

SUSTAINABILITY POLICY  
REDE D'OR SÃO LUIZ S.A.

1. PURPOSE

1.1. To establish the guidelines that direct Rede D'Or's actions on sustainable development, taking into account management efficiency and the balance of economic, social, environmental, and governance aspects.

2. SCOPE

2.1. The guidelines set forth in this Policy apply to all Rede D'Or São Luiz business units and must be observed by both direct and indirect employees.

3. REFERENCE DOCUMENTS

3.1. Rede D'Or internal regulations:

- a) Rede D'Or Code of Conduct
- b) PEESGDOR – Rede D'Or ESG Strategic Plan
- c) POLDOR 003 – Sustainable Procurement Policy
- d) POLDOR 004 – Human Resources Policy
- e) POLDOR 006 – Corporate Anti-Corruption Policy
- f) POLDOR 008 – Health, Safety and Environment Policy
- g) POLDOR 009 – Compliance Policy
- h) POLDOR 013 – Rede D'Or Corporate Risk Management Policy
- i) POLDOR 017 – Human Rights Policy
- j) POLDOR 018 – Climate Change Policy
- k) POLDOR 019 – Corporate Social Responsibility Policy
- l) POLDOR 023 – Stakeholder Engagement Policy

3.2. Rede D'Or strategic commitments:

- a) Mission: “To provide highly effective medical and hospital care with qualified and motivated teams, respecting ethics and the individual in their social and environmental context.”
- b) Vision: “To be a reference in hospital management and in the provision of medical services, based on the highest technical standards and socio-environmental responsibility.”
- c) Values: “Competence, credibility, development, humanization, integrity, and respect.”

#### 4. DEFINITIONS

- 4.1. ESG: acronym for environmental, social, and governance.
- 4.2. Environment (E): “The set of conditions, laws, influences, and interactions of a physical, chemical, biological, social, cultural, and urban nature, which enables, shelters, and governs life in all its forms.” (CONAMA Resolution 306/2002).
- 4.3. Environmental Impact: Any change in the environment, adverse or beneficial, that results, wholly or partially, from an organization’s activities, products, or services.
- 4.4. Economic Aspect: A set of financial and administrative practices aimed at ensuring business continuity and creating value for shareholders and stakeholders.
- 4.5. Social Aspect: Refers to the scope, situation, or characteristics of a given society.
- 4.6. Sustainability: “Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs and aspirations.” (Brundtland Report, UN, 1987).
- 4.7. Stakeholders: “Any group or individual that can affect or be affected by the achievement of the company’s objectives.” (Robert Edward Freeman). Rede D’Or’s mapped stakeholders are listed in the Stakeholder Engagement Policy.

#### 5. CONCEPTS AND PRINCIPLES OF THE SUSTAINABILITY POLICY

- 5.1. For Rede D’Or, sustainable development is achieved when its business generates value for shareholders and other stakeholders, supporting social strengthening, maintaining and improving the health and safety of its employees and neighboring communities, environmental responsibility, and the socioeconomic development of the regions where it operates, through conscious and responsible management, voluntary corporate actions, and cross-sector partnerships.
- 5.2. Our principles include prioritizing risk and impact management, striving for zero harm to employees and communities, complying with current legislation, and considering the opinions, suggestions, and concerns of third parties and/or stakeholders in decision-making, going beyond reducing and neutralizing the negative impacts of our activities.
- 5.3. Rede D’Or is committed to continuously developing the competencies of its human capital on social and environmental matters and engaging stakeholders in building a scenario that addresses its challenges as an institution dedicated to health and life.

## 6. GUIDELINES

6.1. In order to achieve the principles outlined above, Rede D'Or's actions are based on five main guidelines:

### 6.1.1. Guideline 1 – Governance

6.1.1.1. Develop integrated thinking within senior management by incorporating ESG practices into the corporate governance agenda:

- (a) Seek to implement measures proposed by the Positive Governance Agenda published by the Brazilian Institute of Corporate Governance (IBGC).
- (b) Ensure that stakeholders are provided, in addition to information required by law or regulation, with relevant financial and non-financial information, considering leading national and international ESG practices, such as GRI, ISE, among others.
- (c) Establish a clear communication policy that designates spokespersons for each subject, eliminating contradictions between statements made by different executives.
- (d) Establish governance for periodic reports, mandatory and voluntary, prepared in accordance with internationally accepted models, aiming to: (i) assess risks inherent in the preparation of periodic reports; (ii) integrate ESG thinking into organizational activities and reporting; (iii) meet new disclosure requirements set by the Brazilian Securities and Exchange Commission (CVM) in the Reference Form.
- (e) Promote the Integrity Program and Code of Conduct, raise employee awareness and training on anti-corruption procedures, and assess corruption risks in administrative and care units.

### 6.1.1.2. Guideline 1.1 – Governance for Sustainability

- (a) Develop and improve mechanisms for effective integration of the Sustainability (ESG) Agenda into Rede D'Or's business strategy.
- (b) Pursue sustainability governance with the support of the Board of Directors.
- (c) To ensure an institutional, holistic, and integrated view of short, medium, and long-term ESG challenges, the Sustainability Management shall consolidate ESG information through processes for sustainability governance in the ESG Strategic Plan (PEESGDOR).
- (d) Consider the guidelines and processes established in PEESGDOR as a governance reference for sustainability, for the implementation and management of the ESG Agenda.

### **6.1.2. Guideline 2 – Economic**

6.1.2.1. Implementation of strategic projects and initiatives, financial practices, governance, and improvement of key business processes to strengthen Rede D'Or's presence in the Brazilian supplementary healthcare market and create value for shareholders and other stakeholders.

- (a) Value generation for shareholders and stakeholders should result from successful strategies guided by Corporate Governance;
- (b) Increase corporate transparency for the market, aiming for continuous improvement and covering all mandatory regulatory disclosures, as well as those required by ESG-related institutions;
- (c) Adopt robust and auditable processes as tools for improving corporate governance;
- (d) Consider the measurement of indirect economic impacts and circular economic effects generated by Rede D'Or.

### **6.1.3. Guideline 3 – Environmental**

6.1.3.1. Adopt environmental practices and innovative technologies to ensure the efficient use of natural and other resources required for Rede D'Or's services, thereby mitigating the environmental risks and impacts of operations ENERG.

6.1.3.2. Consider the guidelines in the Health, Safety and Environment Policy and related ESG corporate programs.

#### **6.1.3.3. Energy**

- (a) Reduce energy consumption;
- (b) Use renewable energy sources in care facilities;
- (c) Adopt low-energy consumption technologies;
- (d) Establish periodic training for internal audiences;
- (e) Raise stakeholder awareness on conscious energy consumption.

#### **6.1.3.4. Water**

- (a) Reduce water consumption;
- (b) Monitor facilities for leaks and other issues that may affect water resources;
- (c) Use technologies and materials that reduce water consumption;
- (d) Reuse water for non-critical purposes;
- (e) Promote employee awareness campaigns on conscious water consumption.

#### **6.1.3.5. Effluents**

- (a) Monitor the quality and volume of wastewater in units not served by sanitation utilities.

#### **6.1.3.6. Waste**

- (a) Reduce waste generation;
- (b) Assess opportunities to reduce waste;
- (c) Monitor waste traceability;
- (d) Encourage and promote recycling of non-hazardous waste;
- (e) Foster reuse of organic waste through composting.

#### **6.1.3.7. Climate Change**

- (a) Consider the guidelines in the Climate Change Policy and related ESG corporate programs.
- (b) Climate Mitigation
  - i. Advance the preparation CO<sub>2</sub> emissions inventories for administrative and care units;
  - ii. Monitor key emissions (Scope 1 – direct; Scope 2 – indirect from purchased electricity; Scope 3 – other indirect across the Company’s value chain);
  - iii. Opt for low-carbon technologies.
- (c) Climate Adaptation
  - i. Conduct climate risk and opportunity assessments;
  - ii. Consider a Climate Transition Plan, including mitigation and adaptation actions.

#### **6.1.4. Guideline 4 – Social**

6.1.4.1. This guideline aims to address social issues impacted by our business through valuing human capital, community engagement, human rights, technical quality, and perceived quality.

#### **6.1.4.2. Valuing Human Capital**

- (a) Consider the guidelines in the Human Resources Policy and related ESG corporate programs.
- (b) Attract new talent.
- (c) Retain and engage Rede D’Or’s workforce.
- (d) Promote health and safety of employees.
- (e) Engage employees in training programs.

- (f) Develop human capital through skills and competencies.
- (g) Promote diversity, equity, and inclusion.

#### 6.1.4.3. Respect for Human Rights

- (a) Consider the guidelines in the Human Rights Policy and related ESG corporate programs.
- (b) Monitor and address reported discrimination cases.
- (c) Respect diversity of all stakeholders (patients, visitors, partners, suppliers, and society).
- (d) Provide training for employees and third parties on human rights policies and procedures.
- (e) Promote internal and external human rights campaigns.
- (f) Consider human rights impacts in the Company and value chain.

#### 6.1.4.4. Community Engagement

- (a) Consider the guidelines in the Corporate Social Responsibility Policy and related ESG corporate programs.
- (b) Invest in socio-environmental programs and projects in the regions where we operate, reinforcing commitments to human rights, socio-environmental responsibility, ethical conduct, and sustainable development.
- (c) Establish transparent and inclusive processes for cultural sponsorships.
- (d) Promote health and disease prevention in communities.

#### 6.1.4.5. Technical and Perception Quality

- (a) Monitor technical quality indicators.
- (b) Monitor perceived quality indicators.
- (c) Monitor patient privacy violations.
- (d) Promote ESG topics in quality events and forums.
- (e) Support unit quality managers on sustainability, environment, and social responsibility to achieve certifications (ONA, JCI, Qmentum, Green Kitchen, Healthy Hospitals, etc.).

### 6.1.5. Guideline 5 – Value Chain

6.1.5.1. This guideline aims to consider ESG criteria in the Company's value chain relationships.

- (a) Consider Rede D'Or's value chain mapping, including upstream and downstream entities:
  - i. Upstream entities: suppliers of products or services used in the Company's own products or services.
  - ii. Downstream entities: those receiving the Company's products or services.
- (b) Supplier Chain:
  - i. Consider the guidelines in Rede D'Or's Sustainable Procurement Policy.
  - ii. Ensure that suppliers acknowledge and adhere to the ethical principles set out in Rede D'Or's Code of Conduct, especially regarding child labor, forced and/or slave labor, and anti-corruption measures.
  - iii. Strengthen requirements for supplier contracts to ensure compliance with sustainability criteria.
  - iv. Consider ESG performance assessments of suppliers.

## 7. RESPONSIBILITY MATRIX AND GOVERNANCE STRUCTURE

7.1. Roles and responsibilities are defined in NORDOR 104 – ESG Management Roles and Responsibilities. In general terms:

<b>i. Board of Directors</b>	Approve this Sustainability Policy.
<b>i. Sustainability and Climate Change Committee, Executive Board, other executive offices, and corporate, operational, and administrative areas</b>	Support the implementation of the Sustainability Policy and reinforce ESG guidelines across the institution.

## 8. MISCELLANEOUS

8.1. This Sustainability Policy was first approved by the Executive Board on January 15, 2015, and by the Board of Directors on July 30, 2021. Its update was approved by the Board of Directors on December 13, 2024.

8.2. Matters not covered in this Policy must be referred to Sustainability and Environmental Management and deliberated by the Executive Office of Risk and Internal Controls.