Relatório ESG

SASB

RDsaúde
por uma sociedade mais saudável.

SASB

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.

Energy management in retail

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

(1) 972,421.53 GJ;

(2) 47% grid electricity;

(3) 94% renewable energy.

Management of controlled substances

HC-DR-260a.1 - Percentage of controlled substance prescriptions dispensed for which a prescription drug monitoring program (PDMP) database was queried

In Brazil, there is no procedure for querying prescription drug monitoring programs. The rule stipulates that products must be recorded in an electronic book system and this information is sent to the system controlled by Anvisa, called SNGPC (National System for the Management of Controlled Products). Currently, the system is suspended for adjustments.

Drug supply chain integrity

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

On a monthly basis, the Supply Chain area maps out the main Expected Loss of the DCs. Another area of focus is the identification of products lost due to short shelf life, which makes it possible to negotiate reimbursement or other actions with our business partners. On this front, we have also implemented improvements to the Records Management system, allowing the inclusion of product shelf life information. In addition, we have created a quality deviation and recall flow, speeding up the removal of these items from stock. In 2023, a process that gained momentum was the transfer between DCs in the state of São Paulo, where the largest volume of our products is concentrated. One of the main objectives is stock balancing, which avoids repurchasing of products. In pharmacies, we have implemented a transfer process between branches, where a pharmacy with an excess of a certain product transfers it to another unit with a sales history. Pricing actions are also carried out, prioritizing items that have not been sold for over ten months. Two other actions that continue to help reduce losses in pharmacies are: addressing excess products not reimbursed by business partners, in which case we evaluate the time that items have been in excess and carry out promotional actions to reduce potential losses; and promotional action (for our in-store customers) of products with a short shelf life, which reduces losses and the incidence of incineration. Finally, we have the DOA Project, which aims to donate products with minor packaging damage or close to their expiration date, but still suitable for use. Such products are intended for partner organizations (learn more on page 76 of the 2023 Annual and Sustainability Report).

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

In 2023, we recalled 36 products, none of which from Private Labels. These cases consider both voluntary recalls by manufacturers and those required by Anvisa. We do not have control over the number of units collected.

Activity metrics

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

2,953 pharmacies (1,246 Raia and 1,707 Drogasil).

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

817,565.59 m² of total retail space.

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

We sold 297,561,375 over-the-counter drugs (OTC) and 76,641,202 prescription drugs, including controlled substances and antibiotics. Therefore, 20% of drug sales are controlled substances/prescription drugs.

HC-DR-000.D - Number of pharmacists

10,699 pharmacists.

Patient health outcomes

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

As part of career programs aligned with the strategy of transforming the pharmacy into a place to promote integral health, we train all employees on an ongoing basis, as described on pages 83 and 84. As part of our development programs, we began to offer the pharmacotherapeutic telephone monitoring service free of charge, as described on page 67. We also started offering the option to subscribe to digital channels. Through this tool, customers can choose drugs and how frequently they wish to receive them. Learn more on page 50. Finally, we invested in startups that feed the business with technological solutions and processes to accelerate growth. Among them, we have Cuco Health, a B2B company focused on developing digital solutions for access and adherence to treatment for the pharmaceutical industry. Learn more on page 19 of the 2023 Annual and Sustainability Report.

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

We have a Manual of Good Pharmaceutical Practices through which pharmacists are instructed to evaluate the following aspects in the prescription: readability and absence of erasures and amendments, user identification, drug identification, concentration, posology, dosage form and quantity, dosage, treatment duration, place and date of issue, signature and identification of the prescriber bearing the registration number with the respective professional council. In addition, when dispensing, pharmacists must check the drug identification, expiration date and the packaging integrity. If there is a need to clarify any problem or doubt detected when evaluating the prescription, the prescriber is contacted, in accordance with Anvisa Resolution RDC no. 44/2009. The dispensing of generic and/or similar drugs, with regard to interchangeability, is carried out in accordance with the provisions of specific legislation. In accordance with RDC no. 52, dated November 14, 2013, and Act no. 12.871/2013, Section 16 (§3), the Ministry of Health's Special Registration (RMS) can be accepted in place of the Regional Council of Medicine (CRM) registration number in prescription notifications, prescription drugs, antimicrobial prescriptions or in any other situation in which 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 2023, we identified 18 cases of prescription dispensing errors, which generated monetary losses equivalent to around BRL 43,000.00. We mapped cases in which prescriptions were forged; in such situations, there is no legal obligation for RD Saúde to act, but we may be asked to assist in potential investigations.

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)

Contamos com políticas internas, disponíveis e de fácil acesso para todos os(as) funcionários(as) em nosso repositório interno de políticas, que definem as diretrizes para a coleta, uso, guarda e descarte de dados pessoais e sensíveis, tais como: Política de Privacidade, Política de Segurança da Informação, Política de Classificação da Informação, Política de Retenção de Dados Pessoais, Política de Gestão de Incidentes de Privacidade e Segurança e Política de Comunicação de Incidentes de Segurança.

Além disso, temos políticas externas (públicas), que podem ser acessadas por toda a sociedade em nossos canais digitais (aplicativos e websites), tais como: Política de Privacidade de Dados e Política Corporativa de Segurança da Informação.

Adotamos as melhores práticas do mercado para garantir a segurança da informação por meio de frameworks como o NIST, os CIS Controls e a ISO/IEC 27001:2022, entre outros. Para reforçar nossa capacidade de detecção e resposta a incidentes, contamos com:

- Monitoramento 24×7 de eventos de segurança centralizados em um Security Operation Center (SOC);
- Monitoramento de possíveis vazamentos de dados utilizando ferramentas de DLP (Data loss prevention);
- Utilização de agentes de EDR (Endpoint detection and response) em todo o parque de estações de trabalho, servidores e containers;
- Tecnologias apoiadas no conceito de zero trust, como microssegmentação lógica de perímetros;
- Seguro cibernético para resposta em incidentes críticos;
- Sistema de Gestão de Continuidade de Negócio, compreendendo planos para a continuidade da segurança da informação em situações adversas;
- Testes periódicos para identificação de potenciais vulnerabilidades e simulações de reporte e gestão de crise cibernética.

Em caso de incidentes que acarretem o vazamento de dados, contamos com uma Política de Gestão de Incidentes de Segurança e uma Política de Comunicação de Incidentes de Segurança à ANPD e aos titulares.

Assim como nos anos anteriores, em 2023 não foi registrado nenhum incidente de cibersegurança, seja a respeito de vazamento de dados ou de interrupção das operações.

Para aumentar a resiliência e a mitigação de riscos, temos buscado novas tecnologias e controles de segurança da informação. Em 2023, a RD Saúde recebeu a certificação na norma ISO/IEC 27001:2022 para os canais digitais (websites das bandeiras Raia & Drogasil) e os canais do benefício Univers, norma internacional que visa proteger a confidencialidade, integridade e disponibilidade dos dados, assegurando que medidas rigorosas estejam em vigor para lidar com ameaças à segurança cibernética. A certificação propicia um aumento da confiança dos clientes, fornecedores e demais stakeholders, demonstrando que o ambiente digital da RD Saúde é seguro e está protegido.

A manutenção da Proteção e Privacidade de Dados e Segurança da Informação depende da conscientização e do engajamento contínuo de nosso time. Para isso, nosso programa de conscientização promove treinamentos e ações voltados a elevar o nível de conhecimento dos(as) funcionários(as) sobre o tema, visitas de conscientização às nossas farmácias e aos CDs, conversas e workshops.

Também realizamos campanhas de simulação de engenharia social, como o phishing, para treinar nossos times a identificarem comunicações fraudulentas que possam induzir à violação da confidencialidade.

We have internal policies in place, readily available to all employees through our internal policy repository, which define the guidelines for the collection, use, storage, and disposal of personal and sensitive data. These policies include: Privacy Policy, Information Security Policy, Information Classification Policy, Personal Data Retention Policy, Privacy and Security Incident Management Policy and Policy for Security Incident Reporting to the ANPD and Data Holders.

Furthermore, we have external (public) policies, which can be accessed by the entire society on our digital channels (applications and websites), such as: Data Privacy Policy and Information Security Policy.

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.

To increase resilience and mitigate risks, we have sought new technologies and information security controls. In 2023, RD Saúde received ISO/IEC 27001:2022 certification for its digital channels (Raia & Drogasil websites) and Univers benefit channels. This international standard aims to protect the confidentiality, integrity and availability of data, ensuring that rigorous measures are in place to address cybersecurity threats. The certification boosts the confidence of customers, suppliers and other stakeholders by showing that RD Saúde's digital environment is safe and secure.

Maintaining Data Protection and Privacy and Information Security depends on the awareness and continuous engagement of our team. To this end, our awareness-raising program promotes capacity building and actions aimed at increasing the level of knowledge of employees on the theme, awareness visits to our pharmacies and DCs, conversations and workshops.

We also carry out social engineering simulation campaigns, such as phishing, to train our

teams to identify fraudulent communications that could lead to a breach of confidentiality.

In 2023, more than 35 thousand employees at RD Saúde were trained in the topics of Data Protection and Privacy (LGPD) and Information Security.

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

There were no personal data breaches or leaks

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

Data privacy-related legal proceedings are recent, and in most cases, an agreement is sought in the judicial process. We have not had any significant losses on this matter.