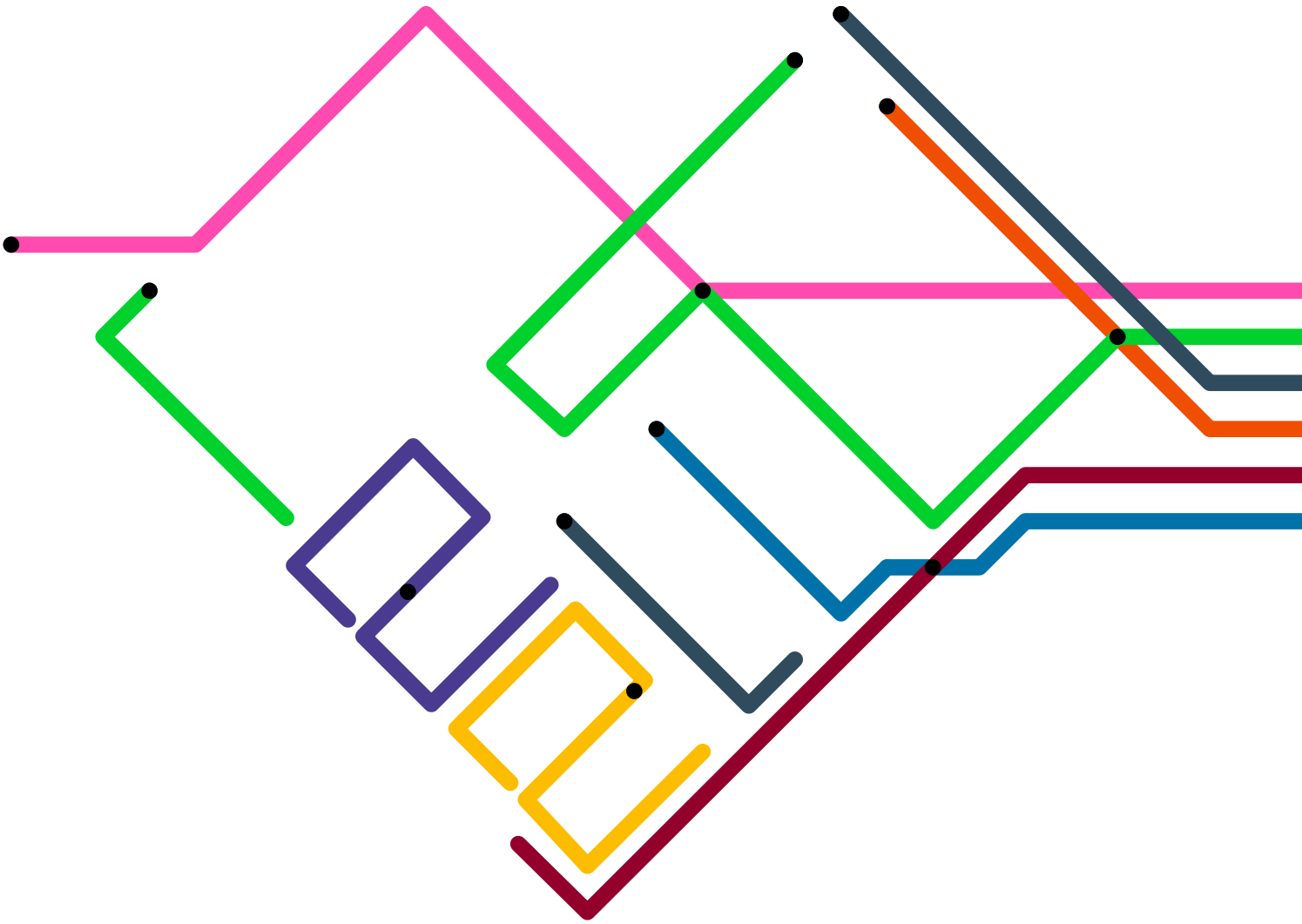
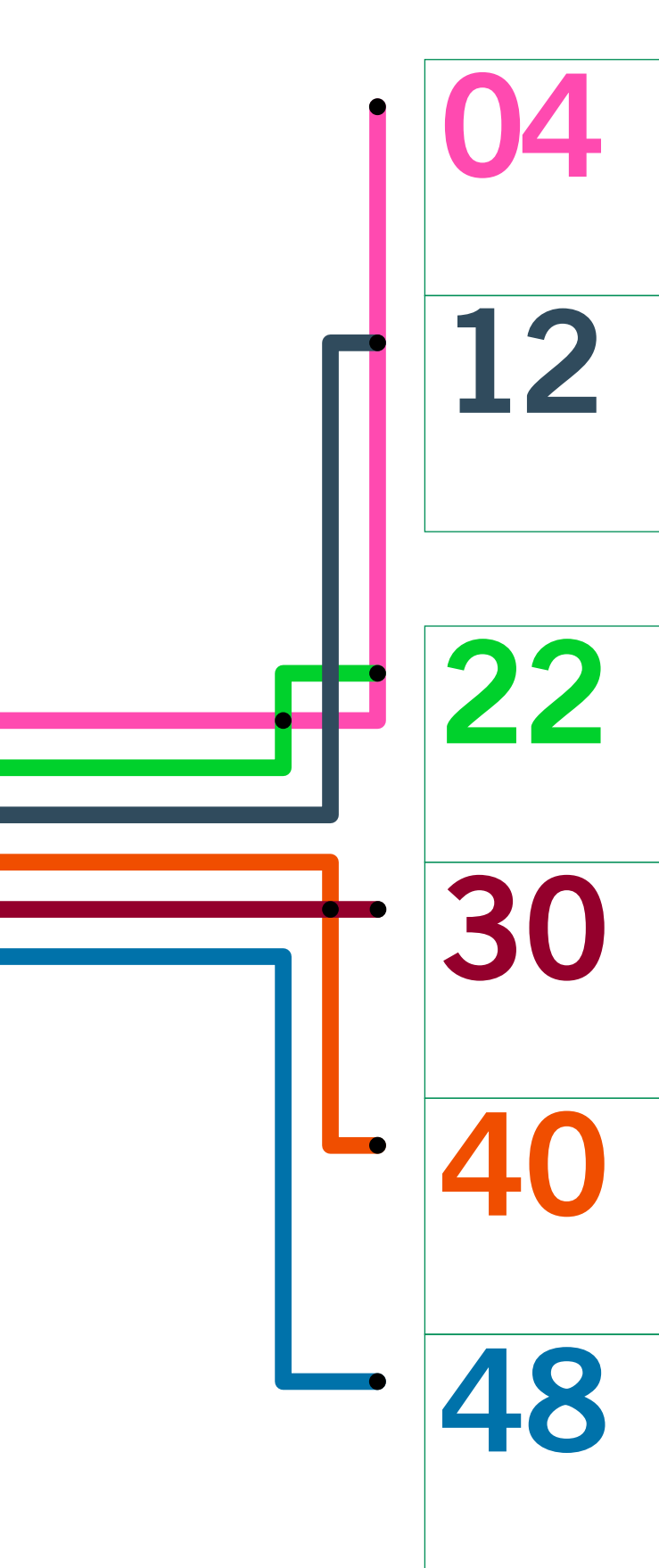




enga
ging

engaging





Page

04 General information

12 Sustainable corporate governance

22 Patients

30 Employees

40 Environment

48 Society

52 GRI index
54 Opinion of the auditor
56 Imprint



engaging

General information



About this report

As a healthcare group, we have taken responsibility for many years: for our patients, for our employees, for the environment and for society. We are now reporting about this responsibility for the third time. In the Corporate Responsibility Report 2020, we describe our engagement in the critical areas for us: Sustainable corporate governance, patients, employees, the environment and society. We document concepts, key figures as well as the goals and actions with which we guide our activities.

R → **Reporting** takes place annually since the 2018 financial year. We published the last Corporate Responsibility Report in spring 2020.

For transparency and comparison reasons, this CR report is aligned with the structure and standards of the Global Reporting Initiative (GRI) and with the key sustainability topics at Asklepios and the relevant management approaches. At the same time, the Corporate Responsibility Report constitutes a separate non-financial consolidated report in accordance with the German Commercial Code (HGB). The CR report 2020 was compiled in accordance with the non-financial reporting requirements for the Group as per section 315b et. seq. in conjunction with Section 289b of the German Commercial Code (HGB). This is a voluntary implementation of these requirements. Information concerning fulfilment of the GRI indicators is not part of the non-financial report.

The significant topics that we identified for our company in financial year 2018 also form the basis for our Corporate Responsibility Report this year. They were defined in line with the requirements of the German CSR Directive Implementation Act (CSR RUG) as well as the GRI standards. They were also evaluated by the working group on sustainability according to ecological and business relevance. This process was described in detail in the Sustainability Report 2018. The working group reviewed the existing topics and decided that they should also be carried over to the 2020 financial year. The Group management confirmed this decision for the Corporate Responsibility Report 2020.

The auditing firm PricewaterhouseCoopers (PwC) conducted a business audit of this separate non-financial consolidated report in accordance with ISAE 3000 (Revised) with respect to the requirements of the HGB for a limited assurance engagement. PwC has summarised the results of

this audit in a final audit report (see **Audit report** [p. 54](#)). The Group management of Asklepios was informed of the results of the audit and has also reviewed and approved the report.

Unless otherwise indicated, this 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 MediClin AG or RHÖN-KLINIKUM AG. The reporting period is the 2020 financial year. Where possible, we include comparative data from the previous year. Any different periods are clearly indicated.

Editor's note

For reasons of readability, persons are generally referred to using the masculine form. These terms refer to all persons belonging to the corresponding group of people – irrespective of their (social) gender and gender identity. The editorial deadline was 31/03/2021.

Foreword by the Management Board

Ladies and gentlemen,

W → **we have** come through an extremely challenging financial year 2020. The coronavirus pandemic has been a real endurance test for us in our role as a hospital operator. The restrictions associated with the coronavirus affected the entire company, although the healthcare division felt the impact of these most strongly.

The need for extremely strict hygiene measures resulted in a ban on visits by relatives. Doctors and nurses dressed in protective gear could not attend to patients as closely as they would have wished. At the same time, our employees were and continue to be at risk of infection themselves – as they make huge efforts during the pandemic to provide medical attention and care for patients. We are profoundly grateful for their extraordinary commitment and dedication. We have the greatest respect for the monumental contribution of each individual and are proud of our entire workforce. Collectively, we have grown even stronger in the pandemic.

This Corporate Responsibility Report provides information about the challenges presented by Covid-19 and our response to them. It also highlights significant action areas to ensure sustainable corporate governance and the progress we have achieved in this regard.

We realise that reliability and transparency are enormously important to our stakeholders, particularly in these uncertain times. For this reason, we broadened our contact and engagement with investors during the reporting year and

gained valuable insights into the perspective of this group of stakeholders from interviews. We also want to make our actions transparent to other stakeholder groups, which is why this CR report is aligned with the requirements of the German CSR Directive Implementation Act (CSR RUG) and the standards of the Global Reporting Initiative (GRI). Furthermore, we have included important topics and a range of key figures in the report, which has once again been audited by our auditors.

The financial year 2020 was particularly challenging not only because of the Covid-19 pandemic, but also due to the integration of the RHÖN hospitals, which placed a major burden on us and our employees. For this reason, we want to spend 2021 working on those areas that were put to one side, sharpening our vision and at the same time pursuing new objectives. During the first half of 2021, we will re-evaluate the key topics for Asklepios and incorporate new insights gained as a result of the pandemic. On this basis, we want to further expand our sustainability management and focus on it to an even greater extent. We want to define a strategy with measurable goals and derive actions from it. We have already reached out to our employees for ideas and suggestions. We would also like to take this opportunity to invite you, the reader, to engage with us on the topic of sustainability. We look forward to your suggestions!

Kai Hankeln

Hafid Rifi

Joachim Gemmel

Prof. Christoph U. Herborn

Marco Walker



Strategy
Kai Hankeln (CEO)

Care
Joachim Gemmel (COO)

Finance
Hafid Rifi (CFO, Deputy CEO)

Digitalisation
Marco Walker (COO)

Medicine
Prof. Christoph U. Herborn (CMO)



Company profile

S → **Since** its foundation more than three 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 at all times.

From hospital operator to healthcare companion

Asklepios was established in 1985 and is now a leading operator of private hospitals in Germany with around 170 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. The RHÖN hospitals supplement the Asklepios network with five excellent locations. 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.

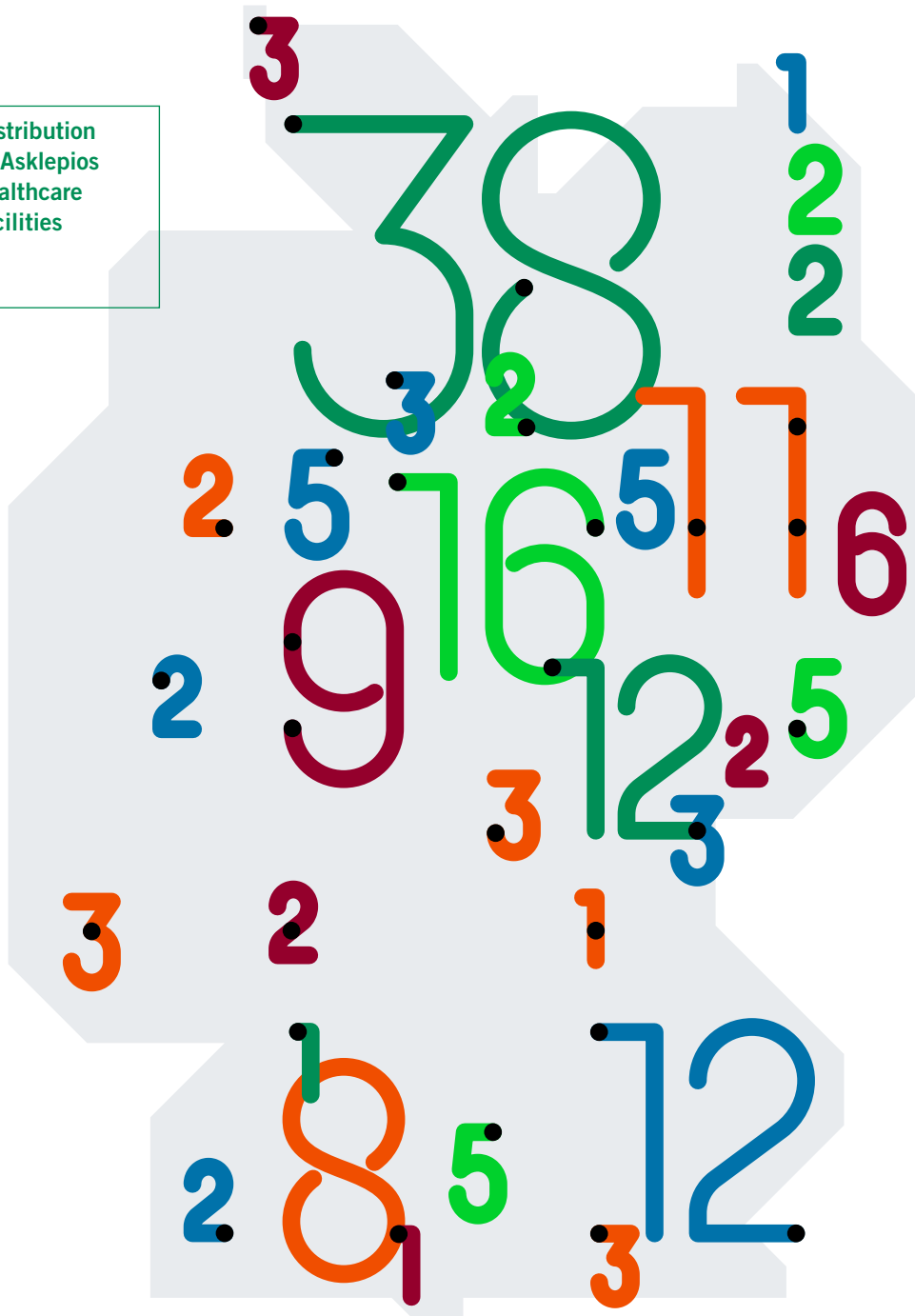
The corporate values of medical quality, innovation and social responsibility have been in place since the company's foundation and continue to shape its development. The family-owned company as "Digital HealthyNear" is also committed to the digitalisation of the German healthcare system.

Additional information about the company profile can be found in the **group management report 2020** on [p.44](#) et. seq.

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

Topics at Asklepios	Aligned GRI aspect	Report section	Matter pursuant to section 289 (2) HGB
Compliance and anti-corruption	<ul style="list-style-type: none"> GRI 205 Anti-corruption 	Sustainable corporate governance	Combating corruption and bribery
Stable supply chains	<ul style="list-style-type: none"> GRI 414 Supplier social assessment 	Sustainable corporate governance	Respect for human rights
Medical excellence (treatment infrastructure, security of supplies)		Patients	Social matters
Focus on the patient (quality management, patient safety, complaint management, data protection)	<ul style="list-style-type: none"> GRI 416 Customer health and safety GRI 418 Customer privacy 	Patients	Social matters
Training and education	<ul style="list-style-type: none"> GRI 404 Training and education 	Employees	Employee matters
Work-life balance	<ul style="list-style-type: none"> GRI 401 Employment 	Employees	Employee matters
Occupational health and safety	<ul style="list-style-type: none"> GRI 403 Occupational health and safety 	Employees	Employee matters
Energy and emissions	<ul style="list-style-type: none"> GRI 302 Energy GRI 305 Emissions 	Environment	Environmental matters
Materials and waste	<ul style="list-style-type: none"> GRI 306 Effluents and waste 	Environment	Environmental matters
Prevention		Society	Social matters
Social engagement		Society	Social matters
Research and science		Society	Social matters

Distribution of Asklepios healthcare facilities



How we manage the Asklepios Group

The Group management of Asklepios guides the company and defines the strategic orientation and its implementation. In 2020, the Group management consisted of five male members of German nationality. The other executive bodies of the company are the Supervisory Board, the Advisory Board and the Annual General Meeting. The Supervisory Board monitors and consults the management work by the general partner to the extent that this duty is not assigned to the Advisory Board. The Advisory Board is responsible for the consulting, controlling and monitoring of the management to the extent that these rights and duties are not assigned to the Supervisory Board or the Annual General Meeting. Additional information about the governing bodies can be found in the **Annual Report 2020** on [p. 144](#).

The organisational structure of Asklepios is based on the centralised Group divisions Purchasing & Supply, Information Technology, Revenue Management, Architecture & Construction, Finance, Financing, Treasury & Investor Relations, Medical Law, Insurance & Compliance, Human Resources, Care, and Corporate Communications & Marketing. The Group divisions develop goals and strategies for the entire Asklepios Group. Operational responsibility for achieving the goals rests with the regional units.

General information

Group key figures¹

Parameter	Unit	2020	2019	2018	GRI
Employees ² (annual average)	Headcount	67,630	48,415	47,460	102-8
Patients treated ³ (reference date)	Headcount	2,592,045	2,497,095	2,265,603	
Healthcare facilities	Number	rund 170	rund 160	rund 160	102-7
REVENUE	EUR million	4.343 (+22.8%)	3.537 (+3.8%)	3.408 (+4.5 %)	201-1
Supervisory Board	Headcount	20	20	22	
Female		6	6	6	
Male		14	14	16	

¹ Values relate to the entire Group (Asklepios Kliniken GmbH & Co. KGaA incl. MediClin and RHÖN hospitals)

² The key figure for 2020 is reported as an annual average and no longer as a reference date value.

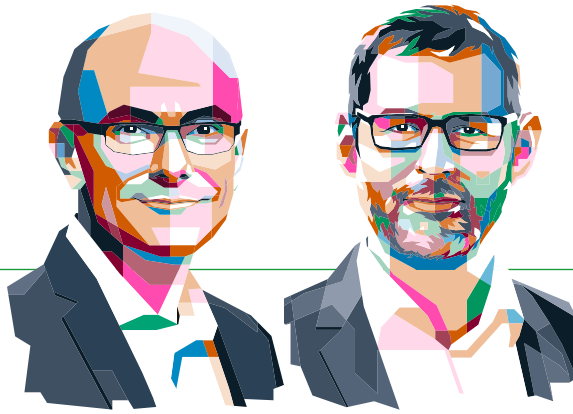
Therefore, the values indicated for 2018 and 2019 differ from those communicated in last year's report.

³ The key figure is reported more accurately than previously. Therefore, the rounded values for the years 2018 and 2019 were also stated more precisely and differ slightly from those communicated in last year's report.



Sustainable corporate governance





Kai Hankeln
Chief Executive
Officer (CEO)

Hafid Rifi
Chief Financial
Officer (CFO)
and Deputy
CEO

As one of the leading healthcare providers in Germany, Asklepios must strike a balance between the conflicting priorities of economic, environmental and social requirements and megatrends. If we are to live up to our corporate responsibility in future as well, we must think one step further. Only by taking sustainable action can we hope to achieve future viability.



For more than 35 years, we have carried great responsibility – for the care of our patients, for our employees and for society. Since then, our actions have been framed by our guiding principles of quality, innovation and social responsibility. Our philosophy is founded on the values of integrity, loyalty and trust, and it further strengthens the foundations of our approach to sustainability.

T → The German healthcare system continues to face many challenges: a growing shortage of qualified staff, rising cost pressure and increasing regulation, not to mention the impacts of and insights gained from the Covid-19 pandemic. We can only overcome these challenges by combining our strengths and placing our company on a forward-looking footing. Asklepios and its partners advocate for the continuous improvement of and greater cooperation at a national level in the provision of healthcare.

By taking responsible action, our aim is not only to safeguard the future viability of Asklepios, but also to help achieve the sustainable development goals of the United Nations. The 17 “Sustainable Development Goals (SDG)” of Agenda 2030 represent a global plan for promoting sustainable peace and prosperity and for protecting our planet. Since 2016, all states have been working to incorporate this collective vision into national development plans.

Developing sustainability management together

The Chief Financial Officer (CFO) is responsible for the topic of corporate responsibility at Asklepios. He has been supported in this role since 2018 by the cross-departmental working group on sustainability. This group is also established at Group level.

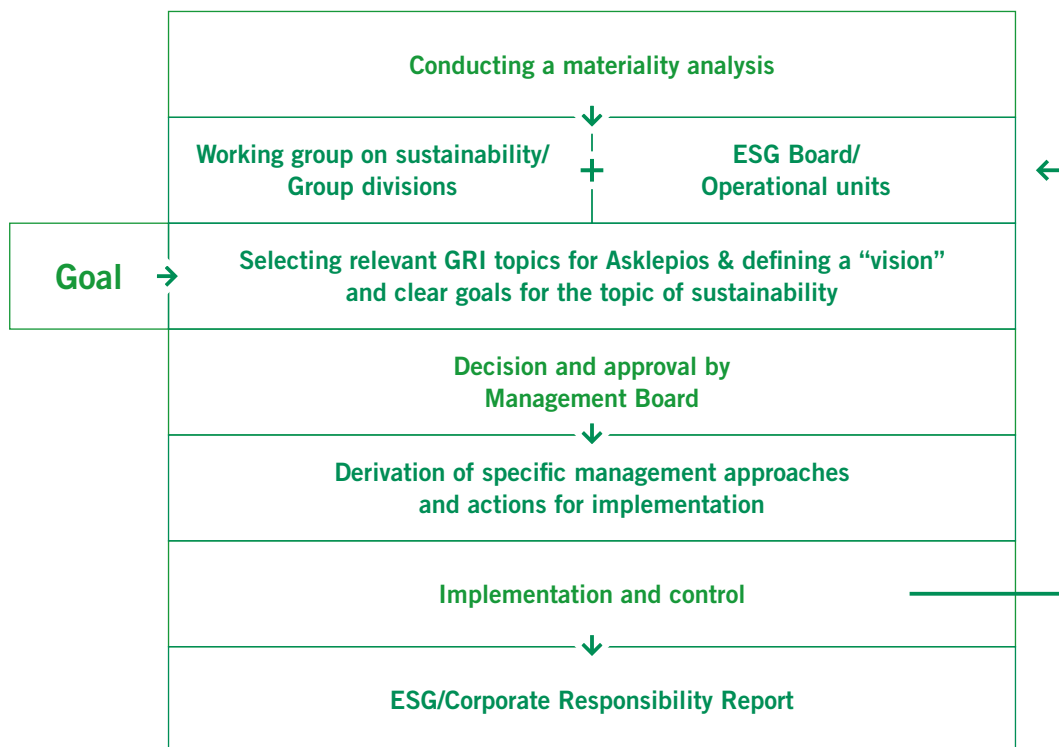
The working group is made up of representatives from the central organisational units of the Asklepios Group, including Human Resources, Labour and Collective Bargaining Law, Purchasing & Logistics, Compliance, Legal, Architecture and Construction, Technology, Strategic Quality Management, Data Security and IT, Internal Audit, Corporate Communications and Investor Relations. The working group is tasked with coordinating the systematic review for the Corporate Responsibility Report, formulating recommendations for the Group management and developing sustainability goals and actions. The implementation of formulated actions along with the realisation of sustainability projects at individual clinics falls within the responsibility of the facilities themselves.

The working group meets on a quarterly basis and then reports to the CFO. In 2020, the quarterly meetings were conducted by conference call due to the coronavirus pandemic. In addition, bilateral discussions took place in 2020 between the CFO, the project management of the working group on sustainability and individual specialist departments, during which advice regarding the further development of the Corporate Responsibility Report 2019 was shared.

Apart from our review of the further development of our CR report, we were unable to complete the plans we made for the 2020 financial year due to the Covid-19 pandemic.

The steps for a substantial further development of our sustainability organisation are explained in the outlook below:

- As part of a strategy process, the working group on sustainability, with the support of the Board of Management members involved, is to conduct a materiality analysis to identify the most relevant corporate responsibility topics as well as opportunities and risks for Asklepios.
- Clear corporate responsibility goals are then to be developed and specific management approaches and actions derived.
- At the same time, the governance structure for sustainability is to be enhanced, for example, by the appointment of sustainability officers for the individual Group divisions, locations or regions and by the establishment of a central control committee with representatives from all relevant specialist departments, which is to meet at least every six months.



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 and in the digital health magazine “Gesund leben mit Asklepios” (Live well with Asklepios). Since 2019, we have published the podcast “Die digitale Sprechstunde” (The Digital Consultation) jointly with German daily newspaper “Hamburger Abendblatt”. In the total of more than 50 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 the new intranet ASKME. There, they can stay abreast of all the latest developments and offerings and find out about social engagement initiatives at Asklepios. We also use ASKME to encourage our employees to submit their own suggestions for projects that are deserving of our support. Selected ideas that our employees submitted in 2019 as part of the innovative “Idea Pop-up Store” participation format were implemented in 2020. One of these is the apprenticeship project “Wechselstube” (exchange office), which enabled no-longer-needed or incorrectly ordered materials to be handed in and exchanged to reduce waste and costs.

Dialogue between employees and hospital management takes place at the ad hoc employee meetings organised by the management.

- **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, our annual report and corporate news. In 2020, we conducted a series of stakeholder interviews with selected banking representatives. The dialogue gave us an external view as to how we are perceived in relation to sustainability issues and where we have the potential for further development.

- **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., Katholische Hochschulgemeinde Hamburg, Grüner Wirtschaftsdialog or Wirtschaftsrat der CDU e.V.

As part of these memberships, Asklepios advocates in particular for public dialogue on health issues, the sharing of experience and support for scientific research.

Four action areas of our sustainability strategy

Here at Asklepios, responsible corporate governance is the prerequisite for long-term economic success and therefore serves as the foundation for our sustainability management. As one of the leading healthcare providers in Germany, we have a special responsibility to our patients, our employees, the environment and society in general. This is why we focus specifically on these four action areas in our sustainability strategy:

1

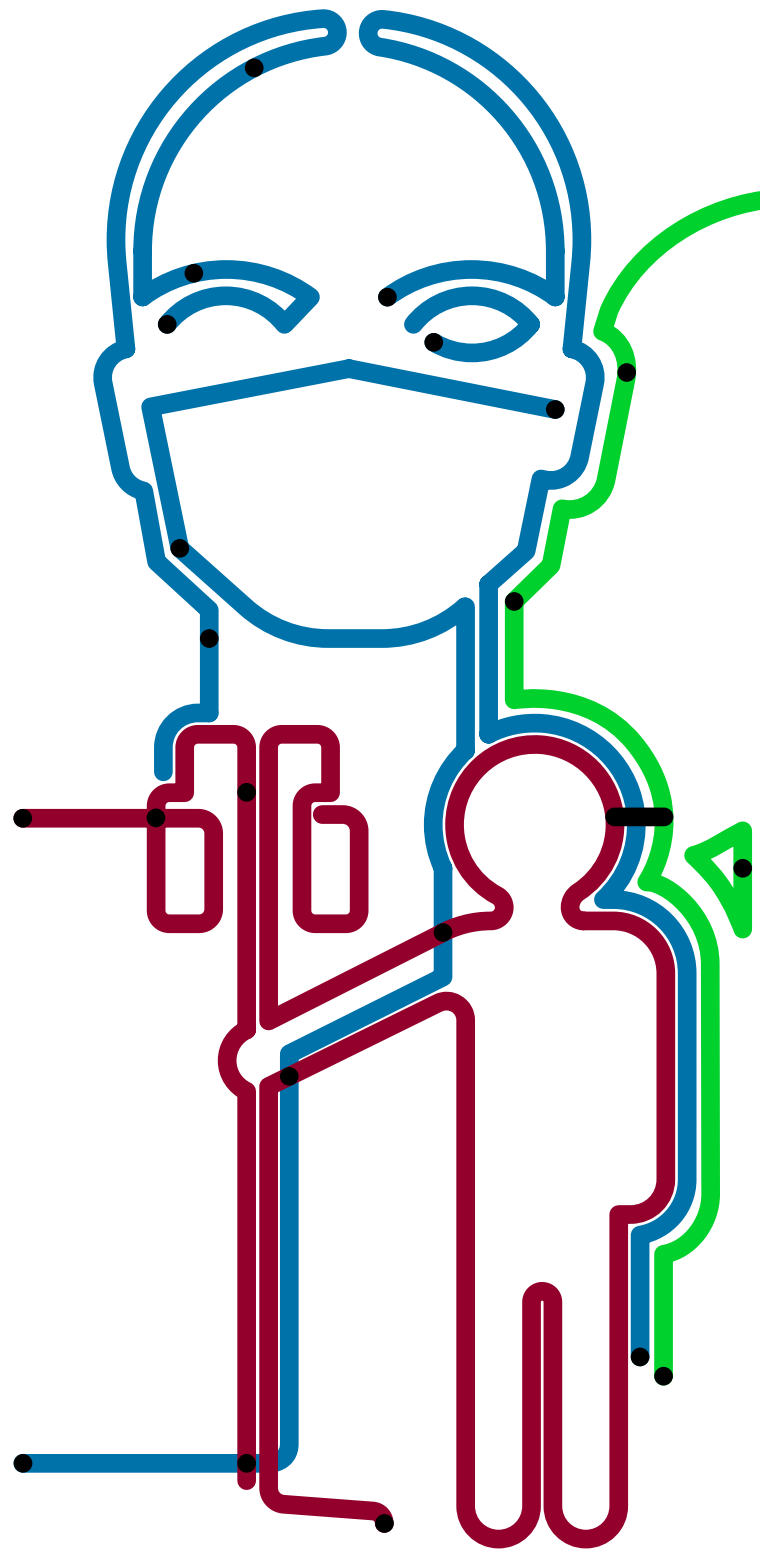
Patients

The focus at Asklepios is on the person. 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.

2

Employees

Qualified, motivated personnel is the basic prerequisite for guaranteeing 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 further education of our staff.





3

Environment

As the operator of approximately 170 healthcare facilities along with the five locations of RHÖN-KLINIKUM AG, we have an important role to play when it comes to climate protection. To ensure that we also contribute our fair share towards achieving global climate targets, we must increase the energy efficiency of our hospitals and help reduce our greenhouse gas emissions. We also strive to conserve natural resources by reducing our use of materials, cutting waste and using water carefully.



4

Society

As a company that is aware of its responsibility, our goal is to promote health in society. With this in mind, we campaign for health protection with a variety of projects, are committed to social issues and support research and science.

Compliance and anti-corruption

→ **Integrity** is a prerequisite in order 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, the compliance management system is subject to ongoing further development. The goal is to identify 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 at Asklepios rests with the Head of Compliance, who is attached to the Group Medical Law, Insurance and Compliance division. He reports directly to the CFO and shares information with Group management at regular intervals. The local management at the Asklepios hospitals and companies acts as the first point of contact and multiplier for compliance, especially when it comes to communicating standards and requirements. Local hospital management is supported in this task by the established compliance contacts in the hospitals.

In 2020, a series of compliance procedural instructions were revised and rolled out again. The focus of the revision was on the topics of “Cooperation between expert group members and industry” and “Personal service provision”. Other key topics for 2020 were the expansion of our compliance communications as well as group-specific training in relevant compliance matters (principles, principles of conduct, procedural instructions)

Employees of Asklepios have the option of contacting the Head of Compliance either anonymously or under their own name to report information relating to possible compliance violations. All tips are systematically investigated and worked through. Great importance is attached to safeguarding confidentiality in this case. Whistle-blowers who act in good faith – that is, to the best of their knowledge and belief – need have no fear of negative consequences for their working relationships. Reference is made to the reporting possibility under the heading “Correct behaviour in the event of breaches” in the Asklepios principles of conduct.

The existing reporting options for whistle-blowers as well as the provisions for their protection will be audited and expanded in 2021 taking into account the new Whistle-blowers’ Directive of the European Union (Directive (EU) 2019/1937).

Principles of conduct: uniform benchmarks for all employees

In January 2020, the code of conduct that previously applied was replaced by the new Asklepios principles of conduct. 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.

The Asklepios 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 rules of conduct ensure that uniform benchmarks apply throughout the group of companies to help our employees make the right decisions during their everyday work.

Management staff carry a special responsibility in terms of implementing standards of conduct at Asklepios. 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 have been communicated by e-mail to all business directors, managing directors and to all compliance contacts. In addition, they were communicated by the Group management in the weekly e-mail sent to all employees and advertised on flyers and Z-Cards. The document is stored on the linked compliance page in the intranet, which is mandatory for all employees, and can be accessed by external third parties on the Internet.

Training is a key component of compliance. During the 2020 financial year, the hospital managing directors and compliance contacts as well as some of the Human Resources managers at the hospitals received training in the principles of conduct. This training is set to continue in 2021.

Risk management: opportunities and risks in focus

Asklepios pursues a comprehensive opportunity and risk management approach, which enables a combined assessment of risks and opportunities in order to identify, evaluate and control them at an early stage. The focus in this context is on those financial and non-financial risks and opportunities that can influence the achievement of our goals – at both Group and hospital level.

By taking this approach, we aim to secure long-term economic success, fulfil the expectations of our patients and of society while also offering our employees secure jobs. Since the Asklepios Group follows a comprehensive risk management approach, non-financial risks can also be identified and possibly evaluated based on the analysis of financially evaluated risks. The non-financial risks recorded do not include MediClin and RHÖN.

Asklepios summarises the non-financial risks according to Section 289c (2) of the German Commercial Code (HGB), as well as additional possible CSR risks that may affect third parties, under the heading of sustainability risks and allocates them in line with the five aspects (environmental matters including a climate assessment according to the Task Force on Climate-related Financial Disclosures (TCFD), employee matters, social matters, respect for human rights, as well as combating corruption and bribery) stipulated in the German CSR Directive Implementation Act (CSR RUG). As part of the quarterly workshops held by the working group on sustainability, possible risks to sustainability are identified, evaluated, documented and controlled.

In all cases, the Asklepios Group evaluates the probability and impact of these risks taking active countermeasures into account.

We outlined our risk management approach and process as well as the responsibilities in detail in our **Sustainability Report 2019** on [p. 21-22](#) and in the **Annual Report 2020** on [p. 58-59](#).

With regard to the matters mentioned in Section 289c (2) HGB, the topic of environmental aspects is managed at industry risk level and as an individual risk. This relates to the impact of the environment on business activities at Asklepios as well as the effects of Asklepios business activities on the environment. The period under review covers the current financial year and a five-year outlook. Due to the ongoing measures, we estimate this risk to be low for the Asklepios Group at present.

Non-financial risks arising from employee matters can be reported by the reporting units as part of the bottom-up process. 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 matters with an impact at company level.

We prioritise human health, which is why we consider the protection of human rights to be an essential 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 or notifiable risks were identified in either area.

Generally speaking, the Asklepios Group continues to be exposed to risks associated with the spread of the coronavirus (Covid-19) and the possible consequences for internal procedures, processes and also for patients and employees. Due to the current dynamic environment, supply bottlenecks for medical products may arise in connection with Covid-19. Asklepios carries out ongoing and intensive checks on the effects.

Due to the diverse measures implemented in different areas of our company, which we will outline in greater detail in subsequent sections and in the **Annual Report 2020**, we believe we are in a strong position to significantly reduce the Covid-19 risk for patients and employees. Generally speaking, adverse effects on patients (and on the population as a whole) are possible in the event of a sharp deterioration in the Covid-19 situation. Taking the current state of affairs into account, our mitigation measures can bring about an appropriate reduction in these effects. Subject to ongoing developments and based on the current state of affairs, we do not currently envisage any significant negative consequences in the Asklepios Group as regards the non-financial risks defined in 289c (2) HGB. At the present time, we do not see any non-financial risks and other possible CSR risks with a high likelihood of serious consequences.

Stable supply chains

A → As a healthcare group with approximately 170 facilities, we have major requirements for a wide range of products and services. These include goods and services for the medical area, business requirements and administration. We continue to 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. The products are procured primarily in Germany, Europe and the USA. Due to the coronavirus pandemic, the Asian market has also increasingly come to the fore in 2020.

We manage the purchase of products and services by means of our company-wide supplier management, which is the responsibility of Asklepios Service Einkauf und Versorgung GmbH. Strategic Purchasing is supported by two decentralised operating purchasing departments, which assist the hospitals with their day-to-day ordering procedures. The goals against which our supplier management is measured 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.

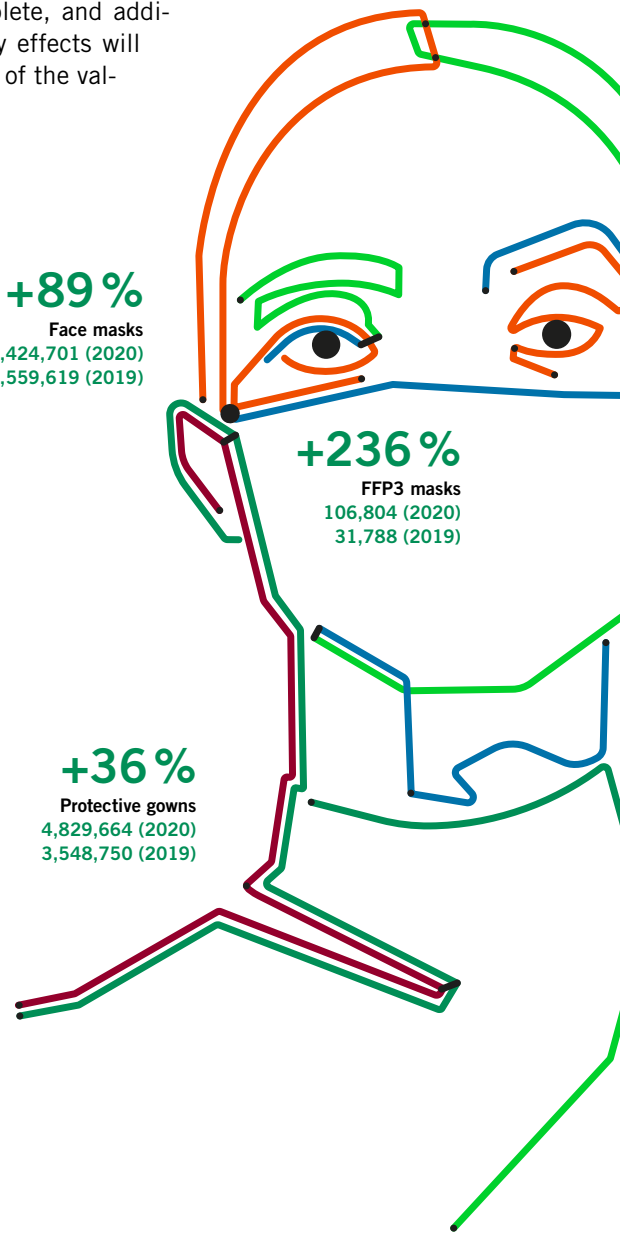
Suppliers are evaluated and selected on the basis of negative research. This is performed on the basis of the adherence to statutory obligations and based on the criteria of quality, innovation, cost efficiency and stable availability. An evaluation according to social and ecological criteria does not yet take place. To steer the selection processes increasingly towards sustainable offerings, the Group Purchasing & Logistics division started to create a suitable evaluation catalogue in 2019. Given that 2020 was completely dominated by the coronavirus pandemic, which forced us to pool all our resources to guarantee continuity of supply to our hospitals, this catalogue remains incomplete for the time being. As a general rule, however, we expect our suppliers to adhere to all statutory regulations. The framework agreements concluded by Strategic Purchasing with all our suppliers include corresponding compliance policies.

Centrally coordinated logistics processes, for instance, with regard to transport and warehousing help to conserve resources. We managed to progress with our goal of centralising our purchasing operations in 2020 by linking a further 8 facilities throughout Germany. The expansion of our outpatient follow-up care has already enabled the close integration of the outpatient and inpatient operations at our facilities over the past year. This development is not yet complete, and additional synergy effects will result as part of the value chain.

+89%
Face masks
12,424,701 (2020)
6,559,619 (2019)

+236%
FFP3 masks
106,804 (2020)
31,788 (2019)

+36%
Protective gowns
4,829,664 (2020)
3,548,750 (2019)



Purchasing in the crisis: Security of supplies to the hospitals

Ensuring the security of supplies to hospitals throughout Germany became an urgent priority during the first phase of the coronavirus pandemic. Purchasers faced enormous challenges, for example, with the procurement of personal protective equipment and disinfectants. Production chains collapsed, and items were suddenly no longer available. New sources of supply had to be found, and the quality of the goods inspected. The group management recalls the spring of 2020: "We encountered bizarre situations with dubious offers and astronomical prices. However, our purchasing strategists and the central pharmacy held their collective nerve

and calmly continued their work to meet the needs of our patients and employees. We secured strategic reserves at an early stage and remained well-prepared throughout even with regard to the critical items of personal protective equipment."

Despite the soaring demand for certain products, the Purchasing division at Asklepios was able to guarantee a sufficient flow of goods for the whole year. Consumption of FFP2 masks in 2020 increased year on year from 60,519 to 1.5 million units. Consumption of protective gowns increased from 3.5 million to 4.8 million.

+2.384 %

FFP2 masks
1,503,393 (2020)
60,519 (2019)

+28 %

Disinfection
236,382 litres (2020)
185,115 litres (2019)

around

740

million EUR
procurement
volume in 2020

around

1300

suppliers



engaging

Patients

The welfare and satisfaction of our patients are our top priorities. By consolidating all our efforts, we work every day at Asklepios to make our health-care facilities as comfortable as possible and to provide comprehensive care for our patients. Medical excellence is our primary goal – always backed by the determination to support the people that we care for in our hospitals all the way through to recovery.







A → **Against** this background, we are continuously scrutinising and optimising the quality and safety of our work. Here, too, patients are at the centre of our attention – not only as recipients of treatments, but also as critical quality auditors. Their feedback helps us to improve constantly.

To ensure that we can also guarantee the best possible treatment quality in the future, we continue to expand our business segments. In this context, digitalisation opens up many new avenues for improving existing structures and processes and developing innovative services for patients.

**Quality management:
verifiable standards for all hospitals**

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

	<p>Minimum standards: The Group Quality division defines the requirements that apply as minimum standards for all hospitals. Our on-site quality and risk managers are responsible for their implementation.</p>	
		<p>Audits: The Group Quality division conducts annual audits at all hospitals. For instance, the implementation of the Asklepios program for patient safety, which forms part of our clinical risk management, is examined as part of these audits. From the results of the audits, we derive specific measures for improvement.</p>
	<p>Training: Each year, Asklepios offers further education and training on relevant topics in the area of quality and risk management to all professional groups.</p>	
		<p>Complaint management: Our patients can give us valuable advice on how we can improve the quality of our treatments. To this end, our patient-oriented complaint management system is permanently embedded in our quality management.</p>

Medical excellence

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. We are making increasing use of digital media as a means of providing effective support for treatment and to enable us to expand our service offering.

From prevention to rehabilitation

A → 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 – the Centres of Excellence – to cater for all care levels of inpatient treatment. We have defined a total of 39 departments as Centres of Excellence. Their unique features set them apart. Added to this are the large numbers of patients with specific diseases as well as an infrastructure adapted to particular symptoms. Among other things, for example, we focus on interdisciplinary and multiprofessional treatment teams that enable us to provide excellent treatment services. Targeted care delivery using remedies and aids also forms part of our service spectrum and ensures the rehabilitation of our patients as part of their medically prescribed treatments.

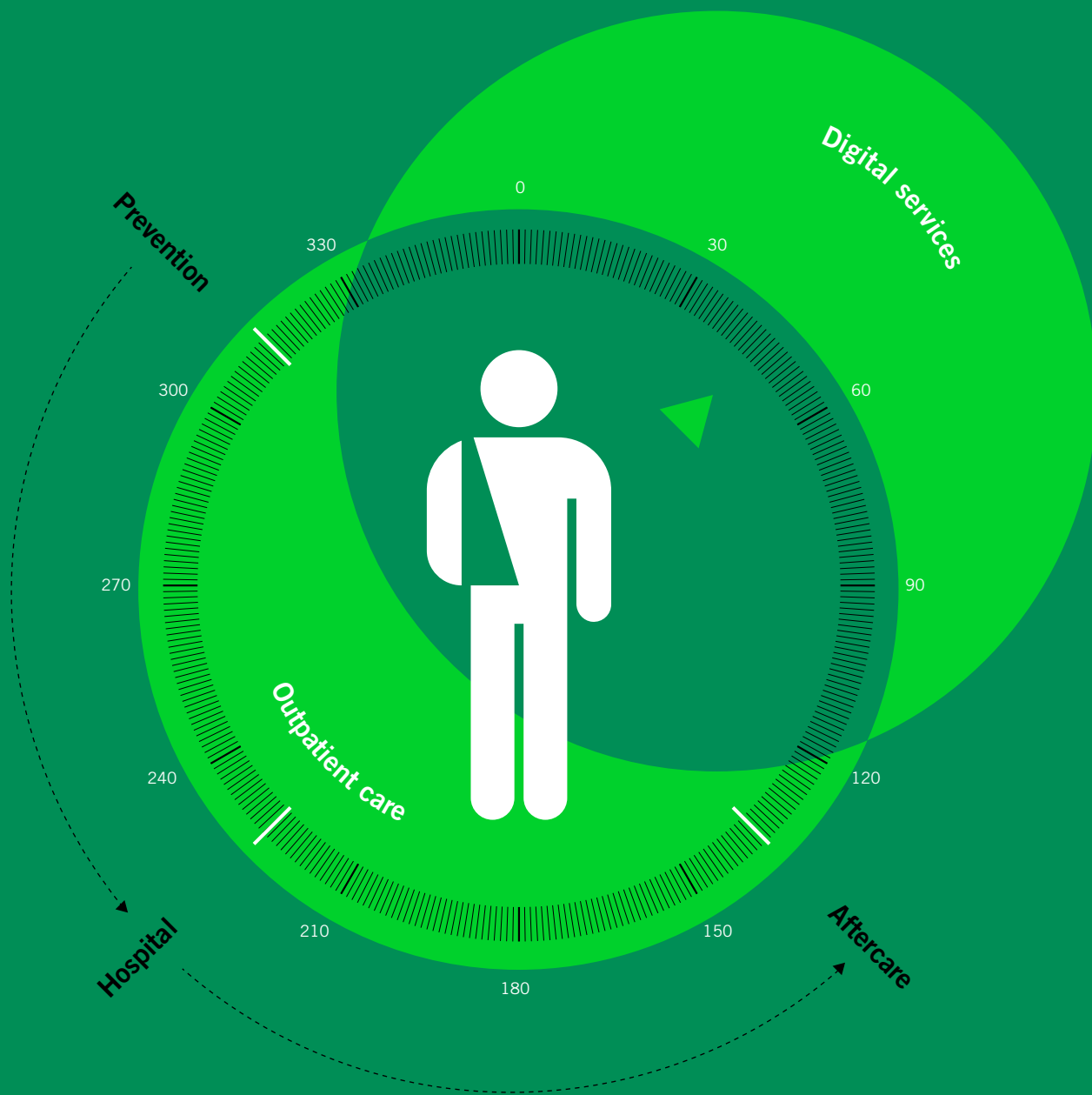
Optimised processes and digital services

To ensure that we can guarantee the best possible treatment to our patients in the future as well, we continue to expand our business segments. In this context, we use digitalisation to strengthen and reinforce our existing structures and processes. In the area of patient management, for instance, we use the samedi® online appointment booking system to optimise workflows.

By implementing and further developing hospital information systems at all our hospitals, we are working towards the introduction of fully digital patient records, which will also improve user-friendliness for personnel. In deploying digital solutions, Asklepios is focused on cooperating and exchanging information with partners from the healthcare sector. Together with Minddistrict, an e-mental health platform, we offer psychotherapeutic prevention and treatment, for example, as online therapy in our hospitals.

In addition, we are making increasing use of digital formats for preventive purposes. In the weekly health podcast “Die digitale Sprechstunde” (The Digital Consultation) jointly issued by German daily newspaper “Hamburger Abendblatt” and Hamburg’s Asklepios hospitals, doctors explain symptoms and provide tips on prevention. Furthermore, our private divisional television channel Health TV continues to provide information about health, nutrition, well-being and medicine.

Our new business segment “Corporate Health” is dedicated to companies as customers. In cooperation with the Fürstenberg Institut, INSITE - Interventions and Pulso Europe, we offer a range of services that companies can use to boost the productivity and health of their employees. These include consulting services such as the Employee Assistant Program (EAP), work-life services, health coaching and medical check-ups.



360°
healthcare for
our patients

Focus on the patient

T → **Top** 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 team, but also our patients as vital sources of feedback.

For high-quality care

Asklepios operates a comprehensive quality management system that aims to ensure exceptional standards of medical, nursing and therapeutic patient care in all Asklepios hospitals. The Group Quality division defines the requirements that apply as minimum standards for all hospitals. Quality and risk managers are responsible for their implementation in the hospitals.




Consequently, 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 QM guidelines set out by the Federal Joint Committee and the standards the Group has outlined for improving patient safety.

Each year, the Group Quality division conducts an audit at all hospitals and reports the results to the Group management. In addition to this, the Asklepios audit program includes internal hospital audits and risk audits on priority issues. In reporting year 2020, eleven peer reviews were conducted at the acute hospitals in addition to the annual audits of all hospitals.

Average audit ratings achieved in all hospitals:

88%

The following examples are just some of the measures for improvement we derived from the audits:

✓	Optimisation of clinical processes for handling medical products	
✓	Further development of measures to support employee training	
✓	Establishing a system to ensure the implementation of requirements pertaining to structural quality in the hospitals	

In our ongoing quest to improve our treatment quality, we use instruments such as the Patient Reported Outcome Measure (PROM). PROM is a method of evaluating the success of a treatment from the patient's perspective. In this context, patients are asked about their quality of life before the operation as well as six months, one year, five years and ten years afterwards. After a successful pilot project at the Asklepios hospital in Bad Harzburg, we developed a concept in 2020 to involve other hospitals so that these surveys about successful treatment outcomes can now also be rolled out to other hospitals.

Patient safety as the primary goal

As part of our clinical risk management, we implemented the "Asklepios Programme for Patient Safety". It includes methods, tools and standards for the early detection of clinical risks as well as for their analysis and prevention. A clinical risk includes everything that can impair or endanger the safety of patients during their treatment.

Based on the results of risk analyses and in line with the recommendations of the World Health Organisation and the German Coalition for Patient Safety, appropriate Group standards are developed and recommended actions and prevention measures to minimise risk are derived. These include an operation safety check-list as well as counting checks during surgery, patient armbands in all hospitals or the awareness project "Stop-Inject: Check!" to prevent medication errors. The implementation of these standards is

monitored on an annual basis as part of quality management by means of internal and external audits.

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 campaign” of the World Health Organisation.

The reporting and learning system “Critical Incident Reporting System (CIRS)” is a central tool that is used to guarantee patient safety at Asklepios. All employees can use CIRS to draw attention anonymously to weak points. The system enables cross-departmental and inter-hospital learning by communicating relevant cases with specific prevention recommendations to all participating Asklepios hospitals. Since 2010, more than 14,000 reports have been submitted, from which over 10,000 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 falls.

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

Well-trained personnel are the foundation for high patient safety. Each year, Asklepios offers voluntary further educa-

tion and training on relevant topics in the area of quality and risk management to all professional groups. Special simulator training enables employees to practice work procedures in a realistic environment and as part of a team in order to broaden their knowledge. The topic of patient safety is also a component of the training and orientation concepts used for all professional groups.

Taking complaints seriously

A functioning, patient-centric complaint management system improves the satisfaction, care and safety of patients. To identify and continuously improve weak points, we offer our patients a range of easily accessible ways to submit complaints, including questionnaires, the “Praise and Criticism” web page or electronic feedback systems regarding cleanliness and waiting times in emergency departments. In all hospitals, complaints officers are responsible for optimising hospital processes and procedures based on the complaints submitted.

The complaint management systems at the Asklepios locations meet the requirements of the German Act on Patients’ Rights and are checked during the annual audit. Relevant examples in this context include how management staff deal with complaints, the accessibility of channels for submitting complaints and the quality of the complaints handling process.

Treatment for Covid-19: intensive care for patients

The Covid-19 pandemic affects us all, but especially those people who required hospital treatment during the past year. As in previous years, these were also patients with heart attacks, cancer patients, expectant mothers- plus 9,376 coronavirus patients across the company.

The areas used to care for patients with Covid-19 are strictly isolated from other areas of the hospital. Visits were heavily restricted at times to minimise the risk of infection for our patients and employees in all wards. Covid-19 patients only see doctors and nurses for the duration of their hospital stay. “The bans on visitors had a devastating impact on patients,” reports Lars Sigl, intensive care nurse at the Asklepios hospital in Hamburg-Wandsbek. He

goes on to explain why this made the contact between nurses and patients particularly important, particularly for those patients on ventilators who are unable to speak. “Over time, you learn to lip-read, and a lot of communication takes place using facial expressions and bodily contact.”

Within the first weeks of the pandemic, we had expanded our intensive care capacities significantly. We currently have around 800 ventilation beds throughout Germany, of which some 300 are spread across seven hospitals in Hamburg – our largest location. In 2020, we treated 655 coronavirus patients in our intensive care wards. Of these patients, 874 required artificial respiration.

3000

servers certified to data protection and data security standard ISO 27001

Protecting patient data – analogue and digital

We are investing in the digitalisation of our hospitals to continuously improve our treatment quality. Our focus here is on protecting sensitive patient data. For this reason, digitalisation in our hospitals is closely monitored by the data protection officers. In this context, we create structures that enable data to be processed in a targeted manner 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 Group Legal division is responsible for the implementation of data protection. The Group Data Protection Officer is responsible for overseeing the adherence to legislation and for providing instruction and advice regarding all data processing operations. She reports to the Group management. She is 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.

A series of procedural instructions create binding instructions on the handling of data in the company. They specify, for instance, that patient data can only be processed 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 time-lines for the implementation of improvement measures is defined. At three pilot hospitals, we have completed a project to create company-wide retention and deletion deadlines for data. The new system is due to be rolled out across the Group shortly.

We inform our employees about the security standards that apply to data processing in mandatory training courses that we hold at regular intervals. Furthermore, we have achieved greater transparency regarding the data processing carried out by our external service providers. With the help of a new Intranet database, all employees can now gain an overview as to whether an external service provider adheres to Group requirements in the area of data protection.

To provide the necessary IT infrastructure, Asklepios operates its own data centre containing approximately 3,000 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 only issued with the rights that they actually need.

Despite these high security standards, data protection breaches can occur as a result of human error. For this reason, audit check-lists were provided across the company in 2020 to ensure uniform checks on the level of data protection across all facilities and to enable necessary actions to be derived. Confidential queries can be sent to the data protection officers online. During the 2020 reporting year, there were 61 cases where the breach of the privacy of personal data could not preclude a risk to the rights and freedoms of natural persons. These cases were duly reported to the relevant supervisory authority. All cases were documented and analysed. For all incidents, measures were derived and documented internally at the hospitals to prevent any future recurrence. The implementation of these measures is communicated to the authorities by the hospital in question.



Gudrun Liß
Team Lead E-Health



The digital patient record enables the delivery of care from a single source!

With the help of digital tools, Asklepios is driving the networking of hospitals forwards and thus improving the provision of integrated care by using the digital patient record, for instance. These types of solutions are being introduced by the E-Health division. Gudrun Liß, who heads a team of six, explains how patients can benefit from them.

This year, many things were done digitally due to the coronavirus pandemic. How was your E-health division able to support this?

For example, using video consultations, which can easily be booked online. It is used to hold explanatory meetings in advance of a surgical intervention, among other things. The digital format reduces the number of personal contacts and delivers time savings for patients. The samedi® online appointment booking system is making visitor management easier during the pandemic. The tool can also be used, for example, to coordinate vaccinations. However, this ability to connect processes and facilities is also an important step for us and our patients quite apart from the pandemic.

In what way?

At the moment, we are facing the challenge where patients who receive treatment in different Asklepios facilities are always registered with new patient IDs. A common platform aims to optimise cooperation between the hospitals. The project is currently being piloted at the Asklepios hospital in Langen. Once the project has secured approval from

a data protection perspective, the platform will then be made available to all facilities in the Group.

What will change for the patients?

The patients can then easily check themselves in digitally. When they are discharged, they receive their health data in structured form in a digital record, which means that additional or follow-up treatment can commence immediately without the need to wait while doctors' letters are sent by post or by fax.

Are you also working to achieve closer networking with other stakeholders in the healthcare sector?

Yes, this is progressing at a very intensive pace, for example, in the H3 project. The abbreviation stands for "Health Harbour Hamburg". The goal is to roll out digital networking between patients, hospitals, resident doctors, health insurance funds and other stakeholders with the help of a suitable infrastructure. For instance, this will make it easier to exchange doctors' letters or diagnostic findings and to find free appointments – throughout Hamburg and across all disciplines.





engaging

Employees

Health at Asklepios is all about teamwork. By pooling their efforts and skills, the employees at Asklepios dedicate themselves every day to the welfare of our patients. In so doing, they are faced with a constant stream of new challenges, such as the growing number of multimorbid patients or the onward march of digitalisation. We want to provide our employees with the best possible support for their demanding work and keep them on a long-term basis. After all, only with qualified and motivated employees can we guarantee the highest standards of treatment and patient satisfaction.





C → **Changing** demographics and the increasing level of political regulation present major challenges for the healthcare market – and therefore for Asklepios – in the area of human resources. Increasing competition to secure qualified employees is placing growing demands on Asklepios, and we are forced to make continuous improvements to our working conditions.

Remaining an attractive employer

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

- | | |
|--|---|
| 1. Competence development:
Developing the competencies of employees for current and future tasks and changes. | 2. Leadership:
Focusing on the topic of leadership in all hierarchies and professional groups and establishing the leadership principles as a basis for the Asklepios leadership culture. |
| 3. Loyalty:
Retaining competent and dedicated personnel in the company and making the company interesting for new employees. | 4. Demographics:
Designing processes, working environments and new occupational profiles for the upcoming demographic trend and resulting requirements while at the same time respecting human rights, for instance, by giving appropriate consideration to the needs of older employees. |

We determine key figures across all dimensions in order to measure and compare the success of our efforts. The individual hospitals and operations 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.

Our efforts to be a good employer and to create an attractive working environment are also gaining external recognition. The F.A.Z.-Institut awarded Asklepios the label as one of Germany's most desirable employers.



Training and education

O → Our goal is to satisfy a significant portion of the growing demand for personnel with our own junior staff. We make a binding commitment to all health-care and nursing trainees who complete their probationary period to offer them a position in one of our hospitals. In this way, we want to retain young specialist staff at Asklepios at an early stage. In twelve training centres, Asklepios offers nursing, medical and therapeutic training roles as well as dual study programmes. Added to this are the various business and IT training roles. We have approximately 3,800 trainee positions for healthcare professions throughout Germany, of which around 1,500 are in Hamburg (not including MediClin and RHÖN). As such, Asklepios is one of the largest training providers in the German healthcare system.

We are also committed to promoting young professionals in the medical service. Doctors-to-be can gain an officially recognised university qualification in medicine at the Asklepios Campus Hamburg (ACH).

To attract qualified management staff, we have set up a trainee programme on which 16 women and eleven men are currently enrolled. 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. Since 2015, a total of 25 graduates, three women and 20 men, have progressed to become business directors/managing directors of our hospitals. During our candidate selection process, we strive to achieve a balance between genders. The proportion of women in this context has increased steadily in recent years.

Professional expertise in focus

For our business to succeed, it is essential that our employees continue to undergo further training in order to prepare for ever-changing work requirements. Our further 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.

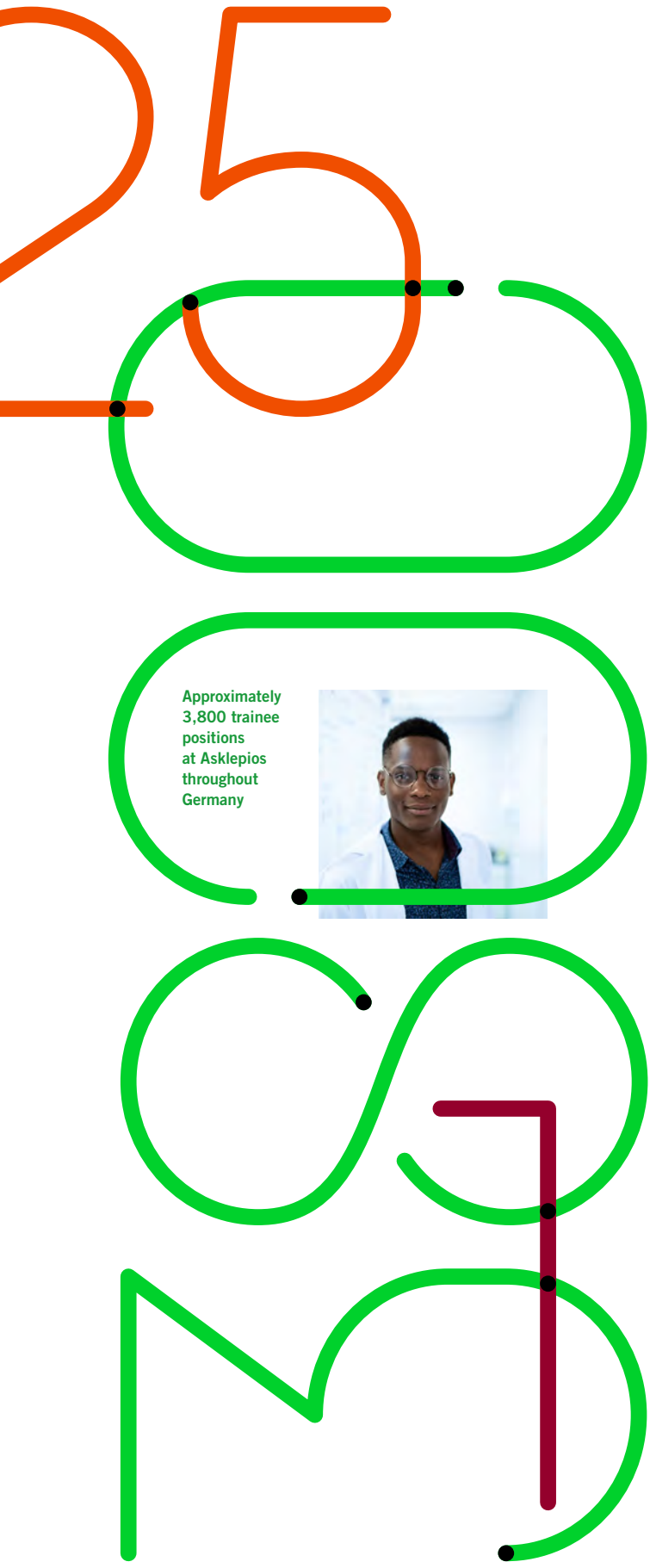
Education and further training are offered by the individual hospitals as well as centrally by the Asklepios training centres, technical schools or, for example, the Institute for Emergency Medicine. The Gauting Pulmonary Clinic, for example, together with the German Respiratory Society organised the part-time training course “Additional qualification in pneumology for nursing staff” with 600 hours of coursework. In October, the first participants received their certificates on successfully completing the course.



25 graduates, including 5 women and 20 men, have progressed to become managing directors of Asklepios hospitals

All our management staff should give their employees feedback about their work and personal development in annual performance reviews. Based on assessments of the need for further training, the management staff determine the type and scope of the individual further training measures. All employees of our hospitals also have access to a comprehensive online library dedicated to specialist medical and nursing topics.

Since 2015, we have conducted what are called demographics projects at several Asklepios hospitals. In these projects, we develop measures aimed at maintaining the long-term health of our employees enabling them to continue working at Asklepios until retirement age. The focus here is on the topics of age-appropriate working conditions, competence acquisition and knowledge transfer. The projects completed so far have led to the creation of a toolbox with various instruments and measures for the nursing and functional service, which is available to all hospitals.



Recruiting employees from the Philippines

In addition to recruiting from our own junior staff, we also train and recruit specialist staff from abroad. The focus in this context is on the Philippines and Mexico. Our collaboration starts as early as the candidate selection process and the subsequent sector-specific language training that we provide in the country of origin so that candidates are ideally prepared to integrate into our hospitals.

On arrival in Germany, we support our new colleagues in all administrative matters and have a dedicated team in place to organise the recognition of professional qualifications. Once these matters have been completed, the nursing staff can commence their work in our hospitals – naturally at the same wages as their German colleagues. A structured orientation programme and support from the integration officers at the hospitals aim to help them become familiar with everyday working life as quickly as possible. Despite the travel restrictions associated with the coronavirus crisis, 139 nursing staff from the Philippines were able to start work in our hospitals in 2020.

Approximately 3,800 trainee positions at Asklepios throughout Germany



Despite travel restrictions, 139 nurses from the Philippines were able to start work in our hospitals in 2020

Work-life balance

E → 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.

For this reason, the Group Human Resources division together with the Group Works Council established an inter-disciplinary working group on the topic of “Work and Family” in 2016. This working group published a guide that offers the contact persons responsible in the hospitals a range of possible actions and ideas for improving the work-life balance. As a member of the company network “Success Factor Family”, we also engage with other companies on this topic on a regular basis.

To support our employees who are caring for their children and relatives, we offer individual, flexible working hours and part-time models as well as special holidays. 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.

- Day-care centres
- More advanced child-care facilities
- Individual, flexible working hours and part-time models
- Special holidays





SAT: The nursing teams are actively involved in scheduling duty rosters and managing staff shortages.



Axel Techam
Nursing Director

Staff shortages and capacity surges are the rule rather than the exception in everyday hospital operations. The project “Autonomous Teamwork” (SAT) aims to strike a better balance between operational requirements and the personal needs of employees than has been the case up to now. An SAT pilot project has been running at the Asklepios Klinik Barmbek since 2019. Nursing Director Axel Techam talks about it.

What is the purpose of the SAT?

SAT is a joint project initiated by the Group Management and the Group Works Council. The idea is that the nursing teams should make consistent use of the available scope for organising individual working hours models. This can be used, for instance, to arrange attractive models for employees returning to work after parental leave, which significantly enhances staff satisfaction. In addition, one of the project goals involves guaranteeing a reliable duty roster. For this to be successful, different solutions are required to compensate for staff shortages. Experience shows that solutions developed by the team itself are the most effective. Although centralised approaches are available, they are not up to the job of solving every staffing problem. The SAT concept offers a major opportunity here for effective improvements.

How does the planning work?

Consideration of employee requests when scheduling rosters is clearly regulated on the wards. It is important that care is taken during the planning stage to record reliable solutions for compensation if staff shortages arise at short notice. In the event of staffing problems, the search for solutions always begins internally on the ward. For example, it is possible to change an intermediate shift into an early or a late shift. Alternatively, roster times can be ex-

tended over a defined period. If the possibilities on the ward are exhausted, a search for a solution is conducted across multiple wards. For example, if one team partner is absent, the team partner from the adjacent ward can take over his or her duties. The necessary coordination is carried out by those in charge of wards and departments.

To what extent do employees have a say in decisions?

Employees and management staff reach a binding agreement on working hours and solutions for absences – naturally, in accordance with statutory and pay-scale requirements. These agreements are designed to incorporate suggestions and ideas presented by employees and take their interests into account.

What progress has been achieved in terms of implementation?

Agreements regarding the implementation of SAT have already been reached with five wards at the Asklepios Klinik Barmbek. Additional wards will be added during the year. The Covid-19 pandemic has made it considerably more difficult to implement the project. In the meantime, however, the Asklepios Klinik Harburg has also started to implement SAT.

Occupational health and safety

W → 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. It is primarily the inconvenient and constantly changing working times that make working in hospitals particularly demanding. Our health management therefore covers all employees in our hospitals and aims to create a safe workplace and offer incentives for a healthy lifestyle. 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. To do this, we draw on the expertise of the Group's internal centre for occupational, environmental and health protection (Z.A.G.) among other means in Hamburg. Newly hired staff members who are commencing work are familiarised with their areas of responsibility with the help of experienced colleagues and through participation in mandatory training courses. This is done to guarantee safe handling of patients and medical equipment.

Employees can use the long-established "Critical Incident Reporting System (CIRS)" to report critical incidents, processes or events that could pose a danger to patients or staff members. Every month, we publish a particularly interesting case. This is designed to ensure that all employees learn from critical situations and do not repeat errors. For particular hazardous situations in our psychiatric facilities, during which employees could get into difficulties, we have mandatory emergency plans in place that are specific to each location.

To protect our employees against infection by the coronavirus, we have developed emergency plans for our medical as well as our non-medical personnel. The plans include regulations regarding patient interactions, for returning from at-risk areas as well as measures such as switching further training courses and events to digital formats.

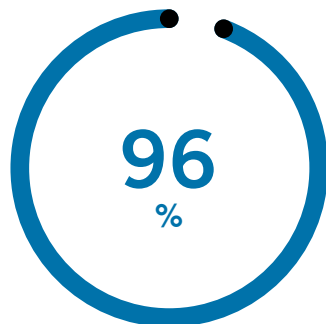
Health options in the hospitals

As part of our occupational health management programme "Asklepios Active", all hospitals are required to offer services in the areas of exercise, nutrition and stress management.

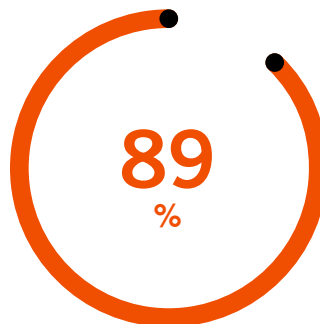
In so doing, we want to provide our employees with opportunities to boost their health at the workplace as well. We continuously adapt our programme of courses to ensure that it appeals to all of our employees. The most popular offerings are gym memberships and fitness rooms, bike leasing offerings, running events and sports classes. Comprehensive information about health topics and offerings are available to all employees in the intranet.

The total of 62 prevention officers at the hospitals, who are responsible for coordinating and implementing the occupational health management measures, gather once each year at the invitation of the Group Human Resources division to share their experiences. They report to their respective hospital management on a regular basis and once annually to the Group headquarters.

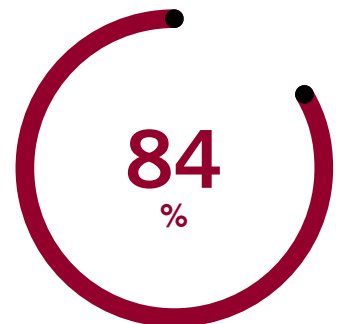
Asklepios hospitals that provide health options for their employees:



Exercise



Nutrition



Stress management

Working during the pandemic: A year full of outstanding achievements

During this crisis year, the employees of the Asklepios hospitals have made an extraordinary contribution and done an excellent job under extreme physical and psychological stress. “For this, we want to pay a major compliment to each and every one of them,” says Group Managing Director Prof. Christoph U. Herborn. There was also a huge willingness to question established routines: “All of a sudden, processes that would still have been unthinkable in 2019 were now possible. I firmly believe that our work will become more agile and will make greater use of digital technology in the future.”

To provide our employees with the best possible support during this extraordinary situation, we offer online self-help courses on topics such as mindfulness and relaxation. Since March 2020, anyone who is interested can access these modules – either via the Internet address or, after registering in the intranet, using the Minddistrict app for smartphones. In addition, Asklepios departed from the original roll-out plan by giving all employees access to the Employee Assistance Program of INS-ITE from mid-March as a means of offering help in difficult personal or professional situations. We also set up childcare facilities at short notice for those employees who were affected by the closure of schools and day-care centres.



**E-mental health platform
“Minddistrict”:**
online self-help courses on
topics such as mindfulness
and relaxation

Key figures

Parameter	Unit	2020	2019	2018	GRI
Employees (including trainees) ¹	Headcount	67,630	48,415	47,460	102-8
Employees covered by collective agreements ²	Headcount	23,119	no data	no data	102-41
Total employees with permanent contracts ²	Percent	85.1	84.6	83.4	102-8
Female		73.4	73.2	73.4	102-8
Male		26.6	26.8	26.6	102-8
Total employees with temporary contracts ²	Percent	14.9	15.4	16.6	102-8
Female		66.1	62.0	61.8	102-8
Male		33.9	38.0	38.3	102-8
Total full-time employees ²	Percent	54.1	53.9	54.9	102-8
Female		61.7	61.2	61.2	102-8
Male		38.3	38.8	38.8	102-8
Total part-time employees ²	Percent	45.9	46.1	54.2	102-8
Female		84.9	83.4	84.0	102-8
Male		15.1	16.6	16.0	102-8

¹ The values for 2018 and 2019 include the employees of Asklepios Kliniken GmbH & Co. KGaA, including MediClin. The employees of the RHÖN hospitals were also recorded for the year 2020.

² The granulation in accordance with GRI cannot be derived from the Group-wide data warehouse system. The key figures are therefore based on the Hamburg SAP HR system and were extrapolated for the total number of employees. The total number of employees was determined as of October 2020 and does not include trainees.

Parameter	Unit	2020	2019	2018	GRI
Days absent ³	Absence due to illness with continued pay in percent	5.5	5.4	5.0	403-2
Medical service		2.7	2.8	2.6	403-2
Medical-technical service		5.2	5.0	6.4	403-2
Functional service		6.5	6.6	4.7	403-2
Nursing service		6.3	6.3	6.2	403-2
Fluctuation ⁴ by professional group	Percent				
Medical service		25.39	no data	no data	401-1
Nursing service		17.14	no data	no data	401-1
Medical technical service		21.59	no data	no data	401-1
Functional service		18.56	no data	no data	401-1
Hosp. maintenance staff		25.60	no data	no data	401-1
Financial/supply service		24.85	no data	no data	401-1
Technical service		15.80	no data	no data	401-1
Administrative service		25.56	no data	no data	401-1
Special services		9.05	no data	no data	401-1
Training centre staff		15.25	no data	no data	401-1
Other staff		85.75	no data	no data	401-1

³ Reference period: Oct. 2019 - Sept. 2020/days absent that were recorded by the HR system

⁴ Reference period: Dec. 2019 - Nov. 2020/including all exit types

Parameter	Unit	2020	2019	2018	GRI
Joining the company by age and gender	Percent				
<20		5.1	5.3	5.5	401-1
Female		5.4	5.8	5.9	401-1
Male		4.5	3.9	4.5	401-1
20-29		35.3	44.4	39.1	401-1
Female		35.7	47.5	39.9	401-1
Male		34.3	37.2	37.5	401-1
30-39		27.7	26.3	26.1	401-1
Female		25.6	24.1	24.3	401-1
Male		32.4	31.5	29.9	401-1
40-49		16.4	13.1	15.5	401-1
Female		17.0	12.3	16.1	401-1
Male		14.9	15.0	14.1	401-1
50-59		12.0	8.9	10.5	401-1
Female		12.9	8.9	11.1	401-1
Male		9.9	8.9	9.3	401-1
>=60		3.6	2.0	3.3	401-1
Female		3.4	1.4	2.7	401-1
Male		4.0	3.5	4.6	401-1
Trainees ⁵	Trainee position	3,752	around 2,600	around 2,600	
Trainees in the Asklepios junior management training programme	Headcount	27	28	28	
Female		16	no data	no data	
Male		11	no data	no data	
Training expenses	Expense account	EUR 12.6 million	EUR 15.8 million	EUR 14.4 million	404-1
Occupational profiles (initial training)	Number	14	14	14	
EAP expenses	Internal revenue at INSITE	EUR 402.5 thousand	0	0	
Number of Principles of Conduct distributed	New appointments	7,200	no data	no data	
Prevention officers	Headcount	62	Approx. 60	Approx. 60	
Age structure ⁶	Age groups in percent				
<20		0.75	no data	no data	
20-29		15.84	no data	no data	
30-39		24.03	no data	no data	
40-49		22.41	no data	no data	
50-59		26.80	no data	no data	
>=60		10.16	no data	no data	
Appointments in the Philippines project	Headcount	139	no data	no data	

⁵ To date, only trainee positions with a nursing background were reported. Following the reform of the traineeships in 2019, there are now many medical assistance roles and therapeutic jobs that are subject to remuneration and are also reported. In this respect, the number is not comparable with that of last year's report.

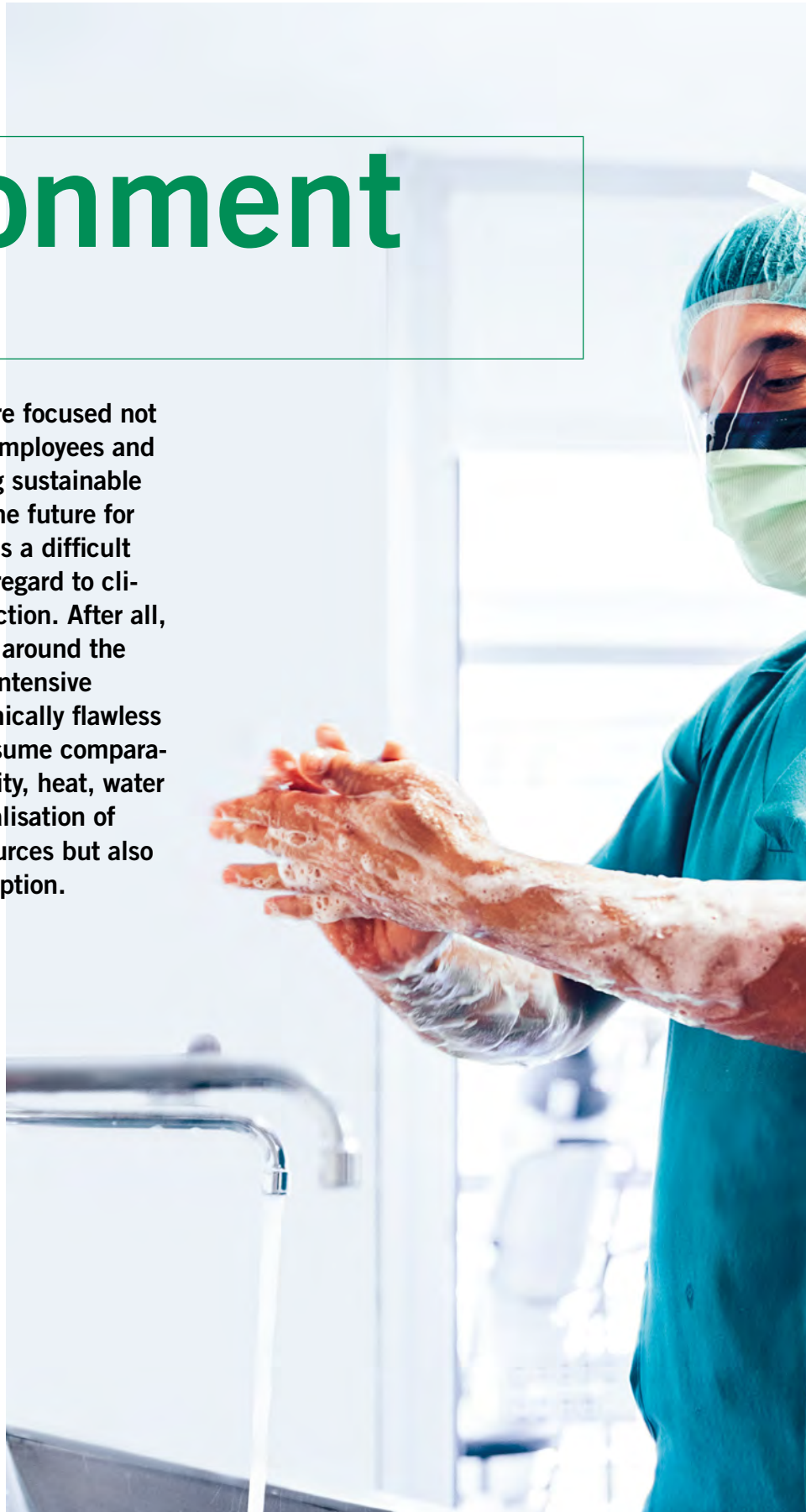
⁶ The granulation in accordance with GRI cannot be derived from the Group-wide data warehouse system. The key figures are therefore based on the Hamburg SAP HR system and were extrapolated for the total number of employees. The total number of employees was determined as of October 2020 and does not include trainees.



engaging

Environment

As a healthcare provider, we are focused not only on the well-being of our employees and patients, but also on delivering sustainable healthcare that helps secure the future for subsequent generations. This is a difficult balancing act to achieve with regard to climate and environmental protection. After all, the fact that hospitals operate around the clock and have to use energy-intensive medical technology and hygienically flawless products means that they consume comparatively high amounts of electricity, heat, water and other materials. The digitalisation of processes helps conserve resources but also leads to higher energy consumption.





R → **Reliable** and uninterrupted supplies of energy are essential to enable hospitals to operate and to ensure the best possible care for our patients around the clock. At the same time, we want to reduce our environmental impact and save costs by making environmentally sound investments. The greatest leverage we have in this area is to improve energy efficiency and modernise the technology at our facilities and to focus on sustainable design for all of our new construction and renovation projects. The use of combined heat and power plants (CHPs), for instance, enables efficient supplies of energy and heat to our hospitals. We also strive to reduce our consumption of surgical materials or sterilising chemicals but without compromising hygiene standards.

**Environmental management:
All specialist departments are responsible**

Overall responsibility for environmental management rests with Group management at Asklepios.

At operational management level, we established a cross-departmental working group in 2018 that meets regularly to address sustainability issues of relevance to Asklepios. Its members include representatives from the central organisational units of the Asklepios Group (Human Resources, Labour and Collective Bargaining Law, Purchasing, Technology & Logistics, Compliance, Legal, Architecture and Construction, Strategic Quality Management, Corporate Communications and Investor Relations) and it is responsible for coordinating the systematic review for our sustainability reporting. It also formulates recommendations for the Group management and develops sustainability goals and appropriate measures. The working group is established at Group level, and the implementation of the formulated goals falls within the responsibility of the individual facilities. The working group meets on a quarterly basis and then reports to the Chief Financial Officer.

The operational implementation is the task of the technical management at the respective healthcare facilities, supported by the service companies Purchasing & Supply and Technology in relation to critical questions and tasks. Technical management at the respective hospitals monitors the operation of all technical equipment and devices. It also oversees various construction and renovation projects. In relation to the latter, it sometimes receives advice from the Group Architecture and Construction division, which is also responsible for developing new company-wide standards for new buildings and renovations. Environmental management policy at Asklepios aims to reduce the negative impact of our business activities on the environment.

Energy and emissions

A → As a healthcare group, Asklepios is aware of its responsibility to protect and conserve natural resources. The greatest leverage we have in this regard is to ensure the resource-efficient operation of our approximately 170 healthcare facilities. To this end, we want to establish an intelligent and comprehensive energy and building management system to maximise potential CO₂ savings and to reduce costs without impairing the security of supply. Based on extensive monitoring of current consumption patterns, we want to implement efficiency measures that will optimise our consumption figures.

Energy consumption at the healthcare facilities of Asklepios Kliniken GmbH & Co. KGaA is checked using data for the total energy consumption of electricity and gas. In addition, the breakdown of electricity (energy mix) presented is indicated. The introduction of the energy and building management system will also enable us to track energy consumption per hospital bed in future and create additional differentiated detailed analyses, all of which will provide a clearer categorisation of total energy consumption.

In 2018 and 2019, we had energy audits conducted at ten selected hospitals to identify the potential to increase energy efficiency for Asklepios Kliniken GmbH & Co. KGaA. These audits identified three primary areas that offered high savings potential: lighting, ventilation and heating technology.

Based on the energy audit, we derived recommendations and actions that had already been implemented at numerous locations by the end of 2020. Below are some examples from the three areas of light, ventilation and heating:

1 **Measuring and monitoring** the current consumption side with regard to energy quantities (electricity, gas, water, heat), costs and CO₂

5 **Demand-oriented procurement** of the energy quantities taking into account the energy efficiency measures implemented or to be implemented during the supply period

4 **Implementing** the agreed measures with success controlling



- The lighting used in various hospitals has already been replaced with LED technology.
- The ventilation systems at Asklepios Stadtklinik Bad Tölz were converted to frequency-controlled inlet and exhaust fans. The Fachklinikum Göttingen facility now uses speed-regulated ventilation motors, while the Fachklinikum Brandenburg facility uses fans controlled by differential pressure.
- The Asklepios hospitals at Schildautal Seesen and the Asklepios hospital in Lindau now use highly efficient heat pumps, while new energy control centres have been commissioned at Südpfalzkliniken Kandel and in Gernersheim.

By renovating our hospitals to make them more energy efficient, we want to further reduce our CO₂ emissions in 2021 as well.

2

Analysing the measured data for anomalies, deviations, benchmarks

3

Deriving measures to increase efficiency and reduce the carbon footprint including profitability calculations and sensitivity analyses

Energy-saving computing in the green data centre

The digitalisation of processes is inevitably associated with higher energy consumption. In 2014, the Group IT division initiated the Green Data Centre project with the goal of reducing energy consumption of the Group's data centre in Hamburg-Barmbek and at workplaces in the hospitals.

Step 1 Virtualisation of as many servers as possible in the data centre	→	Reduction of annual energy consumption
Step 2 Switch to a virtual desktop infrastructure at all Asklepios hospitals	→	Additional savings
Step 3 Optimisation of energy supplies and air conditioning in the data centre	→	Further reductions of electricity consumption planned for 2021

The project comprises three partial steps. In the first step, as many servers as possible in the data centre were virtualised between 2014 and 2018.

In the second project step, the desktop infrastructure in all Asklepios hospitals is being virtualised on a phased basis. The use of power-saving thin clients¹ will categorically reduce annual energy consumption.

¹ Thin clients are workplace computers that have much less hardware than standard desktop PCs and are used mainly for entering and displaying data. The actual data processing steps are performed on a central server to which the thin client is connected via a network.

Materials and waste

Savings due to recycling of powered staplers in kg of CO₂

2500

A → As a hospital operator, we often use sterile instruments and disposable materials due to the strict hygiene requirements that apply in our sector. This leads to high material consumption and large volumes of waste. We are working with various measures to reduce the quantities of waste and materials and to encourage professional recycling.

The Asklepios Klinikum Harburg facility in Hamburg launched a pilot project in 2020 to return surgical instruments to the material cycle. Together with Ethicon, a division of Johnson & Johnson, as well as the start-up Resourcify, staff at Harburg are testing a digitally supported return system for recyclable powered staplers. These instruments help surgeons safely remove or connect tissue and organs. They are now sterilised after use and then collected. The waste disposal company Remondis collects the containers, sterilises and dismantles the devices at its facilities and sends them for recycling. This ensures that valuable raw materials are not lost and reduces the CO₂ emissions because the instruments

were previously incinerated. In Harburg alone, approximately 2,500 kg of CO₂ can be saved in this way each year according to Resourcify.

We are also working to reduce consumption figures at other locations:

- As part of renovation processes, we are installing cleaning and sterilisation equipment with optimised water, power and chemical consumption.
- With the help of standardised product applications, we can reduce the quantity of chemical products and packaging materials used.
- System optimisations in our set-menu reservation system enable us to calculate food quantities precisely and reduce excess production to a minimum.

Water and effluents

W → **Water** is a precious resource that is indispensable for the operation of healthcare facilities. Therefore, we must pay special attention to preserving clean water supplies and using them sparingly.

Water hygiene is a fundamental prerequisite for the health and recovery of patients. Water that contains too many heavy metals, bacteria and germs poses a risk, especially to patients whose immune systems are weakened. To prevent contaminants, the quality of the drinking water in the Asklepios hospitals is regularly tested in line with the applicable statutory ordinance.

We have recently begun training our own experts in the field of water hygiene, who then develop what are called Water Safety Plans (WSP) for their hospitals that not only guarantee the safety of the drinking water but also ensure a swift and targeted response should the need arise. A WSP of this type comprises all process steps, from water distribution to maintenance and all the way to inspection of the system.

Our hospitals use water to supply patients in the hospital wards, for washbasins 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. During the 2020 reporting year, Asklepios recorded the total water consumption of all healthcare facilities. Starting from next year, we should be able to provide a detailed breakdown of consumption figures for individual areas of our healthcare facilities.

Even during the planning stage for water points, we pay particular attention to ensure that they are designed in a manner appropriate for their intended use. This not only has a positive impact on consumption but is also important with regard to water hygiene. Furthermore, we are implementing additional measures to monitor the water parameters and to reduce water consumption. These include:

- Taking water samples for hydrochemical analysis
- Regularly replacing aerators
- Dismantling seldom used tapping points and water pipes that are no longer required in the system
- Developing and implementing flushing concepts
- Arranging regular training by expert partners from the field of water engineering for our employees

Asklepios sources water from local utility companies. At some locations, we also use our own wells. The effluents are collected and directed into the public sewer system. This is done in full compliance with the general Waste Water Ordinance (AbwV). For water treatment, Asklepios uses suitable filter media such as grease separators as well as decay plants for radioactive wastewater from nuclear medicine departments.



Stefanie Pohl
Climate Manager



We want to raise awareness of the need for climate protection among all employees.

The Asklepios Klinikum Harburg is participating along with 250 other hospitals and rehabilitation clinics in the project “KLIK green - Hospitals meet Climate Protection” of the Federal Ministry for the Environment, Nature Conservation and Nuclear Safety. Climate Manager Stefanie Pohl explains how she works with an inter-disciplinary team to lower emissions of CO₂ equivalents at the Harburg campus.

What exactly does your role as Climate Manager involve?

Together with colleagues from different departments at the hospital – our climate team – I look for new ideas to make the campus more sustainable. We also exchange ideas with other hospitals in the KLIK green network. Collectively, our objective is to avoid emitting 100,000 tonnes of CO₂ equivalents during the project duration until April 2022. As part of the project, I completed training as a climate manager in summer 2020, where I learned about more energy-efficient ways to plan and implement measures in the areas of technology, mobility, catering services, procurement and waste.

Have you achieved any successful outcomes yet?

In Harburg, we are already making excellent progress in many areas: we have our own combined heat and power plant, we only use LED lights and are running ventilation and air-conditioning systems with modern sensors. With this in mind, we are focusing on areas where we can get our employees as well as the patients and visitors on board. For instance, we have banned paper cups from our canteen and have replaced them with returnable cups on which a deposit is paid. In the next step, we want to roll out a deposit system throughout the hospital. For 2021, we are planning an internal campaign on the topic of waste and recycling.

How do you involve the staff?

Many colleagues have creative ideas on how to improve sustainability at our hospital. We try to promote this involvement by encouraging staff members to submit their suggestions. Our “Idea Pop-Up Store” in 2019, in which many employees participated, was a great success. We also

keep the employees up to speed with the progress of the green projects via circular e-mails, on our website and in the social intranet to make all employees aware of climate protection in the hospital.

And what tasks have you set yourselves for the coming year?

Among other things, we want to install charging points for electric vehicles and convert the smoking area into a bicycle shed. We also want to get other Asklepios hospitals involved in the project. At the moment, the facilities in Sylt, Seesen and Bad Salzungen are taking part. For 2021, I hope that we can become even more closely connected. Comparing problems and solutions and developing ideas together benefits everyone.



tons of CO₂ equivalents to be avoided by April 2022

Key figures

Parameter	Unit	2020	2019	2018	GRI
Total energy consumption ¹	GWh	425.1	no data	no data	
External procurement					
Electricity consumption (not including cogeneration plant)	GWh	131	141	142	302-1
Natural gas consumption (including cogeneration plant) ²	GWh	258	248	243	302-1
District heating ³	GWh	36.1	no data	no data	302-1
Energy consumption per hospital bed	MWh/hospital bed	24.2	no data	no data	302-1
Self-generated					
Electric output produced by cogeneration plant ⁴	GWh	34.4	no data	no data	302-1
Cogeneration plant	Number	36	34	33	302-1
Energy source mix (acc. to energy suppliers) ⁵					
Renewable energy sources	Percent	no data	61.1	55.6	302-1
Nuclear power	Percent	no data	10.8	7.2	302-1
Hard coal/lignite and natural gas	Percent	no data	27.1	9.1	302-1
Other fossil fuels	Percent	no data	0.9	6.8	302-1

¹ Includes all locations supplied by the primary energy supplier MVV.

² The value for 2020 is based on the available consumption figures of all locations supplied by MVV except for: Borsteler Chausee 85-89a, Alphonsstr. 14, Alphonsstr. 4, Wördemannsweg 27, Tangstedter Landstr. 400/15. For these locations, the consumption of a total of 1.1 GWh was simulated and included in the overall consumption of all locations.

³ Includes the following locations: Asklepios Klinik Barmbek, Asklepios Rissen, Bad Oldesloe, Asklepios Fachklinikum Stadtroda, Regional Office Greiz (Wichmannstr. 12), Regional Office Pößneck (Kurzackerstr. 12), Regional Office Gera (W.-Petzold-Str. 17)

⁴ Includes the total output of electricity generated by all cogeneration plants, excluding Asklepios Klinik Goslar, Asklepios Klinik Nord-Heidelberg (1) and Asklepios Klinik Nord-Heidelberg (2).

⁵ The information was not available by the editorial deadline and can therefore only be provided retrospectively for 2019. Our goal is to report on this information in the future.

Parameter	Unit	2020	2019	2018	GRI
Direct emissions from self-produced electricity (Scope 1) ⁶	t CO ₂	no data	no data	no data	305-1
Indirect emissions from purchased electricity and district heating (Scope 2) ⁷	t CO ₂	no data	33,077	37,914	305-2
Waste, total weight ⁸	t	8,067	no data	no data	306-2

⁶ The data was not reported in the past and was not yet available for 2020 by the editorial deadline. Our goal is to report on this information in the future.

⁷ The information was not available by the editorial deadline and can therefore only be provided retrospectively for 2019. Our goal is to report on this information in the future.

⁸ Includes the locations St. Georg, Barmbek, Altona, Wandsbek, Nord (both locations), Rissen, Harburg



engaging

Society



Asklepios sees itself as a part of society. By offering sustainable healthcare, we want to contribute actively to safeguarding the future for subsequent generations and exert a positive influence on our society. For this reason, we are actively involved in many ways – inside and outside our healthcare facilities – as a group of companies and at individual level: many of our employees actively participate in voluntary work.

T → True to our motto “Get well. Live well.”, we are not only committed to providing better healthcare for our patients. We also embrace our responsibility to society. We are in favour of greater prevention, participate in projects to address a variety of social issues and invest in research and science to help develop the medicines of tomorrow.

Society

Prevention

In addition to their day-to-day clinical work, our hospitals and their personnel participate in a wide range of projects of relevance to society. The focus of their involvement is on prevention.

At many locations, our hospitals enter into prevention sponsorship arrangements with local training facilities in order to implement joint projects in the areas of exercise and nutrition. Individual initiatives are supported by the Dr. Bro-

ermann-Stiftung, which aims to introduce young people to a healthy lifestyle early on in order to prevent health problems.

With our online magazine “Get well. Live well.”, we provide information about current health topics, although the focus here is also on prevention and well-being. The articles deal primarily with areas of fitness, nutrition, work-life balance and medical innovations and are regularly updated.

Society

Social engagement

The employees at Asklepios hospitals and the students at the Asklepios Medical School engage in many different ways with charitable projects. Here, we present two initiatives that serve as examples for many other projects that act as role models:

Support for caregiving relatives:

People who care for their partner or a relative are often forced to cope with enormous additional stress. They must manage their everyday lives while at the same time supporting a person in need as best they can. The Asklepios Klinik Nord- Ochsenzoll in Hamburg has set up a medical and psychotherapeutic service for overburdened relatives. This outpatient clinic for relatives is aimed specifically at people who are caring for chronically ill partners or relatives and who require therapeutic support. There, they can talk about their worries and confront bottled-up emotions. They also receive support in developing self-help techniques and receive information about where to seek advice in relation to care allowances or nursing practice.

Since caregiving relatives have a particular need for services that are close to where they live, the priority should ideally be expanded to include other locations. In spring 2020, we were able to establish an open consultation opportunity at the Hamburg-Heidelberg location.

Medical care for refugees:

“The Moria Project” is the name of a fund-raising campaign set up by two students at the Asklepios Medical School in Hamburg, which funds the provision of medical care to refugees in the Greek camp Moria and other refugee camps. The original fund-raising goal of 5,000 euros was exceeded by 2,500 euros. The campaign ran until the start of November 2020 and will be followed by other fund-raising activities. Impressed by the students’ dedication, the management at the Asklepios Medical School decided to top up the fund-raising account with a further 2,500 euros. All of the money raised goes to charitable organisations that provide medical care in refugee camps at the EU’s external borders.



10000

Amount donated in EUR

Caroline Laudien
Medical student



We receive many expressions of gratitude and hear plenty of moving stories.



The “CaFée mit Herz” in Hamburg is a daily point of contact for 200 to 300 predominantly homeless people in need. Each Friday since February 2018, two to three medical students from the Asklepios Campus Hamburg (ACH) provide visitors with basic outpatient medical care free of charge under the supervision of doctors. The team examines the patients, treats them if necessary or recommends that they attend the emergency department. Caroline Laudien, a medical student in her 10th semester, is one of almost 30 helpers.

How did you get involved with this project?

The practical work at the Student-Run Free Clinic (StuPo-li) was integrated as a clinical elective subject in the regular course of studies at the ACH. I had already heard about it at my first application interview and then took on voluntary work straight away during the first semester. Special courses are held to prepare the students for the work with the patients. I have always enjoyed taking on organisational tasks. For instance, I coordinate the consultations and write the duty rosters for students and doctors.

What issues do the patients present?

They have illnesses just like all patients. With something like a common cold, you would normally advise a patient attending a doctor’s surgery that they should take a little break. That’s not possible for our patients. Chronic wounds like diabetic feet are a common problem. In those situations, our treatment is just a drop in the ocean. It’s depressing – especially if patients don’t come for regular check-ups. However, it’s impossible to generalise: some patients are incredibly focused on their health and stick to the arrangements made.

Do you also get something out of your involvement?

Absolutely. Occasionally, we succeed in getting a patient with diabetes into a demonstrably better state, sometimes we help with blister plasters, painkillers and a smile. In return, we receive enormous gratitude and often get to hear really moving and inspiring stories. Apart from that, the hands-on experience is of course fantastic – the doctors also use the consultations as a teaching unit for us students.

How has the pandemic affected your work?

In March 2020, we responded extremely quickly and flexibly as a team so that we could continue to help our patients. We organised protective clothing, including painting overalls and safety goggles from DIY stores, FFP2 masks and disinfectants. We reduced points of contact wherever possible and, by combining our efforts, were up and running again just one week later.



Research and science

R → **Research** and innovation form the basis for the medicine of tomorrow. Here at Asklepios, we promote science and research to make our contribution to a healthy society.

Since 1999, ASKLEPIOS proresearch has been the research and innovation centre responsible for coordinating all clinical R&D projects at Asklepios Kliniken Hamburg GmbH. There, we support doctors engaged in scientific work by relieving them as far as possible from the burdens that complex research projects and clinical studies impose today.

Around 40 employees are now involved in the coordination, administration and execution of more than 400 active research and development projects. They help the doctors set up industrial clinical studies and advise them with regard to planning and participate actively in the execution in the hospital.

Scientific research at Asklepios is also advanced by students at the Asklepios Campus Hamburg (ACH) of Semmelweis University Budapest, for example, as part of examination theses. We support this research work through our innovation fund.

400

research and
development projects

Researching Covid-19: Fighting the virus together

Covid-19 has impacted and changed all areas of our society. In the medical field, rapid assistance was required above all else – not only in caring for patients but also in terms of research.

In 2020, Asklepios initiated or supported a large number of research initiatives into all aspects of Covid-19. ASKLEPIOS proresearch together with Asklepios CMO Prof. Christoph U. Herborn analysed the patient data from 45 Asklepios hospitals. Initial research findings of the “CORONA Germany Study” are currently being submitted for publication. Three Asklepios hospitals are currently investigating how Covid-19 responds to intravitreal injection therapy with financial support from Novartis. Furthermore, we have also conducted a study to determine whether artificial intelligence can

be used to test the correct fitting and completeness of personal protective equipment. The result: The program that has been developed can be used for inpatient as well as mobile settings. It uses a traffic light system to indicate to employees whether the PPE is correctly fitted and whether they can enter the contagious area.

“The pandemic year of 2020 demonstrated the ability of the facilities in our group with a scientific or academic orientation to cooperate quickly and constructively,” says Dr Nele Geßler, Director of ASKLEPIOS proresearch. The IT-based networking of the hospitals and digital communication created the fundamental conditions to enable this. “This will enable more intensive cooperation in the future as well,” asserts Nele Geßler.

GRI-Index

This report was prepared in line with the information contained in the GRI standards (2016) and GRI standards (2018) listed in the table

Information	Page	
General information 2016		
Organisational profile		
GRI 102-1	Name of the organisation	p. 5
GRI 102-2	Activities, brands, products, and services	p. 8
GRI 102-3	Location of headquarters	p. 5
GRI 102-4	Operations	p. 8
GRI 102-5	Ownership and legal form	p. 5
GRI 102-6	Markets served	p. 8
GRI 102-7	Scale of the organisation	p. 11
GRI 102-8	Information on employees and other workers	p. 11, p. 38
GRI 102-9	Supply chain	p. 20
GRI 102-10	Significant changes to the organisation and its supply chain	p. 8
GRI 102-11	Precautionary principle or approach	p. 19
GRI 102-12	External initiatives	p. 13, p. 15
GRI 102-13	Membership of associations	p. 15
Strategy		
GRI 102-14	Statement from senior decision-maker	p. 6
Ethics and integrity		
GRI 102-16	Values, principles, standards and norms of behaviour	p. 18
Governance		
GRI 102-18	Governance structure	p. 11
Stakeholder engagement		
GRI 102-40	List of stakeholder groups	p. 15
GRI 102-41	Collective bargaining agreements	p. 38
GRI 102-42	Identifying and selecting stakeholders	p. 15
GRI 102-43	Approach to stakeholder engagement	p. 15, p. 23, p. 27
GRI 102-44	Key topics and concerns raised	p. 15
Remark: Our stakeholders have a range of whistle-blower systems at their disposal. For the next report, we consider a materiality analysis taking into account the relevant stakeholders.		
Reporting practice		
GRI 102-45	Entities included in the consolidated financial statements	p. 5
GRI 102-46	Defining report content and topic boundaries	p. 5
GRI 102-47	List of material topics	p. 9
GRI 102-48	Restatements of information	p. 11
GRI 102-49	Changes in reporting	
Remark: No changes in reporting.		
GRI 102-50	Reporting period	p. 5
GRI 102-51	Date of most recent report	p. 5
GRI 102-52	Reporting cycle	p. 5
GRI 102-53	Contact point for questions regarding the report	p. 56
GRI 102-54	Claims of reporting in accordance with the GRI standards	p. 5
GRI 102-55	GRI content index	p. 52-53
GRI 102-56	External assurance	p. 5

Information	Page
Key topics	
GRI 201 Economic performance 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 8, p. 11
GRI 201-1 Direct economic value generated and distributed	p. 11
GRI 204 Procurement practices 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 20
GRI 205 Anti-corruption 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 18-19
GRI 205-2 Communication and training about anti-corruption policies and procedures	p. 18
GRI 302 Energy 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 40-43
GRI 302-1 Energy consumption within the organisation	p. 46
GRI 305 Emissions 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 40-43
GRI 305-1 Direct (Scope 1) GHG emissions	p. 47
GRI 305-2 Energy indirect (Scope 2) GHG emissions	p. 47
GRI 303 Water and effluents 2018	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 44
GRI 303-3 Water withdrawal	p. 47
GRI 303-4 Water discharge	p. 47
GRI 306 Effluents and waste 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 44
GRI 306-2 Waste by type and disposal method	p. 47
GRI 307 Environmental compliance 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 18-19, p. 44
GRI 308 Supplier environmental assessment 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 20
GRI 401 Employment 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 31
GRI 401-1 New employees and employee turnover	p. 38-39
GRI 403 Occupational health and safety 2018	
GRI 403-1 Occupational health and safety management system	p. 36
GRI 403-2 Hazard identification, risk assessment, and incident investigation	p. 36
GRI 403-3 Hazard identification, risk assessment, and incident investigation	p. 36
GRI 403-4 Worker participation, consultation, and communication on occupational health and safety	p. 36
GRI 403-5 Worker training on occupational health and safety	p. 36
GRI 403-6 Promotion of worker health	p. 36
GRI 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 36
GRI 403-8 Workers covered by an occupational health and safety management system	p. 36
GRI 404 Training and education 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 31-33
GRI 404-1 Average hours of training per year per employee	p. 39
Remark: Instead of this indicator, Asklepios records the training expenses because we believe that this key figure is more suitable for control purposes.	
GRI 404-2 Programmes for upgrading employee skills and transition assistance programmes	p. 32
GRI 404-3 Percentage of employees receiving regular performance and career development reviews	p. 32
GRI 414 Supplier social assessment 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 20
GRI 414-1 New suppliers that were screened using social criteria	p. 20
GRI 416 Customer health and safety 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 22-29
GRI 416-1 Assessment of the health and safety impacts of product and service categories	p. 26-27
GRI 418 Customer privacy 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 28
GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 28
GRI 419 Socioeconomic compliance 2016	
GRI 103 Management approach (including GRI 103-1, 103-2, 103-3)	p. 18-19

Opinion of the auditor

Opinion of the independent auditor concerning a business audit for a limited assurance engagement regarding non-financial reporting

To Asklepios Kliniken GmbH & Co. KGaA, Hamburg

In accordance with Section 315b (3) HGB, we have conducted a business audit of the separate non-financial consolidated report issued by Asklepios Kliniken GmbH & Co. KGaA, Hamburg, (hereinafter referred to as the “Company”) for the period from 1 January to 31 December 2020 (hereinafter referred to as the “non-financial report”) for a limited assurance engagement.

Responsibilities of the Executive Directors

The Executive Directors of the Company are responsible for preparing the non-financial report in accordance with Subsection 315c in conjunction with 289c to 289e HGB.

This responsibility on the part of the Executive Directors of the Company includes the selection and application of appropriate methods of non-financial reporting as well as making assumptions and estimates regarding specific non-financial information, which are appropriate under the given circumstances. In addition, the Executive Directors are responsible for such internal control as they have determined necessary to enable the preparation of a non-financial report that is free from material misstatements – either due to fraud or error.

Independence and quality assurance of the auditing firm

We have adhered to the German professional regulations regarding independence along with other professional ethical obligations.

Our auditing firm applies the national statutory regulations and professional pronouncements, specifically the Statutes Regulating the Profession of Public Auditors/Sworn Accountants (BS WP/vBP) as well as the IDW quality assurance standard 1 “Quality assurance requirements in audit practice” (IDW QS 1) published by the Institut der Wirtschaftsprüfer [Institute of Public Auditors in Germany] (IDW), and maintains an appropriately comprehensive quality assurance system that covers documented regulations and measures regarding the adherence to professional codes of conduct, professional standards as well as authoritative statutory and other legal requirements.

Responsibility of the auditor

Our responsibility is to submit, on the basis of our audit, an audit opinion with limited assurance regarding the information contained in the non-financial report.

The evaluation of external documentation sources or expert opinions to which reference is made in the non-financial report does not fall within the scope of our engagement.

We conducted our business audit 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 the IAASB. This standard requires that we plan and perform the audit so that we can evaluate with limited assurance whether matters have come to our attention that cause us to conclude that the non-financial report published by the Company for the period from 1 January to 31 December 2020 was not prepared in all material respects in compliance with subsection 315c in conjunction with 289c to 289e HGB.

The audit procedures performed during a business audit for a limited assurance engagement are less comprehensive compared with a business audit for a reasonable assurance engagement, which results in a significantly lower level of audit assurance. The choice of audit procedures used is at the auditor's due discretion.

As part of our audit, we performed a range of audit procedures and activities that included the following:

- Gained an understanding of the structure of the sustainability organisation and of the involvement of stakeholders
- Requested information from the Executive Directors and relevant employees involved in the preparation of the non-financial report about the preparation process, the relevant internal system of control over this process and about information contained in the non-financial report
- Identified probable risks of material misstatements in the non-financial report
- Conducted an analytical evaluation of selected information contained in the non-financial report
- Compared selected information with the corresponding data in the consolidated financial statement and the group management report
- Evaluated the presentation of information

Audit opinion

Based on the audit procedures performed and the audit evidence obtained, no matters have come to our attention that would lead us to conclude that the non-financial report published by the Company for the period from 1 January to 31 December 2020 was not prepared in all material respects in compliance with subsection 315c in conjunction with 289c to 289e HGB.

Purpose of the opinion

We have issued this opinion based on the engagement agreed with the Company. The audit was conducted for use by the Company and the opinion is intended solely as information for the Company regarding the audit result. The opinion is not intended to be used by third parties as a basis on which to make (investment) decisions. Our sole responsibility in this context is to the Company and we accept no responsibility with respect to third parties.

Frankfurt am Main, 9 April 2021

PricewaterhouseCoopers GmbH
Wirtschaftsprüfungsgesellschaft

Nicolette Behncke
German Public Auditor

ppa. Claudia Niendorf-Senger
Auditor



<p>Imprint</p>		
<p>Published by Asklepios Kliniken GmbH & Co. KGaA Rübenkamp 226 22307 Hamburg Germany www.asklepios.com</p>	<p>Editorial staff and coordination Mirjam Constantin Investor Relations/ Sustainability</p> <p>Assisted by Janina Darm Corporate Publishing</p>	<p>Design and layout POLARWERK GmbH, Bremen www.polarwerk.de</p> <p>Photos, illustrations and image processing</p>
<p>IR contact Mirjam Constantin Tel.: +49 (0)6174 901166 Fax: +49 (0)6174 901110 ir@asklepios.com</p> <p>PR contact Rune Hoffmann Tel.: +49 (0)40 18188266-30 Fax: +49 (0)40 18188266-39 presse@asklepios.com</p>	<p>Dörte Rüsçh Group marketing team leader</p> <p>Scholz & Friends Reputation, Berlin www.s-f.com</p> <p>Editor's note For reasons of readability, persons are generally referred to using the masculine form. These terms refer to all persons belonging to the corresponding group of people – irrespective of their (social) gender and gender identity.</p>	<p>Due to our hygiene requirements, we have not used up-to-date photographs. Most of the illustrations contained in this report come from our archives or were purchased from image publishers.</p> <p>Asklepios Kliniken GmbH & Co. KGaA alvarez/iStock.com AzmanL/iStock.com FG Trade/iStock.com FreshSplash/iStock.com FUNKE Foto Services ©Mark Sandten Georgiy Datsenko/iStock.com Katrin Schöning Marko Geber/gettyimages.de Permana, Andi (illustration) POLARWERK GmbH (illustration) santypan/iStock.com SeventyFour/iStock.com skynesher/iStock.com simonkr/iStock.com ©United Nations ViktorCap/iStock.com</p>
<p>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.</p>		

