



Sustainability
Report

2020

Short version for shareholders



Throughout the year, we remained consistent in integrating our business strategy with ESG principles. We were recognized by being included for the first time in the New York Stock Exchange's Dow Jones Sustainability Index (DJSI); in S&P Global's Sustainability Yearbook 2021; and in B3's Carbon Efficient Index (ICO2). See below some advances in ESG actions in the year 2020.

ENVIRONMENTAL PERFORMANCE



Reduction of **10% in GHG emissions**

Consumption of **219.5 thousand GJ** of energy, a reduction of 5.4% over 2019.

+ acquisition of 4.5MWp in solar energy to supply 47% of the energy consumed by the Group in Rio de Janeiro and 3.0 MWp to supply 16% of the energy consumed in São Paulo

+ expansion in the use of renewable energy from the free market in São Paulo



Generation of **1.6 thousand tons** of **waste**, a figure 12.7% lower than that recorded in 2019.



Consumption of 140,429.2 m³ of water, resulting in a **13.4%** reduction in absolute consumption over the previous year

GOVERNANCE



Mapping risks related to **human rights** and **climate change**. In the human rights topic, the evaluation indicated low risk in 100% of the operations. In climate change, 13 risks were identified and considered to be of low criticality.



Launch of the **Code of Trust**, where we reaffirm our values for excellence, integrity, and respect.



913 reports in the Trust Channel. 98.63% of them were completed within 60 days.

SOCIAL PERFORMANCE



CUSTOMER SATISFACTION

NPS of 74.17% in the service centers

NPS of 81.54% in home service

+ expansion of service channels and creation of new modalities for remote assistance during the pandemic



Conducting **Diversity Week 2020**.

+ **Ethnic-Racial Diversity and LGBTQIA+ ERGs**, contributing with knowledge, reflection, and sensitization of the teams.



1,388 people directly benefited by corporate social responsibility projects



+ over **R\$ 3 million** allocated to private social investment actions and tax incentive laws

In 2020, the world was faced with an unprecedented scenario: the Covid-19 pandemic. We acted swiftly, responsibly, and comprehensively to ensure the health and well-being of employees and patients and the Company's financial health, while supporting society in coping with the crisis.

We guaranteed our results and investments during the pandemic:



R\$ 257 million in Net Income



992% of growth in the Day Clinic's services in Orthopedics



R\$ 837.5 million EBITDA



478% of revenue growth in the Medication Infusion Centers



over 2.7 million customers served



R\$ 14 million invested in Research, Development and Innovation



R\$ 3,2 billion in Gross Revenue

We invested **R\$ 150 million** in the **acquisition** of 100% of Centro de Infusões Pacaembu and 80% of the Clínica de Olhos Moacir Cunha

At the same time, we took action to fight the effects of covid-19:



2.2 million of Covid-19 tests performed



over 138.2 thousand Covid-19 tests performed in the Drive-Thru model



800 participations by the company's representatives in articles explaining Covid-19 on the media



9 volunteer initiatives against Covid-19 engaging the Company's volunteers



R\$ 600 thousand invested in the development of Covid-19 tests



97% of the administrative team relocated to home office in just two days



617 Integrated Care contracts signed by companies for the resumption of their activities

We continued to invest in new business:

SAÚDE ID

Technology company based on data science and artificial Intelligence that, through an online platform, integrates patients, professionals, products, and healthcare services, creating the largest healthcare ecosystem in the country.

SOMMOS DNA

100% digital genetic testing platform, focusing on genetic mapping.

KORTEX VENTURES

Fund of investment in start-ups, in partnership with the Sabin Group, which was born with 200 million reais to apply in innovations in the health area.

PUPILLA

Integrated medical education platform for students, residents, and specialists, with national and international content.

Get to know the full version of our Sustainability Report at: <https://bit.ly/2Xycy9l>



Paixão pelas pessoas e pelo que fazemos.