



Communication on Progress Report

For the period ended 31st May 2019

Company Name:	C.H.G Cyprus Healthcare Group Ltd
Operating as:	Curis Network
Sector:	Healthcare
No. of Employees:	10
Contact Person:	Andreas Savvides
Address:	6 Georgiou Davari Street, 2024 Nicosia, Cyprus
Period covered by this COP:	2018 - 2019
Report date	10 September 2019

Statement of Continued Support

To our Stakeholders

10th September 2019

I am pleased to confirm that Curis Network reaffirms its support on the **Ten Principles of the United Nations Global Compact** for corporate responsibility in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress - COP, we describe our actions to continually improve the integration of the above principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Asavvides", is written over the typed name and title.

Andreas Savvides
Chief Executive Officer
Curis Network

ORGANISATIONAL GOVERNANCE: Brief description of business

Curis Network is a trade name describing an international group of diverse healthcare businesses in Europe and the US promoting Excellence in Healthcare. We are an innovative healthcare network seeking to optimize and enhance delivery of healthcare, protecting community health in the regions we operate.

The name is owned by CHG Cyprus Healthcare Group Ltd, a private holding, founded in Europe in 2010, dedicated to the international healthcare and wellness arena by offering innovative, quality services by working closely with industry leaders towards a single goal, that of offering the best setting for the best outcome.

Our vision is to be a premier, diverse healthcare group, recognized for its innovation, transparency and value for money. Our strategy is to restructure and consolidate existing resources, develop branded centers of excellence to serve the local and the international community.

HUMAN RIGHTS

- **Principle 1:** Business should support and respect the protection of internationally proclaimed human rights
- **Principle 2:** Business should ensure that they are not complicit in human rights abuses

Our values define who we are. Our code of conduct enables us achieving the standards set for our business through respect and support for human rights. More analytically:

- It is our responsibility to support a successful and sustainable society through giving quality and credible services.
- Any form of bribery is highly prohibited as we consider that such an act violates directly human rights.
- No reports are altered under any circumstance on human rights violation in our sphere of operation.
- Implementation of highly automated systems that ensures no illegal alterations are made as well as continuous training to our team on identification of human rights violation.
- Providing quality services to anyone who cooperate with us.
- We are very keen on the wellbeing of our staff providing a healthy and safe working environment.
- We provide periodic health checks to all members of our staff.
- The company ensured all its employees have a medical cover.
- The employees are given frequent trainings on first aid, response to emergency and fire-fighting.
- At Curis Network, employees can express themselves in terms of their religious beliefs and necessary support is provided.
- There are guidelines to ensure fair resolution of disputes.
- Manuals have been made available to all staff on sexual harassment.
- There is a code of conduct for enforcing employee integrity and zero tolerance to abuse of human rights and working conditions violations and child labor.

During the previous year 2018 the following actions were taken considering Human Rights Protection:

- ✓ A suggestion box and an electronic hotline (e-mail) have been implemented as measures for prevention and dealing with possible violations. Everyone has the opportunity to express themselves and complains through means which ensure privacy and anonymity
- ✓ Employees have been trained on Human Rights issues. Training was offered through a seminar entitled “Business and Human Rights” offered by CSR Cyprus in collaboration with CSR Europe. The seminar investigated how businesses in the 21st century affect Human Rights and how companies can embody politics and strategies to protect Human Rights
- ✓ Employees are being offered frequently the necessary training to safely perform their job functions.
- ✓ Our company has been accredited with:
 - ISO 9001: Quality Management Systems for Primary and Outpatient Care, Physiotherapy, Mental Health and Home Healthcare Services
 - ISO 15224: Quality Management System in Healthcare
 - OHSAS 18001:2007 – Occupational Health and Safety

Providing quality services to anyone cooperating with us is our priority. Striving to certify that the services offered are known for their high quality, we are continuously aiming to improve that quality. In order to achieve our objectives, we have built a Quality Management System and processes in accordance with the requirements stated by ISO 9001:2015, BS 15224:2016. Our Quality Policy is based on the following guidelines and principles:

1. To support patients, communities and interested parties in enhancing their health and wellness status through the offering of health-related services.
2. Develop and provide services that are trusted and preferred by our interested parties
3. Follow technological advances and international good practices in the delivery of care
4. Comply with laws and regulations set by the local Ministry of Health
5. Constant training of staff members to ensure a high level of expertise in terms of their scientific expertise as well as knowledge regarding quality, health and work safety
6. Maintenance and continual improvement of our quality systems, operational procedures and offered services to follow international standards, best practices and literature that are relevant to the field of activity of Curis Network

The entire staff is actively involved in the activities and procedures that are set out within the Quality System. The Quality Policy of Company is communicated to all employees and shareholders and is available for reviewing to relevant interest parties.

- ✓ We have also been accredited with OHSAS 18001:2007 (Occupational Health and Safety Assessment Series).

Our Occupational Health and Safety Policy was defined and communicated within the organization and made available to interested parties. Our Health and Safety Policy is implemented and includes a commitment to continual improvement and prevention as well as compliance with all relevant legal and other Occupational Health and Safety requirements. We have established and maintain a procedure for the ongoing hazard identification, risk assessments and implementation of necessary controls. Significant Occupational Health and Safety aspects and information are communicated internally throughout the various levels and functions of the organization and also to visitors to the workplace, external companies and contractors.

- Employees and Working environment: Our employees are involved in any relevant Occupational Health and Safety issues and receive competent advice. They are appropriately involved in hazard identification and incident investigation. They participate in the development and review of the Occupational Health and Safety policies and objectives and the organization ensures that all employees are familiar with their Occupational Health and Safety representative. We plan our operations from a safety perspective ensuring that operations are performed under the appropriate controls. As part of this planning, documented procedures have been implemented for determining and managing risks with regards to existing or planned workplaces, processes, installations, machinery, workflows, working materials that are used, and for procuring goods, equipment and services. Incidents, accidents, near-misses, accident-related downtimes, work-related injuries, illnesses and adverse effects of health are recorded and analysed, and corrective measures are taken. The causes of such incidents are analysed to identify opportunities for both continual improvement and preventive actions. The results are communicated within the organization, which has defined responsibilities and authorities for dealing with nonconformities, initiating corrective and preventive actions and taking actions to mitigate Occupational Health and Safety consequences.

For next year we foreseen the:

- ❖ Continued awareness raising through training of employees on Human Rights
- ❖ Consultation with internal stakeholders and external affected parties on material issues in order to identify priorities
- ❖ Allocation of responsibilities for the protection of Human Rights and Working Conditions within our company

LABOUR RIGHTS

- **Principle 3:** Business should uphold the freedom of association and the effective recognition of the right to collective bargaining
- **Principle 4:** Business should support the elimination of all forms of forced and compulsory labor
- **Principle 5:** Business should support the effective abolition of child labor
- **Principle 6:** Business should support the elimination of discrimination in respect of employment and occupation

Our values define who we are, with a code of conduct under revision that will guide us in achieving the standards set for our business through respect and support for working conditions. More analytically:

- Ensure all employments standards are upheld by adherence to the national labor law
- Reference to ILO Core Conventions as well as other international instruments
- Support to the freedom of association and collective bargaining and the elimination of forced labour, child labour and employment discrimination
- Human resource policy that clearly state employee rights and responsibilities and their compensation and benefits related to CSR and Sustainability issues among others
- Dissemination of the Code of Conduct and HR Policy to contractual business partners and to critical suppliers to adhere to the 10 principles
- Assessment of labour-related risks in the industry sector and country(ies) of operations
- Working hours are limited according to the applicable law. Overtime is infrequent and remunerated
- We ensure that employees are paid at regular intervals by the end of each month, they are paid holiday leave and sick leave according to the legislation
- An employee contract is signed between company and each employee where duties and responsibilities are clearly, and information about compensation and working conditions (eg. working hours, annual holiday leave days, annual sick leave days) is included

During the previous year 2018 the following actions were taken considering Labor Rights:

- ✓ We employ healthcare professionals who are licensed in the area of their expertise. Our company actively supports and assists potential employees in obtaining their occupational license
- ✓ All employees are supported in becoming members and actively participate in their trade unions
- ✓ All employees are treated equally. No discriminations are applied based on gender, age, religion or ethnicity. Women employees are equally paid, they are actively supported in life-long learning and education, and they are promoted in managerial positions in the hierarchy of the company
- ✓ Employees are comparable paid for comparable work
- ✓ Benefits and rewards are offered to employees who meet their targets
- ✓ Employees are offered long-life education and training through participation in relevant seminars and conference
- ✓ Employees are actively supported in obtaining further education. They are offered study leave and other facilitations during their study periods
- ✓ We collect and store personal data of employees according to the applicable legislation (GDPR). Employees are informed and agree with our policy.

For next year we foreseen the:

- ❖ Continued awareness raising through training of employees on Working Conditions

- ❖ Describe how the health and safety of all employees is ensured and ensure improvements through consultation with internal stakeholders and external affected parties on material issues in order to identify priorities
- ❖ Include in the Human resource policy and procedures how the company prevents discrimination of all kinds and ensures comparable pay for comparable work
- ❖ Provision of medical care
- ❖ Participation in international framework agreements and other agreements with labour unions

ENVIRONMENT

- **Principle 7:** Business should support a precautionary approach to environmental challenges
- **Principle 8:** Business should undertake initiatives to promote greater environmental responsibility
- **Principle 9:** Business should encourage the development and diffusion of environmentally friendly technologies

At Curis Network, we believe that our environment is our greatest asset and must be taken care off. We believe that we have an obligation to leave our planet not in the same but in a better condition for future generations.

With this belief, we have adapted practices that encourages and utilizes energy conservation; such as the use of energy efficient light bulbs in our facility, using recycled products and proper disposal procedures. We also, apply a paper-less policy, encouraging electronic communication and exchange both internally and externally.

We are committed to safe environmental practices in every location that we do business. Our employees are trained and continue to receive continuing education on safe environmental procedures. We will share with our partners any technology that assist in the global fight against environmental destruction.

As part of our policy and procedure, we train every employee on the proper technique for disposal of hazardous materials. This handled as part of our orientation program and also our continuing education program for all employees.

For the next year we foreseen the:

- ❖ Investigation of obtaining the Green Office Certification offered by the Environmental Organization CYMEPA in cooperation with the Network of Volunteers Together Cyprus. Green Offices is an innovative environmental quality label for buildings and offices and is awarded to businesses, which meet strict criteria related to energy and water consumption, waste management, the use of environmentally friendly personal cleanliness and detergents, the quality of food and beverages, the conversion of free spaces into green spaces and environmental education

ANTI-CORRUPTION

At Curis Network, we do not engage in practices of corruption, extortion and/or bribery. All our partnerships and client relationships are based on contracts and are fully transparent respecting the national and European regulatory context. We do not tolerate any form of corruption in our business practices and anyone found to be involved in such practices, will be dismissed from his/her duties. Any form of corruption is against our company's code of conduct and a zero-tolerance commitment is included in the updated version. The code of conduct handbook is distributed and made available to all employees.

Curis Network confirms that no past or current litigation has taken place which Curis Network was or is involved.

For the next year we foresee:

- ❖ To investigate the requirements of ISO 37001:2016 Anti-bribery Management Systems, which provides guidance for establishing, implementing, maintaining, reviewing and improving an anti-bribery management system. We are planning to investigate these requirements and identify how these can be implemented in our business.

COMMUNICATION OF THIS COP REPORT

Curis Network will disseminate current COP to its Stakeholders by

- upload it in the official portal of the UN Global Compact
- upload it in company's main website, creating a reference with a direct link in all other company's websites and other channels of communication under our control.
- printing it for further distribution alongside with the company's brochure
- create a special link for the COP in our Newsletters.