

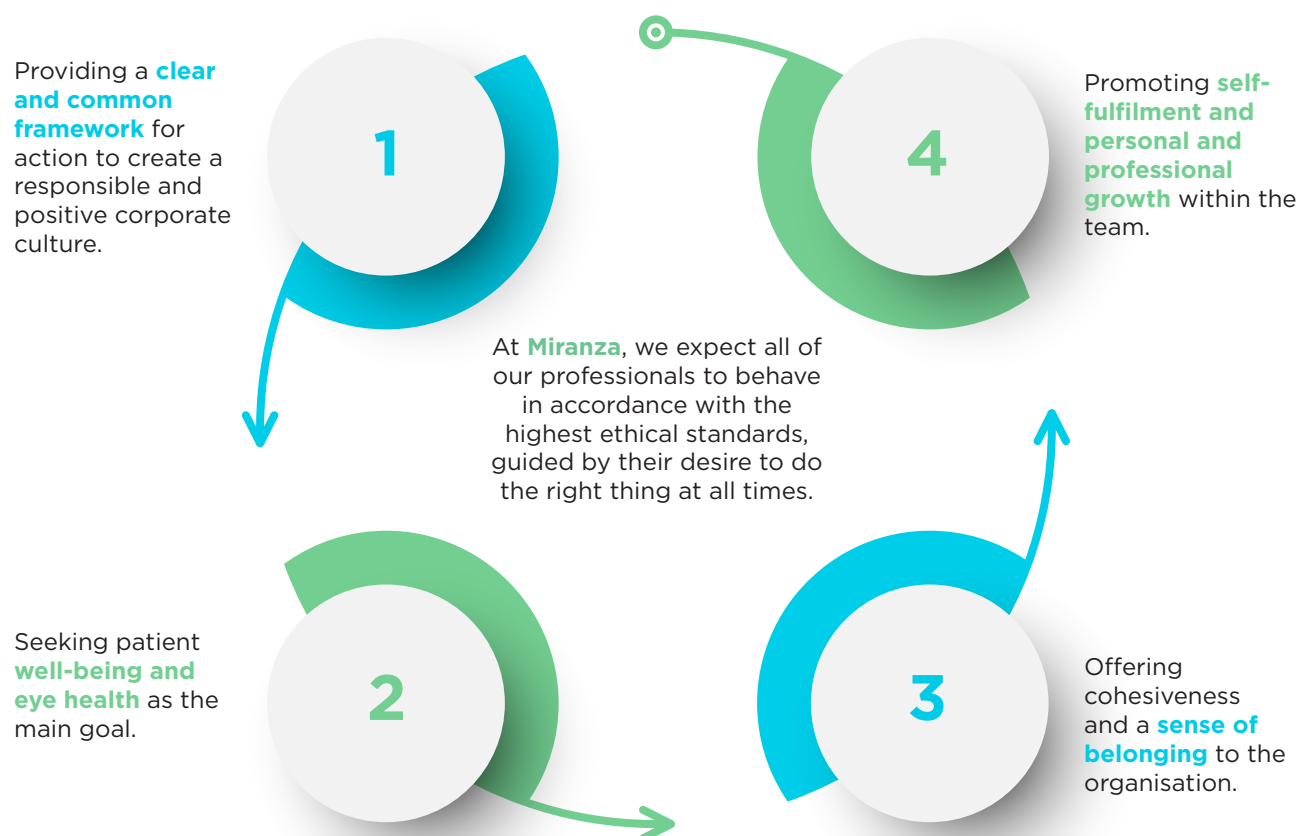


CODE OF ETHICS

May 2021

PURPOSE OF THE CODE OF ETHICS

The patient is at the centre, and the role of each team member is key.



Considerations:

Corporate reputation

The behaviour of each and every member of Miranza has ethical implications that transcend the individual and have a direct impact on the entire organisation.

Credibility and transparency

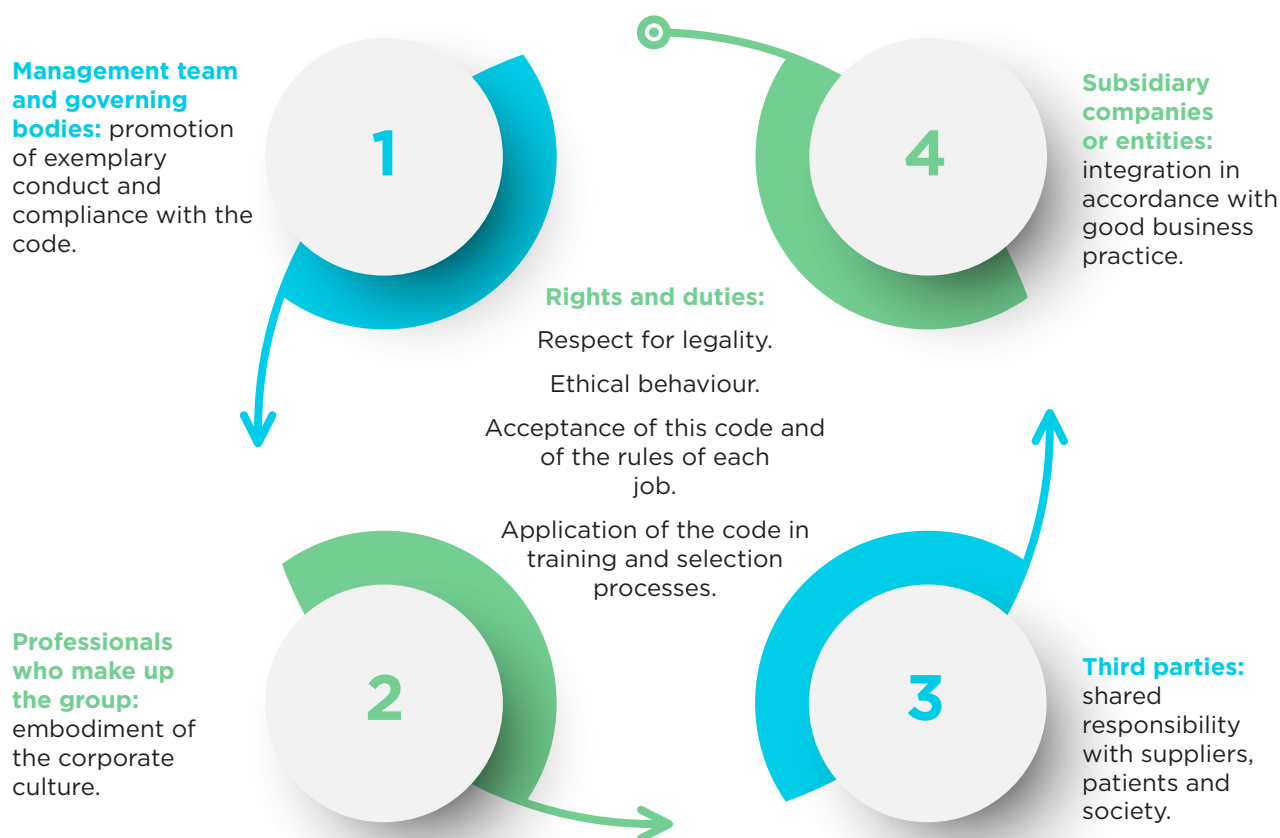
The credibility of the Code depends on its scope, comprehensiveness and the reinforcement and assessment mechanisms the organisation puts in place to facilitate and promote the behaviours it sets out as optimal.

Mandatory

The Code of Ethics is mandatory for Miranza members (partners, governing bodies, managers and other professionals).



AUDIENCES AND SPHERES OF ACTION



RATIONALE AND REGULATORY BASES



THE MIRANZA CODE OF ETHICS



INSPIRATION

Brand culture

We have both the **opportunity** and the **responsibility** to lead the way in providing solutions to the eye problems of the world around us, **making ophthalmic excellence accessible** to help people continue to see and enjoy the world through their eyes.



PURPOSE

Our purpose is to make it easier for people to enjoy the world around us through their eyes, while envisaging new horizons.



VISION

Making ophthalmic excellence and well-being accessible, discovering new horizons and creating a healthier future for all.



MISSION

Leading excellence in ophthalmic care by researching, preventing, treating and promoting the well-being of people.

Values

1

Excellence through experience

We work ethically, rigorously and honestly by being thorough and professional.



2

Responsible and brave

We always move forward, creatively and responsibly in every step we take.



3

We see with you

Always there for our patients, we support them with closeness, care and empathy.



4

Looking ahead

We inspire new solutions and envision tomorrow with an avant-garde and vital character.



ACTION

Conduct principles and guidelines



Conduct principles and guidelines



Conduct principles and guidelines

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Non-conformism

We do not settle for easy things and seek to grow.

Constructive and improvement spirit, internal information channels, comprehensive patient follow-up.

14

Technology

We add value with the best technological resources.

Interest and investment in research, development and innovation. Communication and information to the patient about the technology used.

15

Flexibility

We do not look at a single idea and choose the most beneficial one.

Constructive criticism, cross-knowledge, attention to industry practices. Authentic communication to create bonds with the patient.

16

Patient safety

We make patient safety a priority in all our actions.

- Homogeneous protocols and procedures that meet established standards.
- Listening to the patient and the rest of the staff involved in their care, always confirming their understanding of the information.
- Clinical and genetic studies with full transparency and professionalism.

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Patient rights

We guarantee compliance with the Charter of Patient Rights and Responsibilities.

Acknowledgement of the right to:

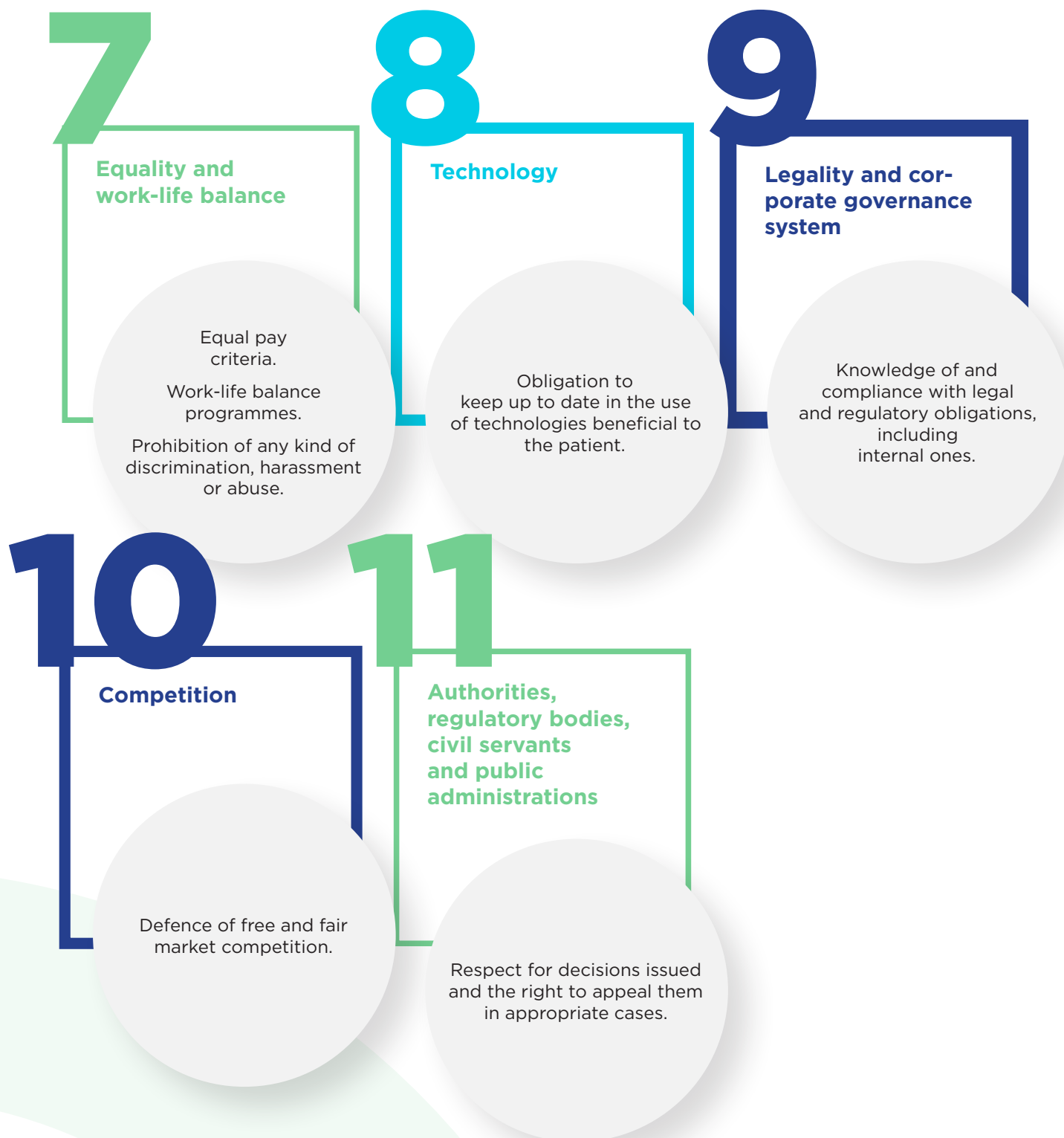
- Competent healthcare in accordance with the current state of medical science.
- Freedom, non-discrimination and respect.
- Privacy, dignity, autonomy and safety.
- Information and resolution of doubts: care process, health state, benefits and services of the centre.
- Free choice between different medical options and healthcare professionals.
- Treatment waiver.
- Pain treatment.
- Support during the care process.
- Knowledge and identification of professionals.
- Confidentiality.
- Access to personal data and medical history.
- Informed consent for diagnostic and/or therapeutic processes.
- Presentation of claims, complaints or suggestions.

It also recognises the **duties of patients** to take responsibility for their health, to respect the Group's facilities, internal and professional standards, to provide the necessary data and to be duly informed of the services provided and their conditions.

Ethical duties



Ethical duties



COMMITMENT

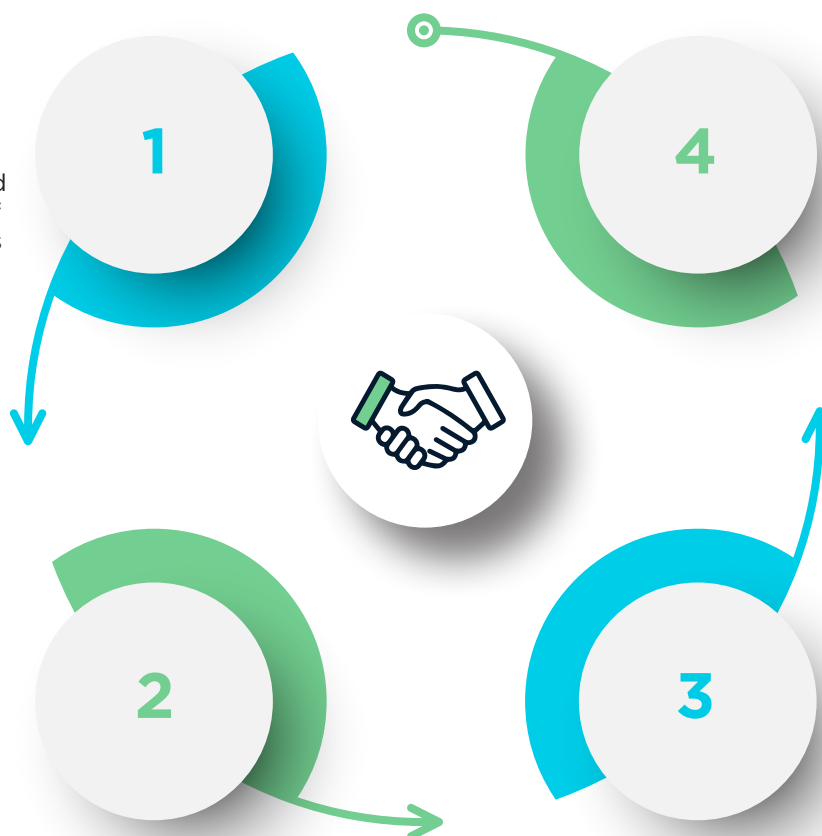
Information

Communication, training and awareness-raising for the correct understanding and implementation of the Code of Ethics throughout the organisation.

Training

Development of training programmes, especially focused on the principles and guidelines of this code.

Ongoing updating of the team's technical and managerial knowledge.



Control

Compliance Committee: in charge of providing tools and mechanisms to apply, measure and correct the conduct set out in the Code of Ethics.

Compliance Programme: a model for preventing the potential risk of criminal conduct.

Documents, protocols and actions

Cross-cutting ethics in the organisation: internal audits, crisis plan, quality programmes, certifications, surveys, charter of rights and responsibilities, centre regulations, etc.

COMMITMENT



The Clinical Leaders Forum (CLF) is responsible for self-regulation in order to maintain social trust, approving common medical guidelines for the Group and ensuring both ethics and excellent clinical practice, in collaboration with the centres' medical directors.

These are derived from this code to ensure that any initiative, activity or product/service development is aligned with the corporate culture.

etica@miranza.es mailbox, managed by the Miranza Compliance Committee under the principles of proportionality, confidentiality, non-retaliation and presumption of innocence.

