

SOCIAL RESPONSIBILITY

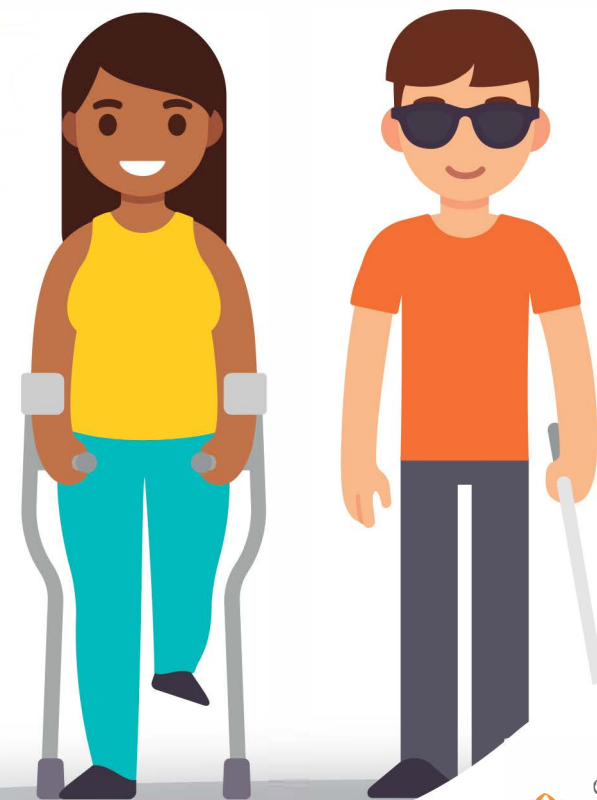
Ways to better reception

People With
Disability-PWD
DIVERSITY



Guide Booklet

SOCIAL
LIFE
CYCLE



Dear co-worker/employee,

The NotreDame Intermédica Group aims at ensuring that all its employees, assistant and administrative staff are treated equally and recognized for their attitudes and competences, not tolerating any practice of discrimination or harassment. We seek to promote an environment in which all our public of interest - employees, customers and partners - can find conditions of equality and respect. Since April 2018, the Group has been a signatory to the Global pact and is committed to aligning its Strategy and operations to the 10 universal principles in the areas of Human Rights, Labor, Environment and Anti-Corruption.

In addition, GNDI has taken on the responsibility of contributing to the achievement of six SDGs - Sustainable Development Goals, including Goal 10 - Reducing Inequalities that have among its goals in article "10.2 -

To empower and promote social, economic and political inclusion of everyone, regardless of age, sex, disability, race, ethnicity, origin, religion, economic condition or other factors. The guide booklet "Diversity at GNDI". Was created in the search of all these objectives.

Talking about Diversity can bring doubts and the only way to clarify them is through dialogue and transparency. In this first edition, the content addresses how the Group and its employees must deal with people with disabilities.

Valuing diversity means valuing and respecting all types people.

Accepting diversity means respecting ideas, cultures and stories different from ours.

Human Resources Directorate



DIVERSITY

There is no way of defining or reflecting on Diversity without looking at our benchmarks:

Mission:
**Making quality health accessible
to generations of Brazilians.**

Vision:
**To be a protagonist of innovation in health management,
Guaranteeing quality and sustainability for our Clients.**

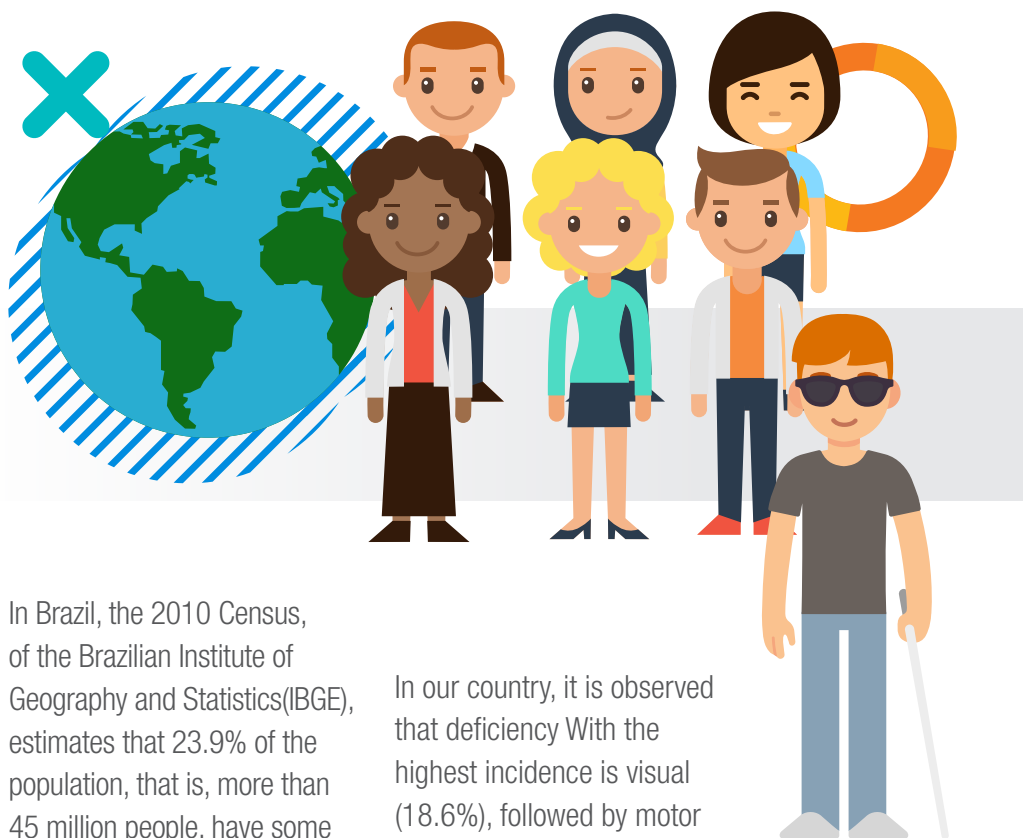
According to the Houaiss Dictionary, Diversity means “quality of what is diverse, different and varied”. Being different is not wrong. It is just being different.

Individually, people are different in all aspects you can think of, and valuing “different” is always a great opportunity to learn and grow with what you don’t know. No personal characteristics can justify any act of disrespect or discrimination.



DISABLED PEOPLE

According to the World Health Organization (WHO) 2011 Data, 1 billion people live with some form of disability, that is, approximately one in every seven people in the world.



In Brazil, the 2010 Census, of the Brazilian Institute of Geography and Statistics (IBGE), estimates that 23.9% of the population, that is, more than 45 million people, have some kind of deficiency. Of this total, the survey shows that 8.3% have some severe deficiency.

In our country, it is observed that deficiency. With the highest incidence is visual (18.6%), followed by motor (7%), hearing (5.1%) and mental or intellectual (1.4%).

Article 23 of the Universal Human Rights Declaration declares that “everyone has the right to work, the free choice of working conditions and a level playing field, satisfactory work and protection against unemployment.

The Federal Constitution of Brazil in its Article 7, prohibits discrimination in pay and the recruitment criteria for disabled workers. In article 37, it guarantees the reservation of vacancies in public administration for people with disabilities. Another initiative that subsidizes guarantees of disabled workers is the Quota Law created on July 24 1991.

It Article 93, it establishes that any company with 100 or more employees is obliged to include two to five percent of its positions with disabled and rehabilitated people.

More than fulfilling the legislation, NotreDame Intermédica group promotes inclusion of employees with disabilities ensuring that there is equality, impartiality and fairness in identification and attendance.

Disability is part of the human condition. Almost everyone has or will have temporary or permanent disability at some point in their lives. And as you get older, you may face more difficulties due to natural loss of body functions.



DIVERSITY IN GNDI

The NotreDame Intermédica Group experiences its values of “Relations of Trust ,Frankness and Objectivity because it accepts and respects what is different.

Since 2018, it has signed the Global pact, an initiative proposed by the United Nations organization (UNO) that encourages companies to embrace social, corporate and sustainability policies through the adoption of ten principles related to human rights,work,environment and corruption. Organizations that become part of the Global pact are committed to following these principles on a daily basis in its operations. The first principle establishes that companies have the duty to support and respect the protection of internationally recognized human rights. In this first booklet, we chose to talk about the people with disabilities, or PWDs.

Currently, GNDI has PWDs in practically all areas.

This is because the selection process is based on our Competencies model,and hiring takes place when candidates fulfil these competencies and meet technical requirements such as experience and education.

The main purpose of this material is to ensure the alignment of all NotreDame Intermédica Group employees to experiencing an inclusive, healthy, safe and reliable environment for everyone, including people with disabilities.



HOW TO DEAL WITH PEOPLE WITH DISABILITY

It is essential to address the theme of diversity to address this topic because before talking about how to deal with people with disabilities, it is necessary to understand that everyone is different and deserves respect.

Obviously, we need to point out some aspects and even specific tips on how to deal with PWDs, but respect remains the most important value.

The following guidelines are aimed at all audiences:
employees, customers, service providers.

After all, people are people.

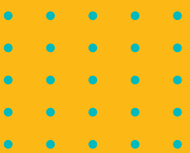
The First and important tip before you do anything ask! Do not deduce and do not jump to conclusions. Under no circumstances must you use derogatory term

Remember: Respect above all !!



People with visual deficiency

- **Safety guide for visually impaired people.** It is necessary to allow them hold our arms, preferably at the elbow or on the shoulder, so they can feel the movements and can follow up on the route. Avoid grabbing them by the arm without permission and, especially, pulling them with you, because this can not only be dangerous but can scare them as well.
- **Describe the route.** to better position who is being guided. When going up or down stairs, for example, indicate the number of steps, position of the handrail and where this path ends.
- **Try to describe the entire route** to better position who is being guided. When going up or down stairs, for example, indicate the number of steps, position of the handrail and where this path ends.
- **To help a visually impaired person to sit down** when they so request - guide them to the seat and guide on the location of the arm or backrest. From that point, let them locate and feel themselves. Make them actively participate in all stages.
- **Always identify yourself to the visually impaired person** when they arrive or when you approach. When moving away, inform them, as they may not realize that you have left and keep on talking alone.
- **Read everything out loud.** It is important to read documents out aloud offer help with filling out forms.
- **Remember that the disability is visual and not auditory** so, avoidspeaking loudly to a visually impaired person - remember that they do not see but can hear. Their hearing is even more developed.
- **Avoid talking with your hands.** We often gesticulate indicating directions. In this case, avoid this type of action and try to specify precise details of distance and direction.

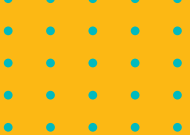


Physically handicapped or people with reduced mobility

- **Help, but don't intrude.** The wheelchair represents an extension of the body of the person using it. leaning against the wheelchair, walking stick or walkers without user permission can be considered as invasive acts. This kind of attitude, in addition to promoting discomfort, can make the person lose balance.
- **Requesting is necessary:** can I help?
- **Some wheelchairs users prefer to move it themselves for several reasons** because they don't like being led by others or they are simply independent and feel safe, among other justifications. So always ask beforehand to make sure the person is in need of help. After your offer of help is accepted, ask other questions: "How can I help?" or "What should I do?" So, the person will give necessary guidelines.
- **Push the wheelchair carefully when** helping someone on a wheelchair take extra care, making sure of not bumping into people and furniture.
- **When helping a person in a wheelchair up or down ramps or steps,** do it in reverse or with the front of the chair suspended (upright) to avoid losing balance. To climb or descend more than one step, you must ask for help from another person.
- **Contain your curiosity.** Avoid asking why the person is in a Wheelchair. This is not appropriate.

- **When talking for more than a few minutes with a person on a wheelchair** try to sit down so that you can be at the same eye level.
- **When the disabled is using crutches,** keep up with their pace of walking. Take care that he does not trip over and make sure the crutches always at arms reach.
- **If you see a disabled person fall,** offer help politely, but never help without permission.





Hearing impaired people

- **If you want to speak to a person with deafness.** position yourself in front of him or her to get his or her attention, either by signaling with your hands or touching his or her arm.
- **Facilitate lip reading.** Speak in a normal tone of voice and with distinct words but don't overdo it. Talking out loud won't do.
- **Make sure that the person always sees your mouth,** because if you turn your face away he or she will not understand anything and may even think the conversation is over.
- **When talking to a deaf person try to stay in a bright place.** Avoid standing against light (from a window, for example), as this makes it difficult to view your face.
- **Be expressive when speaking** - expressive, not caricature. Facial expressions, gestures and movement of your body indicating feelings of joy, sadness, surprise or sincerity. Hearing impaired person cannot hear changes in voice tone, so facial expressions are important.
- **Always speak directly to the deaf,** even if they are accompanied by someone who uses sign language.
- **Communicate always.** Normally, the voice of a deaf person is different because they don't hear the sound they make. If you have difficulties understanding, feel free and ask for a repeat. If you still don't understand ask them to write it down. Remember that, the important thing is to communicate.
- **if you write something down for the hearing impaired,** use simple words, because their vocabulary is not complex in most cases.
- **Avoid getting in the way when** two people are talking via sign language. Avoid walking between them as well, as you may disturb the conversation.
- **Do not scream.** The disabled person will not hear and your expression will look aggressive. So speak normally.



People with mental or intellectual disability

- **Avoid overprotecting them.** Let them do everything they can at their own pace, and help only if needed and when asked.
- **Relate normally.** Treat people with intellectual disabilities as would treat the others.
- **Talk to them and try to relate to them.** There is no reason not to do so. Maintain dialogue whenever possible.

AND ME?, AM I SOMEONE WITH DISABILITY?

The work environment implies coexistence of different people, in the same place and for long periods. Whether disabled or not, people are always different and the relationship between them can reveal moments of conflict. To relate with other people, we need to relate with ourselves. We need a self-knowledge and know who we are, what our limits are and knowing how to deal with adverse situations.

Being a person with disabilities, will certainly bring challenges in different areas of life. Situations of discovery, victory, challenges, embarrassment, situations in which you have to show your skills and how capable you are which might be surprising to other people.

Most of these situations, without doubt, were caused by ignorance and

the lack of information. This booklet has the role of guiding you.

Feel comfortable to position yourself, expose your needs and limitations and listen to feedback from your managers in your work environment.

Always seek your growth and successes.

In case you are faced with a difficult and challenging task or activity, talk with your manager, because dialogue is the most effective communication.

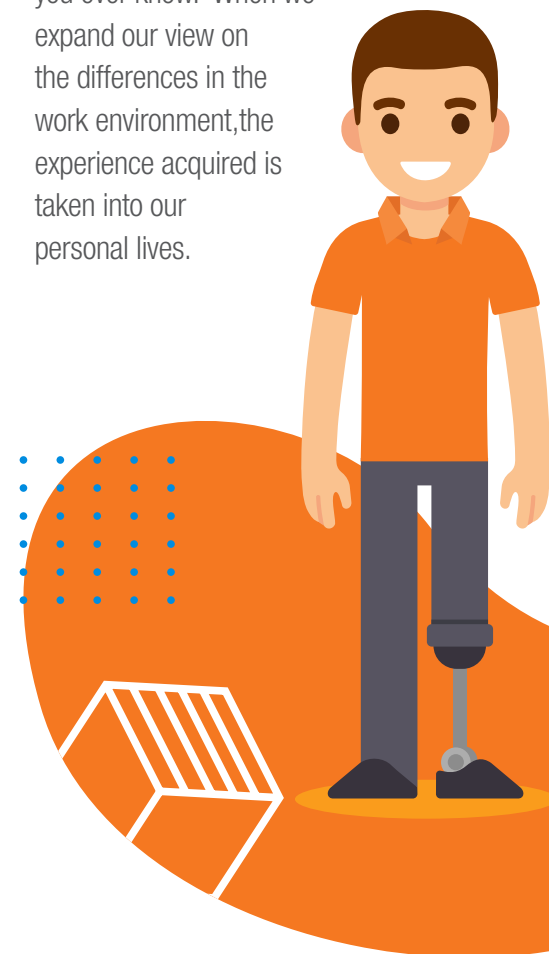
Talk openly, show your point of view and understand the reason for such a request.

If you think that this activity is inappropriate or inadequate, get in contact with the Human resources Dept. through the available communication channels (Your Space and Ethics Channel). HR will check what is going on and will guide everyone. Most importantly, do not understand that there was bad faith or prejudice on the part of the manager. Give credit to dialogue and conversation.

We are all different and being a disabled person is one of those differences. It is not more, it is not less. Perhaps in some situations it is something more challenging, but everyone experiences challenge of who you are within your reality. We are all part of human diversity.

When we are willing to learn from differences, being that of others or ours we find out how rich this experience can be.

If you are a disabled person, be a spokesperson of the opportunity to learn, to be different and especially discover yourself as more capable than you ever know. When we expand our view on the differences in the work environment, the experience acquired is taken into our personal lives.





FORGOTTEN THE TIPS? REMEMBER: RESPECT

“Don’t give up” an environment based on building lasting relationships based on openness and objectivity.

If you feel disrespected or discriminated against in any way, or a witness to such a situation , speak up!

NotreDame Intermédica Group provides specific communication channels for this and all efforts to eradicate such behavior will be made comments and complaints must be sent to the Ethics Channel and can be formalized via the GNDI Intranet, in the Strategy and Management area - Ethics at GNDI -Ethics Channel.

You can call 0800 717 7789 or email canaldeetica.gndi@edenuncias.com.br at your preference. The Ethics Channel can also be accessed for clarification of doubts. If in doubt about a particular practice, refer your question for guidance.

Communication can be carried out with identity or anonymously and will be reviewed by an independent Committee.



References

2010 IBGE Census booklet - People with Disabilities
World Disability Report - Government of the State of
São Paulo Secretariat for the Rights of Persons with Disabilities
Global pact.
UniGNDI - Assistance to people with disabilities

