



2. Ethics guidelines for managing people's health

A company-wide code of conduct and ethics was approved in 2015 and made known to the group's hospitals. Our code of ethics serves as a guide for all our staff when carrying out their duties and for their relations with patients, staff, suppliers, clients, and society at large. In order to ensure compliance with the code, plans are in place to make an announcement to the entire company and set up a series of procedures and processes in the centers that belong to the company.

The objective is both to prevent company staff from illegal conduct as well as to develop a common standard of ethics for all. Additionally, one of the code's essential elements is privacy and patient safety. The code also calls for non-discrimination in hiring and promotion, respect for human rights, and transparency in the way we work with suppliers and clients.



Prevention of psychological harassment and violence in the workplace

The companies Premap Seguridad y Salud and Unipresalud have set up a procedure to manage conflicts and prevent workplace harassment and violence so as to ensure proper management and treatment of all complaints of harassment and violence.