

SUSTAINABILITY

REPORT 2020





The images that illustrate this report are of Sabin's coworkers, family members, partners, customers and suppliers and were held at events and actions promoted by the company throughout 2020. The photos are part of the company's image bank and depict the cycles before and during the pandemic, according to the safety protocols and guidelines established by local, national and international authorities.

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Sabin Units
in Brazil




Sandra Soares Costa
President of the
Sabin Group Administration Board

Resilience, empathy, courage and generosity guided our actions in front of the inequities we faced together during a year as difficult as 2020, with teachings and reflections that affected our lives and daily routines dramatically.

Challenged by the pandemic, we reinvented ourselves as a health company and as a Group. This was only possible due to our trajectory of investments in technical-scientific research and in several projects to develop the innovation ecosystem.

Our purpose of inspiring people to take care of people made a difference and was the energy source that prompted us to continue serving the country's population from North to South. We actively dedicated ourselves to deal with measures, ensuring the safety and well-being of our customers and workforces, dedicated to health and life, and deliver services with excellence and humanized service.

Our first unit was inaugurated in 1984 in the heart of Brazil, and became an example in Diagnostic Medicine, in a country where the health segment demands a more attentive look. Therefore, to be a reference in Health is an achievement and a great responsibility on behalf



Janete Ribeiro Vaz
Vice-President of the
Sabin Group Administration Board



of the people and companies that are part of our journey. We continue to work, contributing to develop the production chain, based on our values, philosophy and culture. They guide our activities at the head of the Board of

Directors, where we seek to affect positively our stakeholders, through our strategic pillars Environment, Social and Governance (ESG). In 2020, the Sabin Institute reached more than 1 million people, investing in actions to improve the quality of life in the communities in which it operates and in the assistance and development of social organizations, in this cycle of 16 years of existence.

Strengthened and united, we started the cycle of 2021 and, together, we will continue in influencing the business ecosystem, based on values such as ethics and respect for life, and on strategies and diversity programs, inclusion and woman entrepreneurship. We are grateful and proud to congratulate the more than 5,700 staff members who tirelessly delivered their best as people and professionals dedicated to health.



Lídia Abdalla
Lídia Abdalla
President of the Sabin Group

In 2020 we were challenged as human beings, as professionals and as a company, and had to reinvent ourselves to face the adversities of the greatest health crisis in our recent history: the covid-19 pandemic.

Since the first case detection, our Research & Development team has undergone a tireless routine of studies and work to develop the RT-PCR test to diagnose SARS-CoV-2. This effort allowed us to become pioneers in testing to detect the virus, contributing to fulfill the demands of the population, medical community and health chain.

All through the year, caring for people remained our priority, reflecting our dedication to ensure a safe and welcoming environment, in face of the changes required by the moment. It also made us respond promptly to the need of expanding physical and mental health programs while keeping jobs. Throughout Brazil, several teams worked in actions to protect patient's safety. Moreover, we overcame logistical barriers and expanded our support channels integrating them to the e-commerce platform, without giving up humanization and personal care. We progressed also in digital transformation standing firm in our mission to deliver health services with excellence.

The commitment to sustainability, which for years guided our business strategy, obtained new investments, allowing the expansion of the objectives of Environmental, Social and Governance (ESG) and, consequently, our social, environmental and corporate practices.

Our partners and workforces have been with us in this journey, adding trust and credibility to the services we provide to more than 5.7 million clients.

In its 16 years of existence, the Sabin Institute reached an important milestone. Since its creation, it positively affected the lives of more than 1 million people in the country, with social responsibility actions and supporting other social organizations to cope with the difficulties met by the third sector.

Even in such uncertain economic scenario, we kept looking into the future and launched the Kortex Venture - a corporate venture capital fund - in partnership with Fleury Group, expanding our investments in health companies and health techs. In addition, we offer our expertise and a great platform to validate new services in this segment in Brazil. During the period, we also encouraged entrepreneurship by launching the Sabin Group's innovation hub - Skyhub.bio: dedicated to the development of the health innovation ecosystem.

During 2020, we consolidated the Group's Diversity Program with the award "Company of the Year", by the Exame Diversity Guide that recognizes Sabin as a diverse, egalitarian, fair and harmonious organizational environment for all.

Sabin's purpose of inspiring people to care for people has never made so much sense and renewed our strength, courage, and resilience during this journey. Our gratitude to all who have been with us in the actions to cope with the coronavirus pandemic, preserving lives and positively impacting society and in perpetuating our mission of love for health and people.

BUSINESS

Promotion of health



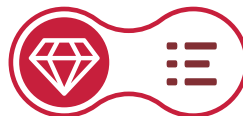
PURPOSE

TO INSPIRE PEOPLE
TO TAKE CARE OF PEOPLE



VISION

To be a reference
in health in
South America



VALUES

Credibility
Ethics
Innovation
Quality

Respect to life
Social and Environmental responsibility
Simplicity

MISSION

To offer health
Services with
excellence



Sabin's Group Commitment

The Sabin Group offers health services with excellence, considering the environmental, social and economic-financial aspects. The Group ensures the safety of the patient and its relationship network through the management of processes that control and minimize risks, following the following premises:

High Leadership Engagement

With customer and employee satisfaction.

Scientific and Technological Update

To ensure the accuracy, efficiency of the services provided, improvement and constant control of processes and their risks.

Integrity Program

That ensures compliance with legal and ethical requirements and the adoption of good practices in their relationships.

Socio-environmental Investment Policies

Through the rational use of resources, waste, and conscious management of natural resources and waste generated.

Continuing Education and Employee Engagement

With the risk culture, the sharing of knowledge by networking, aligned with the company's strategies







CORPORATIVE GOVERNANCE

ESG and Business Principles

Sabin Group's Corporate Governance model was built on the pillars of a strong culture, values and purposes that drive all the practices of the company. Our model, with a structure based on transparency, equity, accountability and corporate responsibility, promotes the company's sustainable growth practices and has ahead a Board of Directors and Executive Board with direct attention to the needs of all its stakeholders: shareholders, employees, customers, the medical community, companies, health operators, business and sectorial associations, community, social organizations, press and government.

Led by Sabin's founding members, entrepreneurs Janete Vaz and Sandra Soares Costa, the Council is also composed of two external councilors and two members appointed by the families. Responsible for embracing initials aligned with the company's business strategies, the model follows the guidelines of business ideology and Values of the Sa- bin: credibility, ethics, innovation, respect to life, quality, so-

cial-environmental responsibility and simplicity, and its vision of being a reference in health in Latin America.

The Sabin Group is one of the five largest players in the sector in Brazil and has strategic and practical objectives aligned with the Environmental, Social and Governance (ESG) concept. The commitment and sustainability practices have been recognize for several years, for its broad vision of the future and a **Shareholders' Agreement on Financial Governance Policies** that enable capital constitution and relationship with financial institutions, Ethics Committees, Audits, Risks, Human Capital, Integrity Program and formal compliance provisions of the Code of Ethical Conduct and Compliance. In addition, an annual certification of financial statements is carried out by independent external audit. The annual balance sheet can be found at the link:

<http://bit.ly/balancoanual2020>



The strong performance allows the company to receive, annually, since **2015, the Declaration of compliance with ISO 31000 standards of risk management**. The Sabin Group is also engaged with the Universal Agenda proposed by UN, through the 17 Sustainable Development Goals, in addition to be signatory to the Global Pact, which aims to mobilize the international community in the dissemination of ESG practices involving the two-way, social and governance aspects.



Governance during the Pandemic

The Sabin Group did not measure efforts to implement actions against the disease. The company created a Multidisciplinary **Crisis Committee was created to analyze and implant actions in coping with COVID-19.** In addition to monitoring global case statistics, the committee also analyzes impacts and risks, defines contingency and adaptation actions and contributes to the management of teams and **implantation of post-crisis transformation strategies.**



These values, in view of the pandemic urgency, were essential to guide the decisions, projects and actions to face the situation. With the commitment to offer the best and most innovative Diagnostic Medicine in the country, the company **developed, in record time, the RT-PCR test for Sars-CoV-2, gold standard, to detect Coronavirus** – this work involved the entire award-winning Sabin's Research and Development team, at the company's Operational Center in Brasília.

The successful results of more than two decades of permanent investments in technical and scientific research. In 2020, the Sabin Group performed **more than 1.2 million tests in the COVID-19 diagnosis platform**, with eight methodologies applied, according to the medical community and population needs to perform a fast and precise evaluation.

In addition, to ensure the expansion and productive capacity of the testing platform, the company acted effectively to overcome logistic challenges and to provide reagents to test all over Brazil. The strategy allowed Sabin to offer tests uninterruptedly in the 53 cities in which it operates. Furthermore, it was the first Diagnostic Medicine Company to include Covid-19 notifications into the National Health Data Network (RNDS) of the Ministry of Health.

From the numerous challenges imposed by COVID-19, the Group expand-

ed its service channels, ensuring safety, convenience and efficiency to the more than 5.7 million customers served in 2020. Sabin integrated its drive-thru service project into its e-commerce platform to perform Coronavirus detection scans, establishing unique physical units for this type of scan. Other tests were also integrated into the diagnostic platform for COVID-19, such as igG and IgM serological. The Group also expanded its structure and teams of mobile services, as well as has become a reference for several hospitals throughout Brazil, even allowing many regions access to the gold standard to support diagnosis.

In order to inspire people to help people, Sabin had as a priority, among the coping measures implemented in the pandemic, to ensure the safety of its customers and employees. The company adopted a robust program to protect and take care of the physical and men-

tal health of its teams throughout Brazil. The special protocols embraced the risk groups, such as employees over 60 years, those with chronic diseases and pregnant women, conceded vacations, medium monitoring, virtual monitoring and specific protocols of return, and reorganized their physical structures and adapted work scales, to ensure the reduction of the flow of people in their spaces

Social Pacts during the Pandemic

Reducing the social and economic impacts caused by the pandemic was one of the company's priorities, which supported important new movements in the country, such as **#NãoDemita**, which brought together companies from various segments in an important cause, the social responsibility, which helped ensure the preservation of approximately 2 million jobs and ensured the maintenance of the country's productive chains. Sabin is also one of the top 50 companies in Brazil that embraced the **#VamosVirarOJogo** campaign, an initiative to search strategic and assertive solutions for Brazilian companies, adopting practices to overcome the adversities imposed by the crisis, contributing significantly to the reopening of companies delivering value, in favor of people's quality of life and new business opportunities.

The Sabin Group also supported more than **1.200 companies in process of re-**

O Conselho Estadual da Mulher Empresária da Fecomércio-BA convida para:

Projeto Storytelling de Líderes - 2ª edição
TALK SHOW ONLINE COM LÍDERES TRANSFORMADORAS
 com **Sandra Soares Costa**
 Sócia-Fundadora do Grupo Sabin

13 de Outubro de 2020
 das 09h30 às 11h30
 através da plataforma TEAMS - Inscrição em Sympa

Programação

- 09h30 - Abertura: Discursos das Conselheiras do CONSELHO ESTADUAL DA MULHER EMPRESÁRIA/CEME - Roseanna Matul
- 09h40 - Apresentações Storytelling de Líderes - Leandra Almeida
- 09h50 - Talk Show - Sandra Costa com a mediação de Roseanna Matul
- 10h40 - Debates com a mediação de Roseanna Matul e Suelli de Paula
- 11h30 - Encerramento

Fecomércio BA São Salvador CEVE DE LAS SEBRAE sabin



sumption and maintenance of their company activities, through technical consultancy to implant screening, testing and monitoring protocols for population groups to cope with the pandemic.

For 16 years, the Sabin Group has been the maintainer of the Sabin Institute, the Civil Health Organization of Public Interest (OSCIPI), which has positively affected the lives of more than 1 million people throughout Brazil. With the mission of contributing to the quality of community lives, fostering social innovation, it has four strategic axes, acting as the only arm of the Sabin Group; strengthening the eco-systemic theme and organizations, testing new pro-impact financial instruments and expanding understanding and impact narratives. In addition to existing programs and projects, the Institute has also worked on several fronts to reduce the negative impacts of the pandemic on assisted communities and social organizations. Among these actions are:

- 1 Healthcare support
- 2 Promotion, production and donation of masks
- 3 Dissemination of contents to NGOs and public officers
- 4 Promotion of impact initiatives
- 5 Access of the population in social vulnerability to tests

Only these actions and initiatives directly benefited 245 social organizations, 3,590 families and enabled the realization of more than 13,566 tests in the community.

To fulfill its mission, the Sabin Institute has an independent governance, with a general meeting, council, executive board and supervisory board. In addition to its technical team, the Institute has a network of volunteer collaborators in all regions of the Group's activities. Annually, its financial statements are audited transparently and independently, and available at the website:

institutosabin.org.br/transparencia



Diversity and Inclusion

Inspired by the strength of this union, the Sabin Group has also engaged in **Movimento Impacto**, led by CEOs of large companies that want to leave a legacy of inclusion and diversity to their organizations and business ecosystem. The Movement sheds light on the importance of diversity and inclusion, presenting to the market the relevance of combating exclusion in all social contexts, and extolling how plurality and integration enrich the corporative environments.

To inspire a more egalitarian and fair market, the Sabin Group has invested in best management practices, and its Diversity and Inclusion Program, which **was recognized by the Diversity Review Guide, within the practices that see Sabin to be “Company of the Year”** in this ranking. Based on the belief that the choices made today will influence the current and coming generations, the company continuously reiterates its commitment to promote evolution in this agenda to encourage equity in the Brazilian corporate body. A “Female Soul Company”, since 2016, Sabin has become a signatory to the 7 Women’s Empowerment Principles, which, established by UN Women, seek to get them to fully participate in every sector of the economy. In addition, it has a recon-



naissance trajectory in the area. Today, 74% of the company’s more than 5,600 employees are women in positions of leadership, while the Brazilian average is only 40%. In addition to the representativeness with indexes outside the curve, the Group has policies and practices that value diversity and inclusion, such as the black-rancid index, which reached 49% of the company’s total leadership staff.

Aware of the relevance of its role as an influencer for other companies guaranteeing corporative innovation and competitiveness. The Sabin Group also turned its attention to a sector that grows permanently: the health startups, and became investor of the **Women Entrepreneurship (WE)**, a project that **inspires women’s entrepreneurship in the country** and supports **businesses with technological basis** in the vertical **Internet das Coisas (IoT)**, Health and Energy and fosters the innovation ecosystem.

Investments in the Innovation Ecosystem

Technology and innovation were also the company's priority, which has innovation in its DNA. Consolidated as one of the major national players of the segment, the company has been investing for several years in the development of the ecosystem of innovation in health. For more than three decades, acting with a forward-looking business vision, the Sabin Group has reinvented itself year by year and, even in face of an adverse scenario, such as the pandemic, the company created Kortex Venture, one of the largest Corporate Venture Capital health funds in Brazil, in partnership with the Fleury Group. The fund aims to promote incoming of national startups, focusing on health and health technology companies and is the result of the union of expertise and capillarity of two of the most

important health groups of the country: Sabin and Fleury. Going beyond the concept of "smart money" and positioning itself as a "strategic money" fund, Kortex launches investments in startups that have synergy with the business of both companies, and acts as the centralizing link of information, identifying opportunities, evaluating the shares to generate value to the investing companies. Also in 2020, Sabin launched Skyhub, the first innovation hub of the Diagnostic Medicine Company in Brazil, with the purpose of contributing with startups from all over the country and continuously strengthen the disruptive innovation ecosystem in the country. The space is very innovative, where health-techs, biotech and med-techs have easy access to the expertise of Sabin's professionals and technicians.

In 2020, the Sabin Group acquired a 12% corporate stake in Prontmed, which offers solutions for population health management and integrates offices, hospitals, laboratories and operators/insurers. This investment is part of the set of strategic actions of the company to expand its operations beyond Diagnostic Medicine, seeking synergy and integration with the production chain, contributing to the sustainability of the sector.



Lidia Abdalla speaks at the launching live of the hub of Sabin's Skyhub.bio, Brasília - DF



Commitment to the Environment

Social and environmental responsibility is one of the Sabin Group's values. During **11 years the company has been certified with ISO 14001**, that guarantees compliance with quality related to the management of environmental impact in all the regions in which it operates. In addition, the company invests in projects and solutions to strengthen its environment policies. Since 2018, the Group main office gained the **Gold Leadership in Energy and Environmental Design seal (LEED)**, an international certification for sustainable buildings. In 2020, the company conquered the **Certificate of Renewable Energy**, entering sources the energy originated from renewable free market, and **extended to 31% the reusabili-**

ty of water consumption.

Greenhouse Gas (GHG) emissions are inventoried. The environmental actions implanted also allowed the increase of waste sent for recycling, as well as the reduction of 11% in paper usage. With the future generations in mind, Sabin also invests in several internal and external campaigns to raise awareness of its stakeholders and network regarding responsible consumption.

Compliance and LGPD

In August 15, 2018, a new regulatory law was sanctioned by the General Data Protection Act (LGPD) - Law 13,709/2018 - which makes available the digitalization of personal data of employees, third parties, customers, suppliers, etc., by a natural or legal person, aiming to protect the fundamental rights of freedom and deprivation and the development of personality of the natural person. From the same year, the **Sabin Group structured the LGPD Working Group (GT- LGPD)**, which is responsible for the **Privacy Program** in relationships and business activities with customers, partners, suppliers, public agencies and society throughout the national territory, in addition to the processes of adaptation to the General Law of Protection of Data - LGPD.

In 2020, even in a context in which the Diagnostic Medicine Sector was facing the pandemic, the Sabin Group put in action the



Project of **Gap Assessment together with the auditing and business consulting firm Deloitte Brazil**, which carried out a detailed assessment of the company's environment as to identify the level of observance of the organization in compliance with the said law. This work provides opportunities to improvement and a **roadmap for privacy implementation**. In the same year, the Group appointed its Data Protection Officer (DPO) and intensified the investment in the development and training process of its employees. **The channel serves the holder rights is dpo@sabin.com.br.**

To fulfill its mission to offer health services with excellence, the Sabin Group is committed through its Corporate Privacy Policy in:

- 1) Comply with the law, standards and regulations inherent to the protection of sensitive personal data, aligned with the best governance practices.
- 2) Care for and protect the right of privacy of data holders against the risks of violation and concerns.
- 3) Maintain the constant improvement of policies, standards, systems, records, procedures, protocols and routines that ensure secure and transparent relationships in processing personal and sensitive personal data.
- 4) Continue to invest in study, training and development in relation to protection and privacy.

The Group, through its leaders, encourages maintenance and constant evolution of the Corporate Privacy Policy in relation to data

holders in which the organization is interested in. It ensures the processing of personal and sensitive personal data to be determinate by the parts in compliance with the LGPD and with the architecture of laws that integrate the sector's regulatory framework, which protects privacy, confidential data, and ethical and moral principles defended by the Group.

In 2020, the company was invited to include,



together with other major service providers, the **Study Group of the National Health Federation** to meet the challenges of adaptation to the General Law for the Protection of Personal Data. This work **contributed to the formulation of rules of good practice and governance in the sector**. The result of the work culminated in the **Code of Good Practices** with the objective of contributing to the implement of the LGPD by private providers of supplementary health.

Institutional Timeline

JANUARY

- Certificate American College of Pathology – CAP
- P&D RT-PCR detection COVID-19



FEBRUARY

- Molecular test Sars-CoV-2 validated for Market use
- PADI Certificate for Image Diagnostic in the DF



AUGUST

- Research Support UnB (COVID-19)
- Integration of National Data in Health Network – MS – Notifications COVID-19
- Acceleration Program of Social Relevance - PAIS
- GPTW 50+



JULY

- Sustainability Report 2019
- Investment Prontmed
- Consultancy in Sanitary Security Protocols



SEPTEMBER

- Main-office obtains Certificate of Use of Renewed Energy
- 5º place Award of Values in Medical Services



OCTOBER

- Highlighted by Época Negócios 360º
- GPTW Brazil – 14º consecutive year among the 10 Best Company to Work
- Acknowledgement - 100+ Innovators



MARCH

- Crisis Committee and Actions to face the Pandemic
- Fund Women Entrepreneurship (WE) in partnership with Microsoft



APRIL

- Movement #NãoDemita
- Movement #VamosVirarOJogo
- Sabin Institute supports the Positive Fund
- Portal Coronavirus Impact



JUNE

- GPTW Woman
- GPTW for All – Ethnic-racial practices



MAY

- Sabin 36th. Anniversary and Sabin Institute celebrates 15 years benefiting more than 1 million people
- GPTW Latin America and Company of the Year in the Exame Diversity guide
- Booklet "Quarantine without violence"



NOVEMBER

- Sabin and Fleury launch the Fund Corporate Venture Capital Kortex Ventures
- Innovation Hub - Skyhub.bio
- GPTW Health
- Movement Impact – CEOs for Diversity and Inclusion



DECEMBER

- 2º place in the ranking of the best rated companies in the category Laboratories, according to the newspaper Estado de São Paulo, in partnership with Blend News Research Consultancy – HSR.





SUSTAINABILITY AND QUALITY



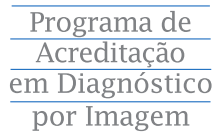
Quality Management System

In 2020, even in face of a high-level scenario, the Sabin Group's Quality Management System (QMS) maintained its commitment to the safety of patients, employees and their network of relationships through the management of processes that control and minimize risks.

Led by its Quality area, the company continued to ensure compliance with ISO 9001, ISO 14001, ISO 31000, ONA, the Accreditation Program for Clinical Laboratories (PALC), the Imaging Diagnostic Accreditation Program (Padi) and the College of American Pathologists (CAP), through the annual validation of the respective quality certificates. In this way

17 external auditions – mostly on-line due to the need of social distancing – to verify the conformity of all the processes of the SGQ. Furtherly, 22 internal auditions at the headquarters in Brasilia, and regional Sabin offices.

One of the most important events of the year was the attainment of the accreditation Program for Diagnostic Imaging (Padi) in the three Imaging Diagnostic units in Brasilia, which validated the company's team engagement with service excellence. The accreditation is granted by the Brazilian College of Radiology and Diagnostic Imaging (CBR), and measures the quality of exams and reports. It also covers the entire process of the exams based on five principles: Governance and Management, Diagnostic Support, Quality Management, Testing and





Preparation meeting for the Padi, Audition Brasília-DF

Patient Safety Center

The company bets on practices that ensure the best care from north to south of Brazil and, through the Patient Safety Center, defines care strategies, following the global guidelines of patient safety protocols in every health service offered to the population.

Among the patient's rights are:



Accessibility



Privacy



Security



Dignity and respect to diversity



Total confidentiality of personal data



Consent of the procedures adopted, if possible.

and Infrastructure, and Radiation and Safety Management.

The evaluation criteria was based on the best practices and applicable legal requirements, representing a major advance for Radiology and Diagnostic Imaging. With this seal, the Brazilian image center became part of the group of those who received the most important quality certification in Brazil in this area. In the same year, several regional regions were subject to rigorous quality controls, such as Uberlândia, which underwent an external audit ONA level 3, and Cuiabá, submitted to a maintenance audit by DICQ (National Accreditation System). The commitment to analytical excellence has allowed the renewal of the hiring of proficiency programs, such as CAP, Controllab, UK Neqas and the National Glycohemoglobin Standardization Program (NGSP).

Customer Service

The incidence of COVID-19 has brought different challenges, but it has also accelerated many innovations in the Diagnostic Medicine sector. The Sabin Group, in all regions of the country, was challenged to adapt its services and processes to the new scenario designed by the pandemic. Among the main measures applied, we highlight the implementation of new care flows, such as the control of transit of people in the units, cleaning and disinfection of the areas, according to the guidelines of the World Health Organization (WHO). In addition, in order to ensure compliance with the safety standards throughout the service cycle, Sabin units have added new signs, highlighting the necessary safety provisions and the importance of social distancing.



Patient has temperature measured as safety protocol when entering Vega unit, Brasília-DF



Sabin's main feature, humanized services makes customer experience lighter, safer and more comfortable



For its safety and agility, Sabin Mobile Service was one of the most requested services during the pandemic

The Mobile Service was one of the most demanded service during the pandemic due to its mobility, showing a growth of 300%. In order to serve with agility, the service teams underwent trainings and received reinforcements from PPE and their teams, and structured new processes to improve the client's experience.

During the period, the strong commitment to offer quality services also resulted in setting up new service modalities, such as the creation of exclusive COVID-19 test units in various regions of the country to ensure the customers and employees protection.



Exclusive COVID-19 Unit - Tibery, Uberlândia-MG



New care protocols ensure patient safety in Sabin drive-thrus, Brasília-DF



Patient performs covid-19 diagnostic examination at drive-thru Sabin SAAN, Brasília-DF

The highlight, however, was the launch of the drive-thru system for coronavirus diagnostic tests. Present in 10 cities (Brasília, Manaus, Belém, Campinas, São José dos Campos, Uberaba, Uberlândia, Palmas, Salvador and Florianópolis), the service – similar to the model adopted in South Korea – allows the procedures to be carried on simply and quickly, with the patient inside his car, with minimum contact with the picker. Booking is 100% on-line, allowing scheduling the harvest, and the results are available in English and Portuguese at the Sabin's website application.

In addition, Sabin's 24-hour hospital units also provided important channels of access to scans for Sars-CoV-2 detection and support to the medical community for rapid and accurate diagnosis.

Client

5.753.459

clients served

49.919.165

Tests performed

+ than **1.200.000**
COVID-19 tests carried on

4,38

Complaint rate in Sigma*

74%

Net Promoter Score (NPS)*

93,29%

Client satisfaction rate

6.189.884

Interactions with clients (call center, chat, social networks, booking)



Client Board

In addition to satisfaction surveys, ombudsman and support in different channels, in 2019 the Group created its **Client Board** – a forum where clients can manifest their experience to evaluate and innovate in the services offered. **The three-monthly meetings** allow a closer dialogue with the client, as well as the co-creation of innovative projects, to meet the needs of those who use the services offered by the company. Due to the new security protocols adopted in 2020, the meetings were in virtual format.

*The rates of SPL and Satisfaction affected by the suspension of the survey in the units, due to the adoption of health safety protocols. The digital research was implemented in the second half of 2020.

Environment Management

The Sabin Group developed several environmental actions during the year to achieve the strategic objectives of its Environmental, Social and Governance (ESG) pillars. These actions strengthened the social and environmental investment policy of the company, which advocates conscious management of natural resources and waste generated, as well as the rational use of resources, in order to reduce its impact in the environment and in the areas in which it operates. In 1,982 hours the UniSabin platform – a Corporate University - conducted training on environmental issues. Among them, the 17 objectives of sustainable development were reinforced, covering the selection and disposing of solid waste, plastic consumption, environmental continence plan and environmental programs.

In March, the company replaced the use of disposable cups with biodegradable cups at its headquarters and in the 296 service units throughout Brazil. This action was reinforced by a massive awareness cam-

paign on The Sabin Group maintained the creation of the Greenhouse Gas Inventory (GHG) and its plan to compensate the emissions generated, which will be implemented next year.

In 2020, more than 95 tons of materials were recycled, through the implanting of a hydraulic press. This optimized storage space and logistics, allowing a 4% increase in the volume recycled, compared to the previous year. Among the reprocessed items were Swed, cardboard, plastic, cups, white paper and electronics.

The company's headquarters is classified as a major waste generator, but its purpose is to reduce the numbers of daily use. In 2020, it reduced by 38% the volume of common waste generated, as result of an intense work to instruct coworkers. The partner companies, contracted for waste



treatment, are audited too, to ensure the destination of discarded materials by the chain.

With the acquisition of energy in the free market, the company's headquarters gen-

activities and of back office of the company. Among them: the creation of the workstation park, hiring a company that corroborates the values of green IT. For each machine located, a tree is planted. The printing service was relocated with reverse logistics for discarded products; green disposal, which promotes the replacement of obsolete equipment by energy efficient equipment; availability of reports and other digital processes on the website and application; and implementation of GPO for computer lock after a few minutes without activity, thus decreasing power consumption.



erated a 4% economy – compared to the energy received through the traditional market.

The management of computers and printers contributed with several action to reduce the impact of the administrative ac-



Sabin invests in clean energy in its administrative headquarters, Brasília-DF



Preparation and alignment meeting for Padi audit at the Center of Excellence Unit, Taguatinga-DF



National Meeting of Quality, at Sabin's head office, Brasília-DF

Environment Indicators



11.168.189

kwh

Electricity
consumption



Nearly 4% reduction in
relation to 2019



53.184

m³

Water
Consumption



Nearly 3% increase in
relation to 2019



31.818.967

folhas

Paper
consumption



Nearly 11% reduction in
relation to 2019



531.716

kg

Biological
Waste



Nearly 11% increase in
relation to 2019



95.521

kg

Waste sent to
recycling



Nearly 4% increase in
relation to 2019



227,5

m³

Construction
Waste



Nearly 469% reduction in
relation to 2019



5.121.102

unidades

Plastic
Cups



Nearly 36% reduction in
relation to 2019



657

kg

Electronic
Waste



Nearly 144% reduction in
relation to 2019



46.512.497

laudos digitais

procedures
consulted in the web



Nearly 103% reduction in
relation to 2019



SOCIAL INVESTMENT



Social Indicators

Created in 2005, the Sabin Institute is a non-profit organization whose mission is to contribute to improve the quality of life of the communities where Sabin is present, fostering social innovation in an agile and integrated way.

Today, the Institute is responsible for the Group’s social investment, coordinating ac-

tions of social responsibility and development of projects, programs and solid partnerships generating positive impact in every location where the company acts.

The Sabin Institute account demonstrations are audited independently and available at the website:

<http://institutosabin.org.br/site/relatorios-anuais>



Social Innovation

Throughout 2020, the Sabin Institute adjusted its strategies, actions and working methods to carry out positive social transformations during the pandemic. All this was possible thanks to the networking and collaboration of dozens of partner organizations, distributed throughout the national territory.

In order to fulfil its purpose, the Institute organizes its operation from:



Main Social Results in 2020

62.273

People influenced

R\$ **4 million**

Investments in social area

4.036

Patients benefited with tests

17.780

Free tests to the community

+ Than R\$ **231 million**

Invested in tests

+ Than **15 events**

Of social responsibility, social innovation and financial investment supported

3 new rec rooms

Implanted (113 total)

28 social institutions

Answered and accelerated by the program Saúde+



Sabin Institute team delivers donations " Campanha de Natal" to an ONG, Manaus-AM

+ Than R\$ **436.000**

Donated for materials during the pandemic

2 researches

Financed about the effects of the pandemic in the third sector and the organizations impacted

10 workshops

For on-line prevention, with more than 100 participants

24 gyms

Specialized in the elderly

Emergency Actions in face of the COVID-19 Pandemic

Following all safety protocols recommended by health authorities, the Sabin Institute implemented emergency guidelines to ensure the continuity of its actions and campaigns throughout the year.



5 Action fronts

during the pandemic

1 Welfare support to social organizations and communities

2 Promotion of production and donation of cloth masks

3 Dissemination of contents for NGOs and public officers.

4 Promotion of effective initiatives

5 Courtesy tests

Welfare Support

during the pandemic

3.590

families benefited with basic food and cleaning products boxes

245

social organizations benefited

13.566

free tests for the community and partner organizations

Main Programs

Caring for the Community

The Program Caring for the Community grants discounts on laboratory tests to people in socioeconomic vulnerability. All requests are evaluated individually, following strict validation criteria.

In 2020 the program offered 17,780 free tests to partner kindergartens, social entities, SUS teams and vulnerable populations.



Inauguration of the rec room at the Minicipal Hospita - Cuiabá-MT



Mamography donations to the "Rede Feminina de Combate ao Câncer", at the Base Hospital, during the campaign Outubro Rosa, Brasília-DF



Inauguration of the rec room at the "Centro de Atenção Psicossocial Infanto-juvenil" (CAPSIJ), Campinas-SP

Ludoteca

During the year, 3 new rec room were inaugurated, following strict protocols of hygiene and social distancing. In addition, the employees training was reformulated and adapted to on-line format. In all, more than 260 professionals attained.

Saúde + Program

The Health+ Program, formerly Child and Health, aims to meet and design Civil Society Organizations - CSOs. The Sabin Institute, in partnership with a consultancy, offers training for CSOs, in order to generate social impact added to economic sustainability, preparing managers and employees for the implementation of innovation tools. Currently, the themes of action cover the care of children, adolescents, the elderly, women, LGBTQI+, people with cancer and disabilities.

Aided by the program,
the OSCs collected
R\$ 832.554,92

R\$ 410.399,00
Collected by trail 1

R\$ 422.155,92
Collected by trail 2

Range

Of the selected OSCs

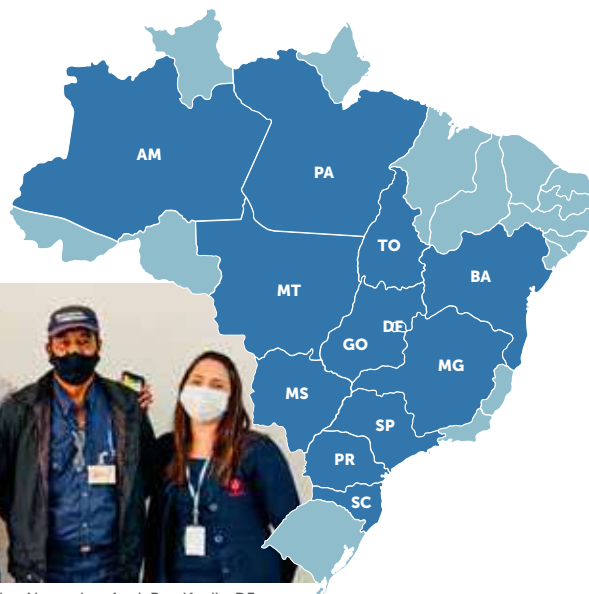
16
States + DF

25
Cities

28
OSCs

* Value considering OSCs disconnected from trail + Leadership;
* To frequent donations, the period of the last 6 months was considered to calculate total value.

■ reas where Saúde +
is in action



Donation of PSA tests to the Brazlândia Regional Hospital, during the Campaign Novembro Azul, Brazlândia-DF

**List of the Civil Society Organizations (OSCs)
selected - Program Saúde+**

North Region

Núcleo de Amparo Social Tomás de Aquino	Manaus	AM
Centro de Formação Vida Alegre	Manaus	AM
Associação Colorindo a Vida	Belém	PA
AASJN - Associação Ação Social Jesus de Nazaré	Palmas	TO

North Region

Instituição Beneficente Conceição Macedo	Salvador	BA
Assoc. Abraço às Fam. com Crianças Port. de Microcefalia	Salvador	BA
Associação Emília Machado	Salvador	BA

Mid-West Region

AMAR - Assoc. de Mulheres de Anáp. e Reg. na Luta Contra o Câncer	Anápolis	GO
Casa da Criança Peniel	Campo Grande	MS
Instituto Atitude	Cuiabá	MT
Associação Santa Clara	Estrutural	DF
Instituto Chamaeleon	Sudoeste	DF
Associação Maria de Nazaré	Samambaia Sul	DF
Associação Ludocriarte	São Sebastião	DF
Associação Nossa Senhora Mãe dos Homens	Samambaia Norte	DF
Sociedade Espírita de Amparo ao Menor Casa do Caminho	Taguatinga	DF

Associação de Voluntários Pró-Vida Estruturada	Estrutural	DF
Instituto LGBT+	Setor Com. Sul	DF
Assoc. de Pais e Amigos de Pessoas com Deficiência – APAE	Ceilândia	DF
Escola de Educação Infantil Coração de Cristo	Recanto das Emas	DF
Centro de Educação São Filippo Smaldone	Paranoá	DF

South-West Region

Lar Acolhida São Vicente de Paulo	Uberaba	MG
Associação dos Paraplégicos de Uberlândia	Uberlândia	MG
Instituto Arte e Vida	Franca	SP
Casa da Criança Parálitica de Campinas	Campinas	SP
Ação Forte	Campinas	SP
Instituto Somos Um	Osasco	SP
Gewo Haus	Ribeirão Preto	SP
Associação Ágape para Educação Especial	São J. dos Campos	SP

South Region

Organização Viver	Londrina	PR
Rede Feminina de Combate ao Câncer	Maringá	PR
ACAJE - Associação Comunitária Amigos de Jesus	Florianópolis	SC

Social Innovation

The Sabin Institute encourages social innovation through strategic alliances with national and international organizations to act in different dimensions. Get to know some of the initiatives:

Sabin Institute team visits Impact HUB structure, Brasília-DF



SITAWI is a Civil Society Organization of Public Interest - OSCIP that mobilizes own and third-party resources to carry out investment, with the objective of generating positive social and environmental impact. To democratize the contribution and mobilize more capital for the business, which generate beneficial social and environmental results, the Collective Loan Platform was created. The Sabin Institute was an important strategic partner to develop and enable the initiative. In 2020, two rounds of investment were sponsored by the Institute to support 6 social busi-

nesses that collected nearly R\$ 3 million in capital.



<https://www.environmental-finance.com/content/awards/impact-awards-2020/impact-initiative-of-the-year-latin-america-and-caribbean-sitawis-impact-crowdlending.html>





INOVA
SOCIAL

The Impacta Nordeste portal is a platform developed to foster the promotion of the social innovation ecosystem in the Northeast. A space to connect, capacitate, disseminate and mobilize businesses, social projects and social responsibility actions that positively transform the region. During the year, 22 companies were connecting with investors and **more than R\$ 450,000 were invested in businesses supported by the platform.**

Thinking about innovation, the Sabin Institute launches InovaSocial. Since in 2016, the virtual platform aims to promote contents on social innovation, in partnership with Citrus Consultancy. The initiative has gained visibility in the market and conquered new spaces, consolidating as an important reference in the theme, inspiring and engaging multiple actors.



Sabin Institute team participates in activities focused on Social Innovation, Brasília-DF



Strategic Partners

The Sabin Institute operates within ecosystems with stakeholders that are essential to fulfill its mission, enhancing the impact of managed private social investment. Among them, the following stand out:

Sabin Institute team delivers donations from the Solidarity Campaign to the Fênix institute, São José dos Campos-SP



INNOVATION





As reference in health in Brazil, the Sabin Group has innovation as a philosophy and business strategy, in order to contribute to the integration of the production chain, generating value for the patient, as well as for the sustainability of the health sector.

Innovation Culture

For several years, the company has invested in the development of a culture of innovation, stimulating the participation of employees in projects, technical research and development of new products and services, as well as business models and partnerships.

Faced with the challenges of the pandemic and taking guidance on physical distancing measures, the company held the spe-

cial edition of the **Builders of the Future Program 2020** in a 100% virtual format, engaging the participation of its collaborators through lives on the company's YouTube channel. With current themes brought by the pandemic, the contents were also available on the InovaSabin platform, including ideas about the future after COVID. In total, 94 ideas were captured by the platform. After careful analysis by the mentors, the ideas were forwarded to the group of corporate and regional managers to build scenarios with a vision of 5 to 10 years.

In addition, Sabin maintained its **developing programs for future skills**, especially those linked to innovation and digital transformation.

sabin

Construtores do futuro
edição especial - 2020

**SEGUNDA
21 DEZ
15h**

YouTube Live

Clique para agendar o lembrete

Dra. Lídia Abdalla **Sandra Regina**

Venha conhecer o que pensamos para 2021

Conteúdo exclusivo para colaboradores do Grupo Sabin!



Development of RT-PCR test for Sars-CoV-2 in record time makes Sabin a reference for the population, medical community and hospitals in the pandemic

Innovation in Diagnostic Methodologies and Health Technologies

From its trajectory of more than three decades of investments in technical research and innovation, Sabin has become a strategic platform for validation of new diagnostic methodologies, developed by its R&D team and through partnerships with suppliers and startups.

An example of this was the development of the RT-PCR test in house for Sars-CoV-2, which met, without interruption since March 2020, the demands of the population from north to south of the country, even in face of the scarcity of raw material. Because it has a high capillarity, Sabin was the reference service provider for the population, medical community and hospitals. In addition to gold standard methodologies to diagnose

COVID-19, the company started to offer other tests, reaching more than **1,2 millions of tests conducted in 2020**. This was the innovation of greatest impact to serve the population, the health sector and the company's own sustainability, since the attendances and elective examinations suffered great impacts during the pandemic.



Covid-19 diagnostic examination with Sabin Mobile Care



Sabin has been reference service provider for the population, medical community and hospitals since the beginning of the pandemic

Digital Transformation: Innovation in the Client and Coworker Experience

Improving the customer experience through digital transformation is a strategic objective of the Sabin Group, which has made, in recent years, several investments in the development and adoption of digital platforms to interact with the services offered by the company.

In 2020, based on the new health protocols, the Sabin Group adopted several actions to cope with the pandemic. The highlight was the launch of the drive-thru system for diagnostic tests to detect coronavirus. The service - similar to the model adopted in South Korea - allows the patient to perform the procedures simply and quickly, without leaving the car and with minimal contact with the coworkers. The scheduling is 100% online, allowing the choice of the desired shift for collection, and the results are available in English and Portuguese, on Sabin's website and application. To enable the logistics and population demand with safety and agility, the company integrated the drive-thru service system to the e-commerce platform. Since its launching, more than 87,000 products have been acquired in digital environment (57,558 in 2020 only), reaffirming the transformations in consumption habits caused by digital culture. In all, 10



cities (Brasília, Manaus, Belém, Campinas, São José dos Campos, Uberlândia, Palmas, Salvador e Florianópolis) gained the new service system to test for COVID-19. In addition, during the period, the strong commitment to offer quality services also resulted in the offer of new modalities, such as the creation of 36 units exclusively for COVID-19 tests, in various areas of the country, to offer a more personalized service to customers.

Sac Social Digital



451.827

WhatsApp



348.718

Chat / FAQ



351.660

Digital Booking
for Mobile Care



166.129

Interaction through social channels
(Facebook, Instagram, Twitter and
Linkedin)

Total interactions

1.318.334



528,47% growth compared to
the previous year

That year, Sabin's app gained new features that made it simpler to search for information, access to chat and view results, benefiting more than 505,000 customers and the medical community. In addition, other utilities have integrated the application such as access to the virtual vaccine card, touch and face ID features (for mobile phones with compatible technology), history of tests, and alert results and results via WhatsApp. The highlight, however, was the launch of the **"Break the Si-**

lence" tool. The function of the resource is to point out domestic violence complaints. With these novelties, Sabin's digital reports reached 3.2 million hits (app and website). In addition, the application received 623,000 downloads in 2020 alone. The impositions of social distancing stimulated the increase in demand for mobile services, which reached 300% growth, and had the implementation of new processes and technologies for the expansion of digital schedules and better flow of service. The adoption of office robots with Robotic Process Automation (RPA) technology has also optimized the group's various administrative processes.

In addition, the actions of occupational medicine to cope with COVID-19 gained **bots for the realization of screening and recommendations** to the collaborators from the use of artificial intelligence.

The company also invested in initiatives to care for the mental health of its teams, implanting the **platform for on-line therapy in partnership with the startup Zenklub.**



Investments in the Innovation Eco-system



Innovating in health has always been in the company's priority agenda. The Sabin Group, in partnership with the Fleury Group, launched the **Kortex Venture**, one of the **Major funds of Corporate Venture Capital of Health in Brazil**.

The investment fund focuses on the contribution of R\$ 200 million in health technology startups, diagnostic medicine, personalized medicine and digital health.

The startups will have access to the extensive relationship network, the technical and scientific structure of the P&D areas and the long operation of the companies, present in all Brazilian regions.

Thus, the Sabin Group seeks to strengthen the health ecosystem in the country, positioning the company as a strategic partnership of entrepreneurs and businesses, which delivers, in addition to the investment, a platform for knowledge, development and validation of technologies, contributing with innovative solutions for integrated health care for the individual and the population.



To further strengthen the innovation ecosystem in the country, the Sabin Group also inaugurated, **Skyhub.bio**, the **innovation hub** that offers healtechs, biotechs and medtechs a connection with researchers, suppliers, entrepreneurs and innovation programs that are part of the company's network. The name is an homage to the sky of Brasília.

The hub allows startup entrepreneurs to have access to the structure and needs of the health production chain in Brazil, stimulating the development of new products and services in the sector. In addition, Skyhub.bio is a physical and virtual environment that offers a singular opportunity for new entrepreneurs to connect to Sabin's organizational culture and practices so that they can inspire their own companies. Residents also have mentors, hackathons and pitches with awards, in partnership with other companies.

Integration with New Businesses



Despite the challenges established by the pandemic, Sabin continued in its strategy of investing in businesses that are integrated with the production chain and sustainability of the Health sector. The Group has acquired a 12% corporate stake in Prontmed, which offers solutions for population health management and integrates offices, hospitals, laboratories and operators/insurers.

The investment is part of one of the pillars of strategic planning, which is to expand the journey and customer experience through digital transformation and essential solutions for decision making in health management.

Today Prontmed is now one of the most used medical records in the country. In the virtual environment, patients access to structured clinical data to be used in studies and in the production of medical consensus; integrate the knowledge of clinical protocols based on evidence, in line with the trend of value-based health.

Acknowledgements

The continuous investments in innovation, from north to south of Brazil, to offer health with excellence and quality, gave to the Sabin Group, for the fifth consecutive year, a highlight in the Valor Innovation Brazil 2020, the award, which listed the most innovative companies in the country.

The Sixth Edition had as theme “Competences of the Future”, and emphasized the main innovation practices of the company.





TECHNICAL PROCESSES AND NEW SERVICES





Clinical Analysis

Reference in Diagnostic Medicine, for more than three decades the Sabin Group seeks to contribute to the market with increasingly effective solutions, investing in technical-scientific research that allows delivering health services to the country with quality and excellence. Therefore, since the end of 2019, the company's scientists have engaged in studies to understand the complexity of the newly discovered Sars-CoV-2 (corona-virus).

In January 2020, Sabin's Research and Development team devoted itself to develop laboratory conditions for the detection of the virus RNA, from a nasopharyngeal swab test. In February, the researchers were committed to validate the molecular test for the detection of the new coronavirus (exam RT-PCR). The re-

searchers already counted with validated negative samples and

54 synthetic positive samples, i have also authenticated each, according to the international protocols for in-house testing. In just 20 days, Sabin's P&D team announced to the country that the Sars-CoV-2 Molecular Detection Test was available to the Brazilian population.

Year after year, the planning is directed to programs and projects that ensure the improvement of its processes, increase productive efficiency and ensure expansion of its business portfolio, so that the company's more than 5,7 million customers have access to the most innovative in health services. In 2020, it was no different. Even in face of fear and uncertainties caused by the pandemic crisis, Sabin was able to redirect its plans and strategies, ensuring

the **maintenance of services and the production chain of the country.**

The mission of maintaining the focus on a culture of innovation, combined with the commitment to provide quality services, led Sabin to be the first company in the sector to incorporate COVID-19 notifications with the National Health Data Network (RNDS). Sabin's commitment and investment to implement an integrated system with the Health Department to return, in a timely manner, the results of COVID-19 was one of the highlights in the ranking of the 100+ innovations in Brazil, which recognizes the companies that bet on innovation and technology.

The closure of ports and airports created logistical difficulties in the delivery of raw materials and Personal Protective Equipment (EPIs), directly influencing the process of conducting examinations. To reduce these reflexes, mitigate losses and ensure that the production goes on uninterrupted, the company developed solutions and implemented actions to respond to changes, in partnership with the production planning and control team (PCP). The fast decision-making and the strong performance of all technical sectors ensured the good performance of the entire production chain.

The initiative also ensured the operation of Sabin's Operational Core (NTO) equipment, adjusted to high demand. In addition, the production flow was reformulated, with the Kanban processes reviewed, enabling to optimize stock purchasing. Another positive point –

based on the company's credibility trajectory the series of adjustments needed in the contracts signed pre-pandemic. Still in the midst of the challenging scenario of COVID-19, the Sabin Group promoted virtual meetings and continuous training, keeping its professionals updated on new service formats and operation of its units.

Even in face of the challenges imposed by the pandemic, the Group continued to act and launched important initiatives, strengthening the company's pillars, and reinforcing its technical staff by integrating new professionals to the Molecular Biology team.

The structures from north to south of the country also gained new equipment for the detection tests of the Sars-CoV-2. The Core



received 4 new real-time PCR automatic analysis devices and another 6 new automatic analyzers ID NOW™ for Express testing.

The physical area was also expanded, to ensure the distance between people during the workflow. The expansion of production capacity allowed the execution of **5,000 tests** on the diagnose platform for COVID-19, per day, with the commitment of 65 employees, among analysts and technicians, highlighted for the analysis of the collected material.

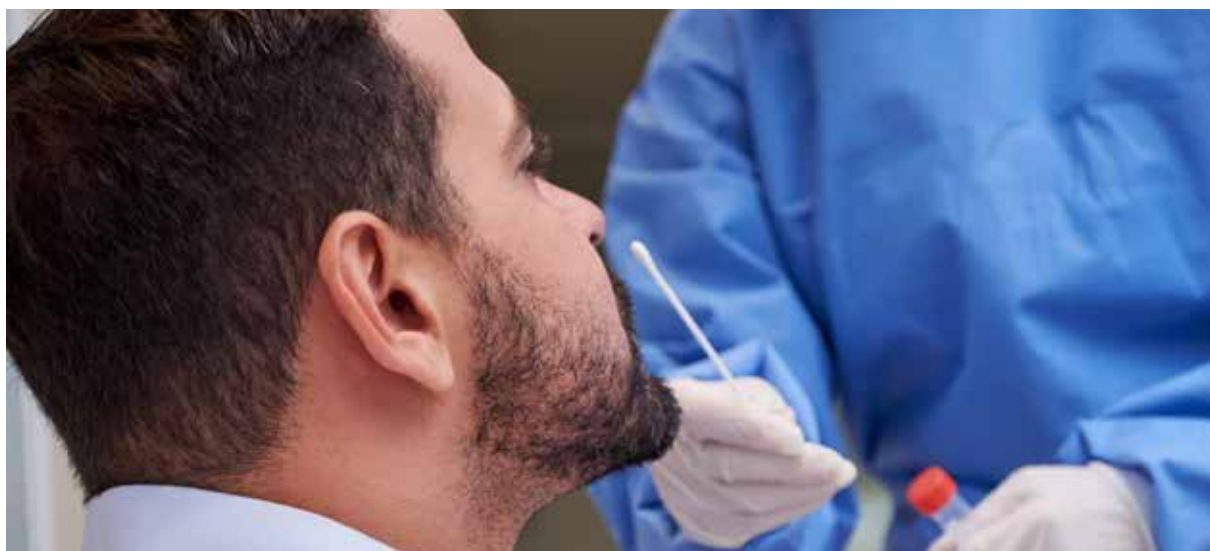
Many investments have been made in **the implementation of immunological methods for antigen detection and antibodies to Sars-CoV-2**. Brasília was the first city awarded with the availability of the test in PCR Express Format - Point of Care for COVID-19. The rapid molecular method for detecting the virus allowed important advances in Brasília in the fight against the pandemic and, subsequently, in the various regions in which the Group

operates.

In all, Sabin performed more than 1.2 million tests, based on the tests available in its diagnostic platform to COVID-19, to meet the needs of the population, the medical community and the health production chain.


With the high capillarity and logical capacity, Sabin was **a model for testing Sars-CoV-2 in many regions of the country and increased to 30 the number of hospitals treated in several Brazilian cities**. The Regional Technical Centers also internalized in their productive routines the tests for diagnosis of Sars-CoV-2: Isothermal Amplification, Antigen, Serology and associated tests.

In addition, the Sabin Group **took over the Clinical Analysis of the São Lucas Group at the hospitals Ribeirania and Especializado in Ribeirão Preto, and the Maternity Hospital Madre Theodora, in Campinas**.



Launch of PCR Express - Point of Care, which played an important role in combating coronavirus.

Diagnosis Platform for COVID-19

	 Am I infected with Covid-19?		
TIPE OF TEST	PCR EXPRESS POINT OF CARE	RT-PCR	Pesquisa de Antígeno SARS-CoV-2
WHAT DOES IT DETECT?	Virus RNA Sars-CoV-2 in airways	Virus RNA Sars-CoV-2 in airways	Virus Protein Sars-CoV-2 in airways
IMPORTANCE	Alternative to quick diagnosis (ideal for travelers)	Gold Pattern for diagnosis	Alternative to PCR for fast decision and emergencies


	 Was I infected with covid-19?		
TIPE OF TEST	Total Antibodies Dosage	Sorologia Quantitativa IgM	Sorologia Quantitativa IgG
WHAT DOES IT DETECT?	Total Antibodies	Antibodies IgM anti-Sars-CoV-2	Detection of Immune Response via IgM
IMPORTANCE	Detection of Immune response independently of the antibodies class	Detection of Immune Response via IgM	Detection of Immune response via IgG



Image Diagnosis

The Sabin imaging services in Brasília won, for the second consecutive year, **the certification of the Accreditation Program in Diagnosis by Image (Padi)**, granted by the Brazilian College of Radiology and Diagnostic Imaging (CBR). The certification qualifies public and private services nationally, analyzing the requirements of quality, safety and support. Five pillars are evaluated: Governance and Management, Quality Management, Examination, Diagnostic Support and Infrastructure Management, and Radiation and Safety. In 2019, Sabin was the first clinic to receive the certificate in Brasília and remains the only one in the city with certification. In 2020, **Sabin inaugurated its new unit in Taguatinga-DF (CNC Prime).**

The new point of care added a modern resonance and other equipment with cutting-edge technology, becoming one of the may-res

clinic radiology outside a hospital unit in the region. With the launch of the new unit, the company now offers 3 **Points of Diagnostic Imaging** in DF, integrated to clinical analysis services, offering a differentiated experience to the patient. These services also have the Medical Residency Program, which is designed to train new radiology services for the city and Brazil.

Scientific Production and Awarded Works

The expansion of the portfolio of services in the area of Molecular Genetics added the tests for rare diseases by New Generation Sequencing (NGS). In addition, 2 new doctors joined the award-winning team, which participated in numerous scientific events and publications. The collaborators of the technical area participated as speakers in national and international events presenting research works. We presented 13 publications, 2 of them awarded at the 72nd. American Association for Clinical Chemistry (AACC) Annual Scientific Meeting 2020 in two versions. A digital one, the "Validation of Massive Parallel Sequencing Workflows for Germline Variants: Method Based or Analyte-Based Approach?", and the other one in the Personalized Medicine Division the, "Performance Characteristics of Massively Paral-

lel Sequencing of a Comprehensive Panel of Genes Associated with Clinical Phenotypes on Samples Obtained from Self -Collected Buccal Swab”.

The Research Support Center (NAP) also contributed to the realization of relevant researches, **in partnership with regional and national universities, in qualified scientific journals such as the New England Journal of Medicine.**



115

Participants in congresses related field of interest



27

Speakers in congresses



12

Selected works



13

Indexed publications



02

Award-winning work



26

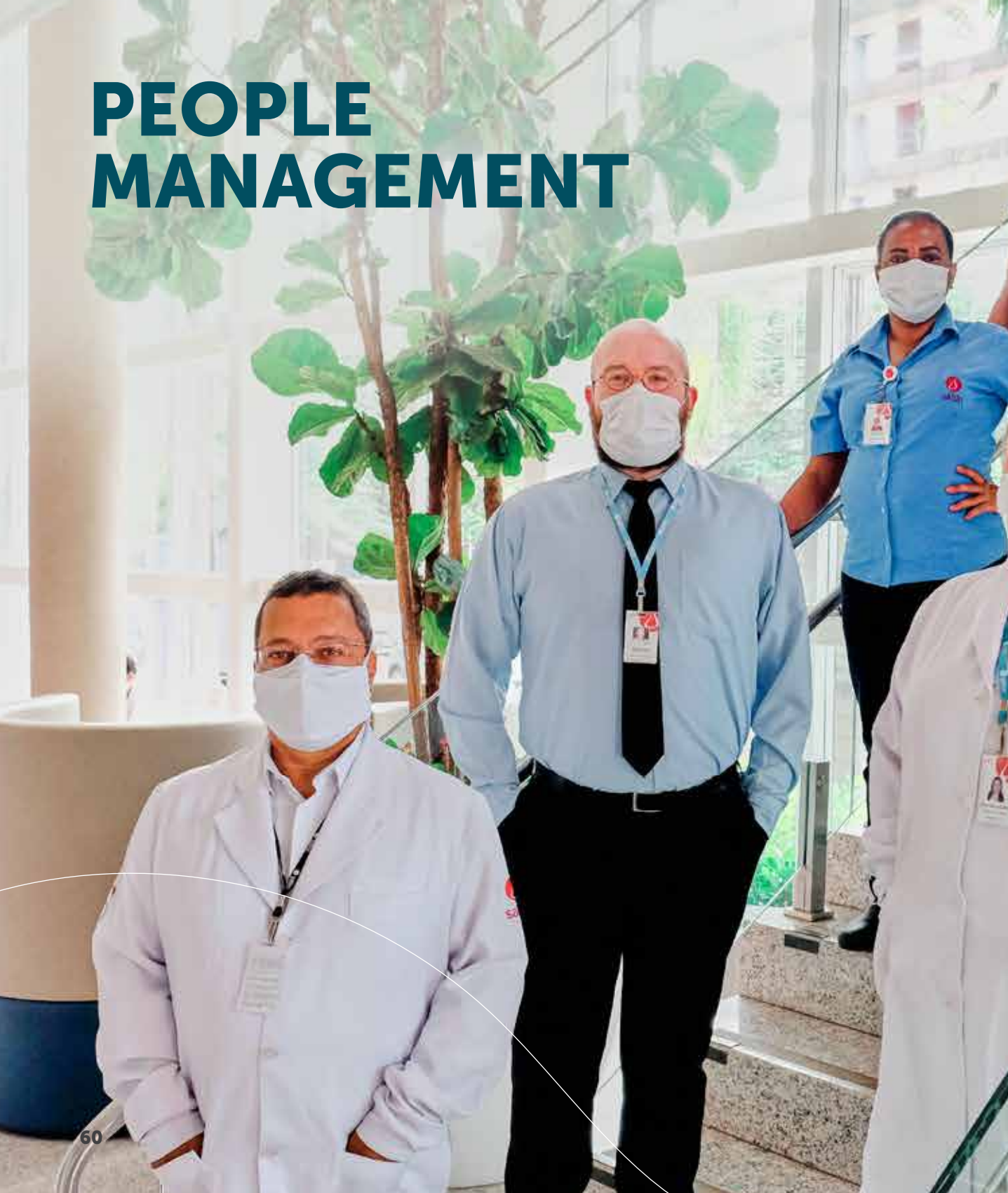
Projects supported by Núcleo de Apoio à Pesquisa (NAP)

Preventive Medicine

The Sabin Group has, in its portfolio, the immunization service, with 24 units distributed in eight Brazilian cities, offering a portfolio of more than 30 vaccines for all ages. The vaccine units gained new health and service protocols to ensure the safety of their customers. In 2019, the Sabin Group started to have vaccines via e-commerce in the Federal District region, bringing convenience and agility to customers in the units and mobile service, and has been a highlight during the pandemic, in homes and companies, mainly with the flu

vaccine. In addition, the immunization team participated in technical and scientific events on vaccination and pandemic health. Another service dedicated to Preventive Medicine is Sabin Prime. Available in Brasília and Uberlândia, the Executive Check-up adopted exclusive service protocols, to offer security, agility and comfort to its customers. The service has protocols of medical evaluations in different specialties, as well as laboratory tests and Diagnostic Imaging integrated.

PEOPLE MANAGEMENT





People Management Practices

In 2020, the Sabin Group implemented different programs and actions to cope with COVID-19 pandemic to ensure the health and physical and mental health of co-workers, since the health sector - especially diagnostic medicine - was one of the major players in the people's health care. Thus, new health safety protocols and protection measures specific to each type of activity were instituted, as well as the adoption of home office for coworkers in risk groups. The company has also invested in health management tools to personalize employee monitoring and online investment on COVID-19.

A digital channel was created to offer a 24 hours service for infected profes-

sionals or with suspected infection and a Chabot for daily monitoring of workers. This made possible to map the contagion curves for occupational medicine intervention. There was also the sharing of tips for prevention, through booklets and lives, and on-line consultations, including specialties such as physiotherapy and psychology.

In addition to the new measures, several internal communications were transmitted to mobilize and engage employees in prevention, in physical and mental health care, as well as home activities. In addition, in order to reach the relatives of its coworkers, Sabin extended its work gymnastics program to the online environment and addressed, in guides **lives and webinars**, topics related to domestic violence and financial education. One of the most important measures, however,



was to support the **#NãoDemita** movement, which ensured direct stability to more than **5,000 families** over a period of 3 months. In view of this, the practices of People Management of the Sabin Group were widely recognized in the market obtaining several awards. In addition, in 2020 the immunization team participated in technical and scientific events on vaccination and pandemic health. Another service dedicated to Pre-

ventive Medicine is Sabin Prime. Available in Brasília and Uberlândia, the Executive Check-up has adopted exclusive service protocols, to offer all the security, agility and comfort to its customers. The service has protocols of medical evaluations in different specialties, as well as laboratory tests and Diagnostic Imaging.

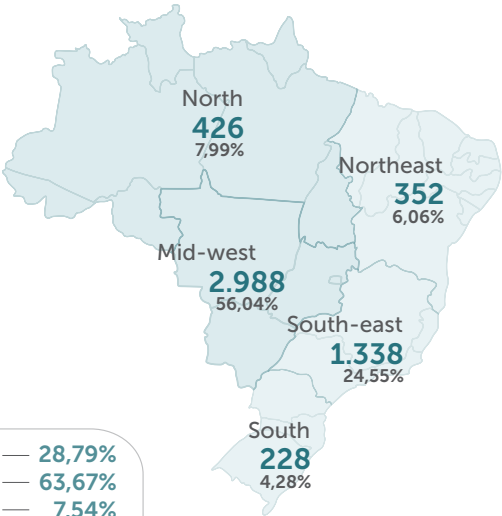
Coworkers Profile



Coworkers at the end of the period

5.332

Coworkers variation related to previous year
9,73%



AGE



UP TO 29 YEARS	1.535	28,79%
BETWEEN 30 AND 49	3.395	63,67%
50 YEARS OR MORE	402	7,54%

PERIOD



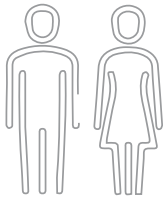
FULL PERIOD (3.621 women / 990 men)	4.611	86,48%
PART TIME PERIOD (525 women / 196 men)	721	13,52%

CONTRACT



TRAINEES / YOUNG LEARNERS	317
PHYSICIANS (126 RADIOLOGISTS)	258
BIOCHEMISTS AND BIOMEDICALS	294

GENDER



Men 22,24%	Women 77,76%
1.186	4.146

Coworkers Profile

	Collaborators	Councils	Leaderships	Totals
By gender				
Men	22,04%	60%	24,53%	22,28%
Women	77,96%	40%	75,47%	77,72%
By age				
50 years or more	7,20%	60%	11,45%	7,59%
Up to 29 years	30,57%		8,41%	28,76%
between 30 and 49 years	62,23%	40%	80,14%	63,65%
By race/color				
Yellow	1,26%			1,16%
white	34,89%	100%	48,83%	36,07%
Native	0,08%		0,23%	0,09%
Not informed	3,49%		3,04%	3,45%
Brown	20,27%		42,06%	49,56%
Black	10,01%		5,84%	9,67%

* The branches Maringá, Osasco, São Caetano do Sul, Bahia Imagem, Dourados and Cuiabá were not counted in this statistic, as they were in the process of integrating operations and system.



Collaborators participate in HR action in support of the prevention movement Outubro Rosa, Brasília-DF.

Career



1.150
Admitted



Turnover
11%



4,03%
Annual Absenteeism



Promotions

19

Leaders

79

Other positions

* Branches that are not yet in the payroll system (Protheus) were not accounted for in this report. They are: Maringá, Osasco, São Caetano do Sul, Bahia Imagem, Dourados and Cuiabá.

Diversity

Care, respect, diversity and equity are at the core of the Sabin Group. The company believes that everyone should feel re-presented within the organization, in a safe space, welcoming and free of prejudice, regardless of their opinion, ethnicity, culture, sexual orientation or deficiency. With this in mind, in 2018 the company created the Diversity & Inclusion Program, to reinforce and ensure the promotion of actions that stimulate diversity and inclusion in the day-to-day, and to monitor goals and developments related to the theme.

The program stands on five pillars:

gender, race, LGBTQI+, people with deficiency and multi-generations.

Each pillar has a direct participation of employees who have knowledge of the cause to be spokespersons of the theme, helping the company to maintain a meritocratic environment just and respectful to all.

In 2020 the Exame Sustainability Guide, recognizing the programs, projects and actions dedicated to inclusion in the corporate environment, elected Sabin as Company of the Year for Diversity.

In view of this, a Diversity Manifesto was launched and all the Sabin units were signaled with the following add:



No Sabin, valorizamos as diferenças e, em nossas dependências, não admitimos qualquer forma de preconceito ou discriminação em virtude de raça, gênero, identidade e orientação sexual, idade, deficiência e religião.





Diversity Program Indicators



77%

Women in the company's general framework

74%

Women in leadership positions

0%

Women's rotation in returning from maternity leave



60,30%

Blacks in the company's general framework

48,48%

Black in leadership positions



1,42%

LGBTQIA+ in the company's general framework

2,78%

LGBTQIA+ in leadership positions



5%

PCD in the company's general framework

0,21%

PCD in leadership positions



4,06%

Leaders over 55

3,43%

People over 55

* Race and LGBTQIA+ indicators generated from self-declaration of employees.



Sabin collaborators participate in half marathon, Brasília-DF.

During the Pandemic

To ensure the quality of life of co-workers during the pandemic period, the Sabin Group's management instituted new protocols for sports practices and physical health. Among them:

14

on-line lessons
(lives)

4.800

participants
in Brazil

2.500

consultancies
on-line

800

Basic baskets
raised for
donation

People Management Practices

Organization researches happen annually And have the purpose of identifying satisfaction and dissatisfaction levels of approval of the coworkers.

This allows Sabin to have a diagnosis of the environment, detecting aspects well evaluated and aspects that could be improved, with collective action plans to alter or recover the company's practices for its co-workers.

Results of these annual researches are a highlight around Brazil:

92%

Pride rate

91%

Fellowship rate

89%

Respect rate

88%

Credibility
rate

87%

Impartiality
rate

Other relevant Indicators GPTW in 2020

96% are proud to tell other people who work in the company

96% feel good about the way Sabin contributes to the community

95% claim to have special benefits and contribute within the company

95% realize that they are always commenced special events

95% are proud when they see what the company does

93% realize that the organization offers training or other ways to make their professional growth possible

93% consider that their work has a special meaning. For them, it's not just "one more job"

92% declare that "when entering this organization, everyone makes you feel welcome"

92% intend to work at Sabin for a long time

*Font: GPTW 2020



The Best Company in Health Services (FIA 2020)

91% Commitment rate

89% Integrity rate

85% Responsible leadership

84% Well-off individuals

84% Prosperity

82% Healthy working environment

82%
Quality in work
environment*

*Percentage resulting from the participation of coworkers in the survey "Best companies to work for" - FIA/VOCÊ S/A 2020"



Corporate Education

Development Frameworks UNISABIN



5.000
Trained
coworkers



R\$ 368.764,30
Invested in
education



18
New courses
launched



91.730
Certifications granted



1,5
Coworker's percentage
for certifications



2,21
Coworker's percentage
for hours of
capacitation



525.000
Capacitation total
hours



96%
Courses satisfaction
rate



56
Coworkers included in the
Program "Bolsa-Educação"



646
Participants in external
capacitation



3.615
Coworkers impacted
(percentage)



932
Actions (present and
remote)



Empowering and developing technical skills for the business is UniSabin's main objective. Since 2009, the Corporative University has been carrying on actions to **qualify more than 5.700 coworkers** in an effective and innovative way, providing a differential in terms of productivity, efficiency and commitment. Currently, Corporate Education is structured in 8 schools with **150 courses available**.

To respond to the challenges of 2020, UniSabin has made important changes in its operational model. The new plan is to focus in meeting professional, organizational and personal needs, ensuring the health of all during the pandemic. Thus, its main strategy allowed bringing to the team more subsidies to develop new skills, with sustainable and humanized growth, generation of new revenues, integration and implementation of the management model and expansion of virtual experiences through digital transformation.

The Sabin Group considers continuing education as a process of technical improvement, with institutional and behavioral partnerships, permeating formal and informal

actions of learning and continuous improvement. This principle helped the Corporative University to quickly establish a new format for planned actions. The activities were adapted to the online environment and external partnerships were established to support the robust contents and, thus, to ensure the quality of the process.

In 2020, to support managers in the atypical scenario, UniSabin carried out actions to provide prominence and incentive to share knowledge and exposures. In addition, the HR Program in Movement - Learning to Learn was elaborated to consolidate the role of HR as an important arm of the organization and leadership to support, care and manage people, stimulating greater engagement and bringing new skills in face of an unprecedented market panorama.

Due to the shared contents in the project, new skills were introduced. Among those, was the leadership in changing contexts, management of virtual teams, development of remote activities, improvement of communication and collaboration with

teams and stimulation of proactivity and resilience.

As a company that has in its culture the reception and care with new participations, meeting the demands of progression and integration has been increasingly challenging during the health crisis. In alignment with the defined strategic objectives, the Integration Program was updated, focusing on the employee's experience fully online.

Sabin's ideology and culture are aspects that inspire employees in their day-to-day practices. Therefore, leaders who are well established to serve their teams and who act balancing between the personal family and professional lives of each coworker provide ties and provide harmony in the work environment. With this panorama, learning trails and continuous development programs have been established to foster knowledge and improve the leaders that will support the daring Sabin Group Projects.

Throughout the year, in order to foster current debates and achieve better results, UniSabin also invested in topics such as diversity, inclusion, sustainability, protagonism, innovation, digital transformation and leadership.

Sabin's Way to Lead

The Leader to Leader program, launched in 2019, has brought a space for dissemination and sharing that has provided leaders with the opportunity to learn and innovate in the Sabin Way of management. In 2020, **the ap-**

proach has been expanded to bring themes that directly impact the performance of the leaders and their teams, such as "Neuroleadership – The Neuroscience of inclusive and inspiring leadership", "Power relations and harassment: what you need to do" and "Digital Skill".

UniSabin also provides the participation of employees in external training, as a way to update knowledge and bring innovation in the different areas of organization. In 2020, more than 646 coworkers participated in new qualifications and showed improvements in their areas of operation.

The **Bolsa-Educação Program**, in order to provide an opportunity for training and improvement, incorporated 56 personnel with specializations in different areas (technical level, graduation, post-graduation and MBA), with knowledge in innovation in safety techniques to deal with clients. The objective was to promote updating, encourage the debate about sensitive issues of relevance for the scientific community, and integrate these coworkers in Sabin Diagnostic Medicine at national level.





**#MINHA
VOZ
IMPORTA**

**COMMUNICATION
AND RELATIONSHIP
WITH THE MARKET**

8 de março
Dia de Todas as Mulheres

Há 36 anos, o
Sabin é feito de

Brasil



COMMUNICATION AND RELATIONSHIP WITH THE MARKET

In all the markets where Sabin operates, the essence of inspiring people to take care of people is kept alive. Thus, the relationship and institutional communication, as pillars of organizational culture, contribute and highlight the entrepreneurial performance of the Group - as well as the actions of the

These principles led the Group into more than three decades of existence, consolidating its national presence, with 296 units distributed throughout Brazil. Even in the new dynamic established by the COVID-19 pandemic, the company has reached new milestones in its strategic expansion planning, with the inauguration of the new CNC Prime imaging unit in Taguatinga-DF, and with the brand migration of the J.P Mansor Laboratory in Dourados-MS for Sabin Diagnostic Medicine.

In the same year, the Sabin Group announced the corporate purchase of 12% of **Prontmed**, the company that offers solutions for population health management and integrates offices, hospitals, labs, and



operators/insurers. This investment is part of the company's set of strategic actions to combine its performance beyond diagnostic medicine, seeking synergy and integration with the production chain, contributing to the sustainability of the sector.

Aware of its role in face of the pandemic, the company has proposed a series of transformative initiatives over the past year to welcome customers and partners from north to south of the country during the health crisis.

Reputation and Credibility in Health

The Sabin Group has a consistent segment of corporate communication, governance and brand management, including relationship with the press, entities and associations that aim to spread and share its culture with the market, corporate governance, business strategy, results, social programs, movements and causes, being reference in thousands of subjects, as well as strategic themes such as sustainability, innovation and divergence.

The Diagnostic Medicine sector has been in the media spotlight both in terms of contributing to health education, as well as in the process of meeting the demands of the population and the medical community for covid-19 diagnostic tests.

Starting from the communication institu-

tional strategies we sought to protect and strengthen the reputation of the business and brand, contributing to the sustainability of the business through actions that have ensured the presence, influence, position, dialogue, relationship and connection with stakeholders. All these actions consolidated Sabin as a reference in the areas of Health and Governance for the media outlets, gaining prominence in the causes defended by Sabin during 2020: actions to combat COVID-19, corporate governance, technical and scientific content, health management, protocols in Health for companies, ESG, women protagonism and investment in the ecosystem of innovation and social innovation.

Among the strategic actions of the community, we also highlight the dissemination of a robust business agenda in health actions, in addition to the development of new national and regional spokespersons. This is the key to meet the company's main tasks to meet



the needs of trusted technical information and credibility, since Sabin was a source of health information for press and journalists.

Them, meeting criteria of transparency, frequency and national and regional coverage, and mobilizing and connecting reference editors in the sector with the management and technical expertise of the Sabin Group. In all, four Web Cafés run, with **more than 30 editors of large vehicles**, specialized media and regional vehicles, which had the following themes: Diagnostic methodologies for Sars-CoV-2, Social Investment in the Pandemic, Contribution of Diagnostic Medicine in the prevention and follow-up of Breast/Cervical Cancer and Prostate Cancer. The regions of Campinas and São José dos Campos re-ceded the edition of the Sabin Connection, with the participation of large local communication vehicles.

All these actions allowed Sabin to be prominent as a protagonist in 1,952 positive subjects, which impacted more than 406,459,555 people from north to south of the country, conquering new spaces in vehicles of greater national reach. The publications were surveyed by daily clipping. In addition to the media, the company gained space in other communication forums, especially those related to business and economy issues.

The management of reputation is based on the consistence between the discourse, the organization purpose and the attitudes and practices taken by the company in the re-

lations with its strategic stakeholders and needs. The reputation monitoring was done through the observation of the spaces conquered in the media and positive, neutral and negative comments in social networks in relation to the company's behavior in the market, in addition to the compliance with the services offered to the population. Despite the context of the pandemic, the **company's reputation rate was 94,89%.**



National Press Highlights



você/sa

exame.



BBC NEWS

ESTADÃO



CBN

Dinheiro



Valor

O GLOBO



Regional Press Highlights



The business agenda also gained broad visibility, promoting inclusive topics other than the pandemic, highlighting the relevant facts, such as raw materials acquisitions, business expansion and geographical performance. This strategy reinforces the consolidation of the Group nationally as a relevant player in the health sector.

Institutional communication with its stakeholders is carried out in several forums. Noteworthy is the Meeting with Stakeholders, which, in July, launched in the Web the Sabin Group Sustainability Report 2019, enabling for the first time simultaneous participation of partners and stakeholders from all over Brazil in July.

The **Sabin Company Page**, in LinkedIn, focuses on the daily dissemination of the Group's business agenda, and addresses thematic aspects related to Covid-19 initiatives, technical and scientific information, sustainability, governance, investments, innovation and social responsibility. The page ended the year with 74,183 followers and its contents impacted 1,288,868 people, resulting from the page's contents and positivity in public engagement, reinforcing the excellent reputation and market confidence in Sabin Group's corporative practices.

Another special initiative, the New Customs Project, allowed to model consulting services for companies, in partnership with a large corporate communication agency – InPress.

The prototype product was launched under

the name of New Customs - Consulting in Protocols of Sanitary Safety and Communication for COVID-19.



Engagement with Movements, Causes and Banners

A female soul company, Sabin has joined the Impact Movement, led by CEOs of large companies who want to leave a legacy of inclusion and diversity to their organizations and business ecosystem. The initiative sheds light on the importance of diversity and in-



One of the pillars of Sabin's Inclusion and Diversity Program addresses multi-generations

clusion, presenting to the market the importance of fighting exclusion in all social contexts and praising how plurality and integration enhance corporate environments. For three consecutive years, the company engaged to the Women's Movement 360, which has the special mission of inspiring and influencing society in the construction of an ethical business context that values diversity and women's protagonism.

Reducing the social and economic impacts caused by the pandemic was one of the company priorities, which supported important new movements in the country. For example, #Não-Demita - which brought together companies from various segments in an important cause of social responsibility - helped to ensure the retention of nearly 2 million jobs and ensured the maintenance of the country's product chains. Sabin was also among

the 50 companies that embraced the campaign **#VamosVirarOJogo** an initiative in search of strategic and assertive solutions for Brazilian companies, to contribute to the resumption of companies, in favor of the quality of life of people and new business opportunities.

In 2020, the company supported actions of the **Somos+60 – a content and inclusion platform** that generates relevant and consolidated information on the concepts of diversity and inclusion, and emphasize the importance of the fight against ageism and violence against the elderly, always promoting health and well-being of all citizens over 60 years of age.

Since 2018, the Group is one of the wardens and associates to the Brazil Digital Movement, which aims to promote dialogue between public and private institutions, to build proposals that bring technology and innovation to the center of the country's strategy. In addition, to contribute to the training of professionals for the future, with focus on humanization and generation of

occupations qualified for sustainable and economic growth. Among the results and legacies of the movement, we highlight: the free training program and professional digitization Eu Capacito; the market surveys 5G Report made in partnership with IDC; the Digital Competitiveness Ranking, which has as a partner the Dom Cabral Foundation (FDC); and the Responsible Scanning Manual.

#VamosVirarOJogo

Live: 30 Junho às 17h
Destaques da 2ª Rodada
 Melhores Práticas e Ideias para o Pós Covid

Augusto Falcão
 Presidente, Mury Report/Mobilize

Sérgio Leite
 Presidente, Climates

Paulo Batista
 Dir. Executivo, Provent Saúde

Fábio Mattos
 VP de Negócios, Zenise

Lidia Abalado
 Personal, Sabin

Vitoria Damini
 Presidenta, Solonova

César Inoue
 CEO Grupo Engenheiro

Alexandre Bani
 CEO Votify

Realizações do #VamosVirarOJogo

Acesse a Live: <https://bit.ly/youtubeVVOI>

Sector and Business Protagonism

Each year, the Group sponsors forums and business of the health sector, promoting relevant discussions in technical-scientific issues, management, regulatory and innovation in new business.

To contribute to the growth of the economic and sector ecosystem, Sabin promotes the sharing of technical knowledge and good practices in governance and management. It also participates in councils, associations, technical chambers and in the management of various societies and technical and scientific entities, such as the Brazilian Society of Clinical Pathology - SBAC, the Brazilian Society of Clinical Analyses SBPC, the Brazilian Association of Diagnostic Medicine - ABRAMED, the Brazilian College of Radiology - CBR and the Brazilian College of Health Executives - CBEXs.

The company CEOs also integrate

committees and national and regional business working groups of the American Chamber of Commerce - Amcham, Brazilian Association of Human Resources - ABRH, Population's Health Alliance – ASAP, and Brazilian Institute of Business Hospitality - IBHE.

In 2020, the Group also contracted with the foundation and maintenance of the Association Saúde Digital Brazil, which aims to contribute to the improvement of care mode, to the creation of a regulatory framework and to the qualified and sustainable development of Telemedicine and Digital Health.

WEBINAR quinta • 30/4 • 12h

O RH e as corporações diante da pandemia e o processo de retorno dos colaboradores

Convidados

- Dr. Marcos Garmes - Sabin
- Alma Marçal - Unimed BH
- Dra. Renata Simioni - Grupo Heliópolis
- Raphael Revert - Core Executive

ASAP ASSOCIACÃO BRASILEIRA DE SAÚDE ANALÍTICA

2º Bootcamp Abramed de Jornalismo em Saúde

7 de julho
das 9h00 às 11h30

Especialistas da Abramed e atores do diagnóstico brasileiro apresentam o papel do setor frente à pandemia

Módulo 1: RT-PCR e testes sorológicos. Qual o melhor teste para diagnóstico da COVID-19?

- Luciano Marques - Laboratório C
- Roberto Campião - Laboratório C

Módulo 2: O papel do diagnóstico na retomada das atividades pós-pandemia

- Roberto Campião - Laboratório C
- Rafael Soares - Laboratório C

Módulo 3: Os exames que ficam para trás. O impacto do diagnóstico tardio no paciente e no sistema

- Antônio Carlos - Laboratório C
- Luiz Roberto - Laboratório C

Abramed ASSOCIACÃO BRASILEIRA DE SAÚDE ANALÍTICA

INSCREVA-SE

Education and Health

Another priority of the Group is to provide important information to all stakeholders, with credible and reliable sources, maintaining a multi-channel relationship with its stakeholders. Therefore, a site totally dedicated to contents about COVID-19 was developed to house videos, indications for preventive care, guidelines to perform tests, offering different options of care and making available a FAQ, with the main doubts of the public related to the disease and diagnostic tests.

The company also supported and promoted, through the Sabin TV project, virtual debates on main issues in an objective and interactive way, in order to reach all communities. With videos, lives and webinars, subjects such as technical and scientific research, health and COVID-19 were taught, developed by a sensitive curatorship of specialist physicians and partners of the Sabin Group and by professionals who have national and international knowledge in their areas of expertise.

In this cycle, to communicate and relate with the medical class, Sabin launched the Doctor's Portal. The initiative provides exclusive services to make the medical report more agile and efficient, such as: care via WhatsApp, home and office care, registration and partial consultation of exams, urgent request for results, access to scientific contents, results and historic of



examinations, assistance of the Research Support Center and its recognized scientific advice on Clinical Analysis, Imaging Diagnosis, Vaccines and Pathologies.

Humanization and Proximity with Clients

Sabin believes that communication is one of the best ways to establish and strengthen relationships with its stakeholders. In 2020, prevention and solidarity actions were highlighted in the company's publicity campaigns. Intrinsic characteristics of the group, the concepts of humanization and familiarity were also present in when products and services of the brand were offered, reaching more than **91,6 million users** just in the digital environment.



53
Ad campaign

Year round to en-
gage the public



27
lives e
webinars
promoted



681
posts

In different social
platforms (Insta-
gram, Facebook,
Twitter and Linke-
dIn)



218
vídeos

produced

Health Awareness

According to a study by the World Health Organization, conducted in 155 countries, including Brazil, in the first half of 2020 there was a 53% drop in hypertension treatments, 49% in diabetes treatments and 42% in cancer treatments in general, with the incidence of the new coronavirus. Aware of the increased rates of abandonment of medical activities and the sensitivity of the moment, the Sabin Group engaged in the prevention movement, with the objective of making the population aware of the importance of maintaining health routines on time, especially those with chronic illnesses and comorbidities that aggravate the



problems caused by COVID-19.

Through online and offline actions, the “Know your numbers” campaign brought educational content on a fully personalized hot site for broad access to prevention information, as well as creative materials that related significant day-to-day numbers to the numbers important to health and en-

couraging dialogue between doctor and patient. During the campaign, the **hot site was accessed more than 540.000 times.**

The initiative also provided an unprecedented pair of more than **15 medical societies from all over Brazil**, which played a key role in raising awareness. Thus, following all the protocols of security during the recordings and with a great desire for cooperation, representatives of the associations of various specialties joined the movement in informative videos about necessary health care and acted as spokespersons for prevention stimuli. Together, the videos impacted more than 1.9 million users in the digital environment.

Female protagonism is part of Sabin's essence, and, in our environments, women always have a voice. Thus, in co-hosting International Women's Day, the "#MinhaVozImporta" campaign was launched to reinforce that

everybody should be heard. To do so, several women representatives from different areas, which influenced and acted in the company transformation to inspire the empowerment in the communities they belong to.

More than health services with excellence, Sabin also delivers new health topics. With this objective, the Sabin Group promoted The Doctors Expedition S.A., an unprecedented immersion in Chapada Diamantina with a team of specialist physicians from different regions of Brazil. In March 2020, in the midst of an exuberant setting and accompanied by local guides, the participants were challenged to trek 50 km of trail in 4 days to provide free assistance to the community. Due to the outbreak of the new coronavirus during the expedition, the planned primary care for the residents of the Pati Valley had to be disrupted for the safety of all. The expedition was turned into a web series, with





In solidarity with frontline professionals fighting COVID-19, Sabin gives 500 units of 70% alcohol and 1,000 face protection masks to the Asa Norte Regional Hospital (HRAN), Brasília-DF

touching testimonials about the experience that transformed them as professionals and as persons, and how it helped them to face the pandemic scenario.

To celebrate the 60th anniversary of Brasília, as a gift to the city that welcomed it since its birth, Sabin launched the campaign **"Brasiliense of blood, image and heart"**, stimulating the Candango NDA that, with its pioneer spirit, innovative and hospitable, inspires people to take care of people. The campaign has also other social actions for the city, carried out by the Sabin Institute, which donated 500 units of 70% alcohol and 1,000 face protection masks to the Regional Hospital Asa Norte (HRAN), the only health center in the region that, at the time, had a license to treat cases of COVID-19. In addition, 500

basic baskets were distributed to 6 social institutions that serve families throughout the Federal District.

With the launching of the drive-thru service modality, a communication board was carefully designed to bring to the public all the necessary information and provide agile assistance. The first phase of the campaign was totally dedicated to the availability of the RT-PCR test for the diagnosis of COVID-19, while the second phase was the IgG/IgM serological test. The focus of the third and fourth phases was oriented to the combined dissemination of both types of tests and their derivations, as the number of collection points with drive-thru system increased throughout the country. Sabin expanded its product portfolio with the launch of the PCR Express test in hospital units and in the company's e-commerce, in some regions of Brazil, becoming one of the first labs in the Midwest to make this type of testing available to the population, combining the convenience and safety of home care via drive-thru.



Sabin Group promotes The Doctors Expedition S.A., an unprecedented immersion in the Chapada Diamantina with a team of physicians from various specialties and different regions of Brazil.

OUTUBRO *Força*



These disclosures had multimedia communication shared in different digital channels, always reinforcing the practicality of online scheduling and the agility of Sabin service. Among customers and new users, more than 4.3 million people impacted by these actions.

The year 2020 was also marked by the suspension of breakfast offered by Sabin at the end of the exams, due to the pandemic of COVID-19. Aware of the affective relationship that its customers have with the cheese bread served, Sabin invited the group of artists from Brasília Quadrado Oficial to communicate the return of breakfast. In addition to digital actions, the company developed personalized packaging, meeting the new security protocols, with special messages for customers to eat after leaving the unit.

With the motto “the change to a healthier life begins with our consciousness”, the

the **Pink October, Blue November and Red December campaigns**, launched in 2020, brought as a proposal the importance of keeping health care up to time. In addition, in partnership with the Sabin Institute, more than 600 tests (between mammograms and PSAs) were given to social organizations of Uberlândia, Uberaba and Brasília and regional hospitals, such as the Regional Hospital of Taguatinga (HRT) and the Brasília Regional Hospital. The shares yielded **more than 1 million accesses in the Sabin portals**.

Other commemorative dates have gained special actions, such as Christmas, which, co-taught by their spirit of compassion and solidarity,



Delivery of toys collected in the Christmas Campaign for the House of Ismael (Children's Home), Brasília-DF

featured one of the most remarkable moments of the year. In order to turn detachment into smiles, the campaign “The Sabin Magic Christmas Box” stimulated donations of clothes and toys (new and used) in the units of Brasília, next to the Sabin Institute. The materials collected during the month of December were delivered to children and teenagers from eight social organizations in

the region. The actions of the digital campaign resulted in more than 4,000 donations. To make Christmas 2020 an even more unforgettable date, customers who visited Sabin units from all over Brazil, between 21 and 25 December, received decorative pendants for Christmas trees.

Acknowledgements

The management of the group’s brands, the actions of institutional communication and the relationship with the market generated recognition for Sabin, as:

Estadão Best Services

Sabin ranks 2nd. in the ranking of the best-rated companies in the laboratories, according to the newspaper Estado de São Paulo, in a partnership with the consulting firm Blend News Research - HSR.

Top of Mind Ribeirão Preto

For the 3rd. consecutive year, the most remembered brand in the Clinical Analysis Laboratory segment, according to the journal Tribuna, in partnership with the Commercial Association of Ribeirão Preto.

Top of Mind Uberlândia

For the 16th. consecutive year, the Sabin brand was the most remembered in the Laboratory/Diagnostic Medicine segment, in Uberlândia.

Award Successful Brands

The most remembered brand in the Laboratory of Clinical Analysis segment, in Campinas and region, according to the newspaper Correio Popular RAC.



AWARDS







Marly Vidal, Administrative and People Director of the Sabin Group, opens the year-end online event, following all safety protocols recommended by who.

People Management

1st. place in the ranking of Health Companies with the Best Processes of People Management

1st. Best Company to Work in the Amazon - GPTW Amazon, for the 4th consecutive year

9th. Best Company to Work in Latin America, category Large Companies - GPTW Latin America

Company of the year - EXAME Diversity Guide

Management

Yearbook Época Negócios 360° - 1st. place in the Health sector

For the 2nd. consecutive year, among the companies in the national ranking Estadão Best Services 2020 - promoted by the journal, in partnership with the research company Blend New Research (2nd. place)

Award #FISMulheres2020, for the practices of inclusion and equality in a company with a feminine soul – granted by the Health Innovation Forum



1st. Best Company to Work in the Ethnic-Racial category – GPTW

Ethnic-Racial Company featured in the category of Best Practices of Philanthropic Support- peak or Pro-diversity Sponsorship - GPTW Ethnic-Racial

1st. Best Company to Work in the Midwest, Category Large Companies - GPTW Mid-West

1ª Melhor Empresa para Trabalhar em Minas Gerais - GPTW Minas Gerais

For 14 consecutive years, among the 10 Best Companies to Work for in Brazil - GPTW Brazil (7th. place)

1st. Best Company to Work in the Health sector, in the category Diagnostic Medicine - GPTW Health

1st. place in the Women in Leadership Award, in the categories National Companies and Health Services - promoted by the newspapers Valor Econômico and O Globo, in addition to the magazines Época and Marie

Claire, in partnership with Women in Leadership in Latin America – WILL

1st. place in the Award Incredible Places to Work - awarded by UOL and the Foundation Instituto de Administração (FIA)

6th. Best Company to Work in Bahia - GPTW Bahia

1st. place in the category Companies with Recognized Practices without Diversified and Inclusion, in the award by The TopRH Group - Top of Mind RH 2020

1st. Best Company for Women to Work for, category Large Companies - GPTW Woman

Sustainability

Recognition for sustainable practices with the achievement of the Use of Renewable Energy Certificate



Technical and Scientific

International Accreditation in Safety and Quality by the American College of Pathology (CAP)

1st. Brasília's Diagnostic Imaging service, with certification of the Program of Accreditation in Diagnostic Imaging (Padi), granted by the Brazilian College of Radiology and Diagnostic Imaging (CBR)

American Association for Clinical Chemistry Congress (AACC) – 1st. place in the categories Informatics and Personalized Medicine, obtained with the works "Validation of Massive Parallel Sequencing Work- flows for Germline Variants: Method--Based or Analyte-Based Approach?" and "Performance Characteristics of Massively Parallel Sequencing of a Comprehensive Panel of Genes Associated with Clinical Phenotypes on Samples Obtained from Self-Collected Buccal Swab". By Sabin researchers: Pedro Góes, Ticiane Santa Rita e Gustavo Barra



Innovation

For the 5th. consecutive year, among the 10 most innovative companies in Brazil in Medical Services category, following the Valor Inovação Brasil 2020 Award - Valor Econômico, in partnership with Strategy& (5th place)

1st. place in the 100+ Innovation Award in Brazil in the use of Information Technology, in the Health category, by IT Media, in partnership with PwC - for the implementation of a system integrated to the Ministry of Health



Brand and Reputation

Top of Mind Uberlândia - for the 16th. consecutive year, the most remembered brand in the Segment Diagnostic Medicine Top of Mind Ribeirão Preto

For the 4th. consecutive year, the most remembered brand in the category Clinical Analysis Laboratory

Award Success Brands of Correio Popular RAR – most remembered brand in the Clinical Analysis Laboratory segment, in Campinas and region



Francisco Viana, Chief Financial Officer of Sabin Group, presents an online end-of-year event, following all safety protocols recommended by OMS.



Aknowledgements

"Brazilian Women that Make a Difference Award", granted to Janete Vaz and Sandra Costa by the USA Embassy and Consulates in Brazil.





UNITS



MAMOGRAFIA
ULTRASSOM
DENSITOMETRIA

←
RESSONÂNCIA
TOMOGRAFIA
RAIOS-X

ESPAÇO
MULHER

DRIVE-THRU
EXAME COVID-19

1º DRIVE-THRU
EXAME COVID-19
ATENÇÃO: APENAS COM
AGENDAMENTO PRÉVIO
NO SITE
SABIN.COM.BR/DRIVETHRU

AMAZONAS

Manaus

Avenida Djalma Batista, Nº 1.719, Chapada

Avenida Guapó, Nº 92, Cidade Nova I

Avenida Leonardo Malcher, Nº 1.739, Praça 14 de Janeiro

Avenida Tancredo Neves, Nº 1.287, Parque Dez

Condomínio Mundi, Avenida Efigênio Sales, Salas 109, 110 e 111, Conjunto Morada do Sol, Aleixo

Residencial Eliza Miranda Mall, Avenida Buriti, S/N, Distrito Industrial

Rua do Comércio II, Nº 46, Conjunto Castelo Branco, Parque Dez

Rua Rio Itannana, Nº 110, Quadra 67, Conjunto Vieiralves, Nossa Senhora das Graças

Rua São Luís, Nº 510, Adrianópolis

Rua São Luís, Nº 60, Adrianópolis

Rua Tapajós, Nº 685, Centro

Shopping Ponta Negra, Avenida Coronel Teixeira, Nº 5.705, Lojas 27 e 28, Piso 1

COVID-19 EXCLUSIVE UNIT

Rua do Comércio II, Nº 46, Conjunto Castelo Branco, Parque Dez

Avenida Leonardo Malcher, Nº 1.739, Praça 14 de Janeiro

DRIVE-THRU COVID-19

Avenida Governador José Lindoso, Nº 830, Aleixo

BAHIA

Barreiras

Rua Abílio Farias, Nº 179, Térreo, Salas 1/2, Centro

Rua Capitão Manoel Miranda, Nº 991, Quadra J, esquina com a Rua Princesa Isabel

Camaçari

Avenida Comercial, Nº 37, Centro



Image Unit CNC Prime, Taguatinga-DF

Lauro de Freitas

Avenida Praia de Itapuã, Nº 652, Quadra A4,
Lote 20, Vilas do Atlântico

Luís Eduardo Magalhães

Rua Paraíba, Nº 546, Quadra 57, Lote 24,
Centro

Salvador

Edifício Alexander Fleming, Avenida
Garibaldi, Nº 1.477, Lojas 1/2, Ondina

Avenida Jorge Amado, Nº 967, Loja B,
Imbuí

Shopping Alpha Mall, Avenida Alphaville,
Nº 151, Lojas 103/113/114, Alphaville

Avenida Antônio Carlos Magalhães, Nº 56,
Itaigara

Avenida Euclydes da Cunha, Nº 170, Loja
1, Graça

Edifício Salvador Trade Center, Avenida
Tancredo Neves, Nº 1.632, Loja Térreo,
Caminho das Árvores

Centro Médico Dr. Joaquim Pereira de
Souza, Avenida Dorival Caymmi, Nº 14.154,
Loja Térreo, Itapuã

Rua Capitão Melo, Nº 561, Stella Maris

Rua das Hortênsias, Nº 930, Itaigara

Rua Marechal Floriano, Nº 31, Canela

Rua Professor Constantino Vieira, Nº 23,
Mares

IMAGE DIAGNOSIS UNITS

Complexo Odonto-Médico Itaigara, Avenida
Antônio Carlos Magalhães, Nº 585, Bloco B,
Salas 806-808, Itaigara

Rua Dr. Augusto Viana, Nº 73, Canela

COVID-19 EXCLUSIVE UNIT

Avenida Manoel Dias da Silva, Nº 1.733,
Pituba

Avenida Dom João VI, Nº 155, Brotas

DRIVE-THRU COVID-19

Avenida Manoel Dias da Silva, Nº 1.733,
Pituba

VACCINATION UNITS

Shopping Alpha Mall, Avenida Alphaville, Nº
151, Lojas 103/113/114, Alphaville

Avenida Euclydes da Cunha, Nº 170, Loja 1,
Graça

Rua das Hortênsias, Nº 930, Itaigara

Santo Antônio de Jesus

Rua Luiz Argolo, Nº 54, Centro

FEDERAL DISTRICT

Águas Claras

Felicittà Shopping, Rua 36 Norte, Lote 5, Lojas 21/22, Térreo

Shopping Metrópole, Avenida das Araucárias, Lote 1525, Loja 25, Térreo

Rua das Pitangueiras com Rua Alecrim, Lotes 1 e 2, Loja 9

Asa Norte

Centro Empresarial Brasília Shopping, SCN, Quadra 05, Bloco A, Sala 101, 1º Andar, Torre Sul

Shopping Conjunto Nacional, Ala Norte, 3º Andar, Loja 3054

Edifício Carlton Center, SEPN, Quadra 516 Norte, Bloco E, Loja 74, Térreo

Edifício Cléo Octávio, SMHN, Quadra 2, Bloco B, Loja 4, Térreo

Edifício Crispim, SMHN, Quadra 2, Bloco C, Sala

14, Sobreloja

Edifício de Clínicas, SMHN, Quadra 2, Bloco A, Sobrelojas 7/8

Edifício de Clínicas, SMHN, Quadra 2, Bloco A, Térreo

Edifício Vital Brasil, STN, Conjunto M, Entrada B, Sala 130, Térreo

Edifício Biosphere, SHLN, Conjunto I, Bloco A, Sala 513, 5º Andar

SCRN, Quadras 710/711 Norte, Bloco A, Entrada 52, Loja 64

Plaza Norte Shopping, SHCN, Quadras 110/111 Norte, Bloco A, Loja 18

Asa Sul

Centro Clínico Advance, SGAS, Quadras 715/915 Sul, Lote 69, Sala 102

Centro Clínico Sul, SHLS, Quadra 716, Conjunto L, Bloco 2, Térreo

Centro Clínico Sul, SHLS, Quadra 716 Sul, Sala W-421, Torre II



Unit Felicittà, Águas Claras-DF



Image unit (Main office), Uberaba-MG

Centro Executivo Sabin, SEPS, Quadras 714/914 Sul, Térreo

Centro Médico Júlio Adnet, SEPS, Quadras 709/909 Sul, Lote A, Bloco B, Sala 14

Centro Médico L2 Sul, SGAS, Quadras 613/614 Sul, Conjunto E, Lote 95, Sala 11

Centro Médico Lúcio Costa, SGAS, Quadra 610, Via L2 Sul, Conjunto F, Bloco 1, Sala 6

SCS, Quadra 5, Bloco C, Loja 46

Edifício Via Brasil, SEPS, Quadras 710/910 Sul, Conjunto D, Loja 3, Térreo

Edifício Vital Brasília, SEPS, Quadras 710/910 Sul, Conjunto A, Sala 3

Hospital Ortopédico e Medicina Especializada (HOME), SHCS, Quadra 613, Via L2 Sul, Conjunto C

Hospital Alvorada, SEPS, Quadras 710/910 Sul, Subsolo

Venâncio Shopping, SCS, Quadra 8, Bloco B 50, Loja 4, Térreo

Vitrium Centro Médico, SGAS, Quadras 613/614, Via L2 Sul, Sala S-2, 1º Subsolo

Brazlândia

Quadra 1 Norte, Lote 24, Loja 1, Setor Norte

Ceilândia

QNM 17, Conjunto H, Lote 28, Loja 2, Ceilândia Sul

QNM 18, Conjunto B, Lote 4, Lojas 1 e 2, Ceilândia Centro

QNN 20, Conjunto O, Lote 43, Ceilândia Sul

QNN 23, Conjunto A, Lote 4, Ceilândia Norte

Cidade Ocidental

SCIA, Quadra 8, Conjunto 7, Lote 5

Cruzeiro

Cruzeiro Center, Bloco A, Lojas 54, 58, 62 e 90

SIA Center Mall, Trecho 3, Lotes 625/695, Loja 16, Térreo

Terraço Shopping, Torre A, Sala 130, 1º Andar

Gama

Edifício Sabin, Setor Sul, Quadra 1, Conjunto G, Lote 19, Loja 1

Setor Hospitalar, Lote 4, Lojas 14 e 15, Térreo

Shopping Flex, Setor Central Gama, Áreas Especiais 1/4, Térreo

Guará I

QE 11, Lote 1, Loja 21, Térreo

Guará II

QE 40, Conjunto H, Lote 7, Loja A

Edifício Real Mix-Guará II, SRIA QI 25, Bloco A, Ed. Real Mix, Loja 11



Unidade Rui Barbosa (Matriz), Campo Grande-MS

Jardins Mangueiral

SHJM, Praça de Atividades 3, Lote 3

Lago Norte

SHIN EPPN, Lote 2, Lojas 2 e 3

Shopping Deck Norte, CA 1, Bloco A, Salas 8 e 9

Lago Sul

Condomínio Solar de Brasília, Quadra 2, Comércio Local, Bloco B, Loja 2

Edifício San Carlo, SHIS, QI 13, Bloco E, Loja 2

Edifício Victória Medical Center, SHIS, QI 15, Sala S-2B, Entrada Principal

Hospital Daher, SHIS, QI 7, 1º Andar

Jardim Botânico Shopping, Lojas 45/49, Sobreloja

Shopping Deck Brasil, SHIS, QI 11, Sala 101, 1º Andar

Noroeste

SHCNW, Comércio Local, Nº 10/11, Bloco F, Loja 3

Núcleo Bandeirante

Travessa Dom Bosco, Bloco 785, Lotes 4 e 5, Loja 1

Paranoá

Avenida Paranoá, Quadra 30, Conjunto 22, Lote 19, Loja 1

Planaltina

Avenida Independência, Quadra 34, Lote 6, Setor Tradicional

Quadra 3, Conjunto H, Lote 40, Vila Buritis

Recanto das Emas

Centro Empresarial, Quadra 104, Lotes 8/11, Loja 1

Riacho Fundo

CLN 7, Bloco B, Lote 2, Lojas 1 e 2, Riacho Fundo I

SAAN

Quadra 3, Lote 165

Samambaia

QN 212, Conjunto D, Lote 1, Loja 1, Samambaia Norte

HRSAM, QS 614, Conjunto B, Lote 2, Loja 2, Samambaia Norte

QS 116, Conjunto 6, Loja 1, Samambaia Sul

Santa Maria

Avenida Alagados, CL 116, Lote D, Lojas 8, 12B e 13

São Sebastião

Avenida Comercial, Lote 1.801, Lojas 1 e 2

Sobradinho

Avenida Central, Setor Oeste, Conjunto 3, Casa 5, Loja 1, Sobradinho II

Condomínio Jardim Europa I, Quadra 1, Conjunto A, Lote 9, Loja 5

Edifício Alvimar Hotel, Quadra Central, Bloco 5, LC 109, Térreo

Edifício Lions, Setor Central, Quadra 6, AR 4, Loja 9

Edifício Rebeca, Quadra 1, AR 1, Loja 12

Sudoeste

Centro Clínico Sudoeste, Bloco 3, Sala 115, Térreo

Edifício Sudoeste Shopping, CLSW 104, Bloco B, Loja 38

QMSW 5, Lote 10, Bloco A, Loja 2

CLSW 105, Bloco A, Loja 2, Espaço 105

Taguatinga

Edifício Prime, Área Especial Setor C Norte, Lotes 1 a 12, Loja 10, 1º Subsolo

Avenida Comercial Norte, QNA 30, Lote 10, Térreo

Edifício Pátio Capital, QS 3, Lote 3, Loja 22

CSE 6, Lote 58, Loja 1, Pistão Sul

QSA 2, Lote 17, Taguatinga Sul

Vicente Pires

Edifício Horn, Rua 4, Chácara 108, Lote 8, Sala 26, 1º andar

Rua 12, Chácara 312, Lote 13, Loja 4



Unidade Trindade, Florianópolis-SC

IMAGE DIAGNOSIS UNITS

Edifício Prime, Área Especial Setor C Norte, Lotes 1 a 12, Loja 18, Térreo, Taguatinga

Centro de Excelência Anchieta (RA Radiologia), Setor C Norte, QNC 15, Área Especial 8, Nº 160, Taguatinga

Edifício Vega, SCN, Quadra 1, Bloco D, Torre A, Térreo, Asa Norte

COVID-19 EXCLUSIVE UNITS

Edifício Financial Center Parking, SBS, Quadra 1, Bloco C, Loja 16, Asa Sul

Edifício Medical Center, SHLS, Quadra 716 Sul, Loja 22, Asa Sul

Centro Clínico Life, SGAN, Quadra 608 Norte, Via L3, Módulo F, Sala S-33, Asa Norte

SCRN, Quadras 708/709 Norte, Bloco D, Loja 11, Asa Norte

Edifício Med Center, SHLN, Bloco M, Lojas 96/120, Asa Norte

QNL 30, Conjunto A, Lote 2, Loja 1, Ceilândia

Gama Setor Leste, Quadra 15, Lote 20, Comercial

Edifício Real Mix, SRIA, QI 25, Bloco A, Loja 11, Guarã II

Quadra 9, Comércio Local 4, Lojas 1 e 2, Sobradinho

DRIVE-THRU COVID-19

Parque Recreativo Sarah Kubitschek, Estacionamento 12, Asa Sul

Quadra 3, Lote 165, Estacionamento da Sede SAAN

VACCINATION UNITS

Felicittà Shopping, Rua 36 Norte, Lote 5, Lojas 21/22, Térreo

Shopping Metrópole, Avenida das Araucárias, Lote 1525, Loja 25, Térreo

Edifício Carlton Center, SEPN, Quadra 516 Norte, Bloco E, Loja 74, Térreo

Edifício de Clínicas, SMHN, Quadra 2, Bloco A, Sobrelojas 7/8

Plaza Norte Shopping, SHCN, Entrequadras 110/111 Norte, Bloco A, Loja 18

Centro Clínico Sul, SHLS, Quadra 716 Sul, Conjunto L, Bloco 2, Térreo

Centro Médico L2 Sul, SGAS, Quadras 613/614 Sul, Conjunto E, Lote 95, Sala 11

Shopping Flex, Setor Central Gama, Áreas Especiais 1/4, Térreo

Centro Clínico Sul, SHLS, Quadra 716 Norte, Conjunto L, Bloco 2, Térreo, Guará II

Edifício San Carlo, SHIS, QI 13, Bloco E, Loja 2, Lago Sul

Travessa Dom Bosco, Bloco 785, Lotes 4 e 5, Loja 1 - Núcleo Bandeirante

Condomínio Jardim Europa I, Quadra 1, Conjunto A, Lote 9, Loja 5, Sobradinho

QMSW 5, Lote 10, Bloco A, Loja 2, Sudoeste

CLSW 105, Bloco A, Loja 2, Espaço 105, Sudoeste

QSA 2, Lote 17, Taguatinga Sul

VACCINATION DRIVE-THRU

Estádio Mané Garrincha, SRPN, Asa Norte

Avenida Pau Brasil, Estacionamento UNIPLAN, Águas Claras

Shopping Pátio Brasil, Setor Comercial Sul, Quadra 6, Piso G2, Asa Sul

GOIÁS

Águas Lindas

Quadra 6, Lote 17, Loja 1, Jardim Brasília

Anápolis

Avenida Fernando Costa, Nº 384, Loja 3, Jaiara

Avenida Santos Dumont, Nº 890, Jundiaí

Rua 1º de Maio, Nº 294, Centro

Rua 7 de Setembro, Nº 781, Centro

Rua Carlinhos José Ribeiro, Nº 104, Jaiara

Rua Desembargador Jaime, Nº 172, Centro

Praça Dom Emanuel, Nº 97, Jundiaí

COVID-19 EXCLUSIVE UNIT

Avenida Divino Pai Eterno, Rua 10, Vila Góis

VACCINATION UNIT

Rua 7 de Setembro, Nº 781, Centro

Cidade Ocidental

Superquadra 12, Quadra 11, Lote 28, Lojas 1/2, Centro

Cristalina

Rua João José Taveira, Nº 19, Centro

Formosa

Avenida Ângelo Chaves, Nº 95, Centro

Avenida Valeriano de Castro, Nº 45, Centro

VACCINATION UNIT

Avenida Valeriano de Castro, Nº 45, Centro - Formosa

Luziânia

Edifício Tamboril, Praça da Matriz, Nº 88, Salas 1/6, Centro

Rua Eliane Laquis, Quadra 7, Lote 6, Sala 101, Centro

Novo Gama

Parque Estrela Dalva VI, Quadra 482, Lote 10

Padre Bernardo

Avenida Presidente JK, Quadra 22, Lote 9, Centro

Planaltina de Goiás

Quadra QA 5, MC Lote 1, Setor Norte

Santo Antônio do Descoberto

Quadra 61, Lote 10, Loja 2, Centro

Valparaíso

Quadra 10, Casa 9, Etapa A, Valparaíso I

UNITS



Unidade Centro Clínico Life, Asa Norte, Brasília-DF

MATO GROSSO

Cuiabá

Avenida das Flores, Nº 503, Jardim Cuiabá

Avenida das Flores, Nº 945, Sala 21, Jardim Cuiabá

Avenida Ribeirão Preto, Nº 19, CPA I

Rua Baltazar Navarros, Nº 459, Bandeirantes

Rua Buenos Aires, Nº 458, Jardim das Américas

Rua Corumbá, Nº 502, Baú

Rua Corumbá, Nº 538, Lixeira

Rua General Vale, nº 444, Centro

Rua Manoel Garcia Velho, Nº 45, Centro

Praça do Seminário, Nº 229, Centro

Rua Marechal Deodoro, Nº 582, Centro

Rua Ouro Fino, Nº 23, Bosque da Saúde

COVID-19 EXCLUSIVE UNIT

Praça do Seminário, Nº 229, Centro, Anexo à Santa Casa

DRIVE-THRU COVID-19

Praça do Seminário, Nº 229, Centro

Várzea Grande

Avenida Dom Orlando Chaves, Nº 8, Cristo Rei

Avenida Filinto Müller, Nº 1822, Centro

MATO GROSSO DO SUL

Campo Grande

Avenida Afonso Pena, Nº 3.813, Jardim dos Estados

Avenida Ceará, Nº 1.951, Vila Rica

Avenida Eduardo Elias Zahran, Nº 2.532, Jardim São Lourenço

Avenida Júlio de Castilho, Nº 997, Vila Planalto

Rua Doutor Eduardo Machado Metello, Nº 272, Chácara Cachoeira

Rua Professor Luiz Alexandre de Oliveira, Nº 941, Vivendas do Bosque

Rua Rui Barbosa, Nº 3.296, Centro

COVID-19 EXCLUSIVE UNIT

Avenida Ceará, Nº 1.951, Vila Rica

Dourados

Rua Hayel Bon Faker, Nº 3.705, Jardim Caramuru

MINAS GERAIS

Araguari

Avenida Coronel Teodolino Pereira Araújo, Nº 731, Centro

Araxá

Praça Coronel Adolfo, Nº 47A, Centro

Frutal

Avenida Benjamin Constant, Nº 476, Centro

Uberaba

Avenida Leopoldino de Oliveira, Nº 3.176, Centro

Avenida Santos Dumont, Nº 108, Centro

Avenida Santos Dumont, Nº 1.106, São Sebastião

Rua da Constituição, Nº 750, Nossa Senhora da Abadia

DRIVE-THRU COVID-19

Avenida Guilherme Ferreira, Nº 475, Centro

COVID-19 EXCLUSIVE UNIT

Avenida Guilherme Ferreira, Nº 475, Centro

IMAGE DIAGNOSIS UNITS

Rua da Constituição, Nº 751, Nossa Senhora da Abadia

Rua Santo Antônio, Nº 150, Centro

VACCINATION UNIT

Av. Santos Dumont, Nº 1.106, São Sebastião

Uberlândia

Avenida Cipriano Del Fávoro, Nº 515, Centro

Avenida Francisco Ribeiro, Nº 1.140, Santa Mônica

Avenida Noruega, Nº 250, Loja 2, Tibery

Avenida Seme Simão, Nº 826, São Jorge

Avenida Vasconcelos Costa, Nº 836, Martins

Avenida Francisco Ribeiro, Nº 1.111, Santa Mônica

Avenida João Pinheiro, Nº 289, Centro

Avenida José Fonseca e Silva, Nº 1.234, Jardim Patrícia

Avenida Maria Silva Garcia, Nº 286, Loja 5, Granja Marileusa

Avenida Nicomedes Alves dos Santos, Nº 1.500, Morada da Colina

Avenida Vasconcelos Costa, Nº 329, Martins

IMAGE DIAGNOSIS UNITS

Avenida Cipriano Del Fávero, Nº 515,
Centro

Avenida Vasconcelos Costa, Nº 836,
Martins

COVID-19 EXCLUSIVE UNITS

Avenida Noruega, Nº 250, Loja 2, Tibery

Avenida Seme Simão, Nº 826, São Jorge

VACCINATION UNIT

Avenida Vasconcelos Costa, Nº 836,
Martins

Unai

Rua Djalma Torres, Nº 374, Centro

PARÁ

Belém

Castelo Branco, Nº 912, Bairro São Braz

Rua Bernal do Couto, Nº 53, Umarizal

DRIVE-THRU COVID-19

Rua Antônio Barreto, Nº 2167, Fátima



Unit Jardim Patricia, Uberlândia-MG

PARANÁ

Londrina

Condomínio Torre Pietra, Avenida Ayrton
Senna da Silva, Nº 500, Loja 1, Gleba Palhano

Avenida Bandeirantes, Nº 126

Avenida Bandeirantes, Nº 1.117, Vila Ipiranga

Avenida Bandeirantes, Nº 809, Vila Ipiranga

Avenida Higienópolis, Nº 810, Sala 1, Centro

Avenida Maringá, Nº 850, Vitória

Rua Senador Souza Naves, Nº 1.495, Centro

COVID-19 EXCLUSIVE UNIT

Avenida Maringá, Nº 850, Vitória

Maringá

Avenida Cerro Azul, Nº 79, Zona 2, Matriz

Avenida Curitiba, Nº 321, Zona 4

Shopping Lar Center Mandacaru Boulevard,
Avenida Mandacaru, Nº 277, Vila Santa
Isabel

Shopping Avenida Center, Avenida Mauá,
Nº 3.094, Lojas E17 e E18, Zona 9

Avenida Parigot de Souza, Nº 3277, Zona 1

Avenida Pedro Taques, Nº 1871, Jardim
Alvorada

Avenida Rio Branco, Nº 229, Zona 4

Praça Monsenhor Bernardo Cnudde, Nº
142, Zona 7

Rua Néio Alves Martins, Nº 3287, Zona 1

COVID-19 EXCLUSIVE UNIT

Avenida Rio Branco, Nº 228, Zona 5

Paiçandu

Avenida Curitiba, Nº 257, Centro

RORAIMA

Boa Vista

Avenida Capitão Ene Garcez, Nº 804, São
Francisco

Avenida Ville Roy, Nº 5.441, Centro

SANTA CATARINA

Florianópolis

Rua General Eurico Gaspar Dutra, Nº 1.552,
Estreito

Rua Lauro Linhares, Nº 796, Trindade

Rua Miguel Daux, Nº 83, Coqueiros

Avenida Prefeito Osmar Cunha, Nº 489,
Centro

COVID-19 EXCLUSIVE UNIT

Rua Miguel Daux, Nº 83, Coqueiros

Garopaba

Rua João Orestes de Araújo, Nº 1.072

Imbituba

Avenida Brasil, Nº 414, Paes Leme

São José

Avenida Lédio João Martins, Nº 992, Kobrasol

Tubarão

Edifício Interclínicas/Provida, Avenida Marcolino Martins Cabral, Nº 2.075, Sala 101, Vila Moema

SÃO PAULO

Barueri

Alameda Rio Negro, Nº 967, 3º Andar, Sala 303, Alphaville

Campinas

Avenida Brasil, Nº 868, Jardim Guanabara

Avenida Dr. Moraes Salles, Nº 2.505, Nova Campinas

Avenida Francisco Glicério, Nº 1.894, Centro

Avenida Heitor Penteado, Nº 1.334, Jardim Nossa Senhora Auxiliadora

Avenida Senador Antônio Lacerda, Nº 406, Jardim Campos Elíseos

Rua Romeu Tortima, Nº 235, Jardim Santa Genebra 2

DRIVE-THRU COVID-19

Avenida Francisco Glicério, Nº 1.894, Centro

Caraguatatuba

Avenida Arthur Costa Filho, Nº 775, Centro

Franca

Avenida Dr. Flávio Rocha, Nº 4.671

Avenida Dr. Ismael Alonso y Alonso, Nº 2.601

Avenida Paulo VI, Nº 1.993

COVID-19 EXCLUSIVE UNIT

Avenida Paulo VI, Nº 1.993, Franca

Jacareí

Rua Alfredo Schurig, Nº 190, Centro

Osasco

Rua Presidente Castelo Branco, Nº 66, Centro

Ribeirão Preto

Avenida Presidente Vargas, Nº 1.515, Jardim Irajá

Rua Olavo Bilac, Nº 917, Vila Seixas

Rua Wladimir Meirelles Ferreira, Nº 1.430, Loja 5, Itamarati Comercial, Jardim Botânico

COVID-19 EXCLUSIVE UNIT

Rua Wladimir Meirelles Ferreira, Nº 1.430,
Loja 05, Itamarati Comercial, Jardim
Botânico

São Caetano do Sul

Rua Ingá, Nº 68, Vila Gerty

Rua Oswaldo Cruz, Nº 361, Santa Paula

Rua Oswaldo Cruz, Nº 449, Santa Paula

COVID-19 EXCLUSIVE UNIT

Rua Oswaldo Cruz, Nº 449, Santa Paula

São José dos Campos

Avenida Andrômeda, Nº 1.529, Jardim Satélite

Avenida Andrômeda, Nº 3.560, Bosque dos

Eucaliptos

Avenida Cassiano Ricardo, Nº 319, Jardim
Aquarius

Rua Albertino de Almeida, Nº 10, Vila Industrial

Rua Coronel José Domingos de Vasconcelos,
Nº 205, Vila Adyana

Rua Cidade de Washington, Nº 53, Vista Verde

Rua Francisco Paes, Nº 165, Centro

Rua Valparaíso, Nº 35, Jardim América

COVID-19 EXCLUSIVE UNIT

Rua Albertino de Almeida, Nº 10, Vila Industrial

VACCINATION UNIT

Rua Francisco Paes, Nº 165, Centro



Unit Plaza Norte Shopping, Asa Norte, Brasília-DF



Unit Leopoldino, Uberaba-MG

Conjunto 1, Lote 5, Plano Diretor Sul

Avenida Tocantins, Quadra 9, Lote 25, Sala 3, Taquaralto

Edifício Cardiocenter, Quadra 501, Conjunto 2, Rua NS A, Lote 12, Plano Diretor Sul

Edifício Jamir Rezende, Avenida LO 1, Quadra 104, Lote 33, Plano Diretor Sul

Edifício Palmas Medical Center, Quadra 401, Conjunto 2, Lote 2, Pavimento 1, Sala 2, Mezanino 1, Plano Diretor Sul

DRIVE-THRU COVID-19

Capim Dourado Shopping, Quadra 107, Avenida NS 5, S/N, Plano Diretor Norte

Taubaté

Praça Santa Terezinha, N° 43, Centro

TOCANTINS

Guaraí

Rua 3, Lote 6, N° 1.513, Centro

Palmas

Avenida NS 1, 501 Sul, Quadra 17, Conjunto 2, Plano Diretor Sul

604 Sul, Alameda 2, Lote 3, Plano Diretor Sul

Avenida Teotônio Segurado, Quadra 201,

Paraíso do Tocantins

Rua Tocantins, N° 305, Quadra 25, Lote 3, Setor Leste

Porto Nacional

Praça do Centenário, N° 1.919, Quadra 9, Área B, Centro

Administration Board of the Sabin Group

Sandra Soares Costa

President of the Sabin Group Administration Council

Janete Vaz

Vice-President of the Sabin Group Administration Council

José Márcio Diniz Filho

External Advisor

Newton Garzon

External Advisor

Gabriel Soares Costa

Adviser

Leandro Vaz

Adviser

Executive Presidency

Lídia Abdalla

Executive President

Executive Board

Andrea Pinheiro

Institutional Relations and Corporate Communication Manager

Bruno Ganem

Relations with the Market Manager

Cyra Araújo

Expansion Technical Manager

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Financial Manager

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Administrative and People Manager

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Technical Manager

Executive Management

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Alessandra Lopes

Automation Technical Manager

Ana Rosa Santos

Immunization Medical Manager

Aparecida Sátiro

Specialized Services Technical Manager

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Brasília – DF

Gianni Santos

Relations Manager

Henrique Borges Kappel

Expansion Technical Manager

Jonas Rodolfo Santana

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Karine Hepp Guimarães

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Manager

Leonardo Alves

Marketing Manager

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Accounting Manager

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Scientific Manager

Marcelo Canutto

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Marketing Management

Information of the Sustainability Report
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