

# Conclusions

The first Sustainability Report marks the latest milestone in the EOC's four-year journey to structurally integrate sustainability into its organizational management.

Since 2021, the institution has undertaken a systematic process to identify and manage its economic, social, and environmental impacts, with the goal of transparently communicating its contribution to the health and well-being of the community. A key step in this process was the **Materiality Analysis, aligned with GRI Standards**, conducted at the end of 2023. This exercise enabled a broad engagement of both internal and external stakeholders and, through a universally recognized methodology, identified the most relevant environmental, social, and economic areas for the organization and its context. The analysis laid the foundation for consistent and comparable reporting and for defining measurable objectives.

In parallel, EOC systematically developed its environmental strategy. **Starting in 2022, it began calculating its greenhouse gas emissions** for Scopes 1 and 2 (direct and energy-related emissions), and since 2023, also for indirect emissions (Scope 3), thus compiling for the first time a complete inventory of its emissions in accordance with the GHG Protocol and ISO 14064-1 standards. **In 2024, this strategy culminated in the approval – by the Swiss Federal Office of Energy – of EOC's Decarbonization Plan**, which defines the measures to be implemented by 2050 to reach net-zero emissions.

Integrated into the broader corporate sustainability strategy "EOC, our hospital", this plan guides investments, behaviors, and operational choices in the areas of energy efficiency, sustainable mobility, responsible procurement, construction, and waste management.

Alongside environmental progress, **this Report also highlights the social and financial achievements** of recent years.

On the social front, **EOC has a workforce of over 6,200 employees (about 66% women) with a low annual turnover rate of 4%**, investing in continuous training programs, professional development pathways, and talent attraction initiatives. Occupational health and safety systems have been strengthened, and benefits and services supporting employee well-being expanded.

In terms of healthcare delivery, **in 2024 alone EOC provided more than 41,000 hospitalizations and 668,000 outpatient visits**, maintaining and enhancing local services and specialized centers across the Canton.

From an economic and financial perspective, **in 2024 EOC generated a total economic value of approximately CHF 961 million, of which CHF 682 million was distributed within Ticino**, with investments exceeding CHF 90 million in infrastructure, technology, and innovation. **EBITDA stood at 4.6%**. These figures demonstrate both sound management and a tangible contribution to the region's development, in a general economic context that remains challenging for hospitals (with low reimbursement rates and largely insufficient general contributions from the State).

Published in accordance with international GRI Standards, **this Report is not merely a reporting document but a formal milestone**. It reflects a collective effort involving management, staff, and external stakeholders and demonstrates the organization's commitment to measuring and communicating its impacts

transparently, comparably, and credibly. It recounts the efforts and achievements – from emission reduction to people development, from service enhancement to responsible resource management – and establishes a foundation for tracking future progress toward an increasingly sustainable and innovative hospital model.

With this publication, **EOC positions itself among the pioneers of Swiss and European hospital systems**, implementing best national and international practices and strengthening its role as a reference point for Ticino and Italian-speaking Switzerland. The Sustainability Report produced in accordance with GRI standards represents a significant step forward, confirming the institution's intention to consolidate integrated and responsible management, to account for its results, to share with all stakeholders its vision of a high-quality public healthcare system that cares for people and the environment,

and to serve as an example of how a large, complex organization can embed sustainability into its operations.

**Looking ahead, EOC aims to continue along this path, pursuing the objectives outlined in the Report:** achieving greenhouse gas reduction targets by 2030, consolidating efforts to ensure employee well-being and professional development, strengthening ESG data measurement and transparency systems, improving processes and infrastructure from a circular perspective, and further integrating sustainability principles into clinical and organizational decisions. These commitments – made public and verifiable through this Report – will guide the institution's actions in the years ahead and form the foundation of future sustainability reports, ensuring clear and measurable progress toward a more resilient, equitable, and sustainable public healthcare system.