

Corporate social responsibility in healthcare & care services 2015
Developing sustainable healthcare & care services in Scandinavia



Aleris

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About Aleris

From the Group CEO

Liselott Kilaas

One of the things that preoccupy me is the relationship between a responsible, sustainable business operation and health and care services of good quality. I am therefore eager for ways in which Aleris, together with all of our 9 000 employees, can make a positive contribution to society.

Patients, residents, users and relatives place their trust in Aleris on a daily basis. Proper stewardship of this trust requires a well-run business operation that is robust and takes a long-term view. A robust business operation requires a good working environment where well-qualified employees are willing to commit for a long period of time. We achieve a good working environment by building the company's activities on sound values.

In this way, corporate social responsibility goes hand in hand with Aleris' activities and is a pre-requisite for our being able to deliver good services. Aleris' mission therefore revolves entirely around contributing to the wider benefit of society and taking responsibility. But we also contribute in a number of other ways.

An exciting initiative, and one about which I am extremely enthusiastic, is the Stella Red Cross Women's Centre in Norway. Aleris has supported Stella since its establishment in 2012. The aim of the Stella project is to improve the opportunities for women from minority communities to participate

in society and employment. It is a pleasant and gratifying experience to see the project delivering some excellent results: of 17 women who have completed the Trainee Programme at Stella, 14 are currently in a job that is related to their trainee experience. Aleris' third Stella trainee is currently completing an internship at our main office in Oslo. I am proud that Aleris can give capable women a helping hand to integrate them into the world of work.

Another important initiative is the village in India that we have been supporting since 2014 via our new partner in Sweden, the Hand in Hand organisation. The support from Aleris means that more children in the village can go to school and get school meals. The adults get better health provision and health information, microloans to start up their own businesses and training in waste management. At a time where there are big challenges internationally, it is even more important to ensure that people get the opportunity to participate actively in their local communities

Aleris also focuses on running successful projects and initiatives, in conjunction with local actors at the 350 locations where we have a presence in Scandinavia. You can read about several of the projects here – in what is our second report on corporate social responsibility.

We are continuing our support for the Global Compact, the UN's platform for companies to network in matters of corporate social responsibility. Since Aleris became a member in 2013, we have made the Global Compact's principles our own. Together with our OPEN ("Omtenk-somme, Profesjonelle, Engasjerte og Nytenkende" (Consideration, Professionalism, Commitment and Innovation)) values, these principles form part of the basis for Aleris' shared culture.

I hope this report may inspire all our users, partners and 9 000 employees to apply the Global Compact and the Aleris culture in practice and make a positive contribution to society. With just a small effort on the part of each one of us, we will achieve significant results – together.



From the Board

Lars Idermark

The Board has high expectations of and imposes strict requirements on Aleris in the field of corporate social responsibility. It is important that Aleris clearly sets out and demonstrates all the various types of commitment that contribute to positive social development, both within and outside of the specific remit of its business operations.

As a private provider of health and care, more is at stake than simply the need for Aleris as a company to provide good services of high quality. People choose to use Aleris' services. This means that Aleris must also be an ethically responsible company with sound values to which users can fully subscribe.

We therefore support Aleris in its ongoing work aimed at being a healthcare company with an open corporate culture, that contributes positively to society.

It is extremely satisfying to see the significant work achieved over the last year, to ensure Aleris will be even better equipped to provide sustainable healthcare services in the years ahead. The Global Compact's ten principles in the areas of human rights, labour, the environment and anti-corruption have now been implemented in Aleris' strategies and are fully integrated in Aleris' culture and day-to-day work.

In 2014, Aleris' parent company, Investor, also subscribed to the Global Compact. It monitors its companies to ensure they are run in line with the ten principles.

Another important aspect of social corporate responsibility in the field of healthcare is innovation. Investment in high quality and the good utilisation of resources in healthcare is needed, if we are to be able to meet the increasing need for ever more advanced healthcare services, aimed at a population that will also be more numerous and older in the future.

Through research, development and innovation, Aleris can contribute to developing sustainable healthcare services in the years to come.

The knowledge and expertise Aleris possesses should also be used to benefit people other than those who use Aleris' services. Aleris must demonstrate a commitment beyond what is expected of us, so that the



company and our employees are in a position to interact with the environment in which we find ourselves, in order to generate long-term value creation for our society as a whole.

This is Aleris

Aleris has more than 9 000 employees across 350 units and provides health and care services to 70 % of the population in Scandinavia. Aleris generates yearly revenue of over SEK 7 billion and is represented throughout the healthcare and care chain. We operate in primary and specialist healthcare, elderly care, care for children and youth, and psychiatric care for adults. We are a large and growing company.



2005

Aleris is established through a merger of CarePartner and ISS Health Care, owned by EQT. From the outset the business operates in Sweden, Norway and Denmark. Aleris acquires the Norwegian company, Ungplan.

2006

Aleris acquires Norwegian companies Omnia and Axess. Through the acquisition of Medilab Kliniska Laboratorier, Aleris offers the full range of diagnostics services in Sweden. The acquisition of Nackageriatriken extends the portfolio within healthcare and care.

2007

Norwegian company BOI is acquired, launching Aleris's adult psychiatric activities in Norway.

2008

Aleris enters the specialist healthcare sector in Denmark through the acquisition of Danske Privathospitaler, which consists of five hospitals. Aleris now runs hospitals and medical centres in all three Nordic countries. The acquisition of Sophiahemmet's x-ray activities improves the company's position within radiology in Stockholm.

2009

Båthöjden Plaza outside Stockholm becomes the first elderly care unit built and owned by Aleris. Aleris also takes its first steps into primary healthcare services in Sweden.

We are the only private operator of both **health** and **care** services.

Revenue SEK

7 billion

Revenue per Healthcare and Care 59 41



Aleris is owned by Investor AB.

In one year:

We take **600 000** x-rays

We perform

1 million laboratory tests

750 000 people visit our specialist healthcare services

3 600 people receive our elderly care, of which 1,650 receive homecare services

Care service has 100 % public clients.

Our Healthcare clients.

Public
Insurance
Private Pay



Sweden Norway Denmark

In 2015 Aleris celebrates its **10-year anniversary**. Many employees have worked for Aleris even longer, in some of the companies that today have become part of Aleris. The record is 44 years, 10 months and 16 days.

We represent more than **100** different professions.



We cover **70%** of the Scandinavian population.

We have more than **350** units in Scandinavia.



2010

Investor becomes the new owner of Aleris. Through its commitment and long-term view, Investor clearly demonstrates that it wishes to build up a healthcare business of the highest quality.

2011

Aleris is growing rapidly within the health sector in both Denmark and Sweden: Proxima becomes part of the company, bringing on board its portfolio of specialist healthcare services in Nacka, Motala and Ängelholm and primary healthcare services in Stockholm, Uppsala and Östergötland, as well as rehabilitation. Through the acquisition of Privathospital Hamlet, which operates

in Greater Copenhagen and Århus, Aleris becomes the largest private hospital operator in Denmark.

2012

Aleris takes over the running of the specialist care services at Bollnäs Hospital, which becomes Aleris' first accident and emergency hospital. In Sweden, home care services also expand through the acquisition of Södermalm's home care

services. Aleris's second elderly care unit is inaugurated.

2013

Aleris expands its elderly care service, taking over several nursing homes in Norway and Sweden. In Sweden, Aleris opens its third nursing home and commences building in Simrishamn and Halmstad.

2014/2015

Since its inception, Aleris has grown and expanded its service portfolio significantly through acquisitions, organic growth and new contracts and agreements. Aleris buys Teres Medical Group and opens nursing homes in Simrishamn and Halmstad.



Long-term corporate governance with Investor

Aleris is owned by Investor AB, a Swedish company with a tradition in developing and providing corporate governance for large business operations that reaches back almost 100 years. The company is listed on the Swedish stock exchange. A major concern of Investor is a long-term and responsible approach. In addition to its intent to ensure legal and regulatory compliance at all times, Investor believes that corporate social responsibility is also a central component of value creation in a business. Via its corporate governance work in the companies in which it is involved, Investor requires its companies to be run responsibly and ethically, and to be leaders in terms of corporate social responsibility in their chosen fields. Since 2014, Investor, like Aleris, has subscribed to the Global Compact.

[Learn more about Aleris](#)

www.aleris.no
www.aleris.dk
www.aleris.se

[Learn more about Investor](#)

www.investorab.com



Our corporate social responsibility

Human rights

Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights
Principle 2 Make sure they are not complicit in human rights abuses

Principle

Aleris' business is founded on the notion that everyone is of equal value. Everyone should feel welcome. This applies to employees as well as patients, residents, clients and users. Anyone who comes to Aleris must be received in the same way, regardless of age, sex, disability, sexual inclination, religion, political persuasion, social background, nationality or ethnic origin. We are convinced that diversity contributes to creativity and innovation.

Objective

Aleris wishes to make an active contribution to ethical dialogue and collaboration with individual interest-

ed parties as well as representatives of the community. An important objective throughout our activities and commitments as a company is to help ensure all people can enjoy a fruitful and dignified life.

We would like to increase the percentage of men in Aleris as a whole and seek to achieve a balance between the sexes in those parts of the business where either men or women significantly predominate.

The present state of affairs

Aleris has had a long-term partnership with the Norwegian Red Cross since 2007, and with the Danish Red Cross since 2013. Here, measures that help enhance health and care are a priority, but important too are activities that contribute to a better

society. In Norway, our collaboration with the Red Cross has resulted in, among other things, a first aid app that allows quick access to information on first aid wherever you may be, as well as an internship trainee programme designed to support the integration of women from minority groups in Norwegian society. In Denmark, the collaboration includes training in first aid and clothes collections.

In Sweden, we have been working since 2014 with the non-profit aid organisation, Hand in Hand, which has projects in India and Africa. Their aid work is based on a model involving education and job-creation activities. Hand in Hand is also involved in combating child labour and ensuring universal schooling, as well as providing health information and good sanitary conditions.

Throughout Aleris as a whole, the proportion of women employees is 80%, with men making up the remaining 20%. The Group management team is well balanced in terms of gender.

Each year, Aleris' various operations are subjected to extensive internal and external checks. A wide range of quality systems, internal checks and audits, external inspections from supervisory authorities and clients, help ensure procedures are of a good standard and laws and regulations complied with. Patients, residents, clients and users can thus be sure that their rights are upheld.





Through Hand in Hand, Aleris supports Giradara, a village in northern India with a population of 2 800

After making our donation, we received this letter: Thank you for the contribution. "Due to the generosity shown by you, there will be big changes happening in Giradara. A hundred small businesses will be created, which will serve as an impetus for hundreds of women in the area. All children will be afforded the opportunity to attend school. Many of the village's inhabitants will get medical help, and others will learn to cultivate their fields in a sustainable way without the use of artificial fertilisers". So far, 12 so-called self-help groups have been established and have received microloans to start up various types of business. 145 people have received basic training in building and construction, and 18 different family-based companies have been set up. In autumn 2014, 50 new children started school. Ten information campaigns on the abolition of child labour have been run. 354 people have received education in hygiene. 83 people have received free health checks.

Nurse for Operation Smile

Aleris Obesitas Skåne has for several years supported a nurse as a mission volunteer with Operation Smile. Operation Smile is an international aid organisation that helps children and adults by providing free operations to correct facial deformities, mainly cleft lips and cleft palates. The way Operation Smile works is by sending medical volunteers on missions all around the globe. Operation Smile is an international aid organisation founded in the USA in 1982 and in Sweden in 2011. There are in total more than 5 000 medical volunteers from 80 different countries, of which around 140 come from Sweden, Norway, Denmark and Finland. Operation Smile is active in almost 60 countries.

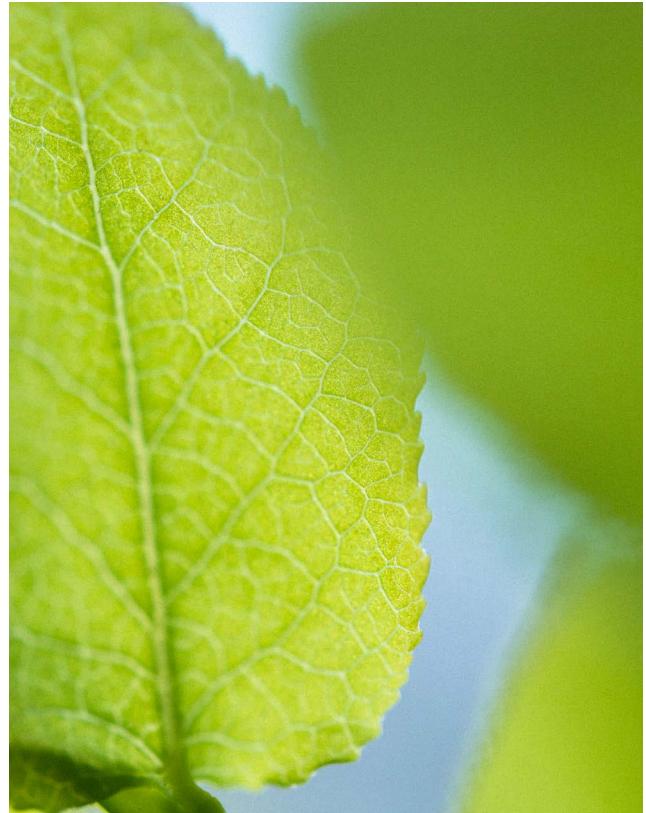
Support for the Red Cross in its work to eradicate the Ebola virus

Thousands of people died in 2014 as a result of the largest Ebola outbreak ever reported. The global community has a joint responsibility to commit itself to providing help. Aleris wishes to support life-critical health work which is badly needed on an international scale. Aleris therefore supported our partner, the Norwegian Red Cross, by making a donation of NOK 100 000 towards their work to combat the Ebola virus in West Africa.



Human rights

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Children's Centre in Brazil

The Children's Centre in Brazil is a solidarity project organised under the auspices of the Church City Mission in Bergen. The Children's Centre works towards providing better conditions for poor children growing up in the city of Porto Nacional in Brazil's Tocantins state. Via Comsaúde, the local cooperation organisation, hundreds of children and young people are involved in various activities in the field of health, education and culture, where they themselves actively get an opportunity to improve their living situation and complete their education. Aleris has chosen the Children's Centre as its solidarity project and is one of the project's oldest and most important partners. In 2014 we renewed our support agreement, and this helped guarantee the continuing operation of the Children's Centre. In 2015 Aleris will be the Children's Centre's main partner in Norway.



Aleris helps those living in poverty in Guinea

In Denmark, Aleris-Hamlet has an ongoing commitment to donate hospital equipment and consumables that are surplus to requirements to Living-Village. This allows us not just to minimise waste, thereby benefiting the environment, but also to support efforts to help people lead healthier lives in third-world countries. Living-Village is a Danish NGO that works towards improving the lot of those living in poverty in Guinea. Their work is directed at ensuring all have access to education and to basic health services. Living-Village was formed in 2007 and has worked mainly in the village of Kiniébakoro, where the project originally started with the building of a hospital. All projects are based on local initiatives.



Aleris supports the work involved in educating Danish citizens in life-saving first aid

In Denmark, Aleris-Hamlet supports the work of the Red Cross in educating Danish citizens in life-saving first aid. We should all ask ourselves whether we would be able to save someone who suddenly collapses in the street from a heart attack. If the answer is no, we invite people to register for a first aid course. The Red Cross holds an event called "First aider of the year", where they select a hero from an ordinary walk of life who has saved the life of someone else. The winner receives a prize of DKK 10 000 donated by Aleris-Hamlet.



Aleris education in parenting skills and bringing up children in Sri Lanka – meeting with the Minister for Children

In April 2015, an Aleris member of staff and two Norwegian Tamils employed by the University of Bergen and Bergen Municipality held a week-long course on parenting for 50 participants in Jaffna, Sri Lanka. The three also met the Minister for Children and major politicians in Sri Lanka. The course originated out of the International Child Development Program (ICDP), which is directed at care providers and is aimed at strengthening the care and early stages of life of children and adolescents. The ICDP programme is recognised and used by organisations including UNICEF and the WHO. It was developed by Professors Karsten Hundeide and Henning Rye at the University of Oslo. The background to this project was an enquiry from Sri Lanka expressing interest in Norwegian methods of parenting and a desire to focus on children and the next generation in Sri Lanka. The course was a great success, enjoying good feedback, and the group went on to spontaneously form an Aleris family guidance organisation in Jaffna.

Health and working conditions

Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4 The elimination of all forms of forced and compulsory labour

Principle 5 The effective abolition of child labour

Principle 6 The elimination of discrimination in respect of employment and occupation

Principle

Aleris must comply with current legislation, national and international conventions and agreements that relate to our operation. We must also adhere to general rules of society and trade organisation requirements in the same way we adhere to agreements with our customers. We actively work with our employees to prevent illness and absence from work, inter alia by health promotion activities, employee discussions and HR meetings that highlight issues relating to the working environment. No employees should risk physical injury or mental distress at their workplace. There is no place for insults or threats at our workplaces. It is important both for us and for our business and other partners that we maintain freedom of association and that the right to collective bargaining is recognised in practice. Aleris' 9 000 employees constitute the company's most important resource. The opportunity for our employees to develop and the way in which we work with our staff are, in combination with good management, absolutely central to creating a good workplace and a company that is equipped to meet the challenges of the future.

Well-trained and expert employees who are happy in their work and are provided with the conditions to perform to their full potential are crucial if we are to be able to deliver health-care services of a good standard.

Objective

In 2015 Aleris is to create a clearer internal labour market, continue to develop and deliver the manager development programme and offer training in and tools for the recruitment process. The manager development programme is intended to ensure our managers gain more confidence in their roles, to enhance their expertise and to contribute to a common understanding of management in Aleris. We are working on improving the system for crisis prevention and management in the Group. We also intend to focus particularly on absence through illness within the Group and on measures designed to reduce this. We will continue the annual manager and staff surveys, which are one of our most important HR tools. Through organisations and business and other partners we intend to continue to support training and job-creation activities in the community.

The present state of affairs

Aleris' annual staff survey this year achieved a response level of no less than 80%. The response level has thus increased significantly from 75% in 2014 and 69% in 2013. The results show that the working atmosphere and management are continuing to progress in the right direction. In terms of working atmosphere, we have progressed from a rating of 87 last year to 89 this year, which is well above the average for companies we see as comparable (i.e. a benchmark of 84 on average). The survey also allows us to identify negative tendencies and take action where necessary. No less than 9 out of 10 employees responded that, in their view, discrimination or harassment are wholly absent from Aleris.

There is a clear positive relationship between our commitment and customer satisfaction. We find that the units where we have many good ambassadors on the staff are also the ones with the best patient and user satisfaction ratings. We share a common view of manager expertise and run the same manager programmes in all three countries. This forms part of the work involved in building up a united Aleris in which we all share.



Rings in the Water

"Rings in the Water" is a recruitment strategy under the auspices of the Confederation of Norwegian Enterprise in Norway. The aim is to get people who, for various reasons, are no longer in employment back into regular work. Aleris was one of the first companies to sign a national "Rings in the Water" agreement.



We can always be better

As employees we have a lot of knowledge about our own workplace, how it works and what we can improve on. But how are we to bring all these ideas together? At our hospital in Herning in Denmark we use what are termed Kaizen meetings, which are a Japanese method of continuous improvement. We have short regular meetings, often impromptu ones, and use Kaizen boards. Here we record challenges, ideas and suggestions for improvements. We then prioritise on the basis of the kind of impact we think each individual idea will have in relation to the amount of resources needed to implement it. The Kaizen meetings deliver good results. At several locations we have achieved productivity increases of up to 20%. The meetings, which last 10–15 minutes a week, are therefore well worth the effort.

Stella Red Cross Women's Centre

Aleris has supported Stella Red Cross Women's Centre since its establishment in 2012. The purpose behind Stella is to improve inclusion of women from minority communities, by providing a network, expertise and new horizons, and giving people who are not at the front of the job queue a helping hand into the world of work. The trainee programme started in May 2012 and is ongoing. Businesses create a trainee position lasting nine months. Via the trainee programme in Stella, – a collaboration project between the Oslo Red Cross and Norwegian business – 14 of the 17 women to complete the programme, have so far found a job related to their trainee experience. During 2015, Aleris' third Stella trainee is completing an internship at our main office in Oslo, and one of the Aleris trainees has gained a permanent post in the administrative department.

The environment and sustainability

Principle 7 Businesses should support a precautionary approach to environmental challenges
Principle 8 Undertake initiatives to promote greater environmental responsibility
Principle 9 Encourage the development and diffusion of environmentally friendly technologies

Principle

Environment: Aleris works on an ongoing basis to identify and implement measures designed to reduce any detrimental impact upon the environment. Environmental management is a prioritised area of work throughout our company. We support the precautionary principle with regard to environmental hazards, and implement measures to promote greater environmental responsibility. We also encourage the development and diffusion of environmentally friendly technologies.

Innovation: Our bottom line is that healthcare services can always be better, so each year we set ourselves targets for quality and results in our company. Innovation within a services business involves optimising and improving all the processes in the business, as well as thinking in completely new ways.

Financial management: All Aleris companies are registered and pay tax in Denmark, Norway or Sweden respectively. Good financial management involves us taking responsibility for the sound and proper administration of our financial assets. By using our resources in the best possible manner, we can create trust and confidence and achieve our targets in terms of quality, safety and satisfaction on the part of patients, residents and employees alike. A healthy financial base means we can make new investments, purchase new companies and new equipment, and invest in developing the exper-

tise of our staff. A healthy financial base also allows us to invest in research, development and innovation.

Quality: Plan, implement, evaluate and improve: our work on quality is undertaken on a continual basis and plays an integral role throughout our company. At Aleris we take a professional approach to the quality process by first setting ourselves objectives and, then measuring whether we really have achieved what we intended to and in the correct manner. We then compare the outcome with the objective. We are open-minded in terms of potential for improvement and never cease learning from the mistakes we make. As part of this approach, quality in the company's operations is measured continuously through audits and inspections.

Objectives

Environment: One of our goals is that all operations and activities should achieve ISO 14001 or equivalent environmental certification during the course of 2016.

Innovation: To be able to administer all good ideas on innovation and communicate them among ourselves, we want to construct a knowledge base. A digital bank with ideas and projects that are documented and standardised, will make the ideas searchable and known throughout the entire company.

Financial management: We intend to improve the processes associated with internal checks and audits, where we regularly undertake a

structured review of procedures and principles for reducing risks. We are working on a common model for financial reporting in order to be able to best utilise our resources.

Quality: We will continue to ensure we work on quality via continuous measurements of patient and resident satisfaction, and will work further on non-conformance management.

The present state of affairs

Environment: We work continually on reducing the environmental impact by limiting quantities of waste and transport of goods as far as we can, by source sorting and the use of double-sided printing, as well as making extensive use of call conferencing and video conferences so as to reduce the need to travel. All our operations are subsumed under overarching ISO certification or equivalent. The various countries have different standards.

Innovation: With 9 000 employees at 350 locations, we have a lot to learn from each other. One challenge is to create systems that allow employees to contribute ideas gained on the basis of their experience so as to improve procedures, and to disseminate such ideas throughout the organisation. One measure is our own research and development fund, which was created in 2013 to enhance the focus on research and stimulate innovation and the development of expertise at Aleris' various operations. It is intended to support

research that benefits our users in health and care and is of a unique type, as it allows funds to return to the operation in question.

Financial management: Throughout the last three years we have worked hard on improving the quality of our financial accounting, and this work is ongoing. To become more efficient we have cultivated and coordinated many work tasks within the Group, and accounting is one of several. We are looking at how we can optimise various processes using existing resources.

Quality: All three countries undertake regular quality measurements throughout the entire company and have implemented non-conformance management systems. We regularly measure patient and resident satisfaction. Within health we have 30 000 evaluations a month undertaken by HappyOrNot, which provide valuable feedback. In addition, we carry out more detailed patient surveys on an ongoing basis. Our users in the care field are asked several times a year for their views on the services provided by Aleris. Do they feel safe at our nursing homes? Would they recommend us to others? More than 90% answer "yes" to these questions! We also have regular dialogue with our public-sector clients, designed to ensure that Aleris is meeting their wishes and expectations. The results of the measurements are documented and reworked into action plans designed to improve quality.



Examples of quality and environmental management at Aleris

Sweden: The majority of Aleris' operations carry environmental certification to ISO 14001. Aleris Rehab has ISO certification for the working environment: OHSAS 18001. Aleris Medilab and Fysiologlab also have accreditation to requirements that go beyond ISO 9001. **Norway:** Aleris Helse (Health) has environmental certification to ISO 14001. Child Welfare and Mental Health Care at Aleris Care Norway (Aleris Omsorg Norge) are in the process of gaining certification under the Norwegian Eco-Lighthouse scheme. **Denmark:** All hospitals belonging to Aleris-Hamlet Hospitaler are accredited under the Danish Healthcare Quality Programme (DDKM), which ensures that their operational activities satisfy the environmental aspects of the DDKM programme.



Environmental objective in Aleris Care, Support and Residential Opportunities for Young People

The environmental objective of Support and Residential Opportunities for Young People for 2015 is "Keep our planet clean", with the sub-objectives of "Increased environmental awareness among attendees and personnel" and "get to know nature". The environmental objective generates activities throughout the Support and Residential Opportunities for Young People project, ranging from source sorting to nature-based activities.

The environment and sustainability

Principle 7 Businesses should support a precautionary approach to environmental challenges
Principle 8 Undertake initiatives to promote greater environmental responsibility
Principle 9 Encourage the development and diffusion of environmentally friendly technologies



"Mange begge små" ("Watch the pennies and the pounds will look after themselves")

A modern hospital needs large quantities of electricity, heating and water, and all of this impacts on CO₂ emissions. In 2014, Aleris-Hamlet in Denmark focused their efforts on reducing energy consumption, both via staff behaviour and by using modern technology. Energy savings should not prevent a continuing high standard of comfort. We have invested in an EnergyGuard integrated meter, which measures electricity, heating and water consumption on a continual basis. We are warned immediately if devices have not been turned off in the evening/at the weekend, or if a pipe bursts or toilets are running. Aleris-Hamlet is also investing heavily in the efficient use of new technology that allows ventilation, light and heating to be controlled on the basis of when they are needed. Large areas of our lighting systems have been changed to LED technology, resulting in significant energy savings. On the basis of the aforementioned measures, power consumption was reduced by as much as 20% in 2014.

Heating and hot water are further major resource items that we worked on in 2014. Here the emphasis has been on greater responsibility. Waste energy has been reduced thanks to better insulation, central temperature control and similar measures. With actions of this type, in 2014 we managed to reduce energy consumption in this area by 15%.



Videodoktor: Telemedicine is a boon for the environment

In 2014, Aleris-Hamlet launched a video-based doctor app ("Videodoktor"), an innovative online service that takes private medicine to a new level. With "videodoktor" you can quickly and easily contact a specialist doctor via smartphone, tablet or computer. "Videodoktor" allows you to bring the doctor into your room or take him/her with you when travelling, so the doctor is never more than a click away. You save time and reduce emissions from transport to the doctor's, as well as electricity and energy consumption once there.

Learn more about Videodoktor <https://videodoktor.dk/>



Aleris and the Red Cross: The first aid app

Aleris and the Norwegian Red Cross have developed a first aid app that anyone can download free of charge on their mobile. The first aid app shows you what to do in various emergencies and can locate you via a GPS function if needed. You will also find a quiz where you can test your basic first aid knowledge, as well as a list of international emergency numbers. The first aid app got an honourable mention in the CSR Awards 2013 organised by CSR Norway. So far around 100 000 people have downloaded the app. The app was nominated for the SPOT prize in 2014 in the innovation category. Learn more and watch a clip about the first aid app.

www.rodekors.no/forsthjelpsapp/



Interactive training in cognitive therapy

At Aleris we are convinced of the need for innovation and that our employees should be able to develop their expertise. In association with the Attensi company, Aleris has developed interactive simulation as a method of training child care/social workers to be even better in what they do. Experienced and newly appointed child care/social workers can train in how to negotiate, build trust and a relationship, withstand threats and rejection and be truly challenged when working as a social worker for three adolescents. This is the first time an interactive simulation has been developed to train someone in working with young people with different kinds of behavioural issues. The simulation is based on expert-approved methods and models in the fields of psychology and cognitive therapy.

Group discussion that helps

In Sweden, Save the Children Sweden has, in association with Aleris, developed a model for group support discussions for asylum seekers who, though still minors, have arrived in the country without their parents. The psychosocial situation of most children and adolescents that arrive unaccompanied is difficult, and their histories conceal a range of difficult past experiences. We have found that this type of support initiative can have significant benefits for the child's general health and development. The discussions are held on six occasions and the meetings are organised at the child's place of residence together with the staff. The model is based on trauma awareness care, which is a framework for understanding vulnerable children, where the emphasis is on previous childhood experiences. Trauma awareness care is based on creating trust, understanding and good relationships, capable of supporting the child's ability to control problematic responses and sensitivities. The material will be available in manual form in 2015.



Aleris Research and Development Fund

The Aleris Research and Development Fund supports patient-related clinical research, development and quality projects in health and care. A total of SEK 10 million has been allocated to the fund in the period from 2013 to 2016. Our aim is that our patients, clients and residents should be able to enjoy a healthier life. The way the fund is managed must also be subject to Aleris' values and goals. The fund is managed by a fund committee appointed by the Group CEO, on which all operational areas are represented as well as all countries where Aleris has operations. Interest in applying for support from the fund has been very strong. After a selection process where projects are ordered on the basis of, for instance, patient benefit and scientific level, a total of 16 projects were approved financial support from the fund in 2013. In 2014 the number of applications increased over that of the previous year, and 22 projects were agreed.

Corruption

Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery

Principle

Aleris should work to counteract all forms of corruption.
All employees are ambassadors for Aleris, including outside of their working hours. We are particularly careful when we represent the company in whatever way that may be. We should also conduct ourselves appropriately when using electronic channels, such as for instance social media, e-mail or the Internet. We would like our customers to see Aleris as a reliable company that also contributes actively to ethical dialogue. It is important that we relate to them what we do, that we keep our promises and that we do not make promises we cannot keep. All employees should avoid situations where their personal interests might come into conflict with Aleris or the good and well-being of our customers. As employees we do not offer or accept inappropriate gifts. All entertainment on behalf of, and

representation of the company, must be in line with applicable laws and regulations.

All employees must abide by the currently valid rules governing confidentiality and patient safety. We are cautious when discussing internal matters. Our services are characterised by honesty and openness towards our business and other partners. Information on our services must be absolutely transparent. We work to ensure information is correctly disseminated in all respects, both internally and externally. Aleris wishes to have an open corporate culture and to be in a position where it can find out about and respond to any serious irregularities that might occur in the workplace. In the first instance, disclosure of such reports should be made via the line manager or the usual channels. Where this does not work, disclosure can be made anonymously via a channel called Whistleblower.

Objective

One of our main aims for 2015 is that all employees acquaint themselves with our basic values, including our ethical guidelines, the ethical compass and the ten principles of the Global Compact. A sound ethical framework to which all employees fully subscribe and a responsible corporate culture are crucial in preventing all forms of corruption.

The present state of affairs

In 2014, at Aleris we defined our basic values on the basis of the ten principles of the Global Compact. We revised our ethical guidelines and devised an ethical compass to guide us in difficult situations we experience in our work. Aleris is subject to strict requirements relating to business practice and compliance with systematic accounting standards, particularly as our parent company, Investor, is a listed company.



Whistleblowing – the possibility of anonymous disclosure

To ensure that breaches of the law and other censurable conditions are avoided, and in order to improve the workplace and make it safer in all respects, Aleris wants to be informed of any censurable conditions in its operation as soon as possible. In the first instance, reports of such conditions should be made via the line manager or the usual channels. Where this does not work, an external disclosure system has been devised for the Group, called the Whistleblower System. An independent external party (Ethos International) handles the disclosures, allowing employees can make anonymous disclosures. In Sweden, at the start of 2014, Aleris adopted a policy of so-called "meddelarfrihet" (freedom of information) that confers the same rights as public-sector employees have. Freedom of information has in fact already been applied in practice, but the policy has been adopted to give the practice further reinforcement and emphasis.

The ten principles of the Global Compact:

1. To protect internationally proclaimed human rights
2. Not to be complicit in human rights abuses
3. To uphold freedom of association and the right to collective bargaining
4. To eliminate all forms of forced and compulsory labour
5. To abolish child labour
6. To eliminate discrimination in respect of employment and occupation
7. To support a precautionary approach to environmental challenges
8. To undertake initiatives to promote greater environmental responsibility
9. To encourage the development and diffusion of environmentally friendly technologies
10. To work against corruption in all its forms, including extortion and bribery



Aleris

Our corporate social responsibility



Worried women get a quick answer

Most women who are worried that they have breast cancer do not in fact have the disease. It is therefore very important they get a quick all-clear. At the Aleris Breast Diagnosis Centre in Oslo, provided it is possible in medical-technology terms, a patient can leave the centre with a clear answer by the end of the day. Mammograms, ultrasound scans, core biopsies and, where necessary, MR imaging can all be undertaken at one and the same place. Where a core biopsy is needed, a preliminary result is provided and a final result once the sample has been analysed. Every day we get positive feedback from extremely satisfied women.



Good food for many

Good food and meals taken in pleasant company are a source of cheer for many people. At the Uranienborg old people's home in Oslo we wanted to focus particularly on good food, so we employed a French chef. The care home is in Frogner, an area with many elderly residents. We then had the idea that more people should be able to benefit from our good food, at the same time as enjoying some company at mealtimes. We started a cafe on the care home's premises to which visitors from outside are also welcome. In this way the cafe becomes a natural part of the local community.



Examples of projects that have received support from the Aleris Research Fund

- Gastric bypass surgery – patient experiences from a psychosocial and physiological perspective
- Tonsil operations – benefits and complications
- Food and nutritional projects in home care service – focusing on the health and desire to eat of dementia sufferers
- Analysis of the heart failure marker Nt-proBNP
- Project to increase our knowledge of cytokines in fibromyalgia and rheumatoid arthritis
- Clinical results after operations for rotator cuff tear in the shoulder
- The effect of two types of nasal surgery on obstructive sleep apnoea syndrome
- DVT in cases of degenerative spinal disease surgery
- Research projects on quality assurance database
- Dietary treatment in the case of irritable bowel syndrome (IBS)
- Better diagnosis of prostate cancer
- The welfare services of the future 2.0

Cooperation in the continuing education of doctors at a hospital in Ukraine

At Aleris Specialist Care in Ängelholm, orthopaedic surgeons have devised a cooperation project for the continuing education of doctors at a hospital in Ukraine, in the disciplines of spinal surgery, hip surgery and shoulder and knee arthroscopic surgery. The work was started in 1994 and for the first 10 years was supported by the Eastern Europe Committee of Sweden's National Board of Health and Welfare. Since then the work has continued on a smaller scale. The aim is to develop a hospital to western European standards. The doctors who take part in this project believe in the principle that commitment in some form outside of Sweden contributes to peaceful development in the world.



Aleris has donated duvets to DanChurchSocial (Kirkens Korshær)

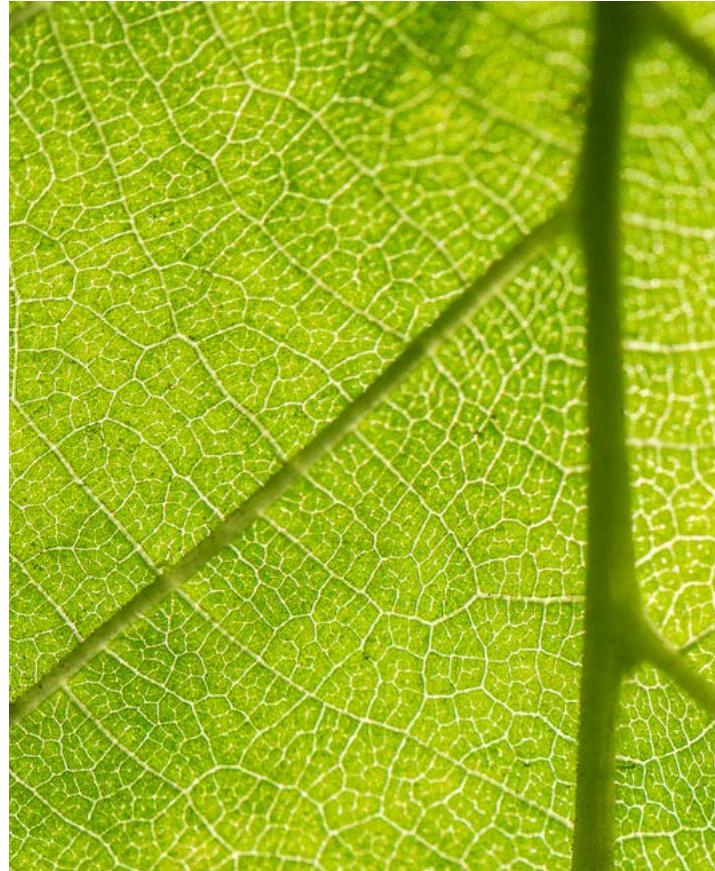
Because a large proportion of duvets had to be replaced by new ones, resulting in a sizeable surplus, Aleris investigated the possibility of their being used elsewhere. The duvets had already been cleaned, so that there were no concerns at all about giving them away if somebody could find a use for them. DanChurchSocial's Charity Work section was ready to accept them, and the duvets now keep homeless people warm in hostels and night shelters run by DanChurchSocial.

Our corporate social responsibility



See the whole person

Our hospital in Copenhagen was contacted by a home for war veterans. All of them were suffering from post-traumatic stress disorder. Most were struggling with various types of abuse, but no one saw their state of health from an overall perspective. The veterans' home could not pay for our services, but they requested our help in creating a basis for applying for funds from foundations and trusts. We offered a group of war veterans a health check and saw the project as a way of demonstrating social responsibility. Based on the health checks we produced a report on the war veterans' state of health and proposals as to how it might be improved. The report is used as a basis for the veterans' home to apply for funds to help more war veterans achieve better health.



Aleris supports the Red Cross and Smid Tøjet Danmark (a Danish "discard old clothes" scheme)

Aleris-Hamlet supports the nationwide collection of clothing by the Red Cross, and in April 2015 had clothing bins in place at our five hospitals throughout the country where people could bring their used clothes. The Red Cross converts recycled clothing into money, to be used for emergency aid and social work. No less than 440 kg of clothes have been collected, allowing the Red Cross to purchase, for instance, 22 food parcels for families for one month, ensure more than seven years of visits to and contact with individuals who feel lonely or isolated, or buy 110 hygiene packs for families for one month, or 110 cooking sets for refugee families.



Streamlining

At all of our larger hospitals in Scandinavia we have developed a method for measuring productivity in operating wards and reception areas. The method is used each week to measure operational service and see how we can do better the following week. It is also used to compare the hospitals so that they can learn from each other. This has helped increase the likelihood of our hospitals being efficient, delivering high quality and ensuring good patient satisfaction.

One example of streamlining is how simplified and common procurement procedures at Aleris' specialist health service in Bollnäs have freed up time for the staff to work on other tasks. Previously, 30 people were involved with the procurement work, but now it takes just one person with the requisite expertise. The new procurement procedures have resulted among other things in reducing the number of invoices per month from 300 to 65, a clear consequence of this being a massive time-saver for the company.

The procurement project is still ongoing throughout the organisation, aimed at getting other units to achieve the same good results.









www.aleris.no
www.aleris.se
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