

# SUSTAINABLE DEVELOPMENT REPORT

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# The CEO address

## Dear colleagues and partners,

I would like to present you the progress of the CCM Group in the field of sustainable development in 2021. That is our second annual report.

We live in the world with a lot of challenges, such as. global warming and the need to follow carbon footprint reduction policy, the problem of employment and the implementation of non-discriminatory policy to human rights protection, demographic and public health issues.

At first sight, it seems that these are very different agendas that have nothing common with each other, but in fact it's all about improving a person's quality of life.

Sustainable development and ESG (Environmental, Social and Corporate Governance) are no longer unknown expressions. Any responsible business realizes the importance of these principles and actively implements them. Our company is not the exception. Sustainable development has become the part of our business strategy.

«CCM» is a medical company. We specialize in providing of a full-range medical services at remote sites, including remote industrial and marine facilities and offshore. We work in the Arctic zone of Russia, in the territory of the Far North, helping in the most difficult-to-reach sites. We provide primary health care and maintain the health of the working population. This is very important for everyone — for employees, their employers, the country and the economy in general.

The last year was successful for the company in many aspects.

We launched our own healthcare information system, opened branches in Kyrgyzstan and Uzbekistan, reopened the Kazakhstan office. We opened the third medical simulation center in Saint Petersburg. We started to work on the main country project «Power of Siberia». We supported the third international conference Sustainable development of remote healthcare, opened a representative office of the National Council of Corporate Volunteering in Tomsk, launched our own media agency.

I consider that one of the main achievements is establishing of our strategic goals. Of course, we formed them before, but now we're doing it thoughtfully, taking into account the long-term planning. This is based on the desire of sustainable business development.

This Report is our tool for communication with employees, partners, government authorities and society. By publishing this report, we confirm our desire to be open and transparent, follow the principles of corporate social responsibility.

The Report is an opportunity to look at our path and assess the development in each area of our business. It is a desire to demonstrate the commitment to our values: trusting relationship with partners, concern for the environment, a desire to introduce modern technologies and care for our employees.

**Best wishes,**  
**Sergey Antipov**  
CEO of «CCM Group»





# About the report

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# Information about the preparation of the report and identification of major topics

## Information about the preparation of the report

The Report presents the Company's progress in sustainable development as well as its financial, environmental and social performance. The information published in the Report refers to the progress of the CCM as management company and all its affiliated entities.

The following non-financial reporting standards and manuals were used in the preparation of the Report:

- Sustainability Reporting Guidelines for Publicly Listed Companies («Business Reporting on the SDGs»)
- Global Reporting Initiative Standard
- The UN Global Compact
- Safe management of wastes from health-care activities (World Health Organization)
- National Safety and Quality Health Service Standards (World Health Organization, World bank group, Organization for Economic Co-operation and Development)

This Report covers the period from 1st January to 31st December 2021.  
Report published on [globalccm.com](http://globalccm.com)

## List of major topics covered in the report

The identification of major topics is an integral part of the content of the Report. Major topics should reflect the Company's contributions to various aspects of sustainable development and take into account the views of its stakeholders.

### Stakeholder group:

- Founders
- Employees
- Customers
- Personnel of remote industrial sites
- Government and regulatory bodies
- Professional Associations, non-profit organizations and Communities
- Secondary and higher education institutions
- Suppliers

As a result of the discussion of the stakeholders, the top-priority topics were identified as reflected in this report.



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# Summary, values, and goals

## Company profile

CCM LLC is a medical holding, providing a full range of services in the field of health protection in Russia, CIS, and South-East Asia countries. CCM LLC provides medical services at remote industrial facilities, including offshore, in the regions of the Far North and the Arctic zones.

The company organizes health centers from the scratch, licenses, provides them with necessary equipment and medicines, selects medical personnel and trains them in accordance with international standards for providing emergency pre-hospital care.

**CCM LLC holding includes 15 legal entities.**

Current CCM projects are implemented in **18** regions of Russia and **4** countries of Central and South-East Asia. CCM LLC is the only Russian company providing medical services in the Arctic zone. The sea oil production platform Prirazlomnaya is one of the largest projects. In 2021, we became a medical provider for the largest gas transportation project in the eastern part of Russia - the "Power of Siberia" project.

The company has **168** health centers, **3** clinics, **3** simulated medical centers, a telemedicine call center, a pharmacy, fleet of vehicles, a special clothing factory for medical staff.

**Total staff: 955 people.**

In 2020, the company joined the UN Global Compact and integrated the SDG and Sustainable Development approaches into its business processes. Care for the environment, corporate social responsibility, responsible supply chain, rights equality at work are all things that allow the company to progress and take a leading position in the industry.

On our initiative, a regional office of the National Council for Corporate Volunteering has been established in Tomsk, whose tasks include the development of the Tomsk region as a «sustainable» region with active SDG-practices and a decent place in the international arena.

## Values of the Company

### Quality of medical care

- The main purpose of our work is the preservation of people's life and health.
- We provide effective and timely help
- Achieve effective treatment
- Make optimal use of available resources

### Focus on customers

- Offer courageous ideas and develop innovative solutions
- We strive to develop our business taking into account the needs and expectations of our clients
- Implement all agreements and focus on results

### Honesty and openness

- Keep transparency - publish reports and report on company news
- Respect the law and adhere to the principle of zero tolerance for corruption
- Openly sharing our experience and expertise

### Respect and teamwork

- We are as honest and open as possible In our relations with each other
- Strive to build and develop teamwork
- We're result oriented

15

legal entities

21

regions of Russia

4

countries in Asia

955

employees

# Sustainable development goals

## Mission and goals of the company

**Our mission** is to create a system of quality and accessible medical care at remote facilities aimed at increasing production longevity and reducing morbidity and mortality

**Our goal** is to develop CCM LLC as a profitable, sustainable company that offers high-quality medical services for the remote health care market. When working on industrial sites, we aim for the "0" target, which means "zero death at workplace".

The Sustainable Development Policy of CCM LLC is based on the UN Sustainable Development Goals

## Our greatest contribution to Sustainable Development Goals will be the following:

- 

**Health and well-being**  
Staff welfare is a company's competitive advantage
- 

**High quality education**  
The company's biggest investment is its staff training
- 

**Decent work and economic growth**  
The company is one of the most important companies in the region in terms of the tax payments
- 

**Life on Land**  
The safe management of health-care waste is given high priority
- 


**Partnership for the goals**  
Strategic direction of the company








# Business model


## Operating offices of the company


 Tomsk


 Moscow


 Saint Petersburg


 Tyumen


 Yuzhno-Sakhalinsk

 Hanoi, Vietnam


 Vung Tau, Vietnam


 Nur-Sultan, Kazakhstan


 Bishkek, Kyrgyzstan

 Tashkent, Uzbekistan


## Training simulation center

 Tomsk

 Moscow

 Saint Petersburg

## Clothes factory

 Krasnodar

## Medical infrastructure

<b>1</b> A pharmacy, Tomsk	<b>168</b> remote health centers (level 1, 2 and 3)
<b>20</b> cars in the vehicle fleet	<b>3</b> medical clinics
<b>1</b> A telemedicine call center in Moscow	<b>5</b> We manage 5 hospitals
<b>5</b> observatories are being managed by CCM	<b>5</b> We manage 5 isolation units

## Assets that we manage

Medical Service of the Steel company

**5** countries  
where we work

**168** health centers

**955** employees

**>86 000** people receive  
our services

**3** training centres

**₽ 6,4 mln** R&D investment

**₽ 7,3 mln** investment in training

# Geography of operational activities



**5** countries

**10** operating offices

**21** regions of Russia

# The main results of 2021

## Operational results:

	2020	2021	
Number of obstetric clinics	160	168	↑ 5%
Number of employees	976	955	↓ 2,15%
Number of Customers' employees receiving our medical services	75000	86000	↑ 14,6%
Number of legal entities	11	15	↑ 36,3%
Number of training centers	2	3	↑ 50%
Number of clinics	3	3	↑ 0%
Number of isolators	3	5	↑ 66,6%
Number of hospitals	4	5	↑ 25%
Number of observatories	6	5	↓ 16,6%
Number of operating offices	8	11	↑ 37,5%
Number of production enterprises	1	1	↑ 0%
Space occupied	5748 m2	6025 m2	↑ 4,81%
Number of vehicles	19	20	↑ 5,26%
Number of modular buildings	25	28	↑ 12%

## Financial results:

	2020	2021	
Revenue	1648 mln ₺	2073 mln	↑ 25,7%
Salaries paid	538 mln ₺	783 mln	↑ 45,5%
Tax contribution	249 mln ₺	228 mln	↓ 8,4%
Incentive bonuses	1 mln ₺	9,2 mln ₺	↑ 820%
Payments from Social Insurance Fund to employees that got sick	0	4,47 mln ₺	
Payments from Social Insurance Fund to employees working in the COVID-19 zone	0	47,5 mln ₺	
Investments in education and science	0	3 mln ₺	
Investments in R&D	14,7 mln ₺	6,4 mln ₺	↓ 56,4%

## Sustainable development Indicators:

	2020	2021	
Number of employees	976	955	↓ 2,15%
Investments in staff training	2,2 mln ₺	7,3 mln ₺	↑ 231,8%
Incentive bonuses	1 mln ₺	9,2 mln ₺	↑ 820%
Gender balance (men / women)	46/54	53/47	
Gender balance in top management (men / women)	63/37	55/45	
Carbon footprint (kgCO <sup>2</sup> e)	29461	30708	↑ 4%
Taxes	249 mln ₺	228 mln ₺	↓ 8,4%
Investments in education and science	0 ₺	3 mln ₺	
Number of free of charge Basic life support (BLS) courses	3 courses (18 persons)	13 courses (75 persons)	↑ 333%
Number of free events (conferences, meetings, webinars)	5	17	↑ 240%
Launch free online media for remote health care		✓	
Establishment of The National Corporate Volunteering Council in the Tomsk region		✓	



# Sustainable development

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# Approach to sustainable development

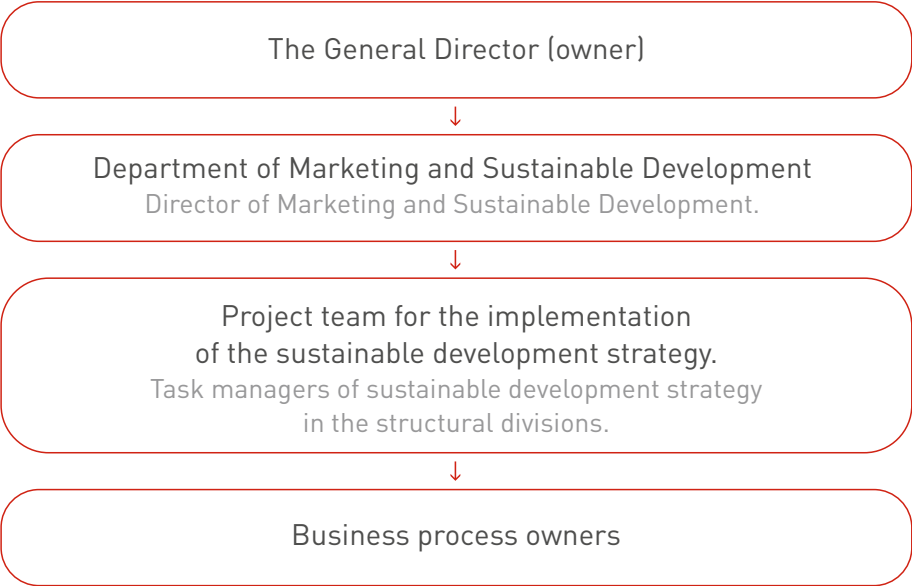
## Sustainable development in the company

Our company «Center of Corporate Medicine» became a member of the UN Global Compact, in February 2019. From that moment on, the company began to implement the goals of sustainable development to its strategy.

The company determined the following significant areas for implementing changes in business processes:

- Safe Health Waste Management System
- Providing of high quality medical services
- Staff and their integration into the sustainable development agenda

### Corporate governance model for sustainable development



## Responsibilities

### The General Director

- Monitoring the integration of ESG criteria into business strategy;
- Control of ESG problem setting;
- Identification of indicators relevant for monitoring (KPI);
- Monitoring of the result achievement.

### Director of Marketing and Sustainable Development

- Development and adoption of strategies and policy;
- Setting ESG goals and targets;
- Identification of KPI;
- Results monitoring;
- Communications and reporting control in ESG.

### Sustainable Development Strategy Coordinators in structural divisions

- Implementation of programs;
- Report on the results;
- Meeting the KPI.



# Strategy of sustainable development

## SDGS 3: Good health and well-being

### The main achievements in 2021:

- 100% of employees are paid above subsistence level.
- All employees receive a discount for getting the medical services in the company's clinics.
- The collective vaccination of employees and prevention of seasonal diseases were implemented.
- Provision of financial assistance to employees.
- All employees are insured against accidents at work.
- All current obstetric clinics are connected with telecommunication call center with the possibility of 24-hour access to consultations «doctor - doctor».
- Medical Information System (MIS) implemented in 44 facilities.
- A new line of uniform for employees working in the Arctic zone was launched.
- 40% of office staff was moved to remote work to maintain health during the pandemic.



### Long-term goals:

- Increase the salary of employees of the company to the level above average of the healthcare sector.
- Introduce a new organizational structure at remote obstetric clinics with appropriate motivation system.

## SDGS 4: High quality education

### The main achievements in 2021:

- The third simulation training center was opened in Saint Petersburg.
- The ITLS chapter was opened in St. Petersburg and Grozny.
- Extension of first aid course.
- A new defensive driving course for ambulance drivers was Introduced.



### Long-term goals:

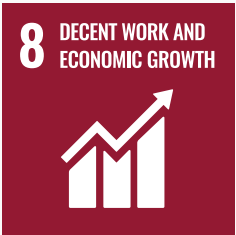
- Open a remote healthcare faculty at the Siberian State Medical University.
- Open new simulation learning centers in Central Asia.
- Develop new courses for the disable people.

# Strategy of sustainable development

## SDGS 8: Decent work and economic growth

### The main achievements in 2021:

- Salary of 783 million RUR was paid
- Federal subsidies in of 47.5 million RUR have been set up for appropriate incentive payments for special working conditions and additional workloads for private health-care workers providing medical assistance to workers in remote industrial facilities with a new coronary infection.
- Subsidies of 4.47 mln RUR have been arranged for medical staff of the company who have suffered from a new coronary virus infection.
- Additional incentive payments of 9.2 million RUR were paid to employees.
- The possibility of further training is provided at the employer's expense. In 2021, 7.3 million RUR were invested in the training of employees.
- Hotline was open for employees of the company with possibility of quick answer to any question.
- Amount of women in the company's top management was increased to 45%.
- A pilot project on organizational change at the obstetric clinics has been launched.
- 15 internal on-site audits with follow-up recommendations for improvement, 41 of videoconferences with 227 clinical cases for analyses, 29 remote sessions about medical care points were conducted.



### Long-term goals:

- Become a leader in employers' rankings for remote health care.
- Increase staff involvement.

## SDGS 15: Life on Land

### The main achievements in 2021:

- A pilot project of development a portable waste utilizing device was launched. Analysis of market opportunities and existing solutions.
- A waste management system for the health-care activities in remote facilities is being developed.

### Long-term goals:

- Zero waste disposed for the landfill



# Strategy of sustainable development

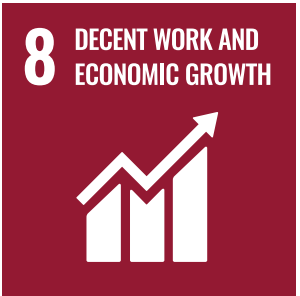
## SDGS 17: partnership for the goals

### The main achievements in 2021:

- The III international conference «Sustainable development of Remote Health Care» with separate section «New socio-economic business investments for sustainable development of regions» and 2 meetings on Marine medicine was held together with the Association «Institute of Remote Health Care».
- A joint postgraduate training program has been developed on the basis of the Siberian State Medical University on the topic «Organization of medical assistance in the system of remote health care».
- A free online media project «Labor Defense» was launched for specialists working in the sphere of labor protection of remote industrial sites.
- The representation of the National Council for Corporate Volunteering has been opened on the basis of CCM in the Tomsk region.
- An agreement for free education of basic cardio-pulmonary resuscitation (BLS) for Medical Volunteers has been concluded with All-Russian Voluntary Movement. In 2021, 13 courses (104 hours) were held and 75 volunteers were trained.

### Long-term goals:

- Open a remote health faculty at the Siberian State Medical University
- Actively promote the National Corporate Volunteering Agenda.







# Stakeholder engagement



In our work, we interact daily with a wide range of stakeholders. We believe that regular dialogue allows us to successfully create value and ensure business growth in the long term.

## We identify seven key stakeholder groups



- Founders;
- Employees;
- Customers;
- Personnel of remote industrial sites;
- Government and regulatory bodies;
- Professional Associations, non-profit organizations and Communities;
- Universities;
- Suppliers.

Stakeholder	Purpose of interaction	Interaction format	Indicators for 2021
<div>Founders</div> <div></div>	<div>Inform founders about Group of Companies activities, current and financial results</div>	<div>Private meetings.</div> <div>Conference calls.</div> <div>Publication of reports.</div> <div>Presentations with justification of market vision and company development.</div>	<div>2 public reports of the General Director on sustainable development and financial indicators were conducted.</div> <div>Several private meetings were held to discuss the strategy and tactics of the company's development.</div>
<div>Employees</div> <div></div>	<div>Improving staff welfare, their retention and engagement.</div> <div>Getting feedback on the company's work and employees' problems.</div> <div>Improving efficiency and effectiveness of medical staff performance.</div> <div>Further training.</div> <div>Motivating of the staff.</div> <div>Establishment of a retention mechanism for key employees in the company.</div> <div>Promotion of corporate culture.</div> <div>Informing employees about the company's activities, its mission, values, goals and tasks.</div>	<div>Hotline, an anonymous and safe feedback tool, was launched.</div> <div>Supervision sessions were organized, where we analyzed clinical cases involving specialists.</div> <div>Free training of company employees according with the international courses of emergency prehospital assistance (BLS, ACLS, ITLS).</div> <div>Action team established among the company's active staff to improve communication and efficiency.</div> <div>The annual contest «Professional of the Year» with the definition of the best employees by profession «doctor», «paramedic», «nurse», «nurse-driver».</div> <div>Internal site and social media.</div> <div>E-mailing on behalf of the company.</div> <div>Questionnaires and internal feedback surveys.</div>	<div>64 calls were received on the hotline and addressed in the last three months.</div> <div>41 reviews were conducted, covering 227 clinical cases.</div> <div>218 employees attended BLS, ALS, ITLS courses.</div> <div>47.5 million roubles was paid by the Social Insurance Fund to the company's employees who work with the coronavirus patients.</div> <div>4.47 mln RUR was paid for medical staff of the company who have suffered from a new coronary virus infection.</div> <div>8.5 mln RUR was spent on additional financial bonuses to coincide with the anniversary of the company.</div> <div>12 medical staff received the «Professional of the Year» award and a financial bonus.</div> <div>The Action Team made several proposals to improve working conditions and increase efficiency.</div> <div>45 news were posted on the company website.</div> <div>3 addresses by the Director to staff were recorded.</div>


# Stakeholder engagement


Stakeholder	Purpose of interactions	Interactions format	Indicators for 2021
<div>Customers</div> <div></div>	<p>Preservation of working people's health at industrial sites.</p> <p>Fullfilment of Agreement obligations timely.</p> <p>Quality management of health centers.</p> <p>The establishment of dialogue and receiving a feedback to improve service delivery.</p> <p>Increased awareness of professional standards, algorithms, news and innovation in the industry.</p>	<p>Regular meetings, videoconferences, private meetings and calls.</p> <p>Assigning medical directors and supervisors to certain facilities, which allows them to participate in and manage the situation at each facility.</p> <p>Ongoing internal audits of the sites.</p> <p>Monthly reports about the performed work.</p> <p>Organization of webinars, meetings and conferences for Customers.</p> <p>Informing about standards, news and successful cases through our own media agency.</p> <p>Survey and continuous monitoring of the Consumer Loyalty Index.</p>	<p>16 licenses for new facilities were received.</p> <p>343 medical evacuations were organized.</p> <p>Medical information systems implemented in 44 facilities.</p> <p>Conducted 15 internal audits.</p> <p>1 conference, 2 panel discussion and 8 online webinars were held on topics of current interest to Customers.</p> <p>Professional online media publication «Labor Defense» was launched.</p> <p>There are 19 articles published in the online media publication «Labor Defense» about prevention of diseases and injuries, as well as assistance in various states.</p>
<div>Personnel of remote industrial sites</div> <div></div>	<p>First aid and emergency.</p> <p>Raising awareness of workers about health, healthy lifestyles and safety at work.</p>	<p>Vocational check-ups.</p> <p>Pre-shift, pre-voyage and post-voyage check-ups.</p> <p>First aid.</p> <p>Vaccination.</p> <p>Health education: lectures, master classes, information boards with leaflets, video material.</p> <p>Training courses for first-time assistants among non-medical employees of industrial facilities.</p> <p>Exercises.</p>	<p>More than 100,000 ambulatory visits were conducted.</p> <p>More than 6,5 mln professional check-ups.</p> <p>More than 1,000 tele-medical consultations by specialists.</p> <p>Over 35,000 PCR tests.</p> <p>10,000 employees of remote facilities have been vaccinated.</p> <p>All health centers are equipped with information boards and distribution materials.</p> <p>Training webinars about vaccination and first aid have been organized.</p>

# Stakeholder engagement

Stakeholder	Purpose of interactions	Interaction format	Indicators for 2021
<div>Government and regulatory bodies</div> <div></div>	<p>Establishment of a dialogue with a view to forming an agenda for the development of remote industrial health care in Russia.</p> <p>Support of the company's medical staff working with coronary patients through additional FSI payments.</p> <p>Monitoring of legal and regulatory developments in the health sector.</p> <p>Cooperation to resistance on the COVID-19 pandemic.</p>	<p>Meetings and panel discussions, conferences.</p> <p>Official letters and addresses.</p> <p>Online and offline meetings.</p>	<p>2 panel discussions on marine medicine were held, with the participation of THE CHAMBER OF COMMERCE AND INDUSTRY OF THE RUSSIAN FEDERATION and The Russian Union of Industrialists and Entrepreneurs, with the support of the State Duma and the Federation Council.</p> <p>The Third International Conference on Remote Health Care was organized and held.</p> <p>47.5 million roubles was paid by the Social Insurance Fund to the company's employees who work with the coronavirus patients.</p> <p>4.47 mln RUR was paid for medical staff of the company who had suffered from a new coronary virus infection.</p> <p>In cooperation with the Tomsk Oblast Administration, 2 meetings were held within the Sustainable Development Section.</p>
<div>Professional associations, non-profit organizations and communities</div> <div></div>	<p>Adaptation of the best Russian and international business practices.</p> <p>Exchange of experience and expertise.</p> <p>Promotion of a transparent and responsible market for remote health care in Russia.</p> <p>Reduction of mortality from cardiovascular diseases through the popularization of first aid rules.</p>	<p>Participation in professional events and organization of own events.</p> <p>Making partnership agreements and intentions.</p> <p>Organization of common projects.</p> <p>Realization of free first aid training courses.</p>	<p>We took part in 8 sectoral events, organized 3 face-to-face events, 10 online webinars in 2021.</p> <p>Joined in 2 Associations.</p> <p>26 papers from the company were presented at the events.</p> <p>75 medical volunteers have been trained in basic resuscitation.</p>

# Stakeholder engagement

Stakeholder	Purpose of interactions	Interaction format	Indicators for 2021
<div>University</div> <div></div>	<p>Co-organization of the University-based International First Aid Courses with issuance of International Certificate.</p> <p>Improvement of education in remote industrial health care through advanced training programs in the organization and provision of medical care in remote health care.</p> <p>Promotion of research in remote industrial health care.</p>	<p>Joint courses and training programs for medical personnel in remote health care.</p> <p>Organization of joint research.</p>	<p>On the basis of the Siberian State Medical University, a program of further qualification of medical workers «Organization and rendering of medical assistance in the system of remote health care» was created.</p> <p>2 research projects for 2022 have been prepared.</p>

<div>Suppliers</div> <div></div>	<p>Ensure the stable and timely supply of medicines, consumables and medical equipment.</p> <p>Continuous improvement of supply chain efficiency.</p> <p>Maintaining high standards of business relations based on trust and respect.</p>	<p>Dialogue with Suppliers through face-to-face meetings and videoconferences communication.</p> <p>Product presentations (in the company office, at exhibitions, B2B meetings).</p> <p>Electronic Document Circulation System.</p> <p>Timely payment and fulfilment of all obligations under the contract of delivery.</p>	<p>Development of Supplier Selection Criteria.</p>
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# Responsible Business

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# Management of Sustainable Development

## Sustainable development

In February 2020, the company CCM became a member of the UN Global Compact. Responsible persons have been appointed to promote sustainable development policy in the company.

CCM confirmed the intention to integrate the 10 principles of the agreement in the field of human rights, labour relations, environmental protection, anti-corruption and Sustainable Development Goals into its business strategy and operational activities.



**Sergey Antipov**  
General Director of CCM LLC



The company's accession to the United Nations Global Compact confirms our adherence to the principles of sustainable development, as well as the readiness of CCM to maximum openness, development of partnerships and exchange of best practices with the international community.

Today the company implements project management mechanism opening operating offices in regions of presence. This gives us an opportunity to fall deeper into the problems of the region, its socio-economic situation and the local communities.



**Shestozub Elena**  
Director of Marketing and Sustainable Development, CCM LLC



The implementation of the principles of sustainable development entails a profound transformation of business. It is a tool that enables business to secure its own growth and sustainable future.

## Achievements in 2021

- 1) Training of SDG-Ambition for representatives.
- 2) The III international conference «Sustainable Development of Remote Health Care» with section «New socio-economic business investments for sustainable development of regions» was held and co-operated.
- 3) Joining to the National Council for Corporate Volunteering and opening a representative office.
- 4) Participation in forums and strategic sessions of the United Nations Global Compact in Russia.
- 5) Launch of a test project on the development of a portable waste management system with the following recycling of generated waste. Analysis of market opportunities and solutions.





# Health Quality Management

## Medical activities of the company

Number of remote units by the end of 2021	168
Health information system was integrated	44
Sanitary and epidemiological examinations were conducted	29
Sanitary and epidemiological reports completed, objects	24
Licenses were issued	16
Internal field audits	15
Number of visits to health centres	> 101 000
Number of medical check-up	> 6,5 mln
Number of calls to call center	3476
Number of consultations	1018
Number of air ambulance evacuations	343
Number of medical boards	41
Solved cases	227
Number of sessions held on current medical issues	29
List of disabled people	1460
COVID-19 medical cases were investigated	88
COVID-19 Medical Workers' Sickness Payments were made.	4,47 mln
Special Social Insurance Fund payments for dealing with COVID-19 were made.	> 47,5 mln





# Health Quality Management

## COVID-19. Action taken.

### Remote sites:

- Remote headquarters meetings were held daily on the theme of sites management. Each situation was carefully analyzed. Detailed advice was provided to the employer of the facility. As a rule, the recommendations contained the main preventive measures aimed at separating groups - work in separate teams and avoiding unnecessary contacts without the need for service, influence on the way of transmission - masks, antiseptics, ventilation.
- At each site, an individual COVID-19 counteraction program was developed, taking into account the features of the facility.
- Health status monitoring (thermometry, medical check-ups, antibody level) is organized on a daily basis.
- The selection of biological material for diagnostic studies at covid-19 before the arrival to the site and on the industrial site is organized.
- The observatories have been deployed. Main objectives - Isolation, Medical observation and testing of incoming workers at an industrial facility.
- Isolators with a capacity of a bed stock of 150 or more are deployed. The isolators treated patients with confirmed COVID-19 diagnosis of mild and moderate severity.
- Vaccination of industrial workers. Company CCM is the first private medical provider that, in agreement with Ministry of Health of Russia, has purchased 10 thousand doses of vaccines «Sputnik Light» from direct producer - Center «Gamalei». By purchasing the vaccine, we ensured that it was delivered and stored according to all regulations, and people were vaccinated against COVID-19 directly at the industrial site.
- Mobilization of resources: Trained medical service, reservation of beds, availability of necessary equipment, stock of medicines and personal protective equipment.

Observatories	5
Isolators	5
Number of PCR tests	35 000
Vaccinated	10 000
Percentage of all vaccinated personnel in our industrial facilities	85%

### Company's offices:

- Ongoing disease monitoring in the office. Weekly scheduling with situation analysis. In peak periods of illness - transfer of more than 40% to remote work.
- Provision of personal protective equipment (one-time masks, gloves) to company's personnel.
- Equipping offices with additional microbicide recyclers and sanitizers.
- Health monitoring through daily thermometry and PCR testing.
- Implementation of collective staff vaccinations.
- Improvement of sanitary treatment of working and public areas.



# Health Quality Management

## High quality medical care

**Global target: 0 deaths from occupational diseases at workplace.**

The main task of the company is to preserve human health in the context of industrial longevity

There are many health risks associated with work in remote and inaccessible facilities.

The provision of emergency medical care in these areas is complicated by the poor road network for land transport, the seasonal period of water transport, the lack of passenger rail transport, the presence of hard-to-reach working settlement in the mountains, taiga, tundra. These areas are characterized by harsh climates.

**CCM provides medical services for 168 remote sites:**

**119 sites** in the Far North

**69 sites** in the Arctic zone

**2 sites** on the Arctic shelf

88% of the company's employees are specialized doctors and primary health care workers (doctors, paramedics, nurses).

The primary level of health care is the largest part of the Russian health-care system in terms of coverage and medical care, and the closest to and most important for people.

The President of the Russian Federation, Vladimir Putin, reported in one of the meetings that "...the primary level healthcare is the basis, the foundation of the entire health-care system, and the word "primary" means "the first place" and "priority" rather than a place on the periphery of the national healthcare system".

The company CCM is the privately owned medical organization in the structure of the primary level of healthcare.

Poor-quality healthcare brings into consumption of significant resources and harms public health, destroying human capital and reducing productivity. High quality health services not only prevent disease and help building a healthy society, but also enhance human capital and economic health. High quality health services not only prevent disease and help building a healthy society, but also enhance human capital and economic health.

### Basic quality indicators applied in the company.

Quality health care is the right intervention, delivered at the right time in a coordinated manner, responding to the needs of service users and ensuring that harm and waste are minimized.

Quality health care is based on the following characteristics:

- Effective, timely and safe assistance
- People-centered and patient-centered
- Effective usage of resources
- Effectiveness of treatment

### Measures taken by the company to improve the quality of health care.

Quality is a complex and multifaceted concept. A set of certain measures must be applied for improvement the quality.

We identify the following areas of work to improve services rendered:

- Continuous training of personnel on international standards of ITLS and ACLS.
- Integration of international standards into the work and legislation.
- Informing and training non-medical workers in emergency first aid.
- Usage of innovative technologies.
- Development and implementation risk management programs in industries: extended medical check-up, occupational disease prevention programs, establishment of registries.
- Implementation of quality control of medical activities and regular internal audits.
- Creation of incentives (material and nonfinancial) based on performance indicators.



# Health Quality Management

## Staff training

### Training conducted in 2021

Employees	218
Medical volunteers	75
Webinars for First Aid	5



Many companies face serious shortages of health personnel as well as their low skills. Currently, the shortage of human resources worldwide has reached 2.5 million doctors, 9 million nurses, and 6 million other specialists.

Given this fact, we believe that not all types of care in remote facilities should be provided by doctors. Substitution of doctors and expansion of the function of nursing staff have long been used in world practice, and this has a positive impact on the quality of medical care. With the necessary knowledge, technical equipment and the support of a doctor at a distance, the paramedic can completely eliminate the need for quality medical care.

Based on our experience, we believe that in the 21st century, paramedics, nurses, health coordinators, project managers play an important role in providing high-quality health care in remote facilities. If they are upgraded, the quality of health care can be improved.

In the group of companies CCM there are units «Arctic Medical Training» and «Alfa Med Training», which are engaged in education and training of medical and non-medical personnel in providing emergency and emergency medical care according to international standards.

This plays a significant role in reducing the mortality rate of workers in remote locations as a result of acute critical conditions or severe injuries.

The survivability of the skills after the course is approximately 6 months, therefore we adhere to the system of permanent and continuous training, and our employees update the valid certificates REM, ALS, ACLS, BLS and ITLS regularly.

The course follows the international standards and protocols for issuing AHA (American Heart Association) and ERC (European Resuscitation Council) certificates.



# Health Quality Management

## Training programs

### 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.

The ITLS manual (446 pages) and the Rescue Handbook (119 pages) were translated into Russian language as part of the cooperation with ITLS .



# Health Quality Management

## Availability of assistance, telemedicine.

It is very important to provide the best possible medical care to the patient. However, systems and working conditions often make this task difficult. The shortage of medical personnel, the insufficient training of medical personnel and the lack of support prevent the provision of quality medical care.

Achieving high-quality primary health care is ambitious but achievable with proper guidance, clear planning and smart investment. So, for example, we've opened a telemedicine call center to help the medical staff in remote locations.

The call center is designed to provide 24-hour support and consultations using telemedicine technologies in Russian and English for medical personnel of remote facilities.

The main purpose of the call center work is to provide consultation doctor- doctor: the doctor or paramedic of the health center receives consultation of narrow specialists of the center for making correct diagnosis and effective treatment.

The telemedicine call center allows the remote object to have quick access to professional help, avoid unnecessary calls to the ambulance for medical evacuation, or vice versa - to perform the necessary medical evacuation.

We equip health centers with equipment being able to transmit data online via secure communication channels, which is important for decision-making speed and protection of personal data.

Number of calls to call center	3476
Number of consultations	1018
Number of air medical evacuations	343

### The most frequent reasons for medical evacuations:

Diseases of the circulatory system	23%
Respiratory disease	18%
Traumas	15%





# Health Quality Management

## Risk Management

According to research by the International Labour Organization (ILO), about 2.8 million people in the world die each year in their work places. And only 15% of them are from occupational injuries.

Good working conditions are among the basic human rights and fundamental principles of the Decent Work Program. All Russian employers, in one way or another, were faced with the need to carry out mandatory pre- and periodical medical examinations, in accordance with Order of the Ministry of Health and Social Development of the Russian Federation of 12.04.2011.302h.

### Medical check-ups

Our experience in conducting medical check-ups has shown that this type of determining of the health of the working population is not very effective for various reasons.

The list of obligatory procedures and tests does not allow to identify specific diseases, it does not take into account the specifics of the population under investigation, as well as the risk factors of the patient (age, level of physical activity, harmful habits, heredity, etc.). The result is that the staff member passes the medical check-ups, but the risk of his or her health condition remains high.

To solve this problem at the sites we offer enhanced incoming control. This is a thorough medical examination (or extended medical examination) in employment, with staff members being assigned health categories. Doctors look to see if there is a risk of developing a disease or a pathology and what the current health problems are.

Some require a short-term solution, others require prevention and lifestyle changes, and some do not allow a person to occupy the post at the present time to prevent the spread of the disease or other unpleasant incidents.

### Medical Information System

It is a permanent system for collecting, analyzing and clarifying information about health status of the personnel at the industrial site. The introduction of Information system will allow control the risks of incidents, occupational and infectious diseases and evacuations at the site.

An extended report on the health status of all staff at the site, the stock of medicines and consumables, will allow make decisions quickly and manage the wellness saving system effectively.

This system was implemented in 44 remote health centers in 2021.

### New technologies and innovations

The CCM registered intellectual property rights with the Federal Service for Intellectual Property (Rospatent) in 2021.

- A complex for operating with software and hardware system for monitoring the state of human health using telecommunication technologies.
- Database of software and hardware for human health monitoring using telecommunication technologies.

The company also owns intellectual property rights for the medical information system called the Remote Health System (RHS), which is registered as the know-how.

### Risk assessment methodology

We have also worked with the US company - Chemistry Industrial Hygiene, we developed a methodology for assessing health risks.

We assess the impact not only of occupational risk factors, but also of those already present in humans: age, weight, chronic disease, heredity, negative impact of the environment - climate, ecology, jet lag, etc.

### Educational webinars for first aid

In the framework of this project, 8 free webinars were held for industrial site safety specialists in 2021, with a total view of more than 5,000 on the YouTube channel on the following topics:

- Flu and COVID-19 vaccinations at the working place in 2021
- «Sputnik V» - why should it be vaccinated against COVID-19 right now?
- Rescue of an injured with pelvic trauma at industrial sites
- Medical check-ups of employees. What changed in the law in 2021?
- Telemedicine at remote industrial sites
- How should industrial enterprises survive from the third wave of COVID-19
- Myocardial infarction: What everyone should know
- How to stop the bleeding before the ambulance arrives

2 webinars on YouTube channel with a total view of more than 1,000:

- How to help a victim in an accident.
- How to provide first aid for hypothermia, frostbite and burns.

# Health Quality Management

## Quality Assessment System

The company has developed the Regulations on the Organization and Conduct of Internal Control of Quality and Safety of Medical Activities.

According to this document, internal quality control (audit) is carried out with a view to ensuring the right of citizens to receive the necessary quantity and quality of medical care in accordance with the procedures for the provision of medical care, Taking into account the standards of medical care and on the basis of clinical recommendations, as well as compliance with mandatory requirements to ensure quality and safety of medical activities.

### Challenges solved by audit:

1. Identification and prevention of risks to citizens' life and health;
2. Ensuring and respecting the rights of citizens in the field of health protection in the performance of medical activities;
3. Bringing medical care to common standards of medical care;
4. Evaluation of compliance with the procedures for conducting medical examinations, medical check-ups;
5. Assessment of the conformity of medical care provided with the criteria for assessing the quality of medical care, as well as consideration of the reasons why the quality of medical care provided does not meet these criteria;
6. Compliance by medical personnel with all the instructions concerning quality and safety of medical activities;
7. Prevention of irregularities in the provision of medical care;
8. Patient satisfaction rate;
9. Taking management decisions to improve approaches to medical activities.




15 internal audits were conducted



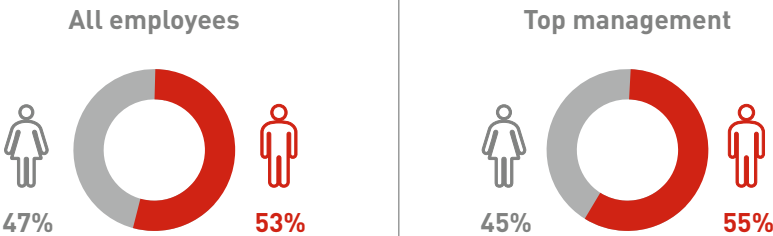
# Personnel Management Concept

## Indicators

₽ 7,3 mln invested in training  955 employees

	2019	2020	2021	
Number of employees	503	976	955	
Men/Women	41/59%	46/54%	53/47%	
Investment in training	2,0 mln	2,2 mln	7,3 mln	
Number of employees trained	156	172	218	

### Equal opportunity



## Human resources management strategies

One of the main tasks of the CCM LLC is to become a valuable company for its employees.

The formation and development of human capital is part of the Company's strategic development plan and the key to its long-term success. We expand the opportunities of the corporate training center, increase the transparency of the remuneration system, analyze the working conditions of employees for further improvement.

All of the company's medical personnel who work in remote facilities are provided with the following: transfers to and from work, accommodation, food, a mandatory set of special clothing, accident insurance. All employees of the company are entitled to medical benefits at the Company's clinics.

The provision of means of personal protection is an integral part of an effective system of labour protection at the enterprise. In 2020, we decided to develop a new set of uniforms for employees. With most of the staff working in the Far North and low temperatures, we have improved the design of special clothing, replaced fabrics and heaters with more technological ones. In 2021 we launched a new line of special clothing.

In 2021 the Company continued the annual contest «Professional of the Year» among medical personnel in remote facilities. 12 of the best employees in their profession «the best doctor», «the best nurse», «the best nurse», «the best nurse-driver» were awarded with memorable gifts and money.

In 2021 hotline was opened for employees. This feedback channel is used to receive complaints and suggestions from employees. All communications are considered on a confidential basis and investigated in detail.

# Personnel Management Concept

## Human rights

CCM in its activity adheres to the Universal Declaration of Human Rights, the UN Global Compact, the ILO Convention, the Labour Code of the country of presence.

## Regulatory requirements

The Company's personnel management policy is fully consistent with the labour laws of the host country and ensures statutory rights, benefits and entitlements for all employees of the CCM LLC.

## Occupational safety and working conditions

CCM strives to create a comfortable working environment for its employees by implementing a comprehensive program on occupational safety and health, continuous monitoring of the quality of working conditions and their improvement, as well as by improving the work process.

## Staff education and development

CCM strives to provide wide opportunities for professional and personal growth of employees at all levels. A Training Centre has been set up in the Group of Companies, which has its own license and closes the business's need for competence.

Every year, about 200 medical staff receive training on international first aid protocols, with certificates issued by the American Heart Association and the European Resuscitation Council. Leading trainers trained abroad participate in the development of training manuals and supervise courses. In order to improve the quality of education, a system of distance learning was created on the moodle platform, which made it possible to automate the learning process and improve quality control.

The company has an ERP system, on the basis of which a corporate library is created. The collection of systematized information is an effective tool in motivating employees to learn. The library expands the horizon, enhances the competence, and discussing the book with colleagues helps to bring the team together.



## Effective motivation and fair rewards

In accordance with the best international practices, the company has developed and implemented a system of rewards and motivation based on the individual successes and financial results of the Company.

## Career promotion

The promotion and development of high-potential staff is one of the key aspects of personnel management. With open top vacancies and equal opportunities, advantages are given to internal candidates.

## Development of management capacity

In order to successfully implement the Company's strategy and achieve the set goals, a strong management team is needed, capable of taking responsibility and quickly solving complex tasks. A matrix management system prevails in the Company. However, in order to solve individual business tasks, the project management system has been implemented, which allowed to use of available resources to the maximum, as well as increased flexibility of the Company.



# Personnel Management Concept

## Company Priorities

In its activities, the Company attaches great importance to attracting and retaining employees, development of their professional qualities, observance of labour rights and standards, improvement of communication and feedback system within the Company.

## Understanding the strategy and our common purpose

In order to successfully implement the strategy and achieve the goal, it is important that the employees are aware of the contribution of each of them to the Company's results and share its aspirations. We have introduced a thorough, systematic approach to communication with the staff and constantly expand the range of channels and tools for constructive dialogue between the employees and various divisions of the Company.

## Employer brand

We are constantly working to make the Company attractive to employees. We offer contractual relations, training, career opportunities, official competitive wages with flexible remuneration system, insurance, medical benefits for employees.

The company cooperates with leading universities of Russia: «RUDN», «MSU», «SSMU».

Together with the Siberian State Medical University, a postgraduate training program has been developed on the basis of the Siberian State Medical University on the topic «Organization of medical assistance in the system of remote health care». There are plans to open the faculty of remote health care on the basis of SSMU.

## Automation and digitization of personnel management system

ERP and CRM systems have been implemented in the company for automation and project management. We are constantly working to improve business processes. We strive to use big data technologies to make better and more rational decisions in personnel management.



# Environmental Management

## Safe management of medical waste

### The main task of the company:

The safe management of health-care waste is essential for the provision of high-quality, people-centered and environmentally friendly health care. Improper health-care waste management put workers handling waste and the rest of the community at risk of infection, toxicity and injury.

This is especially true in the context of the COVID-19 pandemic.

### Main facts

Approximately 85 % of the total amount of waste from health-care activities is conventional non-hazardous waste.

The remaining 15 % is considered to be hazardous materials that may be infectious, chemical or radioactive.

It is estimated that 16 billion injections are produced worldwide every year, but not all needles and syringes are removed properly after use.

The open burning of medical waste under certain circumstances may lead to dioxins, furans and other toxic air pollutants.

Measures to ensure the safe and environmentally sound management of health-care waste can prevent negative impacts on health and the environment, including from unintentional releases of hazardous chemicals and biological substances, including drug-resistant micro-organisms in the environment, thereby protecting the health of patients, health workers and the general population. (WHO)

(WHO)

### Health risks

- Injuries caused by sharp objects;
- Toxic effects of pharmaceutical products, in particular antibiotics and cytotoxic products released into the environment and substances such as mercury or dioxins, during the handling or incineration of medical waste;
- Chemical burns during disinfection, sterilization or waste treatment;
- Poisoning and contamination of the environment by toxic elements or constituents during incineration;
- Heat injuries from open burning and medical waste incinerators;
- Radiation burns.

### Categories of medical waste

	2020	2021	
Class A waste, epidemiologically safe in composition, close to solid household waste	0,94 t	0,8 t	↓ 14,8%
Class B and C waste, epidemiologically hazardous waste	5,37 t	6,34 t	↑ 18%
Class D waste, waste composition close to industrial waste	0,06 t	0,06 t	↓ 0%
<b>Total waste generated from medical activities</b>	<b>6,37 t</b>	<b>7,2 t</b>	↑ 13%

All Class B and C wastes are required to be disinfected in accordance with health regulations and standards at the primary collection site by immersion in a disinfecting solution or by autoclaving.

By doing this decontamination, we're moving these waste classes into Class A, epidemiologically safe.



# Environmental Management

## Safe recycling of medical waste

Our actions to ensure that negative environmental impacts are reduced.

- Disposal through a system of safe management of health-care waste.
- The usage of a single colour-coded system for the separation and collection of medical waste, a system of three containers that visually indicates the potential risk posed by the waste in the container.
- Give priority to methods that help to minimize the formation or release of chemicals or hazardous emissions selecting different waste treatment methods.
- Use chemical decontamination at health centers with up to 300 employees. As a disinfectant, give preference to sodium hypochlorite (NaOCl), which is easily degraded with the release of oxygen.
- In health centers with 300 to 1,000 employees, the method of autoclaving is used to decontaminate the waste by using high-pressure saturated steam.
- At health centers with 1,000 or more staff, use waste disposal facilities where medical waste is self-tapped and destroyed by the press.
- Third-party recycling of all types of waste generated.
- Reduce unnecessary injections or replace them with oral drugs.
- Use only mercury-free thermometers.
- Reduction of paper consumption through the introduction of electronic document management.
- Prioritization of disease prevention.
- Promoting innovative models of providing medical services.

### Portable Utiliser Development Project

In 2021, a test project was launched on the development of a portable waste disposal device with subsequent recycling of the generated waste, the aim of which is to achieve the benchmark «Zero waste transferred to landfill».

This waste disposal device makes it possible to decontaminate waste by deep steam (autoclaving) and to destroy it by press.

This will allow hazardous medical waste to be transferred to an epidemiologically safe (household waste) environmental class and further processed by waste management companies.





# Environmental Management

## An environmental ambulance

In the work of the transport unit, we resort to various ways of reducing negative environmental impacts.

At the end of 2021 our fleet consisted of 14 vehicles, 13 of which were Class B (ambulance) and 1 class C (emergency). The average age of the vehicle is less than 3 years.

We use only certified service centers for regular maintenance operation in accordance with the laws and regulations established by car manufacturers for transporting patients. The duties of the company drivers include daily monitoring of the state of vehicles, including the state of the exhaust system. If serious defects are detected, the vehicle is taken out of service and sent for repair.

We have renounced the purchase of used and obsolete equipment, and we do not use vehicles that have reached the service life. We purchase exclusively new ambulances that have Euro-4 and Euro-5 standards and use high-quality fuel from leading manufacturers.

Taking into account the difficult climatic conditions of work, hard-to-reach places and remoteness of health center, the choice of vehicle for primary health care has fallen on the rover «TREKOL». The rover generates its own oxygen and easily moves through snow and swamps. The technique «TREKOL», by using the tires with extremely low pressure, has minimal impact on the ground and the surrounding vegetation, leaving practically no track. And its ability to travel to hard-to-reach places allows doctors to provide immediate first aid.

### Our priorities:

- Purchasing of vehicles of class not less than Euro-5.
- The maximum service life of a vehicle should not exceed 3 years, then the replacement of it.
- Recycling of batteries and tires.

### Summary:

	2020	2021	
Number of vehicles owned by the company	15	14	↓ 6,6%
Number of vehicles rented	4	6	↑ 50%
Number of diesel vehicles	10	11	↑ 10%
Number of petrol-fuelled vehicles	9	9	↓ 0%
Number of Euro-4 eco-class vehicles purchased per year	5	0	↓ 100%
Number of Euro-5 eco-class vehicles purchased per year	10	2	↓ 80%
Number of rented Euro-5 class cars.	0	1	
Number of rented cars with Euro-4 class.	2	5	↑ 150%
Total kilometers, of kilometers	203	164,7	↑ 18,8%
Batteries transferred for recycling and reuse, kg	40	38	↓ 5%
Total emission, kgCO <sup>2</sup> e	29461	30708	↑ 4%

# Anti-corruption Policy

## Anti-corruption Policy

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The CCM builds relations with all interested parties based on mutual respect and trust in the expectation that employees, contractors and third parties voluntarily and consistently observe the norms of business ethics and respect the legitimate interests of the Company. The company adheres to the principle of zero tolerance for corruption, fraud and other unlawful acts.

The main channel of realization of services of the Company is tender platforms. More than 80% of CCM contracts are obtained through fair and open participation in tender procurement. We value the reputation of a reliable Partner, and adherence to high standards of corporate governance and sustainable development strengthens the confidence of all stakeholders.

## Procurement Regulations for Goods, Construction and Services

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The Company has a Regulation on the Procurement of Goods, Construction and Services. This Regulation governs relations related to the conduct of procurement for the needs of the Company in order to:

- Promoting common corporate procurement standards for the organization;
- Preventing corruption and other abuses in procurement;
- Developing fair competition;
- Ensuring transparency in procurement;
- Development of a responsible supply chain (suppliers with sustainable practices are in priority).

## Policy on personal data processing

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In accordance with the requirements of the legislation of the Russian Federation, federal law #152, the company has a policy on the processing of personal data. This Policy applies to all processes related to the collection, storage, and transfer of personal data within the Company.

## Code of Business Conduct

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The Code of Business Conduct lays down the foundations of honest and open business, contains recommendations on the interaction of employees among themselves, with Suppliers and Customers, and the basic principles according to which the Company conducts business.

## Social Policy Regulation

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The Regulation aims to increase the level of loyalty of employees as well as their level of interest in achieving higher performance.

**This Regulation governs the following:**

- Payment of the extended social package (interest-free loans, material assistance, insurance, medical discounts);
- A system of non-material motivation;
- A staff development and training program.

## Security Department

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The company has the Security Department for the purpose of checking Agents and Counterparties for court decisions, proceedings, valid accounts. The management uses only official systems of verification, for example «Kontur.Fokus», for its work.

# Partnership for Sustainable Development

## Partnership

Successful implementation of the sustainable development agenda requires inclusive partnerships at the global, regional and local levels, based on shared principles, values, vision and goals.

In order to ensure the sustainable development of the industry and the regions of its presence, the CCM enters into partnership relations with associations and partners, supports global initiatives, and participates in the organization of joint projects and events.

### Our partners:

- United Nations Global Compact
- Association of the Helicopter Industry
- Association «Institute of Remote Healthcare»
- SAFER Norwegian Foundation for Education and Research in Medicine and Health
- THE CHAMBER OF COMMERCE AND INDUSTRY OF THE RUSSIAN FEDERATION
- The Russian Union of Industrialists and Entrepreneurs
- Siberian State Medical University
- National Board of Resuscitation of the Russian Federation
- American Heart Association
- European Resuscitation Council
- ITLS (Global Nonprofit Organization)
- Voluntary Movement in Health Care «Medical Volunteers»
- National Council for Corporate Volunteering

The global goal of healthy living can be achieved only in cooperation.

Partnership in sharing of experiences, recommendations, tools is very important. One of the most notable example of cooperation is our training center. We trained our instructors in Europe - in Poland and Norway - quickly and effectively. We have brought international competences to Russia and plan to broadcast them further in the Arctic and on the territory of the Northern Sea Route.

Together with the National Council for Corporate Volunteering we plan to promote the ESG agenda and principles of sustainable development in the regions of the Company's presence.





# Community outreach

## Free first aid workshops

Being a leader in remote health care the CCM is aware that its activities have an impact on the social sphere and therefore tends to make a significant contribution to increasing life expectancy and reducing the most common causes of death, such as heart attacks. Every year, between 200,000 and 250,000 people die of a heart attack alone in Russia. Timely arrived first aid ambulance can save lives.

Every year «CCM» conducts workshops for the population, timed to the action «Start the Heart» within the framework of «World Restart a Heart Day» (World day «Start the Heart»).

In 2021 4 workshops and 2 webinars about first aid were held.

«World Restart a Heart Day» is an annual initiative launched in 2013 by the European Revival Council (ECR) and held on October 16 (on the intensivist day).

Its main purpose is to inform people in different countries about the existing problem of sudden cardiac arrest and to teach cardiopulmonary resuscitation (CPR) as the main first aid activity in this state.

In 2021 an agreement was concluded with the All-Russian Voluntary Movement in the sphere of health care «Medical Volunteers».

Within the framework of this Agreement, the instructors of the company train the participants of the basic cardiopulmonary resuscitation movement (BLS) for free. In 2021 13 courses (104 hours) were held and 75 volunteers were trained. Trained volunteers provide first aid classes to the population free of charge.





# Plans for 2022

## Company plans for 2022

1. We intend to create a “healthy” market for remote health care in Russia, making it responsible, transparent and understandable through:
  - The proposed model for effective management of medical assets on industrial sites;
  - Implementation of international first aid standards and teaching them;
  - Education with the help of online media-publication «Labor Defense».
2. We plan to promote international first aid standards in Central and South-East Asia through:
  - Opening of new training and simulation centers;
  - Opening of operating offices
3. Become an employer #1 in the field of remote health care. We take care of the staff and strive constantly to improve:
  - Adaptation and mentoring techniques;
  - System of staff education and development;
  - Motivating and motivating staff
4. Our benchmark «Zero waste going to landfill». We support the environment through a safe medical waste management system.



We are *for* a healthy, safe and fair world!