitoring techniques, such as cardiopulmonary exercise test, electrocardiogram, transthoracic and trans-oesophageal echocardiography, dynamic echocardiogram (stress echo), coronary CT and angiography, magnetic resonance imaging of the heart and blood vessels, Holter rate and pressure and recall test.

The MITERA Adult Cardiology Clinic fully addresses patient cases with the application of modern treatment methods, tailored to the needs of the patient and always up to date with the latest guidelines and developments in the field of cardiovascular diseases.

### Cardiac Ultrasound Department

The MITERA Cardiac Ultrasound Department is a fully equipped lab with high-technology devices. The following examinations are performed:

- Complete transthoracic echocardiography (colour Doppler, 2D & 3D echo) in the whole spectrum of cardiac diseases (e.g. ultrasound monitoring of oncology patients before, during and after chemotherapy, patients with ischemic and valvular pathologies, angioplasty or coronary artery bypass, renal failure, diabetes mellitus, etc.).
- Contrast enhanced dobutamine (stress echo) using a contrast agent, coronary flow reserve study (CFR) and stress echocardiography on a supine bicycle er-



Dialysis Unit

gometer for the detection of coronary artery disease and the study of the valves.

- Transesophageal echocardiography (2D & 3D TOE) in the ultrasound lab, intraoperatively or in the catheterisation lab.
- Bubble study, contrast enhanced echocardiography with echo contrast agent (contrast echo), and cardiac dyssynchrony study and analysis with special software.

### Haemodialysis Unit

The MITERA Haemodialysis Unit has been operating since July 2015 at modern facilities within MITERA to treat patients (inpatients and outpatients) who have chronic kidney disease (CKD) and require haemodialysis. It is a modern unit with a capacity of 15 dialysis machines that can serve up to

90 patients in full capacity. It is located on the 4<sup>th</sup> floor of MITERA 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 the dialysis session, patients are monitored by the Unit's medical and nursing staff who can immediately address any problem that may arise. The MITERA Haemodialysis Unit has a Yellow Unit for the treatment of patients with HBV and a deionised water network with a continuous flow system. It disposes state-of-the-art equipment and is staffed by specialised and experienced medical and nursing personnel. These, in combination with the application of international protocols, ensure high-quality healthcare services for patients.

## Oncology Clinic

The MITERA Oncology Clinic is staffed by physicians specialised in oncology and internal medicine and is supported by other medical specialists of the Clinic as well as by health professionals such as nutritionists and psychologists. It is equipped with the latest technology, while its highly trained medical, nursing and administrative staff, offer comprehensive healthcare and support to oncological patients.

The Clinic's aim is to provide oncological patients, immediate diagnosis, suitable treatment, detailed monitoring and proper re-evaluation of the course of the disease.

## MITERA Breast Centre

The MITERA Breast Centre has been recognised since 2016 as a full member of the 'Breast Centres Network', the first international network of clinical centres exclusively dedicated to the diagnosis and treatment of breast cancer; the network consists of 184 breast clinics worldwide.

MITERA attaches great importance to the early diagnosis and treatment of breast cancer and has therefore created a model Breast Centre of European standards, providing comprehensive information, diagnosis and treatment services for breast diseases.

The MITERA Breast Centre, with its excellent scientific medical and nursing staff and state-of-the-art equipment, primarily focuses on the provision of a high level of specialised services, based on international protocols and guidelines. It is open to all women for regular screening, women recently diagnosed with the disease and women who have been diagnosed with breast cancer and are already in treatment. Specifically, at MITERA:

- The Breast Centre's team of experts consists of breast surgeons, oncologists, breast radiologists, pathologists, radiotherapists, plastic surgeons and specialist nurses, who evaluate the cases and draw up the respective treatment plan.
- Diagnostic services are provided by well-trained breast radiologists, pathologists and cytologists, with the aid of latest technology equipment. The recent reinforcement of the breast imaging department with the latest technology tomosynthesis system with built-in artificial intelligence software is an additional step towards providing the latest technology services.
- Recognised international protocols are observed from diagnosis to treatment and rehabilitation, ensuring service-oriented patient safety.



## MITERA IVF-Assisted Reproduction Unit

The MITERA Assisted Reproduction Unit has been in continuous operation for over twenty years. It applies innovative methods in Greece and can boast high success rates. The Unit was recently renovated and refurbished both in terms of patient reception areas and in terms of the embryology lab equipment.

It is staffed by leading specialists with many years of professional experience –obstetricians-gynaecologists, clinical embryologists, nutritionists and mental health professionals–, who understand the particular emotional aspects that are typical of infertile couples. It has modern facilities and specially designed comfortable areas, as well as a state-of-the-art embryology lab, equipped with the latest technology in the field of assisted reproduction.

The Unit has been certified in accordance with the ISO 9001:2015 and ISO 15224:2012 quality standards and has



Mammography



Foetal medicine, waiting room

been officially licensed by the Greek National Authority of Assisted Reproduction. The equipment, safeguards, procedures and –above all– the experienced embryologists that staff the MITERA IVF-Assisted Reproduction Unit make it one of the best units in Europe, with very high success rates.

Finally, the Unit is now one of the top assisted reproduction units in Greece and one of the top 50 in the world, as demonstrated by the international clinics evaluation GCR™ accreditation it has received.

### Gynaecological Ultrasound Department

The Department performs gynaecological ultrasounds and is equipped with state-of-the-art 3D and 4D imaging systems. It is staffed by obstetricians and gynaecologists specialised in ultrasonography and by experienced nursing staff. It can fully address any maternity or gynaecological emergency, 24/7, any day of the year.

### Foetal Medicine

The Foetal & Ultrasound Medicine Unit provides specialised high-quality antenatal monitoring and obstetric ultrasound services in a safe medical environment. It is situated on the first level of the Clinic and features four ultrasound examination rooms, equipped with advanced GE E8 and E10 3D real-time ultrasound units, high definition monitors and a full range of modern medical systems for performing interventional antenatal examination procedures.

The Unit also has a special cardiotocographic examination room (NST) for pregnant women in the third trimester of pregnancy. The computers of the Foetal Medicine Unit are licensed to use the internationally recognised astraia foetal database program.

The doctors of the Unit have expertise and extensive experience in diagnostic ultrasound examinations and are certified by the Foetal Medicine Foundation. Moreover, they regularly

MITERA's extremely reliable and innovative departments boast leading doctors, fully trained staff and state-of-the-art technological equipment.

receive further training in foetal medicine in collaboration with the Foetal Medicine Foundation under Professor Kypros Nicolaidis. An average of 80-100 diagnostic ultrasound examinations are performed daily at the Foetal Medicine Unit.

### Imaging Departments

The Imaging Departments of MITERA are staffed by highly qualified personnel and are equipped with state-of-the-art systems, offering a high level of medical services 24/7, every day of the year. The Imaging Departments include: PT scan and MRI, Bone Density Measurement, Radiology, Paediatrics Radiology, General Body Ultrasound, Gynaecological Ultrasound, Breast Imaging, Cardiac Ultrasound. Moreover, there is direct cooperation with HYGEIA's Interventional Radiology, PET/CT and Nuclear Medicine Departments.

### Intensive Care Units

MITERA has modern Adult and Children Intensive Care Units.

#### Multipurpose Adult ICU

The Unit was designed to treat critically ill patients in need of special care and intensive care, with state-of-the-art equipment and specially trained medical and nursing staff. Its model design provides an individual box for each patient in order to isolate patients and minimise the spread of infections. It covers obstetrics-gynaecology, cardiology, pulmonology, trauma, vascular surgery, neurosurgery and general surgery cases, with full vitals support, both pharmaceutically and with the use of machines, with 24-hour monitoring and medical assistance.



### One Day Treatment Centre (ODT)

MITERA's fully equipped Day Care Unit employs innovative ways of administering chemotherapeutic drugs, based on the latest developments in oncology, to ensure that oncology patients are provided with optimal services. The ODT caters to patients for whom admission for treatment is not considered necessary. The main goal is to provide patients, during their short stay, with a comfortable and friendly environment (each patient has a designated area with TV and escort lounge chair) where the medical and nursing staff will ensure their best possible care.

For the convenience of patients, the DCU has its own secretarial branch which calls patients on the previous day to confirm the exact time for their treatment. On the day of treatment, the branch handles all admission procedures.

### Neonatal Intensive Care Unit (NICU)

The Neonatal Intensive Care Unit (NICU) was created in April 1979. It was the first in the private sector and one of the first to be set up in Greece. In its 40 years of operation, it led the way in the provision of high-quality healthcare ser-





NICU

VICES for hospitalised infants, bringing about a substantial reduction in perinatal and neonatal mortality at MITERA. Since the establishment of the new MITERA Maternity Hospital and the NICU in 1979, approximately 500,000 babies (11.2% of deliveries nationwide) have been born at MITERA and 83,000 newborns have been hospitalised at the NICU.

In 2018 the overall survival rate of babies born at MITERA soared to 99.96% and 99.82% for the newborns admitted to the NICU, while infant mortality was reduced to an extremely low record rate of 0.38%. These results are comparable to those of the largest centres in the world. The Unit mainly caters to premature infants, though full-term infants with diverse problems are also admitted. Newborns with surgical, neurosurgical and cardiac problems, as well as cardiac surgery, preoperative or postoperative cases are also admitted to the Unit. Since 2008, when MITERA's Paediatric Cardiac Surgery Clinic –which is a reference centre for the entire country– was set up, the NICU has been playing an important role in the preoperative and postoperative support of newborns with congenital heart disease.

The NICU, delivery rooms and operating room are staffed by experienced neonatologists on a 24-hour basis to provide high-quality healthcare services to the little patients. In addition, doctors of all specialities provide their services at the Unit whenever deemed necessary.

Finally, experienced nurses take care of the newborns under the supervision and coordination of the Unit supervisors and in accordance with the instructions of the paediatricians-neonatologists.

#### **ICU – Adult Cardiac Surgery**

MITERA's team of cardiologists and cardiac surgeons works in close cooperation with the doctors of the adult Intensive Care Unit (ICU), where patients are treated after open heart surgery or major transcatheter surgery. The adult ICU can undertake transoesophageal ultrasound studies, modern forms of monitoring with an emphasis on heart function evaluation and immediate medical intervention if required, pump circulatory support, and emergency cardiac surgical intervention.



Operation room

### Department of Gynaecological Oncology

The reproductive system is one of the areas of the female body most commonly affected by malignant diseases. Given the new knowledge accumulated in recent years, innovative surgical techniques and progress in the field of chemotherapeutic drugs, treatment of such cases has to be undertaken by teams of specialist doctors. The close cooperation of gynaecologists-oncologists who focus on the surgical treatment of such patients with GPs-oncologists, radiotherapists-oncologists and pathologists ensures optimum results in terms of early diagnosis, treatment and preservation of the patients' quality of life.

Within this context, the Department of Gynaecological Oncology and the Oncology Board of MITERA are responsible for the complete assessment of patients diagnosed with gynaecological malignancies, the selection of the suitable treatment, the choice of subsequent follow-up and their general counselling. In close collaboration with the largest oncology centres in Europe and the USA, our doctors can offer the most modern diagnostic and therapeutic methods,

with due respect to every patient's particular characteristics and needs.

### Breastfeeding Department

With commitment and dedication to the provision of excellent nursing services, MITERA and all its employees, including the nursing and medical staff, continue to support and promote breastfeeding, in appreciation of its multiple benefits for the mother, the newborn, society, the country and the environment. More specifically, the rooming-in practice which allows mother and child to stay in the same room, the education of pregnant and postpartum women in breastfeeding-related aspects, the immediate placement of the newborn in contact with the mother's skin, the first breastfeeding immediately after birth without mother-child separation, the demonstration of breastfeeding techniques, the comprehensive care to postpartum mothers by our highly trained midwives, and the Open Line to provide information and answer questions are some of the many benefits that ensure the best start in life.

## Milestones in the operation of MITERA and MITERA Children's Hospital

### 1979

- MITERA SA commenced its operation as an Obstetrics-Gynaecology Clinic and quickly expanded into other areas of medicine.

### 1994

- The Clinic created a new wing.

### 1995

- A special DNA department was launched, inaugurating the operation of the Molecular Biology and Cytogenetics Lab.

### 1996

- MITERA launched the Assisted Reproduction Unit and at the same time integrated the ENT, Ophthalmology, General Surgery and Urology clinics.

### 1999

- MITERA received a licence to operate a Magnetic Resonance Imaging Lab.

### 2000

- MITERA acquired 34% of the shares of LETO Obstetrics, Gynaecology and Surgery Centre SA.

### 2003

- A licence to establish and operate the General and Paediatrics Clinic was granted.

### 2004

- Opening of the MITERA Children's Hospital.

### 2006

- MITERA acquired more than 86% of the shares with voting rights of LETO Obstetrics, Gynaecology and Surgery Centre SA.
- The newly created association between MITERA SA and LETO SA brought together the full range of diagnostic and nursing services of the Obstetrics, General and Paediatrics Clinics in two independent state-of-the-art clinics in Attica, with a total capacity of over 570 beds.

### 2007

- The Boards of Directors of the HYGEIA Athens Diagnostic & Therapeutic Centre and of the General Clinic, the MITERA Obstetrics-Gynaecology Clinic and the MITERA Children's Hospital decided to join forces in order to build the strongest private healthcare services group.

### 2008

- MITERA SA established the first private Paediatric Cardiology-Paediatric Cardiac Surgery Clinic, whose operation filled a large gap in the provision of healthcare services to children.
- The Paediatric Ophthalmology Department commenced its operation. The first comprehensive paediatric ophthalmology department in Greece. With its outpatient clinics and a well-equipped operation room, the Department could address all paediatric ophthalmology cases.
- Pioneering heart surgery for a 3-month-old infant suffering from tachycardia.



## 2009

- For the first time Greece, a biventricular pacemaker is implanted in a child with a rare congenital heart disease.
- Commencement of operation of the Paediatric Orthopaedics Department.

## 2010

- Complete renovation of the 5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> nursing floors and of the Clinic's operation rooms in order to further enhance the quality of the healthcare services.
- Launch of the 'Mother at home' service.
- Commencement of operation of the Paediatric Neurosurgery, Paediatric Gastroenterology and Paediatric Endocrinology Clinics.

## 2011

- MITERA SA entered the international medical tourism market with the creation of the International Patient Services Department (IPS).
- Use of the new IMSI technique (intracytoplasmic morphologically selected sperm injection) at the MITERA IVF-Assisted Reproduction Unit.
- New innovative method of placing a heart valve without an open surgery.

The “MITERA Obstetrics and Surgery Centre SA” opened its doors on April 29, 1979, with 300 beds and ample space for surgeries, laboratories and reception and waiting areas. Care for life, respect for people, responsibility and integrity were the values set by MITERA's founding team – and the Centre's course and growth have, indeed, been driven by these values throughout the years of its operation.



## 2012

- The MITERA (IVF) Assisted Reproduction Unit was certified according to ISO 9001:2008 by TÜV Austria Hellas.
- MITERA was awarded the highest overall score in the 'Hospitals-Diagnostic Centres' category of the Corporate Superbrands Greece contest.
- The state-of-the-art MITERA Do Care Cosmetic Dermatology and Anti-Ageing Department was created.
- The MITERA Paediatric Cardiac Surgery Unit was among the nine paediatric cardiac surgery centres in Europe with certified surgical results.
- The opening of the Electroencephalography for Children, Developmental Paediatrics and Speech Therapy Departments.

## 2013

- The MITERA Imaging, Mammography and Bone Density Measurement Departments were certified according to ISO 9001:2008 standard for Quality Management Systems by the Certification Body TÜV Austria Hellas.

## 2014

- Operating licence for the Adult Corneal Tissue Application Unit.

- MITERA was recognised by the Ministry of Health as a "Baby-Friendly Hospital" which applies the breastfeeding principles prescribed by UNICEF and the World Health Organisation (WHO).
- MITERA was the only hospital in Greece to receive an award for its working environment in 2014, as it was included among the top ranking companies at the Best Workplaces 2014 awards.
- Issue of a common bond loan by HYGEIA's subsidiary MITERA SA amounting to €42.1 million in total.
- In June 2014, the Share Capital Increase of the subsidiary under the name MITERA SA was certified. The decision for the Share Capital Increase had been issued by the Shareholders' Ordinary General Meeting of May 26, 2014 and pertained to the amount of €20,645,000. The SCI arose from payment in cash and the capitalisation of the parent company's receivables. The aforesaid amount which resulted from the Share Capital Increase paid in cash was used for the partial repayment of loan liabilities.
- In June 2014, the share capital increase of MITERA by €20,645,000 was certified, by decision of the Ordinary General Meeting of the company shareholders. The share capital increase arose from payment in cash and capitalization of the parent Company's receivables. • The MITERA Children's Hospital established an Oncology Centre for children and adolescents and the first 'Beat Cancer' monitoring clinic in Greece.

## 2015

- Amendment of the licence for the establishment and operation of the Clinic and commencement of the operation of new departments.
- Creation of a Haemodialysis Unit with a capacity of 15 beds on the 4<sup>th</sup> floor of the Clinic for the treatment of patients with end-stage kidney conditions requiring dialysis.
- Set up of the Adult Cardiac Surgery Department.
- New method for the treatment of kidney stones in children.

## 2016

- Creation of the Functional and Reconstructive Nose Surgery Department with a view to providing comprehensive care to patients with functional and aesthetic problems in the nose.
- Creation of the Gynaecological Oncology and Endocrinology Departments.
- The MITERA Breast Centre was recognised as a full member of the Breast Centres Network, the first international

network of clinics exclusively for the diagnosis and treatment of breast cancer.

- All the departments of MITERA were certified with the ISO 9001:2008 standard for Quality Management Systems.
- Development of a programme for monitoring young people who have recovered from childhood cancer.
- Organisation of the Hereditary Haemolytic Anaemias Department.
- Organisation of the Spinal Centre.
- Development of the Paediatric Oncology Surgery Department.

## 2017

- State-of-the-art laparoscopic technology at the service of patients: installation of the first 4K Technology NBI (Narrow Band Imaging) Laparoscopic Towers in Greece.
- Establishment of the Urinary Disorders Clinic for Children and Adolescents.
- Establishment of a Pregnancy Neurological Disorders Department.
- Establishment of the Paediatric Oncology Surgery Department.
- Establishment of the Urinary Disorders Clinic for Children and Adolescents.
- Establishment of the Paediatric Nephrology Department.

## 2018

- Innovative technique for continuous voice monitoring during thyroid surgery on a child.
- MITERA IVF (in vitro fertilisation) Unit: among the top assisted reproduction units in Greece and worldwide – International GCR accreditation™.
- Establishment of the Sports Injury and Health Centre exclusively for women.
- New innovative breast restoration technique with pre-thoracic implant placement.
- In 2018 the New Department of Endogenous Metabolic Diseases & Hereditary Lipid Disorders was created –the only one in the private sector in Greece– at the MITERA Children's Hospital, in the context of the continuous development and contribution by the hospital to the child and family. Endogenous metabolic diseases result from gene disorders inherited from parents and cause damage to many organs, including the brain, liver and heart. The main symptoms that children first experience immediately after birth, in childhood or even in adulthood are spasms, encephalopathy, weight stagnation, chronic diarrhoea, swollen



liver, bone abnormalities, hypoglycaemia, elevated levels of uric acid, cholesterol, triglycerides, LP(a), etc.

- Launch of a model multidisciplinary programme on childhood obesity with the active participation of parents and children.
- Establishment of the Clinical Genetics Department.

## 2019

- Implementation of an innovative advanced technique of opening the interatrial septum in a newborn with severe congenital heart disease.
- MITERA – Celebrating life for 40 Years. MITERA celebrated its 40<sup>th</sup> anniversary, honouring its history, its founders, its employees and its doctors.
- MITERA IVF (in vitro fertilisation) Unit: The first unit in Greece to offer excellent psychological support, in cooperation with the Fertility Network UK charity.
- MITERA: Creation of the Cochlear Implants Department.
- 40 years of NICU-MITERA (1979-2019). The MITERA Neonatal Intensive Care Unit was the first unit launched in the private sector and one of the first to be set up in Greece.
- ΜΗΤΕΡΑ: Νέα πρωτοποριακή τεχνική αποκατάστασης μαστού με προθωρακική τοποθέτηση ενθέματος.





MRI

## Medical Services at MITERA

MITERA is operating in the field of primary, secondary and tertiary care, being the only private clinic in Greece with a Gynaecology Obstetrics and General Clinic license, in accordance with which the following services may be offered:

### Pathology Division

- Pathology
- Cardiology
- Dermatology
- Gastroenterology
- Pulmonology
- Haematology
- Nephrology

### Surgery Division

- General Surgery
- Urology - Urodynamics
- Plastic Surgery
- Orthopaedic
- ENT
- Ophthalmology
- Obstetrics
- Gynaecology
- Cardiothoracic - Surgery

### Special Units

- Multi-purpose Adult ICU
- Adult Cardiology ICU
- Neonatal Unit (NICU)
- Assisted Reproduction Unit (IVF)
- Pathology Oncology Unit
- Dialysis Unit

### Outpatient Clinics Labs

#### Diagnostic

- Microbiology
- Haematology
- Biochemistry
- Hormonology (Endocrinology)
- Cytology
- Immunology

#### Imaging

- Radio diagnostic (Mammogram - Radiology)
- CT Scanner
- MRI
- Cath Lab
- Bone Density Measurement
- Angiography

#### Ultrasound

- General
- Gynaecological (Foetal Medicine)
- Cardiological







Hippocrates, a hippopotamus for the children at the MITERA Children's Hospital

The little patients at the MITERA Children's Hospital have another companion: Hippocrates the hippopotamus. A happy purple hippopotamus mascot keeps our little patients company, playing with them creative games and teaching them all they need to know about personal hygiene. Hippocrates also accompanies them – always together with the specialist nurse– to the medical examinations area.

## MITERA Children's Hospital Paediatrics Clinic

At the MITERA Children's Hospital we care for children, who are the future of our world.

The MITERA Children's Hospital is the only private tertiary paediatrics clinic in Greece which covers the entire range of paediatric cases.

The MITERA Children's Hospital is fully staffed by distinguished paediatricians and doctors of all paediatrics specialties and subspecialties, as well as by highly trained nursing personnel, to ensure optimum child care. These scientists from Greece and abroad, with their medical knowledge and experience, have introduced the most advanced clinical applications and treatments to the MITERA Children's Hospital, thus making it the largest private paediatric institution in Greece. By combining traditional values in the field of health and care for the newborn, infant, child and adolescent with innovative methods of diagnosis and treatment, the Hospital provides high-quality services supported by our state-of-the-art biomedical equipment.

We have created a friendly and familiar environment for children in order to make their stay in the clinic as pleasant as possible. The MITERA Children's Hospital currently has a licence for 111 beds and 10 multipurpose ICUs, paediatric cardiac surgery and paediatrics.

The MITERA Children's Hospital has strict protocols in place to safeguard and constantly improve the quality of medical procedures, as well as of all medical services it provides.



### We do our best to keep our little patients in a good mood

The MITERA Children's Hospital has created a non-hospital-like environment to enhance the emotional well-being of its little patients.

We have a lending library with a rich collection of books and educational toys and on the 5<sup>th</sup> floor we have set up a children's lounge filled with toys. We have created an activities programme where an experienced educator engages with hospitalised children who want to participate, reading them fairy tales and offering them activities suited to their age.



## Cutting-edge Medical Services

### Paediatric Cardiology/Paediatric Cardiac Surgery of Congenital Heart Diseases

The Paediatric Cardiology and Paediatric Cardiac Surgery Departments treat children with congenital and acquired heart diseases. Our team consists of specialised and accredited paediatric cardiologists, paediatric heart surgeons, specialist cardiac-anaesthesiologists, ICU specialists and experienced nurses. The extensive specialisation and experience of the team guarantee the fast, timely and trouble-free diagnosis for the patient and the safer treatment of each case.

Decisions regarding interventional, surgical or other complex treatments are made collectively at the weekly meeting of the Clinic. Thorough investigation and discussion of each case and unanimous decision-making, have contributed to the achievement of excellent paediatric heart surgery and paediatric cardiology outcomes that rival the largest congenital heart disease centres worldwide. The Paediatric Cardiology Department is equipped with latest technology equipment –such as haemodynamic monitoring, cardiac cineangiography & electrophysiology units– and performs the whole range of interventional catheterisation treatments for congenital heart diseases, as well as hybrid surgical procedures that require X-rays.

Moreover, the ergonomic design of the Clinic's wards and its modern equipment that is constantly being upgraded, ensure the most advanced patient management and an excellent organisation and close cooperation between the specialist medical, nursing and technical staff. Within the context of their activities for the provision of training and knowledge-sharing, the Paediatric Cardiology and Paediatric Cardiac Surgery Departments become training places for young doctors and nurses who wish to participate and serve children and adults with congenital heart disease. Furthermore, the Departments' doctors are particularly active academically, with a wealth of scientific publications and lectures annually, both in Greece and abroad.

### Paediatric Cardiac Surgery (PCS) ICU

The Cardiac Surgery Unit at the MITERA Children's Hospital is unique in Greece and is the Clinic's most specialised department. It treats and deals with the particularly vulnerable part of the paediatric population facing congenital heart diseases. Little patients are treated at the PCS ICU after complicated heart surgeries or after invasive cardiac procedures. If required, patients may also be admitted to the ICU before surgery to ensure they are taken to the operating room in the best possible conditions after being stabilised.



Oncology Centre for Children and Adolescents

The Unit is staffed by paediatric ICU doctors, anaesthesiologists, paediatric cardiologists and specialised nursing personnel. The latest international protocols and guidelines are applied in accordance with the most recent scientific data. Its state-of-the-art equipment and modern design provide children with congenital or acquired heart disease a safe heaven during the difficult postoperative period.

### Paediatric ICU

The Multipurpose Intensive Care Unit of the MITERA Children's Hospital is one of the best and most comprehensive paediatric units in Europe. With its select expert paediatric ICU specialists, neonatologists and specially trained nurses, it can address and treat paediatric emergencies of any nature and gravity.

In specially designed premises to ensure optimal continuous monitoring and support of the patients' vital functions and to minimise infectious diseases, the Unit has 8 beds, 4 of which are cubicles with negative pressure for isolation. It is fully equipped with the latest technology systems (for cath lab monitoring, conventional and high frequency mechanical ventilation, ECMO, extra renal dialysis, etc.) in accordance with international standards.

The MITERA paediatrics ICU and the MITERA Increased Care Unit use the most modern and innovative methods to safeguard patients' health and life. The Units can perform any lab or imaging examination 24/7 and are in continuous cooperation with doctors of all paediatric subspecialties. The facilities, conditions, equipment, organisation and human resources ensure that, during the treatment of our little patients, any emergency can be addressed and patients are provided with the highest possible levels of safety and have the best possible outcome.

### Oncology Centre for Children and Adolescents

The Children and Adolescents Oncology Clinic of the MITERA Children's Hospital was established in 2014. In its five years of operation, children and adolescents with various types of cancer, such as leukaemia, CNS tumours, sarcoma, kidney and adrenal gland tumours, have been referred to the Clinic for treatment or have been diagnosed and have undergone treatment at the Clinic. Depending on the disease, the treatment protocol and the phase of treatment, patients may be admitted as inpatients or may be monitored by the Out-patient Clinic or by the Day Care Unit. Moreover, the MITERA Children's Hospital, taking into consideration the European



Suite

standards regarding the provision of quality care and the guidelines of the International Society of Paediatric Oncology (SIOP), has established the first 'Cancer Survivors' clinic in Greece (Ni.Ka.) with the sole purpose of caring for recovered cancer patients, in collaboration with the Greek Survivors Association 'Kyttaro' (which means 'cell' in Greek), an association of adults who had cancer in childhood or adolescence.

Recovered young adults may visit doctors of various specialities cooperating with the programme in order to have the required clinical, haematological and imaging tests, upon referral from the 'Beat Cancer' Clinic. Once the tests are completed, an individualised monitoring programme is prepared.

### **'Cancer Survivors' Clinic (Ni.Ka.)**

By establishing the first and only private Oncology Clinic for Children & Adolescents and the first 'Cancer Survivors' Clinic in Greece and drawing on the over 10-year experience years after MITERA Children's Hospital existence, we can

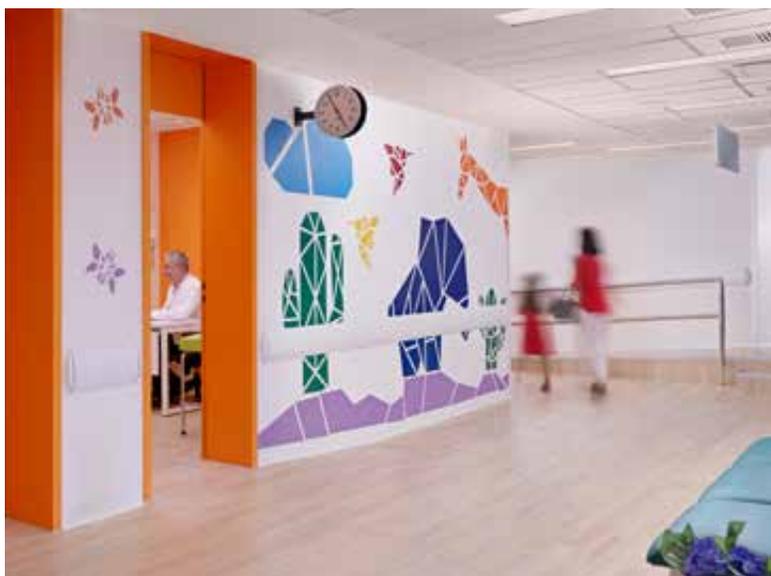
offer a smile to children who are sick and their families who suffer with them.

### **Paediatric Neurosurgery**

The Paediatric Neurosurgical Department treats diseases of the central nervous system, that is to say the brain and the spinal cord. These conditions include congenital conformation malformations (e.g. spina bifida, hydrocephalus) –which are often diagnosed in the first months of life–, brain and spinal cord tumours, injuries and a range of other conditions that can affect the nervous system and require surgical treatment. The Department performs a full range of paediatric neurosurgery interventions and specialises in neuroscopy, surgery to treat spasticity, brain tumour surgery using neuronavigation, surgery for epilepsy using intraoperative electroencephalography, and surgery for craniostyostosis. The Department is supported by the MITERA Intensive Care Unit.



The Emergencies Outpatient Clinics for all specialities operate 24/7, every day of the year.



### Paediatric Gastroenterology

The Paediatric Gastroenterology Department treats serious eating problems, such as refusal to eat, nutrition for children with special needs, nutritional support for children with heart disease, diabetes, kidney, liver and gastroesophageal reflux disease. All intestinal diseases are also treated, as well as congenital diseases of the liver and bile ducts, viral hepatitis B-C, autoimmune hepatitis, sclerosing cholangitis, metabolic diseases of the liver, etc. Paediatric gastrointestinal procedures are also undertaken, such as gastroscopy, ileocolonoscopy, polypectomy, esophageal varices sclerotherapy, transdermal gastroscopy, transdermal liver biopsy, and breath test for *Helicobacter pylori*. The Department is staffed by experienced paediatricians-gastroenterologists, a nurse who is specially trained in paediatric endoscopy, a nutritionist and a psychologist. Within the context of the operation of the Paediatric Gastroenterology Department, the Outpatient Clinics are open every morning on weekdays for gastrointestinal problems in children.

### Paediatric Oncology Surgery

The Paediatric Oncology Surgery Department of the MITERA Children's Hospital specialises in the surgical treatment of paediatric cancer. It also specialises in oncology surgery of the cervix, thorax, internal/external genital organs and soft tissue infections, including urinary rhabdomyosarcoma. The Department firmly believes that every child is entitled to proper surgical treatment –in oncological terms– in order for the chances of a favourable outcome to be maximised.

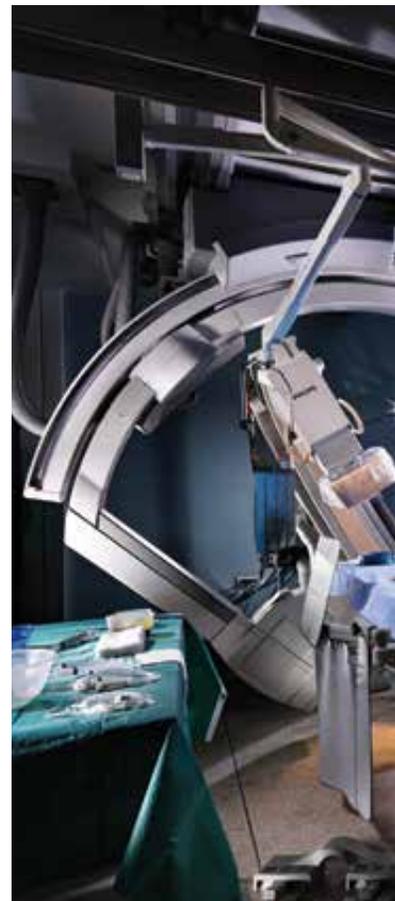
### Hereditary Haemolytic Anaemia

The Hereditary Haemolytic Anaemia Department of the MITERA Children's Hospital contributes effectively to the safe diagnostic approach of childhood anaemia. A modern centre for the diagnosis of haemoglobin disorders operates at the central laboratories of the HYGEIA Group. The diagnosis of these anaemias is mainly related to childhood and is based on a series of general and specialised lab tests. Often, a complete haematological examination of the whole family is necessary so as to conduct a safe diagnosis.

### Department of Inborn Metabolic Diseases and Hereditary Lipid Disorders

The MITERA Children's Hospital provides the most modern treatments in accordance with international standards and a comprehensive diagnosis, based on the clinical image of each newborn, child or adolescent. Thorough specific tests are also undertaken, such as additional neonatal screening, biochemistry, metabolic, lipid and molecular tests. An accurate diagnosis can thus be provided, allowing for the symptomatic treatment of various inherited metabolic diseases. The Department of Inborn Metabolic Diseases and Hereditary Lipid Disorders of the MITERA Children's Hospital (the first one to operate within a private hospital in Greece) treats the following:

- amino acid disorders (phenylketonuria, organic urticaria, urea cycle disorders, etc.);



- carbohydrate disorders (galactosaemia, fructose intolerance, lactose intolerance, glycogenesis);
- lipid disorders [hypercholesterolaemia, hypertriglyceridemia, hypercholesterolaemia, hypo-HDL-aemia, elevated LP levels (a)];
- collagen and connective tissue disorders (mucopolysaccharides);
- disorders of lysosomal enzymes;
- peroxisomal enzyme disorders;
- disorders of mitochondrial enzymes;
- bile acid disorders;
- glycosylation disorders;
- fatty acid oxidation disorders;
- vitamin disorders;
- metal disorders;
- neurotransmitter disorders.

The Department of Inborn Metabolic Diseases and Hereditary Lipid Disorders of the MITERA Children's Hospital operates two special regular clinics: the Hereditary Metabolic Diseases Clinic and the Hereditary Lipid Disorders Clinic.

### Child and Adolescent Endocrinology and Diabetes

The Child-Adolescent Endocrinology and Diabetes Clinic is the first licensed Paediatric Endocrinology Clinic in the private healthcare sector in Greece. The Clinic covers the entire in-hospital and out-of-hospital range of childhood endocrine problems. The Department of Adolescent Diabetes was one of the first departments to operate at the MITERA Children's Hospital with the primary purpose of monitoring children and adolescents with types 1 and 2 diabetes mellitus. In addition to addressing the disease as soon as it appears, the team also focuses on the long-term training of little patients, parents and their environment in matters relating to the optimal management of diabetes, so that families can live in harmony, without complications arising from the disease. A special Weight Control Clinic is also available, which collaborates with a nutritionist and a psychologist specialised in the treatment of childhood obesity and eating disorders (anorexia nervosa, bulimia, etc.). Finally, a model hands-on intervention programme for childhood obesity is implemented, with the active participation of parents and children.



Haemodynamic Lab

## Paediatric Nephrology

The Paediatric Nephrology Department provides comprehensive services for the diagnosis and treatment of new-borns, infants, children and adolescents with diseases of the kidney and urinary tract, as well as arterial hypertension. It collaborates with the Paediatric Urology Department for the coordinated treatment of patients with congenital diseases of the kidneys and urinary tract, as well as children with nephrolithiasis and bladder problems. In the Paediatric Nephrology Department ultrasound guided percutaneous renal biopsies are performed and children with acute renal impairment are treated with extra renal dialysis. The treatment of many patients occurs in cooperation with doctors from other Paediatric specialisations.

## Departments – Special Units – Diagnostic Laboratories

### Pathology Division

- Paediatrics Clinic
- Paediatric and Adolescent Oncology
- Paediatric Infectious Diseases
- Paediatric Cardiology and Congenital Adult Heart Diseases
- Paediatric - Gastroenterology – Hepatology Clinic – Swallowing Clinic
- Child and Adolescent Endocrinology and Diabetes
  - Paediatrics Clinic – Adolescent Endocrinology
  - Department of Child and Adolescent Diabetes
  - Weight Control Clinic
- Child and Adolescent Gynaecology
- Paediatric Allergology
- Respiratory - Allergy - Immunological Diseases
- Paediatric Dermatology
- Paediatric Neurology
- Paediatric Nephrology
- Paediatric Rheumatology
- Paediatric Psychiatry
- Developmental Paediatrics
- Study of Sleep Disorders
- Child / Adolescent Mental Health
- Genetics
  - Genetics Counselling Clinic
  - Genetics Clinic
- Speech Therapy
- Music Therapy
- Clinic of Inborn Metabolic Diseases and Hereditary Lipid Disorders

### Emergency Outpatient Clinics

- 24 hours a day / 365 days a year

### Surgery Division

- Paediatric surgery
  - Paediatric surgery Clinic I
  - Paediatric surgery Clinic II – Paediatric Oncology surgery
- Cardiac surgery for Children & Adults with Congenital Heart Diseases
- Paediatric Neurosurgery
- Paediatric Orthopaedics
- Children and Adult Spinal Centre
- Orthopaedics Microsurgery of hands
- Paediatric Ophthalmology
- Paediatric ENT
- Paediatric Urology
- Plastic Surgery
- Paediatric Anaesthesiology

### Diagnostic Division

- Interventional Cardiology – Haemodynamic Lab
- Cardiological Ultrasound
- Foetal Cardiology
- Paediatric Electrophysiology
- Paediatric Radiology
- Paediatric Electroencephalography
- Hereditary Haemolytic Anaemia

### Special Units

- Paediatric Cardiac Surgery Intensive Care Unit
- Paediatrics ICU

### Central Labs

- Microbiology
- Haematology
- Biochemistry

MITERA extends over 10 floors and has a license of 459 beds, of which 311 are active and 86 beds are for adult and paediatric chemotherapy, adult haemodialysis, NICU, IVF; it fully covers every need of the patient with:

- Three-bed rooms
- Two-bed rooms
- Single-bed rooms
- Lux
- Suites & VVIP Suite
- 15 Operating Rooms
- 4 Intensive Care Units with a license for 66 beds
- 8 Delivery Rooms



## The Board of Directors

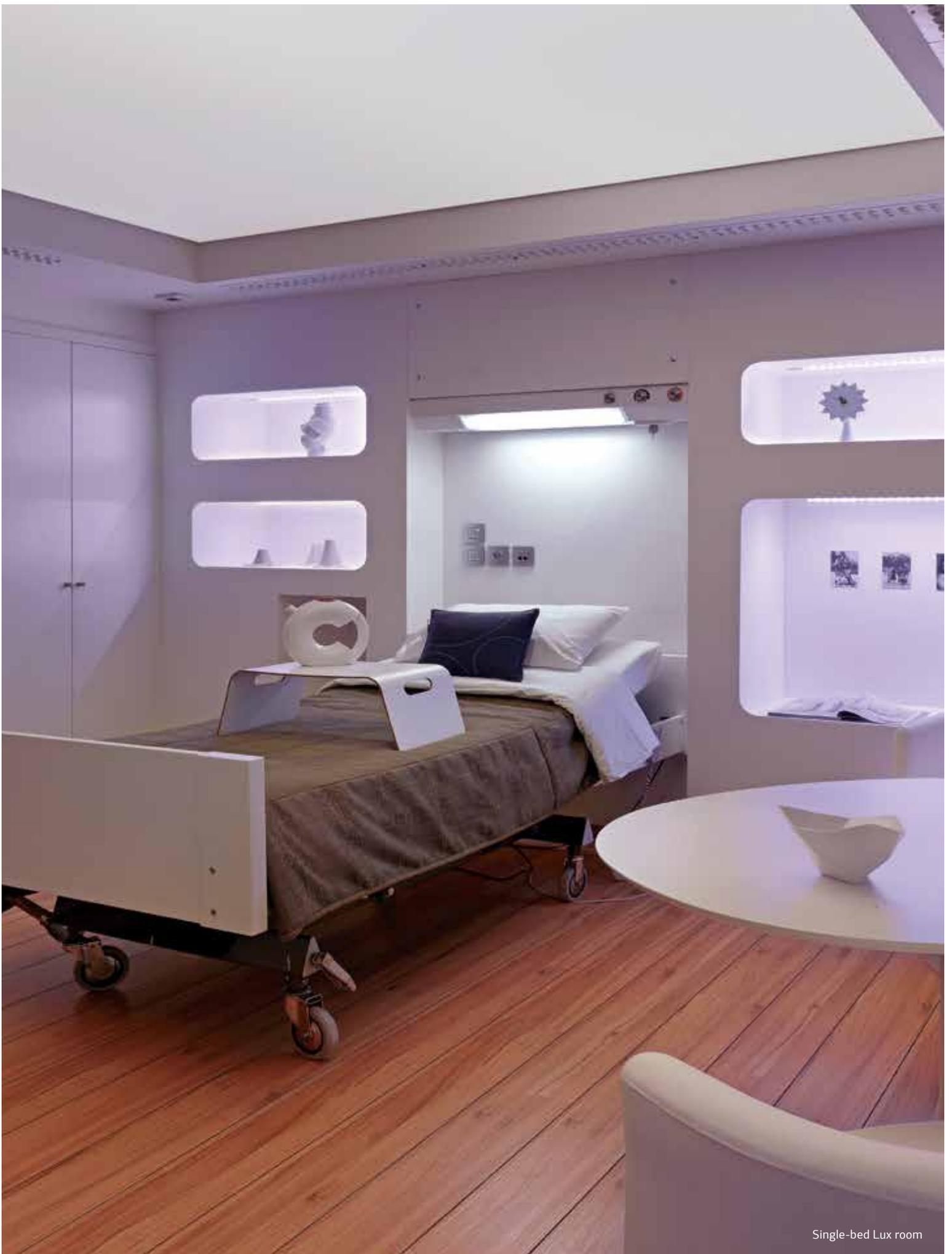
On 17.06.2020 the Company's Board of Directors composition was as follows:

A/A	Name	Position
1	Stefanos Handakas	Chairman
2	Evangelos Dedoulis	Vice-Chairman I
3	Vassilios Kellaris	Vice-Chairman II
4	Andreas Kartapanis	CEO
5	Konstantinos Pantos	Board Member
6	Harilaos Hiniadis	Board Member
7	Evangelia Lagona - Stathi	Board Member
8	Elias Athanasiadis	Board Member
9	Stylios Tzeis	Board Member
10	Dimitrios Eleftherios Mantzavinos	Board Member
11	Dimitrios Syrmas	Board Member
12	Sergios Stamboulous	Board Member
13	Athanasios Hristopoulos	Board Member
14	Nikolaos Linardos	Board Member
15	Antonios Kakoulakis	Board Member

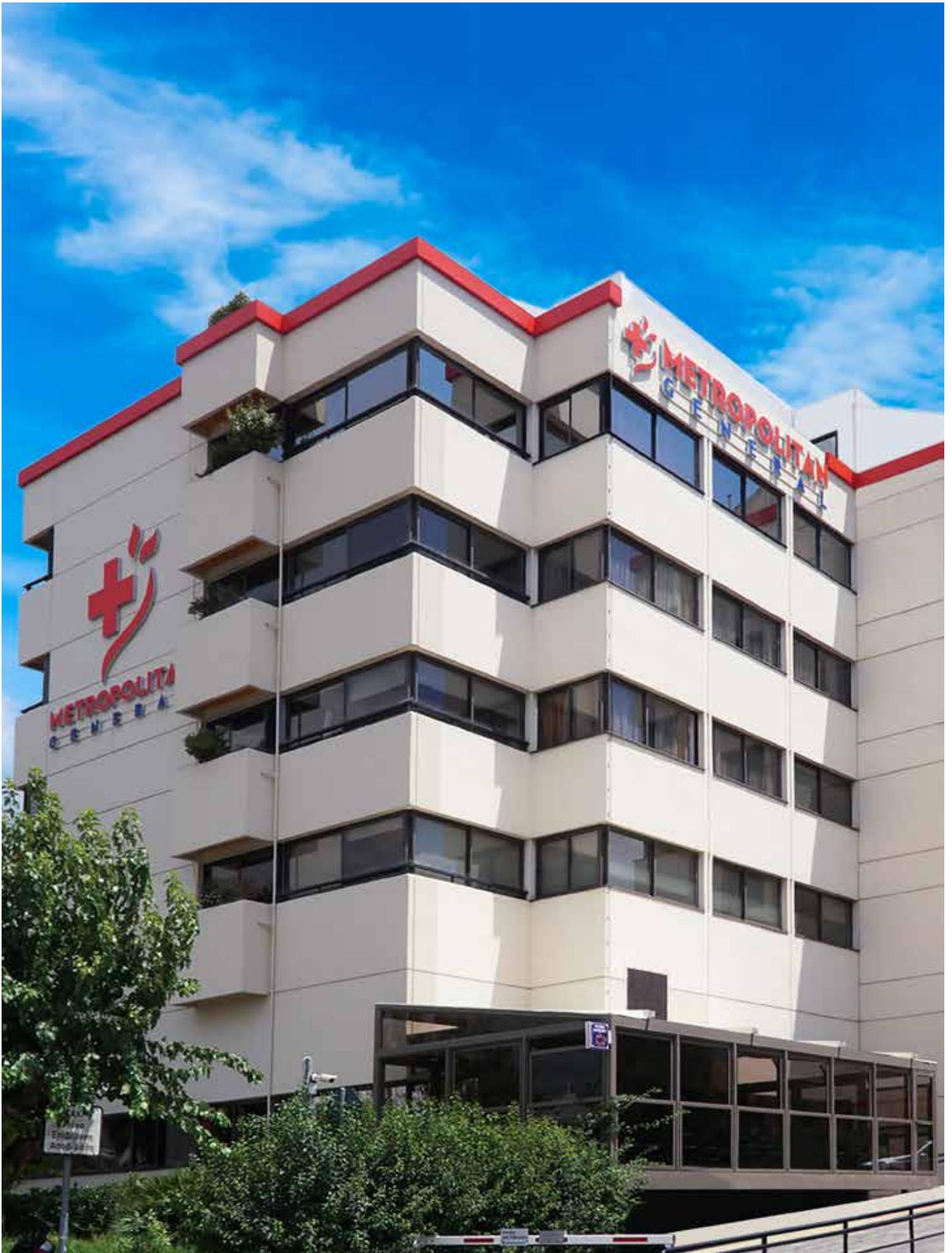
On 31.12.2019 the shareholding structure of MITERA was as follows:

Shareholder Details	Number of Shares	Holding percentage
HYGEIA DIAGNOSTIC & THERAPEUTIC CENTRE SA	110,601,151	95.84%
MITERA HYGEIA HOLDINGS, HEALTHCARE SERVICES & INVESTMENTS SA	4,274,704	3.70%
Other shareholders	522,485	0.45%
<b>Total</b>	<b>115,398,340</b>	<b>100.00%</b>

€ million	31.12.2019
Turnover	76.5
Net Profits / (Losses)	7.4



Single-bed Lux room



# METROPOLITAN GENERAL SA General Clinic

## In 2019

56% occupancy  
8,756 inpatients  
120,594 outpatients  
9,122 surgeries

The METROPOLITAN GENERAL is licensed for 226 beds and fully covers patients' needs with:

- ✓ 2 suites
- ✓ 6 luxury rooms
- ✓ 5 Class A single rooms
- ✓ 10 Operating Rooms
- ✓ Multipurpose Intensive Care Unit (ICU)
- ✓ Pathology Oncology Unit
- ✓ Lithotripsy Unit
- ✓ Dialysis Unit
- ✓ One-Day Clinic (ODC)
- ✓ General Medicine Departments
- ✓ Surgical Departments
- ✓ Diagnostic Labs
- ✓ Imaging Labs
- ✓ Emergencies Department
- ✓ Outpatient Clinics of all the specialities
- ✓ Septic Operating Room

Our vision... to become a clinic that stands out as a reference point for Greece and Europe, characterised by its focus on high-quality innovative healthcare services and respect for the human being.

## Pioneering in medical developments. Caring about people.

The METROPOLITAN GENERAL is one of the country's largest and best equipped healthcare units in the country. It is fully competent to thoroughly address any incident in terms of diagnosis, prevention and treatment. It is a pioneering clinic that considers the provision of high-quality healthcare services as its fundamental duty to patients. It provides for the necessary conditions to ensure this, by constantly upgrading its services and infrastructure and investing in innovative technologies and in its collaboration with leading doctors.

## Our mission

Following our vision:

- We continuously improve the quality of our services, as reflected in the international certifications, quality accreditations and significant distinctions we receive
- We work with highly skilled and experienced doctors
- We invest in state-of-the-art medical equipment
- We promote the application of the world's most advanced medical practices
- We have organised a scientific supervision system with a Scientific Board and special Committees to ensure compliance with medical ethics, the most appropriate and safest scientific treatment of patients, and the promotion of research
- We see to the continuous and ongoing training of our medical, nursing and other personnel
- We design and implement targeted corporate responsibility actions, with a deep sense of responsibility and sensitivity towards people, society and the environment.

## METROPOLITAN GENERAL Historical Overview

**1973**

Establishment of the IRA maternity clinic

**2002**

**IASO GENERAL commences its operation**  
Acquisition of the IRA maternity clinic by the IASO Group. IRA was renamed IASO GENERAL

**2018**

**METROPOLITAN GENERAL commences its operation**  
Acquisition of the IASO GENERAL by the Hellenic Healthcare Group. The IASO GENERAL was renamed METROPOLITAN GENERAL. A new Board of Directors is elected. The growth of the METROPOLITAN GENERAL gains new momentum, in the context of the synergies developed among the clinics of the Hellenic Healthcare Group.

**2018-19**

**A new era of innovative services**  
Significant investments in state-of-the-art medical equipment, construction of new building facilities, new collaborations with distinguished doctors, overall upgrade of services and establishment of new services/departments.

## Achievements METROPOLITAN GENERAL

Some of the most important achievements of the METROPOLITAN GENERAL in the healthcare sector in Greece are:

**2018**

- Acquisition of the most modern model of the da Vinci robotic system, the da Vinci Xi.
- Acquisition of the sophisticated digital angiography complex Philips Azurion 7 Biplane Neuroradiology, the only system in Greece that features pioneering technology to minimise radiation with superior image quality.
- Operation of a fully organised heart centre in Greece, offering the most modern and comprehensive treatment of cardiovascular diseases.

**2019**

- Innovative double robotic cholecystectomy and total hysterectomy with significant benefits for the patient.
- Innovative minimally invasive aortic valve replacement.
- Innovative method of surgery for the repair of large hernias in the abdominal wall.
- One of the few hospitals in the world where the innovative treatment of early gastrointestinal cancer is performed with the ESD endoscopic method, instead of the classic open surgery.
- For the first time in Greece, the METROPOLITAN GENERAL performs innovative arthroplasty of the knee and hip with a minimally invasive procedure with the state-of-the-art Navio robotic navigation system.
- Regenerative medicine with state-of-the-art technology happens for the first time in Europe at the METROPOLITAN GENERAL. Enrichment of adipose tissue with stem cells in an operating room instead of a lab, with the innovative Automatic Cell Station system.
- Latest technology nursing beds that offer wireless connectivity and promote faster movement rehabilitation and treatment of patients.
- State-of-the-art 3 Tesla latest generation and high-power MRI.
- New model Breast Centre with the world-leading Mammomat Revelation mammography system, with excellent imaging and reduced radiation dose by up to 30%.



da Vinci Xi robotic system

## High-level Healthcare Services

### Vascular Surgery Department

The Vascular Surgery Department deals with the prevention, diagnosis and treatment of the entire spectrum of vascular diseases. In cases of therapeutic intervention, either conventional surgical methods or minimally invasive and intravascular techniques are applied, depending on the clinical indications. Complex and highly specialised surgeries are performed, such as vascular surgery on the deep venous system of the lower extremities to repair chronic obstructive lesions (combination of open surgery and endovascular techniques).

### Department of Gastroenterology and Advanced Interventional Endoscopy

The Department deals with the diagnosis, monitoring and treatment of all diseases of the digestive system, covering the entire range of modern gastroenterology conditions, as well as all advanced interventional endoscopy procedures. The state-of-the-art medical equipment, the use of the most modern techniques and the high specialisation of the Clinic's gastroenterologists/interventional endoscopists ensure the performance of the most complex endoscopic procedures with a high diagnostic accuracy and safety.

Indicatively, the Department performs diagnostic and interventional upper and lower digestive endoscopies, diagnostic and interventional Endoscopic Retrograde Cholangiopancreatography-ERCP, endoscopic ultrasound (EUS) with the innovative technique of elastography that allows the detection of lesions in the millimetre range, as well as specialised surgery, laparoscopic and endoscopic procedures.

The METROPOLITAN GENERAL is one of the few clinics in the world where the pioneering technique of endoscopic submucosal dissection (ESD) is performed in early malignant lesions of the digestive tract, instead of the classic open surgery.

The latest endoscopic video-enhanced image technology



systems (virtual magnifying colour endoscopy) and the doctors with certified expertise allow:

- the accurate visual diagnosis of malignancies at a very early stage during a gastroscopy or colonoscopy;
- obtaining targeted biopsies or the endoscopic topical removal of lesions.

### Heart Centre

One of the fully organised heart centres in Greece that offers modern and comprehensive treatment of cardiovascular diseases from prevention and diagnosis to therapy. It is staffed by qualified and highly specialised cardiologists, cardiac surgeons, interventional cardiologists and cardiac anaesthesiologists, as well as by experienced nursing and technological personnel. It disposes state-of-the-art medical equipment, such as the latest digital technology coronary angiography complex with innovative 3D mapping systems.



It consists of the clinics of outpatient cardiology, hypertension, pacemaker, departments of cardiology oncology department, electrophysiology, pacemakers and defibrillators, catheterisation lab, cardiology lab, heart MRI Lab, and the cardiology-cardiac surgery clinics.

The Heart Centre is supported by the Multipurpose Intensive Care Unit (ICU) and the well equipped diagnostic-imaging labs of the Clinic. Any emergency cardiac case can be addressed on a 24-hour basis by the Casualty Department, while for acute myocardial infarctions the Catheterisation Lab can perform primary angioplasty procedures 24/7, any day of the year.

It is one of the few centres in Greece where innovative and highly specialised surgeries are performed: catalysis-ablation, rotablation, complete electrophysiological studies, Transcatheter Aortic Valve Implantation (TAVI), intracoronary ultrasound lithotripsy, percutaneous valvuloplasty, percutaneous closure of interatrial communication or para-



valvular leaks, pacemaker implantations with advanced non-electrode technology, valvuloplasty (surgical valve repair), David surgery room for the treatment of Marfans Syndrome and minimally invasive aortic valve replacements.



ICU

### Urology Department – Robotic Urology

The Department covers the diagnostic, therapeutic and surgical treatment of all urogenital system disorders, male infertility and sexual dysfunction, and the reconstruction of the urogenital system.

It is supported by an endoscopic unit where all the transurethral procedures are performed and a laparoscopic unit for the treatment of various urinary tract diseases. Surgeries are performed at the robotic unit with the state-of-the-art Da Vinci Xi robotic system for the treatment of prostate cancer, kidney cancer, bladder cancer and transient epithelial cancer.

The METROPOLITAN GENERAL is one of the few clinics in Greece where focal therapy is used, an innovative treatment of small localised prostate tumours. The goal of the treatment is to successfully destroy the cancer foci, minimising the side effects inside the prostate, while leaving the rest of the gland intact and preserving the normal tissue.

### Orthopaedics – Sports Injuries Department

The Department provides modern and comprehensive treatment of orthopaedic conditions and injuries, from prevention and diagnosis to treatment and rehabilitation. The Department is staffed by leading orthopaedic surgeons and specialist sports doctors.

Innovative surgical techniques and treatments are used, such as minimally invasive surgery (MIS) techniques, advanced arthroscopic techniques, biological therapies, regenerative and remedial techniques, endoscopic and minimally invasive spinal surgical techniques, robotically assisted orthopaedic surgeries with the use of navigators or digital systems and fast-track protocols.

Personalised replacements are designed and carried out with the help of computer systems and special programs. State-of-the-art medical equipment is used, such as the only NAVIO robotic assistance system in Greece for minimally invasive knee and hip arthroplasty surgeries. The large num-

ber of orthopaedic procedures performed, the high success rates and the innovative techniques have made the Orthopaedic Department of the METROPOLITAN GENERAL an educational centre for sophisticated orthopaedic techniques with students from around the world.

### Internal Medicine Department

The Department provides diagnosis, prognosis and treatment of diseases related to the entire spectrum of pathology and infectious diseases. Moreover, it aims at the effective prevention, early diagnosis and comprehensive treatment of diabetes and its complications, by additionally providing qualified education for the disease.

### Polyvalent Intensive Care Unit (ICU)

It is one of the most modern intensive care units in the country. Equipped with the latest technology systems, the Unit uses the most specialised and advanced methods. It provides the highest possible level of continuous monitoring, care and treatment 24/7 for patients whose vital functions are in critical condition. The Unit has 10 beds, which are located in independent isolation rooms (boxes). The scientific staff consists of experienced ICU doctors, expert doctors from all specialities and specially trained nurses, who strictly follow infection control programmes and nursing protocols to provide safe and high-quality nursing care to patients.

### Pathology Oncology Unit

The Unit provides comprehensive and specialised services for the investigation, diagnosis, therapeutic and supportive treatment of tumours. Cutting-edge personalised treatments are applied in accordance with international guidelines. Treatments include the most modern therapeutic protocols for administering chemotherapy regimens, hormone therapy, immunotherapy, biologic therapies, targeted therapies, as well as localised therapies such as chemoembolization, tumour cauterisation using radio frequency (RF ablation) or microwave (microwave ablation), cryotherapy of tumours (cryoablation) or combinations thereof.

The METROPOLITAN GENERAL is one of the few clinics in Greece where high-dose chemotherapy is used with autologous haematopoietic cell transplantation, in chambers with isolation and high safety conditions.

The Clinic endorses a holistic approach through the close cooperation of its Pathology Oncology Unit with the Oncology Clinics, the Clinics of Haematological Oncology, the Oncology Surgery and the Breast Centre. The management of cancer cases is supervised by the Clinic's Oncology Board,



Latest technology Lithotripter

where doctors from all disciplines are involved and collaborate to reach decisions based on consensus. Additionally, innovative pilot treatment protocols are secured and applied.

### Haemodialysis Unit

It is one of the largest and most modern units in Greece and provides a comprehensive therapeutic approach to nephrological diseases in accordance with international quality and safety standards. It operates within the Clinic and is supported by all medical specialities on a 24-hour basis, as well as by the Clinic's labs and other departments. It has a total capacity of 29 dialysis machines of the latest technology and a capacity to serve 180 patients.

The Unit has a special Plasmapheresis Department, with plasmapheresis devices of advanced technology, with double filter, for the treatment of immunological and haematological disorders.

All the haemodialysis methods, classic haemodialysis, hae-

The METROPOLITAN GENERAL disposes of a well-structured scientific supervision system, supported by a Scientific Board and special Committees that ensure compliance with medical ethics, a sound and safe scientific treatment of patients and research development.

modiafiltration and online-haemodiafiltration, are performed using the most modern equipment, haemodialysis apparatuses of latest technology 5008S, Fresenius Medical Care, which offer the most safe and quality treatment. Moreover, they allow for real-time monitoring of critical factors in dialysis and for customisation of the process.

The nephrologists of the Unit also perform the most specialised procedures such as percutaneous biopsy (renal fine needle biopsy), placement of provisional (subclavicular or jugular) dialysis catheters and correction of clotting in transplants, in cooperation with vascular surgeons and interventional radiologists of the Clinic. They also monitor patients who have undergone or are expected to undergo renal transplantation.

### Lithotripsy Unit

The Unit uses all available methods for stone removal.

**Extracorporeal shock wave lithotripsy:** Applied with the latest technology lithotripter by the pioneer company Dornier, which treats kidney, ureter and bladder stones with exceptional precision. The effectiveness can reach levels as high as 90% thanks to the fact that the shock beam is precisely directed onto the calculus. Thanks to the advanced technology of this medical device, all the energy centered on the calculus increases, resulting in more efficient fragmentation of the calculus without affecting the adjacent fibers

**Endoscopic lithotripsy:** It is usually performed in cases where the stone is 'low' near the bladder or when the desired result is not accomplished with extracorporeal lithotripsy.

**Percutaneous nephrolithotomy (PNL):** It is applied in cases where the stone is large and inside the kidney (staghorn calculi).



Angiographic system, Azurion 7 Biplane

### Departments of Interventional Radiology and Interventional Neuroradiology

The Departments of Interventional Radiology and Interventional Neuroradiology feature a state-of-the-art Philips Azurion 7 Biplane Angiography-Neuroradiology digital system, with innovative technology to minimise radiation by up to 80% and with superb image quality.

This angiography system is groundbreaking in interventional radiology and interventional neuroradiology, enabling the performance of innovative procedures and treatments with the greatest possible safety for the patient. It is equipped with specialised oncology applications that ensure even greater safety and precision in difficult oncological procedures, such as chemo fibrillation or cauterisation of tumours by radiofrequency, while programmes combining other radiological methods (CT scan or MRI) facilitate complex oncological or endovascular treatments.

The most modern, minimally invasive methods (intravascular techniques) are used for the treatment of multiple diseases, such as liver, bile-kidney, spinal conditions, oncological disorders, vascular disorders (of the brain, spinal cord, etc.). Emergencies can be addressed on a 24/7 basis.



Fully equipped rehabilitation pool

### Physiotherapy Department

The Physiotherapy Department of the METROPOLITAN GENERAL aims at the faster and safer reintegration of patients into their daily and sports activities, by providing complete and customised rehabilitation programmes. It is one of the few certified Human Tecar and Ergon Technique treatment centres in Greece. It features modern equipment such as a special rehabilitation pool, third generation plan-tography equipment, custom-made foot orthoses system, spine telemetry system, and an ergometry center.

### General Surgery Department

The Department performs surgical procedures for organ lesions and conditions, covering the entire spectrum of general and oncology surgery. Special emphasis is given to the use of minimally invasive laparoscopic, endoscopic and robotic surgical techniques. The Clinic has successfully performed complex and innovative procedures (such as dual robotic surgery, postoperative rehabilitation after abdominal surgery with the eTEP-RS technique) with significant benefits for patients.

### Latest Generation Robotic Surgery

The METROPOLITAN GENERAL is one of the few centres in Greece that have the da Vinci Xi, the most advanced robotic system, which enables surgeons to perform a wide range of complex surgeries with millimetre precision and with much greater efficiency and flexibility. It features innovative image magnification technology which can enlarge the surgical field image by up to 15 times, as well as excellent definition with more than 16 million colours (full high definition) on a 3D display for very precise and detailed movements. In comparison to the previous models, the robotic arms in the da Vinci Xi are more flexible and precise, better imitating the movements of the human hand even under the most difficult circumstances. The surgical technique is thus further improved.

Robotic surgery is mainly used in general surgery, urology, cardiac surgery, gynaecology and bariatrics.

### Surgery for Obesity and Metabolic Disorders

Specialist surgeons are involved in the surgical treatment of obesity and the accompanying metabolic diseases, such as type 2 diabetes, with innovative and minimally invasive (endoscopic, laparoscopic, robotic) bariatric techniques. Vertical



sleeve gastrectomy, gastric bypass, anastomosis gastric bypass, gastric band, stomach folding and intragastric balloon procedures are mainly performed.

### **Plastic and Reconstructive Surgery Department**

The Department performs all types of plastic, reconstructive and cosmetic surgical procedures, using the most advanced techniques and modern medical technology equipment. The METROPOLITAN GENERAL performed stem cell differentiation and adipose tissue enrichment for the first time in Europe (Stromal Enriched Lipograft technique) in an operation room instead of a lab, using the first worldwide Automatic Cell Station system and thus enabling the transplantation of enriched fat on selected areas of the body in the same operation.

In the context of reconstructive surgery, the procedures performed are designed for the best possible rehabilitation of

deficiencies in the human body by focusing on optimum results both functionally and aesthetically through the transplantation of parts from other areas of the patient's body with microsurgical techniques.

### **Central Labs**

The Central Labs (Microbiology – Biochemistry – Immunology – Haematology) and the Blood Donation Department of the METROPOLITAN GENERAL operate with specially qualified staff and latest technology analysts. All examinations in the biomedical field are performed: medical biochemistry, clinical microbiology, lab haematology and immunology, hormonal, and molecular biology examinations.

### **Anatomical Pathology Lab**

All surgical and biopsy materials are examined macroscopically and histologically. A complete immunohistochemical analysis can be performed and molecular techniques can



3 Tesla MRI

be used for a targeted treatment. The Anatomical Pathology Lab is certified for all its services in accordance with ISO 9001 and TEMOS. It is one of the few private clinical labs in Greece that have been accredited for the high quality of their services and diagnoses by the National Accreditation System in accordance with the requirements of the international standard ELOT EN ISO 15189:2012. Moreover, independent quality inspections are regularly performed by internationally recognised bodies.

### **Digital Low Dose Imaging**

The Imaging Department operates the following laboratories with advanced digital technology, high definition and very low radiation dose medical equipment:

**Radio diagnostics** with digital radiology, digital radiology with the ortho package system for full body, spinal and lower extremity X-rays, and latest technology digital orthopantomograph with a very low radiation dose.

CT scan with two latest technology multislice CT scanners.

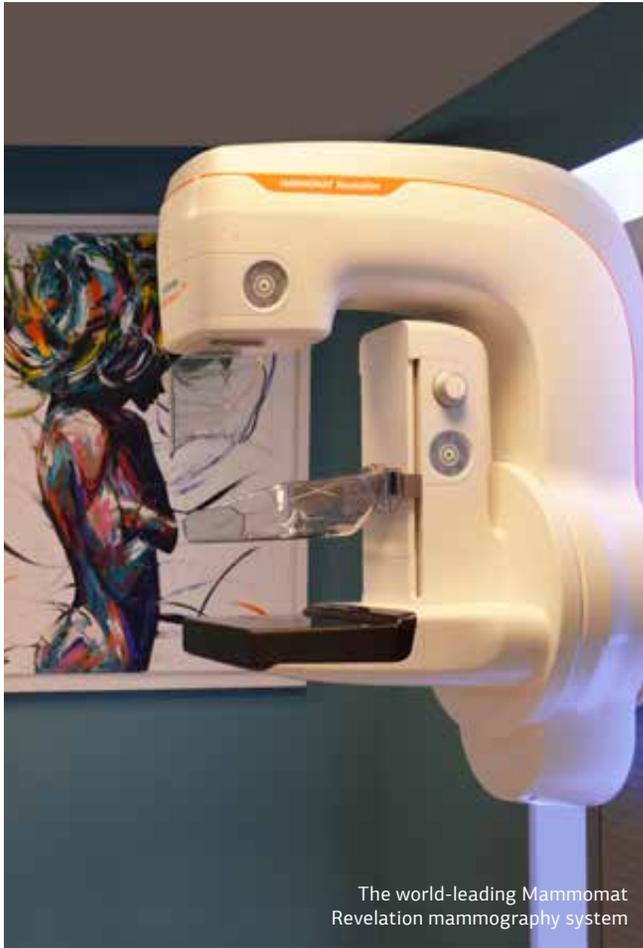
**Magnetic Resonance Imaging** with a 4<sup>th</sup> (latest) generation high-power 3 Tesla MRI and an upgraded state-of-the-art 1.5 Tesla MRI, which perform the most specialised and innovative examinations.

**Ultrasound-Triplex** with three digital colour state-of-the-art and high-definition ultrasound tomographs with the most modern elastography techniques.

Moreover, especially low-dose protocols are used and guided percutaneous interventional procedures, such as biopsies, drainages, and radiofrequency ablation, are performed.

### **Breast Centre**

It is a model scientific centre by international standards. It was created with the sole aim of offering women the most modern and comprehensive care, with integrated high-quality services. Its services relate to breast health, from prevention and early diagnosis to treatment and rehabilitation.



The Centre addresses breast conditions on an interdisciplinary basis through a close cooperation between the Breast Centre team, doctors of various related disciplines and health scientists at the Clinic. It places particular emphasis in early diagnosis which enhances good prognosis and therefore enables the following to be performed on a single visit to the Clinic: complete imaging examination, clinical examination, evaluation of imaging examinations by a breast surgeon and, if necessary, identification of any lesions.

It features the Siemens Healthineers' world-leading Mammomat Revelation mammography system, which performs digital mammography, breast tomosynthesis, 2D & 3D reconstructive images, mammography with contrast agent, stereotactic biopsy and biopsy with tomosynthesis. It combines innovative technical features, which ensure excellent imaging and a reduced radiation dose of up to 30%. The Mammomat Revelation is the only system featuring 50° wide-angle technology, the widest angle worldwide, which enhances the capacity to detect even the smallest lesions.

## Nuclear Medicine

The Department operates an in vivo Study Lab, equipped with the latest technology gamma camera (spect) with dual head variable angle, where scintigraphy is performed. There is also a Bone Density Measurement Lab with a system of modern innovative fan-beam technology, where the enhancement of diagnostic information and accuracy is achieved with the lowest possible dose of radiation.

## Outpatient Clinics

The Outpatient Clinics of the METROPOLITAN GENERAL provide competent and comprehensive treatment and care to all patients (general medicine, surgical, cardiac, orthopaedic, etc.). The Clinics are staffed by specialised and experienced doctors, as well as by highly trained nursing and administrative personnel. They are supported by the Clinic's fully equipped diagnostic-imaging labs.

## Check-up Department

The METROPOLITAN GENERAL has a well-organised and suitably equipped Check-up Department providing specially designed screening programmes to fully meet the needs of each individual, depending on gender, age and medical history, which may be combined with one another for even more personalised health examinations. The Outpatient Clinics are located in the same area, in order to ensure the direct cooperation between various medical specialities, when deemed necessary.

## Emergencies Department (24/7/365)

The Emergencies Department can immediately and effectively address any general medicine and surgical emergency on a 24/7 basis and can perform all lab and imaging tests that may be deemed necessary. The Department is staffed by specialised medical, nursing and paramedical personnel and has cutting-edge medical equipment to provide immediate and high-quality emergency care. It is located on the ground floor of the Clinic for easy access by ambulances and a special ramp for ambulatory patients.

The METROPOLITAN GENERAL has state-of-the-art ambulances with mobile intensive care unit equipment, crewed by appropriately trained staff to ensure the immediate and safe transport of patients.



The METROPOLITAN GENERAL is one of the few clinics in Greece that has an organised Department of Medical Physics for radiodiagnosis, interventional radiology and nuclear medicine, which ensures the best possible protection from, and the optimisation of, radiation practices.



At the METROPOLITAN GENERAL, Medicine means pioneering.

## Medical Services

### Departments / Laboratories

- Angiography
- Vascular surgery
- Haematology
- Catheterisation
- Anaesthesiology
- Gastroenterology
- Maxillofacial surgery
- Gynaecology
- Dermatology
- Nutrition and Clinical Dietetics
- Endocrinology
- Endoscopy
- Interventional Radiology
- Interventional Cardiology
- Interventional Neuroradiology
- Cardiac Ultrasound-Triplex
- Imaging (Radiology, CT & MRI), Ultrasound, Bone Density Measurements
- Cardiology
- Central Laboratories (Haematology, Immunology, Microbiology - Biochemistry)
- Breast Centre
- Neurology
- Neurosurgery
- Nephrology
- Orthopaedics
- Urology
- Ophthalmology
- Pathological
- Anatomical Pathology
- Plastic Surgery
- Pulmonology
- Nuclear Medicine
- Rheumatology
- Physiotherapy
- Surgery
- Thoracic Surgery
- Otolaryngology (ENT)

### Units

- Lithotripsy Unit
- Pathological Oncology Unit
- Haemodialysis Unit
- Polyvalent Intensive Care Unit (ICU)

### Emergencies Department





### Outpatient Clinics

- Vascular surgery
- Haematology
- Allergology
- Arterial Hypertension
- Pacemaker
- Gastroenterology
- Maxillofacial surgery
- Gynaecology
- Dermatology
- Diabetes Centre
- Endocrinology
- Pain Clinic
- Cardiology
- Breast
- Pigmented Lesions and Melanoma
- Neurology
- Neurosurgery
- Nephrology
- Oncology
- Orthopaedics
- Osteoporosis
- Urology
- Ophthalmology
- Pathology
- Plastic Surgery
- Pulmonology
- Rheumatology
- Spasticity
- Counselling Psychology
- Surgery
- Psychiatry
- Otolaryngology (ENT)

### Clinics

- Vascular surgery Clinics
- Haematology Clinics
- Cardiology Clinics
- Heart surgery Clinics
- Gastroenterology - Hepatology and Invasive Endoscopy Clinics
- Breast Clinics
- Neurology Clinics
- Neurosurgery Clinics
- Oncology Clinics
- Orthopaedics Clinics
- Urology Clinics
- Ophthalmology Clinic
- Pathology Clinics
- Obesity- Metabolic Disorders Clinics
- Plastic and Reconstructive Surgery Clinics
- Oral and Maxillofacial Surgery Clinics
- Thoracic Surgery Clinics
- Spine Surgery Clinic
- Pulmonary Clinics
- Rheumatology Clinic
- Surgery Clinics
- Otolaryngology Clinics



## LETO Clinic

### In 2019

2,801 births

7,931 inpatients

31,078 outpatients

A successful course  
of more than 49 years in  
the healthcare sector

LETO continues to be the acclaimed clinic which provides a comprehensive range of healthcare services, from obstetrics-gynaecology to general surgery, urology and otolaryngology. Located in the centre of Athens and easily accessible, LETO disposes a total of 7,000 square metres of premises. It holds a licence as a mixed surgery clinic with a capacity of 100 beds and has more than twenty-five diagnostic and treatment departments. The Clinic employs a personnel of 270 people and collaborates with more than 800 doctors of different specialities.

The future counts on us  
with confidence.

### LETO has pioneered:

- With the alternative 'water birth' delivery service. In 1999 the first water birth in Greece took place at LETO, in a specially designed pool in the Delivery Room section. The process of labour and delivery happen in water at a temperature of 37° C, in a specially designed pool. The mother-to-be is allowed to move freely in the water and is not given any drugs, while conditions of absolute safety are ensured for both her and the new-born;
- With the alternative 'home-like delivery' service. The aesthetically designed premises, launched in 2010, exude homely warmth, in order to provide today's woman with the option to follow a course of natural childbirth. In an environment that does not in any way look like a hospital, women have the opportunity to share the experience of childbirth with their loved ones in the guaranteed safety provided by a modern hospital;
- With the promotion of breastfeeding from the very first moment the baby is born and with its 24/7 support line. The pioneering 'Kangaroo' method was launched in 2012 at the Neonatal Intensive Care Unit. By this method, the newborn is immediately brought into contact with the mother's skin and this procedure is followed even with premature or full-term infants who are hospitalised in the Unit;
- With a reputation as one of the best laparoscopic centres. With four designated rooms and state-of-the-art technology equipment, it provides seasoned and new doctors with continuous professional education through frequently organised laparoscopy seminars;
- With the provision of yoga classes for pregnant women and an acupuncture department for pregnant women and new mothers.

## Historical overview of LETO

### 1970

LETO commences its successful course on June 14. The founders' main goal and vision for the maternity hospital is to pioneer and continuously improve and evolve the services provided in an environment of excellence and high standards.

### 1986

The first breast clinic in the private sector is organised on the premises of LETO.

### 1999

LETO becomes the first hospital in Greece that performs a water birth in a specially designed pool inside the Delivery Room.

### 2004

This is the year when the administration building of the LETO Rehabilitation Centre is completed, which also includes a specially designed meeting space so as to conduct scientific events for doctors, personnel training seminars, social events and host important scientific events of medical interest organised by third parties.

### 2007

Staying on a continuous course of progress, LETO maternity house, becomes incorporated within the largest private group in the Greek healthcare sector, namely HYGEIA. The HYGEIA, MITERA and the MITERA Children's Hospitals, as well as many other companies of the Group, join their forces.

### 2010

LETO completes 40 years of operation: Vision, Devotion, Future. The Maternity Hospital is constantly being renovated, upgraded and pioneers as it expands its services, by creating reliable alternative delivery departments. So that women can now live, if they desire, the unique experience of pregnancy and childbirth, as close as possible and in harmony with the rhythms of Mother Nature. Water birth (since 1999), home birth, yoga classes, psychological support and the acupuncture department, are just some of the pioneering departments and services that are being launched.

In the same year the A-LAB is certified according to ELOT EN ISO 15189: 2007 by the National Accreditation System.

### 2011

The radical renovation of the clinic's premises is completed with the renovation of the Delivery Room, including the Water Delivery room. Latest generation equipment, comfortable spaces and a beautiful environment ensure the high quality of unique services to women who entrust the Clinic.

### 2013

A new surgery department is created: ENT. At the same time, the Neonatal Intensive Care Unit increases its beds from six to 15, to serve incidents in the best way possible.

### 2014

The Laparoscopic Department of LETO performed laparoscopic surgery and laparoscopic cholecystectomy on a young woman who was in the sixth month of pregnancy and who exhibited acute cholecystitis due to obstruction of the cystic duct by a stone.



## 2015

At a scientific lecture entitled “Emergency operative vaginal delivery and VBAC” a series of impressive statistics are announced, according to which at LETO, three out of four women delivered with normal birth after C-section during the year.

Additionally, a Share Capital Increase of € 3.4 million is completed.

## 2016

The Central Labs of LETO are certified by the TUV Austria Hellas certification body, with the standard ISO 9001: 2008 in reference to the Quality Management systems.

## 2017

To celebrate the “adulthood” of the first water birth in Greece that took place at LETO in 1999, a two-day event was organised with a number of educational lectures. It is worth mentioning that LETO has performed more than 200 water

births to date. At the same time in celebration of 48 years of healthcare service to the Greek woman and the Greek family, LETO keeps renewing and improving its services and seals its constant progress with a new logo, aligned with the trends and needs of the time.

## 2018

LETO Obstetrics carries out research that highlights the potential of recognising serious problems and diagnosing congenital anomalies by the examination of the foetuses in the first trimester of pregnancies. The survey was conducted during the decade 2007-2017 with the participation of approximately 16,000 women and was associated with the early screening of fetal organs.

## 2019

The Hellenic Healthcare Group signs a new strategic agreement with Ethniki Insurance to cover its insured clients at the Group’s clinics.

## Provision of high quality services

### Breast Centre

The purpose of the Department is the preventive and diagnostic examination of the female breast. The Breast Centre has been operating since 1986 and has exhibited a particularly successful course in the field of breast cancer prevention and treatment. It is equipped with the GE SENOGAPHE ESSENTIAL Digital Mammograph, GE LOGIQ S8 Digital Stereotactic Biopsy System and XDclear Ultrasound Machine, enabling the capacity of four-dimensional breast imaging (real time 4D) and elastography technique.

### Gynaecology & Diagnostic Centre

Beyond the obstetrics services that LETO provides, it is also a mixed clinic equipped with the latest generation of medical technological equipment. The Clinic provides comprehensive gynaecological diagnostic and therapeutic services of the highest quality, presided by distinguished scientists.

### Department of Ultrasonography and Embryo-Maternal Medicine

The Department performs obstetric ultrasounds. The obstetric ultrasound examines the embryo's development and foetal organs. The Department is equipped with state-of-the-art technology that enables colour Doppler and 3D imaging. The doctors have excellent training, high level specialisation at centres in Greece and abroad and long-term experience in obstetrics and gynaecological ultrasonography.

### Neonatal Intensive Care Unit

Following international standards and strictly controlled protocols, LETO disposes a fully equipped neonatal intensive care unit, ready to provide all necessary assistance to the new-born, if necessary. The neonatal intensive care and preterm unit hosts and monitors all the normal



healthy new-borns in the first few hours of their life and when they undergo the phase of adaptation to the external environment, specifically the adaptation related to the respiratory, digestive, circulatory and thermoregulatory systems. The intensive care unit for new-borns (tertiary level) treats premature and new-borns with serious health problems. The NICU is staffed with top-level medical and nursing personnel and state-of-the-art equipment of the latest technology. The unit implements the most modern scientific methods for the best possible result. The aim is to restore the health of the new-borns as soon as possible so that they can return to the arms of their parents.

### Hernia Centre

At LETO's Laparoscopic Hernia Surgery Centre, all types of abdominal wall hernias can be treated with the methods of minimally invasive surgery, in both men and women. Laparoscopic treatment of the hernia is the most modern method, where with the aid of technology and the most modern high definition imaging methods, atraumatic surgeries are per-



Our vision... stands for pioneering, continuously improving and evolving our services, in an environment of high standards, without ever sacrificing the human aspect and the personalised care we offer to our patients. After all, these are the features that place LETO in everyone's heart.

formed (without incision) through a special camera (laparoscope) where a mesh is inserted.

### **Urology Department**

The state-of-the-art technological equipment and the specialised personnel guarantee the responsible and integrated approach to all urological diseases in terms of their prevention, monitoring and treatment.

The scope of the department includes: a) prostate conditions; b) urinary lithiasis; c) oncological urology; d) andrological procedures; e) incontinence procedures; and f) treatment of hernias.

### **Colorectal Clinic**

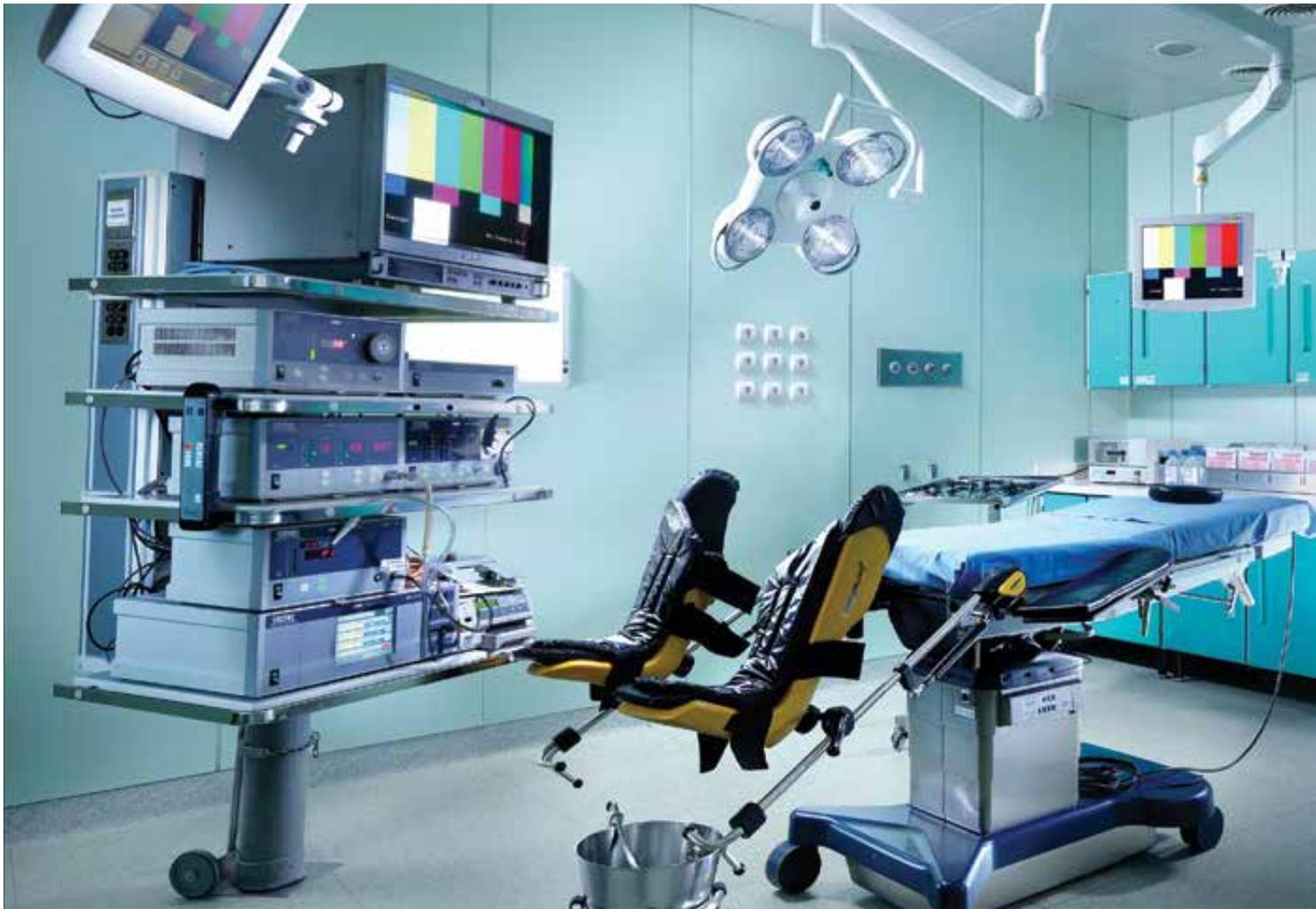
LETO established the new colorectal clinic for the treatment of anorectal diseases that afflict a large part of the population, with a higher occurrence in pregnant women. Among the conditions that are diagnosed and treated are haemorrhoids, fistula, fissure, ragada, coccyx bladder, ab-

cess etc. The Clinic is staffed by specialised staff and has the infrastructure to investigate and address the problems of the anal area with the most modern means, in the simplest and painless way that is appropriate in each case.

### **Department of Aesthetic and Reconstructive Gynaecology**

The LETO operates a Department of Aesthetic and Reconstructive Gynaecology. The services provided by the Department are:

- Vaginal Lifting and Vaginal Rejuvenation
- Lifting and outer lip augmentation
- G-spot shot
- Lifting of vulva and clitoris
- Plastic surgery perineal repair
- Restoration of scars
- Bleaching of the vulva and anus
- PRP (Platelet Rich Plasma)



## Medical Services

- Aesthetic and Reconstructive Gynaecology
- Radiology - Radio diagnostic
- General Surgery
- Gynaecological Ultrasound
- Gynaecology - Surgery
- Depilation - Laser Applications
- Diagnostic Ultrasound (Triplex Heart - Upper abdomen - Thyroid)
- Osteoporosis Diagnostic & Treatment Centre
- Diagnostic Breast Centre
- Endocrinology - Diabetes
- In Vitro Fertilisation
- Foetal & Prenatal Examination Medicine
- Acupuncture Clinic
- Colorectal Clinic
- Cardiology
- Hernia Centre
- Plastic Surgery Centre
- Cytology
- Laparoscopic Surgery
- Obstetrics
- Adult Increased Care Unit
- Metabolism & Nutrition
- Microbiology - Biochemistry - Immunobiology - Hormonology
- Neonatal & Premature Intensive Care Unit
- Molecular Biology, Cell Genetics, Genetics & Genomics
- Oncology Council
- Urology - Andrology
- Pathology
- Pathoanatomical
- Check-up
- Department of Endoscopic Surgery and Laser applications
- Department of Colposcopy and Lower Genital Pathology
- Neonatal Femur Ultrasound
- ENT Surgery



## Provides

- ✓ State-of-the-art medical equipment for laparoscopic surgery, while at the same time being a training centre for young doctors.
- ✓ DNA microarray scanner karyotype analysis machine at the “A-LAB” Centre for Genetics and Genomics. Additionally, it has an Illumina MiSeq analysis machine: 2<sup>nd</sup>-generation nucleotide sequence reading system (next-generation sequencing) used in a wide range of targeted diagnostic and research approaches.
- ✓ Voluson E8 Expert BT08 Colour Ultrasound MRI scanner with real-time 4D imaging at the Department of Obstetric - Gynaecological ultrasound and GE LOGIQ S8 with XDclear Ultrasound Machine with the capacity of four-dimensional breast imaging (real time 4D) and elastography technique at the Breast Centre.
- ✓ GE SENOGRAPHE ESSENTIAL Digital Mammograph with digital stereotactic biopsy system.

## Commercial collaborations:

**Piraeus Bank:** Collaboration with the Piraeus Group for the personnel payroll and the accounts of the Company, while the bank operates a branch within the Clinic, for the best customer service.

**Ariosa:** The “A-LAB” Centre for Genetics and Genomics commenced a very important collaboration with a diagnostic centre in the USA offering a new non-invasive prenatal examination service (NIPT). Thus, with a simple blood sample, very common trisomies such as DOWN syndrome (21), 13, 18, X, Y are painlessly and harmlessly examined.

**NIPD Genetics:** The “A-LAB” Centre for Genetics and Genomics in cooperation with NIPD GENETICS in Cyprus provides services of non-invasive prenatal examination. A simple blood sample from the mother is used for analysing free embryonic DNA to examine the most common trisomies (13,18,21), aneuploidy colour body X and Y and micro-leptic syndromes.

**Olympic Catering Services:** In 2012, the Company’s kitchen that operates within the Department was certified, according to EN ISO 22000: 2005 by the ESYD.

**Mamacorner:** Operation of the new store on the ground floor of the Clinic with products for pregnant women, new mothers and babies.

**MEGA-CHICCO:** Cooperation with MEFA and CHICCO companies with the exclusive distribution and supply of personal care products including baby diapers, baby bed pads, shampoos, shower gels, etc.

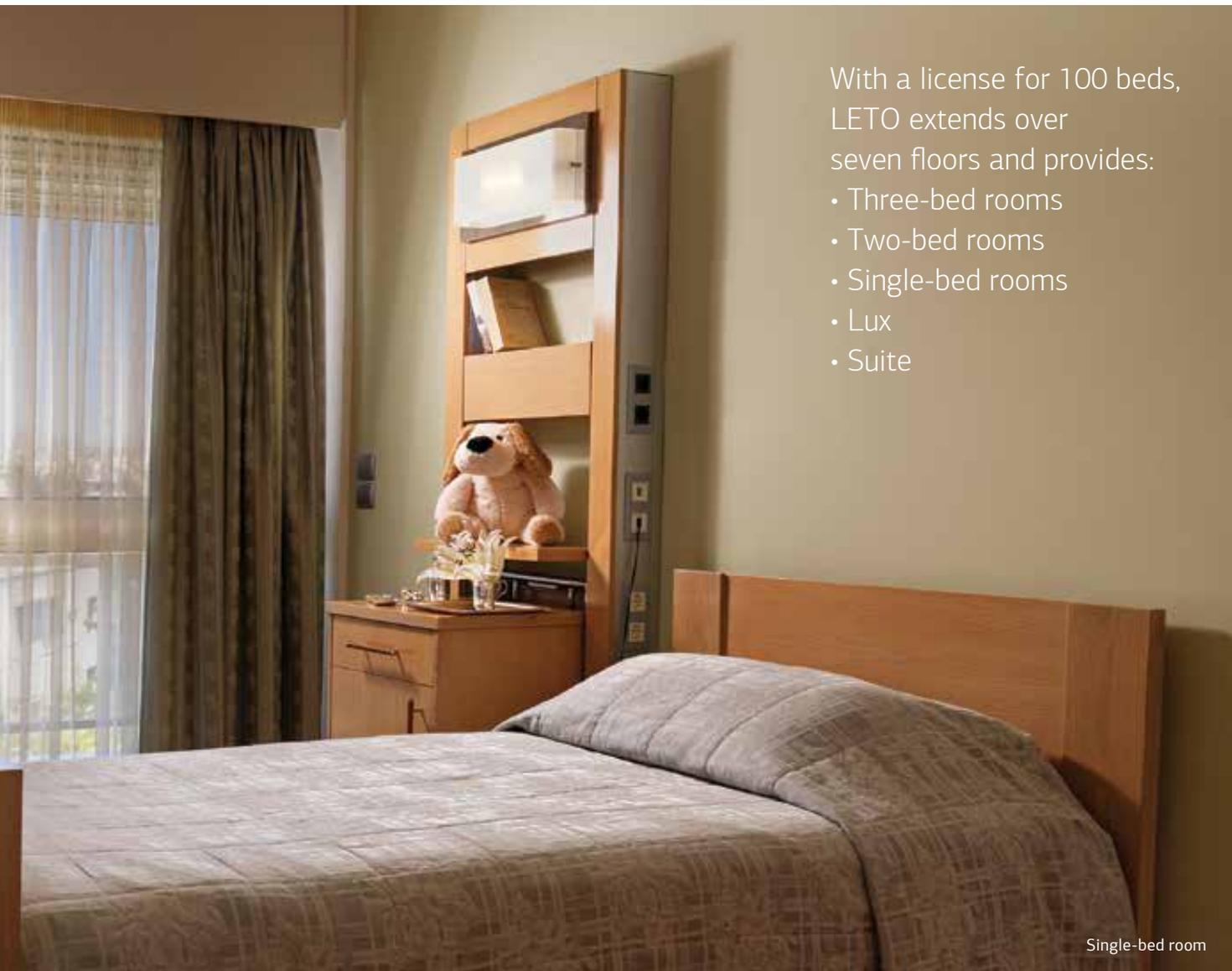




## The Board of Directors

On 10.01.2020 the Company's Board of Directors composition was as follows:

A/A	Name	Position
1	Konstantinos Mavrelos	Chairman
2	Andreas Kartapanis	Executive Vice- Chairman
3	Leonidas Papadopoulos	CEO
4	Elpidoforos Douratsos	Board Member
5	Dimitris Kalambokis	Board Member
6	Efstratios Kirmoutselis	Board Member
7	Sergios Stampoulous	Board Member
8	Dimitrios Syrmas	Board Member
9	Ioannis Tzanos	Board Member
10	Nasat Tzimbaras	Board Member
11	Vassilios Fiakas	Board Member



With a license for 100 beds, LETO extends over seven floors and provides:

- Three-bed rooms
- Two-bed rooms
- Single-bed rooms
- Lux
- Suite

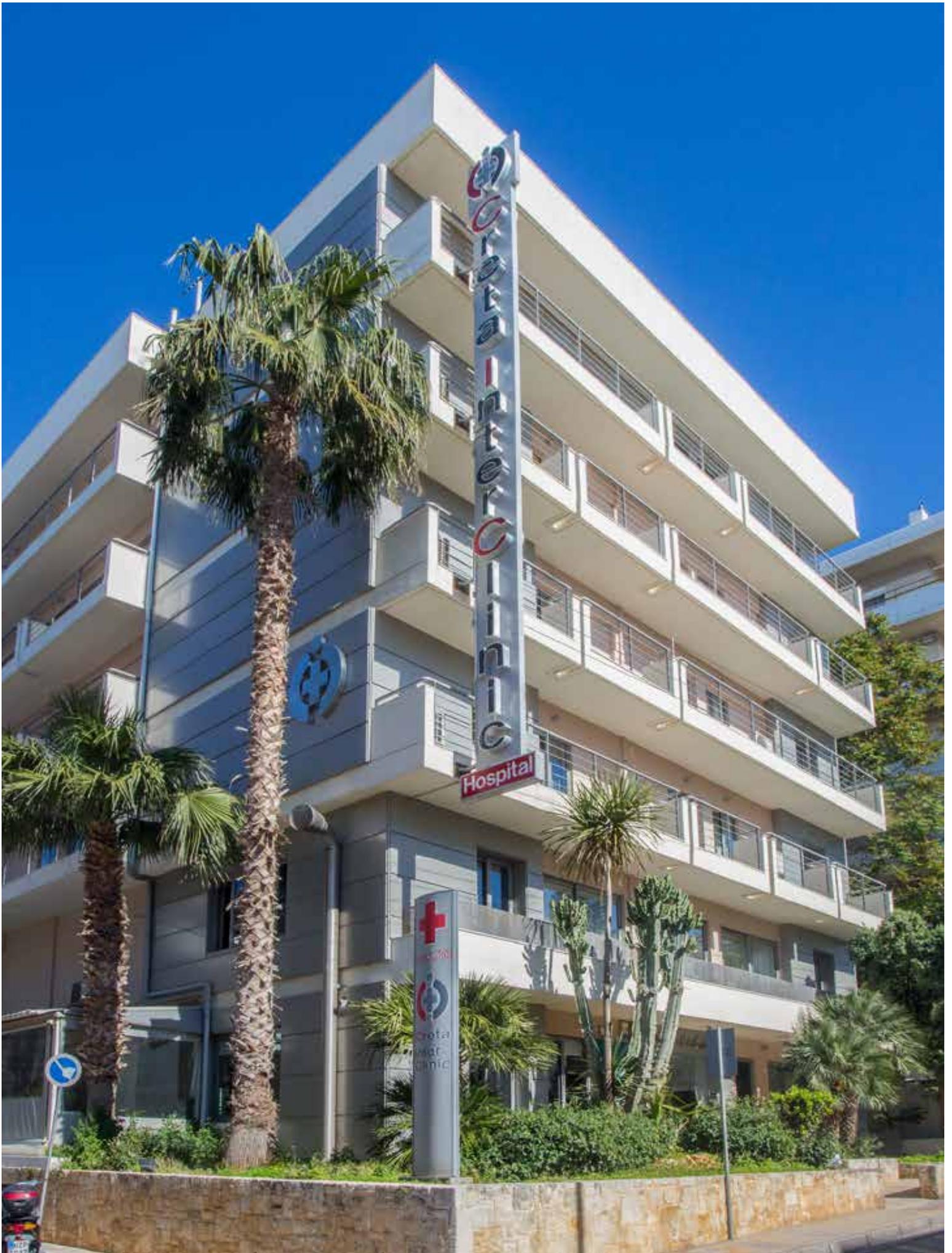
Single-bed room

## Shareholding structure

The shareholding structure of the Company is as follows:

Shareholder Details	Number of Shares	Holding percentage
LETO HOLDINGS SA	636,274	25.51%
MITERA SA	1,857,279	74.46%
Other shareholders	616	0.03%
<b>Total</b>	<b>2,494,169</b>	<b>100.00%</b>

€ million	31.12.2019
Turnover	12.08
Net Profits/(Losses)	(0.74)



## Clinic CRETA INTERCLINIC

### In 2019

4,000 inpatients  
34,000 outpatients  
1,600 surgeries

A Model Diagnostic,  
Treatment, Surgery and  
Research Centre.

The private clinic CRETA INTERCLINIC was founded in 2002, in the city of Heraklion (Crete) by a team of acclaimed doctors, who were led by a spirit of community service and by a belief that the provision of top quality healthcare is not a luxury but a necessity and a right of every citizen.

The management of CRETA INTERCLINIC is committed to implementing its quality-driven policy and objectives and to tangibly supporting the personnel for their active participation in the continuous improvement of the efficiency of the Quality Management System.

Our main concern is to provide professional service intertwined with warm, human and personal contact; we are led by a deep sense of responsibility and respect for patients and their relatives.

### Quality and safety

Remaining faithful to its principles and always striving to offer high quality service to its customers, CRETA INTERCLINIC has been certified according to ISO 9001: 2015 and is the first clinic on the island of Crete that is an Official Certified Member of the International Organisation "Temos International" under the "QUALITY IN THE CARE OF INTERNATIONAL PATIENTS" standard.

It is within this context of standards, that the Management of the CRETA INTERCLINIC has set the thorough implementation of the Quality Management System, as well as the strive for continuous improvement, as their ultimate objective.

The efforts for quality improvement are undertaken through:

- The dissemination of the policy on quality at every level of the Clinic and the policy's respective eligibility review, whenever significant changes are made.
- The ceaseless commitment of the Clinic to make best use of modern medical knowledge and practice.
- Allocation of the necessary material resources.
- The continuous training - development of its executives and employees especially in regards to quality management issues.
- Establishing a framework of objective goals and quality targets.

CRETA INTERCLINIC is also proud to announce that since 2014 and every year thereafter, it has been included in the international directory of the Diplomatic Council "DC BEST PREFERRED HOSPITALS – CLINICS WORLDWIDE".



## Facilities and equipment

CRETA INTERCLINIC extends in a modern five-storey building, has 66 nursing beds and provides almost all the medical specialties, fully covering the healthcare needs in primary and secondary medical care. Within this context it offers ongoing training to staff (scientific, nursing, and administrative through lifelong learning) and constantly upgrades its technological equipment.

Paying particular attention to its high-quality healthcare service offering, CRETA INTERCLINIC continuously provides doctors with all necessary equipment and diagnostic tools of cutting-edge technology. The Clinic's overall medical technical infrastructure and the comfortable and functional hospitality offered to each patient in both primary and secondary healthcare, account for an ideal context of healthcare service provision. The design of the Clinic ensures that persons with disabilities have easy access to all the areas - a matter which is considered of utmost importance.

CRETA INTERCLINIC extends to sixty-six (66) beds, fully equipped with all the amenities, including four (4) ICU beds (Intensive Care Unit) providing support for immediate and emergency intensive care. There are three (3) operating rooms fully equipped with state-of-the-art surgical equipment and one (1) surgery clinic, where minor surgeries are performed. CRETA INTERCLINIC has three (3) modern fully equipped ambulances to cover the needs of patients who require transportation.

### Medical - technical equipment:

- ✓ GE Optima XR646 digital X-ray system
- ✓ CT Scanner TOSHIBA AQUILLON 64
- ✓ MRI SIEMENS ESSENZA 1.5 TESLA
- ✓ GE LOGIQ S7 XD clear Ultrasound scanner
- ✓ GE LOGIQ S8 Ultrasound scanner
- ✓ GE LOGIQ P5 Ultrasound scanner
- ✓ GE VIVID T8 Cardiac ultrasound scanner
- ✓ GE INNOVA 3100 Digital Angiograph
- ✓ GE senographe pristina 3D Digital Mammograph with the possibility of tomosynthesis
- ✓ GE LUNAR DPX Bone Density Measuring Machine
- ✓ Portable Radiology SMAM MOBILDRIVE AR-15 / XOGRAPH IMAGINE SYSTEM
- ✓ GE VIVID i Transesophageal Ultrasound
- ✓ C-arm Philips BV Pulsera Portable X-ray

CRETA INTERCLINIC is housed  
in a modern five-storey building at  
63 Minos Street and provides:

- 66 beds
- 62 hospital rooms
- 4 ICUs
- 3 operating rooms
- 1 surgery clinic
- 3 ambulances



## CRETA INTERCLINIC in 2019

CRETA INTERCLINIC SA becomes part of the Hellenic Healthcare Group, expanding the Group's activities into the city of Heraklion (Crete).

CRETA INTERCLINIC is a model Diagnostic - Therapeutic - Surgery and Research Clinic that provides almost all the medical specialties in primary and secondary medical care. It aims to provide high-quality healthcare services led by a strong sense of responsibility and an absolute respect for the choices and the needs of patients and their families.



## Services

### Diagnostic Departments

The diagnostic departments of CRETA INTERCLINIC are equipped with state-of-the-art equipment and a highly trained scientific and administrative staff and provide excellent healthcare services which include a wide range of medical examinations for both primary and secondary medical care. The diagnostic departments at CRETA INTERCLINIC are as follows:

- CT scanning
- Cardiology Lab
- X-ray
- MRI
- Mammography
- Bone Density Measurement
- Microbiology Lab
- Ultrasounds (body and digital angiography)

### Pathology Division

The Pathology Division of CRETA INTERCLINIC deals with the prevention, diagnosis and the non-interventional treatment of diseases in patients and constitutes the basic science of clinical medicine. The pathology division addresses a wide range of disorders which include the circulatory, respiratory, haematopoietic, digestive, endocrine, nervous and urinary system, as well as metabolic and biochemical disorders and infectious diseases.

The Pathology Division at CRETA INTERCLINIC, has available beds in all room categories which offer all the modern amenities. The Division includes the following departments:

- Pathology
- Cardiology

### Interventional Departments

The interventional departments of CRETA INTERCLINIC are staffed by highly experienced and specialised personnel and make use of state of the art diagnostic and therapeutic methods. As a result, the patient benefits from a reduced level of time, pain and cost and a minimised risk by avoiding open surgery in the operating room.

The interventional departments of CRETA INTERCLINIC involve the following:

- Department of Interventional Radiology
- Department of Interventional Cardiology



Microbiology Lab

## Surgery Division

The surgery division of CRETA INTERCLINIC performs all the surgical operations of modern medicine. It is noteworthy that cardiac surgeries are also performed with great success.

CRETA INTERCLINIC has (3) three operating rooms fully equipped with all the necessary cutting-edge technology equipment and one (1) septic surgery clinic where minor surgeries are performed. The Clinic's surgical cases are supported by the Intensive Care Unit which offers patients greater safety.

The scheduled and emergency surgeries in the following specialties can be effectively served in a specially designed comfortable environment supported by specialised nursing staff and an experienced anaesthesiology team of CRETA INTERCLINIC:

- Vascular surgery
- General surgery
- Cardiac surgery
- Neurosurgery
- Orthopaedic
- Urology
- ENT
- Surgery Clinic



## Y-LOGIMED

### In 2019

Management of  
11,957 codes of medical  
material

52 collaborations  
with foreign firms

337 suppliers

Y-LOGIMED SA  
is a medical supplies trade and  
distribution company.

It manages the entire supply chain on behalf of the clinics of the Hellenic Healthcare Group, acting as the Group Purchasing Organisation (G.P.O.); the company offers reliable and integrated services of procurement, storage and distribution for a wide range of medical consumables and implant materials. At the same time, it provides the HYGEIA Group with management services in Bio-medical technology and fixed equipment, responding continuously, consistently and professionally to the different needs of the health professionals.

Integrated trade and supply solutions  
for medical technical equipment.

Y-LOGIMED utilises its accumulated experience and know-how in supply chain management of medical devices and carries out trading activities that aim to address the needs of the entire Greek public and private healthcare market. Thanks to its experienced and trained staff, it provides value-added services to every healthcare professional.

Y-LOGIMED centrally manages the supply chain of large hospitals, serves public hospitals and private clinics and supplies more than 550 private clinics of various specialties nationwide.

It uses a modern warehouse with an operating space of 2,800 sq. m., fully equipped with information systems which include a warehouse management system (WMS), an integrated order receiving system and the use of bar code technology.

The strategic location of the storage facilities (located at the junction of the Athens - Lamia National Highway and Attiki Odos), ensures a direct and timely service to all the clinics of the Hellenic Healthcare Group, as well as to other health units in Attica.

Y-LOGIMED is certified in accordance with the quality standards EN ISO 9001: 2015, EN ISO 13485: 2016, ISO 22301: 2012 and with the Ministerial Decision ΔΥ8δ/ Γ.Π.οικ./1348/2004 for the right trading of Medical devices. It is also the first and only company in the medical supplies trade, procurement and distribution sector of hospital consumables in Greece that is certified for Business Continuity Management (BCM); as such, it ensures that its activities are not affected by unforeseen risks and extraordinary events.

## Historical Review of Y-LOGIMED

### Main achievements:

- ✓ Since 2007 Y-LOGIMED has been steadily rising through the continuous improvement of its logistics services and its important strategic partnership agreements with leading international medical supplies companies.
- ✓ In close cooperation with the Hellenic Healthcare Group it has created and applies procedures undergoing continuous improvement, which aim to provide an effective and direct service to the clinics, through full traceability of the medical equipment.
- ✓ The continuous expansion of its clientele in both the public and the private sector and its specialised personnel in healthcare, have established Y-LOGIMED as one of the leading companies in the Greek healthcare sector.

Y-LOGIMED's most significant "milestone" events are the following:

#### 2007

Exclusive representation for the Ansell surgical and examination gloves; Ansell has been active in the market of protective equipment for more than a century, ensuring excellent quality, optimal protection and exceptional comfort for health professionals and patients worldwide.

Exclusive representation of the Laboratoire Cair France firm, a 25-year-old manufacturer of quality and reliable feeding and suction consumables.

#### 2009

Exclusive representation the Smiths Medical firm in Anaesthesiology and intensive care products: The British Smiths Medical firm is one of the most reputable medical supply companies for a number of hospital departments, home care, as well as more specialised fields of implementation, such as the operating room, the intensive care units, postoperative care during recovery and treatments through the use of cutting-edge technology infusion devices.

#### 2010

Business Continuity Management Certification: Y-LOGIMED is the first company in the field of supply chain, trade and distribution of medical items in Greece, which has certification for Business Continuity Management (BCM), thus ensuring that its activities are not affected by unforeseen risks and events.

#### 2011

Exclusive representation of the Flexicare firm anaesthetic material: The British firm has been active in this market for more than thirty years and is recognised for its advanced research, the sophisticated design and the pioneering development, as well as for the constant development of new manufacturing techniques in general anaesthesiology material, intensive care equipment, neonatal respiratory systems, respiration filters, oxygen therapy / resuscitation / suction equipment and urological supplies.

Exclusive representation of the DeRoyal firm in the Greek market: The DeRoyal firm is the leading orthopaedic goods manufacturer in the USA, supplying numerous American hospitals, mainly focusing upon segments such as surgery and intensive care, orthopaedics, patient protection & rehabilitation, as well as wound care.



## 2012

Exclusive representation of the Ackermann firm in the Greek market: The Ackermann company is a valued manufacturer of surgical instruments of German top-quality and international standards with a worldwide reputation in the field of general surgery.

## 2013

Design and installation of innovative software for the electronic reporting of damages and the management control of all the medical equipment of the clinics in the Group. Y-LOGIMED has pioneered in the specific sector of Biomedical Technology in Greece, by modifying its digital platform in accordance with the rules of modern Biomedical Departments. In this way, it can provide improved technical support services, ensuring the immediate, efficient and seamless operation of all Medical Equipment at the Group's clinics.

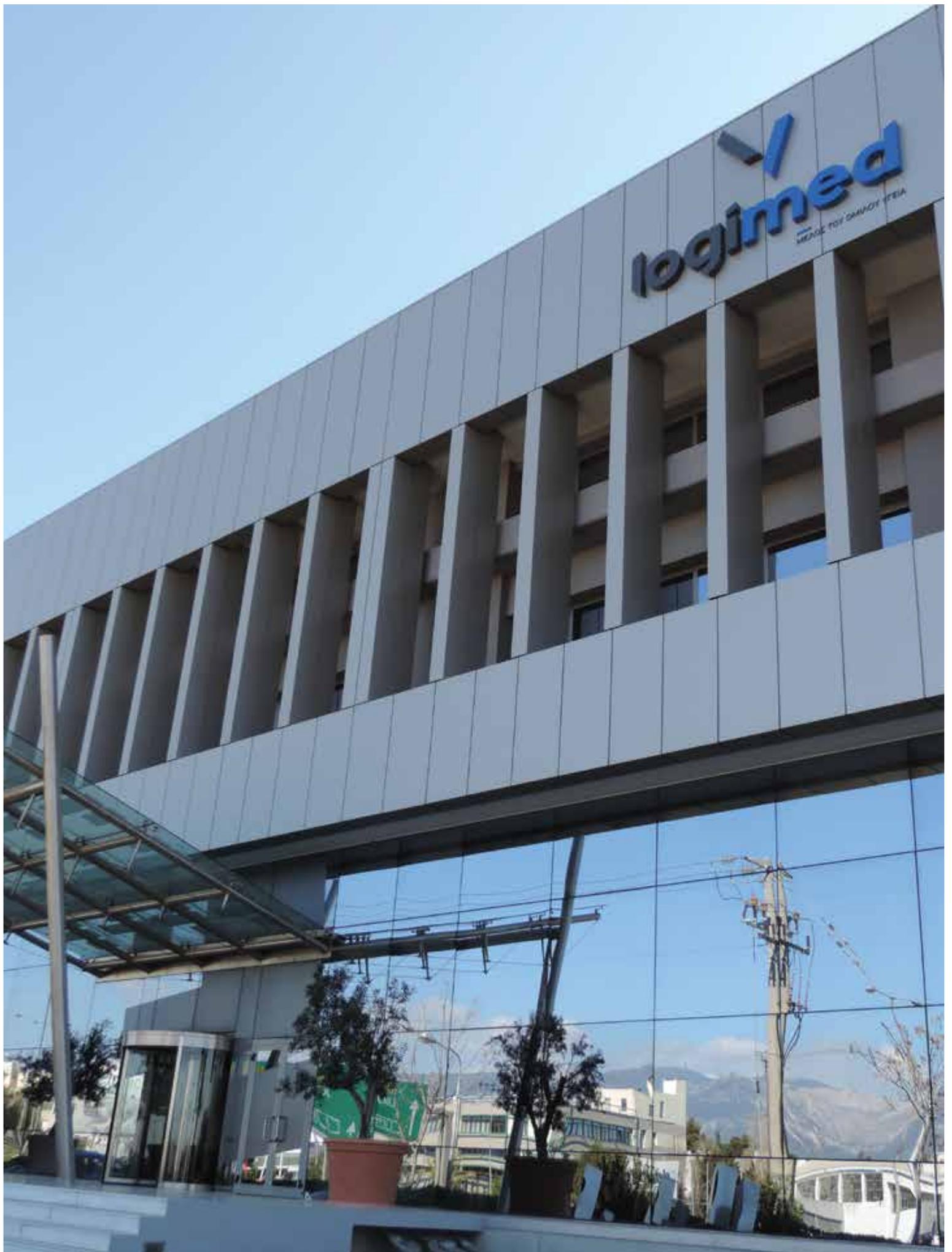
Exclusive representation of the Medicon firm in the Greek market: As with the Ackermann company, Medicon is distinguished for quality tool making of general surgery tools; it focuses upon "The Art of Surgery" and is aligned to the German quality standards.

Exclusive representation of Mediroyal's soft orthopaedic products in the Greek market: Mediroyal, a Swedish firm based in Stockholm, was established under the name of DeRoyal Sweden AB in 1999 as a wholly owned subsidiary of DeRoyal Industries Inc, USA. In 2002, the personnel of DeRoyal Sweden acquired the company and renamed it Mediroyal. Since then, Mediroyal maintains a close relationship with DeRoyal USA and represents the DeRoyal orthopaedic products in the European market.

Exclusive representation of the Japanese firm Fuji Systems Corporation: Since its establishment in 1963 and to this day, Fuji produces a wide range of medical supplies, including silicone consumables, angiography materials and paramedical products.

Exclusive representation of SP Medikal Turkey, a firm that creates and provides complete sterilisation solutions, which cover the entire spectrum of sterilisation control, monitoring, certification and detection.

Exclusive representation of Analis Belgium, a manufacturer of innovative systems and solutions against infections, trading under the brand name Hymetec.



logimed  
ΜΕΛΟΣ ΤΟΥ ΟΜΛΟΥΤ ΙΤΣΙΑ

## 2014

During the first quarter of 2014, the company was transferred to new buildings which led to significantly improved working conditions. Additionally, the use of a modern, larger warehouse has improved the supply chain and the broader level of customer service.

Award in the Transport & Logistics Awards on May 29, 2014. This institution awarded the company with the “High Performance” award for its “Integrated Supply Chain Management” and Y-LOGIMED was officially ranked among the best supply chain management companies in Greece.

The creation of a bidding department, under the Commercial Division, which has enhanced the development of Y-LOGIMED’s customer base in the public healthcare sector.

Consistency in the operation of the Biomedical Departments through the optimisation of the reliability and safety of the medical equipment used throughout the Group.

Completion of agreement for the exclusive representation of Abbott Vascular in the Greek market: Abbott Vascular BV is the world leader in invasive cardiology products and an eminent manufacturer of stents, including the pioneering fully bioresorbable Absorb, angioplasty balloons and guide wires.

Completion of agreement for the exclusive representation of FL Medical in the Greek market: The Italian lab supplies company FL Medical was founded in 1979 and has recorded a successful trajectory, expanding into the global market of top-quality lab products.

Completion of agreement for the exclusive representation of Nilymed in the Greek market: Israel-based Nilymed is a manufacturer and distributor of innovative medical supplies which specialises on general surgery and laparoscopic surgery.

The Biomedicine and Fixed Assets Division further developed the integrated fault-reporting management system for medical equipment used in all the HYGEIA Group clinics, ensuring the evaluation of real data on equipment, products and services for all of its suppliers. The Division has also managed to upgrade the services provided to all of the departments / doctors, while saving resources and adapting its advisory capacity to the financial conditions of the time.

## 2015

Launch of a branch in Northern Greece in order to strengthen its business activities in this geographical region.

Completion of agreement for the exclusive representation of the German firm Pauldrach Medical in the Greek market; the German company has been active since 1977 with an expertise in the field of gastrointestinal materials.

Significant growth of sales in the public sector, ranging at the level of 25%. The Company aims to further expand into the public sector in the years ahead and establish itself as one of the leading companies in the Greek healthcare sector.

## 2016

Completion of an agreement for the exclusive representation of Diagramm Halbach of Germany; this firm has been active for 185 years as a manufacturing company of recording papers and accessories for medical equipment and is a broader provider of equipment and consumables for Biomedical Technology.

Exclusive representation of the emerging German firm FENDO MedizinTechnik e. K for multipurpose and disposable gastroenterological materials.

### During its course of development, Y-LOGIMED has managed to achieve:

- ✓ An increased brand recognition of the name “Y-LOGIMED” as a reliable partner of health professionals throughout the Greek market; this is largely due to its increased market share in the public and private sector.
- ✓ An ongoing expansion of its product portfolio through the wide range of strategic partnerships and the exclusive representation of prominent manufacturing firms in the Greek market.
- ✓ A high degree of customer satisfaction, estimated on average at 4.5 out of 5, associated with the provision of high quality services with, as recorded in a relevant survey conducted in 2017 in accordance with the requirements of the certifications that Y-LOGIMED holds. The positive measurements of all the parameters examined in the survey reflect the Company’s commitment to providing excellent services to the customer.
- ✓ An investment in the continuous improvement of the company’s infrastructure and know-how: The structure of the Y-LOGIMED supply chain is designed in a manner that can meet the particular or generic needs of the health professionals economically and efficiently. Whether it is a clinic, a small private clinic, or a General Hospital, Y-LOGIMED is in a position to replace the central warehouses, by delivering directly to the departments.
- ✓ The continuous improvement of SLAs to customers, with stock costs remaining intact. Also, cost savings through annual renegotiations with suppliers.



Exclusive representation of the EMED SP. Manufacturing company of innovative electrosurgery systems, broadening the company's product portfolio and clinical applications services into the areas of Gastroenterology and Surgery.

Further improvement of the Commercial Division's infrastructure through the support of the bidding department and the integration of its main processes on the CRM software platform (tender procedures and offers, organised market data collection etc.).

Reinforcement of the Thessaloniki Office through human and material resources to better support the market in Northern Greece.

Increase of sales to public hospitals by 30% vs. 2015 and market penetration in the public sector through the entire range of medical and technical products which the Company represents.

Contribution of the Abbott Vascular department to an international multicentre study on the Transcatheter Repair of

the Mitral Valve, without an open heart surgery, with the use of the pioneering MitraClip Method.

Corporate Social Responsibility activities in support of organisations such as the Asylum for the Elderly and the Scientific Society of Medical Students of Greece.

## 2017

Exclusive representation of interventional cardiology materials from the Perouse Medical a Vygon Company in France, which is distinguished for the excellent quality of manufacturing of specialised products for use in the Haemodynamics Labs and the Departments of CT scanning.

Exclusive representation of the innovative Company Epimed America which specialises in the design, production and distribution of materials for the execution of the innovative RACZ pain management technique. The technique aims to considerably improve long-term the quality of life of patients experiencing acute and chronic pain.

Exclusive representation of the Italian ECS firm, a leading manufacturer of packaging, controlling, monitoring, certification and detection products for Hospital Sterilisation.

Collaboration agreement with the PULMONX America, a firm that markets materials for minimally invasive treatment of Chronic Obstructive Pulmonary Disease and Pneumonia at an advanced stage, with the aim to minimise ICU hospitalisation time and significantly improve the patient's quality of life. The implementation of this technique by the Bronchoscopy Lab of HYGEIA Hospital led to the creation of the first Centre of Excellence in Greece.

Organisation of the Conference on "Percutaneous Tracheal Techniques" which took place on Saturday, November 25, 2017 at the "N. LOUROS" Hall of MITERA. This came as a continuation of the Y-LOGIMED series of initiatives for the promotion of innovative and minimally invasive medical methods. Twenty Doctors - Anaesthesiologists, heads of Intensive Care Units (ICUs) at Large Public Hospitals attended the Conference and learned about the current percutaneous tracheotomy techniques, both in theory and in practice, through the practical implementation of these techniques on special anatomical models.

An upgrade of the electronic fault-reporting and control management system for all the medical equipment of the clinics of the Group and its connection to the computer systems of the HYGEIA clinics, MITERA and LETO. As a result of this upgrade, there is uniform data management, better supervision of the equipment and an immediate response of the individual biomedical departments in emergency cases.

Company migration to the new version of the ISO 9001: 2015 standard and alignment with the new requirements.

Creation of a specialised Sales Department "Endosurgery" for Surgical & Gastroenterological products, equipped by experienced staff.

Increase in the sales to public hospitals by 17.8% in comparison to 2016.

Corporate policy development in relation to human resources, by subsidising postgraduate programs with an aim to offer continuous education and training of employees so that they enhance their professional skills.

## 2018

Exclusive representation of the German company MEDWORK, a renowned manufacturer of Interventional Gastroenterology and ERCP materials and a member company of the multinational giant, Fujifilm Japan.



Exclusive representation of the NEXT BIOMEDICAL Korea, a quality-driven manufacturer of metal stents for interventional gastroenterology (oesophagus, duodenum and colon stents).

Exclusive representation of the Switzerland-based BARIATRIC SOLUTIONS company, an innovative manufacturer of surgical equipment for the treatment of obesity.

Exclusive representation of the ANEL Swiss ophthalmic eye patch company.

Reinforcement of the sales team through the recruitment of newly trained personnel, with significant experience and knowledge of the domestic market.

Improved quality of customer service and of sales partners through new sales support job openings.

Company migration to the new version of the EN ISO 13485: 2016 standard and alignment with the new requirements.

### In 2019:

- ✓ Successful integration of the new clinics of the Hellenic Healthcare Group (HHG) to the procedures of the procurement department, reinforcement of the department with new well-trained personnel and significant cost savings due to synergies.
- ✓ 14% growth of sales (vs. 2018) in both the public and private sectors (excluding Hellenic Healthcare Group).
- ✓ Renegotiation of payment terms with the international firms that the company exclusively represents.
- ✓ Enlarged product portfolio through the completion of a representation agreement with Hartalega Malaysia, the leading manufacturer of examination gloves.
- ✓ The Sales Department grows further, through new recruitments in Athens and at the Thessaloniki branch to support commercial activity in Northern Greece.
- ✓ Performance award to the Abbott Vascular Department of Interventional Materials in the context of the Company's annual Pan-European Meeting at Abu Dhabi (EMEA Kick-Off Meeting) for a second time in the last four years.
- ✓ Successful organisation of a Satellite Symposium on "Surgical Gloves: The risk of Powder & New Products" within the context of the 30<sup>th</sup> PanHellenic Congress of Perioperative Nursing SYDNOX, which was held on October 10-13 in Ioannina.
- ✓ Participation in the largest medical conferences so as to promptly and effectively inform the health scientists about new developments with regards to medical technical equipment that affects them.

### 2019

In July 2019 Y-LOGIMED became part of the largest private healthcare provider in Greece, the Hellenic Healthcare Group. The Group utilises the investment funds of CVC Capital Partners, one of the largest private equity investment organisations in the world, with a presence in three continents and 23 countries and a focus on the hospital sector of southern European countries.

Accordingly, Y-LOGIMED is now the Central Procurement Organisation not only for the clinics of the HYGEIA Group, but also for METROPOLITAN HOSPITAL, METROPOLITAN GENERAL, CRETA INTERCLINIC and the Diagnostic Centres A-LAB SA. It has therefore further consolidated its role as a leading medical logistics company in Greece.

At the same time, the company broadened its trading activities and expanded its exclusive representation agreements for the distribution of medical products, aiming to further increase its market share. It has managed to retain exclusive representations of prominent international manufacturing firms in Greece and aimed at further expanding its market penetration in public hospitals and other private clinics in Greece.

As was the case in previous years, the company continued to develop through new activities, improve its operation and control processes, enhance the value generated per employee and implement Corporate Social Responsibility initiatives.

### Shareholding structure

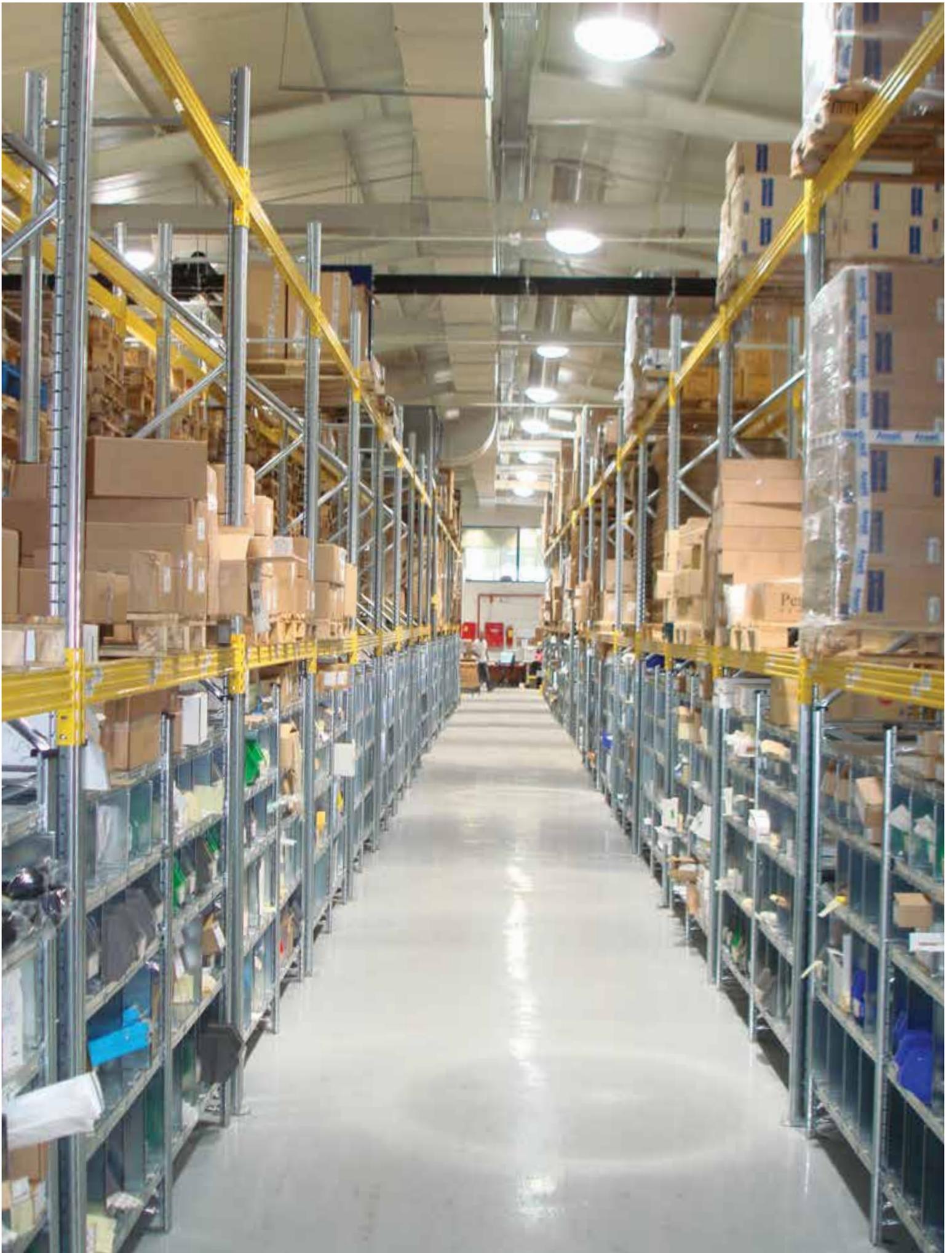
HYGEIA SA is the 100% shareholder of the Company

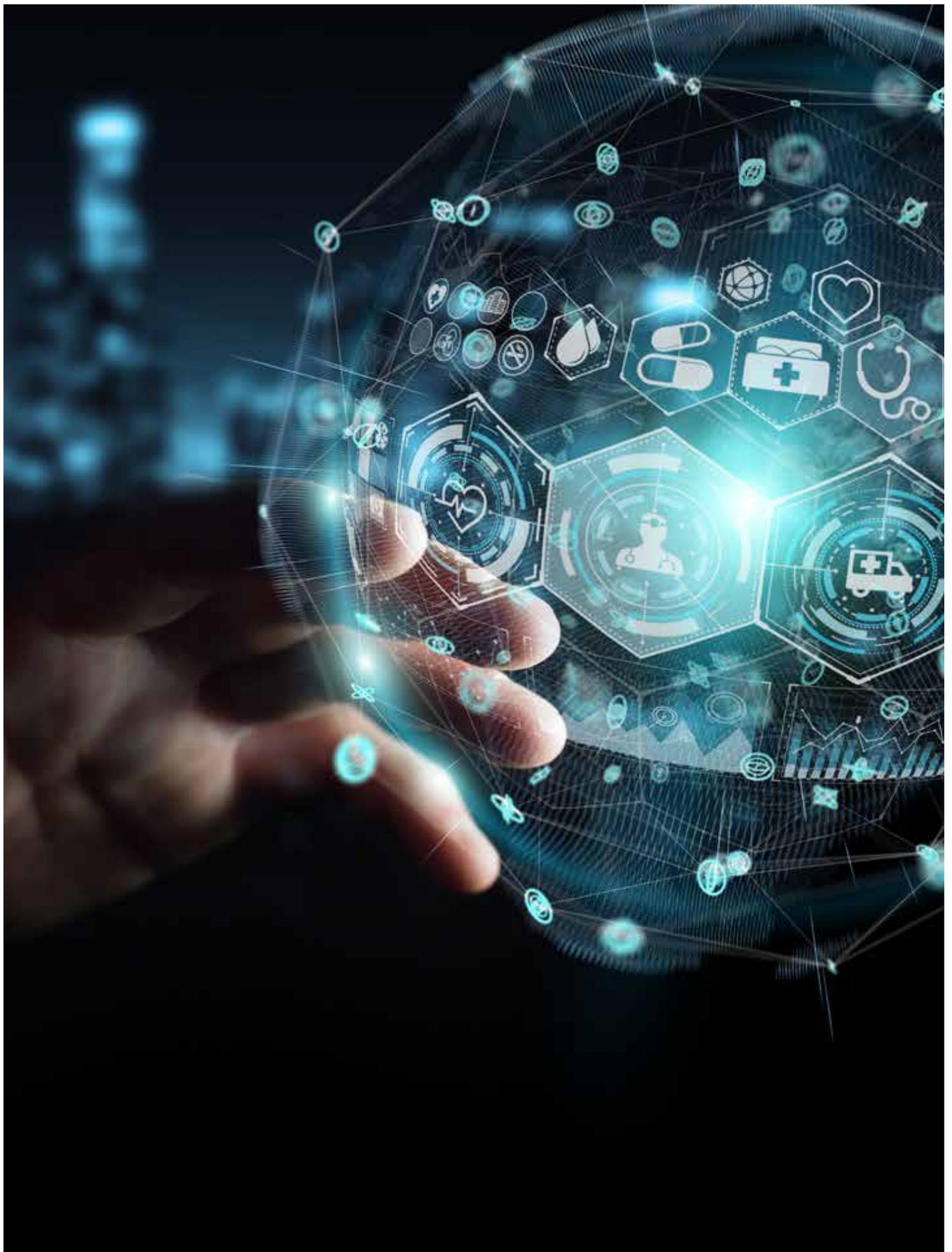
### Board of Directors

On 12.05.2020 the Company's Board of Directors composition was as follows:

A/A	Name	Position
1	Andreas Kartapanis	Chairman
2	Dimitrios – Eleftherios Mantzavinos	Deputy Chairman
3	Spyridon Mavrantonis	CEO
4	Maria Fanara	Deputy CEO
5	Spyridon Kosmas	Board Member

€ million	31.12.2019
Turnover	30.20
Net Profits /(Losses)	0.30





## GROUP MEDICAL PURCHASING LLC

### In 2019

56,997 codes  
of medical material  
225 suppliers

Maximum level of service  
in the sale and distribution of  
medical technical devices

GMP LLC was established in Athens on October 7, 1999. It operates in the field of medical products, providing the customer with the maximum possible service regarding the sale and distribution of medical technical devices, as well as after sales hospital support service.

High-standards medical supplies of excellent quality and safety, from prominent manufacturing firms with a well-established international presence.

GMP LLC is a company trading in medical technical devices. It belongs to the Hellenic Healthcare Group and its objective is to supply medical technical products to the clinics of the Group, METROPOLITAN HOSPITAL, METROPOLITAN GENERAL, HYGEIA, MITERA, LETO and CRETA INTERCLINIC.

It has assumed the supply chain of the Group's clinics regarding surgical cases for the entire range of medical consumables and implant materials, operating as a Central Procurement Agency (G.P.O.) and offering reliable and integrated procurement services.

GMP LLC is certified in accordance with the quality standard EN ISO 9001:2015, as well as the Ministerial Decision ΔΥ85/Γ.Π.οικ./1348/2004 for the proper distribution of medical technical devices.

It trades in medical products that are accompanied by fully recorded technical specifications by the manufacturing firms, based on strict production processes that meet all the necessary international and harmonised standards. All the medical supplies traded in the market, meet high quality and safety standards and are supplied by leading manufacturing firms with a well-established international presence.

The suppliers of GMP LLC are recognised in the domestic and international market and have many years of experience and high specialisation in the field of medical products.

The medical items offered address the needs of all of the hospital departments, such as Surgery, Gynaecology, Haematology, Pulmonology, Cardiology, Oncology, Ophthalmology, Gastroenterology, etc.

Since February 2019 and following HYGEIA Group's acquisition by the Hellenic Healthcare Group, GMP has become the Central Medical Procurement Organisation not only of the METROPOLITAN HOSPITAL and of the METROPOLITAN GENERAL, but also of all the HYGEIA Group clinics and CRETA INTERCLINIC; thus, further consolidating GMP's role as the leading hospital supply company of the Hellenic Healthcare Group in Greece.

The total of the high quality medical implant materials come from the largest international manufacturers, covering the needs of all the surgical specialties.

The categories of implant materials that are indicatively distributed are:

- ✓ Angioplasty (stents, balloons, guide wires, etc.).
- ✓ Cardiac surgery and Heart Disorder (valves, pacemakers & defibrillators, oxygenators, autologous transfusion systems, etc.).
- ✓ Orthopaedics (grafts, implants and rehabilitation systems for spinal fusion, knee, hip, etc.)
- ✓ Neurosurgery (neurostimulants, electrodes etc.).
- ✓ Surgical instruments (laparoscopic products of one purpose as well as many, trocar, diathermy, arthroscopy and urological instruments etc.).

### In 2019:

- Successful integration of the new clinics of the Hellenic Healthcare Group (HHG) to the procedures of the procurement department, reinforcement of the department with new well-trained personnel and significant cost savings due to synergies.
- In close collaboration with the Hellenic Healthcare Group, it has created and implemented procedures, which are subject to continuous improvement and aim at providing an efficient and immediate service to the clinics, while securing the complete traceability of the materials for all the Group clinics, in accordance with the established standards of ISO 9001:2015 and Ministerial Decision No: ΔΥ8δ/ Γ.Π.οικ./1348/2004.
- Renegotiation of the agreement terms for medical technology products of the Hellenic Healthcare Group, which led to a significant cost reduction.
- During the first quarter of 2019, following the formation of the new largest private healthcare provider in Greece, GMP and Y-LOGIMED came under one roof and were co-located, in order to fully cover the needs of all the clinics of the new Group.

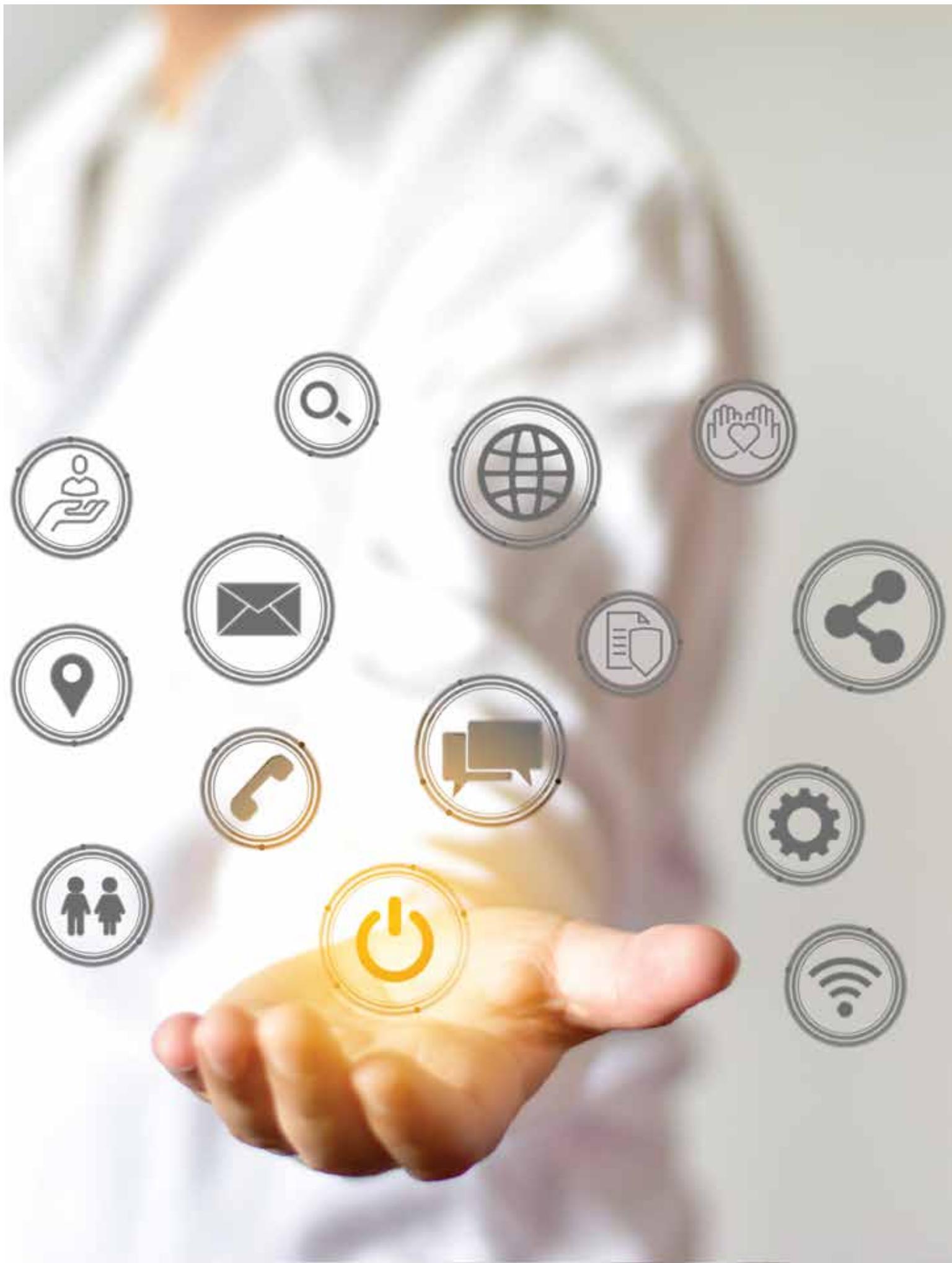
### Shareholding structure

PERSEUS HEALTH CARE SA, "METROPOLITAN HOSPITAL" is the 100% shareholder of the Company.

### Company Management

On 31.12.2019 the Company was managed by:

Name	Position
Maria Fanara	Manager
<b>€ million</b>	
	<b>31.12.2019</b>
Turnover	31.42
Net Profits/ (Losses)	2.00





## A-LAB Genetics and Genomics Centre

### A-LAB Genetics and Genomics Centre

A-LAB Genetics and Genomics Centre, has been providing its services since 1995, responding to international developments in the fields of Genetics, Genomics and Molecular Biology. 2019 is a year during which the company went through a restructure, as it was called upon to operate as the only Centre for Genetics and Genomics in the Hellenic Healthcare Group and serve all the Group clinics.

The continuous modernisation of the lab and the monitoring of scientific developments in the analysis of the human genome remains a priority at a time when, among other things, there is also a need to ensure that quality of services goes hand in hand with the respect for human dignity.

Ethical values form the basis of A-LAB's operation. The reliability and validity of the results are always governed by integrity, responsibility and respect for the human being.

In its 25 years of operation, A-LAB has developed a large network of associates which is constantly evolving, while at the same time, it has been receiving a large number of patient samples for processing on a daily basis. The Centre is highly experienced and provides modern and advanced services; its primary goal, from its inception to date, is to further enhance its methodologies and protocols and constantly introduce new technologies and examinations.

In 2019 A-LAB implements the most modern techniques of Genetics and Genomics in the diagnosis, prognosis and prevention of genetic diseases in children and adults, as well as in the examination of rare diseases. In more detail, the capability of any genetic analysis is provided for clinical use in the field of Gynaecology / Obstetrics, Assisted Reproduction, Preimplantation Genetics Diagnosis, Oncology, Haematology, Cardiology, Neurology, Nephrology, Molecular Microbiology, Pharmacogenomics, Nutrition Genomics, Metabolomics, etc.

In 2019, in response to the requirements of modern medicine, the Centre designs and develops new analysis in oncology, paediatrics and gynaecology, with the ability to analyse multiple genes simultaneously. The Next Generation Sequencing (NGS) technology provides the capacity to test hundreds of genes, as well as the analysis of the entire human genome (whole exome sequencing -WES), providing the capability for molecular diagnosis in any genetic disease.

In the field of In Vitro Fertilization, A-LAB was the first in Greece to provide Preimplantation Genetics Diagnosis of chromosomal abnormalities with NGS (Next Generation Sequencing) technology. It has also developed collaborations with IVF centres throughout Greece and expanded its clientele by participating in medical tourism activities, with units operating outside Greece.

A-LAB provides the genetic examination of genetic disease carriers - carrier screening, through the complete sequencing of 569 genes that are associated with genetic syndromes, with the most reliable NGS (Next Generation Sequencing) method. This genetic

## The primary goal of A-LAB is to maintain high quality services and continuous evolution

test mainly concerns couples who want to have children, either normally or by some method of assisted reproduction, in order to prevent the transmission of a serious genetic disease to their offspring. Additionally, it performs a detailed analysis of more than 4,500 genes in the human genome that are related to genetic diseases in accordance with the HGMD (Human Gene Mutation Database); it can thus provide to clinical specialists, panels of genetic tests related to pathological incidents such as oncological, cardiological, hepatic, neuromuscular, metabolic, ophthalmological, etc.

In response to the needs of clinical doctors for a rapid diagnosis in Molecular Microbiology related cases, A-LAB disposes modern technologies which enable molecular detection and standardisation of multiple pathogens and the corresponding detection of their genetic resistance to antibiotics, in a very short period of time (4-5 hours), based on Multiplex PCR technology. All the methodologies are certified for In Vitro Diagnosis (CE / IVD). Additionally, A-LAB uses the most innovative High Sensitivity and Expertise Methods for the diagnosis of infections, through the detection as well as quantification of an extended range of viruses and other microorganisms, as well as specific tests for many microorganisms that infect the respiratory tract, the gastroenterology system, etc.

By investing in the ever-evolving field of nutrition and genomics, A-LAB provides molecular examination for intolerance to caffeine, gluten and lactose, whilst predisposition to obesity, metabolic study and sports performance is also included among the genetic testing service packages.

Given that the evolution of science always goes hand in hand with technological contribution, in 2019, A-LAB has invested yet again, in its technological equipment and the

continuing education and training of the personnel, in the sharing of knowledge and expertise and in quality assurance. The Centre is equipped with a state-of-the-art CGH array machine, which implements comparative genomic hybridisation in microarrays, in prenatal as well as post-natal cases. The cutting-edge NGS Illumina MiSeq apparatus is a Next-generation sequencing (NGS) system that uses a wide range of targeted diagnostic and research approaches.

The Centre is a Member of UK NEQAS (British Quality Assessment Scheme in Clinical Cytogenetics and Molecular Genetics), EMQN (European Quality Network in Molecular Genetics) and CEQAS (Eurogentest), a fact that guarantees quality control. Since November 2010, the Centre has been certified with ISO 15189 by the National Accreditation System (NACC), a certification which is being renewed following continuous inspections every year; at the same time, new examinations are certified and introduced into the Centre's services.

In 2019, an important step was taken for the enhancement of the Centre's internal promotion; specifically, the Centre planned to establish A-LAB information points within each clinic of the Group in 2020, which shall be staffed with properly qualified scientific staff; the aim is to increase direct communication, to share information about the Centre's services and to record the needs of all medical specialties, in order to optimally manage the various cases.

A-LAB pays special attention to employee training. In order to meet the educational needs of the personnel, various training programmes are implemented, so that employees are continuously informed and updated about all the developments in the healthcare sector and keep up with the requirements of science.

The emergence of the new COVID-19 pandemic at the end of 2019 has placed the A-LAB at the forefront of developments; the Centre has immediately responded to the crisis, by the provision of molecular detection for a new strain of the virus, serving the needs of the Group and of external associates for immediate and reliable results.



Beatific™



# BEATIFIC

## Product categories

### Age Defying:

advanced compositions with results that are similar to cosmetic procedures

### Beauty Activators: powerful anti-aging

Supreme Care:  
specialised needs of the skin

Beauty Principles:  
care, cleaning and treatment

Body Works:  
grooming and protection treatment for the body

Sun Guard:  
sun protection and anti-aging throughout the year

Body Scent:  
aromatic body care

## Medical Miracles of Beauty.

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

BEATIFIC SA is a subsidiary company of the HYGEIA Group which operates in the field of research, production and marketing of medical cosmetic products. The company commenced its operation in 2013, by launching a series of specialised dermo-cosmetic products, based upon scientific innovation and aimed towards fulfilling the needs of the modern woman.

BEATIFIC, makes best use of the valuable clinical experience and specialisation of the medical staff at the dermatology clinics of the HYGEIA Group; it suggests non-interventional methods that contribute to the treatment and prevention of ageing and can restore the complexion and youthfulness of the skin, thus promoting its health.

The scientific team behind the development of the BEATIFIC products consists of dermatologists and chemical cosmetologists; their primary goal is to create a complete treatment series, which is inspired by the interventional practices of aesthetic medicine and adopts all the modern methods and technological developments in the field of medical cosmetics.

The main goal of BEATIFIC is the continuous development of perfect products that effectively meet any aesthetic or skin need, while simultaneously:

- Imitate endo-clinical methods of aesthetic medicine such as the injection of Botulinum Toxin, Lifting, Lipofilling, etc.
- Contribute to the enhancement of youthfulness and skin rejuvenation through the innovative anti-aging complex Youthgene Pro C.

BEATIFIC medical cosmetics are in line with the requirements of European cosmetics legislation; they have been notified to the European CPNP platform; they have been produced at a Greek certified production unit according to ISO 22716 & ISO 9001 and they have been fully tested for their effectiveness in a certified European lab, in accordance with most recent protocols.



# Corporate Responsibility Report 2019

This report of the Hellenic Healthcare Group has been prepared in accordance with the guidelines of the Global Reporting Initiative, the GRI Standards; its content is based on defined principles.







The Hellenic Healthcare Group has employed a total of 4,202 employees and 6,818 associate doctors



### Supports Greece's sports and culture

For the Metropolitan Hospital, protecting health is not only about prevention and treatment. It also means free quality time, spiritual care, sports, fun, and entertainment. That is why the Hospital supports Greece's sports and culture, as a proud sponsor (S.E.G.A.S, National Basketball Team, National Football Team, PAE Olympiakos, Hellenic Olympic Victors Association, Onassis Foundation Housing Arts and Crafts, Piraeus Sailing Club, Michael Cacoyannis Foundation).



### High quality care services

LETO's care services were rated as "Excellent" and/or "Very Good" by a total rate of 97%.



YEARS JCI

### HYGEIA 10 years at the top!

HYGEIA has been successfully evaluated for the third consecutive time by the Joint Commission International (JCI) and retains the Gold Seal of Approval® for another three years; it thus remains the first clinic in Greece to receive this award from the most prestigious and internationally recognised Accreditation Standard for Health Organisations and retain it for a decade.

### A total of 23,092 hours of training were completed at the clinics of the Group

The training of the nursing personnel is considered vital both because of the fast-evolving developments in the healthcare system and because of the priority health professionals give to patient safety.



The Group clinics have organised a total of 53 conferences, contributing significantly to the promotion of medical science in Greece.



## MITERA – celebrating life for 40 years

MITERA celebrated its 40<sup>th</sup> anniversary, honouring its history, its founders, as well as its employees and doctors.

The idea to create MITERA started in 1979 by a team of 40 doctors, obstetricians - gynaecologists, who had the vision to set-up a model hospital for Greece, which would provide high quality medical services to the future mothers; thus, creating the first large modern hospital in the country, where more than 500,000 children have been born to date.



In 2019, the 11th cycle of activity of the “Travelling for Health” programme took place and the “Travelling for Prevention” programme was implemented for another year, covering the healthcare needs of residents living in remote areas of Greece.



**METROPOLITAN  
GENERAL**

### A significant international distinction

The METROPOLITAN GENERAL has been acknowledged by the Diplomatic Council (DC) and included among the “Best Hospitals Worldwide”.

## Environmental management system

The Hellenic Healthcare Group implements a fully consistent and specific set of procedures for environmental protection. The HYGEIA clinic specifically implements an Environmental Management System, which is certified by the ISO 14001 international standard.



## The Hellenic Healthcare Group's supplies are certified

The Y-LOGIMED company is certified in accordance with the international standards ISO 22301 (Business Continuity Management), ISO 9001 (Quality Management System) and ISO 13485 (Quality Management System for medical equipment devices & products). In addition, the company operates in accordance with the legislation in force - the Ministerial Decision 1348/2004 (Trade and distribution of medical technical devices).

# Information regarding the Report

## The Report's Profile

This edition is the eighth consecutive Corporate Responsibility Report of the HY-GEIA Group and the first Report of the newly established Hellenic Healthcare Group. The Report has been prepared in accordance with the guidelines of the Global Reporting Initiative (GRI), the GRI Standards, and refers to the period from 01/01/2019 to 31/12/2019. Through this Report, the Group aims to depict its overall responsible operation and its response to economic, environmental and social challenges; also, to make reference to policies, procedures, ongoing management practice, corporate social responsibility programmes, target-setting, as well as to accomplished achievements.

## Scope and boundary

The sections of the Corporate Responsibility Report include data on the performance of the following companies of the Group:

- D.TH.C.A. HYGEIA (HYGEIA Diagnostic & Therapeutic Centre of Athens SA)
- PERSEUS HEALTH CARE SA (METROPOLITAN HOSPITAL)
- MITERA GENERAL, OBSTETRICS-GYNAECOLOGICAL CLINIC
- METROPOLITAN GENERAL SA
- LETO OBSTETRICS, GYNAECOLOGY & SURGERY CENTRE
- Y-LOGIMED SA
- GROUP MEDICAL PURCHASING LLC (GMP)

This Report also includes a special sub-section on Creta InterClinic SA Company. This company's quantitative data are presented separately in this special section and are not included in the total quantitative data presented in the other sections.

The Report does not provide information on the rest of the companies in the Hellenic Healthcare Group (ALPHALAB, & BEATIFIC) as their share of revenues to the total turnover of the Group is less than 5%. Also, it does not include information and data on potential joint ventures, partners, suppliers or other third parties.



## Methodology

This Report has been prepared in accordance with the guidelines of the Global Reporting Initiative (GRI Standards) -Core level- and its content is defined on the basis of the principles of Materiality, Stakeholder Inclusiveness, Sustainability Context and Completeness.

Grant Thornton ([www.grant-thornton.gr](http://www.grant-thornton.gr)) provided support and scientific guidance (data collection, evaluation and writing) for the creation of the 2019 Sustainable Development Report.

## Information sources and project team

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

## External assurance

This is the fourth consecutive edition of this Report that has received external assurance from an independent auditor, on the basis of GRI Standards indices.

We acknowledge the added value of external assurance for the Corporate Responsibility Report figures, as this process improves the level of quality and accountability towards our stakeholders. The conclusions and comments arising from the external assurance procedure are used to improve the quality of this Report. The last section includes the statement from the independent auditor, who provided the assurance based on the ISAE 3000 international assurance standard.



### Contact us

You may send us remarks/ comments by completing the form at the end of this Report. By doing so, you actively help us improve our reports and plan our future actions.



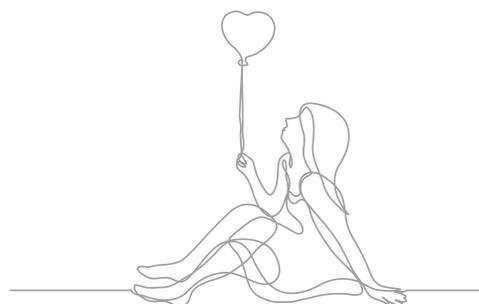
### Contact person:

To the attention  
of Mr Dimitris Stefos  
Group Commercial Division

📍 4 Erythrou Stavrou &  
Kifisias Avenue,  
151 23 Marousi, Athens

☎ +30 210 6867 229

✉ [csr@hhg.gr](mailto:csr@hhg.gr)



## Corporate Governance and Economic Development



## Environment



## Quality of Services



# Corporate Responsibility Pillars



## Society



## Human Resources



# Corporate Responsibility at the Hellenic Healthcare Group

The Hellenic Healthcare Group is active in the healthcare sector, which is one of the most significant fields of contribution to humanity. The concepts of respect, dignity, love and care are the cornerstones of every service that the clinics and companies of the Group provide. Quality care and the

patients themselves are at the epicenter of the Group's responsible action, which is shaped on the basis of five corporate responsibility pillars. These pillars are directly linked to the United Nations Sustainable Development Goals (SDGs) and, more specifically, they contribute to 15 Goals in total.

Through its operation and the supplementary activities developed, the Group can significantly contribute to meeting contemporary life challenges such as good health, well-being and decent work.





The members that form the project team from the respective Divisions and Departments are:

**Violetta Asiki**

*Quality Director HYGEIA-MITERA*

**Maria Velimvasaki**

*Quality Manager LETO*

**Valentina Vigiegkas-Nika**

*Marketing Manager, METROPOLITAN HOSPITAL*

**Stella Gioni**

*Commercial Director HYGEIA Group*

**Tereza Daskalaki**

*Quality Manager Y-LOGIMED*

**Dimitra Dedemadi**

*Head of Quality Assurance  
METROPOLITAN GENERAL*

**Chrysa Theodorou**

*Marketing Department - Commercial Division,  
METROPOLITAN GENERAL*

**Dimitris Kolios**

*Group Data Protection Officer*

**Evangelos Kontopodis**

*Administrative Deputy Director CRETA INTERCLINIC*

**Spyros Kosmas**

*Deputy Finance Director HYGEIA Group*

**Magda Lambropoulou**

*Marketing Department - Commercial  
Management METROPOLITAN GENERAL*

**Pavlos Mariatos**

*Head of Quality METROPOLITAN HOSPITAL  
⊕ METROPOLITAN GENERAL*

**Despina Mitropoulou**

*Human Resources Director HYGEIA*

**Gerasimos Belevonis**

*Internal Audit Director HYGEIA Group*

**Rika Papastergiou**

*Human Resources Superintendent  
METROPOLITAN GENERAL*

**Maria Siarabalou**

*Human Resources Director MITERA*

**Stavros Sougioultzis**

*Chief Operating Officer MITERA*

**Asimina Takmaki** *Human Resources*

*Superintendent METROPOLITAN HOSPITAL*

**Yiannis Tzanos**

*Administrative Director LETO*

**Konstantina Psoni**

*General Manager HYGEIA*

## Corporate Responsibility Management

### Corporate Responsibility Management Mechanisms

The Group supports the responsible operation of all its clinics and companies through a specific framework of systems, mechanisms and procedures.

This framework plays an essential role in the Group's effective communication with all its stakeholders and in the continuous improvement of its performance in the areas of sustainable development and responsible entrepreneurship.

The Hellenic Healthcare Group implements a sound management of all Corporate Responsibility issues by:



Implementing  
management systems  
and procedures



Putting in place  
a centralised request  
application system



Implementation of  
Corporate Governance Code



Effective stakeholder  
communication



Publication of Annual Financial  
and  
Corporate Responsibility Reports

In addition to the above, the Group has formed a specific Corporate Responsibility team with the participation of executives from all companies and divisions, whose responsibility is to properly manage all the relevant Corporate Responsibility issues. The team convenes regularly and is assigned with the coordination and development of new corporate responsibility initiatives, the recording of respective actions and the preparation of the Corporate Responsibility Report.

## Awards - Distinctions



### Leading Brand in Greece

Based on the results of the international competition “Superbrands 2018-2019”, HYGEIA was nominated the leading brand in Greece for 2018. More specifically, HYGEIA was recognised as “Corporate Superbrands Greece 2018” under the category of “Nursing Institutions - Diagnostic Centres”; it was selected among 1,500 candidate companies - the largest ones operating in the Greek market – from which around 250 have emerged as leading companies in Greece.



### 20 most admired companies in Greece

For a second time, HYGEIA was awarded as one of the 20 “Most Admired Companies 2019”, following a vote among 319 Greek companies with an annual turnover of over € 50 million, who based their evaluation on quantitative and qualitative criteria set by Fortune’s US edition.



### Honorary distinction in the “Salus Index 2019” business excellence awards

Faithful to its commitment to innovation, sustainable development and the offering of high-quality services, HYGEIA has received a particularly significant distinction in the context of the Salus Index 2019 business excellence awards, as one of the strongest growing companies in the Greek healthcare sector.



The METROPOLITAN GENERAL was acknowledged by the Diplomatic Council (DC) and was included among the “Best Hospitals Worldwide”. This important distinction was renewed in 2015 with its inclusion in the “Best Hospitals of the World”. Every year thereafter, METROPOLITAN GENERAL has been acclaimed by the Diplomatic Council as “Preferred Partner Hospital”.



### METROPOLITAN HOSPITAL innovation award

The METROPOLITAN HOSPITAL Breast Centre was honoured with the Bronze Innovation award at the Healthcare Business Awards 2019, an institutional event that happens annually and honours the Greek health organisations that stand out for the pioneering practices they implement. Always with the benefit of the patient in mind, during the last three and a half years, the METROPOLITAN HOSPITAL Breast Centre’s team has been performing an innovative operation - as do a few similar centres abroad - for the reconstruction of the breast after mastectomy, in a single operation. This method comes as a result of the ongoing effort to look for and implement the latest state-of-the-art techniques and requires the cooperation of an entire team for its completion.

For yet another year, the Hellenic Healthcare Group has won distinctions and awards for its growth and responsibility. These distinctions add up to the already long list of awards, distinctions and certifications, both for the Group’s services, as well as for the collaborative relationships it has enhanced among different groups, the employees, the customers and society.

## Bravo!

Award by the BRAVO 2019 institution “Travelling for HEALTH”

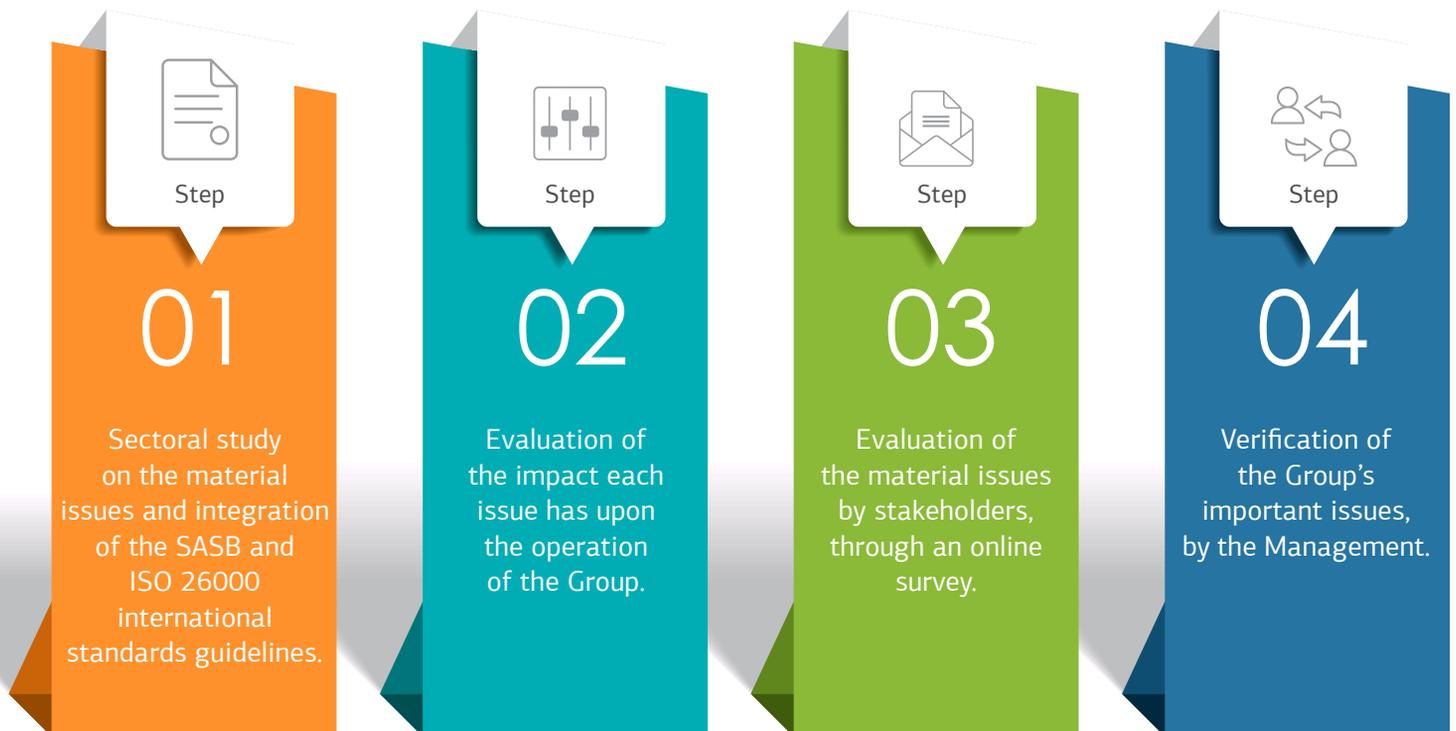
For a second consecutive year, HYGEIA has received a significant distinction by the BRAVO 2019 institution (in the “Society” category) for its initiative “Travelling for HEALTH” which has been taking place for six years. The award was given in the context of the 10<sup>th</sup> annual event of the BRAVO SUSTAINABILITY AWARDS 2019.

## Materiality analysis

The Group's process for the evaluation and prioritisation of the material issues is based on the 'GRI Standards' guidelines for the drafting of Sustainability Reports, as well as the AA1000 SE standard.

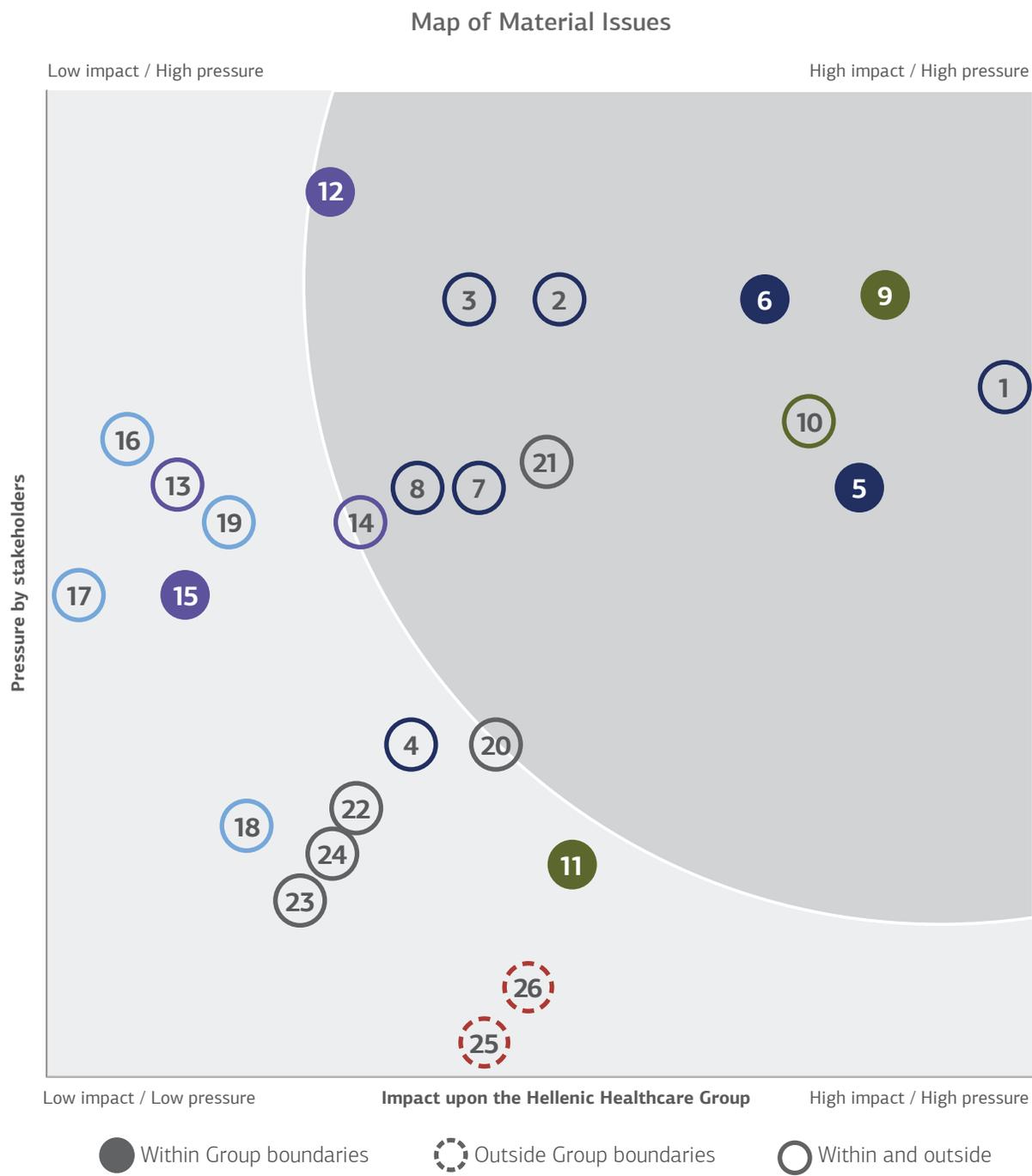
For another year, the Corporate Responsibility team of the Group has carried out a detailed recording and prioritisation of the most important issues, by reviewing the various features associated with them and their significance to the operations of the Group.

During the process of the recording and evaluation of the most important issues, two elements were taken into account: the impact of each issue on the operations of the Group and the pressure stakeholders have exerted for each one of these issues. The issues that were identified as significant were the ones that can potentially cause a large-scale impact to the performance of the Group. The process followed is illustrated in the steps below:



## Material issues per Corporate Responsibility pillar

The most important sustainable development issues of the Hellenic Healthcare Group emerged from the evaluation and prioritisation process described above. These are presented in the following map of material issues. Each issue identified, as well as the actions undertaken by the organisation in relation to each one of them, is linked to the Global Sustainable Development Goals.



The horizontal axis relates to the impact by the material issues upon the operation of the Group.  
 The vertical axis relates to the stakeholders' pressure exerted to the Group for these issues.



CONTRIBUTION



PARTNERSHIP



ETHICS



INTEGRITY



IMPACT



SENSITIVITY



GOALS



GROWTH

The Hellenic Healthcare Group collects and records the significant issues so as to assess potential risks related to the Group’s material issues and identify strengths, weaknesses and opportunities.

MATERIAL ISSUES PER PILLAR	RELEVANT SDGs	SDGs TARGETS
<b>CORPORATE GOVERNANCE AND ECONOMIC DEVELOPMENT</b>		
<ol style="list-style-type: none"> <li>1. Financial performance &amp; Group development</li> <li>2. Integrity, transparency and anti-corruption</li> <li>3. Effective risk management</li> <li>4. Ongoing communication and stakeholder dialogue</li> <li>5. Regulatory compliance</li> <li>6. Personal data protection</li> <li>7. Doctors’ satisfaction</li> <li>8. Responsible procurement</li> </ol>		<ul style="list-style-type: none"> <li>• Substantially reduce corruption and bribery in all their forms.</li> <li>• Develop effective, accountable and transparent institutions at all levels.</li> <li>• Ensure responsive, inclusive, participatory and representative decision-making at all levels.</li> </ul>
<b>QUALITY OF SERVICES</b>		
<ol style="list-style-type: none"> <li>9. Patient care and safety</li> <li>10. Investment in cutting-edge technology</li> </ol>		<ul style="list-style-type: none"> <li>• Reduce the global maternal mortality ratio.</li> <li>• End preventable deaths of new-borns and children under five years of age.</li> <li>• By 2030, end the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis.</li> <li>• Strengthen the prevention and treatment of substance abuse.</li> <li>• By 2020, halve the number of global deaths and injuries from road traffic accidents.</li> </ul>
<ol style="list-style-type: none"> <li>11. Top level infrastructure</li> </ol>		<ul style="list-style-type: none"> <li>• Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers and public and private research and development spending.</li> </ul>

MATERIAL ISSUES PER PILLAR	RELEVANT SDGs	SDGs TARGETS
<b>HUMAN RESOURCES</b>		
		<ul style="list-style-type: none"> <li>By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, human rights, gender equality, a culture of peace and non-violence, 'global citizenship' and appreciation of cultural diversity and of culture's contribution to sustainable development.</li> </ul>
12. Employee Health and Safety		<ul style="list-style-type: none"> <li>Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life.</li> </ul>
13. Employment and retention of Human Resources		
14. Employee training and development		<ul style="list-style-type: none"> <li>Promote development-oriented policies that support productive activities, decent job-creation, entrepreneurship, creativity and innovation and encourage the formalisation and growth of small and medium-sized enterprises, through access to financial services.</li> </ul>
15. Employee evaluation and reward		
		<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>SOCIETY</b>		
		<ul style="list-style-type: none"> <li>Implement nationally appropriate social protection systems and measures for all and by 2030 achieve substantial coverage of the poor and the vulnerable.</li> </ul>
16. Sheltering medical care needs in remote regions		<ul style="list-style-type: none"> <li>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.</li> </ul>
17. Providing information and raising awareness on significant health issues		
18. Promoting public health through social activities		<ul style="list-style-type: none"> <li>Strengthen efforts to protect and safeguard the world's cultural and natural heritage.</li> </ul>
19. Promoting medical science		
		<ul style="list-style-type: none"> <li>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.</li> <li>By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</li> </ul>

MATERIAL ISSUES PER PILLAR	RELEVANT SDGs	SDGs TARGETS
<b>ENVIRONMENT</b>		
20. Implementation of an environmental management system		<ul style="list-style-type: none"> <li>By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.</li> </ul>
21. Waste management 22. Efficient use of energy and hydrocarbons		<ul style="list-style-type: none"> <li>By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</li> <li>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.</li> </ul>
23. Reduction of air pollutants		<ul style="list-style-type: none"> <li>Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</li> </ul>
24. Responsible use of water		<ul style="list-style-type: none"> <li>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.</li> </ul>



## Communication with the stakeholders

The Group has identified as stakeholders those groups that are directly or indirectly affected by its activities and, of course, all those groups that can -in any way and at any time- affect its operations.

The Group evaluates its actions and practices and continuously improves and implements new initiatives in response to stakeholder needs, based on an open stakeholder dialogue and interaction. This communication and dialogue involve a wide range of actions, so as to ensure that the Group is informed and updated on stakeholder views and comments as well as on their needs.

The Group identifies and classifies its stakeholders, based on the GRI (Global Reporting Initiative) methodology and takes into account both the level of impact each stakeholder group has upon the Group as well as the level of impact the Group has upon each one of the stakeholder groups. Each stakeholder group carries a different weight as there are various factors that determine the nature of each group, such as the scope and nature of the Group's activities.

### **Dialogue and cooperation in practice**

The Group uses the information obtained through the stakeholder dialogue in order to improve its performance in specific areas, as well as develop in a broader sense, the level of cooperation with each stakeholder group. This framework of stakeholder cooperation and interaction involves communication channels and issues of concern per stakeholder group, as well as means with which the Group responds to these issues.



### Framework of interaction with the stakeholder groups\*



**Patients**

Frequency of communication



#### COMMUNICATION CHANNELS

- Patients' Guide
- Direct communication with the doctors and the health professionals
- Satisfaction surveys
- Information and educational leaflets available at all areas of the clinics
- Communication through the Quality Divisions of the clinics
- Communication through the Accounting Office for patients
- Corporate newsletters
- Emails
- Group company websites

#### MAIN ISSUES

- High quality healthcare and innovation of services
- Easy access to the information recorded upon each contact with any health professional within the clinic
- Access to healthcare services
- Information about their rights under the legislation in force
- Management of complaints, comments and suggestions
- Pricelist
- Personal data protection procedures

#### DETAILED INFORMATION ON THE GROUP ACTIVITIES

✓ Section: "High Quality Services"



**Employees**

Frequency of communication



#### COMMUNICATION CHANNELS

- Human Resources Division (HRD)
- Employee Unions (where available)
- Memos / Announcements
- Open communication with the Management, the Human Resources Division & the employees
- Intranet

#### MAIN ISSUES

- Remuneration
- Additional benefits
- Continuous education and training
- Work conditions
- Health and Safety
- Collective employment agreements

#### DETAILED INFORMATION ON THE GROUP ACTIVITIES

✓ Sections: "Caring for the Employees" and "Employee Health and Safety"



**Vulnerable social groups & NGOs**

Frequency of communication



Whenever deemed necessary

#### COMMUNICATION CHANNELS

- Websites
- Corporate newsletters
- Media, publications and announcements
- Press releases
- Corporate Responsibility Reports
- Meetings

#### MAIN ISSUES

- Support and provision of medical care
- Ensuring a harmonious framework of cooperation
- Sound operation of the organisation
- Support in health protection issues
- Good operating practices by the organisation in relation to the environment and the people
- Service innovation

#### DETAILED INFORMATION ON THE GROUP ACTIVITIES

✓ Sections: "Social Responsibility" and "Corporate Responsibility in the Hellenic Healthcare Group"

**Framework of interaction with the stakeholder groups\***

 <p><b>Medical and Scientific Community</b></p> <p>Frequency of communication</p> 	<p><b>COMMUNICATION CHANNELS</b></p> <ul style="list-style-type: none"> <li>• Corporate newsletters</li> <li>• Publications and announcements in the Press</li> <li>• Associate doctors of the Group, who participate on scientific committees and associations</li> </ul>	<p><b>MAIN ISSUES</b></p> <ul style="list-style-type: none"> <li>• Information about the services and pioneering initiatives of the Group clinics</li> <li>• Promotion of medical topics (new technologies, innovations, specialised services)</li> </ul>
<p><b>DETAILED INFORMATION ON THE GROUP ACTIVITIES</b></p> <p>✓ Section: "High Quality Services"</p>		
 <p><b>Private insurance companies</b></p> <p>Frequency of communication</p> 	<p><b>COMMUNICATION CHANNELS</b></p> <ul style="list-style-type: none"> <li>• Regular meetings</li> <li>• Continuous communication via email</li> </ul>	<p><b>MAIN ISSUES</b></p> <ul style="list-style-type: none"> <li>• Access to healthcare services</li> <li>• Developing new agreements</li> <li>• Pricelist</li> <li>• Managing the complaints of the insured</li> <li>• Quality assurance and safety in healthcare services</li> </ul>
<p><b>DETAILED INFORMATION ON THE GROUP ACTIVITIES</b></p> <p>✓ Sections: "The Clinics and the Companies of the Hellenic Healthcare Group" and "High Quality Services"</p>		
 <p><b>Society</b></p> <p>Frequency of communication</p> <p>Whenever deemed necessary</p> 	<p><b>COMMUNICATION CHANNELS</b></p> <ul style="list-style-type: none"> <li>• Websites</li> <li>• Corporate newsletters</li> <li>• Media, publications and announcements</li> <li>• Press releases</li> <li>• Corporate Responsibility Reports</li> <li>• Annual campaign in remote regions of Greece</li> </ul>	<p><b>MAIN ISSUES</b></p> <ul style="list-style-type: none"> <li>• Support and provision of medical care in remote regions</li> <li>• Information in matters of prevention and protection of health</li> <li>• Good operating practices by the organisation in relation to the environment and people</li> <li>• Service innovation and proper operation</li> </ul>
<p><b>DETAILED INFORMATION ON THE GROUP ACTIVITIES</b></p> <p>✓ Section: "Social Responsibility"</p>		
 <p><b>State / regulatory authorities and insurance agencies</b></p> <p>Frequency of communication</p> 	<p><b>COMMUNICATION CHANNELS</b></p> <ul style="list-style-type: none"> <li>• Waste Producer's Annual Report</li> <li>• On-site inspections and autopsies, as well as reviews</li> <li>• Distribution of instructions sent by the authorities</li> <li>• Electronic communication via email</li> <li>• Websites of the clinics and the companies</li> <li>• Regular meetings with the insurance agencies</li> </ul>	<p><b>MAIN ISSUES</b></p> <ul style="list-style-type: none"> <li>• Compliance with the legislation in force</li> <li>• Timely and sound information on the production of urban and hazardous medical waste</li> <li>• Full compliance with national legislation</li> <li>• Transparency</li> <li>• Ensuring effective cooperation and supervision</li> <li>• Access to healthcare services</li> <li>• Pricelist</li> <li>• Development of healthcare services</li> <li>• Quality assurance and safety in healthcare services</li> </ul>
<p><b>DETAILED INFORMATION ON THE GROUP ACTIVITIES</b></p> <p>✓ Section: "Business Model and Corporate Governance"</p>		

**Framework of interaction with the stakeholder groups\***

 <p><b>Shareholders</b></p> <p>Frequency of communication</p> 	<p><b>COMMUNICATION CHANNELS</b></p> <ul style="list-style-type: none"> <li>• Regular General Meeting of the Shareholders</li> <li>• Annual Report on Financial Results</li> <li>• Special edition providing periodical information</li> <li>• Corporate Responsibility Report</li> </ul>	<p><b>MAIN ISSUES</b></p> <ul style="list-style-type: none"> <li>• Ensuring timely, valid and rightful information</li> <li>• Group financial results</li> <li>• Group business plan and strategic goals</li> </ul>
<p><b>DETAILED INFORMATION ON THE GROUP ACTIVITIES</b></p> <p>✓ Sections: "Business Model &amp; Corporate Governance" and "Corporate Responsibility in the Hellenic Healthcare Group"</p>		
 <p><b>Media</b></p> <p>Frequency of communication</p>  <p>Whenever deemed necessary</p>	<p><b>COMMUNICATION CHANNELS</b></p> <ul style="list-style-type: none"> <li>• Press conferences</li> <li>• Press releases</li> <li>• Corporate newsletters</li> <li>• Publications and announcements in the Press</li> <li>• Regular meetings</li> </ul>	<p><b>MAIN ISSUES</b></p> <ul style="list-style-type: none"> <li>• Accurate and direct information</li> <li>• Promotion of medical issues (new technologies, innovations, specialised services) of the clinics</li> </ul>
<p><b>DETAILED INFORMATION ON THE GROUP ACTIVITIES</b></p> <p>✓ Sections: "Social Responsibility" and "Corporate Responsibility in the Hellenic Healthcare Group"</p>		
 <p><b>Families of patients and visitors</b></p> <p>Frequency of communication</p> 	<p><b>COMMUNICATION CHANNELS</b></p> <ul style="list-style-type: none"> <li>• Ongoing communication with the personnel</li> <li>• Communication through the Quality Divisions of the Group clinics</li> <li>• Signage with useful information</li> <li>• Corporate newsletters</li> <li>• Websites of the clinics and companies of the Group</li> </ul>	<p><b>MAIN ISSUES</b></p> <ul style="list-style-type: none"> <li>• Quality and safe accommodation in the area</li> <li>• Courteous and effective communication with the staff</li> <li>• Handling of complaints, comments and suggestions</li> <li>• High quality care</li> <li>• Service innovation</li> <li>• Access to healthcare services</li> <li>• Pricelist</li> </ul>
<p><b>DETAILED INFORMATION ON THE GROUP ACTIVITIES</b></p> <p>✓ Section: "High Quality Services"</p>		
 <p><b>Suppliers</b></p> <p>Frequency of communication</p> 	<p><b>COMMUNICATION CHANNELS</b></p> <ul style="list-style-type: none"> <li>• Daily communication with the entire supply chain of the Group</li> <li>• Regular meetings</li> <li>• Communication with the legal department for the sound drafting and registration of the agreements</li> </ul>	<p><b>MAIN ISSUES</b></p> <ul style="list-style-type: none"> <li>• Viability of the Group and the companies</li> <li>• Adherence to payment schedules and contractual obligations by both parties</li> <li>• Promote cooperation to gain a competitive advantage in the sector</li> </ul>
<p><b>DETAILED INFORMATION ON THE GROUP ACTIVITIES</b></p> <p>✓ Sections: "The Clinics and the Companies of the Hellenic Healthcare Group" and "Business Model and Corporate Governance"</p>		

**Framework of interaction with the stakeholder groups\***

	COMMUNICATION CHANNELS	MAIN ISSUES
 <b>Associate doctors</b>  Frequency of communication 	<ul style="list-style-type: none"> <li>• Personal meetings</li> <li>• Issue management via the Medical Association</li> <li>• Scientific Council</li> <li>• Scientific Association of Doctors</li> <li>• Medical Association</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring all necessary requirements are met for the sound exercise of medical duties</li> <li>• Cost of service</li> <li>• Private insurance</li> <li>• Securing a harmonious cooperation with insurance companies</li> <li>• Continuous education and training</li> <li>• Good work conditions</li> </ul>
	DETAILED INFORMATION ON THE GROUP ACTIVITIES ✓ Section: "High Quality Services"	
 <b>Banks</b>  Frequency of communication  Whenever deemed necessary	<ul style="list-style-type: none"> <li>• Electronic mail</li> <li>• Periodical meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Group Financial performance</li> <li>• Group business plan and strategic goals</li> <li>• Viability of the Group companies</li> <li>• Group Liquidity</li> </ul>
	DETAILED INFORMATION ON THE GROUP ACTIVITIES ✓ Section: "Business Model and Corporate Governance"	
 <b>Subcontracting Services</b>  Frequency of communication  Whenever deemed necessary	<ul style="list-style-type: none"> <li>• Communication with the Group divisions, to ensure a sound dissemination of the guidelines set by the Management</li> <li>• Data feedback of quality indicators</li> </ul>	<ul style="list-style-type: none"> <li>• Viability of the clinics and companies of the Group for a continued collaboration</li> <li>• Mutual compliance with contractual obligations</li> <li>• Updates regarding operational matters of the organisation</li> </ul>
	DETAILED INFORMATION ON THE GROUP ACTIVITIES ✓ Section: "Business Model and Corporate Governance"	

\*The stakeholder groups have been listed alphabetically in the above table

## Responsible management of the supply chain

The use of both state-of-the-art technologies and innovative medical practices that are implemented on a global level, comes as a priority at the Hellenic Healthcare Group. Within this context, most of the Group supplies involve the acquisition of modern machinery and equipment, as well as the adoption of technological developments. For the most effective supervision, management and control of the supplies (fixed rates, materials and services), the Group applies relevant procedures and best practices throughout the different procurement stages, from the initial expression of the need, to the stage of market research, evaluation and completion of the procurement.

Moreover, the Group has set up a Procurement Committee - referred to extensively in the "Business Model and Corporate Governance" section -, so as to achieve a more efficient and transparent supply chain management for all the clinics.

### Procedures for the selection of suppliers

The Hellenic Healthcare Group, in accordance with the principles of Corporate Governance, adheres to the principles of transparency, fair treatment and non-discrimination in supply chain management. The supplier selection process is based on objective criteria, such as the quality and safety of the materials and services provided, compliance with the legal framework, the credit policy of the candidate suppliers as well as their reliability and integrity. In particular, the following factors are taken into account:

- The management teams of the Nursing Divisions evaluate the materials to be potentially supplied, in accordance with the procedures of the Group.
- Research in the local market so as to identify similar quality materials to those used in Greek hospitals.
- Request of quality certificates (CE, Declaration of Conformity) for all products entering the clinics, in accordance with the European Directives.
- Asking suppliers for quality certificates, where required by the legislation in force.
- Selection of the most economically acceptable offers of suppliers by the clinics of the Group.

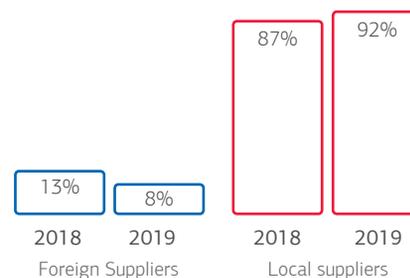
### Evaluation of suppliers by Y-LOGIMED

On an annual basis, the Quality Department of Y-LOGIMED in collaboration with the respective supply departments of each company, evaluate suppliers, in order to find the optimal mix of quality and efficiency in terms of cooperation. The company has developed a special Code of Ethics on Procurement & Supply Chain, which sets the cooperation framework and the necessary conditions to be met by all suppliers, without exception.

### In support of local suppliers

Supplier selection gives priority to local market suppliers. During the selection process, the Group actively supports the Greek economy, giving priority to Greek suppliers, provided that they meet all the required criteria.

Percentages of purchases from suppliers based on origin\*



\* The above percentages relate to the purchases made by the Y-LOGIMED and GMP companies, which act as the central suppliers of the Group.

## Corporate Responsibility Performance 2019

The Hellenic Healthcare Group's ultimate goal is to operate responsibly in all its spheres of activity. To this end, it operates and develops on the basis of a specific strategic action plan. Within the context of this plan, the Group has set its 2019 goals per Corporate Responsibility pillar, which were achieved as per below:

### Achievement of 2019 goals

Pillar	Goals per Clinic / Company	Result	Reference / Section
Corporate Governance and economic development	All the hospitals: • Maintain operating profitability • Develop a Corporate Responsibility policy	Achieved Policy development has been shifted to a two-year period 2020-21	Relevant information included in the section: "Business Model and Corporate Governance"
	HYGEIA: Develop a policy for the respect of human rights in the workplace	Shifted to two-year period 2020-21	
	MITERA: Complete the Code of Ethics and Conduct	Achieved	
	LETO: Provided training to the relevant personnel and the CSR team on transparency issues and on combating corruption	Achieved	
Quality services	HYGEIA: Preserve the overall patient satisfaction rate to over 90%	Achieved	Relevant information included in the section: "High Quality Services"
	METROPOLITAN HOSPITAL: Preserve the overall patient satisfaction rate over 90%	Achieved	
	MITERA: • Preserve the patient satisfaction rate between 90% -95%. • Upgrade the reception facilities of the outpatient medical centres in the paediatric clinic	Achieved	
	LETO: Preserve the patient satisfaction rate between 90% -95%	Achieved	
Human Resources	HYGEIA: Achieve 100% of the JCI accreditation requirements in Personnel Training & Development (SQE - staff qualifications and education)	Achieved	Relevant information included in the sections: "Employee Health and Safety" & "Caring for the Employees"
	METROPOLITAN HOSPITAL: Establish a Nursing department training office	Achieved	
	MITERA: • Increase the training hours by 2-5% • To provide a specialised psychological support seminar for the administrative, nursing and medical staff of the Paediatric Oncology Clinic of MITERA	The 1 <sup>st</sup> goal has been partially achieved in the sections: Infectious Diseases as well as Postgraduate Issues. The 2 <sup>nd</sup> goal has been fully achieved	
	LETO: Provide training to the relevant personnel involved and the CSR team on transparency issues and on combating corruption	Achieved	
	Y-LOGIMED: Provide information & training to the personnel (> 80% of employees) on recycling issues. Provide training in safe and cost-effective driving for all (100%) of the drivers of the company's commercial vehicles	Due to a change in priorities, implementation has shifted to a two-year period 2020-21	

Pillar	Goals per Clinic / Company	Result	Reference / Section
Society	All the hospitals: organisation of the “Travelling for Health” campaign	Achieved	Relevant information included in the section: “Social Responsibility”
Environment	HYGEIA: Reduce energy consumption by 2%	Achieved	Relevant information included in the section: “Caring for the Environment”
	METROPOLITAN HOSPITAL: Upgrade the facades of building C for energy savings	Achieved	
	LETO: • Increase the recycling rate by 2% • Recycle organic waste (compost development programme)	Postponed for the following year	

### The goals of the Hellenic Healthcare Group for the two-year period 2020-2021 include:

Pillar	Goals
Corporate Governance and economic development	For all of the clinics and Companies in the Group: <ul style="list-style-type: none"> <li>• Maintaining operating profitability</li> <li>• Broadening and developing digital medical services at Group level</li> <li>• Integration and development of Committees at Group level</li> <li>• Integrate and align information systems at Group level</li> </ul>
Quality services	For all the clinics of the Group: <ul style="list-style-type: none"> <li>• Preserve the overall patient satisfaction rate to over 90%</li> </ul>
Human Resources	HYGEIA: Maintain the total staff turnover rate at 6%
	METROPOLITAN HOSPITAL: Implementation of drills for fire or earthquake incidents
	MITERA: Maintain the overall staff turnover rate at the previous year levels (2019)
	METROPOLITAN GENERAL: Enhance training for employees and new recruits on Health & Safety
	Y-LOGIMED: Provide information & training for the personnel (> 80% of employees) on Health & Safety
Society	For all the clinics of the Group: <ul style="list-style-type: none"> <li>• Maintain the existing pillars of social activity and support the NGOs</li> <li>• Organise the “Travelling for Health” campaign</li> <li>• Organise the “Travelling for PREVENTION” campaign</li> </ul>
Environment	HYGEIA: • Reduce electricity consumption by 1% • Reduce drinking water consumption by 1%
	METROPOLITAN HOSPITAL: Establish a Corporate Responsibility committee and implement a respective cycle of annual goals and actions
	MITERA: Reduce electricity consumption by 1%
	METROPOLITAN GENERAL: Establish a Corporate Responsibility committee and implement a respective cycle of annual goals and actions
	LETO: • Increase the recycling rate by 2% • Recycle organic waste (compost development programme)



# Superior Quality Services

Relevant UN Sustainable Development Goals



Hellenic Healthcare Group’s main priority is to provide high quality services that safeguard the health of patients and any other recipients of its services.

The integrated framework of quality-related activities of the Group includes the following:



**1** Cutting-edge technologies

The Hellenic Healthcare Group invests in new technologies of high-quality medical equipment. It also invests in IT and communication technologies, continuously upgrading its IT systems and infrastructure to further improve its services.



**2** Quality management systems

Continuous improvement underlies all of the Group’s service offering to patients and associates. The Hellenic Health Group has established a Quality Policy through which it commits and adheres to strict safety and clinical efficiency standards across all its clinics; at the same time, it constantly sets goals that aim for an upgraded and improved service provision.



**3** Patient satisfaction

Patient satisfaction survey measurements are a key indicator in monitoring the service quality; they are also a strong incentive for all the clinics that drive continuous improvement. The evaluations of the patients reflect their expectations from the Group’s healthcare service and illustrate the degree to which these have been achieved by the Group’s clinics.



## 1 Cutting-edge technologies

In 2019 HYGEIA became the first clinic with over 1,000 robotically assisted urological procedures.

HYGEIA invests in Robotic Surgery and uses the state-of-the-art robotic system equipment Da Vinci Xi through which it can implement innovative therapies for diseases of the urogenital system and more.

## Cutting-edge technologies

The investments in superior quality technologies of medical equipment constitute a strategic priority for the Hellenic Healthcare Group. All the clinics of the Group offer high quality healthcare services; some characteristic examples are:

**The hybrid operating room** of HYGEIA, which is the first in Greece that provides the most modern imaging and mechanical equipment, allowing the surgeon to perform complex surgeries with safety, speed and under reliable conditions.

**The Da Vinci robotic system**, which represents the most advanced technology in the field of robotic medical technology; it uses high-resolution 3D imaging, enabling the surgeon to perform operations with extreme accuracy, efficiency and flexibility.

**The HYGEIA Gamma Knife Brain Radiosurgery department**, which constitutes a reference centre for the manufacturing company. Expert Neurosurgeons, Radiotherapists - Oncologists and Medical Physicists join forces to create a treatment programme tailored to the specific needs of the individual patient.

**The HYGEIA PET/CT department** was the first to operate in Greece. The PET/CT scan is scheduled and performed by a team of specialised scientists, who have been trained and qualified at respective major international centres. It contributes to accurate diagnosis, staging and restaging of cancer patients. The METROPOLITAN HOSPITAL also provides a state-of-the-art PET / CT scanner, which has modified the treatment strategy to around 25 - 30% of oncology patients.

**The Radiation Oncology Centres** of HYGEIA and METROPOLITAN HOSPITAL are the most modern and best equipped centres in Greece.



Detailed information on the equipment and new technologies implemented at the clinics of the Hellenic Healthcare Group can be found in the following sections of this Report:

HYGEIA, page 15

METROPOLITAN HOSPITAL page 43

MITERA page 69

METROPOLITAN GENERAL page 75

LETO page 111



## Quality management systems **2**

The **Radiotherapy Oncology Centre** of the METROPOLITAN HOSPITAL performs exclusively in Greece, 3D Gynaecological Tumour Brachytherapy under MRI imaging guidance.

The **HYGEIA Transdermal Valve Department** is the first in Greece where transdermal aortic valve replacement surgeries, mitral valve insufficiency correction and paravalvular leak closure procedures are performed.

The **Central Labs** of HYGEIA are a benchmark of automation, speed, efficiency and reliability. New technology analysts can identify viruses, bacteria and fungi, at timely intervals that are invaluable for the final diagnosis and treatment of the patient.

The **ExcelsiusGPS robotic system** is the first and only such system installed in Greece for minimally invasive spine surgery. The METROPOLITAN HOSPITAL is considered the No. 1 robotic centre in Greece and one of the best in Europe with the Mako, DaVinci Xi, DaVinci Si and ExcelsiusGPS robotic systems.

The METROPOLITAN HOSPITAL is also the only clinic in Greece that has established and operates:

- The **Visualaze system** for treatments of the brain.
- The revolutionary **O-Arm II platform** for craniocerebral, pelvic and limb musculoskeletal tumours, and spinal problems.
- The **RAPID** diagnostic system, which extends the time window of mechanical thrombectomy from 8 to 24 hours, so that patients outside Attica can also benefit from reperfusion interventions.

The METROPOLITAN General has acquired the state-of-the-art Philips Azurion 7 Biplane digital Angiography-Neuroradiology system which uses innovative technology for minimised radiation and top image quality. This angiographic system sets new horizons in invasive radiology and neuroradiology since it offers an opportunity for innovative invasive procedures and treatments with the greatest possible safety for the patient.



In 2019 the METROPOLITAN HOSPITAL became the first clinic with over 1,000 Mako invasive procedures.

It is also the only clinic that has been nominated “Centre of Excellence”.

Very few centres in the world hold this title, for having the most advanced system of Robotic Assisted Surgery, the Mako system, which is used for partial or total knee and hip arthroplasty.

## Quality management systems

To ensure a superior quality of healthcare services, all the clinics of the Group have developed and implemented certified Quality Management Systems in accordance with the ISO 9001 standard. The implementation of the management systems is based upon the needs and requirements of the patients, their relatives, the attending doctors and employees, as well as the current legislative and regulatory requirements in force.

To this end and in the context of the Quality Policy, the management of each clinic has identified all operational tasks and processes that enable the implementation of the Quality Management System and all relevant data collection.





Accredited by  
Joint Commission  
International

### **HYGEIA: Gold seal of superior service offering**

HYGEIA is the first clinic in Greece to be accredited in accordance with the international quality standards of the Joint Commission International (JCI), the world's leading accreditation for the quality and safety of healthcare services.

JCI is an international accreditation standard of healthcare services which uses multifaceted and strict quality standards. Preparing for accreditation is very demanding as a process and requires commitment and dedication by all the employees of the organisation, as they prepare and implement procedures that fulfil the strict requirements of the standard.

In 2019 HYGEIA was successfully re-accredited for the third consecutive time by the Joint Commission International (JCI) and has retained the Gold Seal of Approval® for another three years. It remains the first clinic in Greece that 10 years now, has received this distinction from the most reputable and internationally recognised Standard of Accreditation of Healthcare Organisations.



### **TEMOS Medical Tourism Certification for METROPOLITAN HOSPITAL and METROPOLITAN GENERAL**

The METROPOLITAN HOSPITAL and METROPOLITAN GENERAL clinics have been accredited by Temos International for their superior level of services and their state-of-the-art infrastructure, following the inspections carried out by the Agency's international inspectors. This accreditation comes in respect to patient care procedures, based on the adherence to best practice and the compliance with the requirements set by international insurance companies, European insurance funds and other stakeholders active in the wider market of medical tourism and cross-border care services.

Additionally, the METROPOLITAN HOSPITAL is the first clinic in Greece and the fourth in the world that has been accredited by the International TEMOS organisation for Excellence in Medical Tourism; the clinic provides an integrated care cycle, especially for international patients, from the first moment they contact the clinic until their return to their country of origin.

## Administrative structures and quality committees

All of the clinics in the Hellenic Healthcare Group have a specialised administrative structure (Quality) with the following responsibilities:

- To support and facilitate the daily implementation of the quality and patient safety programme.
- To monitor compliance with the standards, the regulations and the legislation in force.
- To guide the department supervisors towards identifying appropriate data sources.
- To collect data, plan and implement quality improvement actions and analyse data for the evaluation of these actions.
- To promote patient safety by adopting relevant programmes and initiatives.
- To plan and recommend quality improvement actions and to support and coordinate those approved by the Management.
- To set in motion and coordinate the modification of processes and procedures whenever required.
- To educate and train the personnel on quality improvement issues, and
- To prepare reports to the Management on the progress of the Quality and Patient Safety Programme.

Additionally, the Group has formed Quality Committees whose main purpose is to study, analyse and provide opinions on how to maintain a superior level of healthcare services. The Quality Committees convene regularly for the continuous improvement of the clinics and their administration; the frequency of the meetings depends on the gravity and volume of the issues they handle.

Following the international accreditations by TEMOS International, METROPOLITAN GENERAL was acknowledged by the Diplomatic Council (DC) and included in the “Best Hospitals Worldwide” for providing a superior level of healthcare services, a state-of-the-art infrastructure, innovative medical equipment and for employing top medical, scientific, nursing and administrative personnel.

Quality management systems



HYGEIA implements a unified and integrated Patient Quality Improvement & Safety Programme that covers three of the certified management systems: Quality Management System, Environmental Management System and Occupational Health & Safety Management System.

Because of this accomplishment it was successfully registered at the British Standards Institution (BSI), as it met the requirements of PAS 99, the first ever technical standard requirements for Integrated Management Systems, worldwide.



## QUALITY COMMITTEES AT THE HELLENIC HEALTHCARE GROUP

COMMITTEE NAME	SCOPE - RESPONSIBILITIES	APPLIED AT THE CLINICS
 <b>CONTROL OF INFECTIOUS DISEASES</b>	Development, supervision and continuous improvement of the Prevention and Infection Control Programme. Recommendation (based on documented national and international guidelines) of measures for the prevention and control of hospital infections which are related to the healthcare provided and overseeing their implementation.	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> <li>▶ METROPOLITAN HOSPITAL</li> <li>▶ MITERA</li> <li>▶ METROPOLITAN GENERAL</li> <li>▶ LETO</li> </ul>
 <b>MEDICINES AND THERAPEUTIC TREATMENT</b>	Supervision of the use of pharmaceutical and other therapeutic products and monitoring of the implementation of the Drug Management Programme.	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> <li>▶ METROPOLITAN HOSPITAL</li> <li>▶ MITERA</li> <li>▶ METROPOLITAN GENERAL</li> <li>▶ LETO</li> </ul>
 <b>SURGERY</b>	Proposals and application of rules and policies for an effective surgical and anaesthesia care.	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> <li>▶ METROPOLITAN HOSPITAL</li> <li>▶ MITERA</li> <li>▶ METROPOLITAN GENERAL</li> </ul>
 <b>PATIENT CARE AND INFORMATION</b>	Coordination and standardisation of the provision of clinical services to patients, supervision of the provision of healthcare services and management of the information contained in the Patient File.	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> </ul>
 <b>CLINICAL LABS</b>	Development and monitoring of an integrated implementation process for the provision of Lab services. Compliance monitoring according to the certified standards by JCI and ISO 15189.	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> </ul>
 <b>DIAGNOSTIC IMAGING</b>	Development and monitoring of the quality control management system of imaging examinations. Compliance monitoring according to the certified standards by JCI and ISO.	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> </ul>
 <b>ONCOLOGY COMMITTEE – ONCOLOGY COUNCILS</b>	Planning, coordination and supervision of all oncology activities, in collaboration with the Oncology Committee of the Educational and Consulting Support Centre (KEΣY).	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> <li>▶ METROPOLITAN HOSPITAL</li> <li>▶ MITERA</li> <li>▶ METROPOLITAN GENERAL</li> <li>▶ LETO</li> </ul>
 <b>TRANSFUSION MEDICINE</b>	Monitoring of the rational use of blood and its products and reduction of adverse events during transfusion therapy.	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> <li>▶ METROPOLITAN HOSPITAL</li> <li>▶ MITERA</li> <li>▶ METROPOLITAN GENERAL</li> </ul>
 <b>ETHICS &amp; CONDUCT</b>	Opinion on issues arising from and relating to Medical Ethics and Conduct.  Also, assessment and recommendation on any issue related to the effective provision of healthcare and planning of meetings that aim to ensure the continuous scientific upgrade and the alignment of each clinic's operation, in accordance with the rules of bioethics and medical ethics.	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> <li>▶ METROPOLITAN HOSPITAL</li> <li>▶ MITERA</li> <li>▶ METROPOLITAN GENERAL</li> </ul>

COMMITTEE NAME	SCOPE - RESPONSIBILITIES	APPLIED AT THE CLINICS
 <p><b>PATHOLOGICAL &amp; SURGICAL MORTALITY AND DISEASE</b></p>	<p>Analysis of the medical case management and discussion of specific events that led to an adverse outcome for patients; propose measures for the improved medical care of patients aimed at enhancing their safety.</p>	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> </ul>
 <p><b>MANAGEMENT &amp; SECURITY OF THE FACILITIES</b></p>	<p>Design, implementation and monitoring of programmes related to the security of the facilities, supervision of certified Management Systems, design and implementation of training programmes for personnel. Dual role as an Employee Health &amp; Safety Committee.</p>	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> <li>▶ METROPOLITAN HOSPITAL</li> <li>▶ MITERA</li> <li>▶ METROPOLITAN GENERAL</li> </ul>
 <p><b>WASTE MANAGEMENT</b></p>	<p>Approval and supervision of the implementation of the Internal Waste Management Regulation and of the relevant personnel training.</p>	<ul style="list-style-type: none"> <li>▶ HYGEIA</li> <li>▶ LETO</li> </ul>
 <p><b>QUALITY ASSURANCE</b></p>	<p>Checking the mode of operation of all the clinics, the quality of service to the patients and of the implementation of the Quality System.</p>	<ul style="list-style-type: none"> <li>▶ METROPOLITAN HOSPITAL</li> <li>▶ METROPOLITAN GENERAL</li> </ul>
 <p><b>RISK MANAGEMENT</b></p>	<p>Preparation of annual risk assessment reviews for the entire organisation along with their respective communication to the senior management.</p>	<ul style="list-style-type: none"> <li>▶ METROPOLITAN HOSPITAL</li> <li>▶ METROPOLITAN GENERAL</li> </ul>
 <p><b>CORPORATE RESPONSIBILITY</b></p>	<p>Management of all sustainability and corporate social responsibility actions taken by each entity, through its operation.</p>	<ul style="list-style-type: none"> <li>▶ METROPOLITAN HOSPITAL</li> <li>▶ METROPOLITAN GENERAL</li> </ul>
 <p><b>INFORMATION MANAGEMENT</b></p>	<p>Provision of support to the DPO of the Group for the sound implementation of all relevant legislation (GDPR).</p>	<ul style="list-style-type: none"> <li>▶ METROPOLITAN GENERAL</li> </ul>
 <p><b>CLINICAL PERFORMANCE AND BEST PRACTICE</b></p>	<p>Taking up issues or problems arising in private insurance company cases, collaborating with doctors and the nursing personnel on medical file issues and representing the clinic at the Arbitration Committees together with the treating doctors.</p>	<ul style="list-style-type: none"> <li>▶ METROPOLITAN GENERAL</li> </ul>

### HELLENIC HEALTHCARE GROUP ACCREDITATIONS

CLINIC / COMPANY	STANDARD	SCOPE
HYGEIA	JOINT COMMISSION INTERNATIONAL (Accreditation Standards for Hospitals)	Patient Care & Organisation Management (All the services of the Clinic – Clinical & Administrative)
HYGEIA	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Healthcare Services (All the services of the Clinic – Clinical & Administrative)
HYGEIA	ISO 14001:2015 (Environmental Management System)	Provision of Primary & Secondary Healthcare Services (All the services of the Clinic – Clinical & Administrative)
HYGEIA	OHSAS 18001:2007 (Occupational Health & Safety Management System)	Provision of Primary & Secondary Healthcare Services (All the services of the Clinic – 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 the services of the Clinic – Clinical & Administrative)
HYGEIA	ISO 15189:2012 (Medical Labs – Special Quality & Competence Requirements)	Clinical Labs: Biochemical, Haematology, Immunology - Hormonology, Pathology anatomy, Cytology
HYGEIA	ISO 22000:2005 (Food Safety Management System)	Planning, Organisation & Provision of Catering Services to Patients & Staff (Procurement, Collection, Storage, Production, Preparation & Distribution) (Olympic Catering)
METROPOLITAN HOSPITAL	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Healthcare Services (all the services of the Clinic – Clinical & Administrative)
METROPOLITAN HOSPITAL	TEMOS Excellence in International Patient Care	Provision of integrated healthcare services with emphasis on medical tourism
METROPOLITAN HOSPITAL	TEMOS Quality in International Patient Care	Provision of integrated healthcare services with emphasis on medical tourism
METROPOLITAN HOSPITAL	ISO 15189:2012 (Medical Labs – Special Quality & Competence Requirements)	Clinical Labs: Biochemical, Haematology, Immunology
METROPOLITAN HOSPITAL	ISO 22000:2005 (Food Safety Management System)	Design, Organisation & Implementation of Integrated Catering Services to Patients & Staff (Procurement, Delivery, Storage, Processing and Final Distribution)
MITERA	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Healthcare Services (all the services of the Clinic – Clinical & Administrative)
MITERA	ISO 15224:2012 (Quality Management System)	Provision of Assisted Reproduction Services and Gamete and Embryo Cryopreservation Bank
MITERA	22000:2005 (Food Safety Management System)	Design, Organisation & Implementation of Integrated Catering Services to Patients & Personnel (Procurement, Delivery, Storage, Processing and Final Distribution) (Newrest Hellas)
MITERA	Breast Centres Network	Recognised as full member of the international Breast Centres Network 'Breast Centres Network'
METROPOLITAN GENERAL	ISO 9001:2015 (Quality Management System)	Provision of Primary & Secondary Healthcare Services
METROPOLITAN GENERAL	TEMOS Quality in International Patient Care	Provision of Primary & Secondary Healthcare Services-International Patients
METROPOLITAN GENERAL	ISO 15189:2012	Pathology-anatomy
METROPOLITAN GENERAL	ISO 22000:2005 (Food Safety Management System)	Design, Organisation & Implementation of Integrated Catering Services to Patients & Personnel (Procurement, Delivery, Storage, Processing and Final Distribution)

CLINIC / COMPANY	STANDARD	SCOPE
LETO	ISO 9001:2015	Central Labs: Receipt & Management of Biological Fluid Samples, Performance of Lab Tests and Release of Results
LETO	ISO 22000:2005	Design, Organisation & Implementation of Integrated Catering Services to Patients & Personnel (Procurement, Delivery, Storage, Processing and Final Distribution)
LETO	ISO 9001:2015	Provision of Primary & Secondary Healthcare Services (all the services of the Clinic – Clinical & Administrative)
Y-LOGIMED	ISO 22301:2012 (Business Continuity Management)	Import, Trading & Distribution of Medical Products
Y-LOGIMED	EN ISO 9001:2015 (Quality Management System)	Trading & Distribution of Medical Products
Y-LOGIMED	EN ISO 13485:2016 (Quality Management System for Medical Equipment & Products)	Trading & Distribution of Medical Products
Y-LOGIMED	Ministerial Decision 1348/2004	Trading and distribution of medical products (IN VITRO diagnostic products – medical products for therapeutic, surgical and diagnostic use)
GMP	EN ISO 9001:2015 (Quality Management System)	Distribution of Surgical Instruments
GMP	Ministerial Decision 1348/2004	Distribution of Medical Products

## Patients: in control of their health

In line with the need to address the growing demands of its patients and keep pace with the progress of technology in the healthcare sector, HYGEIA has created the online Personal Health Record “myυγεία” (my health) for patients. The medical record of the patient is available on a “private cloud”, accessible only by the patient, who is not necessarily forced to a physical presence anymore.

“My υγεία” consists of a structured database where all medical information is digitally collected and stored and through which the patients can directly access information about their health, treating their sensitive personal

data within a safe and secure environment.

Patients also get the opportunity to compare older test results or data with newer ones, in order to facilitate the management of their health treatment. They can also transfer and file their test results safely while eliminating the risk of them being misplaced or damaged.

The system is designed and operates according to international standards. It is constantly updated and always aligned with the entire range of Greek and international medical coding practices and meets the maximum-security requirements for data storage and safety.



For a detailed overview of the Personal Health Record please refer to page 33.

## Satisfaction of patients and their relatives

The Hellenic Healthcare Group considers the increased level of satisfaction of the patients and their relatives an important priority which acts as a driving force for the continuous improvement of its healthcare services. In this respect, the Group conducts patient satisfaction surveys on a regular basis, through the Suggestion & Feedback Forms, available in special boxes throughout the clinics and accessible to all patients, relatives and visitors.

The response to the needs, complaints and comments of the patients, forms part of the daily operation of the clinics of the Group. Any comments may be sent either via email and / or by filling in the Suggestion & Feedback Forms

made available across the premises of each clinic. Along the same lines, there is also a Complaints Management Policy in place; according to the Policy, the personnel can inform -if asked- the patients and / or their relatives, on their right to express their views and suggestions, which shall be managed with an utmost sense of confidentiality and responsibility.

Supervisors and division managers are responsible for immediately handling the complaints, while all the written remarks are received by the Quality Department and forwarded to the Management of each clinic, as well as to the relevant officers for investigation and corrective action.

### **HYGEIA indicators:**

- Patient care
- Patient assessment and laboratory / imaging services
- Programme for the management and use of medication
- Prevention and infection control programme
- Completeness of patient files
- Patient and family satisfaction rates
- Supplies of equipment, materials and services

### **MITERA indicators:**

- Incident reports
- Infectious diseases
- Obstetrics and breastfeeding
- Completeness of patient files
- Invasive procedures
- Outpatient service time

The rate of inpatient falls per 1,000 patient days (as published by the American Agency for Research and Quality in Health (AHRQ) (<http://www.ahrq.gov>) is one of the leading quality measurement indicators internationally.

Patient falls are the most common category of adverse events / accidents that can lead to injury, complications and / or prolongation of hospitalisation.



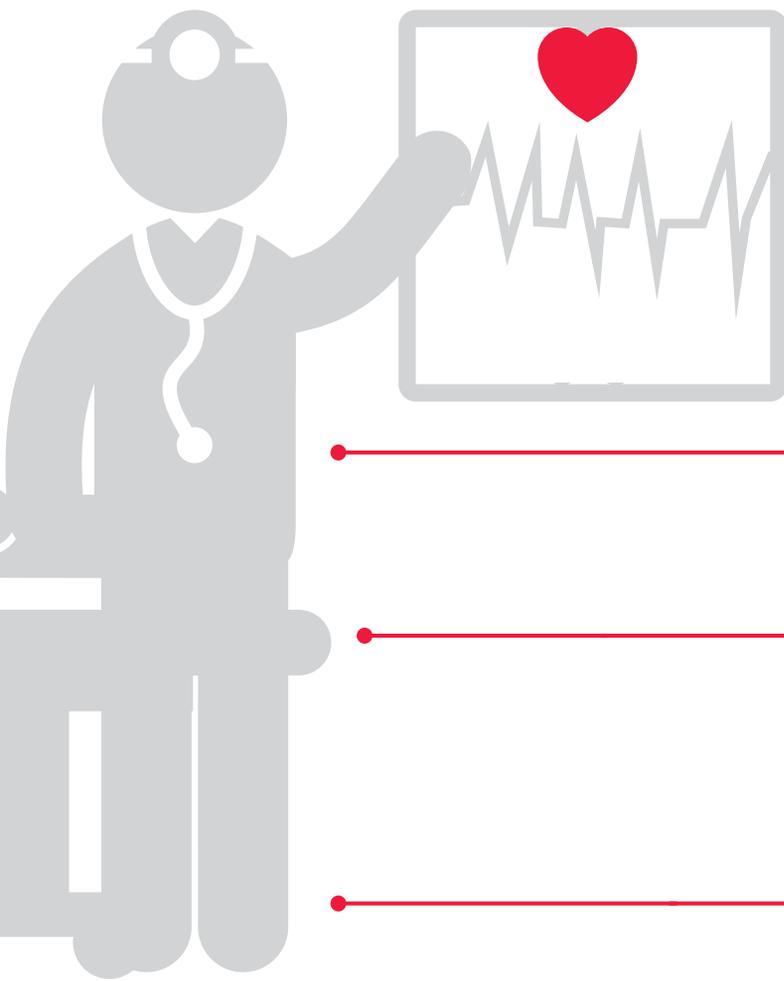
## Indicators for the quality of services

As part of the holistic monitoring of the quality of the Group's healthcare services and of patient satisfaction, all clinics systematically record and analyse a range of relevant indicators; this helps the managers in charge to oversee the effectiveness of the operations which are selected for monitoring. The indicators cover the entire spectrum of the Hellenic Healthcare Group's operations (clinical & administrative indicators), including the supporting operations.

These indicators aim at, among other things, supporting the clinical care of patients and the administrative functions of each clinic, evaluating the practices followed by the personnel and at implementing the Quality and Patient Safety programme.

The indicators that were evaluated in 2019 cover the full range of clinical and administrative services of the Hellenic Healthcare Group and are the following per clinic:

We focus on our patients and their families; we respond to their needs, desires and expectations by providing high quality care and the necessary resources, well-trained personnel and cutting-edge technology.



### METROPOLITAN HOSPITAL indicators:

- Patient satisfaction and patient complaints
- Patient falls
- Bedridden patients
- Completeness of patient files
- Clinical effectiveness
- Infection prevention and control programme
- Performance indicators per department

### LETO indicators:

- Prevention of infectious diseases control programme and correct use of antibiotics
- Births and breastfeeding
- Re-admission into the Neonatal Intensive Care Unit (NICU)

### METROPOLITAN GENERAL indicators:

- Patient satisfaction
- Safety indicators
- Use exhaustion of medicines
- Outcome indicators
- Infectious diseases
- Completeness of patient files

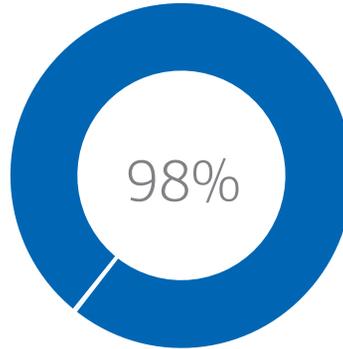


In 2019 HYGEIA began implementing a new survey on the experience of patients, using a structured questionnaire based on the HCAHPS satisfaction survey that is applied at almost all the US-based hospitals; this provided an opportunity for an external comparison with hospitals abroad (external benchmarking).

Moreover, since 2010, the Clinic conducts a targeted patient satisfaction survey on catering services, which since 2017, has also included a questionnaire on sanitation.

In 2019, the patient satisfaction rate exceeded 90%, reaching the target set by the Management.

Satisfaction indicators



Would recommend our Clinic to relatives and friends

93% rated the care at our Clinic as “Excellent” and / or “Very Good”

0.1% the percentage of complaints out of the total number of internal & external patients \*

1.0 Inpatient falls / 1,000 Patient Days \*



Average satisfaction rate for medical care

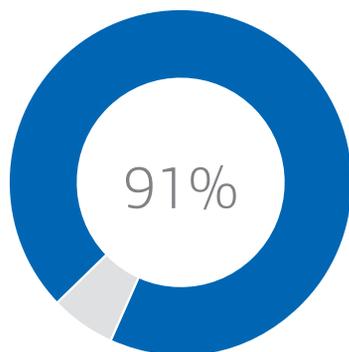
96% rated the care at our Clinic as “Excellent” and / or “Very Good”

9.4 average satisfaction rate for nursing care - with 10 being excellent

0.08 the percentage of complaints out of the total number of internal & external patients \*

1.6 Inpatient Falls / 1,000 Patient Days \*\*

0.05 Inpatient Injuries Due to Fall / 1,000 Patient Days

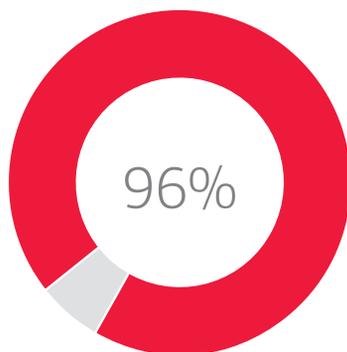


Rated the care at our Clinic as “Excellent” and / or “Very Good”

0.4 Inpatient Falls / 1,000 Patient Days \*\*

83% would recommend our Clinic to relatives and friends

0.2% the complaints out of the total number of internal & external patients \*

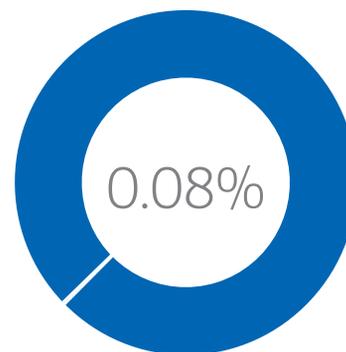


Would recommend our Clinic to relatives and friends

96% rated the care at our Clinic as “Excellent” and / or “Very Good”

0.08 the percentage of complaints out of the total number of internal & external patients \*

1.9 Inpatient Falls / 1,000 Patient Days \*\*



The percentage of complaints out of the total number of internal & external patients \*

97% rated the care at our Clinic as “Excellent” and / or “Very Good”

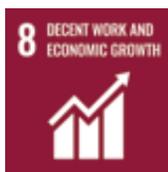
97% would recommend our Clinic to relatives and friends

\* Number of complaints received (relates to the counting of forms containing a complaint) / Number of internal and external patients.  
 \*\* Patients calculated do not include neonatal admissions in the wards and NICUs.



# Employee Health & Safety

Relevant UN Sustainable Development Goals



## Our commitment

The health and safety of the Group personnel is of vital importance, not only for the employees themselves but also for the patients, as it is directly linked to the quality of their healthcare.

We are committed to providing the highest standards of health and safety in compliance with the safety rules and regulations, by implementing health & safety management systems that promote a culture of safety across the whole Group.





## 1 The Group's culture of safety

### Components of a Culture of Safety\*

- ✓ An explicit commitment to safety by senior management
- ✓ Provision of necessary resources and incentives
- ✓ Frequent and honest communication among employees
- ✓ Error reporting transparency and respective dissemination of this information to all interested parties.
- ✓ Improvement of system efficiency and response to safety issues.



\* Source: Singer SJ, Gaba DM, Geppert JJ, et al. The culture of safety: results of an organisation-wide survey in 15 California hospitals. *Qual Saf Health Care* 2003 Apr; 12(2):112-8.

## Safety practices

At the Hellenic Healthcare Group, proper training in occupational health & safety is of vital importance as a means to prevent occupational accidents and other diseases. Apart from the ongoing training on occupational safety practices, the Group encourages employees to adopt occupational safety driven behaviours. In the context of the Hellenic Healthcare Group's commitment to safeguard the health & safety of all the patients, their relatives, the employees and doctors, the Group fosters a culture of safety and encourages communication transparency in reporting risks and hazards that could lead to an incident.

All the employees are making an effort to minimise the risk of hazardous actions at work.

At the Hellenic Healthcare Group safeguarding occupational health & safety for all our people, is of vital importance.



The Group's culture of safety **1** 

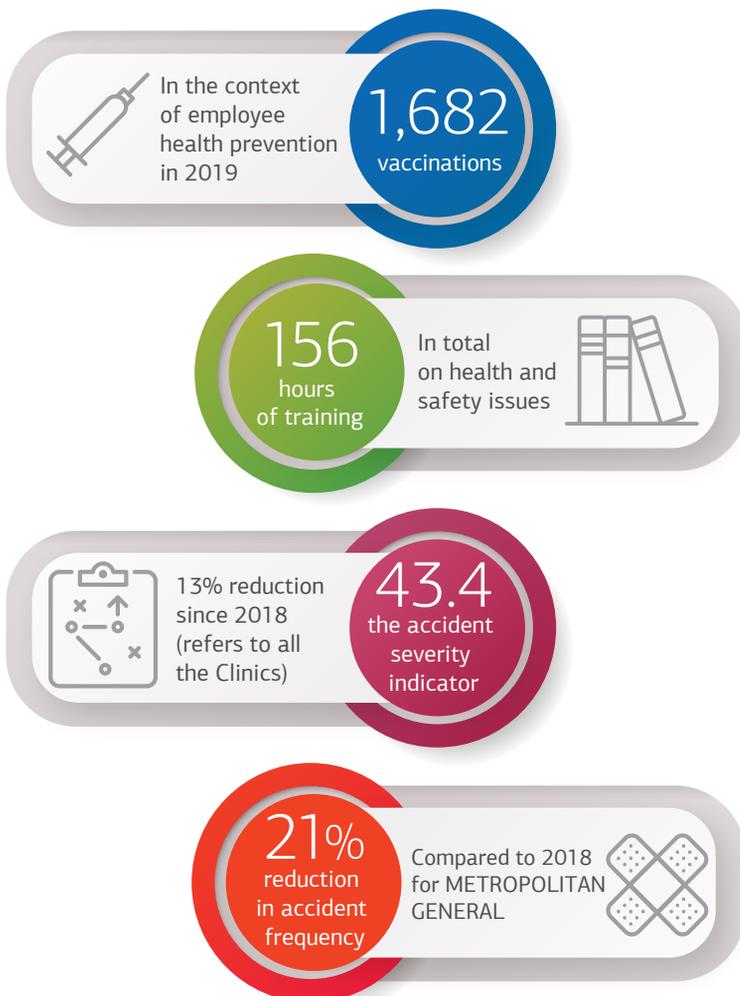
In order to maintain a high level of safety, the following systems have been put in place:

**Reporting of errors, adverse events and near misses to HYGEIA and MITERA**

All of the personnel are encouraged to report and record errors, adverse events and near misses. It is worth noting that the recorded reports are managed confidentially and are used by Management only to evaluate the incidents and take preventive action or make improvements and not to blame the employees involved.

**Patient safety survey**

An anonymous Employee and Patient Safety Survey is performed internally, which helps Management to identify concerns and issues related to or affecting the safety of patients and employees and to plan respective actions and address solutions accordingly. The survey relies upon an acknowledged set of tools designed by the US Institute for Healthcare Improvement (IHI).



**HYGEIA's hospital environment safety inspections**

Within the framework of HYGEIA's Quality Management Systems, inspections are carried out in order to ensure the safety of the hospital environment. The team of internal inspectors, consisting of different specialists, pays scheduled visits to the departments of the clinic; the team conducts checks related to the management and safety of the facilities, the management of medicines, the control and prevention of infectious diseases and the management of personal data.

These inspections have an educational character, they help identify existing or potential risks to employee, visitor and patient safety and they enable a systematic assessment of the clinic's compliance with the policies of the Group and the requirements of the JCI standards and ISO systems.



## Health & Safety Actions and Programmes

During 2019, the nursing personnel and some other specialist personnel received special training for the treatment of occupational violence (such as manifestation of anger and frustration, etc.), as well as for the management of potential rare incidents of armed aggression within the premises of the clinics. Relevant information material was distributed to the employees with useful tips, so as to support their readiness to deal with such incidents.

### Actions

All the clinics of the Hellenic Healthcare Group implement a specific set of measures and actions with regards to health and safety.

#### Management of hazardous substances

It involves actions related to the safe management of hazardous substances within the premises of all the clinics, which aim at safeguarding employee health and safety.

#### Medical check-ups upon recruitment in all the clinics of the Hellenic Healthcare Group

All employees undergo medical check-ups and vaccination upon recruitment, to protect them, as well as the associates and hospitalised patients of the clinics, from infectious agents.

#### Staff dosimetry and annual medical checks in all the clinics of the Hellenic Healthcare Group

The department of physical medicine performs a monthly dose monitoring on the personnel working in ionizing radiation departments. Moreover, the specific employees undergo diagnostic tests and are monitored by the Work Doctor on a yearly basis.

#### Induction of new recruits on occupational health and safety in all the clinics of the Hellenic Healthcare Group

New employees get a detailed briefing about the clinic whereby extensive reference is made to occupational health & safety issues.

In the context of fostering health & safety, the clinics implement an “Emergency Operations Plan”, which describes the procedures carried out in the event of external or internal disasters.



Fire Safety Plan



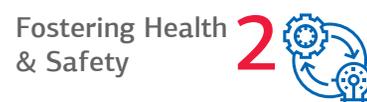
Hazardous Materials and Waste Management Plan



Safety and Security Plan\*

\*Only relates to HYGIEIA

The Group provides specialised training to employees in order to fully meet the requirements that are set by each clinic separately.



### Programmes

In full compliance with both the strategy of the Group and international practices, various programmes are implemented per clinic / company:



	<h4>Safety Walk Programmes</h4>	<p>These are conducted on a monthly basis by management executives and their goal is to enable employees to freely express their thoughts about their concerns and with issues related to safe work conditions or their work environment.</p>
	<h4>Radiation Protection Programme</h4>	<p>Personnel are trained and use ionizing and non-ionizing radiation systems, so that the doses do not exceed the permitted limits, that are set by the Hellenic Atomic Energy Committee.</p>
	<h4>Annual Vaccination Programme</h4>	<p>Free vaccination of the personnel is carried out on an annual basis in order to prevent the most common seasonal virus infections.</p>
	<h4>Labs Safety Programme</h4>	<p>The clinics ensure the health and safety of the employees working in the clinical labs; they also provide the necessary working environment with respect to the infrastructure and the environmental conditions, to secure a proper and safe execution of the tests.</p>
	<h4>Preparation of Occupational Risk Assessment Study (ORAS)</h4>	<p>A study has been prepared wherein the harmful factors and the risks the employees run in their job role have been identified, recorded and evaluated; on this basis, the clinics take the appropriate precautionary measures, which are evaluated annually. The ORAS of MITERA was revised in 2019.</p>
	<h4>Accident Response Plan</h4>	<p>It relates to actions taken for the prevention and protection of workers from accidents and injuries, as well as a series of actions for the timely response to each incident.</p>



### 3 Protection from Infectious diseases



- ✓ The Infection Prevention Programme, involves the planning of regular updates and the implementation of training programmes specifically tailored to each employee group category.



- ✓ The Infection Control Committee carries out an annual risk assessment on the basis of which it then plans and implements the Infection Prevention and Control Programme for all departments and employees..



- ✓ In 2019, 4,610 hours of training and educational activities for the protection against infectious diseases were carried out; 902 employees participated in scheduled training; 241 in-hospital and 32 out-of-hospital training sessions also took place.

## Infection Prevention and Control Programme

The clinics of the Group ensure that patients and employees are protected against hospital and other types of infections, by following strict procedures and carrying out regular training. To this end, all the departments of the clinics adopt the Infection Prevention and Control Programme.

More specifically, a Committee for Hospital Infections (CHI) has been formed for the prevention and control of hospital infections. The Committee's responsibilities include the monitoring and recording of infections, tackling antimicrobial resistance, evaluating and supervising precautionary measures, the effective use of antibiotics and any other action/intervention that promotes patient and employee safety and limits the risk of the spread of such infections.

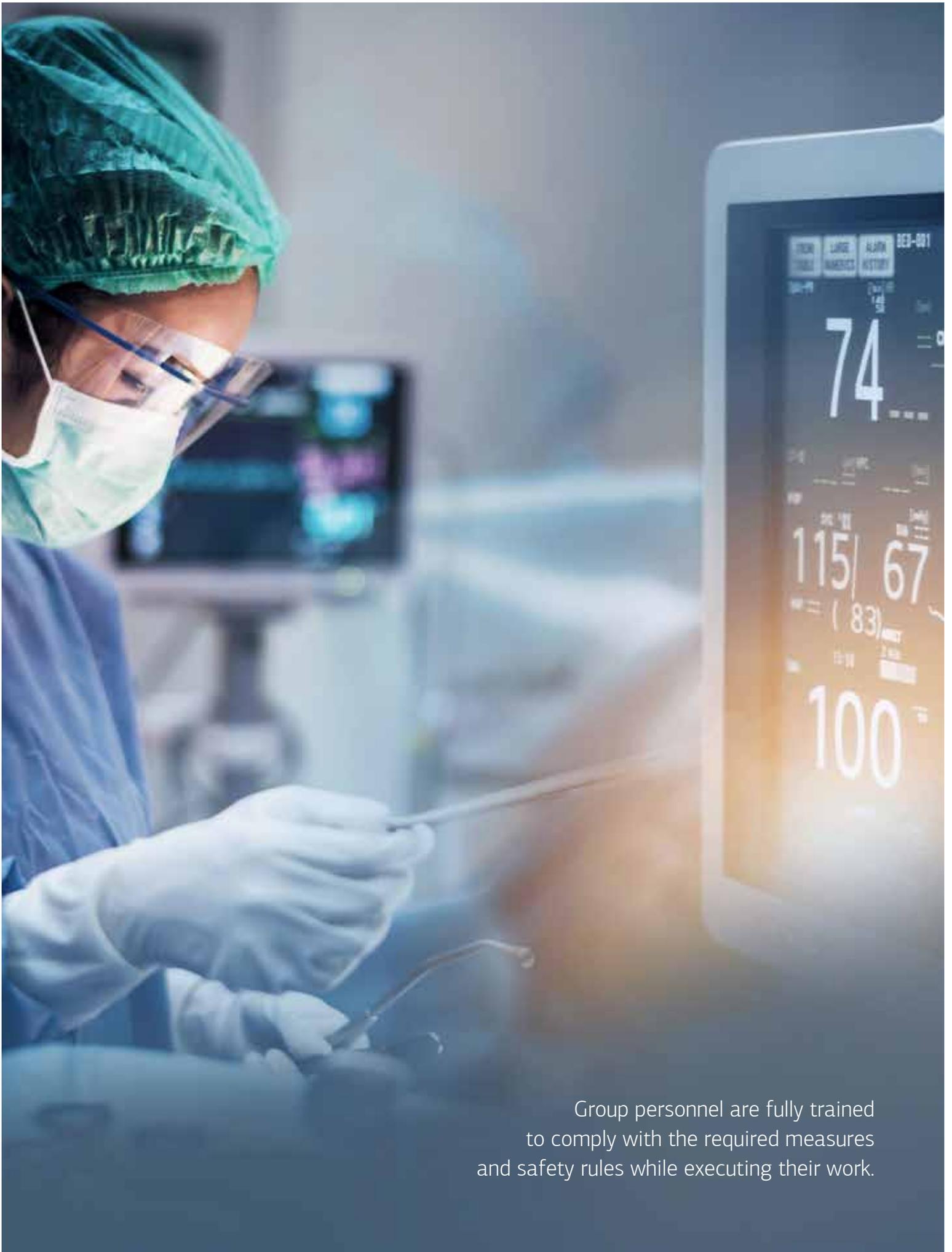
In addition to this Committee, the Group has set up a Working and Intervention Team (WIT), which consists of Committee members who can immediately intervene in the event of an emergency arising from an infection. The organisational structure for the control of infections also includes:

- 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 Nursing Team (ISNT), who, through organised, sound and timely action, plays a critical role for the implementation of national and international rules, for the prevention of hospital infections and the improvement of quality indicators aiming at the safety of patients and employees.

Moreover, the employees of the clinics of the Group must be aware of and adhere to the most basic procedures in order to protect or properly manage an infection; these include the following:

- Policies and procedures that enable the identification and management of suspicious incidents in a timely manner.
- Procedure for managing sharp objects and preventing the transmission of blood-borne transmitted diseases.
- Procedure for hand hygiene.





Group personnel are fully trained to comply with the required measures and safety rules while executing their work.



## 4 Risk management and Safety of Facilities

The Hellenic Healthcare Group has all the necessary resources (material infrastructure and equipment) to annually update the measures required to manage emergencies.

In order to manage the risk and safety of the facilities, the Hellenic Healthcare Group has developed procedures which are being updated annually, based on new data arising from either the operation of each clinic or the new legislation.

- ✓ Incident Detection and Decision Making in Emergency Situations
- ✓ Clinic Evacuation Plan
- ✓ Fire Safety Plan
- ✓ Hazardous Substances Dispersion Management Procedure
- ✓ Medical Equipment Management Plan

## Health & Safety Committees

All the personnel of the clinics have been trained to manage critical conditions, while drills are performed regularly to ensure their readiness. Most clinics of the Group perform annual drills in their facilities, with the participation of part of the personnel, which aim at employee safety.

The clinics of HYGEIA and MITERA have formed specific committees, in order to ensure a safe working environment; these consist of members who represent all employee categories and specialties; the members have also set under their auspices the extremal workforce (table setters, kitchen staff, cleaning staff) who are employed at the facilities of the clinics.

Staff accidents are closely monitored by appointed supervisors; they include the 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.

The Committee oversees the Environmental & Occupational Health & Safety Management Systems, which are certified for the HYGEIA and MITERA clinics according to the international standards ISO 14001 and OHSAS 18001 respectively. Within the context of its operations, the Facility Safety Committee also undertakes the role of the Employee Health & Safety Committee (EY.SA) in accordance with current legislation.

### Employee Health & Safety Committee:

- Supervises working conditions and employees with respect to the implementation of health & safety measures.
- Manages serious accident incidents at the workplace and plans preventive measures to avoid recurrence.
- Identifies occupational hazards in the workplace or in job roles.

### Facility Safety Committee:

- Supervises the personnel implementation of approved policies and procedures -falling within its area of responsibility- through internal inspections every 15 days.
- Provides direction and supervision for the effective training of patients and their relatives and evaluates the results of quality indicators and employee training.
- Compiles a quarterly report on indicators falling within its area of responsibility and forwards it to the Quality Division for evaluation.
- Reviews the clinics' compliance with the JCI standards, ISO and / or relevant legislation.

# Occupational health and safety indicators



	HYGEIA		METROPOLITAN HOSPITAL		MITERA		METROPOLITAN GENERAL		LETO		Y-LOGIMED	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Accident indicators												
Lost Time Injury Frequency Rate (LTIFR)	2.6	3.5	0.5	2.6	0	0.6	4.3	3.4	0	0	6.0	6.5
Severity Index (SR)	50.6	25.2	50.3	40.1	0	73.2	98.5	37.0	0	4.0	369.4	201.3

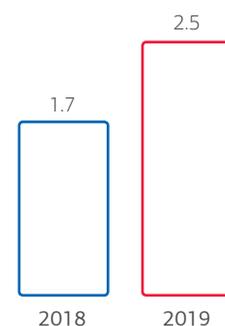
LTIFR Rate: (number of incidents / man-hours) \*10<sup>6</sup>

SR Rate: (number of calendar days of absence from work due to accident / man-hours) \*10<sup>6</sup>

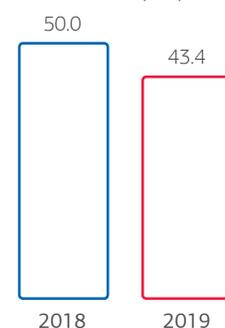


Protecting the health and safety of employees is an integral part of our daily lives and a strategic goal of our Group.

Injuries Index (LTIFR)



Accident Severity Index (SR)



The results of the LTIFR and SR indices for 2018 differ compared to last year's Corporate Responsibility Report, since this year they also reflect the results of last year's indicators for the METROPOLITAN HOSPITAL and METROPOLITAN GENERAL clinics.



# Caring for the Employees

## Relevant UN Sustainable Development Goals



### 1 Talent attraction and retention

The provision of a safe and meritocratic working environment, the continuous development of all the employees, as well as the provision of equal opportunities at work, are key priorities of the Group; in this context the Group aims not only to satisfy the employees, but also to actively support them.



### 2 Training and development

At the clinics of the Hellenic Healthcare Group, the continuous training of employees is a key priority. Training programmes and special training workshops are implemented on a yearly basis.



### 3 Evaluation and advancement

Employee performance evaluations are directly linked to their prescribed individual goals, which in turn form part of the overall goals of the Group. Moreover, the main purpose of the evaluation is to determine the training and development needs of our people.

Our employees form an integral part of our success. At the Hellenic Healthcare Group, we invest with every possible means in the development and satisfaction of our employees, as they play a critical role in the provision of a superior level of healthcare services.



## 1 Talent Attraction and retention



It is worth mentioning that HYGEIA offers its employees free access to a day nursery for their infants and toddlers. Access to the nursery is also provided at a preferential price, to the employees of the MITERA and LETO clinics.



The METROPOLITAN HOSPITAL and METROPOLITAN GENERAL clinics organise employee luncheons, both during the holiday period and throughout the year, to enhance communication and team spirit among employees.



### Good practice:

In 2019 the METROPOLITAN GENERAL offered a trip abroad to employee families that have children with disabilities.

## Hellenic Healthcare Group's practices

The Hellenic Healthcare Group nurtures a culture of business excellence by investing in the retention of skilled and talented employees. The Group's management systems and procedures ensure a meritocratic, non-discriminatory and equal opportunity working environment.

### Attracting and retaining talent

In 2019 the Hellenic Healthcare Group employed 4,202 employees and proceeded in 568 new hires, creating 112 new jobs. The selection process and staffing of role positions is based on meritocracy and relies exclusively upon the skills, knowledge and qualifications of the candidates.

The Group's working environment is characterised by mutual trust; a trust founded upon the transparency of the recruitment process, the additional benefits offered to the personnel of all the clinics and the open communication with employees.

### Additional benefits

The benefits offered by the Group cover a wide range of employee needs and aim at a better quality of life, an improved education and at professional and personal development. Most clinics of the Group provide the following benefits to employees:

- Postgraduate programmes.
- Free snacks and daily meals, with a symbolic participation by the personnel.
- Free hospital treatment for them and members of their families (spouse and children).
- Free medical examinations for them and significantly discounted ones for their family members.
- Significantly discounted medical examinations for the protected members of the employees and their parents.
- Christmas and Easter gift vouchers for a large supermarket chain (to employees with regular monthly salaries of up to € 2,500).
- A pension insurance plan.
- Life insurance for all employees (indefinite term) covering total / partial disability.

Another important benefit is the provision of free maternity care for both women working at the clinics and companies of the Group, as well as the wives of the male employees.

The clinics of the Group may also occasionally provide shuttle services for the shifts of the personnel, awards of excellence for the children of the employees, an annual grant to the employees' union to cover staff entertainment expenses, a 'five-year leave' following every five years of service, as well as a 'many years' one accompanied by a financial benefit, for employees that complete 25 years of service.

### Employee - management relations and internal communication

Maintaining an open, ongoing and interactive communication between the Management and the employees is a priority for the Group. This communication is carried out through:

- The intranet
- Regular meetings with the heads of departments
- Internal memos
- The creative ideas and complaints box
- Corporate newsletters

Within this context, HYGEIA and MITERA have instituted a resolution process for employee issues and complaints with the participation of a representative of the Human Resources Division, the employees Union and the Management. Y-LOGIMED also follows the same procedure, with the participation of the Head or the Director of the Human Resources Division and the Management. The objective of this procedure is to resolve employee problems and complaints in the fairest possible manner, as well as to safeguard good employee relations.

### Employee collective agreements

The Group acknowledges the employees' union and collective agreement rights. The Management and the Human Resources Divisions of the clinics hold regular meetings with the employee Unions that exist at the clinics, in accordance with the relevant legislation. The mission of these Unions is to promote the employment, financial and insurance rights of employees and to communicate any employee concerns, suggestions and improvements to the Management.

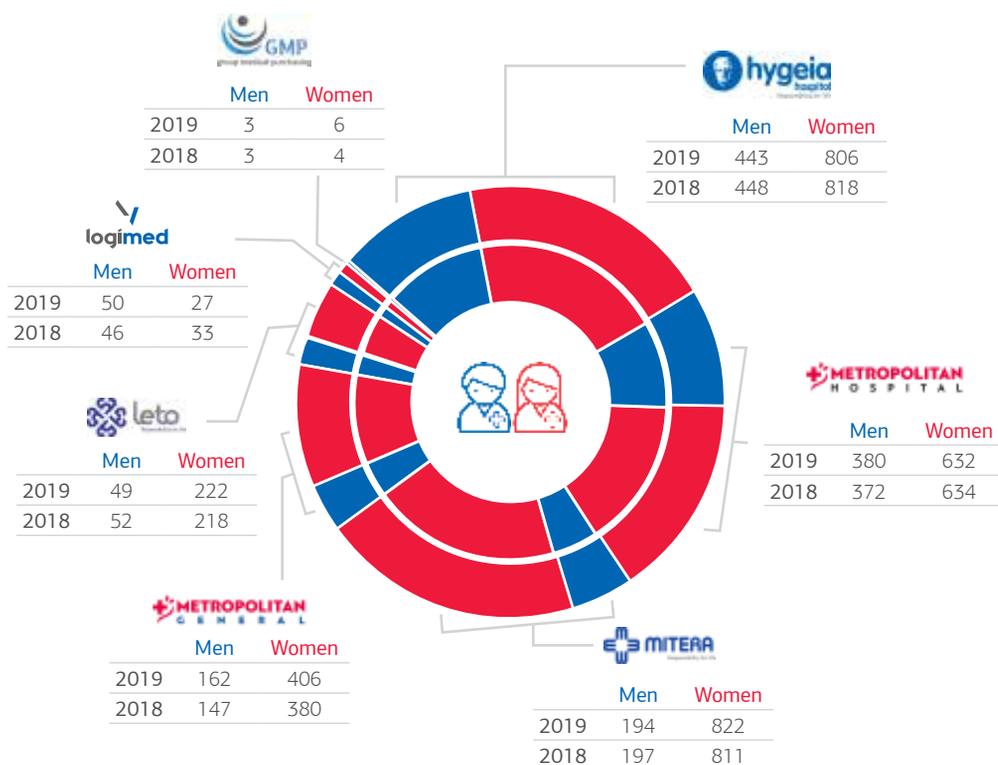
## Talent Attraction and retention 1



“Your opinion counts...”

The HYGEIA and MITERA clinics have created a process for the submission of “SUGGESTIONS-IMPROVEMENTS”, through which all the personnel, doctors, patients and visitors have the opportunity to submit in writing proposals for the continuous improvement of their operation; the Management and competent executives review them and take them into account in their implementation plans.

Distribution of employees by gender and Clinic



**HHG**

A total of  
**4,202**  
employees in 2019

**4,163**  
employees in 2018



For a detailed overview of the human resources please refer to page 202.



## 2 Training and development

The clinics of the Group implement educational, training, advisory, prevention and risk containment programmes, to inform members of the community on serious illnesses; these include: HIV / AIDS / stress / RSI / diabetes.



The Group also implements a number of internal procedures for the smooth integration of new recruits into their new working environment.

More specifically, new recruits at HYGEIA, MITERA and Y-LOGIMED go through an induction process called “New-recruits Orientation” procedure. Moreover, upon their recruitment, all the employees at HYGEIA and MITERA receive the “Employees Guide” handbook, which introduces them to a wide range of subjects.



METROPOLITAN HOSPITAL also distributes a ‘Handbook for New Recruits’ to new colleagues, while METROPOLITAN GENERAL plans to update the older corresponding manual in 2020.

## Training and development

The HHG Group has set the personnel’s continuous education and training as a key priority. The educational plan prepared at the clinics annually, fulfils the needs set by the employees themselves and the needs that arise from their job requirements. Within the context of this educational plan, the employees participate in various educational activities such as conferences and workshops, postgraduate programmes and language courses, to support their professional and personal development.

The Group also offers an opportunity to students to exercise their internship at its clinics, while in specific cases it grants postgraduate scholarships to Medical School graduates.

### Educational programmes in the Nursing Divisions

Each Nursing Division at the Group’s clinics has set continuous training of the personnel as its main priority, combining theory with on-the-job training. Training programmes are implemented annually and include clinical topic and skills seminars, as well as multidisciplinary nursing seminars for both paramedical and inpatient nursing staff. Within the same context, educational workshops are held, such as ICU workshops, anaesthesiology workshops, oncology workshops, operating room and Units’ two-day workshops.

Also, new recruits at the Nursing Divisions go through an educational induction programme, which relates to their job position and their department and is organised in cooperation with the Human Resources Division. This training programme includes:

- Theoretical training.
- On-the-job training via clinical skills seminars.
- An in-hospital resuscitation seminar.
- Clinical training during working hours, offered by experienced personnel of the departments in collaboration with the Clinical Training Office.

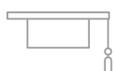
Each new recruit receives their respective department Personal Training Card, which contains the clinical skills and necessary knowledge they are expected to acquire during the clinical training period.

228 seminars (9,414 hours of training) were held at the Nursing Divisions of the Group’s clinics, which were attended by 3,640 employees in total.

### Postgraduate internship programme at HYGEIA and MITERA

In 2019, HYGEIA and MITERA organised a series of internship programmes to serve the mission of continuous and research-based training. In more detail, HYGEIA in collaboration with the Scientific Union of Doctors of HYGEIA (SUDH), has launched a subsidised biannual educational training programme for young doctors in medical specialties.

Since 2012, MITERA has been organising a series of postgraduate internship programmes, which aim to familiarise and specialise doctors in the new techniques of minimally invasive surgery in gynaecology, as well as in new approaches applied in certain specialties. The programmes are for young specialist doctors and combine internship practice in simulators and surgery observation. The programmes are organised and carried out under the supervision of the MITERA Scientific Council; at the end of each programme participants receive a certificate of attendance.



7,908

Hours of training on clinical topics and clinical skills in all the Group clinics



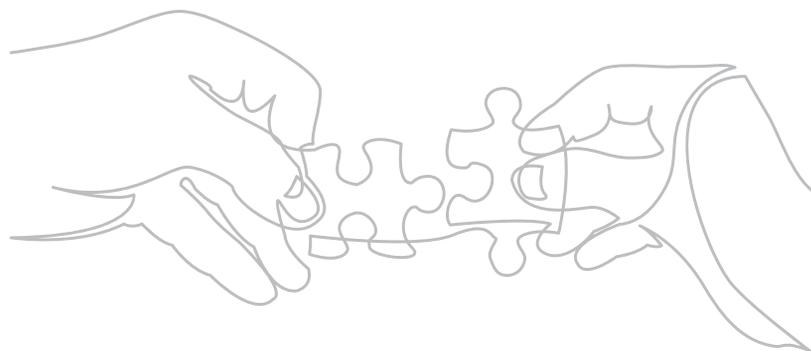
40%

Increase in training hours for issues related to infections, compared to 2018



53

Conferences organised by the Group's clinics



Training and development

2



METROPOLITAN HOSPITAL has developed and applied a Nursing Division Code.



#### Scientific Union of Doctors of HYGEIA

HYGEIA's Scientific Union of Doctors organises scientific meetings that aim at enhancing the exchange of medical knowledge and experiences. Regular scientific meetings are scheduled by the Union twice a week. The objective of these meetings is to offer continuous education and information to HYGEIA's doctors. Finally, the Union also organises social events and scientific workshops both within the context of HYGEIA's activities, as well as in partnership with local medical associations.



For a more detailed overview of the training initiatives please refer to page 202.

### 3 Evaluation and advancement

Every year the vast majority (80% -100%) of the employees and executives of the Group are evaluated. In most of the Group's clinics, employees evaluate their supervisors and managers to foster a reciprocal communication and cooperation.

#### Evaluation and professional development

Employee performance evaluation is an extremely important procedure for the Group. All the clinics and companies of the Group ensure that the evaluation system they apply is objective, clear, acceptable and simple, and can be adapted to specific cases; it must also be directly linked to employee performance management, whose scope is connected with the strategy of the Group.

Executives are invited to carry out the final performance evaluation for the previous period for the members of their team and to set individual goals for the new period, within predetermined dates. In brief, the procedure applied at most clinics of the Group:



In the Hellenic Healthcare Group, there was never a recorded or reported incident, nor a complaint, on discrimination due to diversity, child labour or forced labour or any kind of harassment.

The evaluation procedure ensures employees are notified of their progress in terms of their performance and may proceed with the necessary improvements for their professional development.

#### Equal opportunities and human rights

The overall mode of operation of the Group and its organisational structure are characterised by clear-cut procedures and human-centred systems; the Group invests in its employees and offers them job security.

The Group's commitment to the protection of human rights and the provision of equal opportunities to all the employees, is highlighted by the implementation of the working regulations at the clinics and companies of the Group, as well as by the Code of Ethics and Conduct of HYGEIA and METROPOLITAN HOSPITAL.

The Group defends the principles of equal employment, non-discrimination on the grounds of sex, race, ethnic origin, religion, colour, age, marital status, sexual orientation, or disability; it condemns any sexual or other harassment, supports employee diversity and acknowledges the importance of family.

Women make up 70% of the Group's workforce, while in some job categories such as nursing and paramedical personnel, the percentage of female employees reaches 80%.



### Equal opportunities

The Hellenic Healthcare Group provides equal opportunities to all, regardless of gender, age, disability, colour, race, ethnic origin, socio-economic background, religion or political beliefs. Promotional development to management roles, depends mainly on the needs of the companies and the people-management skills of each individual.

### Human rights

The Group's policies, procedures, and human resource management practices are guided by the principles and values of human rights. All personnel are treated fairly, while any form of discrimination is not tolerated.

In defence of these principles, the Hellenic Healthcare Group prohibits the employment of individuals who have not reached the legal working age; it also ensures that all associated companies adopt the same policies.

At the Hellenic Healthcare Group, the minimum wage for men and women is determined based upon local legislation and collective employment agreements. There is no differentiation between men and women for the same type of employment. Also, the Hellenic Healthcare Group employs people with disabilities (PWDs) whenever possible. These individuals are placed in posts, suitable for their skills.

## Human resource indicators of the Hellenic Healthcare Group

	2018			2019		
<b>AGE DISTRIBUTION OF HUMAN RESOURCES</b>	<b>&lt;30</b>	<b>30-50</b>	<b>51+</b>	<b>&lt;30</b>	<b>30-50</b>	<b>51+</b>
Men	105	839	321	124	811	346
Women	446	2,076	376	503	2,035	383
Total	551	2,915	697	627	2,846	729
Total Disabled	13			13		
<b>TOTAL RECRUITMENTS BY GENDER AND AGE</b>	<b>&lt;30</b>	<b>30-50</b>	<b>51+</b>	<b>&lt;30</b>	<b>30-50</b>	<b>51+</b>
Men	45	60	19	74	81	18
Women	196	123	14	250	135	10
Total	241	183	33	324	216	28
<b>TOTAL DEPARTURES BY GENDER AND AGE</b>	<b>&lt;30</b>	<b>30-50</b>	<b>51+</b>	<b>&lt;30</b>	<b>30-50</b>	<b>51+</b>
Men	24	65	23	26	82	33
Women	86	163	30	97	172	46
Total	110	228	53	123	254	79
<b>DISTRIBUTION OF HUMAN RESOURCES BY POSITION / HIERARCHICAL LEVEL</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>
Board of Directors (the members are not counted amongst the total human resources)	51	4	55	50	4	54
Directors	25	21	46	21	20	41
Senior Managers (Department Heads)	64	179	243	66	186	252
Associate doctors	3,508	2,819	6,327	4,221	2,597	6,818
Scientific Personnel (doctors and others on the payroll)	278	198	476	270	177	447
Nursing Personnel	346	1,396	1,742	358	1,430	1,788
Administrative & Other Personnel	552	1,105	1,657	565	1,111	1,676
Total	4,773	5,718	10,491	5,501	5,521	11,022
<b>DISTRIBUTION BY TYPE OF EMPLOYMENT</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>
Full time employment	1,161	2,810	3,971	1,173	2,844	4,017
Part time employment	104	88	192	108	77	185
<b>DISTRIBUTION BY TYPE OF EMPLOYMENT AGREEMENT</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>
Employment agreement for an indefinite term	1,194	2,652	3,846	1,241	2,655	3,896
Employment agreement for a fixed term	71	246	317	40	266	306
<b>TRAINING</b>	<b>Number of seminars per subject section</b>	<b>Hours of training</b>		<b>Number of seminars per subject section</b>	<b>Hours of training</b>	
Clinical Topics	124	6,985		77	2,807	
Infectious Disease issues	27	2,759		115	4,610	
Clinical skills	171	7,482		113	5,101	
Health and Safety	16	333		11	156	
Social skills (soft skills)	22	950		7	237	
Postgraduate studies	9	1,230		11	1,739	
Attendance / Participation in conferences	139	3,970		173	5,632	
GDPR issues	12	581		15	788	
<b>Total</b>	<b>520</b>	<b>24,290</b>		<b>522</b>	<b>21,070</b>	





# Social Responsibility

## Relevant UN Sustainable Development Goals



## Our social commitment

The Group’s daily operations are guided by the impact that its business activities have over people and the society; it is on the basis of this impact that we have designed our comprehensive social contribution programme.

The Hellenic Healthcare Group has developed three main blocks of social activity.



**1** **Providing medical care in remote regions of the country**

The Hellenic Healthcare Group has set as a main priority, to support very important healthcare needs of residents in remote regions of the country, such as small islands and mountainous communities who cannot easily access medical services. Since 2013, the HYGEIA, MITERA and LETO clinics have been implementing the “Travelling for Health” programme. METROPOLITAN HOSPITAL has respectively launched the “Prevention” programme since 2017; and in 2019, METROPOLITAN GENERAL also joined the specific programme.



**2** **Providing information and raising public awareness on Health issues**

In an effort to support the development of medical science, the clinics of the Hellenic Healthcare Group organise and implement programmes, conferences and workshops, to continuously inform the medical and nursing community on healthcare developments and relevant state-of-the-art techniques and methods that are followed worldwide.



**3** **Supporting vulnerable social groups, sports clubs and NGOs**

The clinics of the Group implement an extensive social contribution programme in the field of health which includes the provision of medical services and the donation of medical equipment. In this context, they also support sports and education initiatives and various NGO activities.

**1** Providing medical care in remote regions of the country

**“Travelling for Health”: The course of the programme**

**2019**

**Sifnos**

- 63 volunteers
- Around 2,330 medical and diagnostic tests
- 630 residents

**2018**

**Symi**

- 60 volunteers
- Around 2,100 medical and diagnostic tests
- 581 resident visits

**Argitheia Agrafon**

- 27 volunteers
- Around 575 medical and diagnostic tests
- 121 resident visits

**2017**

**Tilos - Nisyros**

- Around 60 volunteers
- Around 3,153 medical and diagnostic tests
- 684 resident visits

**Argos Orestiko of Kastoria**

- Around 69 volunteers
- Around 4,000 medical and diagnostic tests
- 1,100 resident visits

**2016**

**Leros**

- Around 110 volunteers
- Around 6,000 medical and diagnostic tests
- 1,450 resident visits

**“Travelling for Health”**

HYGEIA, MITERA and LETO clinics have launched the “Travelling for Health” programme, through which they provide medical care to meet the needs of residents in remote regions of Greece. The physicians and personnel of the clinics (nursing, administrative and technical personnel) offer their services on a volunteer basis; together they embark on trips to offer medical services, diagnostic tests and humanitarian care to local residents, making use of the state-of-the-art technological equipment provided by the clinics.

**“Travelling for Health” information to date:**



have been completed

**11**  
campaigns



over

**43,158**  
examinations



over

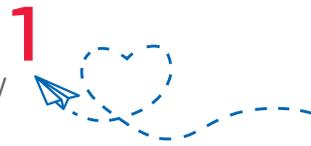
**11,166**  
resident visits



Every trip requires careful planning since we transfer the necessary equipment and medical devices in HYGEIA vehicles and convert schools, student dormitories or conference centres into “outpatient” hospitals. Local residents receive medical tests free-of-charge and get the opportunity to meet with doctors of various medical specialties. Depending on the requirements of each area, the Management of the clinics may also donate medical devices & supplies and medication to support the future needs of the residents.



Providing medical care in remote regions of the country



## 2015

### Kalambaka

- Around 100 volunteers
- Around 12,000 medical and diagnostic tests
- 2,000 resident visits

**Donations:** a defibrillator, pressure gauges, pharmaceutical and sanitary equipment to the Kalambaka Health Centre.

## 2014

### Karpathos

- Around 80 volunteers
- Around 3,500 medical and diagnostic tests
- 1,100 resident visits

**Donations:** an oxygen condenser, two computers and two printers to the Karpathos Health Centre

### Kalavryta

- Around 84 volunteers
- Around 5,000 medical and diagnostic tests
- 3,500 resident visits

## 2013

### Leipsoi - Agathonisi

- Around 38 volunteers
- Around 1,000 medical and diagnostic tests
- 800 resident visits

### Karpenisi

- Around 56 volunteers
- Around 3,500 medical and diagnostic tests
- 1,200 resident visits

## 1 Providing medical care in remote regions of the country

### The course of the “Prevention” programme

#### 2019

##### Kea (Tzia)

Medical team: heart surgeon, orthopaedist, cardiologist, paediatrician and surgeon

##### Ioannina Prefecture:

##### Konitsa and surrounding towns

Medical team: cardiologist, vascular surgeon, mastologist, orthopaedist and surgeon

##### Fthiotida Prefecture:

##### Pavliani and Ypati

Medical team: cardiologist, vascular surgeon, mastologist, orthopaedist and surgeon

#### 2018

##### Euboea Prefecture:

##### Agios Dimitrios, Kalliano and Pothi

Medical team: cardiologist, vascular surgeon, orthopaedist, surgeon

##### Alpine Corinth:

##### Stymfalia and Feneos

Medical team: cardiologist, vascular surgeon, orthopaedist, surgeon

#### 2017

##### Skyros: launch of the “Prevention” programme

Medical team: orthopaedist, angiologist -vascular surgeon, surgeon

##### Central Euboea:

##### Stropones and Metohi

Medical team: cardiologist, orthopaedist, pulmonologist, surgeon

## Travelling for “Prevention”

In 2017, METROPOLITAN HOSPITAL launched the “Prevention” programme, which involves visits by teams of doctors to remote and inaccessible regions of Greece; in cooperation with the local municipalities or the local communities, these teams conduct preventive tests free-of-charge to residents who wish to have them. In 2019, the “Prevention” programme travelled to the region of Konitsa in Ioannina Prefecture, Kea (Tzia) and Ypati and Pavliani in the Fthiotida Prefecture, where a large number of local residents were examined by a cardiologist, vascular surgeon, paediatrician, orthopaedist and surgeon. Residents with medical findings were referred for further examination to the local health units.

In addition to the above regions, the “Prevention” programme has made visits to the island of Skyros, regions in central and southern Euboea and regions in Alpine Corinth.

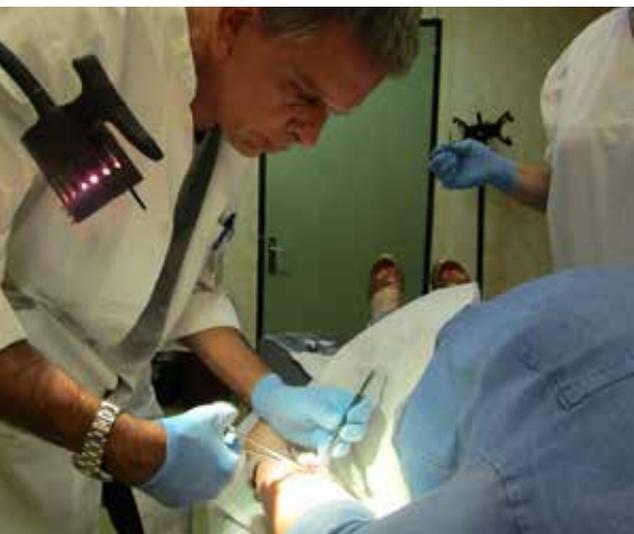
METROPOLITAN GENERAL has also joined the programme’s activities with doctors and other nursing personnel that participate on a volunteer basis. Specifically, in 2019 METROPOLITAN GENERAL participated in the following activities:

- At Kea (Tzia) on April 20 and 21<sup>st</sup>, a Team of Doctors consisting of a vascular surgeon, an orthopaedist, a paediatrician and a surgeon examined residents of the island, while a cardiologist performed preventive examinations (heart and vascular triplex).
- At Konitsa and the remote regions of the Ioannina Prefecture from September 20 until September 22<sup>nd</sup>. A large number of residents were examined by a team of doctors staffed by a cardiologist, vascular surgeon, mastologist, orthopaedist and surgeon from METROPOLITAN GENERAL and METROPOLITAN HOSPITAL, while those residents with findings were referred for further examination to the local health units.
- At Ypati and Pavliani in the Fthiotida prefecture on December 6 and 7. A team of doctors consisting of a cardiologist, an orthopaedist, a vascular surgeon, a surgeon and a mastologist performed clinical examinations, as well as triplexes of heart and blood vessels.



Additional information is available on the HYGEIA website: [www.hygeia.gr](http://www.hygeia.gr), in the respective Corporate Responsibility Reports, as well as the website of the METROPOLITAN: [www.metropolitan-hospital.gr](http://www.metropolitan-hospital.gr)





## Providing information and raising public awareness on Health issues

The Hellenic Healthcare Group puts particular emphasis on actions related to prevention, information and public awareness on important health issues. Every year, the Group puts together a public awareness plan, prompted by global world days, European health weeks or prevention months; public awareness campaigns are organised and initiatives by academic institutions and universities are supported in order to promote the development of medical science.



## World Health Days and public awareness

On the occasion of the various World Health Days throughout the year, the clinics of the Hellenic Healthcare Group inform the general public and organise various initiatives to raise public awareness on serious health issues. Moreover, METROPOLITAN HOSPITAL organises contests through social media and offers free examinations during these days. Some indicative actions are:

### February: Month against Breast Cancer

HYGEIA and MITERA clinics conducted a public awareness campaign on social media, promoting moving stories of fellow human beings who fought and emerged victorious in their fight against cancer; the stories were narrated in the album "Journeys", by Maria Gianna. At the same time, the audience was given the opportunity to perform a genetic diagnostic test for inherited cancer predisposition, at special rates.

METROPOLITAN GENERAL, in an effort to promote an optimistic message on "cancer that can be treated" and emphasise the value of prevention and early diagnosis, it has created an online campaign with videos and stories of cancer patients who did not surrender when their lives were threatened and instead fought back and emerged victorious.

### International Woman - Scientist Day

In order to highlight the importance of equal opportunities and promote the model of the female-scientist, METROPOLITAN GENERAL, created an online campaign on women from its medical family, who can inspire and act as

models for young female professionals starting their medical careers.

### International Hearing Day

Within the context of the Hearing Day, HYGEIA and MITERA provided an ENT examination free-of-charge, as well as other relevant examinations (audiogram, tympanogram) for children and adults at special rates.

### World Health Day

HYGEIA and MITERA once again celebrated World Health Day and offered the public preventive health checks at special rates. Moreover, they published medical articles to inform the public about the importance of prevention in health protection.

In an effort to secure access to health for all, METROPOLITAN GENERAL, offered patients visits to doctors of various specialties at its Regular Outpatient clinics, at a symbolic price.

### World Anti-Smoking Day

On the occasion of World Anti-Smoking Day, HYGEIA, METROPOLITAN HOSPITAL and MITERA provided a pulmonary assessment free-of-charge, with instructions on how to quit smoking and a spirometer examination at a discount.

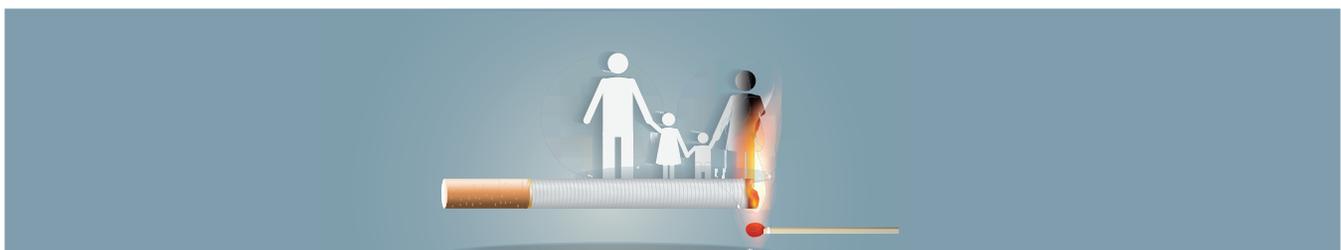
Providing information and raising public awareness on Health issues



## International Women's Day

On the occasion of the International Women's Day, METROPOLITAN HOSPITAL offered five gynaecological examinations and 15 osteoporosis preventive examinations free-of-charge, through an online contest on social media.

Also, the HYGEIA, MITERA and LETO clinics offered preventive health tests at special rates, to celebrate 2019 together with all the women.





## 2 Providing information and raising public awareness on Health issues

### Prevention saves - a social awareness campaign

METROPOLITAN HOSPITAL makes every effort to motivate and constantly inform the public, through social media campaign contests and special offers. Indicative examples of such initiatives and other free-of-charge examinations offered in 2018 and 2019 are:

**“I care for my child”:** Child development tests, cardiology and ophthalmology examinations free-of-charge

**“I care for my breasts”:** Digital mammograms or ultrasounds and corresponding clinical breast examinations free-of-charge.

**“I care for my memory”:** Specialised neuropsychological examinations free-of-charge.

**“I take precautionary care of my health”:** Detailed and enhanced check-up free-of-charge.

**“I care for my kidneys”:** Comprehensive preventive kidney function tests free-of-charge.

**“I care for my diet”:** Dietary tests free-of-charge.

**“I care for my eyes”:** Comprehensive ophthalmological examinations free-of-charge.

**“I care for my heart”:** Comprehensive cardiological examination and test to determine vascular age free-of-charge.

### Hand Hygiene

In order to protect the health and safety of patients, HYGEIA and MITERA have taken part for the 10<sup>th</sup> consecutive year, in the World Health Organisation campaign: “Clean Hands Save LIVES”. Specialised teams of doctors and nurses from both clinics distributed leaflets and samples of antiseptics, while relevant information material was shared with the public throughout the year. At MITERA Children’s Hospital, Hippocrates Hippopotamus undertook to inform the young patients about the importance of hand hygiene.

### World Mother’s Day

On the occasion of the World Mother’s Day, MITERA offered health tests and beauty treatment services to women, at special rates.

### Hellenic Week Against Skin Cancer

HYGEIA and MITERA actively participated in the Hellenic Week Against Skin Cancer by providing free-of-charge dermatological tests of suspicious moles. At the same time, they posted relevant medical articles on social media to raise public awareness.

### World Osteoporosis Day

METROPOLITAN GENERAL offered a basic osteoporosis screening package which included Bone Density Measurement (with the innovative Fan-Beam technology system), blood examinations and clinic examination at a preferential price.



«Clean Hands Save LIVES»

Specialised teams of doctors and nurses from HYGEIA and MITERA, distribute information leaflets and samples of antiseptics

### World Night Urination Day

The MITERA Paediatric Urinary Tract Disorders Clinic offered children aged six to 15 years a clinical examination by a specialist paediatric urologist, free-of-charge, to investigate nocturnal enuresis.

### World Physiotherapy Day

As part of World Physiotherapy Day, HYGEIA provided a clinical evaluation by a Physics Doctor free-of-charge and 12 physiotherapy sessions with a 40% discount.

### World Obesity Day

In support of the World Obesity Day, HYGEIA offered an examination by a specialist bariatric surgeon, free-of-charge.

### World Glaucoma Day

METROPOLITAN GENERAL offered preventive eye examinations by experienced ophthalmologists free-of-charge, which included intraocular pressure measurement, evaluation of the optic nerve and assessment of risk factors for glaucoma.

### World Spine Day

As part of the World Spine Day, MITERA Children offered a free spine examination for children up to 16 years old for one week.

### Breastfeeding Week

As an ardent supporter of breastfeeding, MITERA conducted an information campaign to promote breastfeeding. From November 1<sup>st</sup>, to November 7, at the entrance hall of MITERA, a member of the breastfeeding team distributed information leaflets as well as commemorative gifts.

At the same time, the clinic continued to share information with the public about the benefits that breastfeeding

has for breastfeeding mothers and infants and the good practices for a successful breastfeeding, as well as to resolve queries related to breastfeeding issues.

### World Diabetes Day

Based on its mission to raise public awareness for the prevention and treatment of the disease, the Diabetes Centre of METROPOLITAN GENERAL offered blood and urological tests of lipids and renal function, at a discount. It also provided free diabetic examination or examination for diabetic foot, dietary instructions and cardiological examination with clinic examination and electrocardiography by experienced cardiologists.

### Allergy Investigation

On the occasion of the allergy outbreaks during the Spring and Autumn months, the METROPOLITAN GENERAL Allergy Centre offered full examination for the detection and investigation of allergic diseases in the respective seasons, at special rates. The examination included 60 skin tests on airborne allergens-foods-insects, clinical assessment by a specialist allergist, blood examinations and spirometry where needed.

Providing information and raising public awareness on Health issues



### World Heart Day

HYGEIA and MITERA celebrated World Heart Day by providing preventive heart tests to men and women, according to their age.





## 2 Providing information and raising public awareness on Health issues



### Alzheimer's Disease Prevention & Early Diagnosis Week

HYGEIA's Neurodegenerative Brain Conditions department & Memory Clinic offered from September 16 to September 20, free memory tests and guidelines for prevention strategies to people over 60 who have not been previously diagnosed with Dementia.

### World Prostate Cancer Day



METROPOLITAN HOSPITAL offered free prostate screening tests for men over 50 years of age. HYGEIA and MITERA offered a test that included a prostate clinic examination, as well as PSA and bladder and prostate ultrasound at special rates.

### Breast Cancer awareness month

October is the breast cancer prevention and awareness month; on this occasion, METROPOLITAN HOSPITAL has organised, both in 2018 and in 2019, the three-day "Free Clinical Breast Examination" initiative; in addition, it has carried out a breast cancer awareness campaign, in partnership with IEK AKMI and the PanHellenic Association of Women with Breast Cancer "ALMA ZOIS". Meanwhile, HYGEIA and MITERA clinics offered screening tests (digital typography, breast ultrasound, synthesis) at special rates and organised a social media campaign under the slogan "Inform-Prevent-Face"; doctors spread the message through relevant social posts and, once again, the nursing personnel wore pink gloves throughout October, to support the campaign.

Moreover, METROPOLITAN GENERAL's new Breast Centre offered a series of preventive breast screening examinations, as well as breast tomosynthesis at special rates. The examinations were carried out with the use of latest technology equipment such as the world-leading Mammomat Revelation system.



## January

Uterus Cancer Awareness Month

## February

Cancer Awareness Month



## March

- 6/3 PanHellenic Day against Violence in schools
- 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

## April

- 2/4 World Autism Awareness Day
- 7/4 World Health Awareness Day
- 23/4 World Book Day
- 28/4 World Day for Health and Safety at Work

## May

- Brain Cancer Awareness Month
- 12/5 World Nursing Day
- 17/5 World Hypertension Day
- 25/5 World Thyroid Day
- 30/5 World Multiple Sclerosis Day
- 31/5 World Anti-Smoking Day

## June

- 26/6 International Day against Drug Abuse



## November

- 01-07/11 Breastfeeding Week
- 14/11 World Diabetes Day
- 15/11 World Pancreatic Cancer Day

## September

- 15/9 World Prostate Cancer Day
- 21/9 World Alzheimer's Disease Day
- 24/9 World Heart Day



## October

- Breast Month
- 11/10 World Obesity Day
- 12/10 World Arthritis Day
- 16/10 World Spine Day & World Nutrition Day
- 20/10 World Osteoporosis Day

## December

- 01/12 World AIDS Day
- 05/12 International Volunteer Day for economic and social development





## 2 Providing information and raising public awareness on Health issues

Committed to providing ongoing and top-quality retraining to doctors and associates, every year, the Hellenic Healthcare Group, designs and hosts a series of scientific events, seminars, lectures and workshops, so as to keep them up to date with the latest scientific developments in prevention, diagnosis and treatment.

### Conferences and workshops

The clinics of the Hellenic Healthcare Group organise conferences and workshops throughout the year so as to advance thorough and comprehensive information to society and the medical community on healthcare developments related to prevention, therapy and cutting-edge medical technology; all of these events are open to the public.

All Group clinics issue an annual scientific events programme which lists the different lectures, workshops or other kinds of events together with their respective speakers, who usually consist of Group doctors and/or other invited Greek and international speakers.

In 2019 the following events took place:

#### METROPOLITAN HOSPITAL's scientific updates

Committed to providing ongoing retraining to its medical associates, as well as to all other interested parties, METROPOLITAN HOSPITAL carries out scientific updates and events. For 2019 the clinic has organised a series of Surgery Liver-Biliary-Pancreatic retraining courses in cooperation with the Association for the Study, Research and Treatment of Metastatic Neoplastic Disease. It has also supported and participated in the scientific event organised by the Association of People with Diabetes Piraeus and Islands, on the occasion of World Diabetes Day. Also, in an effort to enhance knowledge sharing, on April 19, 2019 the Minimally Invasive Thoracic Surgery Department of METROPOLITAN HOSPITAL signed a cooperation memorandum with the Shanghai Chest Hospital of China - the first hospital in the world in thoracic surgery incidents.

Moreover, the following conferences were also organised:

#### METROPOLITAN HOSPITAL

- Workshop entitled "Meniscus in Focus", 26/1
- 12<sup>th</sup> Paediatrics Conference in collaboration with the Continuing Training in Paediatrics Association, 29-31/3
- Workshop entitled: "Bioengineering-Biological & Technological Developments in Orthopaedics", 6/4
- 3<sup>rd</sup> Postgraduate Paediatrics Seminar by METROPOLITAN Paediatrics in collaboration with the Society for Continuous Training in Paediatrics, 30/11



## **HYGEIA**

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- Training Seminar on a Heart topic titled: Monoclonal antibodies in the treatment of cardiovascular disease, the present and the prospects, 16/1
  - 5<sup>th</sup> Workshop for Endoscopic Sinus and Skull Base Surgery, 26/1
  - 3<sup>rd</sup> Athens Shoulder Course, 7-9/2
  - Interactive surgery lessons, Endocrine (Adrenal, Thyroid, Parathyroid), 14/2
  - 1<sup>st</sup> cycle of laparoscopic colectomy seminars on the topic of benign diseases of the colon, 15/2
  - Training Seminar on a Heart topic titled: Diabetes as a Vascular and Myocardial Disease. The Complex Pathophysiology of an Evolutionary Process, 20/2
  - Interactive surgery lessons, Vascular Disease: Management and Diagnosis, 21/2
  - Interactive surgery lessons, Benign Breast Disease, 28/2
  - Interactive surgery lessons, Breast Cancer, 7/3
  - Interactive surgery lessons, Pancreas, 14/3
  - Training Seminar on a Heart topic titled: Heart disease after treatment with antineoplastic drugs. The extent of the problem. The diagnostic algorithms and the therapeutic interventions, 20/3
  - Interactive surgery lessons, Liver and Biliary Tract, 21/3
  - Interactive surgery lessons, DVT/PE Prophylaxis and Treatment, 4/4
  - Interactive surgery lessons, Hernia, 11/4
  - World Health Day– Endocrinology is here, 16/4
  - Training Seminar on a Heart topic titled: Catalysis of arrhythmogenic mechanisms. Evaluation of effectiveness, 17/4
  - Interactive surgery lessons, Benign Colorectal Disease, 18/4
  - 8<sup>th</sup> Conference on Cardiac Valve Diseases, 3-4/5
  - 1<sup>st</sup> Workshop on Female Reproductive Surgery, 8/5
  - Interactive surgery lessons, Colorectal Cancer, 9/5
  - 3<sup>rd</sup> Scientific Seminar on Current Developments in Gynaecological Oncology, 10-11/5
  - Interactive surgery lessons, Spleen, 16/5
  - Interactive surgery lessons, Oesophageal / Gastric Malignancies 23/5
  - Training Seminar on a Heart topic titled: Pulmonary Vascular Disease, 29/5
  - Recent Developments in Gastroenterology, 14/6
  - 2<sup>nd</sup> cycle of seminars on laparoscopic colectomy, 5-6/7
  - 3<sup>rd</sup> cycle of seminars on laparoscopic colectomy on the subject of Colon cancer–transanal endoscopic microsurgery TEM, 20/9
  - 4<sup>th</sup> Elbow Course, 27-28/9
  - Training Seminar on a Heart topic titled: ESC 2019. Guidelines and large clinical studies. Focusing on the newest and the essentials, 30/10
  - Recent Developments in Liver Disease, 2/11
  - Hands on Workshop for Microvascular Anastomosis Techniques, 4-9/11
  - Modern Imaging in Cardiovascular Diseases, 9/11
  - Diabetes and the family and the latest developments in the treatment of obesity, 13/11
  - Training Seminar on a Heart topic titled: Issues of modern diagnosis and therapeutic management of heart failure. The news of 2019, 27/11
  - 4<sup>th</sup> cycle of seminars on laparoscopic colectomy, Local recurrence and metastatic disease, 29/11
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Providing information and raising public awareness on Health issues



## **MITERA & MITERA CHILDREN'S**

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- 5<sup>th</sup> Workshop of Paediatric Oncology, 19/1
  - Workshop of Paediatric Radiology. Radiology in System III, 9/2
  - Cancer Immunotherapy, Looking for the Next Limits, 26/2
  - Sono Course, 22-24/2
  - Cryoablation Newest Data, 9/3
  - Intestinal microbiome and probiotics, from laboratory to clinical practice, 22/3
  - 1<sup>st</sup> Interdisciplinary Conference on Women and the Child, 28-31/3
  - 40 Years of MEN MITERA (Intensive care unit for infants), 18/5
  - 4<sup>th</sup> Conference on Cardiology and Cardiac Surgery for Congenital Adult Heart Diseases 24-25/5
  - Termination of pregnancy and personal injury of a foetus or newborn in the light of the new criminal code, 1/7
  - 8<sup>th</sup> Breast Health Days in the Mediterranean, 13-14/9
  - Current Issues in Foetal Medicine, 5-6/10
  - Tracheostomy. What the healthcare professional needs to know, 12/10
  - 4<sup>th</sup> Cytology Laboratory Conference. Woman under the microscope and not only, 18-19/10
  - Postgraduate Paediatrics Workshop, 23/11
  - Workshop titled: I live, Move and Eat properly, 7/12
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## 2 Providing information and raising public awareness on Health issues

The Radiotherapy Oncology Centre of METROPOLITAN HOSPITAL has actively participated in the organisation of retraining seminars under the auspices of the International Atomic Energy Agency (IAEA); it has also held scientific meetings under the auspices of the European Society for Radiotherapy and Oncology - ESTRO.

### Schedule of scientific events METROPOLITAN GENERAL

Committed to providing ongoing and top-quality retraining to doctors and medical associates, METROPOLITAN GENERAL in collaboration with its Scientific Council, prepares the annual scientific events programme and implements corresponding scientific lectures, seminars and workshops about the latest scientific developments in the fields of prevention, diagnosis and treatment. The programme runs from October to June, through regular weekly meetings on Thursdays and periodically on Tuesdays, at the main Hall of the clinic.

In 2018, the Heart Centre of the clinic has started to hold an annual series of scientific lectures on cardiovascular medical issues.

The doctors and medical associates of the clinic receive regular updates about the topics and the speakers of these events.

More specifically, during 2019 and in the context of the clinic's annual scientific events programme, 33 lectures were organised and delivered; another 11 were conducted by the Heart Centre.

METROPOLITAN GENERAL has also organised the following seminars, conferences and workshops with the participation of distinguished Greek and international scientists:

#### METROPOLITAN GENERAL

- Conference titled "Cardiology 2019", 15-16/02
- 2<sup>nd</sup> Workshop of Cardiovascular Diseases, 1/03
- 1<sup>st</sup> two-day Workshop of Nephrological Diseases, 14-15/03
- 6<sup>th</sup> Joint Seminar on Rheumatology and Orthopaedics, 29-30/03
- Workshop on Cardio-Oncology, 14/06
- Two-day Workshop titled "Invasive Cardiology 2019", 15-16/11
- Two-day Workshop titled "Diabetes 2019", 22-23/1
- Workshop titled "Autoimmunity encounters medical specialties in the field of Reproduction", 14/12



### The Scientific Union of HYGEIA Doctors (SUHD) annual scientific event in Kalamata

The annual scientific event organised by the scientific union of HYGEIA doctors was held in Kalamata with great success. Mr Andreas Katrapanis, CEO of HYGEIA-MITERA, Mr Vasilis Prasopoulos, Chairman of Scientific Union of Doctors at HYGEIA and Mr Dimitris Georginis, Chairman of the Messinia Medical Association, made introductory remarks and greeted the doctors and other participants at the event's inaugural day, on Saturday September 21, 2019.

The event was held under the auspices of the Kalamata Municipality and the Messinia Medical Association.

## Promoting medical science

### Specialised seminars in collaboration with the Institute for Biomedical Research of the Academy of Athens

Every year HYGEIA organises C.L.A.S.S. (Colorectal Laparoscopic Surgical Skills) Seminars for medical surgeons, which consist of four 3-day-long cycles. On the first day, participants attend lectures at the “N. LOUROS” Conference Centre of MITERA and watch live broadcasts of laparoscopic surgeries held at the HYGEIA operating rooms. The seminar also includes hands-on practice on human cadaveric models imported for this reason from the US (Fresh Frozen Cadavers). Every trainee has the opportunity to learn by performing specialised procedures from start to end under guidance, without the risks to patients posed by inexperience.

By participating in the six training blocks and the four seminar cycles (interactive theoretical learning, tips & tricks in surgeries, training on simulators, watching live surgeries, hands-on practice on cadaveric preforms and two-day long workshops by international professors), the trainees have the opportunity to acquire the “evidence-based” knowledge on the diagnosis and treatment of medical conditions encountered in bowel surgery.

Upon completion of the clinical training in laparoscopic colectomies, participants receive continuing medical education credits (CME) from the Greek Medical Association on behalf of the European Accreditation Council for Continuing Medical Education (EAC-CME), equivalent to those awarded by medical associations in other EU Member States.

### Postgraduate internship programme for young doctors

In an effort to not only provide excellent medical services, but also serve medical research and training, in 2019, MITERA organised for the eighth consecutive year a retraining programme of hands-on practice. The programme helps young doctors to specialise in and become familiar with the new minimally invasive surgery techniques in Gynaecology. The programme is addressed to young doctors who are in the process of specialising in a specific field and wish to gain knowledge and experience in Laparoscopic Surgery.

At the same time, MITERA has organised for a second consecutive year, a training programme of theoretical and hands-on practice in order to train and familiarize doctors with the Obstetric Ultrasound and the basic principles of Foetal Medicine. The programme was addressed to obstetricians-gynaecologists, specialists, as well as specialising in the last six months of their training, who wished to gain knowledge and experience and in Obstetric Ultrasound. The programme was held under the auspices of the Greek Society of Ultrasound in Obstetrics and Gynaecology.

### Heart related Training Seminars

For a second consecutive year, HYGEIA organised heart related training seminars which took place at the “N. LOUROS” Conference Centre of MITERA. The programme consists of seven seminars and addresses topics of exceptional clinical importance, presented by specialised scientists.

### Interactive Surgery Courses

For a second consecutive year, the interactive surgery courses of the Ameri-

Providing information and raising public awareness on Health issues



can College of Surgeons (ACS) was organised for medical students and young doctors.

These optional courses are based upon one of the best international training programmes, the ACS General Surgery Review Course; they are held alternately at the “N. LOUROS” Conference Centre of MITERA and at the AKISA Building of the Attica Hospital.

### The “Andreas Vgenopoulos” Medical Postgraduate Programme by the Scientific Union of HYGEIA Doctor

HYGEIA in collaboration with the Scientific Union of HYGEIA Doctors (SUHD) has launched the Medical Postgraduate Programme and has established scholarships for graduates in Medicine, who specialize in Pathology and Surgery and would like to attend it.

This is a four-month-long programme which involves 14 scholarships. It is addressed to young doctors who are going to specialise in Pathology and Surgery and intend to work as hospital doctors. Programme participants observe the work of the Pathology or Surgery clinics, as well as that of the Intensive Care Unit. They also get tutorial courses in Pathology and Surgery by doctors of HYGEIA and special training in imaging methods.

At the end of the four-month period, programme participants receive attendance certificates and financial awards.



### 3 Supporting vulnerable social groups, sports clubs and NGOs

The Group's social contribution in healthcare involves all kinds of initiatives that actively assist fellow citizens in need. In particular, Group initiatives focus upon the promotion and protection of public health through social actions and partnerships with organisations; they also aim to address a wide range of social issues.



#### Christmas party

In December 2019, METROPOLITAN HOSPITAL held a Christmas event for the children of METROPOLITAN Paediatrics in collaboration with the Olympiakos football team.

### We support the Children who have the FLAME inside them

The Group has been supporting the FLOGA (Flame) Association of Parents of Children with Cancer for a number of years, offering healthcare services, financial aid and a warm embrace. In recent years, the children of FLOGA can have free-of-charge radiation treatment, invasive procedures, gamma-knife treatments and high-definition imaging tests at HYGEIA.

A-LAB charges special rates to the FLOGA patients, while Y-LOGIMED supports the Association, by offering a range of disposable medical supplies (disposable gloves in various sizes, surgery masks, serum devices, oxygen masks, bandages, etc.) addressing the needs of the Association's staff when offering medical care to the children. MITERA placed a collection box on site, for anyone who can financially support the work of FLOGA.

### Close to "Ergastiri"

The Group continued to support the "Ergastiri" Association of Parents, Guardians and Friends of People with disabilities, offering medical care and pro bono surgeries to the people hosted by the association.

Specifically, HYGEIA conducted invasive procedures for three people supported by the Association on a pro bono basis. HYGEIA also continued the cooperation with "Ergastiri" for the supply of bakery products produced by the young people that the Association occupies; the products are made available in common areas of the Hospital.

### Support to Municipalities and capital cities

In 2019, HYGEIA and MITERA responded to the requests of municipalities and capital cities in the country, to embrace and support their humanitarian work. Indicative examples of this support include the following:

- Financial aid by HYGEIA and MITERA for the Easter and Christmas dinners that were organised by the Marousi Municipality for its residents.
- Donation of a portable defibrillator by HYGEIA to the first aid department of the Athens War Museum.
- Donation of ultrasound equipment as well as medical and dental equipment, by HYGEIA to the 5<sup>th</sup> Patisia Municipal Clinic of the Municipality of Athens.
- Donation of two electrocardiographs by HYGEIA to the Clinic at Stenosia in Messinia.
- Financial aid by MITERA to the Galilee Palliative Care Unit which operates under the Diocese of Mesogaia and Lavreotiki.
- MITERA donated beds and mattresses as well as wheeled hospital beds, to "Apostoli" Charity organisation of the Archdiocese of Athens.
- METROPOLITAN HOSPITAL's ongoing participation since 2018, in the "365+ Days of Care" initiative; this is a social contribution programme launched by the non-profit organisation of the Hellenic Shipping community, "SYN-ENOSIS" and implemented by the Prolepsis Institute. The aim of the programme is to address the needs of a particularly vulnerable group of elderly over the age of 65, who were affected by the recent deadly fires of the Municipalities of Rafina-Pikermi and Marathon-Nea Makri. The initiative was pursued throughout 2019.

Similar actions of active support to Municipalities and local communities were undertaken by METROPOLITAN GENERAL. More specifically:

- On January 28, the Clinic organised an informative event for the prevention of heart diseases, breast cancer and obesity at the “Spyropouleio” Cultural Centre of the Municipality of Filothei-Psychiko; cardiologists of the Clinic and members of the Hellenic Cardiology Society also performed CPR cardiopulmonary resuscitation classes for the employees of the Municipality.
- On November 11, the scientific group of the Clinic under the name “The doctors of our heart”, conducted an informative event for the prevention of heart diseases and the vaccination of adults at the “M. Merkouri” Room of the Papagou - Cholargos City Hall. The doctors stressed the importance of timely treatment of acute myocardial infarction, within the first two hours after the onset of pain.
- On October 21, on the occasion of World Osteoporosis Day, the Osteoporosis Clinic and the Clinic of Autoimmune Rheumatic Diseases at METROPOLITAN GENERAL gave an informative lecture titled “Osteoporosis, the scourge of our times” at the Mikis Theodorakis Amphitheatre of the Papagou Cholargos City Hall.
- The Clinic offered financial aid to the Papagou - Cholargos Municipality for the organisation of the 25<sup>th</sup> Papagou - Cholargos Cultural Festival.
- The Clinic donated 130 used nursing beds and bedspreads to the Piraeus Nursing Home.
- The Clinic provided gift vouchers to large families and to residents in need of the Papagou - Cholargos Municipality; the vouchers allowed them to purchase food from a supermarket chain during the festive period of Christmas.

Supporting vulnerable social groups, sports clubs and NGOs



Since 2018, METROPOLITAN HOSPITAL has sponsored the contemporary cultural centres ‘Stegi’ of the Onassis Foundation, as well as the Michalis Cacoyannis Foundation.

### Support to vulnerable social groups

The Hellenic Healthcare Group undertakes a wide range of actions to support vulnerable social groups. These include:





### 3 Supporting vulnerable social groups, sports clubs and NGOs

Through its clinics, the HHG Group continuously provides medical and diagnostic examinations in support of non-governmental organisations such as “Praksis”, the “Friends of the Child” Association, “The Home Project”, “The Mitera Centre for Infants”, “The Smile of the Child” and the “National Centre for Social Solidarity”.



#### HOPEgenesis

HOPEgenesis is a non-profit organisation active in the field of health and social welfare that focuses upon the issue of infertility in Greece. Its mission is to provide comprehensive medical treatment and care to women, from the moment they become pregnant until the time of delivery.

MITERA offers assistance to HOPEgenesis by providing health services free-of-charge to women beneficiaries of HOPEgenesis who reside in remote islands; the services are given during their pregnancy, childbirth and postpartum.

#### BE.LIVE

The purpose of Be.Live is to offer the possibility of in vitro fertilization (IVF) to infertile couples who are unable to cope with the serious, financial burden of this method.

BE.LIVE’s vision is to eliminate infertility problems in the future while its mission is to enhance and ensure access to infertility treatments to economically vulnerable groups; the organisation focuses upon the more remote areas of the country and tries to raise the awareness of government agencies and the public, on infertility.

MITERA supports the effort of BE.LIVE by offering IVF services free-of-charge to couples who are beneficiaries of this organisation.

#### HYGEIA’s initiative for the prevention and promotion of “HEALTH FOR ALL”

HYGEIA’s civil not-for-profit organisation “Health Prevention and Promotion Society” Health runs the “Health for all” programme; this is a programme that aims to develop a series of primary healthcare and social care services that would interconnect with local communities and local public services and structures, to the benefit of vulnerable social groups.

MITERA provides medical personnel to support the actions of the programme.

#### NGO “KLIMAKA”

In recent years, HYGEIA has enhanced its social footprint by launching a social economy programme. The programme primarily aims to reduce social exclusion and reintegrate socially excluded people into society; it does so by running a paper recycling project in partnership with the NGO KLIMAKA and the limited liability social cooperative “KLIMAX plus”. “KLIMAKA” is an NGO founded by a group of mental health professionals and operates as a human and social capital development agency. Through its social intervention in areas such as health, welfare, employment and economic development, the organisation ultimately aims to socially integrate individuals and groups that have been excluded from society; the organisation collects revenues from the resale of the recycled paper and from donations and sponsorships which are used to cover costs and help create jobs for the socially excluded people who join the programme; the funds also support the NGO’s Day Centre and the the Homeless shelter that hosts several tenants.

#### “Open Arms”

Every year MITERA provides medical supplies and test-pap analysis at the “Open Arms” for its campaigns in remote islands.

#### International Organisation for Migration

With the best interest of unaccompanied minors in mind, the International Organisation for Migration (IOM) and HYGEIA have formed a cooperation framework, on the basis of which the clinic offers specialised medical examinations to the underage immigrant population living at hostels in Athens. These specialised high-cost

examinations are performed over and above the healthcare services unaccompanied minors get by the National Health System. Moreover, services such as DNA tests help accelerate the conclusion of pending family reunification cases, thus ensuring the best interest of the children.

**George & Aik. Hatzikonsta Foundation – Youth Educational Welfare**

For over 160 years, the George & Aik. Hatzikonsta Foundation – Youth Educational Welfare cares and provides for children in need; the Foundation hosts, embraces with love and undertakes the upbringing and education of boys and girls, aged six to 18 years.

HYGEIA and MITERA support the Foundation’s mission by offering medical services and medical care to these children.

**“Schedia” Street magazine**

The clinics of the Group continue to support the Street journal “Schedia” through an annual subscription.

**Love and Care for the children at KESO Family Support Centre**

In 2019, MITERA continued its collaboration with the Family Support Centre KESO of the Holy Archdiocese of Athens, by providing free-of-charge child births and examinations to financially vulnerable women who are supported by the Centre.

Supporting vulnerable social groups, sports clubs and NGOs





### 3 Supporting vulnerable social groups, sports clubs and NGOs

Travelling with “+Sailing” METROPOLITAN HOSPITAL and METROPOLITAN GENERAL supported the non-profit organisation company +Sailing (Symplefsi) on its trip to the islands of Sikinos, Irakleia, Shoinousa and Patmos from April 6 to April 9 where a team of doctors performed clinical and blood tests and minor invasive procedures. The clinics undertook to cover the microbiological, biochemical and histology examinations and provided 2,600 free specialised examinations to approximately 1,150 people on these small and remote islands of the country. The examinations included approximately 450 microbiological and biochemical blood analyses, approximately 100 Pap tests and dozens of minor procedures.



#### We support the “365+ Days of Care” programme

METROPOLITAN HOSPITAL and METROPOLITAN GENERAL in cooperation with the Prolepsis Institute participated in the “365+ Days of Care” programme, by providing healthcare services to elderly people who were impacted by the deadly fires. Specifically, different specialty doctors performed pro bono clinical examinations, diagnostic-imaging examinations and eight cataract surgeries to the elderly fire victims.

Also, a fully equipped mobile medical unit attended by a pathologist, a cardiologist, an ophthalmologist and an orthopaedist, made home visits to fire-affected elderly people with limited transportation means.

#### NGO “Child’s Heart”

MITERA and METROPOLITAN GENERAL have embraced the mission of the PanHellenic Association for the

Protection, Information and Assistance of Children and Adults with Heart Disease “Child’s Heart”; both clinics provide primary and secondary healthcare services (hospitalisations, surgical and diagnostic procedures, diagnostic tests) at special rates for children and their families suffering from congenital heart disease.

#### The “Magic Diabetes Bus” information campaign

In recent years, METROPOLITAN GENERAL has continuously supported the actions of the non-profit organisation “With Diabetes as the Driver”. In 2019, the clinic provided financial support to the NGO to organise the “Magic Diabetes Bus” initiative; in the context of this initiative, the medical team of the Clinic’s Diabetes Centre, has visited different neighbourhoods in Athens and performed free examinations and information awareness campaigns on Diabetes from December 15, to December 20.

## 11<sup>th</sup> Greece Race for the Cure®

For yet another year, the Hellenic Healthcare Group personnel were dynamically “present” in the 5 km road race and the 2 km walk that was organised by the PanHellenic Association of Women with Breast Cancer “Alma Zois [Leap of Life]” in Athens on Sunday the 29<sup>th</sup> of October. Volunteer employees from the HYGEIA, MITERA and LETO clinics, as well as from Y-LOGIMED were at the starting line of the event at Zappeio, to support the cause - which involves raising public awareness on prevention and early diagnosis of the disease. The Race for the Cure® event is the most important public awareness initiative for breast cancer prevention globally. Since its humble beginnings in Dallas Texas, the Race for the Cure® has become a leading awareness campaign event on breast cancer, with a presence in 140 cities and participations that exceed one million throughout the world.

Supporting vulnerable social groups, sports clubs and NGOs





### 3 Supporting vulnerable social groups, sports clubs and NGOs

"We support sports and the benefits they bring to good health for all"

True to the athletic spirit and its healthy ideals, the Hellenic Healthcare Group undertakes a range of actions to consciously promote good health and well-being through active exercise and sports activities.



### Paralympians: Champions at heart

During 2019, HYGEIA continued to support Paralympic athletes, by offering medical healthcare services and diagnostic tests to the Greek Paralympic team who in recent years, have made us proud with their resilience, performance and success. Along the same lines, HYGEIA has also provided the athletes with the necessary equipment for the participation in World Championships.

### In support of the Hellenic Olympic Team

Driven by the Olympic principles and values, HYGEIA actively supports the athletes of the Greek Olympic Team, by offering medical services free-of-charge, to cover their healthcare needs; HYGEIA's contribution aimed at assisting the athletes in their preparation for the 2020 Tokyo Olympics.

### HYGEIA official partner of Panathinaikos FC and Panathinaikos BC

HYGEIA has actively supported and promoted sports for years, highlighting the benefits they bring to good health. Within this context, the clinic continued to be an official partner of Panathinaikos FC and BC, by offering healthcare services, diagnostic tests and disposing an ambulance at the service of the sports club during athletic games.

### METROPOLITAN HOSPITAL and METROPOLITAN GENERAL Proud supporters of Health at the Association of Greek Olympians

METROPOLITAN HOSPITAL and METROPOLITAN GENERAL have signed a sponsorship agreement and have become official supporters of the Association of Greek Olympians. On this basis and driven by innovation and a high-level of expertise, the two clinics



offer high quality healthcare services to the athletes and their families.

### **Sponsor of the Giannakis Academy: Supporting tomorrow's champions**

METROPOLITAN HOSPITAL and METROPOLITAN GENERAL provided financial support to the Giannakis Academy. The Academy trains hundreds of children aged 7-17 in basketball. The programme sponsored summer sports camps in Kastellorizo, Heraklion, Athens and Halkidiki.

### **Renewal of Cooperation with Hephaestus Lemnos BC**

METROPOLITAN GENERAL renewed its cooperation with the Hephaestus Lemnos basketball team as official medical supporter for the 2019-2020 season; it thus continued to shield the team's most valuable asset, that of health.

### **Renewal of Cooperation with Panionios FC**

METROPOLITAN GENERAL renewed its cooperation with Panionios FC Su Casa as official Health supporter for the 2019-2020 season.

### **Official Health Supporter of AEK B.C.**

METROPOLITAN GENERAL announced its cooperation with AEK B.C. (Basketball Club) for the 2019-2020 season, as the official Health supporter of the team. Specifically, the clinic provides healthcare services on prevention, diagnosis, treatment and rehabilitation, to the players and the team infrastructure. The Head Orthopaedic Surgeon of the clinic took over as Head of the medical staff of the team, while the clinic's physiotherapy department team remains as Head of the club's rehabilitation team for the 5<sup>th</sup> consecutive season.

### **Support to various Sports Clubs**

In 2019, HYGEIA offered financial aid to the Atlas sports club for people with special needs, to enable the participation of its members in sports championships. Also, for a second consecutive year, HYGEIA sponsored the participation of Despina Georgiadou, a Panathinaikos SC athlete in fencing, to national, pan-European and world championships, helping her to prepare for the 2020 Tokyo Olympics. METROPOLITAN GENERAL sponsored the Papagou sports club as well as the Kerkis volleyball club in Marathokampos of Samos, by offering medical services to their players.

### **METROPOLITAN HOSPITAL: Official sponsor of SEGAS and the Greek track and field and the Athens Marathon 2019**

As the official sponsor of the Association of Greek Gymnastics Sports Associations and the Greek track and field, METROPOLITAN HOSPITAL continues to stand by the side of athletes, who have offered us great moments of emotion and joy. METROPOLITAN HOSPITAL has also supported the 2019 Athens Marathon race.

### **Official Medical Supporter of the Greek Basketball Federation and Greek basketball.**

For yet one more year, in 2019, METROPOLITAN HOSPITAL honoured Greek basketball and continued to act as the official medical supporter of the Hellenic Basketball Federation.

### **Supporter of the Greek Football Federation and Greek football**

For yet another year, in 2019, the METROPOLITAN HOSPITAL supported Greek football and the Greek Football Federation, being present as a proud supporter and grateful for the unique moments Greek football has offered so far.

Supporting vulnerable social groups, sports clubs and NGOs



### **METROPOLITAN HOSPITAL Official Sponsor of Olympiakos FC**

For yet another year, METROPOLITAN HOSPITAL embraced the young generation of Piraeus, as the official sponsor of Olympiakos FC. Christos Theos, Director at the orthopaedic division of METROPOLITAN HOSPITAL, still heads the medical staff of the club. On December 19, 2019, six of the team's players visited the Paediatric Clinic and distributed gifts and big smiles to the children being treated at the clinic.

### **Medical Supporter of the Men's National Basketball Team**

METROPOLITAN HOSPITAL is a proud Medical supporter of the Men's National Basketball Team; driven by innovation and a high level of expertise, the clinic offers high quality healthcare services to the players of the team.

### **Medical supporter of Asteras Tripolis**

In 2019, METROPOLITAN HOSPITAL supported the Asteras Tripolis team, by acquiring a new type of ultrasound equipment especially for this mission.

### **Sponsor of the 4<sup>th</sup> PanHellenic Boat Championship at Athens International 420 Sailing Week**

On March 22-25, 2019, the Yacht Club of Greece organised the 4<sup>th</sup> PanHellenic 420 Boat Championship of Athens International 420 Sailing Week 2019; the initiative took place in Mikrolimano of Piraeus. METROPOLITAN HOSPITAL offered medical healthcare services to the organisers and participants, staying on standby during the races.



**3** Supporting vulnerable social groups, sports clubs and NGOs



Through a series of actions, HYGEIA actively supports the NGO Safe Water Sports, whose aim is to raise awareness on safety & prevention issues relating to water activities (sports and recreational) and to reinforce Greece's institutional framework in respect to safety against water sports accidents.

ΑΚΤΗ ΤΟΥ ΑΓΙΟΥ  
ΑΙΜΕΕ



Since 2017 and for the whole summer season from June to September, METROPOLITAN HOSPITAL has firmly supported the 'SunCoast' organisation with a day clinic, the availability of a nurse, free-of-charge first aid and cardiology and dermatological tests.

### Support for the Piraeus Sailing Club

METROPOLITAN HOSPITAL supported the Piraeus Sailing Club in respect to the "endless blue" and "love of the sea" activities of the club.

### Sponsor of the 10<sup>th</sup> Posidonion Half Marathon of the Municipality of Paleo Faliro

METROPOLITAN HOSPITAL is a proud sponsor of the 10<sup>th</sup> Posidonion Half Marathon of the Municipality of Paleo Faliro and has committed to continue to support the initiative in the future.

### Support for the EndoMarch Night Run / Walk 2019

In support of women's health and the fight against endometriosis, METROPOLITAN HOSPITAL participated in the EndoMarch Night Run / Walk 2019 and offered two state-of-the-art ambulances and medical personnel during the event.

### Medical sponsor of the Professional Boxing Association

METROPOLITAN HOSPITAL offered medical healthcare and all the necessary medical tests to the members of the Professional Boxing Association, standing by the side of all the professionals so that they could focus solely on their effort for distinction and victory.

### Support to the employee sports teams of the Group

For another year, HYGEIA continued to provide financial support to the basketball and the football teams of its employees. The basketball team has taken part in the Working Basketball Championship "Nikos Galis", while the football team has participated in the working football championship of the Attica Hospitals

Sports Committee and has enjoyed several distinctions.

Along similar lines, in the last three years, METROPOLITAN HOSPITAL has supported the METROPOLITAN employees Run Club. The running team has its own coach, as well as the unwavering support of the clinic. METROPOLITAN GENERAL has in turn, supported employee athletic activities including its football team which regularly participates in the working championship of the Sports Committee of Attica Hospitals and has won several distinctions.

### Our ambulances in sports events

HYGEIA was 'present' with its ambulances - manned with a doctor and a nurse, both at the "Euripides 2019" sports event organised by the Municipality of Halandri as well as the road race carried out by the Kifissia Gymnastics Association.

Similar support was offered by the clinic for the sports activities of the Platon educational school of the Ionian school.

METROPOLITAN GENERAL was 'present' with fully equipped ambulance and experienced medical personnel in the following sports events:

- The second Attica Road Race, which took place on April 4 within the framework of the "All together we can" initiative and in collaboration with 20 municipalities of Attica, including the Municipality of Papagou-Holargos.
- The "ACG 2019 International Sports Festival" organised by the Sports Department of Deree College on March 28-30.
- The road race of the Association "SOS adespota Vrillission" (to help stray animals), on June 9.
- The "TOC Merrython Solidarity" Road Race on December 8.



## “We support Education”

### Donation of electronic equipment to primary schools

In response to a request by the 4<sup>th</sup> Primary School of Vrilissia, HYGEIA donated a projector to the school.

### Bravo Schools

Conscious of the ‘sensitive’ sector in which the Group operates, it has become a supporter of the Bravo Schools initiative “CREATING A BETTER WORLD”; this is an initiative which aims to inform, train and mobilise primary and secondary school students aged four to 15 on the 17 Global Sustainable Development Goals (SDGs).

The Bravo Schools initiative is implemented on an international level, in partnership with the World’s Largest Lesson (a UN certified training programme on the 17 Global Sustainable Goals), UNICEF and UNESCO. On a national level, the initiative bears a seal of approval by the Ministry of Education and the Institute of Education. Through its EXPERIENTIAL SCHOOL educational department, the QualityNet Foundations develops an introductory educational programme on the SDGs for stu-

dents in Greece and Cyprus, along the lines of the Bravo Schools initiative.

### Financial support to Students

HYGEIA provides financial support to students and in this context, it has contributed to the organisation of the third Arsakeio Road Race.

### Robotic Surgery Courses

American students of the Atlantis Project Pre-Med Fellowship programme, attended Robotic Surgery courses that were performed by METROPOLITAN HOSPITAL, with the da Vinci Xi and da Vinci Si systems at the operating rooms of the clinic.

### Educational visits to the clinics of the Hellenic Healthcare Group

The Group gives the opportunity to students studying in academic institutions in Greece, to make educational visits in the Group clinics; these aim to offer a hands-on education to the future scientists and engineers, familiarising them with their object study. More specifically, during 2019, the fol-

lowing educational visits took place:

35 students of the American College of Athens have visited the facilities of HYGEIA and had the opportunity to be informed about the clinic’s mode of operation.

Similar visits have taken place for school and university students from the schools of Nea Genia Ziridis, from Arsakeio schools, from the National Technical University of Athens and from the Greek-French school St Joseph.

METROPOLITAN GENERAL has welcomed 30 American students of various health specialties from Cedar Crest College, together with their professors and companions; the visit was carried out through the programme framework of the educational NGO ΔΙ.ΚΕ. ΜΕΣ. The students visited neuralgic departments of the clinic and had the opportunity to discuss with doctors – associates on operational, medical and technical issues related to these departments. They also exchanged views with directors-doctors and the administrative personnel and learned about the evolution of healthcare in Greece since the time of Hippocrates.



# Caring for the Environment

## Relevant UN Sustainable Development Goals



## The Hellenic Healthcare Group's environmental footprint

Our priority is to ensure the sound management and the continuous improvement of our environmental footprint in all the clinics of the Group. In accordance with international best practice on transparency in emission reporting, we con-

trol our impact to climate change and monitor the CO<sub>2</sub> emissions we produce on an annual basis. We follow international protocols to measure emissions and we cover all three categories of direct and indirect air emissions.

The Hellenic Healthcare Group acknowledges that energy sources are not inexhaustible and must be managed responsibly. With this in mind, the Group's contribution to the protection of the environment involves two dimensions: the internal and the external.



The internal dimension relates to the efforts of the Group to mitigate the environmental impact caused from its operational activities.



The external dimension involves efforts to enhance the environmental awareness of the shareholders and other stakeholders, as well as to promote initiatives outside the context of the clinics that safeguard a healthy environment for future generations.



The Hellenic Healthcare Group implements specific procedures for the protection of the environment in a very consistent manner; these materially contribute substantially to the continuous improvement and ultimately, to the reduction of the environmental footprint of the clinics.



### ISO 14001

Additionally, HYGEIA clinic has adopted an Environmental Management System, which is certified in accordance with the ISO 14001 international standard. Based on this system, the clinic carries out an evaluation of the environmental aspects and the potential impact from the provision of healthcare services.



For a detailed overview of environmental data please see page 236.

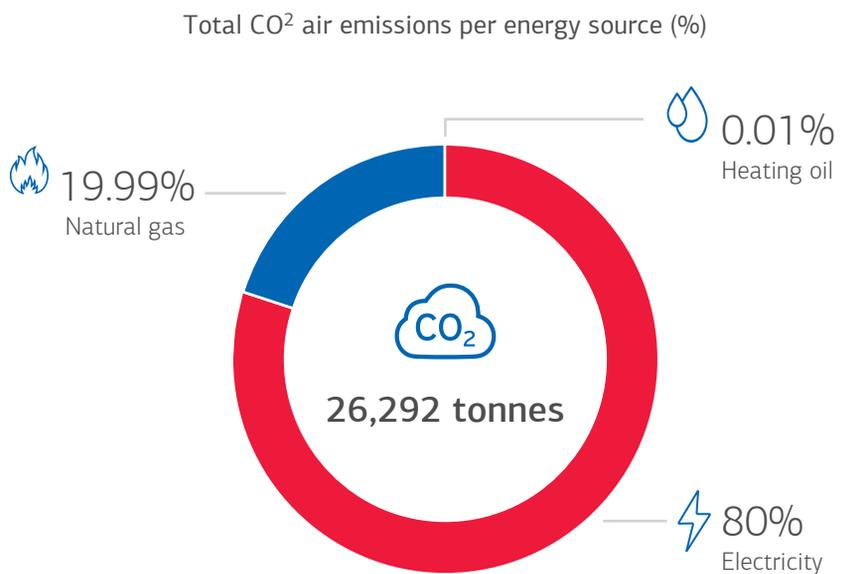
### Energy and emissions of air pollutants

The carbon footprint of the Hellenic Healthcare Group derives from the consumption of electricity used to power the clinics and office facilities, from fuel consumption for the operation of the boilers to heat the buildings, from hot water production for use and the operation of steam power generators, as well as from the powering of gensets; also, from air emissions from the use of ambulances and of chartered private buses for the transportation of the personnel.

Last year's goal was not only to achieve energy savings, but also to reach the optimal operation of the relevant management systems, in accordance with ISO 9001 and ISO 14001.

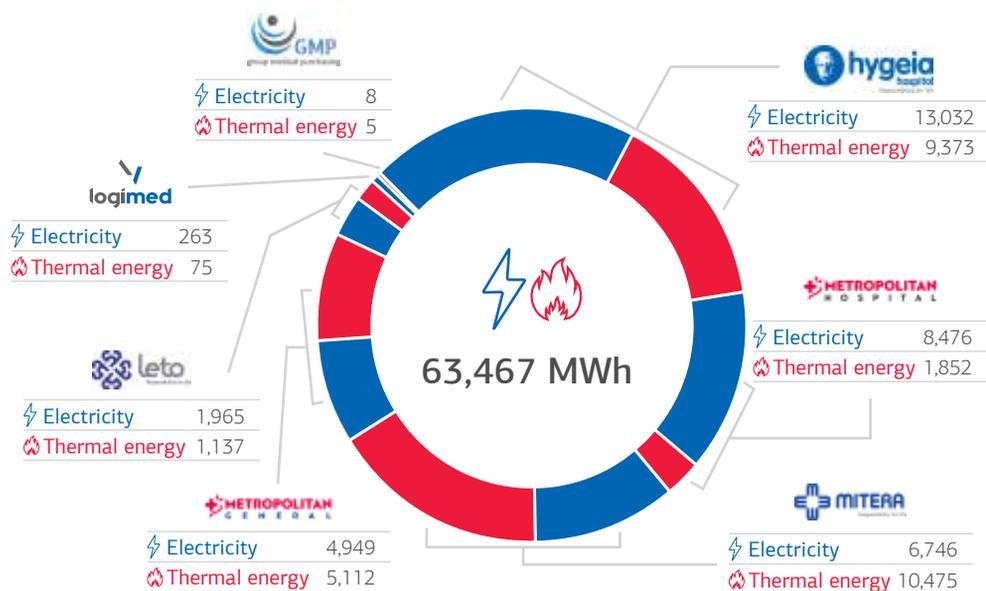
The Group continues to carry out an annual HVAC maintenance; it also performs gas emission measurements, regulates boilers, furnaces and steam generators and inspects the electrical installation in accordance with the requirements of the Hellenic Organisation for Standardisation ELOT HD384.

With regards to energy efficiency, the Group has invested in a number of initiatives to manage and reduce energy consumption, such as the use of LED technology lamps, the replacement of refrigeration units by new ones of cutting-edge technology, the monitoring and management of E/M installations through BMS, the operation of combined heat-power generation (CHP), as well as the installation of new air-cooled pumps.

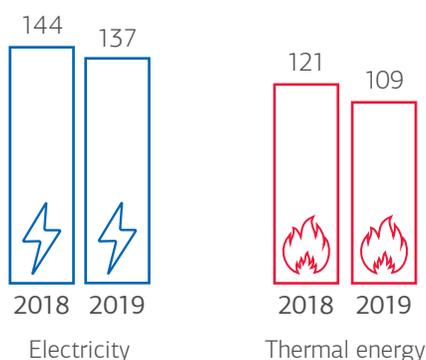


The Hellenic Healthcare Group consumes energy from direct (heat energy from natural gas and oil) and indirect energy sources (electricity). Specifically, the Group's indirect energy consumption relates to energy from non-renewable energy sources, purchased from licensed providers. In 2019, the total annual indirect energy consumption per bed day, decreased by 3%.

Energy Consumption by Source and Clinic (MWh)



Energy Consumption (kWh/bed day)\*



\* Refers to the clinics of the Group.

## We reduce our environmental footprint



We have reduced air emissions from electricity by 8% vs. 2018.



We have reduced natural gas consumption by 1,169 MWh (4%) vs. 2018.



During 2019, we have improved the energy efficiency of our buildings. More specifically, HYGEIA's E/M equipment was upgraded while METROPOLITAN HOSPITAL replaced the building facades.



We have installed a building management system and have been implementing BMS (Building Management System).



We aim to continuously improve the Group's overall environmental performance, by implementing practices that lead to a sustainable future.



The overall set of procedures, methods and actions that are implemented by the Hellenic Healthcare Group on the management of waste and hazardous material, take place after careful planning and extensive personnel training, as they involve the sorting of non-hazardous waste marked for recycling, from hazardous waste that requires special treatment (incineration and sterilisation) in accordance with the legislation in force.

All the clinics of the Group have made a commitment to make a critical contribution in the broader national effort for the reduction of waste generation and the increase of reuse; they work together with the competent authorities and fully comply with the legislation in force. To this respect, HYGEIA, MITERA and LETO, apply an official Internal Regulation on waste management.

## Waste management

### Hazardous waste

Like with any modern medical unit, healthcare services provided by the clinics of the Group produce a significant volume of medical, chemical or even radioactive waste. It is imperative for the Group to follow responsible environmental waste management practices so as to help protect the environment, improve soil and water quality and effectively safeguard the health of the employees who handle waste material.

The Group fully complies with all legislative procedures related to the collection and delivery of hazardous waste to licensed companies, for management.

The main categories of hazardous waste are:

- Purely infectious hazardous waste (PIHW) - waste that has come into contact with blood and other biological fluids and other waste, such as needles, syringes, scalpels, etc.
- Mixed Hazardous Waste (MHW) - contaminated waste that is toxic; waste from anatomic pathology labs, from departments where chemotherapy is performed, tissues, organs, heavy metals, toxic substances, pharyngeal cytostatics, etc.
- Other Hazardous Waste (OHW) filters for filtration chambers, chemicals consisting of or containing toxic substances, drug residues.
- Special Streams such as radioactive waste, batteries, waste from electrical and electronic equipment, effluents, construction waste.

Liquid waste categorised as Other Hazardous Waste (AWE), such as pharmaceuticals, microbiological laboratory fluids and other liquid waste produced by chemical reactions of biological material and reagents, or purely chemical substance, are collected in certified special tanks that bear specific marking and are then driven to incineration by properly accredited third-party bodies.

Within this context, the Group implements a sound Hazardous Materials and Waste Management Plan per clinic, as well as a programme to support the recycling of non-hazardous waste.



### Non-Hazardous Waste

Non-hazardous waste (paper, plastic, glass, metal, wood) undergoes separate sorting and management by licensed providers, which depends on the specific type of waste. In particular, Y-LOGIMED carries out a systematic recycling of paper packaging and other packaging materials in partnership with the Hellenic Recycling Company.

Volumes of Non-Hazardous Waste(tn)

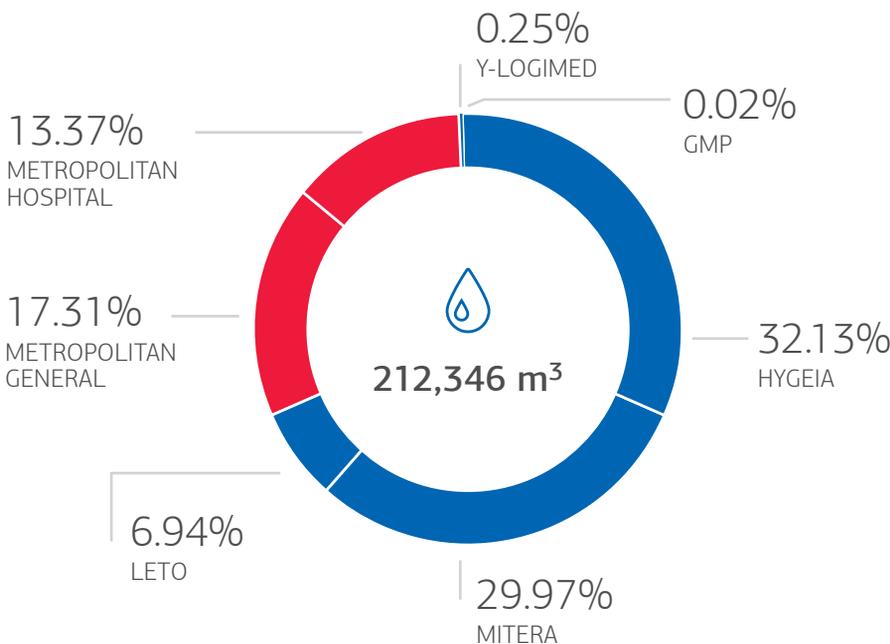
		HYGEIA		MITERA	
		2018	2019	2018	2019
	Paper Recycling	33.3	114.7	0.1	1.2
	Plastic Recycling	1.0	3.5	0.0	0.04
	Metal Recycling	2.6	9.5	0.0	1.1
	Wood	11.9	14.6	0.0	4.4
	Building materials	15.6	3.5	0.0	2.9

### Water use

For the clinics of the Group, the correct use of water and the substantial reduction of water consumption make part of environmental management. The clinics use water from the local public supply networks in all their facilities.

Water is used mainly for the needs of the clinics and the cleaning of sanitary areas. The Hellenic Healthcare Group takes a number of actions to reduce water consumption, such as managing water consumption through automation systems. As a result, in 2019, the total water use decreased by 8%, with an average daily consumption of 582 m<sup>3</sup>.

Water consumption by the irrigation networks in the Hellenic Healthcare Group (m<sup>3</sup>)



The Hellenic Healthcare Group ensures its continuous water supply and monitors water consumption closely. HYGEIA and MITERA clinics have a network of reservoirs for temporary storage of water. This secures autonomy of water supply of their facilities, should an interruption occur to the water supply network.

Moreover, in order to utilise as little natural resources as possible and to optimise water savings, HYGEIA has upgraded the discharge line protection system installed on the central water pipe that is used to fill the four cooling towers of the clinic.

# Environmental performance indicators

## Energy and water management indicators

	UNIT	HYGEIA		METROPOLITAN HOSPITAL		MITERA		METROPOLITAN GENERAL		LETO		Y-LOGIMED		GMP	
		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019

### EXPENDITURE FOR ENVIRONMENTAL PROTECTION

Waste management	€	407,551 €	419,251 €	-	-	338,589 €	259,649 €	184,205 €	185,729 €	50,921 €	40,502 €	-	-	-	-
Bags - Boxes	€	187,548 €	174,370 €	-	-	127,992 €	140,961 €	63,288 €	59,894 €	9,396 €	6,966 €	-	-	-	-
Packaging materials	€	-	-	-	-	-	-	-	-	-	-	2,250 €	2,502 €	-	-
<b>Total</b>	€	<b>595,099 €</b>	<b>593,621 €</b>	<b>-</b>	<b>-</b>	<b>466,582 €</b>	<b>400,610 €</b>	<b>247,493 €</b>	<b>245,623 €</b>	<b>60,317 €</b>	<b>47,468 €</b>	<b>2,250 €</b>	<b>2,502 €</b>	<b>-</b>	<b>-</b>

### ENERGY CONSUMPTION

Annual consumption of electricity (MWh)	MWh	13,118	13,032	8,537	8,476	6,539	6,746	4,710	4,949	1,899	1,965	260	263	10	8
Specific consumption of electricity (kWh/bed day)	kWh/bed day	187	176	139	134	91	86	184	166	155	169	-	-	-	-
Annual consumption of natural gas	MWh	9,367	9,373	1,879	1,852	11,287	10,475	5,385	5,112	1,200	1,137	-	-	-	-
Specific consumption of natural gas	kWh/bed day	133	127	31	29	158	134	211	171	98	98	-	-	-	-
Annual consumption of diesel	MWh	-	-	-	-	-	-	-	-	-	-	66	75	-	5
<b>Total energy consumption</b>	<b>MWh</b>	<b>22,485</b>	<b>22,405</b>	<b>10,416</b>	<b>10,328</b>	<b>17,826</b>	<b>17,221</b>	<b>10,095</b>	<b>10,061</b>	<b>3,099</b>	<b>3,102</b>	<b>326</b>	<b>338</b>	<b>10</b>	<b>13</b>

### WATER CONSUMPTION

Water consumption by the irrigation networks	m <sup>3</sup>	79,567	68,223	35,494	28,401	61,770	63,649	35,850	36,762	16,655	14,737	560	533	30	41
Specific water consumption by the irrigation networks	lt/bed day	1,132	922	579	450	863	815	1,403	1,242	1,357	1,270	-	-	-	-

### CO<sub>2</sub> EMISSIONS

Electricity	tn	9,113	7,772	5,092	5,055	4,542	4,023	2,809	2,955	1,319	1,172	155	157	6	5
Natural gas	tn	1,722	1,723	345	340	2,074	1,925	990	940	221	209	-	-	-	-
Heating oil	tn	-	-	-	-	-	-	-	-	-	-	16,4	18,5	-	1,2
<b>Total</b>	<b>tn</b>	<b>10,835</b>	<b>9,495</b>	<b>5,437</b>	<b>5,395</b>	<b>6,616</b>	<b>5,949</b>	<b>3,799</b>	<b>3,891</b>	<b>1,565</b>	<b>1,404</b>	<b>171,4</b>	<b>175,5</b>	<b>6</b>	<b>6,2</b>

The points where it is noted "-" refer to non-applicable data.

## Waste management indicators

	UNIT	HYGEIA		METROPOLITAN HOSPITAL		MITERA		METROPOLITAN GENERAL		LETO	
		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
<b>HOSPITAL WASTE OF HAZARDOUS MATERIAL BY MANAGEMENT METHOD</b>											
Sterilisation	tonnes	408	412	344	342	183	232	96	64	0.3	0.1
Incineration	tonnes	28	41	14	10	81	50	52	9	43	37
Total	tonnes	436	453	358	352	264	282	148	73	44.3	37.1
<b>OTHER HAZARDOUS WASTE BY MANAGEMENT METHOD</b>											
Recycling	tonnes	7.1	8.3	3.3	3.7	2.7	1.8	2.5	0.9	0.6	0.4
Re-use	tonnes	0.0	1.4	0.0	0.0	1.0	0.0	0.0	0.0	0.3	0.3
Total	tonnes	7.1	9.8	0.0	0.0	3.7	1.8	2.5	0.9	0.9	0.7





# Business Model and Corporate Governance

Relevant UN Sustainable Development Goals



Guided by a culture of continuous improvement, the Group steadily builds on its value, through governance and strategic development.



## Business model and strategy for development

The Group's continuous improvement and the creation of value for all the stakeholders are the founding stones of its strategic planning. The Group is governed by a defined set of principles and values, applied across all its activities and through which it assures a legitimate and ethical business conduct.



## Corporate governance framework

Good corporate governance is reflected by the Group's ethics, transparency, open communication, responsibility and the equal access to information it provides to all its stakeholders.



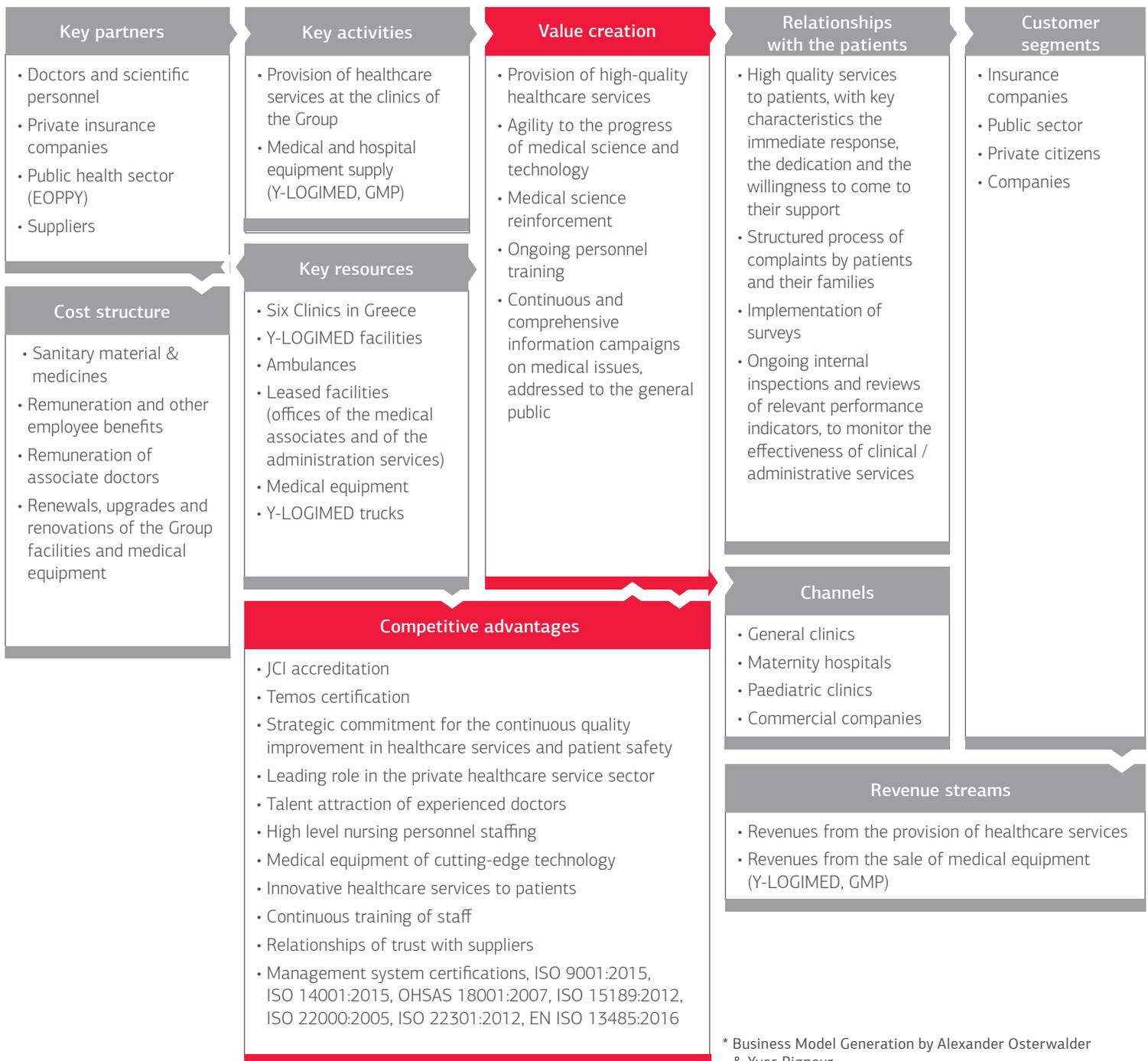
## Economic Development

In the financial sector, the Group's priorities focus upon actions that aim to ensure a sound financial structure, optimise the management of capital funding, streamline cost structure with expected revenues and make best use of synergies between the companies of the Group.

Our business model determines the resources, the means and the tools through which our Group creates value and becomes useful to all the stakeholders.

## The Group's business model and strategy for development

The Hellenic Healthcare Group's ultimate objective is to provide high quality healthcare services in Greece and maintain its good rank within the health sector on a global level. The Group aspires to achieve this, through the consistent, responsible and continuous development of innovative services. Providing a superior quality of healthcare is the key driver and the main source of value creation of the organisation. It is the foundation of the business model according to which Group operates.



\* Business Model Generation by Alexander Osterwalder & Yves Pigneur

### Strategic priorities

The Hellenic Healthcare Group’s key priority is to grow in a way that works to the benefit of all its stakeholders. The activities it develops focus upon growth in areas such as the introduction of value-added services, the investment in cutting edge technology and the provision of innovative

services in niche markets. These priorities are fully aligned with the Group’s mission to provide high quality healthcare services, guided by a sense of respect for people, society and the environment.



Provision of high-quality healthcare services and investments in cutting-edge technology



Evaluation and risk management

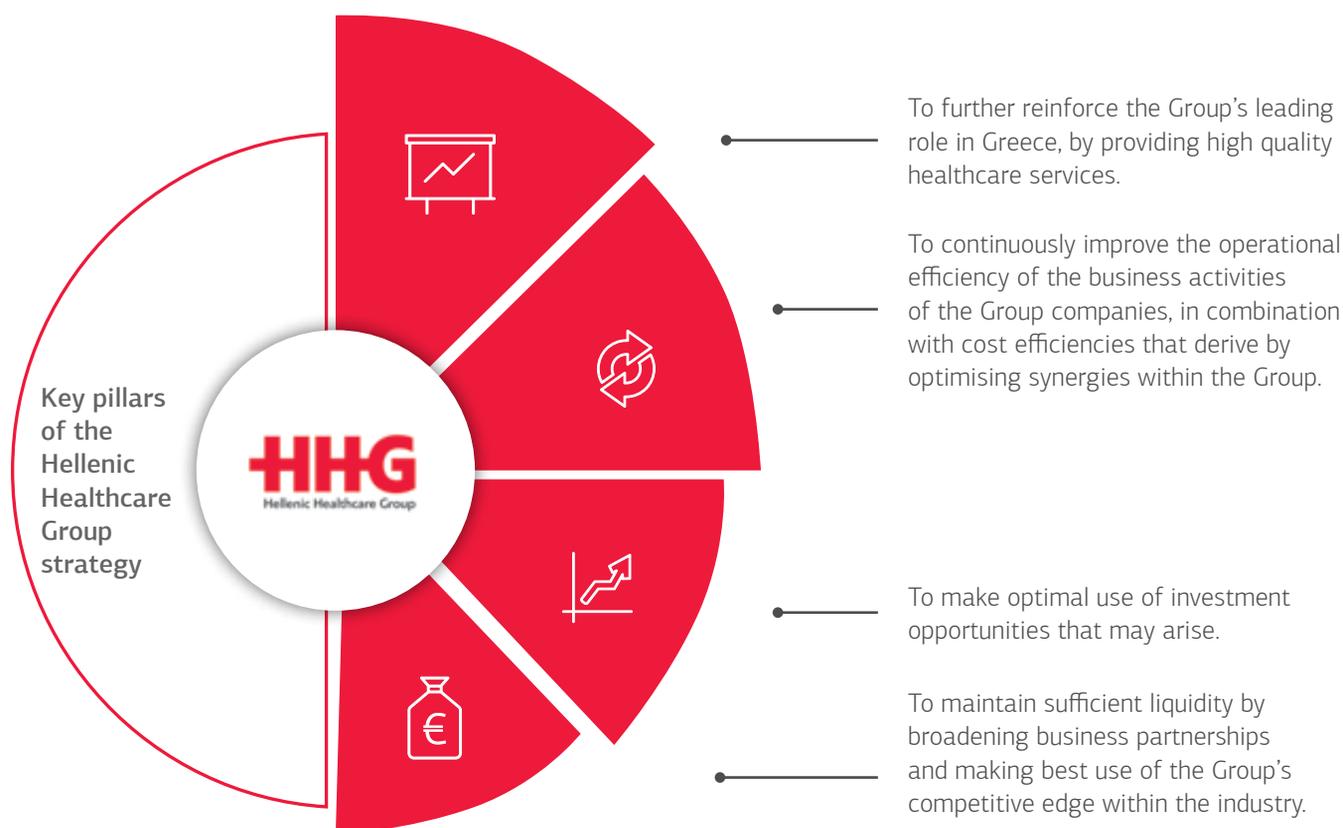


Respect for the environment and the needs of society



Activation driven by the long-term interest of the stakeholders

HHG’s key pillars of strategy for the future are:



The Management of the Group monitors developments in the sector, on the basis of their professional experience; they evaluate existing conditions and continuously assess and forecast the investment and operating needs of the Group for the future. The Group also adjusts the Business Plan where required, in order to maintain and improve the operational efficiency of its companies.



The clinics and companies of the Hellenic Healthcare Group apply a Code of Ethics and Conduct which is mandatory for the Management, the personnel, as well as for the external associates or suppliers.

Moreover, the Group applies the principles of Corporate Governance, in accordance with the provisions of the Law and international best practice; these principles are also aligned with the provisions of the Code of Medical Ethics.

## Corporate Governance framework

### Risk management

The Hellenic Healthcare Group effectively manages the financial and operational risks to which it may be exposed, by acknowledging the factors that contribute to the creation of these risks. To this end, it has developed and has implemented management systems in all the key areas of its activity. It has also designed a comprehensive Risk and Emergency Management Plan in order to face, in a systematic and responsible manner, a wide range of internal and external adverse events, which may hinder the flawless operation of the clinics.

### Transparency and the fight against corruption

The Group places particular emphasis upon the implementation of preventive actions on transparency and corruption issues, aiming to fully respond to stakeholder needs. Within this context the Group has developed and applied a Code of Ethics and Conduct which is inspired by the Code of Medical Ethics and the Greek Legislation in force.

The Code provides specific guidance on the ways in which Group companies and clinics can observe the rules of ethics inside and outside the organisation; these may refer to relations with patients, suppliers and other interested parties of the Group. The Code of Ethics and Conduct essentially oversees self-determination policy issues on anti-corruption.

### Internal audit

The Internal Audit Department performs an independent and objective validation and advisory activity. It provides a systematic and structured approach for the evaluation and improved efficiency of the Internal Audit System, Risk Management and Corporate Governance. The department's main objective is to provide reasonable assurance to the Group Management and the Shareholders, with regards to the achievement of the Group's business objectives.

### Personal data protection

The Group pledges to safeguard the fundamental rights of citizens, as their protection is essential for the operation of the organisation.

We comply fully with the basic legal principles of any kind of personal data processing (legality, objectivity, transparency, limitation of purpose, data minimisation, data accuracy, limitation of data retention period, data integrity, confidentiality and accountability). At the same time, we have undertaken the necessary steps to inform the citizens who come in communication with the companies the Hellenic Healthcare Group for the exercise of their rights (to access, rectify, supplement, delete, restrict, object, transfer).

With a view to meeting the needs of our clients, while complying with the regulatory provisions, we have introduced new consent and authorization forms, which contribute to a more efficient operation of the departments of the clinics.

At the same time, we monitor on a daily basis the physical security measures in wards and nursing floors, where personal data is likely to be accessed by third

parties. We have adopted a fully anonymous process when ordering consumables and special medical equipment from our suppliers.

The Group has appointed a Data Protection Officer who

monitors on an on-going basis the level of data protection of all those who interact with the companies of the Group and the degree of compliance of the Group's procedures and infrastructure with the requirements of the General Data Protection Regulation and the legislation in force.

## Committees

With the objective to secure a flawless operation and enhance transparency, the Hellenic Healthcare Group has established a number of Committees, the most important of which are emphasised below.

### Executive Committee

The Executive Committee's role is to oversee the overall operation of the Group. The Committee is responsible for the Group's strategic planning, taking into consideration the participation of the clinics to the Group operations. This body works together with the Director Boards of the Group companies, for the best possible implementation of the Group Business Plan. It also appoints the members of three Committees which are involved in Business Transformation, Synergies and Human Resources.

### Business Transformation Committee

The Business Transformation Committee is responsible for the planning, implementation and reporting on integration and business transformation initiatives.

### Synergies Committee

The Synergies Committee assesses any collaborative opportunities that may arise among the clinics and companies of the Group, across its entire range of activities; these are also evaluated based on the scope for cost-reduction at Group level. The Committee was established in 2019 and has significantly contributed to the consolidation of the operations of the newly established Group.

### Audit Committee

The Audit Committee provides support to the Board of Directors in monitoring the implementation of corporate strategy and in individual Board decisions; it also assists in the evaluation and validation of the level of compliance with the policies, procedures and rules introduced by the Executive Management, in the supervision of the audit mechanisms, in the management of audit results and in risk assessment and response. At Group level, the Audit Com-

mittee oversees, guides and facilitates the integration of policies, procedures, rules and systems, the implementation of decisions related with synergies, economies of scale and cost management, the monitoring and coordination of the proper execution and completion of intercompany projects and the supervision and coordination of other Group-level committees.

### Human Resources Committee (HR Committee)

The Committee's main responsibilities include the approval of new recruitments, the evaluation of employee performance, the submission of proposals to the Executive Committee on new employment positions, recruitment and payroll adjustments. The Committee also evaluates the Group's relations with the trade unions.

### Procurement Committee

The primary objective of the Central Procurement Committee, which was established at the organisation's initiative, is to secure transparency towards the shareholders. The Committee has three members who are appointed by the Executive Committee, which also appoints one of its members as the Chairperson of the Procurement Committee. Its responsibilities include:

- Ensuring compliance with the procurement framework.
- Submitting comments and proposals to improve the procurement framework.
- Approving or rejecting the selection of suppliers and making final negotiations, where appropriate.
- Ensuring the fair market value of the goods that fall under its competence.
- Determining a procurement procedure to cover complex projects, if necessary.
- Providing advice and sharing views on procurement issues.



Six clinics in Greece with different Boards of Directors (BoDs) that ensure their effective operation.



Diversity in the BoDs, with the presence of women and specialised scientists.



Committees that support the BoDs of the companies in the Hellenic Healthcare Group.



Implementation of a Code of Ethics and Conduct and a Code of Medical Ethics.

## Economic development

### Financial information

In terms of financials, the key components of the Group's business development strategy are: ensuring sound financial structures, optimising the working capital, aligning cost structure with expected revenues, as well as maximising synergies within the companies of the Group.

### Summary of financial figures

#### HYGEIA SA

(Amounts in € '000)	2018	2019
Revenue	132,345	143,106
Operating profit	20,770	31,737
Operating cost	112,388	112,257
Payments to capital providers	16,100	80,715
Profit before tax	14,913	27,599
Net profit after tax	14,146	33,633
Equity	142,955	175,772
Total investments	7,138	8,308
Total assets	263,380	309,025

#### METROPOLITAN HOSPITAL (PERSEUS SA)

(Amounts in € '000)	2018	2019
Revenue	83,082	84,316
Operating profit	5,578	8,442
Operating cost	77,844	76,358
Payments to capital providers	24,653	23,660
Profit before tax	2,849	3,379
Net profit after tax	23	(621)
Equity	63,806	63,407
Total investments	1,382	4,193
Total assets	189,655	191,231

#### MITERA SA

(Amounts in € '000)	2018	2019
Revenue	67,239	76,484
Operating profit	5,378	9,976
Operating cost	64,917	68,970
Payments to capital providers	5,654	41,930
Profit before tax	3,246	7,745
Net profit after tax	3,130	7,393
Equity	7,384	14,735
Total investments	3,201	2,712
Total assets	101,759	101,766

**METROPOLITAN GENERAL SA**

(Amounts in € '000)	2018	2019
Revenue	35,288	42,877
Operating profit	827	1,429
Operating cost	34,732	41,645
Payments to capital providers	2,834	2,980
Profit before tax	97	80
Net profit after tax	(258)	(629)
Equity	17,960	17,322
Total investments	7,137	6,055
Total assets	69,470	71,706



The Group operates with ethical responsibility and integrity and provides high quality healthcare services.

**LETO OBSTETRICS GYNAECOLOGY & SURGERY CENTRE SA**

(Amounts in € '000)	2018	2019
Revenue	13,001	12,080
Operating profit	(624)	(772)
Operating cost	14,443	13,558
Payments to capital providers	176	429
Profit before tax	(720)	(878)
Net profit after tax	(403)	(742)
Equity	5,115	4,365
Total investments	428	380
Total assets	17,169	15,861

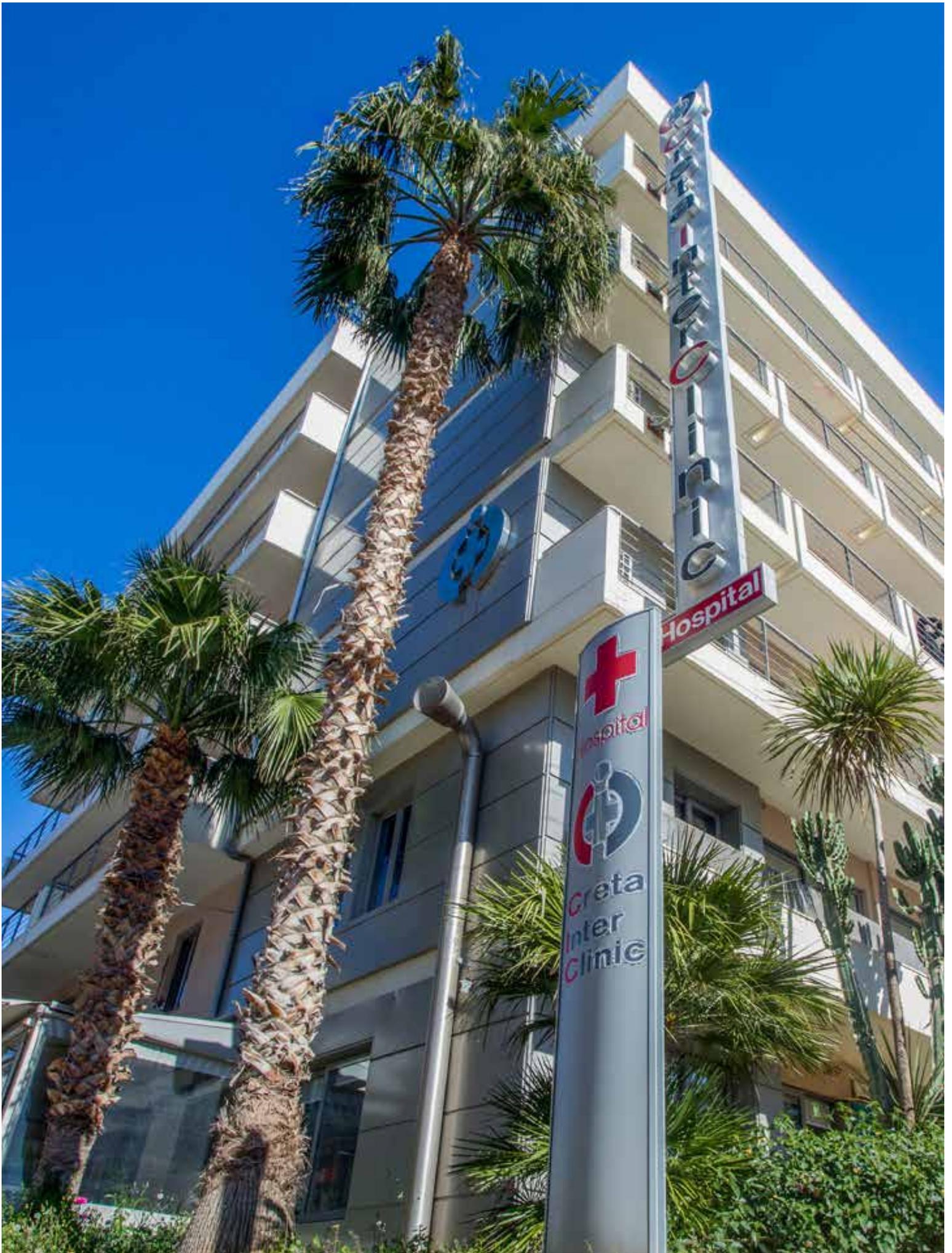
At the Group we maintain strict confidentiality on what we know about patients, associate doctors and employees and we safeguard all medical records.

Within this context, the Data Protection Department's objective is to sensitise stakeholders; the department provides information through leaflets and electronic communication to the associate doctors, the employees and all the stakeholders about the latest developments in the personal data protection policies of the Group.

**Y-LOGIMED SA**

(Amounts in € '000)	2018	2019
Revenue	32,636	30,201
Operating profit	402	665
Operating cost	32,542	30,076
Payments to capital providers	17	11
Profit before tax	(465)	628
Net profit after tax	(228)	296
Equity	1,542	1,841
Total investments	62	82
Total assets	29,390	23,093

**i** Detailed data on the financial results per clinic of the Hellenic Healthcare Group is presented on pages 270-291 of this Report.



Greta Inter Clinic Hospital

  
Hospital  
  
Greta  
Inter  
Clinic

# Responsibility at the CRETA INTERCLINIC

The private clinic CRETA INTERCLINIC, which is part of the Hellenic Healthcare Group, is a model Diagnostics-Therapeutics-Surgical and Research centre. It was founded in 2002 in the city of Heraklion in Crete by a group of acclaimed doctors who were characterised by a highly developed sense of social giving and by the conviction that providing high quality healthcare services is not a luxury, but a need and a right of every citizen.

CRETA INTERCLINIC is housed in a modern five-storey

building, has 66 nursing beds and includes all the medical specialties, fully covering primary and secondary healthcare needs. Within this context, it constantly trains its scientific, nursing and administrative personnel and upgrades its technological equipment on an ongoing basis.

CRETA INTERCLINIC's main preoccupation is to provide professional service to patients and their relatives, combined with a warm, human and personal contact and led by a high sense of responsibility and respect towards each one of them.

## Medical Services



Pathology



Surgery



Diagnostic Departments



Invasive procedure  
Departments



Health Card



Check-ups

# At a glance\*

**62**  
hospital beds



**3**  
operating rooms



**4**  
ICU beds



OUR PEOPLE	CONTRIBUTION TO THE ECONOMY & SOCIETY	OUR ENVIRONMENTAL PERFORMANCE
 <p><b>159</b> employees</p>	 <p><b>7.5€ (million)</b> turnover</p>	 <p><b>724 MWh</b> electricity consumption</p>
  <p><b>66%</b> women <b>34%</b> men</p>	 <p><b>647€ (thousand)</b> total investments</p>	 <p><b>432 tonnes</b> CO<sub>2</sub> air emissions</p>
 <p><b>201</b> employees and associate doctors who were trained</p>	 <p><b>1.9€ (million)</b> payroll</p>	 <p><b>2,120 m<sup>3</sup></b> water consumption</p>
   <p><b>&lt;30</b> 16% <b>30-50</b> 67% <b>50+</b> 17%</p>	 <p><b>1.7€ (million)</b> domestic supplies</p>	 <p><b>73,094€</b> environmental costs</p>

\* the data refer to the year 2019

13

high-tech diagnostic devices



**QUALITY AND SAFETY AT WORK**



100

vaccinations of employees



65

employees who were trained on infectious diseases



1

in-hospital training session on infectious diseases



0

accidents or injuries at work



**Quality services**

CRETA INTERCLINIC offers high quality services to its customers. It has been certified in accordance with the international standard ISO 9001: 2015 and is the first private clinic in Crete that is an Official Certified member of the International Organisation Temos International, according to the standard “Quality in the care of international patients”. Moreover, since 2014, the Clinic has been included on the international list of the Diplomatic Council “DC Preferred Partner Hospital”.



## Our people

The employees of the clinic constitute the driving force and are the main pillar of its development. The medical and nursing personnel, as well as all of the management staff, are always on the first line in order to provide quality care to the patients of the clinic. The clinic constantly strives to provide excellent working conditions to the employees, so that they feel safe and protected. In 2019, there was an increased number of job openings, while at the same time the clinic offered significant internship opportunities to University students.

Our main priority is the continuous training and development of our employees at all levels. Through the implementation of specialised training programmes, we provide the

appropriate knowledge to our employees, in order to keep them at the forefront of developments in the subject matter of their work. The participation of all the personnel in the training programmes is very important and to this end, all relevant conditions are secured so as to facilitate the monitoring of these programmes.

Our continuous personnel training, aims at the following:

- Acquiring the necessary knowledge and skills so as to provide patient quality care and safety.
- Fully protecting the patient's health from infections and other precarious conditions,
- Disseminating the fundamental Group principles in relation to sound professional conduct.

Age categories of employees by gender	2018			2019		
	<30	30-50	51+	<30	30-50	51+
Men	9	32	11	8	32	14
Women	14	73	11	18	74	13
<b>Total</b>	<b>23</b>	<b>105</b>	<b>22</b>	<b>26</b>	<b>106</b>	<b>27</b>

Allocation of employees by type of contract	2018			2019		
	Men	Women	Total	Men	Women	Total
Full time employment	37	86	123	43	95	138
Part time employment	15	12	27	11	10	21
Indefinite term	45	81	126	45	84	129
Fixed term	7	17	24	9	21	30

Number of employees who were trained, per hierarchical level	2018			2019		
	Men	Women	Total	Men	Women	Total
Directors	4	1	5	4	1	5
Senior Executives (Department Heads)	4	8	12	4	8	12
Associate doctors	11	12	23	13	12	25
Scientific Personnel (doctors and others on the payroll)	13	12	25	14	15	29
Nursing Personnel	13	40	53	14	45	59
Administrative & Other Personnel	26	46	72	26	45	71
<b>Total</b>	<b>71</b>	<b>119</b>	<b>190</b>	<b>75</b>	<b>126</b>	<b>201</b>

## Quality and safety at work

Our aim is to constantly improve our operations, by adhering to the principles of high-quality service provision and by abiding to the framework of the ISO 9001: 2015 certifications and of the International Organisation Temos International.

Efforts to improve quality stem through:

- The dissemination of quality policy at all levels of the clinic, as well as reviewing the suitability of this policy, whenever significant changes are made.
- The constant commitment of the clinic to the utilisation and improvement of modern medical knowledge and practice.
- The allocation of the necessary material resources.
- The continuous training - improvement of executives and employees, especially in quality management issues.
- Establishing a framework of objective goals and objectives for quality.

For health and safety issues at work, our clinic strictly follows the current institutional framework, while it has developed relevant policies and actions for the protection of its people. The aim is to continuously improve working conditions, prevent occupational hazards associated with daily work and patient care, as well as all kinds of accidents.

## Our environmental performance

Within the context of environmental sensitivity, we are making investments to minimise our environmental footprint and continuously improve the environmental performance of the clinic. We pay particular attention to the participation of all the personnel in this process. We recognise their contribution and we have developed rigorous procedures that all employees must follow, through training and information sharing.

CRETA INTERCLINIC has prepared an Environmental Study and is subject to Standard Environmental Commitments (PPPs).

CRETA INTERCLINIC's broader environmental targets are the optimal utilisation of natural resources, the sound management of hazardous and non-hazardous waste, as well as the continuous training of the personnel.





## INDEPENDENT AUDITOR'S LIMITED ASSURANCE REPORT

To  
**Hellenic Healthcare Group**  
6 Eleftheriou Venizelou Street,  
185 47, Faliro, Athens

Dear Sirs,

We hereby submit our report regarding the results of the work performed, as described in the engagement letter dated on 12 October 2020, regarding the limited assurance of the Annual Corporate Responsibility Report 2019 ("Report"), which was prepared by Hellenic Healthcare Group (hereinafter "Group"), for the year ended December 31, 2019.

The work performed was conducted under the International Standard on Assurance Engagements ISAE 3000 "Assurance Engagements Other Than Audits or Reviews of Historical Financial Information".

### **Management Responsibilities**

The Management of the Group is responsible for the completeness and accuracy of information included in the Annual Corporate Responsibility Report 2019, its preparation in accordance with the GRI Standards "Core" option.

### **Our Responsibility**

Our responsibility is to conduct our work, as this is described in the section "Scope of work", report our findings and express a limited assurance conclusion. The work performed and the potential findings relate to specific performance indicators, included in the Annual Corporate Responsibility Report 2019 (as these are described in the section "Scope of work"), the provision of limited assurance in accordance with the General Standard Disclosures provided for by the in accordance "Core" option of the GRI Standards. The work performed relates to the Annual Corporate Responsibility Report 2019.

### **Scope of work**

The Group engaged us to:

- Provide limited assurance on the preparation of the Annual Corporate Responsibility Report 2019 in accordance with all General Disclosures prescribed by the "Core" option of the GRI Standards.

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*PricewaterhouseCoopers SA, 268 Kifissias Avenue, 15232 Halandri, Greece  
T: +30 210 6874400, F: +30 210 6874444, [www.pwc.gr](http://www.pwc.gr)*

*260 Kifissias Avenue & Kodrou Str., 15232 Halandri, T: +30 210 6874400, F: +30 210 6874444  
16, Laertou & Agias Anastasias Street, 55535 Thessaloniki, T: +30 2310 488880, F: +30 2310 459487*



- Provide limited assurance on the accuracy and completeness of quantitative data related to the GRI General Disclosures in respect of the following quantitative indicators, linked to the Group's material issues and presented in the Annual Corporate Responsibility Report 2019:
  1. Direct economic value generated and distributed.
  2. Proportion of spending on local suppliers for significant locations of operation.
  3. Energy consumption within the Organisation.
  4. New employee hires and employee turnover rate.
  5. Substantiated complaints concerning breaches of customer privacy and losses of customer data.
  6. Complaint rates per patient admissions.
  7. Hellenic Healthcare Indicator: Implementation of the "Travel to Health" programme

In order to form our conclusions, we performed the following:

- i. Interviewed and met with Departmental Managers and information owners in order to understand key governance structures, systems, processes, controls and their level of understanding of the information included in the Annual Corporate Responsibility Report 2019.
- ii. Identified existing internal processes related to application of financial, environmental and social policies.
- iii. Applied assurance procedures, on a sample basis, in order to collect and review evidence.

#### **Inherent Limitations**

The work performed does not provide absolute assurance that all material weaknesses related to the accuracy and completeness of data and relevant disclosures, as these are included in the Annual Corporate Responsibility Report 2019, will be identified. A material weakness exists when the design of the internal controls is not adequate and thus, does not mitigate the risk of material deficiencies occurring without being detected in a timely manner. All issues brought to our attention during the audit work performed were accordingly communicated to Group's Management. Relevant points resulting from our work were discussed with Management and subsequently their written responses were obtained.



### **Our Independence**

During our work we remained independent of the Group, in accordance with the International Ethics Standards Board for Accountants (IESBA Code) that has been transposed into Greek Law, as well as the ethical requirements of L. 4449/2017 and EU Regulation 537/2014, and more specifically we complied with the provisions of article 5 of the Regulation regarding non audit services.

### **Limited Assurance Conclusion**

Based on the procedures we performed, nothing has come to our attention that causes us to believe that the indicators included in the Annual Corporate Responsibility Report 2019, as these are described in the section “Scope of work” are materially misstated.

Moreover, nothing has come to our attention that causes us to believe that the Annual Corporate Responsibility Report 2019 does not meet the requirements of all the General and Specific Disclosures prescribed by the GRI Standards, in accordance “Core” option.



**Restrictions in Use**

This Limited Assurance report, prepared as part of our work performed, is intended for the use of the Management of the Group and covers only the indicated reporting period as well as the abovementioned scope of work.

A handwritten signature in blue ink, appearing to read 'A. Riris', enclosed within a faint, light blue rectangular border.

Athens, 05/11/2020

Andreas Riris

Partner / Director

PricewaterhouseCoopers SA,

268 Kifissias Avenue, 15232 Halandri, Greece

# Greek Sustainability Code Compliance Table



Pillar	Criteria	Reference in the Report
STRATEGY	Strategic Analysis & Action	Corporate Responsibility at the Hellenic Healthcare Group (p.153), Corporate Responsibility Management (p.154), Communication with the stakeholders (p.162), The Group's business model and strategy for development (p.240)
	Materiality	Information regarding the Report (p.150), Corporate Responsibility at the Hellenic Healthcare Group (p.153), Corporate Responsibility Management (p.154), Materiality analysis (p.156)
	Objectives	Corporate Responsibility at the Hellenic Healthcare Group (p.153), Corporate Responsibility Performance 2019 (p.168)
	Value Chain Management	Administrative structures and quality committees (p.175), Quality management systems (p.173), The Group's business model and strategy for development (p.240)
MANAGEMENT PROCESSES	Responsibility	Corporate Responsibility at the Hellenic Healthcare Group (p.153) Corporate Responsibility Management (p.154), Communication with the stakeholders (p.162), The Group's business model and strategy for development (p.240)
	Rules & Processes	Quality management systems (p.173), Administrative structures and quality committees (p.235), Employee Health & Safety (p.185), Risk management and Safety of Facilities (p.192), Health & Safety Committees (p.192), Hellenic Healthcare Group's practices (p.196), Waste management (p.234), Corporate Governance framework (p.242)
	Recording & Monitoring	Information regarding the Report (p.150), Corporate Responsibility at the Hellenic Healthcare Group (p.153), Corporate Responsibility Management (p.150), Quality management systems (p.173), GRI Content Index (p.257)
	Reward & Incentive Schemes for Sustainable Development	Corporate Responsibility at the Hellenic Healthcare Group (p.153), Corporate Responsibility Management (p.154), Employee collective agreements (p.197), The Group's business model and strategy for development (p.240), Transparency and the fight against corruption (p.242)
	Stakeholder Engagement	Corporate Responsibility at the Hellenic Healthcare Group (p.153), Communication with the stakeholders (p.162), Dialogue and cooperation in practice (p.162)
	Innovation & Product Management	Superior Quality Services (p.171), Hellenic Healthcare Group Accreditations (p.178), Administrative structures and quality committees (p.175), Cutting-edge technologies (p.172)

Pillar	Criteria	Reference in the Report
ENVIRONMENT	Use of Natural Resources	Caring for the Environment (p.231), Water use (p.235), Energy and water management indicators (p.236)
	Resource Management	Caring for the Environment (p.231), Water use (p.235), Energy and water management indicators (p.236)
	Air Emissions & Climate Change	Caring for the Environment (p.231), Energy and emissions of air pollutants (p.232), Energy and water management indicators (p.236)
SOCIETY	Employment Rights	Caring for the Employees (p.195), Evaluation and professional development (p.200), Equal opportunities and human rights (p.200), Training and development (p.198)
	Equal Opportunities	Caring for the Employees (p.195), Equal opportunities and human rights (p.200)
	Employment	Employee Health & Safety (p.185), The Group's culture of safety (p.186), Caring for the Employees (p.195), Attracting and retaining talent (p.196), Training and development (p.198), Evaluation and professional development (p.200), Human resource indicators of the Hellenic Healthcare Group (p.202)
	Human Rights in the Supply Chain	Responsible management of the supply chain (p.167), Quality management systems (p.173) Equal opportunities and human rights (p.200), Administrative structures and quality committees (p.175), The Group's business model and strategy for development (p.240)
	Corporate Citizenship	Corporate Responsibility at the Hellenic Healthcare Group (p.153), Corporate Responsibility Management (p.154), Social responsibility (p.205), "Travelling for Health" (p.206), Travelling for "Prevention" (p.208), World Health Days and public awareness (p.211), Conferences and workshops (p.216), Promoting medical science (p.219), – Supporting vulnerable social groups, sports clubs and NGOs (p.220), We support Education" (p.229), The Group's business model and strategy for development (p.240) § Strategic priorities (p.241)
	Participation & Political Influence	Corporate Responsibility at the Hellenic Healthcare Group (p.153), Corporate Responsibility Management (p.154), Dialogue and cooperation in practice (p.162), Social responsibility (p.205), The Group's business model and strategy for development (p.240) & Strategic priorities (p.241)
	Anti-Corruption	The Group's business model and strategy for development (p.240), Transparency and the fight against corruption (p.242)

# GRI Content Index

## HHG 2019

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
GRI 102 General Disclosures (core option)			
Organizational profile			
102-1	Name of the organization	Hellenic Healthcare Group For the sake of brevity throughout the Report, it is referred to as «HHG» or «The Group».	√
102-2	Activities, brands, products, and services	Annual Report 2019 (p.1), Hellenic Healthcare Group hospitals and companies (p.12), Superior Quality Services (p.171)	√
102-3	Location of headquarters	<a href="https://www.hhg.gr/en/contact">https://www.hhg.gr/en/contact</a> , Information regarding the Report (p.150)	√
102-4	Location of operations	<a href="https://www.hhg.gr/en/contact">https://www.hhg.gr/en/contact</a> , Information regarding the Report (p.150)	√
102-5	Ownership and legal form	Condensed Financial Statements (p.270-293) <a href="https://www.hhg.gr/en/profile/about-us">https://www.hhg.gr/en/profile/about-us</a>	√
102-6	Markets served	Hellenic Healthcare Group hospitals and companies (p.12), Superior Quality Services (p.171), Business Model and Corporate Governance (p.239)	√
102-7	Scale of the organization	Hellenic Healthcare Group in numbers (p.8), Hellenic Healthcare Group hospitals and companies (p.12), Superior Quality Services (p.171), Human resource indicators of the Hellenic Healthcare Group (p.202)	√
102-8	Information on employees and other workers	Caring for the Employees (p.195)	√
102-9	Supply chain	Hellenic Healthcare Group hospitals and companies § Y-LOGIMED (p.127), GROUP MEDICAL PURCHASING (p.137), Corporate Responsibility at the Hellenic Healthcare Group (p.157), Business Model and Corporate Governance (p.243)	√
102-10	Significant changes to the organization and its supply chain	Hellenic Healthcare Group hospitals and companies § Y-LOGIMED (p.127), GROUP MEDICAL PURCHASING (p.137), Responsible management of the supply chain (p.167)	√
102-11	Precautionary Principle or approach	Hellenic Healthcare Group Accreditations (p.178), Quality management systems (p.173), Indicators for the quality of services (p.181), Corporate Responsibility at the Hellenic Healthcare Group (p.153), Risk management and Safety of Facilities (p.192), Caring for the Environment (p.231)	√

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
GRI 102 General Disclosures (core option)			
102-12	External initiatives	UN Global Compact, UN Sustainable Development Goals, Sustainable Greece 2020 – Greek Sustainability Code	√
102-13	Membership of associations	Hellenic Healthcare Group hospitals and companies (p.12), Communication with the stakeholders (p.162)	√
Strategy			
102-14	Statement from senior decision-maker	Message from Hellenic Healthcare Group Chairman (p.4)	√
Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior	The Group's culture of safety (p.186), Equal opportunities and human rights (p.200)	√
Governance			
102-18	Governance structure	Annual Report 2019 § Group structure (p.7)	√
Stakeholder engagement			
102-40	List of stakeholder groups	Communication with the stakeholders (p.162)	√
102-41	Collective bargaining agreements	Attracting and retaining talent (p.196), Human resource indicators of the Hellenic Healthcare Group (p.202)	√
102-42	Identifying and selecting stakeholders	Communication with the stakeholders (p.162)	√
102-43	Approach to stakeholder engagement	Dialogue and cooperation in practice (p.162)	√
102-44	Key topics and concerns raised	Dialogue and cooperation in practice (p.162)	√
Reporting practice			
102-45	Entities included in the consolidated financial statements	Information regarding the Report (p.150)	√
102-46	Defining report content and topic boundaries	Information regarding the Report (p.150), Communication with the stakeholders (p.162)	√
102-47	List of material topics	Material issues per Corporate Responsibility pillar (p.157), Materiality Map (p.157)	√
102-48	Restatements of information	Information regarding the Report (p.150)	√
102-49	Changes in reporting	Information regarding the Report (p.150)	√
102-50	Reporting period	01/01/2019 - 31/12/2019	√
102-51	Date of most recent report	01/01/2018 - 31/12/2018	√

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
GRI 102 General Disclosures (core option)			
102-52	Reporting cycle	Annual	√
102-53	Contact point for questions regarding the report	Information regarding the Report (p.150)	√
102-54	Claims of reporting in accordance with the GRI Standards	Information regarding the Report (p.150)	√
102-55	GRI content index	GRI Content Index (p.256)	√
102-56	External assurance	Independent Auditor's Limited Assurance Report (p.252)	√

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
Material issues			
Financial performance & Group development			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Economic development (p.244), Corporate Responsibility at the Hellenic Healthcare Group (p.153), The Group's business model and strategy for development (p.240)	√
	103-2 The management approach and its components	Message from Hellenic Healthcare Group Chairman (p.4), The Group's business model and strategy for development (p.240), Economic development (p.244)	√
	103-3 Evaluation of the management approach	Communication with the stakeholders (p.162)	√
GRI 201: Economic performance	201-1 Direct economic value generated and distributed	Economic development (p.244), Brief financial statements (p.270-293)	√
Effective risk management			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Material issues per Corporate Responsibility pillar (p.157), Corporate Responsibility Management (p.154), Corporate Governance (p.239) § The Group's business model and strategy for development (p.240)	
	103-2 The management approach and its components	Risk management & and Safety of Facilities (p.192), Health & Safety Actions and Programmes (p.188), Health & Safety Committees (p.192)	
	103-3 Evaluation of the management approach	Communication with the stakeholders (p.162)	
GRI 205: Anti-corruption	205-1 Operations assessed for risks related to corruption	Corporate Governance framework & Transparency and the fight against corruption (p.242)	

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
Material issues			
Regulatory compliance			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), Corporate Responsibility Management (p.154), Business Model and Corporate Governance (p.239)	
	103-2 The management approach and its components	Administrative structures and quality committees (p.175), Health & Safety Committees (p. 192), Equal opportunities and human rights (p.200), Waste management (p.234), Transparency and the fight against corruption (p.242)	
	103-3 Evaluation of the management approach	Communication with the stakeholders (p.162), Administrative structures and quality committees (p.175), Health & Safety Committees (p.192), Equal opportunities and human rights (p.200), Waste management (p.234), Transparency and the fight against corruption (p.242)	
GRI 307: Environmental compliance	307-1 Non-compliance with environmental laws and regulations	Hellenic Healthcare 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 2019.	
Personal data protection			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Business Model and Corporate Governance (p.239) § Corporate Governance framework (p.242)	√
	103-2 The management approach and its components	Materiality analysis (p.156), Communication with the stakeholders (p.162), Superior Quality Services (p.171), Administrative structures and quality committees (p.175), Patients: in control of their health (p.179), Satisfaction of patients and their relatives (p.180) § Indicators for the quality of services (p.181), Personal data protection (p.242)	√
	103-3 Evaluation of the management approach	Communication with the stakeholders (p.162), Patients: in control of their health (p.179), Personal data protection (p.242)	√
GRI 418: Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No relevant complaints were recorded during 2019.	√

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
Material issues			
Responsible procurement			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Annual Report 2019 § Hellenic Healthcare Group hospitals and companies § Y-LOGIMED (p.127), GROUP MEDICAL PURCHASING (p.137), Responsible management of the supply chain (p.167), Business Model and Corporate Governance (p.239)	√
	103-2 The management approach and its components	Annual Report 2019 § Hellenic Healthcare Group hospitals and companies § Y-LOGIMED (p.127), GROUP MEDICAL PURCHASING (p.137), Responsible management of the supply chain (p.167), Business Model and Corporate Governance (p.239)	√
	103-3 Evaluation of the management approach	Responsible management of the supply chain (p.167), Business Model and Corporate Governance (p.239) § Committees (p.243) § Procurement Committee (p.243)	√
GRI 204: Procurement practices	204-1 Proportion of spending on local suppliers	Responsible management of the supply chain (p.167)	√
Patient care and safety			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), Superior Quality Services (p.171)	
	103-2 The management approach and its components	Corporate Responsibility Management (p.154), Quality management systems (p.173), Administrative structures and quality committees (p.175)	
	103-3 Evaluation of the management approach	Hellenic Healthcare Group Accreditations (p.178), Quality management systems (p.173), Protection from Infectious diseases (p.190), Risk management and Safety of Facilities (p.192)	
	Hellenic Healthcare Group Key Performance Indicator: Quality of services indicators	Indicators for the quality of services (p.181)	
	Hellenic Healthcare Group Key Performance Indicator: Patient complaints percentage	Satisfaction of patients and their relatives § Satisfaction indicators (p.180)	√

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
<b>Material issues</b>			
<b>Investment in cutting-edge technology</b>			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), The Group's business model and strategy for development (p.240), Superior Quality Services (p.171)	
	103-2 The management approach and its components	Communication with the stakeholders (p.162), Quality management systems (p.173), Administrative structures and quality committees (p.175)	
	103-3 Evaluation of the management approach	Cutting-edge technologies (p.172)	
	Hellenic Healthcare Group Key Performance Indicator: Investments in cutting-edge technology	Cutting-edge technologies (p.172), Hellenic Healthcare Group accreditations (p.178)	
<b>Top level infrastructure</b>			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), Superior Quality Services (p.171)	
	103-2 The management approach and its components	Quality management systems (p.173), Administrative structures and quality committees (p.175)	
	103-3 Evaluation of the management approach	Communication with the stakeholders (p.162), Hellenic Healthcare Group accreditations (p.178), Risk management and Safety of Facilities (p.192)	
	Hellenic Healthcare Group Group Key Performance Indicator: Satisfaction of patients and their relatives	Satisfaction of patients and their relatives (p.180)	
<b>Employment and retention of Human Resources</b>			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), Caring for the Employees (p.195)	√
	103-2 The management approach and its components	Communication with the stakeholders (p.162), Caring for the Employees (p.195)	√
	103-3 Evaluation of the management approach	Attracting and retaining talent (p.196)	√
GRI 401: Employment	401-1 New employee hires and employee turnover	Attracting and retaining talent (p.196)	√

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
Material issues			
Employee Health & Safety			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), Corporate Responsibility Management (p.154), Employee Health & Safety (p.185), The Group's culture of safety (p.186), Health & Safety Actions and Programmes (p.188)	
	103-2 The management approach and its components	Risk management and Safety of Facilities (p.192), Infection Prevention and Control Programme (p.190), Health & Safety Committees (p.192)	
	103-3 Evaluation of the management approach	Health & Safety Actions and Programmes (p. 188)	
	Hellenic Healthcare Key Performance Indicator: Monitoring occupational health & safety performance	Occupational health and safety indicators (p.193)	
GRI 403: Occupational Health and Safety	403-5 Worker training on occupational health and safety	Health & Safety Actions and Programmes (p.188), Infection Prevention and Control Programme (p.190)	
Employee evaluation and reward			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), Corporate Responsibility Management (p.154), Caring for the Employees (p.195), Evaluation and professional development (p.200)	
	103-2 The management approach and its components	Evaluation and professional development (p.200)	
	103-3 Evaluation of the management approach	Evaluation and professional development (p.200)	
GRI 404: Training and education	404-3 Percentage of employees receiving regular performance and career development reviews	Evaluation and professional development (p.200), Human resource indicators of the Hellenic Healthcare Group (p.202)  Each year, 80%-100% of the Group employees and executives are evaluated.	
Employee training and development			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), Administrative structures and quality committees (p.175), Employee Health & Safety (p.185), Training and development (p.198)	
	103-2 The management approach and its components	Infection Prevention and Control Programme (p.190), Training and development (p.198)	
	103-3 Evaluation of the management approach	Infection Prevention and Control Programme (p.190), Human resource indicators of the Hellenic Healthcare Group (p.202)	

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
Material issues			
GRI 404: Training and education	404-1 Average hours of training per year per employee	Human resource indicators of the Hellenic Healthcare Group (p.202)	
Doctors' satisfaction			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), The Group's business model and strategy for development (p.240)	
	103-2 The management approach and its components	Communication with the stakeholders (p.162)	
	103-3 Evaluation of the management approach	Cutting-edge technologies (p.172), Personal data protection (p.242)	
	Hellenic Healthcare Key Performance Indicator: Associate doctors' satisfaction	Cutting-edge technologies (p.172) Administrative structures and quality committees (p.175), Hellenic Healthcare Group Accreditations (p.178), Safety practices (p.186), Health & Safety Actions and Programmes (p.188)	
Promoting public health through social activities			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), Corporate Responsibility Management (p.154), Social responsibility (p.205) § Our social commitment (p.205)	
	103-2 The management approach and its components	Material issues per Corporate Responsibility pillar (p.157), Communication with the stakeholders (p.162), Social responsibility (p.205) § Our social commitment (p.205)	
	103-3 Evaluation of the management approach	"Travelling for Health" (p.206), Travelling for "Prevention" (p.208), World Health Days and public awareness (p.211), Conferences and workshops (p.216), Promoting medical science (p.219), Supporting vulnerable social groups, sports clubs and NGOs (p.220), "We support Education" (p.229)	
413: Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	"Travelling for Health" (p.206), Travelling for "Prevention" (p.208), World Health Days and public awareness (p.211), Conferences and workshops (p.216), Promoting medical science (p.219), Supporting vulnerable social groups, sports clubs and NGOs (p.220), "We support Education" (p.229)	

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
<b>Material issues</b>			
Providing information and raising awareness on significant health issues			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), Corporate Responsibility Management (p.154), Social responsibility (p.205) § Our social commitment (p.205)	
	103-2 The management approach and its components	Communication with the stakeholders (p.162), Social responsibility (p.205) § Our social commitment (p.205)	
	103-3 Evaluation of the management approach	Providing information and raising public awareness on Health issues (p.210)	
	Hellenic Healthcare Group Key Performance Indicator: Raising awareness on health issues	Providing information and raising public awareness on Health issues (p.210)	
Sheltering medical care needs in remote regions			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), Corporate Responsibility Management (p.154), Social responsibility (p.205) § Our social commitment (p.205)	
	103-2 The management approach and its components	Communication with the stakeholders (p.162)	
	103-3 Evaluation of the management approach	Providing medical care in remote regions of the country (p.206) § "Travelling for Health" (p.206), Travelling for "Prevention" (p.208)	
	Hellenic Healthcare Group Key Performance Indicator: "Travelling for Health"	Providing medical care in remote regions of the country (p.206) § "Travelling for Health" (p.206)	√
Promoting medical science			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Message from Hellenic Healthcare Group Chairman (p.4), Corporate Responsibility Management (p.154), Social responsibility § Our social commitment (p.205)	
	103-2 The management approach and its components	Communication with the stakeholders (p.162)	
	103-3 Evaluation of the management approach	Providing information and raising public awareness on Health issues (p. 210) § Conferences and workshops (p.216), Promoting medical science (p.219)	
	Hellenic Healthcare Group Key Performance Indicator: Action programme for promoting medical science	Providing information and raising public awareness on Health issues (p. 210) § Conferences and workshops (p.216), Promoting medical science (p.219)	

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
Material issues			
Waste management			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Superior Quality Services (p.171) § Administrative structures and quality committees (p.175), Caring for the Environment (p.231) § ISO 14001 (p.232)	
	103-2 The management approach and its components	Superior Quality Services (p.171) § Administrative structures and quality committees (p.175) § Waste Management Committee (p.177), Waste management (p.234)	
	103-3 Evaluation of the management approach	Waste management (σ 234), Waste management indicators (p.237)	
GRI 306: Effluents and waste	306-2 Waste by type and disposal method	Waste management indicators (p.237)	
Efficient use of energy and hydrocarbons			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Caring for the Environment (p.231) § The Hellenic Healthcare Group's environmental footprint (p.231) § ISO 14001 (p.232)	√
	103-2 The management approach and its components	Caring for the Environment (p.231) § The Hellenic Healthcare Group's environmental footprint (p.231) § ISO 14001 (p.232)	√
	103-3 Evaluation of the management approach	Caring for the Environment (p.231) § The Hellenic Healthcare Group's environmental footprint (p.231) § ISO 14001 (p.232), Energy and emissions of air pollutants (p.232)	√
GRI 302: Energy	302-1 Energy consumption within the organization	Energy and water management indicators (p.236) Note that Hellenic Healthcare 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	We reduce our environmental footprint (p.233)	

GRI Standards	Disclosure	Reference / Page number / Additional comments	External assurance
<b>Material issues</b>			
Responsible use of water			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Caring for the Environment (p.231) § ISO 14001 (p. 232)	
	103-2 The management approach and its components	Caring for the Environment (p.231) § ISO 14001 (p. 232)	
	103-3 Evaluation of the management approach	Caring for the Environment (p.231) § ISO 14001 (p.232)	
GRI 303: Water	303-5 Water consumption	Water use (p.232), Energy and water management indicators (p.236)	
Reduction of air pollutants			
GRI 103: Management approach	103-1 Explanation of the material topic and its Boundary	Caring for the Environment (p.231) § ISO 14001 (p. 232)	
	103-2 The management approach and its components	Caring for the Environment (p.231) § ISO 14001 (p. 232)	
	103-3 Evaluation of the management approach	Caring for the Environment (p.231) § The Hellenic Healthcare Group's environmental footprint (p.231) § ISO 14001 (p.232), Energy and emissions of air pollutants (p.232)	
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	Energy and emissions of air pollutants (p.232), Energy and water management indicators (p.236)	
	305-2 Energy indirect (Scope 2) GHG emissions	Energy and emissions of air pollutants (p.232), Energy and water management indicators (p.236)	
	305-5 Reduction of GHG emissions	We reduce our environmental footprint (p.233)	
Implementation of an environmental management system			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	Caring for the Environment (p.231) § ISO 14001 (p. 232)	
	103-2 The management approach and its components	Caring for the Environment (p.231) § ISO 14001 (p. 232)	
	103-3 Evaluation of the management approach	Caring for the Environment (p.231) § ISO 14001 (p. 232)	
	Hellenic Healthcare Group Key Performance Indicator: Continuous environmental performance improvement indicators	Environmental performance indicators (p.236)	

# Condensed Financial Statements





## HYGEIA SA Condensed Financial Information

The following financial information has been extracted from the published Financial Statements for the 2019 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 (hereinafter the "Company" or "HYGEIA SA").

The results for the 2019 and 2018 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 167/A), were implemented retroactively on 01/01/2013 and shall continue to be in force until 31/12/2022.

### SELECT FIGURES FROM THE STATEMENT OF COMPREHENSIVE INCOME

Amounts in € '000

	2019	2018
Revenues	143,106	132,345
Cost of goods sold	(105,194)	(104,019)
Gross Results	37,912	28,326
Other income	888	813
Distribution costs	(2,091)	(2,014)
Administrative expenses	(4,739)	(5,602)
Other expenses	(233)	(753)
Operating results	31,737	20,770
Finance income	10	8
Financial expenses	(4,180)	(4,077)
Other financial results	-	(1,802)
Dividend income	32	14
Profit before tax	27,599	14,913
Income tax	6,034	(767)
Net profit after tax	33,633	14,146
Other comprehensive income for the year, net of income tax	(286)	2
Total comprehensive income for the year	33,347	14,148

### SELECT FIGURES FROM THE STATEMENT OF FINANCIAL POSITION

Amounts in € '000

	2019	2018
<b>ASSETS</b>		
<b>Non-current assets</b>		
Property, plant and equipment	69,246	68,216
Intangible assets	2,081	1,719
Investments in subsidiaries	123,915	123,897
Investment property	141	143
Other non-current assets	970	832
Deferred tax asset	10,460	4,624
Total non-current assets	206,813	199,431
<b>Current assets</b>		
Inventories	1,629	1,488
Trade & other receivables	60,690	52,351
Other current assets	4,275	3,678
Cash and cash equivalents	35,618	6,432
Total current assets	102,212	63,949
Total Assets	309,025	263,380

Amounts in € '000

	2019	2018
<b>EQUITY</b>		
Share capital	125,350	125,350
Share premium	16,174	303,112
Other reserves	1,049	5,134
Results carried forward	33,199	(290,641)
<b>Total Equity</b>	<b>175,772</b>	<b>142,955</b>
<b>LIABILITIES</b>		
<b>Non-current liabilities</b>		
Deferred tax liabilities	4,342	4,631
Retirement benefit obligations	10,696	9,657
Borrowings	68,990	71,480
Provisions	1,926	1,943
Other long-term liabilities	215	215
<b>Total non-current liabilities</b>	<b>86,169</b>	<b>87,926</b>
<b>Current liabilities</b>		
Trade & other payables	23,231	16,070
Current tax liabilities	527	-
Borrowings	12,274	6,895
Other current liabilities	11,052	9,534
<b>Total current liabilities</b>	<b>47,084</b>	<b>32,499</b>
<b>Total liabilities</b>	<b>133,253</b>	<b>120,425</b>
<b>Total Equity &amp; Liabilities</b>	<b>309,025</b>	<b>263,380</b>

Detailed financial information is available on the Company's website at: [www.hygeia.gr](http://www.hygeia.gr)

## 2019 Review

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.

The Company is housed in a privately owned building situated on the corner of 4 Erythrou Stavrou Street and Kifisias Avenue in Marousi, Greece. The HYGEIA SA administrative services are located on 14 Fleming Street, 15123 Marousi, Greece. The Company's website is [www.hygeia.gr](http://www.hygeia.gr).

On 31/12/2019, HYGEIA had 274 beds, 18 operating rooms and 4 Intensive Care Units, and employed 1,249 people. The Company's activities are not subject to significant seasonality.

The Company's portfolio includes the following hospitals: MITERA General, Maternity, Gynecology & Children's Hospital and LETO Maternity, Gynecology & Surgical Center.

HYGEIA SA offers its services to private patients as well as patients seeking quality healthcare services through their social security funds and insurance companies. Throughout its history, and adhering to the principles of sustainable development, the Company has been endeavoring to combine top-level healthcare services, with a deep sense of respect for people, society and the environment.

On 31/12/2019, HYGEIA SA employed 1,249 people compared to 1,266 on 31/12/2018.

The financials of the Company are included in the Consolidated Financial Statements of Hellenic Healthcare S.a.r.l., which is registered in Luxembourg. The Company is fully owned by Hellenic Healthcare Single-Member Holdings SA, which is fully owned by Hellenic Healthcare S.a.r.l. Furthermore, the Company does not prepare consolidated financial statements as it is a fully owned subsidiary, its shares and other securities issued by it are not publicly traded in any market, and it is included in the corresponding consolidated financial statements of its parent company.

## Financial Results

The company's financial figures include the impact from the implementation of the rebate and claw-back mechanisms on the corresponding items, in accordance with Article 100 of Law 4172/2013, and are listed below.

**Revenue:** Revenue for the Company amounted to €143.1m, compared to €132.3m for the same period last year, posting an 8.1% increase.

**Gross Profit:** Gross profit for the company was €37.91m as opposed to €28.3m during the previous year, recording a 33.8% rise.

**Adjusted EBITDA** – Adjusted Earnings /(Losses) Before Taxes, Financial and Investment Results, Depreciation and Amortization,

**Extraordinary Results and Results from Previous Years:** The Company defines Adjusted EBITDA as the results before taxes, financial and investment results and depreciation and amortization adjusted to the impact of possible extraordinary results and results from previous years. This indicator is used by the Management as an internal performance indicator of how repeated operating activities of the Company are managed.

The Company's Adjusted EBITDA amounted to €41.6m as opposed to €30.3m in 2018. Specifically, note that the extraordinary results (earnings/losses) and prior year results, amounting to €2m for the Company, have not been included in the calculation as the amount pertains to items not directly related to the operating result of the current fiscal year and the current financial performance of the Company. For the purposes of comparison, the Adjusted EBITDA for the 2018 fiscal year was adjusted by €1.7m.

**Earnings Before Interest and Taxes (EBIT):** EBIT improved significantly and amounted to earnings of €31.7m, as opposed to earnings of €20.8m in 2018, posting a significant increase of 52.8%.

**Profit before tax:** Profit before tax amounted to €27.6m, as opposed to €14.9m for 2018.

**Net Earnings after Tax:** Net results for the Company amounted to €33.6m, as opposed to €14.1m for 2018, posting a 137.7% increase.

**Property, plant and equipment:** On 31/12/2019, the Company's property, plant and equipment amounted to €69.2m and corresponded to 22.4% of Total Assets, while in the previous fiscal year, they amounted to €68.2m and corresponded to 25.9% of Total Assets.

**Investments in subsidiaries:** On 31/12/2019, the Company's participation in subsidiaries amounted to €123.9m and corresponded to 40.1% of Total Assets, while in the previous fiscal year, they amounted to €123.9m and corresponded to 47% of Total Assets.

**Trade and Other Receivables:** Company's trade and other receivables amounted to €60.7m, as opposed to €52.4m for the previous fiscal year, up by €8.4m, and corresponded to 19.6% of Total Company Assets, compared to 19.9% for 2018.

**Equity:** The Company's Equity amounted to €175.7m from €143m in 2018.

**Debt:** The Company's debt was €81.3m in 2019, from €78.4m in 2018.

**Net Debt:** The Company's net debt was €45.6m in 2019, from €71.9m in 2018.

**Trade and Other Payables:** On 31/12/2019, the Company's Trade and Other Payables amounted to €23.2m, as opposed to €16.1m in 2018.

**Net Cash Flows from Operating and Investing Activities:** The Company's net cash flows from operating activities amounted to €44m from €21.6m, while net cash flows from investing activities amounted to -€8.2m in 2019, from -€7.2m in 2018. The Company's cash amounted to €35.6m in 2019, from €6.4m in 2018.

### Significant Business Developments in 2019

On February 11, 2019, in accordance with Article 23 of Law 3461/2006, Greek society anonyme trading as "Hellenic Healthcare Single-Member Holdings SA" (the "Offeror") announced the results of the mandatory tender offer submitted by the Offeror on November 12, 2018 for the acquisition of all the common registered dematerialized shares with voting rights of the Company.

On March 15, 2019, the Offeror announced that the Board of Directors of the Hellenic Capital Market Commission had approved the request submitted by the Offeror on 15/02/2019, in line with Article 27 of Law 3461/2006 for exercising its takeover right (squeeze-out) for the remaining common registered shares owned by the Company, with a nominal value of €0.41 each, which the Offeror had not acquired through the mandatory tender offer it had submitted on 12/11/2018, pursuant to the law.

The date the shares stopped being traded on the Athens Exchange was April 2, 2019, while the procedure and timeline for the Takeover Right (squeeze-out) are regulated based on Decision 1/644/22.04.2013 issued by the Board of Directors of the Hellenic Capital Market Commission.

On April 9, 2019, the Company announced that the registration of company Hellenic Healthcare Single-Member Holdings SA in the Dematerialized Securities System as the new owner of the Company's 8,566,007 common registered shares was concluded on April 8, 2019, following the takeover right exercised pursuant to Decision no 2/840/15.03.2019 of the Hellenic Capital Market Commission Board of Directors. As a result, on the aforementioned date, Hellenic Healthcare directly acquired 305,732,436 of the Company's common registered shares, which represent 100% of the Company's paid-up share capital and voting rights.

On April 15, 2019, upon concluding exercising its takeover right (squeeze-out) for the Company shares on 08/04/2019, Hellenic Healthcare Single-Member Holdings SA, as the sole shareholder, convened an Extraordinary General Meeting at the Company offices, with the only item on the agenda being to approve submitting an application to the Hellenic Capital Market Commission for delisting the Company shares from the Athens Exchange. In an unanimous decision of 100% of the represented paid-up share capital of the Company, the General Meeting approved of the Company submitting an application to the Hellenic Capital Market Commission for delisting all the registered common shares of the Company, 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 3371/2005, as in force.

On April 16, 2019, HYGEIA filed an application to the Hellenic Capital Market Commission requesting the delisting of all its registered common 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 3371/2005.

On May 7, 2019, during its 843rd session, the Board of Directors of the Hellenic Capital Market Commission decided to delist the shares of Diagnostic and Therapeutic Center of Athens HYGEIA SA from the Athens Exchange, pursuant to Article 17(5) of Law 3371/2005, in response to a relevant request filed by the Company.

On February 18, 2019, the Hellenic Healthcare Group (HHG) entities signed a new strategic agreement with Ethniki Insurance for all insured policyholders within the Group hospitals. Following the recent buyouts, the Hellenic Healthcare Group network now includes Metropolitan Hospital, HYGEIA Hospital, MITERA Hospital, Metropolitan General and LETO Hospital. The HHG hospitals are currently able to offer the latest and most advanced medical services in general medicine, pediatrics and obstetrics/gynecology.

On February 25, 2019, driven by its need to address the growing demands of its patients and to keep pace with the advancements in medicine, HYGEIA Hospital established the my hygeia online Personal Health Record (PHR) for patients.

On March 9, 2019, Law 4600/09.03.2019 on "Modernization and Reform of the Institutional Framework of Private Clinics" was enacted.

On June 28, 2019, the Annual General Meeting of the sole Company Shareholder decided to amend the Company's Articles of Incorporation, whereby, inter alia, the Company shares were converted from dematerialized to common registered.

In July 2019, HYGEIA renewed its Joint Commission International (JCI) accreditation for another three years, holding for the 9th year running this distinction by the most distinguished and internationally recognized Accreditation Standard for Healthcare Organizations.

On November 14, 2019, in the context of restructuring the Group's borrowings, HYGEIA and MITERA signed a Common secured bond loan program to the amount of up to €235,500,000 and up to €145,000,000 respectively. In this context, and after obtaining a special license in accordance with Articles 99(1) and 100(1) of Law 4548/2018, HYGEIA and MITERA granted guarantees and other securities against each other and against their related companies with the company names i. PERSEUS HEALTHCARE SA and ii. Metropolitan General Hospital SA HEALTHCARE FACILITIES OPERATION AND MANAGEMENT SA.

On December 16, 2019, MITERA and HYGEIA issued these bond loans and each proceeded with voluntary total repayment of all outstanding bonds, namely the Common Bond Loan issued on 28/09/2012 by HYGEIA to the initial amount of €95,000,000 and the Common Bond Loan issued on 30/12/2013 by MITERA to the initial amount of €42,100,000.

On December 31, 2019, the Extraordinary General Meeting of HYGEIA decided i) to offset the reserves of the Company amounting to €3,704,555.12 against the same amount in item "Losses carried forward" and ii) to depreciate the losses in item "Losses carried forward" of the Company to the amount of €286,937,154.63, offsetting them by the same amount in item "Share premium", pursuant to Article 35(3) of Law 4548/2018.

## Strategic Development

After the prolonged recession of the Greek economy, 2020 is a pivotal year for the ongoing growth of the economy, following the successful completion of the Third Economic Adjustment Programme within 2018. 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.

The Management's priorities in dealing with the crisis will focus on ensuring the healthy financial structure of the Company, improving working capital management, balancing its cost structure with anticipated income and maximizing the potential of synergies within the Hellenic Healthcare Group, so that it may further strengthen its financial position.

According to the Company's 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 over the previous years, the HYGEIA Management assesses the existing conditions using forecasts, evaluates all future investment and operating needs, and immediately adjusts its business plan. Its aim is to maintain and increase the operating performance of the Group companies, by limiting operating costs, expanding its client base and maximizing synergies within the Hellenic Healthcare Group.

Meanwhile, the Company 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

Financial Figures (Amounts in € '000)

	2019	2018
Revenue	143,106	132,345
Operating profit	31,737	20,770
Operating cost	112,257	112,388
Payments to capital providers	80,715	16,100
Profit before tax	27,599	14,913
Net profit after tax	33,633	14,146
Equity	175,772	142,955
Total Investments	8,308	7,138
Total assets	309,025	263,380

Amounts in € '000

	2019	2018
Payroll (gross employee salaries)	19,320	19,658
Payments for employee social insurance funds (employer contributions)	7,214	7,343
Company employee benefits (insurance premiums, daycare, events, etc.)	997	1,736
Tax paid to the Greek State	25,996	25,166

### Company's Shareholding Structure

On December 31, 2019, the Company's share capital amounted to € 125,350,299, fully paid, divided into 305,732,436 common registered shares at a nominal value of €0.41 each.

### SHAREHOLDING STRUCTURE

Shareholder	Shares	Share Capital %
Hellenic Healthcare Single-Member Holdings SA	305,732,436	100%



## PERSEUS HEALTHCARE SA Condensed Financial Information

The following financial information has been extracted from the published Financial Statements for the 2019 fiscal year, which were prepared in accordance with the International Financial Reporting Standards (IFRS) and announced by PERSEUS HEALTHCARE SA (hereinafter the "Company" or "Metropolitan Hospital").

The results for the 2019 and 2018 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 167/A), were implemented retroactively on 01/01/2013 and shall continue to be in force until 31/12/2022.

### SELECT FIGURES FROM THE STATEMENT OF COMPREHENSIVE INCOME

Amounts in € '000

	2019	2018
Revenues	84,316	83,082
Cost of goods sold	(70,457)	(71,089)
Gross Results	13,859	11,993
Other income	483	340
Distribution costs	(1,062)	(1,049)
Administrative expenses	(1,869)	(2,049)

Amounts in € '000

	2019	2018
Other expenses	(2,970)	(3,658)
Operating results	8,442	5,578
Finance income	109	63
Financial expenses	(3,062)	(2,754)
Other financial results	(2,111)	(39)
Profit before tax	3,379	2,849
Income tax	(4,000)	(2,825)
Net profit/(losses) after tax	(621)	23
Other comprehensive income for the year, net of income tax	223	7,678
Total comprehensive income for the year	(398)	7,701

## SELECT FIGURES FROM THE STATEMENT OF FINANCIAL POSITION

Amounts in € '000

	2019	2018
<b>ASSETS</b>		
Non-current assets		
Property, plant and equipment	113,919	116,139
Intangible assets	1,875	1,981
Investments in subsidiaries	6,176	183
Other non-current assets	367	1,677
Deferred tax asset	586	3,493
Total non-current assets	122,923	123,474
Current assets		
Inventories	3,675	5,200
Trade & other receivables	41,049	37,609
Other current assets	13,249	16,887
Cash and cash equivalents	10,335	6,487
Total current assets	68,307	66,181
Total Assets	191,231	189,655
<b>EQUITY</b>		
Share capital	83,319	83,319
Share premium	4,444	4,444
Other reserves	11,434	11,195
Results carried forward	(35,789)	(35,152)
Total Equity	63,407	63,806
<b>LIABILITIES</b>		
Non-current liabilities		
Retirement benefit obligations	2,371	2,135
Borrowings	49,899	46,129
Other long-term liabilities	-	930
Total non-current liabilities	52,270	49,195
Current liabilities		
Trade & other payables	36,821	39,967
Current tax liabilities	-	282
Borrowings	17,947	12,638
Other current liabilities	20,785	23,768
Total current liabilities	75,553	76,654
Total liabilities	127,823	125,849
Total Equity & Liabilities	191,231	189,655

Detailed financial information is available on the Company's website at: [www.metropolitan-hospital.gr](http://www.metropolitan-hospital.gr)

## 2019 Review

Metropolitan Hospital covers all medical specialties and has all the necessary diagnostic labs, ensuring well-rounded hospitalization, medical and nursing services. The Metropolitan Hospital facilities occupy an area of 20,000 sqm, ensuring contemporary amenities.

Metropolitan Hospital continued its upturn in 2019. The trust of the patients and doctors in the hospital significantly improved its operating indexes in 2019. Specifically, the length of stay in hospital increased by 1.2% in 2019, reaching 63,064 days. The associate physicians who worked with the hospital in 2019 amounted to 1,162 compared to 1,196 in 2018.

The Company employed 992 (2018: 986) employees during the 2019 fiscal year.

## Financial Results

Revenue for the Company (before rebate & claw-back) amounted to €90,957 thousand in the 2019 fiscal year, as opposed to €89,076 thousand for 2018, posting a 2.1% increase.

The Company's EBITDA for the 2019 fiscal year amounted to €20,304 thousand, up by 12.3% compared to 2018. The Company's EBITDA margin increased to 24.1% in 2019 from 21.8% in 2018.

In 2019, the Company significantly improved its operating cash flows, which amounted to €7,873 thousand from minus €7,122 thousand in 2018.

The Company's operating profit in 2019 amounted to €8,442 thousand, as opposed to €5,578 thousand in profit for 2018, posting an increase of 51.3%.

In terms of profit before tax, the Company reported €3,379 thousand in earnings, as opposed to €2,849 thousand in earnings for 2018 (18.6% rise).

In terms of the balance sheet, total cash and cash equivalents for the Company on December 31, 2019 amounted to €10,335 thousand, as opposed to €6,487 thousand on December 31, 2018.

Total borrowings for the Company on December 31, 2019 were €67,846 thousand, as opposed to €58,767 thousand on December 31, 2018.

## Significant Business Decisions and Events for 2019

In view of the broader Hellenic Healthcare Group, Metropolitan Hospital's momentum was a lever for further growth, through the completion of synergies within 2019. Furthermore, affiliations with insurance entities expanded in 2019, securing quality healthcare services and plenty of benefits for policyholders through the Hellenic Healthcare Group network, which was extended to include Creta InterClinic in Heraklion, Crete.

Investments to the amount of €4.2m were made in 2019, mainly for building equipment and facility upgrades, and new technical equipment, such as linear accelerators, IT infrastructure systems and automated outpatient appointment update and service system, placing Metropolitan Hospital at the cutting edge of technology, with unique and groundbreaking therapies for patients. These investments form part of a broader investment program underway since 2018, which will assist in upgrading services, meeting the rising demand and gaining the trust of patients.

On February 18, 2019, the Hellenic Healthcare Group (HHG) entities signed a new strategic agreement with Ethniki Insurance for all insured policyholders within the Group hospitals. Following the recent buyouts, the Hellenic Healthcare Group network now includes Metropolitan Hospital, HYGEIA Hospital, MITERA Hospital, Metropolitan General, LETO Hospital and Creta InterClinic. The HHG hospitals are currently able to offer the latest and most advanced medical services in general medicine, pediatrics and obstetrics/gynecology.

On March 5, 2019, Metropolitan Private Capital Company ceased operations.

On March 26, 2019, the Board of Directors decided to transfer all the shares of subsidiary Group Medical Purchasing Ltd., to the parent Company, which owned 30% of its share capital until that time. The transfer came from the Group's fully owned subsidiary Skiaworld, which owns 70% of Group Medical Purchasing Ltd.

In March 2019, a memorandum of understanding and cooperation was signed between the Metropolitan Hospital Minimally Invasive Thoracic Surgery Department and Shanghai Chest Hospital, China, which is one of the most renowned hospitals worldwide in thoracic surgery.

On April 9, 2019, after reviewing all the information regarding the operation, activities and results of the Metropolitan Hospital 1st Oncology Clinic, ESMO, the European Society for Medical Oncology, recommended it as an approved oncology department in Greece for 2019 to 2021, making it the only oncology clinic in Greece to have gained this accreditation.

In May 2019, a new strategic partnership was announced between the Hellenic Healthcare Group and MetLife Insurance for all policyholders treated at the Group hospitals.

In October 2019, it was announced that the Metropolitan Hospital Breast Unit had received an award in the area of innovation at the Healthcare Business Awards 2019.

On October 18, 2019, the Company's Management signed an agreement to acquire 89.998% of the share capital of Private Hospital

Creta InterClinic Therapeutic & Diagnostic Surgical & Research Center SA - Trading as Creta InterClinic SA, which is a general hospital with a capacity of 65 beds, registered in Heraklion, Crete. On November 22, 2019, the Company founded the fully owned subsidiary PERSEUS Crete Single-Member Holdings SA – Trading as PERSEUS Crete SA, and on December 17, 2019, the buyout of the Creta InterClinic shares by PERSEUS Crete SA was concluded.

On November 14, 2019, in the context of debt re-profiling of the Group, the Company signed a Common secured bond loan program to the amount of up to €163,000,000. In this context, and after obtaining a special license in accordance with Articles 99(1) and 100(1) of Law 4548/2018, the Company granted guarantees and other securities against it and against its related companies with the company names i. DTCA HYGEIA SA, ii. METROPOLITAN GENERAL HOSPITAL HEALTHCARE FACILITIES OPERATION AND MANAGEMENT SA, and iii. MITERA Private, General, Maternity, Gynecology & Children's Hospital SA.

In December 2019, the first Diabetology-Cardiometabolism Center in Greece started operating at Metropolitan Hospital, which includes a Lipid Clinic and a Hypertension Clinic. Metropolitan Hospital also announced the first successful cataract procedures using the safest phacoemulsification system worldwide, the Alcon Centurion Active Sentry.

## Strategic Development

After the prolonged recession of the Greek economy and the completion of the Third Economic Adjustment Programme within 2018, 2020 is a pivotal year for the ongoing growth of the economy. The gradual growth of the Greek economy as of 2018 is further reinforced by the political stability in the last years, the upgrading of the Greek debt by international credit rating agencies, the significant reduction in the cost of money, the trust of investors in Greece, the improvement of consumer trust and the increase in infrastructure works. However, they have not yet led to the desired shift in the productive model and the further strengthening of international competitiveness. This effort is being threatened by the impact of COVID-19 on the economy, which also depends on the country's ability to receive financing from international markets and institutions.

The Company, and the Group in general, is closely monitoring the developments with regard to the spread of the coronavirus (COVID-19) pandemic. To date, it has taken preventive measures to ensure the safety of employees, while it complies with the obligations imposed by the official competent authorities. The spread of the pandemic will have a negative impact both on the global and the domestic economic activity. For the time being, the impact on the country's actual economy and GDP remains unknown.

The Company's Management has carried out all the necessary analyses and actions to ensure adequate liquidity, both at Company and at Group level. Additional credit facilitations and limits that became available after entering into a Common Bond Loan agreement to the amount of €163m in total in December 2019 have assisted towards this, ensuring adequate liquidity to cover prior commitments and to curb the adverse and extreme scenarios as to the progress of the pandemic.

In addition, according to estimates, the key financial covenants of the Company and Group loans will continue to be met.

The Company has adjusted the way it operates, so that its activities may continue unhindered, taking into account the protection of the health of its employees and associates, and focusing on providing quality healthcare services.

The Management's priorities in dealing with the crisis and further expanding the Company and Group operations will focus on ensuring healthy financial structure, improving working capital management, balancing its cost structure while expanding its client base, and maximizing the potential of synergies within the Hellenic Healthcare Group, so that it may further strengthen its financial position.

For 2020, the Company's strategic targets are to introduce added-value services, invest in cutting-edge technology, offer innovative services in niche markets and completely renovate the labs, aiming to cut operating costs, so as to make its services accessible to a larger part of the population and upgrade their quality. Specifically in 2020, the Hellenic Healthcare Group entered into an agreement to upgrade the labs in all of the Group's hospitals, which is expected to be concluded within the first half of 2020. After this upgrade, all tests will be performed using cutting-edge technology and integrated software throughout the Group, so that any test may be directly performed by any Group lab.

## FINANCIAL DEVELOPMENT FIGURES

Financial Figures (Amounts in € '000)

	2019	2018
Revenue	84,316	83,082
Operating profit	8,442	5,578
Operating cost	(76,358)	(77,844)
Payments to capital providers	23,660	24,653
Profit before tax	3,379	2,849
Net profit/(losses) after tax	(621)	23
Equity	63,407	63,806
Total Investments	4,193	1,382
Total assets	191,231	189,655

Amounts in € '000

	2019	2018
Payroll (gross employee salaries)	18,958	18,698
Payments for employee social insurance funds (employer contributions)	4,789	4,707
Company employee benefits (insurance premiums, daycare, events, etc.)	328	239
Tax paid to the Greek State	16,686	15,859

### Company's Shareholding Structure

The Company's share capital on 31/12/2019 amounted to €83,319 thousand divided into 2,777,300 common registered shares with a nominal value of €30 each. The shares are not listed.

#### SHAREHOLDING STRUCTURE

Shareholder	Shares	Share Capital %
Hellenic Healthcare Single-Member Holdings SA	2,777,280	99.9993%
Minority shareholders	20	0.0007%



### MITERA SA Condensed Financial Information

The following financial information has been extracted from the published Financial Statements for the 2019 fiscal year, which were prepared in accordance with the International Financial Reporting Standards (IFRS) and announced by MITERA Private, General, Maternity, Gynecology & Children's Hospital SA (hereinafter the "Company" or "MITERA SA").

The results for the 2019 and 2018 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 167/A), were implemented retroactively on 01/01/2013 and shall continue to be in force until 31/12/2022.

#### SELECT FIGURES FROM THE STATEMENT OF COMPREHENSIVE INCOME

Amounts in € '000

	2019	2018
Revenues	76,484	67,239
Cost of goods sold	(63,686)	(59,428)
Gross Results	12,798	7,811
Other income	2,462	3,056
Administrative expenses	(5,074)	(5,206)
Other expenses	(209)	(284)
Operating results	9,976	5,378
Finance income	4	3
Financial expenses	(2,234)	(2,110)
Other financial results	(1)	(24)
Profit before tax	7,745	3,246
Income tax	(352)	(116)
Net profit after tax	7,393	3,130
Other comprehensive income for the year, net of income tax	(36)	(121)
Total comprehensive income for the year	7,357	3,009

## SELECT FIGURES FROM THE STATEMENT OF FINANCIAL POSITION

Amounts in € '000

	2019	2018
<b>ASSETS</b>		
Non-current assets		
Property, plant and equipment	52,295	50,784
Intangible assets	442	244
Investments in subsidiaries	23,432	23,432
Other non-current assets	269	490
Deferred tax asset	2,461	2,717
<b>Total non-current assets</b>	<b>78,893</b>	<b>77,666</b>
Current assets		
Inventories	1,049	1,120
Trade & other receivables	13,786	19,825
Other current assets	2,681	2,204
Cash and cash equivalents	5,352	943
<b>Total current assets</b>	<b>22,868</b>	<b>24,092</b>
<b>Total Assets</b>	<b>101,766</b>	<b>101,759</b>
<b>EQUITY</b>		
Share capital	8,078	40,389
Share premium	12,043	12,044
Other reserves	5,226	5,230
Results carried forward	(10,611)	(50,279)
<b>Total Equity</b>	<b>14,735</b>	<b>7,384</b>
<b>LIABILITIES</b>		
Non-current liabilities		
Deferred tax liabilities	5,309	5,219
Retirement benefit obligations	4,799	4,631
Grants	36	70
Borrowings	39,622	36,205
Provisions	4,742	5,359
Other long-term liabilities	234	308
<b>Total non-current liabilities</b>	<b>54,743</b>	<b>51,792</b>
Current liabilities		
Trade & other payables	24,222	32,505
Borrowings	1,564	4,265
Other current liabilities	6,502	5,812
<b>Total current liabilities</b>	<b>32,288</b>	<b>42,583</b>
<b>Total liabilities</b>	<b>87,031</b>	<b>94,375</b>
<b>Total Equity &amp; Liabilities</b>	<b>101,766</b>	<b>101,759</b>

Detailed financial information is available on the Company's website at: [www.mitera.gr](http://www.mitera.gr)

## 2019 Review

The Company, trading as MITERA SA, was founded in 1979 by obstetricians/gynecologists. It is registered on 6 Erythrou Stavrou Street in the Municipality of Marousi and is active in the healthcare sector. Initially it operated solely as a maternity hospital, while it later expanded its operations to include a general and a children's hospital. It extends to 6 floors in a privately-owned building and has 311 beds. A Pediatric Cardiac Surgery Clinic was established within the Children's Hospital in April 2008.

On 31/12/2019, the company employed 1,016 people compared to 1,008 on 31/12/2018.

Apart from the staff mentioned above, the Company also works with associate physicians, mainly obstetricians/gynecologists, and other specialists.

Company's shares are not listed. On October 31, 2007, the Company became a subsidiary of HYGIEIA SA, which had a direct and indirect holding percentage in the Company of 99.55% on 31/12/2019.

## Financial Results

The Company's financial figures include the impact from the implementation of the rebate and claw-back mechanisms on the corresponding items, in accordance with Article 100 of Law 4172/2013, and are listed below.

**Revenue:** Revenue for the Company amounted to €76.5m in 2019 compared to €67.2m in 2018, up by 13.8%.

**Gross Profit:** Gross profit for the Company stood at €12.8m, as opposed to €7.8m in the previous year, up by 63.8%, as a result of the increase in turnover coupled with the containment of operating expenses.

**Adjusted EBITDA** – Adjusted earnings (losses) before taxes, financial and investment results, depreciation and amortization, extraordinary results and results from previous years: The Company defines "Adjusted EBITDA" as the results before taxes, financial and investment results depreciation and amortization, 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 how the repeated operating activities of the Company are managed. Adjusted EBITDA improved significantly by 65.4% and amounted to €12.9m, as opposed to €7.8m in 2018.

**Earnings (Losses) Before Interest and Taxes (EBIT):** Operating profit (EBIT) in 2019 stood at €10.0m, as opposed to €5.4m for the previous fiscal year.

**Profit (Losses) Before Tax:** Profit before tax stood at €7.7m, as opposed to €3.2m for 2018.

**Net earnings (losses) after taxes:** Net results for the Company amounted to €7.4m, as opposed to €3.1m for 2018.

**Property, plant and equipment:** On 31/12/2019, the Company's property, plant and equipment amounted to €52.3m and corresponded to 51.4% of Total Assets, while in the previous fiscal year, they amounted to €50.8m and corresponded to 49.9% of Total Assets.

**Trade and Other Receivables:** trade and other receivables amounted to €13.8m, as opposed to €19.8m for 2018, and corresponded to 13.6% of Total Company Assets, compared to 19.5% for 2018.

**Equity:** The Company's Equity amounted to €14.7m from €7.4m in 2018.

**Debt:** The Company's debt was €41.2m in 2019, as opposed to €40.5m in 2018.

**Net Debt:** Net debt (borrowings minus cash and cash equivalents) amounted to €35.8m in 2019, as opposed to €39.5m in 2018.

**Trade and Other Payables:** On 31/12/2019, Trade and Other Payables amounted to €24.2m, as opposed to €32.5m in 2018.

**Net Cash Flows from Operating Activities:** Net cash flows from operating activities amounted to €9.9m in 2019, from €6.1m in 2018.

## Significant Business Decisions and Events for 2019

On January 23, 2019, it was announced that 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, in the Hospital's quest to continuously upgrade its services, to the benefit of children and their families.

On February 18, 2019, the Hellenic Healthcare Group (HHG) entities signed a new strategic agreement with Ethniki Insurance for all insured policyholders within the Group hospitals. Following the recent buyouts, the Hellenic Healthcare Group network now includes Metropolitan Hospital, HYGEIA Hospital, MITERA Hospital, Metropolitan General and LETO Hospital. The HHG hospitals are currently able to offer the latest and most advanced medical services in general medicine, pediatrics and obstetrics/gynecology.

On March 9, 2019, Law 4600/09.03.2019 on "Modernization and Reform of the Institutional Framework of Private Clinics" was enacted.

On April 9, 2019, parent company DTCA HYGEIA SA announced that the registration of company Hellenic Healthcare Single-Member Holdings SA in the Dematerialized Securities System as the new owner of the 8,566,007 common registered shares was concluded on April 8, 2019, following the takeover right exercised pursuant to Decision no 2/840/15.03.2019 of the Hellenic Capital Market Commission Board of Directors. As a result, on the aforementioned date, Hellenic Healthcare directly acquired 305,732,436 of DTCA HYGEIA SA common registered shares, which represent 100% of the Company's paid-up share capital and voting rights.

On April 15, 2019, upon concluding exercising its takeover right (squeeze-out) for the DTCA HYGEIA SA shares on 08/04/2019, Hellenic Healthcare Single-Member Holdings SA, as the sole shareholder, convened an Extraordinary General Meeting at the parent's premises, with the only item on the agenda being to approve submitting an application to the Hellenic Capital Market Commission for delisting the parent's company shares from the Athens Exchange. In a unanimous decision of 100% of the represented paid-up share capital of the parent company, the General Meeting approved of the DTCA HYGEIA SA submitting an application to the Hellenic Capital Market Commission for delisting all the registered common shares of the parent company, 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 3371/2005, as in force.

On April 16, 2019, parent company DTCA 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.

On May 7, 2019, during its 843rd session, the Board of Directors of the Hellenic Capital Market Commission decided to delist the shares

of Diagnostic and Therapeutic Center of Athens HYGEIA SA from the Athens Exchange, pursuant to Article 17(5) of Law 3371/2005, in response to a relevant request filed by the Company.

On June 4, 2019, the Company's ENT Clinic announced the establishment of the first privately-owned Cochlear Implant Department. The ENT Clinic undertakes to perform comprehensive hearing screening and surgical repair with cochlear implant for patients with complete hearing loss.

On June 28, 2019, the Company's General Meeting decided to reduce the company's share capital by €32,311,535.20, with a corresponding reduction in the nominal value of each share from €0.35 to €0.07, to cover part of past fiscal year losses.

On November 14, 2019, in the context of debt re-profiling of the Hellenic Healthcare Group, MITERA signed a Common secured bond loan program to the amount of up one hundred and forty-five million euros (€145,000,000). In this context, and after obtaining a special license in accordance with Articles 99(1) and 100(1) of Law 4548/2018, HYGEIA and MITERA granted guarantees and other securities against each other and against their related companies with the company names i. PERSEUS HEALTHCARE SA and ii. METROPOLITAN GENERAL HOSPITAL HEALTHCARE FACILITIES OPERATION AND MANAGEMENT SA.

On November 15, 2019, the Company celebrated its 40-year anniversary, honoring its history, founders, employees and doctors. The concept for the establishment of MITERA back in 1979 came from a team of 40 obstetricians/gynecologists, who envisioned a hospital that would set the bar in Greece, with superior quality medical services for expectant mothers. They created the first large, modern maternity hospital in Greece, where more than 500,000 children have been born.

On December 16, 2019, the Company issued the bond loan above and proceeded with the voluntary repayment of all its outstanding bonds, namely the Common Bond Loan issued on 31/12/2013 to the initial amount of €42,100,000.

## Strategic Development

Ensuring a climate of trust is the foundation for the growth of the economy. Within the international environment, the Greek economy is facing the common challenges arising globally.

The Management's priorities in dealing with the crisis will focus on ensuring the healthy financial structure of the Company, improving working capital management, balancing its cost structure with anticipated income and maximizing the potential of synergies within the Hellenic Healthcare Group, so that it may further strengthen its financial position. All these years, the Company's Management has taken, and continues to take, measures to support its operational efficiency, reducing its operating costs, expanding its client base and maximizing synergies within the Hellenic Healthcare Group.

Meanwhile, the Company 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

Financial Figures (Amounts in € '000)

	2019	2018
Revenue	76,484	67,239
Operating profit	9,976	5,378
Operating cost	68,970	64,917
Payments to capital providers	41,930	5,654
Profit before tax	7,745	3,246
Net profit after tax	7,393	3,130
Equity	14,735	7,384
Total Investments	2,712	3,201
Total assets	101,766	101,759

Amounts in € '000

	2019	2018
Payroll (gross employee salaries)	18,905	18,737
Payments for employee social insurance funds (employer contributions)	5,216	5,256
Company employee benefits (insurance premiums, daycare, events, etc.)	434	514
Tax paid to the Greek State	15,580	13,442

## Company's Shareholding Structure

On December 31, 2019, the Company's share capital was eight million seventy-seven thousand eight hundred and eighty-four euros (€8,077,884) fully paid, divided into one hundred and fifteen million three hundred and ninety-eight thousand three hundred and forty (115,398,340) common registered shares with a nominal value of seven cents (€0.07) each. All issued shares have been fully paid off.

### SHAREHOLDING STRUCTURE

Shareholder	Shares	Share Capital %
HYGEIA SA	110,601,151	95.84%
MITERA HOLDINGS SA	4,274,704	3.70%
Minority shareholders	522,485	0.46%



### METROPOLITAN GENERAL SA Condensed Financial Information

The following financial information has been extracted from the published Financial Statements for the 2019 fiscal year, which were prepared in accordance with the International Financial Reporting Standards (IFRS) and announced by METROPOLITAN GENERAL HOSPITAL HEALTHCARE FACILITIES OPERATION AND MANAGEMENT SA (hereinafter the "Company" or "Metropolitan General").

The results for the 2019 and 2018 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 167/A), were implemented retroactively on 01/01/2013 and shall continue to be in force until 31/12/2022.

#### SELECT FIGURES FROM THE STATEMENT OF COMPREHENSIVE INCOME

Amounts in € '000

	2019	2018
Revenues	42,877	35,288
Cost of goods sold	(36,918)	(31,271)
Gross Results	5,959	4,017
Other income	197	271
Distribution costs	(2,360)	(1,690)
Administrative expenses	(1,022)	(935)
Other expenses	(1,345)	(836)
Operating results	1,429	827
Finance income	-	104
Financial expenses	(1,349)	(834)
Profit before tax	80	97
Income tax	(709)	(355)
Net losses after tax	(629)	(258)
Other comprehensive income for the year, net of income tax	(8)	856
Total comprehensive income for the year	(637)	598

#### SELECT FIGURES FROM THE STATEMENT OF FINANCIAL POSITION

Amounts in € '000

	2019	2018
<b>ASSETS</b>		
Non-current assets		
Property, plant and equipment	46,804	43,332
Intangible assets	133	136
Other non-current assets	33	32
Deferred tax asset	-	71
Total	46,971	43,572

Amounts in € '000		
	2019	2018
<b>Current assets</b>		
Inventories	1,194	1,112
Trade & other receivables	22,084	17,153
Other current assets	1,165	1,898
Cash and cash equivalents	293	5,734
<b>Total</b>	<b>24,735</b>	<b>25,898</b>
<b>Total Assets</b>	<b>71,706</b>	<b>69,470</b>
<b>EQUITY</b>		
Share capital	24,785	24,785
Share premium	63,152	63,152
Other reserves	1,123	1,125
Results carried forward	(71,737)	(71,103)
<b>Total Equity</b>	<b>17,322</b>	<b>17,960</b>
<b>LIABILITIES</b>		
<b>Non-current liabilities</b>		
Deferred tax liabilities	41	-
Retirement benefit obligations	786	820
Borrowings	19,642	22,306
Provisions	2,648	2,648
Other long-term liabilities	131	148
<b>Total non-current liabilities</b>	<b>23,249</b>	<b>25,922</b>
<b>Current liabilities</b>		
Trade & other payables	26,504	22,588
Borrowings	4,631	3,000
<b>Total current liabilities</b>	<b>31,135</b>	<b>25,588</b>
<b>Total liabilities</b>	<b>54,384</b>	<b>51,510</b>
<b>Total Equity &amp; Liabilities</b>	<b>71,706</b>	<b>69,470</b>

Detailed financial information is available on the Company's website at: [www.metropolitan-general.gr](http://www.metropolitan-general.gr)

## 2019 Review

2019 was a year of robust growth for the Company, which demonstrated significant increase in all its operating indexes, with the most significant being the increase in turnover (before rebate and claw-back) by 25.83% compared to 2018, the increase in operating profitability (EBITDA) by 74% compared to last year and the increase in patient admissions and surgical procedures, up by 23.7% and 26.4% respectively compared to 2018. This robust growth is attributed to Management's strategy to significantly reinforce both its infrastructure, through investments in medical, building and other equipment to the amount of approximately €6.2m, and its medical staff, for a second consecutive year.

A key factor that contributed towards increasing these operating indexes was the expanded agreements with insurance entities. 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 Company, 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 addition, the Company's operating profit in 2019 amounted to €1,429 thousand, as opposed to €827 thousand in profits for 2018, posting an increase of 72.8%.

In terms of profit before tax, the Company reported €80 thousand in earnings, as opposed to €97 thousand in earnings for 2018.

In terms of the balance sheet, total cash and cash equivalents for the Company on December 31, 2019 amounted to €293 thousand, as opposed to €5,734 thousand on December 31, 2018. The reduction in the Company's cash and cash equivalents mainly arise from investments in medical equipment and the repayment of the corresponding suppliers.

Total borrowings for the Company on December 31, 2019 were €24,273 thousand, as opposed to €25,306 thousand on December 31, 2018, down by €1,033 thousand.

## Significant Business Decisions and Events for 2019

On February 18, 2019, the Hellenic Healthcare Group (HHG) entities signed a new strategic agreement with Ethniki Insurance for all insured policyholders within the Group hospitals. Following the recent buyouts, the Hellenic Healthcare Group network now includes Metropolitan Hospital, HYGEIA Hospital, MITERA Hospital, Metropolitan General and LETO Hospital. HHG hospitals are currently able to offer the latest and most advanced medical services in general medicine, pediatrics and obstetrics/gynecology.

On November 14, 2019, in the context of debt re-profiling, the Company signed a common secured bond loan program (the "Loan") and a coverage agreement with Eurobank Ergasias SA as the representative of the bond holders and the initial bond holder for the entire Loan.

The Loan, which complies with the meaning of Articles 59 et seq of Law 4548/2018, has been issued in four credit lines, each corresponding to a different purpose for financing Company needs, and comes to the amount of €131,500,000, divided into an equal number of bonds with a nominal value of one euro (€1) each, provided that the entire amount of issued and outstanding bonds of the Company under the Loan, and the issued and outstanding bonds from the three bond loans issued by its related companies, PERSEUS SA, MITERA SA and HYGEIA SA (the "related companies") does not exceed the total amount of €360,000,000.

The annual interest rate of the Loans is equal to the sum of the applicable Euribor from time to time, and the floating spread, based on financial index, with repayment in six-monthly installments, with final repayment date on November 20, 2026.

The Company has put up collateral to secure the program, which includes a lien on fixed assets and the formation of non-possessory pledges on the equipment, as well as pledges on receivables from social insurance contracts. In addition, in order to secure better financing terms, the related companies have guaranteed the Company's Loan repayment and have granted securities against their own assets. At the same time, the Company has become a guarantor for the bond loans issued by said related companies.

On January 20, 2020, the Company issued the bond loan above and also proceeded with the voluntary repayment of all its outstanding bonds, namely the Common Bond Loan issued on 28/08/2012 to the initial amount of €30,600,000.

## Strategic Development

In the context of addressing the COVID-19 pandemic, the Hellenic Healthcare Group hospitals made 100 beds available to the Ministry of Health, to be used for patient hospitalization, while also contributing medical and nursing staff.

In the last years, the Company has been systematically improving its financials. However, the current period may have a negative impact on these financials due to COVID-19. At this stage, it is impossible to quantify this impact, as it depends on how long the crisis will last on a national and global level.

The Management of Metropolitan General, as well as the Hellenic Healthcare Group in general, is closely monitoring the developments that relate to addressing the COVID-19 pandemic and is adjusting its plans, so as to minimize its losses to the extent possible.

In the near future, the core of the Company's strategy consists of: 1) further reinforcing its role within the Hellenic Healthcare Group by providing top-level healthcare services, 2) maintaining adequate liquidity, by expanding commercial partnerships and capitalizing on the competitive edge that the Hellenic Healthcare Group has within its market sector, 3) continuously increasing the operational efficiency of its business operations, coupled with the cost benefits stemming from maximizing synergies within the Group, and 4) seizing any investment opportunities that arise.

Through monitoring the developments and using the experience of its successful management during the previous years, the Management of Metropolitan General assesses the existing conditions with forecasts, evaluates all future investment and operating needs, and immediately adjusts its Business Plan, with on the aim of maintaining and increasing the operating performance of the Company, by limiting operating costs, expanding its client base and maximizing synergies within the Group. The Company 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 Company 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

Financial Figures (Amounts in € '000)

	2019	2018
Revenue	42,877	35,288
Operating profit	1,429	827
Operating cost	41,645	34,732
Payments to capital providers	2,980	2,834
Profit before tax	80	97

## Financial Figures (Amounts in € '000)

	2019	2018
Net losses after tax	(629)	(258)
Equity	17,322	17,960
Total Investments	6,055	7,137
Total assets	71,706	69,470

## Amounts in € '000)

	2019	2018
Payroll (gross employee salaries)	8,808	8,632
Payments for employee social insurance funds (employer contributions)	2,269	2,241
Company employee benefits (insurance premiums, daycare, events, etc.)	234	207
Tax paid to the Greek State	6,279	6,330

## Company's Shareholding Structure

On December 31, 2019, the Company's share capital amounted to €24,784,700, fully paid, divided into 79,950,645 common registered shares at a nominal value of €0.31 each.



## LETO Maternity, Gynecology & Surgical Center SA Condensed Financial Information

The following financial information has been extracted from the published Financial Statements for the 2019 fiscal year, which were prepared in accordance with the International Financial Reporting Standards (IFRS) and announced by LETO Maternity, Gynecology & Surgical Center SA (hereinafter the "Company" or "LETO SA").

The results for the 2019 and 2018 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 167/A), were implemented retroactively on 01/01/2013 and shall continue to be in force until 31/12/2022.

### SELECT FIGURES FROM THE STATEMENT OF COMPREHENSIVE INCOME

## Amounts in € '000

	2019	2018
Revenues	12,080	13,001
Cost of goods sold	(10,559)	(11,214)
Gross Results	1,521	1,786
Other income	706	818
Distribution costs	(53)	(55)
Administrative expenses	(2,914)	(3,061)
Other expenses	(32)	(112)
Operating results	(772)	(624)
Financial expenses	(106)	(96)
Losses before tax	(878)	(720)
Income tax	136	317
Net losses after tax	(742)	(403)
Other comprehensive income for the year, net of income tax	(8)	(21)
Total comprehensive income for the year	(750)	(424)

### SELECT FIGURES FROM THE STATEMENT OF FINANCIAL POSITION

Amounts in € '000

	2019	2018
<b>ASSETS</b>		
Non-current assets		
Property, plant and equipment	13,545	13,770
Intangible assets	309	316
Investments in subsidiaries	259	259
Other non-current assets	10	18
Deferred tax asset	496	508
Total non-current assets	14,619	14,872
Current assets		
Inventories	273	308
Trade & other receivables	169	1,087
Other current assets	661	781
Cash and cash equivalents	140	123
Total current assets	1,242	2,298
Total Assets	15,861	17,169
<b>EQUITY</b>		
Share capital	7,308	7,308
Share premium	1,267	1,267
Other reserves	1,108	1,108
Results carried forward	(5,318)	(4,568)
Total Equity	4,365	5,115
<b>LIABILITIES</b>		
Non-current liabilities		
Deferred tax liabilities	1,524	1,674
Retirement benefit obligations	1,457	1,432
Long-term liabilities from leases	70	104
Provisions	616	616
Other long-term liabilities	81	71
Total non-current liabilities	3,748	3,899
Current liabilities		
Trade & other payables	6,142	6,787
Current liabilities from leases	366	78
Other current liabilities	1,240	1,290
Total current liabilities	7,748	8,155
Total liabilities	11,496	12,054
Total Equity & Liabilities	15,861	17,169

Detailed financial information is available on the Company's website at: [www.letto.gr](http://www.letto.gr)

## 2019 Review

LETO Maternity, Gynecology & Surgical Center SA is active in the healthcare sector. It was established in 1969 as a Co. Ltd. by obstetricians/gynecologists and is registered in the Municipality of Athens. On March 1, 1991, it was converted into an SA. On December 31, 2019, it employed 276 people.

Initially the Company operated solely as a maternity hospital, while it was later operating to also as a general hospital. It has 100 beds and extends to three floors in a building that is 60.3% owned by the Company, on 7-13 Mouson Street, Athens. Apart from the staff mentioned above, the Company also works with associate physicians, mainly obstetricians/gynecologists, and doctors of other medical specialties.

The financials of the Company are included in the Consolidated Financial Statements of Hellenic Healthcare S.a.r.l., registered in Luxembourg.

On 31/12/2019, the aforementioned entity had a 99.45% holding percentage in the Company. The Company does not prepare consolidated financial statements as it is a 99.45% subsidiary, its shares and other securities issued by it are not publicly traded in any market, and it is included in the corresponding consolidated financial statements of its parent company.

The Financial Statements are presented in euros, which is the operating and presentation currency of the Company.

## Financial Results

The company's financial figures include the impact from the implementation of the rebate and claw-back mechanisms on the corresponding items, in accordance with Article 100 of Law 4172/2013, and are listed below.

**Comprehensive Income Statement:** The Company's turnover for the 2019 fiscal year amounted to €12.08m, up by 7.08% compared to €13m in 2018. The amounts also include rebate & claw-back.

**Operating losses** stood at €0.77m, as opposed to €0.62m for 2018.

Adjusted Earnings (Losses) Before Taxes, Financial and Investment Results and Depreciation and Amortization, Extraordinary Results and Results from Previous Years (**Adjusted EBITDA**): The Company defines "Adjusted EBITDA" as the results before taxes, financial and investment results and depreciation and amortization, 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 how the repeated operating activities of the Company are managed. The adjusted profit before tax, financial and investment results and depreciation and amortization, adjusted to the impact of possible extraordinary results and results from previous years (adjusted EBITDA) stood at €410 thousand in earnings, as opposed to -€25 thousand in losses for 2018.

**Losses after tax** amounted to -€0.74m, as opposed to -€0.40m in 2018, while **total comprehensive income** for the year amounted to losses of -€0.75m, as opposed to -€0.42m in 2018.

## Significant Business Decisions and Events for 2019

The year 2019 was a landmark year for the Greek economy, as it signaled the start of a new fiscal policy, which we are hoping will boost economic activity and investments in Greece in the next decade. As for the economic climate, both the consumer confidence index and expectations index have improved significantly, in step with the improved growth rate of economic activity. The lifting of capital controls and the decrease in tax rates, especially for businesses, will have a positive impact on the economy and will boost the buying power of households.

Especially in the healthcare sector, in the last years, the National Organization for Healthcare (EOPYY) remains a significant growth and liquidity factor for the industry. An extensive analysis of the collaboration of the industry and the Company with EOPYY is presented in the section "Main risks and uncertainties".

Despite the market conditions, LETO SA continues to respond to market challenges and address any difficulties and intricacies, driven by sector-based needs. Specifically for the 2019 fiscal year, the Company:

- Maintained its pricing policy unchanged throughout the year, despite the imposition of rebate & claw-back by EOPYY.
- Reinforced the existing departments with new partnerships with doctors.
- Made investments, despite the adverse economic climate (€380 thousand in 2019 compared to €428 thousand in 2018).
- Maintain the Company's borrowings at low levels.

However, the amounts in arrears due by EOPYY continue to pose a major liquidity problem both for the Company and the sector.

## Strategic Development

2020 could be described as a landmark year for the long-term progress of the Company, which celebrates 50 years of continuous operation and provision of healthcare services in Greece.

The new year kicks off with the completion of the plan to fully restructure the hospital, which includes the amendment of its operating license from a general surgery hospital to a general hospital.

- The total number of beds will increase from 100 to 120.
- New departments will be established in specialties such as Pathology, Cardiology, Gastroenterology, General Ultrasounds and Dermatology.
- An Adult Intensive Care Unit with a capacity of 5 beds will be established.
- An MRI and CT Department will be established.
- The operating rooms, delivery room and patient reception area will be renovated.

The investment plan is based on secured bank borrowings.

The investment activities signal expanded collaboration with existing doctors and new partnerships with other specialties, which are expected to increase the hospital's revenue in the respective fields.

The payment of birth allowance amounting to €2,000 for every child born in Greece commenced at the start of 2020. This move forms part of the demographic policy measures, which will assist Greek families, aiming to increase the number of births. It is estimated that in 2020, the allowance will cover around 80,000 new births and part of it is expected to be channeled through to our hospital.

Furthermore, the effort to cut expenses will continue in 2020, mainly through new lower-cost agreements and partnerships. The imposition of the rebate and claw-back mechanism, in accordance with Article 100 of Law 4172/2013 (Government Gazette 167/A/2013), which will continue in 2020, will play a decisive role in the operations.

In terms of the healthcare sector, the liquidity of the companies will remain their main concern, given that the amounts in arrears due by EOPYY will continue to cause major problems for the companies in repaying their debts.

Despite the adversities of the sector, the target set by the Company's Management is to continue to improve its main financial indicators, maintaining both its pricing policy and the quality of the services it provided unchanged.

Meanwhile, the Company continues to innovate and pave the way in the latest developments and techniques, such as alternative childbirth (natural childbirth as if being at home, water birth), breastfeeding, rooming in (the neonate sharing the same room with the mother from the moment it is born until it is discharged from hospital).

Lastly, the Company's Management aims to maintain its competitive position in the sector in the new fiscal year.

### FINANCIAL DEVELOPMENT FIGURES

Financial Figures (Amounts in € '000)

	2019	2018
Revenue	12,080	13,001
Operating losses	(772)	(624)
Operating cost	13,558	14,443
Payments to capital providers	429	176
Losses before tax	(878)	(720)
Net losses after tax	(742)	(403)
Equity	4,365	5,115
Total Investments	380	428
Total assets	15,861	17,169

(Amounts in € '000)

	2019	2018
Payroll (gross employee salaries)	4,802	4,918
Payments for employee social insurance funds (employer contributions)	1,251	1,294
Company employee benefits (insurance premiums, daycare, events, etc.)	48	89
Tax paid to the Greek State	2,698	2,770

### Company's Shareholding structure

On 31 December 2019, issued common shares amounted to 2,494,169 registered shares at a nominal value of €2.93 each. All issued shares have been fully paid off.

### SHAREHOLDING STRUCTURE

Shareholder	Shares	Share Capital %
MITERA	1,857,279	74.46%
LETO HOLDINGS	636,274	25.51%
Minority shareholders	616	0.03%



## Creta InterClinic SA Condensed Financial Information

The following financial information has been extracted from the published Financial Statements for the 2019 fiscal year, which were prepared in accordance with the International Financial Reporting Standards (IFRS) and announced by Private Hospital Creta InterClinic Therapeutic & Diagnostic Surgical & Research Center SA (hereinafter the "Company").

The results for the 2019 and 2018 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 167/A), were implemented retroactively on 01/01/2013 and shall continue to be in force until 31/12/2022.

### SELECT FIGURES FROM THE STATEMENT OF COMPREHENSIVE INCOME

Amounts in € '000	2019	2018
Revenues	7,567	6,797
Cost of goods sold	(5,324)	(4,718)
Gross Results	2,242	2,080
Other income	24	16
Distribution costs	(115)	(136)
Administrative expenses	(815)	(729)
Other expenses	(267)	(3)
Operating results	1,070	1,227
Finance income	3	-
Financial expenses	(75)	(88)
Profit before tax	998	1,139
Income tax	(249)	(355)
Net profit after tax	749	784
Other comprehensive income for the year, net of income tax	140	31
Total comprehensive income for the year	889	815

### SELECT FIGURES FROM THE STATEMENT OF FINANCIAL POSITION

Amounts in € '000	2019	2018
<b>ASSETS</b>		
Non-current assets		
Property, plant and equipment	6,074	5,445
Intangible assets	39	51
Other non-current assets	35	38
Total non-current assets	6,148	5,534
Current assets		
Inventories	491	404
Trade & other receivables	812	942
Other current assets	15	123
Cash and cash equivalents	579	290
Total current assets	1,898	1,760
Total Assets	8,046	7,294
<b>EQUITY</b>		
Share capital	1,209	1,209
Other reserves	2,210	2,032
Results carried forward	259	(451)

Amounts in € '000

	2019	2018
Total Equity	3,678	2,789
<b>LIABILITIES</b>		
Non-current liabilities		
Deferred tax liabilities	367	581
Borrowings	1,438	1,657
Provisions	727	458
Other long-term liabilities	5	5
Total non-current liabilities	2,537	2,701
Current liabilities		
Trade & other payables	1,503	1,502
Borrowings	328	302
Total current liabilities	1,831	1,804
Total liabilities	4,368	4,505
Total Equity & Liabilities	8,046	7,294

Detailed financial and other information is available on the Company's website at: [www.cic.gr](http://www.cic.gr)

## 2019 Review

Creta InterClinic SA operates a hospital unit in Heraklion, Crete, which is probably the largest private healthcare investment on the island. It provides primary and secondary medical services to patients, both residents and visitors to Crete. The Company offers nearly all the services provided by a hospital, both through its outpatient clinics and its departments.

The Company headquarters are located at Minoos and 63 Anogeion Streets, Heraklion, Crete.

The Board of Directors is responsible for setting the Company's strategy and ensuring its growth, and deciding on any issue that concerns the management of the Company, while remaining true to the principles of ethical governance and its Articles of Association.

As of 17/12/2019, the Company is a subsidiary of PERSEUS Crete Single-Member Holdings SA – Trading as PERSEUS Crete SA and belongs to the Hellenic Healthcare Group, hereinafter the "Group".

On 15/01/2020, the Board of Directors decided to keep accounting books and publish its financial statements based on the International Financial Reporting Standards (IFRS). As a result, 2019 was set as the first fiscal year for implementation of the IFRS, with the conversion date being 01/01/2018.

## Financial Results

Revenue for the 2019 fiscal year amounted to €7,567 thousand, as opposed to €6,797 thousand for the 2018 fiscal years, posting an 11.3% increase.

EBITDA for the 2019 fiscal year stood at €1,703 thousand, as opposed to €1,590 thousand in the 2018 fiscal year, up by 7.1%. The EBITDA margin was 22.5% in 2019 from 23.4% in 2018.

In 2019, the Company improved its liquidity, since, despite the rise in sales by 11.7% (€770 thousand), cash flows from operating activities after the changes in working capital improved by 2.0% and amounted to €1,500 thousand for the 2019 fiscal year and €1,470 thousand for the 2018 fiscal year.

Profit before tax for the 2019 fiscal year stood at €998 thousand, as opposed to profit before tax of €1,139 thousand for the 2018 fiscal year, down by 12.5%, while earnings after taxes amounted to €749 thousand for the 2019 fiscal year, as opposed to earnings after taxes of €784 thousand for the 2018 fiscal year, down by 4.5%.

In terms of the balance sheet, equity for the 2019 fiscal year stood at €3,678 thousand, as opposed to €2,789 thousand for the 2018 fiscal year, posting a 31.9% increase.

Total cash and cash equivalents for the Company on December 31, 2019 amounted to €579 thousand, as opposed to €290 thousand on December 31, 2018.

Total borrowings for the Company on December 31, 2019 were €1,766 thousand, as opposed to €1,959 thousand on December 31, 2018, down by €193 thousand.

## Significant Business Decisions and Events for 2019

2019 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 outlook. 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.

In 2019, the Company managed to lead the domestic healthcare sector in Crete, recording remarkable financial results, while combining top-level healthcare services with high-tech medical equipment. The Company's growth is primarily focusing on its competitive advantages, and its drive, aiming to further fortify and expand with commercial partnerships with insurance providers, thus securing the necessary liquidity for its unimpeded operation.

In 2019, the Company focused on maintaining adequate liquidity, expanding the services offered and constantly improving its financial structure, coupled with optimized efficiency of services and giving priority to new technologies.

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

As of 17/12/2019, the Company is a subsidiary of PERSEUS Crete Single-Member Holdings SA – Trading as PERSEUS Crete SA and belongs to the Hellenic Healthcare Group.

## Strategic Development

Creta InterClinic's core strategy consists of: 1) further reinforcing the leading role of the Company in Crete, 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 operational efficiency of the business activities of the Company, coupled with the cost benefits stemming from maximizing synergies within the Hellenic Healthcare Group and 4) seizing any investment opportunities that arise.

In addition, the Company has implemented a new investment program to upgrade its facilities and medical equipment, with a budget over €2m, which will help improve its services, meet the rising demand and secure the trust of patients.

## FINANCIAL DEVELOPMENT FIGURES

Financial Figures (Amounts in € '000)

	2019	2018
Revenue	7,567	6,797
Operating profit	1,070	1,227
Operating cost	6,521	5,586
Payments to capital providers	388	1,014
Profit before tax	998	1,139
Net profit after tax	749	784
Equity	3,678	2,789
Total Investments	857	372
Total assets	8,046	7,294

(Amounts in € '000)

	2019	2018
Payroll (gross employee salaries)	1,911	1,774
Payments for employee social insurance funds (employer contributions)	536	467
Company employee benefits (insurance premiums, daycare, events, etc.)	54	15
Tax paid to the Greek State	1,642	2,073

## Company's Shareholding Structure

On December 31, 2019, the Company's share capital amounted to €1,208,600, fully paid, divided into 48,344 common registered shares at a nominal value of €25 each.



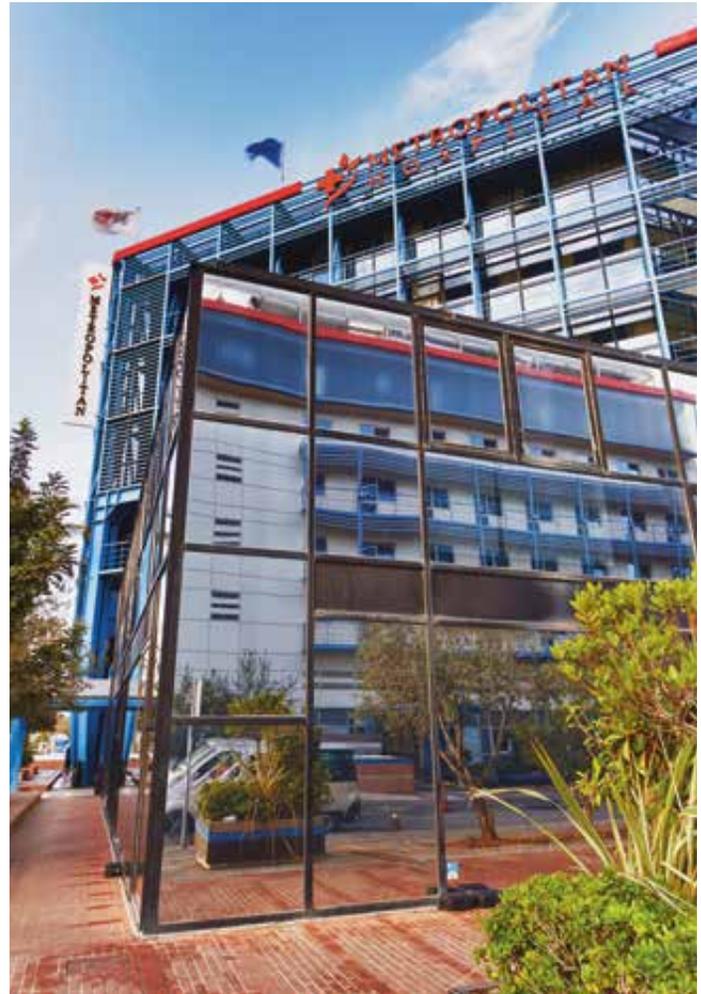


## Hellenic Healthcare Group

6 Eleftheriou Venizelou Street, 18547 N. Faliro, Athens, Greece

Call Center: +30 210 480 9409

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



### DIAGNOSTIC & THERAPEUTIC CENTER OF ATHENS HYGEIA SA

4 Erythrou Stavrou Street & Kifisias Avenue, 151 23 Marousi,  
Athens, Greece

Call Center: +30 210 686 7000, Fax: +30 210 684 5089

Info: +30 210 686 7885/433

Ambulances: +30 210 686 7000

Emergency Department/Outpatient Clinics: +30 210 686 7425

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



### METROPOLITAN HOSPITAL

9 Ethnarchou Makariou & 1 Venizelou Streets,  
18547 Neo Faliro, Athens, Greece

Call Center: +30 210 480 9000

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



### MITERA GENERAL, MATERNITY, GYNECOLOGY & CHILDREN'S HOSPITAL

6 Erythrou Stavrou Street & Kifisias Avenue, 151 23 Marousi, Athens, Greece

Call Center: +30 210 686 9000, Fax: +30 210 683 1877

Info: +30 210 686 9100, Outpatient Clinics: +30 210 686 9143

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



### MITERA CHILDREN'S HOSPITAL

6 Erythrou Stavrou Street & Kifisias Avenue, 151 23 Marousi, Athens, Greece

Call Center: +30 210 686 9000

Children's Hospital Emergency Department /

Outpatient Clinic: +30 210 686 9404, Fax: +30 210 686 9197

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



### METROPOLITAN GENERAL SA

264 Mesogeion Avenue, 15562 Cholargos, Athens, Greece

Call Center: +30 210 650 2000

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

[info@metropolitan-hospital.gr](mailto:info@metropolitan-hospital.gr)



**LETO MATERNITY, GYNECOLOGY & SURGICAL CENTER SA**

7-13 Mouson Street, 115 24 Athens, Greece

Call Center: +30 210 690 2000 & 2100

Fax: +30 210 698 4162

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



**CRETA INTERCLINIC**

63 Minoos Street, 71304 Herakleio, Crete, Greece

Call Center: +30 2810 373800

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



**A-LAB, MOLECULAR BIOLOGY AND GENETICS CENTER**

11 Anastasiou Street, 115 24 Athens, Greece

Call Center: +30 210 690 2082 & +30 210 698 4174

Fax: +30 210 690 2083

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



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**Beatific™**

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14 Fleming Street, 15123 Athens Greece  
Call Center: +30 210 686 7455  
Fax: +30 210 686 7624

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

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Preparation & Editing of the 2019 Corporate Responsibility Report

COMMERCIAL DIVISION

Tel: +30 210 686 7229, Fax: +30 210 686 7624

# Communication form

## In which stakeholder group of the Hellenic Healthcare Group do you belong?

- |   |  |
|---|--|
| <input type="checkbox"/> Employees                        | <input type="checkbox"/> Social security organizations |
| <input type="checkbox"/> Suppliers                        | <input type="checkbox"/> Banks                         |
| <input type="checkbox"/> Shareholders/Investors           | <input type="checkbox"/> Patients                      |
| <input type="checkbox"/> Private customers                | <input type="checkbox"/> Patient families & visitors   |
| <input type="checkbox"/> Medical/Scientific community     | <input type="checkbox"/> NGOs                          |
| <input type="checkbox"/> State and regulatory authorities | <input type="checkbox"/> Media                         |
| <input type="checkbox"/> Associate physicians             | <input type="checkbox"/> Subcontractors                |
| <input type="checkbox"/> Insurance company                | Other, please specify _____                            |

## Which of the Group hospitals do you know of or have simply visited?

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> HYGEIA                             | <input type="checkbox"/> METROPOLITAN HOSPITAL | <input type="checkbox"/> MITERA            |
| <input type="checkbox"/> METROPOLITAN GENERAL               | <input type="checkbox"/> LETO                  | <input type="checkbox"/> CRETA INTERCLINIC |
| <input type="checkbox"/> Don't know/Would rather not answer |  |  |

## How easily did you locate the information or issues that interest you in the Report?

- Very easily                     
  Fairly easily                     
  Relatively easily                     
  Not easily at all

## Which sections of the Report do you consider as most important?

*(choose all the ones you consider important)*

	1	2	3
Corporate Responsibility at Hellenic Healthcare Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Superior Quality Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee Health & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caring for the Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caring for the Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Model & Corporate Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## With regard to the information presented in the sections of the Report:

Choose the extent to which you agree with the following statements:

*(1) Fully disagree, (2) Disagree, (3) Neither agree nor disagree, (4) Agree, (5) Fully agree*

	1	2	3	4	5
It covers principles and issues you consider important for the Sustainable Development of the Group.					
There is balance and clarity between the sections, with regard to how they are presented.					
The structure assists in making the Report easy to read.					
The figures and table are easy to understand and are depicted in a satisfactory manner.					
The visual presentation is satisfactory and the images positively enrich the Report.					







Layout - Production



Tel.: +30 210 600 57 58





 6 Eleftheriou Venizelou Street, 18547 N. Faliro, Athens, Greece

 +30 210 4809 409

 info@hhg.gr

 www.hhg.gr