



SUSTAINABILITY POLICY **2021**

REDE *D'OR*
SÃO LUÍZ

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Sustainability policy

For Rede D'Or São Luiz, sustainable development is achieved when its business generates value for its shareholders and other interested parties, supporting social strengthening, maintaining and improving the health and safety of its workers and neighboring communities, environmental responsibility and the socioeconomic development of the regions where it operates, through conscious and responsible management, voluntary business actions and intersectional partnerships.



Definition of Guidelines

In order to achieve the principles, set out above, the operation of Rede D'Or São Luiz is based on five main guidelines:

Guideline 1 - Governance

Develop integrated thinking in top management by incorporating ASG practices into the corporate governance agenda.

- Seek the implementation of the measures to be taken by leaders, proposed by the Positive Governance Agenda published by IBGC in November 2020..
- Ensure that interested parties are provided, in addition to the information that is required by law or regulation, those that are of interest to this public, both financial and non-financial information, considering the best national and international ESG practices among others.
- Build a clear communication policy that establishes the organization's spokespersons for each topic, in order to eliminate contradictions between the statements of different executives of the organization.
- Provide for governance for periodic reports, mandatory and voluntary, prepared according to internationally accepted models, aimed at: (I) the evaluation of the risks inherent to the periodic reporting process; (II) integration in the way of thinking

and reporting the organization's activities; (III) meeting the new information that will be required by CVM in the disclosure of the Reference Form.

- Communicating and training employees about anti-corruption procedures and assessing the risk of corruption in the administrative and assistance units.

Guideline 1.1 - Governance for Sustainability

- Develop and improve the mechanisms for the effective integration of the Sustainability Agenda (ASG) with the business strategy of Rede D'Or São Luiz.



- Seek the implementation of governance for sustainability with the support of the Board of Administration.
- In order to obtain an institutional, holistic, and integrated view in relation to the challenges in the short, medium, and long terms related to the development and implementation of the ASG agenda, the Sustainability Management will be in charge of consolidating the ASG information.
- Consider the guidelines of the Corporate Sustainability Index (ISE) as references of the best practices for the implementation and management of the Sustainability Agenda (ASG).

Guideline 2 - Economic

Implementation of strategic projects and initiatives, financial practices, governance and improvement of key business processes in view to expand and strengthen the participation of Rede D'Or São Luiz in the Brazilian complementary health market and generating value for shareholders and other stakeholders.

- The generation of value for shareholders and stakeholders must be driven by the result of the adoption of successful strategies and guided by Corporate Governance;
- Increase in the level of corporate transparency for the market, with the objective of continuous improvement and covering all mandatory information from regulatory and control bodies, as well as that required by specific regulatory bodies and

- institutions focused on the ASG agenda;
- Adoption of robust and auditable processes as a tool for improving corporate governance;
- Predict the measurement of indirect economic impacts and circular economic effects generated by Rede D'Or São Luiz.

Guideline 3 - Environmental

Adoption of the best environmental practices and innovative technologies aiming at the efficient use of natural resources and other resources necessary for the services provided by Rede D'Or São Luiz, thus mitigating the impact and environmental risk of our operations.

Energy

- Reduce energy consumption;
- Use renewable energy sources in corporate and assistance structures;
- Use low energy consumption technologies;
- Establish periodic training for the internal public;
- Raise awareness among all stakeholders about conscious energy consumption.

Water

- Reduce water consumption;
- Periodically monitor the structures to assess leaks and other problems that may impact the water resource;
- Use technologies and materials to reduce water consumption;
- Seek to reuse the water resource for non-noble purposes;
- Promote internal public awareness of conscientious water consumption through corporate campaigns.

Effluents

- Monitor the quality and volume of the water discharged in the units not served by the sanitation utility companies.

Waste

- Reduce the amount of waste produced;
- Evaluate opportunities for waste reduction;
- Monitor the traceability of the waste generated;
- Encourage and promote the recycling of generated non-hazardous waste;
- Promote the reuse of organic waste through composting.

Climate Change - Mitigation

- Advance with the elaboration of CO2 emission inventories of the administrative and assistance units;
- Monitor the main emissions (waste, anesthetic gases, travel, transport and suppliers);
- Choose the technologies with low CO² emissions.



Guideline 4 - Social

This guideline aims to act on all social issues that are impacted by our business through the valorization of human capital, involvement with the community, guarantee of human rights, technical quality and perceived quality.

Valuation of Human Capital

- Attract new talents;
- Retain and engage the human capital of Rede D'Or São Luiz;
- Promote the health and safety of human capital;
- Involve all functional positions in training programs;
- Develop human capital through skills;
- Promote diversity and Inclusion.

Respect for Human Rights

- Monitor reported discrimination cases and their dealings;
- Respect the diversity of all stakeholders (Patient, Visitor, Partner, Supplier and Society);
- Provide training for employees and third parties on policies and procedures related to human rights;
- Promote internal and external human rights campaigns.

Engage with the Community

- Invest in socio-environmental programs and projects in the regions where we operate, strengthening our commitments with respect for human rights, socio-environmental responsibility, ethical conduct and the promotion of sustainable development;
- Establish a transparent and inclusive

- process for cultural sponsorships;
- Promote health and disease prevention in communities.

Technical Quality and Perceived Quality

- Monitor technical quality indicators;
- Monitor the indicators of perceived quality;
- Monitor cases of violation of patient privacy;
- Promote ASG issues at quality events and forums;
- Support the quality managers of the units in issues of sustainability, environment and social responsibility to obtain certifications (ONA, JCI, Qmentum, Green Kitchen, Healthy Hospitals etc.).

Guideline 5 - Value Chain

This guideline aims to consider the ASG criteria in the relationship with the company's value chain.

- Inform suppliers about the ethical principles established in the Code of Conduct of the Rede D'Or São Luiz, in particular related to child labor, forced and / or slave labor and measures to prevent corruption;
- Improve the requirements to be met when hiring suppliers, so that they meet the sustainability criteria.