2020 MATERIALITY

Rede D'Or São Luiz

JANUARY/2021

Elaboration
Lanakaná Princípios Sustentáveis

Contents

Introduction

Rede D`Or São Luiz has published sustainability reports using the guidelines of the Global Reporting Initiative (GRI) since 2015. In order for the report to be in accordance with the GRI guidelines, Rede D`Or São Luiz has been using the materiality review process. This process aims to highlight the relevant issues that may impact Rede D´Or São Luiz and its stakeholders in the short, medium and long term.

For the review of materiality, Consultoria Lanakaná Principios Sustentáveis developed a customized process considering the GRI guidelines and the trends of the sector in which Rede D`Or São Luiz operates. The materiality review process was carried out in the months of November and December 2020.

The survey of internal sources and documents of Rede D'Or São Luiz about the main themes of governance, strategy, risk factors, and the survey of external sources on relevant aspects that are being discussed nationally and internationally in the Health sector were contemplated in this process: ***GRI Standard***, Global Risks of the ***World Economic Forum*** (WEF), ***Sustainability Accounting Standards Board*** (SASB - Healthcare Delivery), Sustainability Yearbook S&P 2020, Sustainability NHS, Green and Healthy Hospitals, ANAHP Observatory in addition to the connection with the Global Pact of UN and Sustainable Development Goals (SDGs). We also conducted interviews with 15 members of the Executive Board and Vice-Presidency to identify the main themes discussed internally.

The consolidation of this stage with this Executive group generated a panel with **37** themes that were submitted to a representative group of **53** managers from different areas of Rede D'Or São Luiz who, through an instrument, analyzed the impact of the themes. As a final phase of this engagement process, an open survey was applied to different identified audiences, in a Stakeholder Map, in

which **910** respondents evaluated the influence of these **37** themes in their different realities and perspectives.

Involved in the process			
2	**13**	**910**	**53**
Vice-Presidents	**Directors**	**Stakeholders**	**Managers**

Object of the Materiality Review

The object of the materiality review process is to identify the issues that may impact the sustainability of Rede D`Or São Luiz or may influence the decisions of its stakeholders.

Stakeholders or interested parties are organizations or individuals that can be significantly affected by the activities and services of Rede D`Or São Luiz and whose actions can significantly affect Rede D`Or São Luiz's ability to successfully implement its strategies and achieve its objectives.

The stakeholder's engagement process serves as a tool for understanding their interests and expectations. The non-identification and non-engagement of Stakeholders reduces the chances of credibility among all parties.

The object of stakeholder involvement is to lead to a strategic orientation and operational excellence of the Rede D`Or São Luiz and to contribute to a sustainable development model from which the respective stakeholders and society as a whole can benefit.

Materiality is one of the mandatory principles of the Global Reporting Initiative (GRI) guidelines for sustainability reports and is reviewed every two years by Rede D`Or São Luiz. The materiality process also served for the ESG Strategic Plan of Rede D`Or São Luiz.

History – Materiality

Result of the materiality processes of the 2017 – 2018/2019 Cycles

Material Themes 2017	Material Themes 2018/2019
Customer privacy / Information systems	Privacy and confidentiality in the use of data
Humanization of hospital management	
Patient health and safety	Quality, efficiency and safety in care and in the relationship with patient / client
Research and development on health science and technology	
Economic Performance	Value creation and economic performance
Quality of services provided	Quality, efficiency and safety in care and in the relationship with patient/client
Worker Health and Safety	Employee health, safety and well-being
Ethical behavior and anti-corruption mechanisms	Ethics, integrity and transparency
Training and education	Qualification, training and development of health professionals
Suppliers	Supply Chain Management
Environmental performance (input consumption and waste generation)	Efficiency in the use of energy and waste management in health services
	Impacts of climate change on human health and infrastructure
	Access to health care services

2020 Materiality Review Process

1	Analysis of strategic drivers
2	Analysis of Risks and Opportunities for the Sustainability of the sector
3	Analysis of impacts in relation to sustainability
4	Stakeholder Mapping and Engagement
5	Rede D'Or São Luiz Materiality Matrix

Process Steps

1. Analysis of strategic drivers

Interviews with members of the Executive Board and Vice Presidency in order to identify the main themes related to Rede D`Or São Luiz. For this stage, the following information was analyzed:

- Governance Structure;
- Drivers (Context of Operation, Mission, Vision, Values);
- Code of conduct;
- Corporate Policies;
- Reference Form 2020;
- Risks;
- Sustainability Reports 2017, 2018 and 2019;
- Materiality Process 2017 and 2018;
- Interviews with Directors and VP.

The main themes identified in the analysis stage of the strategic drivers were:

Governance	Social – Labor Practices
Market Presence (Expansion, Acquisition)	Attraction and Retention
Suppliers	Labor Relations
Payment Models	Occupational health and safety
Insurance Relations	Training and development
Research and Teaching	Diversity & Inclusion
Innovation	Career Plan
Value-Based Healthcare / VBHC	Engagement / Climate
Integrity and Risk	**Social – Human Rights**
Information Security	Diversity and Equal Opportunities
Operational Efficiency	**Social Category – Society**
Economic	Impact on Local Communities
Economic Performance - Profitability	Prevention and Health Promotion
Indirect Economic Impact	Social Responsibility
Environmental	**Social Category – Service Responsibility**
Energy	Technical Quality
Waste	Perceived Quality
Climate Change	Patient Privacy

2. Analysis of Risks and Opportunities – Health Sector

Stage of documentary analysis of the main guidelines, principles and publications of sustainability of the market in general, also unfolding themes and specific references of the health sector, which includes:

- **Global Reporting Initiative – GRI Standard**

The Global Reporting Initiative (GRI) is a *Multistakeholder* organization that recommends structures for preparing Sustainability reports using economic, environmental and social guidelines. All issues related to the GRI STANDARD were considered in this analysis.

GRI 200 - Economic

GRI 300 - Environmental

GRI 400 - Social

- **Sustainability Accounting Standard Board – SASB - Health Care Delivery**

  Independent non-profit organization that sets standards for companies to disclose sustainability information to their investors. The SASB Standards identify the subset of environmental, social and governance (ESG) issues most relevant to financial performance in each of the 77 sectors. The *Sustainability Accounting Standards – Health Care Delivery* booklet, published in 2013, was used in this process, covering the themes considered most relevant to the hospital sector, as well as updates on materiality by sectors, accessible at: https://materiality.sasb.org/

- **Sustainability Yearbook 2020 – Sam S&P – Health Care Services**

  Annual report published with information on the drivers for sectors of the economy defined by the New York Stock Exchange's *Dow Jones Sustainability Index* (DJSI), which presents more important topics for each sector. We consider information from the Health Care Equipment & Services sector.

- **National Health Service (NHS) - Sustainability**

  The UK's national healthcare system since 2008 has a sustainability department that is a world reference in the hospital sector. The main areas of activity are: Leadership and Engagement - Climate Change - Sustainable clinical and care models - Healthy, sustainable and resilient communities - Sustainability metrics - Innovation, technology and R&D - Creating social value. For this process, all these aspects were considered.

- **Global Green Healthy Hospitals - Health Care Without Harm (HCWH)**

  The global agenda for green and healthy hospitals intends to support initiatives around the world, aiming to promote greater sustainability and environmental health in the health sector and thus strengthen health

systems at a global level. It considers 10 goals: Leadership, Chemical Substances, Waste, Energy, Water, Transport, Food, Pharmaceutical Products, Buildings and Purchases. These scopes were included in the comparative analyzes for the construction of this report.

- **Sustainable Development Goals – SDG**

The Sustainable Development Goals (SDGs) constitute an agenda for sustainability with targets set by the year 2030 by the United Nations (UN). These goals were articulated with the other contents related to the sector of operation of Rede D`Or São Luiz.

- **UN Global Pact**

Initiative proposed by the United Nations to encourage companies to adopt corporate social responsibility and sustainability policies. The 10 principles of the UN global pact are concentrated on axes:

- Human Rights;
- Work;
- Environment;
- Corruption.

Such axes were also included in the analyzes carried out.

- **The Global Risks Report 2021 – World Economic Forum (WEF)**

Report published annually with the main global risks. The document identifies the imminent risks at the global level and classifies them according to the period in which they become a threat.

- **World Economic Forum (WEF) – Strategic Intelligence – Future of Health and Healthcare**

The World Economic Forum developed Strategic Intelligence to help organizations understand the global forces at play and make more assertive decisions.

Themes identified in the risk and opportunity analysis stage based on the mentioned references:

Governance	Social – Labor Practices
- Corruption	Attraction and Retention
Innovation	Labor Relations
Suppliers	Occupational health and safety
Information Security	Training and development
Economic	Diversity & Inclusion
Economic Development	**Social – Human Rights**
Indirect Economic Impact	Diversity and Equal Opportunities
Environmental	Child Labor - Slave Labor
Energy	**Social Category – Society**
Waste	Impact on Local Communities
Climate Change	Prevention and Health Promotion
Water	Social Responsibility
Chemicals	Access to health
Materials	**Social Category – Service Responsibility**
Biodiversity	Patient health and safety
Environmental Impact of the Service	Patient Privacy
Environmental Compliance	Humanization
Emissions	Marketing
Food	

3. Analysis of impacts

Consolidation of the themes of stages 1 and 2 and application of the Impact Analysis Instrument with the participation of 53 managers from different areas. Questions evaluated:

- **Risks**
  The theme may represent risk for Rede D`Or São Luiz, in the short, medium or long term;
- **Legislation**
  The theme is already or tends to become regulation in the sector where Rede D`Or São Luiz operates;
- **Sector of activity**
  The theme is being discussed in the sector of Rede D`Or São Luiz;

- **Opportunities**

    The theme has the potential to explore innovative solutions that benefit the environment, stakeholders and society.
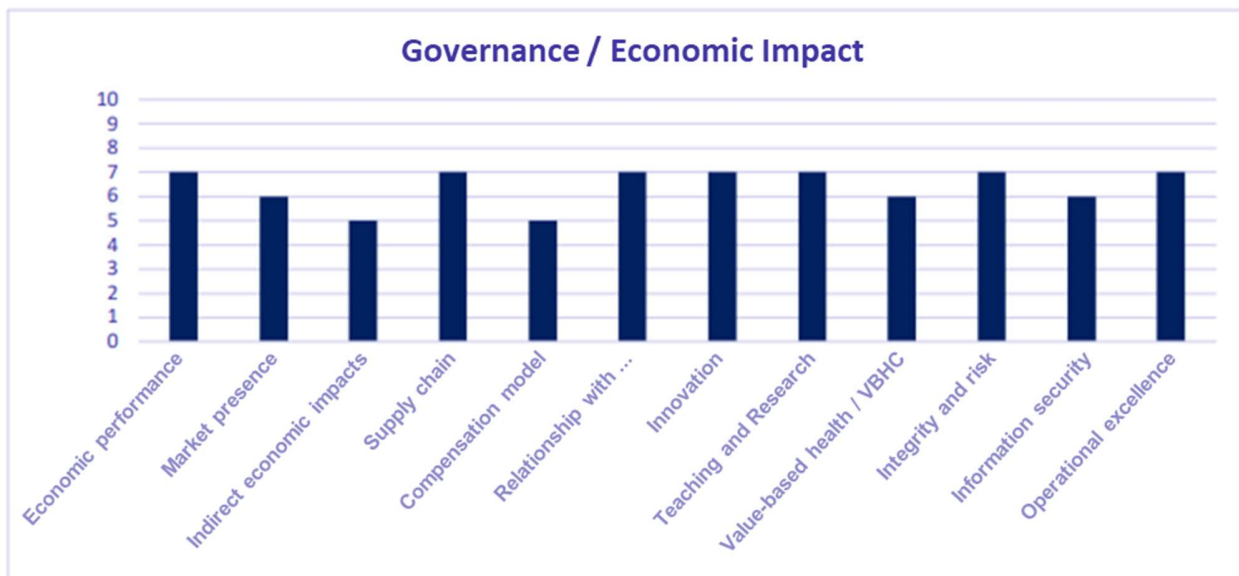
Participants had three answer options for each question:
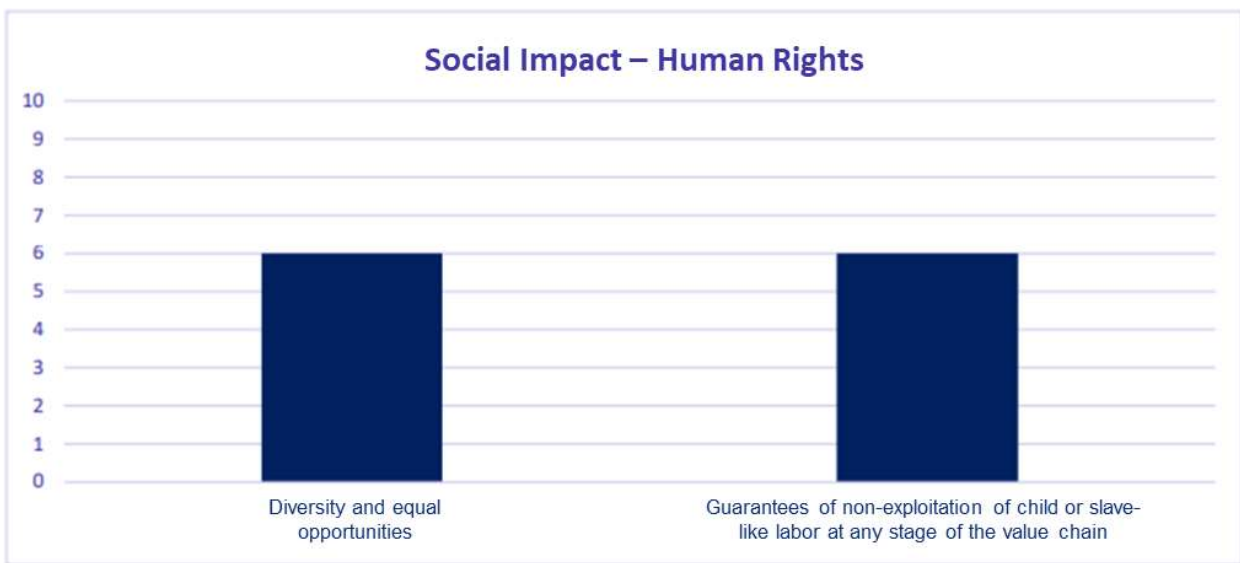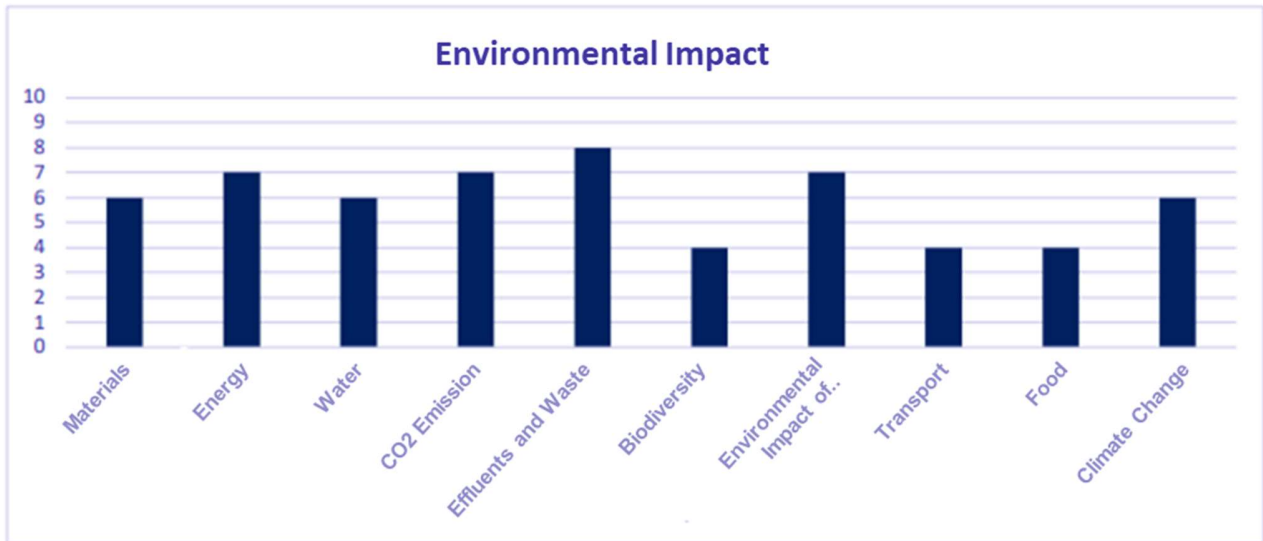
(No), (Partially) and (Yes).

| Risks + Legislation + Sector of Activity + Opportunity = Impact |

Result – Analysis of Impacts

Result – Analysis of Impacts

Environmental Impact

Category	Value
Materials	6
Energy	7
Water	6
CO2 Emission	7
Effluents and Waste	8
Biodiversity	4
Environmental Impact of..	7
Transport	4
Food	4
Climate Change	6

Social Impact – Labor Practices

Category	Value
Employment, recruitment and retention	7
Labor relations	6
Health and safety at work	7
Training and development	6
Diversity and Inclusion	5
Career plan– Employees	6
Engagement index / Climate	6

Social Impact – Human Rights

Category	Value
Diversity and equal opportunities	6
Guarantees of non-exploitation of child or slave-like labor at any stage of the value chain	6

Result – Analysis of Impacts

Social Impact – Society

Category	Value
Community-oriented actions and impact management	7
Unfair competition	6
Public Health Policies	6
Disease prevention and health promotion	6
Social responsibility	6

Social Impact – Service Responsibility

Category	Value
Patient health and safety	8
Communication and marketing	5
Patient experience	8
Humanization	7
Quality	8
Patient privacy	7

4. Stakeholder Mapping and Engagement

In this stage, together with the 53 managers from different areas, participants in the previous stage, the stakeholder groups of the Rede D`Or São Luiz were identified. The stakeholder engagement and mapping process considered the guidelines of AA 1000 - Stakeholder Engagement standard 2018.

4.1 – Mapping of Stakeholders

Identified categories:

Primary Stakeholders: these are the audiences that are directly related to the value chain of Rede D`Or São Luiz, influencing or being influenced by the business.

Secondary Stakeholders: audiences that have an interest and influence in the business, even without directly participating in the value chain of Rede D`Or São Luiz.

After classifying the stakeholder groups into primary and secondary, the following criteria are applied:

- **Dependency:** Level of dependence of the *stakeholder* in relation to Rede D`Or São Luiz.
- **Impact:** Degree of change suffered by the *stakeholder* due to the activities and actions of the Rede D`Or SãoLuiz.
- **Influence:** Degree of interference that the *stakeholder* can exercise in decision-making or in the progress of the project, without necessarily having the formal power to do so.
- **Power:** Domain of formal responsibility (legal, financial, governance and / or operational) established through rules, contracts, policies or other normative documents.
- **Proximity:** Degree of proximity of the stakeholder in relation to Rede D`Or São Luiz.
- **Urgency or Tension:** Degree of urgency and tension of the stakeholder in relation to a specific situation.

The result of the stakeholder mapping has defined the stakeholder groups that were engaged in the influence assessment process through online research.

Map of Stakeholders - Rede D`Or São Luiz
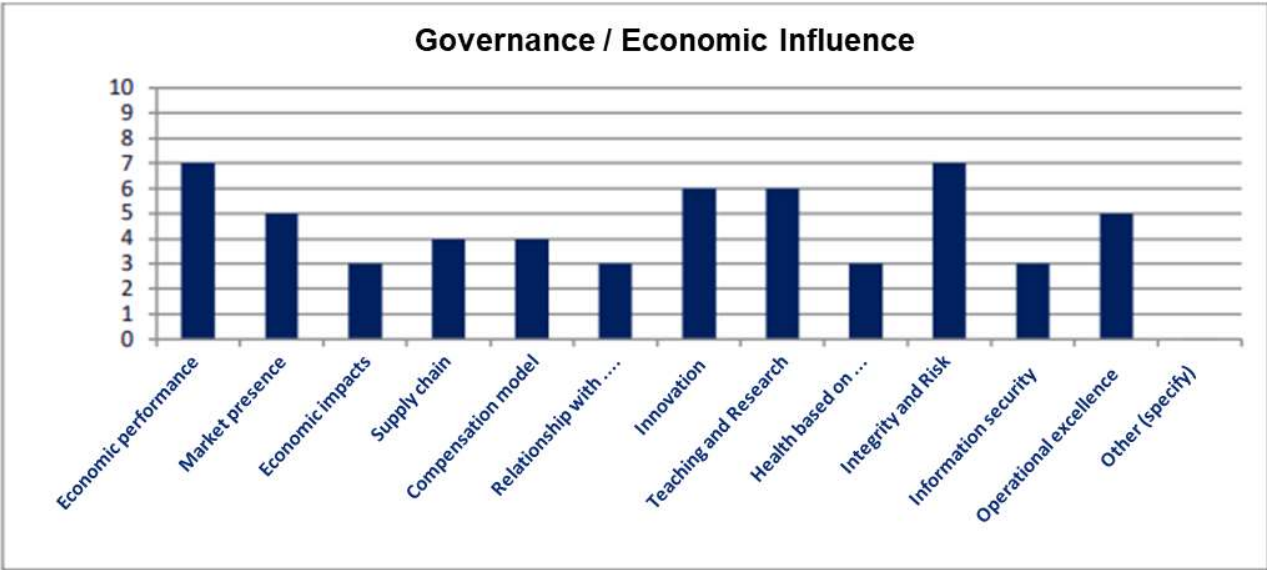
4.2 – Stakeholder engagement

With the themes consolidated in step 1 and 2, we applied the online survey to the stakeholder groups mapped in step 4.1. The purpose of engagement is to assess which of the selected themes can influence <u>them</u>.
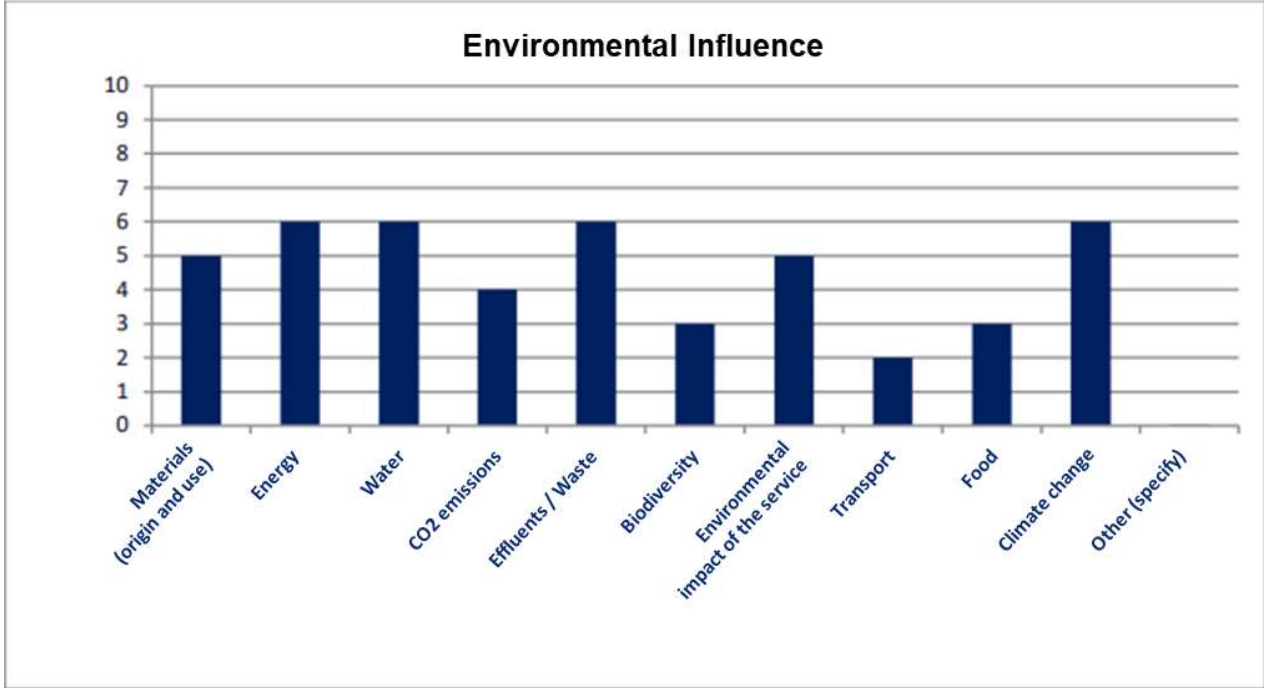
Number of participants per stakeholder group

- Society; 6
- Partners; 4
- Third parties; 5
- Suppliers; 211
- Researchers; 5
- Employees; 612
- Health Care Providers; 4
- Physicians; 29
- Patients / Clients; 34

It is noted in a comparative analysis in relation to the 2019 cycle, greater participation of the group of stakeholder's "suppliers" in the process.

A total of 910 stakeholders were engaged
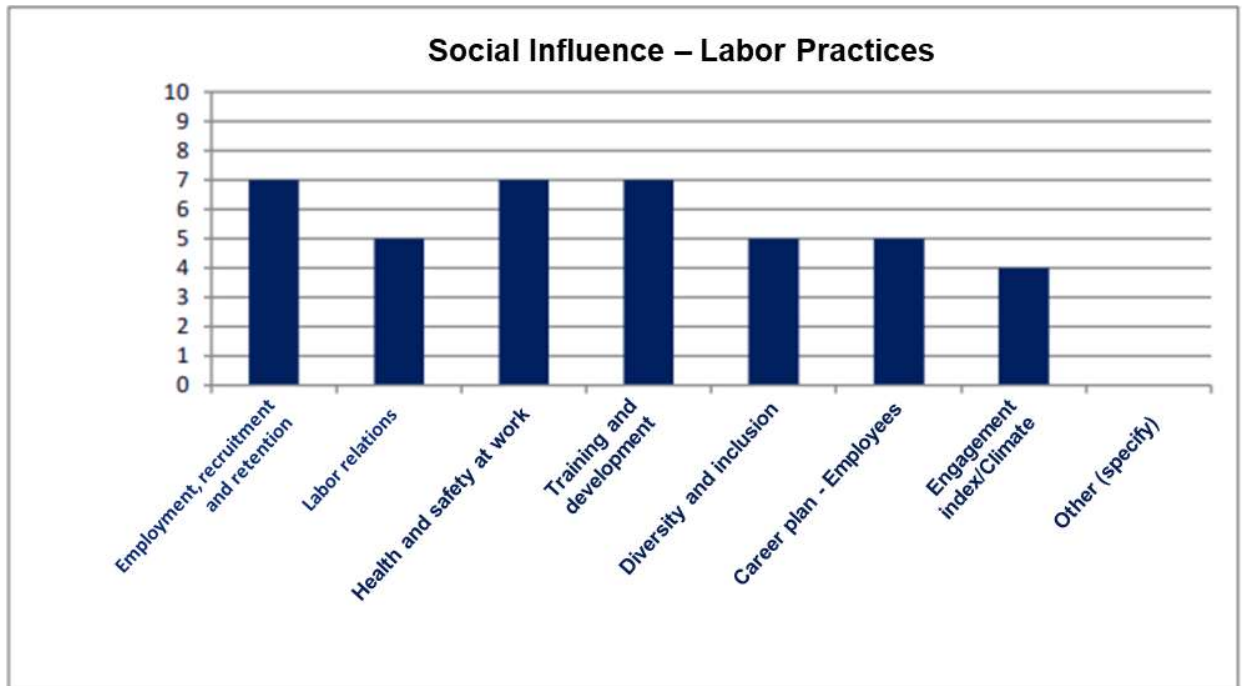
4.3 - Result of Stakeholder Engagement

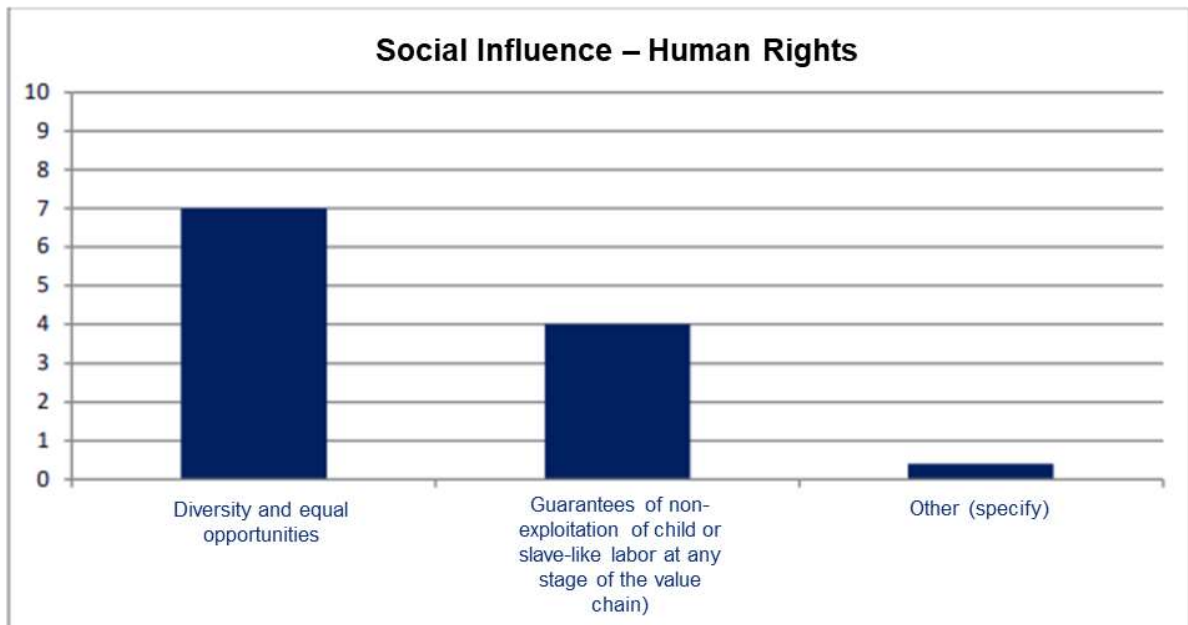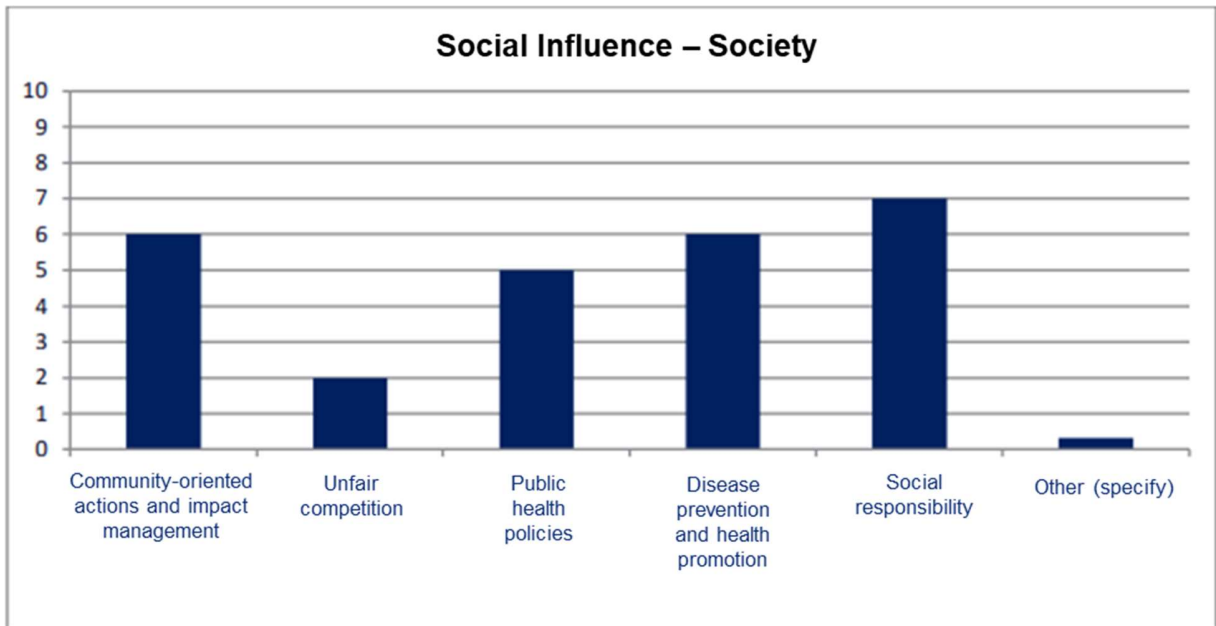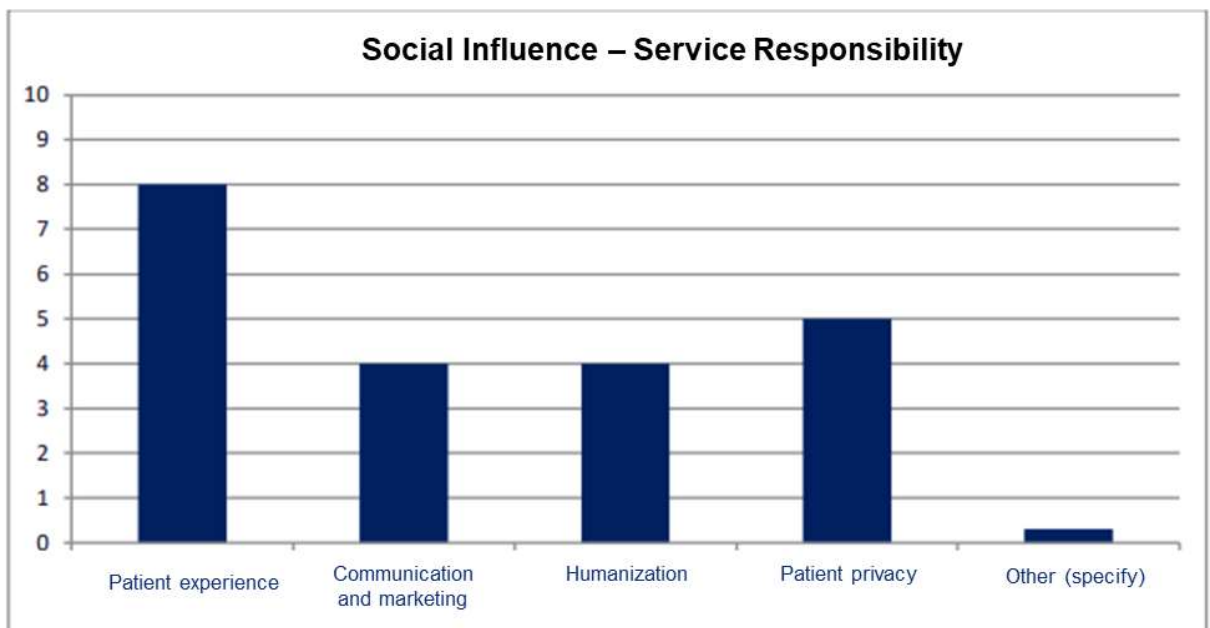Other * - Alternative with an open field in which respondents could write and add items.

Other * - Alternative with an open field in which respondents could write and add items.

4.3 - Result of Stakeholder Engagement

Social Influence – Labor Practices

Other * - Alternative with an open field in which respondents could write and add items.

Social Influence – Human Rights

Other * - Alternative with an open field in which respondents could write and add items.

4.3 - Result of Stakeholder Engagement

Social Influence – Society

Other * - Alternative with an open field in which respondents could write and add items.

Social Influence – Service Responsibility

Other * - Alternative with an open field in which respondents could write and add items. The wording below kept the text written by the participants in full.

The themes that scored the most in the responses of each of the groups are shown in the figure below.

Stakeholder Group	Themes
Patients / Clients	- Innovation - Integrity and Risk - Energy - Water - Waste - Climate Change - Attraction and Retention - Diversity and Equal Opportunities **Community-oriented actions and impact management** - Prevention and Health Promotion - Patient experience (Technical Quality and Perceived Quality)
Physicians	- Economic Development - Integrity and Risk - Innovation - Research and Teaching - Energy - Water - Waste - Attraction and Retention - Employee Health and Safety - Prevention and Health Promotion - Patient experience (Technical Quality and Perceived Quality)

Health Care Providers	- Economic Development
	- Innovation
	- Integrity and Risk
	- Energy
	- Climate Change
	- Diversity and Equal Opportunities

	· Prevention and Health Promotion
	· Social Responsibility
	· Patient experience (Technical Quality and Perceived Quality)

Stakeholder Group	Themes
Employees	· Economic Development
	· Research and Teaching
	· Integrity and Risk
	· Energy
	· Water
	· Waste
	· Attraction and Retention
	· Employee Health and Safety
	· Training and development
	· Diversity and Equal Opportunities
	· **Community-oriented actions and impact management**
	· Social Responsibility
	· Patient experience (Technical Quality and Perceived Quality)

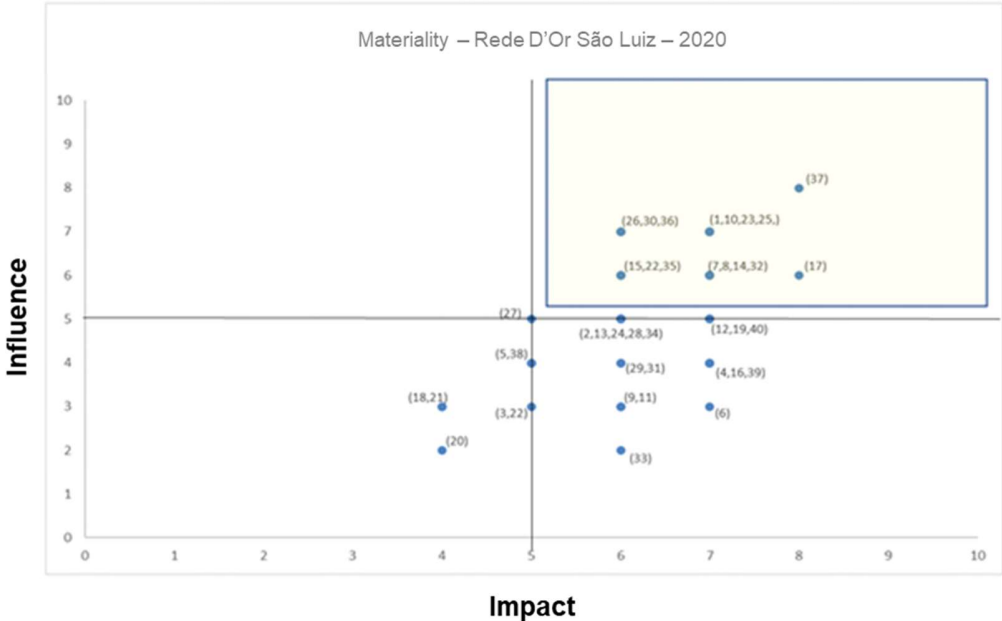| Researchers	- Innovation - Integrity and Risk - Research and Teaching - Water - Energy - Waste - Climate Change - Employee Health and Safety - Training and Development - Prevention and Health Promotion

	• Patient experience (Technical Quality and Perceived Quality)
Suppliers	• Economic Development • Innovation • Integrity and Risk • Water • Waste • Social Responsibility • Patient experience (Technical Quality and Perceived Quality)

Stakeholder Group	**Themes**
Third parties	• Economic Development • Integrity and Risk • Energy • Water • Employee Health and Safety • Training and Development • Diversity and Equal Opportunities • **Community-oriented actions and impact management** • Patient experience (Technical Quality and Perceived Quality)
Partners	• Economic Development • Integrity and Risk • Climate Change • Training and Development • **Community-oriented actions and impact management** • Patient experience (Technical Quality and Perceived Quality)
Community	• Integrity and Risk • Innovation • Energy • Water

	• Waste
	• **Community-oriented actions and impact management**
	• Prevention and Health Promotion
	• Social Responsibility

5. Matrix of Materiality

The materiality matrix considers the result of the Impact analysis instrument - step 3 - (x-axis) and the Influence of the themes from the perspective of the stakeholders - step 4 - (y-axis).

Materiality – Rede D'Or São Luiz – 2020

Material Themes 2020

1 - Economic Performance (E)	23 - Attraction and Retention (S)
7 - Innovation (G)	25 - Employee Health and Safety (S)
8 - Teaching and Research (G)	26 - Training and Development (S)
10 - Integrity and Risk (G)	30 - Diversity and Equal Opportunities (S)
14 - Energy (A)	Community-oriented actions and impact management
15 - Water (A)	35 - Health promotion and disease prevention (S)
17 - Waste (A)	36 - Social Responsibility (S)
22 - Climate Change (A)	Patient Experience (Technical Quality and Perceived Quality)

Legend - (E) Economic - (G) Governance - (A) Environmental - (S) Social

Legend of themes – 2020 Materiality Matrix

Economic	Social – Labor Practices
1 - Economic Performance (E)	23 - Attraction and Retention
2 - Market presence	24- Labor Relations
3- Indirect economic impacts	25 - Occupational health and safety
Governance	26 - Training and Development
4 - Supply Chain	27 - Diversity & Inclusion
5 - Payment Model	28 - Career plan – Employees
6 - Health Care Provider Relations	29 - Engagement / Climate index
7 – Innovation	**Social – Human Rights**
8 - Research and Teaching	30 - Diversity and Equal Opportunities (S)
9 - Value-Based Healthcare / VBHC	31 - Child or slave-like labor
10 - Integrity and Risk	**Social – Society**
11 - Information Security	32 - Community-oriented actions
12- Operational Excellence	33 - Unfair competition
Environmental	34 - Public Health Policies
13 – Materials	35 - Disease Prevention
14 – Energy	36 - Social Responsibility (S)
15 – Water	**Social Category – Service Responsibility**
16 - CO2 emissions	37 - Patient Experience
17 - Effluents and waste	38 - Communication and marketing
18 – Biodiversity	39 – Humanization
19 - Environmental Impact of Services	40 - Patient Privacy
20 – Transportation	
21 – Food	
22 - Climate Change (A)	

Materials Themes

Impact – Material Themes 2020

Theme	Impact
Economic Development	Internal and external
Innovation	Internal and external
Research and Teaching	Internal and external
Integrity and Risk	Internal
Energy	Internal
Water	Internal
Waste	Internal and external
Climate Change	Internal and external
Attraction and Retention	Internal
Occupational health and safety	Internal
Training and development	Internal
Diversity and Equal Opportunities	Internal and external
Impact on Local Communities	External
Prevention and Health Promotion	Internal and external
Social Responsibility	External
Patient Experience (Technical Quality and Perceived Quality)	Internal and external

Connections - Material Themes 2020 - GRI STANDARD

Theme	GRI Standard
Economic Development	201-1 to 201-4
Integrity and Risk	205-1 / 205-2 / 205-3
Energy	301-1 / 301-2
Water	303-4 / 303-5
Waste	306-5
Climate Change	305-1 / 305-2
Attraction and Retention	401-1 / 401-2
Occupational health and safety	403-1 / 403-5 / 403-9
Training and development	404-1 / 404-2 / 404-3
Diversity and Equal Opportunities	405-1 / 405-6 / 406-9
Impact on Local Communities	/ 413/1
Patient Experience (Technical Quality and Perceived Quality)	/ 416/1

Connections - Material Themes 2020 - Others

Theme	Content
Innovation	No. of partners mapped
Research and Teaching	**Teaching** (No. of students and Master's / Doctorate / Medical Residency courses) **Research** (areas of research, papers and published articles
Health Promotion & Disease Prevention	Number of health promotion and disease prevention actions
Social Responsibility	(1) Tax Incentives (Values and Projects), (2) Sponsorships (Values and Projects), (3) COVID Projects
Patient Experience (Technical Quality and Perceived Quality)	Technical Quality Indicators /NPS

Connections - Material Themes 2020 - SDG and Global Pact

Theme	SDGs	PG
Economic Development	8, 9	-
Innovation	9	-
Research and Teaching	4,5,8,10	-
Integrity and Risk	16	Principle 10.
Energy	7, 8,12,13	Principle 8 and 9
Water	6	Principle 8
Waste	3.6 11, 12	Principle 8
Climate Change	3, 12, 13, 14, 15	Principle 8 and 9
Attraction and Retention	5, 8, 10	Principle 6
Occupational health and safety	3.8.16	-
Training and development	4,5,8,10	-
Diversity and Equal Opportunities	**5.8**	**Principle 1 and 2**
Impact on Local Communities	-	-
Prevention and Health Promotion	3	-
Social Responsibility	-	-
Patient Experience (Technical Quality and Perceived Quality)	3	-

Connections - Material Themes 2020 - SASB Health Care Delivery

Theme	Indicator - SASB
Integrity and Risk	6. Description of policies and practices to protect records of protected customer health information and other personally identifiable information 7. Number of data breaches 8. Percentage involving only personally identifiable information and protected health information 9. Number of affected customers in each category 10. Total value of monetary losses as a result of legal cases related to data security and privacy
Energy	11. Total energy consumed 12. Percentage of electricity from the grid 13. Percentage of renewable energy
Waste	14. Total amount of medical waste 15. Percentage of waste incinerated 16. Percentage of recycled or treated waste 17. Percentage of waste sent to Landfill
Climate Change	18. Description of the strategy to deal with the effects of climate change on commercial operations, physical infrastructure and design of the facilities. Discussion of specific risks (such as physical risks) presented by changes in the frequency and intensity of extreme weather events and changes in the morbidity and mortality of illnesses and diseases.
Attraction and Retention	19. Turnover rate for non-medical healthcare professionals 20. Turnover rate of all other employees 21. Description of talent recruitment and retention efforts for healthcare professionals
Occupational health and safety	22. Total rate of serious incidents
Patient Experience (Technical Quality and Perceived Quality)	23. Score of Conditions Acquired by the Hospital (HAC) by hospital 24. Excess rate of readmission per hospital

Conclusion
Because the material theme is important for the RDSL

Economic Performance - Information on the creation and distribution of economic value provides a basic indication of how the organization has generated wealth for stakeholders. Several components of the economic value generated and distributed (EVG & D) also offer an economic profile of the organization, which can be useful to normalize other performance values. Profitability is at the heart of RDSL's business model. Economic Performance is also important for the expansion of RDSL.

Innovation - Innovations and technologies in the health sector can contribute to the sustainability of the sector through greater access to health services, better quality procedures, less impact on the environment and, above all, can save lives. Through innovations, RDSL offers value to patients, professionals and society.

Research and Teaching - Scientific research can support health organizations in the development of new treatments that can benefit the general population. Health education promotes the knowledge and improvement of health professionals. The Instituto de Pesquisa e Educação do I`Dor has a fundamental role in the development of research and in supporting the development of education in the health sector.

Integrity and Risk - The level of integrity helps to indicate the ability of RDSL management to ensure that operations follow laws and regulations. Risk management reinforces the organization's lines of defense, mitigating the various risks and enhancing opportunities.

Energy – The consumption has a direct effect on operating costs and may increase exposure to fluctuations in supply and energy prices. RDSL's environmental footprint is shaped, in part, by its choice of energy sources. Changes in the balance of these sources may indicate the efforts of the RDSL to minimize its environmental impacts.

Water - The disclosure of the total volume of water withdrawn by source contributions to a better understanding of the global scale of the impacts and potential risks associated with the use of water by the RDSL. The total volume removed, reused and reused provides an indication of the size and importance of the theme for the RDSL.

Waste - Data on the generation of waste over several years can indicate the level of progress made by RDSL in its waste reduction efforts. They also indicate possible improvements in the efficiency and productivity of processes. From a financial point of view, the reduction of waste directly contributes to the reduction of material and disposal costs**.**

Climate Change- The climate change will significantly impact the health sector in the coming years. In this sense, the RDSL must work on the impacts of climate change in the short, medium and long term through the mitigation and adaptation of its operations. Emissions of

greenhouse gases, which are the main cause of climate change, are regulated by the "United Nations Framework Convention on Climate Change". The health sector is one of the main emitters of greenhouse gases in the world. The absence of actions to mitigate emissions by the RDSL may impact its operation and the health of the population.

Attraction and retention - The attraction and retention of professionals is one of the biggest challenges in the health sector. The number, age, sex and region of new employees can indicate the strategy adopted and its ability to attract employees with diversified qualifications. This information can indicate efforts to implement including hiring practices based on the age and gender of employees and to optimize the use of labor and talent available in different regions. The high level of turnover impacts on the development of teams and the provision of services. Retention programs strengthen engagement with employees, reducing risks in the provision of services.

Health and safety at work - Health and safety performance is a fundamental measure of the RDSL's duty to ensure the well-being of its employees. Low injury and absenteeism rates are generally related to positive trends in staff morale and productivity.

Training and Development of People - This theme provides information about the scale of RDSL investments in this area and the degree to which they are extended to the entire staff. Training and development programs can strengthen employee engagement.

Diversity and Equal Opportunities - Comparisons between the overall diversity of employees and the diversity of the management staff provide information on equal opportunities. Information reported in this content also helps to assess which issues may be of particular relevance to certain segments of governance bodies or employees. The RDSL can play an active role in reviewing its operations and decisions in order to promote diversity, eliminate gender bias and support equal opportunities. These principles apply equally to the recruitment of people, opportunities for career advancement and remuneration policies. Equal payment is also an important factor for retaining qualified employees.

Local Communities - An essential element in managing impacts on local communities is assessment and planning to understand the real and potential impacts and an effective engagement by local communities to identify their expectations and needs.

Disease prevention - One of the social functions of a health organization is that of not causing harm to society. Disease prevention actions with society and health promotion, strengthens the position of social responsibility and the health and well-being of the population.

Social Responsibility - RDSL can play a very large social role in the communities in which it operates. Social responsibility can promote access to health for low-income communities.

Patient Experience (Technical Quality and Perceived Quality) - The patient experience is the sum of all interactions, shaped by the RDSL culture, that influence the patient's perception. Patient health and safety, quality (technical and perceived) of the services provided, clinical outcome and patient satisfaction integrate the patient experience within our perspective.