



Relatório ESG

**Global  
Reporting  
Initiative**

# Global Reporting Initiative

We adopted the GRI Standards (2021) to ensure transparency and accountability in our sustainability reports. The reported disclosures are defined based on the materiality process, reviewed every two years, and industry benchmarks. Additionally, the content was developed with information collected from different areas, deepened through interviews with advisors, directors, and other executives. For this panel, we have compiled the key information for each disclosure.

[To view our latest full report, click here.](#)

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## Universal Standards

### GRI 2-1 - Organizational details

RD Saúde (RADL3) is a publicly traded company listed on the Novo Mercado, a special trading segment of the São Paulo Stock Exchange B3 (Brasil, Bolsa, Balcão) that includes only companies that can demonstrate that they adopt the most advanced corporate governance practices.

## **GRI 2-2 - Entities included in the organization's sustainability reporting**

Our 2023 Annual and Sustainability Report focuses on information of RD Saúde. Data from our controlled companies is available on page 124 of the document.



## **GRI 2-3 - Reporting period, frequency and contact point**

The Sustainability Report with consolidated data is published on an annual basis and the last issue covers January 1 through December 31, 2023. Financial reporting is carried out on a quarterly basis, following accounting practices adopted in Brazil. For any questions and/or suggestions, please contact us by e-mail: [sustentabilidade@rd.com.br](mailto:sustentabilidade@rd.com.br).

## **GRI 2-4 - Restatements of information**

Any reformulations in relation to previous reports are highlighted throughout the report and consolidated on page 128 of the document.

## **GRI 2-5 - External assurance**

The information presented in the Annual and Sustainability Report receives approval from RD's senior management and undergoes independent verification by KPMG. The Assurance Report can be checked on page 150 of the document.



## GRI 2-6 - Activities, value chain and other business relationships

RD Saúde's operations focus on delivering integrated health solutions. The company's activities include the retail sale of drugs, perfumery, personal hygiene and beauty products, cosmetics, dermocosmetics, and specialty drugs. The products we sell are sourced from approximately 840 suppliers (740 direct and 100 private labels), and the downstream entities include customers and other companies within the Group (4Bio, Vitat, Cuco Health, Manipulaê, RD Ads, Amplimed, Healthbit, and SafePill). Other business relationships include two joint ventures (JVs): Stix, a rewards and points platform created in partnership between RD Saúde (33.3% share) and GPA (66.7% share). The second JV is Labi Exames, focused on laboratory tests, screenings, check-ups, and vaccines, with physical units and home care services (we hold a 23.61% share). There have been no significant changes from the previous year.



## GRI 2-7 - Employees

More than 50,000 professionals are responsible for implementing, day after day, our ambition to contribute to a healthier society. During the reporting period, we increased our workforce by approximately 8%, supporting the Company's expansion strategy.

In this indicator, we consider our employees to be those hire pursuant to CLT (Brazilian Labor Code), including young apprentices. Relationships of any other nature, such as contractors, self-employed people, interns, advisors and pensioners, are not considered.

## **GRI 2-8 - Workers who are not employees**

In December 2023, we had 513 interns, 1,465 young apprentices, and approximately 5,944 contractors. The vast majority of these contractors provide cleaning and security services in our pharmacies, Distribution Centers, and RD Campus. No significant variations were identified within the reporting period or compared to the previous period.

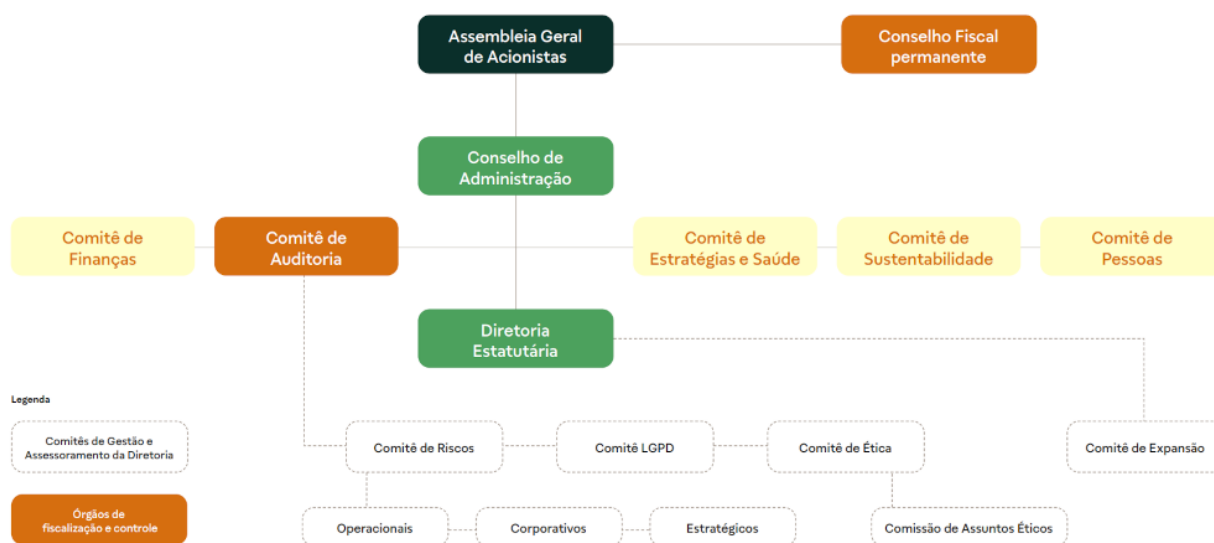


## GRI 2-9 - Governance structure and composition

We believe our commitment to the best corporate governance practices helps us to ensure the business sustainability and to serve the interests of all RD Saúde's stakeholders: customers, investors, suppliers, employees, community, government, trade unions and associations, among others.

We maintain an ethical and strong relationship with these stakeholders, ensuring that everyone has access to the necessary information and is treated fairly and consistently.

Our Bylaws also establish that decisions taken by shareholders and administrators should always consider the short and long-term interests of RD Saúde and its shareholders, as well as the short and long-term economic, social, environmental and legal effects on our professionals, contractors, suppliers, consumers and creditors of the company and its subsidiaries, in addition to the communities where we operate.



### General Shareholders' Meeting

Shareholders hold an annual meeting on a regular basis, and a special meeting whenever called, to discuss issues relevant to the Company, guided by the rules of the Bylaws and other legal regulations.

### Fiscal Council

Permanent body, made up of four members and their substitutes. Examines the Company's

Financial Statements and the conformity of acts carried out by administrators, among other duties.

Incumbent members and their respective substitutes are:

Adeildo Paulino (Vivian do Valle Souza Leão Mikui); Antônio Edson Maciel dos Santos (Alessandra Eloy Gadelha); Gilberto Lerio (Flavio Stamm); and Paulo Sérgio Buzaid Tohmé (Mário Antonio Luiz Corrêa).

## **Board of Directors**

Its mission is to protect and value RD Saúde's assets and provide guidance on topics that impact the business sustainability, acting as a custodian of the Company's essence and culture and the interests of stakeholders, namely shareholders, employees, customers and society.

In 2023, RD Saúde's board had 11 incumbent members, among which five were independent (45%) and three were women (27%), elected at the General Shareholders' Meeting for two-year terms, with re-election permitted. Whenever the term of office of the Board members is renewed, the members elect the Board Chairperson and also its Vice Chairperson, who is responsible for replacing the Chairperson in the event of any impediment.

The members are: Antonio Carlos Pipponzi (Chairman of the Board); Cristiana Almeida Pipponzi (non-executive member); Philipp Paul Marie Povel (independent); Plínio Villares Musetti (non-executive); Denise Soares dos Santos (independent); Marco Ambrogio Crespi Bonomi (independent); Sylvia de Souza Leão Wanderley (independent); Eduardo Azevedo Marques de Alvarenga (independent); Paulo Sérgio Coutinho Galvão Filho (non-executive); Carlos Pires Oliveira Dias (non-executive); and Renato Pires Oliveira Dias (non-executive).

## **Finance Committee**

advises the Board on strategic topics for the financial health of the business, with a view to meeting the budget and achieving results. It helps in the evaluation of economic and global situations and their potential internal financial impacts. It also examines, discusses and makes recommendations about the financial policy proposed by the Executive Board.

In 2023, its members were: Plínio Villares Musetti (leader); Cristiana Almeida Pipponzi (advisor); Maria Fernanda dos Santos Teixeira (external consultant); Antonio Carlos Pipponzi (Chairman of the Board); Marco Ambrogio Crespi Bonomi (advisor); and Pedro Guilherme Zan (external consultant).

## **Audit Committee**

non-statutory in nature, it is composed of three independent members. It is responsible for analyzing the financial statements and supervising risk management activities, internal audit, compliance, internal controls, data management and cyber security, related-party transactions and management of the Canal Conversa Ética (anonymous ethics hotline). The body is advised by three management committees, namely: Ethics, LGPD and Risks.

Its members are: Maria Fernanda dos Santos Teixeira (independent leader); Sylvia de Souza Leão Wanderley (independent advisor); and Pedro Guilherme Zan (external consultant, specialist in corporate accounting).

## **People Committee**

analyzes and recommends candidates for the Board of Directors and Executive Board and carries out performance appraisal, appointment, succession and compensation of executives and administrators, in addition to the general human resources strategy, with a focus on attracting and retaining talent.

Its members are: Sylvia de Souza Leão Wanderley (leader - independent advisor); Antonio Carlos Pipponzi (Chairman of the Board); Cristiana Almeida Pipponzi (advisor); Plínio Villares Musetti (advisor); Renato Pires Oliveira Dias (advisor); and Marco Ambrogio Crespi Bonomi (independent advisor).

## **Sustainability Committee**

Responsible for monitoring, updating, and validating guidelines, strategies, and commitments related to sustainable development, taking into account ESG risks and opportunities, including the climate agenda, in addition to overseeing the work of the Sustainability Officer. Its reporting to the Board ensures that the Company's highest



governance body closely monitors socio-environmental and climate-related risks and opportunities.

Its members are: Cristiana Almeida Pipponzi (leader); Olga Stankevicius Colpo (independent external consultant); Cristina Sarian (independent external consultant); Rodrigo Wright Pipponzi (external consultant); Plínio Villares Musetti (advisor); and Sylvia de Souza Leão Wanderley (independent advisor).

## **Health and Strategy Committee**

focused on monitoring and planning the 2025 Strategy and 2030 Ambition and on the continuous search for innovation in the business to expand our operations in the sector.

In 2023, its members were: Cristiana Almeida Pipponzi (co-leader); Marco Ambrogio Crespi Bonomi (co-leader); Felipe Elias Ribeiro David (independent external consultant); Antonio Carlos Pipponzi (Chairman of the Board); Paulo Sérgio Coutinho Galvão Filho (advisor); Eduardo Azevedo Marques de Alvarenga (advisor); Denise Soares dos Santos (advisor); Philipp Paul Marie Povel (advisor); and Sylvia de Souza Leão Wanderley (advisor).

## **Executive Board**

Responsible for the Company's executive management and strategy implementation, it has eight members appointed by the Board of Directors, with two-year terms of office and re-election permitted. Currently, the Executive Board is led by the Chief Executive Officer (CEO), who does not hold a position in the Board of Directors, and is made up of Vice Presidents (VPs) in charge of key strategic themes.

The Executive Board members are: Marcilio D'Amico Pousada (CEO); Antonio Carlos Coelho (Financial and Administrative VP); Bruno Wright Pipponzi (Health Business VP); Eugênio De Zagottis (Corporate Planning, IR and M&A VP); Fernando Kozel Varela (Digital Transformation VP); Marcello De Zagottis (Sales and Marketing VP); Maria Susana de Souza (People, Culture and Sustainability VP); and Renato Cepollina Raduan (Store Operations, Multi-channel and Expansion VP in RD Saúde).

Managing the Company's impacts on the economy, the environment and society is a shared responsibility at the executive level by all members of the Board of Directors, as provided

for in our Bylaws.

\* In May 2024, the composition of the Executive Board was changed due to the resignation of Mr. Eugênio De Zagottis.

## **GRI 2-10 - Nomination and selection for the highest governance body**

Aiming at the diversity of experience and knowledge of the board members, the selection criteria are established in the Policy for Appointment and Election of Board Members and take into account the qualifications and experience in areas such as finance, health, technology, people management, ESG and specialization in pharmaceutical retail, in addition to reputation and ethical conduct and alignment with RD Saúde's purpose, values and culture. Shareholders may appoint members to the Board of Directors, pursuant to the provisions of Act No. 6.404/76 and CVM Instructions 367/02 and 480/09, whose election will be subject to approval at the General Shareholders' Meeting. Prior analysis of candidates for positions on the Board of Directors and the Executive Board is carried out by the People Committee, led by an independent advisor, and follows the same criteria used in the Policy for Appointment and Election of Board Members.

## **GRI 2-11 - Chair of the highest governance body**

Currently, the Executive Board is led by the Chief Executive Officer (CEO), who does not hold a position on the Board of Directors.

## **GRI 2-12 - Role of the highest governance body in overseeing the management of impacts**

See here detailed information about our advisory committees of the Board of Directors. (link levando para o indicador 2-9)

## **GRI 2-13 - Delegation of responsibility for managing impacts**

The Sustainability Committee is responsible for monitoring, updating and validating the guidelines, strategies and commitments related to sustainable development taking into account ESG risks and opportunities, including the climate agenda, in addition to overseeing the work of the Sustainability Officer. This Committee meets approximately once a month over the year, with the exception of January and July, and the special meetings. In 2023, the group held ten regular meetings and two extraordinary meetings. Its reporting to the Board ensures that the Company's highest governance body closely monitors socio-environmental and climate-related risks and opportunities.

## **GRI 2-14 - Role of the highest governance body in sustainability reporting**

The content of the Annual and Sustainability report was initially defined based on the materiality process, which is approved by Senior Management. Then, information was collected from different areas, deepened through interviews with advisors, officers and other executives responsible for the Company's planning and strategy. The Report was also approved by RD Saúde's Senior Management.

## GRI 2-15 - Conflicts of interest

Employees and administrators must declare potential situations of conflict of interest through a statement to the Ethics and Compliance area. If an administrator is faced with a potential conflict of interest in a decision, he/she must communicate this conflict and abstain from participating in the discussion about and vote on such matter. These actions must be recorded in the minutes of meetings or deliberations in which the topic was discussed. We also communicate potential conflicts of interest to stakeholders, mainly regarding cross-board membership, cross-shareholding with suppliers and other stakeholders, existence of controlling shareholders and related parties, their relationships, transactions and outstanding balances.



## GRI 2-16 - Communication of critical concerns

Our risk management is based on the best national and international practices, such as ISO 31000 and COSO ERM, and those of the Brazilian Institute of Corporate Governance (IBGC) and the Institute of Internal Auditors of Brazil (IIA). Additionally, the risk management process undergoes periodic auditing, conducted by internal auditing in conjunction with specialized external consultancy. Internally, our operations are guided by the Risk Management Policy, which establishes guidelines and responsibilities for each employee, in addition to describing the methodology applied to the processes of identification, evaluation, processing, monitoring and communication of situations. Based on these guidelines, we establish steps to ensure ongoing risk monitoring and control. The Company's major risks, with high and very high criticality, are reported to the Risk Committee (executive reports), the Audit Committee and the Board of Directors (independent reports).



## **GRI 2-17 - Collective knowledge of the highest governance body**

The Bylaws outline the responsibilities of the Vice President of People, Culture, and Sustainability in relation to sustainable development. In the same vein, the Board of Directors' Internal Regulations refer to the perpetuity of the corporate purpose as a sustainable business, the creation of sustainable business value, and the responsibilities of the Sustainability Committee in these aspects. Additionally, members of the aforementioned Committee have held meetings with sustainability experts on specific topics to gain further knowledge about them and integrate them into the Company. Finally, it is worth noting that the Policy for Appointment and Election of Board Members highlights that knowledge about sustainability will be considered as a selection criterion for Board members.

## **GRI 2-18 - Evaluation of the performance of the highest governance body**

The Board of Directors conducts an annual and formal evaluation of its performance, following best corporate governance practices and seeking continuous improvement of this governance body. The evaluation is carried out by an external and independent consultancy, and consists of two stages: individual and of the body as a whole. Its methodology includes interviews, online questionnaires and sample monitoring of meetings. Board members' evaluations are also annual and are conducted by the People Committee, assisted by external consultants. Further to the results obtained in the evaluations, the People Committee holds a preliminary discussion and presents the results and development plans to the Board of Directors. Overall, the results of the last evaluation, carried out in December 2022, showed important and consistent progress, such as the general dynamics of the Board and its interactions. The size and composition of the body were considered effective, especially the mix of skills that was added with the election of new Board members.

## GRI 2-19 - Compensation policies

Administrators' compensation is determined in accordance with the provisions of the Executive Board Compensation Policy, market practices, and our corporate governance and management system. It is evaluated on a regular basis, with the support of specialized consultants, taking into account factors such as inflation, pay increments, and industry trends. The Board of Directors receives only a fixed compensation, which is the same for all members, with the exception of the Chairperson, whose compensation is differentiated due to the greater demand of time and responsibility. Members of the Fiscal Council receive a fixed compensation equivalent to at least 10% of the compensation given to a Board member, considering, for the calculation, the average monthly compensation of Board members. The Executive Board, the Non-Statutory Board and executive managers, in turn, receive a fixed compensation, in addition to direct and indirect benefits, such as health insurance, dental insurance and life insurance, as well as variable compensation linked to short-, medium- and long-term goals of financial, operational and strategic nature, including sustainability goals, and can receive share-based compensation. The bonuses and the share plan aim to encourage leadership to align with the Company's main objectives. As part of results-based variable compensation and in line with the commitment to our long-term objectives, RD Saúde has share-based compensation programs that benefit senior leadership employees (executive officers, non-statutory officers and executive managers). Find out more about administrators' compensation in our Reference Form. (link: <https://ri.rd.com.br/list.aspx?idCanal=M9eciSyHCkOXeOE9W1JJJeA==&linguagem=pt>)

## GRI 2-20 - Process to determine compensation

All employees at RD Saúde are eligible to variable compensation through the Profit Sharing Program (PPR), which considers the achievement of corporate goals. The objective is to reward individuals for their own performance and that of the Company, as well as to challenge our people to be co-responsible for business results and share successes and risks. The Profit Sharing Program (PPR) is composed of evaluation indicators related to: 1. Company's goals: financial, customers, engagement and sustainability (social and environmental aspects); 2. Areas' goals: specific to each area; 3. Individual targets: performance evaluation/succession. The Social and Environmental Goals component takes into account goals related to the development of the 2030 Strategy commitments (see page 53 of the 2023 Annual and Sustainability Report for more information). Each year, we prioritize two to four commitments and define intermediate achievement goals.

## GRI 2-21 - Annual total compensation ratio

The ratio of the total annual compensation for the company's highest-paid individual to the medium annual total compensation for all employees was 327 times. The ratio of the percentage increase in annual total compensation for the company's highest-paid individual to the medium percentage increase in annual total compensation for all employees was 18%. The following premise was used to prepare the answers: for "total compensation" means the base salary of the last month of the year x 13 salaries for president and vice presidents and x 13.33 for other hierarchical levels, adding up the Program Profit Sharing (PPR) paid and Long-Term Incentives (ILP) granted, free of charge.

	Proporção	Aumento
2022	333	Não disponível
2023	327	18%

## GRI 2-22 - Statement on sustainable development strategy

“We are proud to say that RD Saúde nurtures a culture that involves all aspects of the sustainability agenda, reinforcing our purpose of working towards a healthier society.” – Antônio Carlos Pipponzi (Chairman of the Board of Directors) “Our commitment to a healthier society is tangible, and each of our customers, employees and partners is a fundamental part of this process. Together, we will continue to build a legacy of positive impact and transformation in the health care and well-being of everyone.” – Marcilio Pousada (CEO)

Ano	Mensagem do Conselho de Administração	Mensagem do CEO
2021		
2022	<a href="#">Baixar PDF</a>	<a href="#">Baixar PDF</a>
2023		

## GRI 2-23 - Policy commitments

In order to ensure an ethical culture and righteous conduct in all RD Saúde's activities, we rely on management policies and guidelines approved by the Board of Directors. The documents are part of the Integrity Program and aim, in addition to controlling risks, to guide the mitigation, remediation and management of consequences of any ethical, moral or legal deviation:

- People Code: People Code of ethics and conduct applies to all employees and contractors who act on behalf of the Company in its internal and external relationships;
- Integrity Program: guides the implementation and conduct of the program, in accordance with the guidelines of the Anti-Corruption Act;
- Policy for Canal Conversa Ética: provides for the rules and principles to be observed by the wrongdoing reporting channel and the responsibilities in management and response;
- Anti-Corruption, Anti-Fraud and Relations with Public Entities/Agencies Policy: sets out corporate guidelines and procedures to prevent and combat corruption and fraud in the activities, businesses and operations of RD Saúde and its controlled companies;
- Philanthropy and Contributions Policy: defines the rules for making decisions about making contributions and donations with transparency, legality and integrity;
- Conflict of Interest Policy: sets out the guidelines for the identification, management and mitigation of potential or actual conflicts of interest. (incluir o link no título de cada política)

In addition, we have a non-negotiable commitment to ensuring universal human rights. On a daily basis, the People Code defines internal guidelines, as well as the responsibilities of each RD Saúde employee. We do not tolerate any form of exploitation, harassment, disrespect, or prejudice within our facilities and activities. We reject any form of child labor or forced labor, respect diversity and inclusion, and comply with labor laws, including the freedom of association.



## GRI 2-24 - Embedding policy commitments

Upon joining the Company, all employees must complete a course on the People Code at RD Saúde University platform, in addition to signing a statement of responsibility and commitment to the expected ethical conduct. Since 2022, human rights risks have been integrated into our corporate risk matrix, which is managed under the Risk Management Program. Recently, we deepened our analysis of these risks by building our human rights risk matrix, prepared based on the severity and probability criteria of the United Nations Guiding Principles (UNGP) on Business and Human Rights. With the priority human rights themes identified, we will evaluate our policies, procedures, and management practices to continue further integrating these themes into our day-to-day business operations. Furthermore, we recognize the significance of the supply chain in human rights management and promote the management of this issue within this business segment as well. Find out more about this management in disclosure 205-2. (link) To learn more about RD Saúde's policies, click here. (link para a aba de políticas)

## **GRI 2-25 - Processes to remediate negative impacts**

Sensitive claims received through Canal Conversa Ética are investigated by RD Saúde's Ethics and Compliance area and handled by the Ethical Affairs Commission (CAE), in which members decide what action to take in each case. Remediation to the victim is decided, based on the need that is identified. The measures to be taken in relation to the offender are also decided. We track the effectiveness of complaint mechanisms by monitoring indicators to identify the volume of complaints and the effectiveness of the measures taken. In addition, we send feedback to reporting stakeholders, regardless of the investigation outcome.

## **GRI 2-26 - Mechanisms for seeking advice and raising concerns**

We are pleased to offer the Canal Conversa Ética, our Whistleblowing Channel, to the entire society. This channel is available 24/7, and receives complaints about any conduct that violates national laws, our policies, procedures, and values. The channel allows for anonymous reporting and provides you with the ability to track the progress of your report. General claims are investigated by the officers of each area<sup>1</sup> and refer to inappropriate behavior, complaints, praise and other less critical issues. Sensitive complaints, in turn, which are considered more critical, are investigated by RD Saúde's Ethics and Compliance area and handled by the Ethical Affairs Commission, made up of seven officers from different areas. Examples of critical topics include situations of moral and sexual harassment, discrimination, corruption, fraud, physical aggression, use of alcohol or drugs and conflicts of interest. The Commission discusses and decides on solutions and agreements according to the nature and severity of the claims. The results are periodically submitted to the Ethics Committee, which is directly linked to the Audit Committee. In addition, the Ethics and Compliance area also reports to these committees on other issues related to business ethics. In 2023, we began carrying out regular audits of the Ethics and Compliance Program.

## **GRI 2-27 - Compliance with laws and regulations**

There were no cases of non-compliance with laws and regulations during the reporting period

## GRI 2-28 - Membership associations

Our participation in public pacts and commitments reflects our commitment to expanding our positive impact on society through our 2030 Ambition. Learn about the supported initiatives below: \* Após a imagem, incluir esse texto: We also participate in the following industry associations: IDV – Retail Design Institute; Abrafarma – Brazilian Association of Pharmacy and Drugstore Chains.



## GRI 2-29 - Approach to stakeholder engagement

The Company's Stakeholder Engagement Policy sets out that the periodic materiality review must involve and consult with the main stakeholders, ensuring that our process is always aligned with best practices. Furthermore, we are committed to creating and strengthening inclusive, ethical and mutually beneficial bonds of trust with our stakeholders. We also ensure accountability and the necessary means for receiving and processing feedback. The categories of stakeholders with which we engage and the purpose are mentioned on page 46. We seek to ensure meaningful engagement also through public meetings, forums, community events, phone calls, interviews, surveys and other spaces in which interested parties are encouraged to express their opinions. Access the Stakeholder Engagement Policy here. (link:

[https://cdn.rd.com.br/prod-v2/2023/03/7740fa78-vgc-dsu-pol002-engajamento-de-stakeholders.vs2\\_.pdf](https://cdn.rd.com.br/prod-v2/2023/03/7740fa78-vgc-dsu-pol002-engajamento-de-stakeholders.vs2_.pdf))

## **GRI 2-30 - Collective bargaining agreements**

Collective bargaining agreements are entered into with unions and cover 100% of professionals, who are represented by the Retail Pharmaceutical Products Trade Union in each state and municipality, totaling 299 unions.

## GRI 3-1 - Process to determine material topics

Our biennial materiality analysis, last conducted in 2022, identifies relevant and priority areas of social and environmental impact related to our business. It systematically captures risks, opportunities, and trends in the sector and society, based on an in-depth study that analyzes:

- Capital market specialist organizations – S&P Global Sustainability Yearbook, MSCI ESG Ratings, SASB Drug Retailers Standard and Global Reporting Initiative (GRI);
- Internal monitoring and transparency tools about risks and externalities – externalities map (page 148) and Reference Form;
- Consultation with stakeholders – opinion research on the priority and relevance of each impact topic identified in the previous stages with our employees, customers, suppliers, service providers, transport companies, unions, civil society organizations, press and advisors;
- In-depth interviews – detailed assessment of impacts from the point of view of experts in retail, health and sustainability;
- Workshop with Ambassadors – dynamic meeting to discuss and prioritize impacts with professionals who act as Sustainability Ambassadors in different locations of operations.

The consolidation of inputs, opinions and information collected in all these processes generated a prioritization of themes and impacts based on their scale, scope, probability and character of remediation, originating material topics connected to the three pillars of our 2030 sustainability strategy. These material topics can be consulted in disclosure 3-2. ([link](#))



## GRI 3-2 - List of material topics

### Matriz de materialidade

Análise 2020/2021	Análise 2022/2023
Saúde e segurança dos funcionários	Saúde integral e segurança dos funcionários*
Comunidade saudável	Clientes saudáveis*
–	Desenvolvimento local**
Promoção da diversidade e inclusão	Promoção da diversidade e inclusão
Gestão de pessoas	Gestão de pessoas
Produtos e serviços	Produtos e serviços
Ética, integridade e transparência	Ética, conformidade e privacidade e segurança de dados*
Gestão de resíduos e logística reversa	Gestão de resíduos e logística reversa
–	Ações pelo clima**
–	Consumo de recursos**

There was no change in topics compared to the previous period, as the last study was carried out in 2022 and the next will be in 2024.

## **GRI 3-3 - Management of material topics**

See detailed information about our material topics here. (link levando para a aba “Temas materiais”)

## Topic Standards - Economic

### GRI 201-1 - Direct economic value generated and distributed

See the graphs below for the Company's main financial performance indicators over the last three years: Incluir nota abaixo dos gráficos: The details of the results for the year 2023 can be checked out in the [Company's Financial Statements](#).

Receita bruta (em R\$ milhões)	
2021	25.605,70
2022	30.950,60
2023	36.349,40

Lucro líquido ajustado (em R\$ milhões)	
2021	788,2
2022	991,8
2023	1.104,8

Capex (em R\$ milhões)	
2021	874,8
2022	1.020,6
2023	1.234,4

Valor adicionado por stakeholder (R\$ bilhões por stakeholder – % total do ano)

Imposto, taxas e contribuições	4,4	
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Remuneração de terceiros	1,6	
<b>Pessoal</b>	<b>3,4</b>	
Remuneração de capitais próprios	1,1	

**Market share  
(consolidado Brasil – %)**

2021	14,1
2022	15,2
2023	16,1

**Roic (Retorno sobre capital investido – %)**

2021	16,0
2022	18,5
2023	17,5

**Fluxo de caixa livre  
(em R\$ milhões)**

2021	-41,1
2022	-7,8
2023	-26,3

**Ebitda ajustado e margem Ebitda (%)**

2021	1.807,2	7,1%
2022	2.262,1	7,3%
2023	2.603,2	7,2%

**Alavancagem  
(dívida líquida/Ebitda)**

2021	0,8
2022	0,9
2023	1,1

**Valor adicionado  
(em R\$ bilhões)**

2021	7,4
2022	9,2
2023	10,5

## GRI 201-2 - Financial implications and other risks and opportunities due to climate change

Over the past few years, we have made significant progress on the ESG agenda and its integration into the routine analysis of scenarios, trends and factors that may positively or negatively impact our business. Climate-related risks are embedded in the Company's Risk Matrix and are continuously monitored and evaluated by the Sustainability Committee and the Risk Committee. In 2023, we completed a comprehensive climate-related risk study across our operations, identifying key physical and transition risks, as well as business opportunities. Identification and assessment of situations were mapped jointly with the different areas, and each risk was assessed for its impact and probability. Subsequently, it was classified according to the Company's impact rule. The analysis of climate-related risks and opportunities played a key role in formulating our long-term vision, directly influencing the definition of sustainability commitments (learn more on page 53 of the 2023 Annual and Sustainability Report), which not only impact, but also guide the strategy of our operations. Therefore, we are implementing an adaptation and mitigation strategy that is being developed to strengthen the business resilience. Some of the measures adopted include:

- Installation of floodgates in pharmacies located in regions subject to flooding;
- Carrying out a pilot with portable generators allocated to pharmacies with the highest incidence of power outages in the region;
- For expansion projects, we evaluate each new pharmacy individually to define the elevation of the construction level, installation of floodgates, mezzanines and the door position. We also maintain mitigation actions, such as:

- Energy efficiency solutions;
- Expansion of the volume of last-mile deliveries with less polluting modes;
- Adoption of emission reduction targets.

In addition to proactive actions, we continuously monitor the risks of RD Saúde through periodic and specific meetings, conducted by the Risk Management Department, together with independent assessments to ensure the effectiveness and relevance of our strategies in addressing climate challenges. For further information, please refer to TCFD (Task Force on Climate-Related Financial Disclosures) tab in this dashboard.

## **GRI 201-3 - Defined benefit plan obligations and other retirement plans**

RD Saúde does not offer a retirement plan to its employees. The Company makes the monthly payment of the Social Security contribution on behalf of its employees to the National Institute of Social Security (INSS), which is responsible for the payment of retirement and other benefits to Brazilian workers (Act No. 8,213, dated July 24, 1991).

## GRI 201-4 - Financial assistance received from government

At RD, we carry out social investment through tax incentives. Therefore, in 2023, we created the Tax Incentive Use Policy (link:

<https://ri.rd.com.br/list.aspx?idCanal=ebcBJMy5wkUA4JCROsKQLg==&linguagem=pt>), which aims to defend, regulate and implement our interests in the use of federal tax incentives, defining the roles and responsibilities of everyone involved. These investments are also based on the Theory of Change, which organizes pillars of action and social investment guidelines for RD Saúde (see more in disclosure xxx-xx). In 2023, we allocated BRL 6,430,000.00 through incentive laws. We do not receive any other financial support from the government.



## GRI 202-1 - Ratios of standard entry level wage by gender compared to local minimum wage

The lowest salary paid by RD Saúde in 2023 for male and female employees was BRL 1,412.00 compared to the Brazilian minimum wage, of BRL 1,320.00. This represents a ratio of 1.07 for both genders. Salaries are determined based on either the minimum wage or the collective bargaining agreement salary floor, to which the professionals are linked. In cases where different minimum salaries can be used as a reference, the value used is BRL 1,769.00. For contractors, the ratio is 1.00 for both men and women.

	Menor salário praticado*	Proporção em relação ao salário mínimo brasileiro
2022	1.604,00	1,32
2023	1.412,00	1,07

\*Valores para o gênero feminino e masculino \*\* Em circunstâncias nas quais diferentes mínimos podem ser utilizados como referência, o valor que utilizamos é de R\$ 1.769,00. Para terceiros, a proporção é 1,00 tanto para homens quanto para mulheres.

## **GRI 202-2 - Proportion of senior management hired from the local community**

RD Saúde considers the entire country to be a “local community”, as we operate throughout the national territory. Therefore, 100% of the C-suite (officers, vice presidents and president) are hired from the local community.

## GRI 203-1 - Infrastructure investments and services supported

In 2023, we launched the pilot project for the social business Farol. With the goal of contributing to the health and well-being of the population of the periphery, Farol provides access to and warm assistance to integrative health care. Leveraging an innovative approach and collaborating with the Unified Health System (SUS) through a partnership, the social business aims to combine pharmaceutical knowledge with traditional practices. The first activities, carried out in partnership with local stakeholders, took place in the Capão Redondo region, in the South Zone of São Paulo (SP). The launch of the initiative, in October, was held with the event “The Future of the Present: Tomorrow Lies in Today”, conceived by Yunus Negócios Sociais Brasil, one of Farol’s partners. The event was attended by Professor Muhammad Yunus, creator of the concept of social business. Also in 2023, 21 activities were carried out, with the participation of 379 from local residents, reaching 98% participant satisfaction. The outlook for 2024 includes establishing a new headquarters, called Casa Farol, and expanding and diversifying the types of activities and services. The proposal is to deliver an integrative health care journey, enhancing self-care and health promotion based on a social and community perspective. In addition, we invested in the physical structure of pharmacies, creating environments for connection between people, supported by technology and the digitalization of processes. Pharmacies now feature sections dedicated to products that promote health and well-being, the so-called Vida + Saudável, and spaces for customized pharmaceutical services and care, known as Espaço Sua Saúde, provide vaccination services, rapid tests and other solutions for an integrated approach to health care.

## GRI 203-2 - Significant indirect economic impacts

We have joined the Federal Government's Farmácia Popular (Popular Pharmacy) Program in 1,015 pharmacies. This initiative, which offers essential drugs for primary health care at a reduced cost or free of charge, represents a significant effort to expand access to drugs, particularly for low-income populations. In practice, we make available our logistics network and points of sale, our agility in distributing drugs, and our quality of service to all beneficiaries of the Program. Another economic impact created is through the promotion and facilitation of hiring young people between the ages of 18 and 23 who are seeking their first opportunity in the job market, enhancing the strength of our social impact. Upon joining RD Saúde, young people gain an occupation, training opportunities, and a career development plan. In addition, we remain committed to investing in the Quero Ser Dev, Quero Ser Data, and Quero Ser QA programs, initiatives designed to open doors for those aspiring to enter the developer career path, even without prior experience in the technology field. To date, we have completed 12 classes of the program, including classes exclusively for women and black people. Since the beginning of the program, there have been more than 230 graduates, 105 of whom are women. In 2023, we partnered with Movitech, a coalition of organizations working from education to technology employability, building a strong and fair sector, with inclusion and equality. Additionally, 50% of the positions in this ninth edition were reserved for black women and 50+ people.

## GRI 204-1 - Proportion of spending on local suppliers

In 2023, 97.67% of the purchasing budget was spent with local suppliers, considering the entire Brazilian territory as “local”, due to our operations. Nota: The concept of “Significant locations of operation” refers to the RD Campus, Distribution Centers and pharmacies.

Proporção	
2022	100%
2023	98%

Consideramos “local” todo o território brasileiro, em função de nossa atuação. O conceito de “Unidades operacionais importantes” se refere ao Campus RD, aos Centros de Distribuição e às farmácias.

## GRI 205-1 - Operations assessed for risks related to corruption

We evaluate 100% of operations. In the “Unethical Conduct” risk category, we monitor the following risk factors: 1. acts of corruption carried out by employees or contractors on behalf of RD Saúde; 2. lack of ethical conduct procedures for controlled companies; 3. lack of guidelines for relationships with government officials; 4. conflicts of interest for one’s own benefit and/or the Company’s; 5. lack of disclosure/acclimation by the Company on topics related to moral or sexual harm/harassment and acts of discrimination of any nature; 6. lack of procedures to combat corruption and money laundering; 7. lack of procedures/guidelines regarding receiving gifts/presents and participation in external events organized by suppliers/contractors that may influence decision-making power; 8. lack of effectiveness/reliability of Canal Conversa Ética.

## GRI 205-2 - Communication and training about anti-corruption policies and procedures

In 2023, 17,089 people completed the course on the People Code at RD Saúde University platform, aimed at our employees. In addition, 24 members of governance bodies (100%) and 57,216 employees (100%) were informed about anti-corruption policies and procedures. There was no training on the topic for members of governance bodies.

Find out details about the training offered to employees by functional category in the table.

We also adopted the Supplier Code of Conduct, with specific guidelines for these stakeholders. All suppliers must sign a commitment to the content of this code. To ensure ongoing engagement in issues such as human rights, the environment, climate change, and others, we maintain active communication through regular newsletters.

### Treinamento em compliance

Por região	2021		2022		2023	
	Número	Taxa	Número	Taxa	Número	Taxa
Norte	–	–	–	–	674	34,21%
Nordeste	–	–	–	–	1934	23,18%
Centro-Oeste	–	–	–	–	1496	26,19%
Sudeste	–	–	–	–	9667	27,46%
Sul	–	–	–	–	1725	28,81%

Por categoria funcional	2021		2022		2023	
	Número	Taxa	Número	Taxa	Número	Taxa
Liderança Executiva	30	51,72%	–	–	–	–
Liderança Média	178	26,45%	14	1,76%	39	4,31%
Liderança Operacional	884	33,28%	56	2,02%	246	8,08%
Especialista	44	10,58%	128	28,44%	37	8,71%

Administrativa	319	19,62%	754	38,50%	196	9,24%
Operacional	27327	62,08%	22276	47,37%	14978	29,57%
Total	28782	58,20%	23228	43,79%	15496	27,08%

There is no data on training by region in 2021 and 2022. Compliance training is available in our internal corporate education platform (RD Saúde University) and can be accessed at any time by all employees. While these courses are regularly updated, not all courses on the platform are refreshed annually. Therefore, if an employee has already completed a training course in the previous year, it may not be necessary for them to retake it the following year, as the content remains the same. When course updates are made, this is informed through our internal communication platform (Workplace), so that employees can take the training course again. Until December 2023, over 48,000 active employees had completed the anti-corruption training.



## **Tópicos materiais - Environment**

### **GRI 205-3 - Confirmed incidents of corruption and actions taken**

In 2023, there were no confirmed incidents of corruption in RD Saúde.

## GRI 301-1 - Materials used by weight or volume

Tipo	Fonte	2021	2022	2023
PE Verde	Renovável	3,70	–	–
PP (polipropileno)	Renovável	–	162,93	220,22
PE (polietileno)	Não renovável	315,00	344,41	114,97
PET	Não renovável	252,00	109,96	133,30
Papelão (cartonado)	Não renovável	126,00	3,43	–
Papel	Renovável	–	351,59	333,49
Outros plásticos	Renovável	262,00	176,99	321,17
Vidro	Não renovável	42,00	35,90	75,92
Alumínio	Renovável	24,00	17,50	37,19
Outros metais	Não renovável	–	0,34	0,78
Total		1.024,70	1.203,05	1.237,04

All types of materials used come from products and packaging.

## GRI 301-2 - Recycled input materials used

Currently, the label Natz, launched in September 2022, is the only RD Saúde private label that uses recycled materials in its packaging. The boxes and leaflets collected in pharmacies through the Conscious Disposal Program are sent to our DCs, where they undergo meticulous sorting and are subsequently sold to our paper recycling supplier, who manufactures our Natz packaging – 100% recycled and with 30% of post-consumer material. In 2023, we used 1,238,852 kg (=1.2 tons) of 100% recycled cardboard in Natz packaging. This volume corresponds to 0.13% of the total weight of packaging sold by Private Labels (excluding product categories in which the use of recycled materials is not permitted by regulation).

	Papel reciclado utilizado nas embalagens de Marcas Próprias	Proporção em relação ao peso total de embalagens comercializadas por Marcas Próprias
2022	537,00	0,04%
2023	1.238,85	0,13%

## GRI 301-3 - Reclaimed products and their packaging materials

100% of the waste generated by Private Labels in 2022 was offset in 2023 through the organizations Eureciclo (for the labels Caretech, Nutrigood, B-Well, Raia, Drogasil and Natz) and Reciclar pelo Brasil (for the label Needs). Information is collected by issuing an annual sales report, which results in a spreadsheet of product components and their respective materials.

Produtos e suas embalagens reaproveitados (Marcas Próprias)	
2022	100%
2023	100%

## GRI 302-1 - Energy consumption within the organization

To calculate energy consumption from non-renewable sources, we consider the percentage of non-renewable electricity from utilities, using values from the National Energy Balance (BEN) for this calculation. Then, we add the consumption of non-renewable fuels (aviation kerosene, gasoline, diesel, and LPG). To calculate energy consumption from renewable sources, we consider the percentage of renewable electricity from utilities, also using BEN values for this calculation. Then, we add the consumption of electricity from Distributed Generation and Free Market sources. Finally, we also include the consumption of renewable fuels (biodiesel and ethanol).

### Consumo de energia elétrica dentro da organização (GJ)

	Renovável	Não renovável
2021	688.003,36	105.326,82
2022	566.811,98	98.902,87
2023	705.522,08	45.355,04

### Consumo de energia dentro da organização (GJ)<sup>1</sup>

	2021	2022	2023
<b>Total – Combustíveis de fontes não renováveis</b>	<b>204.740,24</b>	<b>250.363,92</b>	<b>194.357,83</b>
Querosene de aviação	10.316,64	8.625,98	10.243,99
Gasolina (regionais)	4.993,07	5.148,85	4.915,58
Óleo diesel (logística e geradores)	189.201,04	236.392,00	178.420,02
GLP	229,49	197,09	778,24
<b>Total – Combustíveis de fontes renováveis<sup>1,2</sup></b>	<b>26.682,43</b>	<b>25.960,58</b>	<b>27.186,57</b>
Biodiesel (logística e geradores)	23.863,19	23.639,20	24.330,00

Etanol (regionais)	2.819,24	2.321,38	2.856,57
<b>Energia consumida – Eletricidade</b>	<b>793.330,18</b>	<b>665.714,85</b>	<b>750.877,12</b>
Eletricidade de fontes não renováveis	105.326,82	98.902,87	45.355,04
<b>Eletricidade de fontes renováveis</b>	<b>688.003,36</b>	<b>566.811,98</b>	<b>705.522,08</b>
<b>Energia vendida – Eletricidade</b>	<b>17.740,90</b>	<b>12.184,16</b>	<b>534,83</b>
<b>Total<sup>1</sup></b>	<b>1.024.752,85</b>	<b>942.039,35</b>	<b>972.421,52</b>

1 Mudança nos valores em relação ao que foi reportado em 2021. 2 Para calcular o consumo de combustível, consideramos uma parcela de 12% de biodiesel no diesel e 27,5% de etanol na gasolina.

## **GRI 302-2 - Energy consumption outside of the organization**

We do not control energy consumption outside the organization. Therefore, this information is unavailable.

## GRI 302-3 - Energy intensity

The Company's energy intensity ratio is calculated based on the total energy consumption within the organization for the year, including the consumption of fuels and electricity. The denominator used is the built area, in square meters, of pharmacies, distribution centers, and the campus (office). We had a reduction in the ratio between 2022 and 2023 as a result of our energy efficiency solutions, which can be seen in disclosure 302-5.

### Taxa de intensidade energética (GJ/área total construída em m2)

	2022	2023
Consumo de energia total dentro da organização (GJ) <sup>2</sup>	944.972,36	972.421,53
Área total construída (m2)	963.406,52	1.111.878,97
Intensidade energética	0,98	0,87



## GRI 302-4 - Reduction of energy consumption

As a result of our energy efficiency actions, in 2023, we had an average 18% reduction in the total electricity consumption of the network of pharmacies. However, there was no overall reduction in electricity consumption from 2022 to 2023, a reflection of the expansion and growth of our operation. Two methods were employed to calculate the reductions: 1.

Practical Reduction: the electricity consumption in 2023 was compared to that of 2022 for units (pharmacies) that underwent equipment upgrade projects: replacing air conditioning units with inverter technology, adopting an automation model for air conditioning operation, and using LED lighting technology. 2. Theoretical reduction/avoided consumption: pharmacies equipped with electron aligners (current optimizers that save energy by reducing losses) avoid consuming a volume of energy that is not effectively used (this is an avoided consumption). In these cases, the current year (2023) is used as the basis for calculating the consumption avoided due to the adoption of this equipment in the current year. The calculation tool employed incorporates sustainability monitoring indicators and the methodology developed by E3 Brasil, a consulting firm. More details about our energy efficiency actions can be found in disclosure 302-5.

## **GRI 302-5 - Reductions in energy requirements of products and services**

Our approach to energy efficiency is based on two main fronts of action: • initiatives to reduce consumption at facilities, through the modernization of physical infrastructure and equipment, and awareness programs for our people and customers; • actions focused on increasing energy consumption from renewable sources. We maintain 100% of our lighting with LED bulbs and continued to implement current optimizers, which control the electrical energy consumption of pharmacies, identifying and reducing energy waste. The program to replace air conditioning equipment with the “inverter” model continues to expand and, to date, 78% of pharmacies already have the technology with lower energy consumption. Over the year, these actions resulted in an average 18% reduction in total consumption across the network of pharmacies.

## GRI 303-1 - Interactions with water as a shared resource

Since the majority of our operations are retail-based, we have no major impact in water use, which is limited to employee consumption, personal hygiene, and cleaning of our units (RD Saúde Campus, DCs, and pharmacies). Therefore, our interaction with water is not intensive, without any consumption directed to production or industrial processes and with supply made by public water utilities, water trucks and, in two DCs (Embu and São José dos Pinhais), through an artesian well. Even so, we maintain monitoring metrics and carry out infrastructure adequacy and team awareness actions, with the goal of reducing water use and consumption. Since 2022, we have replaced all sanitary devices at the RD Saúde Campus in search of greater efficiency, and in 2023, we implemented a water reuse system also at the RD Saúde Campus. Our DCs in Guarulhos and Gravataí already had this technology.

## **GRI 303-2 - Management of water discharge-related impacts**

Water disposal in DCs is carried out through the public sewer system and, where there is no public infrastructure to collect sewage, the units have septic tanks and/or wastewater treatment plants (WWTPs), properly managed and kept clean by specialized companies. Currently, the Embu and Aparecida de Goiânia DCs have septic tanks for the disposal of effluents.

## GRI 303-3 - Water withdrawal

Six DCs have water withdrawal through artesian wells. The withdrawal data is collected through the industrial park where the DCs are located and, for the others, the data is made available by the water supply companies in each location. None of the units that use this source of consumption are located in an area with water stress, based on the assessment carried out in 2023. Areas with water stress were defined using the Aqueduct Water Risk Atlas tool (<https://www.wri.org/applications/aqueduct/water-risk-atlas/>).

### Captação de água em megalitros

	Todas as áreas <sup>1</sup>	Áreas de estresse hídrico <sup>2</sup>
2021	3,29	–
2022	14,87	10,14
2023	24,02	0,00

1. Captação de água doce por meio de poço artesiano em dois CDs, em 2022, e seis CDs, em 2023. A RD não faz a captação de outros tipos de água. 2. Estresse hídrico é o termo utilizado para descrever uma situação em que a demanda por água é maior do que a sua disponibilidade e/ou capacidade de renovação em determinada localidade. A análise dessas áreas passou a ser realizada em 2023.

## GRI 303-4 - Water discharge

The entire volume of water consumed, according to disclosures 303-3 and 303-5, is properly discarded. There is no need to monitor substances of very high concern, for which there is disposal treatment, as waste water is for personal use.

## GRI 303-5 - Water consumption

RD Saúde's water consumption is restricted to the consumption of our people, personal hygiene and cleaning of units (RD Saúde Campus, DCs and pharmacies). We calculate the water consumption of pharmacies in areas with water stress, that is, regions where the demand for water is greater than its availability and/or capacity for renewal. To this end, we consider the percentage of pharmacies located in areas with water stress classified as "High", according to the Aqueduct Water Risk Atlas tool, multiplied by the total consumption of this business unit. Neither DCs nor the Campus are located in areas with water stress, based on the assessment carried out in 2023.

### Consumo de água em megalitros – Água de superfície

2021		2022		2023	
Todas as áreas	Áreas de estresse hídrico <sup>1</sup>	Todas as áreas	Áreas de estresse hídrico	Todas as áreas <sup>2</sup>	Áreas de estresse hídrico
–	–	496,33	0,13	623,62	152,85
–	–	29,41	3,48	19,31	0,00
–	–	16,50	16,50	27,66	0,00
384,50	–	542,24	20,11	670,59	152,85

1. A análise dessas áreas passou a ser realizada em 2023. 2. O dado reportado em 2022 (0,13 megalitros) foi revisado e o dado correto é de 132,87, totalizando um consumo de água de superfície de 152,85 megalitros em áreas de estresse hídrico.

## GRI 305-1 - Direct (Scope 1) GHG emissions

Check out the quantitative data on Scope 1 emissions from RD Saúde. Information on Scopes 2 and 3 emissions can be verified in disclosure 305-2 and 305-3, respectively. Also check out qualitative information about our climate journey in disclosure 305-5. Notas após tabelas: 1. Includes Kyoto GHG emissions in tCO<sub>2</sub>e (CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, SF<sub>6</sub>, HFCs and PFCs). Does not include CO<sub>2</sub> emissions from renewable sources. Non-Kyoto GHG emissions: 1,790.49 tCO<sub>2</sub> e. 2. The total GHG emission only considers Scope 2 market-based method. Scope 2 location-based totaled 27,853.36 tCO<sub>2</sub>e in 2021, 7,795.26 tCO<sub>2</sub>e in 2022 and 7,962.89 tCO<sub>2</sub>e in 2023. 3. In 2022, RD Saúde hired a specialized consultancy to support the improvement of the GHG emissions inventory, including a detailed Scope 3 screening process. As a result of this work, emissions increased significantly. 4. The 2021 GHG emissions data will be recalculated – based on the review carried out in 2022 – and audited again throughout 2024. The updated figures will be published in the company's next Annual and Sustainability Report.

### Emissão biogênica por escopo (tCO<sub>2</sub>e)<sup>1</sup>

	2021	2022	2023
Escopo 1	24.596,19	29.051,29	20.980,46
Escopo 2 (por localização)	27.853,36	7.795,26	7.962,89
Escopo 2 (por escolha de compra)	22.887,21	5.020,20	3.838,63
Escopo 3	1.546,20	553.206,93	561.951,33
<b>Total</b>	<b>49.029,60</b>	<b>587.278,42</b>	<b>586.770,43</b>

### Emissão biogênica por escopo (tCO<sub>2</sub>e)<sup>1</sup>

	2021	2022	2023
Escopo 1	1.760,04	1.629,70	1.602,08
Escopo 2 (por localização)	–	–	–
Escopo 2 (por escolha de compra)	1.032,92	–	2.787,73



Escopo 3	240,96	8.650,36	7.093,38
Total	3.033,92	10.280,06	11.483,19

## GRI 305-2 - Energy indirect (Scope 2) GHG emissions

Check out the quantitative data on Scope 2 emissions from RD Saúde. Information on Scopes 1 and 3 emissions can be verified in disclosures 305-1 and 305-3, respectively. Also check out qualitative information about our climate journey in disclosure 305-5. Notas após tabelas: 1. Includes Kyoto GHG emissions in tCO<sub>2</sub>e (CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, SF<sub>6</sub>, HFCs and PFCs). Does not include CO<sub>2</sub> emissions from renewable sources. Non-Kyoto GHG emissions: 1,790.49 tCO<sub>2</sub> e. 2. The total GHG emission only considers Scope 2 market-based method. Scope 2 location-based totaled 27,853.36 tCO<sub>2</sub>e in 2021, 7,795.26 tCO<sub>2</sub>e in 2022 and 7,962.89 tCO<sub>2</sub>e in 2023. 3. In 2022, RD Saúde hired a specialized consultancy to support the improvement of the GHG emissions inventory, including a detailed Scope 3 screening process. As a result of this work, emissions increased significantly. 4. The 2021 GHG emissions data will be recalculated – based on the review carried out in 2022 – and audited again throughout 2024. The updated figures will be published in the company's next Annual and Sustainability Report.

### Emissão biogênica por escopo (tCO<sub>2</sub>e)<sup>1</sup>

	2021	2022	2023
Escopo 1	24.596,19	29.051,29	20.980,46
Escopo 2 (por localização)	27.853,36	7.795,26	7.962,89
Escopo 2 (por escolha de compra)	22.887,21	5.020,20	3.838,63
Escopo 3	1.546,20	553.206,93	561.951,33
Total	49.029,60	587.278,42	586.770,43

### Emissão biogênica por escopo (tCO<sub>2</sub>e)<sup>1</sup>

	2021	2022	2023
Escopo 1	1.760,04	1.629,70	1.602,08
Escopo 2 (por localização)	–	–	–
Escopo 2 (por escolha de compra)	1.032,92	–	2.787,73

Escopo 3	240,96	8.650,36	7.093,38
Total	3.033,92	10.280,06	11.483,19

## GRI 305-3 - Other indirect (Scope 3) GHG emissions

Check out the quantitative data on Scope 3 emissions from RD Saúde. Information about Scopes 1 and 2 emissions can be verified in disclosures 305-1 and 305-2. Also check out qualitative information about our climate journey in the TCFD tab of this panel.

### Emissão biogênica por escopo (tCO<sub>2</sub>e)<sup>1</sup>

	2021	2022	2023
Escopo 1	24.596,19	29.051,29	20.980,46
Escopo 2 (por localização)	27.853,36	7.795,26	7.962,89
Escopo 2 (por escolha de compra)	22.887,21	5.020,20	3.838,63
Escopo 3	1.546,20	553.206,93	561.951,33
<b>Total</b>	<b>49.029,60</b>	<b>587.278,42</b>	<b>586.770,43</b>

### Emissão biogênica por escopo (tCO<sub>2</sub>e)<sup>1</sup>

	2021	2022	2023
Escopo 1	1.760,04	1.629,70	1.602,08
Escopo 2 (por localização)	–	–	–
Escopo 2 (por escolha de compra)	1.032,92	–	2.787,73
Escopo 3	240,96	8.650,36	7.093,38
<b>Total</b>	<b>3.033,92</b>	<b>10.280,06</b>	<b>11.483,19</b>

## GRI 305-4 - GHG emissions intensity

The intensity of emissions was 3.86 tCO<sub>2</sub>/t of products in 2023, which accounts for a 19% reduction compared to 2022. Notas: 1. Includes the categories: waste generated in operations, business travel, transport and distribution (downstream), use of goods and services sold, end-of-life treatment of products sold and investments. 2. Drugs, over-the-counter (OTC) drugs, and perfumery products.

### Intensidade de emissões da produção de produtos vendidos (tCO<sub>2</sub>e/t)<sup>1</sup>

Ano	Intensidade
2022	4,77
2023	3,86

## GRI 305-5 - Reduction of GHG emissions

Since 2021, we have been making progress in the use of electric trucks for B2B deliveries, i.e. the route from Distribution Centers to pharmacies. In addition, part of the fleet has switched to S10 diesel, a less carbon-intensive fuel. We continue working to strengthen the partnerships with last mile delivery companies to increase the use of electric motorcycles, bicycles, and tuk-tuks. We also implemented a cargo optimization project for trucks that make deliveries between DCs and pharmacies, maximizing vehicle occupancy by 20% and reducing the number of trucks required for deliveries. Additionally, we continued to reap the benefits of the driver training conducted in partnership with Fabet in 2022. The goal was to improve the driving skills of our professionals, aiming for better performance and defensive driving, which resulted in a reduction in diesel consumption. Sustainable deliveries account for 11.26% of total deliveries, a 2.2 percentage points increase compared to the previous year. We have 72% of operations powered by renewable energy. This progress is a result of our efforts to connect more pharmacies to distributed generation plants. Our goal is to ensure that 100% of our energy consumption comes from renewable sources by 2030.

## GRI 306-1 - Waste generation and significant waste-related impacts

The nature of our operations creates impacts related to waste generation and disposal. In 2023, we generated 26,209.35 tons of waste, with the most representative categories being construction waste (63%, of which 56% is recyclable), recyclables (19%, not including construction recyclables), and organic waste (11%). We also generate hazardous waste in our operations. These materials are collected and stored in specific garbage containers, properly identified and located in places with restricted access. In the DCs, this waste includes PPE, uniforms, cloths, tow, packaging contaminated by oil, grease, paint, solvents, fuels, lubricants, chemicals, fluorescent lamps and electronic equipment. In the pharmacies, the waste generated is classified according to Anvisa and Conama regulations, including infectious waste and sharps.

### Composição dos resíduos gerados

	2023
RCCs recicláveis	35%
RCCs não recicláveis	28%
Recicláveis	19%
Orgânicos	11%
Outros	7%

## GRI 306-2 - Management of significant waste-related impacts

To support us in this management, we hire third-party companies that collect and properly dispose of waste in the operations of the DCs and RD Saúde Campus, in addition to collecting and properly disposing of hazardous items in pharmacies.

We use an information system, managed by the Sustainability area, to monitor indicators and ensure compliance with applicable regulations.

In 2023, we started a pilot project in 20 pharmacies to manage general waste generated, using zero landfill as the premise. The idea is to identify the amount of recyclable and non-recyclable waste generated and implement process improvements, which will result in a reduction in the amount of waste generated.

In addition, through the Conscious Disposal Program, we offer customers the possibility to dispose of expired or unused drugs, along with their leaflets and packaging, in 100% of our pharmacies. All drugs collected from pharmacies are sent to DCs and later, on a scheduled date, they are collected by a company approved by the pharmaceutical industry and taken for incineration.

This entire reverse logistics process is regulated by Executive Order No. 10.388, dated June 5, 2020, which establishes the guidelines and responsibilities of drug manufacturers and traders.

Providing our professionals with all the knowledge necessary to deal with this work demand in our pharmacies is also essential for the program to be successful. We are committed to ensuring that 100% of pharmacies have access to our Conscious Disposal program and to reaching a total of 3,000 tons of collected pharmaceutical waste by 2030.

Since 2021, we have accumulated a total of 613 tons of drugs disposed of. To achieve our commitment, it is essential to engage customers and society. Therefore, we invest annually in awareness campaigns with the aim of influencing more and more people to dispose of their drugs correctly. To monitor the quarterly results of this commitment, access the 2030 Commitments tab. ([link para a aba](#))

Our pharmacies serve as Voluntary Delivery Points (PEV) for batteries and cells to the community, in compliance with the requirements of CONAMA Resolution no. 401, dated



November 4, 2008, regarding the role of retailers in collecting these items disposed of by the population. The program is carried out in partnership with Green Eletron, a company that manages the reverse logistics of electronics, and is present in 100% of pharmacies. After collecting batteries and disposing of them in our DCs, we partner with a specialized outsourcing company for recycling purposes. In 2023, we totaled 9.54 tons of cells and batteries properly directed to final disposal.

Medicamentos vencidos ou em desuso (t)	
2021	137
2022	192
2023	284

## GRI 306-3, 306-4 e 306-5 - Waste generated, Waste diverted from disposal and Waste directed to disposal

Check out the quantitative information on the waste generated in the tables. The data is obtained monthly through the disposal information contained in the reports of partner companies and in the MTRs (Waste Transportation Statement) issued. After inserting information and evidence from each unit, the data is compiled by the Sustainability or Integrated Management System (SGI) area.

### Disposição de resíduos perigosos (t)

		2021	2022	2023
Reciclagem	Pilhas	13,76	7,28	9,54
	Lâmpadas	18,33	–	1,40
	Construção civil (Classe D)	–	3,25	–
Incineração	Medicamentos vencidos ou em desuso coletados (Descarte Consciente)	137,21	192,17	283,65
	Resíduos de saúde	131,43	89,66	68,91
	Impróprios	37,72	34,86	36,49
Aterro	Construção civil (classe D)	–	1,36	–
Aterro de inertes	Construção civil (classe D)	–	5,00	–
Total		338,45	333,58	399,99

### Disposição de resíduos não perigosos (t)

2021	2022	2023
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Reciclagem	Papel, papelão, plástico, metais ferrosos e não ferrosos, madeira, pneus, vidro, isopor	4.587,23	5.072,80	4.961,50
	Construção civil	–	3.822,82	6.290,80
Aterro	Orgânico	930,35	865,06	2.822,02
	Construção civil	115,34	65,47	169,48
Aterro de inertes	Construção civil	–	6.280,35	7.376,79
Coprocessamento	Impróprios	1.605,26	1.469,86	1.452,20
Compostagem	Orgânico	–	28,71	113,22
Outras destinações finais	Construção civil	–	–	2.623,34
		7.238,18	17.605,07	25.809,35

## Disposição de resíduos não perigosos (t)

	2021	2022	2023
Papel	189,60	117,89	100,19
Papelão	3.937,43	4.626,39	4.328,09
Plástico	300,22	208,63	431,99
Metais ferrosos	18,82	13,08	1,66
Madeira	99,12	95,61	78,48
Construção civil	–	7,07	6.290,80
Outros	42,03	11,20	26,37
Pilhas e lâmpadas	39,09	7,28	10,94

Total	4.619,31	5.087,15	11.268,52
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## **GRI 308-1 - New suppliers that were screened using environmental criteria**

Our governance and compliance system for suppliers, implemented in 2022, provides a comprehensive view of RD Saúde's relationship cycle with the supply chain. Prior to hiring, all suppliers undergo homologation by the Supplier Governance team, which assesses their compliance and qualifications to meet the Company's requirements and commitments, based on a list of required documents. In this list, we address social and environmental criteria and other topics.

## **GRI 308-2 - Negative environmental impacts in the supply chain and actions taken**

Each supplier category has a specific monitoring process, in which we assess their practices and performance in relation to the topics relevant to our commitments. Suppliers included in critical categories, which present a higher risk of ESG non-compliance, are subjected to rigorous monitoring of social and environmental and compliance aspects, especially related to environmental licenses, debts and labor lawsuits. In 2023, we mapped 2,120 suppliers from critical categories.

## Tópicos standards - Social

### GRI 401-1 - New employee hires and employee turnover

#### Funcionários contratados

Por gênero	2021		2022		2023	
	número	taxa	número	taxa	número	taxa
Homens	7.822	48,68%	7.373	41,83%	8.080	41,92%
Mulheres	12.657	45,97%	13.386	43,32%	14.337	42,28%
Total	20.479	46,97%	20.759	42,78%	22.417	42,15%

Por faixa etária	2021		2022		2023	
	número	taxa	número	taxa	número	taxa
Abaixo de 30 anos	15.876	55,30%	16.533	50,78%	17.137	48,85%
Entre 30 e 50 anos	4.227	30,37%	3.899	26,45%	4.812	28,71%
Acima de 50 anos	376	38,68%	327	25,59%	468	34,72%
Total	20.479	46,97%	20.759	42,78%	22.417	42,15%

Por faixa etária	2021		2022		2023	
	número	taxa	número	taxa	número	taxa
Norte	602	56,26%	721	51,06%	912	50,86%
Nordeste	2.361	39,51%	2.406	34,65%	2.479	32,30%
Centro-Oeste	1.607	41,57%	2.298	51,23%	2.595	50,63%
Sudeste	13.324	46,82%	12.444	40,53%	13.456	40,72%

Sul	2.585	61,08%	2.890	57,97%	2.975	53,62%
<b>Total</b>	<b>20.479</b>	<b>46,97%</b>	<b>20.759</b>	<b>42,78%</b>	<b>22.417</b>	<b>42,15%</b>

## Funcionários que deixaram a empresa

Por gênero	2021		2022		2023	
	número	taxa	número	taxa	número	taxa
Homens	5.797	36,08%	6.541	37,11%	6.465	33,54%
Mulheres	8.847	33,13%	11.399	36,89%	11.761	34,68%
<b>Total</b>	<b>14.644</b>	<b>33,59%</b>	<b>17.940</b>	<b>36,97%</b>	<b>18.226</b>	<b>34,27%</b>

Por faixa etária	2021		2022		2023	
	número	taxa	número	taxa	número	taxa
Abaixo de 30 anos	10.258	35,73%	13.332	40,94%	13.137	37,45%
Entre 30 e 50 anos	4.138	29,73%	4.340	29,45%	4.782	28,53%
Acima de 50 anos	248	25,51%	268	21,79%	307	22,77%
<b>Total</b>	<b>14.644</b>	<b>33,59%</b>	<b>17.940</b>	<b>36,97%</b>	<b>18.226</b>	<b>34,27%</b>

Por faixa etária	2021		2022		2023	
	número	taxa	número	taxa	número	taxa
Norte	270	25,23%	433	30,67%	574	32,01%
Nordeste	1.266	21,19%	1.789	25,77%	1.764	22,98%
Centro-Oeste	1.148	29,69%	1.765	39,32%	1.964	38,32%
Sudeste	9.871	34,69%	11.458	37,32%	11.449	34,65%



Sul	2.089	49,36%	2.496	50,07%	2.475	44,61%
Total	14.644	33,59%	17.941	36,97%	18.226	34,27%

## GRI 401-2 - Benefits provided to full-time employees that are not provided to temporary or part-time employees

### Benefícios oferecidos a funcionários

benefício	todos os funcionários	a partir da liderança	dependentes legais
Seguro de vida	X	X	
Assistência médica	X	X	X
Licença-maternidade/paternidade estendida para seis meses e 20 dias, respectivamente, aplicável também a adotantes de crianças de até 12 anos	X	X	
Assistência odontológica	X	X	X
Auxílio-creche concedido conforme previsão em acordo coletivo	X	X	
Clube RD – empresas parceiras oferecem descontos a funcionários(as)	X	X	
Convênio farmácia – concessão de benefício por meio do Univers	X	X	X
Empréstimo consignado – concessão de empréstimo consignado nos bancos parceiros em que o(a) funcionário(a) é correntista	X	X	
Vale-transporte	X	X	
Fretado para profissionais que atuam nos CDs e no corporativo	X	X	
Check-up anual		X	
Convênio com academias (Gympass)	X	X	

Refeitório no Campus RD Saúde e nos CDs com desconto mensal de 20% sobre o valor da refeição local	X	X	
Alameda de serviços no Campus RD Saúde	X	X	
Seguro de viagem		X	
Vacinas contra gripe custeadas pela Companhia	X	X	
NiveRD: concessão de uma folga no mês de nascimento do funcionário do corporativo e CDs	X	X	
Programa de Participação de Resultados (PPR)	X	X	
Remuneração variável de longo prazo (ações)		X	

## GRI 401-3 - Parental leave

### Licença maternidade e paternidade

		2021	2022	2023
Funcionários(as) que tiveram direito à licença	Homens	17.921	18.989	20.601
	Mulheres	31.529	34.050	36.615
Funcionários(as) que tiraram a licença	Homens	134	418	478
	Mulheres	1.260	1.551	1.479
Funcionários(as) que retornaram ao trabalho, no período do relatório, após o término da licença	Homens	304	413	487
	Mulheres	1.114	1.328	1.515
Funcionários(as) que retornaram ao trabalho após a licença e continuaram funcionários(as) por 12 meses após o retorno ao trabalho	Homens	196	217	277
	Mulheres	637	593	687
Taxa de retorno	Homens	99,02%	98,33%	99,19%
	Mulheres	97,63%	95,40%	96,44%
Taxa de retenção	Homens	69,50%	71,38%	66,43%
	Mulheres	57,39%	56,88%	51,73%

## GRI 403-1 - Occupational health and safety management system

Protecting the health of our employees in their work activities is our priority. We remain committed to staying abreast of industry best practices and spare no effort in fostering healthy and secure environments throughout the Company. We employ a proprietary health and safety management system that complies with legal requirements, ISO standards, Brazilian Regulatory Standards (NBRs), and Fire Department technical instructions. The system covers the 9,326 professionals in the DCs and RD Saúde Campus (16.3% of our total team), in addition to 761 contractors in these units. The management of this system is entrusted to a dedicated team comprising occupational safety technicians, occupational safety engineers, coordinators, and managers. In 2023, we implemented improvements and maintained ISO 45001 (Occupational Health and Safety Management System) certifications in the DCs<sup>1</sup> and RD Saúde Campus facilities, achieving the target established for the year. As a result, in addition to better environmental, health and safety practices, we experienced a reduction in the number of accidents in the year, from 247 to 221. \*The new DCs in Mato Grosso, Pará and Amazonas are not yet certified.

## GRI 403-2 - Hazard identification, risk assessment and incident investigation

The Risk Management Program, coordinated by the Occupational Health and Safety area, is responsible for identifying, classifying and managing occupational hazards and risks, in addition to analyzing work-related injuries and ill health. All situations are included in the Corporate Risk Matrix (learn more on page 42) and are also monitored by the RD Saúde Risk Committee. By identifying the main hazards and risks, it is possible to adopt policies, health and safety programs, and preventive measures to ensure the integrity and well-being of our team.

Among the measures to prevent and mitigate occupational risk, we can highlight operational and task organization measures, aimed at reducing the levels of agents in the workplace, various training courses, occupational health and safety campaigns, Daily Safety Dialogue (DSD), operational procedures, provision of Personal Protective Equipment (PPE), medical checkups, measures indicated by the Specialized Services in Occupational Health and Safety (SESMT) area and by the Occupational Health and Safety Program (SSO).

All employees vote and are represented by the Internal Commission for Accident Prevention (CIPA), responsible for communicating and monitoring occupational safety demands, inspecting and reporting identified risks. Concurrently, we prepared the "Safety Report" form, in which our team, service providers, and visitors can report – anonymously or not – situations such as incidents, accidents, and suggestions for improvement, supporting the identification of work safety-related situations and ensuring the consultation with and participation of everyone.

We secure to all our employees the right to refuse to perform a certain activity if they identify any dangerous situation. In such cases, the employee must seek out the Specialized Services in Occupational Health and Safety area, which will analyze the risk situation and, if necessary, contact the manager so that measures can be taken. The area is also responsible for preparing an action plan to eliminate or mitigate such risk.

Based on learning from incidents, we promote continuous improvement and improve existing procedures to mitigate risks. Additionally, we identify and address risks through the application of Safety Alert forms, in which technical professionals can report and warn

about conditions or situations that pose any type of risk to the physical integrity of any person. Based on these records, action plans are drawn up in conjunction with the relevant areas.



## GRI 403-3 - Occupational health services

Over the past year, we have been pursuing our goal of zero accidents and striving to reduce their occurrence by at least 10% compared to the previous year. In order to achieve this, since 2022 we have been monitoring suppliers and offering training on safety and accident prevention, focusing on the correct and complete use of personal and collective protective equipment at all RD Saúde construction sites. Our suppliers are bound by contract to follow safety practices and standards, with non-compliance subject to fines. In addition, we have the Health Mapping, designed to provide us with a deeper understanding of the health landscape of our people. The biannual Health Mapping initiative is crucial so that we can develop actions aligned with the needs of our teams. The data obtained through mapping enable us to develop and monitor the effectiveness of health programs, establish follow-up targets, and continuously strive for improvement to maintain the well-being of our people. We monitor the risk of developing cardiovascular and metabolic diseases using a WHO-recommended parameter: waste circumference measurement.



## **GRI 403-4 - Worker participation, consultation, and communication on occupational health and safety**

All employees vote and are represented by the Internal Commission for Accident Prevention (CIPA), responsible for communicating and monitoring occupational safety demands, inspecting and reporting identified risks.

## **GRI 403-5 - Worker training on occupational health and safety**

All newly hired employees undergo general training on occupational safety, and there is also specific content for each activity. Awareness-raising actions are also extended to subcontractors, which are required to comply with and meet safety requirements when carrying out activities in the Company's premises. The criteria include the completion of a contractors' registration form and the submission of specific documents, such as an Pre-employment Physical Examination Certificate (ASO), training certificate, proof of employment relationship and function, safety work order, PPE record, Risk Management Program (PGR), and Occupational Health Medical Control Program (PCMSO). We conducted workshops, training sessions, and activity monitoring in pharmacies and the RD Saúde Campus, focusing on occupational safety prevention and management. In the distribution centers (DCs), actions encompassed topics such as traffic accident prevention, encouragement of PPE use, safe behavior, safe operation and maintenance of equipment, among others. Additionally, we held the Internal Week of Workforce Accident Prevention (SIPAT), with activities such as the SIPAT 2023 Game, available to everyone, with interactive and dynamic content about our activities, on-site games in the DCs and RD Saúde Campus, lectures, Daily Safety Dialogue (DSD), and publications on internal communication channels, among others.

## GRI 403-6 - Promotion of worker health

We offer health and wellness benefits and solutions to our entire team and strive to facilitate access and provide information for all our people, by bringing together all initiatives in a single portal. Among the main benefits and solutions offered, we highlight: • Medical and dental insurance: wide network (optional subscription) extendable to dependents (spouse and children); • Telemedicine: service for everyone, extended to dependents, ensuring low complexity care in emergency care and scheduled appointment models. • Univers Program Benefit Card: offers a discount on the purchase of drugs and vaccines against the flu virus (influenza) at no cost during the campaign period and with a discount outside this period. Specifically for DCs, we promoted actions focused on integral health and disease prevention through lifestyle changes, such as bioimpedance analyses, mini check-ups, quick massages, vaccinations, and health profile mapping.

## **GRI 403-7 - Prevention and mitigation of occupational health and safety impacts directly linked by business relationships**

Solidifying a preventive safety culture in operations is crucial to achieving our goals and protecting the lives of our people and third parties. Therefore, we invest in disseminating this culture through specific guidelines, support materials, communication, courses, and training. All newly hired employees undergo general training on occupational safety, and there is also specific content for each activity. Awareness-raising actions are also extended to subcontractors, which are required to comply with and meet safety requirements when carrying out activities in the Company's premises. In 2023, we conducted workshops, training sessions, and activity monitoring in pharmacies and the RD Saúde Campus, focusing on occupational safety prevention and management. In the distribution centers (DCs), actions encompassed topics such as traffic accident prevention, encouragement of PPE use, safe behavior, safe operation and maintenance of equipment, among others. Additionally, we held the Internal Week of Workplace Accident Prevention (SIPAT), with activities such as the SIPAT 2023 Game, available to everyone with interactive and dynamic content about our activities, on-site games in the DCs and RD Saúde Campus, lectures, Daily Safety Dialogue (DSD), and publications on internal communication channels, among others.

## **GRI 403-8 - Workers covered by an occupational health and safety management system**

The system covers 9,326 professionals in the DCs and RD Saúde Campus (16.3% of our total workforce), in addition to 761 contractors in these units.

## GRI 403-9 - Work-related injuries

### Acidentes de trabalho

	2021	2022	2023
Número de acidentes de trabalho de comunicação obrigatória	326	247	221
Índice de acidentes de trabalho de comunicação obrigatória	3	2	1
Número de acidentes de trabalho com consequências graves	59	15	23
Índice de acidentes de trabalho com consequências graves	0	0	0
Número de fatalidades resultantes de lesões relacionadas ao trabalho	0	0	0
Índice de fatalidades resultantes de lesões relacionadas ao trabalho	0	0	0
Horas trabalhadas com base em horas-homem de exposição	133.026.960	134.682.240	152.042.880

When considering contractors working within RD Saúde units, we identified one serious accident (rate of 0.50) and eight accidents requiring recordable work-related injury (rate of 3.98). There were no fatalities during the period. Data calculated based on 2,009,040 hours worked. The monitoring metrics are the same as those practiced with employees, as described on page 66 of the Report.

## GRI 403-10 - Work-related ill health

In 2023, there were no work-related illnesses that resulted in days away from work or fatalities of employees and workers who are not employees, but whose work and/or workplace is controlled by the organization. As outlined on pages 63 and 65, hazards are identified through the Risk Management Program (RMP); however, no hazards related to psychosocial aspects and work-related mental disorders were identified. We offer a Mental Health Journey to all employees and their dependents (learn more on page 60 of the Report) and conduct mental health mapping twice a year (learn more on page 61).

## GRI 404-1 - Average hours of training per year per employee

### Média de horas de capacitação por ano, por funcionário(a)

por gênero	2021	2022	2023
Homens	78,28	106,33	102,50
Mulheres	93,82	112,62	108,47
<b>Total</b>	<b>88,19</b>	<b>110,37</b>	<b>106,32</b>

### Média de horas de capacitação por ano, por funcionário(a)

por categoria funcional	2021	2022	2023
Liderança executiva	12,11	25,29	5,34
Liderança média	10,99	13,45	13,77
Liderança operacional	44,16	43,49	83,80
Especialista	21,98	8,13	7,24
Administrativa	13,48	26,12	11,66
Operacional	95,51	120,50	114,23



## GRI 404-2 - Programs for upgrading employee skills and transition assistance programs

We believe that investing in the personal and professional development of our teams not only boosts their careers, but also strengthens our business and transforms people and the world. RD Saúde University is the tool that supports us in this mission of continuous learning and transformation. Through it, we are able to offer a wide range of courses, aimed at technical improvement and capacity building, as well as personal development, from interpersonal skills to self-knowledge. The courses are available to RD Saúde's professionals and their families, who can access a variety of awareness and engagement content on topics relevant to business development, such as sustainability, diversity and inclusion, ethics and compliance, technology, parenting, and human rights, among others. In 2023, we accumulated 5.89 million hours of training. Among the main development programs, we highlight:

- **Health & Wellness Coaching:** In line with our 2030 Ambition of becoming the group that contributes most to a healthier society in Brazil, we have expanded our training programs for pharmacists and pharmaceutical managers in health and well-being. In addition to recurrent training on topics such as nutrition, sleep, physical activity, and mental health, as well as ongoing technical training in vaccine administration, customer service, drug dispensing, beauty and wellness products, and rapid tests, the new program focuses on behavioral training for health care. In 2023, 1,583 professionals were trained, impacting the journey of self-care, health care with the team, and the customer experience at RD Saúde;
- **Our way of leading and caring:** Launched in 2023, the program introduces leadership principles, delves into the leader's role in cultural evolution, and addresses concepts and case studies that will inspire and foster the procedures and practices of RD Saúde's Culture, which has one of its pillars as continuous leadership development. After the awareness-raising stage with all VPs, officers, and managers, the program moved on to the face-to-face immersion, with over 120 managers and executive managers impacted in the first classes. In 2024, the expectation is to expand the audience to coordinators as well.

	2021	2022	2023
Total de horas de treinamento (em milhões)	4,3	5,8	5,9
Horas de treinamento por funcionário	87	110	106

## GRI 404-3 - Percentage of employees receiving regular performance and career development reviews

100% of our professionals have the possibility of being evaluated for their performance. The Crescer Program evaluation process is mandatory and includes people from the RD Saúde Campus. The positions of the business units (DCs and Pharmacy Operations) are included in the performance evaluation format called Assessment of Expected Behaviors, in which employees are also evaluated by functional competencies, as this evaluation is directly related to the Trilhar Program (find out more on page 84 of the Report). The program enables professional development and cultural sustainability, since we have a strong expansion, opening around 275 pharmacies per year, and we need acculturated people opening new pharmacies and expanding opportunities for growth. As we open new pharmacies, we are also expanding our logistics operations with new DCs. In 2023, we began to consider performance management models in all data. Therefore, there is an increase in the percentage compared to history.

### Percentual de funcionários(as) que receberam avaliação de performance

por categoria funcional	2021	2022	2023
Liderança executiva	94,74%	100,00%	96,67%
Liderança média	90,94%	98,50%	95,94%
Liderança operacional	94,65%	51,80%	95,21%
Especialista	76,44%	96%	96,80%
Administrativa	71,59%	77,38%	93,75%
Operacional	17,19%	19,88%	82,04%
<b>Total</b>	<b>24,73%</b>	<b>25,57%</b>	<b>84,00%</b>

### Percentual de funcionários(as) que receberam avaliação de performance

por gênero	2021	2022	2023
Homens	26,92%	27,09%	84,33%

Mulheres	20,87%	22,83%	83,35%
Total	24,73%	25,57%	84,00%

## GRI 405-1 - Diversity of governance bodies and employees

### Indivíduos dentro dos órgãos de governança em 2023

órgão de governança	por gênero		por faixa etária			por identidade autodeclarada de raça			
	homem	mulher	abaixo de 30 anos	entre 30 e 50 anos	acima de 50 anos	amarelos	negros	brancos	pardos
Conselho de Administração	72,70%	27,30%	0,00%	36,40%	63,60%	0,00%	0,00%	100,00%	0,00%
Diretoria Estatutária	87,50%	12,50%	0,00%	37,50%	62,50%	0,00%	0,00%	100,00%	0,00%
Conselho Fiscal	75,00%	25,00%	0,00%	12,50%	87,50%	0,00%	0,00%	87,50%	12,50%
Comitês de assessoramento	66,70%	33,40%	0,00%	25,00%	75,00%	0,00%	0,00%	100,00%	0,00%

### Diversidade por categoria funcional em 2023

categoria funcional	por gênero					por faixa etária		
	homem cis	homem trans	mulher cis	mulher trans	não binário	abaixo de 30 anos	entre 30 e 50 anos	acima de 50 anos
Liderança executiva	70,21%	0,00%	29,79%	0,00%	0,00%	0,00%	80,00%	20,00%
Liderança média	55,59%	0,12%	44,29%	0,00%	0,00%	9,73%	84,40%	5,86%
Liderança operacional	32,31%	0,20%	67,24%	0,08%	0,16%	29,22%	69,93%	0,85%
Especialista	55,50%	0,00%	44,25%	0,00%	0,24%	20,24%	73,41%	6,35%
Administrativa	43,08%	0,16%	56,48%	0,11%	0,16%	50,42%	47,69%	1,89%
Operacional	34,70%	0,47%	63,84%	0,33%	0,65%	68,73%	28,32%	2,96%
<b>Total</b>	<b>35,76%</b>	<b>0,42%</b>	<b>62,95%</b>	<b>0,29%</b>	<b>0,57%</b>	<b>64,58%</b>	<b>32,53%</b>	<b>2,89%</b>

## GRI 405-2 - Ratio of basic salary and compensation of women to men

Proporção entre o salário-base e a remuneração recebidos pelas mulheres e aqueles recebidos pelos homens

	2021		2022		2023	
	salário-base	remuneração	salário-base	remuneração	salário-base	remuneração
Liderança executiva	92,86%	86,26%	92,28%	83,63%	87,55%	81,53%
Liderança média	96,85%	95,83%	94,25%	93,96%	92,81%	92,92%
Liderança operacional	99,97%	99,86%	100,95%	100,90%	101,79%	101,77%
Especialista	72,64%	71,74%	76,95%	76,20%	73,33%	73,69%
Administrativa	79,46%	79,49%	78,53%	78,50%	76,43%	76,43%
Operacional	112,23%	112,10%	110,94%	110,86%	110,69%	110,33%

## **GRI 406-1 - Incidents of discrimination and corrective actions taken**

In 2023, 209 cases were registered regarding the topic “discrimination”, of which 182 have already been analyzed and completed, including: 77 valid and partially valid; 91 invalid; 12 inconclusive; 2 with insufficient data; and 27 reports under investigation. The measures taken in relation to the 182 completed calls include: written warning (17), verbal warning (5), termination for cause (10), termination without cause (37), guidance to the leader and/or subordinate (23), response/request to the reporter (4), transfer from the workplace (1), suspension (1) and cases found to be unsubstantiated – no action taken (84). All reports of discrimination are investigated by the Compliance team and reported to the Ethics Committee. Actions are taken against the offender and reparations are made to the victim. Victims who accept reparations receive support from the Employee Support Center. This work is monitored by the Compliance team and reported to the leadership. The offender, depending on the severity of the offense, may be dismissed for cause, without cause, suspended, or warned.

## **GRI 410-1 - Security personnel trained in human rights policies or procedures**

98%, considering 15 own employees and other contractors.

## GRI 413-1 - Operations with local community engagement, impact assessments, and development programs

We believe that, in addition to the positive impact on society resulting from our work in health care, our presence throughout Brazil gives us the potential to contribute to the development of the communities with which we interact. To this end, we invest in actions that promote integral health and the transformation of society in a permanent and sustainable manner:

- We have a Philanthropy and Contributions Policy that establishes guidelines for philanthropy, donations, contributions and incentives to guide decisions on granting them;
- In 2023, we created the Tax Incentive Policy, which aims to defend, regulate and implement our interests in the use of federal tax incentives, defining the roles and responsibilities of all those involved;
- We follow a strategy based on the Theory of Change, which organizes pillars of action and investment guidelines (available on page 72 of the Report);
- In 2023, we designed an indicator dashboard and project monitoring tools, which will allow us to increase visibility of the impact of investments.

To fully exploit this potential, we have established a governance framework to ensure that initiatives are aligned with our ambition and business model.

We have four sources of Philanthropy funding, all focused on health: donation of the company's own resources, derived from 1% of the Company's net profit in the previous year; customer donations, made through the sale of copies of Sorria and Troco Solidário; donation of products close to their expiration date (DOA); and tax incentives allocated to the Rouanet Law, Audiovisual Law, Condeca/Fumcad, the Elderly Fund, and the Sports Incentive Law.

2021	32.444.834
2022	28.756.033
2023	39.831.224



## GRI 413-2 - Operations with significant actual and potential negative impacts on local communities

1. Cyberattacks that could compromise electronically stored health information, along with customers' financial and personal data – Impact applicable to pharmacy and corporate activities. It has the potential to impact active customers, and not the community as a whole. Despite the potential impact, we take all necessary steps to mitigate risks, as mentioned on page 37 of the 2023 Annual and Sustainability Report. 2. Water consumption – The resource is not directly related to the main retail operations. However, it is used for consumption, personal hygiene, and cleaning in all our units. Therefore, we consider that the impact applies to units located in areas with water stress, representing a risk of water shortage for the surrounding community. We monitor consumption on a monthly basis and have actions in place to prevent waste, as detailed on page 104 of the 2023 Annual and Sustainability Report. 3. Turnover of our people, mainly in the pharmacy service area – The impact applies to customers, since the turnover of professionals in pharmacies can compromise service. To prevent the occurrence of this impact, we have training procedures for new employees, in addition to trained leaders to guide them, as described on page 83 of the 2023 Annual and Sustainability Report. Additionally, we offer a variety of career development opportunities for our employees, as detailed on page 84. 4. Greenhouse gas and other pollutant emissions – Applicable to pharmacies and DCs, mainly due to product transportation activities, which results in the emission of pollutants into the atmosphere, potentially impacting the community surrounding these operations. We have initiatives to reduce emissions, as detailed on page 96 of the 2023 Annual and Sustainability Report. 5. Injuries, illness or death due to the consumption of products and services offered (errors in the sale of pharmaceutical products and in the provision of pharmaceutical services) – Applicable to pharmacy activities and can have an impact on customers. We have operational procedures to guide the pharmacy team in dispensing drugs and providing pharmaceutical services, as mentioned on page 67 of the 2023 Annual and Sustainability Report. 6. Social impacts on the supply chain (child labor, forced labor and sexual exploitation, occupational health and safety, labor and compensation practices) – We have over 9 thousand suppliers. As such, the social impacts on the supply chain have a moderate probability of occurrence. In order to reduce this probability, 100% of suppliers in critical categories undergo a social and environmental assessment, as mentioned on page 88 of the 2023 Annual and Sustainability Report. 7. Technology system failures and disruptions –

Technology is used at some stage in all RD Saúde processes. Consequently, failures and disruptions can have an impact on service provision. We analyze vulnerabilities that could impact the business and take the necessary measures to prevent such occurrences, as mentioned on page 42 of the 2023 Annual and Sustainability Report. This information was obtained based on the impact assessment of the Company's materiality process. The materiality process involves consulting with a variety of stakeholders, including customers, employees, and suppliers, among others. To determine the significance of the impacts, a probability and severity analysis was conducted.

## **GRI 414-1 - New suppliers that were screened using social criteria**

In 2023, 100% of the 1,692 new suppliers were selected based on social criteria.

## **GRI 414-2 - Negative social impacts in the supply chain and actions taken**

In 2023, 9,531 suppliers were evaluated against social criteria. Among them, 2,120 were identified as causing actual and potential negative impacts. Non-conformities were identified in 176 partners, mainly related to the requirements for providing pre-employment physical examination certificates, the wearing of PPE, paying overtime worked, and labor requirements provided by law. In 2023, no relationships with our suppliers were terminated due to evaluations related to social issues.

## GRI 415-1 - Political contributions

We do not make political contributions.

## **GRI 416-1 - Assessment of the health and safety impacts of product and service categories**

100% of our Private Label products undergo safety and efficacy studies before launch.

## **GRI 416-2 - Incidents of non-compliance concerning the health and safety impacts of products and services**

Four incidents of non-compliance were identified in 2023. Two of them were with voluntary codes (Spray Kids Bee Própolis and Soro Fisiológico Rioquímica) and the other two resulted in warnings (Pomada Capilar Avenca and Soro Fisiológico LBS).

## **GRI 418-1 - Substantiated complaints concerning breaches of customer privacy and losses of customer data**

We adopt the best market practices to ensure information security through frameworks such as NIST, CIS Controls, and ISO/IEC 27001:2022, among others. To strengthen our incident detection and response capabilities, we have:

- 24/7 monitoring of security events from a Security Operation Center (SOC);
- Monitoring of potential data leaks using DLP (Data Loss Prevention) tools;
- Use of EDR (Endpoint Detection and Response) agents across the entire cluster of workstations, servers and containers;
- Technologies supported by the Zero Trust Architecture, such as logical microsegmentation;
- Cyber insurance for critical incident response;
- Business Continuity Management System, comprising plans for the continuity of information security in adverse situations;
- Periodic tests to identify potential vulnerabilities and cyber crisis reporting and management simulations.

In the event of incidents that lead to data leakage, we have a Security Incident Management Policy and a Policy for Security Incident Reporting to the ANPD and Data Holders. As in previous years, in 2023 no cybersecurity incidents were recorded, whether regarding data leaks or interruption of operations.



