



[16th December 2015]

To our stakeholders:

I am pleased to confirm that Scanmed Multimedis reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

Sincerely yours,

Joanna Szyman

CEO Scanmed Multimedis S.A.

## **Human Right Principles**

### Assessment, Policy and Goals

Care for the adherence for human rights constitutes a significant direction of the Scanmed Multimedis Group strategy. The Group has the internal Code of Ethics, observed by all employees. In the company there is the Ethics Committee and cyclical sessions in the scope of ethics are conducted.

Scanmed Multimedis Group is a signatory of the Diversity Charter. In the company there is also the Equal Opportunities Committee which aims at initiating and implementation of projects and activities concerning diversity. Within the structures of organization a function was appointed of the CSR Commissioner who will be responsible for programs and projects performed within the scope of implemented sustainable development program.

Scanmed Multimedis Group performs the policy in reference to the international Norm SA8000:2008 stressing the implementation the long-term CSR strategy and the sustainable development and declaring the adherence to ethical standards and CSR at the international level. It gives a chance for communication to external and internal stakeholders of information on high standards implemented by the organization in the workplace.

Group accepted the Internal Anti-bullying Policy and Anti-discrimination Policy, Employee Representatives were appointed whose aim was to conduct the communications with high level management regarding the Norm SA8000. The appointment of the above function is another proof for conducting an open and constructive dialogue with stakeholders of the organization.

### Implementation

- In the Scanmed Multimedis the Ethics Committee has been appointed – a collegial body independent in its opinions which monitors the adherence to ethical standards in the Group, solves the appearing ethical problems and monitors the functioning of the Ethical Code developed in the Group.
- In the Scanmed Multimedis Group the Patients' Rights Ombudsman is also active. The Ombudsman's tasks, apart from monitoring the respecting and exercising of patients' rights include, inter alia, the informative and educational activity for patients and employees. The Ombudsman prepares cyclical reports to the Management Board on complaints and requests and monitors the patients' satisfaction.
- Employees have the possibility to notify about the breach of human rights or principles of the Norm SA8000, also maintaining their anonymity of the notifying person via the SA8000 platform launched in the organization. The platform serves for management of ethical culture building process, increasing the awareness of employees in the scope of business ethics and CSR assumptions, as well as for maintenance of continuous relations and contact with employees.
- Scanmed Multimedis Group continuously conducts trainings in the scope of human rights. Employees, during training session, may become acquainted with subjects connected with the human rights, such as the occupational safety and health, requirements of the Norm SA8000, standards and Code of Ethics effective in the Group, containing provisions regarding human rights, patients' rights, personal data protection or courses which allow the staff to prepare for caring for patients coming from other cultures.
- Equal Opportunities Committee is also active in the Group. Its objective is the supervision over the practices used in the Group related to employment and fair working conditions in the aspect of 'Diversity and equality of opportunities'. It also conducts the evaluation of diversity of employment and conditions of employment; analysis, assessment and reporting to the Management Board of the cases of discrimination; assessment of availability of services and adjustment of the infrastructure to various groups from the society; promoting diversity; assessment of

employees' access to various opportunities; applying to the Management Board to take up action at correcting equal employment opportunities

- In April 2015 the Scanmed Multimedis Group commenced the implementation of the project: *„Equality of men and women in the processes of taking up economic decisions as a tool of social change”*. Project was organized with the support of the Ministry of Labour and Social Policy and Governmental Proxy for Equal Treatment. The project aims at communicating knowledge and promotion of equality of men and women on the employment market. Within the project in the group the cycle of trainings and meetings will be conducted in the scope of equality in business. Equal opportunities committee appointed within the structures was also invited to work over the project.
- In order to diagnose the situation a questionnaire was conducted under the title: *„Assessment of the workplace with focus on the activity for the equal opportunities of women and men”*, on the basis of the its results further works were planned aimed at strengthening of equal opportunities awareness among managerial and specialist staff in the scope of knowledge on mobbing, discrimination, equality of sexes and sensitivity to diversity factor.
- Within the scope of assumptions of Corporate Social Responsibility Policy and Norm SA8000 a cycle of trainings was conducted both for the management, executive and specialist staff in the scope of the assumptions of the Norm SA8000 and from the scope of *„ Workplace Bullying – practical solutions in the scope of identification and minimization of negative practices”*. Training was aimed at facilitation for employees of correct identification of behaviour characterizing workplace bullying, discrimination, procedures in confrontation and counteracting of this phenomenon.
- Within the Framework of the project: *„Equality in business”* within the Scanmed Group a cycle of trainings and sessions was organized under the title: *„Strength and potential of diversity”* in the scope of equality in business. In the workshops we noted the participation of 158 employees from various levels of the organization.
- In September 2015 the Scanmed Multimedis Group obtained a title: Ambassador of Equality in business – granted by the Minister of Labour and Social Policy and the Government Proxy for Equal Treatment within the project: *„Equality in business”*. Main assumption which was an inspiration to launch the activity of a group of Ambassadors of Equality in Business is a need to communicate new standards of management and exchange of information and experiences concerning the promotion of equality of sexes in Polish companies and institutions.

- In October 2015 the Scanmed Multimedis Group as a strategic partner of the Polish Association of Staff Management hosted a prestigious meeting of Personnel Directors which was devoted to the subject: Power of diversity – management of diversity in organizations – is it possible? The meeting had an exclusive form limited to a choice group of participants, and a joint discussion allowed us to Exchange knowledge, experience and practices among representatives of a narrow group of companies of the Małopolska region.
- In December 2015 in Warsaw on the anniversary of announcement by the United Nations General Assembly of the Common Declaration of Human Rights a High Level Conference took place – Business and Human Rights. HR Department Employees had a pleasure to participate in a conference which constituted the high point of this years' activity of the Coalition of Ethics Spokesmen appointed within the scope of program: „Business and Human Rights 2014- 2020”. During this event the report „Coalition of Ethics Spokesmen – we care.” was inaugurated.

#### Measurement of outcomes

- In 2015 in the ScanmedMultimedias Group no cases of breaking human rights was detected.
- In 2015 three cases of discrimination were found, which were proceeded pursuant to the norms effective in the organization by the Ethics Committee.
- Trade unions have representatives in the Ethics Committee and the Equal Opportunities Committee.
- In 2015 in the ScanmedMultimedias Group no actions were identified which could threaten the right to freedom of associations and the right to collective labour disputes; the Group did not identify this type of activities among its suppliers.

### **Labour Principles**

#### Assessment, Policy and Goals

Area of occupational safety and health is a significant element of the management system, including the scope of personnel policy and of a modern corporation. Scanmed Multimedis Group provides safe and hygienic work environment to its employees, co-workers and

subcontractors, and also takes up pro-active and effective activities to prevent potential accidents or detriment to health and to prevent any other possible hazards.

The companies within the Group meet the obligations pertaining to the occupational safety and health which are required by the law and practice everything which is obligatory in this scope.

Involvement of ScanmedMultimedias Group in the sphere of occupational safety and health is reflected in such actions as, inter alia:

- introductory and periodical OSH training for employees,
- trainings in the scope of the requirements of the norm: PN-N 18001:2004 Occupational Safety and Health and Social Accountability 8000:2008,
- adjustment of workplaces pursuant to the requirements of law and ergonomics and equipping the employees with protective clothing,
- identification of hazards and assessment of occupational risks,
- organization of work and workplaces in the manner protecting employees from accidents and health hazards,
- systematic inspections and reviews of workplaces,
- analysis of occupational safety and health conditions and of the work environment,
- supervision over the safety management system and internal audits,
- audits of subcontractors in the scope of occupational safety and health requirements as well as requirements of the Group in the above scope,
- cooperation with the external OSH inspectors, trade unions,
- cooperation with the National Association of OSH Service Employees,
- application of systemic solutions in order to eliminate noticed irregularities, analyze causes of accidents in the workplace, events conducive to potential accidents, dangerous situations and various hazards.

### Implementation

- In the Scanmed Multimedis Group the OSH Committee is active and its is responsible for reviewing the workplace conditions, periodical assessment of the status of occupational safety and health, opinionating the measures implemented by the employer aimed at prevention of accidents and occupational diseases, forming conclusions relating to the improvement of work conditions and cooperation with the employer in performance of its obligations from the scope of occupational safety and health.
- None of the Scanmed Multimedis Group companies in 2015 noted any activities limiting the freedom of association. Three trade unions are active in the Group. Membership in the trade unions is declared by 86 of full time employees of the

Group. The most numerous trade union is the National Union of Nurses and Midwives, which associates 47 persons.

- In 2013 in the Scanmed Group the PN-N 18001:2004 norm was implemented: Occupational safety and hygiene management systems. In 2014 both Companies underwent a certifying audit conducted by the external accredited entity, which was finalized by granting to both companies the certificate confirming that the norm requirements were met.
- The Management Board of Scanmed Multimedis Group remains in continuous contact with trade unions representatives and they inform on the undertaken activities and accepted strategies on a current basis. Regularly, once a quarter, meetings of the Management Board with the representatives of trade unions are held, during which discussions on the issues essential for employees and trade unions take place, moreover the Management Board always becomes acquainted with conclusions and remarks of trade union representatives.
- In 2015 the Scanmed Multimedis Group did not identify any activities which may constitute hazard for the right to freedom of association and the right to collective labour dispute among its suppliers.
- Within the framework of the safety and health policy performance the highest level of management provides consultations with employees and their representatives, information on all aspects of occupational safety and health connected with their work. The highest officers of the management introduced such organizational solutions for employees and their representatives could have the time and funds enabling them to actively participate in the processes of planning, implementation, maintenance, verification, remedial and preventive actions as well as all other activities for continuous improvement of measures performed within the scope of occupational safety and health.
- The Group provides all its employees with access to protective vaccinations, e.g. against Hepatitis B and flu. In 2015 the percentage of medical employees vaccinated against Hepatitis B amounted to 87%.
- In the Scanmed Multimedis Group the mandatory annual first aid trainings are conducted and they include all employees of the Group. For medical personnel they are conducted in the BLS (Basic Life Support) standard in the cardiopulmonary resuscitation, and the remaining employees participate in the basic scope. Trainings finish with issuance of the applicable participation certificate.

- The Occupational Safety and Health Committee informs the employees on occupational diseases during obligatory introductory and periodical trainings.
- The Group confirmed access to the project Barometer of Involvement using the Diversity Index. Within the audit the areas which were subject to assessment are the following: areas connected with the strategic management, organizational culture, structure of employment, process of recruitment and selection, professional development of employees and remuneration employees.

#### Measurement of outcomes

- In the employment structures women are a dominating group. They occupy positions at every level of the structure from specialist to managerial positions.
- In 2015 in the Scanmed Multimedis Group 57% of concluded contracts with employees were full time employment contracts, and 43% were civil contracts, out of which contracts with women constituted 88% of employment contracts and 63% were civil contracts.
- The age group which dominates among Scanmed Multimedis Group employees are young persons aged 26 to 35 years of age. Another group which is most often represented in our employee population are persons aged 36-40, this is why the personal policy of Scanmed Multimedis Group is addressed, inter alia, to these age groups. In total these groups constitute 60% of all employees.
- The Group does not employ anyone aged below 18. Especially important group of employees are persons aged 50+. In Scanmed Multimedis this group accounts for 21% of employees. The Group Policy aims at providing these persons with fair conditions of work as well as with fair conditions for retirement.
- In 2015 the Scanmed Multimedis Group the Occupational Safety and Health Department did not receive any applications, requests, etc. which would be contributed by trade unions.
- So far in the organization no occupational diseases have been detected or suspected, therefore no assistance programs have been offered to employees or their families.
- Regularly once a year the review of management processes is organized, in which the highest level of the management takes part. During the review the performance of assumed goals is summed up, including the activities in the scope of OSH management policy.

## Environmental Principles

### Assessment, Policy and Goals

The area of activity of the Scanmed Multimedis Group is a medical services sector. The influence of the Group on the natural environment includes the production of various kinds of waste, including medical and hazardous waste, such as the emission of gases during combustion of fuels by medical ambulances fleet. The ScanmedMultimedias Group actively undertakes initiatives aimed at preservation of the natural heritage and natural resources for future generations. The Group has identified waste management, water, heating and electricity consumption as well as CO<sub>2</sub> emissions as the significant impact on the natural environment.

The Integrated Management System Policy of the ScanmedMultimedias Group was published on the website: <http://scanmed.pl/polityka-zintegrowanego-systemu-zarzadzania/>, containing provisions on the goals in the scope of environmental protection, including, inter alia, goals related to monitoring and restricting the impact of the organization on the natural environment, perfection of the Integrated Management System in the scope of environment and care for the natural environment, especially by prevention of contamination, and promoting transparency in communication with the surroundings.

One of the elements of environmental protection is a procedure of identification and access to applicable legal requirements and other requirements the organization has undertaken to meet, which are connected to its environmental aspects, as well as to the specification how these requirements apply to environmental aspects of the Company activity. The Group warrants that all applicable requirements have been taken into consideration at establishment, implementation and maintenance of the environmental management system and they are subject to regular verification.

The Group perceives its role in the natural resources management within its business activity pursuant to the principles of the balanced development of the Group in the following practices:

- search for business (organizational) solutions allowing for reduction of the impact of the conducted business activity on the environment,
- education of consumers, employees and suppliers in the scope of responsible attitudes and behaviour (inter alia, balanced consumption, minimization of energy use),
- requiring the partners in the supply chain to comply with optimization of energy consumption and use of renewable sources of energy,



- requiring the suppliers to adhere to legal norms concerning the environmental protection, environmental policy of the Scanmed Multimedis Group, principles of safe work and proper waste processing,
- creation of desired attitudes in employees fostering energy effectiveness,
- increase of the level of transparency of its own activity – spreading knowledge and good practices,
- creating of programmes and facilitating attainment of environmental goals.

### Implementation

- Activity of the Scanmed Multimedis Group for the benefit of natural resources management is based on the balanced development principles through:
  - implementation of the environmental management system ISO 14001 (the first certification of the system was conducted in 2013),
  - care for natural environment, especially through the prevention of contamination,
  - raising of employees' awareness pertaining to the impact of the Scanmed Multimedis Group on the surroundings – the environment, people and nature,
  - good practice communication – educating partners in the supply chain, requiring the suppliers to meet the criteria in the scope of minimization of negative impact on the environment and the respective verification,
  - striving to increase the use of recycled materials,
  - development of pro-environmental designing (eco-design),
  - taking up activities aimed at restriction of the amounts of produced waste,
  - segregation of waste in the organization.
- The Group regularly makes reports in the scope of using the environment, however it is exempted from charges on that account due to the small scale of its activity. In case of CO<sub>2</sub> emissions to the atmosphere by the medical ambulances fleet the company is exempted from this kind of charges.
- Within the Group regularly once a year the review of management processes is held, in which the highest level of the management takes part. During the review the performance of assumed goals is summed up, including the activities in the scope of environmental management policy.

- Within the environmental activity the organization takes up activities aimed at restriction of the amount of hazardous waste, including personnel training in the scope of classification and segregation of waste and implementation of solutions which are possible and safe for the patient in the scope of using the non-disposable medical equipment.
- The Group declared taking up activities in the area of the environment in the Integrated Management System CSR Policy and of the balanced development, what the Group communicates to its external and internal stakeholders, inter alia, via its website, making regular reports from the scope of waste production, emission to the atmosphere and publicly communicating the reports on the approved and performed environmental goals.
- Regular measurements of identified significant aspects, including the produced waste of particular kinds, natural resources use, fuels and emission to the atmosphere. Within the Group also the cyclical tests and measurements are taken regarding the electromagnetic field produced by the medical equipment and ionizing radiation created by the X-ray devices which is the equipment operating in particular medical entities of the Group.
- The Group is a signatory of the United Nations Global Compact initiative – „Caring for Climate”, supporting business representatives in development and implementation of strategies minimizing the negative impact of companies on the environment. Joining this initiative the Group entered the group of business representatives from all over the world, who actively take up activities for the environmental protection.

#### Measurement of outcomes

- In 2015 the ScanmedMultimedis Group was not penalized by any fines or non-financial sanctions for failure to adhere to the law or environmental protection regulations.
- In 2015 the trainings for employees and subcontractors were conducted regarding the impact on the environment. They included the subjects such as correct selection and segregation of waste, environmental aspects, requirements of the norm ISO 14001:2004, regulations of the law in the area of the environmental protection and restriction of the use of heating and electricity. In total 306 employees completed the training.

- In 2015 also a month-long informative action for employees was organized pertaining to the environmental protection, during which all employees every week received communications in a form of mailings regarding the pro-ecological lifestyle, segregation and savings of plastic, glass, recycling, confirming water, electrical energy and awareness raising activities in the scope of environmental protection, such as making informed choices in pro-ecological shopping.
- the system of stickers informing on pro-ecological behaviour was introduced, such as “Be eco! Turn off the light” or „Be eco! Turn off the water”.
- In the facilities of the Group in Krakow a system was implemented which segregates the communal waste, including the introduction of containers for segregation of plastic, glass, paper or plastic caps. It also offered training for personnel in the scope of solid waste and informative action was conducted for patients and staff in this scope, including, inter alia, posters and leaflets describing the correct segregation of waste.
- The waste segregation system implemented in 2013 allowed to restrict the amount of communal waste by segregating glass, paper and plastic. In the scope of application of recycled materials the Scanmed Multimedis Group also performs selective collection of used batteries. In 2015 approximately 10 kg of batteries were collected. For the last four years also the carton packaging has been collected, in 2015 almost 240 m<sup>3</sup> of this kind of packaging was collected.

## **Anti-Corruption Principles**

### Assessment, Policy and Goals

Since 2012 the Scanmed Multimedis Group has adopted the Code of Ethics, valid and effective for all its employees, which was developed by an interdisciplinary team of persons representing various departments and organizational units of the Group. The Code of Ethics refers to such values as fighting illegal bribes and corruption, including such issues as the prohibition of passive corruption, prohibition of active and indirect corruption and regulations of the law, as well as ethics in the medical industry.

The contents of the Code of Ethics appointed an organ responsible for the care for its principles and solving ethical problems referring to the areas of activity of Scanmed Multimedis Group, this organ being the Ethics Committee consisting of employees from various groups of professionals.

### Implementation

- In 2015 in the Scanmed Multimedis Group the total number of employees participating in the trainings on the subject including the issues of ethics, corruption and anti-corruption procedures amounted to 258 persons.
- Within the process of induction of all new employees and in the regular system there are trainings offered, inter alia, concerning the subjects of ethics, corruption, security of information. They also include the reference to all values contained in the Code of Ethics and make its contents available to the employees. Also, in the scope of introduction of changes in the contents of the Code the informative actions are being conducted. The Code of Ethics of the Scanmed Multimedis Group is available to all interested stakeholders on the website.
- The procedure preventing money laundering and financing terrorism was implemented.

### Measurement of outcomes

- In 2015 no attempts of corruption or money laundering was noted in the Group.
- Within the Group regularly once a year the review of management processes is organized, in which the highest level of the management takes part. During the review the performance of assumed goals is summed up, including the activities in the scope of corruption counteraction policy.