



Introduction to our group of hospitals

Letter from the President



With this, our first ever annual corporate social responsibility report, I would like to give you a look at the soul of our company, introducing you to the people who add value for our stakeholders. At the same time, I'd like to take this opportunity to describe the most salient initiatives we have undertaken throughout 2015 to further our policy of achievement and transparency. To do this, we have followed the Core option of the GRI G4 Guidelines, as this format lays down a systematic reporting framework for comprehensive sustainability, which is our management goal.

This year has been especially noteworthy for us. Throughout this intense period of hard work—when we never ceased to stand out for the services we render for our patients—we began a new chapter in our company's history with a number of acquisitions and restructuring efforts.

Thanks to this growth, the Quirónsalud Group has positioned itself as the leader of the Spanish private health-care sector, taking on the social responsibility that comes with such a position and honoring our commitment to the people and groups that surround the company, all in an effort to make the world more just and sustainable.

In spite of all this, we have never lost sight of the fact that, with each and every day, the company strives to stand out for its passion and sense of commitment. This means keeping patients at the center of our organization and providing them with the most advanced, finest-quality services available in the market.

With virtually nationwide presence, our group features 90 medical facilities, 42 of which are hospitals, including 7 teaching hospitals. Another 2015 milestone came with the acquisition of four landmark hospitals whose unmatched quality, professionalism, and state-of-the-art treatments have earned them prominence both within their local settings and, in some cases, worldwide: Hospital Ruber, Policlínica Guipúzcoa, Clínica Rotger, and Hospital Miguel Domínguez.

2015 also saw the integration of the four most prestigious providers of workplace health and safety services (Prevención de Fraternidad Muprespa, Premap Seguridad y Salud, MC SPA Sociedad de prevención, and Universal Prevención y Salud, Sociedad de Prevención). With these additions to our group, we will be able to unify and improve occupational health and safety policies for enterprises and their employees alike.

I also wish to point out the adaptability our team has shown when implementing new systems and ways of operating; these changes will make us even better prepared to meet the challenge of unifying the different enterprise cultures that have come together under our brand and also enable us to bolster the daily operational efficiency of our medical facilities. Together, these efforts bring us closer to our central goal: to offer comprehensive patient care from prevention to treatment, while remaining by the side of patients' families throughout the care process. The launch of our patient portal is a clear example of our ability to adapt. This platform makes it possible for us to offer continuity of care, practice medicine in a way that is truly 24/7/365, and consolidate the humane treatment enjoyed by patients and those around them.

The key to the success of our initiatives is people, and our biggest payoff comes when patients and their families feel satisfied. That is why we work constantly to put our potential, experience, innovation, and diversity to work for them. We take on this challenge with a sense of optimism, backed by the talent and dedication of all the employees who staff our medical facilities. Our work is rooted in four main pillars: networked health centers offering comprehensive care based on strong values; an unbending commitment to excellence in services and a forward-looking attitude; multidisciplinary care that is more than mere commercial activity; and overall social responsibility that goes the extra mile.

One of the major challenges for 2015—and one that will bear fruit in 2016—is the founding of the Quirónsalud Corporate University. Making good on our responsibility to train the future leaders of this organization, our university was set up to attract, integrate, and retain talent so that they may guide us both within the organization and across the broader landscape of the Spanish health-care system. The updated definition of the “Care and Caring” training program has been consolidated in order to guarantee the finest care and personal treatment for patients and families. This philosophy is now integrated as a fundamental element of our quality policy based on continuous improvement and the principles of patient-centered care.

Of all our initiatives in 2015, however, what best embodies our commitment to society is the founding of the Quirónsalud Foundation. The objective of this foundation is to promote health and healthy living in three realms: social action, education, and the management and promotion of research. This is our way of bettering our society, participating in and generating partnerships with the primary patient associations and other entities engaged in the effort to increase the visibility of basic needs and diseases that require our full attention. With these efforts, we intend to occupy the spaces and fill the gaps that institutions and other bodies have yet to penetrate.

In environmental issues, we have maintained our ISO 14001 certifications in 15 of our hospitals and in our group companies providing external services in occupational safety. Four hospitals are undergoing certification, and we have instituted management systems in line with current standards, meaning the number of group centers with these certifications will gradually increase until all have been certified.

In 2016, we will continue to add value and set the pace within the health-care industry. Our sights will remain set on the search for collaborative growth in all realms occupied by Quirónsalud’s activity, and we will be unwavering in our conviction that the motivation to work each day with passion and social commitment is in every one of us, and in doing so we will offer our patients and their families the finest services and care. This singular manner of going about our duties is the best way to generate value and benefit our planet and those who inhabit it.

For this reason, I invite you to get to know the bedrock supporting our work in 2015; these individuals and their initiatives have readied us to face the challenges of the future.

Sincerely,

A handwritten signature in blue ink, appearing to read "Victor Madera". The signature is stylized and fluid, with a large loop at the top and a long, sweeping underline.

President: Victor Madera