

# VisionNear

Corporate Responsibility  
Report 2023

**As one of the leading healthcare providers, we have a great responsibility – for our patients, our employees and society. Our actions are based on our guiding principles: medical quality, innovation and social responsibility.**

## General information

- 05 About this report
- 06 Overview of Asklepios Kliniken

## Sustainable corporate governance

- 09 Sustainability management
  - 10 Our focus topics and action areas
  - 12 Our corporate responsibility roadmap
  - 13 Our contribution to the UN Sustainable Development Goals (SDGs)
  - 15 In dialogue with our stakeholders
- 16 Compliance management
  - 17 Raising awareness of the principles of conduct
- 18 Risk management
- 19 Supplier management

## Patients

- 21 Quality management
  - 21 Holistic healthcare
  - 22 Guaranteeing patient safety
  - 25 Improving patient satisfaction

## Employees

- 27 HR management
  - 28 Boosting employee health
  - 29 Promoting training and education
  - 29 Ensuring a good work-life balance

## Environment

- 33 Environmental management
  - 33 Reducing CO<sub>2</sub> emissions
  - 34 Reducing waste
  - 34 Reducing water consumption

## 36 GRI index

## 40 Independent auditor's report

## 42 Imprint

# General information

## General information

### About this report

[Overview of Asklepios Kliniken](#)

[Sustainable corporate governance](#)

[Patients](#)

[Employees](#)

[Environment](#)

[GRI index](#)

[Independent assurance practitioner's report](#)

# About this report

As a healthcare group, we take on corporate responsibility for our patients, for our employees and for the environment and society. In the Corporate Responsibility Report ("CR Report") 2023, we describe our engagement in the areas of critical importance for us: sustainable corporate governance, patients, employees and the environment. We document concepts, key figures for Asklepios as well as the goals and actions with which we guide our activities. We want to provide our stakeholders with transparent information that bears comparison.

We published the last CR Report in April 2023. For transparency and comparison reasons, this CR Report is aligned with the structure and Universal Standards of the Global Reporting Initiative (GRI). The updates since 2021 have been incorporated. With regard to determining material topics and disclosures on the management of material topic areas, the CR Report is aligned with GRI 3.

During the 2021 financial year, we conducted a materiality analysis (based on the GRI Universal Standards 2021, GRI 3) and identified CR focus topics for Asklepios. They were defined based on the requirements of the German CSR Directive Implementation Act (CSR RUG) and of the 2021 GRI standards. We validated the materiality analysis in 2022. In the context of updating the materiality analysis in 2023, we examined whether any new topics had arisen and whether the importance of topics had changed significantly in comparison to the last materiality analysis.

We already aligned this with the European Sustainability Reporting Standards (ESRS). The updated materiality analysis from 2023, which already incorporates the double materiality that will be a regulatory requirement from 2025 onwards, has been reviewed and adopted by the Management Board. The ESG topics arising from this analysis (double materiality) form the basis for developing the material topics in accordance with section 289c(3) HGB.

The Asklepios Corporate Responsibility Report is a separate non-financial consolidated report in accordance with the "Handelsgesetzbuch" (HGB – German Commercial Code). Unless otherwise indicated, this CR Report refers to all healthcare facilities operated in Germany by Asklepios Kliniken GmbH & Co. KGaA, which acts as the management company of the Asklepios Group with its headquarters in Hamburg. This does not include the MediClin AG or Rhön-Klinikum AG sub-groups. The reporting period is the 2023 financial year. The 2023 CR Report was prepared based on the requirements of a separate non-financial consolidated report in accordance with section 315b(3) HGB.

This is a voluntary implementation of these requirements. The EU Taxonomy Regulation was not applied on a voluntary basis in the 2023 financial year. Where possible, comparative data from the previous year are included. Any different periods are clearly indicated.

This separate non-financial consolidated report has been audited by KPMG AG Wirtschaftsprüfungsgesellschaft (KPMG) in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised).

Information concerning fulfilment of the 2021 GRI indicators is not a component of the separate non-financial consolidated report and was therefore not covered by the audit.

KPMG has summarised the results of this audit in a final audit report (see Audit report on page 40). The Management Board of Asklepios was informed of the results of the audit and has also reviewed and approved the report.

**General information**

About this report

**Overview of Asklepios Kliniken**

**Sustainable corporate governance**

**Patients**

**Employees**

**Environment**

**GRI index**

**Independent assurance practitioner's report**

# Overview of Asklepios Kliniken

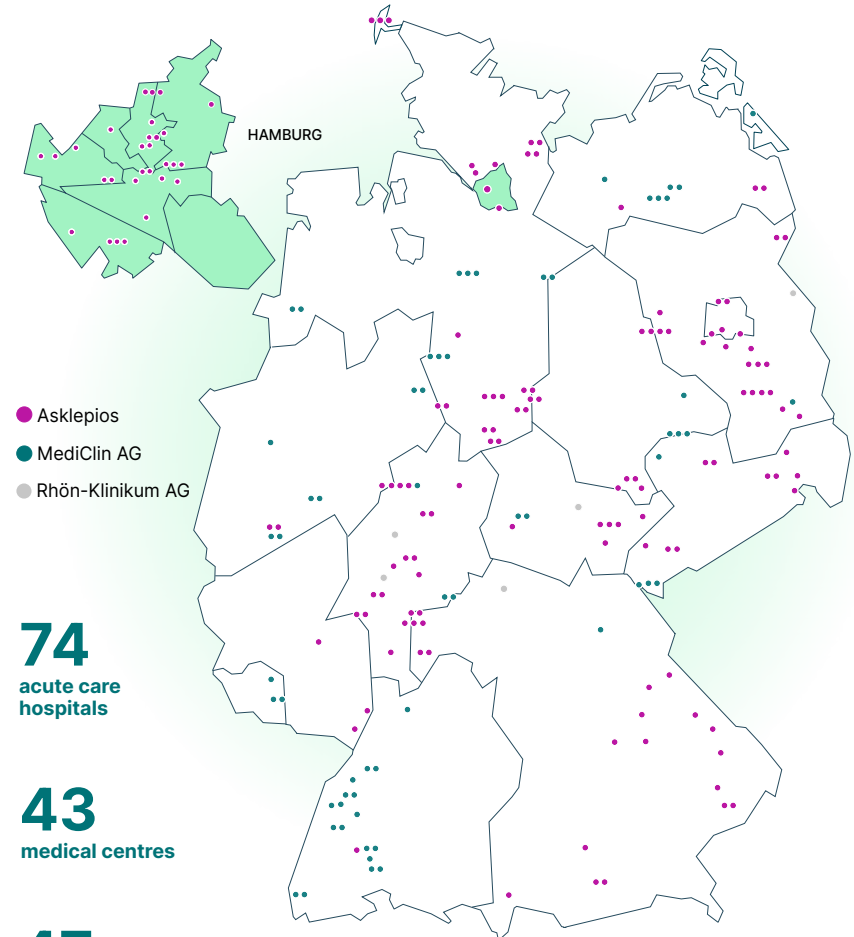
## The future of medicine

Asklepios was established in 1985 and is now a leading operator of private hospitals in Germany with 164 healthcare facilities in 14 German federal states. The Asklepios Group has been a majority shareholder of MediClin AG since 2011 and of Rhön-Klinikum AG since 2020. In addition to university hospitals, providers of maximum, basic, standard and priority care as well as specialist hospitals and rehabilitation clinics, Asklepios operates medical centres (MVZ), software and e-health companies. The corporate values of medical quality, innovation and social responsibility have been in place since the company's foundation and continue to shape its development.

Since its foundation almost four decades ago, the family-owned company Asklepios has developed from a hospital operator to a future-oriented and digital company that embraces a holistic, integrated treatment approach. We see ourselves increasingly as a healthcare platform that offers new digital health formats alongside its traditional hospital operations. In cooperation with partners from the healthcare sector, we want to play an active role in shaping digitalisation and using it to improve healthcare in Germany. Our focus is on patient welfare.

Additional information about the company profile can be found in the group management report 2023.

### Asklepios healthcare facilities



**74**  
acute care hospitals

**43**  
medical centres

**47**  
rehabilitation clinics

**164**  
Total

 [Find locations using the hospital finder](#)

## General information

About this report

Overview of Asklepios Kliniken

Sustainable corporate governance

Patients

Employees

Environment

GRI index

Independent assurance practitioner's report

## Alignment of the CSR-RUG issues with the significant topics at Asklepios

Topic at Asklepios	Assigned GRI aspect	Report section	Section 289c(2) HGB defines the concerns:
Raising awareness of the code of conduct/principles of conduct	GRI-205 Anti-corruption 2016	Sustainable corporate governance	Combating corruption and bribery
Patient safety	GRI-416 Customer health and safety 2016	Patients	Social matters
	GRI-418 Customer privacy 2016		
Patient satisfaction	GRI-416 Customer health and safety 2016	Patients	Social matters
Employee health	GRI-403 Occupational health and safety 2018	Employees	Employee matters
CO <sub>2</sub>	GRI-302 Energy 2016	Environment	Environmental matters
	GRI-305 Emissions 2016		
Waste	GRI-306 Waste 2020	Environment	Environmental matters
Water consumption	GRI-303 Water and effluents 2018	Environment	Environmental matters

## How we manage the Asklepios Group

The Management Board of Asklepios guides the company and defines the strategic orientation and its implementation. The other executive bodies of the company are the Supervisory Board and the Annual General Meeting. The Supervisory Board monitors and consults the management work by the general partner. Additional information about the governing bodies can be found in the Annual Report 2023.

The organisational structure of Asklepios is based on the following centrally controlled Group divisions: Accounting & Tax, Architecture & Construction, Audit & Risk Management, Care, Controlling, Corporate Communications, Corporate Finance & Treasury, Corporate & ESG Reporting, E-Health & Corporate Health, ESG Management, Hospital Financing, Human Resources, Information Technology, Insurance & Compliance, Legal, M&A, Outpatient Medicine, Purchasing & Supply, Quality Management, Revenue Management, Service Providers and Service & Research.

The Group divisions develop goals and strategies for the entire Asklepios Group. Operational responsibility for achieving the goals rests with the regional units.

### Key figures for the area of general information<sup>1</sup>

Parameter	Unit	2023	2022	2021	GRI
Employees (annual average)	Headcount	68,271	67,361	67,415	2-6
Patients treated (reporting date)	Headcount	3,475,692	3,395,452 <sup>2</sup>	3,542,346	2-6
Healthcare facilities	Number	164	approx. 170	approx. 170	2-6
Revenue	EUR million	5,452	5,290	5,118	201-1
y-o-y		3.1%	3.4%	17.8%	
Supervisory Board	Headcount	20	20	20	
Female		10	9	5	
Male		10	11	15	

<sup>1</sup> Figures relate to the entire Group (Asklepios Kliniken GmbH & Co. KGaA including MediClin AG and Rhön-Klinikum AG sub-groups).

<sup>2</sup> As a result of further specifying the definition of key figures in 2023, there was a correction of the statistical key figures. This retrospective restatement aids comparability with the reporting year.

# Sustainable corporate governance





General information

Sustainable corporate governance

Sustainability management

Compliance management

Risk management

Supplier management

Patients

Employees

Environment

GRI index

Independent assurance practitioner's report

# Sustainability management: Strategically controlling sustainability

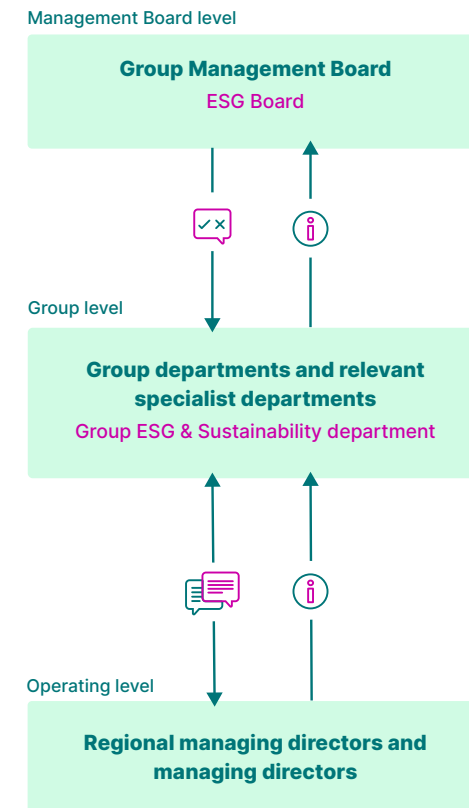
The Management Board is responsible for the topic of corporate responsibility. Strategic sustainability management falls within the remit of the ESG Board. The ESG Board was established as a decision-making committee in the fourth quarter of 2021. It is mainly responsible for the orientation and design of the corporate responsibility roadmap ("CR roadmap"). With the CR roadmap, we are picking up on our key sustainability topics that we have identified as part of a systematic materiality analysis and have dealt with along with other matters in this report. The roadmap provides information on the goals, timeline, KPIs and scope of a respective issue and is described in more detail on page 12.

Another of the ESG Board's tasks is to monitor and support project management. The ESG Board is led by the Chief Executive Officer (CEO) and the Chief Financial Officer (CFO) of the Asklepios Group. The managing director of an operational healthcare facility as well as a regional managing director are also represented on the Board. The implementation of the CR roadmap along with the realisation of sustainability projects at individual clinics falls within the responsibility of the individual healthcare facilities. Responsibility for implementing the adopted resolutions lies with the relevant specialist departments for the Group's ESG topics, the regional managing directors and with managing directors and those in charge of ESG topics at the individual hospitals.

The heads of the Group departments and the specialist departments along with the Group ESG & Sustainability department act as a link between the ESG Board and those responsible for the operational implementation. The Group ESG & Sustainability division is in close contact with the working group on sustainability. The working group is tasked with coordinating the systematic review for the Corporate Responsibility Report, formulating recommendations for the ESG Board and developing sustainability goals and actions. The working group consists of representatives from central organisational units of the Asklepios Group, including Architecture & Construction, Purchasing & Supplies, ESG & Sustainability, Infrastructure & Data Protection, Investor Relations, IT, Medical Law, Insurance & Compliance, Human Resources, Quality Management, Legal, Risk Management, Service & Technology and Corporate Communications.

The ESG Board meets once a quarter according to planning to define measures and track the project's implementation. The working group on sustainability meets on a quarterly basis with the CFO and the COO of the Asklepios Group. In the 2023 financial year, the quarterly meetings of the working group took place regularly. The ESG Board met twice in the 2023 financial year due to personnel changes.

ESG organisation



As at 31 Dec. 2023

**General information**

**Sustainable corporate governance**

**Sustainability management**

Compliance management

Risk management

Supplier management

**Patients**

**Employees**

**Environment**

**GRI index**

**Independent assurance practitioner's report**

**Our focus topics and action areas**

In order to focus on the most relevant CR topics for Asklepios and to develop a systematic approach for our CR activities, we conducted a materiality analysis in 2021. In this structured, multi-stage process, we identified substantive issues for our Group and our stakeholder groups. We validated these topics in 2022 (see CR Report 2022, page 11).

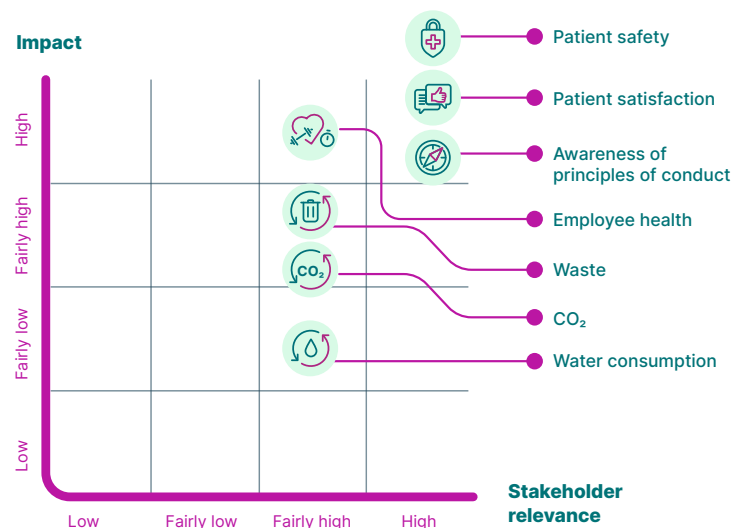
In view of the new regulations, we performed a materiality analysis on the basis of the ESRS standards (double materiality analysis) in the 2023 reporting year. As part of the reassessment, the topics of reducing waste and reducing water consumption were no longer classified as material as defined in the HGB. To ensure continuity in our reporting, we continue to report on these topics on a voluntary basis in this CSR report.

**Material topics**

The material CR topics form the basis for our CR roadmap. These are: raising awareness of the principles of conduct, patient satisfaction, patient safety, employee health and CO<sub>2</sub>. We are continuing to report waste and water consumption on a voluntary basis in the interests of continuity.

Other important topics for Asklepios will also be dealt with as part of a holistic presentation. These include supply chain management, digitalisation, data protection, training and education for our employees and promoting a family-friendly workplace.

**Graphic presentation of the materiality matrix in accordance with GRI**



**General information****Sustainable corporate governance****Sustainability management**

Compliance management

Risk management

Supplier management

**Patients****Employees****Environment****GRI index****Independent assurance practitioner's report****Patients, employees and the environment – our key action areas**

As one of the leading healthcare providers in Germany, we have a special responsibility to our patients, our employees and the environment. In addition to responsible corporate governance, our sustainability strategy therefore focuses on these three action areas.

**• Patients**

The focus at Asklepios is on people. We take responsibility for patient welfare and are committed to delivering the highest quality of treatment. Digitalised processes help us make patient care more efficient, faster and better. In doing so, we are also permanently focused on protecting patient data.

**• Employees**

Qualified, dedicated personnel are fundamental to facilitating the best treatment quality and patient satisfaction. As a result of the ongoing demographic change, we are confronted with increasing patient numbers and a simultaneous decline in the availability of qualified and skilled personnel. We want to increase our attractiveness as an employer and actively promote the health and education of our staff.

**• Environment**

As a hospital group, we are responsible for the energy supply for our 164 healthcare facilities. We make a significant contribution to protecting our climate by way of efficient energy consumption. To ensure that we also contribute our fair share towards achieving global climate targets, we are increasing the energy efficiency of our hospitals and reducing our greenhouse gas emissions. We are also aware that natural resources are finite and we need to use them carefully. For this reason, we promote the circular economy at the company, also reducing waste and our water consumption.

General information

Sustainable corporate governance

Sustainability management

Compliance management

Risk management

Supplier management

Patients

Employees

Environment

GRI index

Independent assurance practitioner's report

## Our corporate responsibility roadmap

We firmly believe that we can achieve lasting success only by reconciling economic, ecological and social factors with one another. To satisfy this requirement, we set ourselves goals in 2021 as part of our sustainability management that we plan to pursue with our corporate responsibility roadmap ("CR roadmap").

The programme picks up on our material CR topics as well as CR topics reported on a voluntary basis in 2023, which we identified as part of a systematic materiality analysis and which we describe in this report.



**Raising awareness of the principles of conduct:**

Integrity is a top priority for Asklepios. All employees are to be regularly informed about the Asklepios principles of conduct by the Management Board and trained in this using a new e-learning tool. We introduced this tool in 2022 and expanded it further in 2023.



**Guaranteeing patient safety:**

We want to ensure consistently safe, high-quality patient care. In addition to the "Critical Incident Reporting System" used in all hospitals, Asklepios works with the medical law prevention format "Sicher Arbeiten Vertrauen Erhalten" (Work Safely, Gain Trust – S.A.V.E.). This programme aims to ensure that all employees working in Asklepios delivery rooms are optimally prepared for rare obstetric emergencies.



**Improving patient satisfaction:**

We want our patients to be completely satisfied with their stay with us and with our healthcare services. We are aiming to achieve an annual recommendation rate of 90% by 2026.



**Promoting employee health:**

Our employees' health is very important to us. To enable all employees to use the health promotion offers, we want to implement corresponding programmes in the action areas of exercise, nutrition and stress management at all facilities.



**Reducing CO<sub>2</sub> emissions:**

We aim to steadily reduce the relative CO<sub>2</sub> emissions of our facilities by 2030. To this end, we record the percentage decrease in CO<sub>2</sub> emissions in tons each year as compared to the previous year. As part of the Group-wide ESG strategy, measures have been validated for this and will gradually be implemented at our healthcare facilities. There was high savings potential in the three areas of lighting, ventilation and heating technology in the 2023 reporting year.



**Reducing waste:**

Our goal is to conserve resources as much as possible throughout the Group. By 2030, we aim to reduce the annual volume of waste in tons in relation to the number of patients at our facilities. This also includes using high-quality mechanical surgical instruments for as long as possible. The company ELAN Arzt- und Klinikservice GmbH ensures this by carrying out repairs on surgical instruments and thereby extending their service life.



**Reducing water consumption:**

Water is a precious resource, including for the operation of healthcare facilities. We aim to steadily reduce our annual clean water consumption in litres in relation to the number of patients throughout the Group by 2030.

Detailed, valid measures for achieving our goals were developed in 2023 on the basis of our CR roadmap.

**General information**

**Sustainable corporate governance**

**Sustainability management**

Compliance management

Risk management

Supplier management

**Patients**

**Employees**

**Environment**

**GRI index**

**Independent assurance practitioner's report**

**Our contribution to the UN Sustainable Development Goals (SDGs)\***

In 2015, the United Nations adopted 17 Sustainable Development Goals (SDGs) that the international community is aiming to achieve by 2030. The SDGs address the biggest economic, social and environmental challenges of our time. They trigger a change in society and call on governments, companies and civil society worldwide to take action. The objective is a life of dignity and opportunity for all people – within the scope of our planet's possibilities.

As a leading healthcare group in Germany, Asklepios wants to contribute to achieving these sustainability goals. We therefore take account of the SDGs in our sustainability strategy, focusing on the goals that are particularly relevant to our business activities. We identified these goals in 2022 and assigned our material topics and existing measures to them. The Group ESG & Sustainability division coordinated the selection process with the involvement of the Management Board. The SDG mapping was approved by the Management Board in November 2022. We did not take any further measures in the 2023 reporting year.



**Asklepios will contribute as a company to the following seven SDGs in particular:**

**3 – Good Health and Well-Being**

The primary task of our healthcare facilities is to provide our patients with the best possible care – around the clock. With our services and medical research, we contribute to many people's health and well-being. At the same time, we look after our employees' physical and mental health. It is also important to us not to endanger the quality of life of our fellow human beings with our business activities. For this reason, we continuously reduce environmental impacts such as our CO<sub>2</sub> emissions and waste volume.



**4 – Quality Education**

Qualified employees are our most valuable asset – especially in times of demographic change and the current shortage of specialist staff. For this reason, we invest in high-quality training and education for our employees: We manage 12 training centres for nursing, medical and therapeutic training roles. In addition, we offer business and IT training and dual study programmes – as well as operating the Asklepios Campus Hamburg as a branch of the medical faculty of Semmelweis University in Budapest.



\* This represents additional information that does not form part of the limited assurance engagement performed in accordance with ISAE 3000 rev.

**General information**

**Sustainable corporate governance**

**Sustainability management**

Compliance management

Risk management

Supplier management

**Patients**

**Employees**

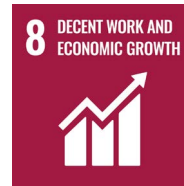
**Environment**

**GRI index**

**Independent assurance practitioner's report**

**8 – Decent Work and Economic Growth**

At our facilities and along our supply chain, we attach great importance to safe and fair working conditions and respect for human rights. With our supplier management, we have a certain influence when it comes to setting social and environmental standards. We aspire to make efficient use of resources such as energy and water. As an employer and a training company, we contribute to creating jobs and supporting junior staff.



**12 – Responsible Consumption and Production**

To ensure a reliable supply for our healthcare facilities, we build on a global procurement network. By requiring our suppliers to comply with environmental and social standards, we promote sustainable production worldwide. We take care to ensure sustainable and resource-efficient consumption in day-to-day hospital work, for example by increasingly focusing on the circular economy and waste reduction.



**9 – Industry, Innovation and Infrastructure**

As one of Germany's leading private hospital operators, Asklepios is an important part of the nationwide healthcare infrastructure and supports all-encompassing healthcare. Our comprehensive risk management and high compliance standards make our company resilient. With research at our own Asklepios Campus and the expansion of digital health services, we promote sustainable innovation in the healthcare sector.



**13 – Climate Action**

Asklepios wants to contribute to limiting climate change. We therefore continuously reduce our CO<sub>2</sub> emissions in the areas of heating, ventilation and lighting. For example, current climate protection measures include optimising ventilation systems and replacing boilers.



**11 – Sustainable Cities and Communities**

With our 164 healthcare facilities, we contribute to the provision of medical care throughout Germany, including in rural and poorly connected regions. We are also promoting the expansion of sustainable mobility at the company: We are switching our vehicle fleet to electric mobility and expanding the charging structure accordingly. In this way, we are reducing emissions and improving the air quality in cities and communities.



In view of the new regulatory requirements, we performed a double materiality analysis in the 2023 reporting year. We intend to align the corporate strategy with the SDGs on the basis of the material topics in future in order to strengthen the positive impact of our business activities and reduce negative effects.

General information

Sustainable corporate governance

Sustainability management

Compliance management

Risk management

Supplier management

Patients

Employees

Environment

GRI index

Independent assurance practitioner's report

In dialogue with our stakeholders

Asklepios engages regularly with its key stakeholders. These include patients, employees and investors since they have a significant influence on business activities at Asklepios. This constant engagement with our stakeholders enables us to better understand and live up to their expectations from us. We use various channels to engage in dialogue with our stakeholders.



Patients

We share information with our patients, for example, using our website and the disclosures published there from our healthcare facilities, through our social media channels, at patient events on specific health topics, in a patient newsletter and in the digital health magazine "Gesund werden. Gesund leben" (Get well. Live well). Since 2019, we have published the podcast "Die digitale Sprechstunde" (The Digital Consultation) jointly with German daily newspaper "Hamburger Abendblatt". In regular episodes, our doctors share information about medical symptoms and offer health advice. We also use a range of complaint mechanisms such as questionnaires or electronic feedback systems to engage with our patients.



Employees

We share information with our employees throughout the company through our staff magazine and our intranet AskMe. There, they can find news about current developments at our hospitals and prevention or health options at Asklepios healthcare facilities. We also use AskMe to encourage our employees to submit their own suggestions for projects that are deserving of our support.



Investors

We provide regular, prompt and transparent information to our investors regarding our business development, assets, liabilities, financial position and financial performance. We do this by publishing consolidated quarterly and interim reports from the Group, our annual report and corporate news. Our long-established banking day was hosted once again in May 2023 together with investors and bank representatives. The event gave Asklepios an opportunity to report on business performance during the previous financial year and to hold transparent and detailed discussions with its stakeholders.



Memberships

In addition, we consult with other companies, organisations, networks as well as associations and clubs on economic, social and environmental matters. These include Deutsche Krankenhaus Gesellschaft e.V., Bundesverband Deutscher Privatkliniken e.V., Hessische Krankenhausgesellschaft e.V., Hamburger KHG, Wirtschaftsrat der CDU e.V., Wirtschaftsforum der SPD e.V. or Grüne Wirtschaftsdialog. As part of these memberships, Asklepios advocates strongly for public debate around health topics, the mutual exchange of experience and support for scientific research. Dialogue in these memberships serves the purpose of general networking, particularly with regard to regulatory and political issues on the healthcare market. One significant outcome is the information campaign "Krankenhausretten".

[General information](#)[Sustainable corporate governance](#)[Sustainability management](#)[Compliance management](#)[Risk management](#)[Supplier management](#)[Patients](#)[Employees](#)[Environment](#)[GRI index](#)[Independent assurance practitioner's report](#)

## Compliance management: Ensuring integrity

Integrity is a prerequisite for us to be considered a reliable partner. For this reason, we regard compliance as a cornerstone of responsible corporate governance. We follow strict anti-corruption policies that go beyond the legal requirements and adhere to high ethical standards. The leadership style and way we do business at Asklepios are built on the values of integrity, trust, loyalty, quality, innovation and social responsibility. To ensure compliant conduct at the company, we continuously further develop our compliance management system. The goal is to recognise relevant risks early on, establish actions to minimise these risks and thus support and protect both management and employees in making decisions to take action.

Overall responsibility for compliance rests with the Head of Compliance, who is attached to the Group Medical Law, Insurance and Compliance division. He reports directly to the Chief Financial Officer (CFO) and shares information with the Management Board at regular intervals. The local management at the Asklepios hospitals and companies acts as a multiplier for compliance topics, especially when it comes to communicating standards and requirements to the employees. Those responsible for compliance at the hospitals support the local management teams.

### Raising awareness of compliance among employees

Raising awareness of compliance topics among our employees also remains a key focus of our compliance management. With the slogan "Compliance protects – compliance supports", we draw attention to the importance of cooperation between the Group level and the hospitals in recognising risk-relevant matters early on and being able to respond appropriately. In addition to the procedural instructions with an organisational focus that were implemented in 2021, we also started to prepare the compliance guideline on general regulations for avoiding corruption in 2022 and implemented this in the 2023 reporting year. The aim of this guideline is to raise awareness among those responsible for compliance at Asklepios and to put compliance aspects and measures into the relevant context for Asklepios.

### Whistle-blowing system: Reporting compliance violations anonymously

At the beginning of 2022, we set up a tool-based whistle-blowing system: Employees have the option of contacting the Compliance division either anonymously or under their own name to report possible compliance violations. We systematically follow up all reports, while attaching great importance to confidentiality: Whistle-blowers do not have to fear any negative consequences for their job.

The tool-based whistle-blowing system was communicated throughout the Group at Asklepios in the 2022 reporting year and can be accessed by employees on the intranet site of the Compliance division. Basic information on its use is provided in the procedural instructions "The Asklepios whistle-blowing system – reports and rules". We also refer to the possibility to report violations in the chapter on "What to do in the event of violations" in the Asklepios principles of conduct. In addition, we draw attention to the tool in the compliance e-learning course "The Asklepios principles of conduct" and during classroom training and other events.

Compliance reports were received in the 2023 financial year and have been reviewed and processed. There has been no significant increase in reports as a result of the whistle-blowing system.



**General information**
**Sustainable corporate governance**

Sustainability management

**Compliance management**

Risk management

Supplier management

**Patients**
**Employees**
**Environment**
**GRI index**
**Independent assurance practitioner's report**

## Raising awareness of the principles of conduct

The Asklepios principles of conduct implemented in January 2020 remain in place. The other decisions in connection with the principles of conduct also apply: As part of the materiality analysis conducted in 2021, raising awareness of the principles of conduct was defined as a key CR topic and incorporated as such into the CR roadmap. The key message behind this change is that compliance at Asklepios is not merely a matter of adhering to legal requirements but rather a question of attitude and the basis of responsible corporate governance.

The principles of conduct contain stipulations regarding general business conduct as well as topics such as compliance with legislation, avoiding conflicts of interest, data protection, taking on social responsibility and environmental protection. They apply to all employees, management staff and members of the executive bodies at the Asklepios hospitals and its subsidiaries. The principles of conduct ensure that uniform benchmarks apply throughout the group of companies to help our employees make the right decisions during their everyday work.

### Managers set an example

New procedural instructions and other compliance measures and activities that are relevant to the employees are communicated on a top-down basis. Management staff thus carry a special responsibility in terms of implementing the principles of conduct at Asklepios. Not least for this reason, we have also incorporated binding leadership principles into our principles of conduct throughout the company. These emphasise the exemplary function of the management staff and require them to treat employees with fairness and respect, to communicate transparently, to promote internal cooperation and to act in a target-oriented and results-driven manner. The principles of conduct are available in our document control tool and can also be accessed by all employees on the compliance page of our intranet AskMe and by external parties on the internet.

### E-learning on principles of conduct

Compliance is a regular topic at various internal training, further education and information events. Since mid-2022, the goal of ensuring familiarity with the Asklepios compliance standards throughout the Group has also been supported by a corresponding e-learning course. The compliance e-learning course "The Asklepios principles of conduct" is designed as mandatory training for all management staff at Asklepios. It aims to inform this group of employees about compliance-relevant Group standards and principles on a lasting basis.

Parameter	Unit	2023	2022	2021	GRI
Number of Principles of Conduct distributed	Headcount (new hires)	9,598	8,851	8,284	

**General information****Sustainable corporate governance**

## Sustainability management

## Compliance management

**Risk management**

## Supplier management

**Patients****Employees****Environment****GRI index****Independent assurance practitioner's report**

## Risk management: Opportunities and risks in focus

Asklepios pursues a comprehensive opportunity and risk management approach: We assess both risks and opportunities in order to identify, evaluate and control them at an early stage. The focus in this context is on financial and non-financial risks and opportunities that can influence the achievement of our goals – at both Group and hospital level. In this way, we aim to secure our long-term economic success and meet the requirements of our patients and society while also offering our employees secure jobs.

Since we follow a comprehensive risk management approach, we can also identify and evaluate non-financial risks based on the analysis of financial risks. We still did not include the MediClin and Rhön sub-groups in the non-financial risks recorded in the 2023 reporting year. We are currently preparing to implement suitable structures to enable the collective assessment of non-financial risks for all Asklepios healthcare facilities in the future. Initial planning discussions have already been held in this regard.

Asklepios summarises the non-financial risks according to section 289c(3) of the German Commercial Code (HGB), as well as additional possible CSR risks that may affect third parties, under the heading of ESG or sustainability risks and allocates them based on the five aspects according to section 315c in conjunction with section 289c to 289e HGB: environmental matters, employee matters, social matters, respect for human rights, as well as combating corruption and bribery. No non-financial risks specified through the material topics were identified in the ESG risk reporting in 2023.

**Standardised process for risk assessment**

The software-based assessment of non-financial risks based on their probability and their possible effects (ESG risk reporting) that was set up in the 2022 financial year was adopted as a standard process in 2023. The specified Group divisions and departments submit their assessment as at 30 September each year and an update as at 1 January of the following year. In doing so, they take account of established counter-measures and the key CR topics. Using this standardised process, we can centrally document and track both the risk assessment and the measures – and evaluate not only the development of non-financial risks over time, but also the effectiveness and efficiency of the measures initiated.

At the start of the 2023 financial year, the ESG risk reporting was transferred to the continuous improvement process with the aim of further increasing the informative value of the assessment of non-financial risks. We have outlined our risk management approach and process as well as the responsibilities in detail in our CR Report 2023 on page 18 and in the Annual Report 2023.

**Assessment of sustainability risks**

The period under review in accordance with section 289c(3) HGB covers the current financial year and a five-year outlook.

In relation to the environmental concerns referred to by section 289c(2) HGB, we consider the risk to the Asklepios Group to be low at this time.

At present, there are no significant non-financial risks for the company in the area of employee matters. In addition, no significant non-financial risks were identified with regard to social matters that have an impact at company level.

We also consider the protection of human rights to be a part of our business operations. The topic of anti-corruption and bribery matters is managed by the compliance function at the Asklepios Group. No significant and thus no reportable risks were identified in either area.

At the present time, we do not see any non-financial risks with a high likelihood of serious consequences.

**General information**
**Sustainable corporate governance**

Sustainability management

Compliance management

Risk management

**Supplier management**

Patients

Employees

Environment

GRI index

**Independent assurance practitioner's report**

## Supplier management: Ensuring the security of hospital supplies

As a healthcare group, we have major requirements for various different products and services. These include goods and services for the medical area, administration and business requirements. In addition, we procure products and services from the areas of technology, medical technology, food, energy as well as waste disposal and laundry management.

Our procurement network is as diverse as our requirements. We procure products mainly from Germany, other European countries and the USA. We manage the purchase of products and services by means of our company-wide supplier management, which is the responsibility of Asklepios Großhandelsgesellschaft (AGH). AGH is responsible for the three pillars: strategic purchasing, operational purchasing and logistics. Strategic purchasing is responsible for concluding Group-wide procurement strategies with binding framework agreements. Operational purchasing is carried out by the two central purchasing companies, which manage order processing and supplies to the hospitals and medical centres and provide assistance to users with the ordering procedure. The facilities are supplied logistically from the Group's own state-of-the-art logistics centre in Bad Oldesloe and via selected logistics partners across Germany. In this way, logistics channels and delivery times to the facilities can be optimised. The warehouse also provides security of supply and price stability for critical products by way of corresponding stockpiling options.

### Selection of suppliers based on strict criteria

The goals against which we measure our supplier management are an efficient procurement process, maximum quality of the purchased products and services plus security of supplies to all facilities. To achieve these goals, we rely on discipline-specific working groups and expert groups that define the manufacturer-independent quality that we expect from our suppliers. We also develop product strategies that apply to all suppliers. Suppliers are evaluated and selected on the basis of negative research. Key criteria include adherence to statutory obligations, quality, innovation, cost efficiency and stable availability.

### Increased requirements for our suppliers

Since 2023, implementation of the German Supply Chain Act has been carried out via the service provider EcoVadis, a provider of sustainability ratings for companies. Specifically, Asklepios uploads its suppliers to the EcoVadis platform, where they undergo supplier

screening based on country and sector risks and are subject to continuous risk analysis. Asklepios encourages its suppliers to register with EcoVadis as well in order to obtain a scorecard. However, non-registered suppliers are also included in the assessments. The platform gives Asklepios a direct possibility to request corrective action by suppliers in the event of deviations and to document this accordingly.

A commitment to the Asklepios Supplier Code of Conduct (SCoC) by our suppliers is incorporated in the strategic framework agreements. In addition, the Group ESG division is working with AGH on assessing the topics of Scope 3 emissions at suppliers, carbon footprint and product carbon footprint and incorporating sustainability criteria in purchasing decisions in a structured way.

Supplier management and supplier evaluation at AGH are currently being redesigned and realigned. The objective is comprehensive networking of all parties involved in the processes within AGH and its customers and the integration of company-wide sustainability goals.

All in all, the requirements for supplier management have changed and will continue to do so, as supply capability and thus also security of supply already influence and will continue to influence purchasing due to increasing legal requirements, geopolitical situations with an impact on the availability of individual products and/or raw materials and on logistics channels, as well as shortages of certain raw materials. As a result of establishing corresponding storage capacity at the Group's own logistics centre, AGH is able to cushion cost increases and also respond better to imminent shortages by way of targeted stockpiling. In strategic purchasing management, the Group is examining – particularly for sensitive product groups – the extent to which single-supplier or multi-supplier strategies best meet the needs while also minimising disruptions to supply. The review and development of new supply channels through direct imports of products (by AGH or corresponding partner companies) is also being examined.

### Key figures for the area of sustainable corporate governance

Parameter	Unit	2023	2022	2021	GRI
Procurement volume	EUR million	approx. 882	approx. 845	approx. 800	2-6
Suppliers	Number	approx. 1,660	approx. 1,800	approx. 1,330	2-6



# Patients

General information

Sustainable corporate governance

Patients

Quality management

• Holistic healthcare

- Guaranteeing patient safety
- Improving patient satisfaction

Employees

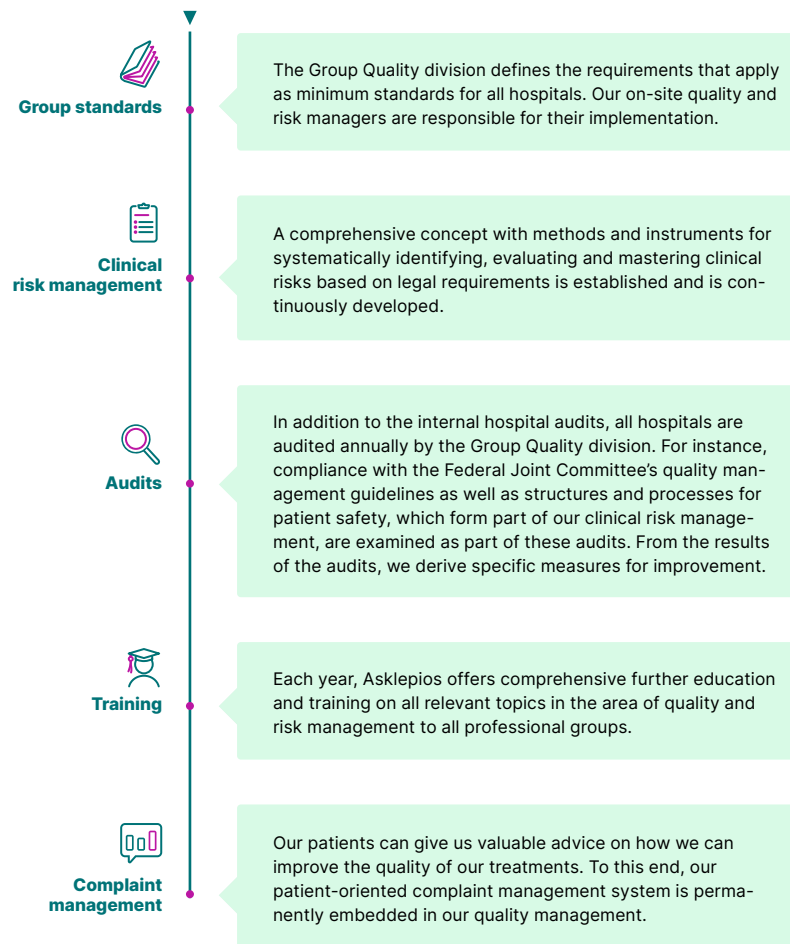
Environment

GRI index

Independent assurance practitioner's report

# Quality management: Creating verifiable standards for all hospitals

The systematic quality management at Asklepios consists of the following building blocks:



## Holistic healthcare

Our healthcare facilities and services are integrated to a degree that enables us to provide our patients with comprehensive inpatient and outpatient care. In our Centres of Excellence, we specialise in the treatment of specific symptoms. To provide the best possible treatment, we increasingly integrate digital solutions such as the Asklepios Online Clinic.

### From prevention to rehabilitation

As part of its commitment to holistic healthcare, Asklepios provides a comprehensive treatment infrastructure for patients that offers support throughout the treatment process – from prevention and outpatient treatment all the way to inpatient treatment and rehabilitation. We provide basic, standard, maximum and priority care and participate in prevention and educational projects aimed at promoting general health in line with the precautionary principle. Our patients can avail themselves of a range of services including outpatient support at our medical centres.

In our hospitals and specialist clinics, we use established specialities to cater for all care levels of inpatient treatment. We have defined a total of 39 departments as Centres of Excellence. They stand out thanks to special features such as the large numbers of patients with specific diseases as well as an infrastructure adapted to particular symptoms. Thanks to multi-professional treatment teams, targeted care delivery using remedies and aids as well as the comprehensive rehabilitation services for our patients as part of their medically prescribed treatments, we endeavour to achieve the best possible treatment outcomes at our Centres of Excellence.

## General information

### Sustainable corporate governance

#### Patients

#### Quality management

- Holistic healthcare
- Guaranteeing patient safety
- Improving patient satisfaction

#### Employees

#### Environment

#### GRI index

#### Independent assurance practitioner's report

### Optimised processes and digital services

In deploying digital solutions, we cooperate with partners from the healthcare sector. Together with Minddistrict, for example, we developed the Asklepios Online Clinic. This offers digital therapy programmes for people with mental health problems, which are combined with video calls and personal contact.

To ensure that we can guarantee the best possible treatment to our patients in the future as well, the hospitals in Hamburg use the Meierhofer M-KIS hospital information system, while all acute care hospitals and specialist clinics outside Hamburg use the Dedalus Orbis system. These hospitals were moved onto these two KIS platforms over the past few years using what is known as the blueprint method. The blueprint guarantees uniform, optimised digital processes, meaning that the treatment process can be documented transparently in the digital patient record.

In addition, we are making increasing use of digital communication formats for prevention. In the health podcast "Die digitale Sprechstunde" (The Digital Consultation) jointly issued by German daily newspaper "Hamburger Abendblatt" and Hamburg's Asklepios hospitals, doctors explain one medical topic or symptom in each episode and provide tips on prevention.

### Health offers for companies

With our "Corporate Health" business segment, we help companies to boost the productivity and health of their employees. In cooperation with our subsidiaries the Fürstenberg Institute, INSITE-Interventions and Pulso Europe, we offer counselling programmes such as the Employee Assistant Programme (EAP), various work-life services, health coaching and medical check-ups. Our own employees can also use these programmes.

### Guaranteeing patient safety

Top medical quality and safety are essential prerequisites to enable us to provide the best possible care for our patients. We understand that guaranteeing both in the long term is an ongoing process. In so doing, we consider not only our employees, but also our patients as vital sources of feedback.

To ensure high-quality patient care at all Asklepios hospitals, we use comprehensive quality management. The core component is the established programme for patient safety, which includes methods, tools and standards that allow us to detect clinical risks early on and to analyse and avoid them. A clinical risk includes everything that may endanger the safety of patients during their treatment.

Based on risk analyses and in the recommendations of the World Health Organisation (WHO) and the German Coalition for Patient Safety, we have developed appropriate standards and derived recommended actions and prevention measures. These include an operation safety checklist in accordance with the WHO, counting checks during surgery as well as patient identification armbands in all hospitals. The "Stop-Inject: Check!" method helps us avoid medication errors during intravenous injections.

### Quality management system developed further

All Asklepios hospitals have a structured quality management system in place, which is continuously developed and adapted to current legal requirements. This system conforms to the legally required QM tools in accordance with the QM guidelines set out by the Federal Joint Committee and to the standards the Group has outlined for improving patient safety.

### Internal audits improve patient care

The Group Quality division defines the specific requirements that apply as minimum standards for all hospitals. Internal quality and risk managers at the hospitals are responsible for their implementation. To ensure exceptional standards of medical, nursing and therapeutic patient care, all Asklepios hospitals are audited each year by the Group Quality division. In addition to this, the Asklepios audit programme includes internal hospital audits and risk audits on priority issues.

The measures for improvement that were derived in 2022 are also in effect in 2023. Further measures for improvement were derived from the audits in 2023, for example:

- Process optimisations for safe handling of anaesthetics
- Improvement of processes for medical emergency management
- Measures to ensure compliance with hygiene standards
- Implementation of processes for handling patients' property

A controlling process has been established to ensure the implementation of the quality requirements arising from the Federal Joint Committee's quality management guidelines. The Group Quality division also requires all hospitals to provide an action plan resulting from the annual audits that documents the derived improvement process. In 2024, the Group Quality division will introduce effectiveness checks for the improvement process, firstly to monitor the implementation of the derived actions and secondly to check whether the actions are achieving the intended effect.

## General information

### Sustainable corporate governance

#### Patients

#### Quality management

- Holistic healthcare
- **Guaranteeing patient safety**
- Improving patient satisfaction

#### Employees

#### Environment

#### GRI index

### Independent assurance practitioner's report

### Patient safety as a key CR goal

Responsibility for our patients is the top priority for all Group divisions – including the Group ESG division. As part of the materiality analysis, we have defined patient safety as a key CR topic. The central goal of guaranteeing consistently excellent patient safety is now firmly anchored in our CR roadmap. To improve our ability to track progress, our KPI set also includes key figures for the Critical Incident Reporting System (CIRS) as well as the “Sicher Arbeiten Vertrauen Erhalten” (S.A.V.E.) prevention format.

#### CIRS reporting system: Learning from mistakes

The Critical Incident Reporting System (CIRS) is a key component of our clinical risk management. With the help of CIRS, all employees can submit anonymous reports of mistakes and undesirable events in the clinical process. The system enables cross-departmental and inter-hospital learning from mistakes by passing on cases of general relevance along with specific prevention recommendations to all Asklepios hospitals.

Since 2010, more than 16,400 reports have been submitted, from which over 12,400 measures for improvement have been derived. These include measures to prevent medications that look similar from being mixed up, improvements to emergency equipment on wards as well as measures to prevent the incorrect use of equipment. In the 2023 financial year, our employees submitted 807 reports via CIRS and 440 measures were implemented. We combine the CIRS key figures already developed in a process-oriented key figure. When interpreting this, it should be noted that generally one key figure alone – such as the number of reports – is not informative, but rather only an assessment of all relevant results for the process.

In the event of a medical claim, the Group Quality division conducts an intensive investigation. Systemic case analyses are conducted with the employees involved in order to identify errors and their contributory factors as well as to implement targeted measures to prevent recurrence.

#### S.A.V.E. prevention format

Obstetric emergencies are rare but highly dramatic events. Decisions have to be made extremely quickly and implemented under great stress and time pressure. In such emergency situations, it is crucial for the interdisciplinary team of gynaecologists, midwives and male midwives, anaesthesiologists, neonatologists and nurses to work together hand in hand.

Asklepios established the medical law format “S.A.V.E. Sicher Arbeiten Vertrauen Erhalten” (Work Safely, Gain Trust) in 2017 with the aim of ensuring that all employees working in delivery rooms are optimally prepared for emergency situations during childbirth. In 2020, this training was rolled out to the company's central emergency departments.

The basic principle behind S.A.V.E. is to take a structured approach to the extensive information on medical claims and their causes provided by liability cases. This is done by way of a targeted combination of emergency training and legal workshops.

The training is provided at the Institute for Emergency Medicine in Hamburg and at the Asklepios hospitals across Germany. In addition to medical content, the S.A.V.E. skills training held centrally also focuses on teaching manual skills, legal aspects relating to information and documentation, and the requirements for safe and effective communication in emergency situations. In the S.A.V.E. team training sessions, simulation-based stress tests tailored to the requirements of the respective department are carried out on site at the hospitals. These training sessions are held in real treatment rooms with real teams. The goal is for everybody involved from all disciplines and professions to work in perfect coordination in an emergency.

S.A.V.E. relies on networking, promotes dialogue between professional groups and locations, supports the optimisation of emergency structures and standards, raises teams' awareness of legal issues and ensures safety for patients and employees at the Asklepios hospitals. The S.A.V.E. format comes under the responsibility of the Group Medical Law, Insurance and Compliance division, which conducts all training courses in cooperation with the Institute for Emergency Medicine.

General information

Sustainable corporate governance

Patients

Quality management

- Holistic healthcare
- Guaranteeing patient safety
- Improving patient satisfaction

Employees

Environment

GRI index

Independent assurance practitioner's report

Hours of training in delivery rooms and central emergency departments

Year	Employees trained	Hours of training
2017	155	1,704
2018	268	2,724
2019	265	2,572
2020	244	2,540
2021	472	4,724
2022	525	5,508
2023	635	6,488
<b>Total</b>	<b>2,564</b>	<b>26,260</b>

We measure the success of the birth defect prevention format (S.A.V.E.) based on the number of birth defects with a medium or high liability risk in relation to the number of births (rolling three-year average). In the reporting year, this key figure was one in 4,415 births, based on the rolling three-year average for 2020 to 2022.

Strict hygiene regulations

Hygiene is a key element of patient safety. For this reason, our hospitals are bound by strict hygiene regulations. These include internal Group training measures for specialist hygiene personnel, involvement in surveillance surveys and participation in the "Clean Your Hands" initiative of the World Health Organization (WHO). The implementation of these standards is monitored in conjunction with quality management by means of internal and external audits.

Protecting patient data – analogue and digital

We also care for our patients in the digital domain. Our focus here is on protecting sensitive patient data. For this reason, digitalisation in our hospitals is closely monitored in terms of data protection. In this context, we create structures that allow data to be processed for the intended purpose in a secure environment, thereby increasing the level of data protection. We use a range of security standards to guarantee integrity, confidentiality and a high level of overall security:

- As part of a data protection management system, we monitor the implementation of data protection requirements. The management teams at the individual hospitals are responsible for implementing data protection. They are supported at operational level by the local data protection officers at the hospitals and Group companies, assisted in some cases by local data protection coordinators. The Group Legal division acts as the central point of contact for advice regarding data protection.

- A series of procedural instructions create binding instructions on the handling of data in the company. They specify, for instance, that patient data can be processed only with the patient's consent, if processing is necessary to comply with applicable laws and regulations, or if another legal basis for this exists. We have agreed uniform standards throughout the company for evaluating risks during processing operations. If risks are identified, a binding catalogue of measures including specific timelines for the implementation of improvement measures is defined. We inform our employees about the security standards that apply to data processing in mandatory training courses that we hold at regular intervals.

Preventing privacy breaches

Despite high security standards, isolated privacy breaches can still occur. In 2023, we documented 65 cases of breaches in the protection of personal data that were also reported to the relevant supervisory authority. All cases were recorded and analysed. From all incidents, we derived measures and documented these internally at the hospitals to prevent any future recurrence. The hospital in question informs the authorities of the implementation of these measures.

Own data centre in Hamburg

To provide the necessary IT infrastructure, Asklepios operates its own data centre with around 4,100 virtualised servers in Hamburg-Barmbek. The data centre is certified to the data protection and data security standard ISO 27001, and also performs independent internal and external audit-penetration tests. To prevent data loss in the event of hardware malfunctions or failures, all data is stored redundantly and monitored by virus scanners and other security systems. Asklepios also adheres to the principle of minimality, which means that every user is issued only with the rights that they actually need.

Improving patient satisfaction

A functioning, patient-centric complaint management system improves the care, safety and therefore the satisfaction of patients. A high level of patient satisfaction is of central importance to Asklepios. To identify and continuously improve weak points, we offer our patients a range of easily accessible ways to submit complaints on topics such as cleanliness, waiting times, the accessibility of channels for submitting complaints and the medical quality of complaint handling. We are making progress across a range of indicators such as the recommendation rate among our patients.



## General information

### Sustainable corporate governance

#### Patients

#### Quality management

- Holistic healthcare
- Guaranteeing patient safety
- Improving patient satisfaction

#### Employees

#### Environment

#### GRI index

#### Independent assurance practitioner's report

### Regular patient surveys

With the help of standardised questionnaires, we regularly ask our patients at the somatic care and rehabilitation hospitals whether they would recommend us to others. Patients can answer "yes" or "no" and can provide reasons if they wish. We strive to achieve values greater than 90.0%. The recommendation rate across all Asklepios hospitals was 91.9% in 2023. The surveys are currently conducted in writing, and we have appointed a service provider to evaluate the results. In 2023, we also conducted the survey electronically at several hospitals in another pilot phase and identified potential for improvement. In all hospitals, complaints officers are responsible for optimising hospital processes and procedures based on the complaints submitted.

### Patient-reported outcome measurement

As part of our stated objective to continuously improve our treatment quality, we use instruments such as patient-reported outcome measures (PROM). This method evaluates the success of a treatment from the patient's perspective. To this end, patients are asked about their quality of life and their health before treatment. They are then asked about their quality of life and health again three months after treatment in an online survey. The interval between surveys has been adjusted. In the past, there has been a particular focus on surveying hip/knee patients. These surveys are conducted under the quality contracts.

For the patient-centred quality set (P-QS) that has now been developed, surveys take place when the patient is discharged and then three months later. The goal is to obtain a P-QS consisting of patient satisfaction, patient-reported outcome measurements (PROM) and patient-reported experience measurements (PREM). This pilot project is currently in progress at 4 Asklepios hospitals and is to be rolled out to additional hospitals by 2025.

The purpose of the new P-QS surveys is to examine the medical outcome and quality of life after the intervention. In the case of surveys for the quality contracts, the patients continue to be observed over a period of one year. In 2023, quality contracts for hip and knee endoprosthetics were concluded at 10 Asklepios hospitals with 26 health insurance funds. In this framework, an assessment of the medical outcome will be performed from 2024 onwards that also includes asking patients about their quality of life and measuring this as part of the patient-reported outcome measurement.

We will use the information collected in this way to further optimise our therapies to guarantee patients the best possible treatment at our hospitals. The quality contract stipulates that patients are to be given individual support by case managers over a period of one year. What is special about the care process is the seamless transition from the hospital stay to rehabilitation and aftercare. In addition, patients are supported digitally with an app. The goal is always to be able to take part in everyday life again as quickly as possible.

All complaint management systems at the Asklepios locations are based on the legal requirements and are reviewed during the annual audit by the Group Quality division.

### Key figures for the area of patients

Parameter	Unit	2023	2022	2021	GRI
Critical Incident Reporting System (CIRS)					
Processed CIRS reports	%	76.0	80.3	78.0	416-1
CIRS reports with derived measures <sup>1</sup>	%	80.6	80.5	78.5	
Implemented measures from CIRS <sup>2</sup>	%	97.6	79.4	75.6	
Hospital audits by the Group Quality division (performance rate)	%	100.0	95.8	92.8	
Recommendation rate in questionnaires	%	91.9	91.8	91.4	
Breaches in the protection of personal data	Number of cases	65	47	100	418-1
Servers with data protection and data security standard ISO 27001	Number	approx. 4,100	approx. 3,000	approx. 3,000	

<sup>1</sup> CIRS reports with derived measures in relation to the number of usable CIRS reports in percent

<sup>2</sup> Implemented measures from CIRS in relation to the number of derived measures in percent

# Employees



General information

Sustainable corporate governance

Patients

Employees

**HR management**

- Boosting employee health
- Promoting training and education
- Ensuring a good work-life balance

Environment

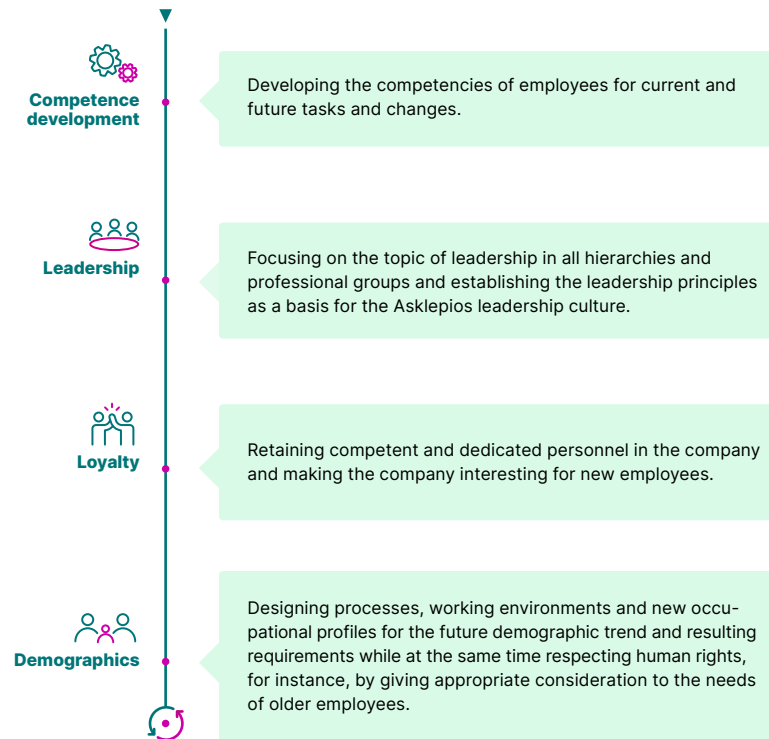
GRI index

Independent assurance practitioner's report

# HR management: Remaining an attractive employer

The human resources strategy at Asklepios is derived from the Group strategy and the associated target of being one of the leading players in the private hospital sector. To secure specialist staff for the long term, we have defined the following human resources action areas on this basis that apply throughout the Group:

We determine key figures across all dimensions in order to measure and compare the success of our efforts. The healthcare facilities can turn to the Group Human Resources division with its departments for personnel development, personnel administration, personnel controlling, personnel marketing and labour law as a service provider. The Group Care division also offers expertise and support. Both divisions jointly develop personnel concepts, initiate projects for standardising personnel management processes and cooperate with works councils and parties to collective agreements.



General information

Sustainable corporate governance

Patients

Employees

HR management

• Boosting employee health

- Promoting training and education
- Ensuring a good work-life balance

Environment

GRI index

Independent assurance practitioner's report

## Boosting employee health

With active health management and prevention measures covering all aspects of occupational health and safety, we want to play our part in keeping our employees fit and healthy in a sector that is characterised by increasing workloads. Difficult and constantly changing working hours make working in hospitals particularly stressful.

### “Asklepios Active”: occupational health management

Our occupational health management measure “Asklepios Active” supports the employees in our hospitals and aims to create a healthy workplace and offer incentives to encourage a well-balanced lifestyle. We are targeting the nationwide implementation of offers to promote the health of our staff – especially in our action areas of exercise, nutrition and stress management. 95% (previous year: 88%) of the Asklepios hospitals offer health options relating to exercise, while 93% (previous year: 93%) support their employees with healthy eating and 93% (previous year: 68%) with stress management. In 2023, we supplemented these action areas with “Other health offers”. In this new action area, 100% of the Asklepios hospitals provided offers such as influenza vaccinations, company doctor consultation hours, opportunities to donate blood and seminars on health-oriented management.

We measure our success based on the number of hospitals with at least one offer in three of the four specified action areas. In the reporting year, 35 hospitals/facilities provided offers in at least three of the four action areas.

### Prevention: Regular dialogue

A total of 60 (previous year: 51) prevention officers are responsible for 57 hospitals/facilities and thus for coordinating and implementing our health management measures. At the invitation of the Group Human Resources division, the prevention officers meet once a year to network and share their experiences. The prevention officers report regularly to their respective hospital management and once annually to the Group Human Resources division.

### External employee counselling provides support with problems

All of our employees have access to the Employee Assistance Programme (EAP) offered by the Asklepios subsidiary INSITE. External employee counselling supports our employees going through difficult situations – anonymously and without the knowledge of Asklepios. The support offered ranges from arranging appointments with medical specialists to help with mental health problems or caring for family members, as well as debt counselling, legal assistance and team coaching. In addition, our employees can find extensive information on health topics and offers on the Asklepios intranet.

### Occupational health and safety

We align specific measures to ensure occupational health and safety with regulatory requirements and labour law standards. We carry out regular checks of our hospitals through systematic workplace inspections, stress analyses and risk assessments. Newly hired staff members are mentored by experienced colleagues and attend mandatory training courses to guarantee safe interaction with patients and medical equipment.

### Reporting hazardous situations

Employees can use the Critical Incident Reporting System (CIRS) to report critical incidents, processes or events that could pose a danger to patients or staff members. For particular hazardous situations in our psychiatric facilities, we have mandatory emergency plans in place that are specific to each location.

**General information**

**Sustainable corporate governance**

**Patients**

**Employees**

**HR management**

- Boosting employee health
- **Promoting training and education**
- Ensuring a good work-life balance

**Environment**

**GRI index**

**Independent assurance practitioner's report**

## Promoting training and education

Asklepios offers around 3,000 training places nationwide in the German healthcare system. In twelve training centres, we offer nursing, medical and therapeutic training roles as well as dual study programmes. Added to this are the various business and IT training roles. Doctors-to-be can gain an officially recognised university qualification in medicine at the Asklepios Campus Hamburg (ACH).

Our goal is to satisfy a significant portion of the growing demand for personnel with our own junior staff. This is why we give a binding commitment to all nursing trainees who complete their probationary period to offer them a full-time position. To attract qualified management staff, we set up a trainee programme a few years ago. This is currently being completed by a total of 22 participants, 17 of whom are women and 5 men. As part of this programme, the prospective management staff will, among other things, work for three to six years as (junior) hospital managers to support the hospital management.

### International specialist staff

In addition to recruiting from our own junior staff, we also train and recruit specialist staff from abroad. Asklepios has taken on international nurses from 36 countries, including 342 from the Philippines.

### Education offerings – digital and on-site

For our business to succeed, it is essential that our employees continue to undergo further training that will equip them for ever-changing work requirements. Our education offerings include measures to maintain and expand professional expertise in the medical, nursing and administrative fields as well as measures for self-management and developing management skills. Education and further training are offered by the individual hospitals as well as centrally by the Asklepios training centres, technical schools or, for example, the Institute for Emergency Medicine.

With the AskNow software solution, Asklepios introduced a digitalised platform for e-learning and event management in 2022. The system serves as an all-in-one solution for planning and implementing training courses and conferences. It provides labour-saving, automated processes and reports for the organisation, administration and implementation of training courses and events – whether for online, hybrid or face-to-face formats. AskNow helps us improve the quality, reach, availability, efficiency and documentation of education, training and events. See page 17, paragraph on “E-learning on principles of conduct”.

In the coming year, we intend to expand our range of digital training and events further using the AskNow platform.

## Ensuring a good work-life balance

Ensuring a good work-life balance is a top priority for us at Asklepios. We want to create the conditions that enable our employees to meet their work and family commitments equally. Only by providing family-friendly working conditions can we hope to retain qualified personnel in the long term.

### Flexible work

To support our employees who are caring for their children and relatives, we offer part-time models as well as special holidays. We promote tailored, flexible work time models, for example, with the project “Autonomous Teamwork” (SAT). To give employees greater control over their personal plans, we support the use of reliable duty rosters and associated management of personnel shortages. At some of our hospital locations, we have also set up day-care centres or more advanced child-care facilities for the children of our employees.

## General information

## Key figures for the area of employees

## Sustainable corporate governance

## Patients

## Employees

## HR management

- Boosting employee health
- Promoting training and education
- Ensuring a good work-life balance

## Environment

## GRI index

## Independent assurance practitioner's report

Parameter <sup>1</sup>	Unit	2023	2022	2021	GRI
Total employees (including trainees) <sup>2</sup>	Head-count	68,271	67,361	67,415	2-7
Employees covered by collective agreements (not including MediClin AG and Rhön-Klinikum AG sub-groups) <sup>3</sup>	Head-count	21,076	20,493	22,951	2-7
Total employees with permanent contracts	%	82.2	82.7	80.2	2-7
Female		73.2	73.2	73.2	2-7
Male		26.8	26.8	26.8	2-7
Total employees with temporary contracts	%	17.8	17.3	19.8	2-7
Female		67.8	68.3	69.1	2-7
Male		32.2	31.7	30.9	2-7
Total full-time employees (not including trainees)	%	49.1	51.9	56.6	2-7
Female		57.3	58.2	63.1	2-7
Male		42.7	41.8	36.9	2-7
Total part-time employees	%	50.9	48.1	43.4	2-7
Female		80.9	81.8	84.6	2-7
Male		19.1	18.2	15.4	2-7
Management positions <sup>4</sup>	%				
Female		31.3	32.7	29.9	
Male		66.9	67.3	70.1	
Trainee positions	Number	3,030	3,583	3,752	
Trainees in the Asklepios junior management training programme	Head-count	22	26	25	
Female		17	15	14	
Male		5	11	11	
Occupational profiles (initial training)	Number	14	14	14	
Time absent <sup>5</sup> (absence due to illness with continued pay)	%	6.4	6.6	5.5	403-2
Medical service		3.8	3.7	2.6	403-2
Medical-technical service		6.2	7.7	4.7	403-2
Functional service		8.0	6.2	6.3	403-2
Nursing service		7.4	7.6	6.6	403-2

Parameter <sup>1</sup>	Unit	2023	2022	2021	GRI
Employee turnover <sup>6</sup> (by professional group)	%				
Medical service		28.4	28.1	27.0	401-1
Nursing service		18.4	19.7	18.1	401-1
Medical-technical service		24.7	25.8	25.1	401-1
Functional service		19.3	19.1	17.6	401-1
Hosp. maintenance staff		28.0	28.2	24.0	401-1
Financial/supply service		24.6	30.4	24.2	401-1
Technical service		16.9	18.5	18.2	401-1
Administrative service		22.7	25.4	23.1	401-1
Special services		10.9	16.5	15.4	401-1
Training centre staff		21.3	22.0	18.2	401-1
Other staff		43.5	46.6	59.8	401-1
Joining the company (by age and gender)	%				
<20		4.4	8.7	8.9	401-1
Female		4.5	9.7	10.0	401-1
Male		4.0	6.3	6.4	401-1
20-29		32.6	34.1	36.8	401-1
Female		33.2	35.1	37.0	401-1
Male		30.8	31.9	36.2	401-1
30-39		31.3	28.8	26.9	401-1
Female		30.1	27.3	26.0	401-1
Male		34.4	32.4	29.1	401-1
40-49		17.0	15.0	14.2	401-1
Female		17.5	14.7	13.9	401-1
Male		15.7	15.6	15.0	401-1
50-59		10.8	9.9	9.9	401-1
Female		11.2	10.1	10.2	401-1
Male		10.0	9.4	9.0	401-1
>=60		4.0	3.5	3.3	401-1
Female		3.5	3.1	2.9	401-1
Male		5.2	4.4	4.4	401-1

**General information**
**Sustainable corporate governance**
**Patients**
**Employees**
**HR management**

- Boosting employee health
- Promoting training and education
- Ensuring a good work-life balance

**Environment**
**GRI index**
**Independent assurance practitioner's report**

Parameter <sup>1</sup>	Unit	2023	2022	2021	GRI
Age structure	%				
<20		2.4	2.4	2.5	No data
20–29		19.1	18.9	18.7	No data
30–39		24.9	24.2	23.2	No data
40–49		20.6	20.7	21.0	No data
50–59		21.7	23.0	24.7	No data
>=60		11.2	10.7	9.9	No data
Training expenses	EUR million	22.9	20.3 <sup>7</sup>	14.1	404-1
EAP expenses	EUR '000	1,311.8	1,049.2	1,166.0	
Prevention officers	Head-count	60	55	60	
Number of hospitals that provided offers in the action area of exercise	Number	54	50	53	
Number of hospitals that provided offers in the action area of nutrition	Number	53	53	51	
Number of hospitals that provided offers in the action area of stress management	Number	53	39	35	
Number of hospitals that provided offers in the action area of other health offers	Number	57			
Newly hired specialist staff from the Philippines	Head-count	342	260	267	203-2

<sup>1</sup> Due to the calculation method, there may be rounding differences of +/- 0.1%.

<sup>2</sup> Employees of Asklepios Kliniken GmbH & Co. KGaA, including MediClin and Rhön sub-groups

<sup>3</sup> Not including trainees

<sup>4</sup> Management positions relate to the level of senior consultants and senior physicians as well as the management

<sup>5</sup> Days absent that were recorded by the HR system

<sup>6</sup> Including all exit types

<sup>7</sup> Previous year's figure has been restated



# Environment



General information

Sustainable corporate governance

Patients

Employees

Environment

Environmental management

• Reducing CO<sub>2</sub> emissions

- Reducing waste
- Reducing water consumption

GRI index

Independent assurance practitioner's report

# Environmental management

The environmental management policy at Asklepios aims to reduce the negative impacts of our business activities on the environment, thereby making a contribution to environmental and climate protection. In 2023, we continued to work on the topic areas of energy and emissions identified in the materiality analysis and on the additional topics of waste and water consumption that are reported on a voluntary basis. To optimise our environmental management in these areas, we are automating the compilation of our key figures so that we can systematically pursue our goals and explain our progress transparently in the future.

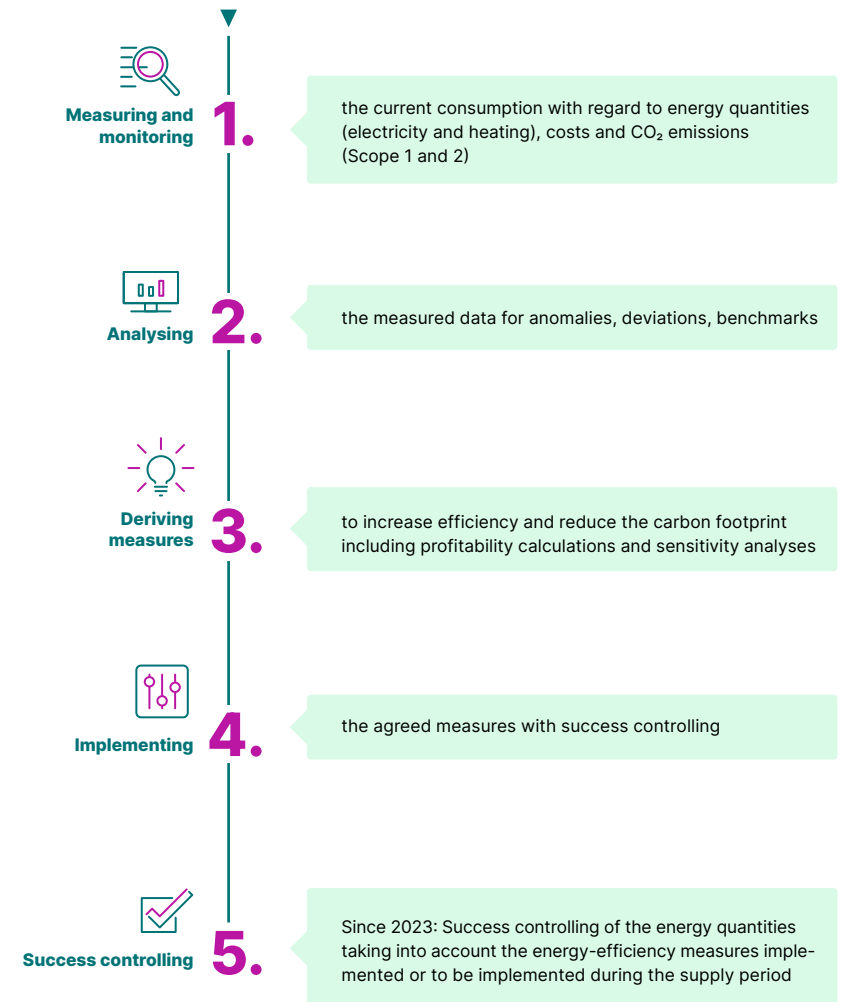
Overall responsibility for environmental management rests with the Asklepios Management Board. The ESG Board, which was established in 2021 and meets as part of the regular Management Board meetings, is responsible for strategic organisation and project management. The Service Technology division handles strategic and operational environmental management centrally. After projects have been approved by the ESG Board, the technical management at the respective healthcare facilities implements the approved measures. Professional support with specific questions is provided by the Service Technology and Purchasing & Supply divisions. Technical management monitors the operation of all equipment and devices. It also oversees various construction and renovation projects. In relation to the latter, advice is given by the Group Architecture and Construction division, which is also responsible for developing company-wide standards for new buildings and renovations.

## Reducing CO<sub>2</sub> emissions

As a healthcare group, Asklepios is aware of its responsibility to protect and conserve natural resources. One major lever here is energy-efficient, low-emission operation of our 164 healthcare facilities. Central goals in order to continuously reduce CO<sub>2</sub> emissions are reducing energy consumption and increasing the purchase of energy from renewable sources. We want to achieve this through measures such as renovations to improve energy efficiency and by reducing our heat consumption.

Our sustainability activities in the area of energy and emissions are based on an intelligent, comprehensive energy and building management system. We conducted the last inspections of all hospitals in 2023. The software has been implemented successfully, and employees are being trained at the same time. In 2024, meters will be fitted and displayed in the Asklepios infrastructure – individually in coordination with the technical management at the hospitals.

In five steps, we want to leverage the greatest CO<sub>2</sub> reduction potential without impairing our security of supply:



## General information

## Sustainable corporate governance

## Patients

## Employees

## Environment

### Environmental management

- Reducing CO<sub>2</sub> emissions
- Reducing waste
- Reducing water consumption

## GRI index

## Independent assurance practitioner's report

### Carbon footprint for Scope 1 and 2

We are aware that having a data pool that is as exact as possible forms the basis for all measures to save CO<sub>2</sub>. For this reason, we prepared a CO<sub>2</sub> assessment at Group level in 2021. In the first step, CO<sub>2</sub> emissions in Scope 1 (direct emissions, e. g. from boilers, cogeneration plants, technical and medical gases and the vehicle fleet) and Scope 2 (indirect emissions from external procurement of energy) were calculated. In the second step, we want to design and continuously implement detailed measures on this basis in order to reduce our CO<sub>2</sub> footprint (Scope 1 and Scope 2) verifiably. The collection of data on Scope 1 and 2 emissions laid the foundations to be able to fulfil our responsibility for climate protection in the future.

### CO<sub>2</sub> reduction measures at many locations

In the 2023 financial year, we once again examined the locations for savings and efficiency potential. This work forms the basis for the implementation of further energy efficiency measures at the hospitals. We are continuing to focus on three areas that offer high savings potential: lighting, ventilation and heating technology. Based on this, we have derived recommendations and actions that have been implemented at numerous locations.

### Recommended actions for employees

An information campaign was launched again this year to promote responsible use of resources among our employees. Posters were put up in the hospitals and stickers were distributed.

## Reducing waste

As a hospital operator, we often use sterile instruments and disposable materials due to the strict hygiene requirements that apply in our sector, which leads to high material consumption. In addition, the delivery of food to our patients also results in large quantities of food waste, which adds to our overall waste volumes. Since we have a responsibility to conserve resources as much as possible throughout the Group, we have defined the reduction of waste as an important sustainability topic for us.

### Promoting the circular economy in our own surgical instruments workshop

Since 2021, the company ELAN Arzt- und Klinikservice GmbH has been a wholly owned subsidiary of Asklepios. The surgical instruments workshop carries out all repairs on surgical instruments, thereby contributing significantly to keeping them in circulation for longer. In addition to looking after external customers, ELAN supports all Asklepios hospitals throughout Germany, repairing between 20,000 and 25,000 instruments a year.

In order to conserve resources as much as possible when transporting the instruments, reusable transport cases are almost exclusively used when collecting and delivering the medical products, thereby avoiding (throwaway) secondary packaging. For smaller deliveries, ELAN also works with boxes and padding materials that can be used multiple times.

## Reducing water consumption

Water is a precious resource that is indispensable for the operation of healthcare facilities. Our hospitals use water to supply patients in the hospital wards, for wash-basins for hand hygiene in all areas and for conversion into technical water in the technical centres. Our water consumption is highest in the kitchens and in the preparation unit for medical products. Therefore, we must pay special attention to reducing our consumption of clean water. A detailed breakdown of the consumption figures will also be provided with the digitalisation of the water meters.

### Using water responsibly

We pursue various approaches to ensure that we use the resource water responsibly:

- **Detecting leaks:** By documenting water meter readings at the hospitals on a regular basis, we can detect leaks in the supply network promptly
- **Digital water meters:** The water meters are being digitalised as part of the standardisation of measuring point operations. In future, we will monitor them using software. The meters will be fitted step by step.
- **Control of water-related parameters:** We dismantle seldom used tapping points and water pipes that are no longer required, and we regularly train our employees.
- **Clean water from the region:** We source our clean water from local utility companies.
- **Water treatment:** To treat wastewater for the sewage system, we use suitable filter media such as grease separators and decay plants for radioactive wastewater from nuclear medicine departments. This is in line with the regulatory requirements.

General information

Sustainable corporate governance

Patients

Employees

Environment

Environmental management

- Reducing CO<sub>2</sub> emissions
- Reducing waste
- Reducing water consumption

GRI index

Independent assurance practitioner's report

Key figures for the area of the environment

Parameter	Unit	2023	2022	2021	GRI
Cogeneration plant	Number	43	41	40	302-1
Total energy consumption <sup>1</sup>	GWh	460.6	495.6 <sup>2</sup>	518.3 <sup>3</sup>	302-1
External procurement		342.4	380.0 <sup>2</sup>	404.3	
Electricity consumption (not including cogeneration plant and PV power <sup>4</sup> )	GWh	125.6 <sup>5</sup>	135.8 <sup>2,6</sup>	127.2	302-1
Natural gas consumption (not including electricity/heat cogeneration plant <sup>7</sup> )	GWh	163.4 <sup>8</sup>	191.5 <sup>2,9</sup>	229.1	302-1
District heating	GWh	53.4	52.7 <sup>2</sup>	48.0	302-1
Self-generated		118.2	115.7 <sup>2</sup>	114.0	
Electric output produced by cogeneration plant	GWh	47.8	47.5 <sup>2</sup>	48.3	302-1
Heating produced by cogeneration plant	GWh	69.9	67.9 <sup>2</sup>	65.0	302-1
Photovoltaic power	GWh	0.4	0.3	0.7 <sup>10</sup>	302-1
Mix of energy sources (according to energy providers) <sup>11</sup>					
Renewable energy sources	%		59.0	57.2	302-1
Nuclear power	%		4.6	8.4	302-1
Hard coal/lignite and natural gas	%		34.1	32.9	302-1
Other fossil fuels	%		2.2	1.5	302-1
Direct emissions (Scope 1)	Tons of CO <sub>2</sub>	59,862.6 <sup>12</sup>	66,365.3 <sup>13</sup>	74,723.4 <sup>14</sup>	305-1
Indirect emissions from purchased electricity (Scope 2)	Tons of CO <sub>2</sub>	50,874.2 <sup>15</sup>	54,460.8 <sup>16</sup>	45,171.4 <sup>17</sup>	305-2
Waste	Tons	19,545.8 <sup>18</sup>	18,322.0 <sup>2,19</sup>	19,626.6 <sup>20</sup>	306-3
Water withdrawal (clean water)	Millions of litres	1,514.3 <sup>21</sup>	1,472.3 <sup>2,22</sup>	1,453.3 <sup>23</sup>	303-5

<sup>1</sup> Heating oil consumption was not included in the figure for total energy consumption.

<sup>2</sup> Figure for 2022 has been restated.

<sup>3</sup> The data was requested from 100% of Asklepios units in 2021. 6 of the 59 hospitals asked (10%) and 5 of the 20 medical centres asked (25%) did not report any data.

<sup>4</sup> Photovoltaic power

<sup>5</sup> In 2023, data was requested from 100% of the facilities. This corresponds to 142 properties (60 hospitals and 82 other facilities). We can report an electricity figure for 100% of the hospitals (60). Among the other facilities, we can report this for 35% (21). 3 GWh could not be allocated to any property.

<sup>6</sup> In 2022, data was requested from 100% of the units. This corresponds to 129 properties (65 hospitals and 64 other facilities). We can report an electricity figure for 100% of the hospitals (65). We can also report an electricity figure for 45% of the other facilities (29).

<sup>7</sup> Figure for natural gas consumption is reported less electricity and heating produced by cogeneration plants.

<sup>8</sup> In 2023, data was requested from 100% of the facilities. This corresponds to 142 properties (60 hospitals and 82 other facilities). 49 hospitals obtain their heating from gas. We can report a gas figure for 100% of these hospitals (49). Among the other facilities, we can report this for 16% (13).

<sup>9</sup> In 2022, data was requested from 100% of the units. This corresponds to 129 properties (65 hospitals and 64 other facilities). We can report a natural gas figure for 98% of the hospitals (64). We can also report a natural gas figure for 22% of the other facilities (14).

<sup>10</sup> The figure for 2021 is reported too high due to a measurement error.

<sup>11</sup> The information was not available by the end of the report preparation period and can therefore only be provided retrospectively for the previous year.

<sup>12</sup> Figures for heating oil consumption in 2023 that were available by the reporting date were included in the calculation of the key figure for CO<sub>2</sub> in 2023. Scope 1 emissions factor in 2023: If no individual emissions factors were available, the average factors for Germany were used: fuel used in cogeneration plant, natural gas 201 g/kWh, heating oil 267.0 g/kWh.

<sup>13</sup> Scope 1 emissions factor in 2022: If no individual emissions factors were available, the average factors for Germany were used: fuel used in cogeneration plant, natural gas 202 g/kWh, heating oil 266.8 g/kWh. Changes in the 2022 consumption figures in 2023 were not taken into account in the CO<sub>2</sub> assessment.

<sup>14</sup> Scope 1 emissions factor in 2021: If no individual emissions factors were available, the average factors for Germany were used: fuel used in cogeneration plant, natural gas 182 g/kWh, heating oil 266.5 g/kWh.

<sup>15</sup> Scope 2 emissions factor in 2023: If no individual emissions factors were available, the average factors for Germany were used: electricity 316 g/kWh, district heating mix 265 g/kWh.

<sup>16</sup> Scope 2 emissions factor in 2022: If no individual emissions factors were available, the average factors for Germany were used: electricity 280 g/kWh, district heating mix 182 g/kWh. Changes in the 2022 consumption figures in 2023 were not taken into account in the CO<sub>2</sub> assessment.

<sup>17</sup> Scope 2 emissions factor in 2021: If no individual emissions factors were available, the average factors for Germany were used: electricity 310 g/kWh, district heating mix 182 g/kWh.

<sup>18</sup> In 2023, data was requested from 100% of the facilities. This corresponds to 142 properties (60 hospitals and 82 other facilities). We can report a waste figure for 100% of the hospitals (60). Among the other facilities, we can report this for 29% (24).

<sup>19</sup> In 2022, data was requested from 100% of the facilities. This corresponds to 129 properties (65 hospitals and 64 other facilities). We can report a waste figure for 86% of the hospitals (56). Among the other facilities, we can report this for 28% (18).

<sup>20</sup> The data was requested from 100% of Asklepios units in 2021. 3 of the 59 hospitals asked (5%) and 6 of the 20 medical centres asked (30%) did not report any data. The project to automate data collection has already been initiated. The aim is to request and report data for all units.

<sup>21</sup> In 2023, data was requested from 100% of the facilities. This corresponds to 142 properties (60 hospitals and 82 other facilities). We can report a water figure for 100% of the hospitals (60). Among the other facilities, we can report this for 21% (17).

<sup>22</sup> In 2022, data was requested from 100% of the facilities. This corresponds to 129 properties (65 hospitals and 64 other facilities). We can report a water figure for 83% of the hospitals (54). Among the other facilities, we can report this for 33% (21).

<sup>23</sup> The data was requested from 100% of Asklepios units in 2021. 4 of the 59 hospitals asked (7%) and 5 of the 20 medical centres asked (25%) did not report any data. The project to automate data collection has already been initiated. The aim is to request and report data for all units.

General information

Sustainable corporate governance

Patients

Employees

Environment

**GRI index**

Independent assurance practitioner's report

# GRI index<sup>1</sup>

Asklepios Kliniken GmbH & Co. KGaA reported on the information presented in this GRI index for the period from 1 January 2023 to 31 December 2023 with reference to the GRI standards.

## Universal Standards

GRI standard	Name	Chapter   Sub-chapter   Section in the CR Report	Page
<b>GRI 1: Foundation 2021</b>			
<b>GRI 2: General Disclosures 2021</b>			
<b>The organisation and its reporting practices</b>			
<b>GRI 2-1</b>	Organisational details	General information   Overview of Asklepios Kliniken   The future of medicine	6
<b>GRI 2-2</b>	Entities included in the organisation's sustainability reporting	General information   About this report	5
<b>GRI 2-3</b>	Reporting period, frequency and contact points	General information   About this report	5
<b>GRI 2-5</b>	External assurance	General information   About this report	5
<b>Activities and workers</b>			
<b>GRI 2-6</b>	Activities, value chain and other business relationships	General information   Overview of Asklepios Kliniken   The future of medicine Sustainable corporate governance   Supplier management: ensuring the security of hospital supplies	6 20
<b>GRI 2-7</b>	Employees	Employees   Key figures for the area of employees	30
<b>Governance</b>			
<b>GRI 2-9</b>	Governance structure and composition	General information   Overview of Asklepios Kliniken   How we manage the Asklepios Group Sustainable corporate governance   Sustainability management: strategically controlling sustainability	7 9
<b>GRI 2-12</b>	Role of the highest governance body in overseeing the management of impacts	Sustainable corporate governance   Sustainability management: strategically controlling sustainability	9
<b>GRI 2-13</b>	Delegation of responsibility for managing impacts	Sustainable corporate governance   Sustainability management: strategically controlling sustainability	9
<b>GRI 2-14</b>	Highest governance body's role in sustainability reporting	General information   About this report	5
<b>Strategy, policies and practices</b>			
<b>GRI 2-23</b>	Policy commitments	Sustainable corporate governance   Compliance management: ensuring integrity   Raising awareness of the principles of conduct Sustainable corporate governance   Risk management: opportunities and risks in focus Sustainable corporate governance   Our focus topics and action areas   Patients, employees and the environment – our key action areas	17 18 11

**General information**

**Sustainable corporate governance**

**Patients**

**Employees**

**Environment**

**GRI index**

**Independent assurance practitioner's report**

GRI standard	Name	Chapter   Sub-chapter   Section in the CR Report	Page
GRI 2-24	Embedding policy commitments	Sustainable corporate governance   Compliance management: ensuring integrity   Raising awareness of the principles of conduct Sustainable corporate governance   Compliance management: ensuring integrity   Raising awareness of the principles of conduct   Managers set an example Sustainable corporate governance   Compliance management: ensuring integrity   Raising awareness of the principles of conduct   E-learning on principles of conduct	17
GRI 2-25	Processes to remediate negative impacts	Sustainable corporate governance   Compliance management: ensuring integrity Sustainable corporate governance   Compliance management: ensuring integrity   Whistle-blowing system: reporting compliance violations anonymously	16
GRI 2-27	Compliance with laws and regulations	Sustainable corporate governance   Compliance management: ensuring integrity   Whistle-blowing system: reporting compliance violations anonymously	16
GRI 2-28	Membership of associations	Sustainable corporate governance   Sustainability management: strategically controlling sustainability   In dialogue with our stakeholders	15
<b>Stakeholder engagement</b>			
GRI 2-29	Approach to stakeholder engagement	Sustainable corporate governance   Sustainability management: strategically controlling sustainability   In dialogue with our stakeholders	15
<b>GRI 3: Material Topics 2021</b>			
GRI 3-1	Process to determine material topics	Sustainable corporate governance   Sustainability management: strategically controlling sustainability   Our focus topics and action areas	10
GRI 3-2	List of material topics	Sustainable corporate governance   Sustainability management: strategically controlling sustainability   Our focus topics and action areas   Material topics	11
GRI 3-3	List of material topics	Sustainable corporate governance   Sustainability management: strategically controlling sustainability   Our corporate responsibility roadmap Patients   Quality management: creating verifiable standards for all hospitals Employees   HR management: remaining an attractive employer Environmental management   Reducing CO <sub>2</sub> emissions   CO <sub>2</sub> reduction measures at many locations Environmental management   Reducing CO <sub>2</sub> emissions   Recommended actions for employees Environmental management   Reducing waste   Promoting the circular economy in our own surgical instruments workshop Environmental management   Reducing water consumption   Using water responsibly	12 21 27 34 34 34 34

## General information

## Sustainable corporate governance

## Patients

## Employees

## Environment

## GRI index

## Independent assurance practitioner's report

## Topic Standards

GRI standard	Name	Chapter   Sub-chapter   Section in the CR Report	Page
<b>GRI 201: Economic Performance 2016</b>			
GRI 201-1	Direct economic value generated and distributed	General information   Key figures for the area of general information	7
<b>GRI 203: Indirect Economic Impacts 2016</b>			
GRI 203-2	Significant indirect economic impacts	Employees   HR management: remaining an attractive employer   Promoting training and education   International specialist staff	29
<b>GRI 205: Anti-corruption 2016</b>			
GRI 205-2	Communication and training about anti-corruption policies and procedures	Sustainable corporate governance   Compliance management: ensuring integrity   E-learning on principles of conduct	16
<b>GRI 302: Energy 2016</b>			
GRI 302-1	Energy consumption within the organisation	Environment   Environmental management   Reducing CO <sub>2</sub> emissions Environment   Environmental management   Key figures for the area of the environment	33 35
<b>GRI 303: Water and Effluents 2018</b>			
GRI 303-1	Interactions with water as a shared resource	Environment   Environmental management   Reducing water consumption	34
GRI 303-5	Water consumption	Environment   Environmental management   Key figures for the area of the environment	35
<b>GRI 305: Emissions 2016</b>			
GRI 305-1	Direct (Scope 1) GHG emissions	Environment   Environmental management   Reducing CO <sub>2</sub> emissions   Key figures for the area of the environment	35
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Environment   Environmental management   Reducing CO <sub>2</sub> emissions   Key figures for the area of the environment	35
<b>GRI 306: Waste 2020</b>			
GRI 306-1	Waste generation and significant waste-related impacts	Environment   Environmental management   Reducing waste	34
GRI 306-2	Management of significant waste-related impacts	Environment   Environmental management   Reducing waste   Promoting the circular economy in our own surgical instruments workshop	34
GRI 306-3	Waste generated	Environment   Environmental management   Key figures for the area of the environment	35
<b>GRI 401: Employment 2016</b>			
GRI 401-1	New employee hires and employee turnover	Employees   Key figures for the area of employees	30
<b>GRI 403: Occupational Health and Safety 2016</b>			
GRI 403-1	Occupational health and safety management system	Employees   HR management: remaining an attractive employer	28

**General information**
**Sustainable corporate governance**
**Patients**
**Employees**
**Environment**
**GRI index**
**Independent assurance practitioner's report**

GRI standard	Name	Chapter   Sub-chapter   Section in the CR Report	Page
GRI 403-2	Hazard identification, risk assessment, and incident investigation	Patients   Quality management: creating verifiable standards for all hospitals   Guaranteeing patient safety   CIRS reporting system: learning from mistakes	23
		Employees   HR management: remaining an attractive employer   Boosting employee health   Reporting hazardous situations	28
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	Employees   HR management: remaining an attractive employer   Boosting employee health   Prevention: regular dialogue	28
GRI 403-5	Worker training on occupational health and safety	Employees   HR management: remaining an attractive employer   Boosting employee health   Occupational health and safety	28
GRI 403-6	Promotion of worker health	Employees   HR management: remaining an attractive employer   Boosting employee health   Asklepios Active: occupational health management	28
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employees   HR management: remaining an attractive employer   Boosting employee health   Asklepios Active: occupational health management	28
GRI 403-8	Workers covered by an occupational health and safety management system	Employees   HR management: remaining an attractive employer   Boosting employee health   Occupational health and safety	28
<b>GRI 404: Training and Education 2016</b>			
GRI 404-1	Average hours of training per year per employee	Employees   Key figures for the area of employees	31
GRI 404-2	Programmes for upgrading employee skills and transition assistance programmes	Employees   HR management: remaining an attractive employer   Promoting training and education	29
<b>GRI 416: Customer Health and Safety 2016</b>			
GRI 416-1	Assessment of the health and safety impacts of product and service categories	Patients   Key figures for the area of patients	25
<b>GRI 418: Customer Privacy 2016</b>			
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Patients   Key figures for the area of patients	25

**General information****Sustainable corporate governance****Patients****Employees****Environment****GRI index****Independent assurance practitioner's report**

# Independent assurance practitioner's report <sup>1</sup>

To the Asklepios Kliniken GmbH & Co. KGaA, Hamburg

We have performed a limited assurance engagement on the Corporate Responsibility Report (further "CR-Report"), of Asklepios Kliniken GmbH & Co. KG, Hamburg, (further "Company" or "Asklepios Kliniken"), which covers all healthcare facilities of Asklepios Kliniken GmbH & Co. KGaA, Hamburg, with the exception of MediClin AG including its subsidiaries and RHÖN-KLINIKUM Aktiengesellschaft including its subsidiaries, for the period from January 1 to December 31, 2023.

The external documentation sources or expert opinions mentioned in the CR Report are not subject of our audit.

**Responsibilities of Management**

The legal representatives of the Asklepios Kliniken GmbH & Co. KGaA are responsible for the preparation of the CR-Report for the period from January 1 to December 31, 2023 in accordance with provisions stated in the CR Report in the section "About this report" (hereinafter referred to as "reporting criteria"), which are based on the requirements of Section 315c HGB for non-financial reporting.

This responsibility of the legal representatives of the company includes the selection and application of appropriate methods to prepare the non-financial reporting and the use of assumptions and estimates for individual disclosures which are reasonable under the given circumstances. Furthermore, the legal representatives are responsible for the internal controls they deem necessary for the preparation of the CR-Report that is free from material misstatements, whether due to fraud (manipulation of the combined separate non-financial report) or error.

**Independence and Quality Assurance on the Part of the Auditing Firm**

In performing this engagement, we applied the legal provisions and professional pronouncements regarding independence and quality assurance, in particular the Professional Code for German Public Auditors and Chartered Accountants (in Germany) and the IDW Standard on Quality Management 1: Requirements for Quality Management in Audit Firms (IDW QMS 1 (09.2022)).

**Responsibility of the Assurance Practitioner**

It is our responsibility to express a conclusion on the CR-Report based on our work performed within a limited assurance engagement.

We conducted our work in the form of a limited assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised): "Assurance Engagements other than Audits or Reviews of Historical Financial Information", published by IAASB. Accordingly, we have to plan and perform the assurance engagement to obtain limited assurance about whether any matters have come to our attention that cause us to believe that the CR-Report of the Company has not been prepared, in all material respects, in accordance with the Reporting Criteria.

In a limited assurance engagement, the procedures performed are less extensive than in a reasonable assurance engagement, and accordingly, a substantially lower level of assurance is obtained. The selection of the assurance procedures is subject to the professional judgment of the assurance practitioner.

<sup>1</sup> Our engagement applied to the German version of the separate non-financial group report 2023. This text is a translation of the Independent Assurance Report issued in German, whereas the German text is authoritative.



**General information**
**Sustainable corporate governance**
**Patients**
**Employees**
**Environment**
**GRI index**
**Independent assurance practitioner's report**

Within the scope of our engagement we performed, amongst others, the following procedures:

- Inquiries of group-level personnel who are responsible for the materiality analysis in order to understand the processes for determining material topics and respective reporting boundaries for Asklepios Kliniken GmbH & Co. KGaA, Hamburg;
- A risk assessment, including a media analysis, of relevant information about the sustainability performance of Asklepios Kliniken GmbH & Co. KGaA, Hamburg, in the reporting period;
- Assessment of the conception and implementation of systems and processes for the determination, processing and monitoring of Asklepios Kliniken GmbH & Co. KGaA, Hamburg;
- Inquiries of personnel at group level who are responsible for the determination, consolidation and delimitation to the non-covered subgroups as well as the implementation of internal control procedures with regard to the relevant data, including the accompanying explanations;
- Inspection of selected internal and external documents;
- Analytical procedures for the evaluation of data and of the trends of quantitative disclosures as reported at group level by all sites;
- Assessment of local data collection, validation and reporting processes and the reliability of reported data through a sample survey at one location;
- Assessment of the overall presentation of the disclosures in the CR-Report.

**Assurance Opinion**

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the Corporate Responsibility Report of Asklepios Kliniken GmbH & Co. KGaA, which covers all healthcare facilities of Asklepios Kliniken GmbH & Co. KGaA, Hamburg, with the exception of MediClin AG including its subsidiaries and RHÖN-KLINIKUM Aktiengesellschaft including its subsidiaries, for the period from January 1 to December 31, 2023 has not been prepared, in all material respects, in accordance with the reporting criteria.

We do not express an opinion on the external documentation sources or expert opinions referred to in the Corporate Responsibility Report 2023.

**Restriction of Use/General Engagement Terms**

This assurance report is solely addressed to Asklepios Kliniken GmbH & Co. KGaA, Hamburg, and intended exclusively for them.

Our assignment for Asklepios Kliniken GmbH & Co. KGaA, Hamburg, and professional liability is governed by the General Engagement Terms for Wirtschaftsprüfer and Wirtschaftsprüfungsgesellschaften (Allgemeine Auftragsbedingungen für Wirtschaftsprüfer und Wirtschaftsprüfungsgesellschaften) in the version dated January 1, 2017 ([https://www.kpmg.de/bescheinigungen/lib/aab\\_english.pdf](https://www.kpmg.de/bescheinigungen/lib/aab_english.pdf)). By reading and using the information contained in this assurance report, each recipient confirms having taken note of provisions of the General Engagement Terms (including the limitation of our liability for negligence to EUR 4 million as stipulated in No. 9) and accepts the validity of the attached General Engagement Terms with respect to us.

Frankfurt am Main, April 3, 2024

KPMG AG  
Wirtschaftsprüfungsgesellschaft  
[Original German version signed by:]

Niels Beyer  
Wirtschaftsprüfer  
[German Public Auditor]

Sabine Brandt  
Wirtschaftsprüfer  
[German Public Auditor]

# Imprint

## Published by

Asklepios Kliniken GmbH & Co. KGaA  
Rübenkamp 226  
22307 Hamburg  
Germany  
[www.asklepios.com](http://www.asklepios.com)

## IR contact

Mirjam Constantin  
Phone: +49 (0)6174 901166  
Fax: +49 (0)6174 901110  
[ir@asklepios.com](mailto:ir@asklepios.com)

## PR contact

Rune Hoffmann  
Phone: +49 (0)40 18188266-30  
Fax: +49 (0)40 18188266-39  
[presse@asklepios.com](mailto:presse@asklepios.com)

## Editorial staff and coordination

Mirjam Constantin  
Leitung Stabsstelle Corporate & ESG Reporting/  
Investor Relations

## Assisted by

Janina Darm, Corporate Publishing  
Dörte Rüscher, Group Marketing team leader

Scholz & Friends Reputation, Berlin  
[www.s-f.com](http://www.s-f.com)

## Design and layout

3st kommunikation GmbH, Mainz  
[www.3st.de](http://www.3st.de)

## Photography

Cover and page 26: @Asklepios  
Page 8, 20, 32: @iStock

## Content disclaimer

This report contains forward-looking statements. These statements are based on current experience, estimates and projections of the management and currently available information. These forward-looking statements are not to be understood as a guarantee of future developments and results referred to therein. On the contrary, future developments and results are dependent on a wide range of factors. These include various risks and uncertainties and are based on assumptions that may not be accurate. We do not assume any obligation to update the forward-looking statements contained in this report. This annual report does not constitute an offer to sell or a request to submit an offer to purchase bonds of Asklepios Kliniken GmbH & Co. KGaA or its subsidiaries.

