

# Environmental and Social Review Summary (ESRS) Project 14179-01 – Einstein – Cancer Center

Original language of the document: Issuance date:

Portuguese September 2022

# 1. General Information of the Project and Overview of Scope of IDB Invest's Review

Founded in 1955, the Sociedade Beneficente Israelita Brasileira Albert Einstein ("HIAE", the "Company", or the "Client") is a nonprofit civil society that provides both private and public health services. Services offered by HIAE include assistance, teaching and education, consulting, research and innovation, and social responsibility. The service provision structure consists of 22 private medical units, 27 units under the Universal Health System ("SUS"), and 9 teaching units in five Brazilian states.

The proposed operation (the "Project") consists of financing for the construction of a new cancer hospital in the City of São Paulo, Brazil. The hospital will cover an area of 36,000 square meters and have 160 pre-admission, admission, semi-intensive, intensive, and bone marrow transplant beds, in addition to doctors' offices, operating rooms, and other facilities required for cancer treatments.

HIAE is an existing IDB Group Client<sup>1</sup> and its environmental and social performance has been evaluated as satisfactory through supervision and monitoring activities conducted in recent years.

The Environmental and Social Due Diligence ("ESDD") process has included videoconferencing interviews of several Company representatives, as well as the review of pertinent environmental, social and health and safety information provided by the Client, mainly addressing: i) HIAE's environmental and social management system; ii) the adopted human resources policy and health and safety practices; iii) architectural and construction details of the new cancer hospital; and iv) corporate procedures related to hospital waste management, fire prevention and fighting, emergency response, among others, as required under Brazilian legislation and international best practices.

# 2. Environmental and Social Categorization and Rationale

In accordance with IDB Invest's Environmental and Social Sustainability Policy ("ESSP"), the Project was classified under Category B as it presents low to medium intensity risks and impacts, which may be mitigated through available and feasible measures in the context of the proposed operation. The main risks and impacts identified include: i) the creation or increase of occupational health and safety risks for direct-hire and outsourced workers; ii) the generation of solid waste, including hospital and hazardous waste in general; iii) the increase in vehicular traffic in areas near the Project; and iv) risks of fire and other emergencies, aggravated by the presence of persons under hospital care or with reduced mobility.

<sup>&</sup>lt;sup>1</sup> More information on existing financing can be found at <u>https://idbinvest.org/es/projects/hospital-albert-einstein?language=es</u>

The Performance Standards ("PS") applicable to the Project are: PS1: Assessment and Management of Environmental and Social Risks and Impacts; PS2: Labor and Working Conditions; PS3: Resource Efficiency and Pollution Prevention; and PS4: Community Health, Safety, and Security.

# 3. Environmental and Social Context

# 3.1 General characteristics of the project site

The new HIAE cancer hospital will be built in the Southern Area of the City of São Paulo, in a new innovation, health, and education complex, as part of the development called Parque Global.

The land is in an urban area in the southern stretch of the Marginal Pinheiros highway, near Burle Marx Park. Until 1997, the property was used to receive silt removed from the Pinheiros River. Once that use ended, typical ruderal vegetation began to naturally appear, including grass, bushes, as well as exotic and native tree species.

Due to the previous use, the property was subjected to extensive environmental investigations and interventions to rehabilitate and revitalize the area for commercial and residential use. The rehabilitation actions were and continue to be monitored by the State of São Paulo Environmental Company ("CETESB"), by the Division of Environmental Control of the Municipal Department of Green and the Environment ("SVMA"), and by the Public Prosecutor's Office in the State of São Paulo.

The building<sup>2</sup> to be used for the new hospital will be built by the developers of Parque Global, under a long-term lease (built to suit), and the developers will also be responsible for maintaining the building infrastructure. HIAE will be responsible only for the maintenance of care systems.

# 3.2 Contextual Risks

The Project will be implemented in a densely urbanized region within one of the largest urban conglomerates in the Southern Hemisphere. As many metropolitan regions of the world and Latin America, the Metropolitan Region of São Paulo faces various social and economic problems, including social inequality, high unemployment, crime, inadequate infrastructure, and several environmental problems related to waste management, floods, and irregular land occupation.

Despite the high crime rates, recent studies indicate a consistent reduction in crime indicators in the State of São Paulo in the last ten years, particularly with respect of preservation of lives. According to the Crime Atlas published by Instituto de Pesquisa Econômica Aplicada ("IPEA"),<sup>3</sup> there has been a significant reduction in the number of homicides in the State of São Paulo, with a 53.8% decline between 2009 and 2019.

<sup>&</sup>lt;sup>2</sup> Building construction is not included in the proposed operation. The funds from the transaction will go toward the purchase of materials and equipment that will used in the new cancer hospital.

<sup>&</sup>lt;sup>3</sup> Available at <u>https://www.ipea.gov.br/atlasviolencia/publicações</u>

# 4. Environmental Risks and Impacts and Proposed Mitigation and Compensation Measures

# 4.1 Assessment and Management of Environmental Risks and Impacts

# 4.1.a E&S Assessment and Management System

HIAE's Environmental and Social Management System ("ESMS") is incorporated into the Company's Integrated Management System ("IMS"). HIAE is ISO 14001 certified<sup>4</sup> for most of their own units and seeks to replicate their operating practices at the units under its management, such as the public facilities where they serve SUS patients.

As part of their ESMS, HIAE establishes, on an annual basis, a sustainability basket of priority monitoring indicators, as well as objectives and goals to be achieved, including some aspects of continuous monitoring and short-duration actions, providing management with visibility into the execution of the adopted improvement strategy.

In the context of the proposed operation, the Company will formally expand the scope of their ESMS to cover the new hospital, following the same requirements adopted at the units already under the system.

# 4.1.b Policy

HIAE has an Integrated Management Policy that applies to all units in the group, including the requirements related to Health, Safety, the Environment and Energy Management. The policy addresses, among other aspects, the Company's commitments to: i) apply the policy to the entire leadership and require all employees to be responsible for its implementation; ii) include continuous and sustainable improvement in safety, health, the environment, and energy management, if applicable, in performance evaluations and employee recognitions; iii) provide the resources and information required to implement the policy, as well as to achieve the energy and environmental objectives and goals set by HIAE, through appropriate management structures and systems; iv) set targets for improvements, measurements, and evaluations, demonstrating the commitment to continuous improvement based on environmental and energy performance excellence; and v) manage occupational health and safety aspects, use of energy, and impact on the environment in order to prevent incidents and illnesses in the workplace, ensure the rational use of energy, and eliminate impacts on the environment.

# 4.1.c Identification of Risks and Impacts

As part of its Environmental and Social Management System, HIAE has an identification and evaluation matrix for environmental aspects and impacts, as well as an analysis of risks and opportunities and other occupational safety management tools, such as the Preliminary Risk Analysis.

<sup>&</sup>lt;sup>4</sup> The ISO 14001 standard specifies the requirements for an Environmental Management System and allows an organization to develop a structure for environmental protection and rapid response to changes in environmental conditions.

Such documents serve as the basis for the development of management plans, programs, and procedures that contain work orientations, guidelines, and instructions to minimize, and control identified risks and impacts.

In the specific case of the new cancer hospital, a Neighborhood Impact Study ("NIS") was conducted,<sup>5</sup> in accordance with municipal legislation. The NIS identified several impacts, including: i) change in the environmental quality of the soil, as well as surface and underground water; ii) change in noise levels; iii) increased vehicle traffic; iv) creation of direct and indirect jobs; v) enhanced quality of life among the population as a result of the recovery of the contaminated area; and v) potential nuisance for the population during the construction period. For each identified impact, programs were proposed to properly manage these topics, which are being implemented by the company responsible for building construction.

#### 4.1.c.i Gender Risks

In general, Brazil has a high incidence of gender violence, with a significant increase in the number of domestic violence cases in recent years resulting from the degradation of social and economic conditions imposed by the COVID-19 pandemic. As compared to other Brazilian states, São Paulo has the lowest rate of homicides against women, with a significant reduction in absolute terms in recent years (-38% between 2009 and 2019). Despite the reduction in this rate in recent years, the numbers continue to be significant and higher than those of many other countries in the region.

Most of the personnel hired for the hospital's construction and operation will be local workers from the Metropolitan Region of São Paulo ("MRSP"). Thus, there will not be a need for lodgings, and it will not overburden the host communities nor present a risk of external disease vectors.

HIAE has internal policies that reaffirm their commitment to values based on ethics and equity, nondiscrimination, and non-gender violence, and establish goals related to such topics.

#### 4.1.c.ii Climate Change Exposure

The Project presents low physical and climate change transition risk. In any case, the building will have LEED *Healthcare*<sup>6</sup> certification, with planned equipment that will optimize efficiency in the use of resources, including water and energy, both during construction and operations.

#### 4.1.d Management Programs

HIAE manages its operations in accordance with applicable national requirements and international best practices. The Municipal Hospitals in M'Boi Mirim and Vila Santa Catarina, for example,

<sup>&</sup>lt;sup>5</sup> The NIS and corresponding Neighborhood Impact Report are available on the City Government of São Paulo' web page through the following link: <u>https://www.prefeitura.sp.gov.br/cidade/secretarias/upload/meio\_ambiente/arquivos/EIV\_Parque\_Global\_29-08-14.pdf</u>

<sup>&</sup>lt;sup>6</sup> The LEED® certification was created by USGBC (United States Green Building Council) to certify buildings deemed to be sustainable. This certification assesses seven dimensions, as follows: (i) location and access; (ii) sustainable spaces; (iii) use of water; (iv) energy; (v) materials and resources; (vi) quality of interior environments; and (vii) innovation in design. The LEED Healthcare certification is for hospitals that operate 24 hours a day, 7 days a week, and provide hospital care, including intensive and long-term care. In Brazil, only one hospital currently has the LEED Healthcare certification

received the ONA<sup>7</sup> level 3 certification (accredited with excellence), which attests that the centers minimally meet or surpass quality and safety, integrated management and excellence in management standards, demonstrating an organizational culture of continuous improvement with institutional maturity.

Currently, HIAE implements various Health, Safety, and Environmental ("HSE") policies and procedures, addressing issues related to management of effluents, management of chemicals, biosafety, HSE for service providers, use of personal protective equipment ("PPE"), among others. Some aspects of occupational health and safety ("OHS") are managed through specific procedures, including the Risk Management Program ("RMP") and the Occupational Health Medical Control Program ("OHMCP").

Such programs will also be implemented at the cancer hospital that is the object of this operation, which will also have specific management programs associated with LEED Healthcare and Fitwel certifications.<sup>8</sup>

As mentioned earlier, building construction is not included in the proposed operation. However, considering the area's past occupation and the commitments undertaken under Parque Global's environmental licensing process, HIAE will establish a committee to monitor the conditions and commitments agreed with the proper authorities, so the Company may monitor and mitigate risks related to the Project. The committee will prepare monthly monitoring reports and submit them to HIAE's upper management.

# 4.1.e Organizational Capacity and Competency

HIAE has both a corporate management team and various professionals at the medical units dedicated to the general implementation of the ESMS and to managing and monitoring specific activities. At the corporate level, the staff focuses on strategic environmental and social issues and in the development of procedures, goals, and performance monitoring at the various medical units. For this purpose, HIAE has staff specialized in: i) functions related to facilities and maintenance; ii) human resources; iii) occupational health and safety; iv) legal issues; and v) quality control, including auditing, risk management, and compliance.

The staff constantly undergoes training and most have many years of experience in their areas. In the hospital context, even though the number of people responsible for environmental and social issues may vary depending on the unit's size and complexity, they are all visited and supported by corporate staff involved in quality control, facilities maintenance, and HSE. Even though some of the staff is designated to different departments, the IMS allows for the most relevant indicators to be monitored, including by the Board of Directors.

<sup>&</sup>lt;sup>7</sup> The National Accreditation Organization ("ONA") is the only one in Brazil and offers different levels of certification, which allows them to assess continuous improvement in management and in the health organizations' processes.

<sup>&</sup>lt;sup>8</sup> Originally developed by the Centers for Disease Control and Prevention (CDC) and the General Services Administration (GSA) in the US, Fitwel is a certification system for the building construction that enhances health and quality of life for people.

# 4.1.f Emergency preparedness and response

HIAE has a clear approach to preparing for and responding to emergencies, following state and municipal norms applicable to fire safety. Each hospital has an Emergency Action Plan ("EAP"), which is implemented at the local level. The Einstein Hospital has teams of firefighters to respond to emergencies and, depending on the healthcare equipment, also a Civil Firefighter team covering the facilities 24 hours a day in order to ensure an assertive response capability, if needed. In addition, HIAE conducts training and simulation sessions for their teams through partnerships with first responders, including the Fire Department of the State of São Paulo.

In all hospitals, and in coordination with the local fire department, the Company has at least two professional civil firefighters as well as specific security personnel (at least 2 guards) trained to control incipient fires and conduct daily inspections.

As part of the Project, HIAE will develop and implement an EAP for the new cancer hospital in order to meet the needs related to safety, firefighting, inclusion of a training plan for emergency evacuations, including provisions for the use of firefighting equipment, as well as other applicable aspects identified in the risk identification process, with a focus on the safety of all who use the medical center. In addition, the unit will have an emergency response team covering all wings, floors, and shifts in a specific location to always ensure a minimal emergency response capability.

# 4.1.g Monitoring and Review

The HSE and quality indicator analysis is discussed in monthly monitoring and review meetings with each hospital's management team. The Company recently began to evaluate vendor adoption of the Company's Sustainability Policy based on the Ethos Indicators on Sustainable and Responsible Business.<sup>9</sup> The purpose of the initiative is to develop action plans based on the results and conclusions obtained from this measurement and to promote closer relationships with vendors with principles that are consistent with those of the Einstein Hospital. In the case of vendors deemed to be critical, audits will be conducted on site to verify the accuracy of the provided information. In 2021, for example, we conducted 51 audits of critical vendors.

# 4.1.h Stakeholder Engagement

HIAE uses, as the basis to identify and select interest groups for engagement, people or entities that are impacted by the hospital's activities and services, who may, in turn, affect the organization's capacity to achieve their objectives.

The Company continuously undertakes communication and engagement actions with stakeholders and, in addition to the groups specifically consulted to define the content of their internal communication and engagement actions (employees, patients, doctors, government, and vendors),

<sup>&</sup>lt;sup>9</sup> The Ethos Indicators are a management tool that helps companies incorporate sustainability and corporate social responsibility (CSR) into their business strategies to be sustainable and responsible (https://www.ethos.org.br/conteudo/indicadores/).

the Einstein Hospital considers interest groups to include community leaders, non-governmental organizations, media, volunteers, and health plan operators.

# 4.1.i External Communication and Grievance Mechanisms

Since 2006, HIAE publishes annual sustainability reports<sup>10</sup> based on the *Global Reporting Initiative* ("GRI") methodology, with quantitative and qualitative descriptions of social and environmental risks and impacts related to the Company's operations. In addition, HIAE has a grievance reporting channel (<u>https://canaldedenuncias.com.br/einstein/</u>), which guarantees information confidentiality and grievance anonymity. This channel is also available for all direct-hire and outsourced workers and any stakeholders.

# 4.2 Labor and Working Conditions

# 4.2.a Working conditions and managing the relationship with workers

HIAE has a clear approach to attracting, training, and retaining a well-qualified workforce. In a competitive market for qualified medical staff, the Company maintains a workforce of more than 20,000 direct-hire employees, in addition to outsourced workers in the janitorial, parking, security, and other areas.

The Company has a clear human resources ("HR") policy and procedures related to recruiting, training, performance management, and other areas. HIAE also developed an Institutional Manual of Ethical Conduct Guidelines, which clearly prohibits any form of forced, child, or mandatory labor, discrimination, threat, coercion, abuse or harassment in the workplace.

Working conditions are defined in the contracts signed by HIAE with its employees and are consistent with the provisions of Brazilian labor legislation. The Company offers competitive salaries to their employees and all basic benefits guaranteed under Brazilian law, as well as additional benefits (such as access to private health insurance, life insurance, transportation and meal vouchers, scholarships, among others), in order to attract and retain employees and enhance their performance. HIAE also has a well-structured and documented approach to hiring, onboarding, managing, training, and promoting their workforce. There are also procedures to terminate employment contracts, if needed.

The Einstein Hospital has a formal onboarding process, whereby every new hire is received by an HR professional on their first day and introduced to the Company's mission, vision, and values, their Manual of Ethical Conduct, and their compensation and benefits policy.

The terms and conditions of employment are clearly defined in the contracts and collective bargaining agreements to which HIAE is subject. Labor rights in Brazil, including freedom of association and collective bargaining are protected under the country's Constitution and Consolidated Labor Laws ("CLT"), which are consistent with International Labor Organization ("ILO") guidelines. According to Brazilian labor laws, all workers may join a union, and HIAE employees

<sup>&</sup>lt;sup>10</sup> HIAE Sustainability Reports can be found at https://www.einstein.br/sobre-einstein/relatorio-sustentabilidade

benefit from collective bargaining agreements in place in their areas. The Company does not restrict participation in unions, complies with collective bargaining agreements, and respects workers' rights.

As a solid company in a highly competitive market for healthcare professionals in São Paulo, HIAE seeks to establish effective means to manage their employees' learning needs and train their staff. To this end, the Company also developed a structured approach to training and professional development.

# 4.2.a.i Grievance Mechanism

HIAE's Grievance and Complaint Mechanism has three formal channels to receive reports: i) a telephone line (Talk To Us): 0800-741-0004; ii) emails and message forms, including an Employee Contact Service;<sup>11</sup> and iii) the Company's intranet.

The communication channels are disseminated to internal stakeholders on murals and posters and by email, and, to external stakeholders, through the website and on social media. Reports received are logged into a system managed by a specialized outside company. The reports are investigated by the Compliance area or by specific Commissions (Medical Practice Committee, Commission on Scientific Research Integrity, Commission on Moral and Sexual Harassment, etc.), in accordance with the guidelines established in the Reporting Channel Use and Management Procedure.

# 4.2.b Protecting the Workforce

The contracts between HIAE and their workers, whether direct-hire or outsourced, are consistent with local labor legislation and establish, among other aspects, the length of a workday, the hours of work, overtime, paid rest days, minimum compensation, benefits, bonuses stipulated by law and minimum occupational health and safety requirements.

# 4.2.c Occupational Health and Safety

Brazil has a set of norms that are detailed and prescriptive regarding occupational health and safety ("OHS"), known as Regulatory Norms ("RN"). The main RNs that are applicable to the Company's operations and must be continually observed are: Risk Management Program ("RMP"); Specialized Safety Engineering Occupational Medicine Service (SESMT); Internal Accident Prevention Commission ("CIPA"); Personal Protective Equipment; Occupational Health Medical Control Program ("OHMCP"); and Occupational Safety and Health in Healthcare Services, as well as others that are applicable to specific activities, such as those performed in electrical facilities or at elevated locations.

Through the development of RMPs, the required medical examinations are established for the hiring, periodic assessment and termination of any employee, which are defined according to the nature and risk profile of the specific position (through the OHMCP).

<sup>&</sup>lt;sup>11</sup> <u>www.einstein.br/compliance</u>

HIAE continues to invest in raising awareness among and engaging OHS teams. The Company has implemented a behavior observation and approach tool, which became part of the leadership's goals, and its execution (tool usage) rate is reviewed on a monthly basis. More than 700 team leaders and members of CIPA were trained to serve as observers. The observations are logged into a platform and used to guide, in an objective manner, the dissemination of information on risks in day-to-day activities and how to mitigate them. In two years of practice, this program contributed to a 52% reduction in typical accidents and 57.5% decline in accidents while commuting.

Workers' safety and health indicators have improved in recent years. All OHS actions are initiated by the Einstein Employee Safety and Health System ("SESSCo").

# 4.2.d Workers Engaged by Third Parties

Most HIAE employees are direct-hire, and slightly more than 10% are outsourced workers (primarily in janitorial, security, parking and other specific services).

Companies that provide outsourced workers are examined by the Supply Department to evaluate their compliance with labor and OHS standards, social security payments, history of labor lawsuits, among others. Standard HSE requirements are included in the contracts, and HIAE releases payments against evidence of compliance with such requirements. Outsourced workers can also use the internal grievance mechanism, either by safe email or telephone.

# 4.3 Resource Efficiency and Pollution Prevention

# 4.3.a Resource Efficiency

HIAE has sought to improve energy efficiency in their operations in order to minimize the impacts from increased consumption resulting from growth and the acquisition of new equipment. Since 2013, the Company has a policy of purchasing electrical power in the free market and focusing on renewable sources. In addition, in recent years, they have pursued initiatives to improve energy efficiency. The Morumbi, Jardins, Perdizes, Alphaville, and Ibirapuera units are ISO 50001/2018 compliant, which certifies that HIAE's energy management system is consistent with best market practices.

With respect to water consumption, even as the Company grew and created new operating units, water consumption has remained relatively level in comparison with previous years. HIAE has implemented awareness raising actions and invested in equipment that facilitates the rational use of resources. The Einstein Hospital has also made progress in the process of standardizing shower and faucet water flow with the use of aerators and pressure and flow reducers, and all new units operate consistently with the corporate efficiency standards.

The cancer hospital will be LEED Healthcare and Fitwel certified, and studies conducted so far indicate that the building should improve resource use efficiency indicators as compared to similar hospitals, particularly in reducing water and energy consumption, thus lowering carbon equivalent emissions.

#### 4.3.a.i Greenhouse Gases

Annually, the Einstein Hospital assesses Greenhouse Gas (GHG) emissions by conducting an inventory based on the Brazilian GHG Protocol Program specifications. The document is audited and released to the public.<sup>12</sup>

In 2021, HIAE joined the global *Race to Zero* campaign led by the United Nations ("UN"), and the Einstein Hospital committed to neutralize their emissions by 2030. In order to achieve these goals, the Einstein Hospital develops projects with the supply chain, which is responsible for 60% of their GHG emissions. In 2021, the Einstein Hospital received the i-REC<sup>13</sup> certificate, which attests that 100% of the electrical power used at their units during the year was traced to a renewable source.

The Company's direct and indirect emissions from the consumption of fuel, diesel back-up generators, and electricity add up to approximately 15,000 tons of  $CO_2e/year$ . Therefore, the Company is not deemed to be a significant GHG emitter.

#### 4.3.b Pollution Prevention

Liquid effluents, particularly sewage and wastewater produced by food services, are routed to the public sewage collection and treatment system. HIAE is compliant with all conditions established in their operating licenses. Local standards are defined by the National Environmental Council (CONAMA) and under State Decree No. 8,468/1976.

HIAE has a Solid Hospital Waste Management Plan ("SHWMP") in accordance with current legislation.<sup>14</sup> All waste generated at the medical units is collected, stored, and disposed of in accordance with the SHWMP, depending on their classification. The plan includes procedures for segregating and managing waste flows within the units, as well as proper handling, collection, temporary storage, as well as transportation and disposal. The medical units generated basically three kinds of solid waste: (i) common domestic waste, in service areas, kitchens, cafeterias, and restrooms; ii) infectious waste, which is collected and stored in a segregated manner; and (iii) chemical waste, which is also collected and stored in a segregated manner.

All waste is gathered in temporary storage areas prior to being collected by outside service providers licensed by the proper environmental authorities for its transportation, treatment, and disposal. Common and organic waste are disposed of in landfills, while chemical, infectious, and sharp waste is incinerated by a licensed company. Biological laboratory waste is also segregated and collected by a certified company due to their associated pathological risks. Specifically, at the Morumbi unit, all critical infectious waste is decontaminated by an autoclave installed on site before being crushed and disposed of as common waste.

The increase in hospitalizations and healthcare provision as a result of the COVID-19 pandemic increased waste generation in the last two years. Nonetheless, the Company has made efforts to

<sup>&</sup>lt;sup>12</sup> https://registropublicodeemissoes.com.br/participantes/1048.

<sup>&</sup>lt;sup>13</sup> The International REC Standard (I-REC) is a global system with a unified methodology to trade renewable energy certificates.

<sup>&</sup>lt;sup>14</sup> Brazilian Health Regulatory Agency ("ANVISA") Resolution No. 306 and CONAMA Resolution No. 358/2005.

expand their recycling program. To this end, they installed automated conveyor belts with sensors that more accurately identify and segregate the different subtypes of recyclable materials.

All organic waste generated by the Company is composted and converted into fertilizer, thus minimizing the use of landfills for this type of waste.

# 4.4 Community Health, Safety and Security

# 4.4.a Community Health, Safety and Security

The Company's facilities are regulated by ANVISA, which reviews and approves hospital engineering projects, issues operating licenses, and regularly inspects the group's medical units for compliance with the health and safety requirements for patients. In addition, at all its hospitals, HIAE creates clinical and non-clinical risk management committees in order to prevent hospital infections (also known as CCIH). The Company also has various national and international certifications and accreditations, including ONA, Joint Commission International ("JCI"), College of American Pathologists ("CAP"), ISO 9001, ISO 14001, ISO 50001, among others.

HIAE actively monitors patients' perception of services rendered, through annual satisfaction surveys and post-service feedback. Patient and companion opinions are collected in person and virtually and are reviewed by the Office of Patient Experience. The collected information guides improvement actions.

Hospital facilities under HIAE management generally follow basic accessibility guidelines. In addition, the larger hospitals are compliant with local regulations or are modified to ensure their compliance with international accessibility best practices. The Company ensures that accessibility policies, practices, and procedures are consistent with the fundamental principles of independence, dignity, integration, and equal opportunity. HIAE also trains their employees on how to interact and communicate with persons with disability, as well as how to use available assistance devices and what to do if a person with disability has difficulties in accessing hospital services.

The new hospital is being designed in compliance with the State of São Paulo Code of Protection Against Fires and Emergencies, and the facilities have adequate fire prevention and firefighting infrastructure ("L&FS"). Fire safety equipment will include various types of portable extinguishers, smoke detectors and fire alarms, alarm triggers, sprinkler systems, water pump systems, hydrants, hoses, and hose reels on all floors, firefighting resources, fire alarm control panels, and fire alarms (visual and audible) to notify building occupants.

In addition, they will develop an L&FS Master Plan. Before the building goes into operation, HIAE will conduct testing and commissioning of the L&FS systems to certify compliance with the L&FS Master Plan.

In addition, the Company will develop and implement a Change Management Procedure, which will establish the required internal procedures to approve and evaluate potential risks related to any change that may occur in the unit's physical structure and define the required management steps.

The plan will establish the review process and define the teams responsible for conducting the reviews, which will include an expert on L&FS.

#### 4.4.b Security Personnel

HIAE does not use armed security. The security team is outsourced and focuses on access control and response to any emergencies.

# 4.5 Acquisition of land and involuntary resettlement

The Project will not cause any physical or economic displacement of the population. The land needed for the hospital's construction corresponds to lots previously acquired for this purpose.

#### 4.6 Biodiversity conservation and sustainable management of living natural resources

Once the Project is implemented on urban and semi-urban land that has been subject to strong human activity interventions, there will be no significant impacts on biodiversity or living natural resources. In addition, the Project will not involve critical habitats nor biologically or ecologically sensitive areas.

#### 4.7 Indigenous peoples

The Project will not intercept indigenous areas or territories, nor will it directly impact indigenous peoples.

#### 4.8 Cultural Heritage

As the implementation site is on urban or semi-urban lands that have been subject to strong interventions, the likelihood that the Project will impact cultural heritage is extremely low.

#### 5. Local Access of Project Documentation

The documentation relating to the project can be accessed on the IDB Invest web page (<u>https://idbinvest.org/es/projects</u>) and more information about the Company can be found at <u>http://www.einstein.br</u>.