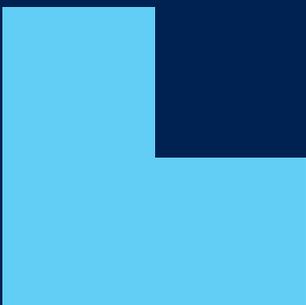


SUSTAINABILITY POLICY **2020**



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 stakeholders, supporting social empowerment, maintaining and improving the health and safety of its workers and neighboring communities,

environmental responsibility and socioeconomic development of the regions where it operates, through conscious and responsible management, voluntary business actions and inter-sector partnerships. We have as a principle to prioritize risk and impact management, pursue zero damage to employees and communities, respect the legislation in force and consider opinions, suggestions and doubts of third parties and/or interested parties, in their decision making, going in addition to reducing and neutralizing the negative impacts of our activity. Rede D'Or São Luiz is committed to developing continually the competen-

cies of its human capital in social and environmental issues and involve its stakeholders in the construction of a suitable scenario for their challenges as an institution defending HEALTH and LIFE.



Policy Objectives

Define and establish the strategic guidelines for the economic, social and environmental management of Rede D'Or São Luiz, considering the management efficiency and the balance of economic, social and environmental aspects.

Scope

The guidelines contained in this policy apply to all hospital units, corporate areas and other business units of Rede D'Or São Luiz and must be complied with by all direct or indirect employees.

Guidelines

In order to achieve the established principles, we will act based on four main guidelines:

Guideline 01: Economic

Implementation of projects and strategic initiatives, financial practices, governance and improvement of key business processes aimed at expanding and strengthening the participation of Rede D'Or São Luiz in the Brazilian complementary health market.

Financial Resources

- Maintain growth rate, focusing on business development and customer satisfaction.
- Allocate financial resources in order to ensure positive and lasting results for the businesses of Rede D'Or São Luiz, respecting the values practiced by the company.
- Honor all the commitments assumed by Rede D'Or São Luiz, formalized through specific contracts or action plans agreed.





Guideline 02: Social

This guideline aims to act on all social issues that are impacted by our business through the enhancement of human capital, engagement with stakeholders, in addition to acting on the health and safety of co-workers, customers and the community.

Valorization of Human Capital

- Develop training programs capable of maintaining a high level of proficiency of our employees in terms of knowledge of social and environmental issues.
- Ensuring employees of Rede D'Or São Luiz an ethical and inclusive work environment that values human rights, diversity, respect free union association and the right to collective bargaining.
- Adopt practices to combat slave and child labor, discrimination in all its forms and moral and sexual harassment.
- Ensure equal rights and opportunities for all our employees, promoting non-discriminatory practices and seeking inclusion at all hierarchical levels.

Stakeholder Engagement

- Promote interaction and good relationship between the community and other relationship audiences, with the purpose of building knowledge, understanding and participation of interest groups in programs and projects that cause change and impact on the lives of communities.
- Search for mechanisms that facilitate interaction with the community and other stakeholders, starting from the stages of planning, installation, operation and deactivation of a hospital unit.
- Establish a process for contracting suppliers in line with the values recommended by Rede D'Or São Luiz, in addition to analyzing technical and administrative aspects, health, safety, environment and code of conduct requirements, according to company standards. Always giving priority to hiring local labor.
- Support cultural, environmental and educational actions as a way of promoting culture and the development of society.
- Establish trusting relationships with patients, offering high quality services.
- Conduct periodic researches with patients, aiming to assess satisfaction in meeting expectations.
- Maintain a transparent relationship with the press, contributing to the preservation of the company's interests and image and, at the same time, assist in providing information to other stakeholders.
- Promote transparency regarding the company's governance, policies, procedures, practices and performance with concerned parts.
- Establishment, in a transparent and systematic way, of communication channels with the stakeholders of Rede D'Or São Luiz, in order to disseminate the socio-environmental practices and performances, as well as the actions taken to mitigate the resulting impacts from our activities.

Work Health and Safety

- Seek continuous improvement in the performance of occupational health and safety management.
- Promote actions to raise the awareness of employees and partners, with the aim of obtaining everyone's commitment to improving occupational safety and health results.
- Proactively monitor occupational health and safety indicators in order to minimize the risks inherent in the operational activities of hospitals.



Guideline 03: Environmental

Adoption of environmental practices and innovative technologies seeking the efficient use of natural resources and other resources necessary for the services provided by Rede D'Or São Luiz, minimizing the possible impacts of our activities on the environment.

- Identify the most relevant environmental risks and establish an appropriate treatment with monitoring and control.
- Seek opportunities to contribute to the achievement of global goals adhering to our businesses, seeking partnerships, solutions and technologies for the challenges of sustainable development.

Natural Resources

- Ensure full compliance with the laws and environmental requirements concerning our activities.
- Promote continuous improvement in the environmental management processes in all of our units through periodic evaluations of performance results, objectives and environmental targets.
- Adopt management practices and innovative technologies seeking the efficient use of natural resources and other resources necessary for the services provided by Rede D'Or São Luiz, minimizing the environmental impacts of our activities.
- Develop environmental projects and initiatives in accordance with the specificities of the regions where we operate.

Guideline 04: Management

Ensure compliance with legislation, risk management and information management.

Compliance with Legislation

- Permanent verification of compliance with current legislation and adoption, whenever required promptly correct any non-conformities.
- Conduct business in accordance with the country's current legislation.
- Ensure compliance with other commitments subscribed by Rede D'Or São Luiz in the operation and maintenance of the units.

Risk Management

- Implementation of mechanisms that allow, in a systematic way, to identify and evaluate the frequency and consequences of undesirable events, seeking the prevention and or maximum reduction of their effects.
- Carry out periodic environmental audits in hospital units, identifying and reporting deviations that may cause environmental impacts.
- Ensure that the contingency plans are evaluated, reviewed and updated, as well as integrated with the contingency plans of other local institution.
- Conduct special audits on suppliers considered critical or in cases of suspicion of non-compliance in relation to compliance with current legislation and/or non-compliance with the principles contained in the Code of Conduct and the Corporate Policy of SGAS.





Information Management

- Implementation of a mechanism that considers the opinions, suggestions and doubts of third parties and or interested parties, providing clarifications when required.
- Ensure the accuracy, updating and documentation of information and knowledge related to economic, social and environmental issues, in order to facilitate their consultation and use.
- Ensure the observance of confidentiality principles, in order to preserve the company's strategic information.

Responsibilities Matrix

The officers of Rede D'Or São Luiz are responsible for promoting the implementation of the basic requirements of each social, economic, environmental and management guideline of Rede D'Or São Luiz, in their respective sectors, through planned and integrated actions.

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