

# SUSTAINABLE DEVELOPMENT REPORT

Center of Corporate Medicine, 2020



CCM

CENTER OF  
CORPORATE  
MEDICINE



# About us

## Work for results

Center of Corporate Medicine is an international holding in the field of remote healthcare with branches in Russia, Kazakhstan and Vietnam.

According to Sustainable development, CCM Group is a medical provider for medium and large businesses, providing a full-range system including occupational medicine, remote healthcare, and occupational hazards monitoring for Russian and foreign customers.

The system includes a complex management of the medical service.

The company has years of experience managing medical services at a high level, as evidenced by our results and customer feedback.



### Key financial indicators in 2020

**₽ 1648 mln** — the company's revenue

**₽ 538 mln** — wages paid

**₽ 249 mln** — taxes paid

**11** | legal entities

**2** | training centers

**3** | medical clinics

**1** | manufacturing enterprise

**160** | remote sites

**858** | number of employees of the medical staff

# Investing in health

## Mission:

Establishment of the system of high-quality medicine that will contribute to the longevity growth of the workers and the reduction of morbidity and mortality. By protecting the health of our employees, we increase the company's productivity and business efficiency in the long-term perspective.

**3** GOOD HEALTH  
AND WELL-BEING



**Our global challenge:**  
**No death at the work site**

*The safety and health of workers is an essential part of the concept of "human safety." Achieving safe labor does not only mean the successful economic results but also ensuring a fundamental human right...*

Kofi Annan, the 7th Secretary-General of the UN (1997 - 2006)

## Sergey Antipov, CEO of CCM Group



Statistics show that every year 35 million people are exposed to harmful factors at the workplace, and 75% of enterprises are dangerous and unsafe for the health of workers. It is important to understand that the industrial sector is an area where the main resource is the company's employees.

Reducing occupational injuries and diseases around the world is one of the biggest challenges of today. The implementation of an integrated health management system in the company allows influencing the key indicators of sustainable development. In the long run, this will prolong the occupational longevity of workers and provide a comfortable environment for them. Thus, this system is the "fuel" for brand growth, with a positive impact on the investment attractiveness of the company and allows to implement the global strategy for achieving a sustainable future.

The CCM Group has joined the UN Global Compact in 2020. We believe our customer's health and safety is our first priority. The covid-19 pandemic has significantly impacted our life and work of many medical companies, including ours. Lack of human and medical resources, constant emergency preparedness, and psychological stress are just some of the things that medical professionals have to face every day. The medical profession turned out to be more valuable, honorable, and needed than ever before.

The doctors have become real heroes, fighting every day for every human life. We saw such heroes working in Bergamo and Pesaro, New York, Moscow, Wuhan, and other hotspots, disease centers around the whole world. They described their work as going to war, knowing that they would see sick and dead people and face the lack of IVF, PPE over and over again. Hospitals and enterprises were not ready for such big demand.

Our company is not an exception. Work without weekends, round-the-clock shifts, and constant emergency monitoring. We believe that we will get through this situation, and we will always use every opportunity to build a healthy world.



# WE ARE GUIDED BY THE SUSTAINABLE DEVELOPMENT GOALS (SDGS)





# High quality medical care

## Our global challenge: No death at the work site

The main task of the Company is to keep people healthy and work longevity.

Work at remote and isolated sites is associated with many health risks.

The emergency medical care provision in these areas is complicated by the underdeveloped road network, lack of water and rail transport and the isolated workers' camps in the mountains, taiga, and tundra. At the same time, these territories are characterized by a harsh climate.

The CCM Group provides the services to 160 remote sites:

**119 sites** – territories of the Far North  
**8 sites** – territories equated to climatic conditions of the Far North,  
**69 sites** – onshore territory of Arctic zone  
**2 objects** – on the Arctic shelf.

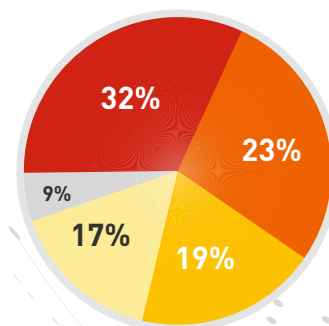
**88%** of the company's employees are subspecialty physicians and primary care workers (doctors, paramedics, nurses/medical assistants).

Primary health care is the largest part of Russia's health care system, in terms of coverage and services. This is the nearest and most important part for people.

The President of the Russian Federation, Vladimir Putin, at one of his meetings said that «..primary care is the foundation of the entire healthcare system, and the word “primary” itself means “priority”, not a place on the backyard of the national healthcare system». The CCM Group represents a commercial medical organization in the structure of primary health care.

### The main causes of death at the work site according to the International Labor Organization (ILO):

- Cancers related to occupational factors (32%)
- Cardiovascular diseases related to occupational factors (23%)
- Accidents at work place (19%)
- Infectious diseases, the occurrence of which is connected with Infectious diseases related to occupational factors (17%)
- Other (9%)



## THE QUALITY OF MEDICAL CARE



### Economic losses due to accidents and diseases

- There is currently no unified method estimating the economic losses of work-related accidents and diseases.

The calculation of these losses will depend on the selected benchmarks.

Based on the chosen compensation system, ILO experts estimate that 4% of GDP is lost due to accidents and diseases related to work. The Ministry of Labor estimated similar losses in Russia in 1.5 trillion rubles a year.

Here we are talking about all losses - from deaths from occupational injuries, occupational diseases and ordinary illnesses, during which people are forced to be on a sick leave.

In the context of occupational safety, primary health care is essential. The low quality of first aid leads to the waste of significant resources and can harm the health of the working population, destroy human capital and reduce productivity.

High-quality medical services not only prevent disease and help to build a healthy society, but also strengthen human capital and economic health.



*The prevention of deaths in the workplace must stand on three pillars: safety, attention to health, and well-being of workers.*

”

ISSA Secretary General Hans-Horst KONKOLEWSKI

# High quality medical care

Low quality health care means wasting resources, damaging public health, destroying human capital and reducing productivity. High-quality medical services not only prevent disease and help to build a healthy society, but also strengthen human capital and economic health.

## We use the following main quality metrics

High quality health care is the proper medical aid delivered at the right time and a good manner, which satisfies the needs of customers, reduces harm and inefficient use of resources.

We highlight the following aspects as the basis of quality health care:

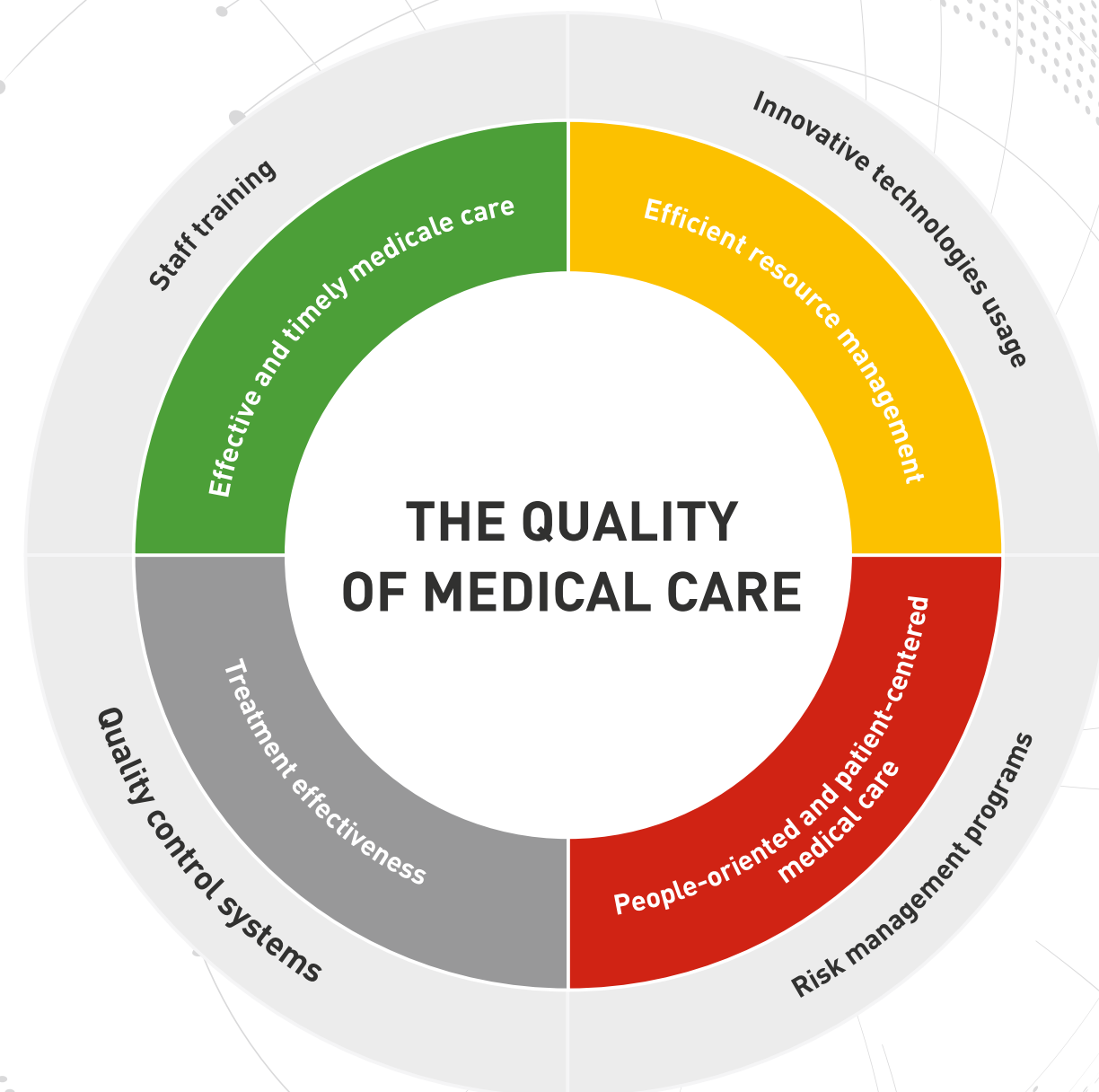
- Effective, timely and safety-oriented medical care
- People-oriented and patient-centered medical care
- Efficient resource management
- Effective treatment

## Measures taken by the CCM Group to increase the quality of medical care

Quality is a complex concept. In order to improve it, set of special measures are needed to apply.

We highlight the following directions, which help to improve the quality of our services:

1. Continuous and ongoing training of staff according to the international standards — ITLS (pre-hospital trauma care protocol) and ACLS (cardiac care maintenance protocol).
2. Integration of international first-aid standards into the work of CCM Group and their promotion at the government level
3. Training of non-medical employees in first aid in emergencies.
4. Implementation of innovative technologies.
5. Design and implementation of workplace risk management programs: advanced medical check-up, occupational disease prevention programs, and creation of medical registers.
6. Medical care quality control and internal audits.
7. Implementation of financial and non-financial motivation for staff based on measurable and accepted metrics.





# High quality medical care

## Staff training

### Key facts:

**₽ 2,2 million** was invested  
in staff training in 2020

### Staff training in 2020:



Many companies have serious deficiencies and low qualifications of medical staff. Currently, the global shortage of human resources has reached 2.5 million doctors, 9 million nurses, and 6 million other medical staff.

Keeping this fact in mind, we believe that not all types of medical care at industrial remote sites should be provided by doctors. Replacing doctors with paramedics and expanding the duties of nursing staff is a world practice, and it has a positive effect on the quality of medical care.

Paramedics with the necessary knowledge and skills, technical equipment, and remote support by doctors can completely cover the quality medical support needs.

According to our practice, we believe that nowadays, paramedics, nurses, health care coordinators, and project managers play an important role in providing high-quality health care at industrial remote sites. We can achieve a high quality of medical care by improving their qualifications.

The CCM Group structure includes 2 training centers («Arctic Medical Training» and «AlphaMedTraining») which teach the medical and non-medical personnel for providing the emergency and urgent medical care according to international standards.

The CCM Group structure includes two training centers («Arctic Medical Training» and «AlphaMedTraining») for educate and train medical and non-medical staff in emergency and urgent medical care according to international standards.



Employees who have completed the courses retain their skills for approximately six months, so we maintain a system of continuous and ongoing training, and our employees renew their current REM, ALS, ACLS, BLS, and ITLS certificates regularly.

Training center provides the courses completion certificates of the American Heart Association and European Resuscitation Council.

Today we are the only certified ITLS chapter in Russia.





## Available training courses

### BLS provider / Basic Life Support

We train medical and non-medical staff in basic first aid, cardiopulmonary resuscitation, and the safe use of an automated external defibrillator.

### BLS instructor / Basic Life Support

This course trains instructors for the basic cardiopulmonary resuscitation course and the safe use of automated external defibrillation.

### ALS provider / Advanced Life Support

A course for medical professionals on advanced resuscitation, critical care identification, and follow-up care.

### ITLS provider / International Trauma Life Support

Lectures and training on trauma care aimed at stabilizing and preparing people for medical evacuation.

### ACLS provider / Advanced Cardiovascular Life Support

A course for a large and small group of medical staff in emergency care, return of spontaneous circulation, and airway patency.

### REM provider / Remote Emergency Medicine

A course in emergency medical care at remote sites in relevant environments: oil and gas production facilities and offshore vessels.

Designed for medical and non-medical staff of companies involved in mining at remote sites.

### Medical assistant training program

Implementation of a program for fast response in emergencies and provide timely and efficient first-aid at the remote sites.

When an accident happens at a remote site: an employee is badly injured, fainted, or poisoned - the reaction to this should be immediate.

First aid should be provided during the first four minutes by nearby workmates or witnesses to the incident. Non-coordination communication of different services (company departments, medical provider specialists, emergency services) can be a problem.

To prevent this, company needs to have a medical emergency response plan (MERP) and train to follow this plan, simulating a drill with different scenarios.

53 employees of oil companies were trained (843 hours of training) by our specialists in 2019. Due to the pandemic this course was not conducted in 2020





# High quality medical care

## Availability of medical care, telemedicine

### Key facts:

**3120** consultations provided

**397** cases when evacuations were not needed due to consultations of telemedicine call center

**2399** medical evacuations managed

It is important to provide the patient with the most effective medical care. Often this task is complicated by working environments. The provision of quality medical care is hampered by a lack and insufficient qualifications of medical staff and lack of support.

Achieving high-quality primary care is ambitious, but achievable with effective management, good planning, and smart investments. For example, we established a telemedicine call center to help medical staff at remote sites.

The call center is provided for 24 hours support and consultations with the use of telemedicine technologies in Russian and English for medical staff at remote sites.

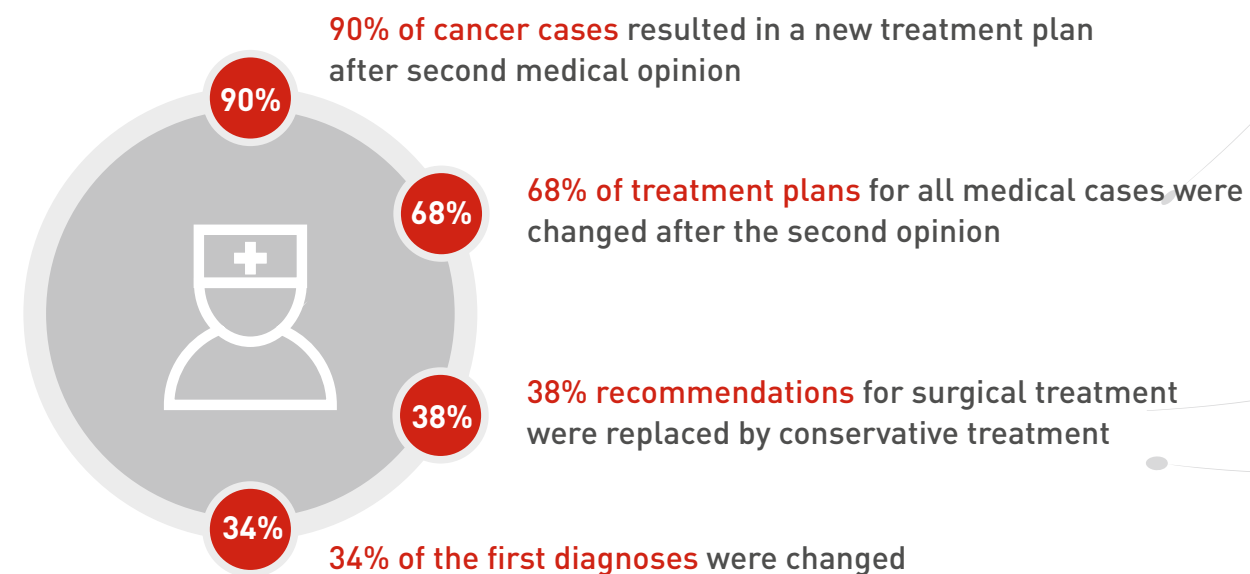
The main purpose of the call center is to provide a "doctor-to-doctor" consultation. The doctor or paramedic at the health center gets advice from narrow specialists at the call center to make sure the right diagnosis and effective treatment.

A telemedicine call center allows people on remote sites to get quick access to professional help. This helps medical staff to avoid unnecessary medical evacuation or perform the necessary evacuation.

We provide health centers with equipment that can transmit data online through secure communication channels. This is important to help doctors accept quick decisions and protect personal data.

### The most common reasons for medical evacuations:

Respiratory diseases	22%
Cardiovascular diseases	15%
Diseases of the musculoskeletal system and connective tissue	14%



# High quality medical care

## Risk management

### Key facts:

**12180** total number of medical check-up's  
in 2020

**3700** number of advanced medical check-  
up's in 2020

The company implements the standardized first aid algorithms

According to research of International Labor Organization (ILO), about 2.8 million people in the world die at their workplace each year. Only 15% of them die from work-related injuries.

Good working conditions are among the basic human rights and fundamental principles of the Decent Work Program. All Russian employers have faced the need for providing periodic medical check-up's, according to the Order № 302n of the Ministry of Health and Social Development of Russia from 12.04.2011

### Reference:

Under Article 46 of the Federal Law of 21.11.2011 N 323-FZ "Based on health protection of citizens in the Russian Federation," medical check-up is a complex of medical interventions aimed at the detection of pathological conditions, diseases and risk factors.

### Medical check-ups

Our experience in providing medical check-ups has shown that this type of health screening of the working population is not entirely effective for several reasons.

The list of required treatments and lab tests does not identify specific diseases. It does not take into account the specifics of the population, and the risk factors as age, level of physical activity, bad habits, hereditary, etc.

All of this means that after a check-up, an employee still has possible risks for his health.

To solve this problem at the sites we serve, we offer intensive health monitoring before the employee starts his work. This is an advanced (detailed) medical check-up with the assignment of health categories to employees. Doctors consider the risk of progress a disease, occupational disease, and or which health issues or risks has an employee.

Some of them require an immediate solution. Others require prevention and lifestyle changes. Some do not allow the employee keep his current position in order to prevent the development of a disease or other incidents.

### Health Registers

Based on the advanced medical check-ups, we create registers of staff of the industrial remote site — a personalized database of employees of the company. This is an ongoing system of collecting, analyzing, and refining information.

Such a register contains not only personal data but also professional information: site, employee's position. According to this, we will know his occupational risk factors.

The medical information part of the register contains information about the most important diseases and injuries including occupational injuries of an employee. These registers also receive information about pre-work check-ups and periodic medical check-ups. Due to this information, we can track the dynamics of a person's condition and build predictive models.

We can divide the company's staff by risk factors and medical conditions.

### Risk assessment methodology

Together with the Chemistry Industrial Hygiene (USA), we have designed a methodology for assessing health risks.

We assess the impact of occupational, as well as the individual's risk factors: age, weight, chronic diseases, heredity, bad environment (climate, ecology, time zone change, etc.)

### First-aid education webinars

According to the WHO, 70% of people who suffer injuries die because they do not receive the necessary first aid. The right actions and manipulations within the first 3-5 minutes increase the chances of survival by more than 50%. We launched free first-aid educational webinars for industrial companies to popularize first aid knowledge and skills.

As part of this project, we provide five free webinars were held from August to December 2020, attended by about 300 people. The webinars discussed and demonstrated first aid algorithms at remote sites, reviewed emergency response plans, suggested a COVID-19-control system, and a check-list to stop the spread of infection at remote sites. One of the webinars we held for Vietnamese partners. Our experts shared their experience in healthcare management at industrial remote sites.



# High quality medical care

## Quality assessment framework

The company has created an algorithm for in-house control of the quality and safety of medical services.

In-house quality control is performed to ensure the human rights to access to medical care in an equal amount and quality.

The audit is based on the standards of medical care and clinical guidelines, as well as compliance with the requirements for the quality and safety of medical services.

### Main objects of the audit:

1. Identification and prevention of life and health risks
2. Protection of human rights in the field of health care
3. Standardization of medical care
4. Assessment of medical expertise and check-ups compliance
5. Assessment of medical care compliance to quality standards and investigation of low-quality cases
6. Compliance with all above instructions by medical staff to ensure the quality and safety of medical services

7. Prevention of medical mistakes
8. Customer satisfaction rate
9. Improvements of the management approaches to medical activity

## Response to the COVID-19 pandemic

### Key facts:

Covid-19 objects we were built in 2020

**6** quarantine facilities

**4** hospitals

**3** isolation facilities

We have designed and implemented COVID-19 control system at remote industrial sites

**65 000** PCR tests were performed in 2020

In 2020, we all faced a global challenge — the COVID-19 pandemic which has seriously stricken the lives of people around the world and the works of many companies.

During the pandemic, we are doing everything we can to prevent the spread of infection, protect the health of our client's employees and help those who are already infected.

We monitor the situation at the remote sites, perform screening, and provide recommendations to the customer.

In case of identifying the positive tests, we take measures to isolate and treat patients with mild forms of COVID-19.

### COVID-19 control system at remote industrial sites

#### Key system components:

1. Design of an individual COVID-19 countermeasures plan, based on the specifics of the remote site
2. Performing PCR tests to detect COVID-19 before employees entering the site and at the site
3. Building of quarantine facilities and safe zones
4. Arrangement of isolation facilities and monitoring of persons arriving from COVID-19 epidemic-prone areas

# Staff

## The HR management strategy

### Key facts:

**₽ 2,2 million** invested in staff training

 **976** employees

### Number of employees:

2019 **500** employees

2020 **976** employees

### Men / women balance:

2019 **41/59%**

2020 **46/54%**

### Investment in staff training:

2019 **2,0** million rubles



2020 **2,2** million rubles

### Trained:

2019 **156** people

2020 **172** people

### Equal opportunities:

	Total number of employees	Top Management
 Women	<b>54%</b>	<b>37%</b>
 Men	<b>46%</b>	<b>63%</b>

## HR-management strategies

One of the company's main goals is to be valuable to its employees.

Development of human potential is part of the Company's strategic development plan and a key to its long-term success.

We expand the opportunities to the corporate training center, improve the clarity of the reward system, and analyze the working conditions of the company's employees for further improvement.

We provide all medical staff at remote sites with transportation, lodging, meals, work uniforms, and accident insurance.

We provide all employees with discounts on medical care in the Company's clinics. 100% of our employees are paid above the cost of living.

We pay high attention to employee safety. The provision of PPE is an essential part of an effective occupational health and safety system of CCM Group.

We started producing a new uniform and workwear kits for our employees in 2020.

We have improved the design of workwear, change the materials and insulation for more technological, considering the work in the Far North and low temperatures. We plan to provide our employees with new workwear in 2021.

At this year we start an internal competition to reward the best employees. The top 12 employees in the categories of "best doctor," "best paramedic," "best nurse «and» best driver" were awarded with gifts and financial rewards.



# Staff

## The HR management strategy

### Human rights

CCM Group follows the Universal Declaration of Human Rights, the UN Global Compact, the ILO Convention, and the Labor Law of the country of presence.

### Regulatory requirements

Our HR-policy fully complies with the labor laws of the country of presence and provides for the rights, benefits, and payments for all employees.

### Occupational safety and working conditions

CCM Group creates a comfortable work environment for its employees by applying for a complex occupational health and safety program, ongoing monitoring of the quality of working conditions, and their improvement.

### Effective motivation and fair rewards

According to world best practices, we designed a reward and motivation system based on individual successes and financial results of the company.

### Career opportunities

The career promotion of high-potential employees is one of the key aspects of the HR policy of CCM Group. The current employees have priority over the external candidates when we open a new top management position.

### Staff training and career development

CCM Group is committed to providing huge opportunities for the professional and personal development of employees at all levels.

We have created a licensed training center which helps us to develop the required competencies of our employees.

Each year about 200 medical staff members are trained in international first aid protocols and certified by the American Heart Association and the European Resuscitation Council. Lead instructors who had the international internships participate in the writing of training manuals and supervise the courses. We created our own e-learning system on the Moodle platform to automate the educational process and improve quality control of training.

We have implemented an ERP system and created a corporate library on its basis. Available and structured information increases employees' motivation to learn. The library broadens the mind, increases competence, and promotes team building through the book discussion.





# Staff

## The HR management strategy

### Leadership training

A strong management team that can take responsibility and solves problems is necessary to achieve the company's goals and strategy.

The company has a multifunctional management system. However, to solve specific business tasks, we use a project management system, which allowed us to optimize available resources and improve flexibility and mobility of the company resources.

### Company brand

We are constantly working to make the company is attractive in the eyes of our employees.

For our employees, we provide an employment contract, training, career opportunities, competitive salary with a flexible reward system, insurance, health care support.

We work in partnership with Russia's leading universities: PFUR, Moscow State University, Siberian State Medical University. In partnership with SSMU, we launched a simulation training center for medical and non-medical staff. It's the only certified ITLS provider (pre-hospital trauma care) in Russia.

We initiated a volunteer project to educate the people in first aid.

### Company values

We pay great attention to recruiting and keeping employees, training their professional skills, complying with labor rights and standards, and improving communication and feedback systems within the company.

### The global strategy and vision

Employees must realize their role in the company's success and accept values and expectations to reach our goals and follow the global strategy.

We have integrated a systematic communicating way with our employees and always extending the channels and tools for productive dialogue between our employees and the company's departments.

### Automatization and digitalization of HR management

We integrated the ERP and CRM systems for automation and project management.

We are working to improve all our business processes. We look for big data to make smart, data-driven decisions in the HR process.





# Ecology

## Safe waste management of medical waste

### The main task of the company:

Safe waste management is very important for the provision of high-quality responsible and eco-friendly medical care.

Incorrect medical waste management exposes medical staff and the whole society to the risk of infection, toxic exposure, and injury.

This is especially important in the COVID-19 pandemic.

### Health risks

Negative health effects associated with waste include:

- injuries caused by sharp objects;
- the toxic effects of pharmaceutical products, especially antibiotics and cytotoxic drugs, wasted in the environment, and substances such as mercury or dioxins during the manipulation or incineration of medical waste;
- chemical burns caused by disinfection, sterilization, or waste handling measures;
- poisoning and pollution of the environment by toxic elements or components generated during incineration;
- Injuries due to work with medical waste incinerators;
- radiation burns.

### Key facts

1. About 85% of total medical waste is standard, nontoxic waste.
2. The other 15% are considered dangerous materials, which can be infectious, toxic, or radioactive.
3. There are about 16 billion injections worldwide each year, but not all needles and syringes are safely disposed of after use.
4. On-air incineration of medical waste can produce dioxins, furans, and other toxic air pollutants.
5. Safe and ecologically medical waste management measures can prevent negative health and ecological impacts of such waste, protecting the health of patients, medical staff, and other people.

Such impacts can be the waste of dangerous chemical and biological materials, including drug-resistant microorganisms, into the environment.

### Medical waste categories:

The total amount of waste generated from medical treatment in 2020 was 6.37 tons, which includes the following classes:

- A-class waste — safe waste with a structure close to household solid waste — 0.94 tons
- B and C-class wastes — dangerous wastes — 5.37 tons
- G—class waste — with a structure to industrial waste — 0.06 tons

Following hygiene standards and regulations B and C-class waste is treated with necessary disinfection or autoclaving. By disinfection, we transfer these classes of waste to safe A-class waste.

### Here are the measures to minimize the negative impact on the environment:

1. Development of safe management system of medical waste and its implementation.
2. Use of a unified color-coded system for sorting and collection of medical waste — the "three-container" system visually indicating the potential dangers of waste in a container.
3. Priority to recycling methods that help minimize the generation or release of dangerous chemicals waste.
4. Use of a chemical method of disinfection at health centers with up to 300 personnel. As a disinfectant preferred sodium hypochlorite (NaOCl), which easily decomposes with the release of oxygen.

5. Use of the autoclaving method which disinfected waste by high-pressure saturated vapor at health centers with 300 to 1,000 personnel.
6. Use of waste recycling devices that disinfect waste by autoclaving and restructuring under the press at health centers with 1,000 personnel and more.
7. Transfer of all types of waste to the outsource companies for further utilization.
8. Reduction of unnecessary injections or replacing them with oral medications.
9. Use of only mercury-free thermometers.
10. Reduction of paper use by replacing it with electronic documents.
11. Increase of priority of disease prevention.
12. Promotion of innovative system of medical service.

# Ecology

## Eco-friendly ambulance

We use various methods to minimize our negative impact on the environment in our transport department. Our car-park had 15 cars at the end of 2020. Four of them are B-class (ambulance) and one C-class (resuscitation). The average age of the cars does not exceed 2.4 years.

We work only with service centers following the laws and standards set by the car manufacturers for the transportation of patients. The duties of our drivers include regular checking of the condition of cars, including the condition of the exhaust system. If serious problems are detected, the car will be taken to the service center.

We do not buy used or old cars and do not use cars that have reached the end of service life. We buy only new Euro-4 and Euro-5 ambulance cars and use high-quality fuel from premium brands.

Considering the harsh climate and remoteness of the health centers, we choose the TREKOL cross-country car as the transport to provide primary health care.

TREKOL generates oxygen and can easily move through snow and swamps.

TREKOL has minimal impact on the ground and plants, leaving almost no tracks thanks to the ultra-low-pressure tires. The ability to move in hard-to-reach places allows doctors to quickly provide first aid.

The company opened a Traffic Safety Department in 2020.

### Our transport priorities:

- We buy only minimum Euro-5 class cars
- The maximum service life of the car is 3 years, then a replacement for a new one
- Recycle of batteries and tires

### Details:

The total amount of cars owned by the company	pc.	15
Cars we rent	pc.	4
Cars with diesel engine	pc.	10
Cars with gas engine	pc.	9
Number of Euro-4 cars purchased in 2020	pc.	5
Number of Euro-5 cars purchased in 2020	pc.	10
Number of Euro-3 cars rent in 2020	pc.	4
Total mileage	1000 km.	203
Accumulators returned for recycling and reuse	kg.	40

The total emission for 2020 was 29461 kgCO<sup>2</sup>e, which is the equivalent of 8042.9 kgC.





# Sustainable development management

## Responsible business is a successful business

### Sustainable development

CCM Group joins the UN Global Compact in February 2020. The company has responsible managers for the promotion of sustainability policy. CCM confirmed intention to integrate the 10 principles of Global Compact in the areas of human rights, labor, the environment, anti-corruption and the Sustainable Development Goals into its business strategy.

Joining the UN Global Compact confirms our commitment to the principles of sustainable development, as well as readiness to be open, develop partnerships and share best practices with the international community.

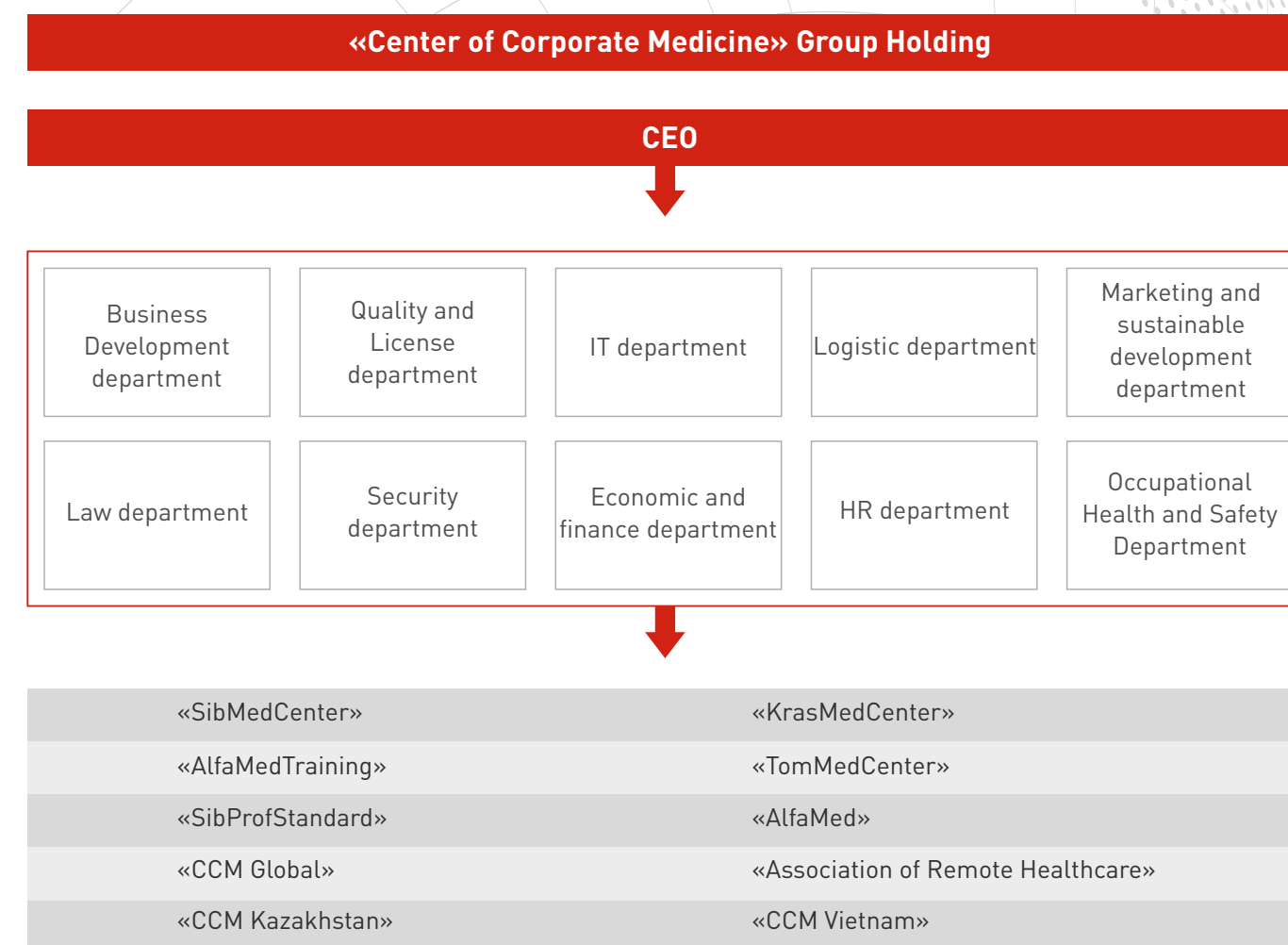
Today we provide project management by opening branches in the Russian regions in which we operate. This allows us to look deeper into the problems of the regions, their social and economic background, and to understand the local communities.

**CEO of CCM Group**  
**Sergey Antipov**

In 2020, we held a series of meetings dedicating to sustainable development. We engaged the top management and the board of directors in this work. The following issues were addressed on these meetings:

1. Ecology and medical waste issues. We analyze the current medical waste management processes in 2020 and decided to develop a portable recycler for remote medical clinics. This recycler allows disinfect waste by autoclaving and destroys it by shredding. This also allows converting dangerous medical waste into safe household solid waste.
2. Establishment of RND department, which will be responsible for digital technologies.
3. Quality management issues, resulting in additional staffing of the Medical Licensing and Quality Department with wider functional responsibilities and duties.
4. A short-term business sustainability plan was approved.
5. HR issues including safety of employees. We decided to change the technical features of workwear and the design of new models.

## The company's organizational structure



# Anti-corruption policy

We build relationships with all stakeholders based on mutual respect and confidence. We expect that our employees, partners, and other stakeholders consistently comply with business ethics standards and company's interests.

The company has no tolerance for corruption, fraud, and other unlawful acts.

The main channel for attracting new clients is bidding platforms. More than 80% of business contracts of CCM Group were obtained as a result of fair and transparent participation in bidding procedures.

We care about our reputation as a trustworthy partner, and compliance with high standards of management and sustainable development helps to strengthen the trust of all our stakeholders.

## Personal data protection policy

By the laws of Russian Federation, we have a personal data protection policy. This Policy applies to all operations concerning the collection, storage, access and transfer of personal data within the company.

## Social Policy regulation

This regulation is designed to increase staff loyalty and engagement in achieving higher work results.

This regulation determines:

- payments under the extended social benefits (interest-free loans, financial support), insurance, discounts on medical services;
- non-material motivation system;
- personnel development and training program.

## Code of Business Conduct

Code of Business Conduct provides open business practices, standards internal and external communications, and basic company's business principles.

## Regulations on the procurement of goods and services

Company has developed Regulations on the procurement of goods and services in December 2020.

These Regulations control the bidding procedures for the following purposes:

- Adoption of unified corporate standards of the organization of bidding procedures
- Prevention of corruption and other illegal practices in bidding procedures
- Fair business competition
- Provision of transparent bidding procedures
- Engagement with the reliable partners involved in sustainable development

## Security department

We organized a security department to check partners for litigations and valid accounts. The security department uses only official verification systems in its work, such as the "Kontur. Focus" software.



# Sustainable development partnership

Successful implementation of the sustainable development agenda is only possible through partnerships at the global, regional, and local levels.

This partnership must be based on common values, a common vision, and goals focused on the interests of people and the planet.

For the aims of sustainable development of our industry and regions where we operate, we join in partnerships with different associations; support global initiatives; and support joint projects and events.

We can only achieve our global goal of keeping employees healthy by working together.

This is very important here to share the experience, recommendations, and tools with our partners. One of the best examples of such cooperation is our training center. We brought international expertise to the Russian market and have plans to promote it further into the Arctic and the Northern Sea Route.

## Here is a short list of our partners:

- Sustainable Development of the Arctic Zone of the Russian Federation Partnership
- Association of partners on coordination and usage of NORTHERN SEA ROUTE
- UN Global Compact (Russian Federation)
- Helicopter Industry Association
- Remote Healthcare Association INOTZDRAV
- Stavanger Acute medicine Foundation for Education and Research
- Russian Union of Industrialist and Entrepreneurs
- Siberian State Medical University
- Lomonosov Moscow State University
- National Resuscitation Council of the Russian Federation
- American Heart Association
- European Resuscitation Council
- International non-profit organization ITLS
- Tomsk Chamber of Commerce and Industry
- Russo-British Chamber of Commerce and Industry

## Community outreach

### Free first aid workshops

As a leader in remote health care, we recognize the social impact of our work, so we strive to make a meaningful contribution to increasing lifetime and reducing the most common causes of death, such as heart attack.

Every year between 200,000 and 250,000 people die of a heart attack only in Russia. First aid provided on time can save lives.

Every year we hold workshops for the people, as part of the World Restart a Heart Day event.

"World Restart a Heart Day" is an annual initiative launched in 2013 by European Resuscitation Council. Its main purpose is to inform people in different countries about the problem of sudden cardiac stop and to teach cardiopulmonary resuscitation (CPR) as a basic first-aid measure for this condition.

In 2019 we held a workshop for student volunteers as part of the regional Youth Volunteer Forum "About my experience."

In 2020 instructors of our training center held a master class on cardiac resuscitation for sixth graders at Gymnasium 18 in Tomsk.

Due to the current epidemic situation, all necessary measures were taken to ensure the safety of the children: all participants of the workshop wore masks and gloves; mannequins were treated with antiseptic; and pulmonary resuscitation (artificial respiration) had to be excluded.

