



**Sustainability  
Report  
2022**



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(GRI 2-22)

## Health that evolves, care that inspires



Janete Ribeiro Vaz

Sandra Soares Costa

Lídia Abdalla

### The year 2022 was very special for us as we completed 39 years of dedication to health.

Respect, affection, attention, sensitivity and empathy.

Since we came together to undertake, our path has always been guided by the values of credibility, ethics, socio-environmental responsibility, innovation, quality, respect for life and simplicity. And, it was from these values and a culture of humanization, that our company was built to deliver services of excellence. Today there are more than 7,000 people who dream and deliver daily our purpose of inspiring people to care for people.

We continue to evolve with our ESG agenda that, every year, gains new programs and projects, strengthening our business performance in aspects related to corporate governance and socio-environmental programs. Our reflection is: "What kind of social profit do we want to leave to society?" We believe in the potential that our social investments have to transform people's lives, businesses and the construction of a more just and egalitarian

society. Through the Sabin Institute, over the last 18 years, we have made private social investment that has already exceeded R\$ 53 million for social actions and the support of 718 social organizations that have brought health, quality of life and dignity to families from north to south of the country. Together, these actions have transformed the reality of more than 1.3 million people in several Brazilian cities. This is a legacy we are proud to leave to society.

Here, we share with you all the actions we have embraced for the economic and social development of 78 cities and for the evolution of health, in addition to the new cycle that we have started in the construction of the health ecosystem of the Sabin Group to generate more value for all stakeholders. We thank all the people, companies and institutions that walk with us on this journey towards a more integrated, humane, innovative and sustainable health.

**Janete Ribeiro Vaz,**  
Chairman of the Board  
of Directors of the  
Sabin Group

**Sandra Soares Costa,**  
Vice Chairman of the Board  
of Directors of the  
Sabin Group

### We celebrate ten years of our expansion process in Brazil.

The year 2022 was another milestone in the history of the Sabin Group. This year, we expanded our presence in the southeast of the country, in the metropolitan region of Campinas (SP), and embraced the states of Piauí and Maranhão, consolidating our operations from north to south of the country. With this, we reached 350 units distributed in 78 cities, 15 states and the Federal District.

In addition to organic and inorganic growth for new regions, we are dedicated to the integration of the Group's different businesses that encompass clinical analysis, diagnostic imaging, pathological anatomy, genomics, immunization and executive check-up, as well as Primary Health Care and our integrative platform of health services. In this way, we advance our strategic moves to build a healthcare ecosystem that integrates partners from across the chain, committed to a more accessible health journey and better clinical outcomes. And to reflect this new moment, our corporate brand, Sabin Group, has become the protagonist of this new cycle that seeks to contribute to the evolution of health and inspire our stakeholders to take care of people, communities, businesses and the planet.

From continuous investments in technical-scientific research and in corporate innovation programs, open innovation and corporate venture capital, we deliver new diagnostic methodologies and support entrepreneurs and startups in the development of new business models, services and technologies, positively impacting the sector and the health chain.

This year, we also expanded our programs for the integral care of our people with a focus on physical and mental health and actions in favor of the culture of humanization, welcoming, diversity and inclusion, which transcend our business performance. We understand that, in this way, we strengthen ourselves as a company, as a business and as a society.

We have written another chapter in Sabin's history, integrating environmental, social and governance practices, setting new goals for our ESG agenda. We are very proud to contribute to the expansion of access to services of excellence to thousands of Brazilians, promoting value deliveries to the communities in which we operate and to all those who walk with us almost four decades of dedication to health.

**Lídia Abdalla,**  
CEO of the  
Sabin Group



# Contribution to the sustainability of the health sector



## Profile

Founded in Brasilia in 1984 by biochemists Janete Ribeiro Vaz and Sandra Soares Costa, the Sabin Group has become a reference in health services in Brazil and is recognized for having people at the center of care, for the excellence in care, quality and accuracy in examinations. The company ended 2022 with 350 units in operation in 78 Brazilian cities in 15 states and the Federal District.

Over the past 10 years, Sabin has undergone a process of organic and inorganic expansion, making more than 30 acquisitions of other companies. In addition to the territorial expansion, the Group dedicated itself to diversify its portfolio of services by acquiring Amparo Saúde, in 2021 - a Primary Health Care (PHC) company that supports the Health Management of Population Groups (GSP) - and launched Rita Saúde, a digital platform that brings together a broad health community.

## Business ideology



### Purpose

To inspire people to care for people



### Mission

To offer health services with excellence



### Vision

To be a reference in health in Latin America



### Values

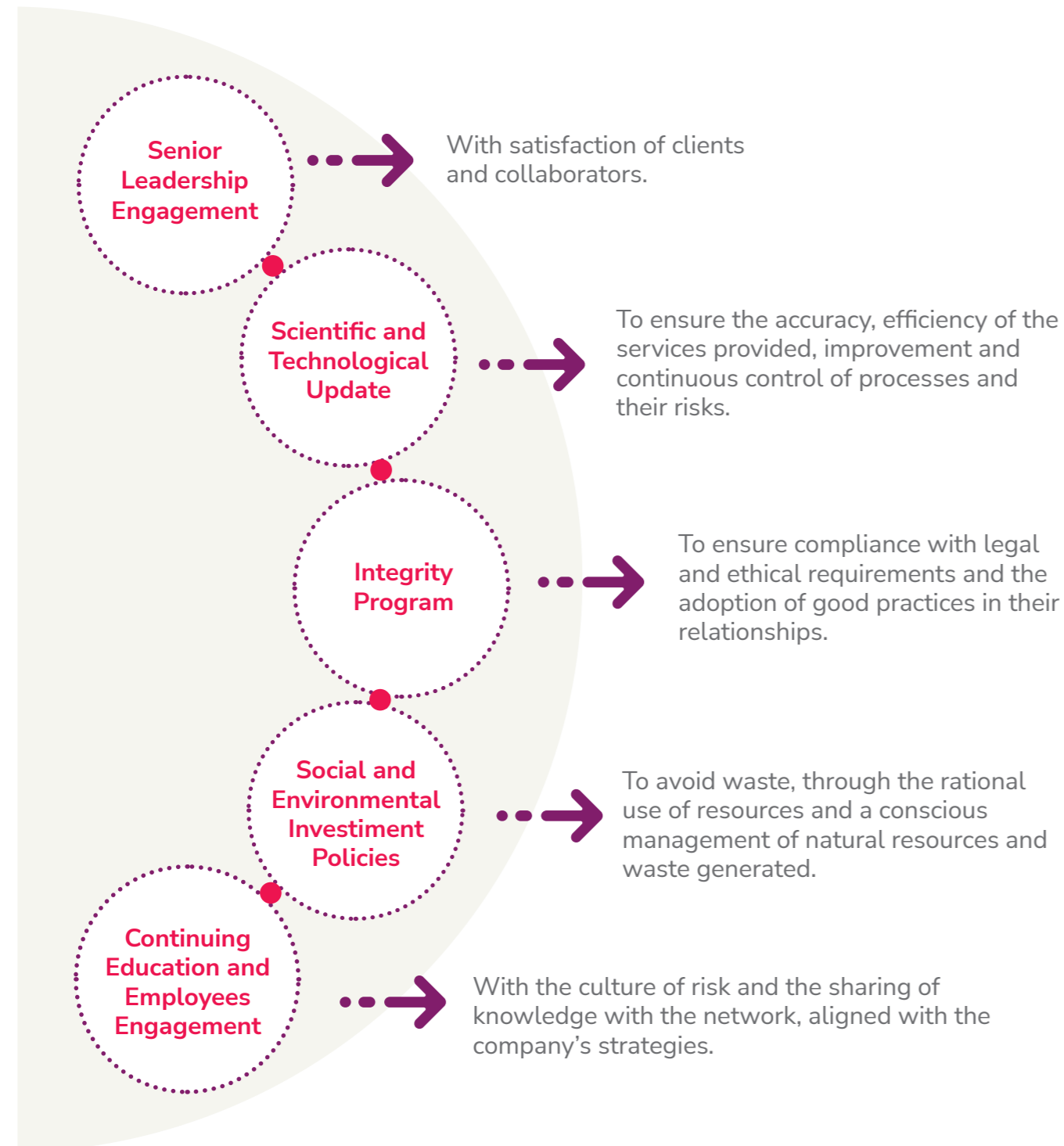
Credibility, Ethics, Social and Environmental Responsibility, Innovation, Quality, Respect for life, Simplicity



### Sabin Group's Commitment

The Sabin Group offers health services with excellence, considering the environmental, social and economic-financial aspects. The Group

guarantees the safety of the patient and its network through the management of processes that control and minimize risks, following the following premises:



(GRI 2-9, 2-11)

### Corporate Governance

The Sabin Group implemented its Corporate Governance model in 2013, with the purpose of establishing the best business management practices, following the principles of transparency, equity, accountability and corporate responsibility. Led by the two founding partners, who participate and take turns every two years in the presidency and vice presidency posts,

The Board of Directors is composed by two external directors and two members appointed by the family, with no executive function in the Group. Among the practices, in addition to the Board of Directors, Sabin implemented: the shareholders' agreement and financial governance policies, incorporation of capital and relationship with financial institutions, ethics, audits, risk and human capital committees and integrity programs as formal provisions to comply with the code of ethical conduct and compliance.

Aligned with best practices, the Sabin Group prepares and presents its financial statements annually certified by independent auditors, in accordance with the accounting standards adopted in Brazil (BRGAAP), considering guidelines and interpretations issued by the Accounting Pronouncements Committee (CPCs), approved by the Brazilian Securities and Exchange Commission (CVM) and by the provisions contained in the Brazilian Corporation Laws, also observing the required statement required by ESG practices.

In order to organize and expand its social responsibility actions, the Sabin Group upholds the Sabin Institute, a Civil Society Organization of Public Interest (OSCIP) with independent governance composed of: General Meeting, Deliberative Council, Fiscal Council and Executive Board. Its financial statements are audited annually by an independent audit firm and are available on the website institutosabin.org.br.

### Board of Directors of the Sabin Group

**President**  
Janete Ribeiro Vaz

**Vice-president**  
Sandra Soares Costa

### Advisors

Newton Garzon

José Márcio Diniz

Gabriel Soares Costa

Leandro Vaz

### Executive Board

**Chief Executive Officer**  
Lídia Abdalla

**Director of Institutional Relations and Corporate Communication**  
Andrea Pinheiro

**Director of Relationships with the Market**  
Bruno Ganem Siqueira

**Technical Director of Expansion**  
Cyra Araújo

**Managing Director of Expansion**  
Guilherme Oliveira

**Financial Director**  
José Francisco Viana

**Administrative and People Director**  
Marly Vidal

**Technical Director**  
Rafael Jácomo



(GRI 2-9)

### Support Committees to the Board of Directors

The Sabin Group has the following committees to support the Board of Directors for key issues related to corporate governance:



(GRI 2-24)

### Strategic Goals

The Sabin Group's Strategic Planning is developed yearly in the last trimester to evaluate the ongoing financial year and establish the Structured Project for Growth (PEC) for the following year. This process involves the active participation of employees all over Brazil by capturing ideas and potential projects and revisiting the ideology and the Strategic Map of the organization, considering the analysis of scenarios and the reevaluation of the goals established.

To implant this robust planning short, medium and long-term milestones are shaped, guided by the company's vision, through the elaboration of the Narrative of the Strategy, which consolidates the Group's strategic performance for the year to be forwarded to the employees. Thus, the Sabin Group sought to go on with its expansion strategy in new regions, integrating its organizational culture, expanding the customer base and promoting an experience according to the standards of excellence and humanization during attendance.

In 2022, among the main strategic goals stood out:



For this last objective, the company has set up a Multidisciplinary Working Group (ESG WG) dedicate to integrate and strengthen the company's practices and policies and the implementation of actions to engage leaders in these themes, as well as the structuring of the organization's short and medium-term ESG goals and agenda. In this work cycle, SDGs 3, 5, 7, 8, 10, 12 and 16 were also defined as priorities for the expansion of investments and projects, based on the correlation with the Materiality Matrix raised with its stakeholders in 2022. (See goals in Commitment with Evolution)

### Integrity and risk

The Sabin Group's Integrity Program is the commitment of management to ensure compliance with legal and ethical requirements, as well as the adoption of good practices in its relationships.

(GRI 2-16)

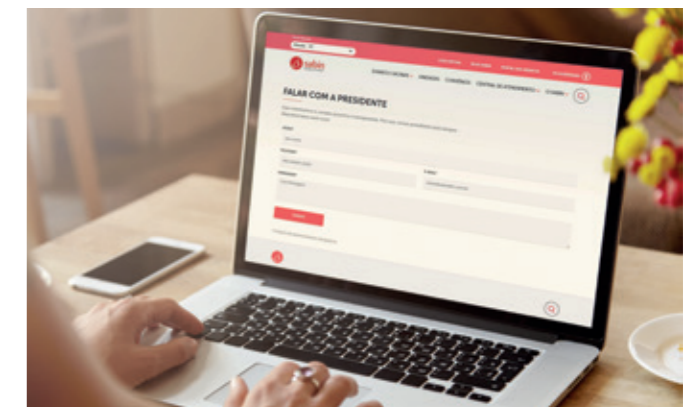
### Ethics and transparency

Sabin's performance in the business market has always been based on ethics, which governs all levels of the company. Transparency is one of the pillars of the Group's good Corporate Governance practices, as well as equity, accountability and corporate responsibility.

Sabin also seeks to bring scope to the disclosure of corporate data to meet the needs of all its stakeholders, reinforcing its commitments to ESG aspects.

The publication of the annual financial statements on the institution's website shows the commitment to transparency of the Sabin Group. (See more on Financial Evolution).

The "Talk to the President", channel is an example of the Group's transparency that allows direct contact with its executive president. The site also reserves separate areas for customer service, doctors and other stakeholders, in order to facilitate communication.







### Code of Conduct

The Sabin Group's Code of Conduct establishes the beliefs, values and behaviors expected, as well as it guides corporate actions and decisions applying to all its directors, employees, doctors, suppliers and service providers.

Available in print and digital form, the Code is constantly updated and forwarded through periodic internal and external communication campaigns.

Another document, the Sabin Guide to Diversity and Inclusion, also available in print and digital form, complements the guidelines of the Code of Conduct.



(GRI 2-16, 3-3, 418-1)

### Compliance e LGPD

The adoption of best governance practices, such as standards, guidelines, commissions and working groups in compliance with legal requirements, is a company's constant concern.

The qualification process of suppliers and associates goes beyond the technical requirements including checking compliance with the guidelines of the Global Pact, criteria of transparency, ethics, diversity, compliance, anti-corruption policies and socio environmental responsibility. It follows also the requirements established by the General Law for the Protection of Personal Data (LGPD).

The Sabin Group operates in compliance with the LGPD and defined in its Privacy Policy the treatment of personal data of customers, employees, suppliers and partners, ensuring confidentiality and security of all personal data during the attendance and other activities inherent to the business.

A Privacy Portal was made available on the Group's website to manage the demands of customers and employees exercising their rights, allowing a larger scale of services with greater agility. In 2022, the portal received 1,166 calls regarding the exercise of holder's rights and there was no record of data breaches. Questions or other requests related to data protection can be sent to the team by e-mails: [privacidade@sabin.com.br](mailto:privacidade@sabin.com.br) and [encarregado@sabin.com.br](mailto:encarregado@sabin.com.br).

The investments in the development and training of its employees included internal communication campaigns throughout 2022, in addition to the realization of the Privacy Week, a forum with experts that brought together 854 participants, including employees and suppliers.

Due to the implementation of data protection policies and procedures, the Sabin Group was recognized for its compliance practices in LGPD with the 1st. Serpro Award for Privacy and Data Protection that aims to recognize the best practices in data protection at national level.

(GRI 3-3)

### Risk Management

Every year since 2015, the Group receives the declaration of compliance ISO 31000, referring to risk management and according to the standards regarding governance, senior management performance and planned strategy.

To properly evaluate and monitor the risks and opportunities relevant to the maintenance of the business, the risk management system has the Risk Management Policy and its consequences in the operation, supported by inventory, matrix (identification, qualification and scale of probability x severity), risk classification and respective action plans for prevention and control, mitigation, barriers and contingency plans.

The Group's risks are classified according to the following types: environmental, assistance,

operational, legal, economic-financial, market, compliance, strategic and image.

The Group reviews the strategic risk matrix annually. In 2022, the main strategic risks that impacted the business in the short and medium term were listed: the discreditation of operators and verticalization movements, the increase in delinquency, the cost increase in acquiring inputs/equipment in foreign currency, the discontinuity of inputs supplying, cyberattacks on healthcare companies, and water and energy rationing.

To prevent, mitigate and establish barriers to the respective strategic risks mapped, the Group has invested in: strategic partnerships, diversification and development of business models that reduce the concentration of paying sources, process redesign and implementation of technologies for operational efficiency and digital transformation, adoption of long-term contracts for less impact of exchange rate fluctuations, expanding the critical supplier base, making new investments in IT security infrastructure and expanding management and contingency plans for cyberattacks.



# Highlights 2022

- Inclusion of SCID (Severe Combined Immunodeficiency Test) in the screening of the Genetic Test of the Little Foot.

- International CAP recertification from the College of American Pathologist;
- Start of the ESG Working Group to strengthen and integrate environmental, social and governance practices and policies.

- Inauguration of the first service unit in Bauru (SP);
- Inclusion of the diagnosis of Spinal Muscular Atrophy (SMA) in the screening of the Cheek Genetic Test;
- New investment in the startup health tech Pickcells, Artificial Intelligence to assist the routine of parasitological clinical analyses;
- Motion of Praise by the Legislative Chamber of the Federal District for the performance of Sabin's employees in dealing with the pandemic.

- Award of the work on inclusion of screening for Spinal Muscular Atrophy at the AACC, in Chicago (USA);
- Launch of the online Diagnostic Medicine Course for the medical community;
- Launch of Sabin's qPCR test that detects monkey pox;
- Launch of the Digital Service Center;
- Sabin Diversity and Inclusion Week – activities to promote the pillars of the Diversity, Equity and Inclusion Program.



- Acquisition of the BioAnalysis Laboratory in Piauí and Maranhão;
- Barreiras (BA) inaugurates a new unit with vaccine service.

- Awareness campaign for the importance of the male checkup, focusing on the prevention of prostate cancer (Blue November Awareness Month).

## January

## March

## May

## Julho

## Setember

## November

## February

## April

## June

## August

## October

## December

- Manaus (AM) inaugurates the immunization service, with a wide portfolio of vaccines.



- Acquisition of the CML Laboratory, in the region of Vinhedo, Valinhos and Louveira (SP);
- Implementation of the molecular biology sector in Ribeirão Preto (SP);
- Rita Saúde's partnership with health tech Gluco Gear (line of care for diabetic patients);
- Sabin Privacy Week 2022 with the focus on LGPD in the production chain.

- Inauguration of Ludotecas in Franca (SP), Osasco (SP), Maringá (PR);
- Launch of the Sustainability Report based on the criteria of the Global Reporting Initiative (GRI);
- Sabin receives the PNCQ Award – Quality Control at the 47th Brazilian Congress of Clinical Analysis, in Florianópolis (SC).

- Sabin Institute receives the Insignia of the Order of Merit from the Public Ministry of the Federal District and Territories for the relevant social services to the community.



- Donation campaign of laboratory tests and mammography, scarves for women in partnership with the Sabin Institute (Pink October Awareness Month).



- Sabin Solidary Christmas – with the donation of geriatric diapers in the Sabin units in partnership with the Sabin Institute.





(GRI 2-6)

## Expansion

In 2022, the Sabin Group completed another 10 years cycle of its process of organic and inorganic expansion, which today consolidates 34 companies. In addition, the Group acquired the Bio Analysis Laboratory headquartered in Teresina (PI), and operating in some cities of Maranhão too, expanding Sabin's operations in the Northeast region.

The company also acquired the CML Laboratory, in Campinas (SP), and inaugurated seven new units in the Federal District, in Gurupi (TO) and in Barreiras (BA). Sabin also served clients from Aquidauana (MS) and Guaraí (TO) with mobile units installed in two minibuses adapted to collect clinical analysis samples.

To know the complete list of Sabin Units in Brazil, visit the Sabin website.



(GRI 3-3)

## Innovation and digital transformation

In 2022, the Sabin Group focused on improving processes related to innovation governance in three axes: Science, Experience and Efficiency. To this end, with the support of the Dom Cabral Foundation, an Innovation Governance Program was designed and implemented, supervised by a committee composed of the company's top management.

Among the main initiatives of the year, we highlight the strengthening of the Ideas Center, formed by volunteer employees from all over the country, and the Innovation Center, composed of 12 members whose mission is to boost corporate innovation, launching edicts and internal calls so that employees can develop as entrepreneurs in the identification of problems and innovation opportunities. The initiatives are supported by a technological platform that assists the process of managing ideas, from their registration to the monitoring of the execution pipeline. In the 2022 call, about 200 ideas were received.

The Group's digital transformation, which incorporates innovations in the Experience Axis, advanced in improving customer and medical communities service, as the company expanded its services and solutions applied to e-commerce, offering clinical analysis products and vaccines in 44 cities and reaching 43,000 advertised products. Sabin has expanded the range of customer solutions in its service units, bringing to the whole country the ease of digital scheduling, payment through PIX and online authorization. Still, with the consequent change in public behavior in the digital environment, 4.9 million accesses to reports on digital platforms were registered.



Sabin also promoted Open Innovation, through collaboration with startups, such as Dr. Fisiologia, a startup from Ribeirão Preto (SP) that supports the education of patients through carefully chosen scientific content translated into an easy-to-understand language, and Arvorah, a startup from Brasília (DF) that seeks to humanize the journey of cancer patients. These practices were supported by Skyhub.bio, the Group's innovation hub, that operates in the promotion and development of innovative start-ups, stimulating partnerships, knowledge exchange and the construction of business models that contribute to the health sector based on science, efficiency and customer experience.

Sabin also stood out in the 100 Open Corps ranking, which recognizes companies that better relate to the innovation ecosystem in its different verticals.

Among the Group's Corporate Venture initiatives, another form of action in Open Innovation, we highlight the investments in PickCells, a startup from Recife (PE) that develops solutions based on Artificial Intelligence, aiming to support the diagnosis in parasitological analyses, and which is among the top 10 biotech in the country by the ranking of 100 Open Startups. On another front, through Kortex Ventures, an investment fund co-founded by Sabin, the Group invested in new value propositions addressed to the health sector, particularly Nilo Saúde, Isa Lab and Huna.

Specially with a view to develop the health innovation ecosystem, Sabin held, supported and sponsored several events in the segment such as meetups, round tables and lectures on the most diverse topics related to Digital Health (FIS Initiative, HIS, Health Business Summit among others) throughout 2022.



Ranking TOP OPEN CORPS 2022 RANKING. Sabin Group, among the 10 health companies that practice open innovation in Brazil



## Communication and relationship with stakeholders

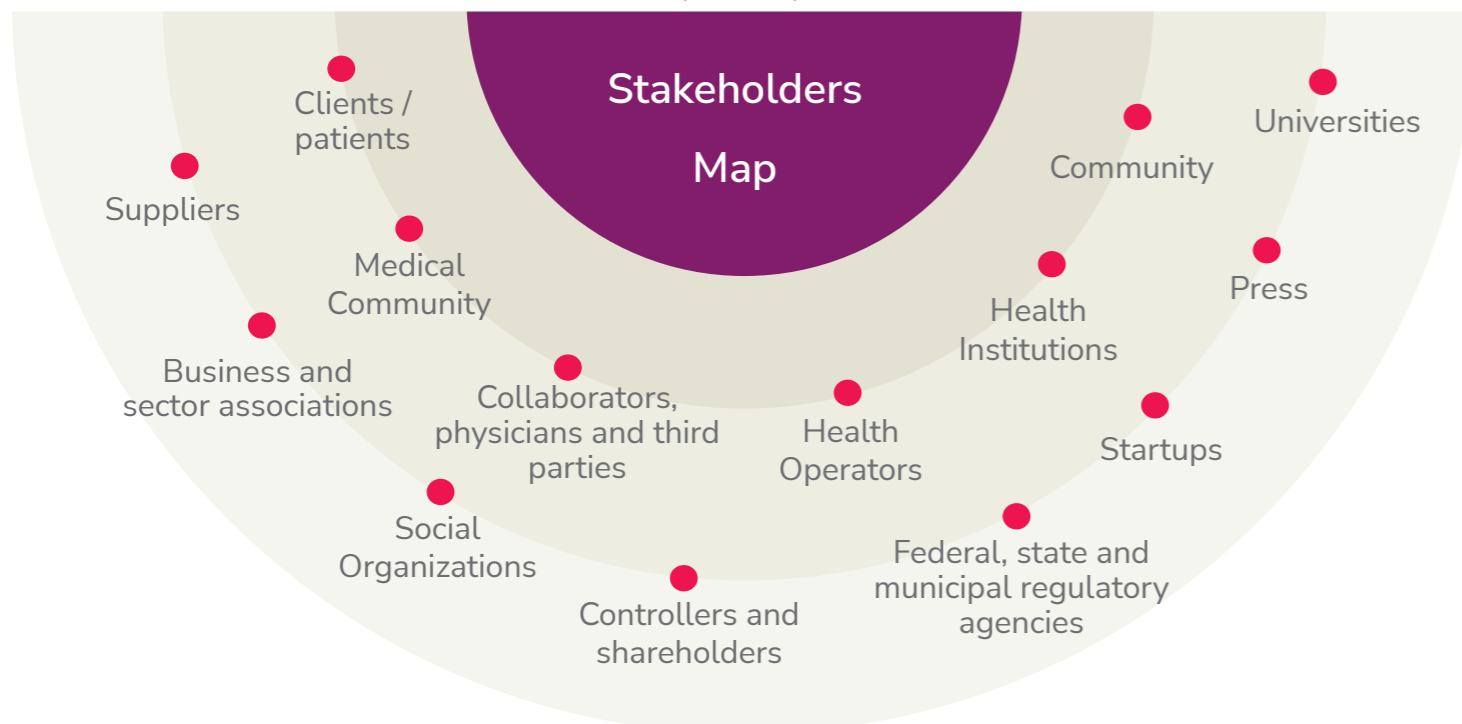
The Sabin Group's corporate communication strategies strengthen and protect its corporate reputation which in 2022 reached the rate of 95.6%. Reputation management is based on consistency between the discourse, the organizational purpose and the attitudes and practices adopted by the company in its relations with its strategic stakeholders.

Reputation Monitoring results from the follow up of the monitoring of the articles and spaces conquered in the media and positive, neutral and negative comments on social networks in relation to the company's conduct in the market, in addition to satisfaction with the services and service offered to the population.

As a reference in health and with a clear and genuine positioning on issues related to the ESG agenda for the relationship with society, the Group published, in 2022, the 2021 Sustainability Report. The document is based on the guidelines of the Global Reporting Initiative (GRI), from the construction of the materiality matrix, translating the transparency of its activity and respect for stakeholders.

### Consistency between Sabin's discourse and practice is reflected in the relationship with 14 strategic stakeholder groups.

(GRI 2-29)



(GRI 2-29)

### Medical community

Through the Medical Channel, Sabin provides personalized services to the medical community, contributing to meet their needs for information, content, clarification of doubts and access to diagnostic support. The service is carried out by e-mail, WhatsApp and telephone. In 2022, about 24,000 contacts were made through this channel. In addition, Sabin provides a technical-scientific advisory composed of physicians, biochemists and bio physicians dedicated to the discussion of cases and consultation of reference values of patients' examinations.

In 2022, the Group held 210 virtual and face-to-face forums and events of a technical nature and of regional and national scope, aimed at physicians and other health professionals with the objective of contributing to scientific updating. Among the cities that have benefited from these activities are: Brasília (DF), Maringá (PR), Osasco (SP), Salvador (BA), São José dos Campos (SP), Palmas (TO), Uberaba (MG), Araxá (MG), Unaí (MG), Frutal (MG), Uberlândia (MG) and Araguari (MG).

Sabin also shares knowledge through its network of more than 300 physicians from different specialties, biomedical and biochemical, many of whom act as speakers and moderators of major national and international congresses.

To contribute to the technical-scientific development of students and to the medical community, the Group developed the course "Diagnostic Medicine: Clinical-Laboratory Interaction", aiming to expand knowledge about interpretation of laboratory tests and new methodologies, in order to support the diagnostic process, with a certificate of participation conferred by the Corporate University of the Sabin Group (UniSabin).

(GRI 2-29)

### Health operators, self-managers and companies

The demand for better care, the aging of the population, the increasing costs of inputs and the need for cooperation in the production chain are issues that require changes in the health model in the country and in the world.

In order to stimulate the best practices in health management with the patient at the center of care and within a sustainable model, the Sabin Group was protagonist in the discussions related to this area. The company held several forums focusing on economic impacts on health, bringing together government, health operators, service providers and regulatory agency to discuss the sustainability of the sector, from the scenarios and trends in medicine, Primary Health Care, responsibility of paying sources and regulation.

The company also supported several events that brought together self-managers and operators to discuss the transformation of the health sector in Brazil, aiming to stimulate increasingly efficient solutions, such as PHC lines of care, responsible for managing the health of population groups with better clinical outcomes.







(GRI 2-28, 2-29)

### Business and Sector Associations

The Sabin Group has an active participation in some of the most relevant entities and associations collaborating with technical knowledge and contribution to the growth and strengthening of the business and health sector ecosystems. The policy of active participation of the founding partners, CEO, corporate directors and regional managers in boards, technical chambers, expert committees and working groups of entities and associations reinforces the positioning of the Sabin Group, stimulating debate and the constant updating of knowledge in health and governance.

- Brazilian Association of Diagnostic Medicine (ABRAMED);
- Brazilian Association of Diagnostic Imaging Clinics (ABCDI);
- Brazilian Association of Vaccine Clinics (ABCVac)
- Digital Health Association Brazil (SDB)
- Brazilian College of Radiology (CBR)
- Coalition Institute in Health (ICOS)
- Brazilian Society of Clinical Pathology (SBPC)
- Brazilian Society of Clinical Analyses (SBAC)
- Alliance for Population Health (ASAP)
- Brazilian Institute of Corporate Governance (IBGC)
- American Chamber of Commerce (AMCHAM)
- Brazilian Association of Human Resources (ABRH)
- Brazilian College of Health Executives (CBEXs)
- Brazilian Association Online to Offline (ABO2O)
- Panamazonia Association
- Brazilian Institute of Business Hospitality (IBHE)
- WTC Business Club

(GRI 2-29)

### Business movements and relationship with the press

The Group is a maintainer and associate of business movements, expanding its presence and influence on relevant issues for the ESG agenda:

- Movimento Mulher 360, which stimulates the business ecosystem in actions aiming the expansion of the space of women in companies and in leadership positions;
- CEO Legacy Impact Journey, focused on leadership development in diversity and inclusion issues;
- WEConnect, which stimulates women entrepreneurship in the various market segments.

The business movements gained wide communication also on Sabin's company page on LinkedIn, reaching 133,434 followers in 2022. Contents such as investments, acquisitions, diversification and integration of the business, geographic performance and service launches were highlighted.

With the press, the Group relates frequently with national and regional coverage. In 2022, the company communicated through its national and regional spokespersons, which allowed Sabin to figure prominently in 2,758 positive stories, reaching more than 198 million people from north to south of the country.

In addition, the actions carried out enabled the conquest of space in 960 communication vehicles, new formats in forums and activities involving the business and sector ecosystem, such as opinion articles and podcasts that addressed topics related to business, economics and health, as well as entrepreneurship and female leading role. The largest vehicles were responsible for 96.1% of the readership of the published articles, with 37% of the stories aired on TV stations and 57% in online vehicles, reaching a relevant reach of the company's key messages throughout Brazil. One of the activities that contributed to Sabin's relationship with the press was the press trip held with journalists from seven outlets, six national and one regional, with a visit to the administrative headquarters in Brasília (DF) and to the central NTO. They also had the opportunity to talk to Group directors about the company's positioning, trends in innovation in the diagnostic medicine market and the ESG agenda.



(GRI 2-29)

### Community and social organizations

In 2022, prevention and solidarity actions were highlighted in the company's mobilization campaigns. In the month of International Women's Day, Sabin invited all women to a great conversation about self-care and HPV prevention. In parallel, the Sabin Institute promoted the collection of sanitary pads to donate to women in vulnerable situations and susceptible to menstrual poverty.

On the anniversary of Brasília, the campaign "SabinCuidaDeBSB" was attended by three former members of Sabin's Client Council, who shared testimonials about their lives and experiences in the city.

The campaign "SomosfeitosdeBrasil" celebrated the 38 years of the company, sharing the Sabin'DNA from north to south of the country and offering a humanized service in different accents, valuing the diversity of our country.

The awareness and prevention project #EscuteSeuCorpo turned exam results into music, with the participation of artists, during the Pink October, Blue November and Red December campaigns. The Sabin Group's digital integrated care platform, Rita Saúde, contributed by conducting health assessments with partner professionals.





The Sabin Institute also worked on the project benefiting men and women in more than 40 institutions across the country, with the donation of more than 1,400 laboratory tests and 280 mammograms. The team also promoted the collection of scarves in the physical units and the employees engaged in the collection of hair for the manufacture of wigs to be donated to women undergoing cancer treatment.

In partnership with Dr. Ana Escobar - editor, columnist, professor, pediatrician for more than 40 years and member of the Board of Directors of the Center for Childhood Development of the School of Medicine of the University of São Paulo (FMUSP) - the ABC of Early Childhood project was conceived to give access to inform and spread professional monitoring through videos and posts on social networks.

Also in 2022, the Sabin Group and the Sabin Institute joined forces to promote the "Solidarity Christmas" campaign, in which several service units in the Federal District functioned as collection points for geriatric diapers. The more than 470 diapers donated were intended for 120 elderly people assisted by the institutions Vila do Pequenino Jesus (DF) and Lar Casa de Jacó (GO). Sabin's Blog has become a source of information for the population about health care, with 153 contents in the year, produced with the help of renowned medical specialists.



## Awards and Acknowledgements

### People Management

- The Most Amazing Place for Women, FIA/UOL
- The Most Amazing Place in Healthcare Industry, FIA/UOL
- 1st place Diversity, Equity and Inclusion Survey, Ethos Institute/ Época Negócios
- 1st place GPTW Health, Diagnostic Medicine Segment - Medium and Large Companies
- 2nd place GPTW Midwest Large Companies
- 2nd place GPTW North Medium Enterprises
- 4th place GPTW Bahia Medium and Large Companies
- 1st place Best HR Midwest Award, Comunicação Magazine
- 1st place Human Being Bethlehem Award, ABRH-PA
- 1st place Think Work Flash Innovations Think Work in the Health and Quality of Life segment
- Top of Mind HR, among the 5 Health Promotion companies, Top HR Group



### Governance, innovation, management and ESG

- 1st place Época Negócios 360° Yearbook, in the health segment
- 1st place Biggest and Best, health segment - Exame/IBMEC
- Among the 10 Most Innovative Companies in Medical Services by Value Innovation
- 1° place Award Eco Amcham/ ÉPOCA NEGOCIOS, in Sustainable Practices in Processes – Case Diversity and Inclusion
- Best of Brazil Award 2021, from Humanizados /HSM
- 8th place among the 100 OpenCorps that most invest in biotechs in the health segment
- 2nd place Reclame Aqui Award, health segment
- 2nd place Serpro Award for Privacy and Data Protection - Case Journey to Privacy Culture of the Sabin Serpro Group
- Excellence in Entrepreneur Management Award - Secretariat for Economic

Development, Work, Tourism, Technical Innovation from São Caetano do Sul (SP)

- 2nd place Health Benchmarking Award 2022 – ESG Practices in the State of Bahia
- 1° Best Work AACC - Diagnosis of Spinal Muscular Atrophy (SMA) in the American Association for Clinical Chemistry Check Test - AACC/USA
- PNCQ Award – Best Quality Control Work - Hepatitis Screening, Brazilian Society of Clinical Analyses (SBPC)
- Top of Mind Brasília, Jornal de Brasília (DF)
- Top of Mind Uberaba and Uberlândia (MG) - TV Integração-Globo
- 100 Most Influential in Health, TOP 10 CEO Dr. Lídia Abdalla award, Healthcare Entrepreneur Management

### Tribute and Recognition

- Recognition Insignia of the Order of Merit of the MPDFT – Sabin Institute
- 1st place Tarsila do Amaral Award Commercial Association of São Paulo (ACSP) / Council of Women Entrepreneurs and Culture (CMEC/FACESP).
- Recognition Solidarity Trophy - Instituto Sabin NGO Amigos da Vida
- Racial Ethnic Diversity Seal – Salvador (BA) - Municipal Secretariat of Reparation of Salvador (SEMUR)



Intellectual Capital

# New business Integration

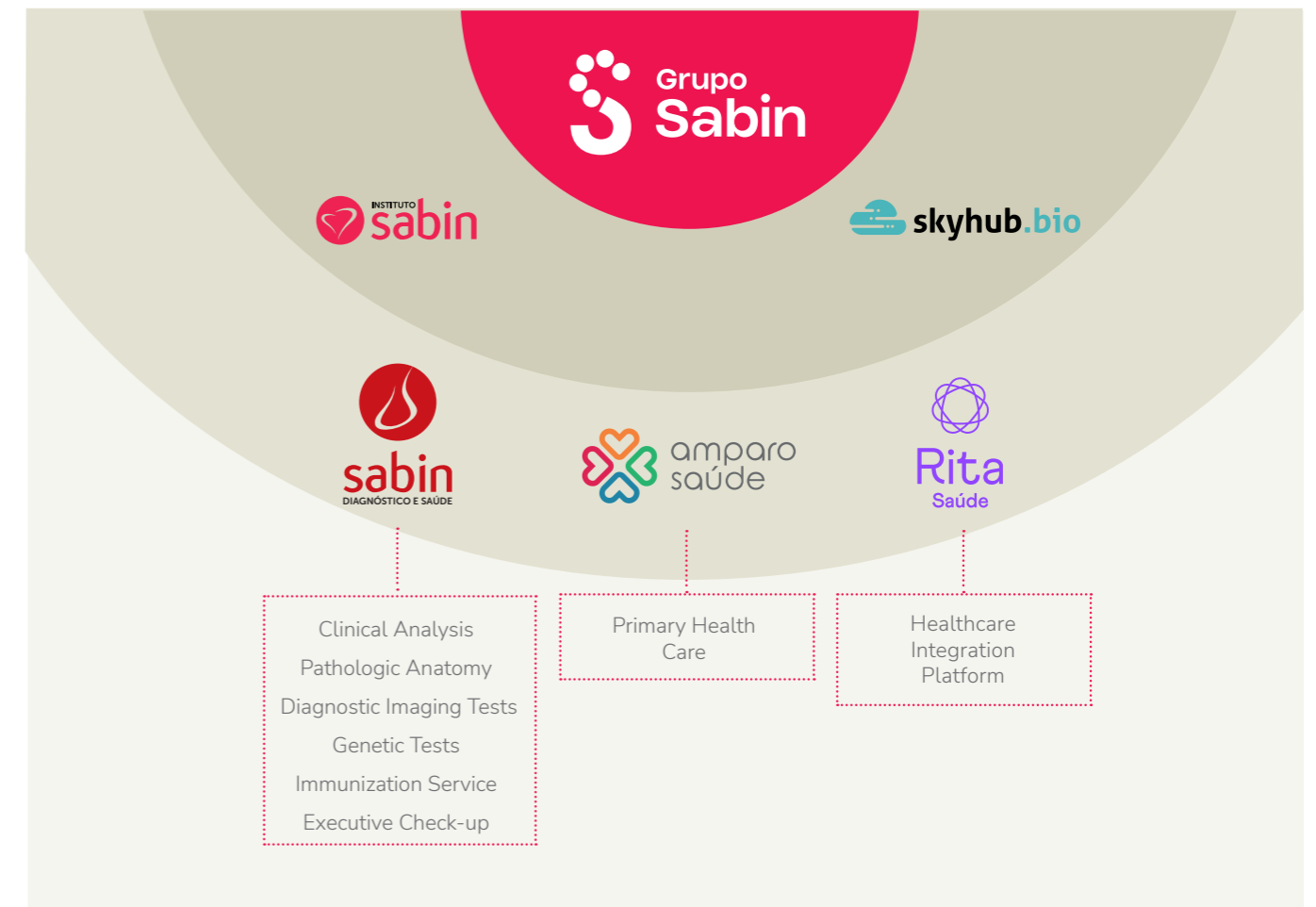


(GRI 2-6)

## The Sabin eco system

The Sabin Group reinforces its commitment to the evolution of health and care that has inspired not only its employees, but also all its stakeholders to take care of people, communities, businesses and the planet. In 2022, the Group dedicated itself to the integration of new businesses and the construction of its new positioning and commitment to contribute to the evolution of health, reflecting values and strategic movements that have guided its business

performance over the years. The result of this work translates from the reorganization of its portfolio of businesses and brands as part of a living and dynamic set that will establish partnerships and strategic connections for innovation and evolution of health. In this way, the corporate brand gains prominence in this new positioning and in the delivery of new value propositions for customers, for the production chain and for the ecosystem of innovation in health and impact business.





(GRI 2-6)

## Business and Services

In the last 10 years, the company has undergone a process of organic and inorganic expansion, making more than 30 acquisitions of companies. In addition to expanding territorially, in this period Sabin was dedicated to diversifying its portfolio of Primary Health Care services and launched its own digital platform with the goal of expanding access to services of quality healthcare.

In the Diagnosis and Health business the portfolios of clinical analysis, diagnostic imaging tests, pathological anatomy, genetic tests, immunization service and executive check-up considered.

### Amparo Health

In 2021, the Group completed the acquisition of Amparo Saúde, a Primary Health Care (PHC) company, which contributes to the health management of population groups through programs, coordinated care lines and telemedicine within a hybrid care journey (remote and face-to-face).

Amparo Saúde works by identifying risks and offering, through a multidisciplinary team, a journey of physical and mental health care and improvement of the quality of life of the clients served. As a partner of operators and companies, it has supported the reduction of health costs and medical accidents, as well as absenteeism and the improvement of clinical outcomes.

In 2022, the company structured the product offering with a focus on carejournes for new patients, as well as for those who already have a continuous follow-up with a focus on chronic diseases such as hypertension, diabetes, obesity, respiratory disorders,

elderly, child and mental health, in addition to prenatal care. There were more than 62,000 consultations in the year with family doctors and 26,923 clients in the cities of Brasília (DF), São Paulo (SP) and Rio de Janeiro (RJ).



### Rita Health

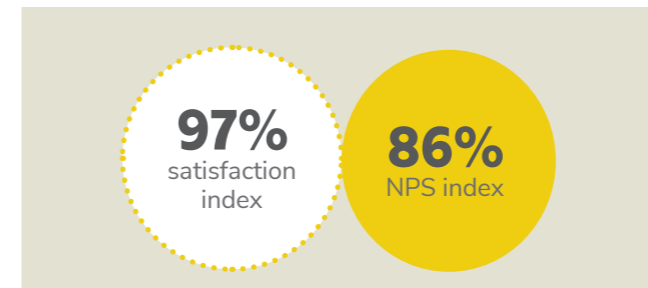
The integrating platform of health services, Rita Saúde, offers a digital care solution, integrating several health partners, as well as promoting access to health with quality and efficiency.

Rita Saúde offers to the subscribers' platform access to local health communities that include consultations with doctors and health professionals, telemedicine, medicines with special prices, as well as clinical analysis and diagnostic imaging tests, immunization service and other services.

In 2022, the platform began its expansion process to other cities in Brazil and was dedicated to the implementation of technological improvements for the launch of its services for individuals, and 10,167 members were counted on the platform.

## The Sabin way of caring

In 2022, Sabin kept the focus on humanization and efficiency with programs and projects aiming to improve processes in physical and digital service, gaining in scale, but mainly in customer satisfaction with the services offered.



Volume and satisfaction (*)		
	2021	2022
Clients served	6.440.391	6.332.891
Exams/procedures	59.919.439	64.442.450
Satisfaction index (CSAT)	91%	97%
Net Promoter Score (NPS)	79%	86%

(\*) Clients served in plataformas Rita Saúde and Amparo Saúde not included



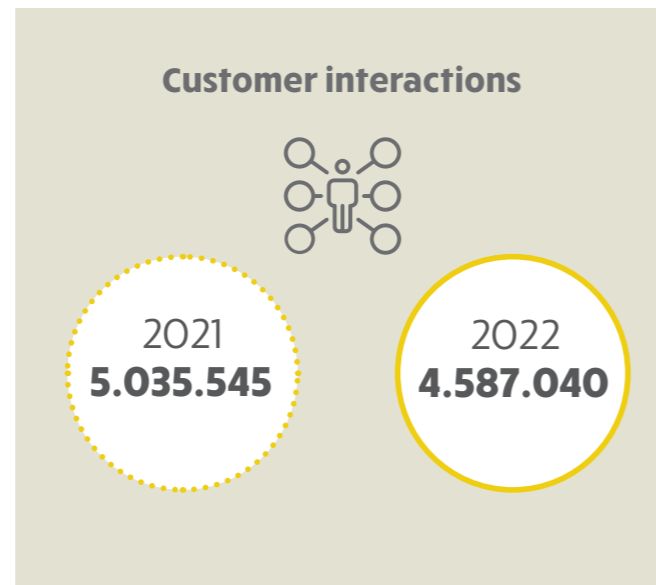


In 2022, The Digital Service Center (NAD) expanded its operations to 32 Brazilian cities, providing more agility in the service in the physical units and in the mobile service, which brought improvements to the customer experience with the Group's services.

### Service channels

The customer interaction channels with the Sabin Group are:

- Call Center
- WhatsApp
- Chat and site forms ([sabin.com.br](http://sabin.com.br))
- Social Networks (Linkedin, Instagram, Facebook and Twitter)
- Mobile App (App Sabin)
- Site "Reclame Aqui" (Complain here)
- After Service Satisfaction Survey



Although total interactions decreased in the year, WhatsApp was the channel that recorded the highest growth, with an increase of 52% in the volume of interactions.

All the channels receive suggestions, questions, compliments, requests and complaints.

### Ombudsman and management of complaints

The Sabin Group Ombudsman is also responsible for the management of complaints on the Reclame Aqui website. In 2022, the sector guaranteed 100% responses to complaints registered by customers on the site, in addition to carrying out several improvement actions focused on agility and resolvability. As a positive effect, it noted the increase in the reputation score of its services automatically generated on the platform.

For better management of customer complaints, the Group adopted a registration and traceability system that began to concentrate complaints from service channels, social networks, website and Reclame Aqui. This system is in the process of being expanded to the other regions of operation.

(GRI 2-16)

### Customer Council

The Customer Council is the Sabin Group's nationwide forum for interaction and listening. It is a space for active participation and co-creation of chosen clients, based on representative criteria of service in the units of the various cities where it operates.

As a result of these meetings, customers contributed with suggestions and fostered discussions about the service experience in the physical units and in the digital channels (website, application and pre-registration service), brought improvements on the format of the post-service opinion survey, as well as participated in the opening event of the Strategic Planning - the Builders of the Future.

In 2022, the Group expanded its representativeness with the integration of customers from the cities of Salvador (BA), Palmas (TO), Londrina (PR), Uberlândia (MG), Manaus (AM) and Brasília (DF).



(GRI 3-3)

### Patient Safety Center

The Patient Safety Center was established in 2019 and establishes best practices to ensure that the care journey within the units is safe and humanized, and also permanently evaluates processes and structures within the cycle of the patient's journey with the services offered by the company. These practices and processes are endorsed by external national and international certifying and accrediting institutions.

The center strengthened the existing processes and protocols in the Group, especially in the area of diagnostic imaging and vaccines (critical findings, guidance to clients and adverse events). In 2022, it conducted the Patient Safety Culture survey, with the objective of obtaining inputs for the improvement of communication, guidance and training for care teams.

### Customer Experience Center

The Center is shaped by a multidisciplinary team that carries out the studies and the review of new indicators of customer experience, as well as analyzing new current legislation, such as accessibility for conversation in pounds, meeting the new SAC law (Decree Law 11.034/22). In addition, it implemented improvements in customer opinion research and complaint management. At the end of 2022, it also began the process of reviewing and improving the journey for patients with autism spectrum disorders (ASD) and children.



(GRI 3-3)

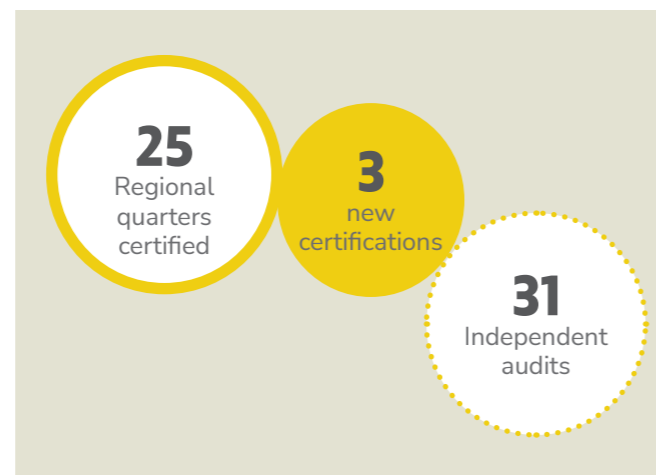
## Quality management

The Sabin's Quality Management System (QMS) is responsible for monitoring risks and ensuring commitment to the safety of patients, employees and other stakeholders for the diagnostic medicine business. The new businesses Amparo Saúde and Rita Saúde are in the process of implementing and integrating specific quality protocols for their activities.



Quality indicators for delivering results showed little variation in comparison with 2021. Due to the increase in the number of recollections, the indicator of adverse events showed a small variation of 0.06 percentage points compared to 2021.

In 2022, the Quality Management System was strengthened with the achievement of 3 new accreditations: the PALC in Sabin units installed in the HOME and DF Star Hospitals, in Brasília (DF), and the Quality Seal in Computed Tomography, of the Brazilian College in Radiology (CBR), in São Caetano do Sul headquarters (SP).



Main Indicators		
	2021	2022
Adverse Events	0,64%	0,70%
External Quality Control	98,03%	98,23%
Punctuality	99,38%	99,63%

In addition, the following Group quality certificates were maintained through audits of external accrediting institutions:

- **CAP** (American College of Pathology) in Brasília (DF);
- **PALC** in Anápolis (GO), Barreiras (BA), Belém (PA), Blumenau (SC), Brasília (DF), Campinas (SP), Campo Grande (MS), Cuiabá (MT), Florianópolis (SC), Londrina (PR), Manaus (AM), Maringá (PR), Palmas (TO), Ribeirão Preto (SP), Salvador (BA), São Caetano do Sul (SP), São José dos Campos (SP), Uberaba (MG), Uberlândia (MG) and Vinhedo (SP);
- **ISO 9001/14001** in Anápolis (GO), Barreiras (BA), Belém (PA), Brasília (DF), Campo Grande (MS), Manaus (AM), Palmas (TO), Salvador (BA), São José dos Campos (SP) and Uberaba (MG);
- **ISO 31000** - level 3 Gold, in Brasília (DF);
- **ISO 9001** in Vinhedo (SP);
- **ONA** – level 3, in Uberlândia (MG);
- **PADI** in Brasília (DF), Uberlândia and Uberaba (MG);
- **DICQ** in Cuiabá (MT) and Teresina (PI).



SGQ Indicators		
	2021	2022
Rectification of Report (*) (SIGMA)	5,2	5,2
Total Service Time - hours (TAT**)	10:43:02	09:21:00

(\*) the indicator rectification of reports refers Only to Brasília (DF).

(\*\*) the indicator Total Service Time refers to all the diagnostic units of the Group.



Human Capital

# People at the core of caring



People at the core of caring



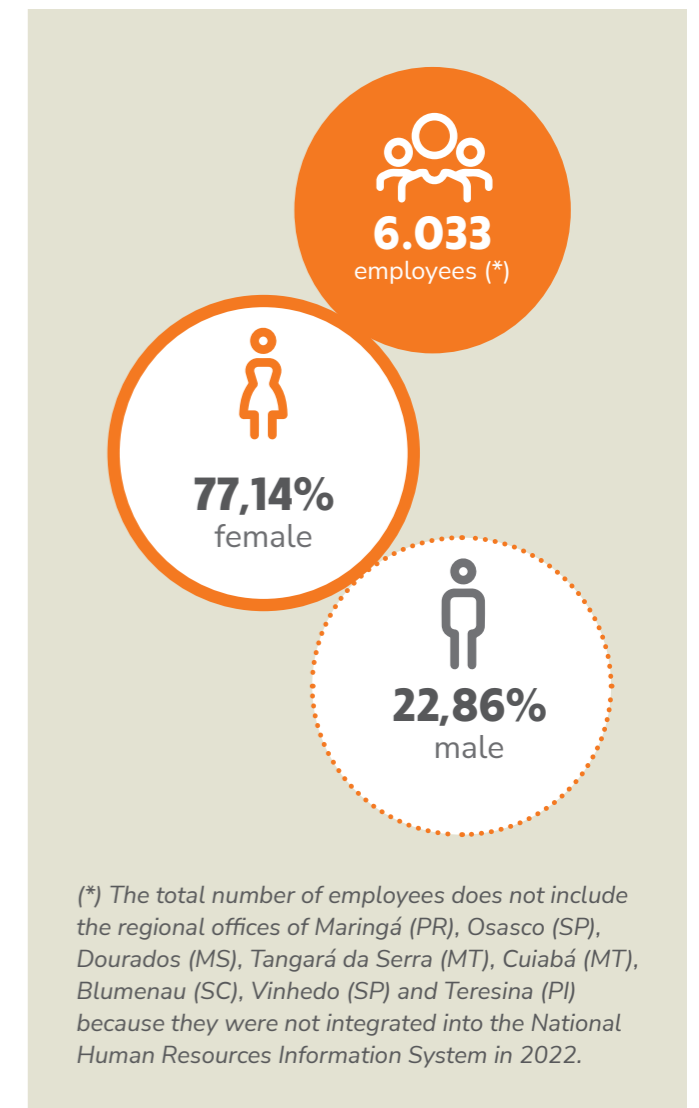
(GRI 3-3)

## Collaborators

The Sabin Group invests in the training of its employees, disseminating a humanized culture and a work environment based on respect, ethics and care.

The purpose of inspiring people to care for people was present in the actions of the year, which began with the pandemic scenario, marked by the Omicron variant, the advance of vaccination against Covid-19 and the maintenance of health and safety protocols in the fight against the disease.

In line with protection and care actions in the face of the pandemic, the Group acted to strengthen its culture and organizational climate, with integrated employee health and well-being management programs, new development and training projects, and the strengthening of the Diversity and Inclusion Program during 2022.





The strategies associated with the Sabin Culture were highlighted, with celebration events, thank you and acknowledgement programs,

Face-to-face development meetings and actions aiming to integrate the employees' families.



**48 teams and 177 employees** elected as Highlights of the Year, for their excellent performance;

**79 leaders** acknowledged by the program **Meu Líder Vale Ouro (My Leader Is Worth Gold)** for having developed new leaderships;



**348 employees** recognized in the "Sou Sabin de Coração" program, for completing 10, 15, 20 and 25 years of work at Sabin in 2022, with 10, 15, 20 and 25 days of paid leave;

**3.693 sons and daughters** of employees went to the movies and amusement parks, all over Brazil in Children's Day;

**500 sons and daughters** of employees went to know their parent's jobs, in August.



Leadership and potential leader development programs have been redesigned to give visibility to self-care and the management of emotions, aiming at the promotion of mental health and balance between personal and professional life. The subject emotional intelligence was addressed in a workshop composed of four face-to-face meetings to strengthen with the leadership the importance of an emotionally safe environment and its role in this construction, breaking taboos and stereotypes on the subject.

**The Sabin Group has provided opportunities for growth and career, promoted the importance of mental health, and strengthened the Sabin Diversity and Inclusion Program.**



As a result, during the last 18 years Sabin continues to stand out among the best companies to work for in Brazil. The ranking measured by the Great Place to Work survey revealed, in 2022, the following indicators:





The award “Incredible Places to Work 2022”, promoted by FIA (\*) in partnership with UOL, another renowned evaluation, reinforced the quality of Sabin’s work environment.



In the second half of 2022, Sabin joined yet another initiative to achieve the Sustainable Development Goals. The Mind in Focus Movement, of which Sabin is an engaged member, integrates the actions of the UN

Global Compact related to SDG 3, which concerns the promotion of mental health and well-being. The company already develops practices for emotional care with employees, inspiring people to take care of people.

**(GRI 2-16) Ombudsman Chanel**

To strengthen the connection and the relationship of trust of employees with the company, the Group restructured its ombudsman channel, facilitating access and improving the flow of negotiations in 2022. The goal is to encourage everyone to bring their doubts, suggestions and compliments, as well as opportunities for improvement and denunciations, when necessary.

The Ombudsman’s Office received 1,896 records in Brazil mainly related to questions about payroll. About 11% of the records were related to complaints. The reform of the flow of treatment gave greater speed to investigations and responses.

**Sense of belonging**

The annual turnover was 4,93%, demonstrating the willingness of employees to stay in the company, the high sense of belonging and the happiness they have in being part of the Group. However, with the rearming of the labor market and some changes in the post-pandemic context, the identification of potential candidates for more strategic posts and the retention of professionals in positions or areas that do not allow working in a remote work model have become more challenging.

As an initiative to test new working relationships, Sabin designed a hybrid journey pilot project for IT, as the nature of the activities in this area is more compatible with this modality.

**(GRI 2-30) New collaborators**

The variation in the number of employees was small in 2022. The Group increased 86 posts for permanent employees and reduced 13 for temporary employees. All employees are covered by collective bargaining agreements.

Sabin’s profiles on social networks and other communication vehicles helped to increase the visibility of opportunities and announce the new posts offered by the company.



**(GRI 2-7) Total of employees\* by working contract and by region\*\***

Region	2020		2021		2022	
	Permanent	Temporary	Permanent	Temporary	Permanent	Temporary
North	377	49	423	47	456	51
Northeast	313	39	308	43	325	49
Mid-west	2.727	261	3.138	299	3.208	281
South-west	1.206	132	1.321	135	1.299	135
South	194	34	218	28	206	23
<b>TOTAL</b>	<b>4.817</b>	<b>515</b>	<b>5.408</b>	<b>552</b>	<b>5.494</b>	<b>539</b>

(\*) The numbers and indicators reported do not include the regional regions of Maringá (PR), Osasco (SP), Dourados (MS), Tangará da Serra (MT), Cuiabá (MT), Blumenau (SC), Vinhedo (SP) and Teresina (PI) because they were not integrated into the 2022 National Human Resources Information System. In addition to the 6,033 employees employed, another 375 non-employed workers are part of Sabin’s workforce: there are 118 interns, 229 apprentices and 28 outsourced professionals.

**(GRI 2-8)**

(\*\*) All employees have an established workload.



(GRI 2-7)

Total of employees* by working contract and by gender						
Gender	2020		2021		2022	
	Permanent	Temporary	Permanent	Temporary	Permanent	Temporary
Men	1.065	121	1.177	102	1217	102
Women	3.752	394	4.231	450	4277	437
<b>TOTAL</b>	<b>4.817</b>	<b>515</b>	<b>5.408</b>	<b>552</b>	<b>5494</b>	<b>539</b>

(GRI 2-7)

Total of employees* by type of working schedule and by gender						
Gender	2020		2021		2022	
	Partial	Integral	Partial	Integral	Partial	Integral
Men	240	946	226	1.053	228	1091
Women	648	3.498	740	3.941	730	3984
<b>TOTAL</b>	<b>888</b>	<b>4.444</b>	<b>966</b>	<b>4.994</b>	<b>958</b>	<b>5075</b>

(\*) The numbers and indicators reporting total employees do not include the regional offices of Maringá (PR), Osasco (SP), Dourados (MS), Tangará da Serra (MT), Cuiabá (MT), Blumenau (SC), Vinhedo (SP) and Teresina (PI) because they were not integrated into the 2022 National Human Resources Information System.



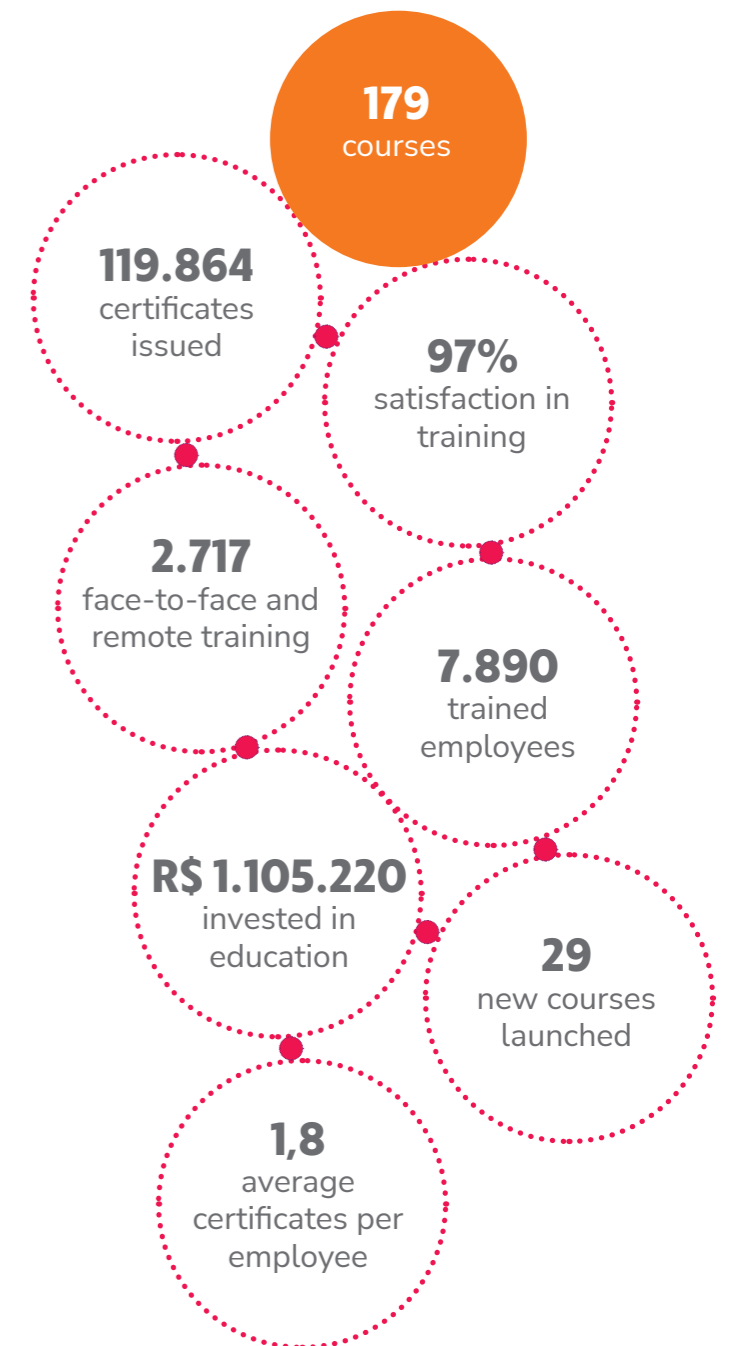
## Development and Unisabin

Unisabin aims to carry out development actions capable of integrating, training and developing employees. The actions are carried out in the face-to-face, distance and hybrid modality, with different teaching strategies involving active methodologies.

In 2022, the restructuring project of the Corporate University of the Sabin Group (Unisabin) began with the support of the Don Cabral Foundation, in which eavesdropping was carried out with employees from various business units around the country.



Sabin offered 179 courses in the areas of occupational safety management, occupational health, biosafety, fire prevention and escape route, ergonomics, hand asepsis, personal protective equipment, radiological protection and internal accident prevention commission.



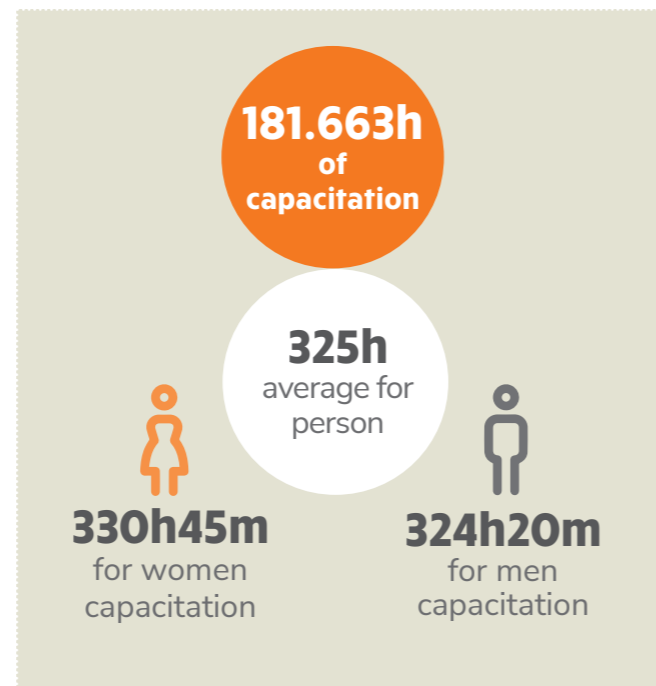




Participants trained, by gender						
	2020		2021		2022	
	Men	Women	Men	Women	Men	Women
Leadership	24%	76%	29%	71%	25%	75%
Attendance	16%	84%	16%	84%	15%	85%
Administrative	38%	62%	42%	58%	33%	67%
Technical	21%	79%	24%	76%	17%	83%

The external partnerships encouraged by Unisabin were expanded to improve the skills of employees in all regions of the country, totaling participations of 366 employees in the year. The Scholarship-Education Program, in turn, contemplated 24 people with academic benefits in different categories (technical level, undergraduate, graduate and MBA).

There were over 181 thousand hours of training, with an average of 325 hours of training per employee yearly. When the genders were considered separately, the annual result was:



Operational efficiency, digital transformation, integration and consolidation of the Sabin culture in the regions were strategic pillars of action for the Annual Development Calendar (CAD), which reached 89% completion at the end of the year.

**(GRI 404-1)**

**Unisabin Portal**



**Monitoring and Career Program**

Unisabin, in partnership with the Human Talents and Care areas, mapped the skills needed to the supervisor position, as it is a permanent need in the units to monitor adherence to the program and the evaluation stages of selection, with theoretical and practical content. All Sabin units were served during the year, counting more than 70 participants.

**Manager Development Program (PDG)**

In 2022, the PDG brought together 40 regional managers and potential successors, and dealt with the subjects related to people, innovation, finance and business. It was conceived in partnership with the Dom Cabral Foundation as an opportunity to train leaders at the executive level.

**Talent in Management**

This program was conceived as a proposal to map potential successors to strategic positions. With more than 160 registrations in various performance profiles, 35 employees were selected to act as Regional Managers and Coordinators. The beneficiaries of this first moment have completed the theoretical development stage of the PDG and will proceed to the immersion stage scheduled for 2023.

**(GRI 404-2)**

**New integration Process**

An achievement of the year was the revision of the integration process in the mandatory training trails of immersion of the new employee in the Sabin Way. The trail completion indicators were increased by more than 20 percentage points at the end of 2022, achieving 55.82% of the Group's new employees' training.

In addition to the integration program, development contents were offered for leadership and technical areas with focus on specialized training on topics such as mental health and scientific technical knowledge. In addition to the integration program, development contents were offered for leadership and technical areas with a focus on specialized training on topics such as mental health and scientific technical knowledge:

**Emotional Health Trail** – Designed to guide and make leaders aware of the aspect of caring for the emotional health of employees, the track reached 46% of leaders' adherence and was composed of the following themes: emotional health, self-knowledge and adoption of the triple focus.

**Analytic Quality Trail** - was promoted with an approach from basic to more advanced knowledge, according to the specificities and needs of improvement regarding the challenges of Analytical Quality.

**Scientific Moment** - was promoted in the regionals according to themes pertinent to each area. The track aims to disseminate and share scientific information among the Group's technical collaborators, providing access to the newest methodologies and operational efficiency.

**First Aid Cours** - as an action to reduce adverse events related to collection of biological samples, the Patient Safety Center trained the collection employees to act in urgent and emergency situations in the Sabin Group's care units. Totally, 523 employees were trained in a theoretical and practical way.

(GRI 3-3, 403-1, 403-6)

## Health and safety at work

The management of aspects related to the Health and Safety of workers is based on Sabin's organizational culture, the healthy environment and the well-being and satisfaction of employees. In technical terms, the requirements contained in the list of Regulatory Standards (NR) of the Ministry of Labor and Social Security are met, especially the NR-01, NR-7, NR-32, being complemented by Manuals and Operating Support Procedures (POA), contained in the Quality Management System of the Sabin Group, certified by ISO 9001.

The indicators of the Health and Safety area, allied to the dealings given to the Inspection Reports, are the main guidelines to development and improvement of actions, contributing to the continuous improvement of the processes.

The compliance with all safety requirements, as well as the provisions set forth in the Health and Safety Programs and Support Operating Procedure (POA), are mandatory for all employees of the Sabin Group and outsourced workers who provide services on its premises. Each employee is guaranteed the right to refuse to perform tasks in situations of serious and imminent risk to their health and integrity.

The comprehensive health care model of employees, Saúde em Dia, broadens the view of the care journey, based on a sustainable and integrated model, based on the active search for absenteeism data and the use of the health plan, associated with artificial intelligence that allows a real diagnosis of needs.

The care focuses on the pillars mind, body, heart, prevention and pregnancy. Several actions were carried out aiming to promote the health and safety of employees, especially the Saúde em Dia Walk in allusion to the

National Heart Day, which aimed to sensitize and stimulate employees in practices related to improving diet and physical activity. The movement mobilized more than 3,000 employees and their families throughout Brazil.

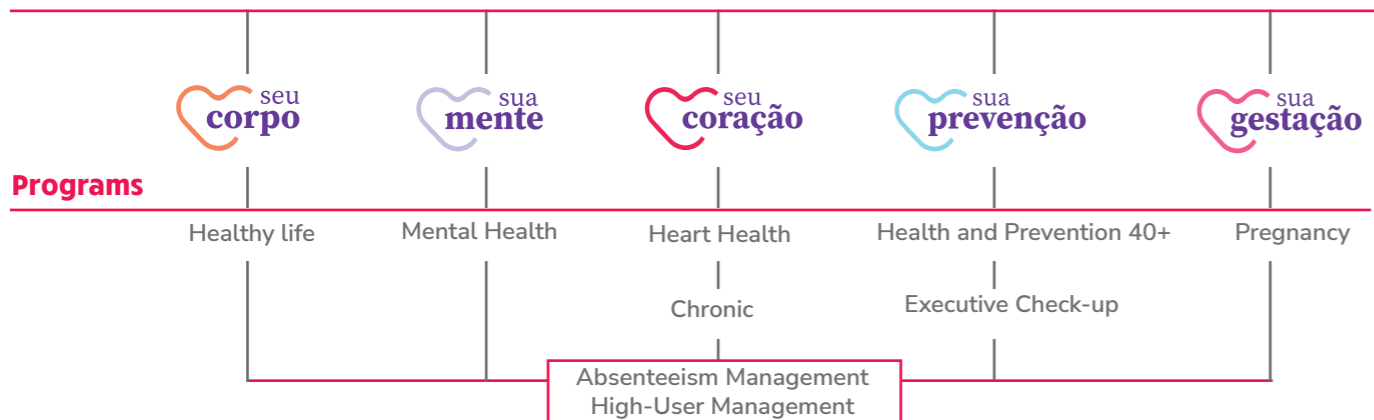
The Occupational Health Medical Control Program (PCMSO) includes a broad strategy to follow employees' health aligned with the PGR. Several occupational tests are performed and the results attest the effectiveness of the security measures implemented. The access of workers to the occupational medicine service is permanent, either through the periodic mandatory examinations, or in situations of illness or in health monitoring and emergency situations.

Sabin also provides health insurance with a wide accredited network to all employees. For those who work in the units in Brasília (DF), the in-company service of Amparo Saúde is also offered, which focuses on primary health care.



### saúde em dia

#### Pilars



#### Campaigns

White January	Yellow September	Pink October	Blue November	Red December	Immunization Campaign
mental health	suicide	fight against breast cancer	fight against prostate cancer	fight against Aids	

(GRI 403-9)

#### Accidents at work among all employees

	2020	2021	2022
Obits resulting from work accidents	0	0	0
Accidents with serious consequences (except deaths)	0	0	0
Absolute number of notifiable accidents	82	125	165
Mandatory reporting frequency rate*	5,27%	8,49%	9,46%
Typical accidents	65	87	113
Current accidents	16	38	52
Occupational disease (GRI 403-10)	1	0	0

(\*) To compile the data, the guidelines and methodologies provided for in the norms NR-4, of the Ministry of Labor and Social Security and NBR 14.280 were used. In accordance with the guidelines presented by the International Labor Organization (ILO), the results obtained for the Accident Frequency Rate are classified as "very good" in the management of aspects related to the health and safety of employees.

All accidents and incidents are investigated, according to an action plan, considering the control hierarchy applicable to each case, with the indices calculated based on 1 million hours worked. The absolute number of accidents in 2022 was higher than that recorded in 2021, a year in which there were still many reflections of the pandemic on operations.



(GRI 403-3)

**Structures for safety at work**

**Risk Management Program (PGR)**

- identifies, monitors and controls risks, applying respective mitigating measures. Occupational Safety Engineers and safety technicians carry out periodic inspections in all areas and business units, in order to identify new hazardous situations, as well as to ensure compliance with all safety measures.



**Internal Commission for Accident Prevention (Cipa)**

- composed by employer and workers, elected and appointed, who meet monthly and whose main attributions are: collaboration in the identification and evaluation of risks, accident investigations, proposal of corrective and control measures and safety programs and in the creation of the main guiding documents of the management of Health and Safety at Work – PGR, PCM-SO and Risk Map of the sector / establishment.

**Biosafety Committee**

- composed by employees, representatives of various areas of the Sabin Group, its main attribution is to collaborate in the definition of technical guidelines to recognize, monitor and control biological risks.

**Radiological Protection Commission**

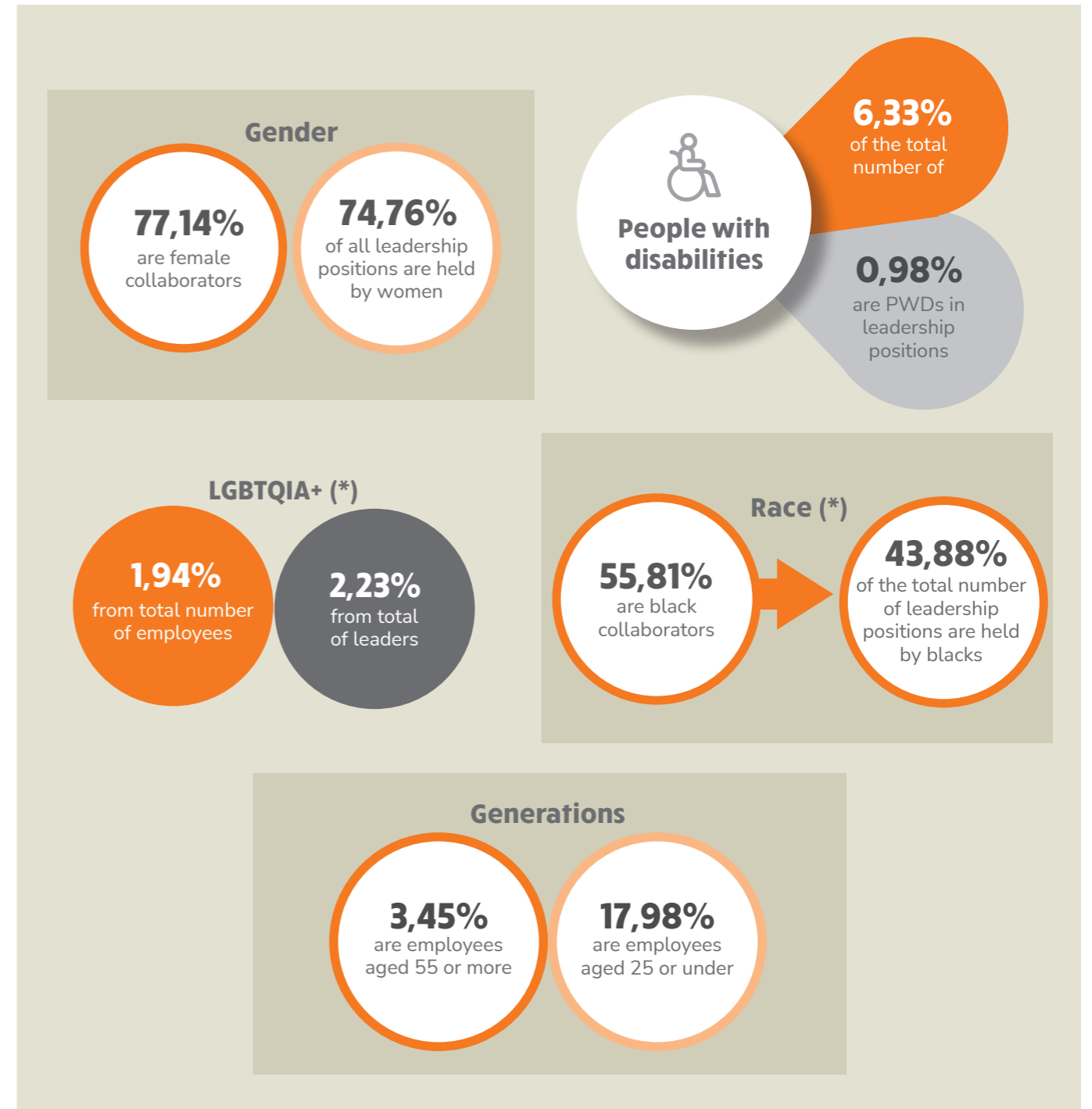
- composed by employees of the area of imaging exams and supported by professionals of Health and Safety at Work. Its main attribution is to promote the health defense of those involved in activities with radiation, with the correct fulfillment of the Radiology Protection Program.



In case of occurrences that cause the interruption of activities, employees have the support of their leaders and Cipa who report immediately to the team specialized in Health and Safety for evaluation and measures. The events should be informed directly to the specialized team, by telephone, e-mail, instant messaging or in person at the time of inspections.

(GRI 405-1)

**Diversity, inclusion and equal opportunities**



(\*) indicators generated by employees' self-declaration.



(GRI 3-3)

### Sabin's Diversity program



The plurality and ability to include and work with differences in the workplace enhance the Sabin Group's aptitude to care for and serve its customers in an empathetic way.

The Sabin Diversity and Inclusion Program was implemented by the company in 2018, and since then, it prioritized the strengthening and diffusion of its inclusive culture focused on gender, race, LGBTQIA+, person, disability and generations. The program has a Diversity and Inclusion Committee and Affinity Groups of the five dimensions that promote strategies, policies, projects and engagement actions and monitor indicators and advances to ensure a diverse, inclusive corporate environment and respect for differences. In 2021, to reinforce and disseminate the Group's commitment to diversity, the Sabin Guide to Diversity and Inclusion was launched, a publication aimed at employees and suppliers with the aim of clarifying concepts, promoting reflection, strengthening empathy and reinforcing an environment open to dialogue, welcoming and free of precepts.

Reaffirming this commitment, in 2022, the Group promoted the Sabin Diversity and Inclusion Week,

with five days totally dedicated to initiatives aimed at valuing diversity and promoting dialogue and deconstruction of concepts, speeches and prejudiced attitudes. All debates were linked to the five pillars that make up the Sabin Diversity Program (gender, race, LGBTQIA+, people with disabilities and generations) and included series, lives, trainings, chats and internal materials for dissemination and awareness.

In parallel, the Sabin Group develops its leadership in diversity and inclusion and guides them on non-discriminatory behaviors. Several trainings propose the deepening in themes, such as: equity, equality, unconscious bias and harassment, focusing on learning, dialogue and prevention. There is also the Humanize Program – The Sabin Way of Leading, which translates the behaviors and competencies expected from leadership and reinforces the inclusive culture of the company.

Through the Ombudsman's channels, complaints of discriminatory acts and conduct that are in disagreement with the Diversity and Inclusion Policy and the Code of Conduct can be made.

Externally, the company actively participates in collective actions and public policies aimed at inclusion and the fight against discrimination.



(GRI 405-1)

### Recognition related to Diversity and Inclusion in the GPTW Climate Survey 2022



The company is signatory to the 7 Women's Empowerment Principles since 2016, established by UN Women, that seeks to incorporate values and practices to ensure gender equity. Adherence to these principles helped to reach 74.76% of leadership positions held by women, compared to a Brazilian average of 40%. In addition, among the female leaders, 33.60% declare themselves black.

By especially expanding the representation of black people in leadership, Sabin is recognized as a mostly black company that seeks to ensure the presence of browns and blacks at levels of decision-making. The Group held the Black Consciousness Week, when it addressed the appreciation of racial diversity and produced internal videos with black employees telling their experiences and experiences inside and outside the organization and the advances needed for a more just and discrimination-free society.

To ensure gender equity, Sabin monitors the wages of men and women and makes adjustments to ensure an equal pay policy. The Group acts to reaffirm the different ways of being a woman and advocates that women can be whatever they want to be. In 2022, it released the Primer on Combating Violence against Women, promoting debate and awareness on the topic related to abusive relationships, as well as encouraging women to denounce any situation of violence. The booklet is also aimed at men, as it makes them aware of how to relate respectfully to women in their personal and professional lives.

In March, to celebrate Women's Month, the Group carried out the campaign "Sou Sabin, Sou Mulher", focusing on strengthening the movement of gender equality and female plurality. For this, men were motivated to be examples and to fight for the end of violence against women, not strengthening prejudices with sexist speeches, recognizing and renouncing privileges and exercising responsible parenthood.

Over the years, Sabin has offered specific opportunities to minority groups, aiming to ensure greater representation, strengthening its inclusive culture, and building increasingly diverse teams. The organization also acts to deconstruct stereotypes regarding LGBTQIA+ people and maintains 110 employees on its staff who self-declare themselves by gender identity or sexual orientation.





Social and Relationship Capital

# Optimism to transform and give access to health



Optimism to transform and give access to health



## The Sabin Institute

With the noble mission of contributing to the improvement of the quality of life, well-being and prosperity in the communities in which the Sabin Group operates, fostering social innovation, the Sabin Institute works to support the evolution of the ecosystem of impact businesses and social innovation, supporting initiatives that move in this direction.

Created in 2005, with headquarters in Brasília (DF), the Sabin Institute is a Civil Society Organization of Public Interest (OSCIP), constituted in the form of a legal entity of private law and of an associative nature, non-profit.

The Sabin Institute generates its own annual activity report. For detailed information on 2022 actions, [www.institutosabin.com.br](http://www.institutosabin.com.br).

The Institute's activities are based on three strategic axes:

- The first axis works with a set of projects and partnerships that seek to bring access and quality health to those who are in vulnerability situation.
- The second stimulates the performance in the dynamic organizations, which generate social impact and that dynamize an impact ecosystem.
- In the third axis, corporate volunteer programs, fundraising campaigns, donation work for social organizations, among other initiatives, are carried out.

### 2022 Big Numbers

**+ R\$ 4.200 million**  
Investment in Social Impact Projects:

**149.767**  
people impacted

**380**  
Organizations with social purpose impacted

**21**  
gyms running

**14.982**  
exams donated to the community

**3**  
Ludotecas inaugurated (118 implanted since 2008)

### Strategic Axes







(GRI 3-3)

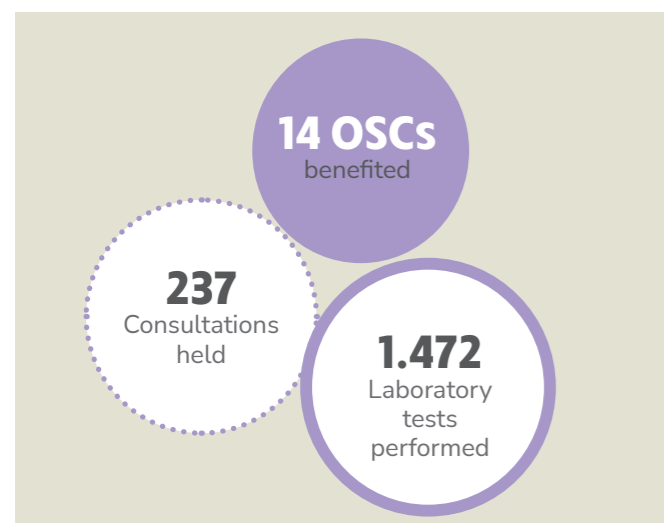
## Actions related to Strategic Axes

### Axis 1 - Promotion of integral health and well-being of people in vulnerable situation

Among the focuses, the following stand out: the expansion of access to health for these people, the encouragement of publication, research, dissemination and production of knowledge, as well as the psychosocial recovery of children and teen-age victims of violence.

#### Cycle of Care

Through the donation of teleconsultations and laboratory tests, the Care Cycle enables access to preventive health with professional monitoring, in addition to the offer of the diagnostic medicine service. The cycle is made available to Civil Society Organizations (CSOs) that participate in the Saúde+ program, which aims to strengthen social entrepreneurs that manage CSOs. In 2022, the project focused on chronic non-communicable diseases (NCDs).



### Taking Care of the Community

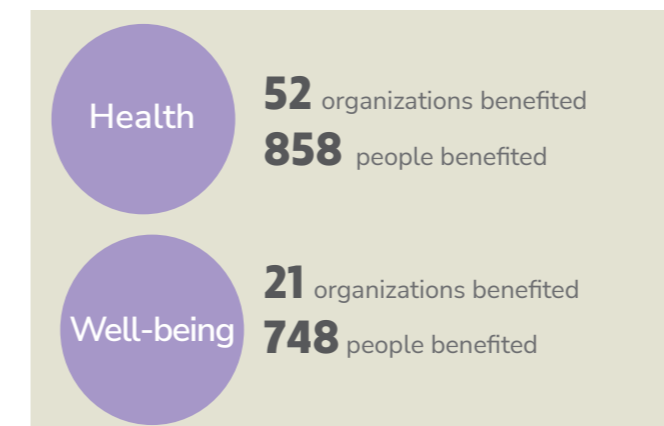
The program, which has been in existence since 2008, has provided more than 731,000 tests and invested more than 10 million reais in the health of the communities in which the Sabin Group operates, providing courtesies or discounts on laboratory tests for people in situations of social vulnerability and partner social organizations. In 2022, Caring for the Community continued its expansion with hybrid shares. Boa Vista (RR) was one of the regional beneficiaries, with action in partnership with the Public Ministry of the State of Roraima: 72 women in situations of social vulnerability benefited from the donation of laboratory tests. In São José dos Campos (SP), six women from Ukraine benefited from the program.



### Health Promotion and Access Initiatives

To encourage and raise awareness of the importance of breast cancer prevention and treatment, the Sabin Institute held the campaign Pink October composed of two pillars. The first pillar of health care, with the donation of consultations in partnership with Rita Saúde, as well as over 6,000 laboratory and imaging tests for women over 45 years of age, beneficiaries of social organizations that are partners of 21 regionals where the Sabin Group operates.

Another pillar of the campaign worked on well-being with the collection and donation of headscarves for women with breast cancer in partnership with the Women's Network to Fight Cancer, in Brasília (DF), which received donations of hair from the participating collaborators for the manufacture of wigs to be used by people undergoing cancer treatment.



### Ludoteca

to improve the care provided by professionals in the violence care network in the areas of health, justice, social assistance and public security. The project happens in two ways: with the donation of goods and services for the setting of the physical space - various pedagogical materials, such as: toys, games, books and playful resources - and with the offer of continuous training, through courses for professionals of the network of attention to violence.

In 2022, 3 ludotecas were inaugurated in the cities of Osasco (SP), Maringá (PR) and Franca (SP). The units were provided, respectively, with the following public facilities: CAPS Infantil Liliâne Alves Dias Caps II, "Welcoming Family" program by the Municipal Secretariat of Social Assistance, Policies on Drugs and Elderly People of Maringá and Municipal University Center of Franca (SP). The three units provide more than 500 monthly services to the population.







(GRI 3-3)

## Axis 2 - Strengthening ecosystems and organizations

The Sabin Institute also works with systemic and structural aspects from clearly identified social problems. From this point the performance in ecosystems that are composed of impact businesses, civil society organizations, dynamic organizations and several other types of organizations are articulating to face social challenges throughout Brazil. The main programs that the Institute supports are:

### Coalition for Impact

Leveraging the work of organizations that support entrepreneurs – incubators, technology parks, business hubs, among others – the Coalition for Impact is a national initiative that seeks to expand the generation of businesses of relevance to the planet.



The cities of Brasília (DF), Fortaleza (CE), Belém (PA), Campinas (SP), Paranaguá (PR) and Porto Alegre (RS) are part of the project.

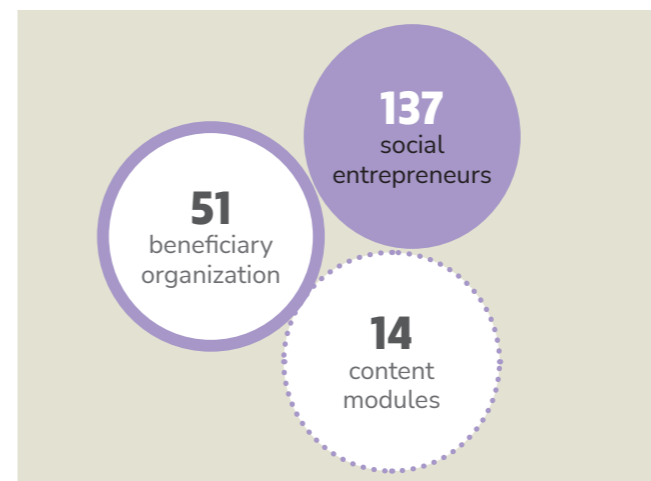
The project has an initial projection of achieving the following goals by 2026:



### Health+

With the objective of developing organizations to achieve financial sustainability and enhance their capacity to generate social impact, the Saúde+ program was the first initiative of the Sabin Institute. Aimed at strengthening social entrepreneurs who manage civil society organizations, the initiative works through the training offered to CSOs. Since 1999, the Sabin Institute has impacted more than 236 social organizations.

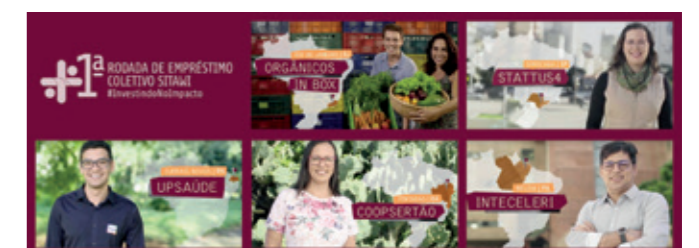
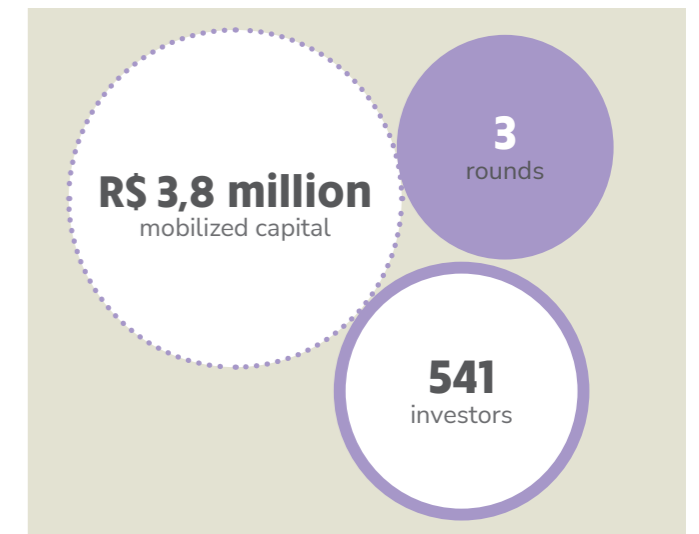
In 2022, Saúde+ carried out actions that promoted Primary Health Care for people assisted by the organizations participating in the acceleration. Through the donation of laboratory tests and teleconsultations, beneficiaries have access to the Cycle of Care for health.



### Sitawi Collective Loan Platform

To boost financial resources, in the form of loans intended for social impact businesses that have the explicit mission of generating positive socio-environmental impact, the Collective Loan Platform is an initiative of OSCIP Sitawi, with a strategic partnership of the Sabin Institute.

Both individuals and companies can invest, receiving a return through the investment with pre-fixed interest. The investor has the possibility to divide his capital among several organizations, fostering different projects and, consequently, mitigating his risk.







(GRI 3-3)

### Axis 3 - Social Engagement and Philanthropy

Assistance actions in urgent, punctual and recurrent causes are carried out by corporate volunteering in the regions where the Sabin Group is present, seeking to meet the specific demands of each of these regions.

#### Corporate Volunteering

The Sabin Institute coordinates the Group's corporate volunteering through two specific programs: I Make Impact, for Brasília (DF), and Impact Leaders, which takes place in the regional regions, mobilizing, in 2022, about 300 volunteers.

#### Donation Campaigns

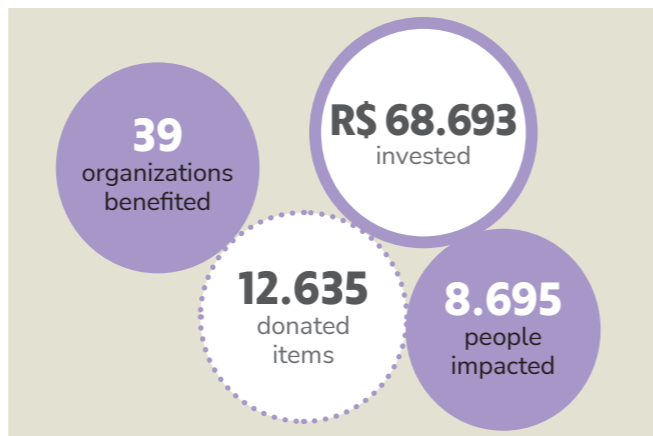
The Sabin Institute, in partnership with its volunteers, conducts campaigns to collect and donate items to people in vulnerable situations served by partner organizations. Through a collaborative work, the volunteers of the Sabin Institute engage and provide special moments on dates such as Women's Month, Christmas and others.



#### One-off donations

In order to generate more positive social impact, the Sabin Institute seeks to establish a collaborative relationship with civil society organizations in the localities in which it operates. To this end, the team of employees and Impact Leaders seeks to study, understand and help alleviate problems experienced by the communities in which the Sabin Group operates. The collections are diversified, according to specific demands, and the items are destined to organizations that help people in situations of social vulnerability.

In particular were donated itens of computer, hospital furniture and hospital supplies to social organizations and hospitals. The donations were made in Brasília (DF), Taguatinga (DF), Campinas (SP), Rio de Janeiro (RJ), Duque de Caxias (RJ), Pinheiros (SP), Luz (SP) and Lapa (SP).



#### Women's Month – "Menstrual Dignity"

The Sabin Group promoted the campaign "Menstrual Dignity" so that women in vulnerable situations could have access to products and adequate hygiene conditions. As of March 2022, 20 institutions have benefited from the project. During the month, 17 Sabin regional offices mobilized to collect sanitary pads for organizations that work with women in situations of social fragility.

#### Christmas Campaign - Embracing Santa Claus Letters

In December, the employees of the Sabin Group were encouraged by the Institute to embrace letters written by children and teenagers attended by social institutions. The campaign was carried out with the collection of specific items informed by the beneficiary institution. Among the requests there were toys, clothes and shoes.



## Tributes

#### Order of Merit MPDT

The Sabin Institute was recognized by the Public Ministry of the Federal District and Territories (MPDFT) with the delivery of the insignia of the Order of Merit. The award is given to individuals and legal entities that promote the public good and that generate positive social impact.



#### Solidarity Trophy

At World AIDS Day, celebrated on December 1, the Sabin Institute received the Solidarity Trophy, an initiative of the NGO Friends of Life and the Brazilian Family Law Institute, with the support of the Brazilian Bar Association - Federal District (OAB-DF). The recognition was in the category "institutes / foundations" and pointed out the relevant services provided to civil society organizations in the Federal District.





Natural Capital

# Caring for the planet



Caring for the planet



The Sabin Group was the first company in Latin America, in the health sector, to be a signatory of the Global Pact. For more than 16 years, it has contributed to the achievement of the SDGs, which are correlated to its operations in more than 70 cities in Brazil. These are investments made annually in programs, actions and initiatives that seek to reduce the impacts of their activities on the environment. In addition, it mobilizes its supply chain, employees and local communities in these actions.

## Environmental management

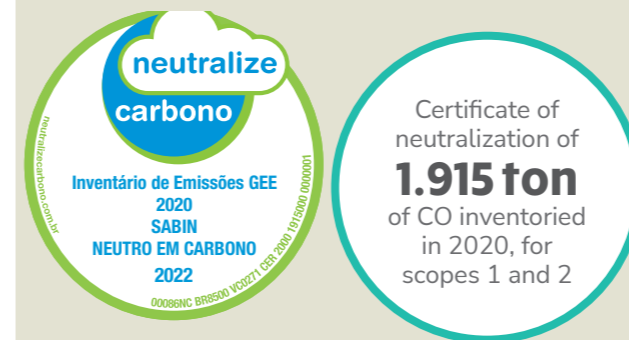
The Sabin's actions regarding the environment at a national level go beyond compliance with current environmental legislation. For more than a decade, since the achievement of ISO14001 certification, the Group's environmental management system has stimulated the rationalization of natural resources in its operating units in 78 cities in the country.

The project to migrate the energy matrix of the 115 units in Brasilia to photovoltaic started in October 2022 and will be completed next year. Since 2019, the company uses renewable sources by purchasing in the Free Energy Market, for its headquarters in Brasilia (DF).

The neutralization of greenhouse gas emissions demonstrates the Group's commitment to reduce the impacts of GHG emissions that arise from its activities. In 2022, Sabin received the certificate of neutralization of the 1,915 tons of GHG inventoried in the year 2020, referring to scopes 1 and 2.

In addition, GHG emissions in 2021 totaled 3,868 tons of CO2 that were accounted to scope 1 and 2. The neutralization of 2021 emissions will be completed in the 2nd half of 2023, reinforcing the commitment to SDG 13 - Action Against Global Climate Change.

### Results 2022





(GRI 3-3)

## Efficiency in the use of natural resources

The conscious management of natural resources and the proper disposal of the waste generated are Sabin's priorities. The objective is to reduce the consumption of natural resources and increase the eco-efficiency of the operation, through the adoption of new technologies, the promotion of environmental education and the encouragement of collective participation in the solution of the problem. In this way, the Sabin Group develops actions and projects related to the themes: water, energy, effluents, waste and climate emergencies, promoting the awareness and involvement of its employees.



## Use of resources

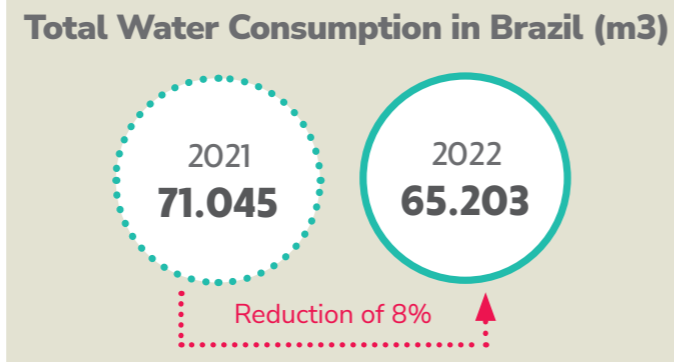
### Water and effluents

The Effluent Treatment Station (ETE) at the Group's administrative headquarters, which has an Operational Technical Center (NTO) with the company's largest examination processing unit, was consolidated in 2022 and began to ensure the reuse of water at the headquarters located in Brasília (DF).

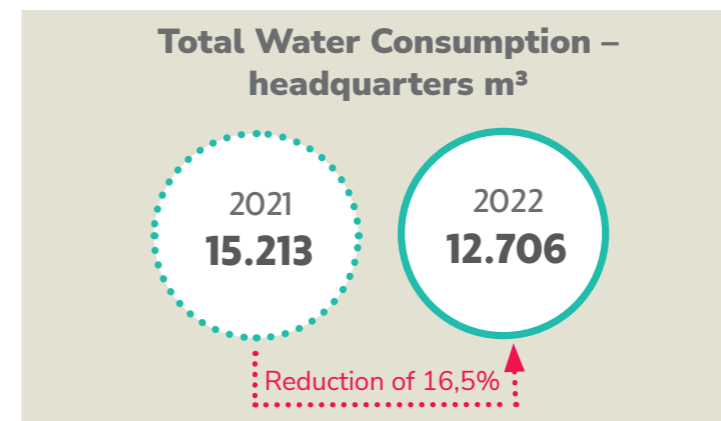
With the new technology, 100% of the water resources used in the production processes began to be treated and directed to the irrigation of gardens and hydro sanitary system of the administrative headquarters.

The operation of the effluent treatment plant of the administrative headquarters generated for Sabin, in 2022, a saving of 2.5 million liters compared to the consumption of 2021, which corresponds to a 16.5% reduction in water consumption.

(GRI 303-3)



Water consumption - Brazil			
	2021	2022	Δ 2021 x 2022
Total water consumption (m <sup>3</sup> ) (GRI 303-3)	71.045	65.203	Reduction 8%
Water Intensity: (liters/examination)	1,22	1,01	Reduction 17%



Water consumption - Headquarters			
	2021	2022	Δ 2021 x 2022
Total consumption (m <sup>3</sup> )	15.213	12.706	Reduction 16,5%
Water intensity: (liters/examination)	0,45	0,35	Reduction 22%

The indicator of liters/examination of the Headquarters obtained an average value, in 2022, of 0.35 liter/examination and a 22% reduction compared to the average of 2021 (0.45 liter/examination).

According to actions taken by Sabin to reduce environment impact, the case of the ETE project was published by the #BrasilPeloMeioAmbiente initiative, idealized by Amcham-Brazil to be forwarded at COP27, held in 2022. The objective of the initiative is to show projects of national companies that act in defense of the environment, inspiring other companies in the Brazilian market and contributing to the advancement of the theme in the agenda of international insertion. The case described the Sabin Group's project that achieved the expected performance in the first year of operation of the effluent treatment plant, by avoiding the dumping of more than 3 million liters of effluents into the environment.



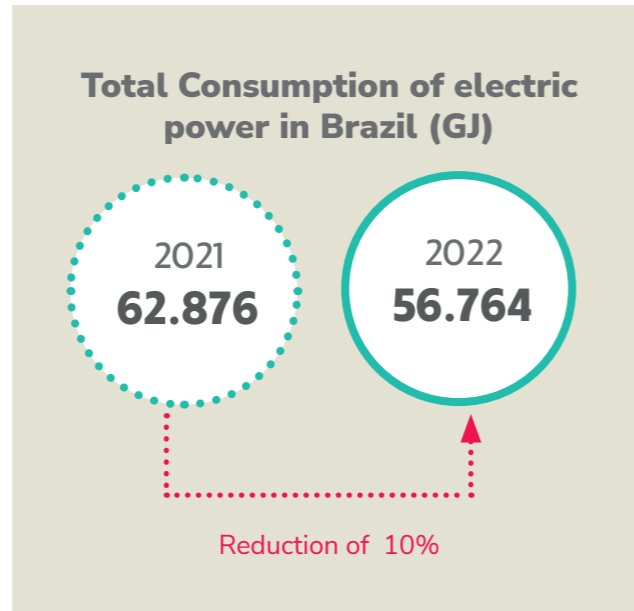


(GRI 302-1, 302-3)

### Electric power

Electricity consumption is one of the main environmental aspects of the operation and, in addition to the purchase of electricity for the headquarters, via the Free Energy Market, Sabin also started the purchase of solar energy for the service units in Brasília (DF).

The project began in October 2022 and is expected to be completed in 2023. In all, 40% of the consumption in Brasília (DF) comes from this new energy source, that is, 401 MWh of solar energy, which will represent, approximately, 22 tons of CO2 that will no longer be emitted into the atmosphere.



The Group's energy intensity, in 2022, was 17% lower than in the previous year, in kWh x exam consumption. The efficiency in reducing the use of electricity was obtained, even considering the increase in the number of tests performed.

#### Electricity Consumption - Brazil

	2021	2022	Δ 2021 x 2022
Total consumption (GJ)	62.876,1	56.764,8	Reduction 10%
Non-renewable fuels*	2.062,2	374,2	Reduction 82%
Electric power purchased	60.813,9	56.390,6	Reduction 7%
Energy Intensity** (kWh/examination)	0,29	0,24	Reduction 17%

(\*) Diesel used in generators in units with NTO

(\*\*) Based on electricity consumption

(GRI 3-3, 306-2)

### Waste

The Sabin Group manages the disposal of common waste through the National Recycling Program, which encourages the segregation and forwarding of materials for reuse by private partners and cooperatives. This occurs through a rigorous qualification of suppliers and the monitoring of the selective collection process, through the issuance of certificates of final destination of materials.

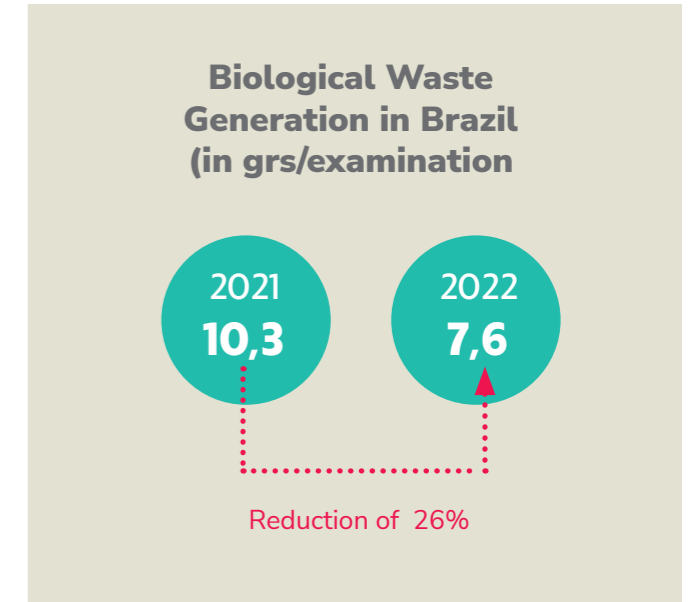
The recycling project was expanded to more regionals in 2022, which resulted in an increase of 2.7 tons in the amount of material sent for recycling, if compared with 2021. In relation to chemical waste and infectants generated in the NTOs, both in the process of collecting biological samples and in the analysis process, as well as those generated by other businesses of the company, such as diagnostic imaging and the immunization service, are intended for specific treatments carried out by specialized companies.

The 2022 indicators point to greater efficiency, given that there has been a reduction in hazardous and non-hazardous waste, as well as an increase in material recycling by 2%.

(GRI 306-3, 306-4, 306-5)

#### Waste management (ton) - Brazil

	2021	2022	Destination	Δ 2021 x 2022
Dangerous waste	622	528	Heat Treatment (autoclave/incineration)	Reduction 15%
Non-hazardous waste	147	150	Recycling	Increase 2%
Non-hazardous waste	771	665	Landfill	Reduction 14%
Total generated/destined	1.540	1.343	-	Reduction 13%





Financial Capital

# Financial Evolution

**(GRI 2-1)**

*Sabin Diagnostic Medicine S.A.* “The Group” or “Company” is a privately held corporation with its registered office and venue in Brasília (DF).

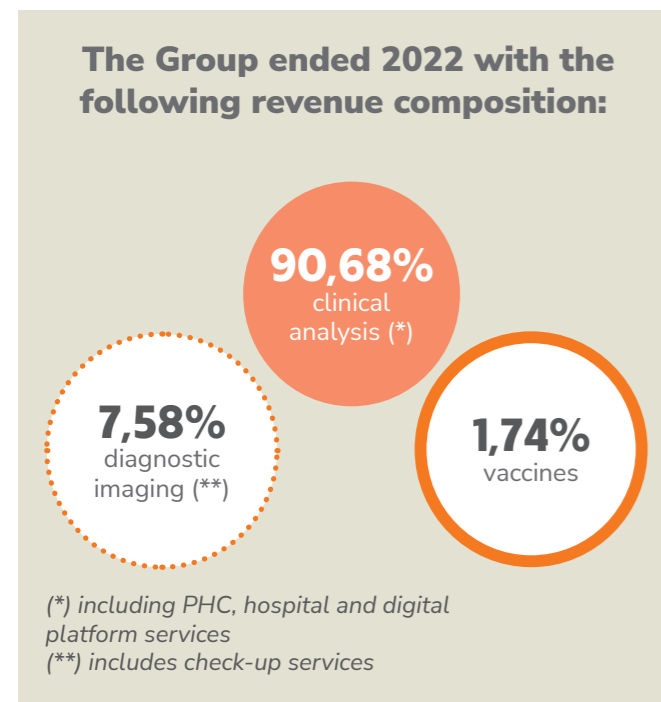
Statement of Income for the Year - DRE (in thousands of reais)		
	2022	2021
<b>Net operating income</b>	<b>1.394.117</b>	<b>1.355.885</b>
Cost of providing services	(365.809)	(342.055)
<b>Gross operating profit</b>	<b>1.028.308</b>	<b>1.013.830</b>
Operating Expenses/Revenues	(876.082)	(782.328)
<b>Operating income</b>	<b>152.226</b>	<b>231.502</b>
Net financial result	(57.765)	(41.381)
<b>Profit or loss before tax</b>	<b>94.461</b>	<b>190.121</b>
Income Tax/Social Contribution	(40.610)	(74.036)
<b>Year results</b>	<b>53.851</b>	<b>116.085</b>
Participation of non-controlling shareholders	2.661	3.009
Participation of controlling shareholders	51.190	113.076

Source: The annual balance sheet can be consulted at the link: <https://www.sabin.com.br/o-sabin/fatos-relevantes/>



## Gross income

The Sabin Group's revenue performance in 2022 recorded growth of 2.76%, impacted by the reduction in revenue of Covid-19 tests. The income from procedures during the pandemic was about 10% of total revenue and 18% when compared to the previous year. However, if we isolate this performance from Covid-19, the Group recorded growth of 12.74% over the year 2021. The highlights were the recovery of imaging services, registering growth of 13.3%, and immunization services, with an increase of 18.8% over the previous year.



## Cost of services provided

The Group's operating costs with the provision of services are composed of inputs used in the production process, outsourced support services, direct consumption materials, costs with immunization services (vaccines), medical services of the imaging business, professional services with quality control programs, depreciation of equipment, among others.

In 2022, Costs accounted for 26.24% of net revenue and 25.23% in 2021. The increase was due to the impact on the outsourcing of some highly complex exams due to the breakdown of equipment in the NTO (Operational Technical Center), the increase in costs with the acquisition of vaccines, the certification of one of the companies in the Accreditation Program in Diagnostic Imaging (PADI), in addition to the effects of the exchange rate on the acquisition of inputs and the adjustments of contracts of service providers.

## Group Investments in 2022

### Inorganic Growth

In accordance with the Company's expansion strategies, the investments followed the guidelines of the Group's strategic planning.

In April 20, 2022, the Sabin Group acquired 100% of the equity interest of C.M.L Centro Médico Laboratorial Ltd., in the city of Valinhos (SP), and on September 29, 2022, it acquired 80% of the equity interest of Bioanálise Laboratory, in the city of Teresina (PI).

### Acquisition of remaining shares

- In 02/16/2022, the percentage of 10% of the remaining equity interest of the Dr. Ricardo Franco do Amaral Ltda. Laboratory, in Campinas (SP), was acquired;
- In 03/07/2022, the percentage of 10% of the remaining shareholding of IPAC Instituto, in Uberlândia (MG), was acquired;
- In 20/06/2022, the percentage of 20% of the remaining shareholding of the partners of RA Radiologia Ltd., in Brasília (DF), was acquired;
- In 25/07/2022, the 10% percentage of 10% of the remaining equity interest of Santo Antônio laboratory, in Maringá (PR);

In 25/11/2022, the percentage of 10% of the remaining shareholding in the Hemos Laboratory, in Blumenau, was acquired (SC).

### Acquisition of fixed and intangible assets

In 2022, the investments totaled R\$ 47.8 million, being destined to the maintenance of the service units, facilities, replacement of fixed assets, acquisition of new equipment for the modernization of the technological park of clinical analysis and diagnostic imaging and in the projects to improve the productive efficiency.



### Law of Good

The Sabin Group continuously conducts research to improve its operations with the aim of increasing the efficiency of processes. This year, the incentive with the Law of Good provided the benefit in the amount of R \$ 1.8 million. The technical development sector is strategic for the Group and had as main purposes:

- Automation for the evaluation of processes and technologies to improve automation that requires experimental analyses on an industrial scale and determines the functional technical feasibility;
- Specialization of activities related to the development of various tests and adaptation of these to the technologies of the laboratories;
- Expansion of continuous improvement processes that propose increased productivity and reduced time in the generation and delivery of results, through studies and experiments that relate the ideal order of sample analysis activities, considering factors such as test execution time and feasibility of samples for optimization.

### (GRI 201-1)

#### Direct economic value generated and distributed - R\$ mil

	2021	2022
<b>Direct economic value generated (net revenue)</b>	1.364.759	1.415.110
<b>Distributed economic value</b>	(920.750)	(982.316)
Operating costs	(342.055)	(365.809)
Employee salaries and benefits	(444.910)	(516.370)
Payments to capital providers	(55.822)	(44.804)
Payments to the government (taxes owed before compensation of the retained)	(74.036)	(50.904)
Investments in the community	(3.927)	(4.429)
<b>Economic value retained</b>	444.009	432.794

# Commitment with Evolution



**In 2022, the Sabin Group advanced its expansion strategy to new regions, consolidating its organizational culture in all units. The company also sought to expand the growth of the customer base through its integrated care platform, with clinical analysis, primary care, executive check-up, diagnostic imaging and immunization services, promoting an innovative experience with the standards of excellence and humanization of the Sabin brand.**

The year 2023 will be the period to advance in the expansion strategy in the cities where Sabin is present, maintaining its organizational culture, standard of excellence and humanization. The company will seek to expand the customer base, as well as the health journey they find in its brands, strengthening business integration, always keeping people at the center of the strategy and seeking greater efficiency and sustainability.

O Sabin Group has invested, since 2012, about R\$ 500 million in the acquisition of 30 companies and 2022 marked the beginning of

a new stage in this expansion cycle. The main goal became the consolidation of a health ecosystem which integrates partners of all the productive chain and offers health and wellness services to support its clients' health journey from north to south of the country.

One of the pillars of the Group's ecosystem is Rita Saúde, an integrative platform for health services, whose goal is to reach ten more cities, in addition to Manaus (AM), Salvador (BA), Uberaba (MG) and São José dos Campos (SP), regions that already have health communities established to serve small businesses in which the digital solution can contribute to greater access to health. In 2023, the platform will also be available to individuals.

Amparo Saúde is another Sabin business. The company was acquired in 2021 to integrate Primary Health Care (PHC) and Population Group Health Management (GSP) into the Group's business. Amparo contributes to the health management of population groups through programs, coordinated lines of care and telemedicine within a hybrid journey (remote and face-to-face). As a partner of operators and companies, it has supported the reduction of health costs and medical accidents, as well as absenteeism, and the improvement of clinical outcomes.





In the diagnostic medicine business, Sabin closed the previous year with 350 units in 78 cities, 15 states, in addition to the Federal District. The company intends to expand its operations in the area of genomics and open another 15 units by 2024, mainly from regional hubs already implemented, such as the metropolitan regions of Campinas (SP), where it acquired the CML Laboratory, in the city of Valinhos (SP), as well as in Piauí and Maranhão, from the integration of Bioanalysis, also in 2022.

Based on the innovation thesis structured in three pillars: science, experience and efficiency, the R&D team developed the smallpox swab test of monkeys and the genetic test for myeloid neoplasms, in addition to the inclusion of Spinal Muscular Atrophy (SMA) screening in the cheek and congenital cytomegalovirus (CMV) test in newborn babies. Digital customer service was also implemented in Sabin's units and the integration of the Sabin application into the company's e-commerce platform. In 2023, the Group plans new investment in Artificial Intelligence to further improve the quality and

accuracy of diagnoses and the expansion of digitization in PHC.

To reflect the moment of construction of a new ecosystem, the corporate brand Sabin Group becomes the protagonist of the positioning "Health that evolves, care that inspires", reinforcing its commitment to the evolution of health and the care that has inspired not only its employees, but also all its stakeholders to take care of people, communities, business and the planet.

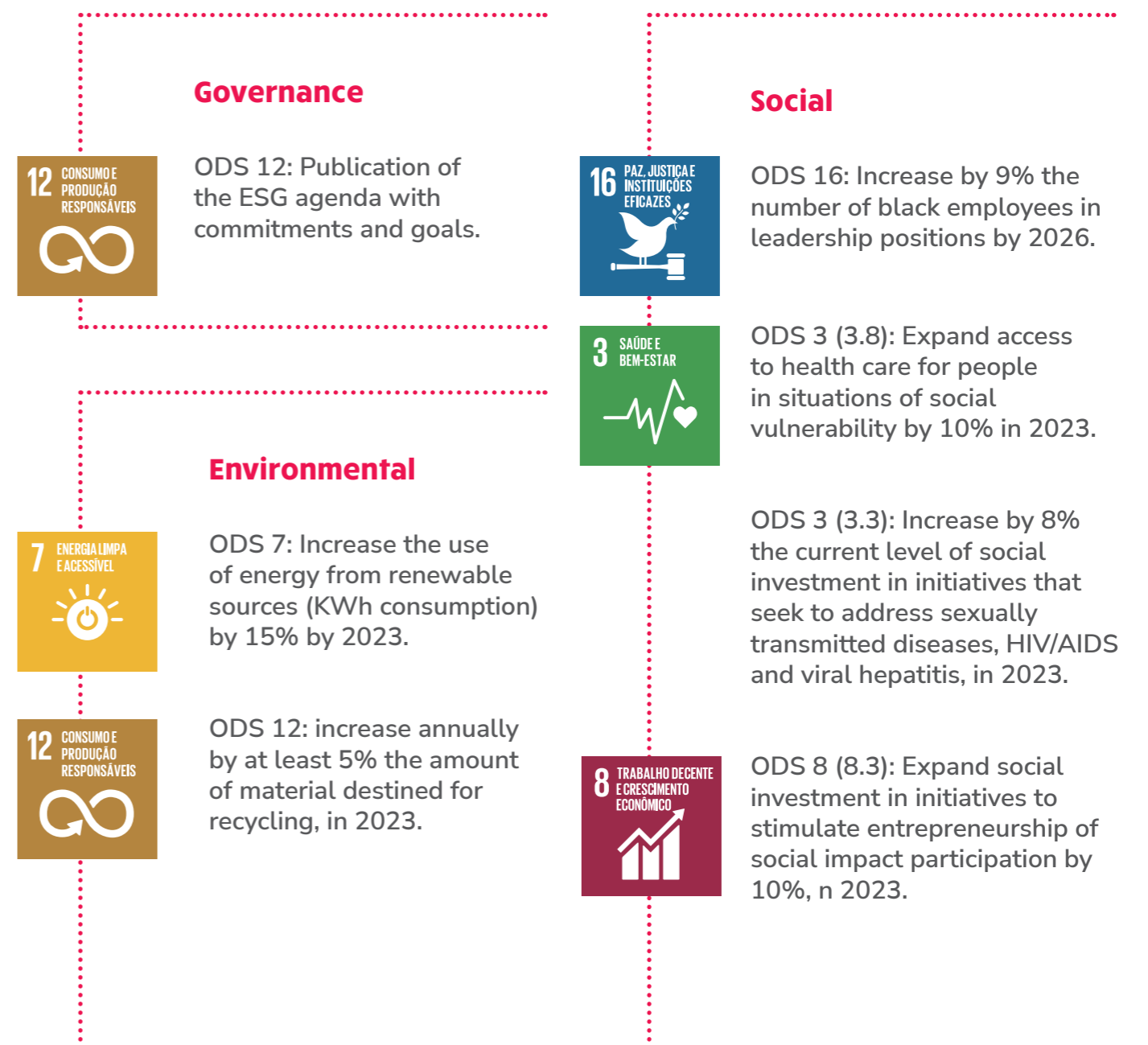
Sabin's new positioning also incorporates the company's commitment to sustainability, endorsed by different national and international certifications that also evaluate the environmental, social and corporate governance pillars.

In 2023, Sabin's performance in these pillars foresees goals that maximize the results of the company's ESG agenda, the first in Latin America in the health sector to be a signatory of the Global Compact, contributing to the achievement of the 17 SDGs in its operations present in all the cities where it operates.



(GRI 3-3)

## ESG goals of the Sabin Group starting in 2023



(GRI 2-2, 2-3, 2-29)

# About the Report

In its 2022 Sustainability Report, the Sabin Group shares key information on the company's economic, operational, social, environmental and governance advances and challenges from January 1 to December 31, 2022. The report was published in May 2023. It follows the same scope adopted in the disclosure of the Group's Financial Statements.

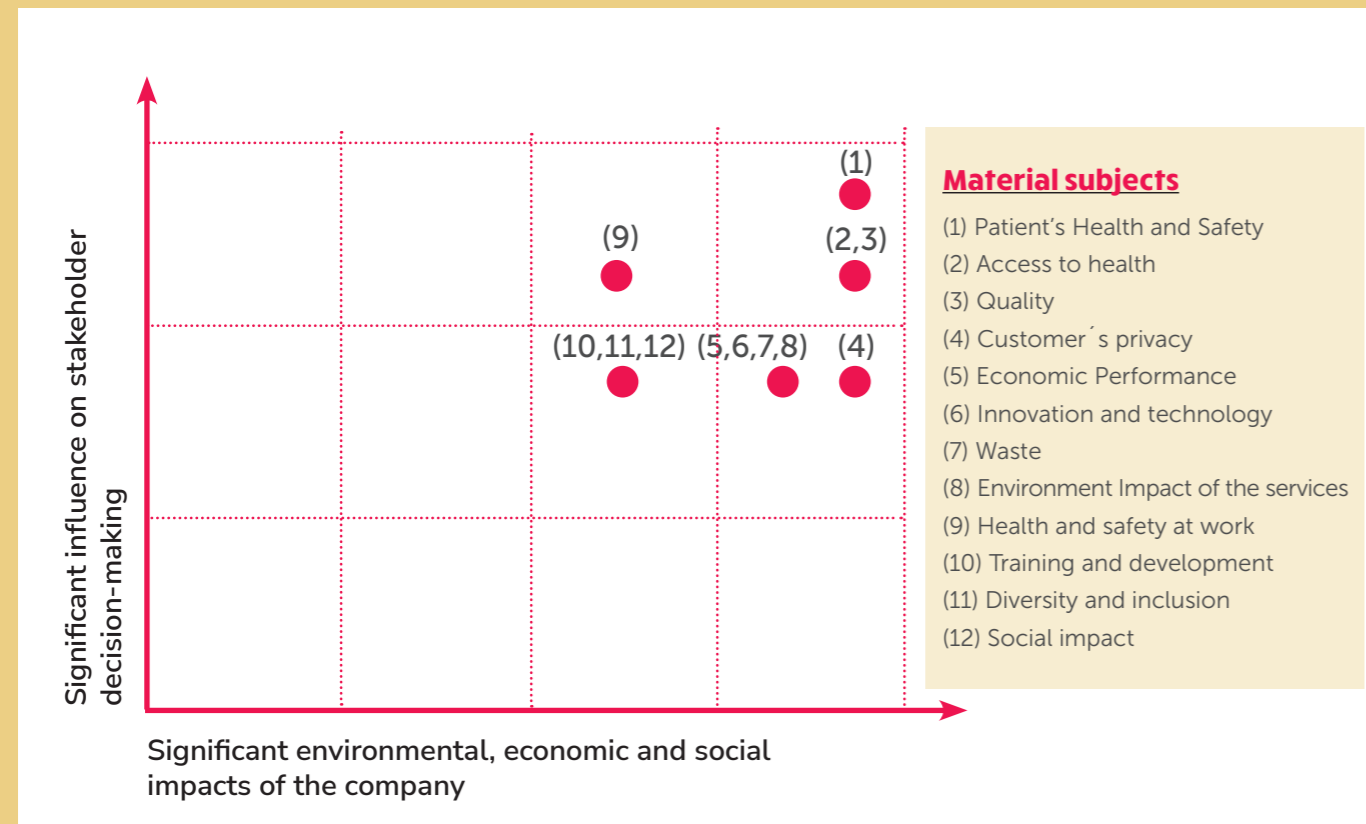
The specific exceptions to this scope are clearly indicated in the corresponding graphs and tables.

Questions, comments and suggestions to the Sustainability Report should be forwarded to [comunicacaocorporativa@sabin.com.br](mailto:comunicacaocorporativa@sabin.com.br)

(GRI 3-2)

## Methodology and materiality

The publication was prepared based on the GRI (Global Reporting Initiative) Standards and the selection of the content to be reported was guided by the themes considered material for sustainability management in the company, expressed in the matrix prepared in 2022:



(GRI 3-1)

## The process of defining materiality involved five steps:

- 1 Analysis of the company's strategic drivers, based on internal documents;
- 2 Survey of risks and opportunities in the operation sector, based on guidelines, principles and studies on sustainability in general and in the health sector;
- 3 Identification and analysis of the company's impacts, from the point of view of sustainability, based on the evaluation that nine leaders from different areas of the company made on a consolidated list of subjects from stages 1 and 2;
- 4 Online research with 840 questionnaires answered by stakeholders, after the previous mapping of the audiences to be engaged;
- 5 Prioritization of the subjects by crossing the results of steps 3 and 4 of the matrix.

## Relation among Material subjects x ODS x Impacted Capital

Subject	ODS	Capital
Health and safety of the client	3	Intellectual
Access to health	3, 10 e 11	Social and Relationships
Quality	3	Intellectual
Customer's privacy	16	Social and Relationships
Health and safety at work	3, 8, 16	Human
Innovation and Technology	9	Intellectual
Economic Performance	8 e 9	Financial
Environment Impact of the services	7, 8, 12 e 13	Natural
Waste	3, 6, 11 e 12	Natural
Social Impact	10 e 11	Social and Relationships
Diversity and Inclusion	5 e 8	Human
Training and Development	4, 5, 8 e 10	Human





# Summary of GRI contents

**Statement of Use:** The Sabin Group has reported the information cited in this GRI content summary for the period from January 1 to December 31, 2022 based on the GRI Standards.

**GRI 1 utilized:** GRI 1: Fundamentals 2021

GRI standards	Location
<b>GRI 2: GENERAL CONTENTS 2021</b>	
2-1 Details of the organization	63
2-2 Entities included in the organization's sustainability records	70
2-3 Reporting period, frequency and point of contact	70
2-4 Information rewording	None
2-5 External verification	Report was not submitted to external verification
2-6 Activity, value chain and other business relationships	16, 25, 26
2-7 Employees	37, 38
2-8 Workers that are not employed	37
2-9 Governance structure and its composition	9, 10
2-11 President of the highest governance body	9
2-16 Communication of key concerns	11, 12, 29, 36
2-22 Declaration on sustainable development strategies	4
2-24 Incorporation of political commitments	10
2-28 Participation in associations	20
2-29 Approach to stakeholder engagement	18-21, 70
2-30 Collective bargaining agreements	37
<b>GRI 3: MATERIAL SUBJECTS 2021</b>	
3-1 Definition process of material subjects	71
3-2 List of material subjects	70

GRI standards / Sabin Indicators	Contents	Location
<b>MATERIAL SUBJECT: Health and safety of the patient</b>		
GRI 3 Material subjects 2021	3-3 Management of material subjects	29
Sabin Indicators	Adverse events	30
<b>MATERIAL SUBJECT: Access to health</b>		
GRI 3 Material subjects 2021	3-3 Management of material subjects' m	50, 69
Sabin Indicators	Promotion of integral health and well being of people in vulnerability situation	50
<b>MATERIAL SUBJECT: Quality</b>		
GRI 3 Material subjects	3-3 Management of material subjects	30
Sabin Indicators	External quality control	30
Sabin Indicators	Punctuality	30
Sabin Indicators	Certifications	31
<b>MATERIAL SUBJECT: Privacy of the client</b>		
GRI 3 Material subjects 2021	3-3 Management of material subjects	12, 13
GRI 418: Privacy of the client 2016	418-1 Proven complaints regarding violation of privacy and loss of customer data	12
<b>MATERIAL SUBJECT: Health and safety at work</b>		
GRI 3 Material subjects 2021	3-3 Management of material subjects	33, 42
GRI 403: Health and safety at work 2018	403-1 Occupational health and safety management system	42
GRI 403: Health and safety at work 2018	403-3 Services of health at work	44
GRI 403: Health and safety at work 2018	403-6 Promotion of the health of the worker	43
GRI 403: Health and safety at work 2018	403-9 Accidents at work	43
GRI 403: Health and safety at work 2018	403-10 Occupational diseases	43
<b>MATERIAL SUBJECT: Innovation and technology</b>		
GRI 3 Material subjects 2021	3-3 Management of material subjects	13, 16
Sabin Indicators	Innovation ecosystem	17
<b>MATERIAL SUBJECT: Economic performance</b>		
GRI 3 Material subject 2021	3-3 Management of material subjects	13
Economic performance 2016	201-1 Economic value created and distributed	65
Sabin indicators	Income statement for the year (DRE)	63



## Credits

Coordination of the Sustainability Report  
**Institutional Relations and Corporate Communication Department**

GRI standards, Editorial and Graphic Design  
**Conecta Conteúdo e Sustentabilidade e  
Duecom Comunicação**

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Special thanks to all who contributed to the production of this report.

The images that illustrate this report are of employees, partners, customers and suppliers of Sabin and the Institute and were carried out at events and actions promoted by the company throughout 2022. The photos are part of the company's image bank and also depict cycles before and during the pandemic, as per safety protocols and guidelines established by local, national and international authorities

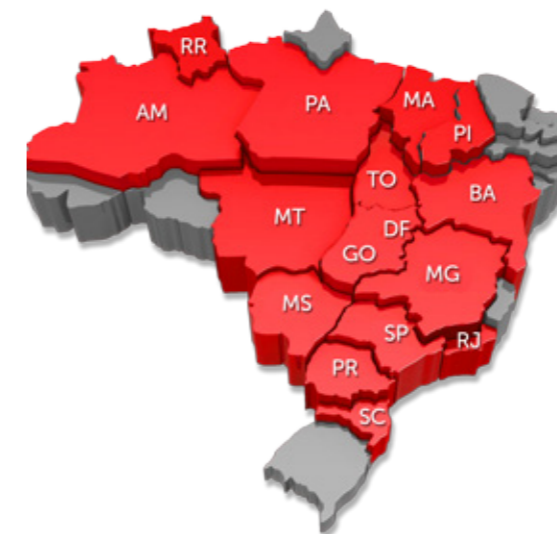
As part of the environmental program to reduce paper and prints, this report was reduced in print run and printed on FSC certified paper.

Digital version available on the website of Sabin and the UN – Global Compact – Signatory Companies.

GRI standards / Sabin Indicators	Contents	Location
<b>MATERIAL SUBJECT: Waste</b>		
GRI 3 Material subjects 2021	3-3 Management of material subjects	61, 69
GRI 306: Waste 2020	306-2 Management of significant impacts	61
GRI 306: Waste 2020	306-3 Related to waste	61
GRI 306: Waste 2020	306-4 Waste not destined to final disposal	61
GRI 306: Waste 2020	306-5 Waste destined to final disposal	61
<b>MATERIAL SUBJECT: Environment Impact of the services</b>		
GRI 3 Material subjects 2021	3-3 Management of material subjects	58, 69
GRI 302: Energy 2016	302-1 Electricity consumption within the organization	60
GRI 302: Energy 2016	302-3 Energetic intensity	60
GRI 303: Water and effluents 2018	303-3 Water collection	58
<b>MATERIAL SUBJECT: Social impact</b>		
GRI 3 Material subjects 2021	3-3 Management of material subjects	52, 54, 69
Sabin Indicators	Ecosystems and organizations reinforcement - activity and results	52
Sabin Indicators	Social commitment and philanthropy - activity and results	54
<b>MATERIAL SUBJECT: Training and development</b>		
GRI 3 Material subjects 2021	3-3 Management of material subjects	33
GRI 404: Capacitation and Education 2016	404-1 Annual average in hours of training for employees	40
GRI 404: Capacitation and Education 2016	404-2 Programs for improvement of employee's skills and assistance for career transition	41
<b>MATERIAL SUBJECT: Diversity and inclusion</b>		
GRI 3 Material subjects 2021	3-3 Management of material subjects	46, 69
GRI 405: Diversity and equality of opportunities 2016	405-1 Diversity in government organs and employees	45, 47

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