



Sustainability
Report
2023



Sustainability Report 2023

summary

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Messages from the Council and Presidency (GRI 2-22)

In 2024 we celebrate 40 years of dedication to the health of Brazilians, delivering value to our stakeholders.

We started in a small room in the federal capital and today we are the Sabin Group, with operations in the five regions of the country and over 7,000 employees united by the purpose of inspiring people to take care of people.

In order to offer health services with excellence, Sabin was built on strong corporate values such as credibility, ethics, social and environmental responsibility, innovation, quality, respect for life and simplicity.

Eleven years ago, we implemented our corporate governance model, which allowed us to achieve important milestones for our bold expansion process, becoming the third largest diagnostic medicine company in the country.

Throughout these years, we also dedicated ourselves to build our social legacy transforming the lives of people and social organizations, contributing to the economic development of the Brazilian regions and to a fairer and more egalitarian society. In this report, we share actions and practices of our business performance, connecting past, present and future.

For the starting new cycle, we keep our commitment with sustainability and the evolution of health and businesses that are models for society, expanding access and fostering research, innovations and technologies in services, aiming the improvement of quality of life in the context of population aging.

With our hearts full of emotion, we thank God, who guided us to be here, and all those who have walked along with us during these 40 years. I'm sure that together we will write new chapters of the Sabin story that we are so proud of.

We publish the 2023 Sustainability Report at a very special time – the 40th anniversary of the Sabin Group.

In this year I also proudly complete 25 years in the company, where I started as a trainee, and 10 years as the head of the Group's presidency, when I took on the challenging mission of continuing the legacy of our co-founders and creating, together with a great team, new paths in our history.

Based on the Strategic Growth Planning, we were able to establish and execute our geographic expansion strategies to several cities in Brazil, through organic and inorganic growth, with 30 acquisitions, and the diversification of our business.

We also became a reference in diagnostic medicine in the country, operating in 14 states and the DF, in 78 cities, and offering quality health services in more than 350 physical and mobile units, in addition to the digital channels.

Today, our 7.000 employees are engaged with excellence services based on humanization and organizational culture that value and invest in a healthy, safe, diverse and inclusive environment.

We have grown starting from a business and management philosophy in which people are at the center of care, maintaining the essence that Sabin has brought with it since its foundation. In this report, we share the good practices implemented and the results of the commitments established in our ESG agenda.

In 2023, we also started to build the Sabin Group's healthcare ecosystem, integrating our businesses, services and programs to care for people, communities, and the future. From this platform, we will continue to contribute to a higher quality, more accessible, innovative and sustainable health system in the coming years.

Gratitude to all those that have walked along with us this challenging path of four decades of dedication to health.

Janete Ribeiro Vaz,
Vice-Chairman of the Board of Directors



Sandra Soares Costa,
Chairman of the Board of Directors



Lídia Abdalla,
Chairman of Grupo Sabin



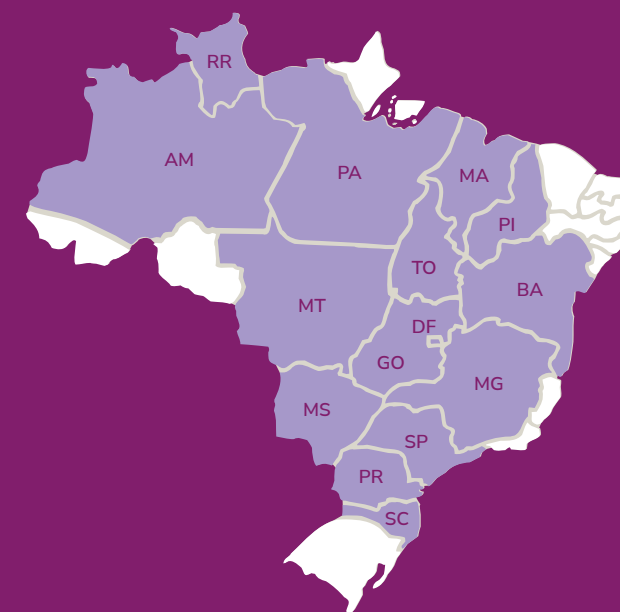


Profile

We are the 3rd largest Diagnostic Medicine group in the country

The Sabin Group was founded in 1984 by biochemists Janete Ribeiro Vaz and Sandra Soares Costa. It is a privately held corporation headquartered in Brasília - DF. In 2023, it operated in 78 cities, with 350 units in the five regions of the country.

Reference in health, highlight in management of people and women leadership, dedicated to the best sustainable practices and active in the communities where it is present, bringing together over 7.000 employees serving 6,5 million costumers yearly, four decades after its founding. (GRI 2-1)



Purpose



Inspiring people to care for people

Vision



To be a reference in health in Latin America

Values



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

Mission



Deliver healthcare services with excellence



Commitment

The Sabin Group offers excellence health services, considering environmental, social and economic-financial aspects. The company is proud in contributing to the increase of access to excellence health services to thousands of Brazilians and to ensure the safety of patients and their relationships, through the management of processes that control and minimize risks, following the following premises:



In 2023 the Sabin Group launched its new positioning as a healthcare ecosystem, reflecting the values and strategic movements in delivering value, based on partnerships and strategic connections, for the innovation and evolution of healthcare.

Through the expansion and integration of its business portfolio, the ecosystem seeks to offer coordinated health care that aligns technology, innovation, and humanization.

This strategic move benefits patients, enriching their experiences and improving their quality of life, and additionally contributes to the production chain in the effective management of the health care of population groups. Furthermore, the Group's ecosystem also integrates the organization's investments and actions to care for the communities where it operates and to promote innovation, inspiring not only its employees, but also its stakeholders to take care of people, communities, businesses and the planet.

(GRI 2-6) The Sabin Ecosystem





(GRI 2-6)

Taking care of people's health

Through its three main branches, the Sabin Group's mission is to offer excellence health services, contributing to the integrated health care journey of individual and population groups. The Group's main business brand, Sabin Diagnostics and Health, has a broad portfolio of services of excellence in clinical analysis, pathological anatomy, diagnostic imaging, vaccination and executive check-up.

The Genomics area was implemented in 2018 and provides exams by new sequencing methods, obtaining diagnosis of several rare genetic conditions, which enable responses reflected in appropriate clinical follow-ups to promote a better quality of life for patients. In recent years, this area has received investments in its structure and teams, gaining a differentiated space in the Group's ecosystem.

In 2023 the area innovated and launched the incorporation of screening for congenital cytomegalovirus in the cheek test. Sabin's pioneering spirit was internationally recognized at the Annual Scientific Meeting & Clinical Lab Expo in the USA and awarded for the article 'Incorporation of screening for congenital cytomegalovirus in neonatal genetic testing performed in saliva swab: an intersection between human genetics and infectious diseases'. In addition to CMV, Sabin's Genomics also included the diagnosis of Turner Syndrome in the cheek test.

Since 2021, after the acquisition of 100% of Amparo Saúde, the Group started working in the health management of population groups and primary health care (PHC), serving companies, self-managers and health operators in their challenges of improving coordinated care, clinical outcomes for population groups such as chronic patients, the elderly, pregnant women, among others, through its



personalized care lines, telemedicine, in addition to eleven physical units, three of which will open in 2023, in Brasília (DF) and Salvador (BA).

The company's PHC service has carried out more than 78,000 consultations since the beginning of its activities, for more than 52,000 patients, who are followed up in lines of care directed, for example, to patients with diabetes and hypertension and to patients without chronic diseases who undergo preventive follow-up.

In 2023 Amparo Saúde was the first company in Latin America to be audited and receive certification for Good Practices in Population Health Management, meeting the requirements of excellence promoted by the Population Health Management Program of the Alliance for Population Health (ASAP) and granted by the IBES Group.

The Rita Saúde platform, developed in 2021 as a result of an innovation project of the Sabin Group, integrates various health

services, such as pharmacies, doctors and other professionals and promotes access to health with quality and efficiency. The platform is structured on the pillars of participatory, preventive and predictive medicine, that is, with a view that supports the journey of its users beyond the time of the disease. Thus, it offers a network of services and professionals in the evaluation and mitigation of health risks throughout their whole life.

Rita Saúde has been expanding its operations to serve in new regions. Since the beginning of the operation, more than 77,000 lives have had access to a community that offers consultations with doctors and health professionals or through the telemedicine platform, in addition to clinical analysis exams at special prices and partnerships in pharmacies with exclusive discounts on medicines.

In 2023 the operation expanded to most of Sabin's regional offices and engaged more than 53 thousand subscribers, in addition to expanding the medical community available to its customers by 100%.



(GRI 3-3)

Caring for the community

The Sabin Institute is part of the Sabin Group's ecosystem as a Civil Society Organization of Public Interest (OSCIP) responsible for the company's private social investment, with the mission of contributing to the improvement of quality of life, well-being and prosperity in the communities where it operates, fostering social innovation. Created in 2005, it already had a positive impact

the lives of more than 1.6 million people, through 902 social organizations and the investment of 61 million reais over these years of operation.

The Institute has independent governance, composed of: General Assembly, Deliberative Council, Fiscal Council and Executive Board and its financial statements are audited annually by an independent audit firm and are available on the [Institute's website](http://www.institutosabin.org.br) (www.institutosabin.org.br).

Caring for the future

Since 2020, the Sabin Group has fostered entrepreneurship in health through its innovation hub, Skyhub.bio, which works to promote and develop startups, stimulating partnerships, knowledge exchange and the construction of business models that contribute to the healthcare industry, based on science, efficiency and customer experience. *(More information in the item Innovation)*





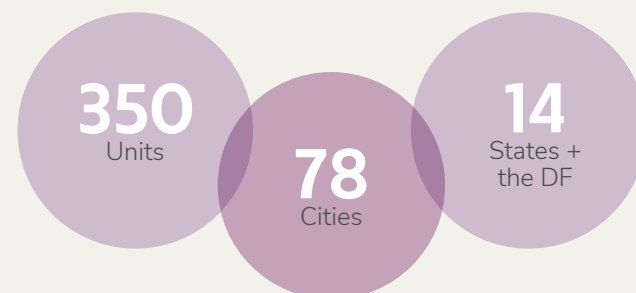
(GRI 2-6)

National presence and regional expansion

In 2023 the Sabin Group continued investing in strengthening the Sabin Diagnostics and Health brand in Brazil. More than 6.5 million customers were served in 350 units distributed all over the country: 78 cities in 14 states and the DF.

Sabin's transactions were organically expanded with the inauguration of 10 new units: 1 in Blumenau (SC), 2 in Boa Vista (RR), 2 in Brasília (DF), 2 in Palmas (TO), 1 in Guaraí (TO), 1 in Taubaté (SP) and 1 in Alphaville, in the municipality of Barueri (SP).

12 years ago, in the state of Tocantins, with the purpose of contributing to the health and social and economic development of the population of Tocantins, Sabin invested in the inauguration of a large headquarter and a large operational technical center (NTO) in Palmas (TO).



With an investment of 8 million reais, a modern infrastructure of 1,300 m² was built to accommodate advanced technology and automation to conduct exams and support the growth of the services offered in 15 units and in five cities, expanding by nearly 30% the productive capacity of exam processing in the state.

In the first quarter of 2023 the expansion process continued in the regions where the Group operates with the inauguration of a new unit of the Bioanalysis Laboratory in Parnaíba (PI), aiming to increase access to quality health services in the region. The municipality is the second most inhabited in the state, also reinforcing the Sabin Group's commitment to promote the economic and social development of the region. The new unit has an Operational Technical Center with capacity to serve the town and meet the needs of customers from neighboring cities.

With strategic view on the integration and consolidation of services in the city where it was born, Sabin inaugurated, in 2023, the first Sabin Diagnostics and Health concept unit at Iguatemi Shopping, in Brasília (DF).

In a privileged setting within the mall, the unit includes a space with more than 1,100 m² in a sophisticated structure and modern, state-of-the-art equipment and a remarkable experience, combining the



convenience of a mall to the various health needs of its customers, who seek even more practicality and convenience for a better quality of life.

The project of the Sabin Diagnostics and Health Iguatemi Shopping concept unit was built with the goal of making the health journey more integrated, offering customers comfort and convenience and has, in addition, an exclusive space dedicated to women's health care – the Women's Space.

The unit is the Group's first in the country to offer all the services in the portfolio in one place. It includes clinical analyses, vaccines and the executive check-up (premium service that includes consultations and exams in various lines of care), in addition to a diagnostic imaging center complete with computed tomography, magnetic resonance imaging, ultrasounds and radiographs equipment.

The integrated services count also, with the humanized service of its highly qualified professionals.

The Sabin Group began its expansion in São Paulo in 2015 and is now present in 15 cities in the state. In 2023 the 3rd unit was inaugurated in Alphaville, in the municipality of Barueri (SP), with an investment of 1 million reais and the objective of delivering excellent healthcare, with quality, safety and innovation, offering the best structure in clinical analysis services. Located in the Paraíba Valley, Taubaté (SP) also won the brand's second unit in the region.

Since 2018, In Santa Catarina, Sabin has 22 units distributed in 10 cities. In the city of Blumenau (SC), the 14th. unit was inaugurated in 2023, aligned with the new standards established in the Group's integration processes with Hemos, a laboratory acquired in 2021.



ESG Goals

As the first company in Latin America in the diagnostic medicine sector to be signatory of the Global Pact, the Sabin Group has presented affirmative actions to achieve the Sustainable Development Goals (SDGs) in its operations.

In 2023 the company published its ESG agenda with commitments and goals related to environmental,

social and governance aspects prioritizing SDGs 3, 5, 7, 8, 10, 12 and 16.

The goals related to the use of energy from renewable sources were the highlight of the year. The Sabin Group reached the important milestone of 45% of the energy consumed coming from renewable sources yearly.

Governance

Goal

SDG 12:

Publication of the ESG agenda with commitment and goals.

Done

Goal achieved with the publication of the agenda in the 2022 Sustainability Report and in its communication channels.



Environmental

Meta

SDG 7:

Expand the use of energy from renewable sources (KWh consumption) in 2023, increasing 15% in 2023.

Done

Energy usage from of renewable sources in different regions of the country was increased by 31%.



Meta

SDG 12:

Increase the amount of material destined for recycling by at least 5% in 2023.

Done

Materials destined for recycling by the Group in all regions of the country increased of 24.7%.



Social

SDG 3 (3.8):

Increase access to health care for people in situations of social vulnerability by 10% in 2023.

Goal: 4.291 patients

Done

Through the Sabin Institute's programs in all the cities where it operates, 6,948 patients had access to health services.



SDG 3 (3.3):

Increase by 8% the current level of social investment initiatives that seek to confront sexually transmitted diseases, HIV/AIDS and viral hepatitis in 2023.

Goal: R\$ 86.400

Done

The Positivo Fund received an investment of 88,000 reais to mobilize resources through various support financial sources and transfers to organizations throughout the national territory through public notices.



SDG 8 (8.3):

Expand social investment by 10% in initiatives to stimulate entrepreneurship in 2023.

Goal: achieve 7 initiatives

Done

The Sabin Institute invested in 33 initiatives in partnership with education and training of entrepreneurs.



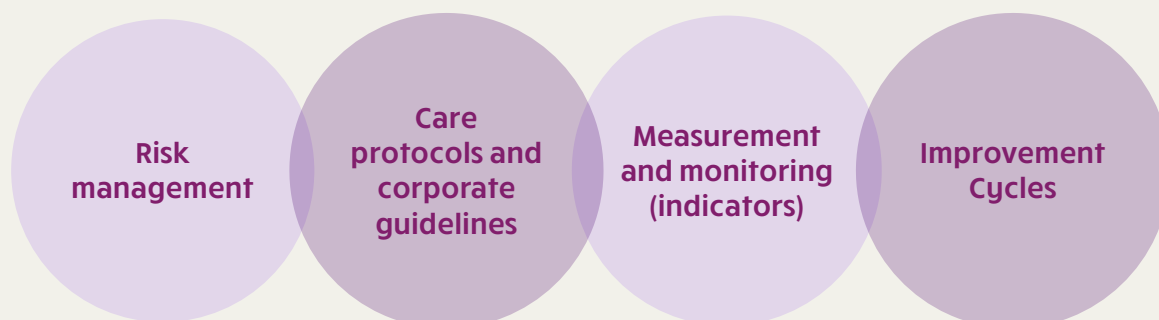
(*) Other results in social aspects are reported in chapter 5, referring to the performance of the Sabin Institute. The medium-term goals are underway with final accountability in the respective years and monitoring of progress in the topics of Diversity and Inclusion (chapter 4) and Environmental Management (chapter 6).

(GRI 3-3)

Quality management

Sabin's Quality Management System (QMS) is responsible for the management of rigorous national and international, internal and external, control programs, which are based on accreditation programs and quality certifications.

The Sabin Group keeps its commitment to patients, employees and its network of relationships safety through the management of processes that control and minimize risks. There are four fronts of action:



Quality Indicators	2022	2023
External Quality Control of Clinical Analysis	98,23 %	97,77 %
Punctuality Clinical Analysis	99,63 %	98,59 %
Rectification of report* (Sigma)	5,2	5,06
Total Handling Time - hours (TAT**)	09:21:00	11:02:00
Adverse Events	0,70 %	0,83 %

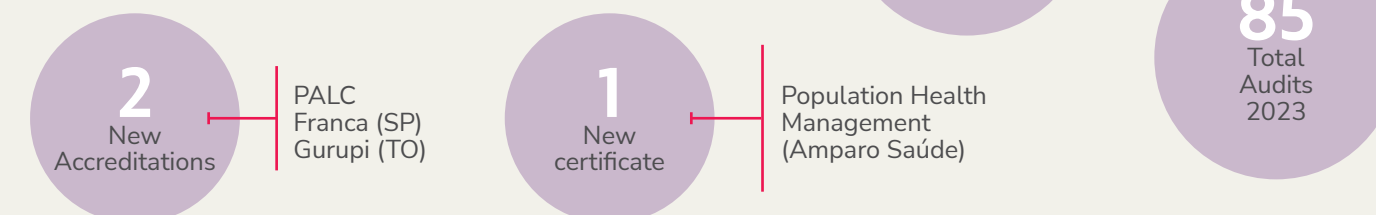
(*) The rectification of the report refers to the Group's average. In 2022, this indicator was limited to the NTO Headquarters, in Brasília (DF).

(**) The total service time indicator applies to all units of the Group's Sabin Diagnostics and Health business.

Certifications, Accreditations and Audits

Certifications and accreditations attest that the Laboratory is able to support physicians in the diagnosis, follow-up, and prevention of several diseases that affect patients' health and quality of life.

To obtain and/or renew seals and certificates, The company undergoes periodic independent audits carried out by professionals linked to the evaluation institutions.



In 2023, the Sabin Group managed 31 Quality Management certificates and 1 Environmental Management certificate, namely:

- **PALC:** 25 accreditation certificates in Brasília (DF), Hospital DFStar Brasília (DF), Hospital Daher Brasília (DF), Hospital Alvorada Brasília (DF), Hospital Home (DF), Belém (PA), Manaus (AM), Anápolis (GO), Uberaba (MG), Uberlândia (MG), Barreiras (BA), Salvador (BA), Blumenau (SC), Florianópolis (SC), Londrina (PR), Maringá (PR), São Caetano do Sul (SP), Campinas (SP), São José dos Campos (SP), Ribeirão Preto (SP), Franca (SP), Palmas (TO), Gurupi (TO), Campo Grande (MS), Cuiabá (MT);
- **PADI:** 3 accreditation certificates in Brasília (DF), Uberaba (MG) and Uberlândia (MG);
- **CAP:** 1 certificate of accreditation at NTO Brasília (DF);
- **DICQ:** 1 certificate of accreditation in Teresina (PI);
- **ISO 9.001 and 14.001:** 1 certification including 9 sites: Anápolis (GO), Barreiras (BA), Brasília (DF), Campo Grande (MS), Manaus (AM), São José dos Campos (SP), Palmas (TO), Salvador (BA) and Uberaba (MG).



It also kept the ISO 31000 seal of conformity in Brasília (DF) and achieved the certification of compliance in Population Health Management at Amparo Saúde.

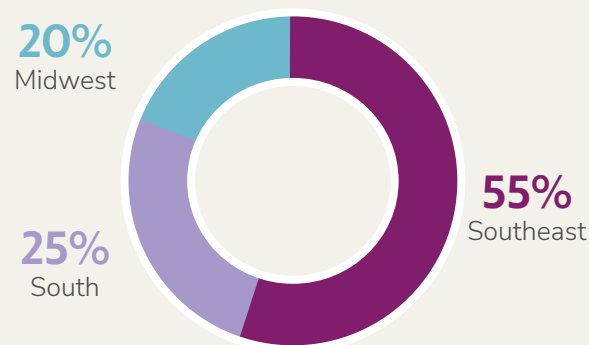


(GRI 2-6)

Suppliers Qualification

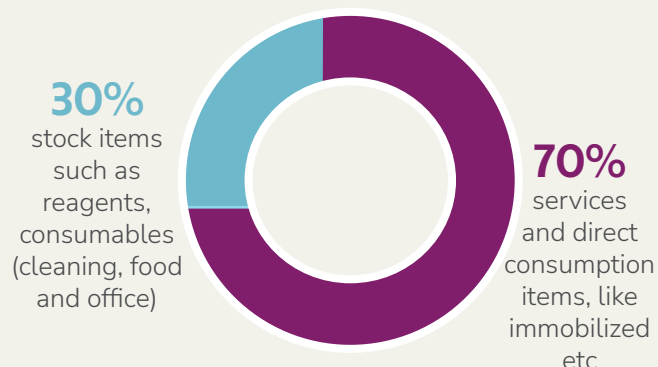
In order to offer health services with excellence, Sabin establishes partnerships with suppliers from north to south of the country and values sustainable performance through the construction of lasting relationships with its service providers, seeking to contribute to the social and economic development of the regions in which it operates.

Suppliers by region



In 2023 the entire process of evaluation and qualification of suppliers was reformulated through the creation and review of documents and implementation of a platform that carries out all public consultations by CNPJ. This platform of active suppliers received 2,750 registrations from companies interested in providing services to the Group.

Type of suppliers



In addition to the hiring of a new platform, technical visits to suppliers were intensified, replacing those who did not meet the requirements. In addition, improvements were implemented in the Supplier Qualification and Evaluation process, such as:

- updating and establishing new policies;
- manual and new forms creation;
- expansion of technical visits to suppliers.



The internal policies related to supplier management establish parameters for the qualification and evaluation of the supplier register, the technical audit and the portfolio report, in addition to the control of documents, products and management of legal documentation services.

The call for pre-registration took place in 11 states, more than 70 interested companies in different regions of the country. The registry prioritizes small and medium-sized construction companies for eventual renovations and maintenance services in the 78 cities where the company is present.

(GRI 3-3)

Innovation

Research & Development

The Sabin Group invests in the development of new diagnostic methodologies through technical and scientific research. The growing demand for health services, driven by the aging population and the increasing prevalence of chronic diseases, is an example of the challenges driving the innovation in diagnostic medicine.

In 2023, as part of Research & Development, the Sabin Group's genomics team intensified the works on the genetic sequencing of rare diseases, including hereditary cancers. The benefits include the definition of more appropriate protocols depending on genetic risk and chemo-prophylaxis, which, in some cases, can prevent or delay the onset of the disease. An example is prostate cancer, in cases where the diagnosis of genetic predisposition syndrome can modify the

recommendations for lifelong screening, increasing the chances of early detection of possible tumors.

A new test was launched in 2023 by the Group, the screening for congenital cytomegalovirus in the cheek test. Sabin's pioneering spirit was internationally recognized at the Annual Scientific Meeting & Clinical Lab Expo in the USA. In addition, Sabin's Genomics sector also included the diagnosis of Spinal Muscular Atrophy (SMA) in the cheek test.

Sabin's research and development team presented groundbreaking studies at the world's largest laboratory medicine congress: the AACC Annual Scientific Meeting & Clinical Lab Expo. The event is hosted by ADLM - Association for Diagnostics & Laboratory Medicine - Institution dedicated to clinical laboratory science applied to medical care, working in professional education, advocacy and promoting collaboration among professionals in the diagnostic medicine segment.





The five papers selected to be presented and discussed at the event were:

- The incorporation of screening for congenital cytomegalovirus into neonatal genetic testing performed on saliva swab: an intersection between human genetics and infectious diseases. The article deals with the incorporation of screening for congenital cytomegalovirus into the cheek test.
- Implementation of rapid detection of Monkeypox during the public health emergency caused by the disease. The specialists of the Operational Technical Nucleus (NTO) central in Brasília (DF) have developed a methodology that detects the Monkeypox virus through genetic material, with specific identification for monkeypox.
- The application of robotic process automation technology to automate the release of pathology results and reduce costs, time, and labor in a clinical laboratory.
- The application of lean methodology in the processing of electrophoresis tests to reduce production time.
- The benchmarking of bioinformatics and molecular tools to copy a number of variants called from the human genome: a detailed view of single exons.



Skyhub.bio

Skyhub.bio, the Sabin Group's innovation hub, acts as an active point of contact between the businesses of large companies and the value propositions developed by startups. Further, on all of the Group's innovation fronts, the hub plays an articulating role, helping from the origination and qualification of the business flow to support the growth of the startups that are receiving investments.

Currently, about 20 startups, in various stages of development, are mentored and prepared to participate and contribute in the curation of health innovation events in Brazil and Latin America, as well as acting as a Venture Builder, focusing on the development of new businesses for Sabin Diagnostics and Health - Genomics, of the Sabin Group.

Corporate Venture

Through the Corporate Venture modality, the Sabin Group invests in Israeli (Qure Fund) and Brazilian (Prontmed and PickCells) startups, using its own resources and also through the Kortex Fund, co-founded with the Fleury Group, in 2020, highlighting 6 companies: Sweetech, Neuralmed, Isa Lab, Nilo, Huna and Klivo.

Open Innovation

In the Open Innovation segment, the hub maintained its work of interaction with the startup ecosystem to generate connections with the company's various business units, serving as a platform for validating new technologies, supporting the design of proofs of concept, co-



creation of solutions and helping startups during their integration, as well as supporting the scalability process of the solutions.

In 2023, for the second consecutive year, the Sabin Group was among the ten health companies that stood out in open innovation programs in the country, in the ranking of the 100 Open Startups, in recognition of fostering innovation in the Brazilian health market through Skyhub.bio.

Currently, the Group has contracts with the following startups: TechBalance (diagnosis of body balance and propensity to fall); VLab (solution

that broadcasts live gestational ultrasound exams to the smartphone); Dr. Physiology (solution that transforms technical and scientific content into simple language for the lay public); Lincon (digital therapy aimed at diabetic patients); Kidopi (platform for the management of exam requests); BloodWorks (a solution that transforms quantitative reports into graphs, making it easier for the patient to understand); Oya (analysis of fertility for Femme Tech Oya Care); Onkos (diagnosis of thyroid cancer); Arvorah (monitored journey for breast cancer patients).

Intrapreneurship

Builders of the Future is the Sabin Group's intrapreneurship program, which aims to promote innovation within the organization, through the contribution of disruptive ideas and improvements in processes and services.

In its initial conception, the program played the role of opening the Strategic Planning, enabling the active contribution of employees in a day of immersion. Between 2014 and 2021, diversified methodologies were adopted and, in 2022, the program was repositioned, expanding its role as a promoter of innovation within the organization.

And, to integrate the organization's strategies and vision of the future and dialogue with its internal audience, in 2023 the event featured the panel "Face to face with the President", a moment of chat between employees and the executive president of the Sabin Group.

Nine years later, in 2023, the program involved employees from all the Group's regional offices and businesses, encouraging proposals for solutions focused on the premise "People at the Center of Strategy". From a platform, the ideas and suggestions for improvements presented are recorded and then evaluated by a committee for inclusion in the company's pipeline of future projects.



Awards & Credits

The awards received by the Sabin Group endorse the company's commitment to the ESG agenda and the highest standards of business excellence.

There were more than 30 recognitions received by the Sabin Group in 2023, that

are grounded on annual surveys of employees and stakeholders, providing a comprehensive understanding of the perceptions of these stakeholders and improving Sabin's management.

People Management

- 2nd place GPTW, Diagnostic Medicine category – GPTW;
- 20th place GPTW Ethnic/Racial Diversity, GPTW;
- 19th place GPTW Diversity Woman, GPTW;
- 2nd place GPTW Midwest, Large Companies category, GPTW;
- 15th place GPTW MG, Medium and Large Companies category, GPTW;
- 6th place GPTW Bahia, Medium and Large Companies category, GPTW;
- Highlight Think Work Flash Innovations Award, Health and Quality Of Life category, Think Work;



- 11th place Most Amazing Health Services, Category: Health - FIA/UOL;
- Among the best companies to work for in Brazil, Large Companies category, GPTW National;
- 1st place Brasília Human Being Award, Humanized Culture category - ABRH -DF;
- 3rd place GPTW North, Medium Companies category - GPTW;
- 1st place Ethos Research, Health category - Ethos Institute and Época Negócios;
- Women in Leadership, Health Services category - ONG Will Women and Valor Econômico.



Governance/Management/Innovation/ESG

- 1st place Época Negócios 360º award, People and Sector category - Época Negócios;
- 5th place in the EXAME Best & Biggest award, Health and Health Services category - Exame/IBMEC;
- Among the best in the Valor 1000 award, Medical Services category - Valor Econômico;
- 10th place in the Valor Innovation award, Medical Services category-Valor Econômico;
- 8th place 100 Open Startups Award 2023 - Open Startups;
- 1st place Eco 40 Years AMCHAM Award, category Sustainability Practices in Processes - AMCHAM;
- Humanized Research, Featured category Health at AA Rating – Instituto Humanizadas;
- 1st Place in the Serpro Privacy and Privacy Award Data Protection 2023 – Serpro (DF);
- 2nd place Reclame Aqui Award, Health, Laboratory and Image category - Reclame Aqui.



R&D – Technical Works and Quality

- 1st place, Best AACC Paper - Diagnosis of Spinal Muscular Atrophy (SMA) in the Cheek Test, category Health Scientific Papers - American Association for Clinical Chemistry (AACC);
- 1st place PNCQ award – Best Work on Quality Control, Clinical Analysis Laboratory category - Brazilian Congress of Clinical Analysis.

Regional Credits

- 1st place in the Benchmarking Saúde Salvador award, in the Diagnostic Medicine category - Bahia Econômica;
- 1st place in the Unforgettable Brands Award – Piauí, Organizational Excellence category - Portal O Dia;
- 1st place Top of Mind Uberlândia award, Diagnostic Medicine category - TV Integração/ Globo;
- 1st place Top of Mind Brasília award, Clinical Analysis Laboratory category - Jornal de Brasília;
- 1st place in the Business Merit Award, category Business - CDL Araguari (MG);
- Gender Equality Seal Campo Grande (MS) - Secretariat of Women's Equality of Campo Grande (MS);
- Ethnic-Racial Diversity Seal Award, Commitment Company category - Municipal Secretariat of Reparation of Salvador (BA)/ (SEMUR).

Honors and Credits

- 1st place Tarsila do Amaral Award, category Entrepreneurship / Janete Ribeiro Vaz and Sandra Soares Costa (co-founders) - Commercial Association of São Paulo (ACSP)/ Council of Women Entrepreneurs and Culture (CMEC/FACESP);
- 1st place award 100 Most Influential in Health – Janete Ribeiro Vaz, Health category - Grupo Mídia;
- CEO and HR Award Recognition more admired in Brazil, Professionals category Lídia Abdalla and Marly Vidal - HR Management Group;
- Merit Recognition of the National Mercantile Registry, granted to Janete Ribeiro Vaz - FENAJU (PI).



Governance and growth

A journey of Business Governance, Expansion and Diversification

Over the last 10 years, Sabin Diagnostic Medicine has doubled its number of service units in the diagnostic medicine segment, consolidating its national presence in the five regions of the country and expanding access to quality health services for the population.

Created 40 years ago by the entrepreneurial initiative of biochemists Janete Vaz and Sandra Soares Costa, Sabin has become a reference group in health services in Brazil and is recognized for its technical-scientific excellence and humanized service, placing people at the center of the strategy. In 2023, the company reached 350 units in operation in 78 Brazilian cities, located in 14 states and the DF.



Employees

2.228
2013

7.002
2023



Units

123
2013

350
2023



Federative units (FUs)

6
States and the DF
2013

14
States and the DF
2023

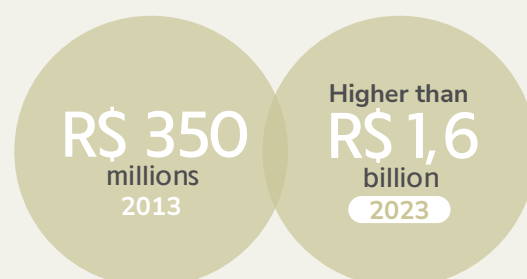


Currently, it is among the three largest diagnostic medicine companies in the country and among the 500 largest companies in Brazil. The bold national growth plan began in 2012 and had three strategic axes that were the fundamental bases for the company to achieve these milestones. Among these axes, the implementation of the corporate governance model as of 2013; the geographic expansion from north to south of the country, based on the organic and inorganic growth of its operations; and business diversification, in addition to diagnostic medicine.

In this way, the company has also become a protagonist in the economic development of several Brazilian County, in the generation of direct and indirect jobs, in the payment of taxes, in the investment of new structures and service units, as well as in the support of various projects and social actions, through the Sabin Institute.



Gross Revenue



In 2024, the Group completes four decades of dedication to health and people, consolidating a trajectory of several programs and projects implemented that has made it a reference in health in Brazil and Latin America (see *timeline for decades at the end of this chapter*).

(GRI 2-9, 2-10, 2-11)

Corporate Governance

In 2023 the Sabin Group completed the 10-year cycle of implementation of its corporate governance model, based on the principles of integrity, transparency, equity, accountability and sustainability, which guide all of the Group's business practices.

In 2010 the company had the support of Fundação Dom Cabral (FDC) to implement its governance model in order to sustain the Group's growth plans. At the time, Sabin already had more than 60 units in the country and the health sector was going through a moment of intense consolidation, with several mergers and acquisitions taking place.

In 2013 the Board of Directors and Family Councils were implemented, in addition to the committees that advise on strategic decision-making. The two founding partners became members of the Board

and to take turns every two years in the positions of president and vice-president. This Board is composed of six members: the two founding partners, two directors appointed by the families and two external directors.



Board of Directors of the Sabin Group

Chairman
Sandra Soares Costa

Vice Chairman
Janete Ribeiro Vaz

Counsellors

Gabriel Soares Costa

José Márcio Diniz

Leandro Vaz

Newton Garzon

Biochemist and pharmacist Lídia Abdalla, a career professional at the company, assumed the presidency of the Group in 2014 and structured the Executive Board for business management.

In addition to guiding the company's strategy and monitoring its results, the Board also monitors the progress of issues raised by the various stakeholders.

Whenever pertinent, the Board's Advisory Committees include concerns on the discussion agenda received through the dialogue channels and previously dealt with in specific forums, such as the areas of Medical Relations, Relationship with Operators, Scientific Advisory, Customer Council and the Talk to the President channel, among others. (GRI 2-16, 2-26)

The good governance practices already implemented by the Group are: shareholders' agreement; financial governance policies; capital constitution and relationship with financial institutions; audit, compliance and risk and human capital committees; and integrity program and formal provisions for compliance with the code of ethical conduct.

The group's annual financial statements are certified by auditors in accordance with the accounting standards adopted in Brazil (BRGAAP), considering pronouncements, guidelines and interpretations issued by the Committee of Accounting Pronouncements (CPCs), approved by the Brazilian Securities and Exchange Commission (CVM) and by the provisions contained in the Brazilian Corporation Laws, observing, above all, the disclosure required by ESG practice.

Board of Executive Directors

Chief Executive Officer
Lídia Abdalla

Director of Institutional Relations and Corporate Communications
Andrea Pinheiro

Market Relations Officer
Bruno Ganem Siqueira

Technical Director of Expansion
Cyra Araújo

Administrative Director of Expansion
Guilherme Oliveira

Chief Financial Officer
José Francisco Viana

Administrative and People Director
Marly Vidal

Technical Director
Rafael Jácomo

Deputy Chief Financial Officer
Renata Castellani da Silva



(GRI 2-9)

Support Committees to the Board of Directors

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



(GRI 2-24)

Strategic Objectives

The Sabin Group's Strategic Planning annually establishes the Structured Project for Growth (PEC), outlining short, medium and long-term strategic milestones. These milestones are guided by the company's vision, as well as reflected in the strategy narrative and strategic focuses, which consolidate the Group's operations.

For the 2023 cycle, the Sabin Group sought to advance its expansion strategy from the cities where it is currently present, maintaining its organizational culture, standard of excellence and humanization, in addition to expanding the customer base and journey, strengthening integration of its business, always keeping people at the center of the strategy and seeking greater efficiency and sustainability.

Given the country's economic scenario, the health sector sought alternatives to recover financial balance due to the economic impacts of the pandemic on the health chain. The Sabin Group focused its efforts on operational and financial efficiency in the face of the mapped business risks.



Strategic Focuses 2023



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

Integrity and risk

The Sabin Group's Integrity Program is the commitment of management, aiming to ensure compliance and ethical requirements, as well as the adoption of good practices in their relationships. Its content brings together the internal regulations and procedures that ensure compliance with the laws and responsible business conduct. A series of training sessions carried out during the integration of new employees and in periodic recycling qualify the teams in their daily performance, disseminating roles and responsibilities, and also define levels of escalation of decision-making and clarification on listening channels, such as Talk to the Presidency, Whistleblowing Channel and the Ombudsman's Office.

The year 2023 brought challenges for the health sector from a regulatory point of view, mainly due to the enforcement of RDC 786/2023, which allows exams to be carried out in pharmacies, as well as in clinical offices. Another impact factor was the new legislation that defines the new nursing floor and the advancement of tax reform.

Some risk issues related to health operators impacted the business throughout 2023, such as the de-accreditation of some services and units; the expansion of the verticalization movements of hospitals and the increase in delinquency, evidencing greater operational efforts in some regional offices and operations of the Group.

To prevent, mitigate and establish barriers to the respective strategic risks mapped, the Group has invested in: strategic partnerships, diversification and scalability of new business models to seek to reduce the concentration of paying sources; redesign of processes and implementation of technologies for operational efficiency

and digital transformation; making new investments in IT security infrastructure and expanding management and contingency plans for cyberattacks.

Compliance with ISO 31000, referring to risk management, attests to compliance with the standard since 2015 with regard to governance, senior management performance and planned strategy. The Group's risks are classified according to the following types: environmental, assistance, operational, legal, economic-financial, market, compliance, strategic and image/reputational.

The Group has a risk management system that monitors opportunities and risks relevant to the maintenance of the business, which includes the Risk Management Policy and its consequences in the operation, supported by Inventory, Matrix (reviewed annually and contains the identification, qualification and scale of probability x

severity), classification of risks and respective action plans for prevention and control, mitigation, barriers and contingency plans.

The Sabin Group operates in compliance with the General Data Protection Law

(LGPD) and defined, in its Privacy Policy, the processing of personal data of customers, employees, suppliers and partners with the commitment to ensure the confidentiality and security of all personal data during the provision of services and other activities inherent to the business.

On the company's website, the [Privacy Portal](#) is available to manage the demands of customers and employees in the exercise of their rights, allowing a service on a larger scale and with greater agility. During the year, 1,658 services were made through the portal for the exercise of the rights of the holders. In addition to this channel, questions or other issues related to data protection can be sent to the Privacy team by e-mails: encarregado@sabin.com.br and privacidade@sabin.com.br.

The risk of cyberattacks and data breaches are mapped in the organization's strategic and operational risk matrix with protocols and tools for prevention, mitigation, and elimination, as well as the assessment of the causes, the risk event, and its impacts.

In March 2023, Sabin was the victim of a ransomware cyberattack with no impact on business continuity. The attack was immediately contained and investigated with the help of an external advisory specialized in the area of information security. In the investigation, it was identified that information from Sabin was available in the dark web (less than 0.01% of all data stored by the company). Based on this fact, an international consultancy was hired to assist in the investigation, which is still



ongoing given the complexity of the work involved. Data related to people who have a relationship with Sabin (such as patients and employees) are included in the volume of data made available. The incident was reported to the civil police and the National Data Protection Authority and the update on the evolution of the work was disclosed through a [Material Fact](#) and individual communication to the impacted data subjects.

Security protocols and internal controls focused on the protection of informational assets, personal data, and technology devices and systems are properly established and have proven to be efficient in dealing with reported cyberattacks. Containment of the incident and possible damage and investigation of the roots and extent of events were made possible through the immediate activation of such protocols.

In order to strengthen and expand information security, and in view of





this incident that occurred in 2023 that resulted in a data breach, the Group implemented several actions, such as: the implementation of a new edge firewall and datacenter; the review of backup and remote access policies; the increase in the Information Security team; the implementation of a new security solution with AI to protect network-connected devices; the publication of booklets and the implementation of new training for information security, as well as the strengthening of business continuity plans in contingency operations. Other awareness and training actions were also carried out during the year, such as the onboarding of new employees with the theme of cyber risks, the LGPD Talks and the Privacy and Information Security Week, which were attended by 1.770 participants.

As a result of the implementation of data protection policies and procedures, the Sabin Group was recognized for its LGPD compliance practices with the 2nd Serpro Privacy and Data Protection Award, which aims to recognize the best practices in data protection at the national level.

Ethics and transparency

Sabin's work has always been guided by ethics and transparency. The company adopts the best Corporate Governance practices recommended by recognized institutions in the market, such as the Brazilian Institute of Corporate Governance (IBGC).

The publication of the annual financial statements on the institution's website, the Material Facts, in addition to the leadership's statements to the press and at industry events, evidences the Sabin Group's commitment to transparency, giving scope to the disclosure of corporate data as a commitment to the ESG agenda and in response to the needs of all its stakeholders.

The publication of the 2021 and 2022 Sustainability reports, based on the guidelines of the Global Reporting Initiative (GRI), based on the construction of the materiality matrix, and the "Talk to the President" channel reinforce the company's stance transparency and openness to dialogue. The site also reserves separate areas for customer service, doctors, press and other stakeholders, in order to facilitate communication.



Code of Conduct

The Sabin Group's [Code of Conduct](#) establishes the beliefs, values and expected behaviors, as well as guides the actions and corporate decisions, and applies to all its internal and external stakeholders, such as: directors, employees, doctors, suppliers and service providers.

Available in print and digitally, the Code is constantly updated and disseminated through periodic internal and external communication campaigns.

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

(GRI 3-3)

Expansion and Diversification

Over the past 10 years, Sabin's expansion has undergone a process of organic and non-organic growth, totaling more than 30 acquisitions. Currently, the company is present in 14 states, in addition to the DF, and operates in 78 Brazilian cities.

In addition to expanding territorially, the Group diversified its portfolio of services for primary health care (Amparo Saúde) and launched its own digital platform (Rita Saúde), which expands access to quality health services. In this cycle, investments in innovation were directed to digital transformation, open innovation and the area of genomics.

After a decade of intense expansion and the process of integrating the different businesses, another important milestone



in 2023 was the construction of the health ecosystem, consolidating the business brands Sabin Diagnóstico e Saúde, Amparo Saúde and Rita Saúde, as well as the Sabin Institute and Skyhub.bio. The Sabin Group corporate brand has become a protagonist in the healthcare ecosystem, reinforcing its commitment to the evolution of health and care that has inspired not only its employees, but also inspires all its stakeholders to take care of people, communities, businesses and the planet.

The Sabin Group's 40-year business journey

1ST DECADE

1984/1994

1984



- Foundation of the Sabin Laboratory in the city of Brasília (DF).

1994



- 3 clinical analysis service units in Brasília (DF).

2ND DECADE

1995/2004

1999

- New headquarters with the expansion of the Operational Technical Center.
- Implementation of the ISO 9001, Certification attesting to the quality management system.



2001



- Implementation of the quality control of the excellence program for medical laboratories / PELM.



1990

- Pioneer in the Midwest providing reports and exam records with online access (Laboratory Information System).



2000

- Implementation of the Clinical Laboratory Accreditation Program (PALC), which attests the quality of laboratory services.
- 28 service units in the clinical analysis service in Brasília (DF).

2004



3RD DECADE

2005/2014

2005

- Foundation of the Sabin Institute, in Brasília (DF).



2008



- Inauguration of the immunization/ vaccines service in the DF.

2012

- Expansion to Manaus (AM) and acquisitions in Uberaba (MG), Palmas (TO), Bahia and Belém (PA).

2014

- GPTW Best Company to Work For Award, 9th place nationally and among the 100 best in Latin America.
- 180 service units in several cities in Brazil.

- Signatory to the UN Global Pact.



2007

- Implantation ISO 14001, Standard that establishes environmental management standards.



2010

- Expansion to the cities of Anápolis (GO) and Barreiras (BA).

- Implementation of the Corporate Governance structure.

2013

4TH DECADE

2015/2023

2015

- Implementation of the standard ISO 31000 (risk management), being the 1st laboratory in Brazil.
- Expansion with acquisitions in Uberlândia (MG) and Campo Grande (MS), São José dos Campos (SP) and diagnostic imaging and executive check-up services.

2017

- New headquarters and central Technical Operational Center in Brasília (DF) with the Leed Gold Seal Sustainable Buildings.
- Expansion to the cities of Florianópolis, Imbituba and Garopaba (SC).
- Acquisition in the city of Franca (SP).



- Sabin service units present in the 5 regions of Brazil.
- Acquisition of imaging services in Uberaba (MG) and Salvador (BA), and acquisitions in the cities of Campinas (SP), Londrina (PR) and Ribeirão Preto (SP).
- Signatory of the UN Women's Empowerment 7 Principles.



2016

- Implementation of the Genomics area offering new genetic tests and screening tests.
- Acquisitions in the cities of Maringá (PR), São Caetano do Sul (SP) and Osasco (SP). Expansion to Barueri (SP) and diagnostic imaging services in Brasília (DF).

2018

4TH DECADE

2015/2023

2019

- Acquisitions in the cities of Cuiabá (MT), Dourados (MS) and expansion to the city of Boa Vista (RR).
- Entry into the Free Energy Market, in the headquarters building of Brasília (DF).
- CAP International Certification (College of American Pathologists).



2021

- Launch of the Rita Saúde integrative health platform and acquisition of Amparo Saúde, a Primary Health Care company (APS).
- Acquisitions in the cities of Tangará da Serra (MT), Blumenau (SC) and Gurupi (TO).
- Installation of the new Sewage Treatment Plant and water reuse in Brasília (DF).
- Launch of the sustainability report based on GRI standards.

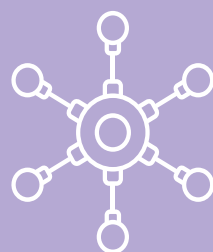


2023

- Implementation of the Cheek genetic test (the most comprehensive screening on the market).
- Implementation of the migration project to renewable energy sources in 113 units in the DF.



- Launch of the Sabin Group Healthcare Ecosystem.
- 350 service units in the five regions of Brazil.



- Launch of Sky.Hub, innovation hub and co-founding of the corporate venture capital (Kortex) in partnership with Fleury.

2020

- COVID-19 Screening Pioneers Gold Standard Research.
- 296 service units in the 5 regions of Brazil.



- Launch of new genetic tests, such as AME Diagnosis in the Cheek Test screening and SCID Exam in the Heel Test screening.

2022

- Acquisitions in the state of Piauí and Maranhão and the metropolitan region of Campinas (SP).





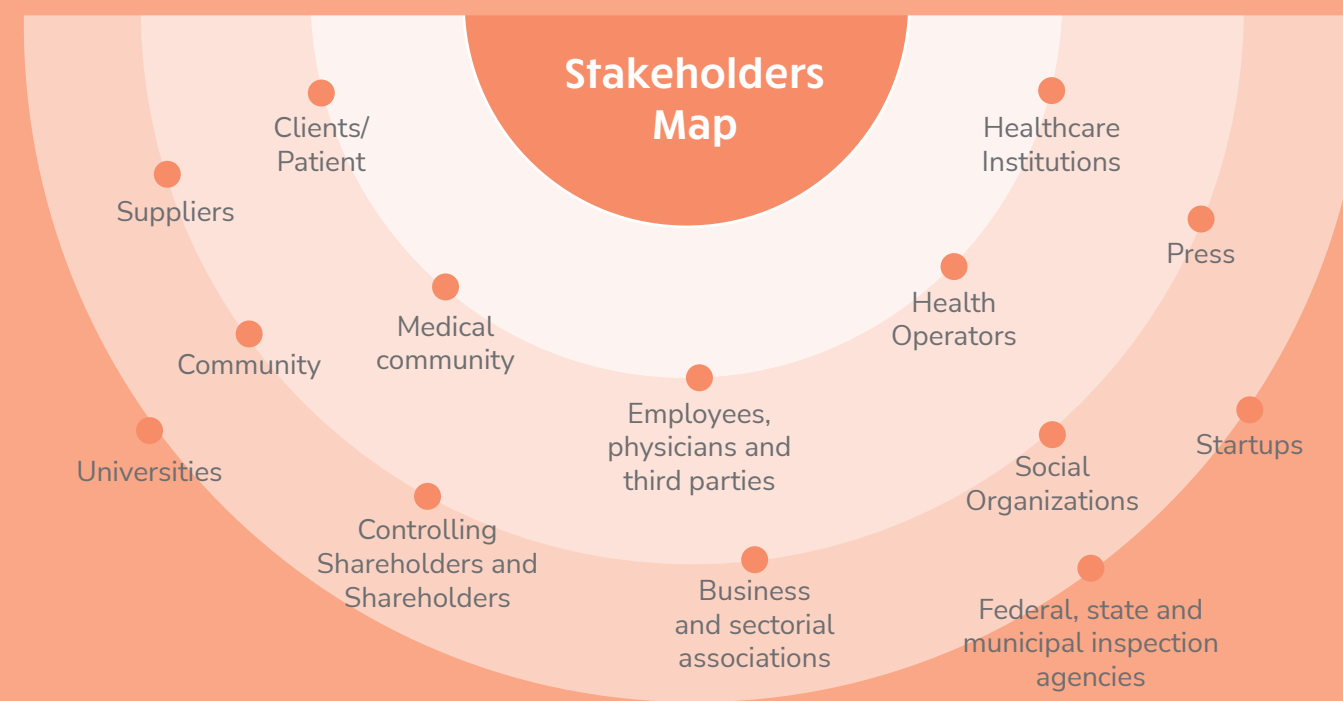
Delivering value to stakeholders

People at the heart of the strategy

(GRI 2-29)

In its more than four decades of operation, the Sabin Group fulfills its commitment to offer health services with excellence and with value delivery for all its stakeholders:

shareholders, customers, employees, suppliers, doctors, health operators and institutions, communities, the press, social organizations, universities and government.



Communication and reputation management

Among the pillars of the Group's management is the relationship and institutional communication with all stakeholders, highlighting its entrepreneurial and business profile, strategic movements and the actions of the brands through its service channels, products and services.

The Sabin Group's corporate communication strategies strengthen and protect its business reputation, which, in 2023, reached a rate of 95.6%. Based on the consistency between the discourse, the organizational purpose and the attitudes and practices adopted by the company in its relations with its stakeholders, the reputation monitoring is done through the monitoring of articles and spaces conquered in the media, and by the monitoring of indicators on social networks in relation to the company's conduct in the market, in addition to satisfaction with the services and service offered to the population.



As a reference in health and with a clear and genuine position on topics related to the ESG agenda, since 2007, the Group has published a Sustainability Report. And as of 2021, the reports were based on the guidelines of the Global Reporting Initiative (GRI), based on the construction of the materiality matrix, translating the transparency of its activity and respect for stakeholders.

The Sabin Group communicates its business actions on the LinkedIn company's page where, in 2023, it reached 174.000 followers. From its corporate communication policy and its commitment to transparency, accountability and compliance, the Group conducts a wide range of announcements of material facts, as well as investments, acquisitions, expansion of its business, services, geographic footprint and ESG aspects on its website and in press releases.

Stakeholders' perception

Since 2020, the Sabin Group has been part of the more than 800 companies in the country that annually apply to Humanized Research, in response to SDGs 16 and 17. Humanized Research is pioneer and reference in the evaluation of multiple stakeholders, levels of awareness in business and follows a model of generating shared value for stakeholders: leaders, employees, customers, partners and society.

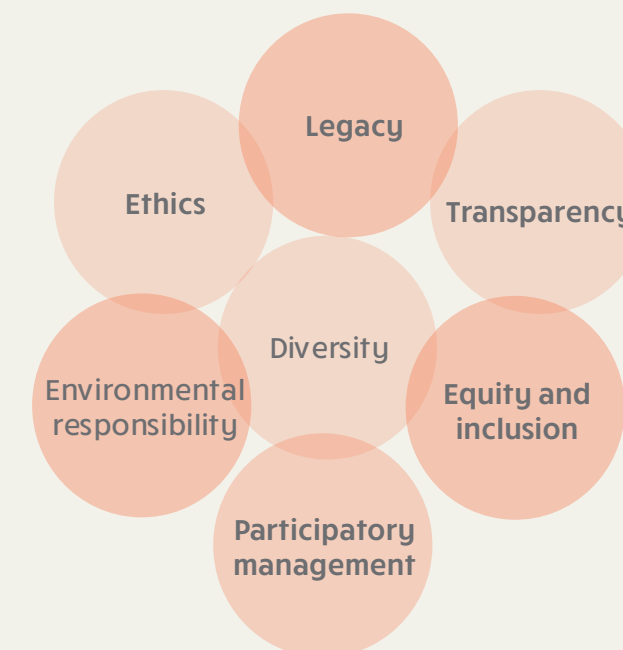
Assessing the quality of relationships with stakeholders, considering positive and negative aspects, allows you to develop an integrated vision and create efficient and responsible strategies, promoting sustainable growth and expanded prosperity. With a total score of 84% and more than 1,400 people involved, the 2023 survey cycle demonstrated the Group's involvement, connection, and commitment to the stakeholders with whom it relates.



Humanized Research



The survey revealed important points of improvement and opportunities, and valued the strengthening of relationships, increasing the trust and loyalty of stakeholders by engaging them in the aligned themes the Group's strategies. The indicators addressed in the survey and answered by the stakeholders showed the Sabin Group's commitment to important issues of the ESG agenda with a score above 80%, namely:





(GRI 2-29)

Clients

People at the center of care

The Sabin Group has defined its strategy for expanding and consolidating the integration of acquisitions made in recent years, based on the standard of excellence and the humanization of its relationships. In 2023, the Group kept its focus on the best customer service experience in its units, the look, attention and effective care that are in the company's DNA.

Sabin invested in solutions that would assure its stakeholders about the reliability of its services, as well as accelerated its innovative projects, providing access to excellent healthcare in the cities where it operates. The adoption of intelligent technologies, based on agile deliveries, were pillars for the development and improvement of its digital service platforms, without losing sight of the human character.



The service channels were structured to increase efficiency with the best patient experience in the units and in the e-commerce platforms, with the main highlights:

- Expansion of the portfolio of tests and vaccines offered in the virtual store.
- Integrated service between virtual store and physical units, in which the services purchased online were made available for performance at Sabin units or at home.
- Expansion of the mobile service for vaccinations and exams in other regions of the country.
- Implementation of pre-registration of online exams to speed up customer service time at physical units.

Customer Experience Center (NEC)

The humanization of service is an intrinsic characteristic of the Group and the proximity to the people who seek its products and services it's a priority for Sabin. The Customer Experience Center (NEC) consists in a multidisciplinary team that works with a deep look at customer experience indicators and throughout the year, implement improvements in some processes, such as the revision of the Customer Opinion Survey, improvement in the management of current indicators and inclusion of new ones in the measurement of the customer experience, in addition to readjustment of customer service to the new accessibility standard for conversion into Libras in the telephone exchange, in compliance with the SAC law (Decree Law 11.034/22).

Indicators*

	2022	2023
Customers served	6.332.891	6.177.699
Exams performed	64.442.450	69.418.653

(*) do not include support services, Rita Saúde and Amparo Saúde.

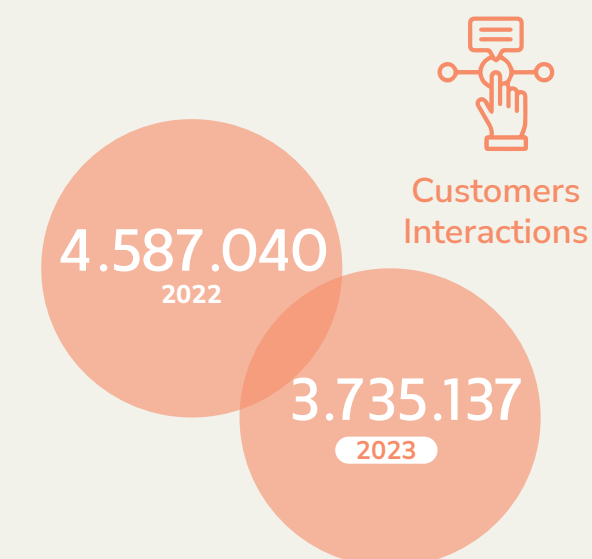
The Group maintained the high satisfaction rate of the last 3 years, and achieved a 91% rating in the NPS survey, which evaluates the service provided and the approval of customers.

The actions implemented in the Group's service and ombudsman channels, in addition to reviewing processes that ensure safety in customer service, reflected the high level of excellence reported in the 2023 survey.

Satisfaction

	2022	2023
Satisfaction Rating (CSAT)	97%	94%
Net Promoter Score (NPS)	86%	91%

During 2023, the company monitored the indicators of the customer interaction channels. There are several means of listening and contact, such as the Call Center, the online SAC (sabin.com.br) and social networks (Instagram, Facebook, TikTok, Youtube X/Twitter, LinkedIn):



The total number of customer interactions in 2023 has been returning to the average volume of years prior to the Covid-19 pandemic, which began in 2020. The company also provides other channels to receive suggestions, doubts, compliments, requests and complaints, namely:

- WhatsApp
- Mobile App (App Sabin)
- Post Service Satisfaction Survey
- Sabin Diagnostics & Health Page on the website Reclame Aqui

In 2023, the service channel via WhatsApp was unified in all regions where the Group operates, with the implementation of significant improvements in the flow of Communication and the availability of new features, maintaining the commitment to provide an integrated, agile and personalized experience to customers.

(GRI 2-16)

Ombudsman and complaint management

The Sabin Group Ombudsman's Office is a channel for listening and dealing with complaints, suggestions, requests and compliments. In this channel, customers report their experience in the service at our units, in addition to clarifying their doubts about our service.

For the second consecutive year, the Group received the Reclame Aqui 2023 Award, in the "Health – Laboratory and Image" category, a recognition that reinforces the mission of offering health services with excellence and the commitment to the evolution of services for the population. The award considers the reputation of the companies through the votes of users collected on its own platform for companies with better levels of customer service.

To improve the management of customer complaints, the Group has adopted a registration and traceability system, in which concentrated complaints coming from the service channels, social networks, website and the Sabin page on the website Reclame Aqui.



(GRI 2-16)

Customer Council

The Customer Council is a forum for interaction and hearing of the Sabin Group, which connects the business with the needs and perceptions of the customer, offering a space for active participation and co-creation to chosen clients, which are chosen based on representative criteria of service in the units of the various cities where they operate, with national coverage and a term of office valid for one year, with one reelection allowed.

In 2023, new customer selection criteria were implemented, ensuring an increase in the diversity of participating members, such as the expansion of the age range and the type of service channel (digital and physical) used by the selected members in the services provided by the Group.

In the 2023 financial year, the Group had members from the cities of Brasília (DF), Florianópolis (SC), Ribeirão Preto (SP), São José dos Campos (SP) and Uberaba (MG).



The main topics pointed out by the members of the board and brought to the attention of the Group were:

- Mobile Service Scheduling with process improvement to speed up service.
- Inclusion of in-app notification about vaccination campaigns and required vaccines.
- Inclusion of specific exams in the pre-nuptial for couples who wish to have children so that they can seek professional guidance in case of any incompatibility.

(GRI 3-3)

Patient Safety Center (NSP)

The Patient Safety Center establishes the best practices in the customer care journey within the care units to ensure safety in the services offered by the company. The protocols adopted are based on global guidelines and applied to all health services offered. The Center is also responsible for disseminating updated content to employees, who must ensure the execution of patient care and safety protocols. These practices and processes are endorsed by external certifying institutions and national and international accreditors.

Among the patient's rights established by the Center are: accessibility, privacy, security, dignity and respect for diversity, total confidentiality of personal information and consent of the procedure to be carried out, when applicable. The actions and process improvements conducted in 2023 were:

- Creation of the Patient Safety Trail on the Unisabin portal and availability of the first aid course for employees of the technical area;
- Implementation of new indicators for the Diagnostic Imaging service and update of technical protocols of the service;
- Definition of the Firearms Carrying Policy and disclosure to patients;
- Availability of the AVR 2023 Course for radiologists;
- Dissemination of activities carried out by the Nucleus for all employees;
- Strengthening of techno vigilance and pharmacovigilance;
- Update and disclosure of the patient's rights and duties policy for all the Group's businesses, on the Unisabin Platform.





(GRI 2-29)

Medical community and healthcare professionals

Knowledge and technical-scientific support

Through the medical service channel, Sabin provided personalized services to the medical community, contributing to meeting their needs for information and technical content. In 2023, around 2,828 thousand interactions were carried out through this channel.

In addition, Sabin offers a technical-scientific advisory team composed of physicians, biochemists and biomedical professionals dedicated to the discussion of cases and consultation of reference values for patient examinations in all regions in which it operates. With a network of more than 370 physicians, biomedical and biochemists, Sabin shares knowledge such as Speaker and moderator of several forums and congresses. In 2023, 440 technical forums aimed at health professionals for scientific updating were promoted in several cities where the Group operates, including: Anápolis (GO), Brasília (DF), Cuiabá (MT), Florianópolis (SC), Palmas (TO), Salvador (BA) and Uberlândia (MG).



(GRI 2-29)

Health operators, self-health enterprises and companies

Contribution to the sustainability of the health sector

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

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

The company also supported several events that brought together self-managers and operators to discuss the transformation of the health sector in Brazil with the aim of stimulating increasingly efficient and effective solutions within the context of digital transformation and focusing on humanization in care, patient care and clinical outcome.



(GRI 2-29)

Suppliers

Growth with the producer chain

To deliver excellence and quality in its services, Sabin seeks to establish sustainable partnerships with suppliers committed to the same values and ethical conduct. The approach to supplier qualification is based on technical and behavioral requirements, according to the Group's culture and with respect for the healthcare value chain, which prioritizes patient's needs.

The company participates in open innovation projects and programs with suppliers and shares with its network good management practices in national and international meetings, in addition to training on technical aspects and compliance.

In 2023, among the actions aimed at this group of stakeholders, the review of supplier qualification and evaluation policies stands out with the implementation of new protocols, manuals, as well as a platform for public consultations by CNPJ and the expansion of technical visits to these companies.

(GRI 2-28, 2-29)

Business and industry associations and business movements

Protagonism in the sectoral and business ecosystem

The Sabin Group has an active participation in some of the most relevant entities and associations to collaborate with technical knowledge and contribute to the growth and strengthening of the business and health sector ecosystems, stimulating debate and updating on the health and corporate governance segment.

- Brazilian Association of Diagnostic Medicine (ABRAMED)
- Brazilian Society of Clinical Pathology (SBPC)
- Brazilian Society of Clinical Analysis (SBAC)
- Brazilian Association of Diagnostic Imaging Clinics (ABCDI);
- Brazilian Association of Vaccine Clinics (ABCVac)
- Brazilian College of Radiology (CBR)
- Digital Health Brazil Association (SDB)
- Alliance for Population Health (ASAP)
- Health Coalition Institute (ICOS)
- Brazilian Institute of Corporate Governance (IBGC)
- American Chamber of Commerce (AMCHAM)
- Brazilian Association of Human Resources (ABRH)
- Brazilian College of Health Executives (CBEXs)
- Digital Inclusion Movement (ABO20/MID)
- Pan-Amazonia Association
- Brazilian Institute of Business Hospitality (IBHE)
- WTC Business Club



The Group is part of important business initiatives and movements that seek to contribute to the growth and Development of the business ecosystem:

- The UN Global Pact, as a signatory company since 2007, has also committed to the 7 Principles of Women's Empowerment, established by UN Women. The company also supports the Women Lead 2030 movement, which includes more than 1,500 companies with actions committed to actions for more women to occupy senior leadership positions and Mente em Foco, which brings together companies with structuring mental health programs.
- Movimento Mulher 360 (Women 360 Movement), which stimulates the business ecosystem in actions aimed at expanding women's space in companies and in leadership positions.
- WEConnect, which encourages female entrepreneurship and positive impacts on the supply chain of various segments, considering the aspects of diversity and inclusion.



(GRI 2-29)

Community and social organizations

Social and environmental responsibility

In 2023, prevention and solidarity actions were highlights in the company's mobilization campaigns.

In the month of International Women's Day, Sabin invited women of renown and national knowledge to a great conversation about equity, sisterhood and women's empowerment, such as Dr. Jaqueline Goes, the first scientist in the world to sequence the genome of the SARS-CoV-2 virus after the first case of Covid-19 in Brazil, in addition to other important female figures who contributed to advances in health.

The Group promoted the collection hair for women undergoing breast cancer treatment, engaging Brasília's collaborators.



In all, more than 150 units of hair were donated to the Women's Network to Fight Cancer in Brasília and, in partnership with the Sabin Institute, 150 packages of exams were also donated laboratory programs for women in vulnerable situations. On the anniversary of Brasília (DF), the campaign told the story of characters and clients from the federal capital who shared testimonies about their stories of love and transformation in the city.

The "Colors of Sabin Prevention" campaign invited renowned clients in their segments of activity in the city of Brasília (DF) to tell their stories of discovery and treatment of breast cancer, prostate cancer and Sexually Transmitted Infections diseases, during the Pink October, Blue November and Red December campaigns, transforming the exams of each character into works of art to reframe the experiences lived by them.

The Group's e-commerce platform, with the aim of providing access to health with quality services, offered the The Sabin Institute donated laboratory and imaging tests to more than 2,000 people in vulnerable situations.

In partnership with Dr. Ana Escobar, editor, columnist, professor, pediatrician for more than 40 years and member of the Board of Directors of the Center for Childhood Development of the Faculty of Medicine of the University of São Paulo (FMUSP), topics on the raising awareness of the importance of keeping the vaccination card up to date, through videos and posts on social networks.

Also in 2023, the Sabin Group and the Sabin Institute joined forces to promote the "Adopt a Letter" campaign, where Sabin employees were encouraged to adopt letters written by children and teenagers by supported social institutions. More than 440 children benefited in 3 social institutions of the DF: Maria de Nazaré, Bem-Me-Quer Nursery and Shelter Our Home.

Sabin's Blog has become a source information for the population about health care, with 243 contents produced in the year with the help of renowned medical specialists.





(GRI 2-29)

Press

Credibility and reference company in healthcare

Based on institutional communication strategies, Sabin seeks to protect and strengthen its business reputation and contribute to the sustainability of the business through actions that expand presence, influence, positioning, dialogue, relationship and connection with stakeholders.

With the press, the Group has relationships with national and regional media outlets in more than 75 cities, which has made it possible to the achievement, in 2023, of 4,522 positive articles, through corporate spokespersons and regional collaborators, reaching more than 2.3 billion users from north to south of the country. The actions and forums that involve the business and sector ecosystem, such as opinion articles and podcasts that addressed topics related to business, economy and health and women's protagonism, made it possible to conquer space in more than 1,250 media outlets. The largest media outlets were responsible for 98% of the readership of published articles, reaching a relevant audience in the company's key messages for the whole of Brazil, some of them related to health promotion, ESG agenda, expansion of Units, New Products and Services, Diversity and Inclusion, Entrepreneurship, Innovation, Business Leadership and Female Protagonism.

And with the aim of disseminating its strategic movements and its commitment to the In the context of health, the Sabin Group has fostered forums with journalists and national and regional media outlets. During the year, three editions of the Sabin Experience were held in the cities of São Paulo (SP), Brasília (DF) and Palmas (TO), spaces where editors and journalists learn about business strategies, positioning and indicators innovations in the preventive and diagnostic medicine sector and on good practices related to environmental and social governance aspects.



(GRI 2-29)

Government

Contribution to society

The relationship with the government and its representatives is guided by the ethical and compliance policy of the Sabin Group, which, being a reference in the sector, worked in government forums sharing good practices of its management, governance, entrepreneurship and also technical aspects related to health.

The company's founding partners and executives attend on groups and committees that support important agendas with governments federal and state. In 2023, the agendas related to the regulation of paternity leave, women's rights and female entrepreneurship stood out.



(GRI 2-29)

Collaborators

United by the purpose of inspiring people to care for people

To invest in building a harmonious and inclusive work environment are part of a four-decade history of good practices aiming to value our most important asset: our employees. Therefore, in 2023 the care of employees was a priority again, with programs and projects dedicated to promote a welcoming and safe environment, based on respect, ethics and humanized care.

In 2023, the Group ensured the implementation of its policies and practices for the protection and care of its people; acted to strengthen the culture and its organizational climate in all the cities in which it operates; created integrated health management and mental health promotion programs. In addition, it implemented new projects for the development of employees, leadership trails, recognitions, celebrations and strengthening of the Sabin Diversity and Inclusion Program.

Some of the strategies associated to the Sabin culture are the management of celebration events, recognition programs, development of meetings and actions that aim to the integration of employees' families:

- 250 employees and more than 60 teams elected as Highlights of the Year, for their excellent performance;
- More than 30 leaders recognized in the Meu Líder Vale Ouro program for developing new leaders;
- More than 3000 sons and daughters of employees throughout Brazil celebrated on Children's Day.

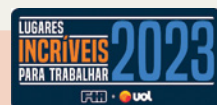
The Sabin Group provided opportunities for growth and career, promoted the importance of mental health, and strengthened the Sabin Diversity and Inclusion Program. The company acted to strengthen its culture and organizational environment with actions and development programs, maintaining Sabin's way of thanking, recognizing and celebrating.





The recognitions that the company received in 2023 attest to the quality of the work environment at Sabin and endorse the humanizing model, the organizational climate, the development of skills for people management, and the composition of high-performance teams.

The FIA UOL 2023 Award* gave visibility to the excellent work environment provided to Sabin employees:



For more than 19 years, Sabin has been among the best companies to work for in Brazil. In 2023, in the Great Place to Work survey, it maintained important indicators:



Collaborators (GRI 2-7)*

	2022	2023				
		Permanent	Temporary	Full time**	Part time**	Total***
By gender						
Man	1.319	1.373	113	1.209	277	1.486
Women	4.714	5.016	500	4.580	936	5.516
By region						
Midwest	3.489	3.448	315	3.268	495	3.763
Northeast	374	616	54	518	152	670
North	507	500	60	482	78	560
Southeast	1.434	1.411	140	1.117	434	1.551
South	229	414	44	404	54	458
Total	6.033	6.389	613	5.789	1.213	7.002

(*) Based on total employees as of December 31 of each year.

(**) The full-time workday has 220 hours per month; Contracts involving a workload below this were classified as part-time.

(***) The 16% increase in the total number of employees is mainly due to the expansion of the scope of the indicator with the integration of the regional offices of Blumenau (SC), Cuiabá (MT), Dourados (MS), Maringá (PR), Osasco (SP), Tangará da Serra (MT), Teresina (PI) and Vinhedo (SP) to the company's human resources system in 2023.



Of the total number of employees, 89% are covered by collective agreements, signed between unions or between the company and the union. In the rest of the framework, state conventions apply, which ensure equity of values for the minimum wage and the benefits of each category. (GRI 2-30)

In addition to the 7,002 employees, Sabin's team includes 581 more people. They are mainly professionals, who act as legal entities and provide medical services to patients and interns, and develop administrative activities at the service units. This segment of the team increased by 55% compared to 2022, because of the new demands for expanding customer service capacity, especially in units with imaging and executive check-up services. (GRI 2-8)



(GRI 2-16)

Ombudsman and Reporting Channel

The Sabin Group also has an Ombudsman's Office and a whistleblowing channel that enables employees to address complaints, criticisms and suggestions, reproaches about misconduct, personally or anonymously. All demands are answered, paying attention to the deadlines determined according to the level of seriousness of the registration. The Ombudsman's Office received 1,896 records in Brazil, related to payroll, and about 11% of the records were related to complaints.



Sense of belonging

The annual turnover was 4.38%, demonstrating the employees' willingness to remain in the company, the high sense of belonging and the happiness they have in being part of the Group. However, with the reheating of the labor market and some changes in the post-pandemic context, the identification of potential candidates for more strategic vacancies and the retention of professionals in positions or areas that do not allow working in a remote work model have become more challenging.

(GRI 3-3, 404-2)

Development and Unisabin

Since 2009, Sabin Corporate University has been integrating, training and developing thousands of employees to achieve its strategic objectives of the company.

Unisabin offers courses on various topics in face-to-face, distance learning and hybrid modalities, with different teaching strategies involving active methodologies. In 2023, REALS 754,304 were invested and more than 82 thousand certificates of completion of training courses were issued, and 49 external partnerships were signed with educational institutions.

Unisabin currently maintains eight schools: Institutional, Client, Humanize, Operational, Business, Facilitators, Innovation and Viva Mais. All of them operate in different formats: remote, face-to-face, video class and course on the Distance Education portal.

6.394
registrations in
online courses

145.657
hours of
training

180
courses

20,8
average hours of
training per
employee

99%
of satisfaction in
the training

7.838
employees
trained

Unisabin Portal Courses 2023

Online Course Enrollment	6.394
Administrative	1.140
Technical Area	746
Customer Experience	4.126
Leadership	382

(GRI 3-3, 404-2)

Leadership Development Program

The strategic focus of this program was to develop on people the Sabin Way and have leaders prepared to foster the growth and digital transformation. For this purpose, it carried out the following actions carried out:

- Tutoring and Career
- Humanize: Supervisors
- Humanize: Coordinators
- Humanize: Board of directors
- Regional Leaders
- From leader to leader
- Culture of Dialogue



The leadership development program had 183 actions, including supervisors and coordinators, with 100% satisfaction. There were more than 546 leaders participating from Brasília (DF) and other regional offices where the company operates.

- Humanize Supervisors – focus on the development of skills: delegation, budget management, critical analysis, risk management, accountability, communication, integrated vision, team development and interpersonal relationships.
- Humanize Coordinators - focus on the development of the following skills: planning, budget management, critical analysis, risk management, accountability, communication, integrated process vision, critical thinking and adaptability to change.

The Group held the 3rd Knowledge Week that focused on disseminating knowledge, encouraging engagement, the professional and personal development of employees, the participation in the actions carried out by the university to foster a culture of learning. Some partners and suppliers participated in the Knowledge Week in all the Group's regional offices with the involvement of more than 1,200 employees.





The Continuous Education Program involved more than 600 employees throughout Brazil with the objective of training and updating professionals in their areas of expertise, especially in fields subject to rapid changes and technological advances, developing and enhancing specific skills.

The Program addresses topics for adapting to changes in the work environment, such as information about technology, regulation or business practices, and in career growth and advancement, providing additional knowledge and skills that can be valuable to take on new responsibilities and positions.

The company fosters innovation in all its processes and has trained employees with knowledge to stimulate innovation and creativity, promoting the continuous search for knowledge and self-improvement during the lifelong learning mindset.

With more than three decades of history, the Group contributes to develop diagnostic methodologies and continuously invests in technical research, through support and partnerships with universities and research institutes, as well as in the encouragement of their professionals in the development of studies, articles, panels, presentations in various regional, national and world congresses. In 2023, there were 77 scientific studies produced in various modalities by the Group's technical team.

The Group hosted the XV Meeting of Managers of Corporate Universities in Brazil, which brought to light the importance of the subject for the labor market, promoted by the National Association of Innovation, Labor and Corporate Education (Anitec).



Modality of scientific publications

Papers accepted at conferences and events	71%
Speaker at conferences and events	19%
Book or chapter publications	4%
Indexed publications in congresses and events	4%
Publications in NAP and magazines	2%



(GRI 3-3, 403-1, 403-2, 403-3, 403-6)

Occupational health and safety

The Sabin Group endorses all labor legislation, paying special attention to the regulatory standards of Health and Safety at Work. Specifically for people with disabilities (PWD), at the time of admission, a prior analysis is carried out by the Occupational Health and Safety team, in which the main needs of the employee are identified, taking into account adaptations in the process tools, equipment and equipment, furniture and accessibility, in order to subsidize the necessary adjustments.

The management of Occupational Health and Safety in the Group is governed by the Regulatory Standards (NR) of the Ministry of Labor and Social Security, especially NR-01, NR-7, NR-32, and are complemented by Manuals and Support Operational Procedures (POA), included in the Sabin Group's Quality Management System, certified by the ISO 9001 standard. Compliance with all safety requirements and the provisions set forth in the Health and Safety Programs and the POA are mandatory for all employees of the Sabin Group and outsourced workers who provide services on its premises. Each employee is guaranteed the right to refuse to perform tasks in situations of serious and imminent risk to their health and integrity.

The model of comprehensive care for the health of employees values a healthy environment and the well-being and satisfaction of employees. The Saúde em Dia program broadens the journey of the care procedure, based on a sustainable and integrated model, with active search for data on absenteeism and health plan use, associated with artificial intelligence that allows a real diagnosis of needs.



Based on the analysis of population data, the company created integrated health management programs that had the support of the corporate health, well-being and sports advisory teams.

The identification, monitoring and control of risks are carried out based on the Risk Management Program (RMP), a broad inventory of critical actions that includes all functions in the different sectors of the Sabin Group, and the respective mitigating measures, always prioritizing administrative and collective measures, in relation to individual measures, such as the use of Personal Protective Equipment. On a routine basis, the company conducts periodic inspections in all areas and units of business, aiming to identify new dangerous situations, as well as ensure compliance with all safety measures.

Occupational Safety engineers and safety technicians conduct these inspections. The indicators of the Health and Safety area, together with the negotiations given to the Inspection Reports, are the main guidelines for the development and improvement of actions, contributing to the continuous improvement of processes.

The investigation of all accidents and incidents is systematized through a Support Operational Procedure (AOP), which contains guidelines based on the 5 Whys Methodology, used to identify the causes of the occurrence. Further, the investigation process provides for the realization of an action plan so that the causes of the accident are treated and corrected, in order to minimize the possibility of new occurrences.

The Occupational Health Medical Control Program (PCMSO) includes a broad strategy for monitoring the health of employees in line with the PGR. Several occupational examinations are carried out and the results attest to the effectiveness of the safety measures implemented. Workers' access to the occupational medicine service is permanent, whether



by periodic mandatory examinations, whether in situations of illness or in the health monitoring and in emergency situations.

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



Occupational health and safety (GRI 403-9, 403-10)

	2022	2023
Total Hours Worked	17.440.355	17.803.525
Deaths resulting from work-related accidents – Total Rate ⁽¹⁾	0 0,0%	0 0,0%
Accidents with serious consequences ⁽²⁾ – Total Rate ⁽¹⁾	0 0,0%	0 0,0%
Mandatory reporting accidents ⁽³⁾ – Total Rate ⁽¹⁾	165 9,46%	185 10,39%
Accidents with and without lost time ⁽⁴⁾ – Total Rate ⁽¹⁾	165 9,46%	249 13,99%
Deaths resulting from occupational disease	0	0
Cases of mandatory occupational communication disease ⁽⁵⁾	0	0

ND: Information not available.

(1) The calculation of the rates: total occurrences / (total hours worked x 1.000.000)

(2) Accidents from which the worker has not recovered or is unlikely to recover after a period of 6 months, and excludes deaths.

(3) Lost-time accidents and fatalities

(4) In 2022, there were 113 typical accidents and 52 commuting accidents; and in 2023, 151 typical and 98 commuting.

(5) All cases of serious occupational disease diagnosed by a doctor or other qualified health professional, regardless of its consequences. Excludes deaths, which are accounted for in the specific line.

Considering the absolute number of accidents, there is an increase of 50.9% compared to 2022. In addition, there was an increase of 88.46% in the incidence of commuting accidents, which occur on the home-work-home route, generally related to traffic accidents or in the condition of passers-by on urban roads. The increase is due to the inclusion of six companies, not considered in the evaluation of the previous year, which were in integration

phase with the Group's health and safety management system.

In all cases, following the internal guidelines, the accidents were analyzed and investigated for their causes, and an action plan was established to mitigate recurrence.

Also in this context, the accident frequency rate for the year 2023 was 13.99, a value that falls into the "very good" category, according to the guidelines of the International Labor Organization (ILO).



The main occurrences of typical accidents are related to cuts and falls, sprains and dislocation of the foot and others related to movement on the company's premises. There is a predominance of traffic accidents on the home-to-work or work-to-home commute, falls and sprains and foot dislocation related to unevenness and movement in areas outside the company.

Any occurrences can be reported by people directly to the Internal Commission for the Accident and Harassment Prevention (CIPA), composed by representatives of the employer and workers, elected and appointed to meet monthly, and whose main attributions are to collaborate in the identification and assessment of risks, accident investigations, proposal of corrective and control measures and safety programs, or in person for occupational safety technicians at the time of inspections.

Employees have the full support of their leaders and CIPA to interrupt activities, if necessary, reporting immediately to the specialized Health and Safety team for evaluation and arrangements. The Sabin

Group endorses the legal provision that gives employees the assurance of refusing to perform tasks in situations of serious and imminent risk to their health and integrity.

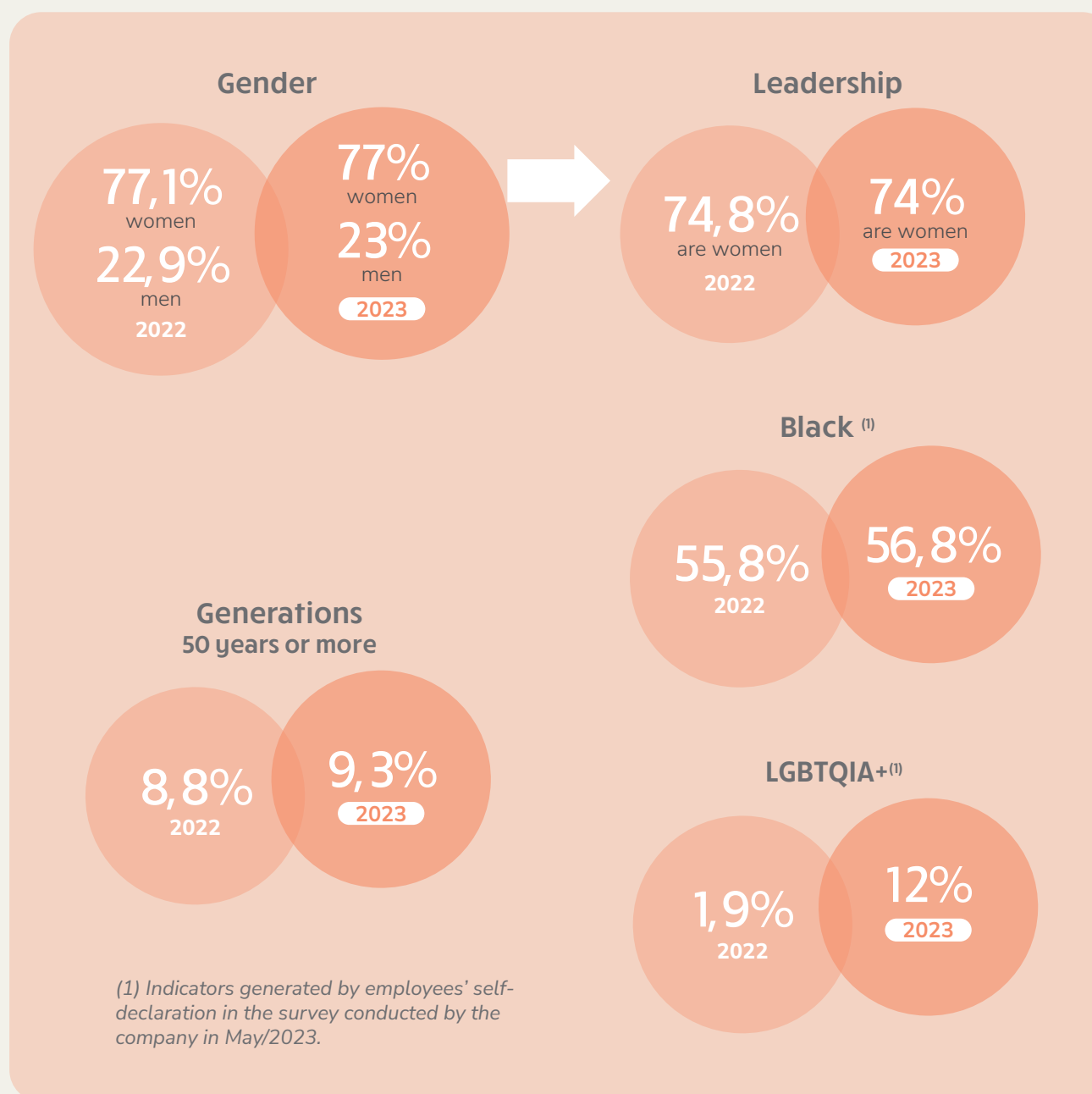
For non-employee workers who carry out activities within the company, the approach carried out includes the verification of all mandatory health and safety documentation, the training required in regulatory standards, as well as the monitoring of activities by health and safety professionals, carrying out preliminary risk analysis and definition of the control measures necessary to carry out the activities. In general, the most commonly verified hazards are related to building maintenance, predominating the risk of falling from height while working and performing electricity services.



(GRI 3-3)

Diversity, Inclusion, and Equity

The Sabin Group maintains a humanized, welcoming and caring organizational environment for people, promoting respect, empathy and valuing differences. The Sabin Diversity and Inclusion Guide, a publication aimed at employees and suppliers, reinforces the Group's commitment to diversity.





Diversity (GRI 405-1)

	Gender		People with disabilities
	Men	Women	
Board of Directors	60,0%	40,0%	0,0%
Employees	23%	77%	5,0%
Chairman, heads, directors	44,4%	55,6%	0,0%
Managers	42,9%	57,1%	0,0%
Coordinators and supervisors	22,5%	77,5%	0,2%
Technical	23,8%	76,2%	0,7%
Service	16,7%	83,3%	2,4%
Administrative	29,0%	71,0%	7,1%

In the company, women are the majority among employees and leadership, occupying 75% of management positions. The most common interpersonal skills among women, such as empathy, resilience and flexibility, are considered differentials for the quality of care offered. To ensure gender equity, Sabin also monitors the remuneration of men and women and makes adjustments when necessary to ensure an equal pay policy.

Since 2016, the company has been a signatory to the Women's 7 Empowerment Principles established by UN Women, seeking to incorporate values and practices that ensure gender equality.

The Group works to reaffirm the diverse ways of being a woman and advocates for women to be whatever they want to be, reinforcing the values and business practices adopted by the company.

At the same time, Sabin seeks to expand the representation of black people in leadership. Currently, Sabin is recognized as a majority black company and seeks to ensure the presence of brown and black people at decision-making levels.

The Sabin Group actively participates in collective actions and public policies aimed at inclusion and the fight against discrimination and seeks to maintain a constant relationship of listening and exchange with social movements and other companies. Your transparent actions have been recognized by the market, which has been endorsing the management model adopted.



Diversity (GRI 405-1)

	Age group		
	Less than 30 years old	From 30 to 50 years	Higher than 50 years
Board of Directors	0,0%	40,0%	60,0%
Employees	27,5%	62,5%	10,0%
Chairman, heads, directors	0,0%	22,2%	77,8%
Managers	0,0%	66,7%	33,3%
Coordinators and supervisors	8,4%	81,3%	10,3%
Technical	22,9%	66,7%	10,4%
Service	26,1%	63,4%	10,4%
Administrative	39,6%	53,1%	7,3%

The Sabin Diversity and Inclusion Program, implemented five years ago, prioritizes strengthening an inclusive culture, addressing dimensions such as gender, race, LGBTQIA+, people with disabilities, and generations. This program is conducted by a Diversity and Inclusion Committee, responsible for promoting strategies, policies, projects and engagement actions, based on monitoring indicators, to ensure a diverse corporate environment and respect for differences.



12%

people who declare being LGBTQIA+

Sabin also offers specific opportunities for minority groups, in order to ensure greater representation and form increasingly diverse teams. In addition, the organization actively works to deconstruct stereotypes related to LGBTQIA+ people, who represent 12% of its staff, based on self-declaration.



Another initiative of the Sabin Group to promote an inclusive environment is the “Minuto de DI”, a program in video format, with weekly episodes. Released in July 2023, the production elucidates concepts and promotes awareness on topics related to diversity, equity, and inclusion. In all, 21 episodes addressed themes such as ableism, unconscious biases, generations, sorority, representation, white privilege, ageism, female empowerment, CIS x Trans, among others.



Diversity* (GRI 405-1)

	Black	Brown	White	Asians	Indigenous	Not Declared
Board of Directors	0,0%	0,0%	100,0%	0,0%	0,0%	0,0%
Employees	8,9%	41,9%	35,1%	1,3%	0,2%	12,6%
Chairman, heads, directors	0,0%	44,4%	55,6%	0,0%	0,0%	0,0%
Managers	1,6%	25,4%	60,3%	0,0%	0,0%	12,7%
Coordinators and supervisors	5,3%	37,9%	43,6%	1,3%	0,0%	12,0%
Technical	6,7%	31,7%	39,5%	1,4%	0,1%	20,5%
Service	10,0%	44,9%	32,1%	1,3%	0,2%	11,5%
Administrative	8,9%	41,7%	36,7%	1,2%	0,2%	11,4%

(*) From the self-declaration of employees





Sabin Institute

Impact and transformation for a better society

Created in 2005, headquartered in Brasília (DF), the Sabin Institute is a Civil Society Organization of Public Interest (OSCIP), constituted in the form of a legal entity governed by private law and of an associative nature, not for profit.

As responsible for managing the Sabin Group's private social investment, the Sabin Institute has the noble mission of contributing to the improvement of the quality of life, well-being and prosperity in the communities where it operates, the Group acts by fostering innovation through social development, through projects, programs and solid partnerships in 14 states + DF.

The Institute has independent governance, composed of: General Assembly, Deliberative Council, Fiscal Council and Executive Board. Its financial statements are audited annually by an independent external auditing firm, and are available on the website institutosabin.org.br.

The Sabin Institute generates its own annual activities report. For detailed information on the 69 projects, access the institute's website, in the Annual Report section, [click here](#).

2023 Key Social Results

R\$ 5.255
million invested
in Social Impact
Projects

262.133
people benefited

65
programs, projects
and partnerships

381
organizations
benefited

44
events in the
regions Where the
Sabin Institute is
present

17.472
exams donated to
the community

(GRI 3-3)

Actions by Strategic Axes

To fulfill its mission, the Sabin Institute is guided by a three-year Theory of Change (TdM) and organizes its actions in three strategic axes:

Strategic Axes



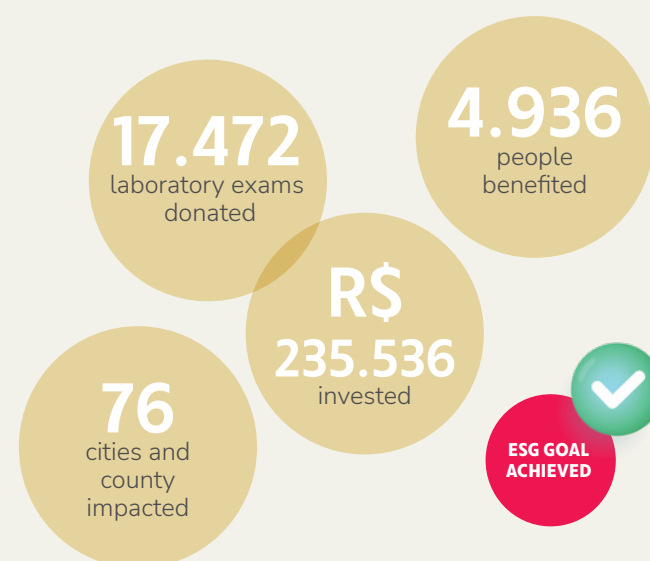
Axis 1 - Promotion of the integral health and well-being of vulnerable people

In this axis, actions aimed at expanding access to health where the Institute operates, encouraging publication, research, dissemination and production of knowledge, in addition to the psychosocial recovery of children and adolescents who are victims of violence, stand out. Check out the following Breakdown of the main actions of 2023.

Caring for the Community



The initiative, created in 2008, provides courtesies and/or discounts so that people in situations of extreme social vulnerability and social organizations that are partners of the Institute can have access to health through laboratory tests. The program operates in cities and County where the Sabin Group operates, and beneficiary profile criteria such as socioeconomic criteria are taken into account to access the program. In 2023, more than 4,900 people benefited, surpassing 27% of 2022.



Fundo Positivo



The Sabin Institute is one of the funders of the Positive Fund thematic fund. The initiative aims to cover administrative expenses and carry out projects so that Civil Society Organizations (CSOs) can continue to offer their services to the population. As the first organization to sponsor the initiative, in 2014, it was awarded the seal of co-founding organization and since then, the partnership has been renewed annually.

In 2023, there was financial support for the construction of a portal on STIs, with the aim of informing the public and helping them take prevention initiatives. Videos, static posts and a podcast on the topic were created.



Autism Brazil Map



An initiative led by the Steinkopf Institute and the Center for Autism and Neurodiversity at the University of Brasília resulted in the development of the Autism Brazil Map (MAB).

It is a pioneering non-governmental survey, whose main purpose is study to understand the profile and sociodemographic characteristics of people diagnosed with autism in the country and to fill a critical gap in the understanding of this reality in Brazil.

The project had the partnership of the Sabin Institute and unfolded in two stages: a pilot study in 2023, focusing on the autistic population of the DF, and the second phase, in 2024, which will cover all regions of the country.

MAB reached more than 8,000 responses and its launch was held at the Autism in Focus Congress, in which 40 hours of content on autism were produced, held in Brasília (DF).

Axis 2 - Strengthening ecosystems and social impact organizations

The Sabin Institute seeks to work in multiple networks and support different initiatives to generate social impact, identifying systemic and structural aspects, in addition to emergency actions in urgent situations.

Hence the work in impact ecosystems, which are composed of businesses, civil society organizations and several other organizational and associative forms present throughout Brazil, which are articulated to face social challenges.

Impact of "Decentraliza" Festival



The Decentraliza Festival is an initiative of the Sabin Institute and Impact Hub Brazil with a focus on decentralizing discussions about the field of impact, allowing new territories to foster their ecosystem and local actors to connect with national and global networks.

The first editions of the festival took themes to other territories with four macro strategies: visibility, connection, content and inclusion.



Inspiring Care Award

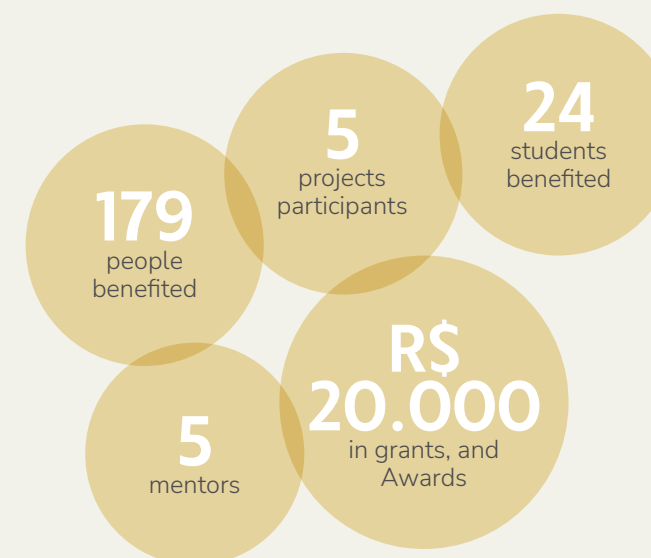


Enactus Brazil is part of an international non-profit organization, with headquarters in the United States and presence in 35 countries, dedicated to inspiring young people to improve the world, through entrepreneurial action, and to connect the corporate world and the academic world, creating a environment for the energy and creativity of university students to bring answers to the demands for more sustainable business.

In 2022 Enactus Brazil launched, in partnership with the Sabin Institute, the Inspiring Care award, which focuses on innovative projects aimed at Sustainable Development Goal 3 – Health and Well-Being.

In 2023, five projects were selected Enactus that received financial and human capital from the Sabin institute to develop its activities. In the end, two best teams were awarded: Lynas - UFBA IMS (BA), that trains and economically empowers quilombola women with the production of ecological sanitary pads; and Apoderar - FACAMP (SP), which promotes the demystification of the Autism Spectrum

Disorder (ASD) and expands the service capacity of the Association for the Development of Autistic People in Campinas (SP) - ADACAMP, through the sale of a book starring people with ASD.



Saúde+



Saúde+, the Sabin Institute's first initiative, aims to strengthen entrepreneurs and social leaders who manage civil society organizations (OSCs).

The program, which is carried out by Phomenta, seeks to develop organizations to achieve financial sustainability and enhance their ability to generate social impact by offering

training in: Trail+Management; Community of Social Entrepreneurs, Saúde+ and Social Innovation Journey.

Actions were also carried out to promote primary health care for the people assisted by the organization's participants of the program.

Through the donation of laboratory tests and teleconsultations, the beneficiaries had access to the Health Care Cycle.

In 2023, the Saúde+ program developed the [digital book](#) 'Creative Powers of the Third Sector - Stories and good practices on the management of CSOs in the Saúde+ Community', which exemplifies the importance of collaboration to the detriment of competitiveness with regard to third sector organizations, addressing topics such as Volunteer Management, Project Development, Fundraising and Strategic Planning.

Since 1999, the Sabin Institute has impacted several CSOs that, with the help of Saúde+, have raised more than REALS 5.3 million.





Transformação



Created to encourage, inspire, and support the birth of social entrepreneurs from learning experiences free, the project consists of a web series with several short episodes, in which the entrepreneur has access to topics such as: social value, public problems, strategy, social business model, financial sustainability, social and environmental impact, communication, market knowledge, legal formalization, impact assessment, social innovation, among others.

Participants have free access to a journey guide (e-book), audio content (podcasts), a workbook with tools and challenges to encourage them and special lives

The Sabin Institute developed the social day in partnership with VIGGAS Co.Lab. In this first year, almost 400 people participated in the journey, in 25 cities, in addition to the Federal District.



Axis 3 - Social engagement and philanthropy

In this area, the Sabin Institute works by supporting and promoting assistance actions in urgent, specific and recurring causes to strengthen corporate volunteering in the regions where it is present, in addition to meeting the specific demands of each of these regions.

Donation campaigns



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



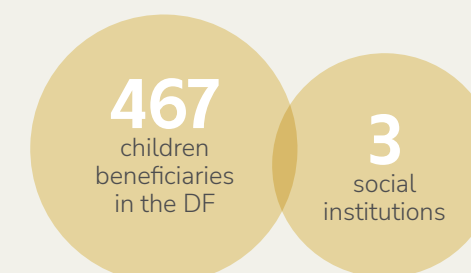
Solidarity Campaign

The 2023 Solidarity Campaign of the Sabin Institute, in the city of Brasília (DF), had the partnership of the +Brasal Institute. The collections were diversified, according to the region and needs of each location. The items were intended for organizations that welcome people in situations of social vulnerability.



Christmas Campaign

In the month of Christmas, the employees of the Sabin Group were encouraged by the Sabin Institute to adopt letters written by the social institutions Associação Maria de Nazaré, Creche Bem-me-Quer and Abrigo Nosso Lar, in Brasília (DF). The campaign was carried out with the collection of specific items informed by the benefited institution, such as toys, clothes and shoes.



Corporate Volunteering

The Sabin Institute coordinates the volunteering of the Sabin Group. In 2023 activities were carried out in two programs: I Make Impact, for Brasília (DF), and Impact Leaders, accounting for 3,650 hours of volunteer work by employees of the regional offices where the Group operates.





Environment

Taking care of the planet is also taking care of your health

The first diagnostic medicine company in Latin America to be a signatory to the United Nations Global Pact, the Sabin Group has been collaborating for more than 16 years with the development of programs to achieve the Sustainable Development Goals (SDGs) that correlate with their operations.

These are investments and actions that seek to reduce the impact of their activities on the environment. This care goes beyond our own operations and extends to the supply chain and local communities, aiming to contribute to building the future we want for the next generations.





(GRI 3-3)

Environmental management

Since the achievement of the ISO 14001 certification the Group's environmental management system has encouraged the rational use of natural resources in all its units present in the five regions of the country.



(GRI 303-1)

Efficiency in the use of natural resources

In order to reduce the consumption of natural resources and increase the eco-efficiency of the operation through adoption of new technologies, the promotion of environmental education and the encouragement of collective participation in problem solving, Sabin develops actions and projects related to the following themes: water, energy, effluents, waste and climate issues.

The conscientious management of natural resources and the proper disposal of waste in all activities are priorities for the group, in addition to promoting awareness and involvement among its employees.

(GRI 303-3)

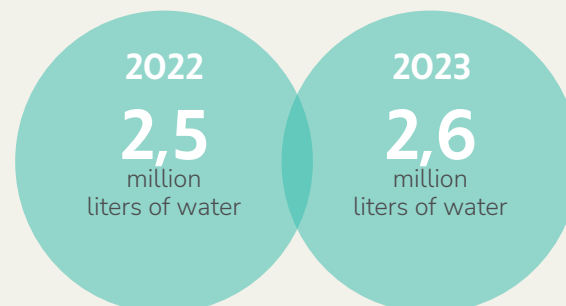
Water and Wastewater

Water is an indispensable natural resource for all activities and essential for life across the planet. The Group is committed to ensuring the water security of its activities, with water being an indispensable input for the analysis of clinical specimens. In addition to the Clinical Analysis equipment using water, the Group's units depend on the supply for human consumption and for the constant work of cleaning the shared areas. Sabin monitors the indicators of the units, establishing metrics to maintain the rational use of this natural resource.

In 2023, 72,035 m³ of fresh water supplied by sanitation companies were withdrawn, with a water intensity of 1.05 l/exam processed at the NTO. In 2022, consumption was 65,203 m³ (information on the use or not of sources in water-stressed zones is not available).

Installed in October 2021, the Effluent Treatment Plant (ETE), in Brasília (DF), where the Group's largest operation is located, treats the effluents generated by the technical area and allows the reuse of treated water in the toilets of the administrative headquarters and in the irrigation of green areas. In the other cities where it operates, waste disposal is carried out in public collection networks, in accordance with current legislation.

Reuse of treated effluent at the administrative headquarters

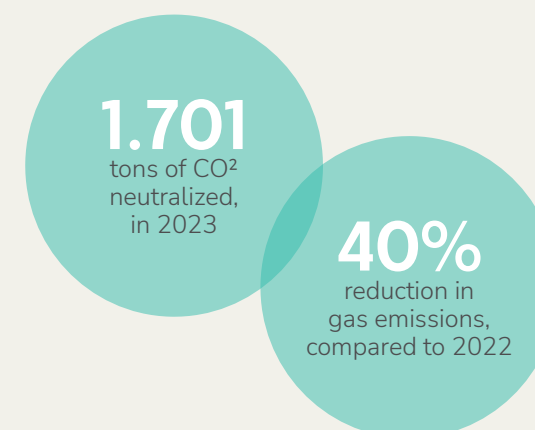


The Sabin Group seeks, with the implemented sustainability actions and projects, to reduce the environmental impact of the company's activities, and contribute to the strengthening of SDG 6, cooperating to increase the availability of water in public reservoirs in the cities where it operates.

Greenhouse Gas (GHG) Emissions

For the 3rd consecutive year, the Sabin Group received the Certificate of Neutralization of Greenhouse Gas (GHG) emissions. In 2023 more than 1,701 tons of CO² were neutralized, referring to the year 2022, in addition to a 40% reduction in gas emissions, compared to the previous year.

The Group is consistently moving towards reducing the impact of its activities on the environment. The 2023 emissions neutralization will be complete in 2024, reinforcing the commitment to SDG 13 - Action Against Global Climate Change.



Energy

Since 2019, the company has been using renewable sources through the purchase of its headquarters in Brasília (DF) through the Free Energy Market.

In 2023 the project to migrate the energy matrix of the 115 units in Brasília (DF) to photovoltaic source was concluded. Throughout the year, projects focused on the use of solar energy were implemented in more than 50% of the Sabin Group's units in the 5 regions where it operates in Brazil.

In addition to playing a crucial role in the fight against climate change, the increased use of clean energy will enable the company not only to lower electricity costs, promoting economic management strengthen their resilience in the face of potential fluctuations in prices and energy availability. Consumption and its origin are directly related to greenhouse gas emissions.



Power Consumption (GRI 302-1)

	2022	2023
Fuel consumption (GJ) from non-renewable sources*	15,4	6,0
Electricity Procurement (GJ)	56.390,60	63.511,00
Captive Market	ND	48.883,80
Free market**	ND	14.627,20
Total Consumption (GJ)*	56.405,95	63.516,98
Energy intensity (kWh/exam) ³ (GRI 302-3)	0,24	0,26

(*) The fuel consumption parameter was updated from m³ per GJ, in relation to the values of the historical series previously disclosed in the sustainability reports. Conversion factor used: 1 m³ of diesel = 41.03064 GJ. Total consumption was also corrected in the time series.

(**) All energy purchased in the free market comes from renewable sources and has an International Renewable Energy Certificate (I-REC).

ND: information not available.

The increase in electricity consumption and energy intensity was mainly impacted by the heat waves that occurred in 2023, which demanded greater use of air conditioning in

building installations. The 61% drop in fuel consumption was related to the lesser use of the power generator and, as a consequence, less diesel burning.

(GRI 3-3)

Waste

Sabin manages the disposal of health service waste through the National Recycling Program, which encourages segregation and forwarding to partners and cooperatives.

Waste classified as hazardous is generated in the biological sample collection processes and in the analysis processes of these samples. Non-hazardous are those generated by employees and customers, in administrative or other activities.

In 2023, there was a 28% increase in the volume of waste generated, mainly due to the return of face-to-face post-pandemic activities, both in the units and in the administrative headquarters. (GRI 306-1)



Waste management*

	2022	2023
Waste generated (t) (GRI 306-3)	1.343,0	1.723,8
Hazardous	528,0	505,5
Non-hazardous	815,0	1.218,3
Waste not destined for final disposal (t) (GRI 306-4)	150,0	196,3
Non-hazardous Recycling	150,0	196,3
Waste destined for final disposal (t) (GRI 306-5)	1.193,0	1.527,5
Hazardous Incineration/autoclave	528,0	505,5
Non-hazardous Landfill	665,0	1.022,0
Intensity of biological waste (g/exam)	7,6	7,4

(*) Recycling and final disposal operations are carried out outside the organization, by specialized third parties.

(GRI 306-2)

National Recycling Program

The goal of the program is to increase the quantity of recyclable materials collected through the awareness of employees nationwide, and the implementation of organic waste composting at the Group's headquarters.

In the ESG agenda, the Group surpassed by 25% the goal of increasing the shipment of material destined for recycling in 2023, and also expanding the scope and ensuring the participation of 80% of the service units in the Program,

totaling the disposal of 691.7 tons since its implementation.

Moreover, the Sabin Group's performance in recycling projects demonstrates its commitment to achieve SDG 12 of the Global Pact, fostering and strengthening recycling cooperatives throughout the world, national territory, and contributing to optimize the life cycle of products, minimizing dependence on new resources and reducing the amount of waste, promoting the circular economy with more sustainable consumption and production practices.



Economic performance

Balance and solidity marked the year's exercise

The Sabin Clinical Analysis Laboratory S.A. ("Company" together with its Subsidiaries, "Sabin Group") is composed of 36 companies as of December 31st., 2023.

During the fiscal year, the Company announced the corporate reorganization involving the reverse merger of its then parent

company Sabin Medicina Diagnóstica S.A., under the terms of the Protocol of Intent and Justification of Incorporation, with the effect of extinction, capital increase and subscription of new shares, in which the Developer now holds, among others, 100% of the capital stock of the merged Company.

Values (in thousands of reals)

	2022	2023
Net operating Income	1.394.117	1.142.528
Cost of providing services	(365.809)	(266.363)
Gross Operating Profit	1.028.308	876.165
Operating Expenses/Revenues	(876.082)	(737.944)
Operating income	152.226	138.221
Net financial result	(57.765)	(65.871)
Profit before tax	94.461	72.350
Income Tax/Social Contribution	(40.610)	(29.999)
Outturn for the year	53.851	42.351
Participation of non-controlling shareholders	2.661	1.612
Participation of controlling shareholders	51.190	40.739

The annual balance page can be consulted at the [link](#).

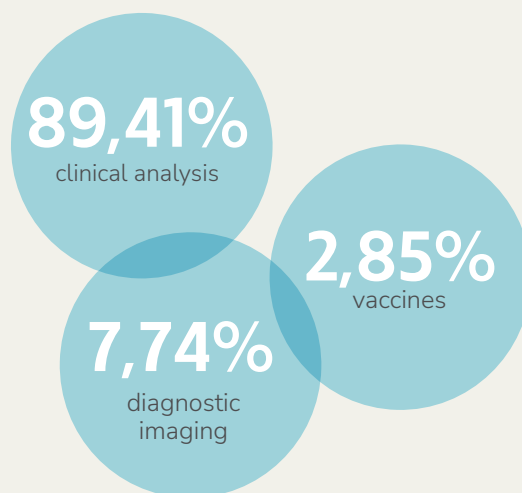
(GRI 3-3)

Gross income

The Group's revenue performance in 2023 grew by 2.70%, strongly impacted by the drop in revenue from Covid-19 tests. Revenue from procedures accounted for 1.64% of total revenue and 10.13% when compared to the previous year.

However, by isolating this performance of Covid-19, the Group recorded a growth of 12.40% compared to 2022. The highlights were the recovery of imaging services, registering a growth of 35.11%, and immunization services, with a growth of 68.29%.

Recipe Breakdown in 2023



Direct economic value generated and distributed (GRI 201-1)

Direct economic value generated and distributed: thousand reais	2022	2023
Economic Generated (Net revenue)	1.415.110	1.153.308
Distributed economic value	(982.316)	(835.164)
Operating Costs	(365.809)	(266.363)
Employee salaries and benefits	(516.370)	(452.093)
Payments to Capital Providers	(44.804)	(80.297)
Payments to the government	(50.904)	(31.207)
Investments in the community	(4.429)	(5.203)
Economic value retained	432.794	318.144

Operating Costs

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

In 2023 costs accounted for 25.02% of the net revenue and in 2022 the costs were 26.24%.

The reason for the performance improvement was the efficiency in the production line of some exams, without the occurrence of relevant breakdowns in the equipment of the NTOs (Operational Technical Centers). In addition, there were no expenses for the Diagnostic Imaging Accreditation Program (PADI). Another important factor was the drop in the exchange rate, which led to a reduction in the costs of acquiring supplies for Covid-19 tests.

(GRI 3-3)

Group Investments in 2023

Organic growth

In line with the guidelines of the strategic planning, in 2023, the Group's main focus was to reflect its vision of becoming a healthcare ecosystem, based on the consolidation of its structure and the strengthening of the integration of its businesses. In addition, Sabin maintained its organic growth strategy, increased its operational efficiency and the optimization of resources when carrying out corporate restructuring through the reverse incorporation, carried out on August 31, 2023.

Acquisition of property, plant and equipment

In 2023, investments totaled 51 million reais, allocated to the maintenance of service units, facilities, replacement of fixed assets, acquisition of new equipment for the modernization of the technological park for clinical analysis and diagnostic imaging and projects to improve production efficiency.



Good Law

The Sabin Group continuously conducts research to design and improve its operations aiming to increase process efficiency.

In that year, the tax incentive obtained through the Good Law provided a benefit corresponding to the value of 10.4 million reais. This figure represents a growth of 352% when compared to the year 2022. This incentive was enhanced by the expansion of the resource, promoting the drop of 80% in expenditures, with the allocation of an exclusive researcher in the projects carried out in the year, considered eligible for the requirements defined by the Ministry of Science, Technology and Innovation (MCTI).

The technical development sector is strategic for the Group and its main purposes were:

- Automation from the evaluation of processes and technologies to improve automation - requires experimental analysis at scale that determine the functional technical feasibility.
- Specialization of activities related to the development of various exams and their adaptation to laboratory technologies.
- Expansion of continuous improvement processes that propose to increase productivity and reduce time in the generation and delivery of results, through studies and experiments that relate the ideal order of sample analysis activities, considering factors such as test execution time and sample feasibility for optimization.



Into the next decade

The Sabin Group completes 40 years in 2024, being one of the largest diagnostic medicine companies in the country, with a relevant growth trajectory in the last 11 years, from the implementation of corporate governance that established solid foundations for the expansion and diversification of business nationwide.

In 2023 the Group based its actions and projects on the growth strategy in the states where it operates, facilitating and expanding access to quality services from the Integrated Healthcare Journey. The new headquarters unit and the new NTO inaugurated in Palmas (TO) and the concept unit, with all services available in a unique location, in Brasília (DF), are projects that drive the Sabin Group to envision an innovative future.

The Group's strategic priority in 2024 will be to advance its expansion from the cities where it is currently present, preserving its organizational culture and the humanized look that is in the company's DNA. With a focus on delivering excellent services, it will strengthen the integration of its businesses and will seek to expand its customer base by offering a complete healthcare journey, always keeping people at the center of the strategy with efficiency and sustainability.

Investing in customer experience improvements, both on digital platforms and in the physical

units, will guide the decisions of the Sabin Group in the coming years, as well as already fostering growth in strategic areas in the search for operational efficiency of the investments made in the last ten years.

The Sabin Group is committed to the evolution of health humanized care that has inspired not only its employees, but also its stakeholders to take care of people, communities, businesses and the planet. This commitment is based on investment in technical-scientific research, with the development of new diagnostic methodologies, mainly through investments in the area of Genomics and innovation programs focused on digital health.

By building an ecosystem that integrates partners from across the sector, the Group aims to deliver more value to the production chain and its stakeholders and expand services beyond diagnosis, supporting preventive and predictive medicine and expanding its operations in the health management of population groups.

With this strategy for the future, the company will move forward with the vision of being a reference in health in Latin America, maintaining special attention to the innovative and integrated experience in health care, with the standards of excellence and humanization of the Sabin brand.



(GRI 2-2, 2-3, 2-5, 2-29, 3-2)

About the report

The Sabin Group's 2023 Sustainability Report is composed of key information on the progress and challenges in the economic, operational, social, environmental and governance topics, in the period from January 1st to December 31st 2023, and will not be subject to external verification.

The Sabin Group publishes annual reports that follow the same scope and reporting period adopted in the disclosure of the Group's Financial Statements.

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

The publication was prepared based on the GRI standards (Global Reporting Initiative). The selection of the reported content was guided by the themes considered material for the management of sustainability in the company, determined by the materiality matrix of 2022 in a process that involved consultation with different stakeholder groups.

Group of stakeholders consulted for the materiality matrix in 2022

- Customers (people, companies, hospitals, and clinics);
- Healthcare Providers;
- Medical Community;
- Controlling Shareholders and Shareholders;
- Workforce (employees, physicians, and contractors);
- Suppliers of products and services;
- Press (media outlets, journalists and editors);
- Inspection agencies, such as the National Health Surveillance Agency (Anvisa), the Federal Revenue Service, and state and municipal agencies;
- Society (Non-Governmental Organizations and Social Organizations);
- Class Entities and Associations;
- Startups & University.

Relationship between ESG Agenda x Impacted Capital x Material Topics x SDGs



Questions, comments and suggestions to the Sustainability Report should be forwarded to comunicacaocorporativa@sabin.com.br

GRI 1 used: GRI 1: Fundamentals 2021

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Credits

Coordination of the Sustainability Report
Institutional Relations and Corporate Communications Department

GRI Standards, Editorial and Graphic Design
**Conecta Content and Sustainability and
Duecom Comunicação**

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The images that illustrate this report are of employees, partners, customers and suppliers of Sabin and the Institute and were taken at events and actions promoted by the company throughout 2023.

As part of the environmental program to reduce paper and printing, this report has been reduced in print run.

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

Respect the environment. Do not dispose of this leaflet on public roads.

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