

Ramsay Santé unveils its Corporate Social Responsibility (CSR) strategy

- **After creating a dedicated department in September 2020, Ramsay Santé, one of the European leaders in private hospitalization and primary care, reveals its CSR roadmap.**
- **The action plan is based on commitments to the group's main stakeholders: patients, employees, private practitioners, the territories and communities in which the group operates and the planet.**

*"In 2020, Ramsay Santé adopted a Raison d'être: 'Improving everyday health by constantly innovating'. We have gone even further by integrating it, with the approval of our shareholders, into the company's articles of association, thus demonstrating our conviction and determination to bring all governance actions into line with the fundamental vocation of our group. We want to go even further with a commitment approach that takes into account all of our stakeholders and concrete actions whose impact we will be able to monitor year after year. This social responsibility approach will enable us to respond even more to our raison d'être. By taking care to reduce our impact on the environment, we are contributing, as we know today, to improving health. Just as the development of our employees' commitment has a direct impact on the patients they care for on a daily basis. As for the challenge of our social commitment to preventative health for all, it is obvious. "says **Pascal Roché, CEO of Ramsay Santé.***



Three fundamental pillars of the CSR strategy

Ramsay Santé's social responsibility approach is based on 3 pillars:

- **A social pillar** that involves taking into account the needs of patients, practitioners and staff.
- **A societal pillar** which concerns the prevention of health and care and the support of the populations and territories where the group operates.
- **An environmental pillar** that involves reducing the impact of its activities and supplies to preserve the planet.

To date, the action plan is based on commitments to the group's main stakeholders: patients, employees, private practitioners, the territories and communities in which the group operates, and the planet.

The strategy consists of improving the impact vis-à-vis each of these stakeholders through dedicated actions. This impact is measured by one or more indicators that will be monitored from year to year. The governance of this strategy is ensured by Ramsay Santé's CSR department, which steers and coordinates a network of correspondents in each country, functional department of the group and eventually facilities.

The commitments...

... towards employees



- Support the **professional development** of employees.
- **Taking care of the mental and physical health** of employees.
- Conducting a **diversity policy**.

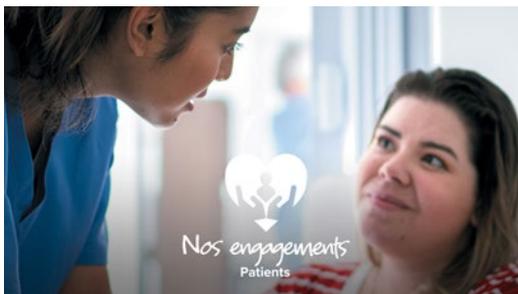
... vis-à-vis practitioners



- **Research**: supporting medical researchers in their clinical study projects.
- **Teaching**: to enable practitioners to develop their knowledge and expertise by providing training courses, but also to enable interns to complete part of their training course in Ramsay Santé facilities.
- **Medical equipment**: to provide modern technical facilities using the most effective materials and technologies for the patient.
- **Digitalisation of working tools**: provision of a digital package facilitating the relationship with the patient and all the other health actors.
- **Dashboards**: provision of dashboards to monitor their activity.

... towards patients

The safety and quality of patient care and services are at the heart of Ramsay Santé's concerns, and it wanted to give concrete expression to this reality through essential patient commitments. These commitments are the result of discussions with representatives of all professions: doctors, nursing staff (nurses, care assistants, stretcher bearers) and managers.



- **All patients are welcomed** without distinction.
- **Innovation** to improve the quality of care.
- Organisation of **personalised care**.
- **Guarantee of transparency in the** area of health care safety.
- **Reduction of the time taken to take charge**.
- Provision of **services** to simplify hospitalisation (before / during / after).

... towards the planet



- **Monitoring and improving the environmental impact** in the facilities.
- **Reduction of greenhouse gas emissions**
- **Integration of suppliers** in an environmental impact reduction process.

... vis-à-vis society



- **Ramsay Santé Foundation: deployment of preventive health actions.**
- **Development of medical research** by supporting medical researchers in their clinical study projects.
- **Development of the role of the Group's hospitals and clinics in their local communities**, providing important social infrastructures and creating employment opportunities.

About Ramsay Santé

After the acquisition of Capio AB Group in 2018, Ramsay Santé has become one of the leaders of the private hospitalisation and primary care in Europe with 36 000 employees and 8 600 practitioners serving 7 millions patients in our 350 facilities in six countries : France, Sweden, Norway, Denmark, Germany, Italy.

Ramsay Santé offers almost all medical and surgical specialities in three business areas : general hospitals (medicine – surgery – obstetric), follow-up care and rehabilitation clinics, mental health. In all its territories, the group contributes to missions of public service and to the territorial sanitary disposal, as for example in Sweden with more than 100 proximity care units.

The quality and security of care is the group's priority. As such our group is today a reference in terms of modern medicine, especially in outpatient care and enhanced recovery.

Every year, the group invests more than €200M in innovation whether it is in new surgical or imaging technologies, in building or modernising its facilities... The group also innovates in its organization and digitalization in order to deliver care in a more efficient way to the benefit of the patient.

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