

Relatório ESG

Global Reporting Initiative

RDsaúde
por uma sociedade mais saudável.

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.

Universal Standards 6
GRI 2-1 - Organizational details 6
GRI 2-2 - Entities included in the organization's sustainability reporting 7
GRI 2-3 - Reporting period, frequency and contact point 8
GRI 2-4 - Restatements of information 9
GRI 2-5 - External assurance 10
GRI 2-6 - Activities, value chain and other business relationships 11
GRI 2-7 - Employees 12
GRI 2-8 - Workers who are not employees 13
GRI 2-9 - Governance structure and composition 14
GRI 2-10 - Nomination and selection for the highest governance body 18
GRI 2-11 - Chair of the highest governance body 19
GRI 2-12 - Role of the highest governance body in overseeing the management of impacts 20
GRI 2-13 - Delegation of responsibility for managing impacts 21
GRI 2-14 - Role of the highest governance body in sustainability reporting 22
GRI 2-15 - Conflicts of interest 23
GRI 2-16 - Communication of critical concerns 24
GRI 2-17 - Collective knowledge of the highest governance body 25
GRI 2-18 - Evaluation of the performance of the highest governance body 26
GRI 2-19 - Compensation policies 27
GRI 2-20 - Process to determine compensation 28
GRI 2-21 - Annual total compensation ratio 29
GRI 2-22 - Statement on sustainable development strategy 30
GRI 2-23 - Policy commitments 31
GRI 2-24 - Embedding policy commitments 32
GRI 2-25 - Processes to remediate negative impacts 33
GRI 2-26 - Mechanisms for seeking advice and raising concerns 34
GRI 2-27 - Compliance with laws and regulations 35
GRI 2-28 - Membership associations 36
GRI 2-29 - Approach to stakeholder engagement 37
GRI 2-30 - Collective bargaining agreements 38
GRI 3-1 - Process to determine material topics 39
GRI 3-2 - List of material topics 40
GRI 3-3 - Management of material topics 41
Topic Standards - Economic 42
GRI 201-1 - Direct economic value generated and distributed 42
GRI 201-2 - Financial implications and other risks and opportunities due to climate change 45
GRI 202-1 - Ratios of standard entry level wage by gender compared to local minimum wage 46
GRI 202-2 - Proportion of senior management hired from the local community 47
GRI 203-1 - Infrastructure investments and services supported 48

GRI 203-2 - Significant indirect economic impacts 49
GRI 204-1 - Proportion of spending on local suppliers 50
GRI 205-1 - Operations assessed for risks related to corruption 51
GRI 205-2 - Communication and training about anti-corruption policies and procedures 52
Tópicos materiais - Environment 53
GRI 205-3 - Confirmed incidents of corruption and actions taken 53
GRI 301-1 - Materials used by weight or volume 54
GRI 301-2 - Recycled input materials used 55
GRI 301-3 - Reclaimed products and their packaging materials 56
GRI 302-1 - Energy consumption within the organization 57
GRI 302-2 - Energy consumption outside of the organization 59
GRI 302-3 - Energy intensity 60
GRI 302-4 - Reduction of energy consumption 61
GRI 303-1 - Interactions with water as a shared resource 62
GRI 303-2 - Management of water discharge-related impacts 63
GRI 303-3 - Water withdrawal 64
GRI 303-4 - Water discharge 65
GRI 303-5 - Water consumption 66
GRI 305-1 - Direct (Scope 1) GHG emissions 67
GRI 305-2 - Energy indirect (Scope 2) GHG emissions 69
GRI 305-3 - Other indirect (Scope 3) GHG emissions 71
GRI 305-4 - GHG emissions intensity 72
GRI 305-5 - Reduction of GHG emissions 73
GRI 306-1 - Waste generation and significant waste-related impacts 74
GRI 306-2 - Management of significant waste-related impacts 75
GRI 306-3, 306-4 e 306-5 - Waste generated, Waste diverted from disposal and Waste directed to disposal 77
GRI 308-1 - New suppliers that were screened using environmental criteria 80
GRI 308-2 - Negative environmental impacts in the supply chain and actions taken 81
Tópicos standards - Social 82
GRI 401-1 - New employee hires and employee turnover 82
GRI 401-2 - Benefits provided to full-time employees that are not provided to temporary or part-time employees 85
GRI 401-3 - Parental leave 87
GRI 403-1 - Occupational health and safety management system 88
GRI 403-2 - Hazard identification, risk assessment and incident investigation 89
GRI 403-3 - Occupational health services 91
GRI 403-4 - Worker participation, consultation, and communication on occupational health and safety 92
GRI 403-5 - Worker training on occupational health and safety 93
GRI 403-6 - Promotion of worker health 94

GRI 403-7 - Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 95
GRI 403-8 - Workers covered by an occupational health and safety management system 96
GRI 403-9 - Work-related injuries 97
GRI 403-10 - Work-related ill health 98
GRI 404-1 - Average hours of training per year per employee 99
GRI 404-2 - Programs for upgrading employee skills and transition assistance programs 100
GRI 404-3 - Percentage of employees receiving regular performance and career development reviews 101
GRI 405-1 - Diversity of governance bodies and employees 103
GRI 405-2 - Ratio of basic salary and compensation of women to men 104
GRI 406-1 - Incidents of discrimination and corrective actions taken 105
GRI 410-1 - Security personnel trained in human rights policies or procedures 106
GRI 413-1 - Operations with local community engagement, impact assessments, and development programs 107
GRI 413-2 - Operations with significant actual and potential negative impacts on local communities 108
GRI 414-1 - New suppliers that were screened using social criteria 110
GRI 414-2 - Negative social impacts in the supply chain and actions taken 111
GRI 415-1 - Political contributions 112
GRI 416-1 - Assessment of the health and safety impacts of product and service categories 113
GRI 416-2 - Incidents of non-compliance concerning the health and safety impacts of products and services 114
GRI 418-1 - Substantiated complaints concerning breaches of customer privacy and losses of customer data 115

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 2025 Annual and Sustainability Report covers information on RD Saúde (the parent company), which consolidates data from pharmacy operations, distribution centers, and the corporate office.

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

The Annual and Sustainability Report is published yearly by RD Saúde; the most recent edition covers the period from January 1 to December 31, 2025. Financial reporting, in turn, is carried out quarterly, following the accounting practices adopted in Brazil. For questions or suggestions, please contact us at sustentabilidade@rd.com.br.

GRI 2-4 - Restatements of information

Any restatements of prior disclosures are flagged throughout the report and consolidated on page 87 of the document.

GRI 2-5 - External assurance

The information presented in the Annual and Sustainability Report is approved by RD Saúde's senior management and undergoes independent assurance by DNV. The Assurance Letter can be found on page 104 of the document.

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

We are the largest pharmaceutical retail company in Brazil, focused on our purpose of building a healthier society. Our recent history began in 2011, with the merger of Drogasil and Raia, two centenary brands with a strong reputation.

As leaders in Brazilian pharmaceutical retail, we combine technology and personalized service to offer prevention, care, and well-being, integrating our pharmacies with digital channels.

We have 73,379 employees, including 14,360 pharmacists. In 2025, we served 51.7 million active customers across 3,547 pharmacies in 663 municipalities in every state in the country. This structure is coordinated from the RD Saúde Campus in São Paulo and includes 15 distribution centers and 1 logistics hub.

Our newest Distribution Center, opened in 2025 in Viana (ES), brings together more than 200 employees working alongside 90 robots, in an environment that combines innovation, efficiency, and safety.

The automation combines autonomous mobile robots (AMRs), which transport shelving units to picking stations, and autonomous case-handling robots (ACRs), which automate the handling of packages.

In 2025, we advanced our climate agenda across the value chain (scope 3). To this end, we structured a support program for our direct suppliers and private-label partners, subsidizing access to a calculation platform and consulting services for building emissions inventories. As a result, 78.9% of priority suppliers by emissions now have a greenhouse gas inventory.

GRI 2-7 - Employees

More than 70,000 professionals are responsible for putting into practice, day after day, our ambition to contribute to a healthier society. During the reporting period, we grew our headcount by 12.68%, supporting the Company's expansion strategy.
This indicator considers our CLT (formally registered) employees, including young apprentices. It does not include other types of relationships, such as third parties, self-employed workers, interns, board members, and pensioners.

GRI 2-8 - Workers who are not employees

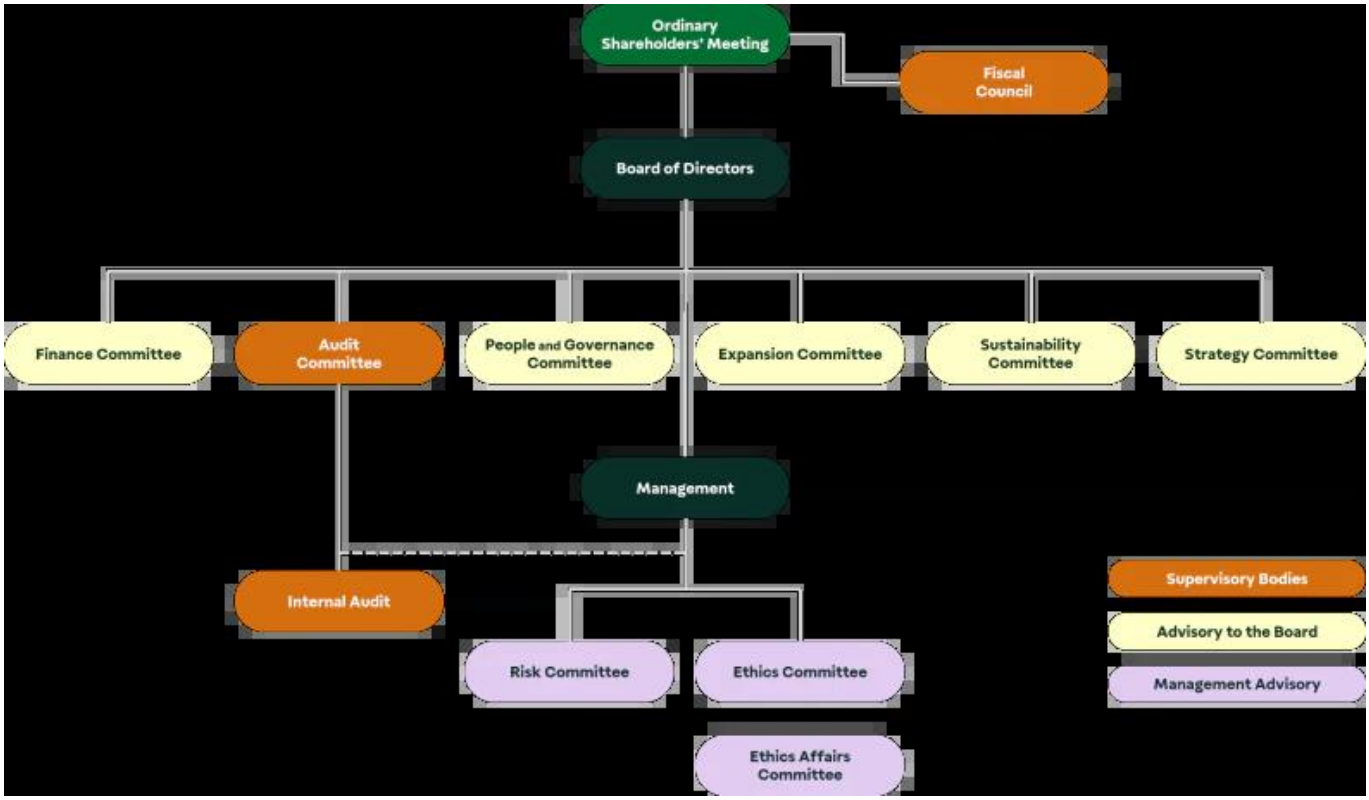
As of December 2025, we had 416 interns and 5,300 outsourced workers in administrative, operational, and support areas, such as cleaning, security, and cafeteria services.

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.



Finance Committee

Led by board member Eugênio De Zagottis and composed of board members Marcilio D´Amico Pousada and Plínio Musseti, its mission is to advise on strategic issues for the

financial health of the business.

Fiscal Council

RD Saúde has a Fiscal Council in place at the request of its own Management. Members are elected at the Annual General Meeting, and the Fiscal Council currently consists of four standing members and an equal number of alternate members.

The standing members are: Adeildo Paulino, Gilberto Lerio, Guilherme Bottrel Pereira, and Paulo Sérgio Buzaid Tohmé.

The alternate members are: Flávio da Silveira dos Anjos, Jayme Sanches Neto, Mário Antonio Luiz Corrêa, and Vivian do Valle Souza Leão.

Board of Directors

Our Board has 13 members, of which 6 are independent, and 3 are women. The Board's mission is to protect and enhance RD Saúde's assets, contributing with guidelines that make the business sustainable and acting as a guardian of the company's essence, culture, and interests of all stakeholders.

The members are: Marcilio D'Amico Pousada (Chairman of the Board of Directors); Antonio Carlos Pipponzi (Member); André Pires Oliveira Dias (Member); Cristiana Almeida Pipponzi (Member); Eugênio de Zagottis (Member); Paulo Sérgio Coutinho Galvão Filho (Member); Renato Pires Oliveira Dias (Member); Eliézer Silva (Independent Member); Flávia Maria Bittencourt (Independent Member); Marco Ambrogio Crespi Bonomi (Independent Member); Philipp Paul Marie Povel (Independent Member); Plínio Villares Musetti (Independent Member); and Sylvia de Souza Leão (Independent Member).

Management

The group responsible for executive management and strategy execution is elected by the Board of Directors. The terms of office are two years, with reelection permitted.

Currently, the Executive Board is led by the Chief Executive Officer (CEO) and is composed of vice-presidencies dedicated to key themes of our strategy. All members of the

Management undergo annual evaluation processes conducted by external consultants and by the People Committee of the Board of Directors.

The members of the Executive Board are: Renato Cepollina Raduan (Chief Executive Officer (CEO); Marcello De Zagottis (Chief Operating Officer (COO); Antonio Carlos Coelho (Chief Financial and Administrative Officer); Bruno Wright Pipponzi (Vice President of Healthcare Businesses); Erika Petri (Vice President of People, Culture and Sustainability); Flávio de Moraes Correira (Investor Relations Officer); Fernando Kozel Varela (Vice President of Digital Transformation); Juliana Lopes Marques Paixão (Vice President of Commercial and Marketing); Melissa Teixeira Cabral (Vice President of Pharmacy Operations); and João José de Barros Neto (Vice President of Supply Chain).

Audit Committee

Advisory body with permanent operation and non-statutory nature. It is composed of 4 members: Pedro Augusto de Melo (leader), Marcilio D´Amico Pousada (chairman of the Board of Directors), Plínio Mussetti (independent) and Pedro Zan (expert in corporate accounting). This committee is responsible, among other things, for analyzing the financial statements and supervising the areas of risk management, internal audit, compliance, internal controls, data management and cyber security.

Strategy Committee

Composed of the 13 members of the Board of Directors, its mission is to develop and propose policies related to business strategy, improvement of operations, digital transformation and transformation of a company focused on its customers.

Sustainability Committee

Led by board member Cristiana Pipponzi and composed of board members Marcilio D´Amico Pousada and Sylvia Leão, its role is to develop and propose to the Board of Directors guidelines, commitments and actions linked to the environmental, social and governance (ESG) agenda, in addition to supervising the work of RD Saúde's Sustainability Department.

Expansion Committee

Its role is to advise the Company's Management in developing expansion policies and strategies in current and new markets, defining the location of new pharmacies and closing active ones, and in organizing the acquisition strategy in order to achieve development and expansion objectives. It's led by board member Antonio Carlos Pipponzi and composed of board members Marcilio D´Amico Pousada.

People and Governance Committee

Led by independent board member Sylvia Leão, and composed of board members Antonio Carlos Pipponzi, Marcílio D´Amico Pousada, Marco Bonomi and Eugênio De Zagotis, this committee advises the Board on all matters related to RD Saúde's human capital, including the evaluation, appointment, succession, and compensation of executives, as well as the overall human resources strategy, with a focus on talent attraction and retention.

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

Board member nominations follow the Board of Directors' Internal Regulations and the Nomination Policy, both revised in May 2022. No director holds an executive role.

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 detailed information on our Board of Directors' advisory committees in our 2025 Annual and Sustainability Report, under disclosure 2-9.

GRI 2-13 - Delegation of responsibility for managing impacts

The Board of Directors is supported by the Sustainability Committee, which provides technical and strategic guidance on ESG-related matters. Composed of three Board members and Company executives, the Committee meets monthly and regularly engages with external experts, while also fostering ongoing dialogue with internal teams.

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

The content reported in the Annual and Sustainability Report was initially defined based on the materiality assessment process, which is approved by Senior Management. Information was then gathered across different areas and further explored through interviews with board members, executives, and other leaders responsible for the Company's planning and strategy. Finally, the Report was also approved by Senior Management.

GRI 2-15 - Conflicts of interest

The Conflict of Interest Policy requires executives and employees to disclose situations that could conflict with the Company's interests.

GRI 2-16 - Communication of critical concerns

At RD Saúde, risk management is guided by the Risk Management Policy, which references national and international practices such as ISO 31000, COSO ERM, and the guidelines of the Brazilian Institute of Corporate Governance (IBGC) and the Institute of Internal Auditors of Brazil (IIA Brasil).

The policy sets out guidelines and responsibilities based on the Three Lines of Defense Model, defining the methodology for identifying, assessing, treating, monitoring, and communicating risks. This set of practices ensures continuous monitoring and appropriate control of the Company's exposures.

Risks rated high and very high criticality are reported independently to the Risk Committee (through executive reporting), the Audit Committee, the Fiscal Council, and the Board of Directors.

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

The Board of Directors undergoes an external evaluation conducted by an independent consultancy, which assesses its performance in terms of value creation and meeting dynamics, among other aspects. The results of the evaluation are discussed with the People and Corporate Governance Committee, which defines action plans for continuous improvement.

Made up of three directors and Company executives, the Committee meets monthly and regularly holds briefing sessions with external experts, in addition to discussions with internal teams.

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

The Company's management is led by the Board of Directors, supported by advisory committees that contribute technical depth to decision-making.
This body undergoes an external evaluation conducted by an independent consultancy, which assesses its performance in terms of value creation and meeting dynamics, among other aspects. The results of the evaluation are discussed with the People and Corporate Governance Committee, which defines action plans for continuous improvement.

GRI 2-19 - Compensation policies

All RD Saúde employees are eligible for variable compensation through the PPR (Profit-Sharing Program), tied to indicators related to:

• Company (corporate) goals: financial, customer, engagement, and sustainability (climate change and diversity);

• Departmental goals: specific to each activity or role.

GRI 2-20 - Process to determine compensation

At RD Saúde, compensation follows formal, transparent procedures aimed at attracting, developing, and retaining qualified professionals, aligning incentives with business strategy. Compensation levels are set based on market surveys conducted by specialized consultancies, ensuring competitiveness relative to companies of similar size and segment. All changes are approved by the Executive Board. The Administrative Committee is responsible for approving the annual budget and, when necessary, additional resources. Stakeholder input and guidance are incorporated directly through annual budget approval. On the Board of Directors, compensation consists of fixed monthly fees, equal among members, except for the Chairman, who has additional responsibilities.
The Statutory Executive Board receives fixed fees, benefits, and variable compensation, including bonuses, shares, and incentives tied to short-, medium-, and long-term goals.

GRI 2-21 - Annual total compensation ratio

The ratio of the highest individual remuneration to the average individual remuneration of employees who contributed to or remained with the company throughout the 2025 fiscal year was 212.52 times. The calculation includes the total individual remuneration of RD Saúde employees, excluding apprentices, interns, board members, and statutory officers. The remuneration consists of fixed and variable components (base salary, 13th-month bonus, vacation pay, the profit-sharing program, and vested long-term incentives).

GRI 2-22 - Statement on sustainable development strategy

“Selecting leaders who have been developed within the organization itself preserves key elements of our history: our culture, the purpose that guides our decisions, strategic clarity, and the conviction that sustainability is not a separate agenda, but an integral part of how we build long-term success and competitiveness.” – Marcilio Pousada (Chairman of the Board of Directors)

“Throughout this journey, we have remained firmly committed to a core belief: sustainability remains an integral part of our long-term vision. It guides how we grow, make an impact, and build a sustainable business. It is this perspective that guides our decisions and reinforces our commitment to creating value for people, the business, and the planet.” – Renato Raduan (CEO)

Access our 2025 Sustainability Report to read the full messages from the Board of Directors and the CEO, available on pages 3 to 6.

GRI 2-23 - Policy commitments

RD Saúde formalizes its commitment to responsible business conduct through the Code of Conduct and complementary policies, such as the Human Rights Policy and the Conflict of Interests Policy.

These commitments are based on national and international anti-corruption standards, as well as related legislation. The guidelines explicitly call for respect for internationally recognized human rights, the application of the precautionary principle, and the exercising of due diligence.

GRI 2-24 - Embedding policy commitments

At RD Saúde, integrity guides decision-making at every level, from the service counter to senior leadership. The Integrity Program is overseen by the Board of Directors through the Audit Committee and is primarily guided by the Code of Conduct, which sets out guidelines for employees and partners.

In 2025, 21,899 employees completed the course on the Code of Conduct on the RD Saúde University platform, equivalent to 32% of the company's average annual headcount. Ethical standards also apply to business partners. To receive approval, suppliers must adhere to the Supplier Code of Ethics and Conduct and anti-corruption policies.

GRI 2-25 - Processes to remediate negative impacts

RD Saúde formalizes its commitment to responsible business conduct through the Code of Our People and complementary policies, such as the Human Rights Policy and the Conflict of Interest Policy.

These commitments are grounded in national and international anti-corruption references, as well as related legislation. The guidelines explicitly call for respecting internationally recognized human rights, applying the precautionary principle, and conducting due diligence.

At RD Saúde, integrity guides decisions at every level, from the sales counter to senior leadership. The Integrity Program is overseen by the Board of Directors through the Audit Committee, with the Code of Our People as its main reference, setting guidelines for employees and partners.

Ethical standards also apply to business partners. To be approved, suppliers must adhere to the Supplier Code of Ethics and Conduct and to anti-corruption policies.

In cases of human rights or labor law violations, we apply contractual sanctions, including commercial blocking. In 2025, there were no such records in the value chain.

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

The Ethical Conversation Channel is available 24 hours a day, and is operated by an external, independent company, ensuring confidentiality, proper handling of reports, and protection against retaliation against the whistleblower. It can be used by employees, former employees,
customers, suppliers, and other stakeholders. Reports may be anonymous or identified. General inquiries—such as questions, requests, or suggestions—are directed to the appropriate managers. Sensitive cases, such as harassment, discrimination, corruption, or conflicts of interest, are investigated by the Ethics and Compliance department and reviewed by the Ethics Committee (CAE), which is composed of executives.
The channel is governed by the Ethical Conversation Channel Policy, which establishes a procedure for complaints involving managers or members of senior management, ensuring that
the accused do not participate in the investigation or in determining any measures to be taken.

GRI 2-27 - Compliance with laws and regulations

In 2025, there were no significant instances of non-compliance with laws and regulations—defined as being those that could impact the company's financial, operational, administrative, or commercial capacity.

GRI 2-28 - Membership associations

RD Saúde actively participates in coalitions, business movements, and voluntary commitments that accelerate the sustainability agenda, aligning its practices with global best practices in human rights, diversity and inclusion, labor, the environment, and social impact.

Learn about our affiliations:



GRI 2-29 - Approach to stakeholder engagement

To fulfill its 2030 Ambition, RD Saúde directs resources to the topics that generate the most value, based on the double materiality model, revised in 2024 with stakeholder participation and maintained in this cycle.
The materiality matrix guides the selection of indicators and report content. Every two years, topics are reviewed to keep the strategy aligned with real challenges and the population's health needs.
RD Saúde's priority topics were defined through active listening, guided by the Stakeholder Engagement Policy.

GRI 2-30 - Collective bargaining agreements

RD Saúde ensures that 100% of its employees are covered by collective bargaining agreements, respecting freedom of association and collective bargaining as the foundation of labor relations.
Collective bargaining agreements guarantee rights and representation for workers through more than 300 unions across the country.

GRI 3-1 - Process to determine material topics

RD Saúde's priority topics were defined through active listening, guided by the Stakeholder Engagement Policy, updated in 2024. The process involved 14 groups, including employees, customers, suppliers, NGOs, board members, executives, and communities.
We also conducted market analysis based on global indices such as MSCI ESG Ratings, in addition to SASB standards for pharmaceutical retail.
Technical data was cross-referenced with surveys and interviews with customers, employees, investors, suppliers, and community partners, and the result was validated by senior leadership.
In the end, we defined 12 material topics that guide the management and content of this report.
The table below shows how these topics relate to the People + Healthy, Business + Healthy, and Planet + Healthy pillars, five of which are cross-cutting. It also links each topic to specific impacts, GRI and SASB indicators, and the UN SDGs.

GRI 3-2 - List of material topics

Materiality

Pillar	Material topic
Healthier People	Customer experience
Healthier People	Healthy customers
Healthier People	Holistic employee health and safety
Healthier Business	Diversity and inclusion
Healthier Business	Human rights
Healthier Planet	Climate Action (Energy and Emissions)
Healthier Planet	Product and service innovation

GRI 3-3 - Management of material topics

Access detailed information about our material topics here.

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	

Remuneração de terceiros	1,6	
Pessoal	3,4	
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

At RD Saúde, risk management is guided by the Risk Management Policy, which references national and international practices such as ISO 31000, COSO ERM, and the guidelines of the Brazilian Institute of Corporate Governance (IBGC) and the Institute of Internal Auditors of Brazil (IIA Brasil).

The policy sets out guidelines and responsibilities based on the Three Lines of Defense Model, defining the methodology for identifying, assessing, treating, monitoring, and communicating risks. This set of practices ensures continuous monitoring and appropriate control of the Company's exposures.

Risks rated high and very high criticality are reported independently to the Risk Committee (through executive reporting), the Audit Committee, the Fiscal Council, and the Board of Directors.

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

The compensation policy follows current legislation. The lowest wage is equivalent to 1.0 times the minimum wage (R$1,518.00), applied equally to men and women, with no gender distinction. Wages are set according to the legal minimum or the wage floors established in collective bargaining agreements. For third-party workers, the ratio is also 1.0 for both genders.

Year	Lowest wage paid	Ratio to the Brazilian minimum wage
2022	1,604.00	1.32
2023	1,412.00	1.07
2024	1,412.00	1.00
2025	1,518.00	1.00

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

In 2025, 100% of senior leadership members were hired from the local community, defined as the entire national territory, given the Company's nationwide operations.

GRI 203-1 - Infrastructure investments and services supported

IDevelopment of our own social business, Farol Saúde Integrativa, created to test innovative solutions and expand access to more integrated and preventive care models.

Learn more about our full portfolio of initiatives in the Private Social Investment Report.

GRI 203-2 - Significant indirect economic impacts

RD Saúde's work is guided by our Theory of Change, a planning tool that connects our business strategy and resources to communities' real needs. It rests on three pillars, designed to maximize the reach and depth of care: promoting healthy habits and access to health care, contributing to environmental health, and strengthening public policy and the health ecosystem.

Learn more about our full portfolio of initiatives in the Private Social Investment Report.

GRI 204-1 - Proportion of spending on local suppliers

In 2025, 99.93% of the Company's procurement budget was allocated to local suppliers. All partners operating nationally are considered local.

	Ratio
2024	99.09%
2025	99.93%

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

During the reporting period, 100% of operations were assessed for ethical vulnerabilities.

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

In 2025, all 73,379 employees (100%) were communicated about anti-corruption policies. No formal communication was provided to the Board of Directors, the Executive Board, or the committees. A total of 17,398 employees (24%) completed at least one course in the "Ethics and Compliance" area (Our Code; Relations with Government Agencies; Anti-Corruption and Anti-Fraud; and Conflicts of Interest).

Anti-corruption training and capacity building

Region	Employees trained	Rate
North	768	28.06%
Northeast	2,533	23.92%
Central-West	1,872	23.09%
Southeast	10,368	23.47%
South	1,857	23.91%
Total	17,398	23.71%

Employee category	Employees trained	Rate
Executive management	–	–
Operational	16,858	25.38%
Operational management	271	7.34%
Administration	258	13.54%
Mid-level management	8	0.98%
Specialists	3	0.66%
Total	17,398	23.71%

Tópicos materiais - Environment

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

In 2025, there were no confirmed cases of corruption.

GRI 301-1 - Materials used by weight or volume

Although pharmaceutical retail is not water-intensive, RD Saúde treats this resource as essential to business continuity and community well-being. Use is focused on hygiene and cleaning, with rigorous monitoring.
In 2025, the largest share of water supply came from sanitation utility companies (96.80%), supplemented by artesian wells at some distribution centers (2.74%), occasionally by water trucks (0.46%), and rainwater harvesting at the campus (less than 0.01%).

GRI 301-2 - Recycled input materials used

Faced with the challenge of reducing waste disposed of in the environment, RD Saúde has integrated the Conscientious Disposal
program with products from its own-brand lines—Natz and Needs Natos. We now use paper waste collected from pharmacies
(medication boxes and packaging inserts) as raw material for our packaging.
In 2025, we expanded this project to Rio Grande do Sul, replicating the model that had already been established in the state
of São Paulo. In the reporting year alone, we collected and recycled 11.57 tons of paper, which was turned into new 100% recycled packaging for 71 products.

GRI 301-3 - Reclaimed products and their packaging materials

Through our Conscious Disposal program, available at 100% of our pharmacies, we reached a record volume in collecting expired or unused medications: 534 tons in 2025 alone, a 24% increase over the previous year. This result stems from customer awareness efforts and engagement from our operations teams.

We also advanced customer engagement through our reverse logistics project with Ecoloop, present at nine pharmacies in the city of São Paulo. The initiative collected more than 1.5 million packages, properly disposed of more than 23 tons of waste, and engaged 7,927 people (customers and non-customers): 95% of participants considered the pharmacy a suitable location for recyclable material collection.

GRI 302-1 - Energy consumption within the organization

Energy consumption within the organization[1] (GJ)

		2023[2]	2024[2]	2025
Non-renewable resources				
Fuels	LPG	166.88	179.79	196.39
Fuels	Kerosene	10,419.16	11,272.51	9,183.31
Fuels	CNG[3]	0.00	0.00	2,309.53
Fuels	Diesel	77,193.69	130,434.31	135,042.27
Electricity	Electricity (utility company)	368,740.19	0.00	0.00
Total		**456,519.92**	**141,886.61**	**146,731.50**
Renewable energy sources				
Fuels	Biodiesel[4]	8,575.57	17,702.24	19,421.60
Electricity	Electricity (open market and distributed generation)	381,602.11	519,362.89	635,879.45
Electricity	Electricity (I-REC)[5]	0.00	349,209.19	409,628.05
Total		**390,177.68**	**886,274.32**	**1,064,929.10**
Energy sold[6]		534.83	0.00	0.00
Total		846,162.77	1,028,160.93	1,211,660.61

[1] The following conversion factors were used for GJ: LPG (0.0461 GJ/kg), electricity (0.0036 GJ/kWh), kerosene (0.035 GJ/L), diesel (0.0386 GJ/L), biodiesel (0.0330 GJ/L), and CNG

(0.039 GJ/m³).

[2] The historical data has been restated to reflect improvements in the consolidation methodology and presentation. GRI 2-4

[3] Since 2025, the company's own fleet has included several CNG-powered trucks.

[4]The calculation of the volume of biodiesel took into account the average annual percentage of biodiesel blended with diesel, in accordance with the Brazilian GHG Protocol Program: 11.5% in 2023, 13.7% in 2024, and 14.4% in 2025.

[5]Since 2024, the company has been purchasing I-RECs to offset the electricity consumption of operations still served by utility companies.

[6] Sale of electricity purchased on the open market and not consumed by the company.

GRI 302-2 - Energy consumption outside of the organization

RD Saúde does not track energy consumption outside the organization.

GRI 302-3 - Energy intensity

Energy intensity

	2023[1]	2024[1]	2025
Total energy consumption (GJ)[2]	846,162.77	1,028,160.93	1,211,660.61
Floor area (m^2)[3]	1,053,600.99	1,184,976.42	1,317,710.74
Energy intensity (GJ/m^2)	0.80	0.87	0.92

[1]The historical data has been updated to reflect improvements in the consolidation methodology and presentation format. GRI 2-4

[2]Includes the organization's total energy consumption, taking into account both renewable and non-renewable fuels and electricity.

[3]Total floor area of pharmacies, distribution centers, and campuses.

GRI 302-4 - Reduction of energy consumption

In the 2025 cycle, we did not record a reduction in energy consumption.

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 áreas1	Áreas de estresse hídrico2
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 hídrico1	Todas as áreas	Áreas de estresse hídrico	Todas as áreas2	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 tCO2e (CO2, CH4, N2O, SF6, HFCs and PFCs). Does not include CO2 emissions from renewable sources. Non-Kyoto GHG emissions: 1,790.49 tCO2 e. 2. The total GHG emission only considers Scope 2 market-based method. Scope 2 location-based totaled 27,853.36 tCO2e in 2021, 7,795.26 tCO2e in 2022 and 7,962.89 tCO2e 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 (tCO2e)1

	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 (tCO2e)1

	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 tCO2e (CO2, CH4, N2O, SF6, HFCs and PFCs). Does not include CO2 emissions from renewable sources. Non-Kyoto GHG emissions: 1,790.49 tCO2 e. 2. The total GHG emission only considers Scope 2 market-based method. Scope 2 location-based totaled 27,853.36 tCO2e in 2021, 7,795.26 tCO2e in 2022 and 7,962.89 tCO2e 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 (tCO2e)1

	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 (tCO2e)1

	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 (tCO2e)1

	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 (tCO2e)1

	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 305-4 - GHG emissions intensity

The intensity of emissions was 3.86 tCO2/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 (tCO2e/t)1

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

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

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 faia etária	2021		2022		2023	
	número	taxa	número	taxa	número	taxa
Abaio 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 faia 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%
Total	20.479	46,97%	20.759	42,78%	22.417	42,15%

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%
Total	**14.644**	**33,59%**	**17.940**	**36,97%**	**18.226**	**34,27%**

Por faia etária	2021		2022		2023	
	número	taxa	número	taxa	número	taxa
Abaio 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%
Total	14.644	33,59%	17.940	36,97%	18.226	34,27%

Por faia 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[1] 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
Total	88,19	110,37	106,32

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%
Total	**24,73%**	**25,57%**	**84,00%**

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%
Total	**35,76%**	**0,42%**	**62,95%**	**0,29%**	**0,57%**	**64,58%**	**32,53%**	**2,89%**

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.