

CORPORATE GOVERNANCE AND MANAGEMENT POLICY

On the basis of its strategic position, the concession operator **Phunciona Gestión Hospitalaria, S.A.** combines the principles of excellence, environmental protection and occupational risk prevention in a Corporate Governance and Management Policy creating a corporate culture within a framework of transparency and ethical conduct that enables:

- the required availability and quality levels of the services comprising the operation to be achieved,
- environmentally sustainable behaviour in service-related activities, processes and facilities, ensuring that professionals, the local environment and the general public are protected, and
- working conditions to be improved and the health and safety protection levels of individuals to be raised.

The internal management structure of **Phunciona Gestión Hospitalaria, S.A.** enables the development of corporate governance aimed at promoting independent decision-making and accountability, as well as continuous adaptation to best practice, in order to generate value for all stakeholders in an ethical and sustainable manner. Likewise, the Board of Directors publicly assumes the commitment to promote the principles of environmental, social and governance (ESG) responsibility, to establish strategic proposals for the benefit of the Hospital, the environment and society.

Phunciona Gestión Hospitalaria, S.A., as an excellent organisation, implements its mission and vision by developing its business strategy focused on all stakeholders, so as to meet requirements, continuously improve efficiency and to obtain outstanding results in terms of customers, professionals, shareholders, Operating Partners and society as a whole, and the key elements of the policy and strategy; within the scope of the Hospital's public-private partnership.

Obtaining the best results for our stakeholders is achieved through the active leadership of all professionals at **Phunciona Gestión Hospitalaria, S.A.**, with the responsibility to guide and drive the set policy and strategy, to efficiently use the resources available in the performance of business processes and to strengthen alliances with our Operating Partners, in accordance with the conduct and behaviour of all professionals guided by the solid ethical criteria laid out in our Code of Conduct.

One element of its mission and social responsibility is **Phunciona Gestión Hospitalaria, S.A.**'s commitment to protecting the environment and continuous improvement. To this end, the basic principle of pollution prevention is applied to all services, processes and facilities, based on environmental assessments and the rolling out of the actions needed to prevent or, where this is not possible, reduce the magnitude of the environmental impacts generated. Our Operating Partners are jointly responsible for this principle by applying criteria and behaviours in accordance with the internally defined quality standards, risk protection and prevention and promoting the sustainable development of our environment.

Furthermore, **Phunciona Gestión Hospitalaria, S.A.** undertakes to comply with the applicable legal requirements in its field of management and the environmentally-related requirements that the organisation subscribes to. To reinforce its corporate governance, **Phunciona Gestión Hospitalaria, S.A.** has introduced a Regulatory Compliance Programme to identify and analyse the risks that, due to its activity and organisation, could eventually lead to criminal charges being brought against the company, and to design the organisational model and sufficient prevention and control measures to prevent these risks from materialising.

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The organisational values of communication and transparency require effective communication channels with all stakeholders to be identified, so as to provide reliable information on the possible effects that the services, processes and facilities of **Phunciona Gestión Hospitalaria, S.A.** could have on individuals and the environment.

The provision of **Phunciona Gestión Hospitalaria, S.A.'s** operating services in a safe working environment requires engagement and the commitment to include preventive management practices in the activities carried out by both our professionals and our Operating Partners. Continuous improvements in preventive action can only be achieved by committing to the provision of information, the right to consultation and the participation of professionals at all organisational levels, as well as working in conjunction with **Phunciona Gestión Hospitalaria, S.A.'s** Operating Partners.

Applying preventive measures to eliminate or limit at source the assessed risks puts collective protection before individual protection and aims to adapt the work to the professional, taking into account technological progress, in particular with regard to the design of workstations and the choice of equipment and operating procedures, providing safe and healthy working conditions to prevent injury, reducing monotonous and repetitive work and thus minimising the risk of damage to individuals' health. **Phunciona Gestión Hospitalaria, S.A.** undertakes to remove danger and therefore reduce health and safety risks.

Phunciona Gestión Hospitalaria, S.A. enables each professional to receive sufficient and appropriate training in the required management areas, both initially and when there are changes in the functions they perform, when new technology or changes are introduced to equipment or facilities, or when new environmental impacts or occupational risks occur.

This policy's scope provides the framework for setting and systematically reviewing management objectives and targets in quality, safety, health and environmental issues, assessing the performance of services and processes to achieve the planned results.

This Corporate Governance and Management Policy is issued to the entire organisation and to the Operating Partners so that it is known and understood by all professionals. It is also available to all stakeholders upon request. It is reviewed regularly and, when necessary, it is updated and the relevant changes adopted and issued.

Phunciona Gestión Hospitalaria, S.A.'s Management undertakes to comply with and enforce compliance with this policy, delegating the authority required to implement the policy throughout the organisation to the Quality and Customer Service Department.

Arganda del Rey, 29 November 2022



Casildo Sánchez Mantas
General Manager of **Phunciona Gestión Hospitalaria, S.A.**