



IMPORTANT: COVID-19

Dear Customer,

Given the current public health crisis caused by the COVID-19, we would like to share the measures taken by Mediclinics, S.A., to guarantee the health of our workers, customers and suppliers, as well as the service to our customers:

1. During the last days, following the recommendations of the health authorities, we have enabled teleworking, for all those employees who have all the necessary technological tools to carry out their activities normally. Thus, the operability and interaction with customers, suppliers and internal staff are fully guaranteed.
2. For all workers who are not eligible for teleworking, we have placed hydroalcoholic gel dispensers in all the company's premises so that hand disinfection can be performed when needed. In addition, we have communicated to all our teams and collaborators the recommendations given by the health authorities related to the importance of extreme preventive measures and of washing hands thoroughly and frequently with soap and water and alternatively using an alcohol-based hand sanitizer.
3. The working day in all our work centers has been reduced to the following hours: **Monday to Friday from 9.00 a.m. to 1:00 p.m.** To facilitate travel, the company will cover the cost of taxi rides or parking expenses for employees in order to avoid, as much as possible, the use of public transport.
4. We have cancelled all the scheduled visits to our clients premises as well as the meetings planned in our facilities.
5. We are trying to avoid deliveries to the maximum in all our work centers, reducing them to those strictly necessary.
6. In the event of any symptoms of fever or flu, our employees will follow the instructions given by the Spanish health authorities and will inform the company about the protocol they have been given.

We hope that this public health crisis will be positively oriented in a few days and with that idea in mind, Mediclinics and Labclinics is willing to help reducing the spread of the virus and determined to protect our workers, clients and collaborators.

Best regards,

Luis Sau Clerch

General Manager of the Mediclinics-Labclinics Group