

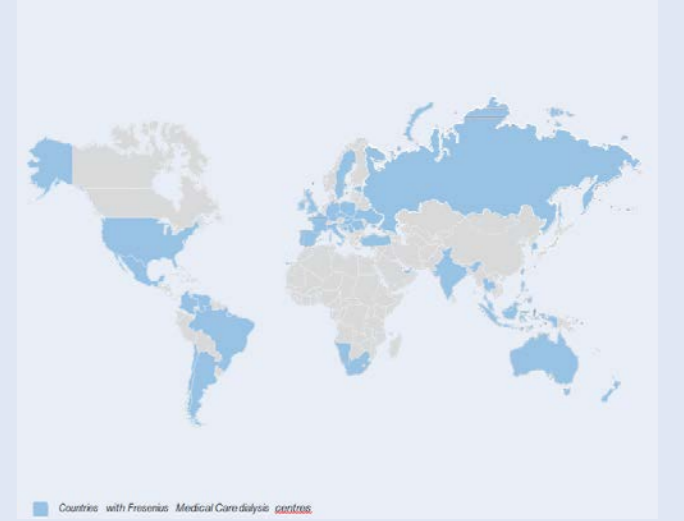
Measuring & handling of outcomes in Dialysis Clinics

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NephroCare

NephroCare EMEALA

As a service of Fresenius Medical Care, NephroCare provides renal replacement therapy at the point of care. NephroCare provides dialysis services at more than **830 Fresenius Medical Care centres** in more than **30 countries** in Europe, Middle East, Africa and Latin America (EMEALA).



NephroCare Clinic Management is based on our company policy

Our company policy contains four essential objectives: Patients, Employees, Community and Shareholders which cover the social, environmental and financial perspectives (**triple bottom line**) as follows:

Social Perspective - Patients
Financial Perspective - Shareholders

Social Perspective - Employees
Environmental Perspective - Community



NephroCare data collection:
European Clinical Database EuCliD

NephroCare Balanced Scorecard:
Performance Management



Largest international clinic database

- In operation since 1999
- More than 650 dialysis centres
- More than 65.000 patients
- Continuous, anonymous collection & evaluation of quality indicators at clinic level

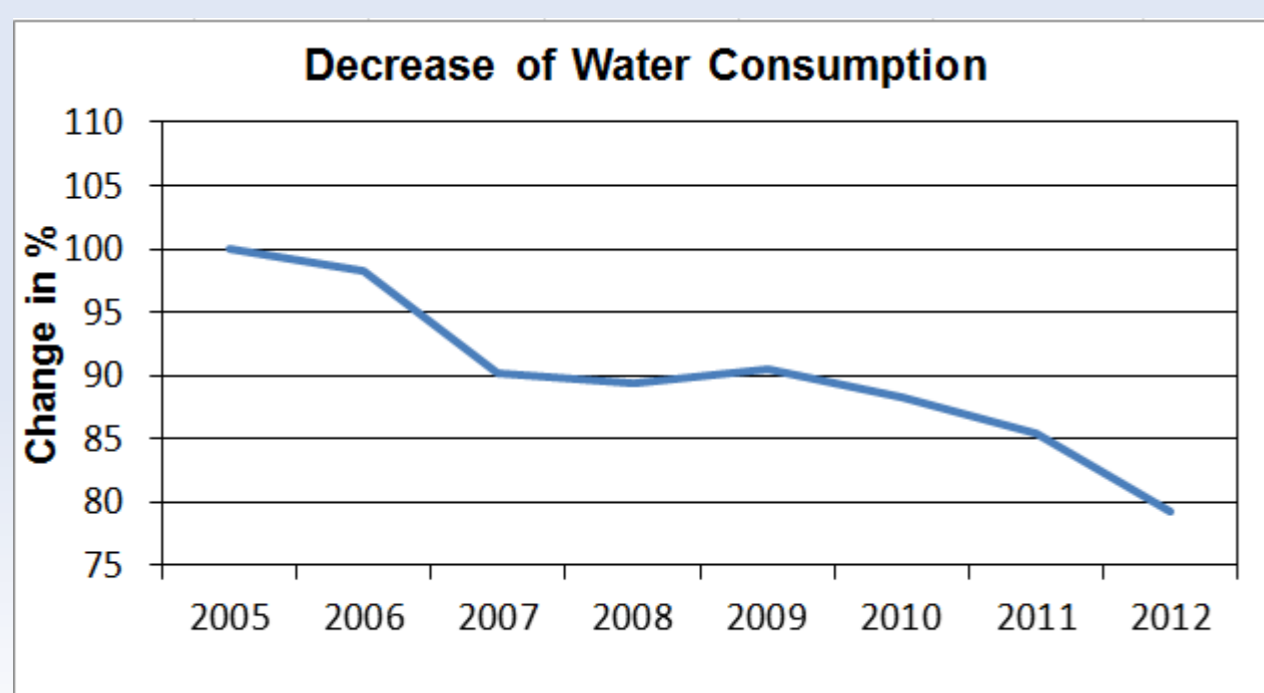
Social Perspective The **patient** perspective is the most important part of the NephroCare Balanced ScoreCard focusing on improving patients' quality of life. Our commitment to being the preferred partner in renal care depends on our **specialised professionals'** commitment and skills. We strive to attract highly qualified employees, foster their professional development and provide them with safe working conditions.

Environmental Perspective From the **community** perspective, key objectives focus on upholding various social responsibilities, following all legal and regulatory requirements and safety standards, and contributing to environmental conservation.

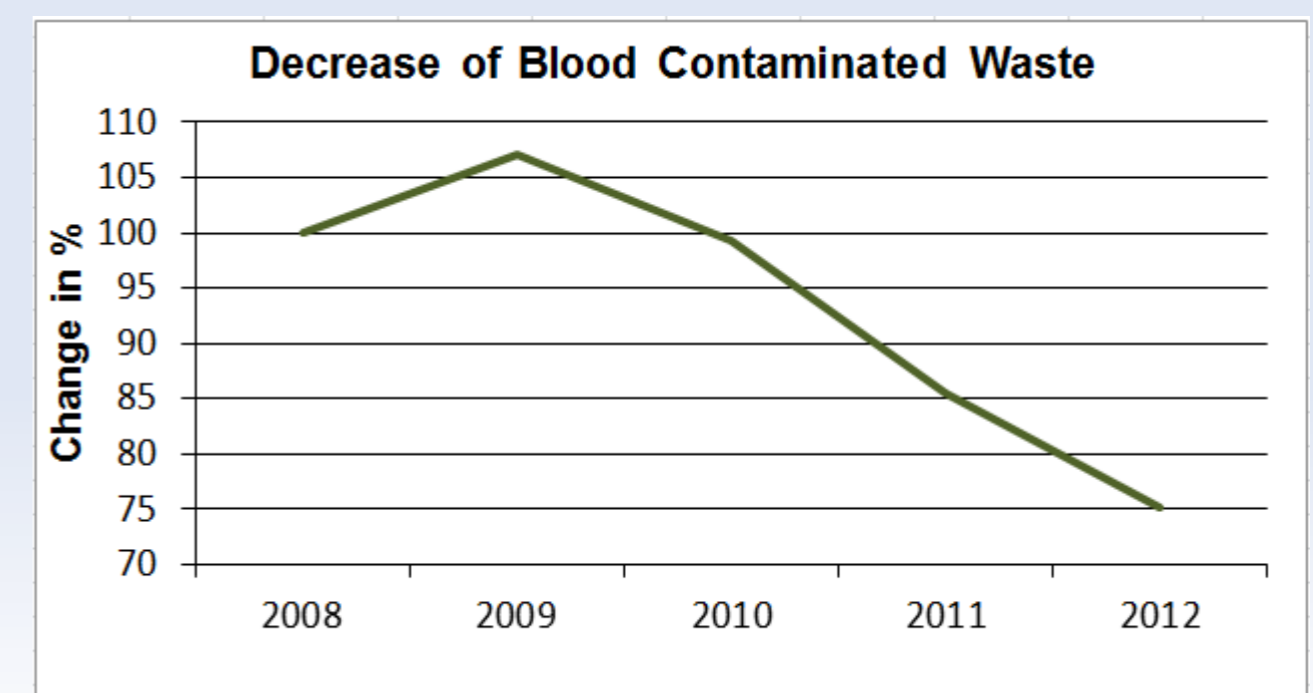
Financial Perspective We strive to offer affordable renal therapy by using the resources provided by **health care authorities** carefully and efficiently. This is a comprehensive responsibility and we are committed to satisfying all of our stakeholders

The triple bottom line: result of monitoring environmental impacts

Using EuCliD clinical data via the NephroCare Balanced Scorecard we monitor water consumption and the creation of contaminated waste in our NephroCare clinics. Accordingly we have significantly reduced the environmental burden.



Decrease in water consumption > 20% in the past 6 years, equals > 1 billion liters



Decrease in kg blood contaminated waste > 20% in past 3 years