

**HHG**

# Hellenic Healthcare Group

Sustainability  
Report

2024





PLATON  
ΔΙΑΓΝΟΣΙΣ



# Contents



## 01

Message from the  
Chief Executive Officer | [p.04](#)

## 02

### The Hellenic Healthcare Group Ecosystem

Our profile | [p.09](#)

The Group in figures | [p.10](#)

Our clinics and companies | [p.14](#)

Awards, distinctions and certifications | [p.36](#)

Our financial performance | [p.40](#)

## 03

### Our path towards sustainability

Milestones for 2024 | [p.46](#)

Our contribution to the  
Sustainable Development Goals | [p.51](#)

Double Materiality Assessment | [p.52](#)

## 04

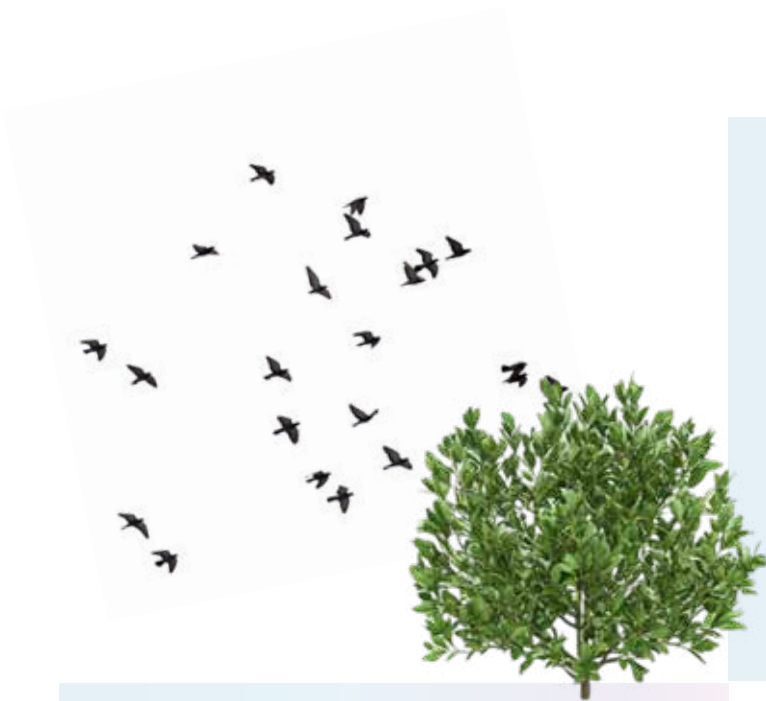
### A sustainable planet

Carbon footprint management | [p.60](#)

Applying circular economy principles | [p.62](#)

Rational use of water resources | [p.65](#)





## 05

### Contribution to society

Employee recruitment and development | [p.69](#)

Occupational health and safety | [p.77](#)

Strengthening society | [p.81](#)

## 06

### Responsible governance

Effective administrative operations | [p.100](#)

Confidentiality and data security | [p.102](#)

Compliance with regulatory frameworks | [p.104](#)

Supply chain management | [p.105](#)

## 07

### Pioneering healthcare services

Quality of patient care | [p.109](#)

## 08

### Appendix

About this Report | [p.113](#)

Summary tables | [p.114](#)

Table of GRI Standards & Alignment  
with ESRS Standards | [p.124](#)

Independent auditor's  
limited assurance report | [p.132](#)



# 01



## Message from the Chief Executive Officer

Guided by steadfast values and a strong sense of responsibility, we continue to invest in initiatives that deliver a positive impact on society, patients, employees, and the environment.

*Dear Partners and Stakeholders,*

In 2024, the Hellenic Healthcare Group further strengthened its resilience, quality, and sustainability. In an environment of growing challenges for the healthcare system, we remained committed to our mission of delivering high-quality medical services with respect for humanity and life, while integrating sustainable development principles into all aspects of our operations.

Through strategic investments in innovation, digital tools, and modern infrastructure, we have enhanced our services, improving the patient experience and ensuring care is accessible to all. At the same time, we have continued to invest in human resources, enhancing our team's knowledge, skills, and safety within an environment that fosters meritocracy, equality, and collaboration. In 2024, we provided care to over 1.3 million patients across our network, achieving a 90% satisfaction rate.

Our environmental efforts in 2024 led to an 8% reduction in Scope 1 greenhouse gas emissions, with Scope 2 emissions remaining stable compared to the prior year. In addition, we maintained stable electricity consumption, with 47% sourced from renewable energy (RES), while reducing natural gas use by 9%. Initiatives to conserve natural resources, promote recycling, and reduce waste were expanded across the Group, resulting in a 12% reduction in total hazardous waste generation.

In the area of social responsibility, we continued our efforts through the "Pantou" program, providing free healthcare services to citizens in remote regions of the country.

“ Through strategic investments in innovation, digital tools, and modern infrastructure, we have enhanced our services, improving the patient experience and ensuring care is accessible to all. ”



As part of 30 preventive screening and awareness campaigns, we conducted over 48,779 clinical examinations, meeting the healthcare needs of 13,607 citizens. Social contribution continues to be central to the Group's philosophy, driving our initiatives with commitment and compassion.

The Group employed 5,817 people, with women comprising 70% of the workforce and 56% of management positions. We strengthened continuing education, providing over 46,878 hours of training.

Effective corporate governance, together with compliance with international standards, remain fundamental to the way we operate. In 2024, we recorded no regulatory compliance violations, and 100% of our suppliers were evaluated against sustainability criteria, enhancing transparency and accountability across our supply chain.

Hellenic Healthcare Group is forging ahead with confidence, aspiring to shape the future of private healthcare in Greece and Cyprus. Guided by steadfast values, ongoing improvement, and a strong sense of responsibility, we continue to invest in initiatives that deliver a positive impact on society, patients, employees, and the environment. Through commitment, foresight, and strategic planning, we are building the foundations for healthcare that is accessible to everyone.

**Dimitris Spyridis**  
CEO Hellenic Healthcare Group

# 02

## The Hellenic Healthcare Group Ecosystem





“Trust is built on consistency,  
transparency,  
and accountability.”

Stephen Covey



# Our profile

The Group's commitment extends beyond delivering excellent medical care to patients, incorporating our broader contribution to society through systematic sustainability and corporate social responsibility programs.

Hellenic Healthcare Group is a leading provider of private healthcare in Greece and Cyprus, with a steadfast commitment to delivering high-quality, innovative medical services. Through our extensive network of clinics, diagnostic centers, and specialized units, we address the evolving needs of patients, keeping people and their well-being at the heart of our focus. By investing in technology, sustainability, and human capital, we generate added value for society and the environment.

The Group's strategy emphasizes digital transformation, integrating advanced solutions across the full spectrum of operations. Our goal is to continuously enhance the quality of our services, strengthen our medical expertise, and build a modern, technologically advanced care environment. At the same time, we place particular emphasis on developing our human resources, strengthening both the technical expertise and social skills of our employees.

Our commitment to responsible entrepreneurship is reflected in everything we do. We adopt and implement sustainable development policies, with an emphasis on reducing our environmental footprint, optimizing energy efficiency, and promoting circular economy practices.

Through targeted initiatives, we aim to continuously reduce energy and natural resource consumption while improving the operational efficiency of the Group's clinics and companies.

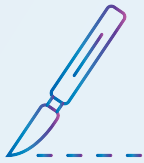
We continuously invest in our people, fostering a safe, inclusive, and supportive work environment. We promote equality, diversity, and professional development, while prioritizing the well-being of our employees. At the same time, we support initiatives that expand access to healthcare services, particularly in remote areas, while reinforcing our ties with local communities through programs focused on prevention, education, and social cohesion.

An outward-looking focus and a collaborative approach form key pillars of Hellenic Healthcare Group's identity. The Group actively participates in institutional bodies and initiatives, including Global Sustain Hellas, CSR Hellas, the Corporate Responsibility Institute (CRI), the QualityNet Foundation, and the United Nations Global Compact (UNGC). Through these, we strengthen the Group's competitive edge and transparency, thus reaffirming our commitment to economic growth, social responsibility, and environmental awareness.



# The Group in Figures

The Group employs a substantial workforce and has established itself as a safe and reliable healthcare provider, serving over 1.2 million patients across nine clinics.



**93**

Operating rooms



**116,545**

Surgical procedures per year



**1,650**

Beds



**239** Single rooms

**68** Suites & Lux



**1,209,666**

Outpatients

**6,917**

Affiliated Doctors

**5,824**

Employees



**12**

Robotic systems



**14**

State-of-the-Art MRI Scanners



**23**

Ambulances

Our specialized medical teams utilize the latest technologies to provide excellent healthcare services, setting a new standard for private healthcare in Greece.



**19**

Delivery rooms



**8,632**

Deliveries



**163**

Pediatric beds



Hellenic Healthcare Group



# Our Vision, Mission and Values

## Our mission

Our mission is to fundamentally improve people's quality of life by providing comprehensive, personalized, and high-quality medical and nursing care. Our focus is on prevention, accurate diagnosis, and innovative, personalized treatments. We collaborate with leading healthcare professionals and utilize cutting-edge technologies, ensuring continuous improvement of our services and effective fulfillment of patient expectations.



### Focus on the patient

The patient is the central focus of all our efforts. Our services are designed in line with the latest scientifically validated therapeutic practices. Every person we serve is treated with compassion, dignity, and respect.



### Commitment to society

We recognize social contribution as a fundamental aspect of our activities. We support initiatives that promote public health, prevention, and equal access to medical care, particularly in disadvantaged and remote communities. Through partnerships with local and international organizations, we actively support social welfare initiatives.

## Our vision

We strive to become a benchmark in private healthcare in Greece and Cyprus, providing services that meet the highest international standards. We firmly believe that access to high-quality healthcare is a fundamental human right.

Therefore, we continuously invest in state-of-the-art infrastructure, cutting-edge medical equipment, digital solutions, and continuing education for our professionals. Our goal is to provide excellent care to every patient across all regions of our country.





## Our values



### Respect

We build relationships of trust with patients, employees, and partners, fostering an environment of transparency, understanding, and mutual respect.



### Teamwork

We promote collaboration and mutual support across all levels of our operations, recognizing the significant impact of collective effort and interdisciplinary approaches.



### Care

We are committed to treating patients and their families with compassion, understanding, and support. We ensure that the care we provide addresses both their physical and emotional needs.



### Integrity

We operate with integrity, commitment, and responsibility, upholding the highest standards of professional conduct and medical ethics.



### Excellence

We strive to continuously enhance the quality of our services through investments in staff training, infrastructure, and innovative solutions.



### Innovation

As pioneers in healthcare, we employ cutting-edge medical technologies while actively promoting scientific research and the development of novel therapeutic methods.



# Our clinics and companies

## The Group's subsidiaries

Prevention, treatment, and restoration of patients' health are at the core of Hellenic Healthcare Group's mission. The Group operates a network of nine high-quality clinics delivering comprehensive healthcare services. At the same time, through our cutting-edge diagnostic centers, we operate specialized genetic laboratories and companies offering medical technology and consulting services.

With a strong presence in Greece and Cyprus and a comprehensive range of healthcare services, we continuously invest in modernizing our infrastructure and supporting the professional development of our staff.

Through our network of subsidiaries, we are significantly improving the health and well-being of local communities, upholding the Group's commitment to excellence, innovation, and sustainable development.



## Our services



### Primary and Secondary Care

Comprehensive healthcare services encompassing prevention, diagnosis, outpatient care, and inpatient care.



### Clinical laboratory genetics services

Diagnostic tests and genetic material analyses that contribute to prevention, diagnosis, and personalized treatment.



### Medical Technology Equipment Services

Provision and support of state-of-the-art medical technology equipment that enhances quality and efficiency.



### Consulting services

Specialized support in issues concerning health, safety, and education, aimed at improving processes and ensuring the highest standards of quality.





# hygeia hospital

Responsibility for life



Primary and  
Secondary Care

MEMBER OF HHG GROUP

Established in 1975, the Athens Diagnostic and Therapeutic Center HYGEIA was the first major private hospital in Greece. To this day, it continues to be a benchmark for quality and innovation in healthcare services, providing a wide range of diagnostic and therapeutic solutions. HYGEIA was the first clinic in Greece to receive the Gold Seal of Approval from Joint Commission International (JCI), and has consistently upheld international quality and safety standards since then.

*i* For more information, please visit [www.hygeia.gr](http://www.hygeia.gr)



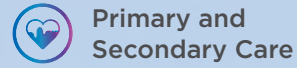


Primary and  
Secondary Care

Established in 2001, METROPOLITAN HOSPITAL is one of Greece's most advanced and comprehensive healthcare centers. It delivers high-quality care across all core medical specialties and operates specialized units for robotic surgery and stroke care. As the first hospital in Greece certified by the European Stroke Organisation (ESO) for acute stroke treatment, it has also been recognized as a Centre of Clinical Excellence for its implementation of the Mako system in orthopaedics.

*i* For more information, please visit [www.metropolitan-hospital.gr](http://www.metropolitan-hospital.gr)





MITERA General, Maternity - Gynecological, and Pediatric Clinic provides specialized healthcare services for women, children, and families. Featuring state-of-the-art infrastructure, modern equipment, and highly qualified staff, the clinic addresses all healthcare needs while consistently maintaining the highest standards of safety and quality. It consists of three distinct units: the General Clinic, the Maternity-Gynecological Clinic, and the PAIDON MITERA Pediatric Clinic, the largest and most comprehensive private pediatric facility in Greece.

*i* For more information, please visit [www.mitera.gr](http://www.mitera.gr)





Primary and  
Secondary Care

METROPOLITAN GENERAL is among Greece's most technologically advanced private healthcare facilities. Combining advanced medical services with state-of-the-art infrastructure and expert medical staff, the facility provides comprehensive care for all medical needs. By continually investing in cutting-edge technologies and implementing best practices, the clinic consistently meets the growing demands of the healthcare sector.

*i* For more information, please visit [www.metropolitan-general.gr](http://www.metropolitan-general.gr)





With over 50 years of service, LETO Clinic has served as a cornerstone of maternity and gynecological care in Greece. The clinic delivers comprehensive care for women and newborns in a safe, evidence-based environment. As a general clinic, it also provides services across multiple medical specialties, featuring advanced diagnostic units and a fully upgraded Breast Center that offers comprehensive breast cancer prevention and treatment.

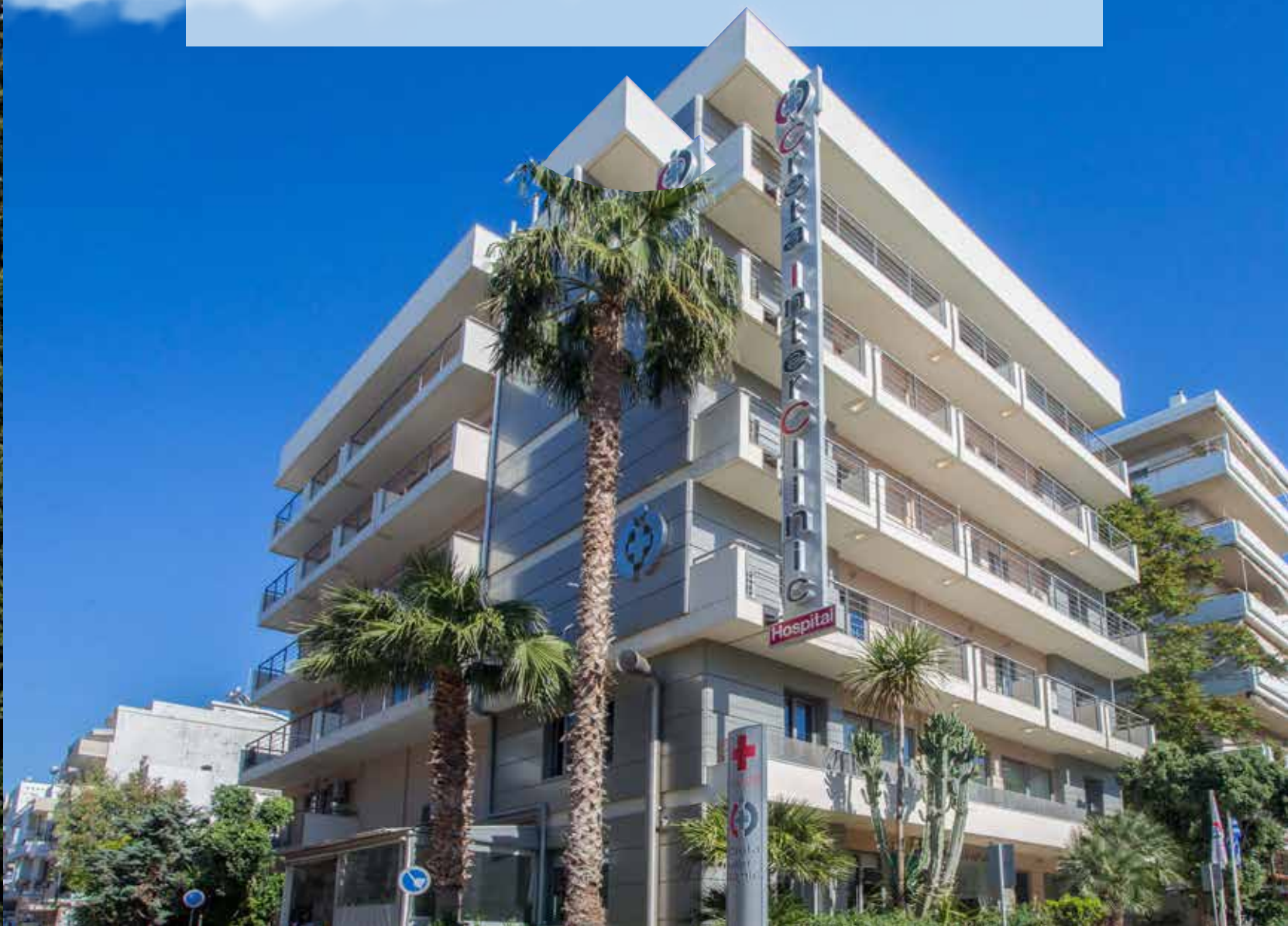
*i* For more information, please visit [www.letto.gr](http://www.letto.gr)



Established in 2002 in Heraklion, Crete, CRETA INTERCLINIC is one of the region's most well-established and recognized private healthcare facilities. It offers diagnostic, therapeutic, and surgical services across a wide range of medical specialties, addressing both primary and secondary care needs. The clinic features a state-of-the-art Breast Center and advanced imaging departments, supported by medical and nursing staff renowned for their scientific expertise and human-centered approach.

CRETA INTERCLINIC is ISO 9001:2015, ISO 15224:2017 certified and was the first clinic in Crete to become a member of the international organization TEMOS International, having received international recognition for the quality of its services.

**i** For more information, please visit [www.cic.gr](http://www.cic.gr)





**APOLLONIO**  
PRIVATE HOSPITAL

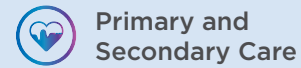


Primary and  
Secondary Care

Apollonion Private Hospital is a leading healthcare institution in Cyprus, distinguished by its unwavering commitment to quality, innovation, and respect for human life. Since 1991, it has been delivering comprehensive medical services in state-of-the-art facilities, supported by highly specialized and experienced medical and nursing staff. It stands out for its Cardiac Innovation Center—the largest cardiac surgery center in Cyprus and the only facility dedicated to the treatment of congenital heart diseases in both children and adults. It also features a 24-hour Hemodynamic Laboratory, the first private Stroke Unit, and the only private Emergency Department operating within the GHS (GeSY) in Nicosia. At Apollonion, every patient is a priority, receiving care defined by responsibility, compassion, and a human-centered approach.

*i* For more information, please visit [www.apollonion.com](http://www.apollonion.com)

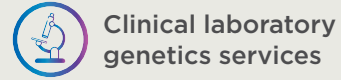




Founded in 2006, ARETAEIO Clinic is a state-of-the-art private healthcare facility in Nicosia, combining advanced medical infrastructure with a high level of specialization. It offers a full range of diagnostic, inpatient, and surgical services, with a strong focus on patient safety and satisfaction. The clinic continuously invests in the development and implementation of quality management systems, the modernization of its equipment, and the ongoing training and professional development of its staff. Its philosophy emphasizes ongoing improvement, providing medical care that aligns with the most recent scientific developments and European standards.

**i** For more information, please visit [www.aretaeio.com](http://www.aretaeio.com)





HYGEIA IVF Embryogenesis represents the Group's largest investment in assisted reproduction and has gained international recognition. It features the most advanced embryology laboratory in Greece and ranks among the leading facilities of its kind in Europe.

With over 70,000 successful treatments, the clinic provides personalized and innovative solutions to couples from Greece and abroad, employing the most advanced in vitro fertilization techniques.

**i** For more information, please visit [www.hygeiaivf.gr](http://www.hygeiaivf.gr).

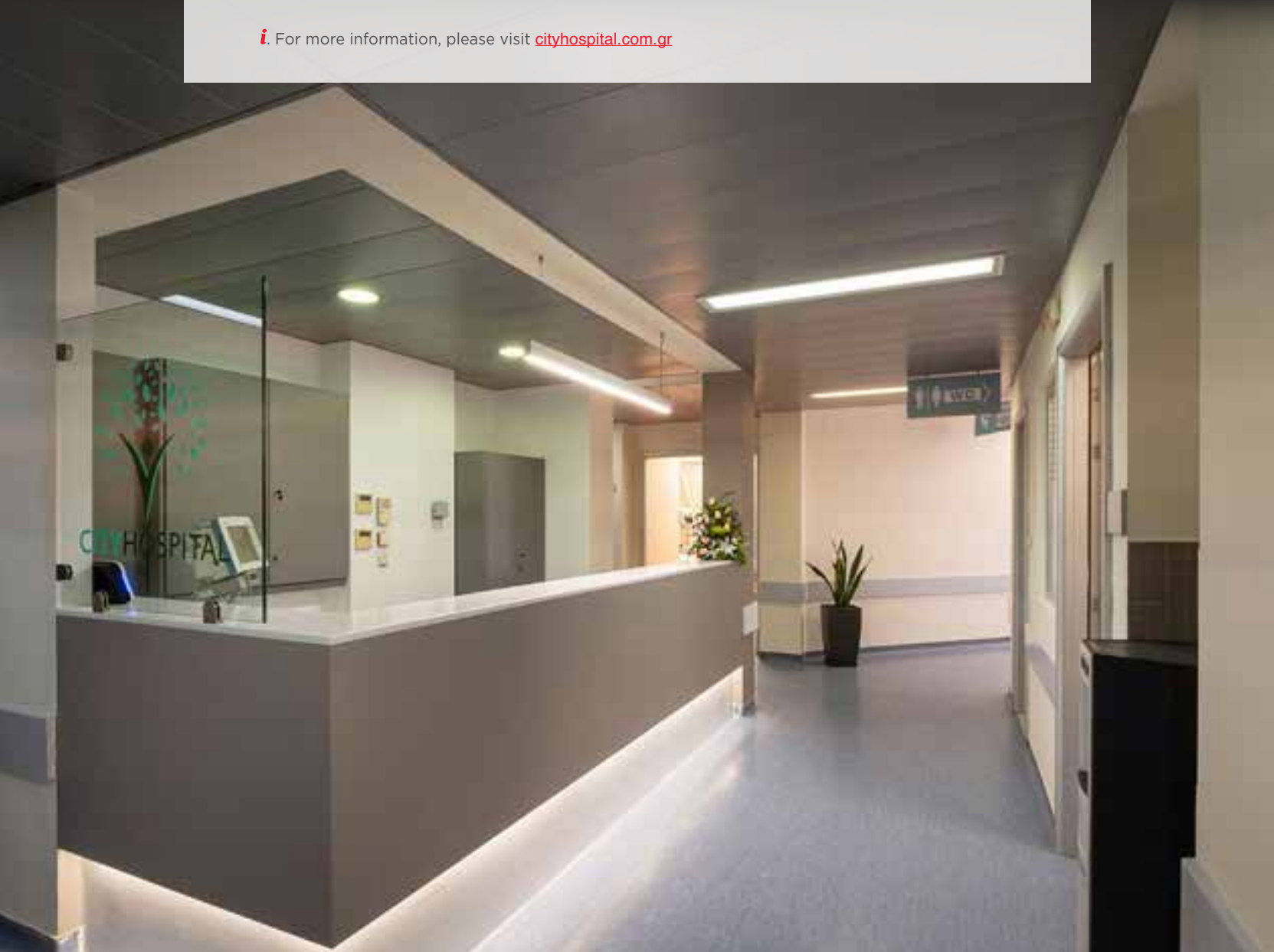




CITY HOSPITAL is a private hospital that joined the Hellenic Healthcare Group in 2023, thereby strengthening the Group's presence in the Kalamata region. Equipped with state-of-the-art technology and offering high-quality services, the hospital provides comprehensive medical care in the heart of Kalamata.

The hospital's medical team comprises highly respected professionals across nearly all specialties, supported by a nursing staff with extensive training and experience. CITY HOSPITAL's laboratories feature state-of-the-art technology, allowing for a comprehensive range of biomedical tests. This enables accurate diagnosis and supports personalized, high-quality care for every patient.

*i* For more information, please visit [cityhospital.com.gr](http://cityhospital.com.gr)





HEALTHSPOT is a network of modern, multi-specialty clinics, designed to deliver high-quality primary care in convenient and accessible locations. Staffed by highly qualified medical, nursing, and paramedical professionals, HEALTHSPOT clinics provide a broad spectrum of services, including medical consultations, diagnostic testing, and home care.

The HEALTHSPOT units maintain continuous and open communication with the hospitals of the HHG, while fully leveraging the Group's digital health applications and services. They operate at strategically selected locations across Attica – including Kifisia, Peristeri, Glyfada, Piraeus (within the Piraeus Port Authority), and Rafina – and are progressively expanding their presence to island regions such as Santorini, Mykonos and Mytilene.

**i** For more information, please visit [healthspot.hhg.gr](https://healthspot.hhg.gr)



**My  
Clinic**  
Mykonos

**My  
Dialysis**  
Mykonos



Primary Care

MYCLINIC MYKONOS, located in the city center of the island, offers a comprehensive range of healthcare services, catering to both permanent residents and visitors alike. The center is equipped with state-of-the-art medical equipment, staffed by specialized doctors and a highly skilled nursing team, and offers diagnostic, primary, and emergency care services.

Home visits as well as ambulance and airlift services are also provided, along with the MyDialysis Chronic Hemodialysis Unit, which delivers safe, high-quality care to the island's patients.

**i** For more information, please visit [healthspot.hhg.gr](http://healthspot.hhg.gr)



# ΠΛΑΤΟΝ ΔΙΑΓΝΩΣΙΣ

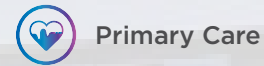


Primary Care

PLATON IATRIKI (ΠΛΑΤΟΝ ΔΙΑΓΝΩΣΙΣ) diagnostic centers, operating since 1996, became part of the Group in 2023. With seven centers across Athens and Thessaloniki, the network provides a comprehensive range of primary care and diagnostic imaging services. The centers are equipped with state-of-the-art technology, and rigorous quality assurance procedures are implemented in accordance with international standards. Continuous professional development, combined with a focus on reliability and prompt service, has established ΠΛΑΤΟΝ ΔΙΑΓΝΩΣΙΣ as a strategic benchmark in private primary healthcare.

*i* For more information, please visit [platonae.gr](https://platonae.gr)





PROGNOSIS Diagnostic Center, based in Cyprus, joined the Group in 2023. It was founded by a team of experienced scientists with the aim of providing high-precision and reliable medical imaging services. The center specializes in magnetic resonance imaging (MRI), computed tomography (CT), ultrasonography, and radiological examinations, employing state-of-the-art technology. Continuous investment in medical technology and strict adherence to quality standards have established Prognosis as a benchmark diagnostic facility in the Cyprus market.

**i** For more information, please visit [prognosismri.com](http://prognosismri.com)





Clinical laboratory  
genetics services

Established in 1995, A-LAB specializes in diagnostic services in clinical laboratory genetics and molecular biology. Thanks to its state-of-the-art technology and active participation in European research programs, it has become a model of innovation. A-LAB's mission focuses on the early and reliable diagnosis of genetic and molecular disorders, adhering to strict quality standards with a strong commitment to continuous scientific progress.

**i** For more information, please visit [www.alab.gr](http://www.alab.gr)





## Διαρκής αναγνώριση! We keep on standing out!

Το ΥΓΕΙΑ, από το 2010 ανήκει στα κορυφαία νοσοκομεία παγκοσμίως που έχουν διαπιστευθεί από τον οργανισμό Joint Commission International (JCI) με τη Χρυσή Σφραγίδα Έγκρισης.

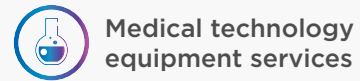
Μια διεθνής αναγνώριση που επιβεβαιώνει τη δέσμευση του ΥΓΕΙΑ για ασφαλή, αξιόπιστη και υψηλής ποιότητας φροντίδα υγείας.

Since 2010, HYGEIA Hospital has been among the leading hospitals worldwide accredited by the Joint Commission International (JCI) with the Gold Seal of Approval®.

An international distinction that reaffirms HYGEIA's commitment to providing safe, reliable, and high-quality healthcare.



Οργανισμός Διαπιστευμένος  
από το Joint Commission International  
Organization Accredited by Joint  
Commission International

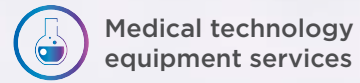


Y-LOGIMED supports the Group's operations in Greece and Cyprus, providing supply chain management and distribution services for medical technology products. Simultaneously, it engages in commercial activities, representing leading manufacturers in the industry.

The company serves over 550 private clinics nationwide, ensuring that the needs of its affiliated units and healthcare professionals are met promptly and to the highest standards.

*i* For more information, please visit [www.y-logimed.gr](http://www.y-logimed.gr)





GMP specializes in managing and supplying medical technology products for the Group's clinics. It manages the entire supply chain for surgical procedures, providing all necessary consumables and implantable materials. It operates as a Central Procurement Organization (C.P.O.), enhancing transparency and efficiency in the procurement sector.





**BUSINESS CARE**  
EXTERNAL PROTECTION AND PREVENTION SERVICES



Consulting  
services

BUSINESS CARE, External Protection and Prevention Service (EXPPS), provides occupational health and safety services to businesses and organizations across Greece. Through a network of specialized professionals, including occupational physicians and safety technicians, it addresses a wide range of occupational health and safety risks. Its philosophy is founded on creating sustainable and safe working conditions, aiming to enhance productivity while ensuring compliance with legislation.

*i.* For more information, please visit [www.businesscare.gr](http://www.businesscare.gr)

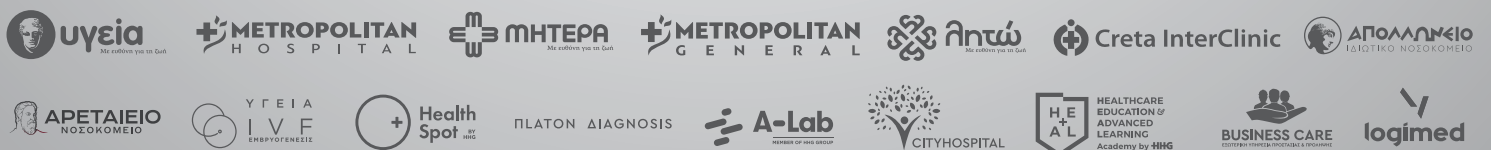


Παντού και πάντα  
δίπλα σας!



McVicon&Hamilton

Ο Όμιλος Hellenic Healthcare, ο μεγαλύτερος ιδιωτικός όμιλος υγείας στην Ελλάδα, θέτει τη χώρα στο επίκεντρο της ιατρικής πρωτοπορίας με εννέα κορυφαία θεραπευτήρια, δεκατρία διαγνωστικά κέντρα, ένα Κέντρο Μοριακής Βιολογίας και Γονιδιωματικής, μία Μονάδα Υποβοηθούμενης Αναπαραγωγής και μία Ακαδημία. Με πάνω από 6.500 γιατρούς και 5.000 εργαζομένους, το HHG συμβάλλει ενεργά στην ανάπτυξη της ιατρικής και νοσηλευτικής περίθαλψης σε Ελλάδα και Κύπρο, ανταποδίδοντας την εμπιστοσύνη που μας δείχνουν οι περίπου 1.400.000 ασθενείς μας ετησίως.



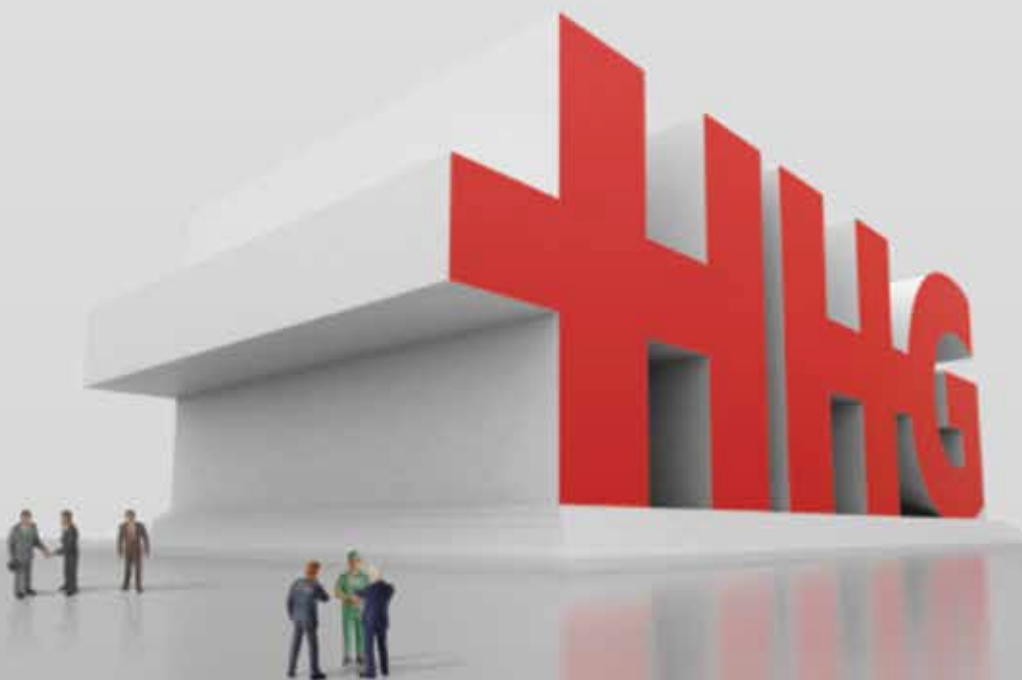
# Awards, distinctions and certifications

2024 was a year of growing recognition for the Group, highlighted by notable achievements in sustainable development, corporate responsibility, and service quality. These distinctions reaffirm Hellenic Healthcare Group's unwavering commitment to continuous improvement, responsible corporate governance, and generating value for society.

## Recognition by EcoVadis

For the third consecutive year, Hellenic Healthcare Group has received recognition from the international rating agency EcoVadis. EcoVadis is one of the world's most respected and recognized rating organizations in the field of sustainable development and responsible business practices. The rating was based on 21 criteria, aligned with international standards and principles, including the United Nations Global Compact, the conventions of the International Labour Organization (ILO), the Global Reporting Initiative (GRI Standards), and ISO 26000:2010.

This distinction serves as a fitting recognition of the Group's commitment to conducting its business in a consistent and responsible manner. It underscores our commitment to investing in practices that respect the environment and foster social cohesion. The Bronze medal serves as a benchmark for the progress achieved and reinforces our commitment to continue with consistency and vision. The Group is forging ahead steadily, embedding sustainability principles at every level of its operations, with the aim of creating a positive impact on both the natural environment and the people who inhabit it.



Below are the awards and distinctions received by the Group's clinics in 2024.

**In 2024, Hellenic Healthcare Group won three awards at the Healthcare Business Awards:**



**Gold Award**

in the category  
**“Development & Innovation – Private Sector”**  
for the Model Clinical Studies Center at Metropolitan Hospital, which participates in the I<sup>3</sup>LUNG research initiative for the innovative diagnosis and treatment of lung cancer.



**Silver Award**

in the category  
**‘Development & Innovation – Private Sector’**  
for the Interdisciplinary Breast Center at Metropolitan Hospital, the first in Greece to be certified by the European Society of Breast Cancer Specialists (EUSOMA).

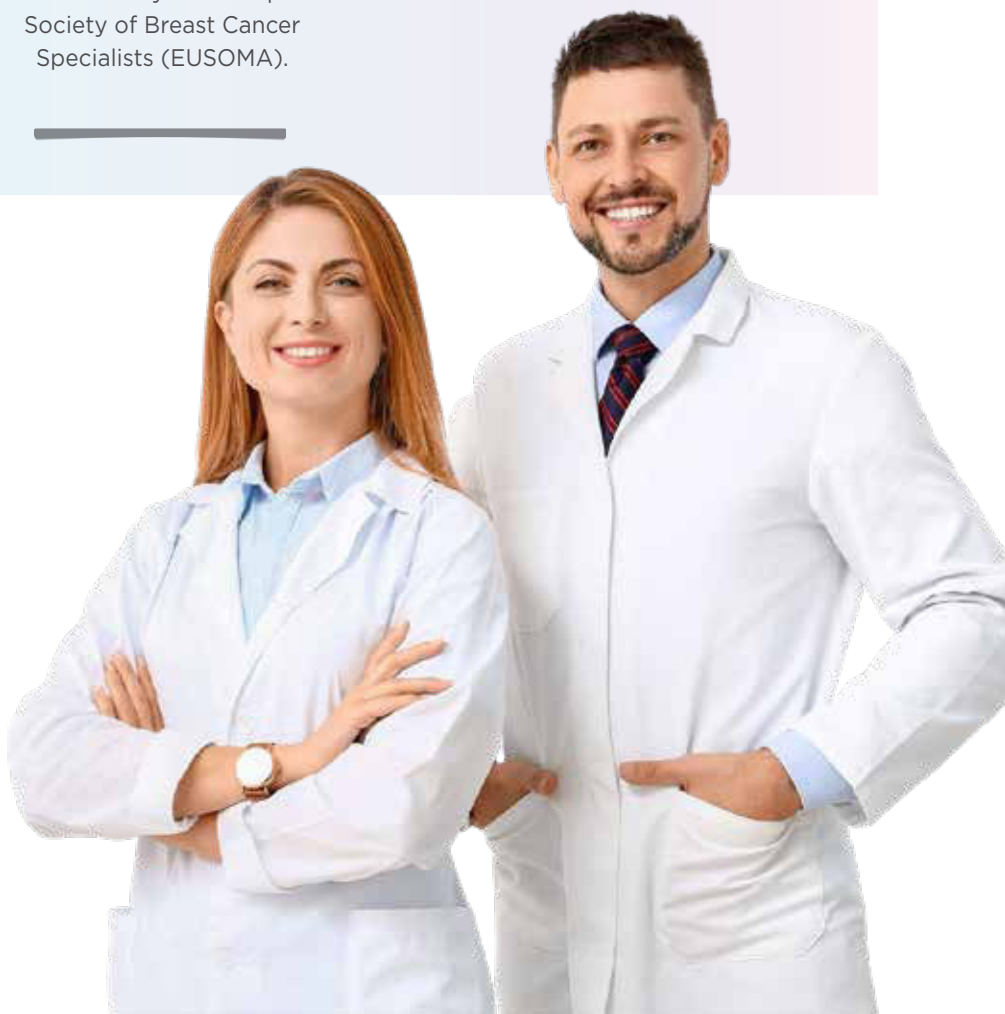


**Silver Award**

in the category  
**“Social Sensitivity – Private Sector”**  
for the **“Pantou” program**, which provides free medical care in remote areas of Greece.

We rank among the top  
**20%**  
of companies globally

We rank among the top  
**8%**  
of companies globally in healthcare service provision





## HYGEIA continues to hold the Gold Seal of Approval from Joint Commission International (JCI)



Since 2010, HYGEIA has been among a select group of hospitals worldwide to receive the **Gold Seal of Approval® for Hospital Accreditation from Joint Commission International (JCI)**. The Gold Seal of Approval certifies HYGEIA’s continuous compliance with internationally recognized standards and serves as a symbol of quality, reflecting the organization’s commitment to delivering safe and effective patient care. During inspections for initial accreditation (2009) and reaccreditation (2013, 2016, 2019, and 2022), a team of specialized JCI surveyors evaluated HYGEIA’s compliance with JCI standards across numerous areas,

including International Patient Safety Goals, patient assessment and care, anesthesia and surgical care, medication management, patient and family education, quality improvement, infection prevention and control, administration and leadership, facility management, staff qualifications and training, and information management. Joint Commission International standards are developed in consultation with international experts, healthcare providers, and patients. The standards incorporate current scientific literature and expert consensus to help organizations measure, evaluate, and improve their performance.



HYGEIA Clinic was honored in the “SOCIETY” pillar of the **BRAVO Sustainability Dialogue & Awards 2024** for the Corporate Social Responsibility initiative “Pantou” in the Health & Safety Programs category.

In addition, the clinic was once again recognized as a leading organization in the **“50 Most Sustainable Companies in Greece 2024”** list, which is based on the assessment of performance in Environmental, Social, and Governance (ESG) criteria.



For the first time, MITERA Clinic was recognized as a leading organization in the **“50 Most Sustainable Companies in Greece 2024”** list by the QualityNet Foundation. The list of the most sustainable companies is compiled based on an organization’s performance across ESG criteria, representing the three pillars of sustainability: Environment, Society, and Corporate Governance.





The Interdisciplinary Breast Center of Metropolitan Hospital has, since March 2024, been the first and only Breast Center in Greece to hold the EUSOMA certification. This recognition confirms that the Center meets the strict international quality standards set by the European Society of Breast Cancer Specialists (EUSOMA), ensuring the provision of specialized, comprehensive, and high-level services for the diagnosis and treatment of breast diseases.

METROPOLITAN HOSPITAL has also received the “**Best Hospitals Worldwide**” certification from the Diplomatic Council International Health Services Accreditation Agency, in recognition of its high-quality healthcare services, state-of-the-art infrastructure, advanced medical technology, and outstanding medical, scientific, nursing, and administrative staff.

Since 2016, the First Oncology Clinic of METROPOLITAN HOSPITAL has been, for three consecutive terms (2016–2018, 2019–2021, and 2022–2024), the only oncology clinic in Greece recognized as a “**Designated Center of Integrated Oncology and Palliative Care**” by the European Society for Medical Oncology (ESMO),

Europe’s largest association of oncologists and cancer care specialists.

Following the above successes and distinctions, in March 2023 the Intensive Care Unit for Acute Stroke (ICU/Stroke Unit) at METROPOLITAN HOSPITAL was honored by the European Stroke Organisation (ESO), receiving the designation of an officially certified stroke unit. The “**Certified ESO Stroke Unit**” designation underscores that the team of specialist neurologists at Metropolitan Hospital’s Stroke Unit ranks first in Greece and among the leading units in Europe. This unit is the first officially recognized and certified stroke unit in Greece, providing care to patients 24 hours a day, 365 days a year.

Finally, the clinic received international recognition for its center dedicated to the prevention, diagnosis, and treatment of lymphedema and lymphatic disorders in both children and adults, being designated a “**Comprehensive Center of Excellence**” by the Lymphatic Education & Research Network (LE&RN). The Center for Prevention has now become one of the leading centers worldwide for the integrated treatment of lymphedema and lymphatic disorders.



METROPOLITAN GENERAL Hospital is certified according to the **ISO 9001:2015** standard by Bureau Veritas for the Quality Management System it implements, as well as for the high level of services provided. In addition, it holds **certification for the ELOT EN 15224:2017** standard from TÜV Austria Hellas, which focuses on patient safety and the management of clinical risks.



Furthermore, the hospital has been awarded the distinction “**Center of Excellence in Hernia Surgery**” by the Surgical Review Corporation (SRC), the world’s leading authority in surgical accreditation, recognizing it as a Center of Excellence in the surgical treatment of patients with abdominal wall hernias.

# Our financial performance

At Hellenic Healthcare Group, we implement responsible business practices that promote sustainable development and strengthen our operational resilience. In 2024, we focused on maintaining financial stability while creating value for all stakeholders, thereby strengthening the Group's long-term outlook.

The main financial results for 2024 are presented below, in accordance with International Financial Reporting Standards, as applied by the European Union.

Indicators	Hellenic Healthcare Group
Turnover (EUR '000)	607,546
Operating profit (EUR '000)	85,129
Operating cost (EUR '000)	529,596
Payments to capital providers (EUR '000)	8,278
Profit before tax (EUR '000)	50,667
Net profit after tax (EUR '000)	28,146
Equity (EUR '000)	417,759
Total investments (EUR '000)	75,293
Total assets (EUR '000)	1,509,351
Payroll	170,287

The Group's steady financial growth contributes significantly to strengthening its resilience, upgrading its infrastructure, and maintaining the high quality of its healthcare services. Through prudent resource management and responsible development, we strengthen our human capital, create new opportunities for professional growth, and ensure the Group's sustainability in a challenging and constantly evolving environment.





# 03

## Our path towards sustainability

“If you truly love nature,  
you will find beauty everywhere.”

Vincent Van Gogh





# Sustainable Development at Hellenic Healthcare Group

Our approach is reflected in three fundamental pillars:  
respect for the planet, support for society,  
and transparency in governance.

At Hellenic Healthcare Group, sustainable development is a strategic choice and an integral part of our corporate identity. In a global environment marked by escalating challenges such as the climate crisis, depletion of natural resources, social inequalities, and the increasing need for responsible management of organizational impact, we embrace a business model focused on long-term value, resilience, and sustainable growth.

In this context, the Group continuously adapts its operations to evolving global challenges, aligning its strategies

with the United Nations Sustainable Development Goals (SDGs). Through targeted initiatives and investments, we seek to further enhance the Group's positive impact on society, the environment, and the economy, building an organization that meets contemporary needs with responsibility and vision.

Our approach is reflected in three fundamental pillars: respect for the planet, support for society, and transparency in governance. These pillars provide the foundation on which we develop all our initiatives for a sustainable future.



# Milestones for 2024



## A sustainable planet

With a steadfast commitment to sustainable development and responsible business practices, Hellenic Healthcare Group implements a comprehensive framework of initiatives to minimize its environmental footprint and adapt to climate change. 2024 was a year of significant progress, marked by a focus on energy efficiency, the promotion of renewable energy sources, and the sustainable management of natural resources.

Specifically, we invested in advanced technologies to modernize our infrastructure, prioritizing the use of green energy and the reduction of fossil fuel consumption. At the

same time, waste management systems were implemented to promote the recycling and reuse of materials, in line with circular economy principles. In addition, in 2024, an investment in a 20 MW wind farm was launched, expected to meet the Group's facilities' energy needs using green energy.

Moreover, with environmental responsibility embedded in every aspect of the Group's operations, we strive to raise awareness and educate our people, fostering a culture of environmental responsibility. Key milestones for 2024 include:

### Pollutants and emissions

**8%**

reduction in Scope 1 greenhouse gas (GHG) emissions

▶ **4,384 tons**

of carbon dioxide equivalent (CO<sub>2</sub>e) in direct emissions (Scope 1) [4,771 tons in 2023]

▶ **14,413 tons**

of carbon dioxide equivalent (CO<sub>2</sub>e) in indirect emissions (Scope 2) [14,228 tons in 2023]

### Power consumption

**47%**

of electricity consumption came from renewable sources [41% in 2023]

▶ **44,465 MWh**

electricity consumption totaled [43,047 MWh in 2023]

**10%**

reduction in natural gas consumption

▶ **20,371 MWh**

natural gas consumption totaled [22,585 MWh in 2023]



## Circular Economy

# 22%

increase in expenditure to improve total waste management

▶ **2,225 tons**  
of non-hazardous  
waste collected  
[1,951 tons in 2023]

▶ **1,627 tons**  
hazardous waste  
collected  
[1,457 tons in 2023]

▶ **€1,577,955**  
spent on waste  
management  
[€ 1,292,235 in 2023]

▶ **€217,184**  
spent on managing  
packaging materials  
and boxes for supply  
products





## Contribution to Society

Social responsibility is an integral part of Hellenic Healthcare Group's identity. With a strong sense of social responsibility, we continuously invest in improving people's lives by promoting equality, solidarity, and access to quality healthcare.

In 2024, the Group further strengthened its human resources by offering opportunities for growth, training, and professional development within an environment based on meritocracy and inclusion. We also place particular emphasis on promoting gender equality and actively support the younger generation by systematically hiring younger employees and fostering knowledge transfer.

At the same time, patient care has remained at the heart of our work, with a strong emphasis on quality, safety, and

innovation, ensuring high levels of satisfaction and trust. Our commitment to excellence and the continuous improvement of our services has led to a sharp reduction in complaints, reflecting the high level of professionalism and the human-centered approach that defines every patient interaction.

Finally, our social contribution is reflected in numerous initiatives with significant impact, including the "Pantou" program, which provides free healthcare services in remote areas, as well as prevention, awareness, and support efforts for vulnerable populations. To this end, we actively support local communities, sporting and cultural activities, as well as charitable organizations, strengthening social cohesion and fostering a sense of solidarity.

### Employment

**2%**  
increase  
in number  
of employees

▶ **5,824**  
employees  
[5,709 employees  
in 2023]

**70%**  
of employees  
are women

**56%**  
hold  
management roles

▶ **4,068**  
female employees  
[3,983 in 2023]

▶ **157**  
women in  
management roles  
[148 women  
in 2023]

**25%**  
increase  
in employee  
training hours

▶ **9 hours**  
of training  
on average  
per employee  
[8.3 hours in 2023]

▶ **95%**  
of nursing staff  
participate in  
at least one  
program per year

▶ **€330,824**  
invested in  
employee training  
[€167,500 invested  
in 2023]

**18%**  
of employees  
are under  
the age of 30

▶ **459**  
employees  
under the age of  
30 hired  
[458 in 2023]

▶ **1,020**  
new employees  
under the age of 30  
[1,014 employees  
in 2023]





## Responsible Governance

### Patient Care

**88%**

of patients rated their care as "excellent" or "very good"

**91%**

of patients stated that they would recommend our clinics to friends and relatives

Only

**0.06%**

of patients expressed complaints about our services

### Local Communities

**13,607**

residents of remote areas have benefited from more than 48,779 medical and diagnostic examinations

Effective corporate governance forms the foundation of our operations, ensuring that our values, principles, and commitments are translated into action through transparent processes. With a focus on reliability, responsibility, and transparency, the Group adheres to the highest international governance standards, reinforcing meritocracy at all levels.

In the context of sustainable development, we systematically monitor governance indicators and implement supplier evaluation procedures based on environmental, social, and corporate governance criteria. Through this process, we ensure that our partners align with our vision and values for responsible entrepreneurship and sustainable development.

Moreover, our commitment to compliance and personal data protection is reflected in the fact that there have been no incidents of non-compliance or fines for violations of GDPR legislation in 2024. The effectiveness of our policies, combined with the dedication of our people to upholding the highest governance standards, ensures the Group's long-standing credibility and strong reputation.

**Zero**

incidents of non-compliance with environmental legislation

**Zero**

fines for GDPR (General Data Protection Regulation) violations

**Zero**

confirmed cases of corruption

**100%**

of our suppliers are assessed based on sustainability criteria



# ESG

Environmental  
Social & Governance



# Our Contribution to the Sustainable Development Goals

Hellenic Healthcare Group demonstrates a strong commitment to advancing the UN Sustainable Development Goals (SDGs) for 2030, integrating them into its strategy and operations. In this context, it implements initiatives across all Goals, to the extent that they are relevant to the Group's scope and operations.

In particular, the Group focuses on environmental SDGs 6, 7, 12, 13, and 14, while also promoting social priorities by supporting SDGs 2, 3, 4, 5, 8, 9, 10, and 11. Furthermore, the corporate governance practices it implements contribute significantly to achieving SDG 17.

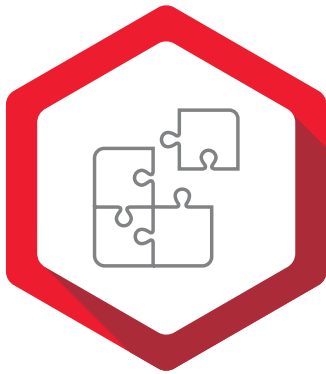


# Double Materiality Assessment

In 2024, as part of its commitment to sustainable development and responsible business practices, Hellenic Healthcare Group conducted a review of the Group's scope and assessed potential changes to its structure and activities. Following the relevant assessment, it was determined that the material impacts, opportunities, and risks highlighted in the 2023 Double Materiality Assessment continue to be relevant and material. As a result,

it was not necessary to repeat the process for 2024, since no material changes were observed that would impact the significance of the Group's material issues. The assessment enabled the Group to identify and prioritize the environmental and social impacts of its clinics' and companies' business activities, while also evaluating external risks and opportunities that may influence its financial performance.

## Methodology



### Understanding

- ▶ Understanding the business model, corporate objectives, and priorities, as well as reviewing the material issues highlighted in the 2023 Double Materiality Assessment.
- ▶ Identifying key business activities, relationships, and stakeholders, encompassing both upstream and downstream activities, as well as the Group's own operations.
- ▶ Review of industry and international guidelines and standards, along with a comparative assessment of similar companies.
- ▶ Group value chain mapping.

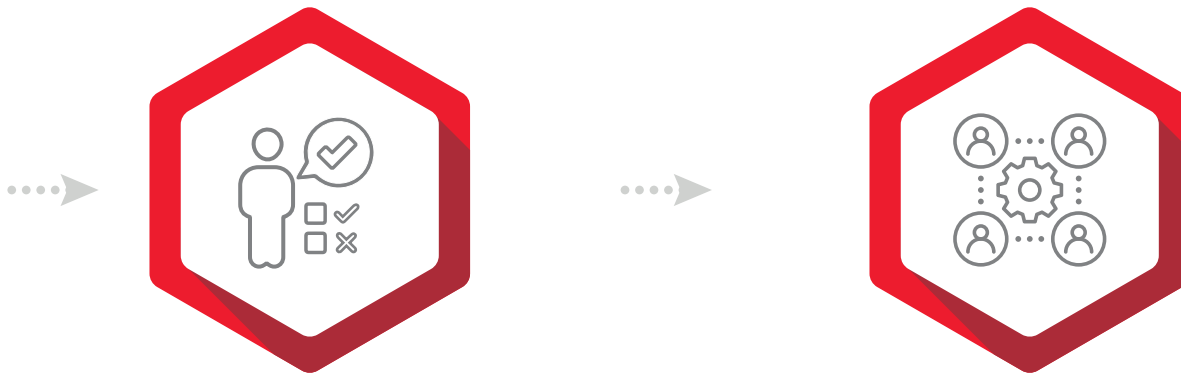
### Recognition

#### Impact Materiality

- ▶ Identifying and updating both (i) positive and negative, and (ii) existing and potential impacts on the environment, society, and the economy.

#### Financial Materiality

- ▶ Identifying financial risks and opportunities arising from the Group's sustainable development issues.
- ▶ Identifying risks and opportunities that currently have or may have a significant impact on the Group's cash flows, growth, and performance.



## Assessment

### Impact Materiality

- ▶ Conducting internal meetings with sustainable development experts and distributing questionnaires to external stakeholders to assess identified impacts.

### Financial Materiality

- ▶ Conducting meetings with experts to assess identified risks and opportunities that currently affect or may affect the Group.
- ▶ Evaluating the significance and probability of risks and/or opportunities resulting from external factors and their potential impact on the Group's financial performance.

## Prioritization

- ▶ Prioritization of material issues based on the assessment and scoring of identified impacts, risks, and opportunities.
- ▶ Establishing the threshold for compiling the list of material issues.
- ▶ Incorporation of material issues into the 2024 Sustainability Report.

# Criteria for Assessing Impacts, Risks and Opportunities

Impacts, risks, and opportunities were rated based on specific criteria.



## Impact rating

1.

Scale

2.

Scope

3.

Irremediable character

4.

Likelihood

The factors considered in determining the final rating of each impact include:

- ▶ **Scale:** The severity of negative impacts or the significance of positive impacts on the environment and/or people.
- ▶ **Scope:** The extent of negative or positive impacts. In particular, when assessing environmental impacts, scope refers to the extent of environmental damage. In the case of issues affecting people, scope refers to the number of individuals impacted.
- ▶ **Irremediable character:** The extent to which potential negative impacts can or cannot be remediated, either through environmental restoration or by addressing the consequences for affected individuals.
- ▶ **Likelihood:** The probability that a given potential negative impact will occur.



## Rating of Risks and Opportunities

1.

Severity of risk/opportunity

2.

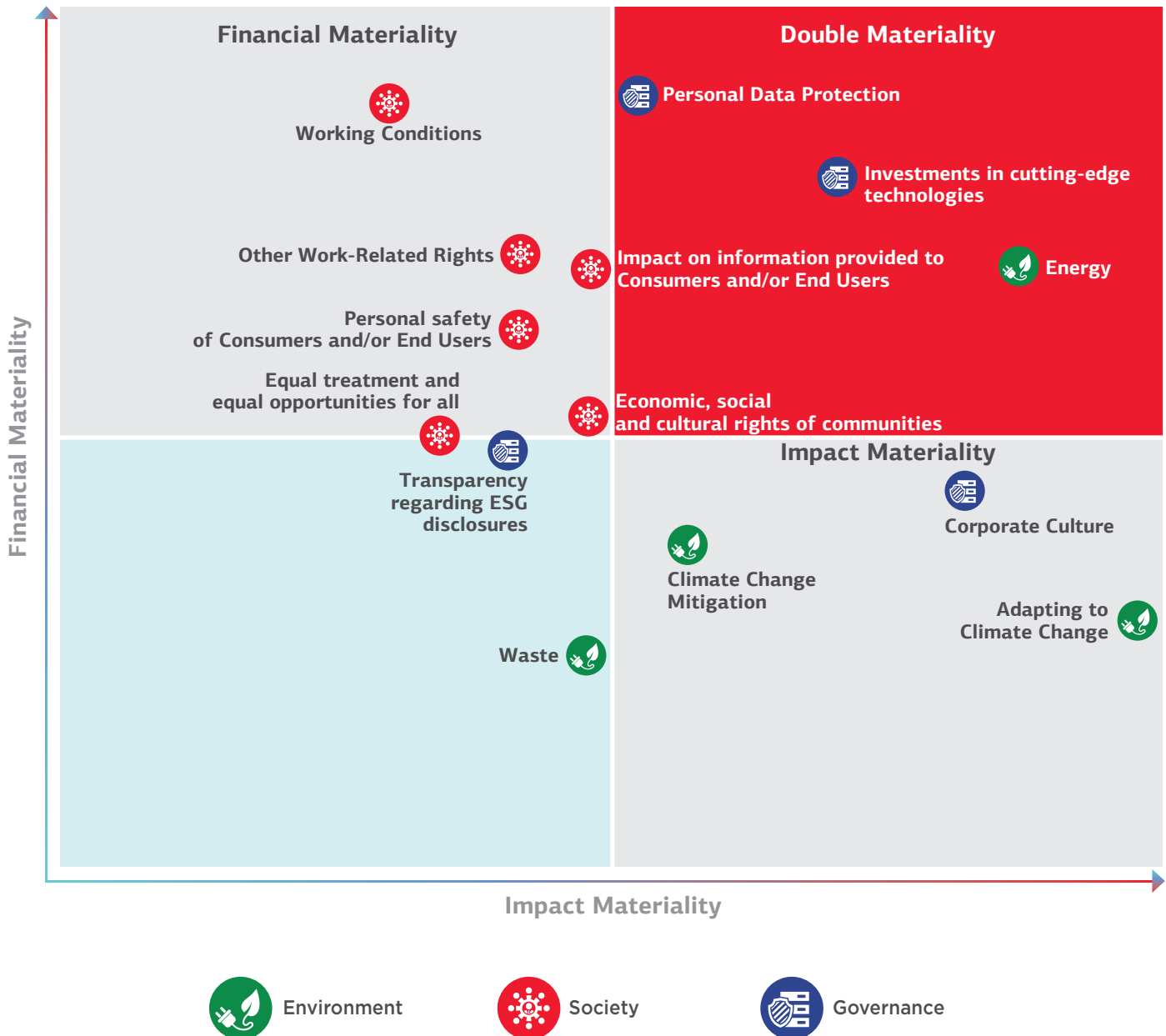
Likelihood of risk/ opportunity



# Identification of Material Issues

Given that there were no significant changes in the business model, the Group's structure, or the supply chain, and no incidents affecting human rights, the Group concluded that the issues identified as material in 2023 remain equally material for the 2024 reporting year.

The final prioritization of material issues is presented in the diagram below.



# 04

## A sustainable planet



Our Contribution to the UN's 17 Sustainable Development Goals (SDGs) for 2030



A background image of white cherry blossoms in bloom against a clear blue sky. The flowers are in various stages of bloom, with some showing prominent stamens. The lighting is bright and natural, suggesting a sunny day.

“ The greatest threat  
to our planet is the belief that  
someone else will save it.”

Robert Swan



# The environmental footprint of Hellenic Healthcare Group

By implementing education and awareness initiatives, we promote responsible practices and help build a shared culture of environmental respect.

Environmental responsibility is integrated into every stage of the Group's operations. Climate change is no longer a future challenge, but a present reality that directly impacts our health, society, and operations. In response, we have adopted a comprehensive action framework to minimize our environmental footprint, integrating sustainable practices throughout all stages of our operations.

In 2024, we continued to systematically implement energy-efficient solutions, investing in infrastructure upgrades with a strong focus on Renewable Energy Sources (RES). At the same time, we undertook focused actions to improve energy efficiency, promote the sustainable use of natural resources, and minimize fossil fuel consumption, contributing to a more environmentally friendly operational footprint.

Significant emphasis was also placed on strengthening Circular Economy practices, including actions related to

waste management, recycling, and material reuse. At the same time, we continued to collect and analyze environmental data to ensure the continuous improvement of our indicators and full compliance with all relevant regulatory requirements.

The Group's people play a crucial role in the success of our environmental initiatives. By implementing education and awareness initiatives, we encourage their participation in adopting responsible practices, thereby fostering a shared culture of environmental respect.

In 2024, we made progress in reducing Scope 1 greenhouse gas emissions, increasing the use of electricity from renewable energy sources, and minimizing the generation of hazardous waste. In addition, we continue to strengthen our efforts to integrate sustainability principles into the design and operation of all our facilities, reinforcing the Group's role as a responsible and environmentally conscious organization.



# Carbon Footprint Management

At Hellenic Healthcare Group, we acknowledge the wide-ranging impacts of climate change and work systematically to lower emissions and fortify our infrastructure against environmental challenges. We strive to continuously enhance our energy efficiency, reduce emissions, and improve the sustainability of our operations by incorporating advanced technologies and responsible practices.

## Energy Efficiency

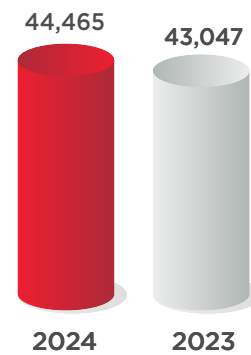
In 2024, we continued our commitment to reducing energy consumption from conventional sources and to promoting the use of renewable energy. During the year, a total of 44,465 MWh of electricity, 20,371 MWh of natural gas, and 97 m<sup>3</sup> of oil were consumed. Electricity consumption remained stable compared to 2023, while natural gas consumption decreased by 10%.

Electricity generated from Renewable Energy Sources (RES) accounted for 47% of total consumption, up from 42% in 2023, highlighting the positive progress we are making toward the energy transition. Electricity consumption per patient day amounted to 144\* kWh, while natural gas consumption was 84,2\*\* kWh per patient day.

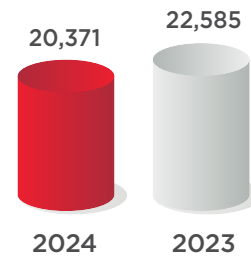
At the same time, we continued to implement training and awareness programs to encourage all employees to adopt energy-efficient practices. These actions contributed to raising energy awareness and fostering a culture of environmental responsibility, supporting collective efforts to reduce energy consumption across all Group facilities.

The following charts present the Group's energy consumption data for 2024 and 2023.

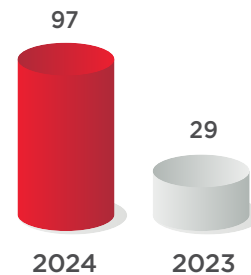
Electricity consumption (MWh)



Natural gas consumption (MWh)



Oil consumption (m<sup>3</sup>)



\* Clinics included: HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, CRETA INTERCLINIC, APOLLONIO, ARETAEIO & CITY HOSPITAL

\*\* Clinics included: HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL & LETO

In 2024, total Scope 1 greenhouse gas (GHG) emissions amounted to 4,384 tCO<sub>2</sub>e, representing an 8% decrease compared to 2023. Scope 2 emissions amounted to 14,413 tCO<sub>2</sub>e, remaining stable compared to 2023 levels of 14,228 tCO<sub>2</sub>e. The reduction in Scope 1 emissions, along with the stable Scope 2 emissions, demonstrates our commitment to a more sustainable and responsible operating model.

## Greenhouse Gas Emissions

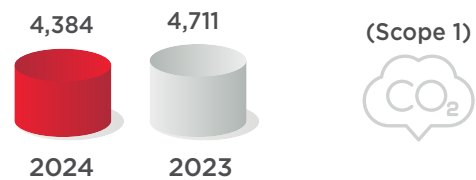
Managing our carbon footprint is a key pillar of our environmental strategy. In 2024, we continued to systematically record and monitor our emissions, with the aim of continuously improving energy efficiency and reducing greenhouse gas emissions. The primary sources of emissions continue to be the consumption of electricity, natural gas, and oil at our facilities.

In this context, we have invested in energy-efficient LED lighting and smart Building Management Systems (BMS), enabling effective monitoring and optimization of energy consumption. Furthermore, we conducted regular maintenance of our electromechanical systems, in accordance with manufacturer guidelines, to enhance both efficiency and safety.

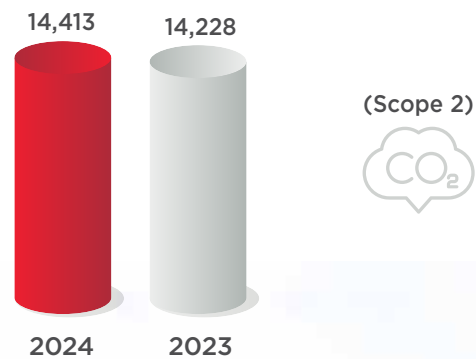
Moreover, as part of our strategy to promote sustainable development and reduce our carbon footprint, Hellenic Healthcare Group is moving forward with an investment to construct a 20 MW wind farm in Central Greece. The green energy generated is expected to fully meet the energy needs of the Group's facilities nationwide, significantly reducing CO<sub>2</sub> emissions and advancing the Group's sustainability objectives.

The following charts present Scope 1 and Scope 2 GHG emissions for 2024 and 2023:

Scope 1 Emission (tn CO<sub>2</sub>e)



Scope 2 Emissions (tn CO<sub>2</sub>e)

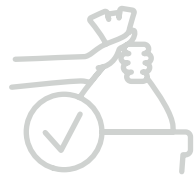


# Applying Circular Economy Principles

Waste management is one of the most significant environmental challenges for Hellenic Healthcare Group, as it directly affects both the protection of public health and the reduction of our environmental footprint. In 2024, we continued to systematically implement an advanced waste management system grounded in Circular Economy principles and sustainable resource use.

Our facilities systematically categorize and manage all waste streams, both hazardous and non-hazardous, in compliance with applicable environmental legislation and the European Waste Catalogue. Each clinic and company within the Group submits the relevant reports to the Electronic Waste Register, guaranteeing adherence to regulatory requirements and mandated disposal and recovery procedures.

Our waste management system emphasizes preventing waste generation, promoting responsible waste handling, and encouraging reuse and recycling. In 2024, total waste management costs amounted to €1,577,955, representing a 22% increase compared to 2023. Of the total waste collected, amounting to 3,851 tons, 42,2% was hazardous waste, while the remaining 57,8% was non-hazardous.



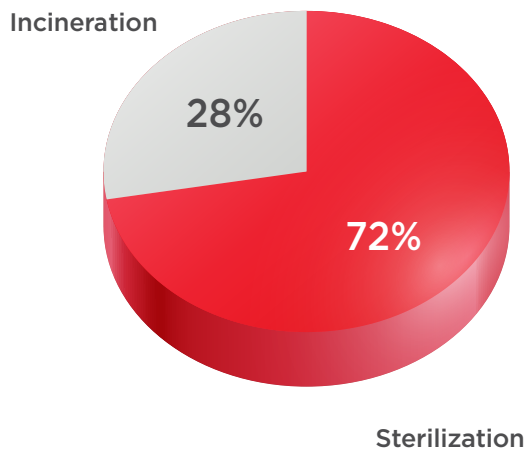
**2,225 tons**  
of non-hazardous waste



**1,627 tons**  
of hazardous waste



Hazardous waste is strictly sterilized or incinerated to protect human health and the environment. In 2024, the sterilization rate was 72%, while the incineration rate stood at 28%.



The main categories include:

**Purely Infectious Waste (PIW):** Includes waste that has come into contact with blood, biological fluids, and sharps such as needles and surgical scalpels.

**Mixed Hazardous Waste (MHW):** Contains infectious and toxic substances originating from pathological anatomy laboratories, chemotherapy departments, heavy metals, toxic pharmaceuticals etc.

**Other Hazardous Waste (OHW):** Includes fiber optic chamber filters, chemicals, and pharmaceutical residues.

**Special Waste Streams:** Consist of radioactive waste, batteries, electrical and electronic equipment, oils, and construction and demolition waste.

The Group invested an additional €217,184 in the management of packaging materials and supply product boxes, to reduce consumption and optimize material use. Alongside this, we continued to work with licensed entities for the collection and recycling of electrical and electronic equipment, including a partnership between HYGEIA Clinic and Appliances Recycling S.A.

Through ongoing staff awareness and training initiatives, we foster environmental responsibility across all levels of the Group. Active employee participation plays a key role in shaping a culture of responsibility and sustainability, which is reflected in every aspect of our operations.





# Rational Use of Water Resources

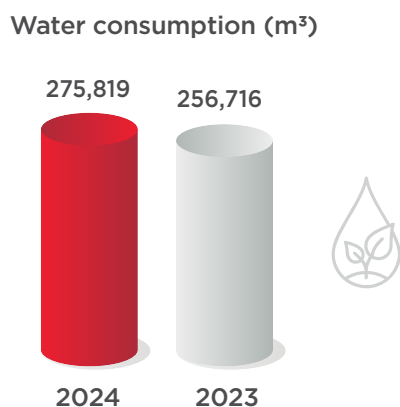
Responsible water management remains a key priority for Hellenic Healthcare Group, as water is an essential resource for the daily operation of our clinics and for safeguarding public health. In 2024, we strengthened our efforts to promote the rational use of water by implementing practices and technologies that reduce consumption and prevent losses.

Specifically, all Group facilities are equipped with automation technologies to monitor and control water consumption, with data systematically recorded on a monthly basis. By installing sensors and continuously monitoring our water tanks, we can detect leaks early and take immediate corrective action.

Additionally, we are investing in upgrading water supply systems to optimize performance and minimize waste. At HYGEIA, METROPOLITAN HOSPITAL, and MITERA clinics, intermediate water tanks are utilized to ensure an uninterrupted supply even during power outages, safeguarding smooth operations and the safety of services provided.

In 2024, the Group's total water consumption amounted to 275,819 m<sup>3</sup>, representing a 7,4% change compared to 2023. Average water consumption per patient day was 4.6 m<sup>3</sup>, representing a 39% decrease. The increase in total water consumption is primarily attributable to a higher number of hospitalizations, while it should be noted that the Group does not operate in regions affected by water stress.

The following chart presents water consumption data for 2024 compared to 2023.



In addition, we continue to implement staff awareness and training initiatives, enhancing environmental consciousness and promoting responsible consumption habits. Water is a precious resource, and we are committed to managing it responsibly, with respect and foresight for future generations.

\* Clinics included: HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, CRETA INTERCLINIC, APOLLONIO & ARETAEIO

# 05

## Contribution to Society

“ All that is valuable in human society depends upon the opportunity for development accorded to the individual. ”

Albert Einstein

Our Contribution to the UN's 17 Sustainable Development Goals (SDGs) for 2030





At Hellenic Healthcare Group, social responsibility is a key part of our strategy and a fundamental pillar of our mission. We are committed to making a meaningful contribution to reducing health inequalities, enhancing the daily lives of our people, and strengthening cohesion in local communities through targeted actions with significant social impact.

Throughout 2024, we implemented initiatives aimed at enhancing the education, well-being, and engagement of our workforce. Through specialized professional development programs, we enhanced our employees' technical and social skills, fostering a culture of inclusion, equality, and collaboration. We placed particular emphasis on health and safety in the workplace, implementing best practices across all Group facilities. Simultaneously, we promoted policies designed to ensure respect for fundamental human rights.

Assessment, open communication, and transparency remained central to human resource management, supporting personal development and professional advancement for employees across all levels of the Group. Through inclusive practices, we integrate the voice of our employees into strategic decision-making, fostering a work environment built on trust and respect.

Patient care remains the cornerstone of our operations. We are committed to delivering high-quality healthcare services tailored to each individual's needs through advanced technologies and evidence-based therapeutic practices. Our approach is holistic, integrating prevention, diagnosis, treatment, and rehabilitation to provide comprehensive care at every stage of the patient's journey.

Moreover, we are working to systematically enhance access to healthcare services for residents of remote areas through the "Pantou" program. In collaboration with local authorities and communities, we implement prevention, awareness, and primary care initiatives to enhance the health of local populations and support socially vulnerable groups.



# Employee Recruitment and Development

We strive to create a work environment that fosters stability, engagement, and professional development, strengthening the trust between employees and the Group

At Hellenic Healthcare Group, our people are the focus of everything we do. Thanks to their dedication and expertise, our employees are instrumental in driving the Group's continuous progress and building a healthcare system that meets the highest expectations of our patients and partners. We strive to create a work environment that fosters stability, engagement, and professional development, strengthening the long-standing relationship of trust between employees and the Group

Our human resources encompass medical, nursing, scientific, administrative, and technical professionals, covering the full spectrum of healthcare services. In particular, our workforce includes doctors, pharmacists, biologists, radiophysicists, psychologists, nurses, administrative staff, and technical professionals such as engineers and maintenance technicians. The wide range of specialties we offer supports the Group's multidimensional operations, allowing us to provide comprehensive healthcare services.

In 2024, the Group's total workforce consisted of 5,817 employees, representing a 2% increase compared to the previous year. The vast majority of our employees are hired under permanent contracts (97%) and full-time contracts (94%), reflecting our commitment to fostering stability and job security.

The staff selection process adheres to strict merit-based and transparent criteria, ensuring the recruitment of highly skilled professionals capable of meeting the demands of a constantly evolving healthcare system. At the same time, we actively promote diversity by bringing together individuals with different backgrounds, skills, and experiences, enhancing the innovation and effectiveness of our teams.



# Diversity, Equity, and Inclusion

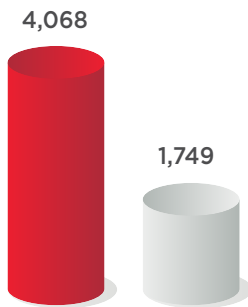
Fostering an inclusive and equitable work environment is a key priority for Hellenic Healthcare Group. We firmly believe that diversity is a source of strength and innovation, and we constantly strive to combat exclusion by promoting equality and respect for each individual's uniqueness.

Policies are in place to prevent all forms of discrimination, irrespective of gender, ethnicity, age, religion, or educational background. We aim to foster shared values and encourage the active participation of all employees, ensuring that every team member feels valued, secure, and engaged in their role.

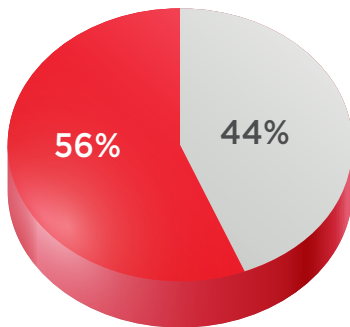
In 2024, the participation of women in the workforce remained notably strong, comprising 70% of all employees. Women held 56% of positions of responsibility, reflecting the Group's ongoing commitment to promoting gender equality across all levels of the organizational hierarchy.

The composition of the total workforce by gender is presented below, along with the percentage distribution of men and women in management roles:

Total employees by gender for 2024



Percentage in management positions



Women



Men



Concurrently, we continue to actively support the professional integration of people with disabilities, ensuring equal employment opportunities. In 2024, the Group employed 12 individuals with disabilities, aiming to ensure their full participation in work processes and to actively promote inclusion.

In addition, we focused on enhancing knowledge and skills in diversity management by organizing training seminars on inclusion and equality. In 2024, employees took part in various related training programs, actively contributing to the creation of a work environment free from discrimination, violence, and intimidation.

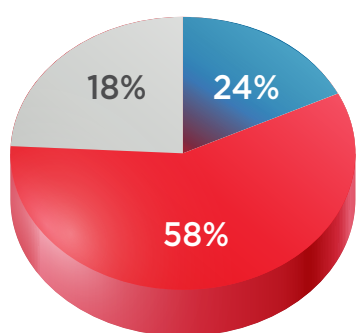
# Age Distribution of Employees

At Hellenic Healthcare Group, we recognize the valuable contributions of every age group to the organization's operations and growth. We strive to create an inclusive, intergenerational work environment where experience and expertise coexist with the creativity, enthusiasm, and fresh ideas of younger professionals.

Our philosophy emphasizes equal professional inclusion across all age groups, providing employees with opportunities for growth and development independent of experience. We promote collaboration across different age groups, facilitating knowledge transfer and intergenerational interaction.

In 2024, the Group's workforce consists of the following age groups: 18% of employees are under the age of 30, 57% are between the ages of 30 and 50, and 24% are over the age of 50. These figures reflect our commitment to promoting diversity and maintaining a balance between experience and new talent.

Employee age distribution for 2024



■ Under the age of 30  
■ Between the ages of 30 and 50  
■ Over the age of 50

Specifically, the age distribution of employees remained consistent with the previous year, while the number of employees over the age of 50 increased by 11%, reflecting our long-term strategy to promote equal treatment and inclusive practices.

Moreover, we continued to enforce strict control mechanisms to prevent instances of child or forced labor. Employees are never hired without prior confirmation of their age, and in 2024, the number of employees who attended training courses on preventing such incidents was tracked for the first time. This indicator is due to be published in aggregate in the next Sustainability Report, further reinforcing our commitment to transparency and the institutional protection of human rights.



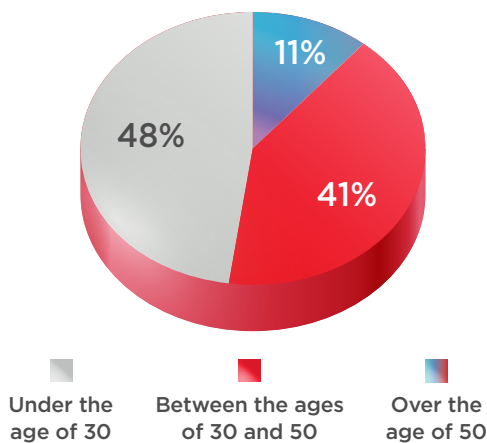
# Employee Recruitment and Turnover

At Hellenic Healthcare Group, we systematically monitor recruitment and turnover rates to enhance organizational stability and strengthen our human resources. The talent management strategy we implement aims to maintain high levels of satisfaction, attract skilled professionals, and build long-term relationships of trust between the Group and its employees.

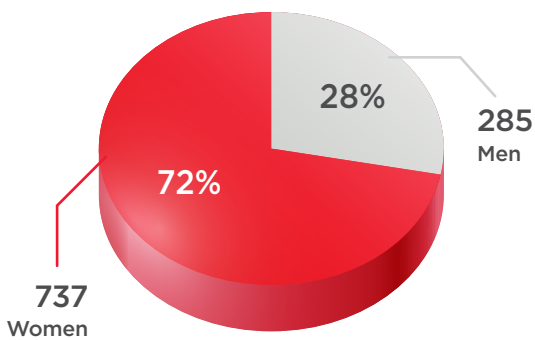
In 2024, 1,022 new employees joined the Group, supporting operational growth and strengthening our workforce. Of all new hires, 72% were women and 48% were under the age of 30, reflecting our commitment to promoting youth employment and gender equality.

More specifically, of all new recruits, 737 were women and 285 were men. By age group, 459 employees were under the age of 30, 396 were between the ages of 30 and 50, and 111 were over the age of 50. These figures reflect our dedication to fostering a workplace free from discrimination, supporting diversity and inclusion, and ensuring opportunities for all age groups.

Number and percentage of new hires by age group for 2024

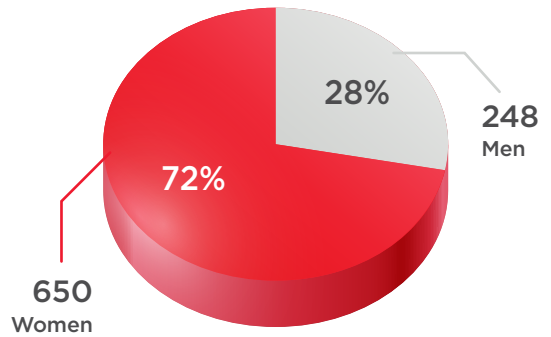


Number and percentage of new hires by gender for 2024



Regarding departures, a total of 898 employees left the Group in 2024, with the mobility rate remaining at 15% for the third consecutive year. Our ongoing goal is to keep this rate low and further improve retention by providing opportunities for growth, competitive salaries, and fostering a positive, supportive, and continuously evolving work environment.

Number and percentage of departures by gender for 2024



# Talent Development and Advancement

At Hellenic Healthcare Group, the continuous professional development of our employees is a core element of our strategy to deliver high-quality healthcare services and ensure long-term sustainability. We recognize that our employees are the key factor behind our success, and we are committed to investing in their professional growth and scientific expertise.

In 2024, we implemented a comprehensive training and development plan, combining both traditional and innovative learning tools to strengthen technical, scientific, and interpersonal competencies. The program was designed around the needs of each department and specialty, including topics such as:



In 2024, we invested a total of €330,824 in training and development initiatives, doubling the amount allocated in the previous year. In total, 3,745 employees participated in 692 training programs and seminars across all Group operating units.

Particular emphasis was placed on continuous training of nursing staff, with 95% participating in at least one program during the year, thereby enhancing their scientific expertise and improving quality of patient care. In addition, Group employees had the opportunity to participate in 122 national and international conferences, gaining exposure to the latest scientific developments and best practices.

This approach allows us to foster a culture of continuous learning and reinforce corporate identity, enhancing team performance, boosting employee loyalty, and supporting the Group's strategic objectives.



In 2024, we recorded an average of

**9 hours**  
of training per employee

# Annual Evaluation and Professional Development

Evaluating performance is key to fostering professional growth and maximizing the effectiveness of Hellenic Healthcare Group's human resources. Using a transparent, objective, and structured process, we ensure that every employee receives constructive feedback, targeted support, and well-defined opportunities for growth.

In 2024, we continued to implement a unified annual evaluation framework across all clinics and companies within the Group, based on predetermined performance criteria, both qualitative and quantitative indicators, with active participation on the part of supervisors and employees. This process improves understanding of both individual and collective goals, reinforces accountability, and supports the creation of a dynamic framework for skills development.

The evaluation system is applied regardless of position within the hierarchy or specialty, ensuring equal access and opportunities for all employees to develop their potential.

Concurrently, the findings and observations from the assessment were used to design personalized professional development plans and targeted training initiatives, aligning individual professional goals more closely with the Group's strategic priorities. The ongoing link between evaluation, training, and professional development reinforces employee commitment and fosters a high-performance work environment with an emphasis on continued progress.





# Occupational Health and Safety

Ensuring the health and safety of our employees is a priority and a fundamental pillar of Hellenic Healthcare Group's work culture.

Risk prevention, monitoring, and management measures are systematically applied across all Group clinics and companies, ensuring a safe and healthy workplace. This framework encompasses compliance with applicable regulatory requirements as well as the adoption of best practices aimed at promoting prevention.

The initiatives implemented include: preventive checks and risk assessments, ongoing staff training, enhanced incident reporting and response procedures, and dedicated safety committees. Internationally recognized standards and procedures are also applied to manage health and safety.



## Health and Safety Indicators

Progress is monitored using specific indicators, such as:

- **Sharps injuries:** 1.07
- **DART Rate; Days Away/ Restricted or Job Transfer Rate:** 0.5
- **Lost Work Day Rate - LWD:** 29.17



# Occupational Health and Safety



## Selected actions and initiatives

- **Incident recording and analysis:** Employees at the HYGEIA and MITERA clinics are encouraged to report any incidents or failures in the implementation of health and safety procedures. All reports are handled confidentially and are used to prevent future incidents through the implementation of corrective actions.
- **Safety research:** Regular internal safety assessments are conducted at the HYGEIA Clinic in collaboration with international organizations, such as the Institute for Healthcare Improvement (IHI).
- **Preventive checks:** Regular inspections are carried out across all Group units to assess facilities, prevent infections, and ensure compliance with quality and safety standards. HYGEIA and MITERA clinics implement enhanced protocols under the supervision of specialized committees.
- **Dosimetry and medical monitoring:** Personnel exposed to ionizing radiation are monitored monthly using dosimeters and undergo regular diagnostic testing and annual medical examinations.
- **Medical examinations and vaccinations upon hiring:** All new employees undergo a preventive medical examination and receive the necessary vaccinations to protect their health and ensure a safe working environment.
- **Safe onboarding program:** Upon joining the company, all new hires receive training on health and safety issues and are fully informed about the applicable policies of their clinic.



## Additional initiatives

- **Safety walkarounds:** Facilitate open dialogue between employees and management regarding safety issues, aiming to resolve concerns promptly.
- **Radiation protection training:** Personnel receive regular training on the use of relevant equipment in accordance with the guidelines of the Hellenic Atomic Energy Commission.
- **Annual vaccination program:** Offered to all staff to prevent seasonal infections.
- **Laboratory safety program:** Ensures compliance with safety standards through regular inspections and proper maintenance of equipment.
- **Occupational Risk Assessment Studies (ORAS):** ORAS are systematically conducted across HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, APOLLONIO, ARETAEIO clinics, as well as Y-LOGIMED and GMP, companies, to identify and assess potential occupational risks.
- **Emergency response plan:** Implemented across all key Group units, focusing on the prevention of and immediate response to critical events.
- **Health and safety teams:** At the HYGEIA and MITERA clinics, specialized teams composed of representatives from various fields supervise external contractors and promote a strong culture of safety.



## Health and Safety Committees

- **Monitoring and evaluation of working conditions:** Committees regularly review staff health and safety and recommend appropriate preventive measures.
- **Occupational accident management:** Incidents are managed, underlying causes are identified, and corrective measures are implemented.
- **Identification of occupational risks:** Potential hazards across various workplace areas are recorded and assessed, with recommended mitigation measures provided.



## Facility Safety Committees

- **Policy implementation:** Compliance with established standards is monitored, and inspections are conducted biweekly.
- **Guidance and training:** Support ongoing employee education and provide information to patients and their companions.
- **Quarterly reports:** Compiled to track progress and key safety indicators, and then forwarded to the Quality Directorate for review.
- **Compliance with standards and regulations:** Alignment with standards such as JCI and ISO 45001:2018 is maintained, ensuring full compliance with applicable legislation.





# Strengthening Society

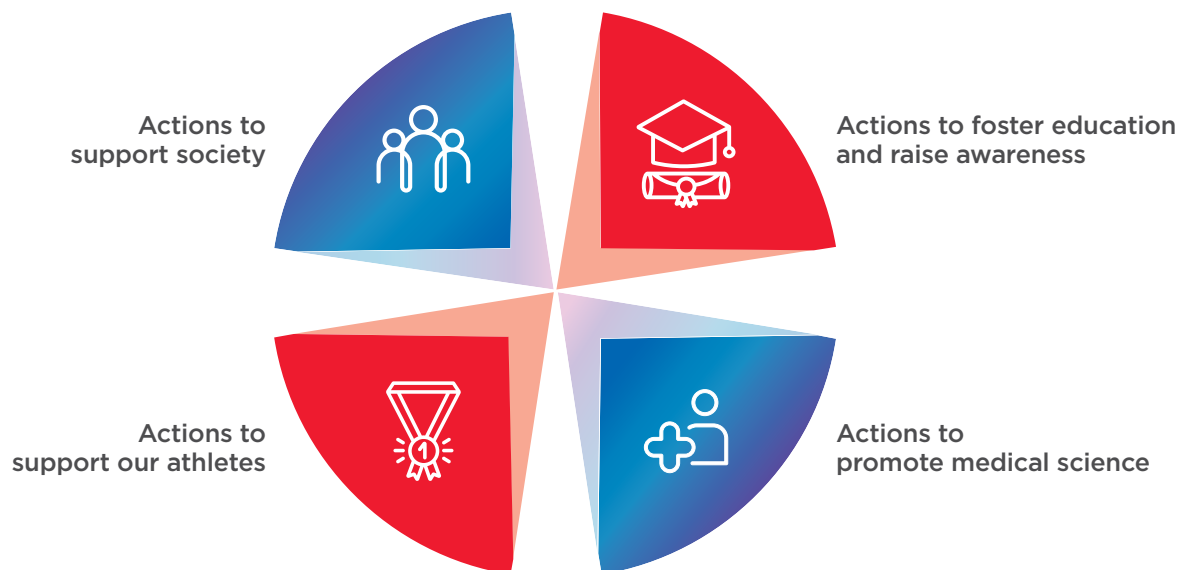
By implementing targeted preventive actions, providing assistance to vulnerable social groups, and offering free healthcare services, the Group worked hard to support thousands of people in need.

In 2024, we strengthened our social outreach initiatives, striving to uphold a steadfast commitment to meeting the needs of our fellow citizens. Guided by the principles of equal access to healthcare and responsible corporate practice, the Group's clinics and companies have implemented a wide range of social initiatives, demonstrating commitment, compassion, and a strong sense of responsibility.

By implementing targeted preventive actions, providing assistance to vulnerable social groups, and offering free healthcare services, the Group worked hard to support thousands of people in need. At the same time, focusing

on prevention and education, the Group implemented a series of awareness campaigns and established partnerships to support agencies, institutions, and organizations through donations and sponsorships. Moreover, through certifications from leading organizations, international distinctions, and the active participation of our doctors at international conferences, the HHG Group has furthered medical science and solidified its status as a leader in healthcare and medical research.

This chapter presents the initiatives implemented by the Group's clinics and companies in 2024, grouped under the following four categories:



# Actions to support society

The Hellenic Healthcare Group supports society by implementing initiatives that foster solidarity and promote equality, aiming to ensure universal access to quality healthcare services. Guided by human dignity and our mission to improve people's lives, we strive daily to reduce inequalities and build a future of healthcare where no one is left behind.



## The “Pantou” Program

After a decade of successful implementation of the “Travel for Health” program organized by the HYGEIA clinic as well as the “Prevention” program organized by the METROPOLITAN HOSPITAL and METROPOLITAN GENERAL clinics, the Group's clinics joined forces by merging the two initiatives to create the “Pantou” (“Everywhere”) Program.

The “Pantou” Program represents Hellenic Healthcare Group's flagship initiative. In 2024, preventive medicine campaigns were conducted in collaboration with local communities, utilizing upgraded equipment and enhanced scientific teams. The program included specialized medical examinations conducted by a wide range of specialists, including internists, cardiologists, general surgeons, pulmonologists, neurologists, plastic surgeons, ENT specialists, breast specialists, orthopedists, ophthalmologists, and pediatricians.

Astypalaia, Sifnos, Kasos, Vonitsa and Kalavryta were the destinations visited by the “PANTOU” program during 2024, with an organized team of physicians, nursing staff, and administrative personnel.

Free preventive screenings were carried out for hundreds of citizens, with more than 2,760 medical and diagnostic examinations performed for the benefit of the local communities.

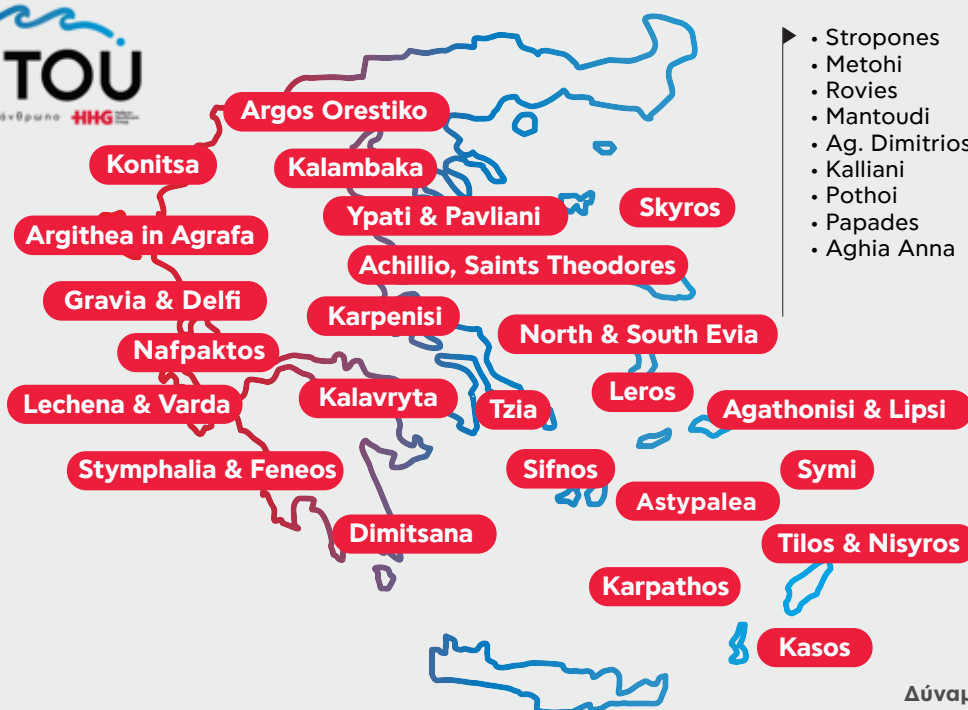




A total of  
**30**  
 volunteer  
 campaigns have  
 been carried out

More than  
**13,607**  
 residents have  
 received medical  
 examinations

More than  
**48,779**  
 medical and  
 diagnostic tests have  
 been performed



- Stropones
- Metohi
- Rovies
- Mantoudi
- Ag. Dimitrios
- Kalliani
- Pothoi
- Papades
- Aghia Anna



## Race For The Cure

For yet another year, employees from HYGEIA, MITERA, and LETO hospitals came together at the starting line to support the initiative of the Panhellenic Association of Women with Breast Cancer “Alma Zois,” taking part in “Greece Race for the Cure.” The purpose of the initiative is to raise awareness and educate the public on breast cancer prevention and early detection.



ΔΙΑΓΝΩΣΤΙΚΑ ΚΕΝΤΡΑ  
**Health Spot** BY HMG

Γίνε εθελοντής δότης... *ζωής*

Στα διαγνωστικά κέντρα HealthSpot με ένα μικρό δείγμα από το σάλιο σου μπορείς να γίνεις εθελοντής δότης μυελού των οστών.

Σε συνεργασία με το Σύλλογο «ΟΡΑΜΑ ΕΛΠΙΔΑΣ»

**789.600**

Ρεκόρ εισιτηρίων για το

**Υπάρχω**

μια ταινία με τη χορηγία του Ομίλου ΗΗΓ

## Supporting Culture

Recognizing the importance and value of culture, the HHG Group served as an official sponsor of the biographical film “Yparho”, which portrays the life of the great Greek folk singer Stelios Kazantzidis. The film was released in Greek cinemas in December 2024 and received an outstanding response from audiences.

ΣΑΒΒΑΤΟ 29/6  
ΔΙΑΔΡΟΜΗ ΚΥΠΑΡΙΣΣΙΑ - ΠΥΛΟΣ

Χριστόφορος Θεοφάνους

**ΓΕΝΝΗ ΜΕΝΟΣ ΝΙΚΗ ΤΗΣ**

Ένας πρόωρα γεννημένος νικητής της ζωής καλυμπάει 45χλμ. ανοικτής θαλάσσης για να εμπνεύσει όλα τα πρόωρα γεννημένα παιδιά του κόσμου. Είμαστε μαζί του από την πρώτη στιγμή!

ΜΗΤΕΡΑ

## Solidarity Actions

With the support of the charitable concert organized by the Muscular Dystrophy Association (MDA) Greece at the Veakeio Theatre in Piraeus, METROPOLITAN HOSPITAL aimed to enhance and broaden the scope of its “Home Support” program for people affected by Amyotrophic Lateral Sclerosis (ALS). Comparable in significance, MITERA supported an athlete, a premature baby himself, who completed a 45-kilometer open-water swimming challenge to raise public awareness about premature births.

HEALTHSPOT Diagnostic Centers joined the network of collaborating centers of the “Orama Elpidas” Association for volunteer bone marrow donors. Through this initiative, the Centers aim to contribute to addressing the needs for bone marrow transplantation from compatible donors for patients —both children and adults— in Greece and abroad, while also raising public awareness about the critically important issue of bone marrow donation.



## Support for Organizations and Agencies

The Group's clinics provide ongoing support to Foundations, NGOs, and Associations through substantial donations. By making these generous donations, we are able to contribute to the work of organizations that reach out to vulnerable groups, foster social cohesion, and advocate for health as an inalienable human right.

In particular, in 2024, HYGEIA and MITERA clinics donated equipment to the 7<sup>th</sup> Primary School of Marousi, and also supplied defibrillators to Humanity Greece, the Beekeepers Association of Arta, and Anavryta Gymnasium [Middle School]. In addition, a series of donations were made to the Paraplegics Association "ATLAS," the associations "Floga" and "Open Arms," "The Smile of the Child," the Hatzikosta Foundation, and the Sikiarideion Foundation.

METROPOLITAN HOSPITAL made a donation to the Union of Maniots Worldwide to support an event against gender-based violence, as well as contributions to the Metropolis of Piraeus, the charitable fund of Saint Dimitrios Church, and the Attica General Police Directorate for the purchase of lighting equipment. Furthermore, the clinic also supported the Antonis Samaras Foundation, reinforcing its work on examining the country's national, economic, political, and cultural challenges, as well as to the Basil Papantoniou Foundation, which is dedicated to the research, preservation, and promotion of Greek and international culture.

Finally, METROPOLITAN GENERAL donated hospital beds, medical equipment, first aid kits, and hospital-ity equipment to healthcare facilities and institutions across Greece.

## Caring for Local Communities

METROPOLITAN HOSPITAL has partnered with "Akti tou Iliou" Beach to establish a fully equipped and staffed medical center, open daily during the summer to all beach visitors. It is worth noting that on 10 August 2024, the clinic provided free cardiological examinations for both children and adults, creating a significant opportunity for preventive screening and medical care within the community.

In addition, to support citizen access to quality healthcare, METROPOLITAN HOSPITAL donated state-of-the-art medical equipment to the Municipal Clinic of the 6<sup>th</sup> Community of the Municipality of Athens. Meanwhile, the METROPOLITAN GENERAL Diabetes Center embarked on its ninth annual tour with the non-profit organization "With Diabetes as Our Guide" to the Aegean islands (Antiparos, Kimolos, Folegandros, Sikinos, Thirasia, Santorini), conducting free preventive screenings and educational sessions for local residents.

## Free Medical Examinations and Preferential Healthcare Packages

At HHG Group, we design and implement initiatives that offer free medical examinations and preventive screenings, fostering equitable access to healthcare services and facilitating early detection of potential health risks. Specifically, in 2024, METROPOLITAN HOSPITAL implemented a series of preventive healthcare initiatives, providing free medical examinations and check-ups, including cardiological, dermatological, and neuropsychological assessments, as well as mammograms for women over the age of 50.

In parallel, the clinic introduced special examination packages at preferential rates for pediatric cardiology assessments, while MITERA provided comprehensive pediatric check-ups, including sports certificates for children aged 5-16, ensuring safe participation in sports and promoting overall health.

METROPOLITAN GENERAL offered free gynecological screenings, as well as thyroid and prostate check-ups. In addition, it provided cardiology screenings and preventive breast examinations at preferential rates.

# Actions to Foster Education and Raise Awareness

Hellenic Healthcare Group is committed to investing in awareness and education, recognizing that knowledge is key to fostering prevention and promoting health. Through targeted awareness-raising activities, educational programs, and information initiatives, we strengthen the message of prevention and promote a culture of responsibility regarding critical health issues.

## Educational Programs

Hellenic Healthcare Group recognizes that education is the foundation of quality healthcare. Through a wide range of educational activities, workshops, and scientific events, the continuous professional development of healthcare staff is enhanced, proper clinical documentation is fostered, and knowledge dissemination to the wider public is actively promoted.

Specifically, in 2024, METROPOLITAN GENERAL organized educational workshops and events featuring lectures and presentations on contemporary medical practices. In this context, 27 scientific lectures were organized with the aim of sharing scientific knowledge and fostering best practices in clinical documentation of issues concerning diagnosis, treatment, and the promotion of healthy lifestyle practices. Additionally, an Educational Seminar titled “Digestive Disorders & Clinical Dilemmas of the Urinary

System” was organized by Metropolitan General and Heal Academy, the HHG Educational Academy, in collaboration with the Municipality of Nafplio.

At a organizational level, the following scientific events were supported through sponsorship:

- **Hybrid Workshop entitled: “Radiotherapy in breast cancer. Special topics for breast surgeons”**
- **Conference: “It’s all about health 2024”**
- **7<sup>th</sup> Athens Investment Forum: “Greece as a Stable Pillar of Development in Southeast Europe”**
- **Conference: “The health system and the challenges of the future”**
- **Conference: “Green Deal Greece 2024”**





Moreover, HYGEIA and MITERA clinics organized the event of excellence: “At the Heart of Innovation: The Present and Future of Cardiology and Cardiac Surgery in Greece.” The aim of the event is to showcase the prospects and applications of innovative techniques in cardiology and cardiac surgery in Greece, while promoting public awareness and education on contemporary approaches to the diagnosis and treatment of cardiovascular conditions.

Concurrently, the clinics organized the 2<sup>nd</sup> Scientific Conference “MEDICINE & JUSTICE: Legal Science Meets Modern Medicine,” which sought to examine the rapid technological advances in modern medicine and the resulting legal and ethical challenges.

In addition, HYGEIA Transcatheter Valve Department and Second Cardiac Surgery Clinic, under the auspices of HEAL Academy and the Hellenic Society of Cardiology, co-organized the 14<sup>th</sup> Annual Conference on Transcatheter Treatment of Heart Valve Disease. This conference represents the first and largest event in Greece devoted exclusively to the latest advancements in transcatheter treatment of heart valve disease that have emerged over the past decade.

Finally, it should be noted that the clinic organized a social media event featuring speakers from Yale and Harvard Universities, exploring the complex dynamics and influence of social media on the healthcare sector.





## Postgraduate Clinical Training Programs for Young Doctors

In partnership with the Scientific Union of HYGEIA Doctors, the clinic awards scholarships to medical graduates who wish to pursue postgraduate training in the medical or surgical specialties offered through the “Andreas Vgenopoulos Postgraduate Internship Program.”

In addition, METROPOLITAN HOSPITAL hosted ten nursing students from Belgium, Spain, the Netherlands, and Denmark through the Erasmus internship program. Depending on the participating institution, trainees are recognized either as nursing assistants or as nurses who have completed four years of study. They undertake practical training lasting anywhere from one to six months, after which they receive formal evaluations from the departments in which they completed their placements. Erasmus programs are organized in collaboration with IEK SVIE Educational Group and the Nursing Service Department of METROPOLITAN HOSPITAL, always with the approval of the Human Resources Management Department.

In an effort to further strengthen the academic aspect of medical science and continuing education, MITERA Clinic is implementing its Postgraduate Training Program in Endoscopic Gynecological Surgery and Urogynecology for the 14<sup>th</sup> consecutive year. Through the program, over 150 young doctors have received training, thereby supporting the ongoing development of clinical skills and professional experience among trainees and early-career specialists.

In addition, MITERA Clinic and METROPOLITAN HOSPITAL organized the Annual Pediatric Continuing Education Seminar, a cornerstone event for ongoing education and training of pediatricians, enhancing knowledge and fostering evidence-based clinical practice in line with current scientific developments.

## Voluntary Blood Donation



The Group's clinics and companies have long supported voluntary blood donation, with doctors and employees leading by example and fostering a culture of solidarity. In partnership with hospitals and private centers, organized blood drives were held to meet the needs of employees and their families, as well as those of the wider community. Such efforts play a key role in maintaining vital blood reserves, supporting patients in need, and raising public awareness about the importance of voluntary blood donation.





## Actions to foster education and raise awareness

### Career Day

Demonstrating a strong commitment to its employees and their families, Hellenic Healthcare Group organized a Career Day event in collaboration with Orientum - Career Consultants.

With a focus on empowering the next generation, the event provided information and support to the children of employees enrolled in secondary education (high school). As part of the initiative, emerging trends shaping the professions of 2030 were introduced, and specialized guidance was provided on the educational and career pathways available to employees' children.



# Actions to foster education and raise awareness



## International Days

The Group's awareness initiatives are aligned with internationally recognized health days and aim to strengthen trust between the Group and society, promoting the importance of an informed and proactive approach to health. Specifically, the following actions were carried out during the year:

**08 MAR International Women's Day:** Blood tests were offered at a special rate to raise awareness among women about the importance of routine health screenings. At the same time, HealthSpot diagnostic centers offered test packages at special rates for STD screening, osteoporosis prevention, and breast and gynecological tests, alongside complimentary gynecological examinations (Pap tests and digital mammograms) for women qualifying for assistance through the Social Grocery of the Municipality of Glyfada.

**23 MAR Earth Hour:** Hygeia, MITERA and LETO clinics joined the global initiative by switching off illuminated signs displaying their logos on their building facades for one hour.

**07 APR World Health Day:** Blood tests to measure cholesterol and glucose levels were conducted and interpreted by a microbiologist to educate participants on balanced nutrition and the importance of disease prevention.

**12 MAY International Nurses Day:** An informational campaign was conducted for the clinics' nursing staff to support the ongoing improvement of service quality.



**25 OCT World Breast Cancer Prevention Day:** Free mammograms and breast ultrasounds were provided to promote preventive health screening.

**19 NOV International Men's Day:** Blood tests for prostate cancer screening were offered at a special rate.

**"Movember" Campaign:** METROPOLITAN GENERAL, in collaboration with AEK BC, organized an awareness and education campaign on men's health. The initiative included video messages on preventive care from team players and free blood tests (PSA and free PSA), in line with the annual global "Movember" campaign for men's health held every November.



**17 NOV World Prematurity Day:** A workshop was organized to raise public awareness about prematurity, and the MITERA building was illuminated in a symbolic gesture of support.



# Actions to Support our Athletes

Hellenic Healthcare Group recognizes the strong link between health and sports and actively supports sporting initiatives that promote well-being, foster a spirit of sportsmanship, and reinforce the values of culture and team spirit. In line with this commitment, the Group actively supports professional and amateur sports, providing assistance to clubs, sporting events, and young athletes. These initiatives underscore the value of exercise for disease prevention, physical strength, and mental well-being, thereby promoting a healthier and more active population.

## Support for Professional Sports

The Group actively supports sports and professional athletes, providing medical services to the Greek Olympic and Paralympic Teams, as well as to the National Sports Federation of People with Disabilities (EAOM-AMEA). Additionally, through HYGEIA, METROPOLITAN HOSPITAL, and METROPOLITAN GENERAL clinics, the Group provides support to emerging professional athletes. Moreover, HHG Group serves as the official health sponsor for major sports clubs, including AEK Athens Basketball Club, Panathinaikos (Football and Basketball Clubs), and the Iliasiakos Women's Volleyball Team, providing comprehensive services in prevention, diagnosis, and rehabilitation. Collectively, these partnerships help empower the sporting community while highlighting the value of health as a fundamental component of both athletic performance and overall well-being.





## Support for Sporting Events

The Group actively supports sporting events by providing comprehensive medical services and specialized assistance. These efforts significantly contribute to athlete safety and ensure the smooth running of competitions. In 2024, participation included events such as the Athens Classic Marathon, and the Olympic Health Run against childhood cancer. In addition, support is provided for charitable initiatives, including the Lifeline Run, by sponsoring the acquisition of incubators for pediatric hospitals within the National Health System.

At the same time, in 2024, the Group's clinics also provided support for events such as the 24<sup>th</sup> Ymittos Mountain Run 2024, the charity football match for "Aktida Aegeou" [Ray of the Aegean], the "Families Stroller Run," the Wakeboard Cup 2024, and the "Run Karpathos" race. In addition, ambulance services were provided at races organized by the Nautical Club and the Municipality of Faliro. Finally, it should be noted that HYGEIA provided an ambulance to the Hellenic Olympic Committee for the Olympic Flame Lighting Ceremony. With its specialized medical staff and fully equipped ambulance, HYGEIA played a key role in en-



sureing the safe and efficient execution of the ceremony, an event of international significance and cultural importance.

METROPOLITAN GENERAL supported an event dedicated to the Spirit of Olympism and the Olympic Truce, organized in Paris by the Permanent Mission of Greece to UNESCO in collaboration with the Permanent Mission of France.



## Support for Local Teams and Clubs

Aiming to promote sports at the local level, the Group actively supports amateur sports clubs and teams throughout Greece, including Athens Kallithea FC and the Astypalaia Athletic Club. Additionally, METROPOLITAN HOSPITAL supports organizations such as the Hellenic Olympians Association, the Hellenic Athletics Federation (SEGAS), the Papagou Athletic Club, the Autism Spectrum Basketball Program of the Athletic Club, and the "AIAS" Athletic Club of Salamina. Finally, in 2024, support was provided to the Viper Racing team, which represented Greece at the 19<sup>th</sup> F1 in Schools World Finals in Saudi Arabia.

# Actions to Promote Medical Science

The Group strategically invests in advancing medical science, continuously enhancing healthcare services by creating specialized clinical units, implementing cutting-edge therapeutic methods, and actively engaging in international research networks and scientific conferences. This approach facilitates the application of scientific knowledge in clinical practice, thereby improving patient access to more targeted, effective, and personalized therapies.



## New Technologies, Services and Expertise

METROPOLITAN HOSPITAL has inaugurated its specialized Electrophysiology & Pacing Department and Bronchoscopy-Interventional Pulmonology Department, further enhancing its clinical capabilities and broadening treatment options for patients. The launch of these departments supports the expansion of services for critical cardiovascular and respiratory pathologies, offering more comprehensive care alongside advanced diagnostic and therapeutic technologies. At the same time, the clinic inaugurated the Dietetic Clinic, providing specialized care in Nutrition and Dietetics with the aim of promoting health and improving patients' quality of life.

MITERA has established a state-of-the-art Neurophysiology Unit within its Neurology Clinic, featuring advanced Electroencephalography and Electromyography-Electroneurography departments. The new unit, staffed by specialized physicians and technologists, features cutting-edge technology for comprehensive diagnostic testing and aims to provide accurate diagnosis and personalized treatment. Meanwhile, the HYGEIA IVF Embryogenesis Unit announced a strategic partnership with AIVF to integrate artificial intelligence into assisted reproduction, enhancing embryo evaluation and personalizing treatments to achieve higher success rates.

METROPOLITAN GENERAL has introduced the advanced BiopSee® system for guided transperineal prostate bi-

opsy with MRI/PET/CT image fusion technology, offering greater accuracy in prostate cancer diagnosis and treatment. The Endoscopy Department has been equipped with high-definition video endoscopes and advanced techniques, ensuring more reliable gastroscopy and colonoscopy procedures. In addition, the Patient Admissions Office and the Multipurpose Room were also renovated, improving patient care and the hosting of educational activities, respectively.

A modern CT scan system has been installed at HEALTHSPOT Glyfada, combining the latest low-dose technologies with high diagnostic accuracy and advanced capabilities for coronary CT angiography.

Finally, Hellenic Healthcare Group is making substantial investments in digital transformation through the my-Ygeia app, providing patients and individuals undergoing tests at any of the Group's clinics and diagnostic centers with instant and secure access to their medical information. This development is revolutionizing healthcare, making health management more convenient and transparent. The my-Ygeia app provides direct and convenient access to the medical records of every patient and individual receiving treatment at any of the Group's hospitals — HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, and CRETA INTER CLINIC — as well as at HealthSpot diagnostic centers.

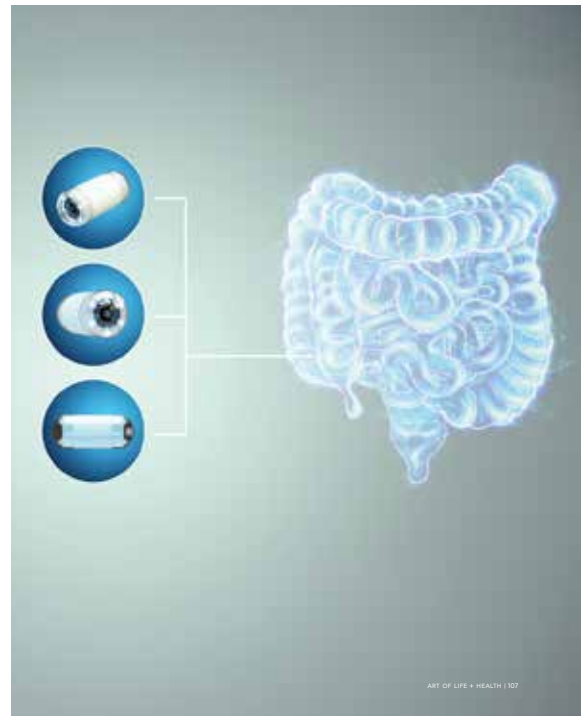


## Innovation in Clinical Practice

HYGEIA has implemented Magnetic Controlled Capsule Endoscopy for stomach examinations, an innovative technique that enables detailed evaluation of the gastrointestinal tract without the need for laxatives or sedation, ensuring greater precision and patient comfort. In addition, Greece's first transcatheter tricuspid valve implants were performed on patients with severe symptomatic native valve insufficiency who were not candidates for other surgical or invasive treatments.

METROPOLITAN HOSPITAL successfully performed the first transcatheter atrial fibrillation ablation in Greece utilizing innovative Pulsed Field Ablation technology. This approach offers high success rates, significantly reduced procedure time, and a lower risk of complications, reflecting the hospital's commitment to adopting state-of-the-art technologies.

Two pioneering surgeries for complex vascular malformations were performed at MITERA by the Second Vascular Surgery Clinic of HYGEIA, in collaboration with leading specialists from Lariboisière Hospital in Paris, providing highly specialized treatment for complex cases.





## Participation in International Programs

The Group strengthens its international reputation in medical research by actively participating in prestigious and innovative scientific programs, contributing significantly to the advancement of medical knowledge, the development of new technologies, and the progress of clinical practice at both European and global levels.

Specifically, for the second consecutive year, MITERA, in collaboration with PROTON S.A., under the auspices of HEAL Academy, participated in Olympus' international "Continuum" program by organizing English-language seminars showcasing its expertise in gynecological laparoscopy. Aimed at young gynecologists from across the European Union, the seminars provided training in modern techniques utilizing state-of-the-art equipment and endoscopic surgery simulators. The program featured lectures by renowned clinicians and the opportunity to observe selected surgeries at MITERA, offering a well-rounded educational experience.

Furthermore, through its Model Clinical Research Center, METROPOLITAN HOSPITAL participated in the European research consortium Horizon2020, contributing to the development of an artificial intelligence model for lung cancer patients. In 2024, the inaugural conference "Artificial Intelligence in Oncology" was hosted at the Anargyrios School of Spetses, bringing together international scientific bodies and fostering active participation in the global scientific discourse.



## International Certifications and Distinctions for Scientific Excellence

The Group's clinics have earned consistent recognition for the excellence of their services and their pioneering contributions to patient care, research, and education. Through certifications from leading international bodies, participation in global conferences, and the international recognition received by its scientists, the Group reaffirms its commitment to advancing medical science and delivering patient-centered care.

The Model Oncology Team at HYGEIA has been certified by the American Society of Clinical Oncology (ASCO) under its new quality control program for delivering high-quality, patient-centered care. HYGEIA's Model Oncology Team and Third Oncology Clinic are the first oncology teams outside the U.S. to be certified under the new ASCO quality control program. In addition, since 2016, the First Oncology Clinic of METROPOLITAN HOSPITAL has been, for three consecutive terms (2016-2018, 2019-2021, and 2022-2024), the only oncology clinic in Greece recognized as a

"Designated Center of Integrated Oncology and Palliative Care" by the European Society for Medical Oncology (ESMO), Europe's largest Association of Oncologists and Cancer Care Specialists.

Furthermore, doctors from Hellenic Healthcare Group regularly participate as speakers at prestigious medical conferences, including the 61<sup>st</sup> Annual Meeting of the Korean Society of Hypertension, the 18<sup>th</sup> Panhellenic Medical Conference on Obesity, and the 47<sup>th</sup> European Lymphology Conference, earning distinction for their contributions to medical science. In fact, in 2024, a doctor from METROPOLITAN HOSPITAL was named among Stanford University's World's Top 2% Scientists, an internationally recognized distinction that highlights the quality and breadth of their scientific contributions. Finally, the Director of METROPOLITAN HOSPITAL's Lymphedema Prevention, Diagnosis, and Treatment Center was named Global Person of the Month for March by the World Phlebology Society.

# 06

## Responsible Governance

“ Good governance is achieved when decision-making serves the public interest rather than personal gain. ”

Kofi Annan

Our Contribution to the UN's 17 Sustainable Development Goals (SDGs) for 2030







# We conduct our operations with ethics and transparency

At Hellenic Healthcare Group, we consider strong corporate governance to be the foundation of our strategy for sustainable and responsible growth

Responsible and effective corporate governance is the cornerstone of our strategy for sustainable growth. At Hellenic Healthcare Group, we operate with full transparency, meritocracy, and accountability, adhering to international best practices in governance and fully complying with all applicable regulatory and legislative frameworks.

Our operations are guided by a robust corporate governance framework that emphasizes the accountability of management bodies, safeguards stakeholder rights, and prevents any form of maladministration. The Corporate Governance Code and the Code of Medical and Scientific Ethics ensure that all Group activities are conducted in accordance with the principles of ethics, transparency, and professional integrity.

In 2024, we strengthened our internal control and compliance monitoring framework by implementing advanced risk management and ESG assessment systems

across our entire supply chain. We prioritized the responsible management of our financial and operational risks, enhancing the Group's ability to remain resilient in the face of evolving external factors.

Information system security and personal data protection remain strategic priorities. Robust cybersecurity and confidentiality policies have been established to ensure the protection, integrity, and availability of data belonging to our patients, employees, and partners.

We consistently invest in training and raising awareness among our staff on corporate ethics, integrity, and regulatory compliance, fostering a culture of accountability and professionalism across all levels of the organization. Through continuous training, we ensure that every employee embraces the principles of transparency and responsible operation, actively contributing to the Group's strong reputation and credibility.



# Effective Administrative Operations

At Hellenic Healthcare Group, we consider corporate governance a key driver of responsible and sustainable growth. We systematically invest in fostering a transparent, ethical, and reliable operating framework that aligns with internationally recognized principles and standards. Our commitment to integrity and accountability is embedded at every level of management and business activity, strengthening transparency, trust, and sustainable value creation for all stakeholders.

Adherence to the Corporate Governance Principles set forth in Law 4701/2020 is a non-negotiable priority for the Group. We also embrace internationally recognized standards and best practices to promote good governance and responsible corporate practices. The Group's Corporate Governance Code is grounded in the principles of the Hellenic Federation of Enterprises (SEV) and reflects fundamental values, including:

- Promoting transparency and accountability in all business relationships.
- Ensuring compliance with antitrust legislation and commitment to fair business practices.
- Preventing corruption and all forms of unlawful transactions, particularly in dealings with state or local authorities.

Hellenic Healthcare Group's Board of Directors oversees the implementation of the Group's strategy and overall operations, with a focus on achieving both operational and sustainability goals. The Board's composition ensures diversity, strong qualifications, and independent judgment, while the Chairman has no ties to the Group's executive structure, reinforcing objective and impartial governance.

The Group's corporate governance structure is founded on a clear framework of responsibilities, with the Board of Directors holding sole authority for strategic decision-making. Board members are elected by the General Assembly, ensuring a transparent process and institutional accountability.

The Group maintains a dynamic and flexible organizational structure that responds to the changing needs of each business unit. Coherence between management and operational activities is ensured through policies and internal regulations that align every aspect of our business with the principles of ethics and responsibility.



## Sustainable Development and Management

The Group's sustainable development strategy is embedded throughout all levels of management. The Board of Directors and senior management actively shape and implement ESG policies through specialized committees and oversight mechanisms. Specifically, the Clinical Advisory Committee oversees environmental, social, and governance (ESG) matters, ensuring that implemented initiatives meet modern standards of accountability and innovation.

At the same time, a robust internal control system is in place which enables continuous evaluation of procedures, identification of risks, and rapid adaptation to evolving regulatory or operational requirements. This system supports compliance and strengthens operational resilience.

The annual Sustainability Report is reviewed by the Board of Directors and senior management, who ensure that its key findings are integrated into strategic decisions and operational planning.



# Confidentiality and Data Security

Protecting the privacy of patients, visitors, employees, and all partners is a top priority for Hellenic Healthcare Group. Our approach is grounded in strict compliance with applicable legislation and the implementation of policies that strengthen the transparency, security, and confidentiality of information.

The Group's Privacy Policy applies to all activities and governs the processing of personal data of patients, employees, partners, and investors, ensuring full compliance with the General Data Protection Regulation (GDPR). Furthermore, the Information Security Policy ensures that data storage, processing, and distribution are conducted in a manner that safeguards the availability, integrity, and confidentiality of both physical and electronic information resources.

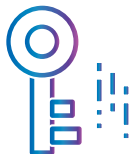
A designated Data Protection Officer (DPO) is responsible for continuously monitoring relevant procedures, evaluating compliance mechanisms, and providing advisory support to ensure proper implementation of the regulatory

framework. Personal data is collected and processed for predetermined, explicit, and legitimate purposes, retained only for a limited period, and handled in a manner that ensures legality and transparency.

Throughout 2024, our employee training programs focused on fostering a robust culture of data protection and security. A total of 24 training sessions were conducted, focusing on preventing security breaches, identifying risks, and properly managing sensitive data.

HYGEIA Clinic also implements a comprehensive corporate communications policy that establishes standards for data protection across all communication activities. This policy upholds the integrity of the information processed and reinforces the trust of patients, customers, and partners by ensuring confidentiality, accuracy, and lawful use.

The Group continues to enhance its personal data protection practices, aiming for full compliance with the strictest standards while fostering trust with patients and other stakeholders.



**Two**  
personal data breach incidents were reported



**Eleven**  
requests were received to exercise data subject rights



**No**  
expenses were incurred for fines, legal claims, or trading fees related to GDPR violations



## Our Values and Principles for Privacy Protection

Safeguarding personal data is an integral aspect of Hellenic Healthcare Group's responsible operations. Through targeted policies and specialized procedures, we ensure that information is managed in a consistent, reliable, and transparent manner. The framework we apply is designed to reinforce stakeholder confidence and enhance long-term credibility, guided by four fundamental principles:

- **Respect for Rights:** We acknowledge the importance of each individual's privacy and implement policies that ensure the fair and responsible handling of their personal data.
- **Building Trust:** Protecting the data of customers, employees, and patients is a priority in all our activities.
- **Preventive Security:** We implement mechanisms to proactively prevent physical, technical, or financial risks that could compromise information security.
- **Strict Compliance:** We are committed to full compliance with the legal framework and take a consistent, responsible approach to all data processing.

In addition to these principles, we apply eight key specifications that guide all our activities regarding privacy:

- **Necessity:** Data is gathered and processed solely for specific, documented business purposes.
- **Fairness:** Our procedures ensure that data is processed in a fair and impartial manner, without imposing undue burdens on data subjects.
- **Transparency:** We clearly communicate to all parties the purposes and methods of data processing.
- **Purpose Limitation:** Data processing is restricted to the purposes for which it was collected and conducted only with the consent of the individuals concerned.
- **Accuracy and Updating:** We implement measures to ensure data remains accurate and is regularly updated.
- **Strong Security:** We implement robust technical and organizational safeguards, including encryption, access restrictions, and intrusion detection mechanisms.
- **Secure Transmission:** Data transferred within the Group or to third-party partners is transmitted through controlled and secure channels.
- **Legal Documentation:** Personal data is processed only when all conditions of the applicable legal framework are fully met.

In conclusion, we remain committed to continuously updating our personal data management policies and practices, ensuring that the Group serves as a model of reliability and compliance. Our unwavering goal is to maintain the trust of patients, employees, and all stakeholders by ensuring the security, integrity, confidentiality, and availability of information.

# Compliance with Regulatory Frameworks

At Hellenic Healthcare Group, we strive for full compliance with the legal and regulatory framework governing our operations, while upholding respect for human rights across all aspects of our activities. By implementing targeted policies and internal procedures, we uphold integrity and transparency in everything we do.

To ensure effective compliance monitoring, we implement internal control mechanisms and conduct systematic inspections across all our operations. Simultaneously, we invest in employee training to prevent regulatory risks and ensure timely identification of any potential non-compliance. These procedures include the regular collection and analysis of compliance indicators, along with the prompt implementation of corrective measures as needed.

We place strong emphasis on preventing bribery, corruption, and conflicts of interest. Through our policies, we implement robust safeguards, while regular audits ensure compliance with our principles and transparency in decision-making. Audit findings are then communicated to the Board of Directors, reinforcing accountability across the Group.

Regarding human rights, the Group maintains a zero-tolerance policy toward all forms of forced or child labor. Our policies are designed to uphold dignity and ensure equal treatment for all employees and partners, with strict control mechanisms in place to guarantee their implementation across the entire value chain. Procedures have also been established to ensure the prompt identification and management of potential breaches.

A key part of our compliance strategy is to provide employees with an effective support framework. We maintain hotlines and advisory services that allow team members to safely raise concerns or complaints, reinforcing trust and security in the workplace.

In addition, we closely track changes in international regulations and promptly update our policies accordingly to ensure compliance. By continuously updating our staff and proactively addressing new requirements, we uphold a high level of compliance and reinforce our role as a responsible organization, fully aligned with legal and ethical standards.



# Supply Chain Management

Hellenic Healthcare Group maintains a broad network of partnerships with suppliers of medical equipment, materials, and other essential items, recognizing that stable and reliable partnerships are the foundation of our consistent and responsible operations. Our goal is to set a standard of values and excellence, by selecting partners who share our principles and implement responsible practices.

Supplier selection and evaluation are conducted through transparent procedures, taking into account their policies on sustainability, human rights protection, and environmental responsibility. This process is overseen by experienced executives from the Group's nursing departments, ensuring that all products used in our clinics meet quality standards and certification requirements. To ensure quality, ongoing local market research is conducted to identify materials equivalent to those used in leading hospitals nationwide. All products undergo checks to ensure compliance with required standards, including CE certifications and declarations of conformity.

The safety and quality of supplies are fundamental to the Group's operational excellence. For this reason, we ensure that our suppliers comply with international standards on working conditions, human rights, and environmental management, reinforcing our commitment to ethical and transparent operations. All clinics and subsidiaries of the Group follow specific internal operating regulations, which clearly define the procedures of the central procurement committee. The committee is responsible for overseeing the implementation of procedures, approving or rejecting suppliers, and handling the negotiation of collaboration terms.

Y-LOGIMED has adopted a Supplier Code of Conduct, ensuring that all partnerships are fully aligned with the Group's values and principles. This Code emphasizes ethics, social responsibility, environmental protection, and sustainability, encouraging partnerships only with suppliers aligned with these principles.

With a strong focus on sustainable development, Y-LOGIMED evaluates all suppliers to ensure that its partners operate according to the principles of sustainability, environmental responsibility, and social awareness. This assessment serves as a key criterion for continuing or terminating partnerships with suppliers whose practices do not align with the principles of sustainable development.

Through this process, Y-LOGIMED reinforces the transparency and reliability of its partnerships while contributing to the creation of a value chain consistent with sustainability principles.

In 2024,

**100%**  
of suppliers were evaluated on the implementation of sustainable practices

**83,7%**  
of the Group's suppliers came from the local community



# 07

## Pioneering Healthcare Services

“Wherever the art of Medicine is loved,  
there is also a love of Humanity.”

Hippocrates





# Quality of Patient Care

High-quality medical and nursing care lies at the heart of the Group's activities

Providing high-quality medical and nursing care is Hellenic Healthcare Group's foremost objective. To this end, we continuously invest in innovative technologies and advanced solutions, enabling our clinics to provide modern and effective treatment options.

We also place particular emphasis on continuous staff training, ensuring they are fully prepared to handle critical situations and reinforcing their vital role in providing high-quality care.

The Group implements comprehensive infection prevention and control programs, along with antibiotic stewardship initiatives, aimed at safeguarding patient health.

Patient and visitor experience and satisfaction are monitored daily through feedback systems, with this information used in a responsible and discreet manner.

In 2023, a pioneering program was launched that leverages artificial intelligence (AI) to analyze patient satisfaction data. This technology enables trends and areas for improvement to be identified with greater precision, allowing services to be tailored to the actual needs and expectations of patients.

Key indicators for 2024 related to the quality of our services are presented below:



Patient fall rate is

**0.75**

per 1,000 patient-days

Patient fall rate resulting in injuries is

**0.075**

per 1,000 patient-days

**91%**

of patients stated that they would recommend our clinics to friends and relatives

**88%**

of patients rated the care they received as "Excellent" or "Very Good"

Only

**0.06%**

of patients expressed complaints about our services

# 08

## APPENDIX

“ Innovation distinguishes between a leader and a follower. ”

Steve Jobs



ESG



# About this Report

This Sustainability Report is the sixth annual publication of Hellenic Healthcare Group, covering the period from 1 January to 31 December 2024. Through this report, we document our performance and initiatives in the areas of Environment, Society, and Governance (ESG), reinforcing our commitment to accountability and transparency for all stakeholders.

The report has been prepared in accordance with the GRI Standards 2021 and partially aligns, on a voluntary basis, with the European Sustainability Reporting Standards (ESRS) of the Corporate Sustainability Reporting Directive (CSRD), reflecting our readiness for future disclosure requirements.

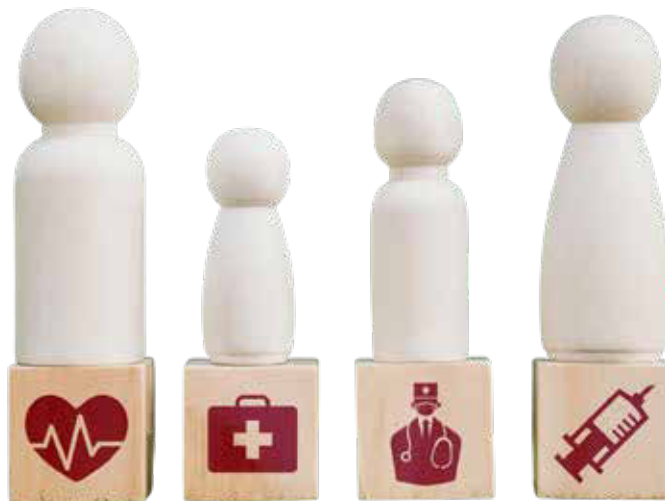
During 2024, no major changes occurred in the Group's structure or operations compared to the previous year.

To identify the Group's material issues, we relied on the results of the Double Materiality Assessment conducted last year. Consequently, the environmental and social impacts, risks, and opportunities previously identified remained consistent with prior findings.

Where data is based on specific assumptions or methodologies, the adopted approach is clearly described in accordance with the GRI Standards.

Selected indicators were externally verified by an independent body in accordance with the international standard ISAE 3000. A copy of the corresponding verification letter is included at the end of the report.

**i.** For comments, feedback, or suggestions regarding this report or the Group's sustainable development initiatives, please contact us at: [commercial@hygeia.gr](mailto:commercial@hygeia.gr).



# Summary Tables

Summary tables of the data included in this Report are presented below. The data pertains to individual clinics and is presented according to the structure of this Report.

## Our Environmental Footprint

The tables below provide a summary of carbon footprint, energy use, waste production, and water consumption by clinic and company.

The table summarizes direct and indirect greenhouse gas (GHG) emissions.

Greenhouse Gas Emissions	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTHSPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Direct CO <sub>2</sub> emissions - Scope 1 (tn CO <sub>2</sub> e)	1,619	652	1,332	652	209	-	-	-	-	-	-	-	236	-	-	-	-	-
Indirect CO <sub>2</sub> emissions - Scope 2 (tn CO <sub>2</sub> e)	4,119	2,996	2,653	1,880	659	-	-	-	-	-	-	-	1,968	-	-	-	-	-

The table below summarizes energy consumption across Hellenic Healthcare Group clinics and companies by energy source and per patient-day where measured.

Energy consumption	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTHSPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Total electricity consumption (MWh)*	12,096	8,799	7,792	5,521	1,934	875	2,466	180	262	7	519	429	2,864	226	366	-	-	-
Electricity consumption (kWh) / patient-day*	151.6	161.4	121.5	161.2	213.7	63.6	104.7	-	-	-	-	-	159.1	155.4	-	-	-	-
Total natural gas consumption (MWh)*	7,995	1,657	6,578	3,217	1,277	-	-	-	-	-	-	-	-	-	-	-	-	-
Natural gas consumption (kWh) / patient-day*	100.2	30.4	102.6	93.9	95.04	-	-	-	-	-	-	-	-	-	-	-	-	-
Total oil consumption (m <sup>3</sup> )*	2.7	-	-	-	-	-	18.32	-	0.3	-	-	-	74.3	-	-	-	-	-

Energy consumption	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTHSPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Total energy consumed from renewable energy sources (%)*	47%	47%	47%	47%	47%	47%	16%	-	-	-	-	47%	-	-	-	-	-	-
Total energy consumed from renewable energy sources (MWh)*	5,685	4,136	3,662	2,595	909	411	395	-	-	-	-	202	-	-	-	-	-	-
Total energy consumption (MWh*)	20,115.3	10,456	14,370	8,738	3,211	875	2,631	180	264.7	7	519	429	3,532.7	226	366	-	-	-
Total energy intensity (kWh / patient-day)*	252.16	191.84	224.12	255.7	239.02	63.6	111.72	-	-	-	-	-	196.23	155.43	-	-	-	-

The table below presents hazardous and non-hazardous waste generation and management.

Waste	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Hazardous waste generated (t)*	478	397	342	243	33	30	67	-	-	-	-	18	-	20	0.3	-	-	-
Percentage of hazardous waste recycled (%)*	0%	0%	0%	0%	1%	0%	-	-	-	-	-	0%	-	-	-	-	-	-
Percentage of hazardous waste incinerated (%)*	10%	3%	11%	4%	21%	8%	-	-	-	-	-	0%	-	-	-	-	-	-
Percentage of hazardous waste sterilized (%)*	90%	97%	89%	96%	78%	92%	-	-	-	-	-	100%	-	-	-	-	-	-
Non-hazardous waste generated (t)*	616	426	706	9	102	21	444	-	15	-	-	-	-	-	-	-	-	-

The table below presents total water consumption across Hellenic Healthcare Group clinics and companies, as well as water consumption per patient-day where measured.

Water consumption	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Water consumption (m <sup>3</sup> )*	75,683	36,524	70,288	35,121	13,878	3,870	15,478	315	721	19	278	1,226	9,988	1,388	420	6,100	-	-
Water consumption (m <sup>3</sup> ) / patient-day*	0.95	0.67	0.94	1.01	1.53	0.37	0.66	-	-	-	-	-	0.55	-	-	-	-	-

## Human Resources of the Group

The following tables present information on the human resources of the Group, including hires, departures, and the distribution of employees by hierarchy and work type.

The table below summarizes key human resources indicators by gender and nationality.

Distribution of human resources	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Number of women*	828	678	940	560	193	115	226	29	33	10	55	43	196	48	24	13	72	7	4,074
Number of men*	435	393	251	213	61	58	105	7	60	3	17	7	81	10	10	6	34	1	1,750
Total number of employees*	1,263	1,071	1,191	773	254	173	331	36	93	13	72	50	277	58	34	19	106	8	5,824
BoD - Number of women*	1	0	1	0	1	1	0	0	1	0	0	0	0	1	0	2	-	0	8
BoD - Number of men*	10	6	14	5	10	6	4	5	2	0	5	8	9	1	4	1	-	1	89
Number of women in managerial/administrative positions	69	5	6	35	3	9	15	0	4	1	6	-	1	1	0	1	-	1	157
Number of executives in managerial/administrative positions	126	19	8	55	1	14	22	1	15	1	8	-	6	2	1	1	-	2	281
Percentage of employees with disabilities (PWD)	0.08%	0.09%	0.34%	0.65%	-	1.2%	-	-	1.08%	-	-	-	-	-	-	-	-	-	0.31%

Distribution of human resources	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL	
Number of employees with disabilities (PWD)	1	1	4	5	-	2	-	-	1	-	-	-	-	-	-	-	-	-	-	14
Employees who are nationals of the host country	1,244	1,062	1,169	756	248	163	301	36	93	13	-	50	188	55	24	19	-	8	5,429	
Employees who are nationals of a country other than the host country	19	9	22	17	8	3	30	-	-	-	-	-	89	3	-	-	-	-	200	

The table below summarizes the age distribution of employees across the Group's clinics and companies.

Age distribution of employees	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Age distribution (<30)*	168	138	223	171	56	40	99	7	3	0	-	9	73	16	5	5	-	6	1,019
Age distribution (30-50)*	730	627	713	451	141	86	159	20	69	12	-	32	144	33	18	13	-	2	3,250
Age distribution (51+)*	365	306	255	151	57	45	73	9	21	1	-	9	60	9	11	1	-	0	1,373

The table below presents hiring figures by gender and age group across the Group's clinics and companies.

Number of Hires	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Total number of hires*	122	116	212	163	53	47	99	3	11	0	25	7	91	17	4	5	56	0	1,031
Number of men*	36	31	36	39	16	13	25	1	6	0	8	0	27	6	2	1	41	0	288
Number of women*	86	85	176	124	37	34	74	2	5	0	17	7	64	11	2	4	15	0	743
Number of men, (<30)*	17	9	17	21	7	5	7	1	1	0	3	0	12	0	0	0	-	0	100
Number of men, (30-50)*	15	16	14	16	5	8	14	0	4	0	5	0	13	4	0	1	-	0	115
Number of men (51+)*	4	6	5	2	4	0	4	0	1	0	0	0	2	2	2	0	-	0	32

Number of Hires	HYGEIA	METROPOLITN HOSPITAL	MITERA	METROPOLITN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Number of women (<30)*	42	40	88	67	24	19	31	2	0	0	4	2	38	2	0	3	-	0	362
Number of women (30-50)*	33	39	73	51	11	10	25	0	3	0	10	5	21	5	1	1	-	0	288
Number of women (51+)*	11	6	15	6	2	5	18	0	2	0	3	0	5	4	1	0	-	0	78

The table below presents the number of departures, by gender and age group, across the Group's clinics and companies.

Departures	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Total departures*	100	134	170	128	58	54	75	7	8	0	19	3	84	11	0	3	39	0	893
Number of men*	28	38	28	24	13	16	25	2	6	0	5	0	31	2	0	1	28	0	247
Number of women*	72	96	142	104	45	38	50	5	2	0	14	3	53	9	0	2	11	0	646
Number of men, (<30)*	10	6	9	13	4	8	10	1	0	0	1	0	5	1	0	1	-	0	69
Number of men, (30-50)*	14	21	16	11	6	8	13	1	4	0	3	0	24	1	0	0	-	0	122
Number of men (51+)*	4	11	3	0	3	0	2	0	2	0	1	0	2	0	0	0	-	0	28
Number of women (<30)*	26	30	58	39	16	22	20	2	0	0	1	2	20	1	0	2	-	0	239
Number of women (30-50)*	44	48	69	55	21	13	20	2	2	0	11	1	25	4	0	0	-	0	315
Number of women (51+)*	2	18	15	10	8	3	10	1	0	0	2	0	8	4	0	0	-	0	81
Employee mobility rate*	7.8%	12.5%	14.3%	16.6%	25%	31.2%	22.7%	19.4%	8.6%	0%	26.4%	6%	30.3%	19%	0%	15.8%	-	0%	15.4%

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

Employees by work type	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Full-time employment	1,189	1,044	1,111	735	237	145	310	35	93	13	67	47	246	51	34	19	-	8	5,384
Part-time employment	74	27	80	38	19	21	21	1	0	0	5	3	31	7	0	0	-	0	327
Permanent contract	1,237	1,071	1,122	772	230	146	331	34	91	13	72	49	277	55	-	19	-	8	5,527
Fixed-term contract	26	0	69	1	26	20	0	2	2	0	0	1	0	3	-	0	-	0	150

The table below presents the distribution of employees by job position and hierarchical level across the Group's clinics and companies.

Distribution of employees by position and hierarchical level	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Executive Directors and Division Directors	10	2	8	5	5	1	6	0	4	2	0	0	2	1	4	1	-	1	52
Department Directors	26	22	4	3	0	2	2	1	9	0	2	1	4	6	1	1	-	1	85
Department Heads	90	32	118	47	26	11	18	0	2	0	0	5	12	2	3	2	-	0	368
Doctors	110	133	83	42	16	27	41	1	0	0	0	2	10	6	9	16	-	0	496
Scientific staff (biologists, pharmacists, technologists)	26	104	7	69	2	8	18	25	0	0	0	15	1	3	12	4	-	2	295
Nursing staff	461	392	644	282	106	59	118	0	0	0	0	15	170	22	0	8	-	7	2,248
Administrative staff	281	406	267	281	50	44	53	8	76	11	0	11	97	10	10	4	-	1	1,610
Support staff	113	15	118	78	25	3	62	0	1	0	0	0	0	4	3	2	-	0	424
Technical staff	24	21	20	21	9	1	2	0	0	0	0	0	0	4	0	1	-	0	103
Other staff	122	0	44	0	17	9	11	1	0	0	2	2	1	0	0	0	-	0	209

## Employee training

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

Training	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Number of training hours	7,296	26,269	7,513	1,750	46	429	2,488	24	-	-	141	825	32	-	-	16	-	49	46,878
Average training hours per employee per year	10.3	47.3	7.8	1.9	-	4.7	8	2	-	-	1.9	-	6	-	-	2	-	7	9
Percentage of employees evaluated on their performance*	100%	83%	82%	50%	-	98%	87%	-	-	-	62%	100%	89%	-	-	100%	-	100%	-
Percentage of new hires who received initial training on environmental issues and business ethics (seminars, e-learning, etc.)	100%	100%	58%	20.86%	1%	88%	100%	-	-	85%	-	-	-	-	-	100%	-	-	-
Number of new hires who received initial training on environmental issues and business ethics (seminars, e-learning, etc.)	122	116	123	34	3	45	99	-	-	-	-	-	-	-	-	5	-	-	547
Number of Executive Directors and Division Directors trained	6	0	4	0	6	2	6	1	4	-	0	0	-	-	-	1	-	-	30
Number of Department Directors trained	10	0	2	0	1	2	2	1	7	-	7	1	3	-	-	1	-	-	37
Number of Department Heads trained	34	12	124	25	19	11	18	-	2	-	1	3	8	-	-	2	-	-	259
Doctors trained	131	0	28	0	9	26	41	-	0	-	0	0	7	-	-	16	-	-	258
Scientific staff trained	15	2	4	20	1	10	18	10	0	-	9	13	16	-	-	4	-	-	122

Training	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Nursing staff trained	334	215	832	230	98	57	118	-	0	-	25	15	79	-	-	8	-	-	2,011
Administrative staff trained	125	319	14	35	24	42	53	1	48	-	25	2	40	-	-	4	-	-	712
Support staff trained	37	0	42	36	9	3	62	-	0	-	0	0	79	-	-	2	-	-	270
Technical staff trained	6	15	0	1	11	1	2	-	0	-	0	0	40	-	-	1	-	-	77
Other staff trained	11	0	43	5	0	9	11	-	0	-	5	0	1	-	-	0	-	-	85

The following table summarizes the number of training programs across the Group's clinics and companies.

Training programs	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE	TOTAL
Clinical issues	17	3	50	11	6	4	5	-	0	-	-	2	9	-	-	19	-	-	126
Infection prevention and control	6	2	10	7	6	3	0	-	0	-	-	1	3	-	-	8	-	-	46
Clinical skills	109	10	22	11	11	5	5	-	0	-	-	5	0	-	-	8	-	-	186
Technical skills	16	3	20	11	4	5	0	-	7	-	-	2	0	-	-	19	-	-	87
Environment, Health, and Safety*	18	4	2	6	4	3	6	-	4	-	-	0	4	-	-	2	-	15	68
Postgraduate studies	3	0	0	0	0	1	0	-	0	-	-	0	1	-	-	8	-	4	17
Attendance / participation in conferences	61	0	1	18	3	14	0	-	4	-	-	4	1	-	-	19	-	5	136
GDPR issues	1	0	1	0	1	1	1	-	4	-	2	1	3	-	-	8	-	1	24

## Employee Health and Safety

The table below presents employee health and safety indicators

Health and Safety	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Sharps injuries	0.70	0.90	-	0.50	1.30	5.50	0.70	-	0.00	0.00	-	0.03	-	-	-	-	-	-
LWD (Lost Work Day Rate)	7.50	19.80	4.40	15.10	0.00	270.00	0.00	-	3.30	0.00	-	0.00	0.80	-	-	-	-	-
DART Rate (Days Away/Restricted or Job Transfer Rate)	0.00	0.50	0.00	0.01	0.00	0.10	0.00	-	0.00	0.00	-	0.00	0.00	-	-	-	-	-

## Our patients are our priority

The table below presents patient health and safety indicators.

Patient Health and Safety	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Patient falls per 1,000 patient-days	1.44	1.27	0.48	1.84	0.52	0.48	-	-	0.00	0.00	-	-	0.00	-	-
Patient falls resulting in injuries per 1,000 patient-days	0.33	0.04	0.20	0.03	0.00	0.00	-	-	0.00	-	-	-	0.00	-	-

The table below presents patient satisfaction indicators.

Patient satisfaction	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Percentage of complaints in relation to total number of inpatients and outpatients*	0.08%	0.08%	0.08%	0.20%	0.03%	0.06%	-	-	0%	0.002%	-	-	0	-	-

Patient satisfaction	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESS CARE
Percentage of patients who rated the care at our clinics as “Excellent” and/or “Very Good”	78%	93%	82%	93%	94%	89%	-	-	94%	85%	-	97%	75%	-	-
Percentage of patients who would recommend our clinics to friends and relatives	80%	-	94%	97%	98%	93%	-	-	93%	-	-	98%	75%	-	-

## Group Governance

The table below presents information on personal data protection monitored by the Group’s clinics and companies.

Data protection	HYGEIA	METROPOLITAN HOSPITAL	MITERA	METROPOLITAN GENERAL	LETO	CRETA INTERCLINIC	APOLLONION	A-LAB	Y-LOGIMED	GMP	HEALTH SPOT	IVF	ARETAEIO	CITY HOSPITAL	PROGNOSIS	MY CLINIC (MYKONOS)	PLATON DIAGNOSIS	BUSINESSCARE	ΣΥΝΟΛΟ
Total number of data protection breaches*	0	0	1	1	0	0	-	0	0	0	0	0	-	0	0	0	-	-	2
Total number of requests to exercise data subject rights*	5	0	4	1	1	0	-	0	0	0	0	0	-	0	0	0	-	-	11
Expenses incurred for fines, legal claims, or trading fees related to GDPR violations*	0	0	0	0	0	0	-	0	0	0	0	0	-	0	0	0	-	-	0

\* The indicator has been verified for the following clinics and companies HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, CRETA INTERCLINIC, APOLLONION, Y-LOGIMED, GMP and IVF.

## Table of GRI standards & alignment with ESRS standards

GRI Standard	Disclosure	Report chapter	Page	Omissions			External assurance	Interoperability with ESRS standards <sup>1</sup>
				Omitted requirement	Rationale	Explanation		
<b>GRI 2: General disclosures</b>	2-1 Organization details	Our profile	9-34				YES	ESRS 1
	2-2 Entities included in the Organization's sustainability report	About this report	113				YES	ESRS 1 5.1; ESRS 2 BP-1
	2-3 Period covered by the report, duration, contact details	About this report	113				YES	ESRS 1
	2-4 Restatements of information	About this report	113				YES	ESRS 2
	2-5 External assurance	About this report	113				YES	-
	2-6 Activities, value chain and other business relationships	Message from the Chief Executive Officer / Our profile / Sustainable Development at Hellenic Healthcare Group	4-5, 9, 45-49				YES	ESRS 2 SBM- 1
	2-7 Employees	Sustainable Development at Hellenic Healthcare Group / Contribution to Society	45-49, 69-79				YES	ESRS 2 SBM-1; ESRS S1
	2-8 Non-employee workers	Sustainable Development at Hellenic Healthcare Group / Contribution to Society	45-49, 69-79				YES	ESRS S1
	2-9 Governance structure and composition	Responsible Governance	99-104				YES	ESRS 2 GOV-1; ESRS G1
	2-10 Appointment and selection of the highest governance body	Responsible Governance	100				YES	-
	2-11 Chair of the highest governance body	Responsible Governance	100				YES	-

1. The interoperability of standards is based on the official EFRAG document "GRI- ESRS Interoperability Index" Source: <https://www.globalreporting.org/media/qzmoeixv/esrs-gri-interoperability-index-november-2024.pdf>. It should be noted that not all required ESRS indicators are included, as this application of indicators is voluntary and in preparation for CSRD implementation.

\* The indicator has been verified for the following clinics and companies HYGEIA, METROPOLITAN HOSPITAL, MITERA, METROPOLITAN GENERAL, LETO, CRETA INTERCLINIC, APOLLONION, Y-LOGIMED, GMP and IVF.

GRI Standard	Disclosure	Report chapter	Page	Omissions			External assurance	Interoperability with ESRS standards <sup>1</sup>
				Omitted requirement	Rationale	Explanation		
<b>GRI 2: General disclosures</b>	2-12 Role of the highest governance body in overseeing the management of impacts	Responsible Governance	100-101, 104				YES	ESRS GOV-1; GOV-2; ESRS G1
	2-13 Assignment of responsibility for managing impacts	Responsible Governance	100-101				YES	ESRS 2 GOV-1; GOV-2; ESRS G1 G1-3
	2-14 Role of the highest governance body in sustainability reporting	Responsible Governance	101				YES	ESRS 2 GOV-; IRO-1
	2-15 Conflict of interest	Compliance with Regulatory Frameworks	104				YES	-
	2-16 Communication of critical concerns	Responsible Governance	100-104				YES	ESRS 2 GOV-2; ESRS G1 G1-1; G1-3
	2-17 Collective knowledge of the highest governance body	Responsible Governance	99-104				YES	ESRS 2 GOV-1
	2-18 Evaluation of the highest governance body's performance	-		Yes	Confidentiality restrictions	The Group is committed to safeguarding sensitive information and data to comply with applicable laws, including privacy and data protection requirements.	YES	-
	2-19 Remuneration policies	-		Yes	Confidentiality restrictions	The Group is committed to safeguarding sensitive information and data to comply with applicable laws, including privacy and data protection requirements.	YES	ESRS 2 GOV-3; ESRS E1

GRI Standard	Disclosure	Report chapter	Page	Omissions			External assurance	Interoperability with ESRS standards <sup>1</sup>
				Omitted requirement	Rationale	Explanation		
<b>GRI 2: General disclosures</b>	2-20 Procedure for determining remuneration	-		Yes	Confidentiality restrictions	The Group is committed to safeguarding sensitive information and data to comply with applicable laws, including privacy and data protection requirements.	YES	ESRS 2 GOV-3
	2-21 Annual total remuneration ratio	-		Yes	Confidentiality restrictions	The Group is committed to safeguarding sensitive information and data to comply with applicable laws, including privacy and data protection requirements.	YES	ESRS S1 S1-16
	2-22 Statement on the Sustainable Development Strategy	Message from the Chief Executive Officer	4-5				YES	ESRS 2 SBM-1
	2-23 Policy Commitments	We conduct our operations with ethics and transparency	99-105				YES	ESRS 2 GOV-4; ESRS S1 S1-1; ESRS S2 S2-1; ESRS S3 S3-1; ESRS S4 S4-1; ESRS G1 G1-1
	2-24 Integration of policy commitments	We conduct our operations with ethics and transparency	99-105				YES	ESRS 2 GOV-2; ESRS S1 S1-4; ESRS S2 S2-4; ESRS S3 S3-4; ESRS S4 S4-4; ESRS G1 G1-1
	2-25 Remediation procedures for negative impacts	We conduct our operations with ethics and transparency	99-105				YES	ESRS S1 S1-1; S1-3; ESRS S2 S2-1; S2-3; ESRS S3 S3-1; S3-3; ESRS S4 S4-1; S4-3

GRI Standard	Disclosure	Report chapter	Page	Omissions			External assurance	Interoperability with ESRS standards <sup>1</sup>
				Omitted requirement	Rationale	Explanation		
<b>GRI 2: General disclosures</b>	2-26 Mechanisms for seeking guidance and reporting concerns	-		Yes	Information not available	The Group will consider establishing mechanisms for seeking guidance and reporting concerns in the future.	YES	ESRS S1 S1-3; ESRS S2; ESRS S3 S3-; ESRS S4 S4-3; ESRS G1 G1-1; G1-3
	2-27 Compliance with laws and regulations	We conduct our operations with ethics and transparency	99-105				YES	ESRS 2 SMB-3; ESRS E2 E2- 4; ESRS S1 S1-; ESRS G1 G1- 4
	2-28 Participation in Associations and Organizations	Our profile	9-34				YES	ESRS 1
	2-29 Stakeholder engagement approach	Double Materiality Assessment	52-53				YES	ESRS 2 SMB-2; ESRS S1 S1-1; S1-2; ESRS S2 S2-1; S2- 2; ESRS S3 S3-1; S3-2 S2; ESRS S4 S4-1; S4-2
	2-30 Collective bargaining agreements	-		Yes	Information not available	The Group is currently in the process of tracking this indicator.	YES	ESRS S1 S1-8
<b>GRI 3: Material issues</b>	3-1 Procedure for identifying material issues	Double Materiality Assessment	52-55					ESRS 2 BP-1; IRO-1
	3-2 List of material issues	Double Materiality Assessment	52-55					ESRS 2 SBM-3; BP-2

GRI Standard	Disclosure	Report chapter	Page	Omissions			External assurance	Interoperability with ESRS standards
				Omitted requirement	Rationale	Explanation		
<b>Our financial performance</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4- 2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
<b>GRI 201: Financial performance</b>	201-1 Direct economic value generated and distributed	We conduct our operations with ethics and transparency	40					ESRS 2 SBM-1 §40 (b)

GRI Standard	Disclosure	Report chapter	Page	Omissions			External assurance	Interoperability with ESRS standards
				Omitted requirement	Rationale	Explanation		
<b>Enhancing sustainability across the supply chain</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4- 2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
	Hellenic Healthcare Group Indicator Percentage of local suppliers	We conduct our operations with ethics and transparency	105					-
<b>Protection of human rights</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4- 2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
<b>GRI 205: Anti-corruption</b>	205-1 Activities assessed for potential corruption-related risks	Compliance with Regulatory Frameworks	104					ESRS G1 G1-3 §AR 5
	205-3 Confirmed corruption incidents and remedial actions	Milestones of 2024	49					ESRS G1 G1-4 §25
<b>Adaptation to climate change</b>								
<b>GRI 3: Material issues</b>	302-1 Total energy consumption within the organization	The environmental footprint of Hellenic Healthcare Group / Summary Tables	60, 114					ESRS E1 E1-5 §37; §38
	302-3 Energy intensity within the organization	Summary Tables	114					ESRS E1 E1-5 §40
<b>Effective resource management</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4- 2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
<b>GRI 303: Water and wastewater</b>	303-5 Potable water consumption	Rational Use of Water Resources / Summary Tables	65, 116					ESRS E3 E3-4 §28 (a), (b), (d) and (e)

GRI Standard	Disclosure	Report chapter	Page	Omissions			External assurance	Interoperability with ESRS standards
				Omitted requirement	Rationale	Explanation		
<b>Adaptation to climate change</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4- 2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
<b>GRI 305: Emissions</b>	305-1 Direct CO <sub>2</sub> Emissions	A sustainable planet / Summary Tables	61, 114					ESRS E1 E1-4 §34 (c); E1-6 §44 (a); §46; §48 (a); §50; §AR 25 (b) and (c); §AR 39 (a) to (d); §AR 40; AR §43 (c) to (d)
	305-2 Indirect Greenhouse House Gas (GHG) Emissions	A sustainable planet / Summary Tables	61, 114					ESRS E1 E1-4 §34 (c); E1-6 §44 (b); §46; §49; §50; §AR 25 (b) and (c); §AR 39 (a) to (d); §AR 40; §AR 45 (a), (c), (d), and (f)
<b>Adoption of circular economy principles</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4-2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
<b>GRI 306: Liquid effluents and waste</b>	306-3 Total weight of waste by type and disposal method	Applying Circular Economy Principles	62-63					ESRS E5 E5-5 §37 (a), §38 to §40
<b>We are committed to protecting the environment</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4-2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
	307-1 Non-compliance with environmental laws and regulations	Sustainable Development at Hellenic Healthcare Group	49					-

GRI Standard	Disclosure	Report chapter	Page	Omissions			External assurance	Interoperability with ESRS standards
				Omitted requirement	Rationale	Explanation		
<b>We invest in our people</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4- 2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
<b>GRI 401: Employment</b>	401-1 Total number and percentage of employee turnover (hires, departures)	Contribution to Society	70-73					ESRS S1 S1-6 §50 (c)
<b>We protect the health and safety of our employees</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4- 2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
<b>GRI 403: Occupational Health and Safety</b>	403-2 Hazard identification, risk assessment, and incident investigation	Contribution to Society	77-79					ESRS S1 S1-3 §32 (b) and §33
	403-5 Employee training on Health and Safety	Contribution to Society	74-75					ESRS 1 §AR 16
	403-6 Promoting Employee Health	Contribution to Society	77-79					ESRS 1 §AR 16
<b>Employee training and evaluation</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4- 2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
<b>GRI 404: Training and education</b>	404-1 Average training hours per employee per year	Contribution to Society	74-75					ESRS S1 S1-13 §83 (b) and §84
	404-2 Programs for upgrading employee skills and supporting transition	Contribution to Society	74-75					ESRS S1 S1-1 §AR 17 (h)
	404-3 Percentage of employees who receive regular performance and career development reviews	Contribution to Society	74-75					ESRS S1 S1-13 §83 (a) and §84

GRI Standard	Disclosure	Report chapter	Page	Omissions			External assurance	Interoperability with ESRS standards
				Omitted requirement	Rationale	Explanation		
<b>Diversity, equity, and inclusion</b>								
<b>GRI 405: Diversity and equal opportunities for employees</b>	405-1 Diversity among governance bodies and employees of Hellenic Healthcare Group	Contribution to Society	67-75					ESRS 2 GOV-1 §21 (d); ESRS S1 S1-6 §50 (a); S1-9 §66 (a) to (b); S1- 12 §79
<b>Contribution to society</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4- 2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
<b>413: Local communities</b>	413-1 Activities involving local community engagement, impact assessments, and development program	Sustainable Development at Hellenic Healthcare Group / Contribution to Society	45-49, 69-79					ESRS S3 S3-2 §22; S3-3 §27 (b); S3-4 §AR 34 (c)
<b>Responding to our patients' trust</b>								
<b>GRI 416: Patient Health and Safety</b>	416-1 Health and safety impact assessment of products and services	Sustainable Development at Hellenic Healthcare Group / Appendix	46-49, 113					ESRS 1 §AR 16
	Group Indicator Complaint rate for services provided by the Group	Quality of Patient Care	109					-
<b>Protection of personal information</b>								
<b>GRI 3: Material issues</b>	3-3 Management of material issues	Double Materiality Assessment	52-55					ESRS E4 E4-1 §AR 1 (b) and (d); E4- 2 §22, §23 (a) and (b), E4-3 §27, §28 (a), §AR 19, §AR 20 (a); E4-4 §31
<b>GRI 418: Customer privacy</b>	418-1 Total number of substantiated incidents of customer privacy violations and data loss	Confidentiality and Data Security / Appendix	102, 123					ESRS S4 S4-3 §AR 23; S4-4 §35

## Independent Practitioner’s Limited Assurance Report on the Hellenic Healthcare Group Sustainability Report

To the Management of the DIAGNOSTIC AND THERAPEUTIC CENTER OF ATHENS “HYGEIA” S.A, MITERA PRIVATE GENERAL, MATERNITY, GYNECOLOGICAL AND CHILDREN HOSPITAL S.A., PERSEUS HOSPITAL – HEALTHCARE FACILITIES OPERATION AND MANAGEMENT SINGLE MEMBER S.A, APOLLONION PRIVATE HOSPITAL LTD, Y-LOGIMED IMPORT, TRADING AND SUPPLY OF MEDICAL DEVICES SINGLE MEMBER S.A.

### INDEPENDENT PRACTITIONER’S LIMITED ASSURANCE REPORT

We have undertaken a limited assurance engagement for the Management of the DIAGNOSTIC AND THERAPEUTIC CENTER OF ATHENS “HYGEIA” S.A, MITERA PRIVATE GENERAL, MATERNITY, GYNECOLOGICAL AND CHILDREN HOSPITAL S.A., PERSEUS HOSPITAL – HEALTHCARE FACILITIES OPERATION AND MANAGEMENT SINGLE MEMBER S.A, APOLLONION PRIVATE HOSPITAL LTD, Y-LOGIMED IMPORT, TRADING AND SUPPLY OF MEDICAL DEVICES SINGLE MEMBER S.A. (hereinafter referred to as the “Company” and/or the “Group”), in respect of selected Environmental, Social and Governance (ESG) metrics (the “Selected Information”). The Selected Information relates to specified Group clinics and is presented within the Group’s consolidated Sustainability Report for the year ended 31 December 2024. The Selected Information has been prepared in accordance with the GRI Standards (2021 edition) which constitute the applicable criteria for this limited assurance engagement.

#### Limited assurance conclusion

We have conducted a limited assurance engagement to assess whether the following quantitative indicators (hereinafter the “Selected Information”), which relate to the material topics identified through the Company’s materiality assessment, have been prepared, in all material respects, in accordance with the requirements of the GRI Standards.

Information Subject to Assurance (Selected information)	Reporting Date or Period	Criteria applicable to the Information Subject to Assurance
Breaches of customer privacy and losses of customer data	Fiscal year ended 31 December 2024	GRI 418-1
New employee hires and employee turnover	Fiscal year ended 31 December 2024	GRI 401-1
Worker training on occupational health and safety	Fiscal year ended 31 December 2024	GRI 403-5
Percentage of employees receiving regular performance and career development reviews	Fiscal year ended 31 December 2024	GRI 404-3
Diversity of governance bodies and employees	Fiscal year ended 31 December 2024	GRI 405-1

Information Subject to Assurance (Selected information)	Reporting Date or Period	Criteria applicable to the Information Subject to Assurance
Energy consumption within the organization	Fiscal year ended 31 December 2024	GRI 302-1
Energy intensity	Fiscal year ended 31 December 2024	GRI 302-3
Water consumption	Fiscal year ended 31 December 2024	GRI 303-5
Waste generated	Fiscal year ended 31 December 2024	GRI 306-3
Waste diverted from disposal	Fiscal year ended 31 December 2024	GRI 306-4
Percentage of complaints received by the Group regarding its services	Fiscal year ended 31 December 2024	Group Internal Indicator
Percentage of local suppliers	Fiscal year ended 31 December 2024	Group Internal Indicator

Based on the procedures performed, as described below in the paragraph "Scope of Work Performed", and the evidence obtained, nothing has come to our attention that causes us to believe that the Selected Information for the year ended 31 December 2024 is not prepared, in all material respects, in accordance with the applicable Reporting Criteria.

This assurance report does not extend to information relating to prior periods.

#### **Basis for conclusion**

The limited assurance engagement was conducted in accordance with International Standard on Assurance Engagements 3000 (Revised), "Assurance Engagements Other Than Audits or Reviews of Historical Financial Information" (hereinafter "ISAE 3000").

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the nature and timing of procedures performed and, consequently, the level of assurance obtained is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Our responsibilities are further described in the section "Practitioner's Responsibilities".

#### **Professional Ethics and Quality Management**

We are independent of the Company and its subsidiaries throughout the engagement and have complied with the requirements of the International Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (the "IESBA Code"), as well as the ethics and independence requirements of Law 4449/2017 and EU Regulation 537/2014.

Our firm applies International Standard on Quality Management (ISQM) 1, "Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements", and accordingly maintains a comprehensive system of quality management, including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

#### **Responsibilities of the Management of the Company for the Sustainability Report**

Management of the Company is responsible for:

- designing and implementing appropriate processes to determine the information to be included in the Sustainability Report, ensuring that it is free from material misstatement, whether due to fraud or error;

- selecting or developing appropriate reporting criteria and ensuring that such criteria are adequately described in the Sustainability Report; and
- accurately calculating and presenting the Selected Information in accordance with the GRI Standards. Those charged with governance are responsible for overseeing the preparation of the Group’s Sustainability Report.

### **Inherent limitations in preparing the Sustainability Report**

The preparation of sustainability information requires Management to establish or interpret the applicable Reporting Criteria, determine the relevance of the information to be included, and make judgments, estimates and assumptions that affect the Selected Information. Due to the inherent subjectivity in such determinations, different entities may reach different, yet acceptable, interpretations, estimates and assumptions.

Sustainability information includes disclosures regarding the Company’s environmental, social and governance (ESG) initiatives and targets, as well as forward-looking information, including estimates of the potential future impacts of events, commitments and uncertainties. Actual outcomes may differ materially from Management’s current assessments, as future events and conditions may not occur as expected.

Our work was performed in accordance with a limited assurance engagement and was restricted to the procedures described in the section “Scope of Work Performed”. Such procedures do not constitute an audit or a review of historical financial information conducted in accordance with International Standards on Auditing or International Standards on Review Engagements. Accordingly, we do not express any assurance other than that listed in the "Scope of Work Performed" section.

### **Practitioner’s Responsibilities**

Our responsibility is to perform a limited assurance engagement and to present our conclusions based on the procedures we performed on the Selected Information listed in the section below titled “Scope of Work Performed”. We conducted our limited assurance engagement in accordance with ISAE 3000 (Revised). The procedures performed in a limited assurance engagement are designed to obtain a meaningful level of assurance; however, they are less extensive than those performed in a reasonable assurance engagement and, accordingly, provide a lower level of assurance.

Our responsibility is limited to the Selected Information for the year ended 31 December 2024, as included in the Group’s 2024 Sustainability Report.

In accordance with the terms of our engagement, and to the fullest extent permitted by applicable law, we do not accept or assume responsibility to anyone other than the Group for our work, for this report, or for the conclusions we have reached, unless otherwise expressly agreed in writing and with our prior consent.

### **Scope of Work Performed**

The scope of the audit covers selected data and metrics from the Group’s following clinics:

- DIAGNOSTIC & THERAPEUTIC CENTER OF ATHENS “HYGEIA” SOCIETE ANONYME,
- MITERA PRIVATE GENERAL, MATERNITY, GYNECOLOGICAL AND CHILDREN HOSPITAL SOCIETE ANONYME,
- LETO GENERAL, MATERNITY AND GYNECOLOGY CLINIC SOCIETE ANONYME,
- Y-LOGIMED IMPORT, TRADING AND SUPPLY OF MEDICAL DEVICES SINGLE MEMBER SOCIETE ANONYME,
- PERSEUS HOSPITAL – HEALTHCARE FACILITIES OPERATION AND MANAGEMENT SINGLE MEMBER SOCIETE ANONYME,
- METROPOLITAN GENERAL HOSPITAL - HEALTHCARE FACILITIES OPERATION & MANAGEMENT SINGLE MEMBER SOCIETE ANONYME
- CRETA INTERCLINIC THERAPEUTIC – DIAGNOSTIC - SURGICAL AND RESEARCH MEDICAL CENTRE S.A.,
- APOLLONION PRIVATE HOSPITAL LTD.,
- GROUP MEDICAL PURCHASING (GMP),
- HYGEIA IVF EMBRYOGENESIS UNIT S.A.

We designed and performed our procedures to obtain sufficient and appropriate evidence to support our limited assurance conclusion on the Selected Information. The procedures performed included:

1. Conducting inquiries with relevant personnel, including heads of departments and data owners at selected clinics, to obtain an understanding of governance structures, data collection and reporting processes, internal controls, and relevant policies and procedures, particularly in relation to environmental and human resources matters.
2. Performing limited substantive testing on a sample basis for selected data points, including reviewing data files provided by the selected clinics and supporting documentation, to assess the accuracy and completeness of the Selected Information.
3. Performing additional procedures on a sample basis, including recalculation of selected metrics and verification of formulas used, to assess the mathematical accuracy of calculations and consistency with supporting documentation.
4. Reviewing the GRI content index included in the 2024 Consolidated Sustainability Report, and assessing the alignment of the reported disclosures with the requirements of the GRI Standards, including:

- i. assessing the accuracy and completeness of quantitative data and the plausibility of qualitative disclosures relating to GRI General Disclosures (indicated in the assurance column of the GRI table of contents) against the requirements of the GRI Standards 2021 for the “in accordance” assurance level.
- ii. assessing the accuracy and completeness of quantitative data and the plausibility of qualitative disclosures relating to the following GRI Topic Standards:
  - ✓ GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data,
  - ✓ GRI 401-1 New employee hires and employee turnover,
  - ✓ GRI 403-5 Worker training on occupational health and safety,
  - ✓ GRI 404-3 Percentage of employees receiving regular performance and career development reviews,
  - ✓ GRI 405-1 Diversity of governance bodies and employees,
  - ✓ GRI 302-1 Energy consumption within the organization,
  - ✓ GRI 302-3 Energy intensity,
  - ✓ GRI 303-5 Water consumption,
  - ✓ GRI 306-3 Waste generated,
  - ✓ GRI 306-4 Waste diverted from disposal,

in accordance with the requirements of the GRI Standards for the “In accordance” compliance level, as well as the Group’s internal indicators “Percentage of complaints received regarding services” and “Percentage of local suppliers”.

The procedures described above were designed to provide a limited level of assurance and, accordingly, do not provide all the evidence that would be required for a reasonable assurance engagement.

Athens,19/03/2026

The Certified Auditor Accountant

Christina Tsironi

REGISTRY NUMBER SOEL: 36671





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