



Annual Report

2021

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Letter from the CEO

We all occasionally get the impression that time has sped up. 2021 was one of those moments, both in the circumstances we faced as a society and in the configuration and development of Vithas, the company which we continue to build together.

After the long tunnel of 2020, with the Covid-19 pandemic conditioning everything and everyone, 2021 brought the much desired vaccines, with which we began to breathe more freely because we were no longer gripped by uncertainty, social and economic activity gradually returned to normal and our professionals were finally able to regain their usual contact with their patients. It was the year in which we put down on paper what we have always done: "Living to look after you". A proposal which we backed with the most powerful tools and investments of the almost ten years of our company's existence, the anniversary of which we celebrate in 2022.

Also in 2021 we made enormous steps in developing our ambitious strategy for digital transformation, Vithas One, on the solid bases we built the year before and which will unleash its full potential and benefits for patients and professionals in 2022 and subsequent years. We are also equipped with the necessary economic resources to set in motion a multiannual investment programme which will allow us to expand and reinforce our care network by building new hospitals in the province of Barcelona and in the city of Valencia; new medical centres in Castellón, Alzira and Gibraltar, and the modernisation of existing hospitals and

our healthcare technology thanks to strategic agreements with the sector's main international companies.

We have given fresh impetus to research and innovation through the Vithas Foundation, while reinforcing its commitment to teaching through new alliances with universities in addition to the chairs and master's degrees we already manage.

We have moved forward in our understanding of our patients' expectations, and offer them a Vithas which is more accessible, flexible, omnipresent and responsive with multiple channels made possible with the My Vithas project (app and private area with website access for a better experience for digital clients), and the customer relations centre Ok Vithas as a comprehensive management hub of virtual channels.

Yes, 2021 was a great year for the men and women of Vithas, who were, more than ever, at the centre of all our company decisions, improving their work conditions and environment, training, and equal access to the development of their professional careers.

Decisions for a future which we are working towards making more sustainable on company, environmental and social levels as an essential way to continue looking after people, all people, and to make us feel even prouder of being a part of Vithas.



Dr. Pedro Rico Pérez
Vithas CEO



**2021 was a great year for the
men and women of Vithas**



Letter from the President

In 2022 Vithas celebrates its 10th birthday. It is an honour for me to say that, after these first ten years, the company is in what is probably its most dynamic phase. We are committed to getting closer and closer to our patients, in every way.

The company continues to be committed to increasing its presence and accessibility with two new hospitals under construction: one in Barcelona and another in Valencia, which, as a third hospital in the city, will help to complete the range of services of our health campus in the capital of the Túria. In addition, we will soon announce the opening of new medical centres that will continue to bring care closer to the citizen, such as those recently opened in Alzira, Castellón and Gibraltar. These investments in geographical presence and points of care are complemented by extensions, refurbishments and the creation of new care units in existing centres, such as the extension of Vithas Xanit International in Benalmádena, doubling its care capacity, the refurbishment of the emergency room at Vithas Madrid La Milagrosa, or the creation of the Vithas Cardiovascular Institute, which substantially improve the quality of the facilities as well as the care received by our patients and their families

Our commitment since day one has been to improve the healthcare model and, therefore, quality of life in the long-term

This is precisely the goal: to increase the care capacity and offer a the most complete range of services to contribute to improving the health of everyone.

To make this possible, Vithas is also transforming from within, from its foundations, changing its way of working, so each day we become close to the healthcare model we believe is needed in today's society. An example of this internal renewal are the projects for digital transformation and the overhaul of customer experience, such as the creation of a Private Patient Area which allows users to communicate with Vithas more quickly and manage all their appointments and documents and an easier and more straightforward manner.

All these initiatives, whether they are of growth or of transformation, reflect the vocation with which Vithas shareholders have approached the project from day one: with commitment to improving the healthcare model and, therefore, quality of life in the long-term. This is the focus with which ten years ago we presented Vithas as a new brand, and which continues to motivate us today. Thank you for joining us on this journey.



Jorge Gallardo Piqué
President of Vithas



After 10 years in existence, the company is in its most dynamic phase



1.

Vocation
for service

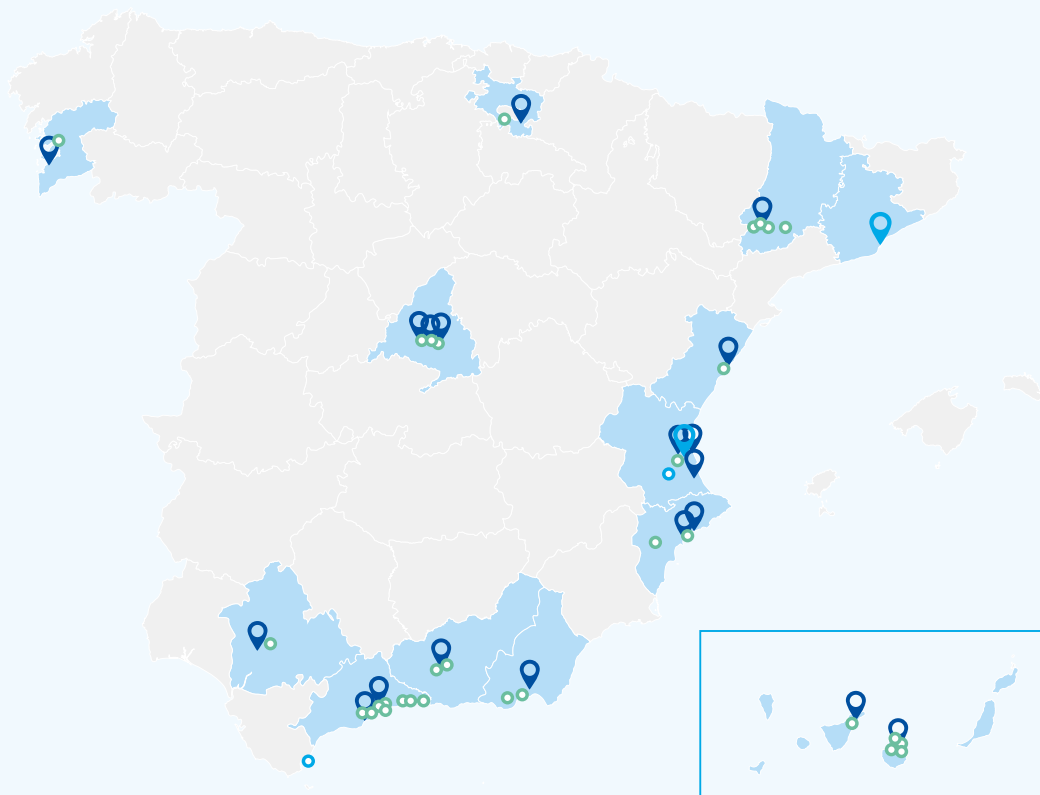


1.

Vocation
for service

1.1 We are Vithas

The hospital group Vithas, which belongs to the Goodgrower Group, was founded in 2012 with the aim of **improving people's lives**. We began with ten hospital centres and 3,100 professionals to serve around 1.5 million patients. Since then, the spirit of growth for our company has brought us to our current totals of 19 hospitals and 31 medical centres and care homes (1,872 beds) located in 13 Spanish provinces (Alicante, Almería, Castellon, Granada, Las Palmas, Lleida, Madrid, Málaga, Sevilla, Santa Cruz de Tenerife, Valencia, Pontevedra y Álava) where our 12,500 professionals treat 5.5 million patients.



2021



- HOSPITALS
- UNDER CONSTRUCTION
- MEDICAL CENTRES AND CARE HOMES
- UNDER CONSTRUCTION

19 HOSPITALS



- Vithas Aguas Vivas
- Vithas Alicante
- Vithas Almería
- Vithas Castellón
- Vithas Granada
- Vithas Las Palmas
- Vithas Lleida
- Vithas Madrid Aravaca
- Vithas Madrid Arturo Soria
- Vithas Madrid La Milagrosa

- Vithas Málaga
- Vithas Medimar
- Vithas Sevilla
- Vithas Tenerife
- Vithas Valencia 9 de Octubre
- Vithas Valencia Consuelo
- Vithas Vigo
- Vithas Vitoria
- Vithas Xanit Internacional

2 UNDER CONSTRUCTION

- Vithas Barcelona Esplugues
- Vithas Valencia Consuelo

31 MEDICAL CENTRES AND CARE HOMES



- Vithas Castellón
- Vithas El Ejido
- Vithas Fuengirola
- Vithas Granada
- Vithas La Rosaleda
- Vithas Limonar
- Vithas Lleida
- Vithas Nerja
- Vithas Playa Serena
- Vithas Pontevedra
- Vithas Rincón de la Victoria
- Vithas Sevilla
- Vithas Tárrega
- Vithas Torre del Mar
- Vithas Torremolinos
- Vithas Vitoria
- Vithas Internacional
- Vithas Unidad Atención Infantil
- Vithas Unidad de Fisioterapia
- Vithas Consultas Las Palmas (2)

- Vithas Consultas Madrid (2)
- Vithas Consultas Hospital y Unidad Dental Alicante
- Vithas punto de extracción de laboratorio Lleida
- Vithas Urgencias Pediátricas Leida
- Vithas Consultas Hospitalarias Santa Cruz de Tenerife
- Vithas Consultas Hospitalarias 9 de Octubre Valencia

2 UNDER CONSTRUCTION

- Vithas Gibraltar
- Vithas Alzira

SPECIALIST CENTRES

- Vithas Eurocanarias Eye Institute (2)
- Vithas Institute for Neurological Rehabilitation


Key figures

19 
hospitals

31 
medical centres
and care homes

12,500 
professionals

155 
Operating theatres

5.5 
million patients

1,872 
beds

125 
adult ICU beds

88 
Paediatric ICU
beds

845 
outpatient
consultations

902,008 
emergencies

The **Vithas care network** continues its growth, **building two new hospitals**, one in the province of **Barcelona** (where we were previously not present) and another in the **south of Valencia**, the third in this city. Both projects began in 2021.

20
21

Grupo Vithas, management as a value

The parent company, Vithas Sanidad, S.L.U, is in charge of subsidiaries which, in turn, manage hospitals and/or medical centres

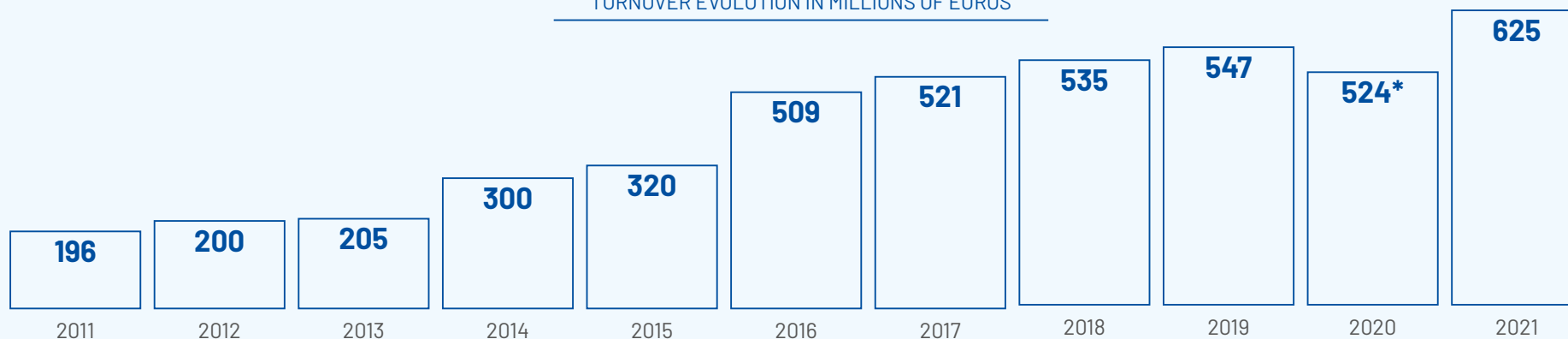
Vithas Foundation

**PlazaSalud
Purchase Centre**

**Vithas Diagnostic
Network**

100% of the shares of Vithas Sanidad, S.L.U. as of 31 December 2021, are held by Goodgrower, S.A.

TURNOVER EVOLUTION IN MILLIONS OF EUROS



*Impact of the Covid-19 pandemic and the Decree to make Vithas hospitals and centres available to the public health system.

We bring value to the Spanish economy

€118 M

**In purchases from
Spanish suppliers**

€13 M

**in business taxes
and VAT**

€48 M

**in Social Security payments in the form
of contributions on behalf of the family**

Board of Directors

As of 31 December 2021, the Board of Directors was formed of five members.

- I Jorge Gallardo Piqué **(President), representing Goodgrower, S.A.**
- I Germán Venancio Castejón Fernández
- I Jesús Caramés Bouzán
- I Arturo Molinero Sánchez
- I José Luis Pardo Izquierdo

Management Committee

The main functional areas of the company are represented on the Management Committee through their respective corporate directors:

CEO	Dr. Pedro Rico Pérez
Corporate Director of Care, Quality, Innovation and Research	Dr. David Baulenas Parellada
Corporate Director of Business and Large Accounts	Javier Gil Celma
Economic-Financial Corporate Director	Ignacio Navarro Martínez-Avial
Corporate Director of Operations	José María Ramón de Fata de Pereda
Corporate Director of People, Teaching and Sustainability	Luisa Martínez Abásolo
Corporate Director of Customer Experience	María José Basanta Felpeto
Corporate Director of Digital Transformation	Mercedes Barreiro Hernández
Commercial, Marketing and Communication Corporate Director	Óscar Márquez Sievers



1.2 Mission, Vision and Values

At Vithas we want to improve people's wellbeing by looking after their health. We are aware that our activity has a human component that gives meaning to our activity, which is why our vocation for health and passion for what we do

play a leading role in our performance. We offer **quality services** and have professionals who are highly qualified and committed to their patients to create the **trust** they need at all times. We also conduct our business in an ethical

and sustainable manner, taking care of people, promoting our professionals and contributing to society.



Mission

Our Mission defines **our reason for being**: we want to contribute to improving people's wellbeing through healthcare, providing them with the best professionals, with the most efficient and safe scientific criteria and technology.



Vision

Our Vision defines **our aspiration**: we want to be the leader in excellence in private healthcare in Spain, standing out for quality health care diligent personal service.



Values

Professionalism

We earn the trust of our patients by acting with honesty, effort, responsibility and with scrupulous respect for the law when carrying out our mission. To achieve this, we invest great effort in our own training and technical preparation.

Innovation

We strengthen our initiative and participation to improve every day in each task, with the aim of offering the best healthcare for the patient.

Personal service

We offer personalised care to exceed the expectations of patients and family members in accessibility, companionship, speed and treatment.

Quality of Care

We aim for continuous improvement in care processes, patient safety and management of the organisation, applying standards of international consensus.

1.3 We look after people

We want our results and successes to come as a consequence of our way of being, which is that of tackling each day with a **vocation for helping**, with **passion for what we do**, with **optimism and vitality** to pass on to our patients. We are approachable and warm, and this is at the heart of how we go about our work.

Our care model is based on and focused around people. We have highly qualified professionals at the service of the people who need them. Everything is organised around the needs of each one of the **patients who entrust their health to us**. Professionals, technology, structure

and organisation to provide the best personalised care for each patient.

Our care model is based on and focused around people

A care model which pursues a **quadruple objective**:

Clinical excellence,

with the **best results** in care and in health, supported by the principles of evidence-based medicine, **personalised and precise medicine**.



Patient safety,

with the mechanisms aimed at guaranteeing **safe procedures** avoiding potential injury, complications or incidents proactively.



Efficiency of processes, avoiding practices which are of low value, unnecessary or counter-productive.



Impact on patient experience, through the perception of our services and the feeling generated.



To achieve the goals, we rely on the active participation of our professionals in the vision and the strategy. The different advisory bodies such as the Corporate Care Council and the Advisory Councils for the speciality join us in defining these goals, through the prism of **continuous improvement**.

In each of our hospitals, the Care Directorates and their clinical management committees, evaluate and analyse these purposes with standardised and reliable information, which allows us to make decisions with the rigour and soundness they require.





Care Ethics Committee

The Vithas Care Ethics Committee is an independent and autonomous professional decision-making body, of an advisory and multidisciplinary nature, created to advise professionals and management teams from the Vithas

Business Units on the prevention or resolution of ethical conflicts which may come about in the provision of healthcare.

This Care Ethics Committee has **three main functions**:

Advisory:
to advise on the
resolution of clinical cases
that arise in healthcare practice
and that involve conflicts of values.

1

Educational:
to promote training and
raise awareness on aspects of
Bioethics for the professionals of the
Business Units of the Group.

2

Regulatory:
to create guides,
recommendations or protocols
for action in situations which, due to their
frequency, could cause be a potential cause for
conflict due to the underlying ethical dilemma.

3



Vithas Committee for Research, Development and Innovation (CVIDI)

The Vithas Commission for Research, Development and Innovation (CVIDI) was approved on 23 June 2021 during the Ordinary Meeting of the Board of Trustees of the Vithas Founda-

tion, and will be constituted in December 2021 as a collegiate body of a consultative and advisory nature for the development of **the R&D&I activity of the Vithas Foundation**.

At the **CVIDI** decisions are made on:



The approval or rejection of the **research initiatives proposal submitted to the Vithas Foundation**



The **definition of advisory actions** and actions to guide and tutor professionals related with **R&D&I**



Compliance of research evaluation and recognition criteria

undertaken by Vithas professionals, individually or in groups, in accordance with the scales approved by the Board of Trustees, and to decide, in accordance with its rules, on any research and researcher training grants that may be awarded from the Foundation's budget



Patient experience

Our corporate culture is focussed on **placing the patient at the centre of everything we do**. In this way, in recent years at Vithas we have prioritised the patient experience in all areas, involving all areas of the company, from care to administration, so that Vithas patients have a favourable experience from the time they request an appointment until they are fully recovered.

In this regard, since 2019 we have had a **Corporate Customer Experience Department**, a major step towards ensuring that the voice of patients is present in Vithas' governing body and that their opinion is taken into account in decision-making.

In addition, in 2021 we launched **Ok Vithas**, the **new customer relations centre** to improve customer service in non-face-to-face channels, and the **new Vithas app and private website**, which allow patients to manage their appointments, consult their tests and receive prevention and health advice digitally.

We work so each patient who places their trust in Vithas has the best care experience possible



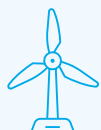
1.4 With a focus on sustainability

One of the pillars of our model for growth is sustainability, as we understand that the reduction of our environmental impact through the responsible and sustainable use of resources is key to continue moving forward as a business. For this reason we are committed to being a

company which is increasingly responsible toward the planet's health, and in 2021 we did this by launching a new **Environmental Sustainability and Energy Efficiency Plan**, with an investment of **more than four million euros for the period 2021-2025**.

The plan is based on the Sustainable Development Goals and has the aim of reaching 80% of the goals withing the EU framework on Energy and Climate in 2030, based on the Sustainable Development Goals which the United Nations has enshrined in the Agenda 2030.

Vithas Goals 2025



1

Only use energy from
**100% renewable
energy sources**



2

Achieve the classification of
**40% of centres as Nearly
Zero Energy Buildings**



3

Reduce CO₂ and other
greenhouse gas emissions
by **33%**



4

**Reduce energy
consumption by 33,2%**
in all hospitals and medical
centres



5

Install solar plants to
generate electricity in
**seven of the Group's
hospitals**



6

Implement a digital
system for the **control**
and alert of **energy
consumption**



7

Involve employees through
a Manual for Raising Awareness
and Good Practices and **training**

1.5 Supply Chain

In an activity such as ours, supply management is especially important. For this reason we provide all the means to guarantee that our providers comply with the **maximum quality, security, service and cost standards**, especially for healthcare material. Our **code of conduct** includes a special section in which the commitment of the Group on "relationships with our partners, clients, and providers", with the aim of making fair agreements which are of mutual benefit, long-lasting and generate value for all parties.

In addition, we have an **accreditation register** for providers of goods and services which evaluates, among other things. The strict compliance with the legal regulations and procedures, and which promotes corporate values similar to those found in our Code of Conduct. This accreditation and evaluation of providers is managed by the Purchasing Directorate in collaboration with the **Plaza Salud** purchase centre, a company which belongs to Grupo Vithas. During the 2021 financial year **176 suppliers** were renegotiated through the purchase area.

Plazasalud+ The purchase centre for Vithas and for everyone

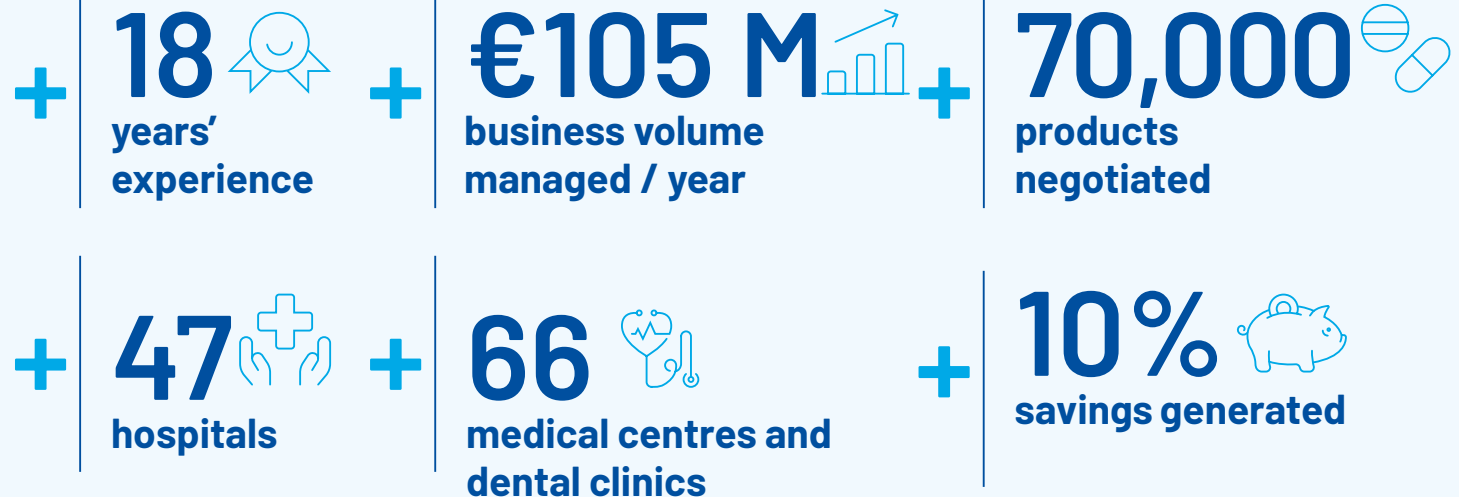
PlazaSalud has become a purchase centre which serves both Vithas Group Centres as well as any other private centre which requires its services (47 hospitals and 66 medical centres and dental clinics in 2021). With 18 years' experience, it offers a **complete service for the entire purchasing process for pharmaceutical products**, including study, planning, advising, consultancy and negotiation. Its human

team, mainly formed of qualified and experienced healthcare staff, works to offer personalised and comprehensive solutions to the client, making PlazaSalud one of the **leading healthcare purchase centre in the sector**.

www.plazasalud24.com



Leading hospital purchase centre in Spain



1.6 Continuously evolving

In a rapidly advancing world in which everything can change from one moment to the next, as we have witnessed with the Covid-19 pandemic, we must be

prepared to **respond efficiently and flexibly under any circumstances**. At Vithas we are non-conformists, we are continuously evolving with the aim of **offering**

the best service for our clients, both in care and in administrative management.

Vithas One, the real digital transformation

We know that technology plays a vital role today, and in a sector such as ours, which uses it for all its processes, it is necessary to use it to improve patient experience. **Vithas One** is an ambitious **project of digital transformation**, involving all areas of the company with the aim of homogenising all the processes and tools, so they are standard for the whole Group. To be able to consolidate all the information, share it and make it available in a company with so many hospitals and medical centres is the centre of Vithas' strategy and a great advance which we are tackling with the focus placed on the patients. We want quality processes to be efficient, but above all for them to be aimed at improving our patients' experiences.

Vithas One is the cornerstone which allows us to efficiently build and manage a single company



Vithas Diagnostic Network

Since 2015 Vithas Group has included Vithas Diagnostic Network, which has become a leading BioDiagnostic centre in the sector. With headquarters in Vigo and a network of more than 3000 extraction points throughout Spain, the laboratory carries out more than 2.7 million tests each year

A team of professionals with more than 30 years' experience work with the most advanced technology at Vithas Diagnostic Network to offer a specialised, quality service with a rapid diagnostic response time. The centre is structured around the following divisions:



Human



Veterinary



Environment and Bromatology



Genetics



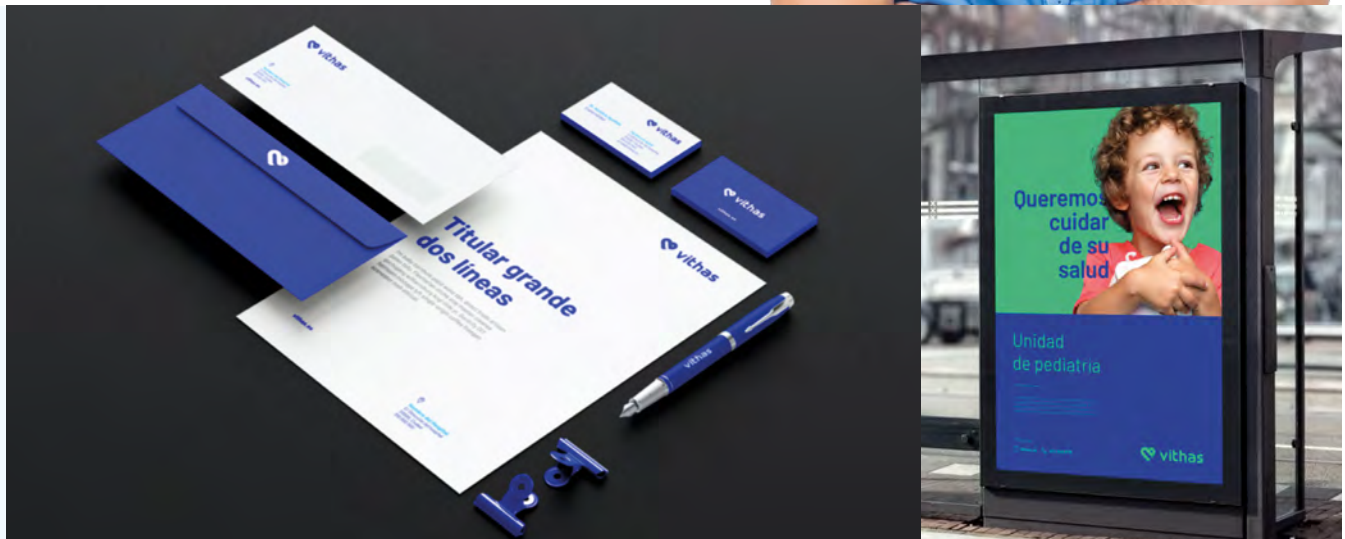
Toxicology

1.7 A New Vithas

In 2021 we presented our **new framework proposal**, which is accompanied by a complete overhaul of our **brand image**, to adjust it to the strategy and position of the company. The aim of the brand **"Living to take care of you"** defines the commitment, passion and talent of our professionals, who work because of and for the patients. It is the human factor which gives meaning to our activity. We look after people who are going through difficult times, uncertainty, fear, which is why **vocation for healthcare and a passion for what we do** play a leading role in our performance. We offer quality services and have professionals who are highly qualified and committed to their patients to create the trust they need at these times.

Our aim is to continue growing as a company, but through an approach which places **people (patients and healthcare professionals) at the centre of everything**. To achieve this we are undertaking great changes in organisation, care, and social and environmental commitment. For this reason our new brand aims to reflect these critical times we are experiencing, and we have done so in a more direct, digital, and simplified way, so it can adapt to the new platforms and reflect the message of modernism and future.

And, most importantly, it is an image which defines a unified Vithas, equal for all, where everyone has a voice and feels represented.



2.

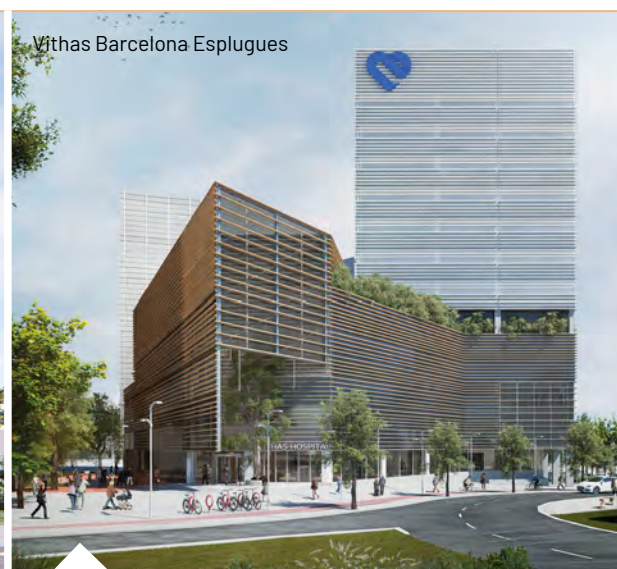
We grow
with you



2.

We grow
with you

2.1 2021 Milestones



INVESTMENTS FOR GROWTH

In recent years we have dedicated significant economic resources to **increase the number of hospitals and medical centres, and modernise and expand the already existing network**. Without a doubt, the project which stands out the most is the **construction of two new hospitals**, Vithas Barcelona Esplugues, in Esplugues de Llobregat, which is to be our first hospital in this province, and Vithas Valencia Turia, the third in the Valencian capital, two cutting edge hospitals designed to offer the best patient experience and with the latest innovations in care, technology and architecture. On this premise, in 2021 we began **projects to renovate several of our centre, in addition to providing them with latest generation technical equipment**, investing around 15 million euros.

A SINGLE VITHAS

We continued to work for the unification of the Vithas brand, a process which includes all our hospitals, medical centres and activities. The aim is to reinforce the **identity of the brand with the value and vision of the Group** to be able to transmit and extend them to all our patients.

NEW BRAND POSITIONING

2021 was a turning point for the corporate image of Vithas. In July we presented **our new logo**, a necessary evolution which reflects the new direction of the Group, embarking on big projects such as the construction of new hospitals and medical centres, the digital transformation, promoting research and environmental commitment. As well as our image, we have updated our positioning, making the motto **"Living to take care of you" the mission which guides all our actions**.



VITHAS ONE COMPLETES ITS FIRST PHASE

We are immersed in an ambitious **project for digital transformation** to favour effective change in Vithas' performance, to make it more rapid, efficient and operative for the benefit of our patients. In this context **Vithas One** was born, whose aim is **to homogenise all processes and tools**, so they are common to the whole Group. In 2021 we completed the so-called **Phase 1 of the project, based on financial and purchasing activities**, with tangible benefits such as making all information centrally available, or greater administrative efficiency.



OK VITHAS AND MY VITHAS, COMMITMENT TO MULTIPLE CHANNELS

We continue working to make our patient relationships more direct, simple, omnipresent and approachable. With this goal in mind, we created **OK Vithas, our new Customer Relations Centre**, aimed at coordinating virtual care. In 2021, through OK Vithas we responded to **more than 1.5 million calls**, achieving a considerable improvement in administrative management.

Along the same lines, and as part of the Group's commitment to multi-channel support, we launched the **My Vithas** initiative, a digital ecosystem which allows **access to the patient's personalised area through a mobile app or the Group's website**. My Vithas greatly exceed expectations, with more than **537,000 digital users** by the end of 2021.

AGREEMENTS TO PROMOTE TECHNOLOGY

With the aim of providing the best patient experience based on more accurate diagnoses and more specific and personalised therapies, we have reach important agreements with leading companies in the sector with the aim of providing our centres with the latest technological advances.

These include agreements signed with **Medtronic**, which allows us to preferentially incorporate its latest-generation technological equipment; **GE Healthcare**, to apply augmented reality and artificial intelligence to hospital engineering, thus improving the management and operational efficiency of Vithas' technology teams; **Hologic**, a world leader in women's health, to equip our network of hospitals and medical centres with mammography machines with 3D technology; and **Philips**, which makes us a benchmark partner and will help us to preferentially introduce the advances and innovations they develop prior to their standard marketing, such as diagnostic imaging equipment, IT solutions and minimally invasive interventional equipment.

VITHAS DIAGNOSTIC NETWORK

In the field of **clinical analysis and BioDiagnostics**, the laboratories in the Vithas Diagnostic Network have become a benchmark in the sector. This network was capable of carrying out **more than 2.7 million tests in 2021**, valuable information to continue moving forward in diverse fields of biopathology.

ALLIANCE WITH GENESISCARE: FOR EXCELLENCE IN ONCOLOGY

Strategic agreement with GenesisCare, the largest provider of radiotherapy in the world for cancer treatment, to create one of the most advanced oncology centres of excellence in the world at **Hospital Vithas Madrid La Milagrosa**. The initiative will allow the installation of latest generation technology for patient care, including the **first ViewRay MRIdian MR linear accelerator in Spain**.



E-LIDERA PROGRAMME FOR NURSING

In 2021 we launched the **Leadership Development Programme in Nursing Management**, named e-Lidera. It is the only project of its kind in Spain, aimed at 34 professionals, as directors, supervisors and leading members for staff in nursing, at all Vithas centres. Given by professors from the Universidad Antonio de Nebrija, the aim is to **improve patient experience through the qualification and motivation of our human team**. The program, which lasts 272 hours (27 ECTS) is structured around six teaching modules, three round tables, five practical workshops and the Project for Improvement as an end of year project.

Awards and recognition



Vithas was the healthcare group which received the most awards in the third edition of the **'Best Spanish Hospital Awards'**, held by the consultancy Higia Benchmarking and the healthcare coding company ASHO, with the support of the Spanish Society of Healthcare Executives (SEDISA). In total, seven Vithas hospitals were recognised as 'Best Hospital' in different specialties, which eight centres won awards as finalists.



The project 'Application for the integration of multiple control systems in a hospital and smart processing of data', or the CONECT@ system, won in the Digital Transformation category at the **'enerTIC Awards' 2021**.



3. Digital Transformation

3.1 A strategic revolution

We have the commitment to offer the best experience to all our patients and we put all our efforts and resources to achieving this goal. The aim is that users of Vithas services, regardless of the centre they visit or the type of care they need, see their expectations exceeded. To achieve this, it is essential to **act as a single company**.

For this reason, true to our innovative character and hand in hand with technology, we decided to initiate a strategic revolution in the Group, launching an **ambitious project**

for digital transformation marking a turning point in our trajectory.

It is one way journey towards the complete digitalisation of Vithas, as it **addresses both the people as well as the processes and tools** of the organisation. This innovative initiative is providing significant results in the area of applications, infrastructures and telecommunications, not forgetting the crucial area of cybersecurity. The first phase of this plan is already complete and the next stage, on which

we are already working, is based on the transformation of care processes and hospital management.

The end goal is the implementation of **single processes and the creation of a common tool that underpins all our activity**. Through this, we will be able to carry out more accurate analyses and predictions than now, and, when all the information is centralised, we will be able to easily export it. On the other hand, having common processes and tools will help us to mechanise tasks, freeing resources for other needs.

Vithas One: cornerstone for digitalisation

Within the process of digital transformation, one project stands out above all others. Vithas One, an initiative within in the **applications area**, based on SAP technology, aimed at the homogenisation of processes and the implementation of a single tool capable of supporting such processes.



The idea first took form in 2019, and was set in motion in 2020, just before the start of the pandemic, which added complexity to a project which was already a challenge in itself. Despite all this, thanks to the professionalism and dedication of all the teams involved, led by corporate management for Digital Transformation, Vithas One is already implemented in the financial, purchasing and logistics processes, and is expected to be completed in 2023 with the healthcare processes.

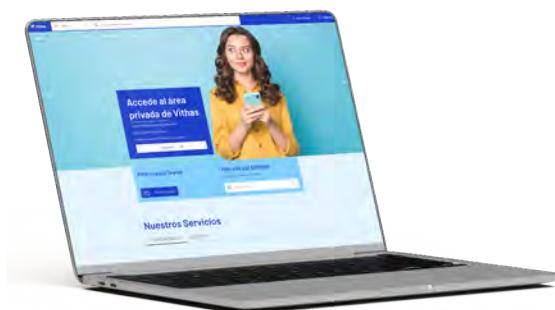
A comprehensive project

In addition to the application project, the project for digital transformation of Vithas also focuses on other areas so the new model is complete and meets its goal of revolutionising the Group, always for our patients' benefit:

- I **Digital area:** the aim is to **strengthen customer relations** in the area of care, with tangible advantages such as video consultations or virtual prescriptions, but also in the area of management and information. All to strengthen speed, approachability and efficiency.
- I **Infrastructure area:** in order to improve processes, first we must optimise the teams and tools, which is why we are **modernising and adapting job posts and physical security**, as well as the DataCenter.
- I **Data area:** in our goal to be and act as one company, we are building a 'Datalake' that will be the **source of**

homogenised information for management and control reports, but also for other Machine Learning and artificial intelligence projects. Some of the main milestones achieved in this area in 2021 were:

- Implementation of a **new corporate website** linked to private patients' area.
- Implementation of **telemedicine** and **electronic prescriptions**.
- Creation of a **new Data-Center**, which implements all the infrastructure necessary for Vithas One.
- Implementation of a tool to **analyse data traffic**, based on artificial intelligence.
- Implementation of Ok Vithas (Contact Centre).



Our project of digital transformation is based on diverse areas for the new model is comprehensive and benefits all our patients



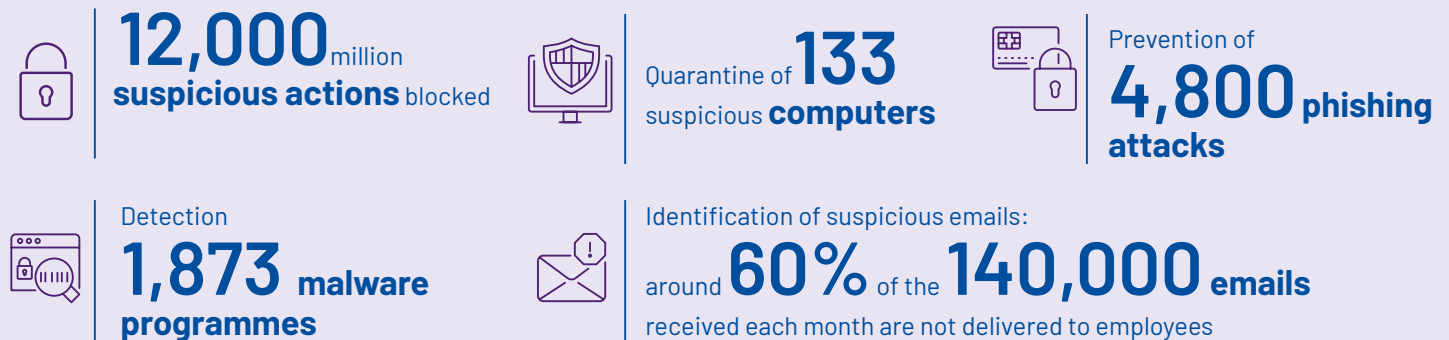
Information security

Without a doubt, one of the key aspects of the digitalisation of Vithas is **the strengthening and optimisation of cybersecurity**. To this end, we have different systems and processes for the proper management of the same, such as firewalls, intrusion detectors, antivirus with EDR, threat hunting service (proactive search through networks to detect and isolate threats), forensic analysis service, anti-spam systems and ASO service (App Store Optimisation), to name a few examples. In the short-term, we are going to launch a **global regulatory body**, which will allow us to considerably increase the security level, as well as limiting the risks of obsolescence, in addition to other actions such as encryption, vulnerability audits, greater segmentation of our networks, etc.

Main actions undertaken in 2021



All of this has led to a **substantial increase in our cybersecurity. As an example we can provide data on malicious or suspicious emails detected in recent months:**



4.
Dedicated
to you



4.
Dedicated
to you

4.1 Care activity

To achieve our goal we provide patients who place their trust in us with the best professionals and the most efficient and advanced technology, to be **leaders in excellence in the private healthcare sector**. For this reason the Group's corporate strategy focuses on:



Quality of Care. This is one of the pillars of the business model. We set standards of care for all the hospitals in the Group to guarantee optimum care. To do so, we have the *Joint Commission International* as a reference model in quality of care and customer service, **the organisation with greatest experience and prestige in healthcare accreditation in the world, due to its high standards**. Three of our hospitals (Vithas Xanit International (Benalmádena), Vithas Granada and Vithas Madrid Arturo Soria) are already certified, ranking them among the best hospitals in the world, and we continue to work towards accreditation of more hospitals and centres of the Group.



Patient proximity

In line with our motto "Living to take care of you", at Vithas we believe that proximity to our patients and their family members is key for their recovery. For this reason we want to promote the role of the **Personal Health Assessor (PHA)**, a professional who is specially trained to accompany the patient and their family throughout the entire process, reinforcing their availability and numbers by investing in their training and preparation.



Accessibility At Vithas we work to **bring society closer together**, in general through the digital transformation, the initiatives aimed at

improving patient experience and also the programme Vithas Aula Salud (Vithas Health Class) by providing health advice in spaces dedicated to training citizens on topics related to habits for a healthy lifestyle.



Care in numbers

At Vithas we treat more than 5.5 million patients each year at our centres. Among the specialities most in demand are traumatology, the digestive tract, gynaecology and obstetrics, ophthalmology, dermatology and ENT.

In 2021 in Vithas hospitals we attended **8,667 births**, **902,008 emergencies** and **142,579 surgeries**, with an **outpatient rate of more than 55%** and a total of **104,187 patient hospitalised**, with a **median stay of 3.35 days**. In the laboratory environment we have undertaken a total of

835,069 clinical analyses and **87,638 pathological anatomy tests**. **Radiodiagnostic imaging** performed a total of **850,698 tests**, and the **pharmacy** service created **16,649 intravenous mixtures** and dispensed **25,274 medications** to external patients.

Vithas **care** data



5.5
million
patients



8,667
births



902,008
emergencies



142,579
surgeries



+ 55%
outpatient rate



104,187
hospitalised
patients



3.35
days median
stay

At Vithas we put all our efforts into achieving excellence in care and patient experience

850,698 diagnostic imaging tests:



245,293
ultrasounds



164,756
MRIs



71,994
computed tomography scans (CT scans)



93,425
mammograms



275,230
other tests



378,665 covid-19 tests:



173,595
PCR



173,781
antigen



31,289
antibody

4.2 The patient first

Our corporate culture is focused on the patient, who is at the centre of our activity. Our motto “Living to take care of you” is our leading light, and for this reason we do our utmost to deliver. As such, since 2019 we have had a **Corporate Customer Experience Directorate**, and are up until now the only hospital group with a specific directorate of this type,

which gives voice to the patients in the governing body where corporate decisions are made. Along these lines, in 2020 the **Corporate Patient Experience Committee** was created.

This policy is aimed at improving patient experience both in care and administrative processes, involving all areas of the

company from an multi-channel strategy, which improves patient services both in face-to-face and digital channels, to achieve an authentic transformation in which the patient truly comes first.

A patient with voice

To achieve the best patient experience, it is necessary for patients to be able to participate and relate their experiences first-hand. To this end a project has been developed to **co-create the ideal Patient Journey** between the patients, companions and professionals of Vithas centres. In 2021 the first workshops were carried out on the Emergency Room, in which during three days they collaborated in the construction of the macro-process of the ER, with an action plan for continuous improvement in the short, medium and long term.

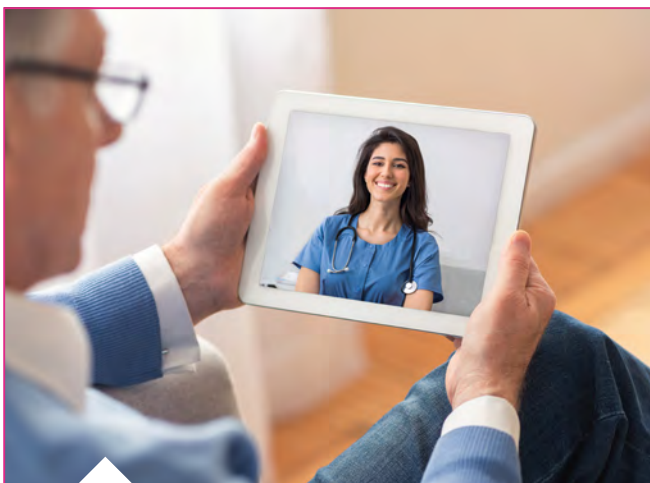
Year	Workshops	Patients	Professionals	Patient Journey
2021	16	128	780	107

The opinions of our patients helps us to continue improving





Digital health management



OK VITHAS

In 2021 we made a significant advance in administrative management with the patient, through **OK Vithas**, the new Customer Relations Centre of the Groups to coordinate virtual service. With the inclusion of 14 new centres this year, **more than 1.5 million calls** were handled, 68% of them for appointments and 31% for information and other topics.

MY VITHAS

Another of the main projects launched this year **My Vithas** the **new app and private Vithas website**, a digital channel through which patients can manage appointments with specialists, access their medical records and diagnostic tests for consultation and download, consult the medical lists of the Group's various hospitals and medical centres, and receive health advice.. In less than a year the application has exceeded **half a million users**, who scored it 4.4 out of 5.

Our digital strategy also aims to improve virtual care, with consultations and check-ups via telephone, video and chat, a service available at all Vithas centres. In 2021 **more than 20,000 virtual care appointments** were carried out, and we have also met our goal: to implement the Medical Chat on My Vithas and carry out 300 consultations, eventually reaching 337 consultations. The implementation of an electronic prescription service is also gaining ground and there are already 21 Vithas centres with this resource, issuing **1,971 'e-prescriptions'** in 2021.

Digital users
537,521

2021
Goal:
500,000

Online appointment
transactions
605,891

2021
Goal:
500,000

% Online
appointments
+13%

APP downloads
174,219

2021
Goal:
100,000

APP score
4.4 out of 5

2021
Goal:
3.8



VITHAS ADVICE MANAGEMENT

The promotion of healthy habits, health advice and recommendations to prevent disease is the aim of our new **Vithas Advice Management (VGR)**. It is a project based on accompanying our patients by sending **preventative health advice and informative messages**. Through digital channels such as email, SMS and the website and appm we offer quality information to our clients. In 2021 we achieved our goal of integrating this project in the digital channel My Vithas, achieving **more than 1 million recommendations**.

PRESENCE ON SOCIAL MEDIA

At Vithas we are found all social media, an indispensable channel for communication where up to date information and news can be found and through which we can establish **direct contact with all our stakeholders** (clients, employers, suppliers, media, etc.). Each year our number of followers grows and we increase the resources to maintain fluid and approachable contact with all of them.

Social Media: a community of more than 103,000 followers



Instagram

+7,000



LinkedIn

+64,000



Twitter

+12,000



Facebook

+20,000



Youtube

+730

4.3 In search of excellence

One of the essential values to fulfil our purpose of improving the lives of our patients is to have the highest quality standards and thus achieve excellence. To do so, at Vithas we have a **Integrated Quality and Environment System** at all hospital centres, certified in line with regulations ISO 9001, ISO 14001, and based on the standards of the **Joint Commission International accreditation** (currently the most prestigious healthcare accreditation in the world)

To achieve this in care, we work on different aspects, focusing on continuous improvement in:



Care processes



Patient Safety



The management of the organisation



Personalised care



Accessibility, guidance, companionship, speed and friendly care



Redefining the quality scoreboard



Updating the document management model and creating a quality portal accessible to all professionals



Carrying out patient safety training for professionals



Consolidation and promotion of clinical commissions



Safety as a tool for monitoring and verification



Start of the standardisation of key processes in the operating theatre and emergency department

In 2021 we promoted different actions to improved aspects of care quality and patient safety, among others:

We work to achieve the highest quality standards, always to benefit the patient



Quality and Transparency Portal

Another of this year's milestones was the implementations of the Quality and Transparency Portal, a tool for professionals aimed at **improving work and care processes**. Through this, using Vithas' intranet any professional can find everything from strategic documents (such as those of government bodies and leadership or Vithas policies) to any document or registry on a hospital level.

All documents are organised according to the company's map of processes and also according to the accreditation model of the **Joint Commission International**.

Through the Quality and Transparency Portal all the commonly used tools for care management can be accessed. The system has also been designed to be the workspace for the hospitals as a whole. It is also designed to be the workspace for all hospitals, so that process managers can easily record and monitor the continuous improvement cycle (PDCA) using the forms.



Claims, complaints and suggestions

In order to know our margins of improvement we need feedback from our clients, which is why it is important to find out their opinions first hand. Along these lines, we have a system which allows us to manage claims, complaints, suggestions and commendations (CCSC) submitted by patients and/or family members received in writing (complaint and claim forms, official claims, standard post, fax, email, social media, reviews on search engines...), verbal or telephone or through the insurance company.

In 2021 **more than 12,000 patients** had a claim, complaint, suggestion or commendation **dealt with** in less than 48 hours. The majority of claims were related to waiting times (25%), care services (22%), medical practices (19%) and treatment (10%). On the other hand, **commendations increased by 37% compared the previous year**.

Year	Claims	Complaints	Suggestions	Commendations
2021	536	3,415	140	1,134



4.4 Awards and recognition

In 2021 we were recognised for different achievements in the healthcare sector which encouraged us to continue improving in our vocation of living to look after our patients.

TOP 20 Hospitals This is the leading programme in the Spanish healthcare environment, with more than 20 years' experience, developed by IQVIA Healthcare and in which public and private hospitals participate for free, voluntarily, and anonymously. The criteria for these awards is based on indicators of quality, function and efficiency, as well as recognition of good practice in the sector. The assessment is global, but is based on the balance of results for the most frequent processes, allowing it to bring greater care value. In 2021 Vithas Castellón won the Top20 awards for Excellence in Global Hospital Management, and Vithas 9 de Octubre was a finalist in the same category.

Best Spanish Hospitals Awards (BSH). This ranking was compiled by the consultants Higia Benchmarking and the leading healthcare coding company ASHO, with the endorsement of the Spanish Society of Healthcare Executives (SEDISA). In 2021 seven Vithas hospitals won awards as "Best Hospital". Vithas Valencia Consuelo, with six awards, Vithas Valencia 9 de Octubre, with two awards; and with one award, Vithas Alicante, Vithas Castellón, Vithas Málaga, Vithas Sevilla, and Vithas Tenerife. In addition, eight hospitals in the Group received the finalists diploma in different categories, totalling 19 diplomas: Vithas Castellón, Vithas Madrid Aravaca, Vithas Valencia 9 de Octubre, Vithas Lleida, Vithas Valencia Consuelo, Vithas Madrid Arturo Soria, Vithas Medimar, and Vithas Las Palmas.

'EnerTIC Awards' 2021. The project 'Application for the integration of multiple control systems in a hospital and smart processing of data', or the CONECT@ system, won in the Digital Transformation category.

100 best ideas of 2021 awards by Actualidad Económica. The Aerobox system, a portable device for the individual isolation of patients with Covid-19 which avoids the airborne transmission of the virus, developed by Vithas, was one of the best ideas in the area of Health.

Vithas Almería has also received the **Gold Medal of the Province of Almería**, and Vithas Sevilla achieved the **First prize for the long oral communication of the Spanish Society for Healthcare Quality (SECA)** for 'Risk assessment for patient safety in telemedicine'.

Certifications and accreditations

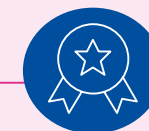
As well as being accredited by **Joint Commission International** in three of our hospitals (Vithas Xanit Internacional, Vithas Madrid Arturo Soria and Vithas Granada), and having **ISO 9001 Quality Management Systems**, and **ISO 14001 Environmental Management Systems** in 18 hospitals, we have other certifications to guarantee quality in different hospitals and services:



ACSA Certification
(Andalusian Agency for
Quality in Healthcare)
at the Hospital Vithas
Granada and the Early Alert
Unit at Vithas Almería

CAT Certification
(Quality in blood
transfusion, cell and
tissue therapy) at Vithas
Xanit International

**Madrid
Excelente Seal**
at Vithas Madrid
Aravaca and Vithas
Madrid Arturo Soria



5.
We are
Vithales



5.
We are
Vithales

5.1 A unique team

At Vithas we are committed to offering the best quality in care and achieving excellence in patient experience. health and wellbeing of people is our priority and, in order to succeed in this task, it is necessary to have **a human team which lives up to these expectations**. As such, we are convinced that each and every one of the people who form part of the Group are the foundations on which our activity rests and the **element which sets us apart and makes us unique**.

Vithas professionals, of course 'live' to care for all our patients. They are **committed, dedicated and highly specialised** people who, when performing their duties, act with honesty, effort, responsibility and scrupulous respect for the law and internal code of conduct.

Due to this, and with the aim of offering the best service possible as a company, we know that the first thing we must take care of our employees. We therefore make an effort every day to **build the best environment possible**,

making all Vithas workplaces safe, healthy, equal, and inclusive spaces, in which each individual can continue their personal development and expand their professional knowledge to reach their full potential.

in this way, by committing to **quality employment**, we strengthen people's commitment to the common project that is Vithas, a relationship of trust which, ultimately results in the services provided to our patients.

Vithas staff, in numbers

(at the end of 2021)

At the end of 2021, Vithas' human team consisted of 12,500 professionals, with 6,991 people under direct contract, a 14% increase on the previous year. Undoubtedly, the gradual recovery of activity after the worst months of the pandemic allowed us to **increase our workforce** to continue offering the best care possible.



12,500
professionals



**Direct contractual
relationship**
6,991
people



**Increase a
+14%**

2021
Goal





6,991
direct
employees

Distribution by gender



Women
5,302

76%



Men
1,689

24%



68% of staff are
healthcare workers



Management
199



Non-healthcare staff
2,085



Qualified healthcare
professionals
2,169



Healthcare
technicians
1,118



Other healthcare staff
2,053



Interns
16



100%
of staff based
in Spain

By age



< 30 years
1,395

20%



30- 50 years
3,983

57%



>50 years
1,613

23%



Type of
contract

79%
permanent

79%
full time

99% covered
by a collective
agreement

5.2 We believe in diversity

We understand diversity across all areas, not only from a gender perspective. We are sure that differences, of whatever kind, enrich us and bring value. In this way, at Vithas **we are committed to inclusion and integration** as an essential part of our performance, and we reject any type of discrimination.

At Vithas we work so all our professionals receive the same treatment and the same opportunities. In this sense, promoting and encouraging equality in the workplace is a

maxim at Vithas. For this reason, **we promote effective equality between people**, in all our processes, including the selection and incorporation of talent, promotion and training, among other things.

Many of our centres have **Equality Plans** created and implemented so everyone who works there is treated equally. We also carry out **initiatives to raise awareness** to educate our human team on the importance of this aspect and we undertake continuous

monitoring to evaluate plans and be able to develop actions for improvement when necessary.. In this sense, our goal is to have a single Equality Plan for the whole Group.

As such, we work firmly **in favour of including people with special abilities**. At the end of 2021 we had 81 professionals on our team with some type of disability. On the other hand, all our centres are adapted to guarantee accessibility for people with a disability.



Bullying prevention



With the aim of guaranteeing dignity, we have a **bullying prevention protocol**, aimed at favouring freedom of personality and the protection of physical and moral integrity, with **zero tolerance for discrimination** for any reason.

5.3 We promote talent

We need the best talent to be able to offer the best services. For this reason, at Vithas we have a **Annual Training Plan** focused on developing the potential of our professionals. The aim is to provide the appropriate tools to expand and **strengthen their skills and knowledge**, helping them to grow so they can perform their duties at the highest level.

Training is structured around three main principles: the strategic needs of the Group, those detected by the different business units and the specific needs for each role. The aims, roles and responsibilities for training actions to be implemented are established through a generalised process, whose ultimate aim is to **identify and establish training itineraries** and specific developments.

Over 2021 we have invested almost one million euros in our training programme, teaching close to 56,000 hours to boost the talent of the people who work at Vithas. In order to facilitate access to it, around 70% of the courses have been carried out in 'tele-training' format, an agile and flexible mode which also helps to optimise time management and favours important aspects such as work-life balance.

Training in 2021



Hours by professional category



Management
2,544



Qualified healthcare professionals
26,587



Other healthcare staff
8,412



Healthcare technicians
6,144



Non-healthcare staff
12,269



Total hours

55,956

Format (hours)

In person **244**

Virtual **16,804**

Tele-training **38,908**

Main topics taught

Topic	Hours	Participants
Knowledge	16,614	1,845
Languages	414	70
Healthcare cleaning	99	9
Healthcare	19,915	2,279
Health, safety and prevention	18,914	3,130
Total	55,956	7,333



The path to continue growing

One of the main tools used at Vithas for our staff's development is **performance evaluation**. This process allows us to measure individual performance in relation to personal skills and the defined corporate aims. In this way, it is possible to identify areas where expectations have been met and possible areas for improvement in order to foster **personal and professional growth**. This assessment has been carried out in 2021 on around 350 people, mainly managers and middle management, although we are already working to include healthcare professionals (nurses, assistants and other healthcare professionals) in the short term.



5.4 We look after our people

To protect the health and well-being of our patients, we must first **ensure the safety and security of the people** who make up Vithas, as well as all those who have a relationship with the Group. This is a priority commitment to which we dedicate significant efforts and resources because we know that **health and safety**.

We promote, through our **Health and Safety Policy**, a preventive culture that allows us to provide safe and healthy workplaces, identifying specific risks and those related to the different activities, always taking care of the professionals. We have also set out the **Strategic Plan for the Prevention of Occupational Risks 2021-2024** to continue advancing and improving in this area.

Vithas safety commitments

Provide professionals with working conditions in which health and safety is one of Vithas' commitments and is put into action through the following:

Maintain a high level of **health and safety** at work, in compliance with legislation

Carry out training and informative activities on the prevention of workplace risks to help improve employee safety in their workplace

Advise on prevention of risks in the workplace in a personalised and detailed way at all the centres

Ensure that all **people** at the company **take active part** in the **Health and Safety Policy**

Guarantee the participation and **knowledge** of **employees**

Carry out audits to verify compliance with the workplace risk prevention

Have the necessary means to eliminate danger and reduce risks, **therefore reducing accidents at work**

Ensure that **contractors** and **subcontractors** who enter the workplace **perform safe tasks**

Integrated in management

The health and safety of people are **strategic issues** at Vithas and have the complete support of the Group's management. The Occupational Risk Prevention Area Management develops a specific Strategic Map on the basis of which Operational Plans are defined with a clear common denominator: **the personalised care of all our employees.**

Some of these operational plans are the creation of the **Joint Prevention Service with 11 Occupational Risk Prevention technicians**, in charge of the speciality of Safety, Hygiene, Ergonomics and Applied Psychosociology, which provides coverage to all Vithas employees in a more structured and closer way; the **implementation of an Occupational Health and Safety System** to achieve homogeneous circuits in everything related to employee health and safety in all centres; and the **monitoring of accidents** resulting in sick leave, for their control, analysis and reduction.

NUMBER OF ACCIDENTS IN 2021*

	Male:	Female:	Total
Without sick leave	43	180	223
With sick leave	34	73	107

*Not including accidents in itinere.

Knowledge for prevention

Training on occupational risk prevention plays a leading role in active prevention in all our workplaces. The aim is to **encourage a culture of safety**, to be aware of its importance, as well as providing the knowledge necessary **to carry out activities minimising any risks.**

In 2021 we gave around **16,000 hours of training on occupational risk prevention**, based mainly on specific risks derived from the role, other occupational risks and emergencies. Actions related to centres' self-protection plans and safety practices were also undertaken.

In addition to ensuring people's safety, the aim **is to reduce the number of accidents** in the company, with a positive impact on the frequency and severity rates.

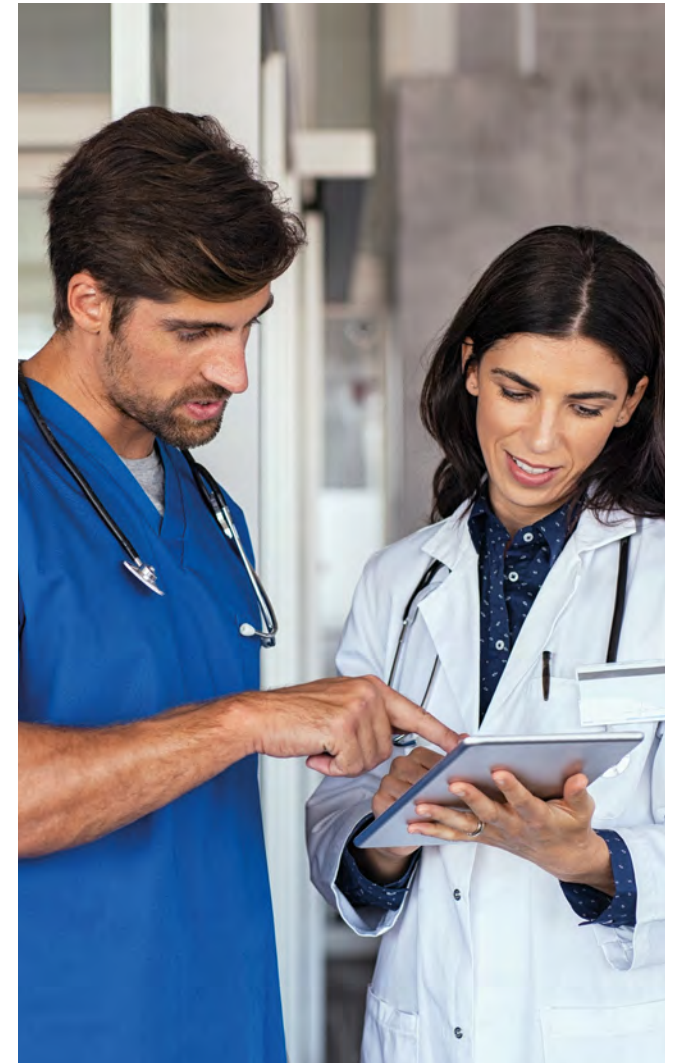
ACCIDENTS AND ABSENTEEISM



Index of frequency **10.7**

Index of severity **0.4**

Hours of sick leave **94,872**



5.5 Always in touch

At Vithas we develop a close and warm relationship of trust with each and every one of the people who make up the Group. We want to maintain direct contact to increase their knowledge on the activity and news of the organisation. In the same way, we have launched the necessary channels to listen to their needs and concerns. Internal communication

therefore becomes a key tool to **favour two-directional fluid dialogue of mutual benefit.**

In addition to the **promotion of personal communication**, which we develop through regular meetings, working groups and training courses, among other examples, we have

various means by which we can reach the entire collective. Our digital newsletter InVithas and the Groups' intranet are perhaps the most visible examples, without forgetting other corporate tools such as email, information screens and advertising boards, which help us to communicate messages to our people.

INTRANET



This is the preferred channel of communication at Vithas. Through the intranet, professionals can access>

- **News publications** both general and of interest for specific collectives (corporate and hospital addresses).
- **Tools to keep up to date** with what is happening at Vithas, at each hospital centre and in each corporate management.
- Access the details of the **appointments** mentioned in InVithas.
- **Manage the employee profile**, as well as access to SuccessFactors (SSFF), requests for holidays, access to corporate management, details or requests for payslips.
- Obtain **IT support**.
- Content related to the **Code of Contact**, the channel for claims, workshops and training courses, among other, as well as other relevant documentation.
- Own tools for the **development of its mission**.

INVITHAS



This is an informative newsletter with a **weekly summary** of the most important information published on the intranet.

INTERNAL COMMUNICATIONS



Periodically, different internal communications of interest with **corporate information** of interest for the whole organisation, and with information of local interest for specific collectives, such as, those belonging to a hospital workplace.





COMMUNICATION WITH SOCIETY



At Vithas we want to share all our challenges, achievement and actions with all of society. The communications department works to make the **Group's activities known in a transparent manner**, both at the corporate level and at each hospital and medical centre.

In 2021 Vithas recorded a total of 18,655 media impacts, 53% more than in 2021, reaching a potential audience of 15,540,576,857 people. In 99.7% of cases, the tone of the impact was positive.

18,655
impacts
in media



+53.1%



In **99.7%** of cases the tone
of the impacts was positive



2,511
paper

2%



357
television

13%

IMPACT BY
TYPE OF
CHANNEL



1,474
radio

8%



14,313
online

77%



6.

Responsible
contribution

6.1 Vithas Foundation

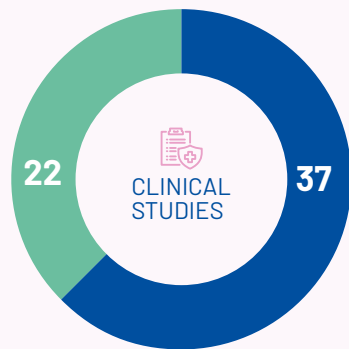
The Vithas Foundation is the body through which we articulate to society all our actions. It is a responsibility, yes, but also an enormous motivation to, through our work, **continue to contribute to social development**.

The areas in which the Foundation focuses its activity are mainly **research, training and teaching in health**, with the aim of improving the quality of life of patients and society in general, and always applying the highest standards of

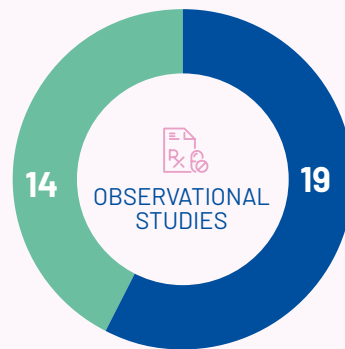
quality, good practice and transparency. In 2021 research, teaching and social action initiatives were carried out to the value of **1.5 million euros**.

fundación vithas

Research



■ Active
■ New



Teaching



Postgraduate
degrees
8

Students
187

Patients
treated
138

Scientific
production
171
publications

R&D&I
projects
granted
9

Masters
4

Total
students
528

Programmes
of social
action
6

6.2 We research the present to improve the future

Research is one of the Foundation's main areas of activity. In 2021, the Ordinary Meeting of its Board of Trustees approved the **Vithas Committee for Research, Development and Innovation (CVIDI)**, a collegiate body of a consultative and advisory nature for the **development of R&D&I activity at the Foundation**. The Committee ensures the research activity undertaken in the Group unites the ethical, technical, clinical, economic and legal conditions required for each type of project. One of the main functions of the CVIDI is

to help to **implement the lines of research defined in the strategic plan**, which must be considered preferential in the Vithas Foundation, as well as the annual or multi-annual action plans, without prejudice to the right of researchers to freedom of research and scientific production.

Among **its goals** are:



The reception and analysis of the viability of the **research initiatives** proposed to the **Foundation**



The advising, guidance and **tutoring of professionals** related to **R&D&I**



The evaluation of assessment criteria and **recognition of the research** undertaken by researchers or research groups **at all Vithas centres**, in accordance with the scales approved by the Board of Trustees



The **periodic evaluation of research** carried out at the Foundation and the **creation of priority lists of** recipients of the eventual **grants** for research and training of researchers that can that may be granted from the Foundation's budgets, in accordance with the rules laid down by the Board of Trustees

Research in numbers

In 2021 the Foundation increased the number of **clinical trials carried out** in our hospitals with 22 new clinical trials, bringing the total to **37 active trials** in which **138 patients** participated. **67 contracts** were also managed to carry out test in the context of clinical trials. The outcome was the ability to offer our patients the opportunity to access the most cutting edge treatments for different diseases.

The foundation also carried out **19 observational studies**, 14 of which were begun in **2021**. At total of 54

patients participated in the different studies launched in different centres of the Group.

All this scientific activity is also reflected in the volume of publications, which in 2021 totalled 171, with ophthalmology, oncology and neurosciences being the three specialities with the highest number of publications in different scientific journals in 2021. This figure represents Vithas clear commitment to **strengthen quality research** at our hospitals, always orientated around the patient.



CLINICAL STUDIES BY HOSPITAL

Mediterranean
Zone

5

Madrid, North
and Canary
Islands Zone

7

Andalucian
Zone

25

37 clinical
trials



138 
patients

67 
contracts

19 observational
studies



14 begun 
in 2021

54 
patients



6.3 Training the best

Quality training is another of the cornerstones of the Vithas Foundation's activity, which develops and promotes initiatives of various kinds with the aim of **bringing training closer to healthcare professionals**, both in the public and private sectors, facilitating the creation of an environment where professionals from diverse areas can share experiences, opinions and ideas

The range of training material is diverse, novel and adapted to the different personal and professional needs and concerns. It is organised into courses and theoretical and practical programmes developed in **collaboration with leading universities and teaching centres**, including the CEU Cardenal Herrera Oria University in Valencia, the Francisco de Vitoria University and the CEU San Pablo University, both in Madrid, the Pan-American University, the University of Malaga and AMIR, among other institutions.

Teaching at the Vithas Foundation is structured in:



Postgraduate degrees



Chairs



Workshops

In addition, the Vithas foundation promotes grants for professional training, in 2021 awarding the **VII Grant for training and research in radiosurgery** in collaboration with Elekta. This grant, which aims to promote, strengthen and encourage research in the field of new technologies and the development of training and clinical research techniques in radiosurgery, consists of a financial aid of 3,000 euros to support the researcher's living expenses.



It is aimed at a resident doctor in the final year of radiation oncology or a specialist in radiation oncology who has graduated in the last two years. The award-winner carries out clinical research in cerebral and extra cerebral radiosurgery at the Radiation Oncology Department of Vithas Valencia Consuelo.

Postgraduate degrees

In 2021 a total of eight postgraduate degrees were given, four of them masters, which allowed the training of 187 professionals over the years and more than 500 over the different editions.

8
postgraduate
degrees

4 of them
master's

187
professionals

+ 500
in total

Type of Course	Degree	Director	University	Format	Year	Number of students	Total students all editions
University master's degree	Advanced Aesthetics and Laser Techniques	Dr. Vicente Alonso	CEU Cardenal Herrera	In person	2021/2022	37	339
Own master's degree	Integrated Management of Clinical Trials	Dr. Ángel Ayuso	UFV	In person	2021		
Own master's degree	Integrated Pain Management	Dr. Carlos Tornero	UFV- Panamericana	Online	2021*	31	56
Own master's degree	Master's in Pain for Physiotherapists	Dr. Carlos Tornero	UFV- Panamericana	Online	2021*	17	17
Specialism	Chronic Pain	Dr. Carlos Tornero	UFV- Panamericana	Online	2021*	12	16
Expert	Acute Postoperative Pain	Dr. Carlos Tornero	UFV- Panamericana	Online	2021*	6	13
Expert	Advanced Techniques in Pain Treatment	Dr. Carlos Tornero	UFV- Panamericana	Online	2021*	9	12
University Course	Basis of Chronic Pain	Dr. Carlos Tornero	UFV- Panamericana	Online	2021*	75	75
Total Postgraduate Degree Students						187	528

* to 31 December

Chairs

In 2021 the Vithas foundation has one Chair.



Chair	Director	Associated Centres	Year of Creation	Sponsors
Pain	Dr. Carlos Tornero	UFV	2019	Various

The **UFV-Vithas Foundation Chair in Pain** was created in 2021 by the Universidad Francisco de Vitoria. It was created with aim of promoting knowledge on subjects related to pain for healthcare professionals and the general population. Directed by doctors Carlos Tornero and María Carnero, anaesthesiologists at Vithas Valencia 9 de Octubre and Vithas Madrid Arturo Soria respectively, in 2021 the Chair has developed the following lines of action:

Research activity



- Clinical study of radiofrequency needle assessment

Organisation of courses and workshops



- Course on suture techniques for doctors of the pain unit
- Neurostimulation programming session



Workshops

The Foundation organises information days, symposiums and conferences on content of interest both for healthcare professionals and patients and their families. The aim is to be able to transfer information as efficiently

as possible, offering the possibility of direct contact between professionals, patients and relatives to **exchange knowledge** on topics such as vaccines, diabetes or multiple sclerosis.

In 2021 a total of **10 workshops**, attended by **701 people** were held.

Date	Workshop	Format
07/04/2021	I Vaccine workshop Vithas Madrid La Milagrosa	Online
27/04/2021	Webinar: Paediatrics	Online
20/05/2021	I patient-focused pain workshop	In person
28/05/2021	Suture techniques	In person
22/06/2021	Diabetes without borders	Online
14/09/2021	Webinar: Profiles in the clinical trial management	Online
23/09/2021	Neuromodulation programming session	In person
29/09/2021	Inaugural conference of the Chair in Pain	In person
19/11/2021	III International workshop on abdominal wall surgery	Online
30/11/2021	Vithas Sevilla advanced with multiple sclerosis	In person



6.4 Social initiatives

Vithas Group carries out a number of social initiatives, both through the Vithas Foundation and at a Group level and in each hospital and health centre.

In 2021, the **Vithas Foundation** collaborated in different social actions, among which the following stand out:

- I Collaboration with other bodies and NGOs to operate and provide treatment in Vithas centres **children in developing countries**.
- I **Surg for all**, medical/surgical training programme for professionals from developing countries.
- I **Volunteer programme** in collaboration with the Spanish Association Against Cancer, aimed at providing companionship for patients and family members.

I **'The faces of meningitis'**, travelling exhibition in different hospitals in collaboration with the Spanish Association Against Meningitis, with the aim of raising awareness on the illness and promoting its **prevention**.

I **Paediatric odontology** programme for children with special needs in collaboration with the Manuel de La Torre Foundation.

I Electric car to **move children to surgery**, sponsored by Messer, an initiative developed at Vithas Valencia 9 de Octubre and Vithas Castellón.

Grupo Vithas, hospitals and medical centres have also developed **more than 130 initiatives** aimed at raising awareness, education and training, the environment, donations of materials, support for NGOs and sponsorships.

What we do as a company is reflected in society It is a responsibility, yes, but also provides enormous motivation to, through our work, continue contributing to social development



In 2021 the **Sustainability Plan** was developed which, among other aspects, will define Vithas' strategy of social corporate action, with the aim being able to unify the efforts and have a greater impact on society.

- I Promotion and stimulation of **research**.
- I Gathers together the research initiatives proposed in the **different clinical areas**.
- I **Advice, guidance and tutoring** for professionals who wish to present their ideas.
- I **Coordination** of research resources.
- I **Supervision** and coordination of contracting for projects, centres and researchers.

I **Promotion** and establishment of the Group's collaboration contact with other organisations or promoters, with the aim of coordinating research lines and projects.

- I Identification of **training needs** in clinical research.
- I **Promotion of collaboration** between groups with related and/or complementary clinical research lines, in order to optimise available resources.
- I Creation of **standard operating procedures**, enabling research projects to be conducted in accordance with the Standards of Good Clinical Practice.



Our strategy of social action is based on research, training and social care. We want to do our bit in the hope of achieving an effective transformation

7.

We take care of
the environment



7.

We take care of
the environment

7.1 Environmental Sustainability and Energy Efficiency Plan 3.0: our commitment to the future



We are aware of the close relationship which exists between the environment, health and quality of life for people and living beings. For this reason, **every day we commit to look after and respect the environment**, as well as minimising the negative impact derived from the services and activities we undertake.

This is reflected in our **Environmental Sustainability and Energy Efficiency Plan 3.0:(2021-2025)**, based on the


Sustainable Development Goals (SDGs) of the UN. Through this, by 2025 and using the data on the company's energy consumption in 2015 as a reference point, we want to **achieve 80% of the goal in the EU Framework on Energy and Climate for 2030**.

This Plan includes the incorporation of additional tools to help monitor the advances and involve our professionals. In this way, to evaluate the energy performance and the

measures implemented, we have established a **digitalised management system and expect to increase the points monitored**. To involve our professionals we have a **Manual for Energy Awareness and Good Practices**, as well as an annual plan with training actions.

To achieve this challenge, we expect to invest more than four million euros to fulfil, among others, the following proposals:

Vithas **environmental** proposals:

Reduce  **greenhouse gas emissions and non-renewable energy by 33%**

Increase energy efficiency reducing consumption by up to 32.5% 

Achieving a quota of 40% of nearly zero energy buildings 

Increase the efficiency of hospital processes in water consumption



An award-winning project



The project 'Application for the integration of multiple control systems of a hospital and intelligent information processing', or **CONNECT@system of Vithas**, was awarded in the eighth edition of the **enerTIC Awards**, in the category of Digital Transformation.

Efficient measures

Thanks to the sustainable and efficient measures put in place over the last few years, we have managed to **reduce energy consumption by 14.8% and annual CO₂ emissions by 27.6%**, which is equivalent to planting 22,467 trees or saving the energy required for 164,979 hospital stays.

Likewise, within our Environmental Sustainability and Energy Efficiency Plan 3.0, we plan to promote measures that will affect lighting, maintenance, fuels and thermal production (heating and hot water), among others. In this regard, we aim for **50% of the vehicles purchased to be electric by 2025**, in addition to developing a **mobility plan for employees** that contributes to the overall sustainability of the company.


On the other hand, once we have ensured that all the electrical energy consumed comes from **100% certified renewable sources**, the next step is to encourage non-polluting self-production. Along these lines, two centres already have solar power to produce hot water for healthcare. In addition, **for the period 2022-2023 we will**

begin the installation of photovoltaic panels at six of our hospitals: Vithas Sevilla, Vithas Madrid Aravaca, Vithas Xanit Internacional, Vithas Alicante, Vithas Almería and Vithas Aguas Vivas, in addition to the **plant built in 2021 at Hospital Vithas Las Palmas**. This network of solar photovoltaic plants will **prevent the emission of almost 800 tonnes of CO₂** into the atmosphere each year, a carbon footprint reduction equivalent to planting 5,821 trees or removing 207 cars from the road each year.

Energy efficiency is another of the challenges contained in our Plan, and we hope to achieve a share of 32.5%, which will also have an impact on the challenge of achieving an A or B energy rating for 40% of our hospitals, i.e. to be classified as **Nearly Zero Energy Consumption Buildings**, with investments in the improvement of the facilities along with the other measures.

We strive to carry out our activities as efficiently as possible to minimise our impact on the environment

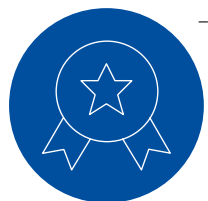
We have reduced energy consumption by

14.8% 
and annual CO₂
emissions by

27.6% 
annual CO₂
emission

7.2 We act responsibly

We have a **Quality and Environmental Policy** that guides our actions to ensure compliance with regulations and the minimisation of our environmental impact, through the adoption of actions that favour environmental protection, pollution prevention and the responsible consumption of natural resources.



We also have an **Environmental Policy System** –according to regulation ISO 14001:2015– whose work methodology is applied to all our centres. This System defines the steps to follow when it comes to identifying, evaluating and registering environmental aspects originating in our activities with the aim of identifying which are significant and acting on them. As a result, both direct and indirect environmental aspects generated by suppliers and subcontractors have been identified. Through this Environmental Management System we adhere to the **precautionary principle**, where the most significant environmental impacts are identified and the necessary mechanisms for evaluation and control are established.

It is worth highlighting that, in 2021 **the audits for Multisite Certification ISO 14001:2015**, a single certificate containing the scope of care and non-care activities for the provision of specialised health care services for 100% of the hospitals and 10 medical centres (45% of the total).

The areas of Engineering, Hospitality and Quality are responsible for environmental management. There is also a team of 59 people divided between corporate (5 people) and hospitals (54 people: 19 heads of hospitality, 19 heads of maintenance and 16 heads of quality).

At the hospital centres we have created a **Committee for Environmental Management and Industrial Security** which effectively manages the physical facilities, medical equipment and people. This management is based on:

- Reducing and controlling dangers and risks; avoiding accidents and injuries.
- Maintaining safe conditions.
- Improving awareness and culture.
- Promoting information and training on the evaluation of environmental and energy management.
- Advising the different hospitality services on waste separation and energy consumption.
- Evaluating the problems, analysing the causes, identifying areas for improvement, proposing corrective measures and monitoring proposed measures.

Main lines of action

In 2021 we mainly advanced in **two fields**:

Renewable energy

An analysis of the state of the centres for the installation of renewable energy has been carried out



Environmental awareness

An campaign to raise environmental awareness mainly aimed at our professionals



In 2021, we invested

€434,565
in environmental management

We fight against climate change

We have an aspiration: to reduce our carbon footprint. To achieve this, we implement measures to **reduce our energy consumption**, as well as achieving **greater energy efficiency** resulting in less emissions being released into the atmosphere. Along these lines, we have launched:

- Implementation of automatic climate control and management.
- Adjustment of the comfort setpoints for heating and cooling in air conditioning.
- Adjustment of temperature setpoints in DHW systems, AHUs and chillers.
- Adjustment of operating times in air-conditioning installations.
- Adjustment of the time scheduling of the management system for fan coils, air-conditioners and lighting.
- Lighting control at night.
- Corrective maintenance actions on gas consumption.
- Replacement of heat pump equipment with highly efficient ones.
- Replacement of cooling units with highly efficient ones

■ Creation of energy efficiency guides.

■ Correction of heat loss in cooling and heating distribution networks through insulation.

Through these measure we have avoided the emission of 493 tonnes of CO₂ into the atmosphere, we translates into approximately 1,643 trees planted and 12,972 hospital stays.

We also promote other initiatives that have an impact on **reducing our carbon footprint**, such as remote meetings via teleconferencing and videoconferencing and reducing business travel where possible.

Our energy efficiently measures have avoided the emission of almost 500 tonnes of CO₂ into the atmosphere

At Vithas we do not generate significant impacts on the environment as a result of spills, spillages, NO_x, SO_x or particle emissions, light or noise pollution. Although it is not a material aspect for us, we have also carried out **acoustic audits**.



Emissions (tCO ₂ eq)	2021
Scope 1	4,141.34
Scope 2*	0
Total	4,141.34




* 100% of electricity consumed comes from 100% renewable sources. This prevented the emission of the equivalent of 6,159.79 tonnes of CO₂ into the atmosphere (emission factor. REE 2021). Source for factors for natural gas emissions: Ministry for the ecological translation. April 2021.

Sustainable use of resources

Energy efficiency

Over recent years we have managed to consistently and in a sustained way reduce energy consumption in our centres, **reducing it by 4% in the last year** compared to the year before. While electricity consumption increased slightly (1.17%), natural gas consumption decreased (-12.61%) mainly due to the shutdown of a cogeneration unit in one of the hospitals with the highest consumption, which implied a higher import of energy from the grid, neutralised by a considerable decrease in natural gas consumption.




Energy consumption (kWh)	2021
Electricity	44,636.145
Natural gas	22,754.629
Total	67,390,774

Scope: 18 hospitals and 3 medical centres

Water management

The water we consume comes from the municipal supply networks where the hospitals are located.



Water consumption (m ³)	2021
Water	265,285

Scope: 18 hospitals

With the aim to continue reducing our consumption each year, thus reinforcing the **importance of this resource for our organisation**, we plan to gradually replace the aerators in washbasins, sinks, toilets and cisterns with water-saving ones.

Primary materials

Due to the nature of our activity we do not consume **primary resources** mainly acquiring **finished products**.



Waste management

We want to contribute to **minimising the generation of waste** through actions of prevention, reduction, reuse and recycling. all waste is processed by authorised waste managers in line with the legislation in force in the autonomous communities where we are present. In this sense we have a **waste management plan** for each community, which gathers specific information related to the applicable legislation, type, labelling of containers and packages which contain hazardous waste, applicable health and safety measures for handling, etc.

Due to our activity, we generate high volumes of hospital waste hazardous to human health and the environment. While it is true that is in the healthcare sector it is complicated to reduce this type of waste, at Vithas we are committed to undertaking the **correct separation and management of waste**. In addition, we have implemented the following measures:

- I Internal audits by heads of quality and heads of hospitality team.
- I Audits by waste management companies.
- I in the external audits (ISO 14001 and that of the *Joint Commission International*) appropriate waste management is also audited.
- I In all hospitals there is are posters explaining how to correctly separate waste.
- I Forms of separation.

Type of waste Tn in 2021

Special biohazardous waste (including sharps) 447

Chemical waste 121

Cytotoxic and cytostatic 12

Other 3

Total hazardous waste 583

Scope: 100% centres. Information corresponding to the removals carried out by authorised waste managers according to the Waste Book. Removal is managed by municipal waste removal services.



Special bio-sanitary waste and chemical waste represent 76.70% and 20.80% of the total hazardous waste, respectively. It should be noted that each type of hazardous waste is processed differently according to legislation. In this way:

- I The processing of **bio-sanitary waste** is carried out with steam sterilisation which guarantees the total destruction of all vegetative forms of bacteria, mycobacteria, fungi, fungal spores and viruses, eliminating all forms of microbial life. The waste, once sterilised, loses its potential to infect and acquires the characteristics of waste which can be assimilated with urban waste.

I With respect to **cytostatic waste**, this is incinerated in a pyrolytic furnace. The technology of these plants allows combustion at 1,100°C, ensuring the oxidation of all organic material and the complete cleansing of gases generated in the process.

I The rest have different treatments, such as laboratory reagents, paraffin and photographic developer, which have physicochemical treatment, or waste toner, electrical and electronic waste, fluorescents, etc., which go to recovery.

Food waste

We are committed to minimising food waste in all our centres. To do so, we have a **Food Waste Reduction Plan**, which has the goal of reducing food waste generated in the production and serving of food to users and clients by 50% for 2030.

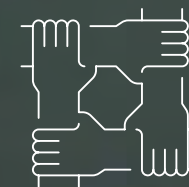
The plan is based on three main principles, **planning, minimising and reusing**, developing in turn various actions and initiatives in different phases of the service: design of the gastronomic offer; organisation and planning of the service; internal and external training and awareness-raising; and collaboration with third sector entities and donations of surplus food.

In addition, through a **monitoring system**, which consists of regular observation of the organic waste generated, we can analyse the reduction trend and design plans to maintain and secure the defined targets.

7.3 Raising environmental awareness

At Vithas we believe it is necessary to create a healthier environment for all. For this reason, as a company which behaves responsibly towards our planet we carry out different actions aimed at **educating our employees** and society in general, of the need to look after the environment and preserve resources.

In this way, we have a *Manual for Energy Awareness* in which goals and good practices are reflected to optimise energy consumption. On the other hand, in 2021 we have carried out various environmental awareness campaigns taking advantage of the celebration of the world days of Energy Efficiency, Water, Recycling, Environment and Energy Saving. For the latter, we distributed a decalogue of good practices drawn up with some ideas that emerged from within the company itself.



We involve everyone at Vithas in the care of the in caring for the the environment



8.

Committed to
tomorrow

8.1. Our future challenges

At Vithas we are committed to achieving excellence in care in order to offer all our patients the best possible experience. It is a demanding objective that requires long-term vision, commitment to continuous improvement and the efforts of our entire team. A strategy which will also help us to **continues moving towards becoming the leader of the hospital sector in Spain.**

In **2022 we will celebrate our 10th anniversary**, an important date that will allow us to take stock of the road we have travelled and all the achievements we have made since our birth. However, **we set our sights on the future and look ahead**, because we still have a lot of work to do to continue fulfilling our philosophy of **"Living to take care of you"**.

We will continue building an unique Vithas, more agile, efficient and digital, capable of **meeting our patients'**

needs through operational excellency and technology. In the same way, we will continue expanding and modernising our network of hospitals and medical centres to improve people's access to the **model of care which identifies us and sets us apart**, providing them with a team of motivated and trained professionals, and our extensive catalogue of services and cutting-edge technological resources. To do so, we maintain our commitment to training people and offering the best working environment possible. And all of this, of course, **with a sustainable approach**, minimising our impact on the environment and collaborating to generate more and more shared value with society.

Only in this way, with determination and knowing what we want our future to be like, will we be able **to face the challenges ahead with confidence**, revealing the enormous capacity for adaptation and improvement that defines and characterises us.



Company: the goal to continue growing

As a hospital group, at Vithas we work to **continue with our organic and inorganic growth and improve operational efficiency**. Firstly, this means always acting in accordance with the principles of our code and in an exemplary manner, providing value and trust to all our stakeholders.

The development of our strategic plan will allow us to advance in issues which are a priority for Vithas. The construction of two hospitals in Barcelona and Valencia are the launch pad for an **investment policy** which translates into the continuous renewal of our centre to benefit our patients, with more than 500 actions carried out in 2021 alone. Similarly, we will continue to make steps in our **process of digital transformation**, continuing with the development of Vithas One and its application in care and non-care processes to optimise our efficiency in healthcare, enabling the work of our professionals, and offering new channels for communication and access with our patients and other stakeholders.

Everything for our patients



Along with the corporate environments, the patient environment is, without a doubt, where we must focus our efforts for continuous improvement. Our solid position as **leader in the national hospital sector** drives us to work tirelessly to offer the best and most modern services, always hand in hand with technology and innovation as our allies.

Some of our next steps in 2022 will be the creation and development of **institutes** focussed on specialties such as ophthalmology, neuroscience, cardiology and oncology, as well as **units specialised** in obesity, dermatology and pain. We are also working on the implementation of plans for the surveillance, prevention and control of healthcare-associated infection and the management and improvement of healthcare risk, without forgetting the **Vithas model of safe surgery**, employed in all our centres. Similarly, we aim to have at least three other centres in our network certified in line with the **standards of the Joint Commission International**, the most prestigious and demanding health accreditation in the world.

We will also continue to work towards the **professionalisation of clinical management**, complying with the defined plan of clinical commissions, standardisation of key care processes and signing of strategic agreements. Lastly, digitalisation will allow us to reinforce our **relationship with patients**, both in the care sector and that of management and information, with innovative projects such as the informed prescribing and delivery of medication at a distance (*home delivery*).

With the help of people



At Vitas we put the patients at the heart of everything we do, but before this we have to look after all the people who form part of the Group. Our professionals are **key for the success of our project** and, for this reason we must continue to make Vithas the best possible place to work.

Training will continue to be a **cornerstone of personal and professional growth**, promoting specialisation and acquisition of new skills and competencies. As will the **good working environment**, moving forward in areas such as **equality, inclusion, diversity and work-life balance**, while providing safe and healthy work places to **favour the wellbeing of the human team**. We know that we need motivated, committed and highly trained people to achieve excellence in care and we will continue to dedicate a significant amount of resources to this end, demonstrating our firm commitment to **quality employment**.

Sustainably



What we do at Vithas is very important, but so is how we do it. For this reason we make an effort for our performance to be increasingly respectful of the environment and to generate **shared value for society as a whole**. Sustainability is therefore a strategic element which will determine our next steps.

We will continue to work towards meeting the objectives and priorities in the Group's materiality analysis, a roadmap drawn up with the help and collaboration of all our stakeholders. Therefore, through the Vithas Foundation we will continue supporting and promoting **research, teaching and social action** initiatives with the aim of promoting the development of the communities in which we are already present and that of society as a whole. Similarly, together with PlazaSalud, we will continue to build stable and long-lasting relationships with suppliers to develop a **safe and reliable supply chain with shared principles** for the benefit of our patients.

For environmental matters we continue to work to **reduce of footprint on the environment**, favouring the decarbonisation of the economy through the promotion of renewable energies in our centres and activities, as well as promoting initiatives that allow us to reduce the consumption of resources and make a more sustainable use of them.



Annexes



About this
report



Sustainability report

2020-2021

Through this Annual Report, we at Vithas wish to share with all our stakeholders and with society in general our commitment to transparency, value creation and fluid communication, giving an account in these pages of our corporate, social, environmental and economic performance during the 2021 financial year.

All the information contained in this document is compiled and presented in a truthful, transparent and reliable manner, facilitating comparison with similar documents published in previous years in order to be able to easily follow the company's trajectory in recent years.



Company: Grupo Vithas



Country: Spain



Period covered: 2021



Frequency: Annual



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Stakeholders

Stakeholders	Communication channels	
Shareholders	<ul style="list-style-type: none"> Corporate and financial reports: annual accounts, Non-Financial Information Statement (EINF) Corporate website 	<ul style="list-style-type: none"> Vithas Foundation website
Patients	<ul style="list-style-type: none"> Patient Services, SAP Social media 	<ul style="list-style-type: none"> Complaints channel, Code of Conduct
Customers	<ul style="list-style-type: none"> Periodic visits Periodic communication Annual accounts, Non-Financial Information Statement (EINF) Sectorial trade fairs Satisfaction surveys 	<ul style="list-style-type: none"> Corporate website Vithas Foundation website Social media Complaints channel, Code of Conduct
Employees	<ul style="list-style-type: none"> Periodic meetings Work groups Communication campaigns Training workshops and courses 	<ul style="list-style-type: none"> Corporate website Social media Intranet Complaints channel, Code of Conduct
Public administrations and regulatory bodies	<ul style="list-style-type: none"> Official communications Corporate and financial reports: annual accounts, Non-Financial Information Statement (EINF) Corporate website 	<ul style="list-style-type: none"> Vithas Foundation website Social media
Suppliers	<ul style="list-style-type: none"> Meetings and work groups Conventions, trade fairs and conferences Audits and evaluations Corporate website 	<ul style="list-style-type: none"> Vithas Foundation website Central purchasing website of PlazaSalud Social media Complaints channel, Code of Conduct
Social environment	<ul style="list-style-type: none"> Vithas Foundation Report Social project Sponsors 	<ul style="list-style-type: none"> Vithas Foundation website Social media Complaints channel, Code of Conduct
Opinion generation	<ul style="list-style-type: none"> Press releases Informative interviews Interviews and reports Events 	<ul style="list-style-type: none"> Publicity campaigns Corporate website Vithas Foundation website Social media
Unions	<ul style="list-style-type: none"> Informative interviews Corporate website Vithas Foundation website 	<ul style="list-style-type: none"> Social media Complaints channel, Code of Conduct
Funders	<ul style="list-style-type: none"> Informative corporate and financial meetings: annual accounts, EINF Corporate website 	<ul style="list-style-type: none"> Vithas Foundation website Social media



Materiality analysis

In order to know the most relevant aspects and issues based on our business, and to be able to report on them to our stakeholders in this document, during this financial year we have carried out a materiality study based on an external analysis through benchmarking of the materiality matrices of companies in the sector and the analysis of reference standards. A list of 42 material issues related to Business, Governance, Environment, Human Resources and Society were subtracted from this study.

To complete the analysis, an online survey was conducted with the 42 aspects identified to the Board of Directors, Management Committee and Business/Management Committee to review and prioritise the different aspects based on their ESG dimension, resulting in the following analysis:

MATERIAL ISSUES BY ESG DIMENSION

BUSINESS		Points	GOVERNANCE		Points
Quality and safety of the product and patient		4.80	Cybersecurity		4.70
Innovation		4.40	Personal data protection		4.50
Digital Transformation		4.40	Compliance and ethics		4.47
Leadership		4.20	System of good corporate governance		4.30
Economic performance		4.00	Corruption and Bribes		4.20
Management model		3.97	Human rights		4.03
Market presence		3.93	Corporate culture: Shared values		4.03
Continuous improvement		3.67	Risk management		3.87
Partnership management		3.47	Dialogue with stakeholders		3.73
Good practice in procurement		3.47	Fiscal transparency		3.67
Indirect economic impacts		3.17	Public policy		3.33
HUMAN RESOURCES		Points	ENVIRONMENT		Points
Employee commitment		4.53	Average energy management		3.97
Employee training and employment		4.47	Environmental commitment		3.83
Health and safety at work		4.23	Waste management, reduction and recycling		3.73
Employment stability		4.17	Water consumption		3.57
Work-life balance		4.17	Emissions management (carbon footprint)		3.47
Diversity, non-discrimination, and equal opportunities		4.10	Environmentally-friendly materials/purchases		3.40
Healthy lifestyle habits		3.63	Eco-friendly products and services		3.10
Association and collective bargaining		3.20	Biodiversity		3.07
			Environmental practices of providers		3.00
SOCIETY		Points	Physical impacts of climate change (eg: floods, earthquakes...)		2.87
Commitment to the local environment		4.17			
Other social challenges (aging population, mental health, rare diseases...)		3.93			
Low-income patient access		3.20			

■ Critical Matter

■ Medium Priority

■ High Priority

□ Low Priority



Specialist



Directory
of hospitals
and medical
centres

Álava



Hospital Vithas Vitoria

Calle Beato Tomás de Zumárraga, 10
01008 Vitoria
Tel.: 945 14 09 00



53

Hospital
beds



5

ICU
beds



6

Operating
theatres



32

Outpatient
Care



Vithas Medical Centre Vitoria

Calle Beato Tomás
de Zumárraga, 1
01008 Vitoria
Tel.: 945 14 09 00

Alicante



Hospital Vithas Alicante

Plaza Doctor Gómez Ulla, 15
03013 Alicante
Tel.: 965 20 11 00



94

Hospital
beds



10

Operating
theatres



35

Outpatient
Care



Hospital Vithas Medimar

Avenida de Denia, 78
03016 Alicante
Tel.: 965 16 22 00



66

Hospital
beds



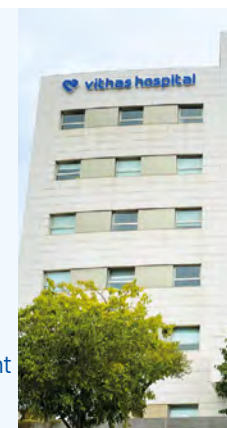
7

Operating
theatres



60

Outpatient
Care



Vithas Consultations Hospital and Dental Unit

Calle Padre
Arrupe,
03016 Alicante
Tel.: 96 516 22 00

Almería



Hospital Vithas Almería

Carretera del Mamí, km1
04120 Almería
Tel.: 950 21 71 00



68

Hospital
beds



5

ICU
beds



7

Operating
theatres



37

Outpatient
Care



Vithas Medical Centre El Ejido

Avenida Ciavieja, 15
04700 El Ejido
Tel.: 950 48 96 88



Vithas Medical Centre Playa Serena

Avenida Playa Serena, 40
04740 Roquetas de Mar
Tel.: 950 33 41 41

Castellón



Hospital Vithas Castellón

Carrer Santa María Rosa Molas, 25
12004 Castellón de la Plana
Tel.: 964 72 60 00



80

Hospital
beds



14

ICU
beds*



12

Operating
theatres



36

Outpatient
Care

6 paediatric and 8 adult



Vithas Medical Centre Castellón

Carrer Santa María Rosa Molas, 40
12004 Castellón de la Plana
Tel.: 964 72 60 00

Granada



Hospital Vithas Granada

Avenida Santa María de la Alhambra, 6
18008 Granada
Tel.: 958 80 88 80



81

Hospital
beds



5

ICU
beds



7

Operating
theatres



36

Outpatient
Care



Vithas Medical Centre Granada

Plaza de la Ciudad de los Cármenes, 2 (bajo)
18013 Granada
Tel.: 958 00 15 00



Vithas Physiotherapy Unit

Plaza de la Ciudad de los Cármenes, 3 (Local 2)
18013 Granada
Tel.: 958 80 07 46

Las Palmas



Hospital Vithas Las Palmas

Calle León y Castillo, 292
35005 Las Palmas de Gran Canaria
Tel.: 928 29 71 51



157

Hospital
beds



18

ICU
beds*



5

Operating
theatres



38

Outpatient
Care

*11 neonatal and 7 adult



Vithas Hospital Outpatient Care

Calle Doctor José Juan Megías, 8, Bajo
35005, Las Palmas de Gran Canaria
Tel.: 928 29 71 51



Vithas Hospital Consultancies

Calle León y Castillo, 294
35004 Las Palmas de Gran Canaria
Tel.: 928 29 71 51

Lleida



Hospital Vithas Lleida

Calle Bisbe Torres, 13
25002 Lleida
Tel.: 973 26 63 00



41

Hospital
beds



3

ICU
beds



5

Operating
theatres



27

Outpatient
Care



Vithas Medical Centre Lleida

Avenida de Tortosa, 4
25005 Lleida
Tel.: 973 26 63 00



Paediatric Emergencies

Calle Bisbe Torres, 13
25002, Lleida
Tel.: 973 266 300



Vithas Medical Centre Tàrraga

Calle de les Astes de Sant
Macari, 3 25300 Tàrraga
Tel.: 973 26 63 00



Extraction point laboratory

Calle Bisbe Torres, 6
25002, Lleida
Tel.: 973 266 300

Madrid



Hospital Vithas Madrid Aravaca

Calle La Salle, 12
28023 Madrid
Tel.: 915 12 90 00



88

Hospital
beds



13

ICU
beds



10

Operating
theatres



46

Outpatient
Care



Hospital Vithas Madrid La Milagrosa

Calle Modesto Lafuente, 14
28010 Madrid
Tel.: 914 47 21 00



126

Hospital
beds



10

Operating
theatres



26

Outpatient
Care



Hospital Vithas Madrid Arturo Soria

Calle Arturo Soria, 103
28043 Madrid
Tel.: 912 14 31 00



90

Hospital
beds



16

ICU
beds



7

Operating
theatres



60

Outpatient
Care



Vithas Hospital Outpatient Care La Milagrosa

Calle de Fernández de la Hoz, 45
28010, Madrid
Tel.: 91 447 34 00



Vithas International

Calle Arturo
Soria, 107
28043 Madrid
Tel.: 915 90 52 99



Vithas Hospital Outpatient Arturo Soria

Calle Arturo Soria, 105
28043 Madrid
Tel.: 91 214 31 00

Málaga



Hospital Vithas Málaga

Avenida Pintor Sorolla, 2
29016 Málaga
Tel.: 952 12 11 00



111

Hospital
beds



14

ICU
beds*



8

Operating
theatres



39

Outpatient
Care

*7 neonatal and 7 adult



Vithas Medical Centre Limonar

Calle La Era, 6
29016 Málaga
Tel.: 952 12 11 00



Vithas Children's Care Unit

Avenida Pintor Sorolla, 33
29016 Málaga
Tel.: 952 06 16 54



Vithas Medical Centre La Rosaleda

Paseo Martiricos, s/n - Estadio de Fútbol La Rosaleda
29011 Málaga
Tel.: 951 00 01 00



Vithas Medical Centre Rincón de la Victoria

Calle Valido del Rey, 5
29730 Rincón de la Victoria
Tel.: 951 00 01 00



Vithas Medical Centre Torremolinos

Calle Hoyo, 15
29620 Torremolinos
Tel.: 951 00 01 00



Vithas Medical Centre Nerja

Calle Antonio Ferrandis 'Chanquete', 5
29780 Nerja
Tel.: 951 00 01 00



Vithas Medical Centre Torre del Mar

Calle San Andrés, 23
29740 Torre del Mar
Tel.: 951 00 01 00



Hospital Vithas Xanit Internacional

Avenida de los Argonautas, s/n
29630 Benalmádena
Tel.: 952 36 71 90



120

Hospital
beds



13

ICU
beds*



6

Operating
theatres



41

Outpatient
Care

*1 neonatal and 12 adult



Vithas Medical Centre Fuengirola

Avenida Ramón y Cajal s/n - Edificio Beroe
29640 Fuengirola
Tel.: 952 47 73 10

Pontevedra



Hospital Vithas Vigo

Calle Via Norte, 48
36206 Vigo
Tel.: 986 82 11 00



78

Hospital
beds



7

ICU
beds



10

Operating
theatres



36

Outpatient
Care



Vithas Medical Centre Pontevedra

Avenida Eduardo Pondal, 68
36003 Pontevedra
Tel.: 986 86 85 44

Sevilla



Hospital Vithas Sevilla

Avenida Plácido Fernández Viagas, s/n
41950 Castilleja de la Cuesta
Tel.: 954 46 40 00



171

Hospital
beds



14

ICU
beds*



9

Operating
theatres



58

Outpatient
Care

*7 neonatal and 7 adult



Vithas Medical Centre Sevilla

Calle Enramadilla, 8
41018 Sevilla
Tel.: 954 42 06 00

Tenerife



Hospital Vithas Tenerife

Calle Enrique Wolfson, 8
38006 Santa Cruz de Tenerife
Tel.: 922 53 47 30



62

Hospital
beds



2

Operating
theatres



13

Outpatient
Care



Vithas Hospital Consultancies

Calle Enrique Wolfson 17
38006 Santa Cruz de Tenerife
Tel.: 922 534 730

Valencia



Hospital Vithas Valencia 9 de Octubre

Carrer de la Vall de la Ballestera, 59
46015 Valencia
Tel.: 963 17 91 00



218

Hospital
beds



34

ICU
beds*



21

Operating
theatres



70

Outpatient
Care

* 20 neonatal and 14 adult



Vithas Hospital Outpatient Care 9 de Octubre

Avenida Valle de la Ballestera, 59
46015 Valencia
Tel.: 963 179 200



Hospital Vithas Valencia Consuelo

Carrer de Callosa d'en Sarrià, 12
46007 Valencia
Tel.: 963 17 78 00



86

Hospital
beds



8

ICU
beds



12

Operating
theatres



40

Outpatient
care



Hospital Vithas Aguas Vivas

Carretera Alzira-Tavernes de Valldigna
CV-50, Km 11 - 46740 Carcaixent
Tel.: 96 258 88 00



128

Hospital
beds



8

Operating
theatres



20

Outpatient
Care



Specialist Centres



Vithas Institute for Neurological Rehabilitation

Calle María de Maeztu, 5
03208 Elche
Tel.: 966 61 44 99



Vithas Eurocanarias Ophthalmological Institute

Calle León y Castillo, 211
35004 Las Palmas de Gran Canaria
Tel.: 928 49 10 90













Vithas Eurocanarias Ophthalmological Institute

Calle León y Castillo, 269
35004 Las Palmas de Gran Canaria
Tel.: 928 24 07 25






Vithas Diagnostic Network




Vigo (headquarters)

- 
 Rúa Troncoso, 3
36206 Vigo
 Tel.: 986 22 83 18 - Division of Human, Genetics and Toxicology
- 
 Rúa Lepanto, 5
36201 Vigo
 Tel.: 986 22 83 18 - Division of Human, Genetics and Toxicology
 Tel.: 986 43 74 00 - Veterinary Division
- 
 Rúa do Paraguai, 18
36204 Vigo
 Tel.: 986 48 55 69 - Environment and Bromatology Division

Pontevedra

- 
 Avenida de Vigo, 5
36003 Pontevedra
 Tel.: 986 84 11 00 - Division of Human, Genetics and Toxicology;
Environment and Bromatology Division;
Veterinary Division.

A Coruña

- 
 Calle Alfredo Vicenti, 42 Bajo
15004 A Coruña
 Tel.: 981 06 70 66 - Division of Human, Genetics and Toxicology;
Environment and Bromatology Division;
Veterinary Division.



 **vithas**
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