



Relatório ESG

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## Temas Materiais

# Material Themes

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

In this panel, you can check details about our management of each of these themes. [Check disclosure 3-1 on the GRI tab](#) for more details on the definition of material themes.

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# Employee integral health and safety

## Scope

Management of employees' health and safety, prioritizing the main negative impacts: falls on same level (sprain, fracture, slipping), accidents with machines (forklifts and shelves) and commuting accidents. It also considers initiatives aimed at promoting and monitoring the integral health of employees, in the physical, mental, spiritual, social, and environmental dimensions.

## Impact Sphere

Funcionários(as), terceiros(as)

## Disclosures

GRI 403: Occupational Health and Safety

## Sustainable Development Goals



## Theme management

Integral Health

Our culture serves as a compass that guides not only our strategy, but also our daily actions, where care is understood in a comprehensive manner, encompassing the five dimensions of health: physical, mental, spiritual, social, and environmental.

Care for our people, is embodied in the RD Saúde employee health ecosystem called Minha Melhor Versão (My Best Version). This comprehensive program encompasses a wide range of health solutions and care initiatives for our people.



In addition, we provide practical tools that can be used individually, as we recognize that health needs and aspirations can vary from person to person: Change of Habit, Parenting Journey, Mental Health Journey, Health Cell, and Monitoring of Chronic Patients.

We also conduct a biannual health mapping of our people to better understand the health status and develop actions connected to our teams' needs. In this mapping, we identify risk factors, pregnant employees, and healthy habits, including physical exercise and nutrition.

Finally, we offer health and dental insurance, telemedicine, and a Pharmacy Benefit Card (Univers) to our employees and their dependents.

### Occupational Health and Safety

Regarding occupational health and safety, we stay abreast of industry best practices and spare no effort in fostering healthy and safe environments throughout the Company.

In our Distribution Centers (DCs) and Campus, we employ a proprietary health and safety management system that complies with legal requirements, ISO standards, NBRs, and Fire Department technical instructions. The management of this system is entrusted to a dedicated team comprising occupational safety technicians, occupational safety engineers, coordinators, and managers. In 2023, we maintained the ISO 45001 certification in the DCs, except for the newly opened ones, and in the Campus.

Consolidating 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.

Check out more details of our employee integral health and safety initiatives in the GRI disclosures listed in this dashboard or in the Annual and Sustainability Report.

## Related Policies

- \* Environmental and Occupational Health & Safety Policy
- \* People Code – Ethics and Conduct in RD Saúde

## Healthy customers

### Scope

Positive impact by expanding accessibility to health services and reinforcing the role of pharmacy in primary care and in disseminating knowledge about healthy habits and disease prevention. Responsibility for correct guidance on the use of drugs and for taking care to avoid the sale of products after their expiration date, in addition to complying with the requirements for the sale of prescription drugs and ensuring the quality of the pharmaceutical services offered.

### Impact Sphere

Employees, customers

### Disclosures

GRI 413: Local Communities

SASB HC-DR-260b.2

## Sustainable Development Goals



### Theme management

The transformation of our business model over the last few years, guided by 2025 Strategy, has created a more holistic and integrated health care experience, facilitating access for our customers to a wide range of primary health care services through a comprehensive care ecosystem to support health prevention and management, with the potential to significantly improve customer well-being. To achieve this, we are working on several fronts:

\* Health Monitoring and Disease Prevention at Espaço Sua Saúde (Your Health Space):

Espaço Sua Saúde is offered in-store, at Raia and Drogasil pharmacies, providing fast and secure access to health care monitoring and disease prevention services based on three pillars: Pharmaceutical Services, Rapid Tests/Exams, and Vaccines.

\* **Qualified Professionals and Humanized Care:** We train all our pharmacists to be prepared to serve customers in both the technical journey and the health journey, focused in pharmaceutical services and vaccine application. We continually invest to ensure a humanized pharmaceutical environment, with professionals acting as “health navigators,” understanding customer needs and welcoming them in the best possible way, besides ensuring quality and safety in the execution of the health care services of our portfolio.

\* **Support for the Client’s Health Journey:** Since 2021, our clients have had access to Vitat, a digital platform designed to support their journeys towards a healthier lifestyle. The Vitat portal provides reliable, up-to-date, and easy-to-understand content on health, well-being, and prevention. The content is also available on social media (Instagram and Tiktok) and YouTube. In the app, we offer gamified guidance programs on topics such as nutrition, exercise, sleep, and mental health. Online consultation with specialists and scheduling services at Espaço Sua Saúde and Labi are also available.

In addition to these three fronts, we offer Espaço Vida Saudável (Healthy Life Space), which concentrates healthy products in pharmacies, making it easier for clients to identify products that support a healthier routine. Thus, we continuously monitor the millions of RD Saúde’s customers and identify those who include in their shopping carts products aimed at well-being and disease prevention (such as vitamins, phytotherapeutics, supplements, etc.) and customers who consume products with sustainability attributes. We refer to them as DNA Vida Saudável (Healthy Life DNA) customers.

We have also joined the Federal Government’s Farmácia Popular (Popular Pharmacy) Program in over a thousand pharmacies. This initiative, which offers essential drugs in primary health care at reduced cost or free of charge, represents a significant effort to expand access to drugs, especially for low-income populations.

Check out more details of our initiatives aimed at promoting customers’ health in the GRI disclosures listed in this dashboard or in the Annual and Sustainability Report.

## Related Policies

- \* Quality & Safety of Products & Services Policy
- \* Animal Welfare Policy



# Community development

## Scope

Direct and indirect job creation, in all locations where we operate, both in pharmacies and in logistics, positively impacting not only our team but the local economy, including the payment of taxes and fees. Being part of the RD Saúde team also means, for most, entering the labor market and an opportunity for professional development. Furthermore, the Company's purpose – "Together for a healthier society" – guides philanthropy initiatives for integral health in the communities.

## Impact Sphere

Communities, government, employees

## Disclosures

GRI 201: Economic Performance

GRI 202: Market Presence

GRI 203: Indirect Economic Impacts

GRI 204: Procurement Practices

## Sustainable Development Goals



## Theme management

We serve 47.6 million active customers through our 2,953 pharmacies. Over 50,000 professionals are responsible for putting into practice, day after day, our ambition to contribute to a healthier society.

We recognize that, in order to achieve this goal, we must first prioritize the well-being of

each and every member of our team.

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 follow a strategy based on the Theory of Change, which organizes pillars of action and investment guidelines. Therefore, we invest in actions that promote integral health and transformation of society in a permanent and sustainable manner.

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.

We also contribute to the menstrual dignity agenda through support to Unicef and the #PraQuemMenstrua Movement. In line with the Movement's objectives, our Private Label Needs has incorporated a line of menstrual pads into its product portfolio and has allocated part of the total sales of these products to fund the project.

We have a Philanthropy and Contributions Policy, which sets guidelines for philanthropy, donations, contributions and incentives, in order to guide decisions before donating. In 2023, we also created the Use of Tax Incentives Policy, which aims to defend, regulate and implement our interests in the use of federal tax incentives, defining the roles and responsibilities of all parties involved.

Additionally, we have a non-negotiable commitment to ensuring universal human rights. On a daily basis, People Code – RD's Ethics & Conduct defines internal guidelines, as well as the responsibilities of each RD Saúde employee.

Check out more details of our community development initiatives in the GRI disclosures listed in this dashboard or in the Annual and Sustainability Report.

## Related Policies

\* People Code – Ethics and Conduct in RD Saúde

\* Philanthropy and Contributions Policy

## Promotion of diversity and inclusion

### Scope

Affirmative actions and programs that allow a more diverse portion of society and minority groups to have opportunities for employment, income, training and professional development, as well as initiatives that promote inclusion, especially for black people, persons with disabilities, LGBTI+, women and the 50+ audience.

### Impact Sphere

Employees, contractors

### Disclosures

GRI 405: Diversity and Equal Opportunity

GRI 406: Non-discrimination

### Sustainable Development Goals



### Theme management

For RD Saúde, promoting diversity means fostering a more inclusive work environment to reflect the plurality of our society. Our priority for this decade is to increase the representation of minority groups within our workforce and ensure a truly inclusive work environment. To achieve this, we strive to embark on a journey of respect where each individual is valued for their uniqueness and finds the environment and tools necessary for their development.

The RD+ Diversa platform – which has the slogan “Be who you are here” – focuses our actions on promoting diversity and inclusion across five key areas:

- \* Gender Equality;
- \* Persons with Disabilities;
- \* Race;
- \* LGBTI+;
- \* Generations

The platform embodies the evolution of our strategic positioning of care and respect for each professional who helps build our history, aspiring to make us the health care company that most promotes diversity and inclusion in Brazil. In 2023, we made significant progress in several areas:

- \* **Diversity Census:** We continued conducting self-declaration census campaigns, reaching 62% of employees, with ongoing efforts planned to achieve 100% coverage of our internal stakeholders.
- \* **Black Women:** Another significant advancement was our commitment to the career development of black women at RD Saúde. The *Elas Lideram* Program was developed by the Gender and Race Affinity Groups, in partnership with the Corporate University, aimed at providing career development opportunities for black women internally.
- \* **Women's Leadership Program:** Created to ensure an increasingly more equitable work environment. Specialized mentoring in inclusive management, psychological safety, and gender equality, as well as thematic meetings, are conducted. Of the three groups covered by the program, two comprised managers and executive managers and one comprised our officers.
- \* In 2023, we continued to be part of the Teva Women in Leadership Index by B3, Brazil's first index that selects companies with the highest representation of women in leadership.
- \* **Best Company for LGBTI+ People to Work For:** We received recognition from the Equidade BR Program by the Human Rights Campaign Foundation, in partnership with Instituto +Diversidade and the LGBTI+ Companies and Rights Forum. In our first participation, we achieved a score of 100 out of 120, which highlights the breadth of our good practices.
- \* We also received recognition from B3 and joined the IDIVERSA Index, with a focus on race and gender aspects.

The theme of Diversity and Inclusion is also part of our 2030 Commitments, within the Healthier Businesses pillar. Learn more in the 2030 Commitments section ([inserir link](#)).



Check out more details of our initiatives aimed at promoting diversity and inclusion in the GRI disclosures listed in this dashboard or in the Annual and Sustainability Report.

## Related Policies

- \* Diversity & Inclusion Policy
- \* People Code – Ethics and Conduct in RD Saúde

## People management

### Scope

Employee retention initiatives, essential for the quality of services provided, such as compensation practices and benefits, professional development training and career plans to manage turnover, especially in the operations area.

### Impact Sphere

Employees, contractors

### Disclosures

GRI 401: Employment GRI

404: Training and Education

### Sustainable Development Goals



### Theme management

We believe that investing in the personal and professional development of our teams not only boots their careers, but also strengthens our business and transforms people and the world. Our corporate university, Universidade RD Saúde 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 professional training, as well as personal development, ranging from interpersonal skills to self-knowledge.

The courses are available to RD Saúde professionals and their families, who can access a variety of awareness and engagement contents on topics relevant to business development, such as sustainability, diversity and inclusion, ethics and compliance, technology, parenting,

and human rights, among others. Among the main development programs, we highlight:

\* **Health and Wellness Coaching:** In alignment with our 2030 Ambition of becoming the group that contributes the 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 application, customer service, drugs dispensing, beauty and wellness products, and rapid laboratory tests, the new program focuses on behavioral training for health care.

\* **Our Way of Leading and Caring:** Launched in 2023, the program introduces leadership principles, goes into the leader's role in cultural evolution, and addresses concepts and case studies that will inspire and foster the rites and practices of RD Saúde Culture, which has one of its pillars in 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, we expect to expand the audience to coordinators as well.

We are extremely proud to announce that 100% of our pharmacy managers and supervisors are internal RD Saúde employees who have been trained, promoted, and have grown within the company. To make this possible, we have robust career and leadership development programs. Through these programs, we are committed to training 40 thousand professionals in initiatives that will positively impact their careers and equip them with the skills they need for the future.

\* **Trilhar Program:** A consistently structured program to provide professional development and cultural support, enabling professional growth from the base to the highest levels of the operation;

\* **ProgreDir Program:** Six month-training for regional managers in topics such as leadership, soft skills, time and project management. In 2023, 17 managers graduated from the ProgreDir program and took regional manager positions, in addition to 633 new managers and pharmaceutical managers;

\* **Crescer Program:** Focused on the corporate area, senior and middle management of all business units (Corporate, DCs and Pharmacy Operations), evaluates the six organizational competencies as a way to drive individual and organizational development.

The remaining positions in the DCs and Pharmacy Operations business units are covered by a second performance evaluation format called the Expected Behaviors Evaluation, in which they are also evaluated based on functional competencies, as this evaluation is directly related to the Trilhar program.

\* **RD Mentoring:** A voluntary program in which more experienced professionals mentor less experienced ones, including the participation of leaders, from VPs to coordinators, promoting exchange, development and learning at various levels of the Company, in monthly meetings. The program is also available to our interns;

\* **Reverse Mentoring:** In this mentoring approach, younger professionals, typically between the ages of 25 and 35, take on the role of mentors, while more experienced professionals become the mentees. This practice fosters generational diversity, innovation, and learning.

\* **Succession Program:** Its objective is to develop leaders – managers, officers, vice presidents and CEO – who meet the current and future demands of the business. Annually, we build our succession map, which includes mapping steps and calibration/validation committees.

\* **Career Transition Assistance:** Corporate managers and officers whose employment contracts have been terminated can benefit from an outplacement program to support their career continuity.

The theme of our people development is also part of our 2030 Commitments, within the Healthier Businesses pillar. Learn more in the 2030 Commitments section ([inserir link](#)).

Check out more details of our people management initiatives in the GRI disclosures listed in this dashboard or in the Annual and Sustainability Report.

## **Related Policies**

\* People Code – Ethics and Conduct in RD Saúde



## Products and services

### Scope

RD Saúde's role as an innovation platform that creates business models to take care of the population's health, promoting products with sustainability attributes and developing their value chain, considering the expansion of private label portfolios.

### Impact Sphere

Employees, contractors, suppliers, customers

### Disclosures

GRI 416: Customer Health and Safety

## Sustainable Development Goals



## Theme management

### 2025 Strategy

Over the past four years, we have focused our business strategy to revitalize the role of the pharmacy beyond retail, delivering health care to the population by redefining its potential and expanding the range of integral health care services. Through this journey, we intend to build a new primary care model supported by two pillars: New Pharmacy and health Care Platform.

(inserir imagem da página 48 do Relatório)

New Pharmacy is one of the pillars of our 2025 Strategy, through which we have evolved to

turn pharmacies into integral health hubs, expanding our presence in the customers' health journey.

The development of the health Care Platform marks a continuation of New Pharmacy. By expanding our primary health care actions with a greater range of services, we are reinforcing our bond with customers and establishing a stronger presence throughout their health care journey.

Learn more about the 2025 Strategy here. (link para um PDF sobre a Estratégia)

### Private Label Products

The development process for private label products is carried out through strategic industry partnerships, which undergo a thorough qualification and risk assessment process. We identify and seek to expand our partnerships with suppliers, always aligned with the best social and environmental practices. Through the Supplier ESG Management Policy, we ensure that our partners meet the highest standards of quality and responsibility.

\* **Quality Deviations:** If quality deviations are identified, we initiate an investigation with the supplier and, if a manufacturing error is confirmed, we recall the entire batch. In situations that do not qualify as quality deviations, we provide reports to customers and arrange for reimbursement.

\* **Controversial Ingredients:** Our quality team is committed to ensuring the use of ingredients that are safe for the customer health and the environment. In 2024, we released a corporate policy to provide guidance on this matter at RD Saúde, which also includes the new list of controversial ingredients.

\* **Animal Welfare:** We have an uncompromising commitment to not conduct animal testing, either on raw materials or finished products, so that suppliers must not hire or outsource tests to external laboratories. If efficacy or clinical tests are necessary, we opt for in vitro or in vivo methods, the latter conducted on volunteer humans. In both cases, we use laboratories approved by Anvisa, ensuring the integrity and ethics of the processes.

### Supplier Governance

We believe in building honest, transparent, and responsible relationships with our suppliers

and business partners. We have a leading role in strengthening our supply chain in a responsible manner through engagement, development, and joint development of solutions to ESG-related challenges. We recognize that the development of the supply chain is essential to our business and to the nation's economy.

Supplier governance is based on four main pillars:

1. Full supply chain mapping
2. Risk monitoring and compliance
3. Partner engagement and development
4. Building strategic partnerships

For more efficient governance, we now categorize suppliers as follows:

- \* Private Labels
- \* Direct Suppliers
- \* Supplies Suppliers
- \* Special Suppliers

Our suppliers are further segmented in a matrix of relevance, based on the amount of business transactions with RD Saúde, the criticality of the sector, and the frequency of payments. Our management makes use of an algorithm system that is highly customizable to our monitoring needs, strictly observing the history of each supplier with clear criteria. This management approach enables efficiency in the analysis process for 100% of our supply chain.

We conduct risk assessments of our operations with suppliers, annually apply self-assessment questionnaires, and conduct on-site audits in suppliers of critical categories, monitoring their alignment with relevant legislation, People Code of ethics and conduct, and respect for human rights. Our Supplier Code of Ethics and Conduct has specific guidelines for this audience. All suppliers must sign a statement of acceptance and commitment to the content of this code. To ensure ongoing engagement with issues such as human rights, the environment, climate change, and others, we maintain active communication through regular newsletters.

Our governance and compliance system for suppliers, implemented in 2022, provides a comprehensive view of RD Saúde's cycle of relationship with the supply chain. To achieve

this, we go through the following steps:

\* **Homologation:** Before being hired, 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 2023, 1,692 new suppliers were homologated.

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

Since 2022, we have been conducting on-site monitoring audits at tier 1 suppliers using our own team of auditors. This has enabled us to significantly expand the number of audited suppliers to 210, representing 9.9% of the 2,120 critical category suppliers. The selection of suppliers for auditing is established by prioritizing critical categories, such as RD Brands, suppliers of customized products, and construction companies involved in our projects. The audit results generate a supplier score from A to E and an action plan, regardless of the partner's score. Monitoring cycles and implementation of improvements are established in accordance with the criticality of the occurrence.

Check out more details of our initiatives related to products and services in the GRI disclosures listed in this dashboard or in the Annual and Sustainability Report.

## Related Policies

\* Quality & Safety of Products & Services Policy

\* Ingredient Safety Policy



# Ethics, compliance and data privacy

## Scope

Dissemination of the principles that govern the relationship between RD Saúde and its stakeholders, including the fight against labor and human rights violations in the supply chain, and compliance with laws and regulations. The topic also considers RD Saúde's measures to prevent negative impacts related to the improper use of customer, supplier, and employee data; cyber-attacks and system failures.

## Impact Sphere

Employees, contractors, customers, suppliers, government, society

## Disclosures

GRI 205: Anti-corruption

GRI 308: Supplier Environmental Assessment

GRI 414: Supplier Social Assessment

GRI 418: Customer Privacy

## Sustainable Development Goals



## Theme management

### Policies

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

legal deviation.

## Conflict of Interest

Employees and managers must declare potential situations of conflict of interest through a statement to the Ethics and Compliance area. If an administrator is faced with a potential conflict of interest in a decision, he/she must communicate this conflict and abstain from participating in the discussion about and vote on such matter. These actions must be recorded in the minutes of meetings or resolutions in which the matter was discussed.

We also communicate potential conflicts of interest to stakeholders, mainly regarding cross-board membership, cross-shareholding with suppliers and other stakeholders, existence of controlling shareholders and related parties, their relationships, transactions and outstanding balances.

## Human Rights

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

To fulfill our commitment to respecting human rights, we have established a continuous due diligence process to identify, prevent, mitigate, monitor, and report on human rights impacts in our operations and value chain. We identify human rights impacts from our activities and commercial relationships based on the Guiding Principles methodology. Additionally, we assess human rights risks using the Guiding Principles methodology, which considers severity and probability criteria, as well as RD Saúde's Corporate Risk Management methodology. The results of these assessments will be incorporated into the Company's processes, policies, operations and activities, and we will monitor the effectiveness of the preventive and mitigation measures adopted. We also continuously seek to incorporate international standards and best practices in human rights into our operations and activities.

We will communicate annually about addressing the human rights impacts identified in the Annual and Sustainability Report and will conduct periodic training and awareness sessions

with employees at various hierarchical levels to ensure everyone is committed to and engaged in promoting human rights within the Company.

When it is found that RD Saúde has caused or contributed to negative human rights impacts, we will seek to implement measures to mitigate or remediate these impacts, either directly or through partnerships, seeking to involve the participation of the affected rights holders.

Furthermore, we acknowledge the importance of maintaining effective relationships and engagement with stakeholders, especially potentially impacted individuals and groups. In order to ensure respect for the rights of our stakeholders, RD Saúde has established communication and dialogue channels with employees, contractors, customers, investors, suppliers, business partners, governmental and non-governmental organizations, trade unions, trade associations, the media, society in general, and the communities in which we operate.

#### Canal Conversa Ética (anonymous ethics hotline)

We are pleased to offer the Canal Conversa Ética, our Whistleblowing Channel, to the entire society. This channel is available 24/7, and receives complaints about any conduct that violates national laws, our policies, procedures, and values. The channel allows for anonymous reporting and provides you with the ability to track the progress of your report.

#### Privacy and Information Security

Our Data Protection and Privacy Program complies with the Brazilian General Data Protection Law (LGPD), providing data security, confidentiality, integrity and availability to all data holders sharing personal data with us. We have a full compliance program, encompassing not only permanent technical and organizational measures capable of ensuring data security, but also robust internal governance, besides continuous training for our teams and professionals with the aim of accounting for compliance with guidelines, principles and legal obligations in a transparent manner.

#### Risk Management

Our risk management is based on the best national and international practices, such as ISO 31000 and COSO ERM, and those of the Brazilian Institute of Corporate Governance (IBGC) and the Institute of Internal Auditors of Brazil (IIA). Additionally, the risk management

process undergoes periodic auditing, conducted by internal auditing in conjunction with specialized external consultancy. Internally, our operations are guided by the Risk Management Policy, which establishes guidelines and responsibilities for each employee, in addition to describing the methodology applied to the processes of identification, evaluation, processing, monitoring and communication of situations.

Check out more details of our initiatives related to ethics, compliance and data privacy in the GRI disclosures listed in this dashboard or in the Annual and Sustainability Report.

## **Related Policies**

- \* People Code – Ethics and Conduct in RD Saúde
- \* RD Supplier Code of Ethics & Conduct
- \* Related Party Transactions Policy
- \* Anti-corruption, Anti-fraud, and Relations with Public Entities/Agencies Policy
- \* Conflict of Interest Policy
- \* Integrity Program
- \* Responsible Marketing and Communication Policy
- \* Privacy Policy

# Waste management and reverse logistics

## Scope

Reverse logistics and circular economy measures to reduce waste generation throughout RD Saúde's chain, including the distribution of plastic bags by pharmacies and the disposal of packaging and drugs by customers.

## Impact Sphere

Employees, contractors, customers, society, suppliers, communities, government

## Disclosures

GRI 301: Materials

GRI 306: Waste

## Sustainable Development Goals



## Theme management

### Generation and Disposal

The nature of our operation creates impacts related to waste generation and disposal. To support us in this management, we hire contractors that collect and properly dispose of waste in the operations of the DCs and RD Saúde Campus, besides collecting and properly disposing of hazardous items in the pharmacies. We also 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 common 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.

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.

## Reverse Logistics

### Drugs:

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 in pharmacies are sent to DCs and later, on a scheduled date, they are collected by a company homologated by the pharmaceutical industry and taken for incineration.

This entire reverse logistics process is regulated by Federal 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 pharmaceutical waste collected by 2030.

### Batteries:

Our pharmacies serve the community as Voluntary Delivery Points (PEV) for batteries, 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 and disposing of batteries in our DCs, they are handled by a contractor specialized in recycling.

#### Packaging:

Our commitment is to use at least 40% recycled material in Private Label packaging by 2030. To advance in this journey, we have established a direct connection with key suppliers of packaging materials, making sure that sustainability is an essential criterion from the beginning of development of new projects.

Our private label Natz was launched with 100% of paper packaging (cartridges) made from 100% recycled cardboard, with Forest Stewardship Council (FSC) certification, with 30% of post-consumer material. In mid 2022, we implemented a circularity pilot project for this brand, in which we passed on to the producer of the recycled paper used in Natz cartridges the waste paper, boxes and leaflets of drugs collected in our pharmacies through the Conscious Disposal Program.

The Vegan by Needs brand has 100% of its packaging made from recyclable material. The tubes, for example, are produced with plastic from a renewable source, a polyethylene made from sugarcane ethanol. We also work to offset 100% of the packaging waste from our Private Labels, in collaboration with the organizations Eureciclo and Reciclar pelo Brasil. This means that, for every package sold, an equivalent one is recycled, ensuring a positive and responsible environmental impact.

Another relevant front is the reduction in the use of plastic bags by customers to take purchased products home. Since 2020, we have addressed the issue and, in 2023, we focused on training our people, ensuring that they always ask customers whether the bag is necessary. This practice is also used when issuing tax coupons. Thus, attendants act as agents of change, encouraging customers to rethink their habits. We also reinforce customer engagement in the topic through educational videos posted on our social media, such as the Toda Atitude Conta (Every attitude counts) campaign. With all the engagement and training actions aimed at our professionals and customers, 37% of services in 2023 were carried out without using plastic bags and 48% of tax coupon printings were avoided.

Check out more details of our initiatives related to waste management and reverse logistics in the GRI disclosures listed in this dashboard or in the Annual and Sustainability Report.

## Related Policies

\* Environmental and Occupational Health & Safety Policy



## Climate actions

### Scope

Measures adopted by the Company to monitor and reduce its emissions, including Scope 3 ones, as well as facing the threats of climate change.

### Impact Sphere

Employees, customers, society, suppliers, government

### Disclosures

GRI 305: Emissions

## Sustainable Development Goals



## Theme management

### Actions for the climate

Achieving a healthier society is inextricably linked to safeguarding our planet. Therefore, we are committed to the global climate change agenda by adhering to the guidelines established by the Paris Agreement, which aims to keep the increase in temperature to 1.5°C above pre-industrial levels.

We remain committed to identifying pathways for reducing absolute emissions, in line with the principles of the Science Based Targets Initiative (SBTi), which provides a framework for establishing consistent science-based targets.

Our Greenhouse Gas (GHG) inventory has been undergoing continuous improvement since 2018. Over the past two years, we have focused our efforts on expanding information

collection for Scope 3 and enhancing our data controls. As a result of these advancements, we now have a more detailed and clear understanding of where to direct our greatest efforts to reduce emissions.

As part of our climate strategy, we annually respond to the CDP Climate Change questionnaire, the leading international tool used to measure the quality of corporate climate change management. In 2023, we improved our score to A-, a significant milestone for RD Saúde. We are aware that the biggest challenges and the most significant impact of RD Saúde's decarbonization journey lie in Scope 3, within our supply chain. In 2022, we began to use CDP Supply Chain as a means to engage suppliers and encourage the disclosure of their emissions, as well as other topics such as climate risks and governance.

## Risk Management

In 2020, we conducted our first climate vulnerability study, focusing on Distribution Centers. In 2022, we began to integrate the issue into risk management processes linked to business governance. In 2023, we deepened our study by analyzing climate risks and their impact on the business across 100% of our operations (pharmacies, DCs and RD Saúde Campus).

Based on the studies, we have identified relevant opportunities for action for RD Saúde in the face of the climate challenge, such as investments in the development of more sustainable products, services, and processes (with low emission rates) and migration to low-carbon electricity consumption. To learn more about the methodology and results of the climate risks and opportunities study, as well as the scenarios used and the units considered, visit the TCFD tab in this dashboard.

## Actions in pursuit of decarbonization

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. In 2023, we focused on strengthening partnerships with last mile delivery companies to increase the use of more sustainable transportation modes.

Furthermore, in 2023, we increased the share of operations powered by renewable energy from 45% to 72%. Our goal is to ensure that 100% of our electricity consumption comes from renewable sources by 2030.

Lastly, we emphasize that Climate Actions are integral to our 2030 Commitments agenda. See more details in the 2030 Commitments tab (insert link).

Check out for more details of our climate actions in the GRI disclosures listed in this dashboard or in the Annual and Sustainability Report.

## **Related Policies**

- \* Environmental and Occupational Health & Safety Policy
- \* Energy Efficiency Policy

## Resource consumption

### Scope

Energy consumption – per sources – by the entire pharmacies network, especially for lighting, refrigeration, and fuel consumption by logistical operations; in addition to water consumption by pharmacy operations, distribution centers and corporate.

### Impact Sphere

Communities, suppliers, employees, society

### Disclosures

GRI 302: Energy

GRI 303: Water and effluents

SASB HC-DR-130a.1

### Sustainable Development Goals



### Theme management

Energy Consumption

Our approach to energy efficiency is based on two main fronts of action:

- initiatives to reduce consumption at the units through the modernization of physical infrastructure and equipment, and awareness programs for our people and customers;
- actions focused on increasing energy consumption from renewable sources.

In 2023, we maintained 100% of our lighting with LED bulbs and continued to implement power optimizers, which control the pharmacies' electricity consumption, identifying and

reducing energy waste.

We have maintained our program of replacing air conditioning equipment with the inverter model, more energy efficient. To date, 78% of pharmacies have already adopted this technology.

Additionally, the Gravataí Warehouse 4 and Guarulhos Warehouses 3A and 3B Distribution Centers hold the LEED (Leadership in Energy and Environmental Design) certification, which attests to the implementation of construction practices that promote more eco-efficient and sustainable operations.

### Water Footprint

Since the majority of our operations are retail-based, we have no major impact on 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.

Check out more details of our initiatives related to resource consumption in the GRI disclosures listed in this dashboard or in the Annual and Sustainability Report.

## Related Policies

\* Energy Efficiency Policy

