

# REPORTING OF ALERTS AND INCIDENTS

**Serious  
Adverse  
Events (SAEs)**

**RESIDENTS/PATIENTS/  
FAMILIES/THIRD PARTIES**  
Via the Korian website,  
on-site/at head office,  
head office complaints  
department, etc.

**EMPLOYEES**  
Via hierarchy,  
HR,  
trade unions, etc.

**INTEGRITY  
PLATFORM**

## EVALUATION

Assessment of risk severity: removal of doubt within a maximum period of 7 days

## INVESTIGATION

Corroborate or refute the facts reported in the report. Analyse the causes.  
Establish responsibility, if appropriate

## DECISIONS

Report with analysis of causes, action plan: closure within a maximum period of 3 months

## FOLLOW-UP

Monthly report to the Medical Director of Ethics and Quality of Service, the HR Director, and the CSR Director. Report to the Group's Risk, Ethics and Compliance Committee