

Relatório ESG

Temas Materiais

RDsaúde
por uma sociedade mais saudável.

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.

Customer experience 4
Healthy customers 6
Employee integral health and safety 8
Diversity and inclusion 10
Human rights 12
Climate action 14
Product and services innovation 16
Products quality and safety 18
Ethics and compliance 20
Data privacy and information security 22
Responsible value chain management 24
Fiscal strategy 26

Customer experience

Scope

The way customers perceive and interact with the Company throughout their consumption journey

Impact Sphere

Customers, community and society

Disclosures

GRI: 416-1, 416-2, 417-1, 417-2 e 417-3

SASB: HC-DR-330a.1

Sustainable Development Goals



Theme management

With a spirit of care present in every area, RD Saúde seeks to be part of Brazilians' healthcare journey with genuine attention. From well-being programs for our professionals to the warm and personalized service provided to customers in every pharmacy across Brazil—and the integration of new brands focused on comprehensive health—care is at the heart of everything we do.

We are committed to becoming the group that contributes the most to a healthier society in Brazil by 2030. More than providing medications, RD Saúde aims to restore the role of the pharmacy as a trusted point of care. Our goal is to transform pharmacies into entry points for health and healthier living—through every interaction with our customers—by

promoting health, preventing disease, providing protection, and offering primary care.

At RD Saúde, we place the customer at the center of our entire strategy. With more than 49 million active customers and 620 million visits to our digital channels in 2024, we strive to deliver a comprehensive, seamless, and personalized health journey. Our pharmacies, digital platforms, and service channels are continuously improved to ensure convenience, empathy, and effectiveness.

The customer experience is monitored through indicators such as NPS (Net Promoter Score), satisfaction surveys, and active listening across our channels. We also invest in technology and data to better understand the needs of our stakeholders and deliver solutions that promote health and well-being with excellence.

Learn more about our customer experience initiatives in the related indicators on this panel or in the Annual and Sustainability Report.

Related Policies

- Mais Saúde Program – Drogasil and Raia
- Quality and Product & Service Safety Policy
- Ingredient Safety Policy
- Stakeholder Engagement Policy

Healthy customers

Scope

The Company's commitment to promoting the health and well-being of its customers.

Impact Sphere

Customers, communities, and government

Disclosures

GRI: 416-1 and 416-2
SASB: HC-DR-250a.1

Sustainable Development Goals



Theme management

We believe that pharmacies play an essential role in promoting health and providing primary care. That is why we have expanded access to high-quality pharmaceutical services, reinforcing guidance on the proper use of medications, disease prevention, and the adoption of healthy habits.

Our initiatives include educational campaigns, vaccination services, rapid tests, and pharmacotherapeutic follow-up. We also apply strict controls to ensure product validity and compliance with regulations for controlled medications, guaranteeing safety and trust for our customers.

Learn more about our initiatives focused on promoting customer health in the related indicators on this panel or in the Annual and Sustainability Report.

Related Policies

- Quality and Product & Service Safety Policy
- Animal Welfare Policy

Employee integral health and safety

Scope

Commitment to ensuring the physical and mental well-being of professionals by providing a safe and risk-free work environment

Impact Sphere

Professionals, unions, regulatory bodies, and customers

Disclosures

GRI: 403-1, 403-2 and 403-4
SASB: HC-DR-320a.1

Sustainable Development Goals





Theme management

Caring for the health and safety of those who care is a non-negotiable commitment. With more than 64,000 professionals across Brazil, we foster a safe, healthy, and welcoming work environment. We focus on accident prevention—particularly risks such as falls, forklift incidents, and commuting accidents—while also promoting actions that support physical, mental, social, and spiritual health.

We provide well-being programs, psychological support, health campaigns, and ergonomics initiatives. Occupational health management is fully integrated into our culture of care, reflecting our purpose of being a comprehensive healthcare ecosystem.

Learn more about our integrative health and employee safety initiatives in the related

indicators on this panel or in the Annual and Sustainability Report.

Related Policies

- Environmental, Occupational Health & Safety Policy
- People Code – Ethics and Conduct at RD Saúde

Diversity and inclusion

Scope

Eliminate bias, ensure equitable treatment, and create an inclusive environment that embraces differences in gender, race, ethnicity, sexual orientation, disability, and more.

Impact Sphere

Customers, professionals, investors and business partners

Disclosures

GRI: 405-1 and 405-2, 406-1
SASB: HC-DR 260b.1, CG-MR-330a.1 and CG-MR330a.2

Sustainable Development Goals



Theme management

We believe that diversity strengthens our purpose and enhances our ability to care for people. That is why we promote an inclusive environment where everyone feels respected, represented, and provided with equal opportunities for development.

Our Diversity and Inclusion strategy is structured around five pillars: Gender, Race and Ethnicity, People with Disabilities, LGBTQIAPN+, and Generations. We foster affinity groups, awareness initiatives, representation goals, and leadership training programs. In 2024, we advanced in hiring Black professionals and increased the presence of women in leadership positions.

Learn more about our initiatives to promote diversity and inclusion in the related indicators

on this panel or in the Annual and Sustainability Report.

Related Policies

- Diversity and Inclusion Policy
- People Code – Ethics and Conduct at RD Saúde

Human rights

Scope

Respect and promote the fundamental rights and freedoms of all individuals involved in the operations.

Impact Sphere

Professionals, business partners, customers, and communities

Disclosures

GRI: 410-1, 412-1, 412-2 and 412-3
SASB: HC-DR-510a.1

Sustainable Development Goals





Theme management

We have a non-negotiable commitment to promoting and protecting human rights throughout our value chain. Our actions are guided by international principles, such as the Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights.

Our People Code, internal policies, and continuous training programs guide ethical conduct and respect for people. We conduct risk assessments, audits, and supplier engagement initiatives to ensure decent working conditions, combat child and forced labor, and promote equity in all relationships.

Learn more about our human rights initiatives in the related indicators on this panel or in the

Annual and Sustainability Report.

Related Policies

- People Code – Ethics and Conduct at RD Saúde
- Human Rights Policy

Climate action

Scope

The Company's efforts to reduce GHG emissions and optimize energy use in a sustainable manner.

Impact Sphere

Customers, investors and society

Disclosures

GRI: 302-1, 302-3, 305-1, 305-2, 305-3, 305-4 and 305-5
SASB: HC-DR-130a.1

Sustainable Development Goals





Theme management

We are committed to the transition toward a low-carbon economy. In 2024, we advanced in managing greenhouse gas (GHG) emissions, with a focus on energy efficiency, renewable energy use, and sustainable logistics.

More than 90% of the electricity consumed in our operations comes from renewable sources. We have also invested in an electric fleet, route optimization, and carbon offset initiatives. In line with the guidelines of the Task Force on Climate-related Financial Disclosures (TCFD), we assess climate-related risks and opportunities, integrating the climate agenda into our business strategy.

Learn more about our climate actions in the related indicators on this panel or in the Annual

and Sustainability Report.

Related Policies

- Environmental, Occupational Health & Safety Policy
- Energy Efficiency Policy

Product and services innovation

Scope

The Company's ability to develop new products and services or improve existing ones.

Impact Sphere

Professionals, customers and business partners

Disclosures

GRI: 203-1 and 203-2
SASB: HC-DR-250a.2

Sustainable Development Goals





Theme management

Innovation is a strategic pillar to expand access to healthcare and enhance our customers' experience. We operate with an open innovation ecosystem, through partnerships with startups, universities, and research centers, in addition to internal intrapreneurship initiatives.

In 2024, we launched new digital services, expanded our Exclusive Brands portfolio, and strengthened RD Ventures, our Corporate Venture Capital arm. Innovation is also embedded in the personalization of the customer journey, the use of data for disease prevention, and the development of solutions that promote comprehensive health.

For more details on our product and service initiatives, see the related indicators in this panel or in the Annual and Sustainability Report.

Related Policies

- Product and Service Quality and Safety Policy
- Ingredient Safety Policy
- Animal Welfare Policy

Products quality and safety

Scope

Ensure that products and services are safe to use and comply with regulatory, technical, and health standards.

Impact Sphere

Professionals, customers, and regulatory bodies

Disclosures

GRI: 416-1, 416-2, 417-2 and 417-3 SASB: HC-DR-250a.3

Sustainable Development Goals





Theme management

Ensuring product safety and quality is essential to building customer trust. We apply strict standards across every stage of the value chain, from supplier selection to final delivery to consumers.

We rely on robust processes for quality control, traceability, audits, and regulatory compliance. Our Exclusive Brands follow stringent technical standards and undergo laboratory testing and performance assessments. We also promote the rational use of medications and provide pharmaceutical guidance as part of comprehensive care.

For more details on our product safety and quality initiatives, see the related indicators in this panel or in the Annual and Sustainability Report.

Related Policies

- Product and Service Quality and Safety Policy
- Ingredient Safety Policy

Ethics and compliance

Scope

The Company's commitment to operating in accordance with legal and regulatory standards, as well as ethical principles.

Impact Sphere

Professionals, customers, business partners and investors

Disclosures

GRI: 205-1, 205-2, 205-3, 206-1, 307-1 and 419-1
SASB: HC-DR-510a.1

Sustainable Development Goals



Theme management

Ethics is a non-negotiable value at RD Saúde. We act with integrity, transparency, and responsibility in all our relationships, guided by our Código da Gente (People Code), which establishes the principles and behaviors expected of all our professionals.

We have a structured Integrity Program that includes training, independent whistleblowing channels, anti-corruption policies, and mechanisms for preventing and responding to misconduct. In 2024, we reinforced compliance governance and expanded the role of the Corporate Integrity area, fostering an ethical culture at every level of the organization.

For more details on our employee ethics and compliance initiatives, see the related indicators in this panel or in the Annual and Sustainability Report.

Related Policies

- Código da Gente – Ethics and Conduct at RD Saúde
- Anti-Corruption Policy
- Conflict of Interest Policy
- Integrity Program
- Responsible Marketing and Communication Policy
- Privacy Policy
- Human Rights Policy
- Conversa Ética Channel Policy

Data privacy and information security

Scope

The Company's ability to protect the personal and confidential data of its customers, professionals, and partners.

Impact Sphere

Professionals, customers and business partners

Disclosures

GRI: 418-1
SASB: HC-DR-230a.1

Sustainable Development Goals



Theme management

Protecting the data of our customers, employees, and partners is a strategic priority. We operate in compliance with the Brazilian General Data Protection Law (LGPD) and with leading information security practices, ensuring confidentiality, integrity, and availability of information.

We rely on a robust privacy governance structure, supported by policies, technical controls, and cyber risk management processes. In 2024, we invested in data protection technologies, awareness training, and enhanced our incident response protocols—strengthening trust in our digital channels and services.

For more details on our data privacy initiatives, see the related indicators in this panel or in

the Annual and Sustainability Report.

Related Policies

- Privacy Policy

Responsible value chain management

Scope

Ensure that operations throughout the value chain are ethical, sustainable, and aligned with social, environmental, and governance standards.

Impact Sphere

Business partners and customers

Disclosures

GRI: 204-1, 308-1, 308-2, 414-1 and 414-2
SASB: HC-DR-430a.1

Sustainable Development Goals





Theme management

Our value chain is extensive and diverse, and we strive to build sustainable, ethical, and transparent relationships with all our suppliers. We apply social and environmental criteria in the selection and evaluation of partners, promoting good practices and respect for human and labor rights.

We rely on a Supplier Code of Conduct, periodic audits, onboarding processes, and engagement initiatives. In 2024, we advanced in product traceability, qualification of critical suppliers, and the promotion of sustainable practices across our logistics and supply chain.

For more details on our responsible value chain management initiatives, see the related indicators in this panel or in the Annual and Sustainability Report.

Related Policies

- Supplier ESG Management Policy
- Supplier Code of Conduct
- Related-Party Transactions Policy

Fiscal strategy

Scope

The Company's practices, policies, and decisions related to tax payments and the management of its tax burden.

Impact Sphere

Professionals, customers and investors

Disclosures

GRI: 201-1, 201-4, 207-1, 207-2 and 207-3
SASB: HC-DR-510a.1

Sustainable Development Goals





Theme management

We adopt a responsible and transparent tax management approach, aligned with best corporate governance practices. We fully comply with all tax obligations and act with ethics and integrity in our relationship with tax authorities.

We have a Tax Incentives Policy that guides the conscious and strategic use of legal benefits, always focused on social development and the generation of shared value. In 2024, we strengthened our internal controls and the transparency of our tax practices, contributing to the sustainability of both the business and society.

For more details on our tax strategy initiatives, see the related indicators in this panel or in the Annual and Sustainability Report.

Related Policies

- Tax Incentives Policy