

# Quality, environmental and occupational health and safety policy.

The Eugin Group's member centres undertake to continuously improve quality, health and safety at work as well as their environmental standards in their corporate policy, which is based on the following principles:



**Total Quality**, by ensuring that the processes **meet the expectations** of their patients and lead to **excellence in our services**, through:

- **In-depth analysis** of **patient satisfaction**.
- **Constantly reviewing** our organisational **context**.
- **Promoting research projects**.
- The **proactive involvement of its staff** in offering a high-quality and empathic service.



**A commitment to the development of a sustainable business**, through:

- The **prevention of pollution**.
- **Protecting the environment** by minimising the environmental impact of our activities.
- **Efficient use** of natural resources and energy.



**Actively protecting the health and safety** of in-house staff, our patients and society as a whole, through:

- The creation of a **healthy and safe environment**.
- **Removing hazards and reducing risks** in workplaces and facilities.
- The prevention of injuries and **work-related deterioration in health**.
- Encouraging the **consultation and participation** of staff as well as their representatives.
- **Raising awareness** of all external personnel accessing our facilities in order to ensure responsible and safe behaviour.



**A commitment to comply with legal**, regulatory and other requirements subscribed to by the clinics on a voluntary basis.



A commitment to **social responsibility**, by positively influencing society, through:

- The creation of jobs.
- A selfless cooperation with educational centres and research projects.
- The promotion, participation and organisation of solidarity events.