



SUSTAINABILITY POLICY



REDE *D'*OR

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Sustainability Policy

For Rede D'Or, 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 the socio-economic development of the regions where it operates, through conscious and responsible management, voluntary corporate actions and cross-sector partnerships.

Our principle is to prioritize the management of risks and impacts, to pursue zero harm to employees and communities, to respect the legislation in force and to take into account the opinions, suggestions and doubts of third parties and/or interested parties when making decisions, going beyond the reduction and neutralization of the negative impacts caused by our activity.

The logo for Rede D'Or, featuring the word "REDE" in a bold, white, sans-serif font, followed by a stylized white script "D'Or", and the word "OR" in a bold, white, sans-serif font.

Rede D'Or is committed to continuously developing the skills of its human capital in social and environmental issues and involving its stakeholders in building a scenario that is appropriate to its challenges as an institution that defends health and life.

Objectives

To establish the guidelines for Rede D'Or's actions in relation to sustainable development, considering management efficiency and the balance of economic, social, environmental and governance aspects.

Scope

The guidelines contained in this policy apply to the business units of Rede D'Or and must be complied with by direct and indirect employees.

Guidelines

Com o objetivo de alcançar os princípios acima estabelecidos, a atuação da Rede D'Or baseia-se em cinco principais diretrizes:

Guideline 01 – Governance

Develop integrated thinking in senior management by incorporating ESG practices into the corporate governance agenda:

- Seek to implement the measures to be taken by leaders, proposed by the Positive Governance Agenda published by IBGC.
- Ensure that, in addition to the information required by law or regulation, stakeholders are provided with information that is of interest to this public, both financial and non-financial, considering the best national and in-

ternational ESG practices such as: GRI, ISE, among others.

- Build a clear communication policy that establishes the organization's spokespersons for each topic, with the aim of eliminating contradictions between the statements of different executives of the organization.
- Provide governance for periodic reports, both mandatory and voluntary, prepared in accordance with internationally accepted models, aiming at:
 1. (I) assessing the risks inherent in the process of preparing periodic reports;
 2. (II) integrating them into the way of thinking and reporting the organization's activities;
 3. (III) meeting the latest information that will be required by the CVM in the disclosure of the Reference Form. (e) Promote the Integrity Program and Code of Conduct, communicate and train employees on anti-corruption procedures and assess the risk of corruption in administrative and assistance units.



- Governance for Sustainability:
 1. Develop and improve mechanisms for the effective integration of the Sustainability Agenda (ESG) into Rede D'Or's business strategy.
 2. Seek to implement governance for sustainability with the support of the Board of Directors.
 3. In order to obtain an institutional, holistic and integrated vision regarding the short, medium and long-term challenges related to the development and implementation of the ESG agenda, the Sustainability Management will be responsible for consolidating ESG information through processes for sustainability governance in ESG Strategic Planning ("PEESGDOR").
 4. Consider the guidelines and processes established in the PEESGDOR as a reference for governance for sustainability for the implementation and management of the Sustainability Agenda (ESG).

Guideline 02 - Economic

Implementation of strategic projects and initiatives, financial practices, governance and improvement of key business processes aimed at expanding and strengthening Rede D'Or's participation in the Brazilian supplementary health market and generating value for shareholders and other stakeholders.

- The generation of value for shareholders and stakeholders must be driven by the adoption of successful strategies guided by Corporate Governance;
- Increasing the level of corporate transparency for the market, with the aim of continuous

improvement and covering all the information required by regulatory and control bodies, as well as that required by specific regulatory bodies and institutions focused on the ESG agenda;

- Adoption of robust and auditable processes as a tool for improving corporate governance;
- Consider measuring the indirect economic impacts and circular economic effects generated by Rede D'Or.

Guideline 03 - Environmental

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

- Consider the guidelines set out in the Health, Safety and Environment Policy and associated ESG corporate programs.

Energy

- Reduce energy consumption;
- Use renewable energy sources in care facilities;
- Use low energy consumption technologies;
- Establish periodic training for the internal public;
- Raising awareness among stakeholders about conscious energy consumption..

Water

- Reduce water consumption;
- Monitoring the structures to assess leaks and other problems that could impact water resources;

- Use technologies and materials to reduce water consumption;
- Seek to reuse water resources for non-noble purposes;
- Promoting internal public awareness of conscious water consumption through corporate campaigns.

Effluents

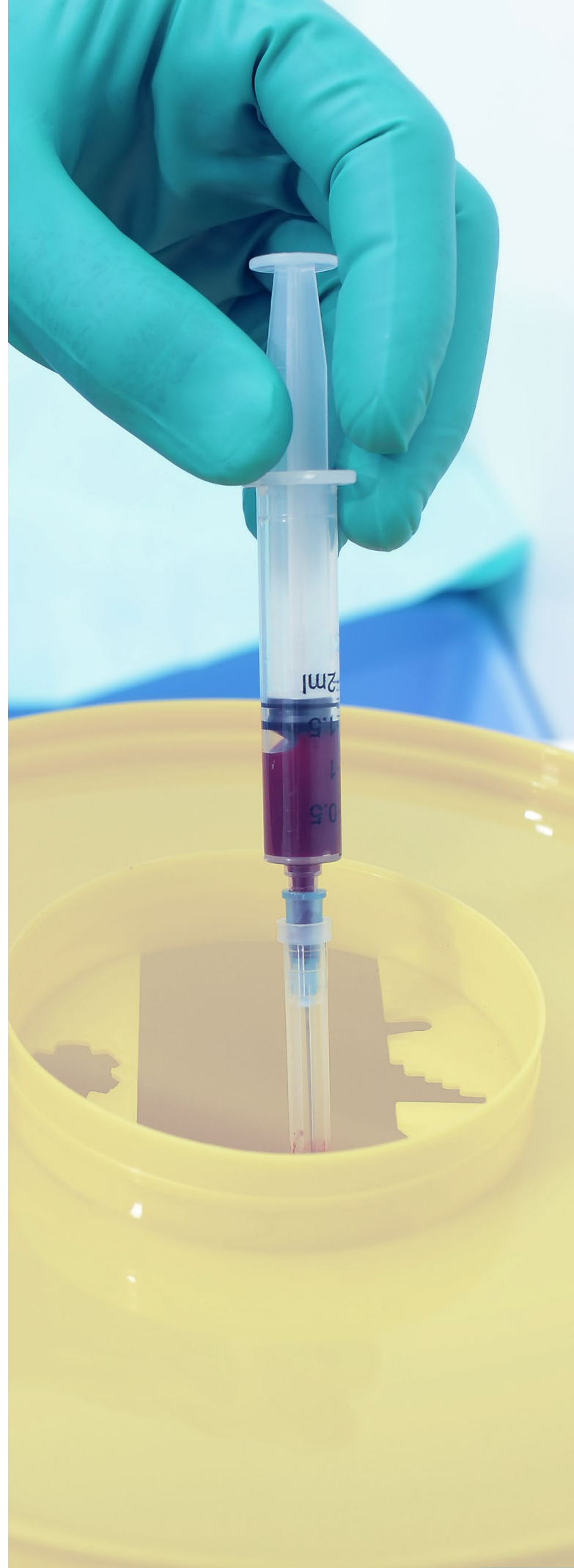
- Monitor the quality and volume of water discharged in units not served by sanitation concessionaires.

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 non-hazardous waste generated;
- Encouraging the reuse of organic waste through composting.

Climate Change

- Consider the guidelines set out in the Climate Change Policy and associated ESG corporate programs;
- Climate mitigation:
 - Progress with the preparation of CO² emissions inventories for administrative and care units
 - Monitor the main emissions (Scope 1 - direct emissions; Scope 2 - indirect emissions from electricity purchased for the company's own use; and Scope 3 - indirect emissions in the company's value chain);
 - Opt for technologies with low CO² emissions





- Adaptation:
 - Consider assessing climate risks and opportunities;
 - Consider Climate Transition Plan, including mitigation and adaptation actions.

Guideline 04 - Social

This guideline aims to act on the social issues that impact our business by valuing human capital, engaging with the community, guaranteeing human rights, technical quality and perceived quality.

Valuing Human Capital

- Consider Human Resources Policy guidelines and associated corporate ESG programs.
- Attract new talent;
- Retain and engage Rede D'Or's human capital;
- Promoting the health and safety of human capital;
- Involving functional positions in training programs;
- Developing human capital through competencies;
- Promoting diversity, equity and inclusion

Respect for human rights

- Consider Human Rights Policy guidelines and associated ESG corporate programs.
- Monitoring reported cases of discrimination and dealing with them;
- Respect the diversity of all stakeholders (patients, visitors, partners, suppliers and society);
- Provide training for employees and third parties on policies and procedures related

to human rights;

- Promote internal and external campaigns on human rights
- Consider human rights impacts on the company and value chain.

Community involvement

- Consider the guidelines set out in Rede D'Or's Corporate Social Responsibility Policy and associated corporate ESG programs.
- Investing in social and environmental programs and projects in the regions where we operate, strengthening our commitments to respect for human rights, social and environmental responsibility, ethical conduct and the promotion of sustainable development.
- Establish a transparent and inclusive process for cultural sponsorships;
- Promoting health and disease prevention in communities;

Technical Quality and Perceived Quality

- Monitoring technical quality indicators;
- Monitoring perceived quality indicators;
- Monitor cases of violation of patient privacy;
- Promote ESG issues at quality events and

forums; (e) Support the quality managers of the units in sustainability, environmental and social responsibility issues in order to obtain certifications (ONA, JCI, Qmentum, Green Kitchen, Healthy Hospitals, etc.).

Guideline 05 - Value Chain

This guideline aims to take ESG criteria into account when dealing with the company's value chain.





- Consider mapping the value chain of Rede D'Or, taking into account upstream and downstream entities in its composition;
- Upstream entities: provide products or services used in the development of the organization's own products or services;
- Downstream entities: those that receive products or services from the organization.
- Supply chain:
 - Consider the guidelines set out in the Rede D'Or Sustainable Purchasing Policy;
 - Make suppliers aware of the ethical principles set out in the Rede D'Or Code of Conduct, especially in relation to child labor, forced and/or slave labor and corruption prevention measures;
 - Improve the requirements to be met when contracting suppliers, so that they meet sustainability criteria;
 - Consider ESG performance evaluation of suppliers.

Responsibility Matrix and Governance Structure

The roles and responsibilities are defined in **NORDOR 104 - Roles and Responsibilities in ESG Management:**

- **Board of Directors:** To approve this Sustainability Policy.
- **Sustainability and Climate Change Committee, executive board, other boards, corporate, operational and administrative areas:** Support the implementation of the Sustainability Policy and consider strengthening the ESG guidelines in the various areas of the institution.





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