



Relatório ESG

SASB

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We integrate the Sustainability Accounting Standards Board (SASB) indicators for the pharmaceutical retail sector in our Annual and Sustainability Report and we have dedicated ourselves to providing increasingly complete and transparent information to our stakeholders. In this panel, we compile the main information for each indicator.

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

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Retail energy management

HC-DR-130a.1 - (1) Total energy consumed; (2) Percentage grid electricity; (3) Percentage renewable

1) 1.,216,235.43 GJ

2) 40%,

3) 72.57%

Controlled substances management

HC-DR-260a.2 - Total monetary losses from legal actions related to controlled substances

We do not track the total monetary losses resulting from legal actions related to controlled substances. All cases of prescription dispensing errors are handled equally, regardless of whether the substance is controlled or not. Data related to this topic can be found under indicator HC-DR-260b.3.

Medicine supply chain integrity

HC-DR-250a.1 – Description of efforts to reduce the occurrence of compromised drugs within the supply chain

To ensure our Distribution Centers do not receive compromised medications, we use a restriction list that includes all medications with a history of issues. During the receiving process, we sample boxes of non-controlled medications for inspection, while 100% of controlled medication boxes are inspected. We use an audit checklist, and if any compromised medication is found in the sampled boxes, we open and inspect 100% of the received batch. Regarding medication expiration, our system automatically blocks the receipt of items with less than one year remaining. We alert suppliers about recurring compromise occurrences so they can take appropriate measures to prevent future cases. We also manage medication recalls for both Distribution Centers and pharmacies. At the DCs, recalled items are segregated in a non-invoicing area to prevent their shipment to pharmacies. For products already at pharmacies, we notify the units via the LEA system, and the team is responsible for removing recalled products from shelves and segregating them for collection.

Monthly, our Supply Chain team conducts detailed mapping of expected losses at the Distribution Centers. This process is crucial for supporting the Commercial and Pricing departments, enabling effective loss reduction actions. A key focus is identifying products with short shelf lives, allowing us to negotiate reimbursements or adopt other measures with commercial partners. To enhance this management, we improved our Registration Management system to now include product expiration information. Additionally, we established workflows to handle quality deviations and recalls, accelerating the removal of problematic items from our inventory.

Transfers between DCs located in the state of São Paulo — where our largest product volume is concentrated — remain consistent and operate weekly. The main objective is to balance inventories, avoiding repurchasing products already available at other DCs. At the pharmacies, the transfer process between branches enables units with excess stock of a product to transfer it to others with stronger sales history. We also conduct pricing actions, prioritizing items with no sales in over 10 months. To maintain effectiveness, we strengthened our partnership with the Pharmacy Operations team, focusing on result

analysis, improvement action planning, and monitoring execution at the stores. Additionally, we implemented two initiatives to reduce losses at pharmacies. The first manages excess products without reimbursement agreements with commercial partners. We evaluate the duration of excess stock and create promotional campaigns to minimize losses. The second initiative targets customers with promotions focused on products nearing expiration, helping reduce losses and the need for incineration. Finally, we highlight the DOA Project, aimed at donating products with minor packaging variations or near expiration dates but still suitable for use. These products are donated at no cost to partner organizations, contributing to our company's social responsibility.

HC-DR-250a.2 - Number of drug recalls issued, Total units recalled, Percentage for private-label products

We had 42 medication recalls, of which only one unit (2.4%) involved an Exclusive Brand product, and this was a voluntary recall. We do not track the number of units recalled.

Activity metrics

HC-DR-000.A - Number of pharmacy locations

3,230 pharmacies.

HC-DR-000.B - Total area of retail space

1,188,324.28 m² of total retail space.

HC-DR-000.C - Number of prescriptions filled, Percentage for controlled substances

We sold 412,900,807 medications, of which 328,207,762 were without prescription retention and 84,693,045 with prescription retention. Therefore, 20.51% of medication sales consist of controlled substances.

HC-DR-000.D - Number of pharmacists

We totaled 12,894 pharmacists in 2024, a 7% increase compared to 2023, when 12,047 professionals worked in pharmacies as pharmacists or pharmacist managers.

Patient health outcomes

HC-DR-260b.1 - First fill adherence rate

A We do not have treatment adherence rates; however, we implement actions that promote adherence. As part of our career programs aligned with the strategy to transform pharmacies into centers for comprehensive health promotion, we continuously train all professionals. Additionally, we now offer free pharmacotherapeutic monitoring services by phone as part of our development programs. We also provide the option to subscribe via digital channels, allowing customers to select their medications and desired delivery frequency. We offer the Dose Certa Program, where customers can choose to receive their medications organized by day and time in a personalized box. Finally, we invest in startups that support the business with technological solutions and processes to accelerate growth, such as Cuco Health, a B2B company focused on developing digital access and treatment adherence solutions for the pharmaceutical industry.

HC-DR-260b.2 - Description of policies and practices to prevent prescription dispensing errors

We have a Good Pharmaceutical Practices Manual that guides pharmacists to assess the following aspects on prescriptions: legibility and absence of erasures or amendments, patient identification, medication identification, concentration, dosage, pharmaceutical form and quantity, dosage regimen, treatment duration, place and date of issuance, and the prescriber's signature and registration number with the relevant professional council.

At the time of dispensing, pharmacists must also verify the medication's identification, expiration date, and packaging integrity. If any issues or doubts arise during prescription evaluation, the prescriber is contacted, in accordance with RDC N.º 44/2009.

The dispensing of generic and/or similar medications, concerning interchangeability, is performed according to specific legislation.

According to RDC N.º 52, dated November 14, 2013, the Unique Registration Number (RMS), issued by the Ministry of Health under paragraph 3 of Article 16 of Law N.º 12,871/2013, is valid to replace the registration number with the Regional Medical Council (CRM) in notifications of prescriptions, special control prescriptions, antimicrobial prescriptions, or any other situations where such registration number is required by health regulations.

HC-DR-260b.3 - Total amount of monetary losses as a result of legal proceedings associated with prescription dispensing errors

In 2024, we made payments totaling BRL 258,606.71 related to 24 legal cases involving prescription dispensing errors.

Data security and privacy

HC-DR-230a.1 – Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)

RD Saúde maintains a comprehensive compliance program that includes permanent technical and organizational measures designed to ensure data security, robust internal governance, and ongoing training for teams and professionals.

Our Company's compliance program has been built on several pillars since its inception: (a) structuring an internal Data Privacy and Information Security Governance team; (b) appointing an internal Data Protection Officer (DPO); (c) continuously updating internal and external policies, including the Privacy Policy, to align with the LGPD and guidance from the ANPD and other regulatory bodies; (d) maintaining a permanent Privacy Portal so that our customers, professionals, partners, and service providers can not only stay informed but also exercise their rights guaranteed by the LGPD; (e) ongoing contract reviews with suppliers and other partners to ensure our customers' rights are upheld in line with the latest regulatory requirements; (f) continuous implementation and enhancement of necessary technical

and organizational security measures to protect data; (g) regular training sessions for Company teams aimed at disseminating LGPD knowledge and strengthening the data protection culture; (h) hiring specialized consultancies to manage data protection programs; (i) certification under ISO/IEC 27001:2022 Information Security standard; and (j) contracting specialized consultancies for data protection program management.

We implement internal policies guiding professionals and service providers on this subject, as well as external policies that ensure the necessary transparency for consumers and other stakeholders, including:

- Internal Privacy Policy (Confidential Document – Annex I, Internal Policies item);
- Information Security Policy (Confidential Document – Annex I, Internal Policies item);
- Information Security and Personal Data Incident Policy (Confidential Document – Annex I, Internal Policies item);
- Incident Reporting Policy to the ANPD and Data Subjects (Confidential Document –

Annex I, Internal Policies item);

- Privacy Policy;
- Corporate Information Security Policy

We provide a Privacy Portal that enables customers to request the exercise of their rights over their personal data.

HC-DR-230a.2 - (1) Number of data breaches, (2) Percentage involving (a) personally identifiable information (PII) only and (b) protected health information (PHI), (3) Number of customers affected in each category, (a) PII only and (b) PHI

1) We have not recorded any data leaks, breaches, or other indications of unauthorized access to personal and/or sensitive data;

2) 0%;

3) We have not recorded any data leaks, breaches, or other indications of unauthorized access to personal and/or sensitive data.

HC-DR-230a.3 - Total amount of monetary losses as a result of legal proceedings associated with data security and privacy

There were no monetary losses related to this matter.

