



**OBRAS
SOCIAIS**
IRMÃ DULCE

Management Report 2024



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Our mission

To Love and Serve others, especially the poorest, offering free healthcare, education social initiative and spiritual assistance, promoting human dignity, according to values of Saint Dulce of Poor.

Our Vision

To be a sustainable philanthropic institution, recognized nationally through the excellence of the services provided and the living and promotion of the values of Saint Dulce of Poor.

Our Values

*Love for others
Empathy
Embracing diversity
Perseverance
Humility*

*Faith
Compassion
Gratitude
Simplicity
Peace*

■ OSIDs Service Centers

- José Sarney Ambulatory (AJS)
- João Paulo II Center for People with Disabilities (CAPD)
- Center for the Reception and Treatment of Alcoholics (CATA)
- Bioimaging Center (CBI)
- Sister Dulce of Poor Social Center (CCIDP)
- Professor Adib Jatene Teaching and Research Center (CEPPAJ)
- Physiotherapy Center
- Júlia Magalhães Geriatrics and Gerontology Center (CGGJM)
- Clinical Research Center (CPEC)
- Oncology and Clinical Research Center (CPOC)
- Craniofacial Anomalies Rehabilitation Center (Centrinho)
- Santo Antônio Educational Center (CESA)
- Sister Dulce Specialized Rehabilitation Center (CER IV)
- Augusto Lopes Pontes Social Medical Center (CMSALP)
- Dona Dulcinha Women's Clinic (CMD)
- Children's Hospital (HC)
- Santo Antônio Hospital (HSA)
- Taciano Campos Clinical Analysis Laboratory (LBTC)
- Pathology Laboratory (LAP)
- Memorial Saint Dulce of Poor (MSDP)
- Nossa Senhora de Fátima High Complexity Oncology Unit (Unacon)
- Blood Collection and Transfusion Unity (UCT)
- Dona Dulce Unity (UDD)

■ In the state

- West Hospital (Barreiras)
- Eurídice Sant'anna Hospital (Santa Rita de Cássia)
- Dr. Mário Dourado Sobrinho Regional Hospital (Irecê)
- Juazeiro's Regional Hospital (Juazeiro)
- Paulo Afonso's Regional Hospital (Paulo Afonso)

■ In the Municipality

- Emergency Care Unity – UPA – Santo Antônio (Salvador)
- Men's Municipal Hospital (Salvador)



Introduction

Life is made of seasons. We ended 2024 intensely, moving to the rhythm of empathy – one of the core values of Dulcism, the Dulce’s way of thinking, being, and acting. We are ready to move forward and open new cycles, inspired by the voice of Saint Dulce, who tells us: “Everyone must have faith and hope in a better future. The essential thing is to trust in God. Love builds and strengthens.” We continue with the certainty that love is the most powerful force in the world.

Love was always Sister Dulce’s guiding principle. That’s why she was able to transform a chicken coop into a place full of affection for caring, loving and serving. This place become a house of care, thanks to the empathetic gaze of that small, young nun. Today, this chicken coop is one of the largest philanthropic works in the country, with a 100% free care. The work is great, not only because of its size and the care it provides, but also because of its humanitarian values, inspired by the journey of Brazil’s Angel, which guide institutional governance in its decision-making to consolidate, every day, a more dignified and humane environment for those who knock on our door everyday.

The year 2024 brought us challenges, both in the administrative and financial areas as well as in communication with our partners. However, the value of empathy guided us, and despite those challenges, we move forward, following Saint Dulce’s example. So, it couldn’t be any different, and we chose this value to accompany our journey, which you’ll be able to feel and perceive this 2024 Management Report, in its new format.

Each chapter has a title beginning with Empathy and a theme. Summarized, in the following pages you will find the following: in the first chapter, we tell you about the life of Saint Dulce of the Poor and the Religious Tourist Complex dedicated to the

Good Angel. Then, in chapter two, we present the actions of the institutional's main area, Health.

Educational activities, such as Santo Antonio Educational Center (CESA), professional training, research and medical and multi-professional residencies are described in the "Empathy to Educate" chapter. The possibilities for contribution, whether through financial donation or by volunteering at the institution, are presented in the "Empathy for Giving" chapter.

Sustainable initiatives, Organizational Culture and financial reports appear in the "Empathy to Manage" chapter. Soon after, the "Empathy for Growth" chapter features the projects managed by Obras Sociais Irmã Dulce and, in the "Empathy that Goes Beyond" chapter, we reaffirm our commitments to internal and external audiences.

Finally, the "Empathy in Partnerships" chapter, we present the "DuBem Companies", OSID partners who contribute significantly to the maintenance and growth of the Obras Sociais Irmã Dulce. And this is how, by strengthening this chain of kindness, a partnership of love with all of you, we invite you to read this report, crafted by many hands, as is everything within our institution. Saint Dulce never did anything alone. And we, her sons and daughters, don't either.

Our hearts are warmed by this pleasant accountability, but we are also aware that, every day in 2025, we'll need to work tirelessly to surpass what we have already done in 2024. And so it will be, because, as the Good Angel also told us, "in love and faith we'll find the necessary strength for our mission."

Have a good read.



José Joaquim de Carvalho Jr.

*Chairman of the Board of Directors
of Obras Sociais Irmã Dulce*

A Message from the Chairman of the Board of Directors of Obras Sociais Irmã Dulce

Throughout its admirable and blessed history, the Obras Sociais Irmã Dulce have shown that love of neighbor and empathy are powerful transforming forces. Inspired by Saint Dulce of Poor's example of love and service, OSID's mission is to provide comprehensive, free and humanized care for the most needy and vulnerable population. The Dulcism, the Dulce way of thinking, being and acting, is the foundation of the principles and values of our Organizational Culture, which is reflected in concrete actions, restores hope and preserves the priceless legacy of love.

It is with a deep sense of satisfaction that, in times of challenge and an adverse global scenario, we ended 2024 on a promising note. We achieved significant results and numerous accomplishments, which are essential for the continued growth and innovation of the Obras Sociais Irmã Dulce (OSID), making a meaningful contribution to its and long-term continuity.

We would like to highlight the certification process of Santa Dulce College by the Ministry of Education (MEC) as a Higher Education Institution, expanding our presence in the educational sector. Our goal is to deliver academic excellence grounded by ethics, preparing highly qualified professionals who find in Dulcism their greatest source of inspiration.

The start of work on the Eye Hospital and Hemodynamics is an important milestone, which aims to expand the capacity for specialized and highly complex

care, which will directly benefit the population most in need of these essential health services.

With the goal of modernizing the management model, the Information Technology Master Plan was launched, aiming to enhance administrative efficiency, security, service quality, and support for strategic decision-making.

The renovation of the Santa Dulce of the Poor Memorial has provided visitors with a new experience of the inspiring life story and work of Saint Dulce ensuring that her knowledge and legacy continue to be passed on through generations.

These and many other achievements were made possible thanks to the dedication and professionalism of a brilliant and committed team, which keeps alive the flame of solidarity that is deeply rooted in OSID's DNA.

I would like to thank the Board of Directors and Advisory Board, the Superintendence, under the competent and empathetic management of Maria Rita, the managers, employers and volunteers, who uphold an ethical, transparent administration that is sensitive to the needs of others.

I would like to highlight our gratitude for the continued support and donations from society, as well as for the incentives and support from government officials and authorities, which are essential for the Obras Sociais Irmã Dulce to continue growing and transforming lives.

With faith, courage and perseverance, our noble and faithful mission to build a fairer, more supportive and humane future will continue to be carried out on an upward path under the protection and gaze of Saint Dulce of the Poor. I would like to share a quote from our Saint that touches my heart and fills me with strength and optimism to keep moving forward: "Everyone must have faith and hope in a better future. What truly matters is to thrust in God. Love builds and solidifies."

José Joaquim de Carvalho Jr.

Chairman of the Board of Directors of Obras Sociais Irmã Dulce





Maria Rita Pontes

Superintendent of Obras Sociais Irmã Dulce

Peace and Well-being!

Sister Dulce, our Saint Dulce of the Poor, used to say: “We don’t live our own lives, but those of those around us and seek us out. I am here to serve. And it was in this way, living the life of others, that Obras Sociais Irmã Dulce witnessed a year marked by one of the most beautiful expressions of this love. I’m referring to empathy, one of the values of Dulcism, the Dulce way of thinking, being and acting.

As a true guide, the empathy was there, guiding our actions in welcoming over 3 million people throughout the year, whether in health, education, social or spiritual support. This welcome begins with the willingness to put ourselves in the other’s place; getting close to their pain in order to serve them through comprehensive and humanized care. Indeed, a practice of love and service, reflected in more than 4 million outpatient procedures, 57 thousand hospitalizations and 38 thousand surgeries, as well as other services that continue transforming the lives of oncology patients, people with disabilities, the elderly, children and teenagers, homeless people, individuals dependent on psychoactive substances, among other groups.

In this promising 2024, we also share the joy of having the initial stages approved for the implementation of the future Santa Dulce College, a dream that also carries the gift of empathy, as we understand that loving and serving should also be part of professional training –a vision already rooted in OSID, through our work in the health education, with 20 medical residency programs, in addition to the multi-professional residency and the residency in oral and maxillofacial surgery and traumatology.

Also noteworthy was the creation of OSID's Organizational Culture and Humanization Office, established with the noble mission of strengthening the lived experience of institutional values grounded on Dulcism. Among its actions is the continuous dissemination, among all employees, of the essence of Saint Dulce's legacy and the importance of always putting it in practice. In addition, initiatives aimed at supporting our own teams, revealing that Loving and Serving also involve caring for those who care. This attention is further demonstrated by promoting best governance practices, such as the establishment, in 2024, of the Comptroller's Office of the Obras Sociais Irmã Dulce, continuously adding more trust and transparency to the financial information of the institution founded by the first Brazilian saint.

But living the lives of those around us and seek us would not be possible without the fraternal hearts of our donors and other supporters of the Good Angel's legacy, who continue responding to the call of our campaigns to expand care for those most in need. They keep multiplying acts of solidarity, such as the inauguration of the new photovoltaic solar plant and a modern energy storage system at the Santo Antônio Hospital. Beyond contributing to the environmental protection, the implementation of these systems, a result of a partnership with Neoenergia Coelba, has made it possible to reduce electricity costs, allowing the institution to reinvest these savings in maintaining the services provided to the community. To all our guardians, past and present, our eternal gratitude for seeing the right to health and education through the same eyes as Sister Dulce: as that last door that can never be closed.

And it was precisely this door that, in 2024, celebrated its 65th anniversary, revealing that empathy has always been one of the foundations of the Dulce's House. A pillar that still teaches us today that living the life of another is to fully embrace goodwill; it is to live a caring that transforms everyone and is reflected into the beauty and wisdom of the words of the Mother of the Poor: "Whenever you can, speak of love and with love to someone. It is good for the ears of the listener and the soul of the speaker."

Maria Rita Pontes

Superintendent the Obras Sociais Irmã Dulce

de Santa Dulce dos Pobres





If each one does their part, if every person becomes aware of their social role, we may not solve the problem of poverty in the world, but we'll significantly contribute to reduce the number of poor and to ease the pain of many sufferers"

Saint Dulce of the Poor



Empathy that Inspires Action

A life devoted to the others

A

n example of generosity, faith and empathy, Sister Dulce had a life journey marked by love for others, dedicating her life to welcoming those most in need. She was canonized in 2019, becoming the first Brazilian saint, Saint Dulce of the Poor. Her legacy of determination and hope is renewed every day through her work.

Born on May 26, 1914, in Salvador, at the age of 13 she was already caring for the sick at the gate of her home in Nazaré neighborhood. In 1933, the young woman, registered as Maria Rita de Souza Brito Lopes Pontes, joined the Congregation of the Missionary Sisters of the Immaculate Conception of the Mother of God, at the Convent of Our Lady of Carmel, in São Cristóvão (Sergipe), and on August 13 of the same year, she received the habit and adopted the name Sister Dulce, in honor of her mother.

In 1935, the Bahian nun began providing assistance to help needy communities, especially in the Alagados, a group of stilt houses established in the inner part of the Itapagipe neighborhood in the Bahian capital. Around the same time, she also started serving the many workers in that area by creating a medical center and founding the São Francisco Workers' Union in 1936, the first Catholic workers' organization in the state, which later gave rise to the Bahia Workers' Circle.

In 1949, already with a well-established history of love and service, Sister Dulce took over a chicken coop located next to the convent with the permission of her superior, housing the first 70 patients gathered from the streets of Salvador. This initiative gave rise to a tradition widely shared for decades by the Bahian people, that the nun built the largest hospital in Bahia starting from a simple chicken coop.

Sister Dulce died on March 13, 1992, just before turning 78. At her wake, the population, politicians, businesspeople and famous people joined

in grieving the loss of the Good Angel. The fragility with which she lived the last 30 years of her life - she had 70% of her respiratory capacity compromised - did not prevent her from building and maintaining one of the largest and most respected philanthropic institutions in the country, a true work of love for the poor and sick.

Sister Dulce's life purpose was always to serve others, and this is how her Social Work continues, being a daily encouragement to those who seek care, welcoming those who seek help without distinction.

■ Memory preserved

The Obras Sociais work to preserve and spread the memory of Sister Dulce. Located next to the headquarters of the Obras Sociais Irmã Dulce, in Salvador's Cidade Baixa district, the Saint Dulce of the Poor Sanctuary Complex has become a reference point for religious tourism in Salvador,

especially since Sister Dulce's canonization, and currently receives around **600 thousand visitors per year**. The complex includes, in addition to the Sanctuary itself, the Saint Dulce of the Poor Memorial, the Saint Dulce Store and the Dulce Café.



The memorial preserves, still intact, the room that Saint Dulce occupied and the chair in which she slept for almost 30 years to honor a promise

With a seating capacity of **around 1,300 people**, the church has daily masses that bring together hundreds of devotees and admirers of the Bahian saint. The Sanctuary is also home to the Chapel of the Relics, a place of devotion and faith that contains the tomb with the remains of Saint Dulce.

A visit to the religious tourist complex dedicated to Brazil's first saint is a guarantee of emotion and many lessons, especially at the Saint Dulce of the Poors Memorial, which tells one of the most impressive stories of love for humanity, bringing together pieces that help preserve and keep alive the legacy of the Mother of the Poor. Inaugurated in 1993, a year after her death, the Memorial underwent extensive refurbishment and was reopened

in 2024, with updated exhibits, modernization and increased **accessibility for diverse audiences**.

In the collection, visitors can appreciate, for example, the habit worn by the nun and a collection of art with representations of Saint Dulce in various styles, expressing popular devotion, as well as photographs, rare documents and personal objects. The memorial preserves, still intact, the room that Saint Dulce had occupied and the chair in which she slept for almost 30 years, to honor a promise. The Saint Dulce of the Poor Memorial is therefore an inspiring environment that shows, through the life of the Bahian nun, that love is capable of saving and transforming lives.



Social business reinforce Dulcism

The **Saint Dulce Bakery Center**, The Dulce Sabor units, the Saint Dulce Shop and Dulce Café represent the institution's social businesses, which contribute to the sustainability of the Obras

Sociais Irmã Dulce, with all the revenue from product sales going towards maintaining the organization's services, which provide care to more than 3 million people annually in Bahia.



**Saint Dulce's
Bakery
Center**

over
750 thousand
units produced in 2024

The revenue helps support more than 3 million people served every year in Bahia.

The **Saint Dulce Bakery Center**, located in the Bahian municipality of Simões Filho, produces various items such as bread, cornbread, brownies, cookies, biscuits, colombas and the traditional Saint Dulce panettones, with production exceeding **750 thousand units** in 2024. The products are sold in the main supermarket chains in Salvador, the metropolitan region, in the interior of Bahia, in the state of Sergipe and also in the **Dulce Sabor** units, the Sister Dulce Social Works' own stores located in the capital of Bahia (Dendezeiros Avenue and Patamares) and in Simões Filho, which sell the entire range of bakery products.

With a wide range of products, the **Saint Dulce Store** brings together a lot of products with the Saint Dulce's social brand - from shirts, bags, planners, books and key chains to images, medals, rosaries and scapulars, making it a special place for those who want to buy a souvenir with references to the Good Angel of Brazil. Meanwhile, **Dulce Café** combines great cuisine with a visual identity that highlights art, history, science and literature, with an atmosphere inspired by Saint Dulce's journey. Alongside its cultural focus, the café also stands out for its menu, which offers delicious snacks and coffees.





Everyone needs to have faith and hope in a better future. The essential thing is to trust in God. Love builds and solidifies."

Saint Dulce of the Poor



ENFERMARIA
SÃO LÁZARO
(MASCULINO) ←

CEPPAJ
ENFERMARIA
SANTA LUZIA ↑

Empathy to Care

Our love beats for health

Born from Saint Dulce's service, who spent over a decade searching for a place to shelter the poor and sick from the streets of Salvador, the Obras Sociais Irmã Dulce currently bring together one of the largest healthcare complexes in Brazil, offering **100% free care**, with **more than 4 million outpatient procedures performed every year** in Bahia. Dedicated to help those most in need, always guided by its founder's mission to Love and Serve, the organization assists cancer patients, people with disabilities, the elderly, at-risk children and adolescents, addicts of psychoactive substances and homeless.

Founded on May 26, 1959, by Sister Dulce, the organization, which **assists more than 3 million people annually** in Bahia, offers a unique service model in Brazil, distributed in **23 center** that provide support to low-income population in the areas of Healthcare, Social Assistance, Scientific Research, Health Education and Elementary Education.

A philanthropic non-profit organization, Obras Sociais Irmã Dulce has its headquarters in Salvador, on Dendzeiros do Bonfim avenue,

Cidade Baixa. The location, also known as the **Roma Complex**, currently houses 19 of the organization's units, including a total of 720 hospital beds for the treatment of clinical and surgical pathologies, in more than 45 thousand square meters of built area. Among these units are Santo Antônio Hospital, the Geriatrics and Gerontology Center, the Children's Hospital, the High Complexity Oncology Unit, the Shelter and Care Center for People with Disabilities and the

Alcoholism Treatment and Support Center. At the Roma Complex, the organization performs over **2 million outpatient procedures, 13 thousand surgeries and 18 thousand hospitalizations annually.**

Comprehensive, multidisciplinary and humanized care is one of the main characteristics of the service provided by Obras Sociais Irmã Dulce. The institution offers a full spectrum of healthcare services, including primary care, around 40 medical specialties, laboratory and bioimaging tests, hospitalization, highly complex surgeries and rehabilitation. Highlights also include the Clinical Research Center, the Oncology and Clinical Research Center

and the Professor Adib Jatene Teaching and Research Center, units dedicated to the areas of Health Research and Education. As a teaching hospital, Obras Sociais also offers medical internships and 20 medical residency programs, as well as residencies in Oral and Maxillofacial Surgery and Traumatology and multi-professional residencies in Psychology, Physiotherapy and Nursing. The interns and residents undergo technical and qualified training, as well as humanized teaching that leads them to care for people, not just diseases.

External Units – The delivery of excellent health-care services, combined with a humanized approach and commitment to Saint Dulce’s values,



Complexo de Roma, Salvador

have enabled Obras Sociais Irmã Dulce to expand its operations through the management of other hospital units, both in Bahia's capital and in the interior of the state.

In addition to the 23 units belonging to the institution itself, Obras Sociais Irmã Dulce manages seven public hospital complexes, five under the State

Government - West Hospital (Barreiras), Eurídice Sant'anna Hospital (Santa Rita de Cássia), Dr. Mário Dourado Sobrinho (Irecê), Juazeiro Regional Hospital (Juazeiro), Paulo Afonso Regional Hospital (Paulo Afonso) - and two under Salvador City Hall - the Santo Antônio's UPA and the Men's Municipal Hospital, both in the Bahian capital.

■ Quality Across Bahia

Now, in addition to the Roma Complex in Salvador, the population can have access to the same quality care at the Men's Municipal Hospital, in Monte Serrat, and at the Santo Antônio Emergency Care Unit (UPA), on Dendezeiros do Bonfim avenue, both in the state capital. Or in the interior of Bahia, at the

Paulo Afonso Regional Hospital; the Juazeiro Regional Hospital; the Dr. Mário Dourado Sobrinho Regional Hospital in Irecê; the Eurídice Sant'anna Hospital in Santa Rita de Cássia and the West Hospital in Barreiras. All with the same humanized and welcoming treatment characteristic of the Obras Sociais Irmã Dulce.



UPA Santo Antônio, Salvador

Under the management of the Obras Sociais Irmã Dulce since June 2021, the Santo Antônio Emergency Care Unit (UPA) provides 24-hour urgent and emergency care and offers services in clinical medicine, pediatrics, orthopedics, psychiatry, nursing, dentistry, social work, pharmacy and diagnostic support services such as laboratory, X-ray and ultrasound. Located in front of the Obras Sociais Irmã Dulce's headquarters, on Dendezeiros do Bonfim avenue, the Santo Antônio's UPA features six medical consultation rooms, a dentist's

office, a laboratory, a sterilization center, two triage rooms – one for adults and the other for children – as well as specialized rooms for resuscitation, suturing, casting, medication, inhalation and observation rooms for adults (both male and female) and children. The facility also includes 36 beds, X-ray and ECG rooms, and a laboratory, as well as a Samu (Mobile Emergency Care Service) base and Home Care Service. The Santo Antônio's UPA registers more than 1 million outpatient procedures per year in the capital of Bahia.



■ Men's Municipal Hospital, Salvador

Inaugurated in July 2024, the Men's Municipal Hospital (HMH) has since been managed by the Obras Sociais Irmã Dulce. Located in the Monte Serrat neighborhood in the capital of Bahia, the hospital complex is dedicated to men's health care and has ward beds, outpatient clinics, operating rooms and intensive care units to offer highly complex services. The HMH is already recognized as a reference center for urological and vascular treatments, equipped with state-of-the-art technology that enables less

invasive procedures for prostate and kidney stone removal, as well as providing radiology and interventional radiology services. The new facility has capacity for 3,850 outpatient consultations per month and 140 clinical and surgical beds, including 10 ICU beds and 10 day hospital beds. In just six months under OSID management, the Men's Hospital has already performed more than 17 thousand outpatient procedures, more than 3 thousand hospitalizations and 3 thousand surgeries.



■ West Hospital, Barreiras

Located in the municipality of Barreiras, the West Hospital has been managed by Obras Sociais Irmã Dulce since its founding, in 2006. The hospital complex has been a driving force in the development of healthcare in the western Bahia and has changed the reality for the population of dozens of municipalities in Bahia and neighboring states, who previously had to travel long distances in search of care at a large healthcare facility. Over this time, several transformations have taken place at the HO, resulting in an increased number of beds, progress in medical procedures and the implementation of new specialties and treatments that are now a reference in the state. Currently, the West Hospital has 298 beds, Intensive Care Units - Adult and Neonatal ICU and Semi Neonatal ICU, Hemodynamics Service, High Complexity Oncology Unit and Emergency Unit, with 24-hour care and essential services such as laboratory and bioimaging. The hospital complex has 290

thousand outpatient procedures, over 11 thousand hospitalizations and an average of 8 thousand surgeries per year. It also offers outpatient services in various surgical and clinical specialties, as well as highly complex care in neurosurgery, cardiology, vascular surgery, obstetrics and oncology. In the Obstetrics department, the Natural Birth Centre (CPN) was set up, providing pregnant women with support for humanized childbirth, offering techniques such as music therapy, aromatherapy, massages, warm baths and more. Key initiatives in this area include the Human Milk Bank and the creation of the Pregnant, Baby and Postpartum's House (CGBP), a 24-hour medical care facility for mothers with high-risk pregnancies from other cities. It's worth noting that, in the 1950s, Sister Dulce was one of the country's pioneers in breast milk banking. Today, the West Hospital carries on this practice, following in her footsteps, thus strengthening the values Dulcism.



■ Eurídice Sant'anna Hospital, Santa Rita de Cássia

With over 400 thousand outpatient procedures, the Eurídice Sant'anna Hospital has been providing services to the inhabitants of the municipality of Santa Rita de Cássia and surrounding areas since 2008, under the management of the Obras Sociais Irmã Dulce. Aligned with the mission of Love and Serve, the HES stands out today as a reference unit, offering a wide range of services and consultations across various medical specialties. The Eurídice Sant'anna Hospital has a structure

composed of 24 beds, distributed among medical, surgical, pediatric and obstetric clinics, as well as a surgical and obstetric center, and an emergency department. The complex also offers the population specialist consultations in general surgery, outpatient surgery, gynecology, obstetrics, orthopedics and paediatrics, as well as diagnostic and therapy services, including conventional radiology, a clinical analysis laboratory, ultrasound, electrocardiograms and pathological anatomy.



■ Dr. Mário Dourado Sobrinho Regional Hospital, Irecê

In 2012, the Obras Sociais Irmã Dulce took over the management of the Dr. Mário Dourado Sobrinho Regional Hospital – known as Irecê Regional Hospital– and since then the facility has made significant progress, expanding and improving the services it provides to the population. Located in downtown Irecê, about 470 km from Salvador, the hospital complex is a reference in medium and high complexity health services for more than 700 thousand inhabitants across dozens of municipalities. Currently, the Irecê Regional Hospital records an average of 275 thousand outpatient procedures, 10 thousand hospitalizations and 5,700 surgeries per year.

The complex has 194 beds, distributed among general surgery, medical clinic, obstetrics and pediatrics, an adult and pediatric Intensive Care Unit (ICU) and a Neonatal Intermediate Unit. The Irecê Regional Hospital provides urgent and emergency care in general surgery, clinical medicine, obstetrics, orthopedics/traumatology, oral and maxillofacial surgery and pediatrics. It also carries out endoscopy, mammography, ultrasound, tomography, X-ray and electrocardiogram tests. Also noteworthy is the implementation of neurosurgery, hemodynamics and the High Complexity Oncology Unit, pioneers in the Irecê's micro and macro-region.



Juazeiro Regional Hospital

In 2020, the Obras Sociais Irmã Dulce took over the management of the Juazeiro Regional Hospital, further expanding the institution's operations with a distinctive, humanized approach and committed to the values of Santa Dulce. With 356 beds, including adult, pediatric and neonatal Intensive Care Unit (ICU), the Juazeiro Regional Hospital has specialties such as orthopedics, cardiology, pulmonology, urology, angiology, nephrology, neurology, mental health, proctology, gastroenterology,

pediatrics, obstetrics and general surgery, as well as a High Complexity Oncology Unit and a Burn Treatment Unit. The HRJ is able to provide highly complex care, offering diagnostic and therapy services, elective specialty outpatient clinics, emergency care, hospitalization and care support services, including home hospitalization. The hospital complex performs over 100 thousand outpatient procedures, as well as 9,500 hospitalizations and 6 thousand surgeries a year.



■ Paulo Afonso Regional Hospital

Managed by the Obras Sociais Irmã Dulce since September 2022, the Paulo Afonso Regional Hospital has been recording important advances in health and humanized care in the services provided to the population. Located in the municipality of Paulo Afonso, 460 km from Salvador, this state hospital complex is a reference for the

entire northeastern region of Bahia, with 60 beds (50 medical and surgical and 10 ICU), imaging exams and an outpatient clinic for patients after surgery. Currently, the hospital performs an annual average of 45 thousand outpatient procedures, as well as 2,400 hospitalizations and more than 800 surgeries.





2024 Consolidated Data	
Total outpatient services	4,375,475
Total hospital admissions	59,285
Total surgeries performed	40,98
Medical residents	255
Scientific publications and research	95
Services provided by the Sister Dulce of the Poor Community Center	20,912



**OBRAS
SOCIAIS**
IRMÃ DULCE



JUAZEIRO

Juazeiro Regional Hospital

PAULO AFONSO

Paulo Afonso Regional Hospital

SANTA RITA DE CÁSSIA

Eurídice Sant'anna Hospital

IRECÊ

Dr. Mário Dourado Sobrinho Regional Hospital

BARREIRAS

West Hospital

SALVADOR

UPA Santo Antônio
Men's Municipal Hospital

SALVADOR

UPA Santo Antônio
Men's Municipal Hospital

BARREIRAS

West Hospital

SANTA RITA DE CÁSSIA

Eurídice Sant'anna Hospital

IRECÊ

Dr. Mário Dourado Sobrinho Regional Hospital

JUAZEIRO

Juazeiro Regional Hospital

PAULO AFONSO

Paulo Afonso Regional Hospital

Outpatient Visits – Roma Complex	2023	2024
José Sarney Outpatient Clinic	532,321	521,257
Geriatrics Outpatient Clinic	72,230	60,490
Gynecology Outpatient Clinic	24,638	27,615
CERIV Outpatient Clinic (Disability Rehabilitation)	138,772	142,033
CATA Outpatient Clinic (Alcoholism Treatment)	10,399	9,534
Centrinho Outpatient Clinic (Craniofacial Anomaly Treatment)	76,102	65,861
Oncology Outpatient Clinic	81,645	91,356
Dona Dulce Unit	36,455	40,078
Physical Therapy	251,689	132,334
Diagnostic imaging	97,414	103,913
Clinical laboratory	840,977	846,885
Blood bank	13,735	11,110
Pathology lab	16,079	16,397
Total	2,192,456	2,068,863

Outpatient Visits – Roma Complex e External Units	2023	2024
Roma Complex	2,192,456	2,068,863
West Hospital	275,661	289,385
Eurídice Sant'anna Hospital	298,140	407,941
Dr. Mário Dourado Sobrinho Regional Hospital	291,504	274,402
Juazeiro Regional Hospital	128,828	107,904
Paulo Afonso Regional Hospital	49,525	45,160
Metropolitan Hospital*	2,264,107	-----
Holy Family Hospital**	37,492	24,050
Men's Municipal Hospital***	-----	17,332
UPA Santo Antônio	1,138,033	1,164,488
Total	6,675,746	4,399,525

* Data up to June 2023, when OSID management ended

** Data up to May 2024, when OSID management ended

*** Data from July 2024, when OSID management began

Explanatory note: The reduction in the number of visits was mainly due to the end of OSID management at the Metropolitan Hospital in 2023. As a result, the number of outpatient procedures decreased significantly.

	2023	2024
A – Total outpatient visits	6,675,746	4,375,475
B – Total hospital admissions	63,154	59,285
Roma Complex	19,262	18,443
West Hospital	12,337	11,424
Eurídice Sant’anna Hospital	1,348	1,459
Dr. Mário Dourado Sobrinho Regional Hospital	9,311	10,762
Juazeiro Regional Hospital	8,951	9,597
Paulo Afonso Regional Hospital	1,513	2,461
Metropolitan Hospital*	6,883	-----
Holy Family Hospital**	3,549	1,979
Men’s Municipal Hospital***	-----	3,160
C – Cirurgias realizadas	46,152	40,298
Roma Complex	13,491	13,889
West Hospital	7,929	8,658
Eurídice Sant’anna Hospital	164	146
Dr. Mário Dourado Sobrinho Regional Hospital	6,520	5,786
Juazeiro Regional Hospital	10,151	5,960
Paulo Afonso Regional Hospital	321	844
Metropolitan Hospital*	4,884	-----
Holy Family Hospital**	2,692	2,053
Men’s Municipal Hospital***	-----	2,962
D – Elementary school students	903	900
E – Residents	231	255
F – Publications and scientific research	65	95
G – Services at Sister Dulce of the Poor Social Center	24,349	20,912

* Data up to June 2023, when the OSID management ended

** Data up to May 2024, when the OSID management ended

*** Data from July 2024, when the OSID management began

Oncology Service	2024
Roma Complex	91,356
West Hospital	12,651
Dr. Mário Dourado Sobrinho Regional Hospital	4,893
Juazeiro Regional Hospital	7,481
Total	116,381

Units	Number of beds	Specialties
Roma Complex	720	José Sarney Outpatient Clinic (AJS) • João Paulo II Shelter for People with Disabilities (CAPD) • Shelter and Treatment Center for People with Alcohol Dependence (CATA) • Bioimaging center (CBI) • Sister Dulce of the Poor Social Interaction Center (CCIDP) • Professor Adib Jatene Teaching and Research Center (CEPPAJ) • Physical Therapy Center • Júlia Magalhães Geriatrics and Gerontology Center (CGGJM) • Clinical Research Center (CPEC) • Oncology and Clinical Research Center (CPOC) • Craniofacial Anomalies Rehabilitation Center (Centrinho) • Santo Antônio Educational Center (CESA) • Sister Dulce Specialized Rehabilitation Center (CER IV) • Augusto Lopes Pontes Social Media Center (CMSALP) • Dona Dulcinha Women's Health Clinic (CMD) • Children's Hospital (HC) • Santo Antônio Hospital (HSA) • Taciano Campos Clinical Analysis Laboratory (LBTC) • Pathology Laboratory (LAP) • Saint Dulce of the Poor Memorial (MSDP) • Nossa Senhora de Fátima High-Complexity Oncology Unit (Unacon) • Blood Collection and Transfusion Unit (UCT) • Dona Dulce Unit (UDD)
West Hospital	298	Oral and maxillofacial specialty • Cardiovascular • Pediatric surgery • Plastic surgery (burn care preference) • High-risk pregnancy • Hematology • Nephrology • Neonatology • Neurosurgery • Oncology • Orthopedics • ENT • Pediatrics • Pneumology • Emergency and trauma care (reference center for adult, pediatric, and obstetric emergencies) • Urology
Eurídice Sant'anna Hospital	24	Internal medicine • Obstetrics • Orthopedics • Pediatrics
Dr. Mário Dourado Sobrinho Regional Hospital	194	Anesthesiology • Oral and maxillofacial specialty • Cardiology • Pediatric cardiology • Oral and maxillofacial surgery • General surgery • General oncological surgery • Vascular surgery • General practice • Internal medicine • Coloproctology • Endocrinology • Speech therapy • High-risk pregnancy • Gynecology • Hematology • Infectious diseases • Adult intensive care • Neonatal intensive care • Mastology • Nephrology • Neurosurgery • Clinical neurology • Neurosurgery • Clinical neurology • Obstetrics • Ophthalmology • Surgical oncology • Clinical oncology • Orthopedics • ENT • Pediatrics • Pulmonology • Psychiatry • Wound care • Urology
Hospital Regional de Juazeiro	356	Plastic surgery • Vascular surgery • General surgic clinic • General medicine clinic • Neurology • Obstetrics • Oncology • Orthopedics • Pediatrics • Burn unit • Mental health
Paulo Afonso Regional Hospital	60	Anesthesiology • Angiology • Cardiology • Gastrointestinal surgery • General surgery • Orthopedic surgery • Urological surgery • Vascular surgery • Medical clinic • Emergency and urgent care • Nephrology (with dialysis services exclusively for ICU patients) • Neurology • Orthopedics and Traumatology • Psychiatry • Urology
Men's Municipal Hospital	140	General surgery • Vascular surgery • Urological surgery • Medical clinic • Gynecology
UPA Santo Antônio	36	Medical clinic • Orthopedics • Pediatrics • Psychiatry • Dentistry
Total beds in Bahia:	1,828	





If there were more love, the world would be different; if we loved more, there would be less war. It all boils down to this: do your utmost for your brother and sister and then there will be peace on earth."

Saint Dulce of the Poor



Empathy to Educate

Humanized learning for life

Sister Dulce's profound gesture of empathy and generosity in offering a home to orphaned children or those without family support continues to grow – and with beautiful results. The orphanage, founded 60 years ago by the Good Angel, has evolved into the Santo Antônio Educational Center (CESA), a model school that opens its doors to hundreds of children and young people, providing valuable opportunities and transforming lives.

Currently, the Santo Antônio Educational Center is a full-time school that serves **more than 900 children and young people** offering an educational model that covers the 1st to 9th grades of elementary school. Located in the city of Simões Filho, in the Metropolitan Region of Salvador, the school also provides access to **art education, digital inclusion, sports activities, dental care, as well as free meals, uniforms, and school supplies**.

The Simões Filho Complex also houses the Santa Dulce Bakery Center, responsible for producing and selling a variety of breads, panettones,

cookies, brownies, and other products. The revenue from these sales is directed to help maintain the educational center. Renowned for its **excellence in education**, the Santo Antônio Educational Center was awarded the Child Fund Seal in 2024. The educational unit of the Obras Sociais Irmã Dulce was the only one in Bahia, and one of just ten institutions in the country, to receive the Child Fund Partner Organization Seal, granted by Child Fund Brazil, a foundation that works to defend the rights of children and adolescents. This recognition will enable the

development of actions throughout 2025 focused on preventing digital violence, benefiting

students, their families, and the professionals of the Bahia-based institution.



■ Professional Training Program

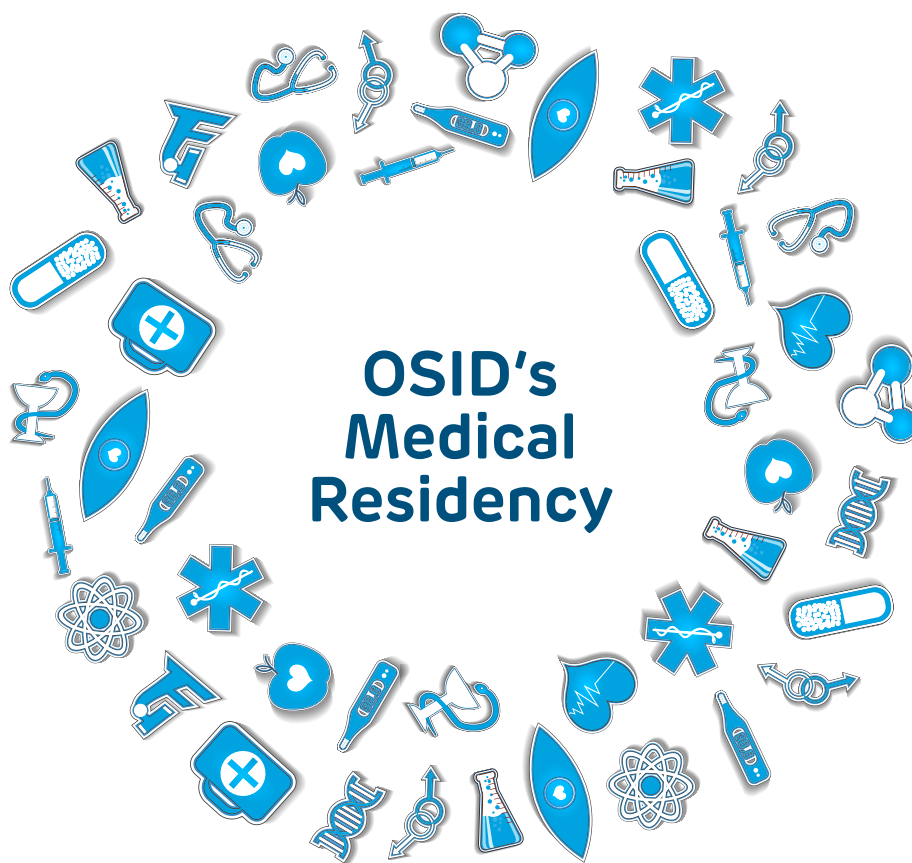
In 2016, the Irmã Dulce Social Works (OSID) expanded their efforts in professional training with the launch of Dulce Aprendiz, a qualification program aimed at preparing and integrating young people into the job market. **More than one thousand students have completed the program**, which has graduated 44 classes from

the Administrative Assistant course. In addition to promoting social inclusion through professional training and offering first job opportunities, the Dulce Aprendiz also contributes to the personal development of these young people, fostering both professional growth and personal maturity.

■ A Benchmark in Medical Residency Programs

The work of the Obras Sociais Irmã Dulce in education also extends to Health Education. As a teaching hospital since the 1970s, OSID currently offers medical internships, clinical rotations, and 20 medical residency programs, in addition to a Residency in Oral and Maxillofacial Surgery and a Multi-professional Residency Program in

Psychology, Physical Therapy, and Nursing. The institution founded by Saint Dulce of the Poor is recognized as a reference in the area, not only for the excellence of its preceptors and its physical infrastructure but also for the humanized care it provides, combining technical expertise with compassionate, patient-centered care.



- Anesthesiology
- Head and Neck Surgery
- General Surgery
- Pediatrics Surgery
- Medical Clinic
- Gynecological Endoscopy
- Geriatrics
- Gynecologic and Obstetrics
- Pediatric Hematology and Hemotherapy
- Mastology
- Pediatric Intensive Care Medicine
- Pediatric Neurology
- Ophthalmology
- Clinical Oncology
- Orthopedics and Traumatology
- ENT
- Pediatrics
- Radiology and Diagnostic Imaging
- Rheumatology
- Urology

Excellence in Research and Education for the Benefit of Society

With 26 years of experience, the Clinical Research Center (CPEC) has the mission to design and conduct health research with quality and ethics, investing in the training of professionals. To date, more than 10,000 patients have been recruited across about 70 research protocols. Besides meeting recruitment goals, the Center stands out for its high participant retention rate in studies.

CPEC has over 130 publications in renowned medical and scientific journals, including articles in the world's top medical journals, with more than 23,000 citations. The Center also played a decisive role in the development of vaccines against COVID-19, Human Papillomavirus (HPV), dengue, and chikungunya.

In 2024, the Multicenter, Randomized, Controlled, Double-Blind Study was completed to evaluate the safety and immunogenicity of a live attenuated candidate vaccine (VLA1553) against the chikungunya virus in adolescents aged 12 to 18 years, which is of great importance to public health. The vaccine was approved by ANVISA in April 2025.

In the same year, with the start of activities at the new OSID unit in Patamares, fully equipped to conduct clinical research projects, studies began on vaccines against *Neisseria Gonorrhoeae*, COVID-19 in children, and respiratory syncytial virus, as well as a medication for nasal symptom relief in cases of perennial allergic rhinitis.



The Clinical and Oncological Research Center (CPOC) was inaugurated in August 2022 and began conducting research in 2023 with the observational study VIGIASUS, focused on the active surveillance of prostate cancer. Activities

started in 2024 with interventional studies aimed at cancer treatment, with the goal not only of achieving a cure but also promoting disease control and improving the quality of life of patients in the Brazilian Unified Health System (SUS).



For the year 2025, the implementation of studies in the field of rheumatology is planned, in addition to more studies in Oncology itself, involving drug interventions, and further expanding the range of patients served.

Today, the **CPOC has 9 active studies in the therapeutic areas of female tumors, lung, gastric, and genitourinary cancers**, six of which are associated with the use of cutting-edge

medications such as immunotherapies, hormone therapies, and enzyme inhibitors, including Pembrolizumab, Durvalumab, Fulvestrant, Enzalutamide, Ribociclib, Abemaciclib, and Palbociclib, as well as drugs under investigation for safety and efficacy. Thanks to the initiation of these studies, it has been possible to provide enhanced treatment to more than 20 patients, who have been showing satisfactory responses and positive progress.



Whenever you can, speak of love and with love to someone. It is good for the ears of those who listen and for the soul of those who speak."

Saint Dulce of the Poor

Eu quero
um
LHAO
migos

R\$428.000,00

As Obras Sociais Irma Dulce recebem, da Noite da Aclamação,
a doação de *quatrocentos e vinte oito mil reais*
Salvador, 27 de março de 2024.

Luci Imota

Leo Santana

"O que fazer para mudar o mundo? Amar."
Irma Dulce

NOITE DA
ACLAMAÇÃO
IRMA DULCE



OBRAS
SOCIAIS
IRMA DULCE



Empathy for Giving

It's you who sustains OSID

The gesture of giving is a way of following in the footsteps of Saint Dulce. It represents altruism, generosity, empathy; it is love of neighbor, it is the willingness to act on behalf of another person. Donations are essential to help keep the work carried out at the Obras Sociais Irmã Dulce alive. Through this noble gesture, the institution is able to offer care to those who need it most and also expand its services in the various areas in which it operates, continuing in its mission to Love and Serve.

To help keep the Good Angel's legacy of love and solidarity alive, you can donate to Obras Sociais Irmã Dulce through PIX: amigos@irmadulce.org.br.

To more information about all the ways to donate, please visit the website doe.irmadulce.org.br or call the Donor Relationship Center at (71) 3316-8899, Monday to Friday, from 9 am to 5:30 pm (BRT).



PIX of Obras Sociais Irmã Dulce:
amigos@irmadulce.org.br



To know about other ways of donate,
please click: doe.irmadulce.org.br

Became a Guardian Member

Among the ways to support Obras Sociais Irmã Dulce is the Guardian Member Program, considered one of the institution's most important sources of funding. By joining the program, donors strengthen the solidarity network through monthly financial contributions, which can be made via bank slip, direct debit, PIX, credit card, or even through their energy bill. Guardian members are angels who embrace the compassionate legacy of the Mother of the Poor and play a vital role in supporting the

institution's charitable mission. United by the commitment to sustain this work, they help provide care to over 3 million people every year in Bahia. Today, **more than 24 thousand guardian members** contribute with empathy, helping Sister Dulce's dream continue to become reality and staying present in this mission. To register for the program, simply visit doe.irmadulce.org.br or call the Donor Support Center at +55 (71) 3316-8899, Monday to Friday, from 9 AM to 5:30 PM (BRT).



Santa Dulce Bazaar

In addition to financial contributions, **all types of donations are welcomed at Obras Sociais Irmã Dulce**: non-perishable food, hygiene products, clothing, shoes, toys, furniture, and household appliances in good condition. Donated items are either used to meet the institution's needs or sold at the Santa Dulce Bazaar, with 100% of the proceeds going to support the organization's charitable work. The organization also accepts donations of larger assets,

such as vehicles and real estate. Hair donations are also welcome and are used to make wigs through the beautiful "Threads of Joy" project, which helps boost the self-esteem of patients undergoing cancer treatment at the institution. Product donations can be delivered to the Donations Department of Obras Sociais Irmã Dulce, located on Dendzeiros do Bonfim avenue, open every day, including weekends and holidays, from 7 AM to 12 PM and from 1 PM to 7 PM (BRT).

■ Volunteering that makes a difference

To strengthen and sustain the work carried out by Obras Sociais Irmã Dulce, the institution founded by the Good Angel of Brazil also relies on the generous hearts of its dear volunteers, people who dedicate their time to various activities that greatly contribute to the care and well-being of the poor and those in need who are welcomed by the organization. The Obras Sociais have benefited from the vital support of volunteers since

the time of Sister Dulce herself, who affectionately called them “Angels.” Today, this chain of kindness continues strong, with **223 active volunteers**, organized into the groups Angels of Saint Dulce; Little Angels of Saint Dulce and Friends of Dulce. Those interested in becoming a Saint Dulce volunteer can contact the Volunteer Department by phone (71) 3310-1657 or via e-mail at voluntariado@irmadulce.org.br.



■ Donate through your Income Tax

Individual taxpayers in Brazil can support the Obras Sociais de Santa Dulce dos Pobres by making a donation directly through their Income Tax Return. **It is possible to deduct up to 6% of the amount owed**, that is, the tax payable based on annual income, by selecting Obras Sociais Irmã Dulce as the beneficiary during the tax declaration process. Currently, donations made through the Income Tax are directed to the renovation project of the Júlia Magalhães Center for Geriatrics and Gerontology key unit of the Obras Sociais. This center is a reference in elderly care and the only facility in Bahia that offers both outpatient care

and hospital admission for acute clinical conditions and chronic patients.

The renovation of the Geriatric Center, which currently performs 5 thousand outpatient procedures per month, will have a direct impact on the quality of services provided to patients. The project includes the modernization and upgrade of the facility’s infrastructure and equipment.

To check the step-by-step guide on how to donate through your tax return, simply visit doe.irmadulce.org.br and click on “Quero doar meu imposto de renda”.



***What matters is doing charity,
not just talking about it."***

Saint Dulce of the Poor



Empathy to Manage

Social and Environmental responsibility to move forward

Guided by ethics, transparency, and responsibility, Governance at Obras Sociais Irmã Dulce celebrates the achievements and progress made by the institution in 2024. Through initiatives in sustainability, internal controls, and strengthening organizational culture, Obras Sociais demonstrates that it is possible to grow with empathy, valuing care for others and living Santa Dulce's legacy every day in practice.

■ Sustainability that ensures investments

In the sustainability area, a new photovoltaic solar power plant and a modern energy storage system have been installed at Santo Antônio Hospital, the core of Obras Sociais Irmã Dulce. The implementation of these systems is the result of a cooperation agreement between the institution founded by the Good Angel and Neoenergia

Coelba, which invested R\$ 7 million in building the new technology.

With the project, the hospital complex is expected **to save approximately 1,050 megawatt-hours (MWh) per year**, as well as reduce peak demand by 600 kilowatts (kW), resulting in an annual savings of R\$ 1.4 million in electricity

expenses. **The installation of the solar plant will supply approximately 15% of the hospital's total energy consumption** and the storage system will cover 70% of peak demand, significantly reducing energy costs during the highest tariff period, from 6 PM to 9 PM.

Another achievement is that the hospital, founded by Saint Dulce of the Poor, is the first in Brazil to be equipped with BESS – Battery Energy Storage Systems technology. This system allows the collection and storage of energy when it is available, for later use, making it accessible during times of greatest need. It promotes energy efficiency while simultaneously reducing electricity costs.

The new solar power plant and energy storage system installed at Santo Antônio Hospital embody the **environmental and social sustainability commitment**. In addition to contributing to environmental protection, this initiative will enable Obras Sociais Irmã Dulce to reinvest the savings generated from reduced electricity costs

into other areas of the institution, benefiting the people served, especially those most in need.

In addition to energy, OSID seeks to minimize the environmental impact of its facilities regarding water use. Currently, although there are four drilled wells, only one is operational and has a permit from the Institute of Environment and Water Resources (Inema), due to operational issues. A treatment plant processes the extracted water, supplying approximately 150 m³ per day. **This is enough to supply 30% of the water demand of the Roma Complex.**

In the Laundry Department, in addition to reusing water from the final rinse, employees have developed the practice of internally reusing fabric scraps generated from scraps in the sewing process. These scraps, which would otherwise be discarded and sent to landfills, are now being used to aid in the movement of clothes during the calendering process. A calender is a piece of equipment commonly found in laundries that presses and dries large volumes of clothing simultaneously.



A energia gerada pela usina solar fotovoltaica suprirá 15% do consumo total de energia do Hospital Santo Antônio, em Salvador

■ Commitment to the disposal of solid and oil waste

Obras Sociais Irmã Dulce has also taken initiatives regarding the disposal of the institution's solid and oily waste. The Camapet Cooperative receives recyclable waste, which helps promote social inclusion and economic empowerment of recyclable material collectors, while also contributing to the extended lifespan of landfills.

Regarding oil waste, OSID sends unusable cooking oil from the cafeteria to a company that converts it into liquid soap, which is then returned for use within the institution.

Organic waste is sent to the municipal collection system, and healthcare waste – including infectious, chemical, and sharps waste – is transported and disposed of in an environmentally appropriate manner.



■ Focus on ethics and institutional transparency

Obras Sociais Irmã Dulce believes that the institution's actions and attitudes must always be guided by ethics, integrity, and respect, commitments that gain even greater significance given the noble mission of Loving and Serving, which is reflected daily in the care provided to the sick and most needy.

Thus, the Obras Sociais Irmã Dulce Compliance and Integrity Program was created, aimed at promoting a culture of ethics, transparency,

and legal compliance that steer the institution's noble mission.

The program is based on the understanding that increasingly responsive management requires a more proactive role in planning its actions and guiding its conduct, grounded in the pillars of prevention, detection, and treatment of non-compliance.

This approach provides greater security to donors and fosters trust in the institution.

■ Control Department Brings Greater Security to OSID

In addition to the Compliance Department, since 2024, Obras Sociais Irmã Dulce has had a Control Department, created to provide even greater security, reliability, and transparency in OSID's financial information.

The main role of the Control Department is to ensure the efficiency of the institution's financial and administrative management, supporting strategic decision-making with accurate and timely information. The Control Department

assists managers by providing the data and information necessary to enable the most effective and informed decisions possible.

In addition, this new department is tasked with improving the institution's financial and administrative processes, strengthening procedures and internal controls, and generating **more security and transparency** in the management of contracts and projects.



■ Dulcism as Organizational Culture

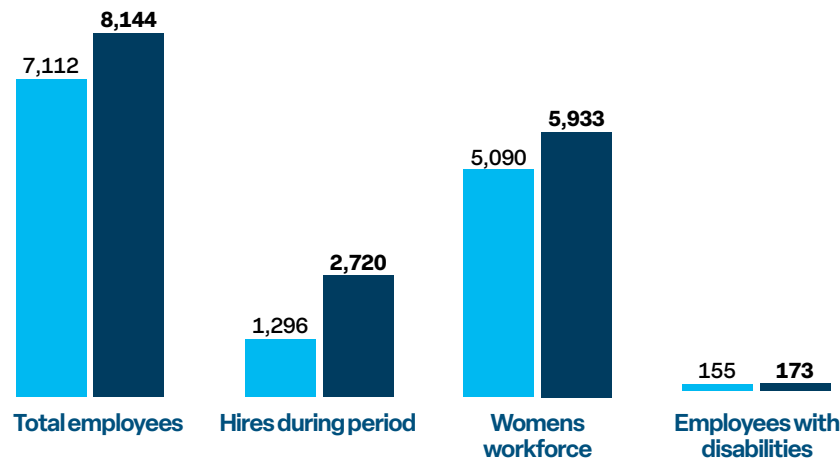
Another positive development in 2024 was the creation of the Organizational Culture and Humanization Office at Obras Sociais Irmã Dulce, with the noble mission of strengthening the institution's core values, grounded in Dulcism, the Dulce way of thinking, being, and acting. This philosophy embraces ten core values deeply rooted in human dignity, compassion, and service, going beyond religious beliefs.

Among its responsibilities is the ongoing effort to share the essence of Saint Dulce's legacy with all employees, emphasizing the importance of

putting these values into practice every day. It also includes initiatives focused on caring for the institution's teams, reinforcing the belief that Loving and Serving also means caring for those who care for others.

The goal is to expand this concept not only among those who are part of the Obras Sociais Irmã Dulce family but also to strengthen the culture of Dulcism beyond OSID. This is essential for the sustainability of the institution, as it reflects its purpose and reason for being—the commitment to caring for others, guided by the values of Saint Dulce.

■ Key Workforce Indicators



5 - Workforce indicators	2023	2024
Total Workforce at Period-End	7,112	8,144
Hires During the Period	1,296	2,720
% of employees aged over 45	21	20
Women in the workforce	5,090	5,933
% of leadership positions held by women	70	72
Average age of female leaders	43	43
Average women salary	R\$ 2,264.99	R\$ 2,311.92
Average age of male leaders	46	44
Average men salary	R\$ 2,208.31	R\$ 2,311.37
Interns	62	61
Volunteers	238	223
People with disabilities	155	173
Average salary of employees with disabilities	R\$ 1,839.05	R\$ 1,965.54
6 - Workforce education qualifications	2023	2024
Postgraduates (specialists, masters, and PhDs)	56	70
College Graduates	1,845	2,140
High school graduates	5,062	5,811
Primary/secondary school graduates	90	109
Incomplete primary/secondary education	59	14
Illiterate individuals	0	0

Efficient Financial Management

Taking care of the financial and accounting management means preserving the legacy of Obras Sociais Irmã Dulce. In 2024, the Management Report presents both social and financial actions together, providing even greater transparency in governance. The total revenue of OSID grew by 15.22% during the 2024 fiscal year, alongside

positive results in fundraising and the institution's Net Income.

All of this is thanks to our long-time partners and the new supporters who have embraced the cause and invested in the dreams alongside those who work and advocate for the Obras Sociais of the Good Angel of Bahia.

Balance Sheets Ended in December 31st (in Thousand Reais)		
ASSETS	2,024	2,023
Current Assets	237,686	207,209
Cash and cash equivalents	95,006	100,269
Accounts receivable	26,232	34,864
Inventories	28,285	25,624
Agreements receivable	88,163	46,452
Non-current assets	64,571	55,074
Legal deposits	4,353	2,415
Other assets	2,058	1,052
Fixed assets	130,957	116,587
(-) Accumulated depreciation	(74,636)	(65,898)
Intangible assets	6,204	4,986
(-) Accumulated depreciation	(4,365)	(4,068)
TOTAL ASSETS	302,257	262,283
LIABILITIES + SHAREHOLDERS' EQUITY	2,024	2,023
Current Liabilities	195,639	170,201
Suppliers	48,808	39,134
Loans and financing	9,882	20,589
Tax obligations	7,359	5,534
Social and labor obligations	51,903	46,741
Provision of employment's termination	36,723	31,605
Funds from agreements in progress	40,367	25,603
Other payable accounts	597	995
Non-current liabilities	76,680	73,631
Loans and financing	12,386	12,907
Tax obligations	265	-
Civil and labor contingencies	14,142	11,757
Funds from agreements in progress	49,887	48,967
Shareholder's Equity	29,938	18,451
Equity fund	8,198	8,198
Donations and subsidies	19,705	19,705
Revaluation reserve	10,292	10,409
Accumulated surpluses (deficits)	(8,257)	(19,861)
TOTAL LIABILITIES + SHAREHOLDER'S EQUITY	302,257	262,283

Income Statements Ended December 31st (in Thousand Reais)		
DATA/ACCOUNTS/YEAR	2024	2023
Gross Operating Revenues	871,742	756,577
Limited:	584,554	498,840
Health program/agreement	26,031	16,994
Management contracts -Health program	522,173	453,428
Social assistance program	1,655	1,191
Financial income-health management contracts	715	1,298
Financial income-social assistance	445	-
Subsidies	24,142	14,267
Donations-health	4,310	6,480
Donations-management contract	402	413
Donations-social assistance	4,681	4,769
Without restriction:	287,188	257,737
Unified Health Service - POA	228,978	205,042
Donations	27,967	25,056
Sales of products and merchandise	22,188	19,900
Other resources received (refund)	8,055	7,739
Costs of services rendered	(805,437)	(746,824)
Health	(780,267)	(724,065)
Social assistance	(10,381)	(9,045)
CPV-CMV	(13,172)	(12,162)
Raising donation costs	(1,617)	(1,552)
Gross Operating Result	66,305	9,753
Operating Expenses/Income	(50,162)	(6,199)
Personal expenses	(32,858)	(26,841)
General and administrative expenses	(18,261)	(17,392)
Miscellaneous materials	(2,832)	(732)
Depreciation	(1,202)	(1,860)
Other operating net income	4,991	40,626
Surplus (deficit) Before Financial Result	16,143	3,554
Result of Financial Operations	(4,656)	(3,013)
Financial income	1,803	1,878
Financial expenses	(6,459)	(4,891)
Surplus (deficit) for the year	11,487	541

Statements of Comprehensive Income (in Thousand Reais)		
DATA/ACCOUNTS/YEAR	2024	2023
Net Income for the Year	11,487	541
Other Comprehensive Income	-	-
Total Comprehensive Income for the Year	11,487	541

Statements of Changes in Shareholders' Equity (in Thousand Reais)					
	Social Net Assets				
	Equity Fund	Retained Earnings	Donations and Investment Grants	Revaluation Reserve	Total
Balance at December 31st, 2022	8,198	(20,502)	19,705	10,509	17,910
Revaluation Reserve	-	100	-	(100)	-
Net Profit in the Year	-	541	-	-	541
Balance at December 31st, 2023	8,198	(19,861)	19,705	10,409	18,451
Revaluation Reserve	-	117	-	(117)	-
Net Profit in the Year	-	11,487	-	-	11,487
Balance at December 31st, 2024	8,198	(8,257)	19,705	10,292	29,938



Extracted from the financial statements audited by BDO RCS Auditores Independentes – Sociedade Simples Limitada, the financial position, the performance of operations, and the cash flows for the fiscal years ended December

31, 2023 and 2024, in all material respects, are in accordance with the accounting practices adopted in Brazil applicable to not-for-profit entities ITG 2022 (R1).

■ Key aspects

Among the most relevant aspects of OSID's performance in the 2023 and 2024 financial years are the following:

Revenues Performance: OSID's total revenues grew by around 15.22% in the 2024 financial year, with emphasis on increases in: subsidies (69.22%), contractualization with SUS (11.67%) and donations (11.62%).

Net Profit Performance: the institution's net profit grew by 2,023.29%, as a result of the increase in revenue and an efficient austerity plan

to reduce expenditure (costs and expenses) without compromising the quality of the services provided to the community.

Fundraising Performance: the organization's fundraising from individuals and companies, private sources (partner/sister companies) and public sources (agreements, amendments and grants) increased by 28.94%, simultaneously demonstrating the institution's fundraising capacity and the generosity of donor/partner sources.

2024 big numbers

More than **3** million
people welcomed

116
thousand
services provided to
cancer patients

60 thousand
elderly care
service

More than **4** million
outpatients procedures

40
thousand
surgeries

142 thousand
services provided at the Disability
Rehabilitation Center

More than **8** thousand
professionals
working at the
institution

59
thousand
hospital admissions

1,828
beds

900
children and teenagers
sheltered at the
Educational Center

Sustainable Development Goals (SDGs)





CENTRO EDUCACIONAL SATO ANTÔNIO



God's work never stops, because He does not allow it. If it was God who built the hospital, why would it ever be interrupted? I did nothing, for I am nothing. It is God who does everything, never forget that."

Saint Dulce of the Poor



Empathy for growth

Projects of love

Throughout 2024, the Obras Sociais Irmã Dulce carried out several projects in areas such as health, education, social assistance, and culture, focusing on people in vulnerable situations. These projects include hospitals, shelters, schools, and cultural activities, aiming to provide medical care, education, and social support. OSID is also committed to integrating art and culture into education and into the lives of those it serves.

Through its projects, OSID, in partnership with other organizations, is able to carry out a wide range of initiatives, reaching an increasingly larger number of people. In addition to the projects, OSID receives various types of donations, including products and volunteer work. You can be part of this mission too.

The projects presented here are diverse and demonstrate OSID's versatility. Some of these projects had already been underway in previous years and were completed in 2024. Others were started last year and will continue into 2025, ensuring that those most in need receive care and continuity of services.

■ Adopt a Class– 2024 cycle

The chain of goodwill that has been transforming the lives of hundreds of children and young people grew even stronger in 2024, thanks to another cycle of the Adopt a Class project. This initiative counted on the support of partner companies and individuals committed to education and social inclusion, providing financial backing for the educational activities of the Santo Antônio Educational Center.

With a pedagogical approach aimed to building the foundations for a new era, inspired by the legacy of love from Saint Dulce of the Poor, OSID's education unit welcomes over 900 children and young people living in vulnerable social conditions, offering education from 1st to 9th grade, in addition to access to arts education, sports activities, dental and psychosocial assistance, free meals, uniforms, and school supplies.



■ Digital Inclusion

Students at the Santo Antônio Educational Center (CESA) are benefiting from the Digital Inclusion Project, which promotes access to digital tools within the educational context and thus fosters the democratization of new collaborative technologies. These technologies enable interactive learning, student engagement, and stimulate creativity. The educational platform used in the program connects teachers and students and supports the exploration of classroom topics through games and interactive, playful activities. Currently, 3 of the 26 classes at CESA, totaling 90 students, benefit from the initiative each year.

■ Integrated Program of Santo Antônio Educational Center

A fundamental support in the educational mission of the Obras Sociais Irmã Dulce is the Integrated Program of the Santo Antônio Educational Center. This initiative, originating from the Fund for the Defense of the Rights of Children and Adolescents, already operating at the unit, aims to strengthen actions of psychosocial support, socialization, integration, pedagogical assistance, and environmental education at the school founded by the Good Angel, enabling the stimulation of students' skills and competencies with the goal of their development as citizens.

Through the program, CESA resumes important projects, such as literacy and logical reasoning workshops; weaving and ceramics workshops; psychosocial care and home visits as spaces for listening, speaking, and reflection; and expands its activities in the environmental area, reaching around 900 children and adolescents annually. The entire team involved in the process is dedicated to making the beneficiaries even more self-sufficient, improving the conditions of families and communities through the actions developed.



■ Art Education Workshops

The Art Education Workshops, a project approved under the Tax Incentive Law for the Defense of the Rights of Children and Adolescents, offer educational and cultural activities that promote learning, personal development, and improved school life for children and adolescents at the Santo Antônio Educational Center. The project involves conducting art education workshops at the educational unit of Obras Sociais Irmã Dulce, including workshops in theater, dance, percussion, storytelling, audiovisual arts, and visual arts, thus stimulating skills and competencies from a pedagogical perspective through art. Approximately 500 children and adolescents benefit from the project annually.

2nd FATT - Art in All Tones Festival

Aiming the promotion of access to art and diverse cultural expressions, using multiple artistic languages, the 2nd “Art in All Tones” Festival, a project approved under the Federal Law for Cultural Incentive, featured a series of cultural activities, including trips and immersive experiences such as visits to museums, cultural centers, and historic sites, as well as theatrical performances and art workshops. The goal was to foster and enable access to art and culture for students and teachers of the Santo Antônio Educational Center, their families, and the wider community, reaching over 10,000 participants.



3rd Art Education Training Forum – Olhos D’água

In its third edition, the Art Education Training Forum, a project approved by the Olhos D’água Program of the Ministry of Culture, consisted of a space for theoretical and practical training in artistic methodologies, bringing together practical, dialogical, and cultural epistemologies. The goal was to promote a plural environment for meetings, reflection, enjoyment, debates, and

knowledge exchanges to develop technical and professional skills, focusing on art education teaching to promote citizenship and democratize access to culture. Over the course of 28 sessions, the project included discussion groups, workshops, and visits to cultural facilities, providing an immersive training experience in art and culture to more than 100 participants.





Requalification of Saint Dulce of the Poor Memorial

Created in 1993 with the purpose of being a permanent exhibition that tells the story of love and solidarity of the Good Angel of Brazil, gathering artifacts that help keep alive the legacy of the Mother of the Poor, the Memorial underwent a major renovation through the cultural incentive mechanism of the Federal Law for the Promotion of Culture. This included updates to its exhibit design, modernization, and expanded accessibility. Among the highlights of the space's first renovation – which led to it being renamed “Saint Dulce of the Poor

Memorial” – are new accessibility features such as ramps and elevators. Bilingual and Brazilian Sign Language (Libras) guides were also added to the Memorial. New technologies implemented include audiovisual resources that deepen the immersive experience into the life of Santa Dulce. Through never-before-seen photographs, multimedia elements, works of art, and other formats, visitors can learn the story of Santa Dulce and her Social Works, following a chronology of events from her birth to her canonization.

Multi-Year Plan of the MSDP

The Multi-Year Plan of the Saint Dulce of the Poor Memorial, a project approved under the Federal Law for the Promotion of Culture, ensures the maintenance and operation of the Memory and Culture unit of the Obras Sociais Irmã Dulce. The activities include implementing the museological plan and offering cultural programs such as exhibitions and educational actions — workshops, seminars, and lectures — contributing to cultural access for the diverse audience profiles who visit the unit, aiming to reach approximately 14 thousand participants throughout its duration.

In 2024, the MSDP presented a temporary exhibition honoring Professor Osvaldo Gouveia, mentor of the Memorial and researcher of Saint Dulce's history. Over the past 30 years, he collected numerous



images of Saint Dulce in various styles, reflecting popular faith. These images were part of the exhibition dedicated to Professor Osvaldo, who generously donated them to the Memorial's collection.

Requalification of the Center for People with Disabilities

The João Paulo II Center for People with Disabilities – CAPD, a unit of the Irmã Dulce Social Works that provides comprehensive care to people with multiple disabilities, underwent renovations to its environment. The requalification covered 3 of the 8 areas used as social spaces within CAPD, locations that play a crucial role in the well-being and social inclusion of

its residents. These social spaces received more humanized decoration, enhancing the daily atmosphere of emotional exchanges among residents. Other renovated areas included the corridor leading to the rooms, the dining hall, and the green spaces, with improvements made to the garden. The interventions made the environment more functional and welcoming.



■ Solidarity Cap Project

The Solidarity Cap Project is the result of another cycle of partnership, started in 2023, in which Obras Sociais Irmã Dulce invested all the income from the sale of aluminum caps collected by CCR Metrô at collection points in its stations, to purchase wheelchairs.

By the end of this cycle, in 2024, the initiative provided greater accessibility and quality of life to 27 people in situations of risk and social vulnerability assisted by OSID. The equipment was donated to patients with medical and social recommendations for wheelchair use.

In addition to aiding recovery after hospitalization, the wheelchairs enable patients to maintain their independence and social interaction.



■ Good Living Project I

The “Good Living” Project I, approved under the Law for the Protection of the Rights of the Elderly, aims to refurbish the plaza at the Geriatrics and Gerontology Center of Obras Sociais Irmã Dulce. Its purpose is to offer elderly people a welcoming space for social interaction and community, enabling them to participate in multidisciplinary activities, therapeutic programs, and physical and emotional rehabilitation.

This revitalization will transform the plaza into a multi-purpose space, creating environments that will enable activities and therapies, strengthening the efforts of humanization and socialization aimed at the elderly people assisted by the unit.

The space will be inaugurated in 2025 and will feature multi-functional rooms, an adapted beauty salon, areas for outdoor activities and services, as well as social gathering spaces. The Geriatrics Center of the Obras Sociais Irmã Dulce is the only complex in Bahia to simultaneously offer outpatient care and hospital admission for acute clinical cases and chronic patients.



■ Interventional Radiology

Looking for expanding knowledge and strengthening education in the medical field, the Interventional Radiology project consisted of the practical qualification of the Radiology and Surgery Residency Program at Obras Sociais Irmã Dulce, through the implementation of an annual plan of minimally invasive procedures, including image-guided biopsies and drainages.

Residents in the program had access to training in procedures and updated technologies applied to their area of interest, contributing to the professional development of these future doctors.

In 2024 alone, 60 patients benefited from the performance of safer procedures with faster recovery times compared to conventional methods.



■ Friends of the Breast – 2nd edition

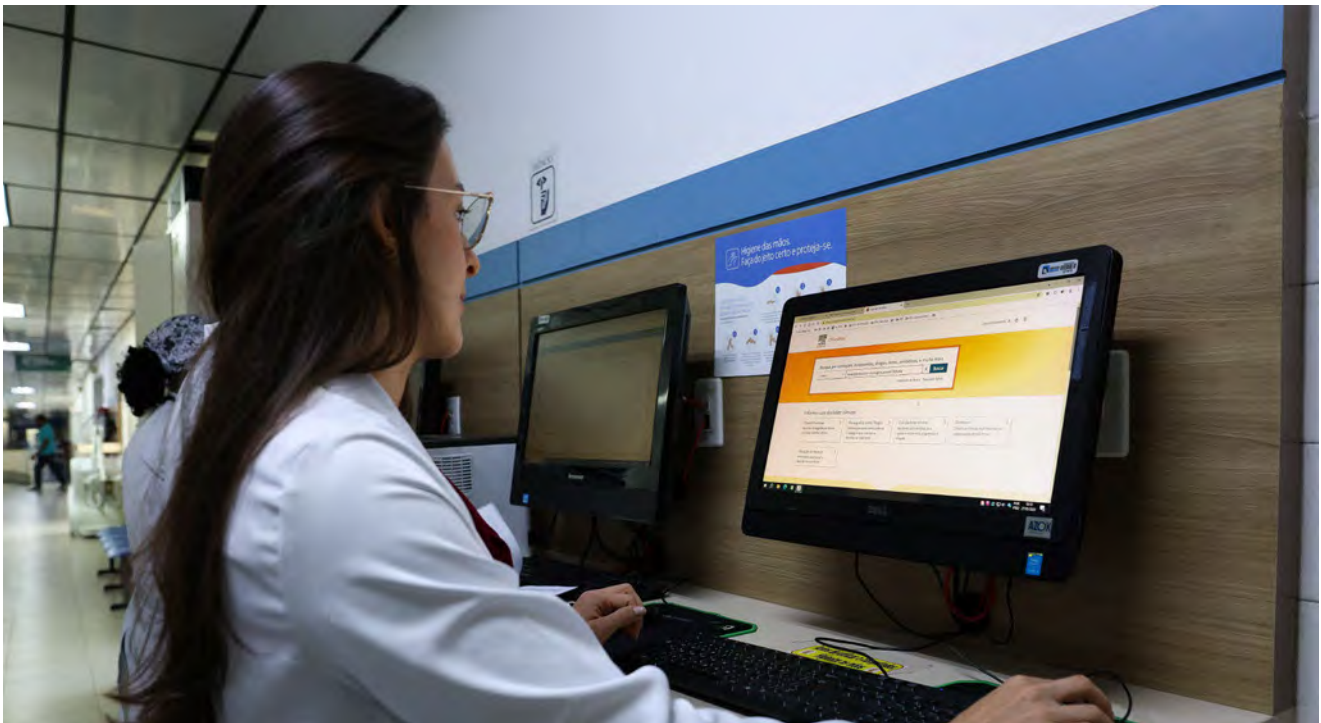
The Friends of the Breast project aimed at the practical training of the Mastology Residency Program at Obras Sociais Irmã Dulce, through the implementation of an annual plan for breast reconstruction surgeries using implants and/or tissue expanders. The initiative involved performing breast reconstruction surgeries on women diagnosed with breast cancer who underwent mastectomy (surgical removal of the entire breast), restoring the self-esteem of over 40 patients in 2024 alone. The program's residents, in turn, gained access to training in updated procedures and technologies applied to their area of interest, contributing to the professional development of these future doctors.



■ Clinical Key – 3ª edição

The Clinical Key platform enhances access to medical information databases, serving as a valuable research resource to facilitate decision-making by medical professionals, students, and residents in patient care at Obras Sociais Irmã Dulce. Health analytics can identify patterns, trends, and valuable

insights, guiding evidence-based decision-making and improving the efficiency of healthcare services at the Good Angel institution. In 2024, approximately 5 thousand accesses to the platform were recorded, demonstrating its usefulness and applicability in the daily operations of the unit.



■ Lithiasis Outpatient Clinic

The establishment of the Lithiasis Outpatient Clinic at Obras Sociais Irmã Dulce enabled the acquisition of equipment and supplies for the new service, which includes specialized consultations and kidney stone surgeries performed by videolaparoscopy. This initiative has made a significant contribution to reducing the surgical waiting list and will benefit approximately 200 patients during its implementation. In addition to providing direct medical services to the population, the project included an initial professional training phase for interns and network staff, through the First Urology Seminar held in July 2024, which offered 490 spots for doctors, students, and residents.







If God came to our door, how would He be received? The one who knocks on our door, seeking comfort for his pain, for his suffering, is another Christ looking for us"

Saint Dulce of the Poor



Empathy that goes beyond

Growing was possible thanks to your support

The Obras Sociais Irmã Dulce carried out grand actions throughout the year 2024 in all the areas in which they operate, generating even greater social impact in the lives of many people.

The projects initiated during this period, such as Hemodynamics and the Eye Hospital, indicate how much the institution is advancing in care, especially in high-complexity areas, such as Cardiology, Neurology, and Vascular services, which will be made possible due to the implementation of the Hemodynamics service.

Santa Dulce College reaffirms the commitment of the Obras Social to train new Health professionals, endowed not only with technical excellence but, above all, qualified to care for people in their entirety, following the values of Dulcism, as taught by the beloved Saint Dulce.

In the area of Governance's area, the Obras Sociais Irmã Dulce devote special care to the transparency of their actions, through solid and continuously improving management.

Beyond that, the investments made in the Digital Transformation Master Plan (PDTI) indicate a direction towards the modernization of processes, with increased service effectiveness, improved user experience, greater patient safety, and optimization of resources through a more dynamic, agile, and assertive management.

The Financial Accounting Report, included for the first time in this document, demonstrates

how care and commitment to resources are priorities for OSID. In 2024, there was a surplus of R\$ 11,487,000.00. Total revenues grew by approximately 15.22% during the fiscal year, with notable increases in grants (69.22%), contractual agreements with the SUS (11.67%), and donations (11.62%).

The institution's net income grew by 2,023.29%, due to increased revenues and an efficient austerity plan to reduce costs and expenses without compromising the quality of services provided to the community. Alongside this, the entity's fundraising efforts saw a 28.94% increase, simultaneously demonstrating both the

institution's fundraising capacity and the generosity of donor and partner sources.

Thus, looking ahead, the Obras Sociais Irmã Dulce emphasize the importance of empathy, which has transformed and guided the institution throughout its 65 years of existence. The organization remains steadfast and true to the values of Saint Dulce, to her way of thinking, being, and acting.

With faith in Divine Providence, in the efforts and sensitivity of society and donors, the Obras Sociais Irmã Dulce continue with new dreams and foundational projects to better serve, always attentive to the needs and feelings of others.

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CENTRO EDUCACIONAL
SANTO ANTONIO



OBRAS SOCIAIS
IRMA DULCE

PREFEITURA DE
SMÕES FILM

Forum de Formação em
Linguagem Oral



***If necessary, I would start all over again,
in the same way, walking the same
path of difficulties, for the faith that
never abandons me would give me the
strength to always move forward."***

Saint Dulce of the Poor



EMPRESAS



DuBem
2024



**OBRAS
SOCIAIS**
IRMÃ DULCE



DULCISMO

O jeito Dulce de pensar, ser e agir.

Empathy in partnerships

A network of love and goodness

In recognition of the partners' role in perpetuating the legacy of love and service of the Mother of the Poor, the Obras Sociais Irmã Dulce promote the DuBem Companies Award. This initiative honors the companies that stand out the most throughout the year for their support actions to the institution founded by Saint Dulce of the Poor – an entity that today welcomes over 3 million people annually in Bahia in areas such as Health, Education, and Scientific Research.

Among the people served are oncology patients, elderly people, individuals with disabilities and craniofacial deformities, homeless people, users of psychoactive substances, and children and adolescents at social risk. Founded by Saint Dulce of the Poor, the institution offers a wide range of projects that benefit diverse groups.

Created with the purpose of gratitude and recognition, the ***DuBem Companies Award highlights initiatives that reflect solidarity, cooperation, friendship, and partnership***, values so present in the journey of the Bahian

nun who dedicated her life to the most needy. The award – divided into Diamond, Gold, Silver, and Bronze categories – is a way for the Irmã Dulce Social Works to honor, thank, and certify partners who, throughout the year, through the contribution of resources to various projects, enable the institution to continue transforming millions of lives.

To learn about this and other programs, visit www.irmadulce.org.br. And to be part of this chain of goodwill, get in touch via email marketing@irmadulce.org.br.

DuBem Companies

■ Diamond Plus



■ Diamond



DuBem Companies

Gold



Silver

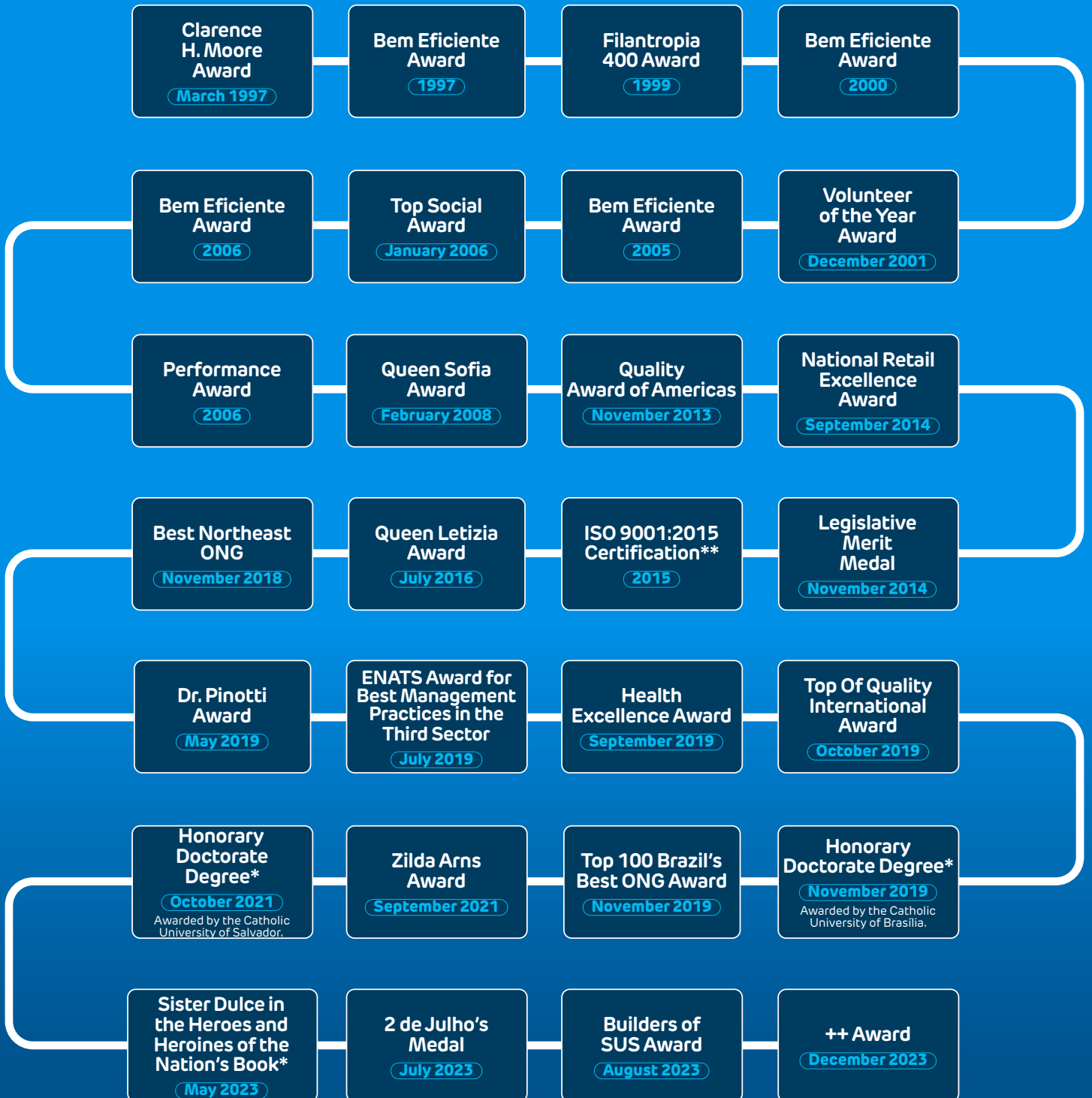


Bronze



Obras Sociais Irmã Dulce Awards

The recognition of the work carried out by Obras Sociais Irmã Dulce is international. Over the years, the institution has received numerous awards from a wide range of organizations and sectors. This serves as an additional driving force to maintain faith, care, love, and service to others as the institution's guiding principles.



* Honors granted to Saint Dulce of the Poor.

** This certification undergoes maintenance and recertification annually.





***It was our people, with their faith and
inspired by God, who built this entire work."***

Saint Dulce of the Poor



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