Environmental and Social Review Summary

Project Name:	ISA Saúde: Transforming Healthcare Access in Brazil through At-Home Services and Digital Innovation
Project Number:	BR-Q0032
Project Location:	Brazil
Executing Agency:	ISACARE Holding/ISA Saúde
Type of Operation:	Direct / Quasi-Equity (EQU)
Issuance Date:	August, 2025

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

ISA Saúde is a Brazilian company that provides home healthcare services ("ISA Saúde" or the "Company"). Its offerings include vaccination, lab exams, physiotherapy, nursing services, x-ray and ultrasound, clinical monitoring, chronic disease management. Through a tech-enabled and decentralized healthcare model, the Company connects patients to a vast network of independent healthcare professionals to deliver hospital-quality services directly at home. Health insurance companies and partners can delegate full management of their at-home care operations to ISA Saúde.

The Project consists of a Direct / Quasi-Equity to support the expansion and consolidation of ISA Saúde services in Brazil. The Company's healthcare platform was designed to improve access to quality medical services across Brazil. The Company will expand its geographic footprint to include not only mid-sized and large urban centers but also rural and periurban regions with limited healthcare infrastructure and significant barriers to access to health care. The proposed investment will also assist ISA Saúde advance inclusive employment for healthcare professionals, particularly women, through tech-enabled, flexible work opportunities.

The Environmental and Social Due Diligence (ESDD) consisted of a review of relevant documents submitted by ISA Saúde and videoconferences with the key Company's personnel.

2. Environmental and Social Categorization and Rationale

In accordance with the IDB's Environmental and Social Policy Framework, the Transaction has been classified as Category B because it could have moderate and mitigatable environmental and social impacts, which include: i) Labor and working conditions; ii) contractors' Environmental and Social (E&S) and Occupational Health and Safety (OHS) risks, iii) hazardous waste management (e.g., infectious, sharps, pharmaceutical, and genotoxic); and iv) community health, safety and security.

The Environmental and Social Performance Standards (ESPS) triggered by the Transaction are i) ESPS1: Assessment and Management of Environmental and Social Risks and Impacts; ii) ESPS2: Labor and working conditions; iii) ESPS3: Resource Efficiency and Pollution Prevention; iv) ESPS4: Community Health, Safety, and Security, v) ESPS9: Gender Equity, and ESPS10: Stakeholder Engagement and Information Disclosure. ESPS5, ESPS6, ESPS7, and ESPS8 do not apply to this Transaction because no land acquisition/involuntary resettlement or impacts to biodiversity are expected, and there are no indigenous peoples or cultural heritage in the area where the Project will be implemented. If, in the future, any of these ESPS is determined to be applicable to the Project, a corrective action plan will be developed.

3. Compliance with national environmental and social laws and regulations

ISA Saúde operates in compliance with standards established by the Brazilian Health Regulatory Agency (ANVISA, Agência Nacional de Vigilância Sanitária) and the Ministry of Health, as well as with accreditation requirements from organizations such as the National Accreditation Organization (ONA, Organização Nacional de Acreditação).

4. Environmental and Social Context

The Brazilian healthcare system is one of the largest healthcare markets in the world, with over US$180 billion in annual spending. However, just 23% of Brazilians are covered by private health plans, leaving the majority reliant on an overstretched public system, which sometimes may result in long waiting times, low hospital bed density, and inadequate infrastructure. With only 2.2 hospital beds per 1,000 people, which is below the World Health Organization's minimum recommendation of 3, the Brazilian health care system is unable to absorb the growing demand, especially by Brazil's rapidly aging population. These limitations reinforce access gaps and compromise patient outcomes. As part of the proposed expansion into new geographies, including rural and peri-urban areas, ISA Saúde will increase the number of independent on-demand healthcare professionals and expand its portfolio of clinical services delivered at home.

5. Environmental and Social Risks and Impacts and Proposed Mitigation Measures

Assessment and Management of Environmental and Social Risks and Impacts (ESPS 1):

ISA Saúde has implemented internal Standard Operating Procedures (SOPs) and audits procedures, in accordance with the health care industry requirements in Brazil. ISA Saúde also reports that the company is in the process of obtaining a B Corporation Certification, which include some Environmental & Social (E&S) standards.

The results of the ESDD indicate that ISA Saúde, as a startup company, is currently in the process of developing its Environmental and Social Management System (ESMS) and overall organizational structure.

Policy: ISA Saúde will develop and implement an overarching sustainability policy defining the E&S objectives and principles that will guide the Company's operations. The policy will provide a framework for the Company's E&S assessment and management process and will be consistent with the principles of ESPS1.

Identification of Risks and Impacts: ISA Saúde will develop and implement an E&S Risk Identification and Impact Assessment Process tailored to the potentials E&S and OHS risks and impacts associated with the operations and activities performed by health care employees and contractors who perform the home care medical services on behalf of ISA Saúde.

Management Programs: Based on the results of the process of the identification of E&S and OHS risks and impacts, the Company will develop and implement the necessary plans to manage the risks and impacts associated with its operations.

Organizational Capacity and Competency: The Chief People Officer (CPO) currently oversees E&S, OHS, Human Resources, and Security aspects; to enhance capacity, the Company will reinforce the ESMS by hiring a full-time E&S Manager and an OHS Specialist to support system implementation across operations; as the Company expands into other regions, it shall consider appointing regional staff to support local implementation and oversight.

Emergency Preparedness and Response Plan (EPRP): ISA Saúde has prepared emergency preparedness and response protocols to address potential emergency scenarios such as fire and spills at their hubs.

Monitoring and Review: As part of the ESMS implementation, ISA Saúde will establish, track, and measure specific key performance indicators ("KPI") to gauge the effectiveness of the management programs,

including number of grievances, accident incidence and severity rates, electricity and water consumption, waste generation, GHG emissions, number of trainings provided to contractors, etc.

Labor and Working Conditions (ESPS 2):

As of 2025, ISA Saúde reports 217 full-time employees. Of these, 80% are women. The number of independent healthcare contractors is over 3,500, but it is expected to grow fast as the company expands its operations into new regions in Brazil.

Human Resources Policies and Procedures: ISA has a Code of Ethics and Conduct, an Employee Handbook and an online Induction Program for employees and contractors. Conditions of employment are included in these documents. The Code of Ethics and Conduct states the Company's commitment to non-discrimination and equal opportunity, prohibition of child and forced labor, and workers' right to join workers' organization. Within the ISA Saúde's business model, most of the workforce consists of independent healthcare professionals, especially nurses, physiotherapists, and physicians. These independent healthcare professionals are engaged on an informal or on-demand basis and are paid for each individual home visit.

Grievance Mechanism: ISA Lab has implemented a workers' grievance mechanism known as the "Contato Seguro" https://contatoseguro.com.br/pt/isasaude. This platform allows for anonymous complaints.

Occupational Health and Safety (OHS): ISA Saúde has developed the following procedures in line with Brazilian regulations: the Risk Management Program (PGR), Technical Report of Environmental Work Conditions (LTCAT), Medical Surveillance Program (PCMSO), and a Standard Operating Procedure for incident and accident investigation. These are primarily designed for fixed workplaces such as hubs and clinics, where employees perform routine tasks. However, given the Company's reliance on informal or on-demand independent healthcare professionals, these procedures should be expanded to address risks specific to mobile and home-based service delivery.

Infectious disease risks are managed through mandatory vaccination, discounted on-site campaigns, infection control protocols, case identification and isolation, and follow-up support for affected professionals and families. The EHS team compiles monthly incident data from each site. ISA's mobile app includes an emergency button connecting professionals to the operations team, by passing the 'Contato Seguro' channel. Since inception, there have been no lost-time incidents, including traffic accidents or fatalities. The Company aims to maintain zero accidents across all operations over the next three years.

To ensure compliance and traceability, healthcare professionals must wear PPE and upload photos via the app. Patient safety events are reported through the app and reviewed by clinical and quality teams. Each visit includes a digital checklist addressing hygiene, electrical safety, and mobility risks. The app also features step-by-step visit guidance and a 24/7 panic button. ISA tracks travel time and location—even with personal vehicles—and flags speeding or extended stops. Onboarding includes training in safe driving and emergency procedures. Home visits in high-risk areas are avoided, and professionals can report incidents or request support through the app.

ISA has a Code of Ethics and Conduct for Suppliers applicable to all third-party workers and conducts periodic oversight visits. ISA Lab's policies will explicitly prohibit all forms of harassment, child labor, and forced labor.

Resource Efficiency and Pollution Prevention (ESPS 3):

Resource Efficiency – ISA Saúde hubs are located within urban centers and are connected to the electrical grid and have local utility companies that provide potable water and sewer services. The number of workers at each hub is small and electricity and water consumption are low.

Greenhouse Gas Emissions (GHG) – ISA Saúde reports total electricity consumed at each hub. Because the on-demand healthcare professionals either use their own vehicles or use taxi/uber, the Company is still

developing means to monitor the types of vehicles (e.g., internal combustion engine, hybrid, or electric) and to calculate GHG emissions.

Waste Management – All professionals involved in medical waste management receive periodic training on proper segregation, storage, and disposal. Waste generated during home visits is separated at patients' residences and kept apart from household waste. Licensed contractors collect the waste weekly or biweekly and transport it for incineration.

As part of the ESMS implementation, ISA Saúde will strengthen medical waste management practices to protect healthcare professionals, patients, and household members from exposure to hazardous waste—including infectious, sharps, pharmaceutical, and genotoxic materials. Current practices allow hazardous waste to remain in homes for up to two weeks, posing serious health and safety risks. ISA Saúde will revise protocols to reduce storage duration, ensure proper containment, and increase collection frequency in line with WHO and national standards.

Hazardous Materials Management – ISA Saúde reports that its homecare services do not use hazardous materials and that analyses of biological samples (e.g., urine, blood) are carried out by qualified contractors. The Company reports that neither employees nor independent healthcare professionals handle hazardous materials.

Community health, Safety, and Security (ESPS 4)

The business model of homecare developed by ISA Saúde is based on a comprehensive technology platform that recruits, trains, and certifies independent on-demand healthcare professionals to deliver medical services at the patients' homes. Therefore, the key stakeholders in the communities include the patients, patients' family members and caregivers. The Company's model of "hospital-at-home" care allows patients to safely complete treatments outside the hospital environment, including post-operative recovery, chronic disease management, and palliative care. The logistics of the decentralized healthcare services developed by ISA Saúde depends on the availability of on-demand healthcare professionals who may be in area where the service is needed. The Company reports that to improve safety during homecare, ISA Saúde conducts pre-visit surveys, provide patients with informative materials and provides patients and their families with 24/7 hotline and dedicated WhatsApp support.

Stakeholder Engagement and Information Disclosure (ESPS 10)

The Company reports to ANVISA and the Ministry of Health, as required by Brazilian regulations. ISA Saúde also reports to patients and their family on specific issues related to their care. The Company will develop and implement an external grievance mechanism aligned with the requirements of the IDB ESPS 1 and 10.

6. Environmental and Social Action Plan (ESAP)

No	Requirement	Activity	Deliverable	Date
1	Overarching Policy	Develop and implement an ESPS1 Compliant Overarching Policy	Overarching Policy	31-Dec-25
2	Identification of ESHS Risks and Impacts	Develop and implement procedures for screening and assessing ESHS risks and impacts of ISA activities.	Procedure for the identification of ESHS risks and impacts ESHS risk matrices	31-Dec-25
4	Organizational Capacity and Competency	Establish the ESMS organizational structure, including clearly defined roles, responsibilities, and reporting lines, and appoint a full-time E&S Manager and an OHS Specialist to support the implementation and oversight of E&S and OHS management systems across operations.	Updated ESMS organization chart	31-Dec-25

5		Include methodologies for evaluating competencies as part of the training procedures and will establish minimum requirements for the evaluations.	Training procedure	30-Jun-26
6	Monitoring and Review	Develop a procedure for monitoring and review of E&S performance, incorporating the use o KPIs and the inclusion of E&S criteria in internal and external audit processes and checklists.	Monitoring and Review Procedure	30-Jun-26
8	External Grievance Mechanism (EGM)	Develop and implement an EGM aligned with the requirements of the IDB ESPS 1 and 10	External Grievance Mechanism	31-Dec-25
9	Protecting the Workforce	Develop a Child Protection Policy outlining its commitment to providing a safe and secure environment for children accessing services via its home program.	Child Protection Policy	30-Jun-26
10	Occupational Health and Safety	Expand existing OHS procedures and associated safety protocols to reflect the working conditions and occupational risks of informal or on-demand independent healthcare professionals. This includes incorporating infectious disease controls, emergency response mechanisms, digital safety checklists, PPE use verification, safe driving practices, and incident reporting and tracking systems for mobile operations.	Updated OHS procedures and safety protocols	31-Mar-26
11	Supply Chain Workers	Include requirements on sexual and workplace harassment as well as child and forced labor in its Policy and Code of Conduct for Suppliers	Updated Supply Chain Policy and Code of Conduct	30-Jun-26
12	Waste Management Plan	Update the Waste Management Plan to reduce storage duration, ensure safe containment, and increase collection frequency, in line with WHO and national standards	Updated Waste Management Plan	31-Mar-26