



## **Communication on Progress Report**

**For the period ended 31<sup>st</sup> May 2021**

<b>Company Name:</b>	<b>C.H.G Cyprus Healthcare Group Ltd</b>
<b>Operating as:</b>	<b>Curis Network</b>
<b>Sector:</b>	<b>Healthcare</b>
<b>No. of Employees:</b>	<b>10</b>
<b>Contact Person:</b>	<b>Andreas Savvides</b>
<b>Address:</b>	<b>6 Georgiou Davari Street, 2024 Nicosia, Cyprus</b>
<b>Period covered by this COP:</b>	<b>2020</b>
<b>Report date</b>	<b>08 June 2021</b>

## Statement of Continued Support

To our Stakeholders

8<sup>th</sup> June 2021

I am pleased to confirm that Curis Network reaffirms its support on the **Ten Principles of the United Nations Global Compact** for corporate responsibility in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress - COP, we describe our actions to continually improve the integration of the above 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.

Yours sincerely,



Andreas Savvides  
Chief Executive Officer  
Curis Network

## **ORGANISATIONAL GOVERNANCE: Brief description of business**

Curis Network is a trade name describing an international group of diverse healthcare businesses in Europe and the US promoting Excellence in Healthcare. We are an innovative healthcare network seeking to optimize and enhance delivery of healthcare, protecting community health in the regions we operate.

The name is owned by CHG Cyprus Healthcare Group Ltd, a private holding, founded in Europe in 2010, dedicated to the international healthcare and wellness arena by offering innovative, quality services by working closely with industry leaders towards a single goal, that of offering the best setting for the best outcome.

Our vision is to be a premier, diverse healthcare group, recognized for its innovation, transparency and value for money. Our strategy is to restructure and consolidate existing resources, develop branded centers of excellence to serve the local and the international community.

## **HUMAN RIGHTS**

- **Principle 1:** Business should support and respect the protection of internationally proclaimed human rights
- **Principle 2:** Business should ensure that they are not complicit in human rights abuses

Our values define who we are. Our code of conduct enables us achieving the standards set for our business through respect and support for human rights. More analytically:

- It is our responsibility to support a successful and sustainable society through giving quality and credible services.
- Any form of bribery is highly prohibited as we consider that such an act violates directly human rights.
- No reports are altered under any circumstance on human rights violation in our sphere of operation.
- Implementation of highly automated systems that ensures no illegal alterations are made as well as continuous training to our team on identification of human rights violation.
- Providing quality services to anyone who cooperate with us.
- We are very keen on the wellbeing of our staff providing a healthy and safe working environment.
- We provide periodic health checks to all members of our staff.
- The company ensured all its employees have a medical cover.
- The employees are given frequent trainings on first aid, response to emergency and fire-fighting.
- At Curis Network, employees can express themselves in terms of their religious beliefs and necessary support is provided.
- There are guidelines to ensure fair resolution of disputes.
- Manuals have been made available to all staff on sexual harassment.
- There is a code of conduct for enforcing employee integrity and zero tolerance to abuse of human rights and working conditions violations and child labor.
- Organization is accredited with ISO

- Employees are provided with the means to freely complain about possible violations of human rights through channels that support their privacy and anonymity (suggestion box and electronic hotline)
- Our organization is accredited with:
  - ISO 9001: Quality Management Systems for Primary and Outpatient Care, Physiotherapy, Mental Health and Home Healthcare Services
  - ISO 15224: Quality Management System in Healthcare
  - ISO 45001:2018 – Occupational Health and Safety

Providing quality services to anyone cooperating with us is our priority. Striving to certify that the services offered are known for their high quality, we are continuously aiming to improve that quality. In order to achieve our objectives, we have built a Quality Management System and processes in accordance with the requirements stated by ISO 9001:2015, BS 15224:2016. Our Quality Policy is based on the following guidelines and principles:

1. To support patients, communities and interested parties in enhancing their health and wellness status through the offering of health-related services.
2. Develop and provide services that are trusted and preferred by our interested parties
3. Follow technological advances and international good practices in the delivery of care
4. Comply with laws and regulations set by the local Ministry of Health
5. Constant training of staff members to ensure a high level of expertise in terms of their scientific expertise as well as knowledge regarding quality, health and work safety
6. Maintenance and continual improvement of our quality systems, operational procedures and offered services to follow international standards, best practices and literature that are relevant to the field of activity of Curis Network

The entire staff is actively involved in the activities and procedures that are set out within the Quality System. The Quality Policy of Company is communicated to all employees and shareholders and is available for reviewing to relevant interest parties.

During the previous year 2020 the following actions were taken considering Human Rights Protection:

- ✓ Employees have been trained on “Strategic thinking for managing diversity and integration in the workplace”. Training was offered by CSR Cyprus.
- ✓ Employees have been trained on “Implementing strategies for the promotion of sustainable development”.
- ✓ Employees have been trained on “Responsible entrepreneurship” offered by CSR Cyprus with the support of Environment Commissioner.

- ✓ Employees have been offered frequently the necessary training to safely perform their job functions.
- ✓ During the pandemic, we ensured that all employees offered the adequate protective equipment to safely perform their duties. They also offered trainings on hygiene and protective measures against Sars-Cov-2 virus. We collaborated with the national authorities and immediately complied with guidelines to prevent spread of disease among our employees.
- ✓ Curis General Manager has been certified as Chief Sustainability Officer by The Institute of Leadership & Management. This certification shows our commitment to sustainable development principles and our attention to the new developments.
- ✓ Curis CEO has been elected as the Chairman of the Health Committee of Parallel Parliament for Research, Innovation and Digital Governance. By his position, he actively promoted digitalization of healthcare sector protecting human's right of access to quality health services.
- ✓ Organization has been upgraded its Occupational Health & Safety accreditation to the new standard ISO 45001:2018: Occupational Health & Safety Management Systems

To continually improve our Occupational Health & Safety strategy and performance we have upgraded our accreditation to the new standard ISO 45001:2018, which specifies requirements for occupational health & safety management systems and gives guidance for its use to enable organization to provide safe and healthy workplace by preventing work-related injuries and ill health, as well as be proactively improving its Occupational Health & Safety performance.

Transition from OSHAS 18001:2007 to the new standard have enabled our organization to expand its Occupational Health & Safety objectives to include external environmental components that may affects its Occupational Health & Safety policy. That allowed us to incorporate a holistic approach in identifying and preventing work-related risks and hazards.

Our Occupational Health and Safety Policy was defined and communicated within the organization and made available to interested parties. Our Health and Safety Policy is implemented and includes a commitment to continual improvement and prevention as well as compliance with all relevant legal and other Occupational Health and Safety requirements. We have established and maintain a procedure for the ongoing hazard identification, risk assessments and implementation of necessary controls. Significant Occupational Health and Safety aspects and information are communicated internally throughout the various levels and functions of the organization and also to visitors to the workplace, external companies and contractors.

- Employees and Working environment: Our employees are involved in any relevant Occupational Health and Safety issues and receive competent advice. They are appropriately involved in hazard identification and incident investigation. They

participate in the development and review of the Occupational Health and Safety policies and objectives and the organization ensures that all employees are familiar with their Occupational Health and Safety representative. We plan our operations from a safety perspective ensuring that operations are performed under the appropriate controls. As part of this planning, documented procedures have been implemented for determining and managing risks with regards to existing or planned workplaces, processes, installations, machinery, workflows, working materials that are used, and for procuring goods, equipment and services. Incidents, accidents, near-misses, accident-related downtimes, work-related injuries, illnesses and adverse effects of health are recorded and analysed, and corrective measures are taken. The causes of such incidents are analysed to identify opportunities for both continual improvement and preventive actions. The results are communicated within the organization, which has defined responsibilities and authorities for dealing with nonconformities, initiating corrective and preventive actions and taking actions to mitigate Occupational Health and Safety consequences.

For next year we foreseen the:

- ❖ Continued awareness raising through training of employees on Human Rights
- ❖ Consultation with internal stakeholders and external affected parties on material issues in order to identify priorities.
- ❖ Conducting Third party Due Diligence every two years to our suppliers, associates and providers to ensure that they comply with our requirements for the protection and promotion of human rights.

#### **Indicators:**

During the previous year 2020:

- Zero violations of Human Rights have been reported
- Three seminars on Human Rights have been offered to employees
- Six trainings on hygiene and safety have been offered to employees

For the next year, the following targets have been set:

- At least three seminars and/or trainings to be offered to employees on Human Rights
- Conducting the first Third Party Due Diligence to suppliers, associates and providers

#### **LABOUR RIGHTS**

- **Principle 3:** Business should uphold the freedom of association and the effective recognition of the right to collective bargaining
- **Principle 4:** Business should support the elimination of all forms of forced and compulsory labor
- **Principle 5:** Business should support the effective abolition of child labor
- **Principle 6:** Business should support the elimination of discrimination in respect of employment and occupation.

Our values define who we are, with a code of conduct under revision that will guide us in achieving the standards set for our business through respect and support for working conditions. More analytically:

- Ensure all employments standards are upheld by adherence to the national labor law
- Reference to ILO Core Conventions as well as other international instruments
- Support to the freedom of association and collective bargaining and the elimination of forced labour, child labour and employment discrimination
- Human resource policy that clearly state employee rights and responsibilities and their compensation and benefits related to CSR and Sustainability issues among others
- Dissemination of the Code of Conduct and HR Policy to contractual business partners and to critical suppliers to adhere to the 10 principles
- Assessment of labour-related risks in the industry sector and country(ies) of operations
- Working hours are limited according to the applicable law. Overtime is infrequent and remunerated
- We ensure that employees are paid at regular intervals by the end of each month, they are paid holiday leave and sick leave according to the legislation
- An employee contract is signed between company and each employee where duties and responsibilities are clearly, and information about compensation and working conditions (eg. working hours, annual holiday leave days, annual sick leave days) is included
- We support our employees in becoming members and actively participate in their trade unions
- All employees are treated equally. No discriminations are applied based on gender, age, religion or ethnicity. Women employees are equally paid, they are actively supported in life-long learning and education, and they are promoted in managerial positions in the hierarchy of the company
- Employees are comparable paid for comparable work
- We employ healthcare professionals who are licensed in the area of their expertise. Our company actively supports and assists potential employees in obtaining their occupational license
- Benefits and rewards are offered to employees who meet their targets
- Employees are offered long-life education and training through participation in relevant seminars and conference
- Employees are actively supported in obtaining further education. They are offered study leave and other facilitations during their study periods

During the previous year 2020 the following actions were taken considering Labor Rights:

- ✓ Employees were encouraged to participate in seminars to upkeeping with the developments in their sector, enhance their knowledge and advance their capabilities.

- ✓ Employees have been informed and agreed with our policy to collect and store personal data according to the applicable legislation (GDPR regulation).
- ✓ Employees have been evaluated based on performance and ethical criteria. Constructive feedback has been provided to them with suggestions for improvement.
- ✓ Employees have been offered protective equipment to safely perform their duties.
- ✓ Monthly staff meetings were organized giving employees the opportunity to express their thoughts, experiences and suggestions for organizational growth

For next year we foreseen the:

- ❖ Continued awareness raising through training of employees on Working Conditions
- ❖ Describe how the health and safety of all employees is ensured and ensure improvements through consultation with internal stakeholders and external affected parties on material issues in order to identify priorities
- ❖ Include in the Human resource policy and procedures how the company prevents discrimination of all kinds and ensures comparable pay for comparable work
- ❖ Participation in international framework agreements and other agreements with labour unions
- ❖ Enhanced employees participation in designing internal policies and strategies

### Indicators

During the previous year 2020:

- Employees participated at least in two seminars to upkeeping with the sector's development
- An inhouse training on GDPR legislation has been offered to employees

For the next year, the following targets have been set:

- Conducting survey among internal and external stakeholders to identify material issues

### ENVIRONMENT

- **Principle 7:** Business should support a precautionary approach to environmental challenges
- **Principle 8:** Business should undertake initiatives to promote greater environmental responsibility



- **Principle 9:** Business should encourage the development and diffusion of environmentally friendly technologies

At Curis Network, we believe that our environment is our greatest asset and must be taken care of. We believe that we have an obligation to leave our planet not in the same but in a better condition for future generations.

With this belief, we have adapted practices that encourages and utilizes energy conservation; such as the use of energy efficient light bulbs in our facility, using recycled products and proper disposal procedures. We also, apply a paper-less policy, encouraging electronic communication and exchange both internally and externally.

We are committed to safe environmental practices in every location that we do business. Our employees are trained and continue to receive continuing education on safe environmental procedures. We will share with our partners any technology that assist in the global fight against environmental destruction.

As part of our policy and procedure, we train every employee on the proper technique for disposal of hazardous materials. This handled as part of our orientation program and also our continuing education program for all employees.

For the next year we foreseen the:

- ❖ No-plastic use and recycled paper policy
- ❖ Disposal all medical waist
- ❖ Electronic platform for communication among employees and with clients

#### **Indicators:**

During the previous year 2020:

- All plastic waste was recycled
- Zero medical waste

For the next year, the following targets have been set:

- 80% of paper to be recycled
- No plastic use
- 80% of communication to be performed through the electronic platform

#### **ANTI-CORRUPTION**

- **Principle 10:** Business should work against all form of corruption, including extortion and bribery

At Curis Network, we do not engage in practices of corruption, extortion and/or bribery. All our partnerships and client relationships are based on contracts and are fully transparent respecting the national and European regulatory context. We do not tolerate any form of

corruption in our business practices and anyone found to be involved in such practices, will be dismissed from his/her duties. Any form of corruption is against our company's code of conduct and a zero-tolerance commitment is included in the updated version. The code of conduct handbook is distributed and made available to all employees.

Curis Network confirms that no past or current litigation has taken place which Curis Network was or is involved.

For the next year we foresee:

- ❖ Continuous training and practical exercises for educating employees in identifying, better understand and avoiding corruption
- ❖ Promoting integrity in every organizational aspect

#### **Indicators:**

During the previous year 2020:

- Zero corruption incidents have been reported

For the next year, the following targets have been set:

- At least one training and practical exercise to be offered to employees on how to identify corruption

#### **COMMUNICATION OF THIS COP REPORT**

Curis Network will disseminate current COP to its Stakeholders by

- upload it in the official portal of the UN Global Compact
- upload it in company's main website, creating a reference with a direct link in all other company's websites and other channels of communication under our control.
- printing it for further distribution alongside with the company's brochure
- create a special link for the COP in our Newsletters.